Massachusetts Registry of Motor Vehicles

ATLAS

Invoice Only eServices Portal Help Documentation

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GENERAL ESERVICES PORTAL HELP

LOGGING ON TO THE ESERVICES PORTAL

Prior to first-time use to the ATLAS eServices Portal, first time users will receive an email from the RMV with a link to the eServices Portal logon page. User logons are added by your business's eServices Administrator. If your business does not have an administrator, click the **Learn More** hyperlink on the eServices Portal logon page for more information.

To log on to eServices:

1. From the appropriate email, single-click the **Click to log in** hyperlink.
2. Type in a password that meets the requirements listed in the Password Rules section.
3. Re-enter the password in the **Confirm Password** field.
4. Click **Submit**.
5. Click **OK**.
6. Enter your username and password.
7. Click **Logon**.
8. Click the **Send Authentication** hyperlink to get a security code for this login. A pop-up window is displayed indicating that the confirmation has been sent to the user.
9. Enter the code into the **Authentication Code** field.
10. Click the **Logon** button.

LOGGING OFF THE ESERVICES PORTAL

To log off the eServices Portal:

1. Click the **Profile Menu** icon at the top right of the screen.
2. Click the **Log Off** hyperlink.
3. Click **Yes**.
4. Click **Click Here to Start Over**.

RESETTING A FORGOTTEN PASSWORD

In the event you are unable to remember your password, the portal allows for a password to be reset.

To reset a password:

1. Navigate to the log in screen for the eServices Portal.
2. Select the **Forgot username or password?** Hyperlink.
3. Enter your username.

 Your username should be your business email

4. Follow the instructions in your email.

UPDATING YOUR PERSONAL PROFILE INFORMATION

The *User Profile* in ATLAS contains information on the logged-on user. From here, you may have security to update your name, e-mail, and phone number. In addition, you may update your password, secret question, or two-step verification settings.

To update profile information in eServices:

1. Select the **Manage My Profile** hyperlink from the *Business Account* profile.
2. Select the appropriate hyperlink for the profile information you would like to update.
3. Enter the updated information.
4. Click **Ok**.

UPDATING A PASSWORD

Passwords can be changed by the user in the eServices Portal. Changing a password is not the same as resetting, and can be completed after successfully logging in.

To update a password in eServices:

1. Select the **Manage My Profile** hyperlink from the *Web Profile* screen.
2. In the Security panel select the **Change Password** hyperlink.
3. Enter the required fields, indicated by an asterisk.

The bottom of this window contains password requirements.

4. Click **Ok**.

VIEWING OTHER BUSINESS ACCOUNT PROFILES

If you have access to multiple businesses, you can switch the business account you are viewing. Access to additional businesses is granted to your username by that business's eServices administrator. To view a different *Business Account* profile:

1. From the *Business Account* profile, click the **Work With Someone Else** hyperlink.

> **If you only have access to view or work with one business, the Work With Someone Else will be hidden and will not display.**

2. Click the **Business Name** button for the business you wish to view.

VIEWING SUBMISSIONS

You can view web requests, or transactions, you have submitted in the eServices portal by the following:

1. From the *Business Account* profile, click the **More** tab.
2. Click the **Search Submissions** button in the *Submissions* panel.
3. Enter a date range in the **Processed From** and **Processed To** fields that fall within the submission you are searching for.
4. Click the **Search** button.
5. Select the **Title** hyperlink to view the submission.
6. Use the **Previous** and **Next** buttons on the submission to view what was submitted to the RMV.

VIEWING LETTERS

You can view letters sent to your business in the eServices Portal.

To view letters on the *Letters* profile:

1. From the *Business Account* profile, click the **More** tab.
2. Click the **View Letters** button.
3. Click the **Type** hyperlink for the desired letter.
   o A PDF will generate of the letter.

> **The Inbox tab displays letters for the last 12 months. To access letters older than twelve months, click the Search tab and enter the appropriate date range for the letter. Click the Search button to view letters in this date range.**

To view unread letters in the Action Center:

1. From the *Business Account* profile, click the **Action Center** tab.
   o **Note:** The tab will have a counter on it for unread letters.
2. Click the **View Letters** hyperlink.
3. Click the **Type** hyperlink for the desired letter.
   o A PDF will generate listing the Permit ID's issued for each permit type.

MANAGING PAYMENT CHANNELS

You may add and use payment channels in the eServices Portal. Payment channels are payment methods saved in ATLAS to be used when completing different transactions. This saves time of having to key in your payment method for each transaction.

To access *Payment Channels* window to manage payment channels:

1. From the *Business Account* profile, click the **Manage My Profile** hyperlink.
2. Click the **More** tab.
3. Click the **Manage Payment Channels** button.
   o You are now on the *Payment Channels* window.

To add a new payment channel:

1. From the *Payment Channels* window, click the **Setup New Payment Channel** hyperlink.
2. Select the **Payment Channel Type**.
3. Select the **Bank Account Type**.
4. Complete the required fields.
   a. Note: The **Name** of the Payment Channel defaults to the Bank Name and the last four digits of your Account Number. To update this, click the **No** button and update the **Name** field
5. Click **Save**.

To rename a payment channel:

1. From the *Payment Channels* window, click the **Payment Channel Name** hyperlink.
2. Click the **Rename** hyperlink.
3. Complete the appropriate fields.
4. Click **Save**.

To remove a payment channel:

1. From the *Payment Channels* window, click the **Payment Channel Name** hyperlink.

2. Click the **Remove This Payment Channel** hyperlink.

3. Click **Yes**.

4. Click **OK**.

PAY AN INVOICE

To pay an invoice:

1. Click the **Make a Payment** hyperlink from the *Business Account* profile.
2. Click **Next** to begin the payment transaction.
3. Enter in the required contact information.
4. Click **Next** to proceed.
5. The fees to be paid are displayed.
   a. **Note:** All fees are automatically pre-selected to pay. However, the logged on end user can unselect a fee if they do not which to pay it at the moment.
6. Click **Next** to proceed and pay the selected fees.
7. Select the payment method.
   a. If you select Credit/Debit Card and click the Next button, you will be redirected to an RMV-approved Credit Card website where you can enter in your card information. After entering your card information, you will be able to continue with the activity.
   b. If you select E-Check, you will enter in all your payment information within the eServices portal.
   c. **Note:** You cannot pay with a money order. Paying with a money order will result in a bad payment on your account.
8. Click **Next.**
9. If paying via E-Check, enter in the required banking information.
   a. Note: The Payment Date will be automatically set to today's date. It is not possible to future-date a payment in the eServices Portal.
10. Click **Next.**
11. A summary of the payment to be made is displayed. To make the payment, click **Submit.**
12. A confirmation page is displayed. Click **OK** to navigate back to the Account Profile.

eSERVICES PORTAL ADMINISTRATOR FUNCTIONS

eSERVICES ADMINISTRATOR FUNCTIONS

Each business with access to the eServices Portal has a designated eServices Administrator. This administrator oversees adding and managing logons for their business. Once a logon is added, however, only system access can be updated by the administrator. Any demographic information for the user must be updated by the logged-on user, not the administrator.

ADDING A LOGON

To add a logon:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Add a New Logon** button.
3. Enter the user's email address and name in the appropriate fields.
4. Select the **Grant Access** button for all accounts you the user should have access to.
5. Select the **Access Level** for each account.
6. Select the **Next** button.
7. Select the **I Agree** button.

> **By selecting I Agree, you & your company are confirming the user has been vetted & meets requirements outlined in your access agreement. Your company is responsible for the user's actions.**

8. Select the **Submit** button.

> **An email will be sent to the e-mail address keyed in the transaction. The new user must follow the prompts in the e-mail to access the eServices portal.**

RESENDING A LOGON ACCESS EMAIL

The logon access email is required for a user to logon for the first time.

To resend a logon access email:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Resend Logon Access Email** hyperlink.
5. Select the **Yes** button.
6. Select the **OK** button.

MANAGING A USER'S ACCESS

To manage a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Manage Access** hyperlink.
5. Select the **Access Type** hyperlink.
6. Update the Type of Access through the drop-down menu.
7. Select the **Save** button.

CANCELLING A USER'S ACCESS

Cancelling a user's access means cancelling the access to a specific business or account. Cancelling access does not remove the logon from the portal.

To cancel a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Manage Access** hyperlink.
5. Select the **Cancel Access** hyperlink for the business or account you are cancelling the access for.
6. Select the **Save** button.

REINSTATING A USER'S ACCESS

To reinstate a user's access (or grant them access):

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Select the **Manage Access** hyperlink.
5. Select the **Grant Access** hyperlink.
6. Update the Type of Access through the drop-down menu.
7. Select the **Save** button.

DEACTIVATING A USER'S ACCESS

Deactivating a user's access means you are deactivating the user's logon so they will not be able to log into the portal.

To deactivate a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Click the **Deactivate Access** hyperlink.
5. Click the **Yes** button.
6. Click the **OK** button.

REACTIVATING A USER'S ACCESS

To reactivate a user's access:

1. Select the **More** tab from the *Business Account* profile.
2. Select the **Manage Logons** button.
3. Select the appropriate **Logon** hyperlink.
4. Click the **Reactivate Access** hyperlink.
5. Click the **Yes** button.
6. Click the **OK** button.