



# e-Services for Business User Guide

Updated 10/20/2020

# Table of Contents

Get Started on e-Services for Business .....	2
Log in for the First Time on November 16th.....	2
Log into the Sandbox Environment as a Dealer Administrator .....	3
Log in for the First Time <b>After</b> November 16th .....	3
Set Up Two-Step Authentication .....	4
Add a New User.....	5
Change User Access .....	6
Deactivate User Access .....	7
Password Maintenance.....	7
Request Third Party Access.....	7

## Get Started on e-Services for Business

Welcome to **e-Services for Business**, a portal for the MNDRIVE system used by the Minnesota Department of Public Safety, Driver and Vehicle Services! This guide will help get you set up with and troubleshoot issues you may experience while using e-Services for Business.

- ❗ **Note:** In order to use the e-Services for Business system, Businesses must have an active Records Access Agreement and Administrator (Data Use Representative - DUR) with Driver and Vehicle Services (DVS). This agreement outlines the rules and requirements for online access to Department of Public Safety data and access to use the systems provided. Your agreement Administrator (DUR) is the individual responsible for managing additional users accessing this data at your business at any given time.

If an Administrator (DUR) has not been established for your office, please contact the Data Practices team of DVS at [dvs.dataservices@state.mn.us](mailto:dvs.dataservices@state.mn.us).

## Log in for the First Time on November 16th

When your business has an Administrator (DUR) setup with a DVS Records Access Agreement, they will be able to access the e-Services for Business system through an email automatically sent to them on November 16, 2020. The email will be sent to the email address they listed for themselves in the Records Access Agreement.

The email will prompt the Administrator (DUR) to set up their **Web Profile** and a password that they can use for future logons in the e-Services for Business system.

After receiving the email with your temporary password:

1. Click the hyperlink in the Minnesota Online Driver and Vehicle Services email.
2. Once redirected to e-Services, enter and confirm your new password.
3. Click **Submit** to login to e-Services for Business.

After resetting your password, your web profile needs to be completed.

4. Enter your legal name and user specific email address.
  - ❗ **Note:** User email addresses must be unique and readily identifiable. Examples of acceptable email addresses are john.doe@123.com or [john.doe.companyname@123.com](mailto:john.doe.companyname@123.com). We will not send a password to an email address that appears to be a shared address. Using an email address not specific to a user, or that belongs to another person, is contrary to DVS security policy and best practices and may result in loss of access privileges.
5. Select and answer the secret question.
6. Enter phone number.
7. Click **Submit** to complete your profile.

- ❗ **Note:** Administrators (DURs) will be able to create additional users for their business once they log into the system using the emails they received. Once created, these new users will receive their own email to log into the system. More information about how to create a new user in the system can be found below.

## Log into the Sandbox Environment as a Dealer Administrator

A practice environment will be available to all **Dealer Administrators** (DURs) on **November 2, 2020** until **November 14, 2020**.

Dealer Administrators (DURs) will receive automatic emails on November 2, 2020 to access the Sandbox environment and begin practicing, as well as on November 16, 2020 to access the live system.

Dealer Administrators (DURs) must follow the same process as described above in the [Log in for the First Time on November 16<sup>th</sup>](#) section to establish Sandbox access for themselves. However, any access established in the Sandbox environment will not automatically transfer to the live environment on November 16, 2020. Administrators (DURs) must follow those steps again in the live environment when it becomes available to gain access to it.

- ❗ **Note:** This means that any additional users that a Dealer Administrator (DUR) creates and grants access to the Sandbox must be created again in the live environment as well.

## Log in for the First Time After November 16th

If you did *not* have an Administrator (DUR) setup with a DVS Records Access Agreement before November 16, 2020 and did not log into the e-Services for Business live system on November 16 (as described [above](#)), you will not receive an email to access the system. You must establish a Records Access Agreement (as described [above](#)). Once the new Administrator (DUR) has been approved by the Data Practices team, you will use the Registration ID that will be included in a letter sent from Minnesota Department of Public Safety, Driver and Vehicle Services to log in.

If you had an Administrator (DUR) set up with a DVS Records Access Agreement *before* November 16, 2020, but did not log into the system on November 16 using the email that was sent to you, your temporary password will quickly expire and no longer allow you to log in to the system. Once the

temporary password expires, you must contact the Data Practices team of DVS at [dvs.dataservices@state.mn.us](mailto:dvs.dataservices@state.mn.us) who can unlock your account so that you are able to logon.

- ① **Note:** After the Administrator (DUR) logs into the system, they can then continue to add additional users for their business.

Follow the steps below to login for the first time after November 16, 2020, after receiving letter with your Registration ID:

1. Go to e-Services for Business homepage.
2. Click **Register as a Dealer** or **Register as a Data Purchaser** depending on which type of business user you are.
3. Enter your **Registration ID**.
4. Click **Next**.
5. Confirm if you already have an e-Services web logon.
  - ① **Note:** If you already have a logon for the account type you picked in Step 2, return to the main page to sign in.
6. Enter your legal name and phone number.
7. Enter and confirm your user specific email address.
  - ① **Note:** User email addresses must be unique and readily identifiable. Examples of acceptable email addresses are john.doe@123.com or [john.doe.companyname@123.com](mailto:john.doe.companyname@123.com). We will not send a password to an email address that appears to be a shared address. Using an email address not specific to a user, or that belongs to another person, is contrary to DVS security policy and best practices and may result in loss of access privileges.
8. Enter and confirm your password.
9. Select and answer the secret question.
10. If applicable, pick the level of access for the account in the system.
11. Review and confirm the information on the Registration Summary page.
12. Click **Submit**.

## Set Up Two-Step Authentication

Administrators (DUR) and users need to set up their two-step authentication method after they log in to the system for the first time. This measure will verify the user's identity by providing them with a unique code to enter into the system each time they try to log in.

Administrators (DURs) and users can decide if they would like to have their security code sent to them using a two-step user authenticator application, like Google Authentication, or sent directly to their email.

After logging in to your e-Services for Business account:

1. Click **Set Up** to select to use a two-step authenticator application or click **Add Email** to select to receive security codes by email.

**i** **Note:** You will be redirected to a webpage in the system where you'll need to select how you'll verify your identity each time you log in. You can use a two-step user authenticator application or receive security codes by email. You may only select one authentication option.

#### To use a two-step user authenticator application:

**i** **Note:** The user authenticator application must be previously downloaded to your smart phone or web browser.

1. Open the user authenticator application on your smart phone or web browser.
2. Click the **add** function in the user authenticator application on your smart phone or web browser.
3. Scan the **QR Code** or manually enter the key at the bottom of the panel found on e-Services for Business into the user authenticator application on your smart phone or web browser.
4. Click **Save**.
5. Enter the **6-digit security code** on the Verify Security Code webpage on e-Services for Business that was generated by the user authenticator application on your smart phone or web browser.

**i** **Note:** This code expires every thirty seconds in Google Authenticator. Another code will generate if you miss the first security code.

6. Click **Confirm**.

#### To use your email address to receive security codes:

1. Enter your user specific **email address** in e-Services for Business.
2. Click **Save**.
3. Retrieve the **security code** sent to your email.

**i** **Note:** The email will be sent from Minnesota Online Driver and Vehicle Services.

4. Enter the **6-digit security code** on the Verify Security Code webpage on e-Services for Business from the email sent by Minnesota Online Driver and Vehicle Services.
5. Click **Confirm**.

After you establish your two-step method, you will use that method to retrieve and enter your security code each time you log into the system.

## Add a New User

After Administrators (DURs) log in for the first time, they are responsible for adding and managing any additional users in their business that they would like to have access to the system.

- ❗ **Note to Dealer Administrators (DURs):** Users added in the Sandbox environment will not automatically be transferred and must be re-added to be granted access to the live environment on November 16, 2020.

To add a new user to your business account, once logged in to e-Services for Business:

1. After logging into your account, click **Manage Logons** in the Account panel.
2. Click **Add New User Logon**.
3. Enter and confirm the user specific email address and legal name of the new user.
  - ❗ **Note:** User email addresses must be unique and readily identifiable. Examples of acceptable email addresses are john.doe@123.com or [john.doe.companyname@123.com](mailto:john.doe.companyname@123.com). We will not send a password to an email address that appears to be a shared address. Using an email address not specific to a user, or that belongs to another person, is contrary to DVS security policy and best practices and may result in loss of access privileges.
4. Pick the level of access the new user should be granted for the account in the system.
  - ❗ **Note:** Adding an additional Administrator will require approval from Data Services.
5. Review and confirm the information on the Registration Summary page.
6. Click **Submit**.

After adding a new user, the user will receive an email from e-Services for Business that will allow them to logon and begin working in the system much like the [Log in for the First Time on November 16<sup>th</sup>](#) section described above.

## Change User Access

If you need to change a user's access, such as when an employee takes on new responsibilities, you can follow these steps to change their access:

1. From your account, click **Manage Logons** in the Account panel.
2. Click **Add New User Logon**.
3. Enter and confirm the user specific email address and legal name of the new user.
4. Pick the level of access the new user will have.
  - ❗ **Note:** If you change a user's access level to Administrator, the DVS Data Practices team must approve the change before the user will be able to access the account as an Administrator.
5. Review and confirm the information on the Registration Summary page.
6. Click **Submit**.

## Deactivate User Access

If you need to deactivate a user's access, such as when an employee terminates their employment, you can follow these steps to change their access:

1. From your account, click **Manage Logons** in the Account panel.
2. Click **View/Manage Logons**.
3. Click the email hyperlink of the employee you would like to deactivate access of.
4. Click **Deactivate Access**.

After you deactivate a user's access, the user will not be able to log on to e-Services for Business.

- Note:** Access can be reactivated for a user by following the steps in this section and clicking **Reactivate Access**.

## Password Maintenance

Passwords expire every 90 days. Administrators (DURs) can manage logons by sending an email to reset a password that has expired or that the user forgot.

To reset a password for a user:

1. From your account, click **Manage Logons** in the Administrator Actions panel.
2. Click **View/Manage Logons**.
3. Select the username hyperlink for the user whose password you would like to reset.
  - Note:** You'll be able to see each users' access level on this page.
4. On the I Want To page, click **Reset Password**.

The user will receive an email with a hyperlink to reset their password. This email is valid for seven days. If the user doesn't reset their password within the seven day window, a new email must to be generated in order for the user to reset their password and access the system.

## Request Third Party Access

Dealer or Fleet Administrators (DURs) may decide to hire independent, third party management organizations to assist them with work in their e-Services for Business account.

In order for third party users to view or perform work in an e-Services for Business account, they must first request to be registered as a third party. After their third party account registration is approved by Driver and Vehicle Services (DVS), they must be granted access to the specific Dealer or Fleet account they would like to work in by the associated Dealer or Fleet Administrator (DUR).

- Note for DEALERS:** Third party users for dealerships may only have access to Vehicle Title Application and Permits and vehicle records.
- Note for FLEETS:** Third party users for fleets are able to complete all of the same transactions as fleet Administrators (DURs).

## Request to Register as a Third Party User

Third party users should follow the steps below to request access through e-Services for Business:

1. Go to e-Services for Business homepage.
2. Click **Request Third Party Access** under the **Dealer Services** or **Fleet Services** panel.
3. Review the information in the **Request Information** step and click **Next**.
4. Complete the required information in the **User Information** step:
  - a. Enter your **Legal First Name** and **Legal Last Name**.
    - 📘 **Note:** In the case that you have no first name, select the **No First Name** toggle.
  - b. Write an explanation of why you need access to a dealer/fleet's e-Services for Business account.
5. Click **Next**.
6. Enter and confirm your user specific email address.
  - 📘 **Note:** User email addresses must be unique and readily identifiable. Examples of acceptable email addresses are john.doe@123.com or [john.doe.companyname@123.com](mailto:john.doe.companyname@123.com). We will not send a password to an email address that appears to be a shared address. Using an email address not specific to a user, or that belongs to another person, is contrary to DVS security policy and best practices and may result in loss of access privileges.
7. Click **Next**.
8. Review and confirm the information on the Registration Summary page and click **Submit**.

After third party user access is requested, the DVS Data Practices team will review the application. If the third party user's access is approved, they will receive an email from Minnesota Online Driver and Vehicle Services with a hyperlink to reset their temporary password.

After the third party user receives the email with their temporary password:

1. Click the hyperlink in the Minnesota Online Driver and Vehicle Services email.
2. Once redirected to e-Services, enter and confirm your new password.
3. Click **Submit** to login to e-Services for Business.

## Grant Access to a Third Party User

In order for an approved third party user to gain access to a dealer or fleet account, the Administrator (DUR) of the dealer or fleet account must grant the third party access through their e-Services for Business account.

The Administrator (DUR) will follow the steps below to grant access for third party user:

1. After logging into your account, click **Manage Logons** in the Account panel.
2. Click **Grant Third Party Access**.



3. Enter Third Party User's Web Logon and Last Name.
  - ❗ **Note:** The third party user's web logon will be the email entered when they submitted their third party user registration request.
4. Click **Next**.
5. **Dealer Administrators (DURs) only:** Enter the Commence and Cease Date the third party user has access to the dealer's e-Services for Business account.
  - ❗ **Note:** Third party users working with dealers can only be granted access 90 days at a time. Once the 90 days has lapsed, dealer Administrators (DURs) will need to complete this process again.

**Fleet Administrators (DURs):** No Commence or Cease Date for third party user access is required.
6. Click **Next**.
7. Click **Submit**.