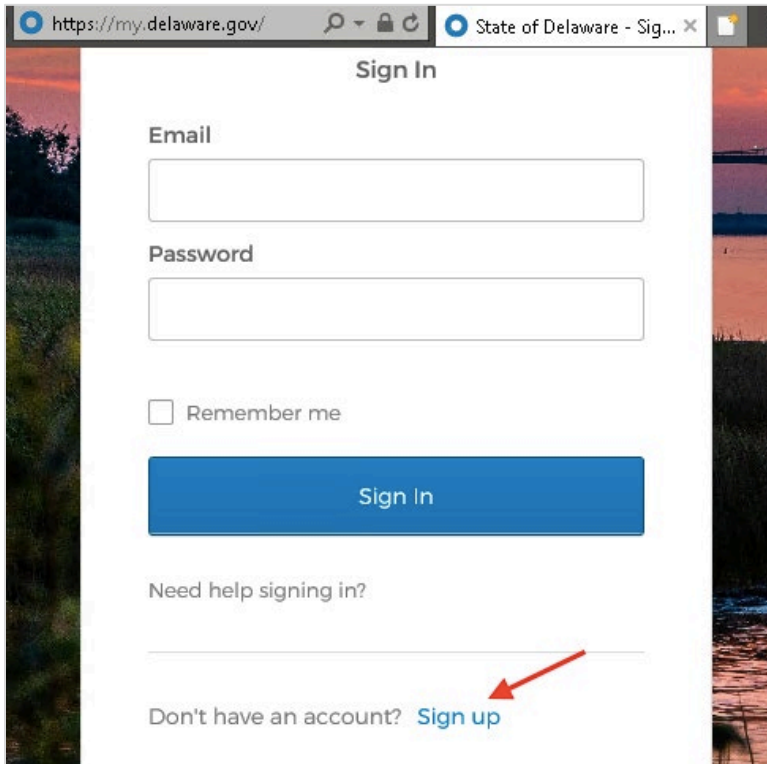


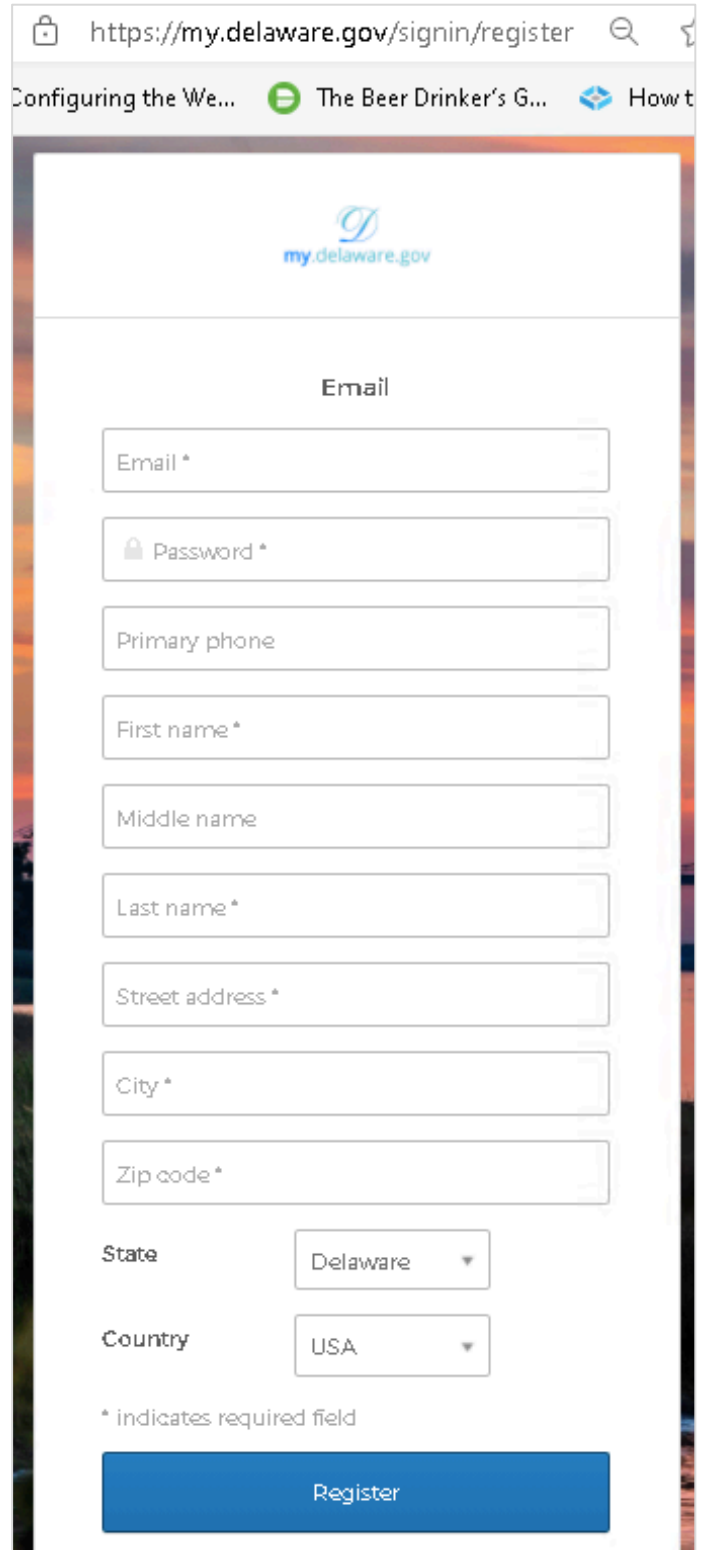
## NEW USER REGISTRATION/LOGIN SCENARIOS

### 1 New users (No existing my.delaware.gov or application account)

1. User navigates to (<https://dmv.de.gov/services/MotorCarrier/> and clicks on the New User Registration link or navigates to <https://my.delaware.gov> and clicks on **Sign Up**)

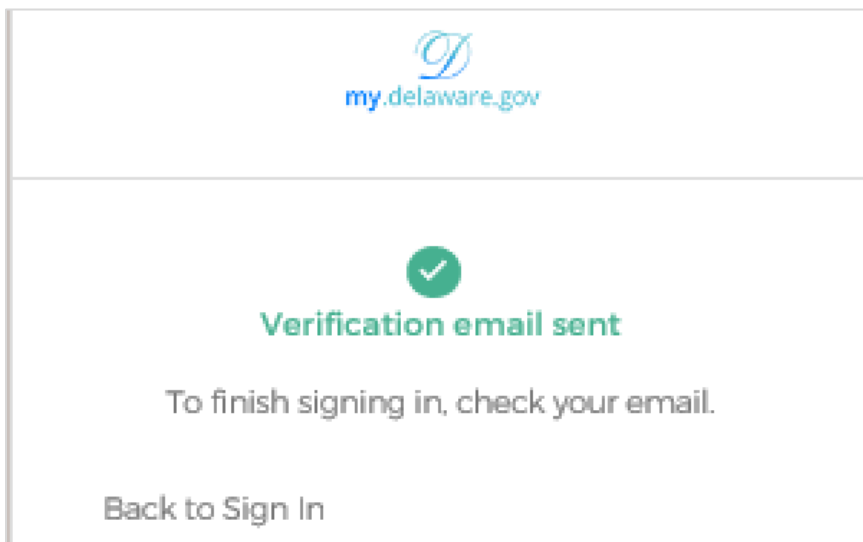


The screenshot shows the 'Sign In' page. It features two input fields for 'Email' and 'Password'. Below these is a checkbox for 'Remember me' and a blue 'Sign In' button. At the bottom, there is a link for 'Sign up' which is highlighted with a red arrow. The page also includes a search bar and a 'Need help signing in?' link.

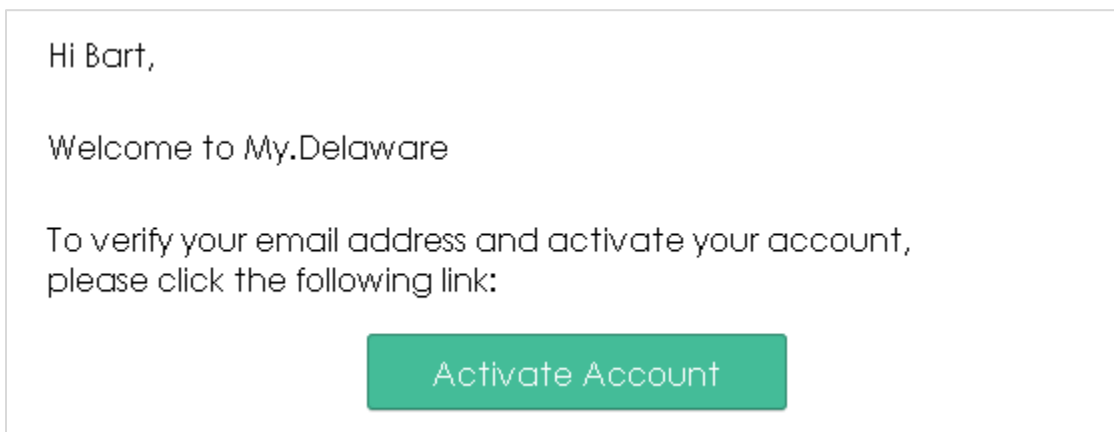


The screenshot shows the 'Register' page. It features a series of input fields for 'Email \*', 'Password \*', 'Primary phone', 'First name \*', 'Middle name', 'Last name \*', 'Street address \*', 'City \*', and 'Zip code \*'. Below these are dropdown menus for 'State' (set to Delaware) and 'Country' (set to USA). A blue 'Register' button is at the bottom. A note at the bottom indicates that an asterisk (\*) indicates a required field.

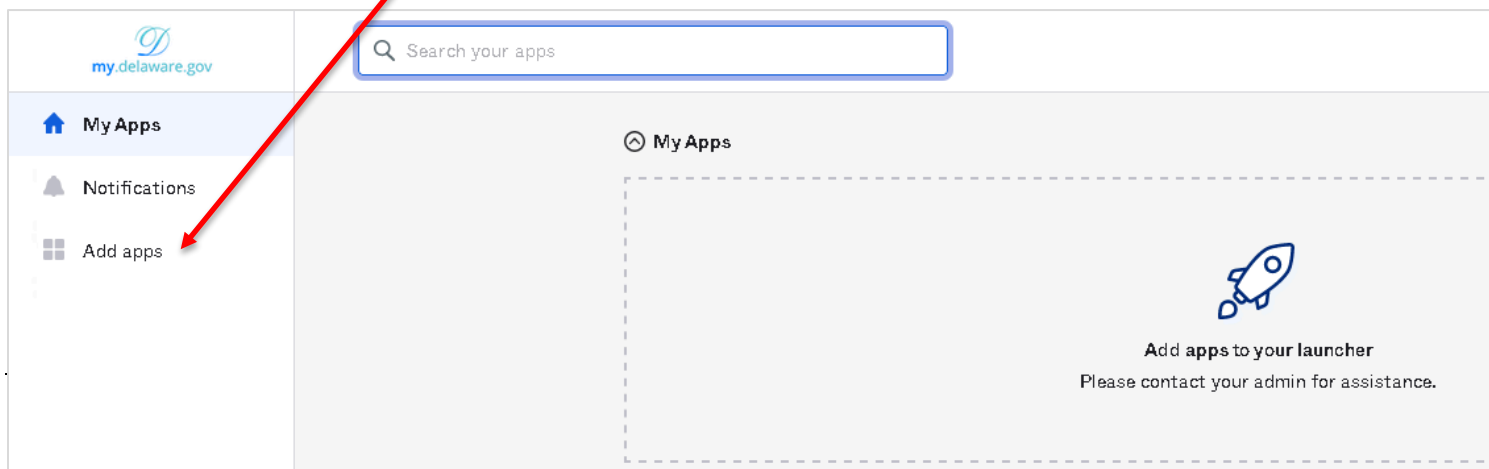
3. User fills out registration form and clicks **Register**.
4. System will let the user know an email has been sent to their email address to verify their account




5. This is what the email looks like. User Clicks on **Activate Account**



6. After clicking the **Activate Account** button, user will land on My.Delaware dashboard
7. Click on **Add Apps**



- Find Motor Carrier app and click add




**Motor Carrier**


Interstate commercial vehicle registration and fuel tax reporting system. (International Registration Plan (IRP) & International Fuel Tax Agreement (IFTA))

Add

- Motor Carrier Application will be added to your dashboard. Click on **My Apps** on the top left corner to go back to your dashboard
- Click on the **Motor Carrier** app tile to launch the application. First time users need to fill out required application field and click the **Create** button to send a request to **Motor Carrier** team for approval. Your request will be approved or denied within 3 business days. Once approved, next time user clicks on the **Motor Carrier** tile, it will log them in to the **Motor Carrier** system.



## Delaware Motor Carrier Services



Login
Home
Help

Requesting Internet Access...

To initiate the creation process of a new Interstate Online user account, please provide the required information below and select Submit. Requests are generally processed within one business day after receipt. Pending approval by the state, an e-mail will be sent to you.

**User choices**

Alternative Accessible View

**Type of Account**

Carrier  Licensing Agent

---

**Account Information**

Account Number \*

USDOT Number

Taxpayer ID\*

Taxpayer ID Type\*

---

**Personal Information**

Company\*

Name

First Name\*

Middle Name

Last Name\*

Suffix

E-mail \*

---

**Phone Numbers**

Phone (main) \*  Ext.  Phone Country \*

Fax (main)  Fax Country

---

Street \*

Street 2

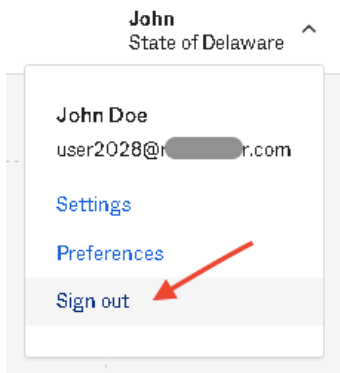
Postal Code \*

City \*

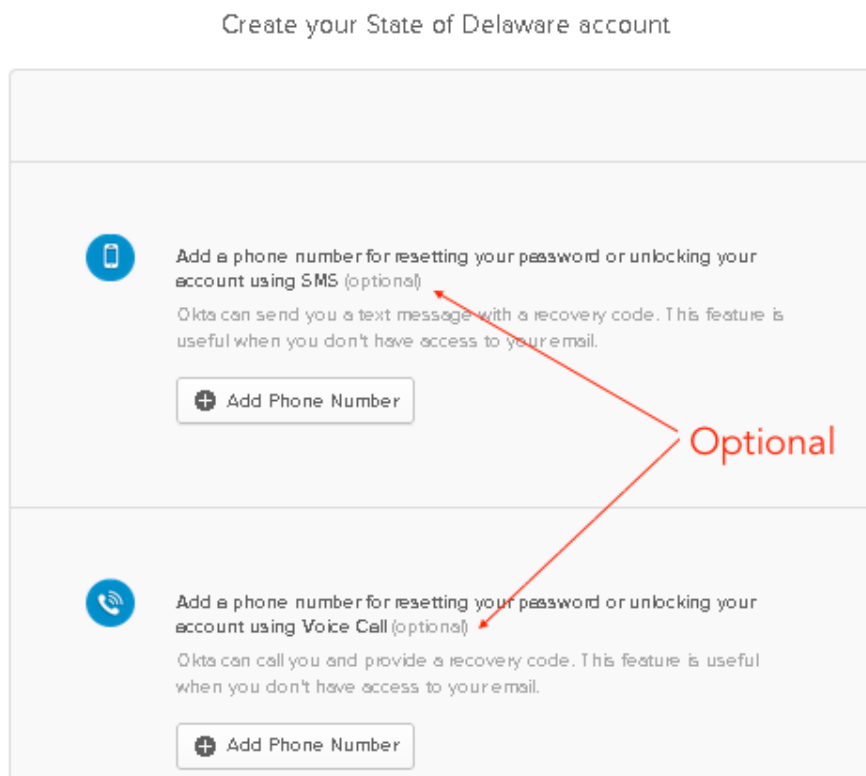
Country

Jurisdiction \*

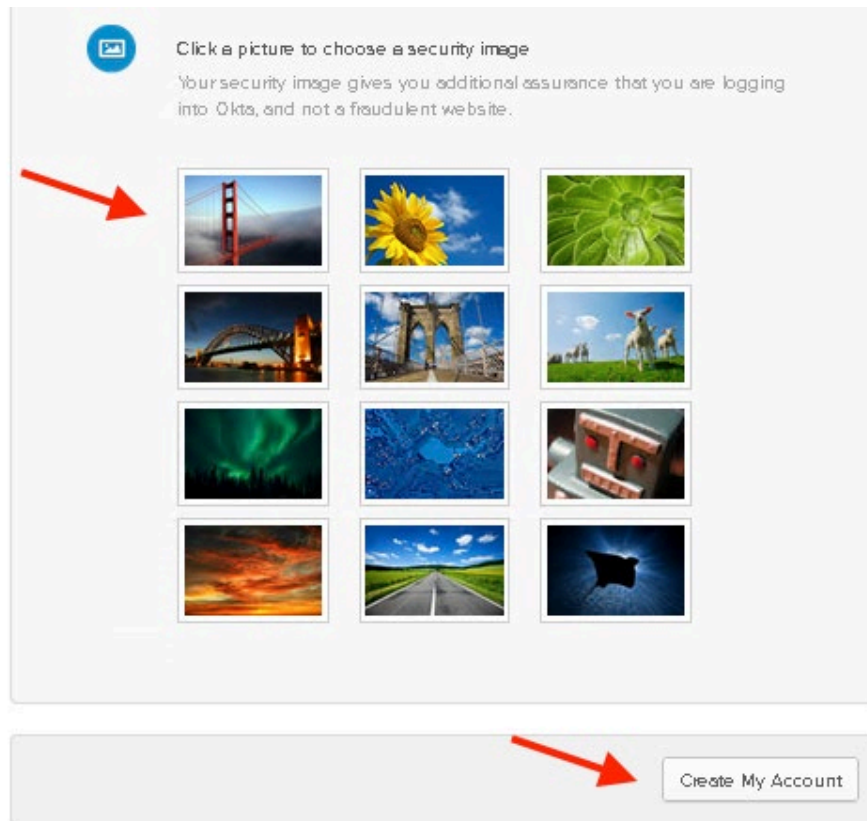
11. To log out of <https://my.delaware.gov>, User clicks on their name in the top right corner of screen and from the drop down menu selects **Sign out**



12. Next time user logs in, they will be presented with below options to complete before they are logged.
13. User will select if they want to be able to reset their password using text message or phone call (optional)



14. User will select a security image which will be displayed to them everytime they login and then click **Create Account**.

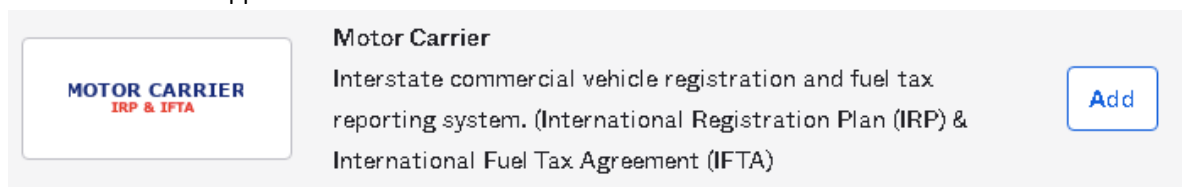


## 2 Returning user after completing registration and accessing application.

1. Navigate to <https://dmv.de.gov/services/MotorCarrier/> and Clicks Login or login using <https://motorcarrier.deldot.gov/>

## 3 New users that have an existing my.delaware.gov account.

1. If the application user is trying to access does not have a request process and is granted to all users.
  1. User will navigate to the application website and login with their existing **my.delaware.gov** account
2. If the application user is trying to access has a request process (self service with or without approval)
  1. User will login to <https://my.delaware.gov> and navigate to **Add Apps** , search for the application and adds/requests the application.
3. Find Motor Carrier app and click add



4. Motor Carrier Application will be added to your dashboard. Click on **My Apps** on the top left corner to go back to your dashboard
5. Click on the **Motor Carrier** app tile to lunch the application. First time users need to fill out required application field and click the **Create** button to send a request to **Motor Carrier** team for approval. Your request will be approved or denied within 3 business days. Once approved, next time user clicks on the **Motor Carrier** tile, it will log them in to the **Motor Carrier** system.



# Delaware Motor Carrier Services



Login Home Help

Requesting Internet Access...

To initiate the creation process of a new Interstate Online user account, please provide the required information below and select Submit. Requests are generally processed within one business day after receipt. Pending approval by the state, an e-mail will be sent to you.

User choices

Alternative Accessible View

Type of Account

Carrier  Licensing Agent

Account Information

Account Number \*   
USDOT Number   
Taxpayer ID\*   
Taxpayer ID Type\*

Personal Information

Company\*   
Name   
First Name\*   
Middle Name   
Last Name\*   
Suffix   
E-mail \*

Phone Numbers

Phone (main) \*  Ext.  Phone Country \*   
Fax (main)  Fax Country

Street \*   
Street 2   
Postal Code \*    Jurisdiction \*   
City \*   
Country

## SELF SERVICE ACCOUNT UNLOCK & PASSWORD RESET

Sign In

Email

Password

Remember me

Need help signing in?

1- Click on **Need help signing in?**

For password reset help click on **Forgot Password?**  
For unlocking account click on **Unlock account?**

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

2- We want to reset our password; we click on **Forgot password?**

### Reset Password

Email

SMS or Voice Call can only be used if a mobile phone number has been configured.

3- To reset your password using your primary email (or secondary email if you set it up on your profile) , type your email in and click on **Reset via Email**.

To reset via text message (if you have already set it up), click on **Reset via SMS**

Reset via SMS

To reset using a Phone call (if you set it up when setting up your account or after using your profile, click on **Reset via Voice Call**.

Reset via Voice Call

4- You have the same options to unlock your account if choose **Unlock Account?**

Reset via Email