



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, Secretary & CEO
Jamey Tesler, Registrar



Dear Section 5 Business Partner;

The Massachusetts Registry of Motor Vehicles (RMV) has upgraded to a new system, ATLAS, to deliver exceptional customer service. As part of the upgrade to ATLAS, the system includes a new eServices Portal for Section 5. The eServices Portal will give your users the ability to:

- Apply for a new Section 5 account & upload documentation (New Business only)
- Registration renewal
- Registration replacements
- Replace lost or damaged plate
- Order compliance decals
- Designated Administrators to maintain RMV access for employees

The eServices Portal is an optional tool that you can use to conduct business with the RMV and is easy to use, convenient, and free of charge. If you would like to use this new tool, you will need to designate at least one eServices Administrator. eServices Administrators will have the ability to add/remove users to the portal, reset passwords, and process the transactions listed above.

If you would like access to the new eServices Portal, you must complete and submit the following two attached documents:

1. **RMV Business Partner Contact Form**
This form is used to collect your most up-to-date business information.
2. **eServices Administrator Access Form**
This form needs to be completed by each person that you designate as an "eServices Administrator."

Please complete and return the forms to rmvbusinesspartners@dot.state.ma.us

If you have any Section 5 related questions please feel free to call the Section 5 @

857-368-8030 or email Section.5.registry@state.ma.us.

If you have issues logging into the portal, please feel free to call us at 857-368-7930 or email RMVBusinessPartners@dot.state.ma.us.



RMV Business Partner Contact Form

New Business Account

Reactivate Account

Revised Business Account Contact Info

Adding a new program to an existing account

School Bus only

RMV _____ provide a contact form for each program you will be enrolled) Date: _____

Business Name

Legal Business Name

DBA

Federal Employer ID Number (FEIN)

Mailing Address

Street City State Zip Code

Email Phone #

Reason for Access:

Business Contact Information

Business Contact (The person the RMV will contact regarding issues with the program)

Email

Phone #

Legal Contact (if applicable)

Email

Phone #

Financial Contact (if applicable)

Email

Phone #

Technical Contact (if applicable)

Email

Phone #

Security Contact Information

Security Contact #1

Email

Phone #

Security Contact #2 (if applicable)

Email

Phone #

Processing Entity (Only complete this section if you are using a third party processor to access RMV data)

Processing Entity Name

Contact Name

Mailing Address

Street City State Zip Code

Email Phone #

Note: You are not required to have multiple contacts, the same person could fill multiple roles.
Return form to: RmvBusinessPartners@dot.state.ma.us



eServices Administrator Access Form

RMV Business Partners must designate a Security Administrator(s). The Security Administrator(s) will be able to log into the eServices Portal to:

- create and terminate security credentials
- add/delete security roles for both your business in-house end users and permissible external end users, if applicable*.

This form must be completed to receive eService Administrator credentials. The RMV recommends that each business have at least two (2) Administrators, but may approve additional ones if the business has more than fifty (50) end users. Please note that eService Administrators cannot create additional Administrator credentials; these credentials can only be issued by the RMV.

*Insurance Companies only: Insurance Agencies will be responsible for creating/terminating security credentials for all of their end users. If an insurance agency needs access to update policies for your insurance company, your eService Administrator will be able to add the update role to the insurance agencies end user's credentials provide by the insurance agency.

Type of Request (Check One)	
<input type="checkbox"/> New Administrator	<input type="checkbox"/> Update Administrator Information
Business Name	
Legal Business Name	D.B.A.
Federal Employer ID Number (FEIN)	Select which program(s)
Mailing Address	

Business or Security Contact Certification and Signature

I, _____, hereby designate the below named individual as an eServices Administrator for this business.

Business or Security Contact Signature: _____ Date: _____

Designated eServices Administrator Information

Name	Title
Email	Phone #
Last 4 Digits of Social Security Number	Driver License #: If non Mass resident must attach a photo copy of state issued license or ID.

Type of Access (check one): Admin Only Admin & Inquiry Admin, Inquiry & Update

eServices Administrator Certification and Signature

I have read the Agreement for Access to Records and Data Maintained by the Registry of Motor Vehicles. I understand that, as part of my application to become an eServices Administrator, the RMV will conduct a background check on me, and access will be denied if I have been convicted of a felony involving violence, dishonesty, deceit or indecency. As the eService Administrator for the above listed business, I agree that I will abide by all the terms of the Agreement for Access to Records and Data Maintained by the Registry of Motor Vehicles, and will only grant security credentials to permitted users, assign roles to authorized End Users and will deactivate an End User's security credentials immediately upon termination.

eServices Administrator's Signature: _____ Date: _____

All approved eServices Administrators are required to watch the RMV's Computer Based Training (CBT) for Administrative Access course. Further information on this course will be provided to the eServices Administrator when access is granted and credentials are issued.

Return form to: RmvBusinessPartners@dot.state.ma.us or mail to: MassDOT RMV-IS Security • 25 Newport Avenue Ext. • Quincy, MA 02171