INDOT TECHNICAL APPLICATION PATHWAY

ITAP v.4.0

Quick Start Guide

FAQ

Help Topics

Last edited, 01.25.2026
Created, 11.17.2021

FAQ

I already have an ITAP account, what do I do first?

I don't have an Access Indiana account; how do I create one?

I already have an Access Indiana account; how do I access ITAP?

I need to register a new business; how do I do that?

I need access to an application, where do I go to enroll?

I already have access to an application, but need a new role assigned, how do I do that?

I am a business primary administrator, and I need to re-activate a recently deactivated user registered with my business, where do I go to do that and how does that work?

I am a business primary administrator and would like to view the users registered to my business, their applications, and roles, how do I do that?

I have an Access Indiana account and am logged into ITAP for the first time, what do I do first?

I have more than one ITAP account. Do I need more than one Access Indiana account as well?

I need to request access to multiple businesses; how do I go about doing that?

I need to reset my password for ITAP, where do I go to do that?

I am a registered user with more than one business, can I move from one business to another with the same login?

I want to update my email address for my business, where do I go to do that?

I need to be registered as a user for an existing business, how do I do that?

I received an email regarding a request made within ITAP but cannot find it. Can I access that information within ITAP?

I am an INDOT manager/supervisor and received a notification from ITAP about my new employees ITAP access, what should I do?

I cannot find an answer to my question, how do I obtain additional help?

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How to Create an Access Indiana Account *(For External Users)*

An *Access Indiana* account is now required for **all external users** to access *ITAP* and all applications within *ITAP*, request a new business, or new business user accounts.

Navigate to Access Indiana to create an account or login.

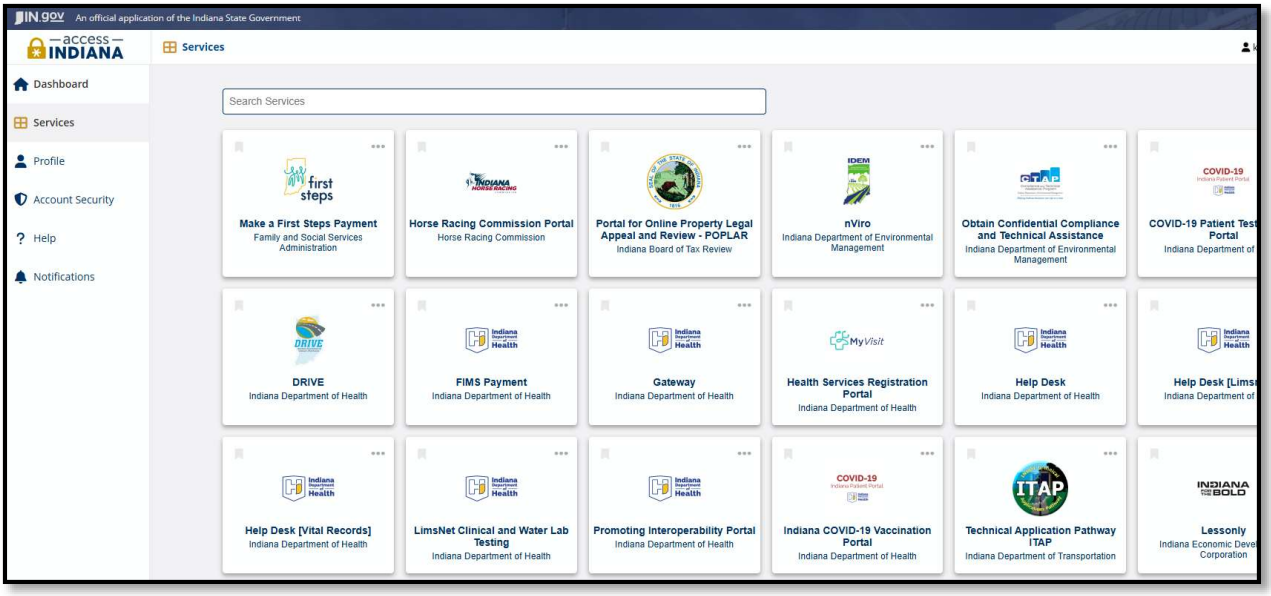
Signing Up for a New Account

Under the *Menu* icon, found in the upper-left hand corner of the screen, the Getting Started and FAQs and Help sections provide additional information on creating a new account, resetting your password, adding an authenticator, and more.

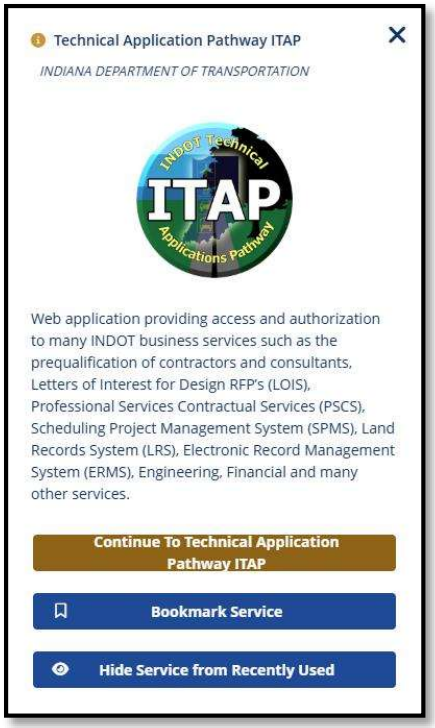
Logging into Access Indiana

Upon successful creation of and login to an *Access Indiana* account, users will be taken to a *Dashboard*. Users should bookmark the *ITAP Service* tile.

In the *Services* option found on the left-hand side of the *Dashboard* screen, just above *Account Security*, search *"ITAP"*.



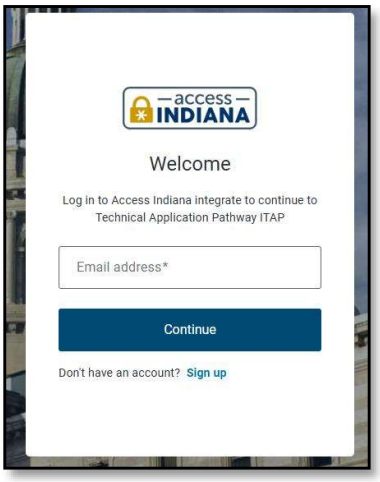
Once the ITAP tile appears, click the ellipsis (three dots). You will then see a pop up that will allow you to add to your *Dashboard*.



How to Login to *ITAP* *(For External Users)*

Once you have an *Access Indiana* account, go to https://itap.indot.in.gov to login to *ITAP*. The link will navigate you to the *Access Indiana* login page.

Once you enter an email address and password, you will be taken to the *ITAP* Dashboard upon a successful sign in.



How to Login to *ITAP* *(For Internal Users)*

If you are an **internal user** (an internal user is a user with a State of Indiana domain email address *e.g., in.gov)*, you will login to *ITAP* by navigating to https://itap.indot.in.gov or by clicking on the *ITAP* link inside the ERIN homepage.

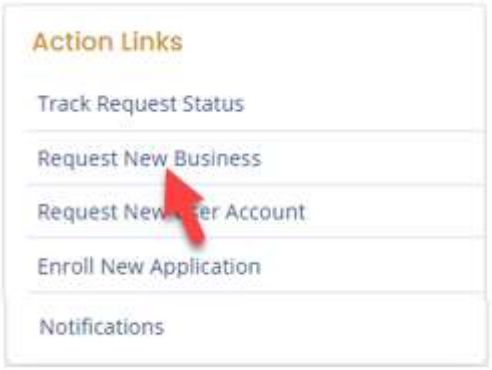
- If you are on the VPN, you will be automatically logged into *ITAP* using your network credentials.
- If you are not on the VPN, you will be navigated to the *Access Indiana* homepage, shown below, where you will be asked for your state email address e.g. *tonja.tester@indot.in.gov*. Once you have successfully done so, you will then be navigated to the new *ITAP* Dashboard.

How to Create or Request a New Business *(For External Users)*

If you have no business registered or have an additional business or businesses to register with, click on the orange *Menu* button at the top left side of your screen, under *Business*, select *Request New Business* or the *Action Links* card in the middle of the right-hand side of your screen to access

the *Request a New Business* functionality.

As part of the business registration process, a Primary *Contact* will be set up as well, each going through an approval and notification process. All parties will be kept aware of the status of these requests via email or in the *Notifications* area of *ITAP*.



Once a user's business account request is approved,* ***the user will need to sign out and sign in again* *to ITAP. At that point, the user's business will appear in the My Business card section (right hand side of screen) of the ITAP Dashboard.*

How to Create a User Account *(For External Users)*

You may request a user account for a business that is already registered by clicking on the orange *Menu* button at the top left side of your screen and clicking *Request New User Account* in the *User* menu or in the *Action Links* card (middle of the right-hand side of the screen), click *Request a New User Account*.

The *Primary Contact* of the business will be notified about the request to approve, deny, etc. All parties will be kept aware of the status of the request in email or in the *Notifications* area of *ITAP*.

*Primary Contacts of a business do not have the ability to add users to their business; each user **must first create their own** *Access Indiana* account.

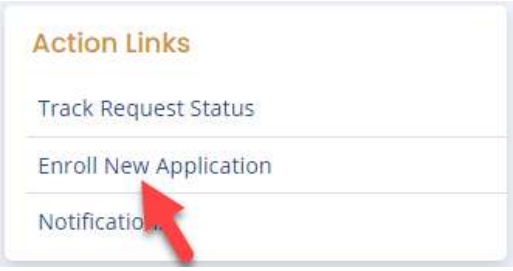
Once a user's business account request is approved, **the user will need to sign out and sign in again** to *ITAP*. At that point, the user's business will appear in the *My Business* card section (right hand side of screen) of the *ITAP* Dashboard. *See *How to Create or Request a New Business* above.

How to Enroll in an Application *(For All Users)*

You may request access to an application by clicking on the orange *Menu* button at the top left side of your screen, then under *Application*, select *Enroll New Application* where you will choose the application and in some case the roles associated with that application.

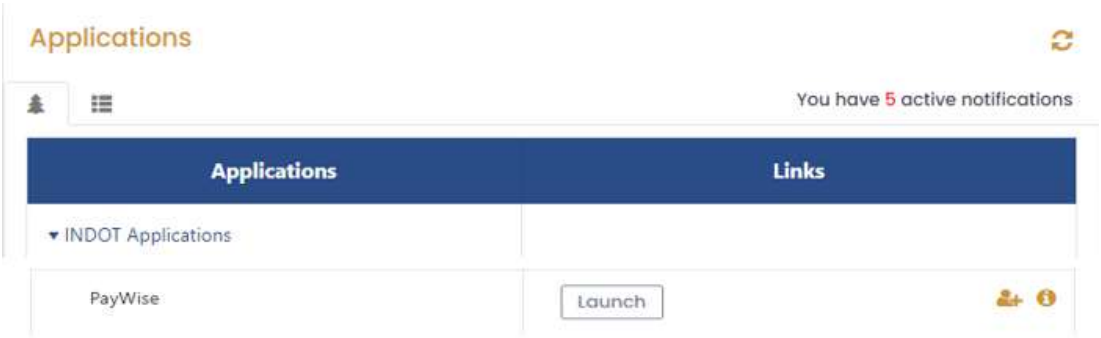
Most applications require a user to be registered to a business before enrolling.

You may also select *Enroll New Application* from the *Action Links* card on the right-hand side of the screen. As part of this process, the Application Administrator for the application will be notified as to the



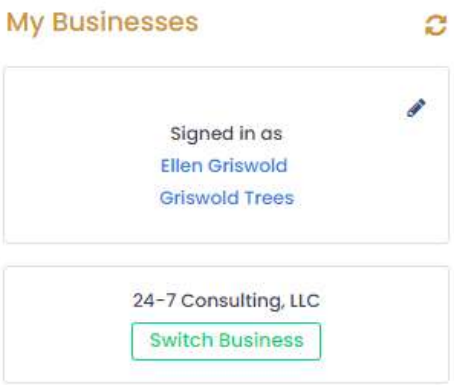
request to approve, deny, etc. All parties will be kept aware of the status of the request via email or in the *Notifications* area of *ITAP*.

If you already have access to an application but need an additional role within that application, click the *Request Additional Roles* icon in the Links column of the Applications window.



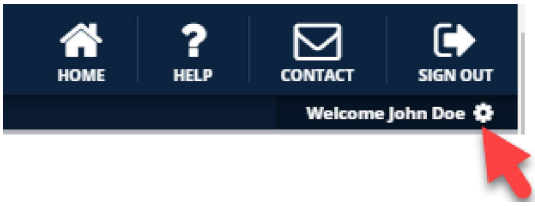
How to Operate Multiple Business Accounts *(For External Users)*

A user can register multiple business accounts as needed and operate applications from multiple businesses with one *Access Indiana* account. If you are registered with multiple businesses, each business will show as a business card in the *My Businesses* card section of the *ITAP* Dashboard. A user may switch businesses as needed and request and operate applications from the active business the user is signed into.



How to Update Your Address and Phone Number *(For External Users)*

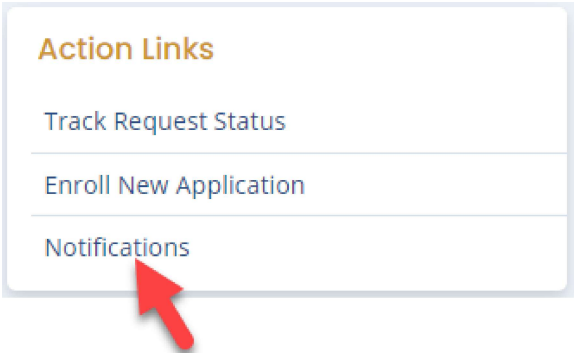
Once you request a business user account and are approved, you may edit your address and phone number. Click *Preferences* (gear icon next to your name in the *ITAP* Dashboard header from any screen.



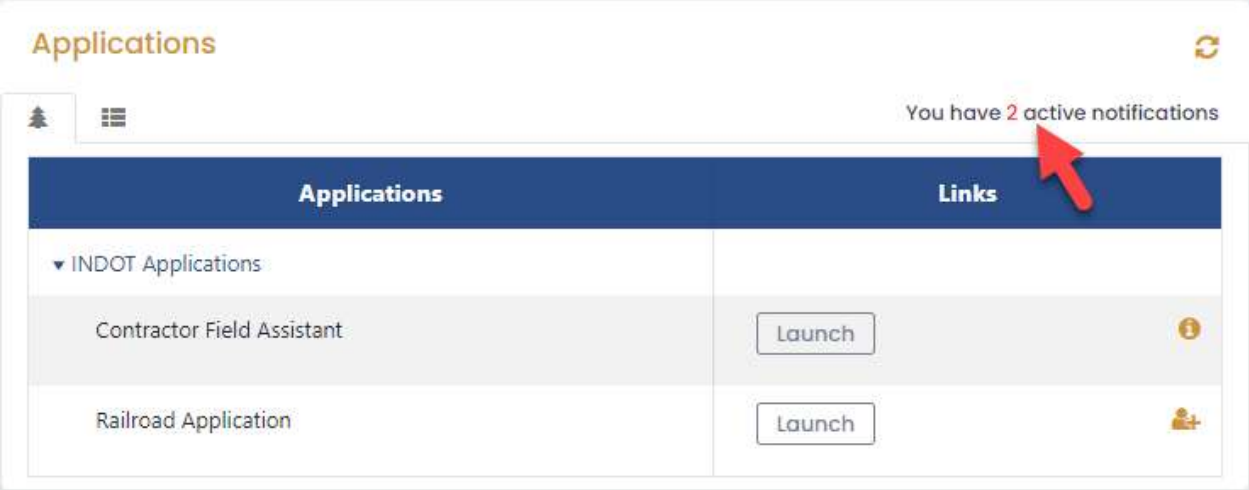
Users may not change their first name, last name, or email address. This must be done by contacting an INDOT Business Admin or *ITAP* Support. For information on how to change your *Access Indiana* account details, click FAQ & Help to be taken to *Access Indiana's FAQ & Help* section.

How to View Notifications *(For All Users)*

When a request is made in *ITAP* for a new business, user account, access to an application, etc. the user that is requesting as well as an approver (if applicable) will be notified via email. In addition, the users will be able to track said requests in *Notifications* in the *Action Links* card, which is located on the right-hand side of the screen.



If you have unread notifications, you will also see an indicator for example *"You have 2 active notifications"* on the home screen at the top middle portion of your screen.

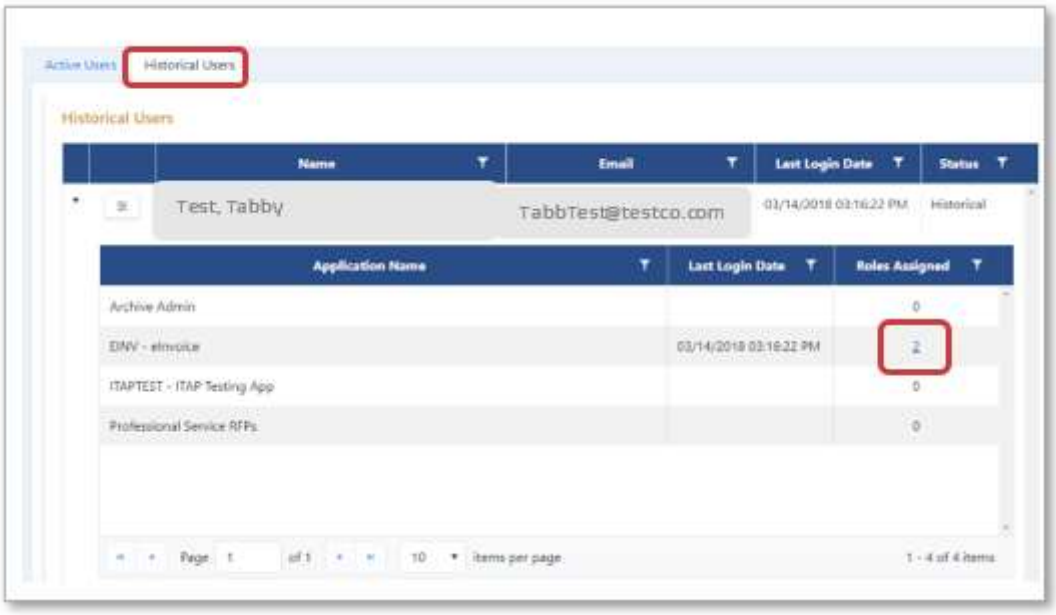


How to Maintain an Active User Account *(For External Users)*

Maintaining an active user account status is as easy as being sure to login to ITAP at least once per year. For users registered with multiple businesses, you will need to login as a user of each business to keep account access active.

How to Re-Activate a Recently De-Activated User? *(For External Business Admin Users)*

From the *Menu* in the upper left-hand side of the screen, click *User Review* or you will be taken to the *User Review Historical* Users screen from the notification received.

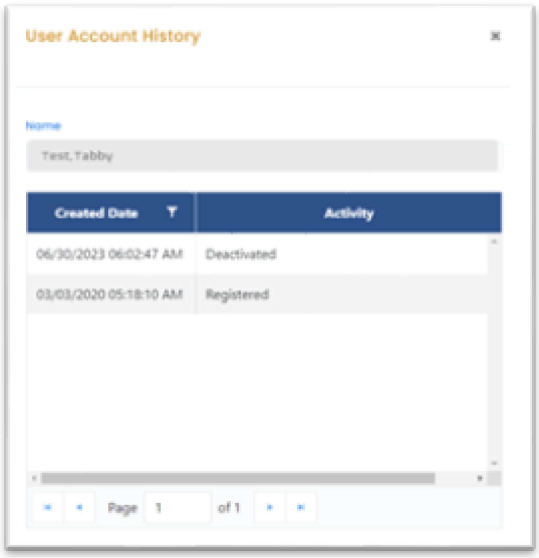


Click the icon next to the user's name and *Make User Active*. The user will then appear in the *Active Users* tab, and all associated applications and roles will be reassigned to the user.

***You will not be able to reactive a user account and restore their applications and roles for accounts that have been deactivated for 30 days or more. Those users will need to request access to ITAP and access to any applications/roles.**

You may view the roles associated with the application for the user, by clicking the hyperlink in the *Roles Assigned* column.

Clicking the same icon, and *User Account History* will pop open a User Account History window showing the user's registration and deactivation dates and times.

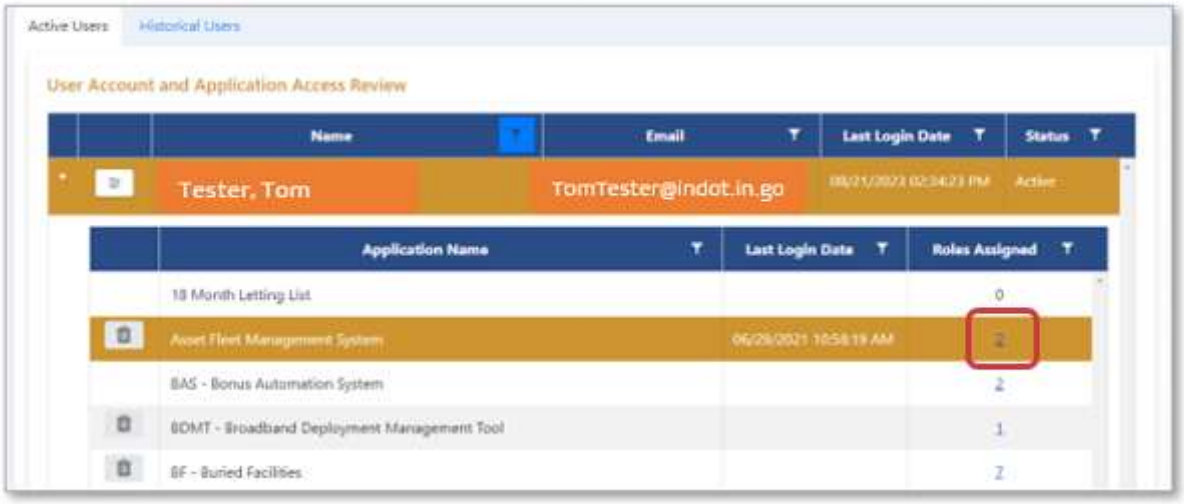


How Do I View Application Access Information for Users?

(For External Business Admins and Internal Supervisors)

From the *Menu* in the upper left-hand side of the screen, click *User Review* or you will be taken to the *User Review* screen from the notification received.

You may view the roles associated with the application for the user, by clicking the hyperlink in the *Roles Assigned* column.



How to Get Help or Contact ITAP Support *(For All Users)*

Click the *Help* link in the *ITAP* Dashboard header to access help documentation. If you need additional assistance, you may contact the *ITAP* support team by clicking the *Contact* link in the *ITAP* Dashboard header and follow the instructions.