

Document Purpose:

This **User Guide** is intended to provide a quick help guide on how to login and access existing records in LVIS360.

If you have an existing LVIS account, please register in Access Indiana using the email address you previously used as your LVIS account email. In your Access Indiana account, your log in will be your email address.

If you no longer have access to the prior LVIS email or you do not recall what it was, please register with your current email. Once in LVIS360 you will be able to retrieve your existing account using a link on the My Profile screen.

Create Access Indiana Account

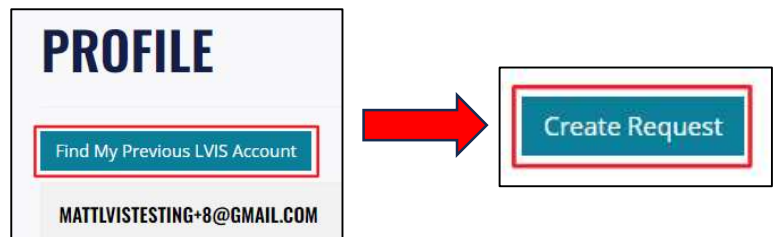
1. Navigate to LVIS360: <https://license.doe.in.gov/>
2. Click **Sign In** at the top right corner
3. Click **Access Indiana** to be redirected to the Access Indiana site
4. Create a new account by clicking the **link** to “Don’t have an Access Indiana account?”
5. Enter the email address for your existing LVIS account (or personal email if not available)
6. Click **Send Verification Code**
7. Check your email for the code. After receiving the code, enter and proceed to setting up a password and entering personal information
8. Enter your “Name” and “Phone” and click **Create Account**
9. Two-step verification and adding recovery email are both *optional*
10. Click **Continue** to be redirected to LVIS360 to fill out the rest of your profile information
11. If you used your existing LVIS email account, you will automatically have access to existing records. If you used a different email address, please follow the below steps to submit an account retrieval request

Link to Getting Started Guide for screenshots and additional guidance: <https://www.in.gov/access/getting-started.html>

Submit Account Retrieval Request (as needed)

See notes above. The below steps are only needed if you use a different email from your existing LVIS account to sign-up

1. After logging into LVIS360, you will be taken to your Profile
2. Fill in all required fields in your Profile and click **Update**
3. Click Find My Previous LVIS Account at the top of the Profile Page
4. Read the instructions for additional details and click **Create Request**



5. On the Retrieve Account form, select the appropriate radio button. Fill out the required information and click **Submit**
6. If you do not know your previous LVIS username or email address, select the third option and enter a note to assist IDOE in retrieving your existing records.
7. IDOE will process the request in order to link your new account to your existing records.

RETRIEVE EXISTING ACCOUNT

I know my previous LVIS username.
 I know my previous LVIS email address.
 I do not know my previous LVIS username or email address.

Email Address *

Date of Birth *

ID Type *

SSN Last Seven * (start with the third digit)

Submit