

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.

Applicants are prevented from taking application actions in the portal until their profile data is validated against potentially matching existing LVIS360 contact records.

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. Enter code 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)

If you use a different email from your existing LVIS account to sign-up, you will see the following message:

The information you provided when registering with Access Indiana does not match with any existing LVIS account records. This may be because you are a new user, or the information provided does not match the information in your previous LVIS account.

Answering yes to the question below will ask you to provide additional information that will help us find your previous LVIS account and connect your existing LVIS information to this current account.

Answering no will allow you to continue creating a new account without linking to previous LVIS records.

Have you ever held an educator permit or license in the state of Indiana? Please answer “Yes” if you are not sure and we will check for you. Answer “No” to then question only if you have never held an educator permit or license in the state of Indiana.

Yes

1. Enter your SPN Number. (Optional)

12345678

2. Enter a license number for any one of your Indiana educator licenses. (Optional)

DL#####

3. Enter Previous LVIS username, if known. (Optional)

previoususername

4. Enter Previous LVIS account email address, different than what you used for Access Indiana. (Optional)

previousvisaccount@gmail.com

5. Enter your date of birth. (Required)

mm/dd/yyyy

6. Select ID Type. (Required)

SSN

7. SSN (Required)

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8. Include a description of any previous account information: employer, previous name or maiden name, etc. (Optional)

Employer, Maiden Name, etc.

Answer the questions above to help us identify your previous license. Answer at least one of questions 1-4 and add any other notes that can to help us identify your current account.

The Educator Licensing team will search for your existing records and link them to your new account. This process is not automated and will take 72 hours. You will be able to track the status of your request in the profile status field. Once the field displays “Complete”, you will have full access to your new account and previous LVIS information.

The Educator Licensing team will send an email to the address you used for Access Indiana when the process is complete.

If answering yes, fill out required information and click **Continue**.