on the SPOT renewal

AUTHORIZED STATION

Getting Started Guide

This guide is intended to give new users a practical introduction to the on the SPOT renewal system for one-stop vehicle registrations. Each section will cover the following:

Section 1: The Utah.gov account service

Section 2: Administrative functions, such as ordering decals

Section 3: Steps on how to process a registration renewal

Section 4: Issuing a temporary permit

Section 5: Finalizing a temporary permit

The key features and procedures you need to use are included in the Table of Contents list below. Begin with the checklist to ensure that you have the necessary equipment, connection, and user rights to access the system.

CHECKLIST

☐ Complete, sign, and return the station agreement, surety bond and OTS station information sheet to the Division of Motor Vehicles.

☐ Have at least one computer station connected to the Internet.

☐ Set up a billing account per the instructions you will receive in an email from NIC Utah

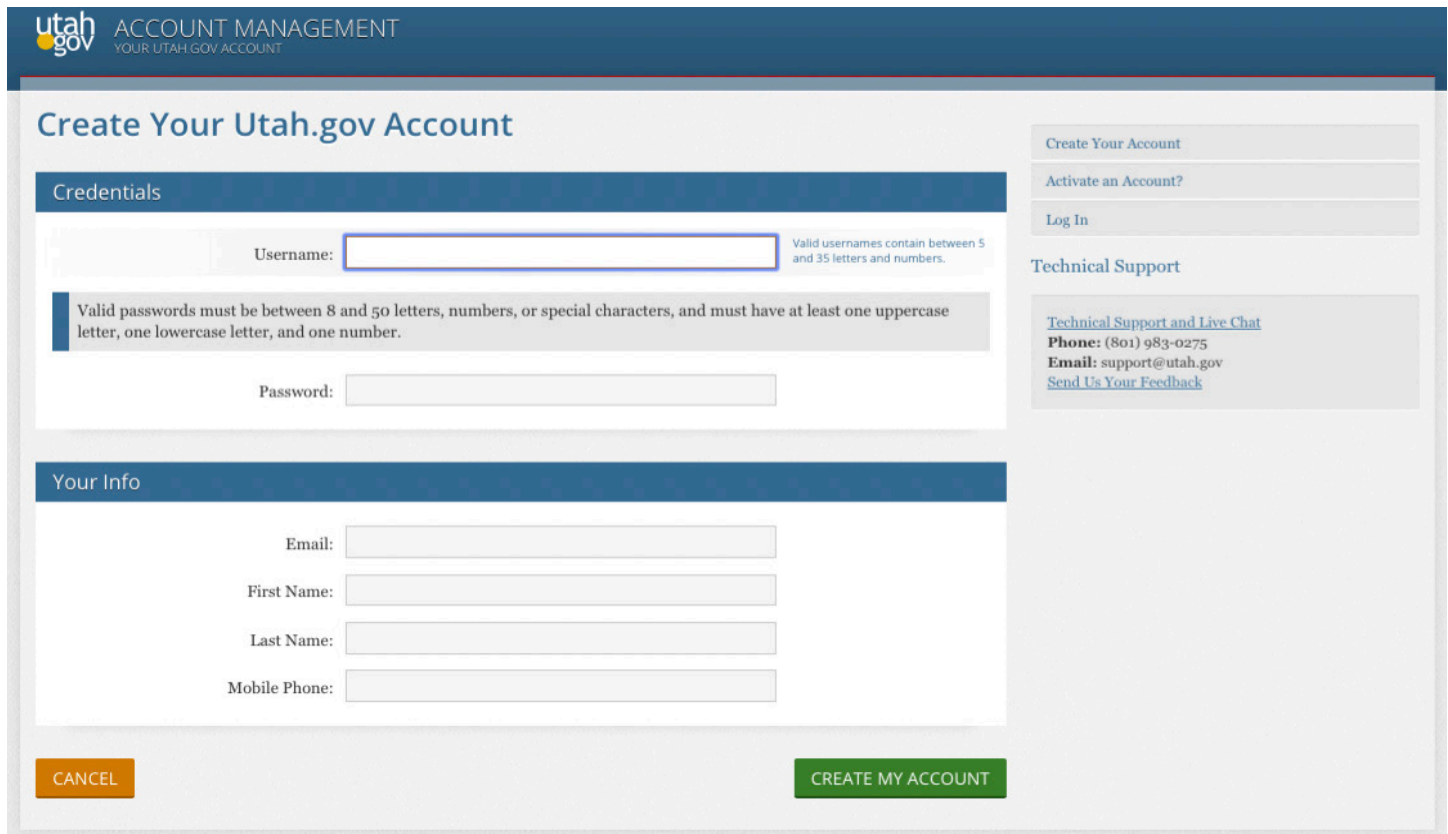☐ Create a Utah.gov account for your station manager and users.

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SECTION 1: UTAH.GOV ACCOUNT SERVICE

Creating a New Account

Accounts are created by clicking the "New Account" button on the login screen at https://secure.utah.gov/station. Fill out the required fields and select "Create My Account". You will then receive an email to activate your account.

Please note: *Existing Utah.gov users do not need to create a new account; you will be able to continue using your current usernames and passwords.*

After activating a new account, you will be taken to the screen shown below. This means your account has successfully been created but has not yet been assigned a role. Your manager can now assign you a role. Provide them with your new username, they will do so by following the directions in the section below.

Managing User Access

Station managers have the responsibility to grant and revoke user access to their station. This function is most easily accessed from your station dashboard. Sign in at https://secure.utah.gov/station with your manager credentials, then click "Manage Station Access" in the upper right corner of your screen. This link takes you to the "My Applications" section of your Utah.gov account.

To add a new user, expand the dropdown next to your station name until you see a link that says, "REX USER for (your station number)". This link will take you to the "Manage Access" page.

You are now on the manage access page for the selected station. Please take a moment to verify that you are managing access for the correct station and look over the list of approved users. If any users are no longer in your employ, please change their status to "denied". If a user's access needs to be temporarily revoked for any reason choose "suspended". To add the new user, enter their account username into the field beneath "Grant User Access", click the "I'm not a robot" reCAPTCHA box, and click "Add user". The new user will be able to renew vehicle registrations upon their next login.
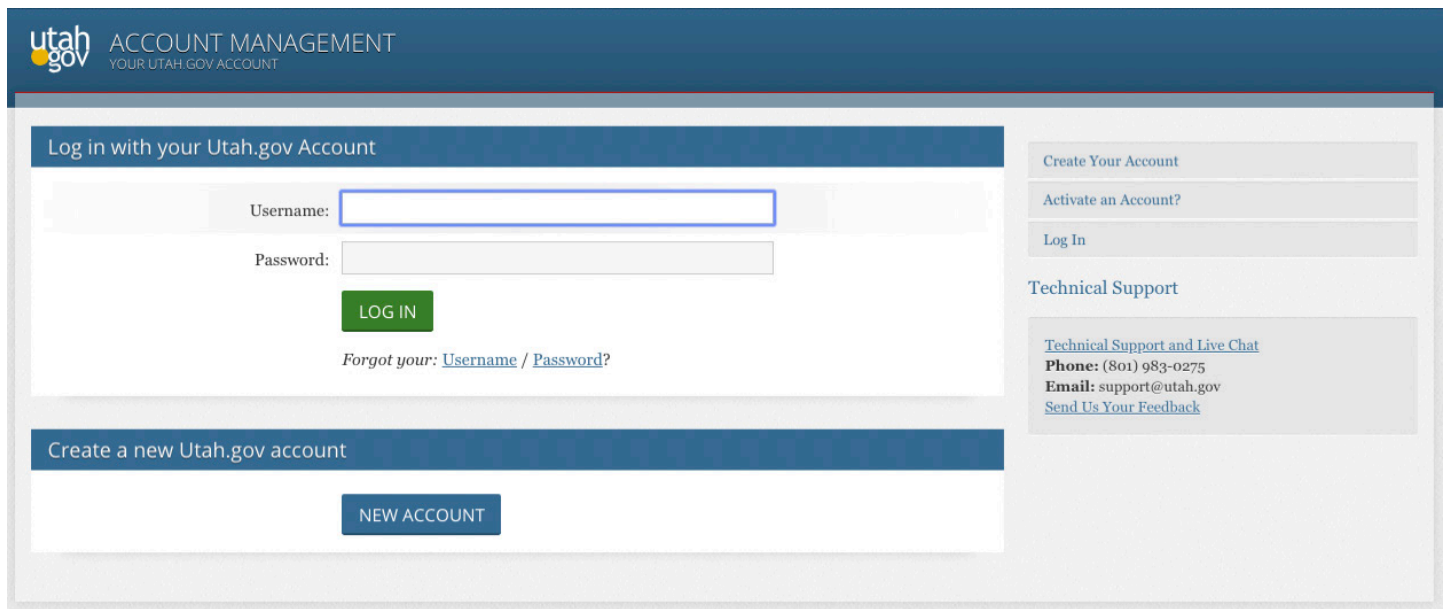
Please note: *Only the manager of a station can grant user access to their station. If you need to be granted manager or corporate permissions, please contact the DMV.*

SECTION 2: ADMINISTRATIVE FUNCTIONS

The administrative functions are available for station managers and corporate administration. These functions allow the station/chain to order decals, receive decals and assign them to stations, manage user rights, and run decal reports.
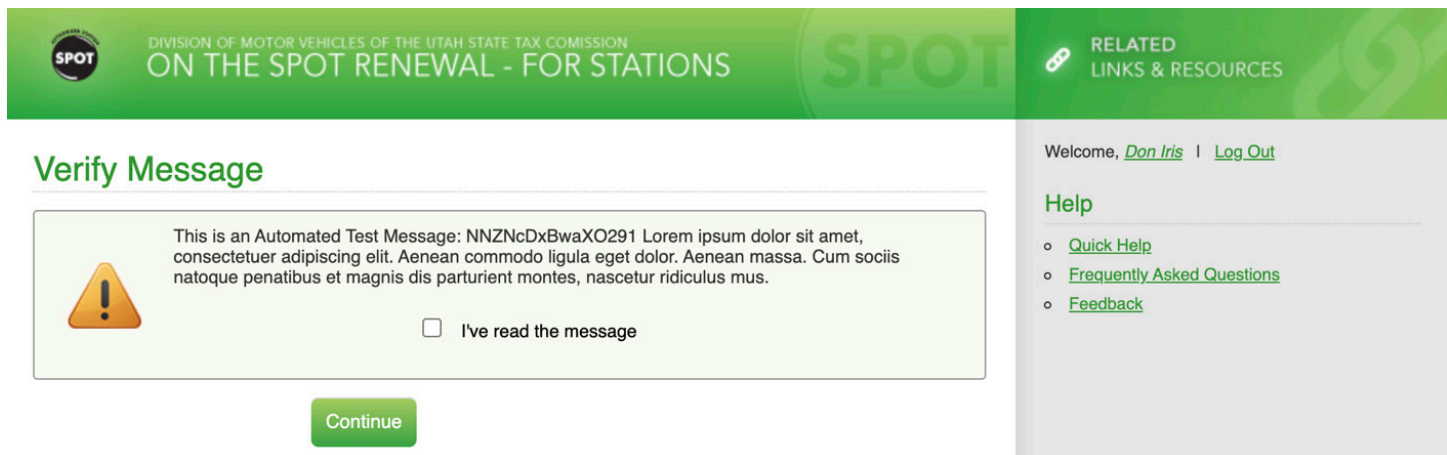
Logging In

Log in with your Station Manager or Corporate Manager account at https://secure.utah.gov/station. As noted previously in section 1, to be granted manager or corporate permissions, please contact the DMV. Help with forgotten Usernames or Passwords can also be found on this page.

Once logged in, you will need to verify you've read the posted message and confirm your station location. It is very important to read the message, as this may change daily.

Station Dashboard

Upon logging in as a corporate or station manager, you will be presented with the Station Dashboard. From this screen you will perform all of the tasks outlined in this section.

Please note: *You may not complete a renewal transaction if you do not have decals in your system*

To order and have decals available to issue you must complete all of the following steps:

1. Order Decals

2. Receive Decals

3. Assign Decals to the Station, if ordering from a corporate office

Ordering Decals

Stations can order multiple types of decals in a single order. To order decals, select from the catalog drop down list. Enter the number of decals to order in the quantity box. An additional line item is added each time "Add to Cart" is selected. Items can be added or removed as desired. The order is placed when "Place Order" is selected.

Please complete the entire order process. Once you have submitted an order, the DMV will receive an email request to complete the decal order. The order will also be displayed on the Station Dashboard under **"Decals on Order"**.

Decals on Order

The Decals on Order section of the dashboard displays all outstanding decal orders for your station, including the order ID, decal type, the quantity ordered, and the order date. If you need to make changes to an order that has already been placed, you will need to contact DMV Inventory Control.

Receiving Decals

Once your decal order has been shipped by the DMV, the decals will show up on your station dashboard as available to be received. Once you have physically received the decals, you must verify the physical inventory shipped to your location matches what the system indicates you were sent.

After you have verified the decals, simply click on the "receive" link in the right-hand column under Action, to confirm that you have received the decals. For non-corporate stations, received decals are automatically assigned to your station and ready for use. Corporate stations must perform the "Assign Decals" function in the next section.

Receive Decals:

Order ID	Catalog name	Begin number	End number	Quantity	Action
170659	2022 Off-Highway	300	324	25	receive

Assign Decals: Corporate Stations

By clicking on the "assign" link in the right-hand column, you will be taken to a screen asking you for the range of available decals to be assigned to the appropriate station.

Assign Decals:

Order ID	Catalog Name	Begin number	End number	Quantity to Assign	Action
170659	2022 Watercraft	300	324	25	assign

Enter the quantity of the decal type in the station you wish to assign them to. The inventory decal numbers will be automatically populated in the appropriate fields. Click the "Continue" button. The decals are now assigned to the station and available for the station to issue.

Assign Decals

Station	Prefix	Beginning Number	Ending Number	Quantity	Quantity to assign
Don's Sinclair	WC22	300	324	25	10

Station	Quantity	Beginning number	Ending number
Ed Kenley Ford 181	15	300	314
Don's Sinclair 550			

Continue

Station Decal Reports

The Station Decal Reports page allows a station manager to view the range and decal status of decals assigned to their station over a specified time period. For corporate users, this report allows you to view the range and decal status of all stations as a whole, or for individual stations using the station selector. This report is based on each decal's most recent status change.

Corporate Stations Decal Summary

For corporate stations, an additional reporting tool provides a summary count, by status, of decals assigned to each child station over a specified period of time, allowing corporate managers to see a snapshot of multiple Station Decal Reports all in one place. As with the Station Decal Report, this report is based on each decal's most recent status change.

Inventory Control

At the beginning of every calendar year, all expired and unused decals must be returned to the Division of Motor Vehicles. Returned decals must be verified, accounted for, and listed accurately on form **TC-72G**. Return the decals with this form and keep a copy for your records.

Refer to the Quick Help menu to obtain instructions for shipping the decals to the DMV. In review, when ordering decals remember to:

- Order a 30-day supply of decals.

- Verify decal year when selecting decal type.

- To cancel an order, call DMV Inventory Control at 801-297-3527.

When you receive decals:
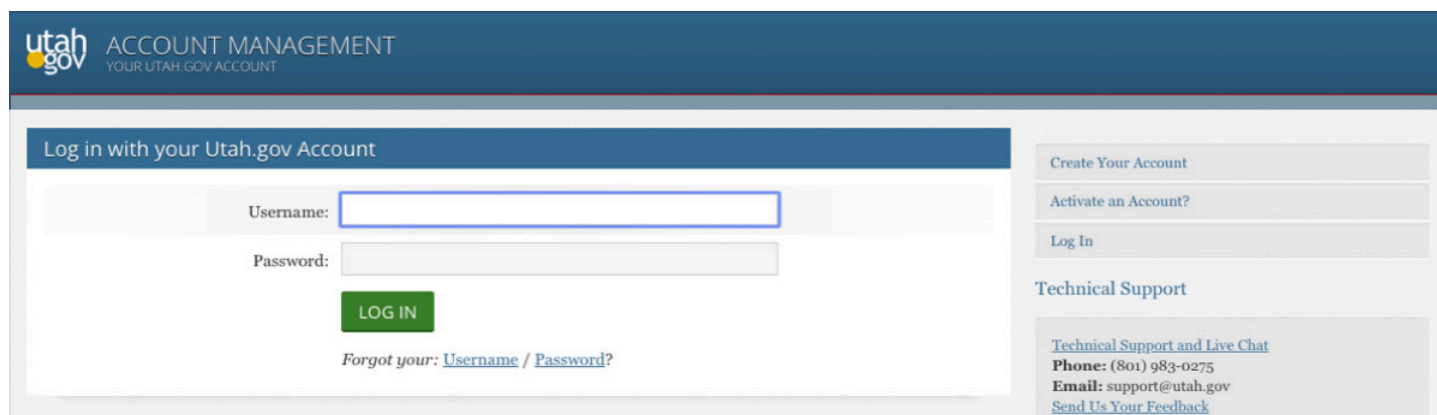
- Verify serial number range including year and seven-digit number.

- By clicking received, you verify to the DMV that the decals are in your possession and you are responsible for them.

- Decals must be secured at all times.

- Call the DMV warehouse (801-297-3878) for any problems with a shipment that has not been received.

- Call DMV Inventory Control (801-297-3527) if your shipment does not match what the system is displaying.

SECTION 3: PROCESSING A REGISTRATION RENEWAL

Logging In
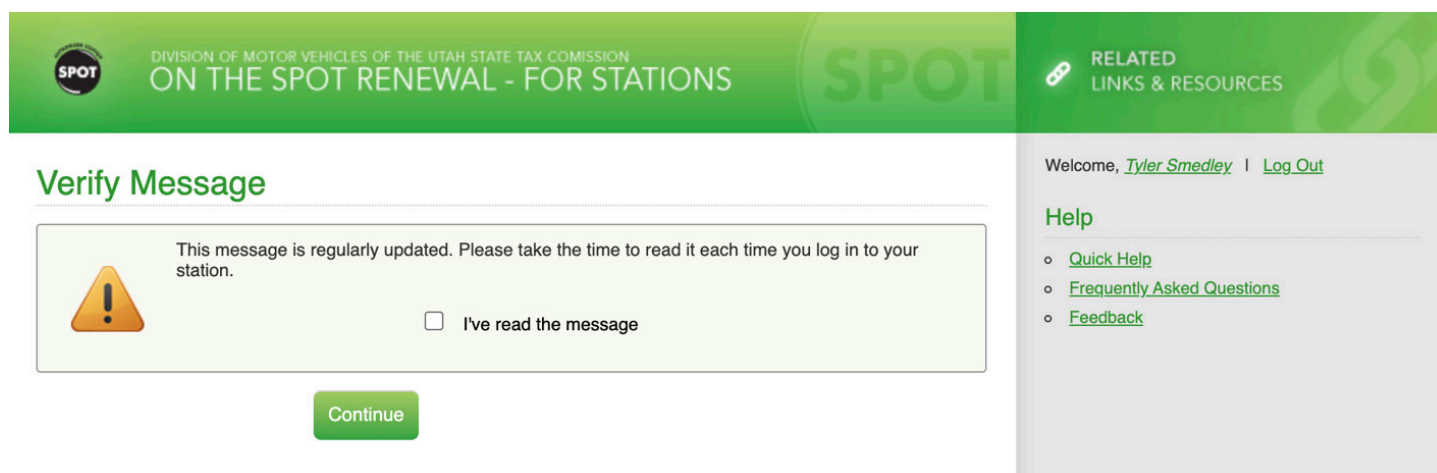
To log in to the on the SPOT renewal system, enter the following URL into your Internet browser window: https://secure.utah.gov/station

The initial screen will be a login page. Use your assigned username/password to log in and begin the session.

Once logged in, you will need to verify that you've read the posted message then confirm your station location. It is very important to read the message, as this may change daily.

Completing the Registration

The following pages will detail the registration renewal process to be completed after any required Emissions or Inspection tests have been performed.

The registration renewal process begins at https://secure.utah.gov/station/start.html, where you will be prompted to enter the vehicle license plate number and the last 8 digits of VIN. For a standard renewal, you will then select the "Renew Vehicle Registration" button (Temporary Permits are addressed in the next section.)

Step 1

Provided that the plate and VIN entered on the previous page successfully match in the system, you will proceed to owner and ve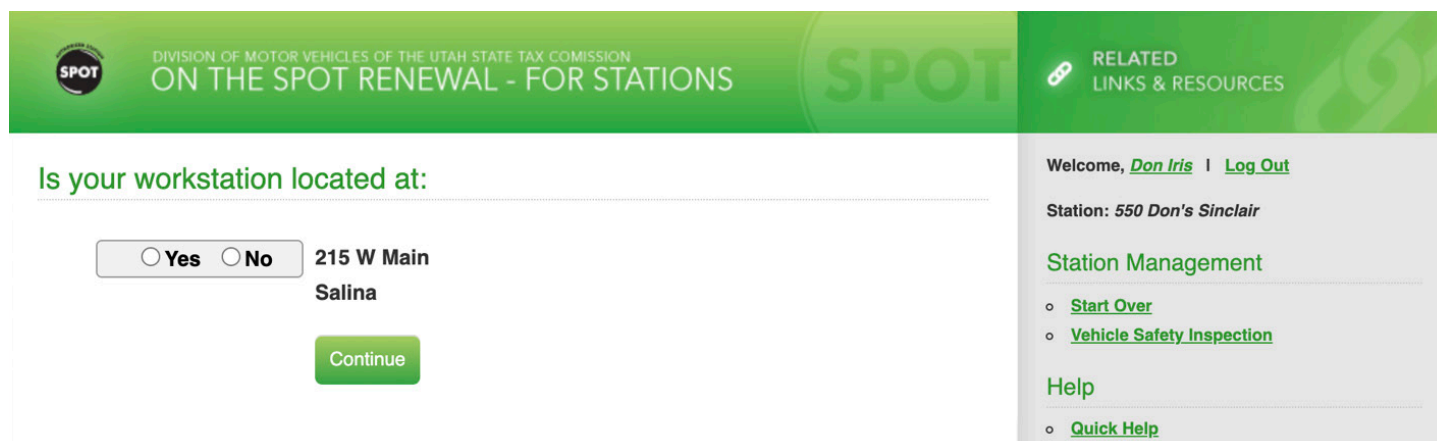hicle information page. This page also automatically searches the Emissions Web Service for emissions information, if required. In the event that the vehicle requires an emission test, and a valid test is not found in the system, you will be presented with the option to search again along with contact information for your County Emission Representative for additional help.

Please note: *If at any point in the renewal process you discover the address or owner information displayed is incorrect, the customer can update their information by calling the Division of Motor Vehicles at 801-297-7780 or 800-DMVUTAH or by going to https:// mvp.tax.utah.gov.*

Step 2

Next, you will see a page to verify owner information, vehicle information, and payment/donation information. This page is not subject to editing, it shows the owner and vehicle information, along with the fees due. Please verify the information is correct, select any applicable donations as directed by the customer, and click "Continue".

Step 2: Ask OWNER if Info is Correct

Owner Information

Owner Name: JOHN DOE

Mailing Address: 123 N MAIN SALT LAKE CITY UT 84111

Vehicle Information

Year Make Model: 2022 SUBARU IMPREZA

Plate Number: A123BC

VIN/HIN: 1A2BCDE34F5678901

Registration Expiration Date: 10/31/2022

Optional Donations

☐ Friends for Sight Fund ($2.75):

☐ Organ Donor Fund ($2.00):

☐ Emergency Medical/Search and Rescue ($3.00):

Total fee is: **$217.25**

Continue

Welcome, *Station User* | Log Out

Station: *550 Don's Sinclair*

Station Management

○ Start Over

○ Vehicle Safety Inspection

Help

○ Quick Help

○ Frequently Asked Questions

○ Feedback

If your customer does not yet have an email on file for receiving annual vehicle renewal reminders, you will be shown an additional page. Please encourage your customer to provide an email for future reminders. If they decline, you may select postcard and continue with the renewal.

Customer Reminder Method

How would your customer like to be reminded?

Email ◉

Postcard ○

Customer Email Information

Email [Customer Email]

Confirm Email [Confirm Customer Email]

Continue to Payment

Welcome, *Don Iris* | Log Out

Station: *550 Don's Sinclair*

Station Management

○ Start Over

○ Vehicle Safety Inspection

Help

○ Quick Help

○ Frequently Asked Questions

○ Feedback

Step 3

This page displays a list of the next three available decals in the system queue that can be assigned to the vehicle. Your station will have a series of decals for each vehicle type you are approved to perform renewals for. These decals should be issued in order whenever possible and can be selected for assignment by clicking on the decal number. Pay special attention to ensure you select a decal of the correct vehicle type for your transaction.

If a decal in the list is skipped more than twice, you will be required to either select it, or report it as missing or damaged before proceeding with the renewal. Once the status of a decal has been updated, it will be removed from the list of available decals.

Please note: Select "Damaged upon Arrival" when the decals are received damaged due to shipping or manufacture error. Select "Damaged" when the damage occurs after the decals have been received.

The images below may serve as a reference for locating the decal control number on each type of decal:

Step 4

This page allows you to confirm the decal selection you made on the previous page to limit possible errors and help ensure decal inventory accuracy.

To confirm the decal you selected on the previous page, type in the number printed in white on that decal and press "Check". If the number entered matches the number on the decal you selected on the previous page, you will be able to proceed with the renewal. If the number entered does not match the number on that decal, the system will display the number you typed in and prompt you to try again.

If you entered the wrong decal number in error, simply enter the correct number and once again click "Check". If needed, you can return to the previous page to select a different decal.

Step 5

Once a decal has been assigned, you will then need to process the registration payment using the customer's credit card. Enter the appropriate information into the fields and click "Continue". (**Type in the full name as shown on the Credit Card**.)

You will see a confirmation screen. Please verify that all information is correct and click the "Continue" button. Processing will take a few moments.

Please note: Clicking the "Continue" button more than once may result in multiple charges to your customer's credit card.

Credit Card Payment

Item	Quantity	Item Amount	Total
Vehicle Registration Renewal *Plate A123BC*	1	$217.25	$217.25
Total Amount:			**$217.25**

Credit Card Information

Card Number:* VISA AMERICAN MASTERCARD DISCOVER

CVV Number:*

Expiration Date:* 01 - January / 2022

Account Holder Information

Name on Card:*

Country:* United States

Address:* 123 N MAIN

Address Line 2:

City:* SALT LAKE CITY

State:* Utah

Postal Code:* 84111

Email Address:

Note: *We use your email to send you a receipt. If you do not provide a valid email address, you will not receive a receipt via email.*

How much would you like to put on this card?

◉ The Total Amount:
$217.25

How We Keep You Secure

TLS (Transport Layer Security) Encryption

When you see URLs with 'HTTPS', the 'S' stands for secure, and indicates that data is being transmitted securely between our servers and your browser. TLS is a widely used protocol designed to transport data securely between a client and a server and it has replaced SSL. The use of TLS enables the encryption of sensitive information during an online transaction. Information sent via TLS can no longer be read as plain text.

Payment Card Industry Data Security Standards Compliant

Utah Govpay payments adhere to performance measurements outlined in the Payment Card Industry Data Security Standards (PCI DSS) and are verified by a third party. Third party auditors regularly scan for network vulnerabilities.

Data Storage Policies

Unless necessary, Utah.gov does not permanently store financial information so it cannot be retrieved or compromised.

Need Help?

Contact customer support toll-free at: (877) 9UTEGOV

Step 6

You will be able to print the registration certificate and receipt by clicking the "Print Registration and Receipt" button. You have now completed the registration process for your customer. Your customer should leave with their assigned decal, registration and receipt. Once you have printed the registration, click on the "Start a New Transaction" button to return to the first screen.

You have now completed the registration process for your customer.

Please note: To reprint registration documents, re-enter the license place and VIN (last 8) on the start screen.

SECTION 4: ISSUING A TEMPORARY PERMIT

Stations can issue temporary operating permits to customers who have an expired registration or a registration that will expire within 7 days and still need to drive while completing inspections and the registration process.

The steps are similar to the registration process with the following exceptions:

1. Inspections will not be required to be entered.

2. You will **NOT** issue a decal.

3. Customers will pay a $6 temporary permit fee in addition to the registration renewal fees.

4. You will print and provide a Temporary Permit rather than the Registration Certificate.

To begin, enter the plate number and VIN (last 8 digits) and then click the "Issue 15-Day Temporary Permit" button.

Please note: A temporary permit will not issue if the vehicle has already passed inspections or does not require inspections.

Step 1

After entering the customer's license plate and VIN, you will be directed to the Payment Summary page which will include the renewal fees along with the $6 temporary permit fee. Please verify the information is correct, select any applicable donations as directed by the customer, and click the "Continue" button.

Step 2

Once you have verified the payment summary, you will then need to process the registration payment using the customer's credit card. Enter the appropriate information into the fields and click "Continue". (Type in the full name as shown on the Credit Card.)

You will see a confirmation screen. Please verify that all information is correct and click the "Continue" button. Processing will take a few moments.

Please note: *Clicking the "Continue" button more than once may result in multiple charges to your customer's credit card.*

Credit Card Payment

Item	Quantity	Item Amount	Total
Temporary Permit Plate W748UP	1	$213.25	$213.25
Organ Donor Fund	1	$2.00	$2.00
Temporary Permit Fee	1	$6.00	$6.00
Total Amount:			**$221.25**

Credit Card Information

Card Number:* [   ] VISA AMEX MasterCard DISCOVER

CVV Number:* [   ]

Expiration Date:* [01 - January ⇕] / [2019 ⇕]

Account Holder Information

Name on Card:* [   ]

Country:* [United States ⇕]

Address:* [   ]

Address Line 2: [   ]

City:* [   ]

State:* [Utah ⇕]

Postal Code:* [   ]

Email Address: [   ]

How much would you like to put on this card?

◉ The Total Amount:

$221.25

◯ Remaining on Card

Use this option to make a partial payment with a card containing limited funds.

How We Keep You Secure

SSL (Secure Socket Layer) Encryption

This enables the encryption of sensitive information during an online transaction. Information sent via SSL can no longer be read as plain text.

Payment Card Industry Data Security Standards Compliant

Adherence to performance measurements outlined in the PCI DSS annual self evaluation, as well as submission to regular scans from Security Metrics to search for network vulnerabilities.

3rd Party Security Audit

Utah.gov policies and procedures have been examined, measured and validated by Cybertrust, the global information security specialist.

Data Storage Policies

Unless necessary, Utah.gov does not permanently store financial information so it cannot be retrieved or compromised.

Need Help?

Contact customer support toll-free at: (877) 9UTEGOV

Step 3

Once the payment process is complete, you will be able to print the temporary permit certificate and receipt by clicking the "Print Temporary Permit" button. The temporary permit will consist of two pages:

- An instruction checklist

- The Temporary Registration Permit

Your customer should leave with their temporary permit, checklist and receipt.

Once you have printed the permit, click on the "Start a New Transaction" button to return to the first screen.

SECTION 5: FINALIZING A TEMPORARY PERMIT

Once the customer has passed the required inspections, the station will be able to complete the registration, issue the decal, and print the final registration certificate. This is done by entering the customer's plate and vin on the start page, clicking the "Renew Vehicle Registration" button, and following the prompts, resulting in a standard vehicle registration and receipt. Stations can complete registrations from temporary permits whether they were started at a DMV office, online with "Renewal Express", or at another on the SPOT renewal station.

The process for completing the registration of a temporary permit is similar to that of the standard vehicle registration. Payment will not be required since it was already paid when the temporary permit was originally issued. Your customer should leave with their assigned decal and registration.

Please note: *To reprint registration documents, re-enter the license place and VIN (last 8) on the start screen.*