

Vehicle for Hire

ServiceArizona Secure Access Gateway

User Guide



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Initial Logon - Secure Access Gateway Account

After your account has been established by verifying your company name choice and required signatures, you will receive an email from IBM (azsg@clearlake.ibm.com) to activate your Service Arizona account.

azsg@clearlake.ibm.com

Feb 4, 2020, 3:59 PM (3 days ago) ☆ ↵

to me ▾

ADOT has created a new account for the State of Arizona's ServiceArizona Secure Gateway Environment. This account will be used to access the new Vehicle For Hire web site, which you will use to manage your company and vehicle information.

Your user id is : [REDACTED]@gmail.com

Your password is : vuv643wir

The password is temporary and must be changed at the time you login. We recommend you copy the password from this email by highlighting it and pressing <CTRL>-C on your keyboard.

Before you can start using VFH with [REDACTED]@gmail.com, you must activate the account. Click the following link to proceed to the account activation page: https://secure.servicearizona.com/gwRegister/gateway/Activate_action?id=findmeli17@gmail.com&g=1580857145415

If this account was created in error, click the following link to cancel the account: <https://secure.servicearizona.com/gwRegister/gateway/UserServices?action=cancelAccount&id=findmeli17@gmail.com&g=1580857145415>

Notes:

- 1) The email address should always be entered in all lower case
- 2) The "Security Question" response is case sensitive. We recommend that your response be all in lower case.
- another suggestion is to create your own question, such as "my brown dogs name in lower case" as a reminder

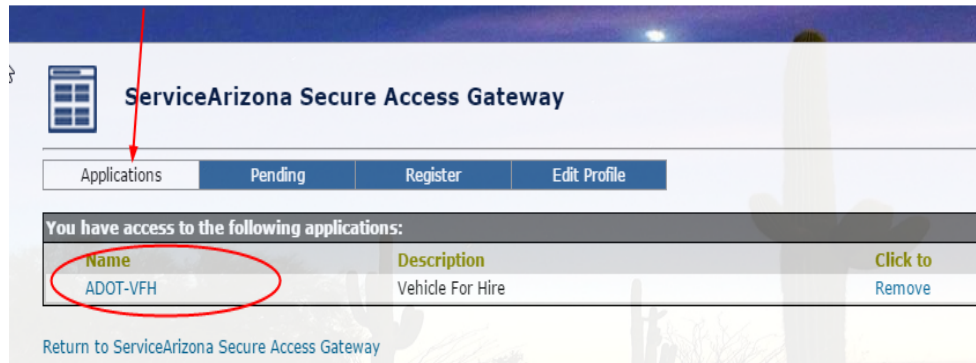
If you have questions or problems with the Vehicle For Hire web site, please contact ADOT/MVD at VehicleLicense@azdot.gov or by calling 602-712-5948.

If you have questions or problems with ServiceArizona Secure Gateway (i.e., logging in or resetting your password), please contact the ServiceArizona Help Desk by sending an email to EZHelp@us.ibm.com or by phone at 1-866-436-9533.

The link to the user's guide is <https://servicearizona.com/webapp/caz/downloadDocument.do?documentName=vfhUserGuide>

This activation notice/email is sent to the email address on the application you submitted and will be used as your login. This email will also contain a temporary password, which you are required to change at the point of activation. **This password will expire within 24 hours.**

Once you login to the **ServiceArizona Secure Access Gateway** Applications page, verify you are under the Application tab. You should see a link with **"ADOT- VFH"** under Applications (highlighted in blue), where you will need to click to be taken into the VFH business suite.



Caution: While in the VFH business suite, please be careful to avoid clicking on any link that removes your account access or the full activation process will need to be repeated.

Upon entering your account, you will find information with your company's current status. Under "Transactional Services", please click "**Apply for Vehicle for Hire Permit**". This page is a part of the application process and activates your account as well as sets the expiration date for your renewal. As a new business, you are required to click the Apply for Vehicle for Hire Permit link. **Failure to do so will result in closure of your account.**

Clicking the options provided allow you to identify how many vehicles currently exist on your fleet. You may enter the information in these fields to account for the vehicles you have. Be sure this is up to date as accounting for more or less than you currently have can affect your company's standing with the Vehicle for Hire Program.

Enter the current number of vehicles that you are claiming for your permit.

Taxis:

Liveries:

Limousines:

You will be required to acknowledge the vehicles in compliance with statute by clicking the certifications below your vehicle count. You will not be able to continue to the next page without clicking these boxes.

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Liveries:

Limousines:

- I certify that all of the vehicles have current vehicle registrations which will be maintained throughout the duration of the Vehicle for Hire Company Permit period.
- I certify that all of the vehicles have current insurance in accordance with A.R.S. 28-4039 which will be maintained throughout the duration of the Vehicle for Hire Company Permit period.

Click **Continue** to proceed or **Cancel** to return to the Homepage.

Once you have completed all required fields, you will select **Continue** to proceed to the next page.

Print Permit

This page gives you a view of the permit. You are required to print and have this document in all vehicles on your fleet to remain in compliance



Statutes and rules regarding licensure and certification can be viewed at www.azdot.gov

Vehicle for Hire Permit
Arizona Department of Transportation
Phone: (602-712-5948)

<p>TRANSPORTATION LLC AVE SCOTTSDALE, AZ 85251</p>	<p>Business # Expires on 06/22/2019</p>	<table border="1"><thead><tr><th>Number</th><th>Type</th></tr></thead><tbody><tr><td>3</td><td>Taxis</td></tr><tr><td>1</td><td>Limousine</td></tr><tr><td>1</td><td>Livery</td></tr></tbody></table>	Number	Type	3	Taxis	1	Limousine	1	Livery
Number	Type									
3	Taxis									
1	Limousine									
1	Livery									

This Permit must be posted on premises in a manner that provides the department access to the permit during normal business hours.

with Arizona Revised Statute.

[Print](#)

[Back to Vehicle for Hire Services Home](#)

Click **Print** to print your document or click **Back to Vehicle for Hire Services Home** to return to the Homepage.

By clicking print, you will be directed to your printer options to complete your transaction.

Permit Renewal Process

Transactional Services:

- [Renew Permit](#)
- [Reprint](#)
- [Update Permit/Account Information](#)
- [Pay a Fee or Civil Penalty \(you currently owe \\$0\)](#)

MVD Requests:

- Attach a File/Document: [Respond](#)

Administrative Services:

- [Maintain Users](#)
- [ADOT - Vehicle for Hire Permit website](#)
- [Test Your Printer](#)

Once you login to your account, under “Transactional Services” select “Renew Permit”. The following page will show your company’s current contact information on file with the Department.

Change Data

This page allows you to verify your company information prior to completing your transaction. As mentioned above, please assure all account information is up to date, as this is important in receiving notifications from our department.

 **Renew - Change Data**

Update your business information below. All fields except Fax number and DBA are required.

Business Type

Business Type: Taxi/Limousine/Livery

General Information

Business Name:
Doing Business As: Legal Entity, Corp, LLC, etc. Leave blank if same as Business Name.
Company Number:

Physical Location

Street Address:
City:
State: ▼
ZIP Code:

Contact at Physical Location

This is the information of the person who is considered responsible for the day-to-day operations at the location. This person will receive all the USPS mail. This person will also receive all phone and email communication from MVD.

Once you have verified your company information as being accurate, you have the option to **Continue** to proceed to the next page, **Go Back** to the previous page, or **Cancel** to return to the Homepage.

Review Business Data

This page verifies the information entered and stores the information from the previous page. Be sure all information is accurate before continuing.

Continue to proceed to the next page, **Go Back** to the previous page to correct any information necessary, or **Cancel** to return to the Homepage.

Please note: If any changes need to be made please email vehiclelicense@azdot.gov and request a VFH Change Request Form. You will be sent a fillable version via DocuSign. Once changes have been made you will be able to log back in to process your renewal.

Fee Breakdown

This page gives you the amount of any fees associated with your account. To make payment, click **Continue**.



Renew - Fee Breakdown

Fees Associated With 3 taxis.

\$ 72.00 : Fee for 3 Devices

\$ 72.00 : Total Fees

These fees will renew your permit through 06/22/2019.

Continue

Go Back

Click **Go Back** to return to the previous page or **Cancel** to return to the Homepage.

Pay Fee

Here, you will input your credit card information using Visa, Master Card, American Express, or Discover.



Renew - Pay Fee

Total Fee Due: \$72.00

Enter Credit Card

Card Number:

Expiration Date: *MMYY*

Card Verification Number:

(3 digit code on back of card or 4 digit code or

Note: Transactions cannot be completed between 11:50pm and 12:10am Arizona time.

Pay Fee And Continue

Cancel

Once you have input the information in the required fields, you will have the option to **Pay Fee and Continue** to process your card or **Cancel** to return to the Homepage.

View Confirmation

The View Confirmation page allows you to review your transaction and gives you a confirmation of your transaction. This confirmation will also be emailed to the account you have in our database for your records.



Renew - View Confirmation

Thank you for using ServiceArizona. Effective immediately your Vehicle for Hire permit renewal is complete.

Arizona Department of Transportation

Time => 10:03:09

Date => 06/22/2016

Business Name => ABC COMPANY

Business Number => 12345

Total Fees => \$72.00

Payment => Charged to Credit Card *****0000. Confirmation Number: VFH14952740273072

If you need to reprint your permit, it is available on the [Vehicle for Hire Suite](#)

This confirmation page will be emailed to the contact person, t1@marzke.org.

[Continue To Print Permit](#)

[Back to Vehicle for Hire Services Home](#)

Click **Continue to Print Permit**, to print your permit and **Back to Vehicle for Hire Services Home** to return to the Homepage.

Please note: the status of the account (information in front of the words “Fee Breakdown”, “Pay Fee”, and “View Confirmation”) will change depending on where you are in your permit period.

Print Permit

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This page gives you a view of the permit. You are required to print and have this document in all vehicles on your fleet to remain in compliance



Statutes and rules regarding licensure and certification can be viewed at www.azdot.gov

Vehicle for Hire Permit	
Arizona Department of Transportation Phone: (602-712-5948)	
SALT RIVER TRANSPORTATION LLC 8725 E WHITTON AVE SCOTTSDALE, AZ 85251	Business #21925 Expires on 06/22/2019
Number	Type
3	Taxis
1	Limousine
1	Livery

This Permit must be posted on premises in a manner that provides the department access to the permit during normal business hours.

with Arizona Revised Statute.

[Print](#)

[Back to Vehicle for Hire Services Home](#)

Click to **Print** your document or **Back to Vehicle for Hire Services Home** to return to the Homepage.

By clicking print, you will be directed to your printer options to complete your transaction.

Additional Transactional Services

Reprint

This link simply allows you to print the permit with the information you put in your account. Be sure all information regarding your company and vehicles is accurate before printing.

Update Permit/Account Information

Your account information is important, be sure to keep this information up to date as we will need this information to stay in communication with your company, as changes may and will occur.

Once you have updated your company information, you will be directed to the **Update Your License** page where it will give you an overview of your account information for verification.

Pay a Fee or Civil Penalty (you currently owe \$0.00)

This link will allow you to pay any fees associated with your account.

For your convenience, the amount you owe is located on the homepage next to the heading.

After selecting this link, you will be directed to the Fee Breakdown page where you will be required to pay the fee associated with your account.

Please refer to **Renew – Fee Breakdown** for steps on processing your payment as the steps are identical.

MVD Requests: Attach a File/Document: Respond

The “Submit Document” page allows you to upload documents you would like stored in your account.

i.e. Driver’s license, insurance, etc.

Please Note: Documents that have been previously uploaded will be listed under **Previously Uploaded Files**.



Submit Document

Please select an attachment to be uploaded by clicking :

Attach one of the following types of files

- Microsoft Word document (.doc or .docx);
- Image/graphic file (.png, .gif, .tif, .tiff, .jpg, .jpeg);
- PDF
- Excel spreadsheet (.xls, or .xlsx)

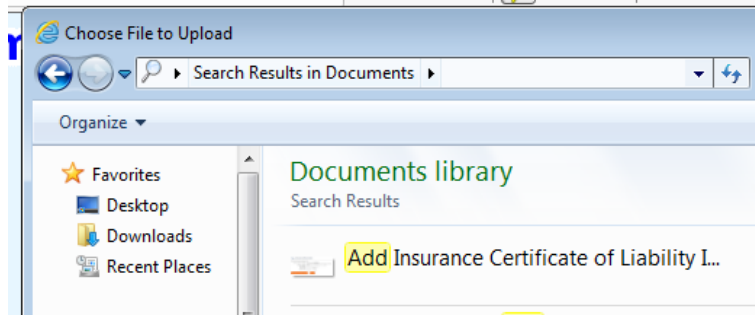
Attachment:

[Upload File](#)

[Back to Vehicle for](#)

Previously Uploaded Files

You will then click the “Browse” button to search for the file on your computer.



The computer will then ask you to **Choose File to Upload**. Find the folder with the document you are uploading, and click “Open” or double click on the document.

Click **Upload File**, you will be directed to the “Submit Document Confirmation” page where you can either upload another file by clicking **Upload Another File** or **Done** to end transaction and be returned to the home screen.



Submit Document Confirmation

File 2016 Total Transit and Discount cab insurance (1).pdf has been uploaded to ADOT/MVD at 06/22/2016 15:00:53.



Previously Uploaded Files			
File Name	Upload Date	Delete Date	
2016 Total Transit and Discount cab insurance (1).pdf	06/22/2016 03:00:53 PM		

Administrative Services

Maintain Users

This is a new feature to the ServiceArizona secure portal which allows you to give permission(s) to those with access to your account; considered “Administrator” or “Processor”. With these permissions you are able to not only assign permission to more than one person, but also identify what those permissions are.

Please note: You will need to contact the Vehicle for Hire Program by phone or email to add users.



Group Name: ABC COMPANY LLC
Group ID: 12345

Registered Users	Role	Remove	Pay Civil Penalty	Update Company	Handle Permits
abc@abccompany.com	Administrator ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Save changes](#) [Return to Home](#)

Once you have selected the permission assignment for a user, select the **Save Changes** option to save the changes and complete your transaction, or **Return to Home** to return to the Homepage.

Please note: if you remove any users, you will be directed to a page which will confirm the removal of that user. Below is a confirmation removing the only user on the account. If this is done, you will need to contact IBM to add the users back to your account. You will not have access to your account until this action is taken.



This user (t2@marzke.org) is no longer a member of any company. Please contact the Help Desk to restore service.

“ADOT – Vehicle for Hire Licensing website” link takes you to our page located within the Arizona Department of Transportation website. This is where you will find helpful information on how to remain compliant with the program and any changes in our program are found here in the **“Overview”**.

“Test Your Printer” will allow you to assure your printer is able to print information from your computer and this website.