Vehicle for Hire

ServiceArizona Secure Access Gateway

User Guide

ADOT
Motor Vehicle Division
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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.

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.

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxis</td>
<td>3</td>
</tr>
<tr>
<td>Livers</td>
<td>1</td>
</tr>
<tr>
<td>Limousines</td>
<td>1</td>
</tr>
</tbody>
</table>

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.
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 with Arizona Revised Statute.

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.

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.

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.
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.

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
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 with Arizona Revised Statute.

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**.

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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: [Browse]...  

[Upload File]  [Back to Vehicle for]

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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.

**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.*
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.*

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**Vehicle For Hire**

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.