

CRS

Single Sign-On Instructions

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Purpose

The Idaho Transportation Department (ITD) is transitioning to a Single Sign-On (SSO) solution for all DMV applications soon. ITD DMV's Special Permits system, ITRPS, was our first application to have the SSO feature, and now we are adding our Commercial Registration System (CRS).

You will need to create an SSO login with ITD, even if you already have a login established in CRS. This SSO will be used to access your CRS account and new ITD programs that may pertain to commercial vehicles in the future.

Once you have created an ITD SSO login, you will be able to access your CRS account.

The instructions listed in this document provide the steps needed for the following scenarios:

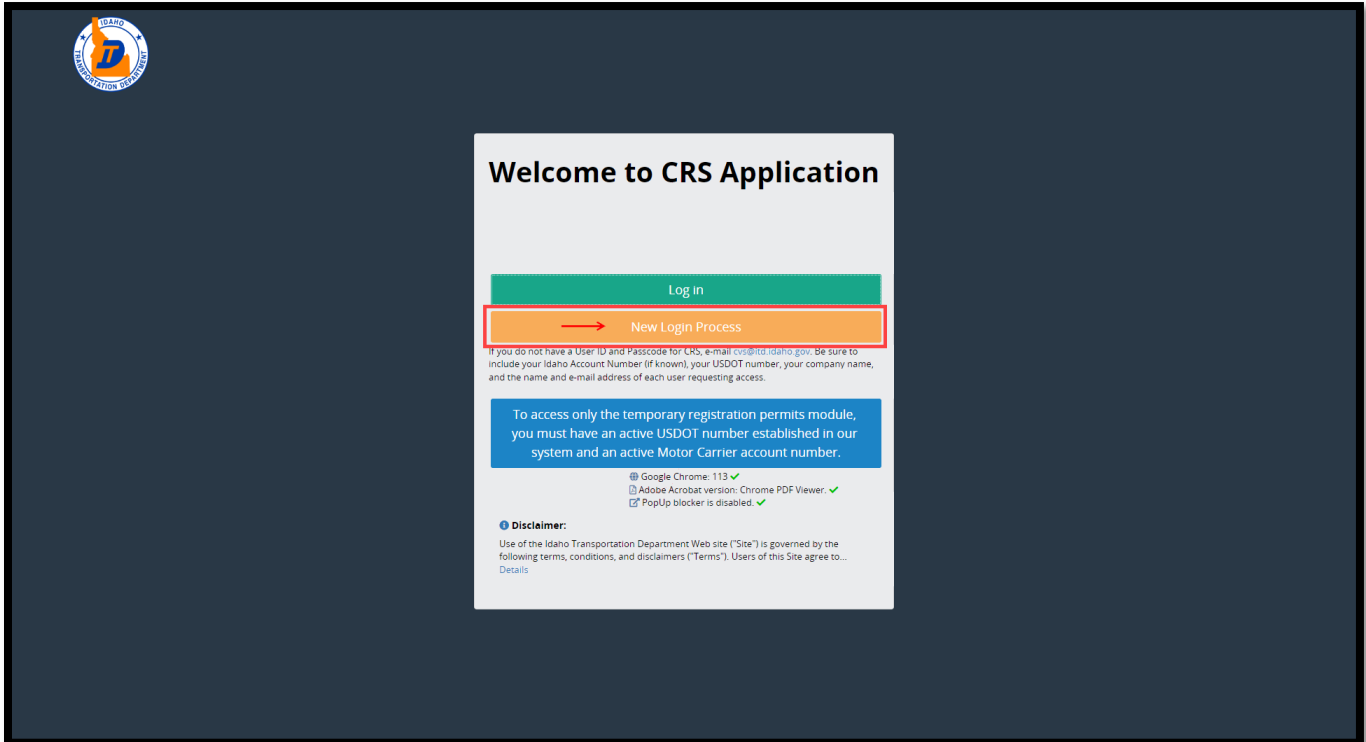
- 1) You already have an SSO for the Special Permits systems, ITRPS, and currently have access to an account in CRS
- 2) You currently have access to an account in CRS BUT don't have an SSO set up with our ITRPS application
- 3) You don't currently have access to CRS or ITRPS

If you do not have online access for CRS established, you will need to contact Motor Carrier Services either by email at cvs@itd.idaho.gov to establish access in CRS BEFORE creating your SSO login.

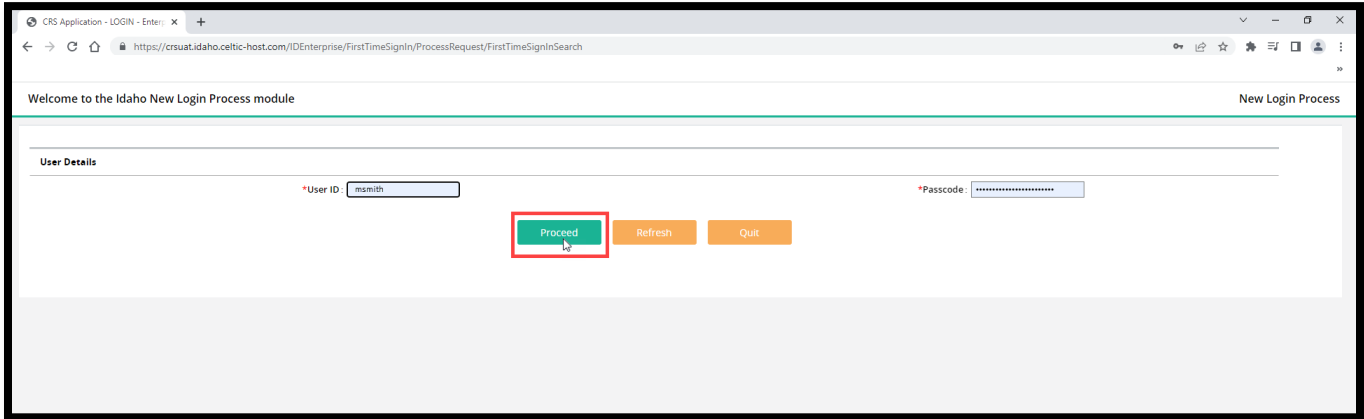
Scenario 1: You already have an SSO for the Special Permits systems, ITRPS, and currently have access to an account in CRS.

Note: These steps are for your initial login with CRS to create the SSO. Once these steps have been completed, you may select the **Log In** button on the CRS homepage. This will direct you to the SSO login screen.

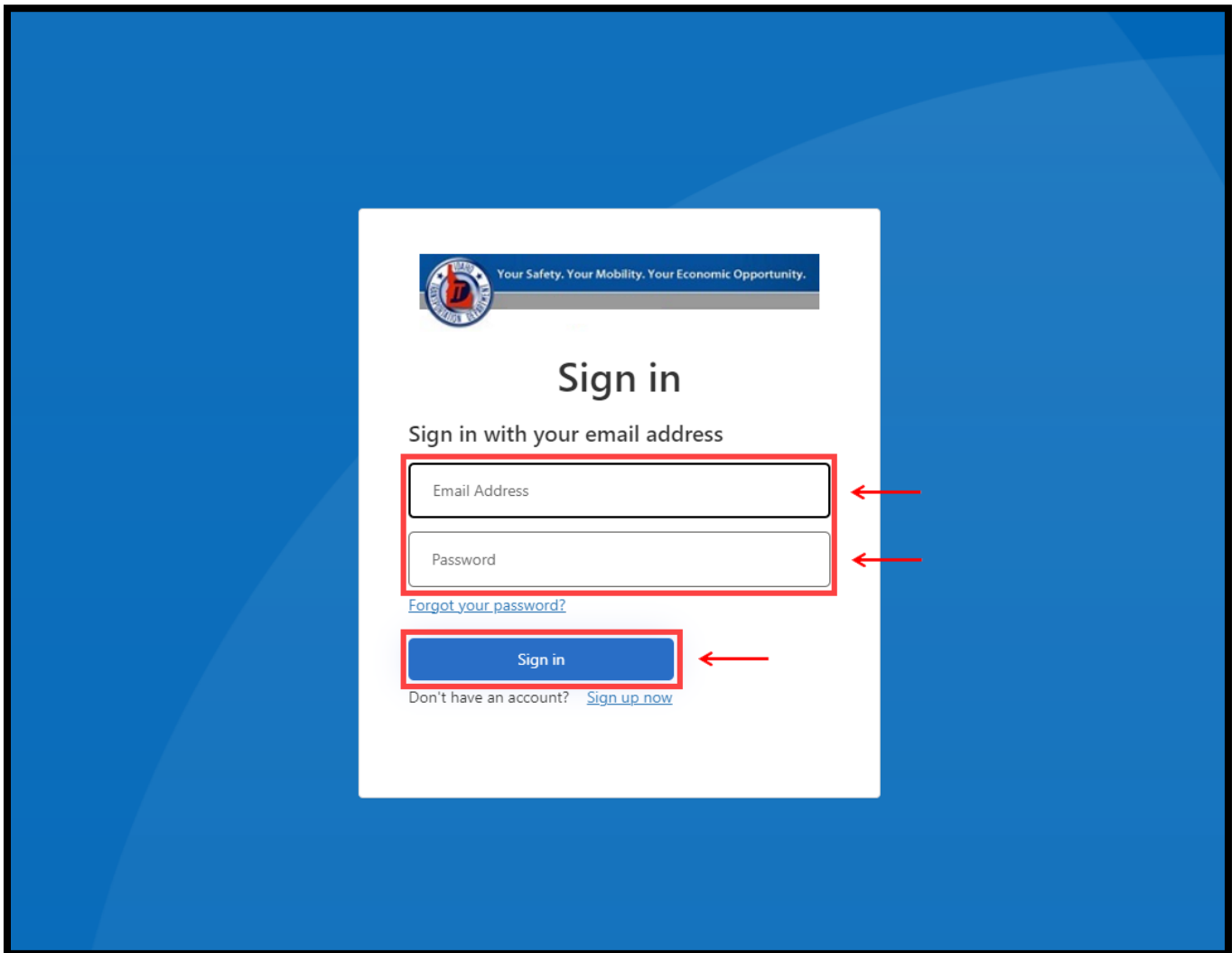
- a) Access CRS at: <https://crs.idaho.celtic-host.com/IDEnterprise>
- b) Select the **New Login Process** button.



c) The *New Login Process* screen will display. Type in your **User ID** and **Passcode** (if these fields did not auto-populate). Select the **Proceed** button.



d) The *SSO* screen will display. Enter your **Email Address** and **Password**, then select the **Sign in** button.

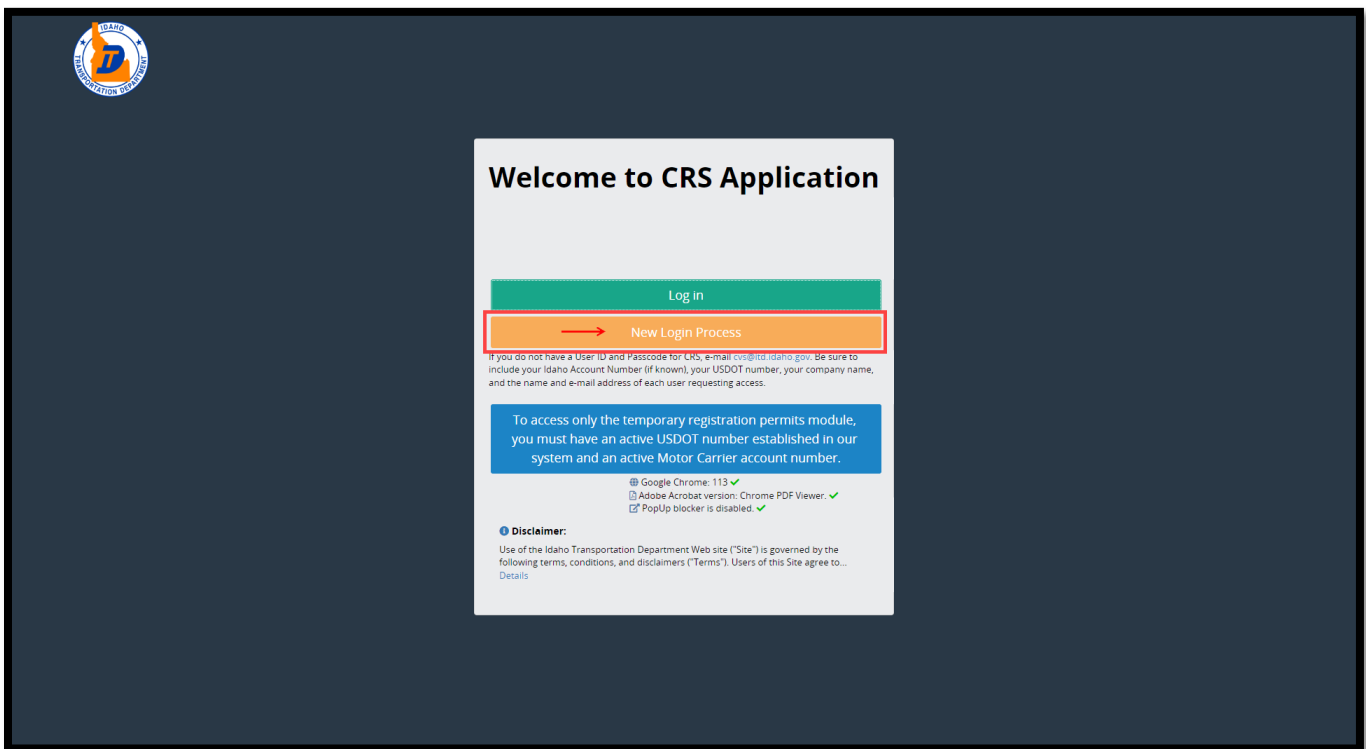


e) You will now be able to access CRS and ITRPS using your SSO email and password

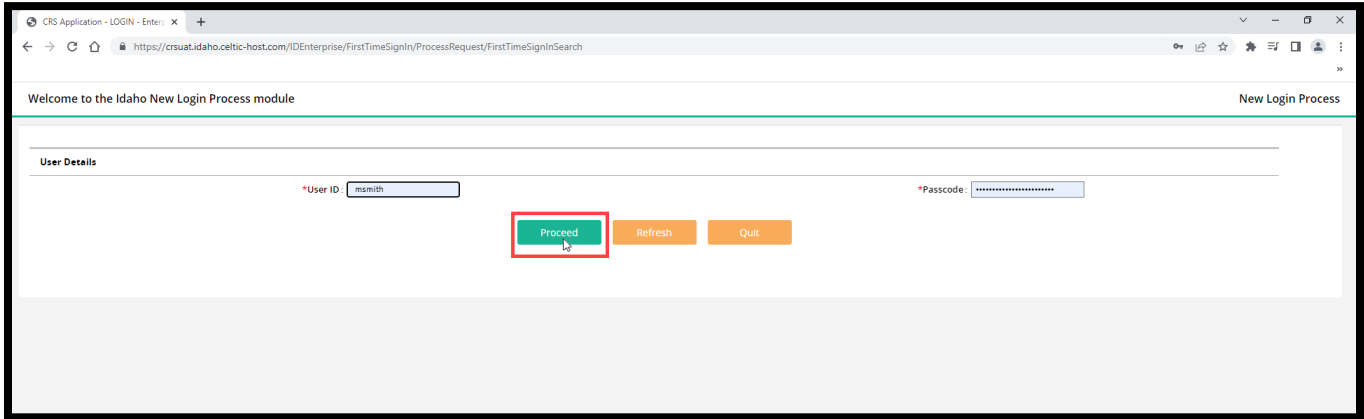
Scenario 2: You currently have access to an account in CRS BUT don't have an SSO set up with our ITRPS application

Note: Each individual user MUST have their own unique email address for the SSO process. If you use an e-mail shared with others who also use CRS, the CRS User Profile will need to be updated to reflect a unique e-mail address for each of you.

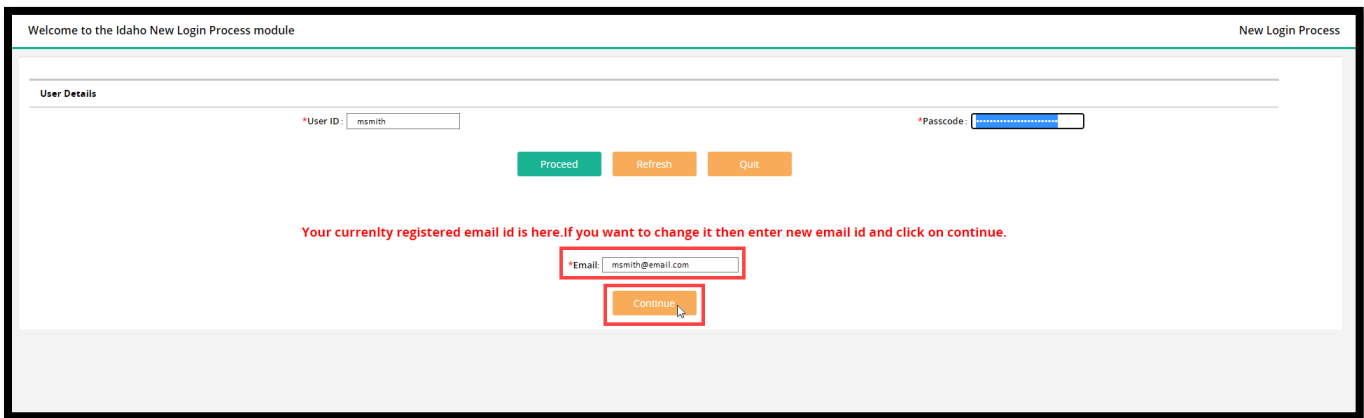
- a) Access CRS at: <https://crs.idaho.celtic-host.com/IDEnterprise>
- b) Select the **New Login Process** button.



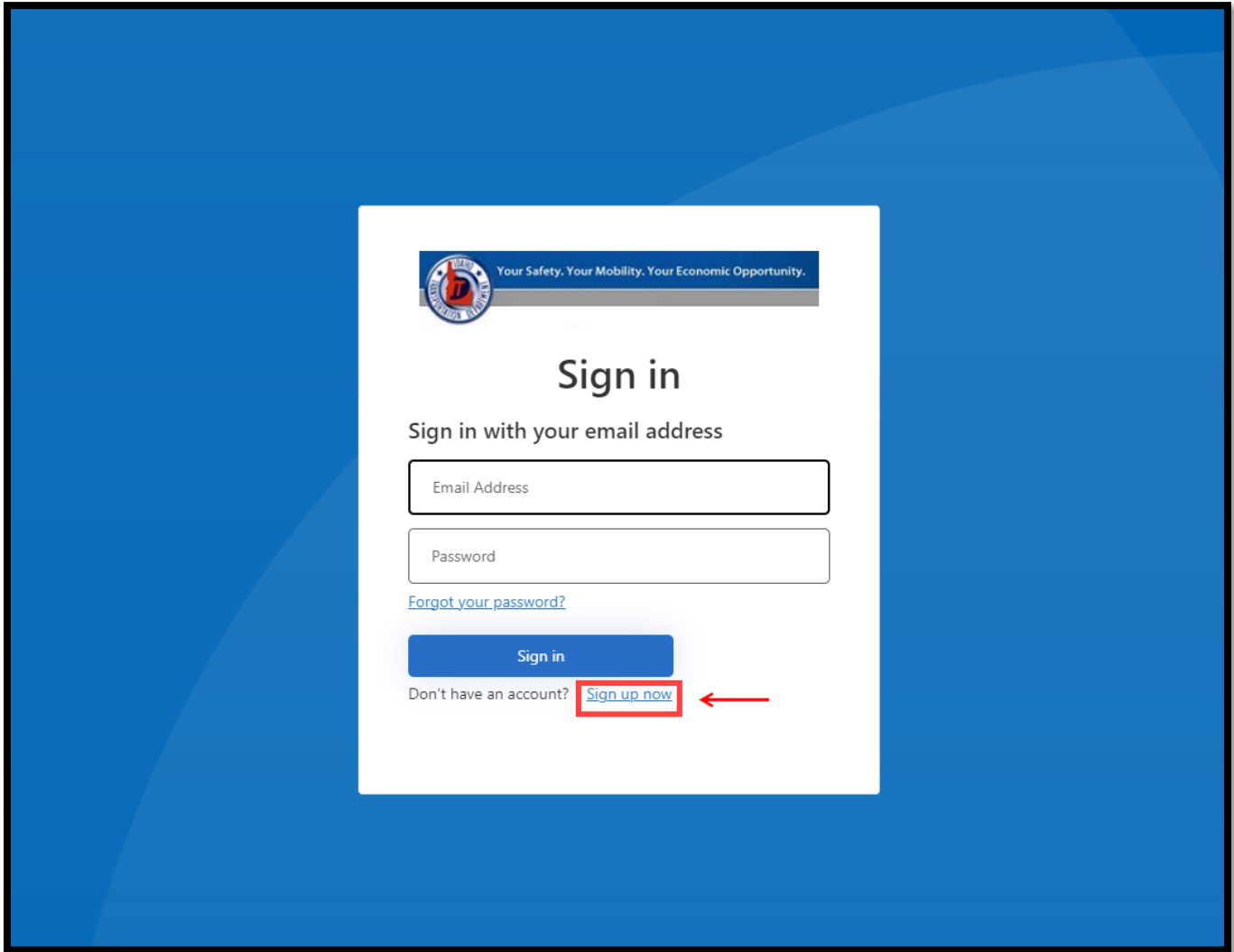
c) The *New Login Process* screen will display. Type in your **User ID** and **Passcode** (if these fields did not auto-populate). Select the **Proceed** button.



d) If you have an email address currently registered in CRS, it will display on the screen. You may enter a new email address if needed. Select the **Continue** button after making any changes.




e) The SSO screen will display. Since we are creating the single sign-on login, we need to select the **Sign up now** hyperlink.



f) The *User Details* screen will display. Enter your **Email Address** and select the **Send Verification code** button. An email will be sent with a verification code.

Note: Make sure to check your Junk or Spam folders if you do not receive the email in your inbox.

< Cancel

 Your Safety. Your Mobility. Your Economic Opportunity.

User Details

Email Address *

Send verification code

New Password *

Confirm New Password *

City

Display Name


Given Name

Surname

Create

g) Type your **verification code** obtained from the email into the appropriate field. Select the **Verify code** button.

< Cancel

 Your Safety. Your Mobility. Your Economic Opportunity.

User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

msmith@email.com *

Verification Code *

Verify code Send new code

New Password *

Confirm New Password *

City

Display Name

Given Name

Surname


Create

h) You will receive a message on the screen that the email address was verified. You can now continue by completing the following fields (note that only the **New Password** and **Confirm New Password** fields are mandatory as indicated by a red asterisk, all other fields are optional):

- New Password
- Confirm New Password (type in the new password in this field as well)
- City (the city in which you are located)

- Display Name (your display name)
- Given Name (your first name)
- Surname (your family name or last name)

< Cancel

 Your Safety. Your Mobility. Your Economic Opportunity.

User Details

E-mail address verified. You can now continue.

msmith@email.com *

Change e-mail

New Password *

Confirm New Password *

City

Display Name

Given Name

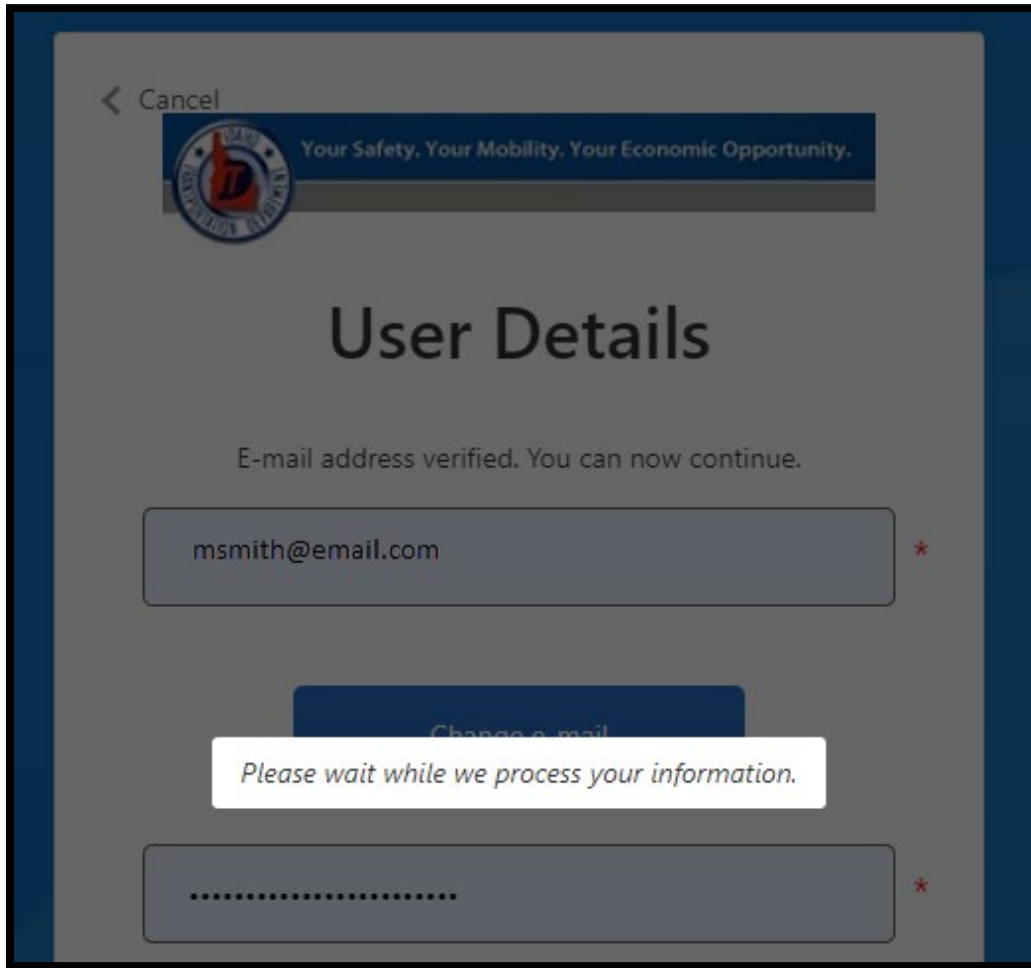
Surname

Create

i) Select the **Create** button.

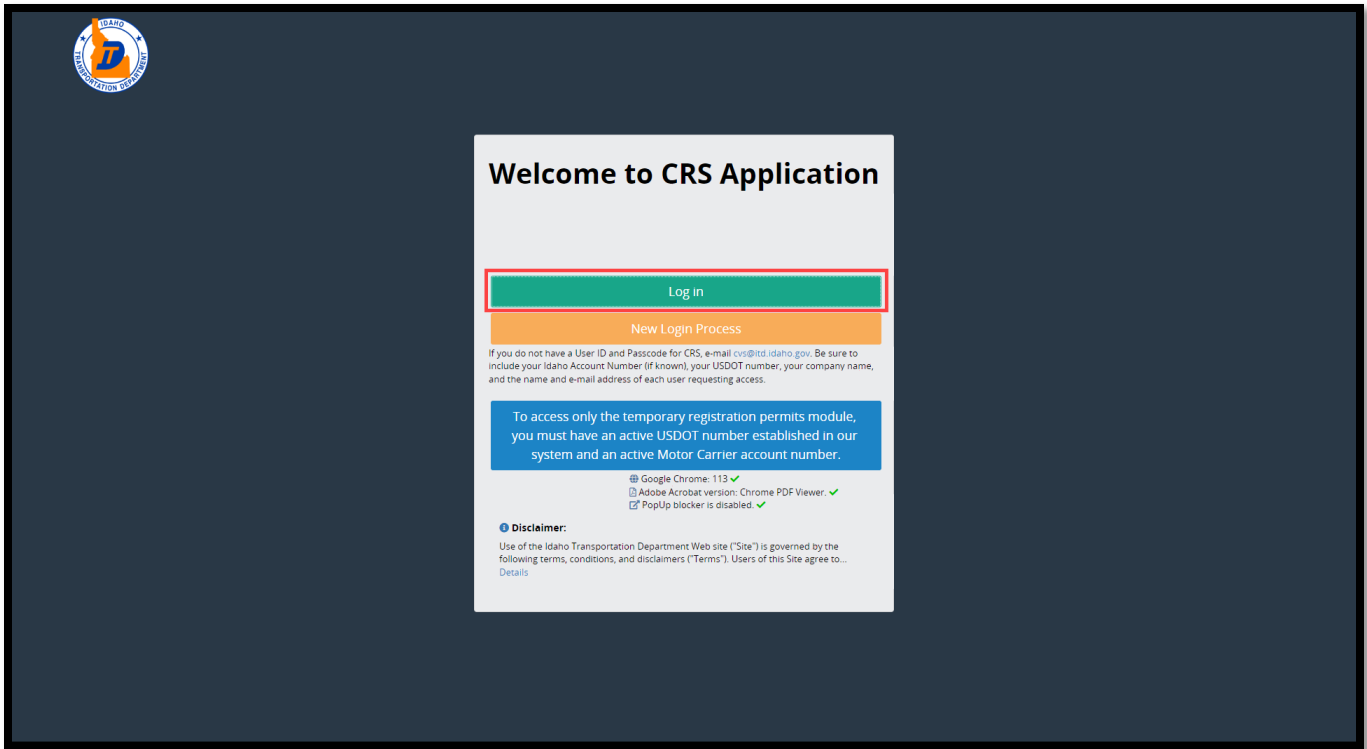
The screenshot shows a mobile application interface for 'User Details'. At the top left is a 'Cancel' link with a back arrow. Below it is a header with the Idaho Department of Transportation logo and the slogan 'Your Safety. Your Mobility. Your Economic Opportunity.'. The main title is 'User Details'. A message states 'E-mail address verified. You can now continue.' Below this is an email input field containing 'msmith@email.com' with a red asterisk on the right. A blue 'Change e-mail' button is positioned below the email field. There are two password input fields, both containing '*****' and marked with red asterisks. Below these are five text input fields containing 'Boise', 'Marcie', 'Marcie', and 'Smith' respectively. At the bottom, a blue 'Create' button is highlighted with a red rectangular border.

- j) You will see a message displayed on your screen stating, "Please wait while we process your information."



k) Once the SSO login has been processed and created, you will now be able to access your CRS account by selecting the **Log in** button.

Please note that if you have logged in with your SSO login already, the web browser may retain your login information and you might not have to type in your credentials again. Please see the FAQs section below if you receive an “Undefined” error message.



Scenario 3: You don't currently have access to CRS

- Please contact Motor Carrier Services by email at cvs@itd.idaho.gov or by phone at 208-334-8611 to have your access to CRS created **BEFORE** you start the SSO creation process.

FAQs

Can I log directly into CRS and bypass the SSO process?	No, you will need to have an SSO established.
What actions do I need to take if I receive an "Undefined" error message?	The "Undefined" error message generally means that the email address already has an SSO established. You will need to log into CRS using your old user ID and passcode through the New Login Process. Select the "Forgot your password" hyperlink and follow the prompts on screen to reset your password.
I've tried to create an SSO but am unable to do so. What steps should I take next?	You may already have an SSO. Select the "Forgot your password" hyperlink and follow the prompts on the screen to reset your password. If you are still unable to create an SSO, contact Motor Carrier Services (MCS) by email at cvs@itd.idaho.gov or by phone at 208-334-8611. They will be able to reset your passcode for your login process.
I share my computer with someone else. I have an SSO, but I am unable to login.	Try selecting the "Shift + F5" keys on your keyboard and/or clear your browser history. The SSO will retain the password from the user who logged into their SSO with that computer last. If multiple people use the same computer, the history for that browser needs to be cleared before the next user can enter their login credentials for their SSO.
I have an SSO and do not share my computer with someone else but am unable to login.	Verify that the email typed is spelled correctly, no characters are missing, and there are no extra spaces at the end. The extra spaces are not visible but will cause an issue with logging in if not removed.