



December 23, 2025

Upcoming Events

- The Abandoned Vehicle portal goes live on January 1st.

Portal Basics

In preparation for January 1st, this newsletter will go over the basics of the portal. Please contact Abandoned.Vehicles@itd.idaho.gov if you have additional questions.

Getting Started

1. Go to Tow.itd.idaho.gov
2. Click on the blue “Sign in” button.
3. If you don’t have an account, click the “sign up now” button.
4. Next, enter your email address and press the “send verification code” button.
5. You’ll receive an email from msonlineservicesteam@microsoftonline.com. Copy the verification code.
6. Enter the verification code beneath your email address.
7. Create your account by entering your password, city, given name, surname, and display name.
8. Link your tow company to your profile by entering the company name (which must match what the DMV has on record), OPIN (case sensitive), and EIN or SSN (if you don’t have an EIN or SSN, click the box above the link profile button).
 1. Note: Only the first user has to link a tow company. Later users can be added to the same company.
 2. Once you enter the information, an attestation will appear asking you to confirm that the information is true and correct. Click “I accept.”

We've also created a short video guide on how to get started, which can be found [here](#).

Managing Users

1. On the homepage, click the “Manage Users” button in the top right corner.
2. To add users, scroll down and enter their email, name and role (either admin or tech). Each new user requires a unique email. Once added, new users will receive an email with instructions on how to access the portal.
 1. Note: There can only be two admins for a single company.

3. To delete users, click the bubble next to their name and click the “deactivate user” button beneath it.

Definition of Statuses

You can review and monitor the status of your tow records in the “Tow Yard” tab.

Below are all of the statuses and what they mean.

Tow Reported - The Tow is in the system but hasn't been confirmed yet.

Tow Confirmed - The Tow has been confirmed. Owner and lienholder information has been attached.

In Progress - The “30-day clock” starts from the final disposition.

Tow Hearing Requested - A hearing has been requested. Indication of whether or not the tow is justified is required.

- If justified, the process continues

- If not, the vehicle is returned to the owner

Opposition Filed - Opposition has been filed. The court filing must be given within 10 days. If it passes, it moves forward in the process.

Court Filing - Court filing is in progress.

Claimed - The owner pays the fine and reclaims the vehicle. This can happen at any time throughout the process.

Court Filing Received - It was found that the vehicle was towed in error. A suit will be filed.

Tow Hearing Resolved - Vehicle has been junked or titled.

Awaiting Final Disposition - The tow company has been awarded the vehicle; they can request a title or GEM certificate.

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