



# State of Connecticut Commercial Vehicle Operations Credentialing System Quick Reference Guide

## Accessing the CVO Credentialing System

- The State's Commercial Vehicle Operations Credentialing System is accessible via the URL: <https://www.cvisn.ct.gov/ct/>
- Users can access the Credentialing System by entering their username and password, and pressing the "Login" button on the Login screen.
- If you are accessing the Credentialing System from a public computer (Internet kiosk, public library, etc.), click the checkbox next to "I am using a public computer." This will provide an additional level of security.

## Resetting A Forgotten Password

If you have forgotten your password, do the following:

- Click "Forgot Your Password" on the left-hand toolbar of the Login page.
- Enter your username as indicated and press the "Submit" button.

A new password will be e-mailed to the address contained in your user profile.

## Key Functions

- **"Edit My Account"**—Allows users to update their Credentialing System account information.
- **"Manage User Account"**—Allows Master Account holders to add, update, enable, and disable sub-account users.
- **"View Carrier and Vehicle Information"**—Allows users to view the carrier and vehicle information associated with their accounts. Also provides links to the Federal Motor Carrier Safety Administration's Safety and Fitness Electronic Records (SAFER) and Safety Status (SAFESTAT) systems.
- **"Update IRP Vehicle Registration"**—Links users to the State's International Registration Plan (IRP) credentialing system.
- **"Request IFTA Decals or Pay IFTA Taxes"**—Allows users to apply for an International Fuel Tax Agreement (IFTA) license (new carriers only), renew their existing IFTA license, or request additional decals for their existing IFTA account. Also enables users to pay their IFTA quarterly taxes via the New York Regional Processing Center.

Please note users will only see links to the systems that they are authorized to use.

## On-Line Help

On-Line Help is provided throughout the CVO Credentialing System. Help information can be accessed by clicking on “Help” in the left-hand toolbar of the Credentialing System.

## Logout

To exit the CVO Credentialing System, click “Logout” on the left-hand toolbar of the Credentialing System’s Main Menu page.

## Technical Support

### CVO Credentialing System and IFTA On-line Applications

If you require technical assistance with the CVO Credentialing System or the IFTA On-line Applications, please contact the Cambridge Systematics CVO HelpDesk at 1-866-CVISN-CS (1-866-284-7627 ), weekdays between 8:30 a.m. to 5:30 p.m. or send an e-mail to the HelpDesk at [cvisnscs@camsys.com](mailto:cvisnscs@camsys.com).

### IFTA Program and Quarterly Taxes

For more information about Connecticut’s IFTA program, IFTA credentials, and IFTA quarterly tax filings, please contact the Connecticut Department of Revenue Services, Excise/Public Services Taxes Unit at (860) 541-3222, weekdays between 8:00 a.m. and 5:00 p.m.

### IRP Online Application

If you require technical assistance with your application for an IRP credential, please contact the Connecticut Department of Motor Vehicles IRP Section at (860) 263-5281.

### CVISN Program

For more information about the State’s CVISN/PRISM Program, please contact the State CVISN/PRISM Management Team at (860) 263 – 5376 or [mail@dmvct.org](mailto:mail@dmvct.org)