

## OVERVIEW of the CUSTOMER DASHBOARD and APPLICATION MENU

### **1.1 Welcome**

Welcome to the Commercial Carriers of Wyoming Systems application, also known as CCOWS. This video will provide an overview of the CUSTOMER DASHBOARD and APPLICATION MENU.

### **1.2 Log in**

To get started, it is important that all three areas below the LOG IN button are marked with a green checkmark. If the pop up blocker is not disabled, the CCOWS system will not work properly.

To log in, please enter the user name and password that was provided to you from WYDOT Motor Vehicle Services, then select LOG IN. The next screen you will see is the DISCLAIMER page which cites the Privacy Policy and Wyoming statutes related to utilizing electronic means. If you agree to these items, select AGREE.

### **1.3 Customer Dashboard**

The first screen you will see is the CUSTOMER DASHBOARD. This is one of three selection headers in the pane on the left hand side of the screen. Select SEARCH to see customer details in the grid. The grid will provide information on the ACCOUNT NUMBER, TIN NUMBER, DOT NUMBER, LEGAL NAME, and current CCOWS application.

### **1.4 Selecting Widgets**

To view a snapshot of other account information, select the account number from the grid. The system will proceed to a blank screen where you are able to customize your dashboard. You can do this by clicking on the wrench on the right hand side of the screen. After selecting your preferred widgets, select SAVE.

### **1.5 Pending Transactions**

The most used widget will be PENDING TRANSACTIONS, where you will be able to continue an application by selecting the transaction under RESUMED SERVICE. A user can maneuver easily through the various CCOWS sections by selecting the selection header icon to expand it and see the available options in that section.

### **1.6 Services**

SERVICES contains the various applications available in CCOWS. Those applications include ENTERPRISE and IFTA. Each application will have its own menu options which are specific to the application functionality.

This concludes the overview of the CUSTOMER DASHBOARD and APPLICATION MENU.