



LOUISIANA DEPARTMENT OF PUBLIC SAFETY
OFFICE OF MOTOR VEHICLES

Section: II Driver's License Laws
Number: 36.10

Effective: 08/30/2017

INSTALLMENT AGREEMENT ONLINE CUSTOMER PORTAL

POLICY:

To review Louisiana Statutes: <http://www.legis.state.la.us>

AUTHORITY

[R.S. 32:8\(A\)\(3\) and \(B\)](#)

[R.S. 32:429.4](#)

[R.S. 47:1676\(L\)](#)

DEFINITION

The Office of Motor Vehicle has added a customer portal to its website (www.expresslane.org) to give customers, who are in an active installment plan, the ability to edit their personal information and payment type, view payments already processed, print a receipt if needed, make additional payments (if an additional online payment is made, the regular payments scheduled on the 10th will still occur) or pay in full.

MANAGING YOUR ACTIVE INSTALLMENT PLAN ONLINE

1. Visit www.expresslane.org
2. Click the red bar labeled **"Installment Payment Program now available"**.
3. Under **"Installment Plan Customer Portal"**, click **"Public Access: Click Here"**.
4. Please read the Terms of Service and click the **"continue"** button.
5. If you are logging into this system for the first time, click the **Create Account** button at the bottom left hand of the login box. If you are an existing user, enter the email address and password associated with your installment plan. If you have forgotten your password, then click the **"Forgot password"** link in the bottom right hand of the login box.
6. For a new user, once you create your account, you will be instructed to enter your email address, driver's license number and date of birth associated to the installment plan on the next page. Click the **continue** button.
7. A validation code will be sent to the email address associated with your installment plan.
8. Type the validation code in the portal. Pick and answer three (3) security questions.
9. You should now be able to access your installment account and make any of the changes listed above.

Note: If you do not have an installment plan or if the plan is suspended, you must visit an office that offers installment plans.