



Louisiana Department of Public Safety
Office of Motor Vehicles
Policy 36.10 Installment Agreement Online Customer Portal

Section: 2. Driver's License Laws

Effective Date: 08/30/2017

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Authority:

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

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

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

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

Background:

- The Office of Motor Vehicles' website (www.Expresslane.org) includes a "Customer Portal" for those in active installment plans. The portal allows those customers the ability to edit their personal information and payment type, view processed payments, print receipts, make additional payments (scheduled monthly payments will still be processed accordingly), and/or pay in full.

General:

- **Managing Your Active Installment Plan Online**
 - Visit www.expresslane.org.
 - Access the "Customer Portal"
 - Click "Online Services" from the top menu bar.
 - Click "Installment Plan".
 - Read the "Terms of Service". If agreeing to the "Terms of Service" and wish to proceed, click "Continue".
 - **Logging in to the Customer Portal**
 - **New Users** - If logging into the Customer Portal for the first time, click "Create Account". Once the account is created, enter a valid email address, driver's license number, and date of birth associated to the installment plan on the next page. Then, click "Continue".
 - A validation code will be sent to the email address associated with the installment plan account.
 - Type the validation code in the portal. Pick and answer three (3) security questions. Each security questions must be different from the previous.
 - **Existing Users** - If an existing user, enter the email address and password previously set for installment plan access. If the password is forgotten, click the "Forgot Password".

- **Note: If not in an installment plan or if the plan is suspended, call (225)925-6146 and select option three (3). Customers may no longer enter into an installment plan at a field office. Installment plan transactions are only conducted by phone.**
 - The customer will need the following to enter or change an installment plan:
 - Driver's license number
 - Valid email address
 - Internet access while on the phone with OMV personnel