



The Texas Department of Motor Vehicles (TxDMV) is updating the security associated with the eTAG application. As a result of this update, eTAG users will be able to reset or retrieve a forgotten password at any time using the self-service password reset feature. In order to prepare for the enhanced system, eTAG administrators will need to update the email address associated with each eTAG user, by following **all** of the email requirements listed below.

- Each individual must have an associated email address in eTAG
- Individuals who use more than one TxDMV application (e.g. eLICENSING), should use the same email address for each of their TxDMV accounts
- Individuals may not share an email address with anyone else (e.g. two different people should not enter the same email address)

TxDMV is asking all eTAG administrators to update the email address for the accounts within their respective organizations prior to July 21, 2017. The login security update is currently scheduled for the weekend of July 21, 2017. **Beginning July 24, 2017, eTAG accounts that do not have a unique email address on file will not be able to access the system.**

**NOTE:** Administrator privileges will remain unchanged. Administrators will still be able to add or delete users within their organization.

To add or update user/administrator email addresses for eTAG, administrators should log into the eTAG system (<https://etag.txdmv.gov/>) and go to the *Manage Licensee Users* (for users) or *Maintain Licensee Admin* (for administrators) page. From there administrators can search for and select a user/administrator and edit or update the email address. Administrators must be sure to save their edits for each user before moving to the next user.

If you have any questions or concerns regarding this change, please contact the TxDMV Service Desk.

Best regards,

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