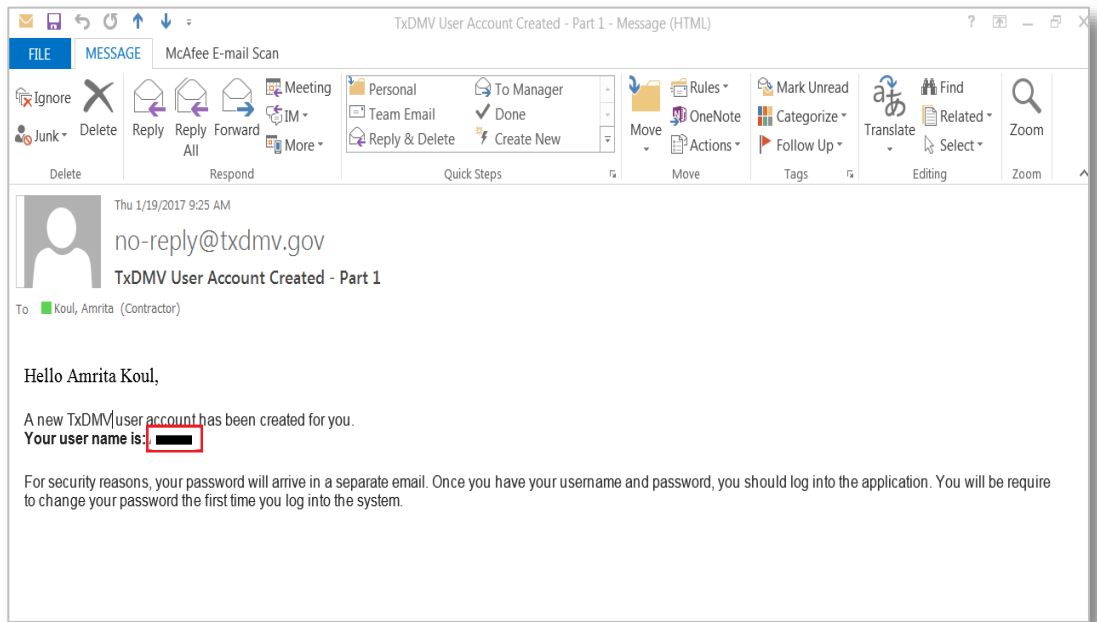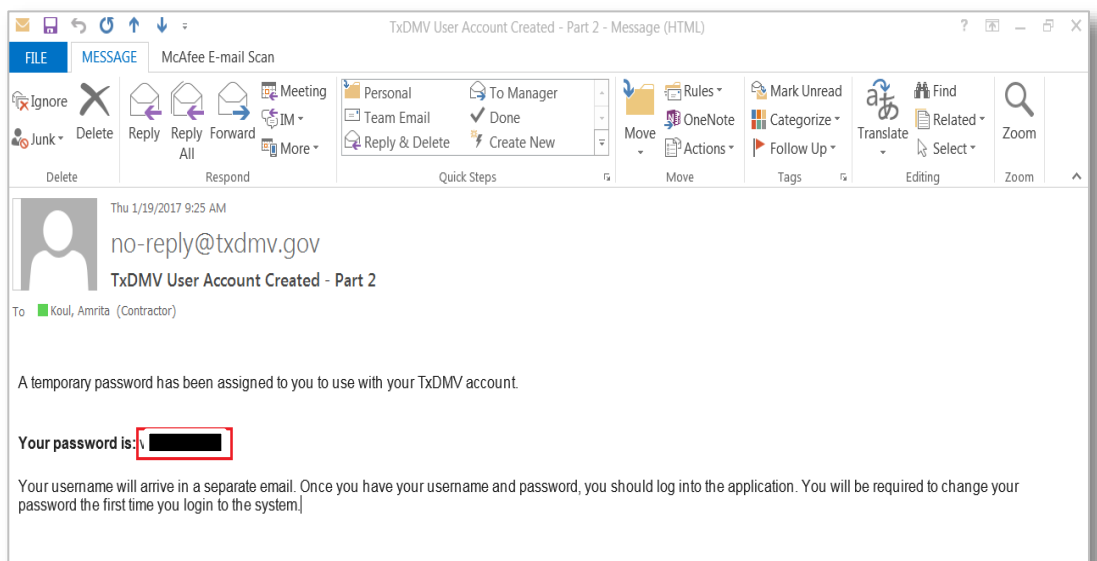# New User Login

eTAG users will receive three emails. The first email will provide the user's login name, the second email will provide their temporary password, and the third welcome email will provide a link to the eTAG *Login* page.
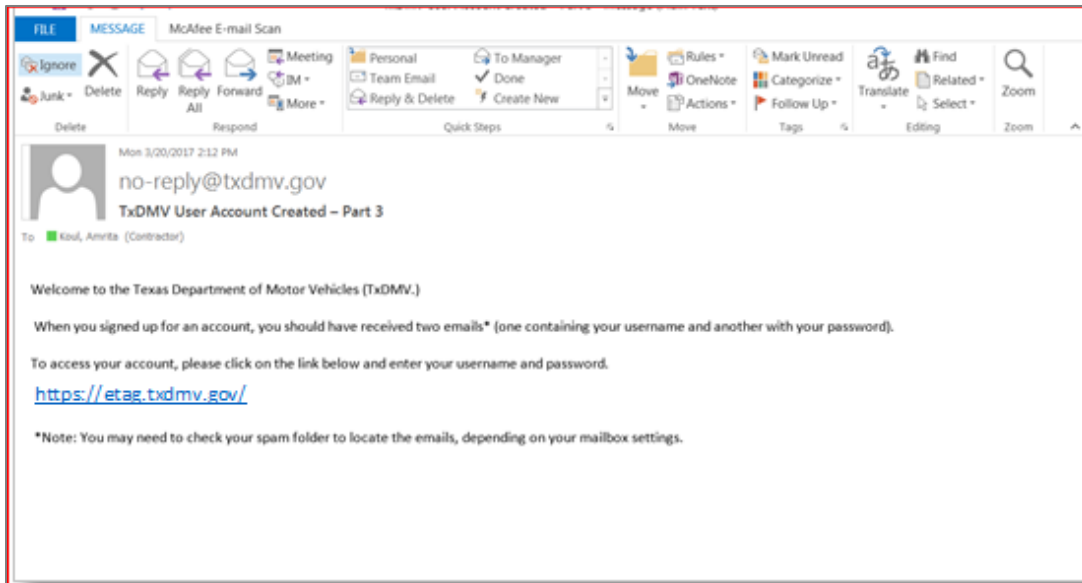
Example of first email:

Example of second email:

Example of third email:

The following will assist a user when initially logging into eTAG:

1. To access the eTAG *Login* page, select the link provided in the third (Welcome) email. Enter the dealer license number (P number), the username (from the first email), and the user's temporary password (from the second email), click the radio button to select MVD Licensee, and click "Login".

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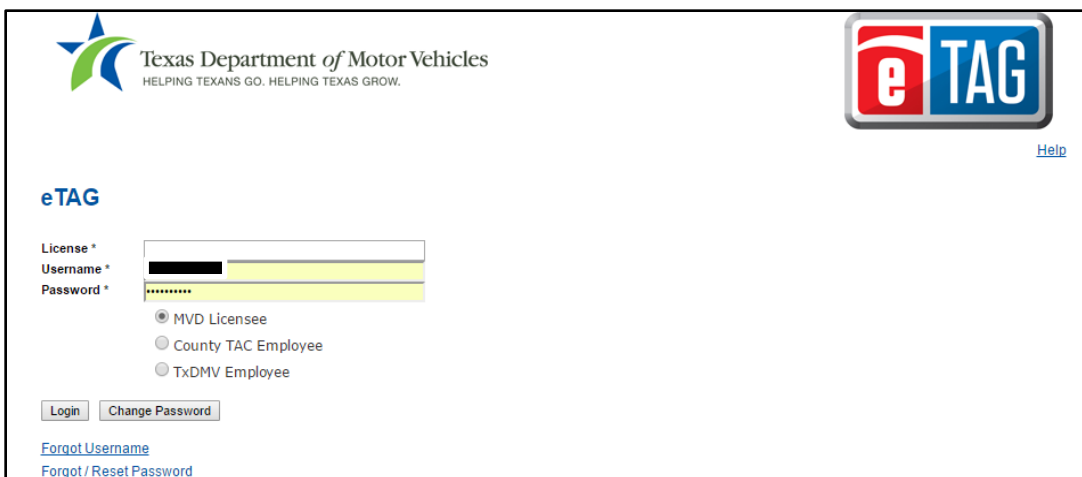
2. The following *eTAG Licensee* home page will appear. Change the initial password by clicking the Change Password link. It can also be changed before logging on by clicking the "Change Password" button on the Login page.

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Change Password Licensee Home   Logout   Help

Welcome Licensee Administrator,

Thank you for logging into the TxDMV System. This module allows you the following functionality:

- Manage Licensee Admin
- Manage Licensee User

Business Name
Deloitte Consulting
Location*

Back   Next

Your last login to eTAG was on 06/01/2017 3:46 PM

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3. Create a new password according to the password requirements, and enter it in the "New Password" field. Confirm the new password by entering the new password again in the "Confirm Password" field, and click "Submit." The "Reset" button clears the fields.

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eTAG

Change Password   Logout   Help

Change Password

Password must meet the following requirements

- At least one letter
- At least one capital letter
- At least one number
- At least one special character
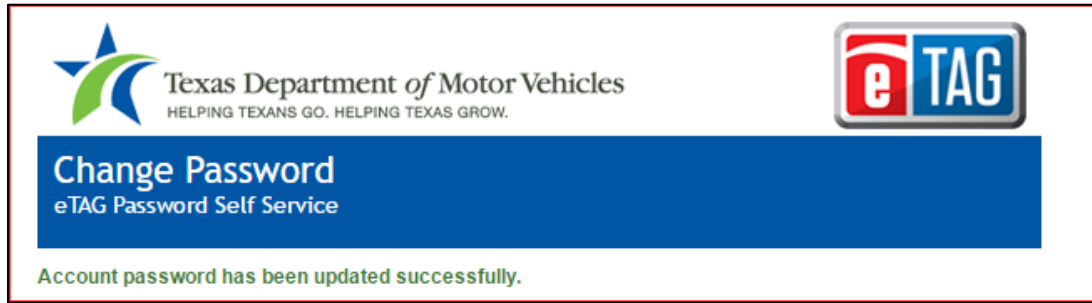- Be at least 8 characters

Username

Password

Confirm Password

Submit   reset

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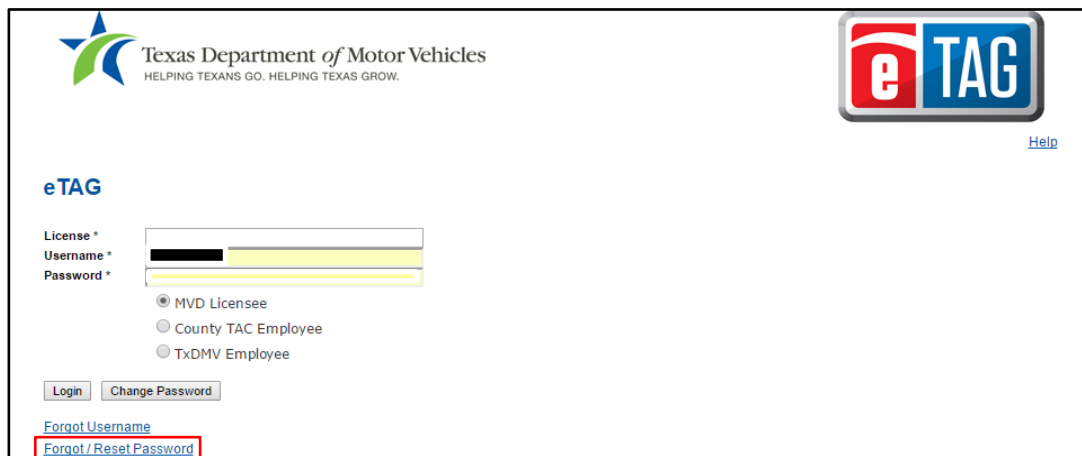
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4. A new page will appear stating the password changed successfully.

Forgot / Reset Password

Users can change their password at any time by accessing the "Forgot / Reset Password" link on the eTAG *Login* page, and following the steps below:
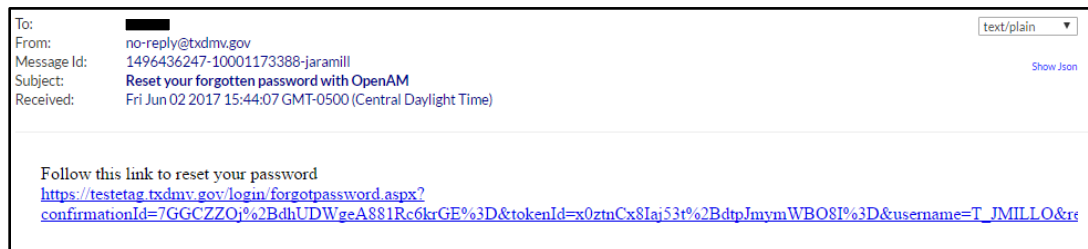
1. Click "Forgot / Reset Password." The *Forgot / Reset Password* page will appear in the lower portion of the *Login* page.
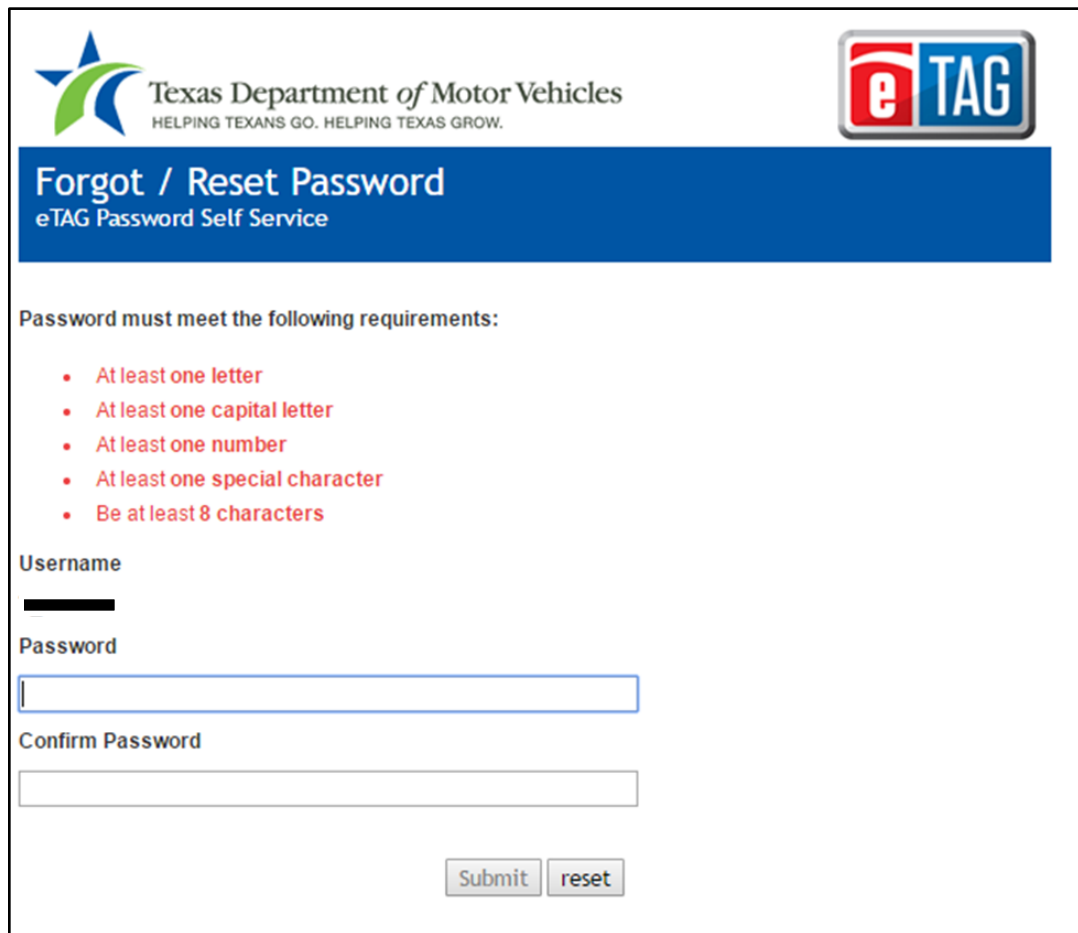
2. Enter the user's username and click "Submit".

3. A confirmation email is sent with a link to change the password. This email will go to the email address registered to the username. Click on the link within the email.

4. Click on the link within the email to go to a page where you can change your password. Enter your new password in the "Password" field, then reenter it again in the "Confirm Password" field and click "Submit" to change. If the link does not work, select the entire link in the email and copy that to the browser address bar.

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Forgot / Reset Password
eTAG Password Self Service

Password must meet the following requirements:

- At least one letter
- At least one capital letter
- At least one number
- At least one special character
- Be at least 8 characters

Username

Password

Confirm Password

Submit   reset

5. A new page will appear stating the password has been successfully changed.

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Change Password
eTAG Password Self Service

Account password has been updated successfully.
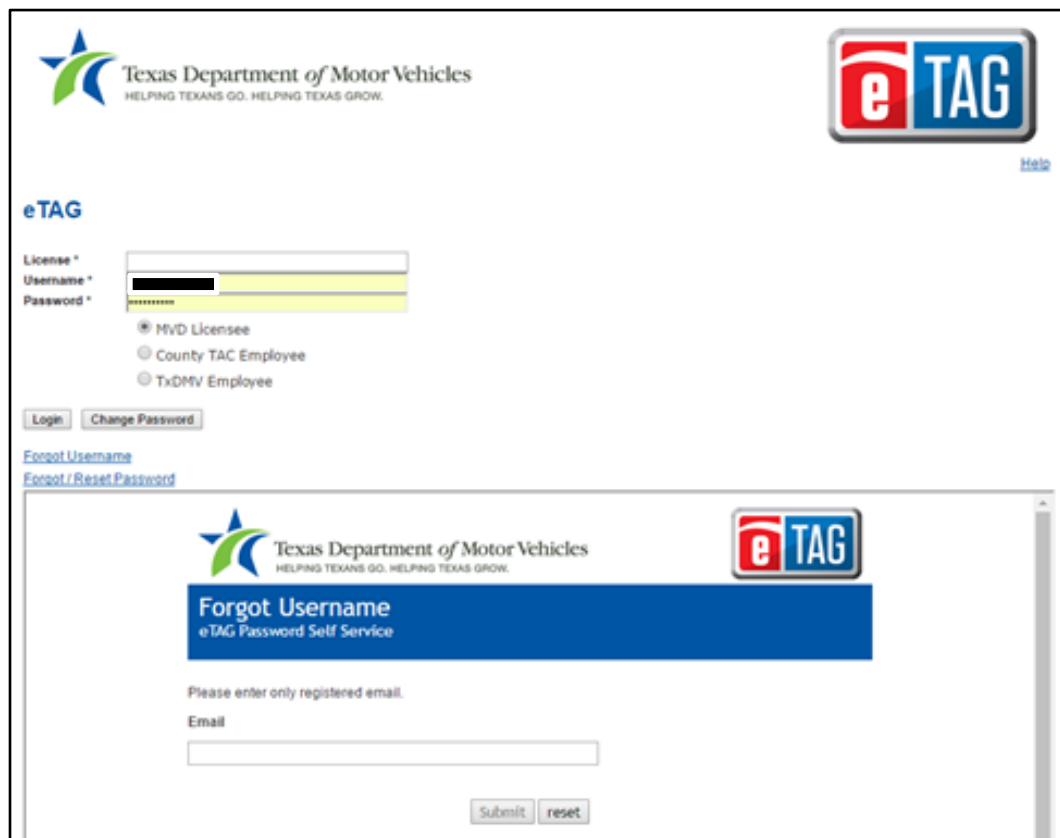
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Users may request their username by accessing the "Forgot Username" link on the eTAG *Login* page, and following the steps below:

1. Click "Forgot Username."

2. The *Forgot User Name* page will display below the login. Enter the user's email address, and click on "Submit".

3. The lower portion of the *Login* page will be updated with a confirmation that the user name has been emailed to the user.
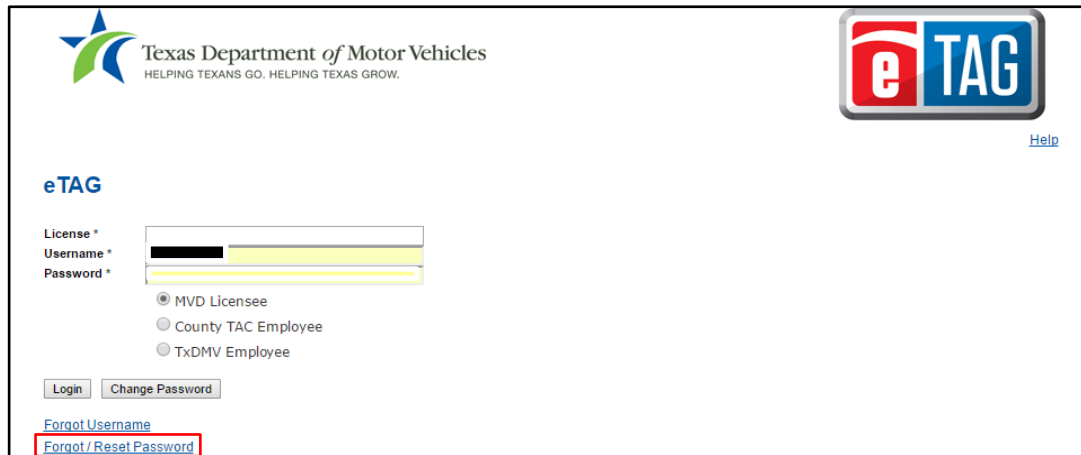

4. You will receive an email with your existing username. To log back into the system, go to the new *Login* page and enter your existing username from the email, your existing dealer license number ("P number"), and password in their appropriate fields, then click "Login".

Expired Password
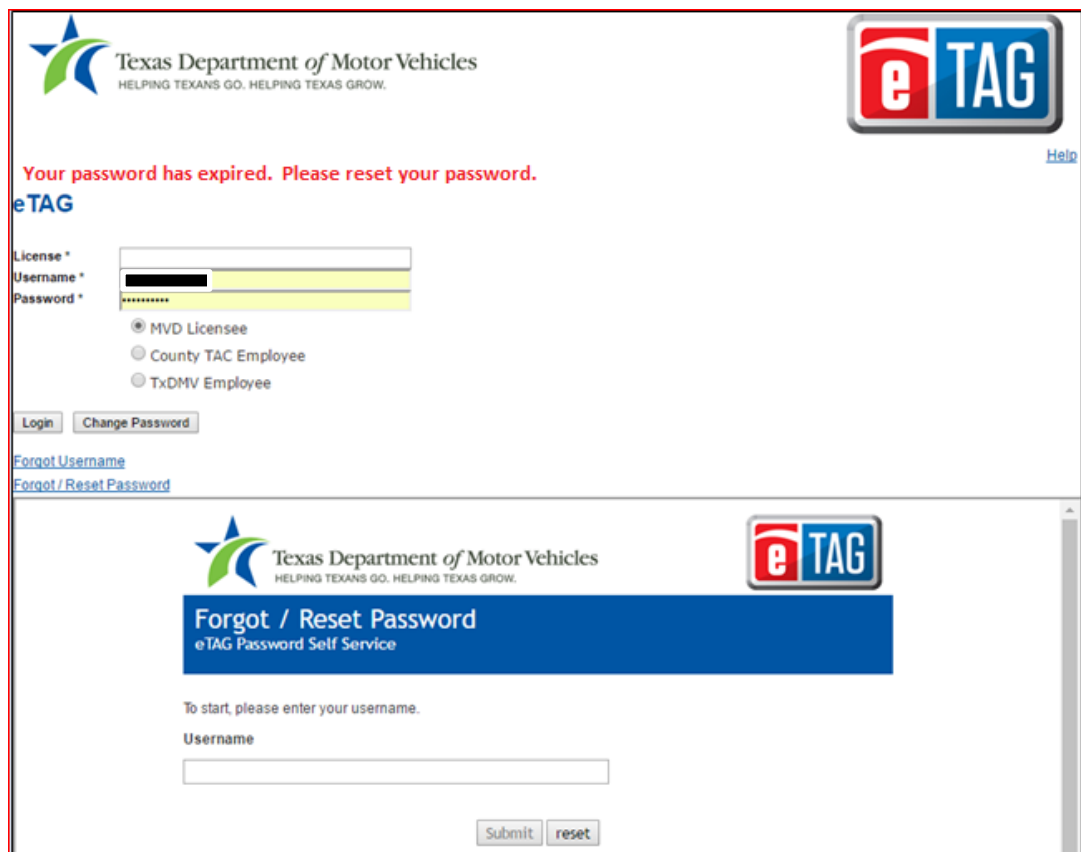
Passwords are set to expire every 90 days. If a user's password has expired upon logging into eTAG, they will be redirected to the *Reset Password* page. They may update their password by following the steps below:

1. Click "Forgot / Reset Password." The *Forgot / Reset Password* page will appear in the lower portion of the *Login* page.
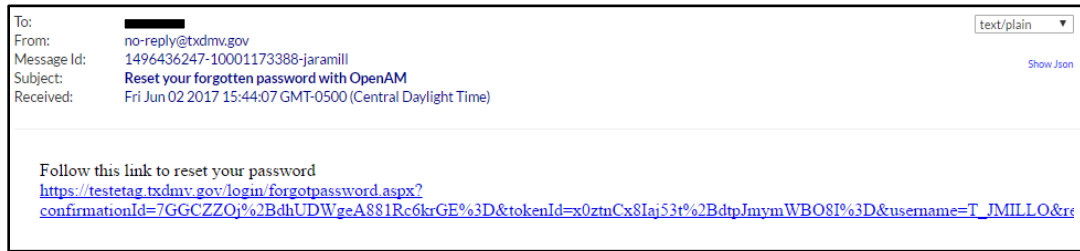

2. Enter the user's username and click on "Submit".

3. A confirmation email is sent with a link to change the password. This email will go to the email address registered to the username. Click on the link within the email.

To:	▬▬▬▬	text/plain ▼
From:	no-reply@txdmv.gov	
Message Id:	1496436247-10001173388-jaramill	Show Json
Subject:	**Reset your forgotten password with OpenAM**	
Received:	**Fri Jun 02 2017 15:44:07 GMT-0500 (Central Daylight Time)**	

Follow this link to reset your password
https://testetag.txdmv.gov/login/forgotpassword.aspx?
confirmationId=7GGCZZOj%2BdhUDWgeA881Rc6krGE%3D&tokenId=x0ztnCx8Iaj53t%2BdtpJmymWBO8I%3D&username=T_JMILLO&re

4. Click on the link within the email to go to a page where you can change your password. Enter your new password in the "Password" field, then reenter it again in the "Confirm Password" field and click "Submit" to change. If the link does not work, select the entire link in the email and copy that to the browser address bar.

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Forgot / Reset Password
eTAG Password Self Service

Password must meet the following requirements:

- At least one letter
- At least one capital letter
- At least one number
- At least one special character
- Be at least 8 characters

Username

▬▬▬▬

Password

Confirm Password

Submit | reset

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5. A new page will appear stating the password has been successfully changed.

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eTAG

Change Password
eTAG Password Self Service

Account password has been updated successfully.

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