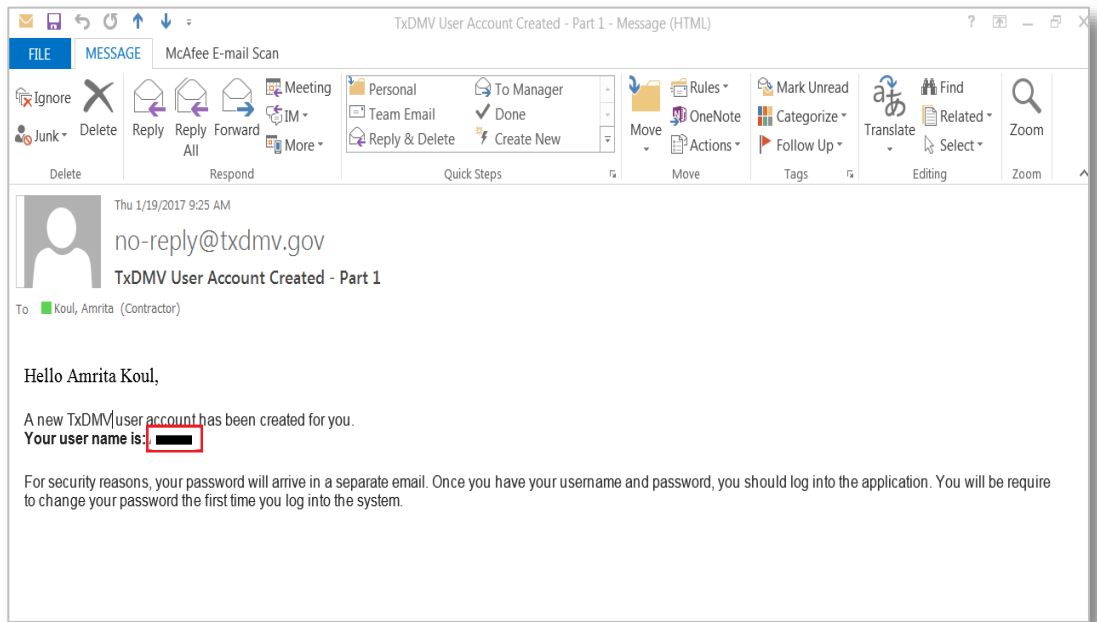


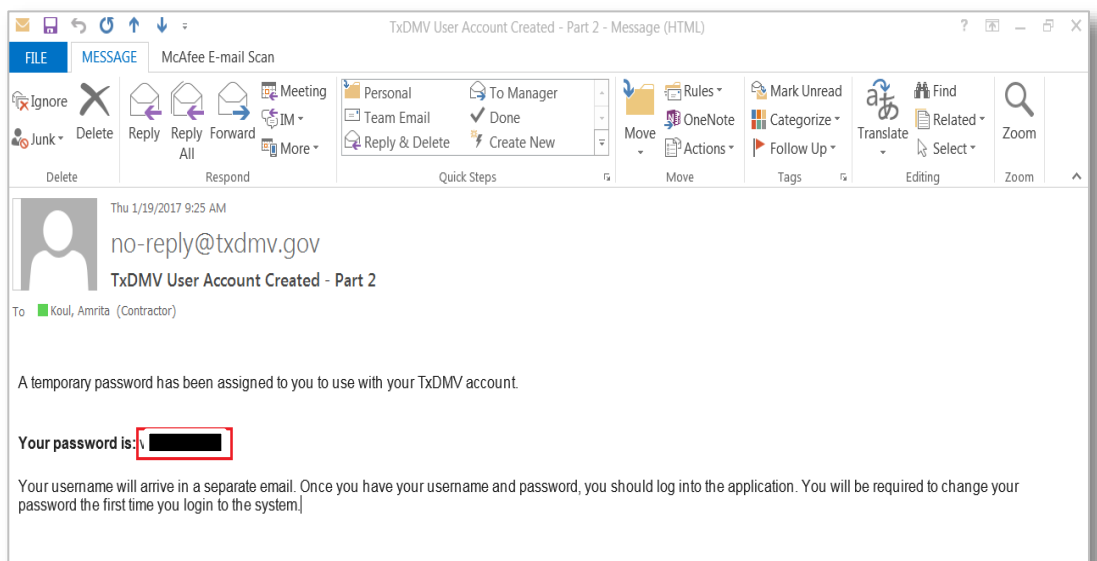
New User Login

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.

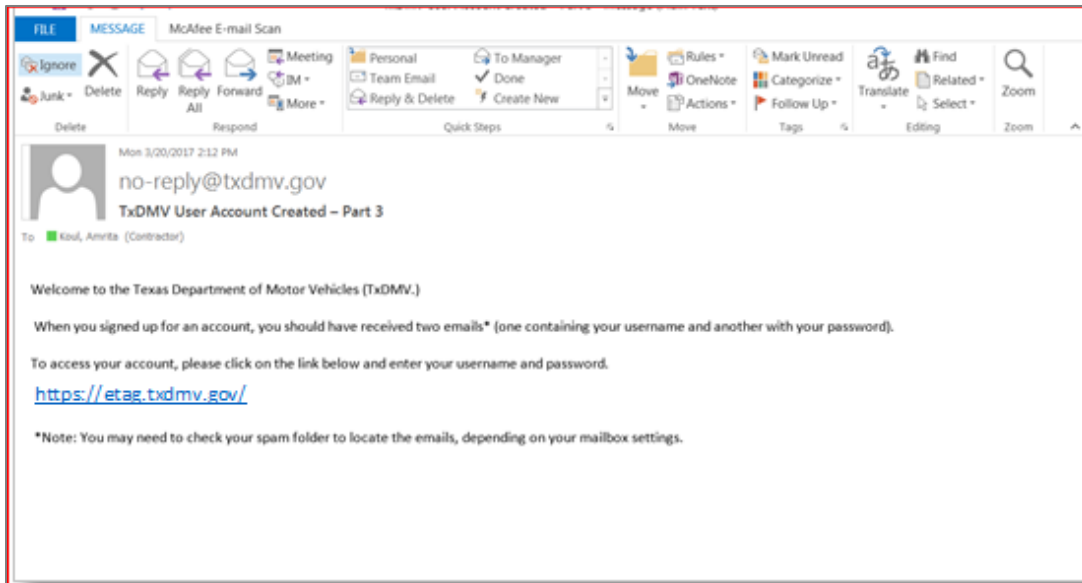
Example of first email:



Example of second email:

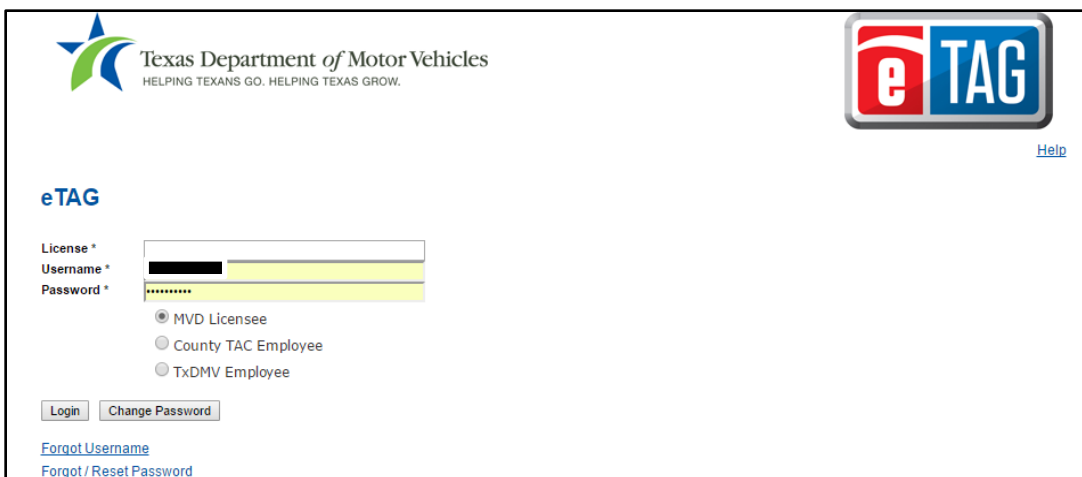


Example of third email:





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".



- 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*


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

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- 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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[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

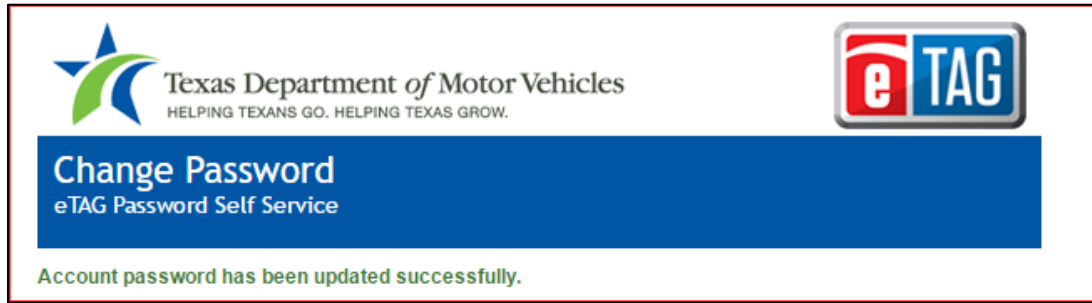
Password

Confirm Password

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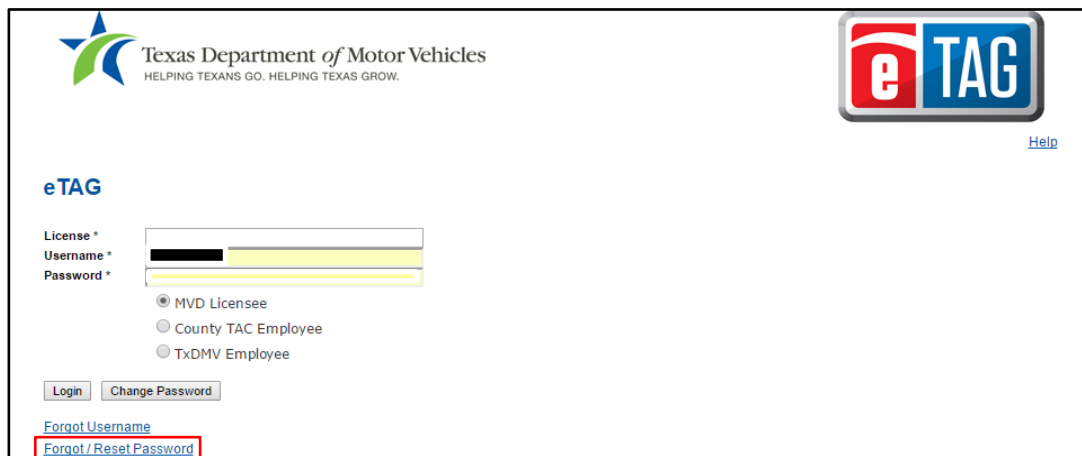
4. A new page will appear stating the password changed successfully.



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:

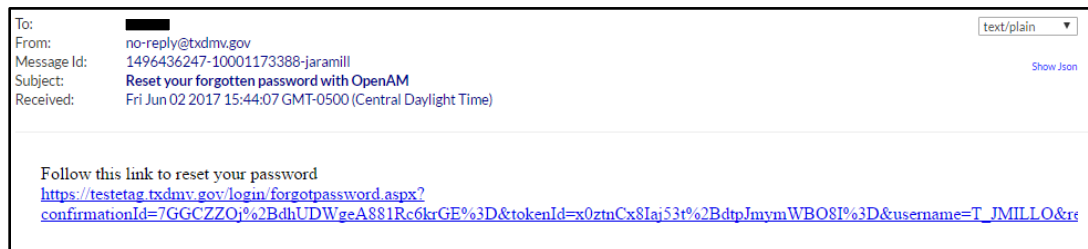
1. Click "Forgot / Reset Password." The *Forgot / Reset Password* page will appear in the lower portion of the *Login* page.



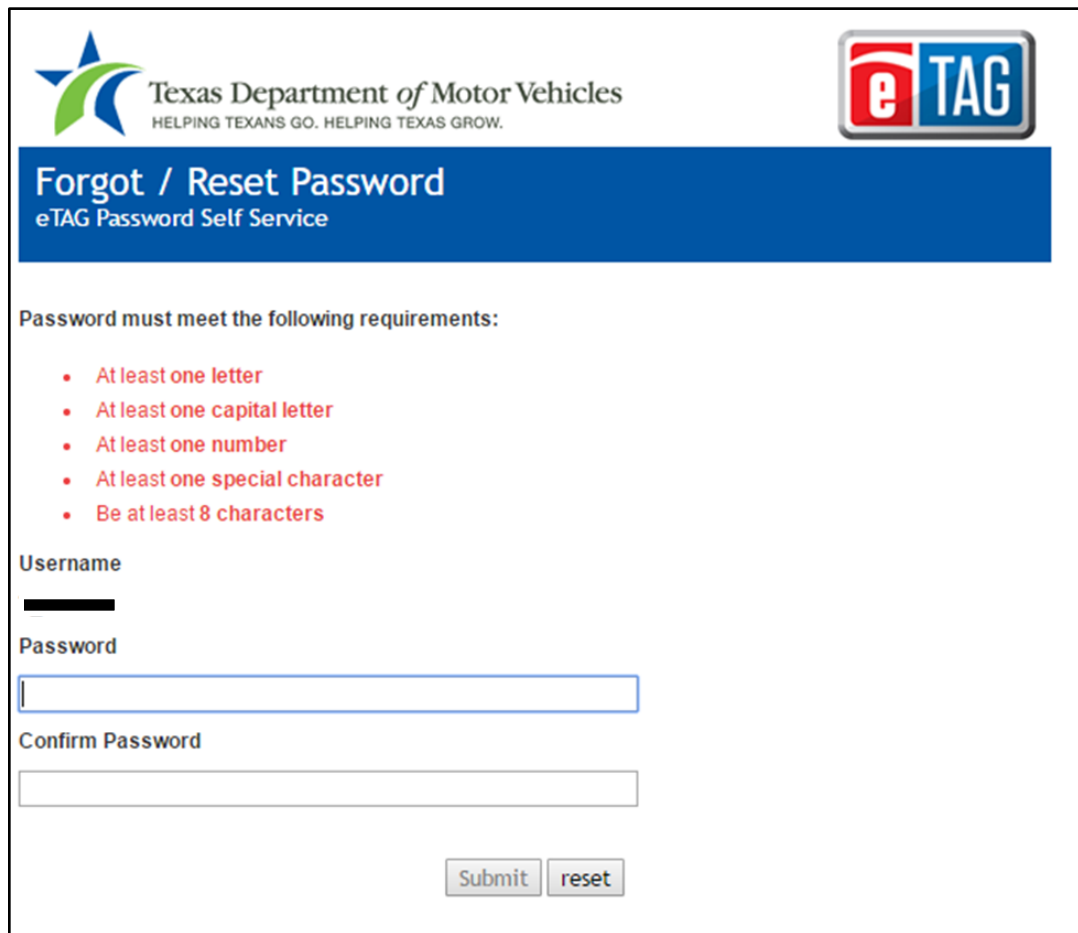
2. Enter the user's username and click "Submit".

The image shows two screenshots of the Texas Department of Motor Vehicles (TxDMV) eTAG system. The top screenshot is the login page, featuring the TxDMV logo and the eTAG logo. It includes a 'License *' field, a 'Username *' field, and a 'Password *' field. Below the password field are three radio button options: 'MVD Licensee' (selected), 'County TAC Employee', and 'TxDMV Employee'. There are 'Login' and 'Change Password' buttons, and links for 'Forgot Username' and 'Forgot / Reset Password'. The bottom screenshot is the 'Forgot / Reset Password' page, which has a blue header with the TxDMV logo and the eTAG logo. It contains the text 'Forgot / Reset Password' and 'eTAG Password Self Service'. Below this, it says 'To start, please enter your username.' and has a 'Username' label above a text input field. At the bottom are 'Submit' and 'reset' buttons.

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.



- 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.



The screenshot shows the 'Forgot / Reset Password' page. At the top left is the Texas Department of Motor Vehicles logo with the tagline 'HELPING TEXANS GO. HELPING TEXAS GROW.'. At the top right is the eTAG logo. Below the logos is a blue header bar with the text 'Forgot / Reset Password' and 'eTAG Password Self Service'. The main content area lists password requirements: 'Password must meet the following requirements:' followed by a bulleted list: 'At least one letter', 'At least one capital letter', 'At least one number', 'At least one special character', and 'Be at least 8 characters'. Below the requirements are input fields for 'Username' (with a blacked-out value), 'Password', and 'Confirm Password'. At the bottom right are 'Submit' and 'reset' buttons.

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

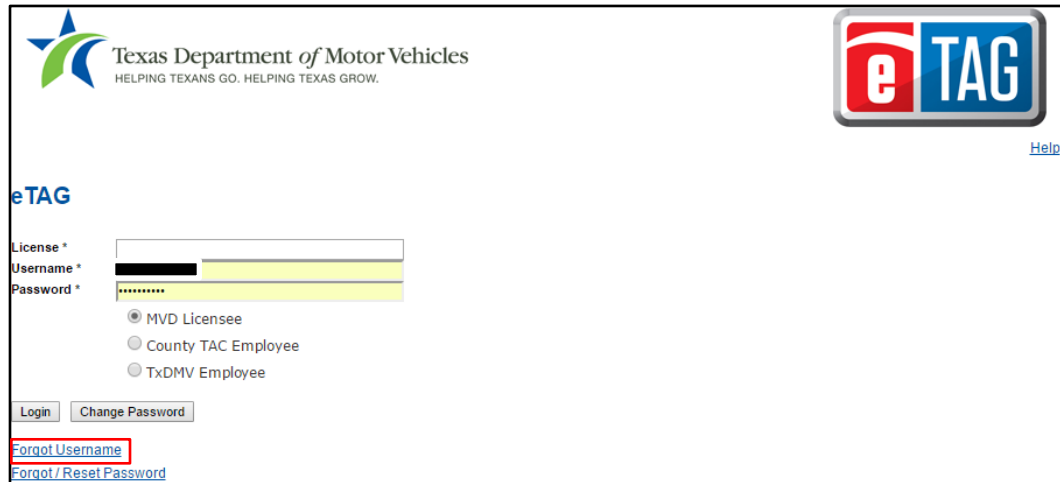


The screenshot shows the 'Change Password' page. At the top left is the Texas Department of Motor Vehicles logo with the tagline 'HELPING TEXANS GO. HELPING TEXAS GROW.'. At the top right is the eTAG logo. Below the logos is a blue header bar with the text 'Change Password' and 'eTAG Password Self Service'. Below the header bar is a green message: 'Account password has been updated successfully.'

Forgot Username

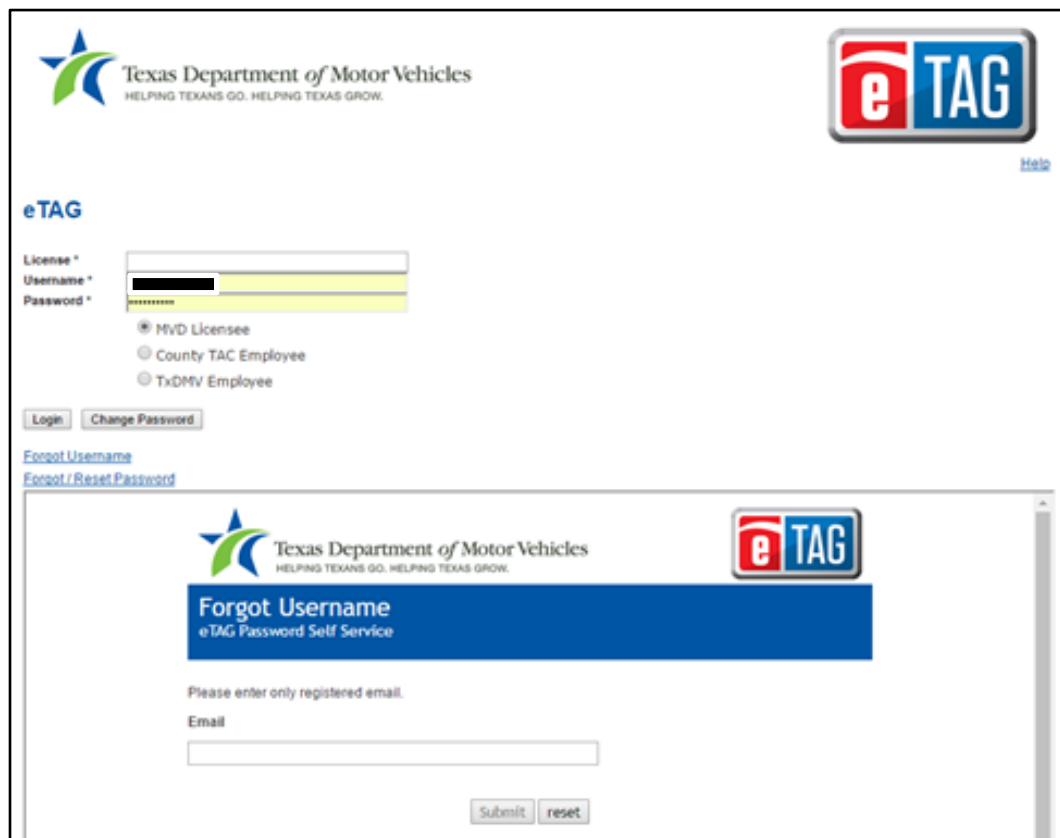
Users may request their username by accessing the “Forgot Username” link on the eTAG *Login* page, and following the steps below:

1. Click “Forgot Username.”



The screenshot shows the eTAG login page. At the top left is the Texas Department of Motor Vehicles logo with the tagline "HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the eTAG logo and a "Help" link. The main content area has the "eTAG" heading and three input fields: "License *", "Username *", and "Password *". Below these fields are three radio buttons: "MVD Licensee" (selected), "County TAC Employee", and "TxDMV Employee". There are "Login" and "Change Password" buttons. The "Forgot Username" link is highlighted with a red box, and the "Forgot / Reset Password" link is visible below it.

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



The screenshot shows the "Forgot Username" page. At the top left is the Texas Department of Motor Vehicles logo with the tagline "HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the eTAG logo and a "Help" link. The main content area has the "eTAG" heading and three input fields: "License *", "Username *", and "Password *". Below these fields are three radio buttons: "MVD Licensee" (selected), "County TAC Employee", and "TxDMV Employee". There are "Login" and "Change Password" buttons. The "Forgot Username" link is highlighted with a blue box, and the "Forgot / Reset Password" link is visible below it. The page content is displayed in a scrollable window. The window title is "Forgot Username" and the subtitle is "eTAG Password Self Service". Below the title is a blue bar with the text "Please enter only registered email." and an "Email" label. There is an input field for the email address and "Submit" and "reset" buttons.

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

The screenshot shows the eTAG login interface. At the top left is the Texas Department of Motor Vehicles logo with the tagline "HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the eTAG logo and a "Help" link. The main heading is "eTAG". Below it, a red error message states: "Your session is invalid (or) has timed out due to inactivity. Please login again." The login form includes fields for "License *", "Username *", and "Password *". Below these fields are three radio button options: "MVD Licensee" (selected), "County TAC Employee", and "TxDMV Employee". There are "Login" and "Change Password" buttons. Below the form are links for "Forgot Username" and "Forgot / Reset Password". A scrollable area below shows a preview of the "Forgot Username" page, which features the same Texas Department of Motor Vehicles logo and eTAG logo, and a blue banner that reads "Forgot Username eTAG Password Self Service". Below the banner, it says "Please verify the given email for further details."

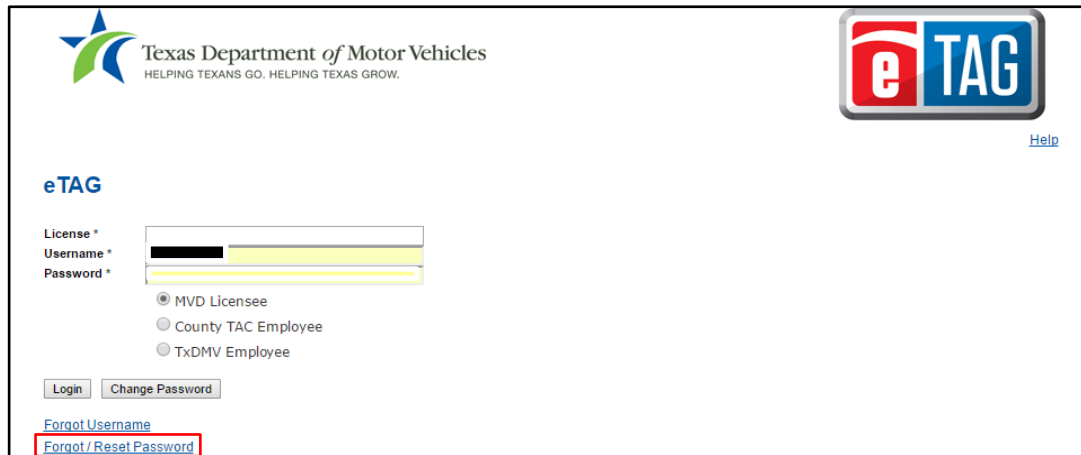
- You will receive an email with your existing username. To log back into the system, go to the new *Login* page and enter your existing username from the email, your existing dealer license number ("P number"), and password in their appropriate fields, then click "Login".

The screenshot shows an email inbox. The selected email is from "jaramill@mailinator.com" with the subject "eTAG Account Information". The email content reads: "Your username for eTAG applicaiton is : [redacted]". The email header shows the sender as "no-reply@txdmv.gov" and the subject as "eTAG Account Information". The email was received on "Tue Jun 06 2017 10:41:01 GMT-0500 (Central Daylight Time)".

Expired Password

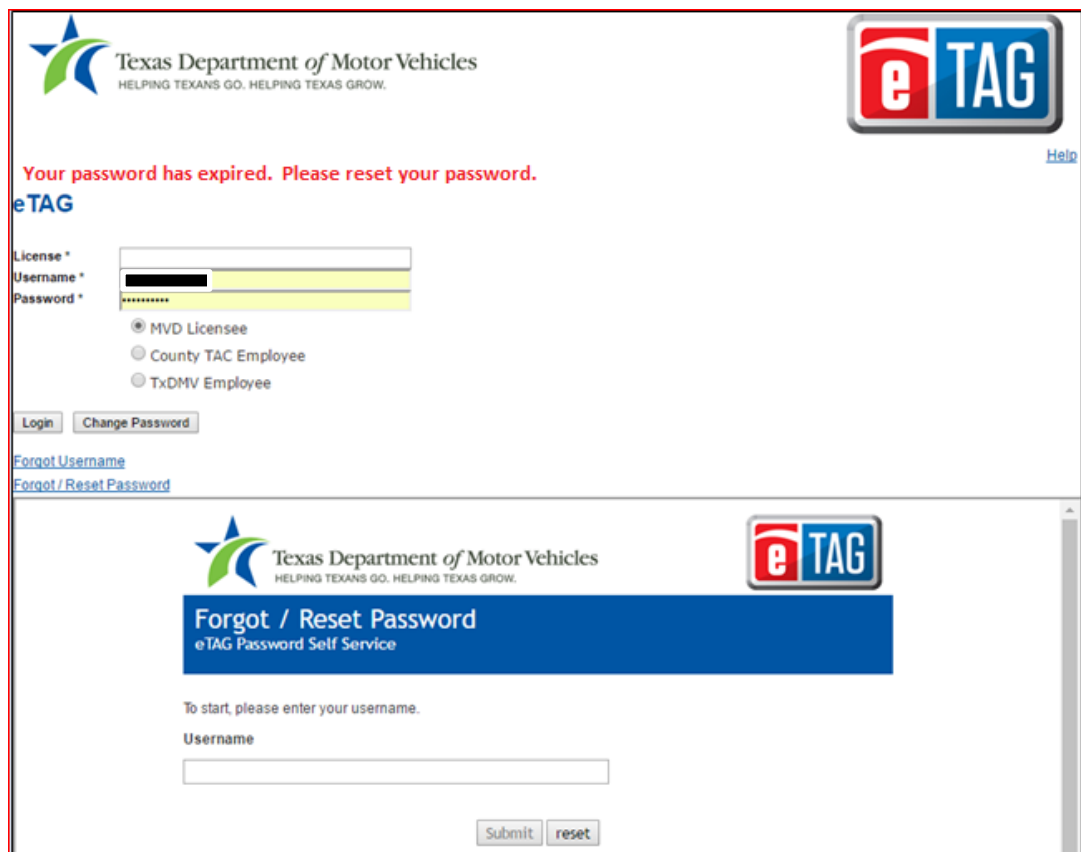
Passwords are set to expire every 90 days. If a user's password has expired upon logging into eTAG, they will be redirected to the *Reset Password* page. They may update their password by following the steps below:

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



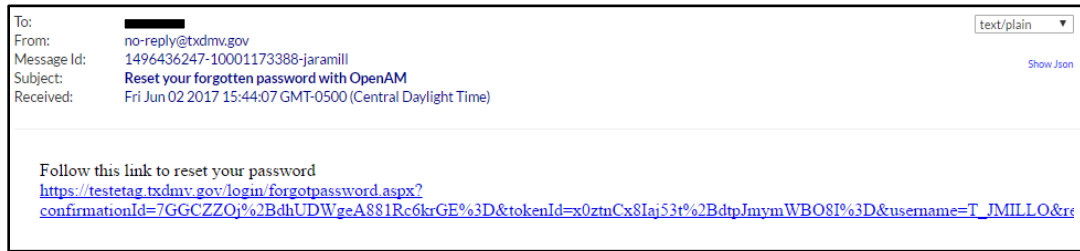
The screenshot shows the eTAG login page. At the top left is the Texas Department of Motor Vehicles logo with the tagline "HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the eTAG logo and a "Help" link. Below the logo is the "eTAG" heading. The login form includes fields for "License *", "Username *", and "Password *". Below these fields are three radio buttons: "MVD Licensee" (selected), "County TAC Employee", and "TxDMV Employee". There are "Login" and "Change Password" buttons. At the bottom, there are two links: "Forgot Username" and "Forgot / Reset Password", with the latter link highlighted by a red box.

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

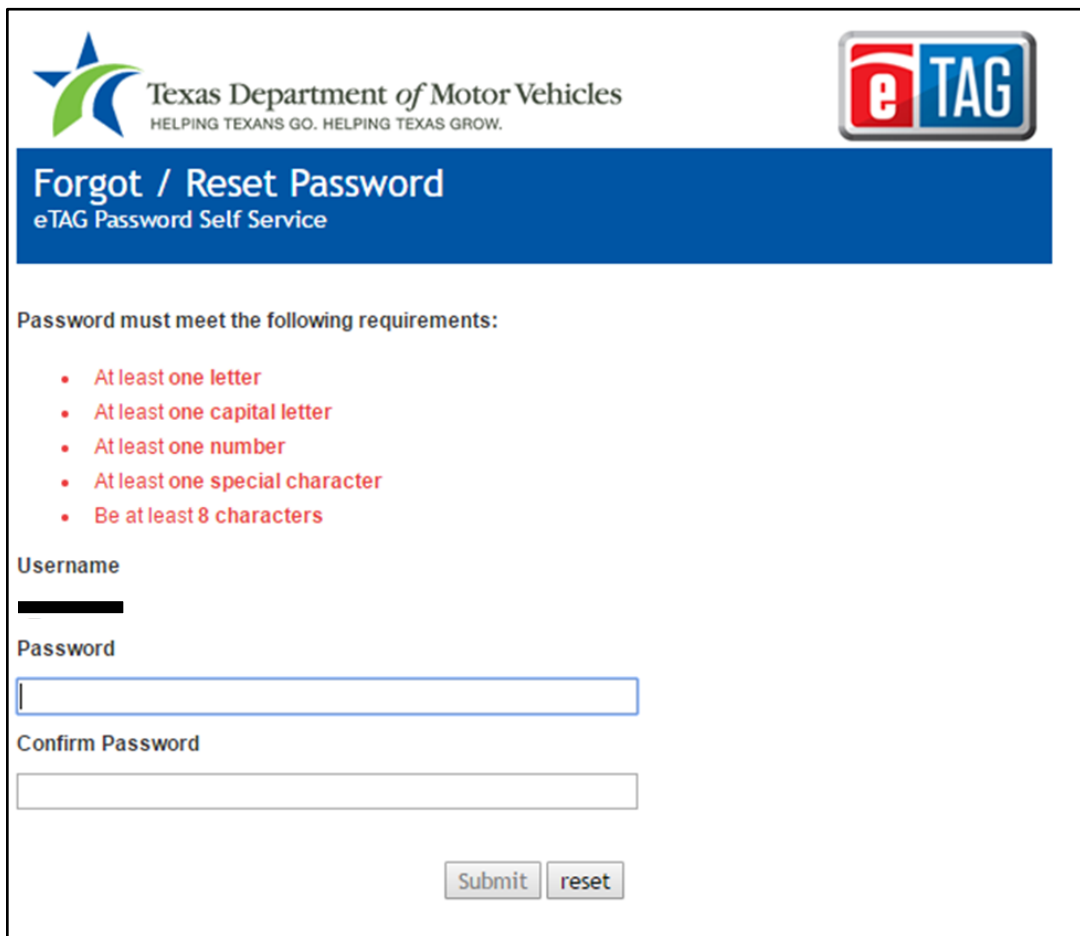


The screenshot shows the "Forgot / Reset Password" page. At the top left is the Texas Department of Motor Vehicles logo with the tagline "HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the eTAG logo and a "Help" link. Below the logo is the "eTAG" heading. A red message reads: "Your password has expired. Please reset your password." Below this message are the "License *", "Username *", and "Password *" fields. Below these fields are three radio buttons: "MVD Licensee" (selected), "County TAC Employee", and "TxDMV Employee". There are "Login" and "Change Password" buttons. Below these buttons are two links: "Forgot Username" and "Forgot / Reset Password". The page is divided into two sections by a horizontal line. The top section is the login form, and the bottom section is the "Forgot / Reset Password" page. The bottom section has a blue header with the text "Forgot / Reset Password" and "eTAG Password Self Service". Below the header, it says "To start, please enter your username." and "Username" followed by a text input field. At the bottom of the page are "Submit" and "reset" buttons.

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.



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

