



# Vision 21 e-Tag Database Dealer FAQs

## System Requirements

The e-Tag system was developed so that it could be readily used in a typical business environment that uses a Windows-based operating system, the most commonly used Web browser, and high-speed broadband (DSL) or cable internet connections. While it is possible to vary from these standards somewhat, for your convenience, we have spelled out the optimal hardware and software environment for dealers below.

## Hardware and Software to Optimize e-Tag Performance

- **Internet connection:** High-speed broadband (DSL) or cable. (**Note:** Dial-up and slow broadband connections put you in the slow lane and will require patience.)
- **Operating system:** Windows XP with Service Pack 2 or Vista
- **Browser:** Internet Explorer 7.0 or higher (The download is available free at <http://www.microsoft.com/windows/downloads/ie/getitnow.msp> )
- **Software:** Adobe Acrobat Reader 8 or higher (The download is available free at <http://www.adobe.com/products/acrobat/readstep2.html> )
- **Computer:** Windows Intel Pentium® III or faster (or equivalent processor) with a minimum of 512mb of memory
- **Printer:** Any printer supported by the Windows XP or Vista operating systems, but laser will produce the highest quality.

## Updates

**Q: How can I see what the status of the system is?**

**A:** The e-TAGS status is relayed via updates to all dealers on our mailing list

**Q: What is the mailing list and how do I get on it?**

**A:** The mailing list is a large server which sends out emails from MVD and VTR. All dealers are added to the mailing list when they are enrolled for e-TAGS. Important updates are distributed to authorized dealers through email and you should check your



email regularly for new messages and links to templates. Please remember that this list is only as good as the email address you provide when you create your account.

**Q: Will I receive SPAM if I am on this mailing list?**

**A:** No. This list is owned exclusively by TxDOT and will not be sold or used by anyone for any purposes other than the distribution MVD or VTR related information.

## **User Names & Passwords**

**Q: How do I receive a username and password?**

**A:** You can receive your login information by contacting Motor Vehicle Division (MVD) by email. Include your license number ('P' number) and send your request to [MVD\\_OnlineSupport@dot.state.tx.us](mailto:MVD_OnlineSupport@dot.state.tx.us)

**Q: What if I already have a username and password but I still can't log in?**

**A:** If you have already received your login information from MVD and you can't login to the e-Tag database then contact the Vision 21 e-Tag Help Desk by emailing [etag@dot.state.tx.us](mailto:etag@dot.state.tx.us) or call 512 302-2020 for assistance Mon- Fri 7:00-5:30.

## **Application Function**

**Q: Where do I log in to the Vision 21 e-Tag Database?**

**A:** At the TxDOT home page [www.txdot.gov](http://www.txdot.gov) click on "Vehicle Dealer Services". Then click on the "e-Tag Database" link. Or go directly to <https://vision21.txdot.gov/login/login.aspx> to login.

**Q: Can I use my Apple® computer to access the Vision 21 e-Tag Database?**

**A:** At this time the Vision 21 e-Tag Database works best with Microsoft® Internet Explorer® (Version 6 or above). Apple users who can access the application are currently encouraged to use **workaround #2**.

**Q: What do I do if some of the boxes on the screen are overlapped and the page looks funny using Mozilla Firefox®?**

**A:** At this time the Vision 21 e-Tag Database works best with Microsoft® Internet Explorer® (Version 6 or above).



## **Application Data**

### **Q: What if one or more DBAs are missing from the list or my location is incorrect?**

**A:** FAX your information to 512-416-4893, and one of our Licensing Specialists will verify your DBA information. At the top of the document please write "Vision 21" and include the following information:

- Your license (P) number
- All locations tied to the license number
- All DBAs associated to that license
- A contact person and a phone number where they can be reached

### **Q: What if I don't see any agent names in the pull-down menu when I am trying to create an Agent Specific Dealer Tag?**

**A:** To add agent names to the list click on the "Activity Home" link near the top of the page then select "Manage Agent Names" from the "What Would you like to do?" list. Then click "add new" then type in a name then click "save". The name will then appear on the list of agents when you create agent specific tags.

## **Printing**

### **Q: What do I do if I click on "Print Tag Image" or "Reprint Tag Image" and I get an error message?**

**A:** You must have Adobe Acrobat® Reader installed on your computer. You can [click here](#) to install the latest version of the Adobe Reader for free. Uncheck the box next to "Free Google Toolbar" then click "Download Now" to begin the installation. Please double check the System Requirements section to see if your computer is compliant with Adobe Reader V 8.0

### **Q: What do I do if I click on "Print Tag Image" or "Reprint Tag Image" and nothing happens?**

**A:** You must disable all pop-up blockers on your computer. On the Internet Explorer® menu bar go to "Tools" then "Pop-up Blocker" then "Turn OFF pop-up blocker". Also, other programs on your computer such as Google® Toolbar and Yahoo® Toolbar may have pop-up blockers running.

Your computer may have certain security features installed which interfere with e-Tag image printing.



- **Pop-up blockers** need to be disabled for the e-Tag system to ensure you can log in and print. Be sure to set your pop-up blocker to “always allow” for the e-Tag system.
- Set your computer’s **security setting** at medium or make an exception for e-Tags by adding the e-Tag Web site address to your allowed sites.
- Your computer’s **content advisor** should be set to allow access to the e-Tag Web site address.

**Q: What if I can enter the e-TAG system and enter records but can not print the tag images?**

**A:** You may continue to process the tag image in the e-TAG system, but after generating the tag images, you should manually enter the required numbers in the work-around templates located on our FTP server.

**Q: Where are the work around templates?**

**A:** Work around templates are located on the FTP server. This location was sent out in an email to all participating dealers on our mailing list. Check your email.

**Q: What if I need to reprint a specific numbered tag image?**

**A:** Please enter the data into the system as you normally would. After generating the tags (at the printing step) write down the VIN, e-TAG number and all relevant information and then manually enter them into the new templates.

**Q: What if my specific need is not addressed in this FAQ?**

**A:** Please create a Help ticket by filling out the e-Tags Help Request Template and sending it to [etags@dot.state.tx.us](mailto:etags@dot.state.tx.us)