



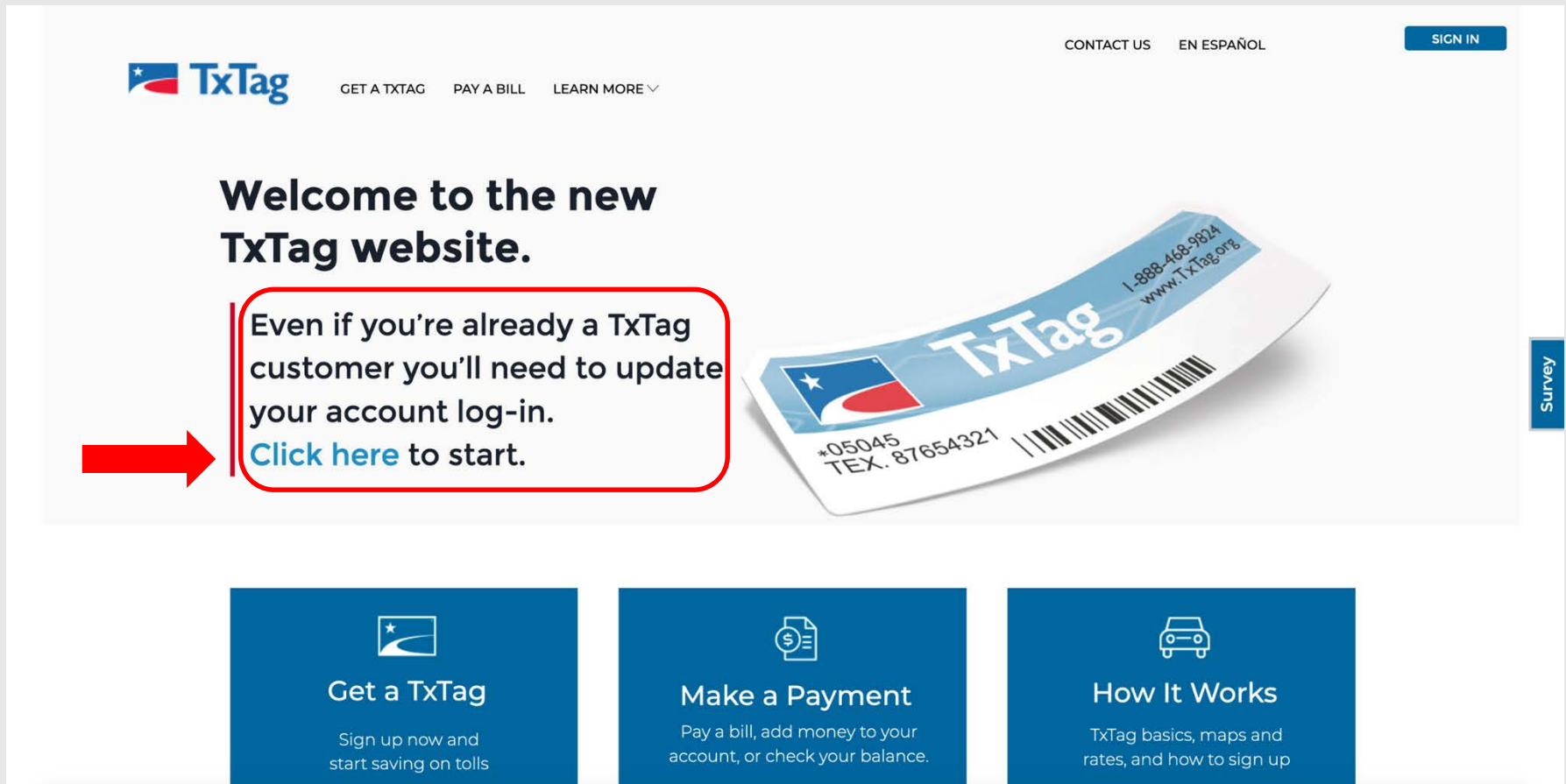
New Website User Guide

December 2020



1	Existing Customer Registration	3-7
2	New Customer Registration	8-16
3	Login & Homepage	17-21
4	Account Management	22-34

- Online registration for Existing Customers
 - From the TxTag Homepage, click the “Click here” link in the center of the banner




CONTACT US EN ESPAÑOL SIGN IN

GET A TXTAG PAY A BILL LEARN MORE

Welcome to the new TxTag website.


Even if you're already a TxTag customer you'll need to update your account log-in.
[Click here](#) to start.

Survey




Get a TxTag

Sign up now and start saving on tolls



Make a Payment

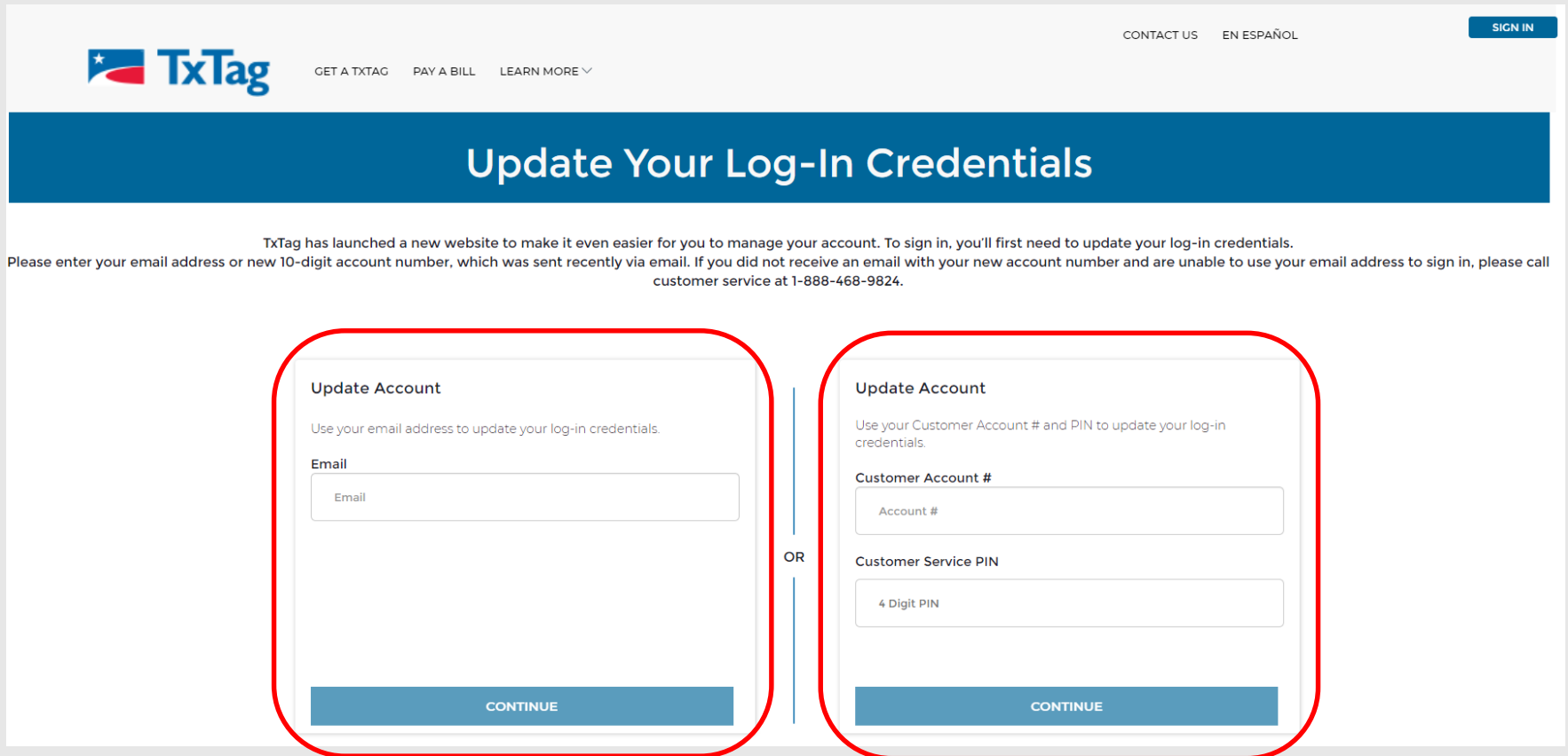
Pay a bill, add money to your account, or check your balance.



How It Works

TxTag basics, maps and rates, and how to sign up

- Customer is redirected to the “Update Your Log-In Credentials” screen
- Customer verifies account using their Account Number/PIN or e-mail address



TxTag GET A TXTAG PAY A BILL LEARN MORE

CONTACT US EN ESPAÑOL SIGN IN

Update Your Log-In Credentials

TxTag has launched a new website to make it even easier for you to manage your account. To sign in, you'll first need to update your log-in credentials. Please enter your email address or new 10-digit account number, which was sent recently via email. If you did not receive an email with your new account number and are unable to use your email address to sign in, please call customer service at 1-888-468-9824.

Update Account
Use your email address to update your log-in credentials.

Email

CONTINUE

OR

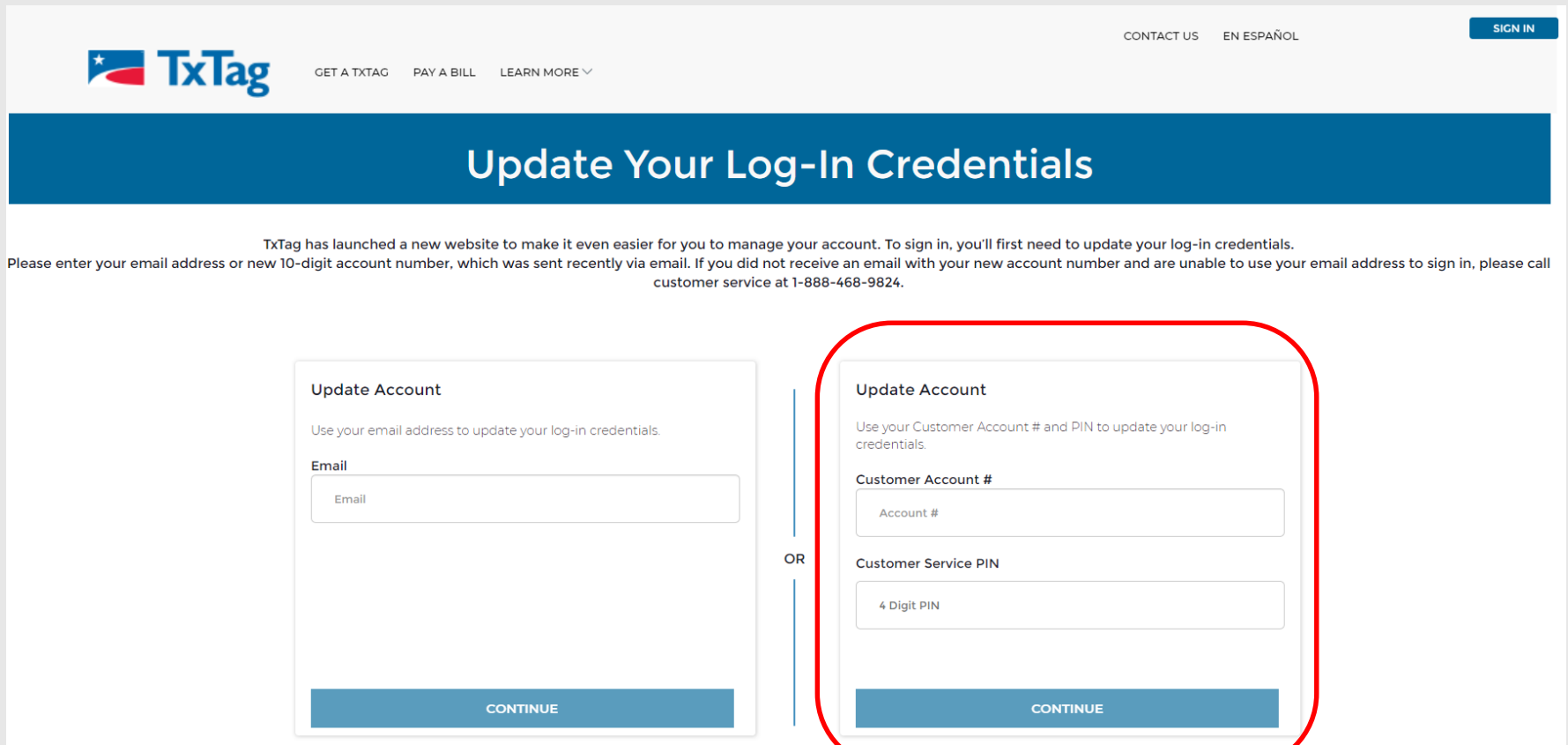
Update Account
Use your Customer Account # and PIN to update your log-in credentials.

Customer Account #

Customer Service PIN

CONTINUE

- Verification using Account Number and PIN
 - Customer is redirected to the “TxTag Profile Registration” form to update E-mail, Password and Security Question



TxTag GET A TXTAG PAY A BILL LEARN MORE CONTACT US EN ESPAÑOL SIGN IN

Update Your Log-In Credentials

TxTag has launched a new website to make it even easier for you to manage your account. To sign in, you'll first need to update your log-in credentials. Please enter your email address or new 10-digit account number, which was sent recently via email. If you did not receive an email with your new account number and are unable to use your email address to sign in, please call customer service at 1-888-468-9824.

Update Account

Use your email address to update your log-in credentials.

Email

CONTINUE

OR

Update Account

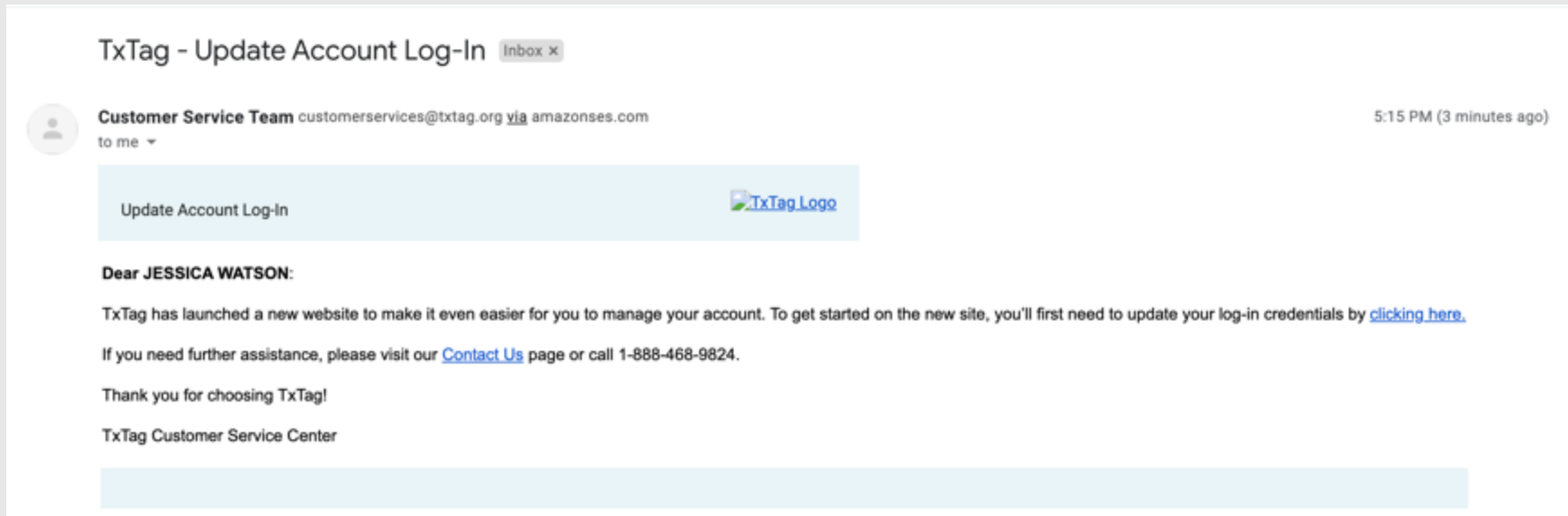
Use your Customer Account # and PIN to update your log-in credentials.

Customer Account #

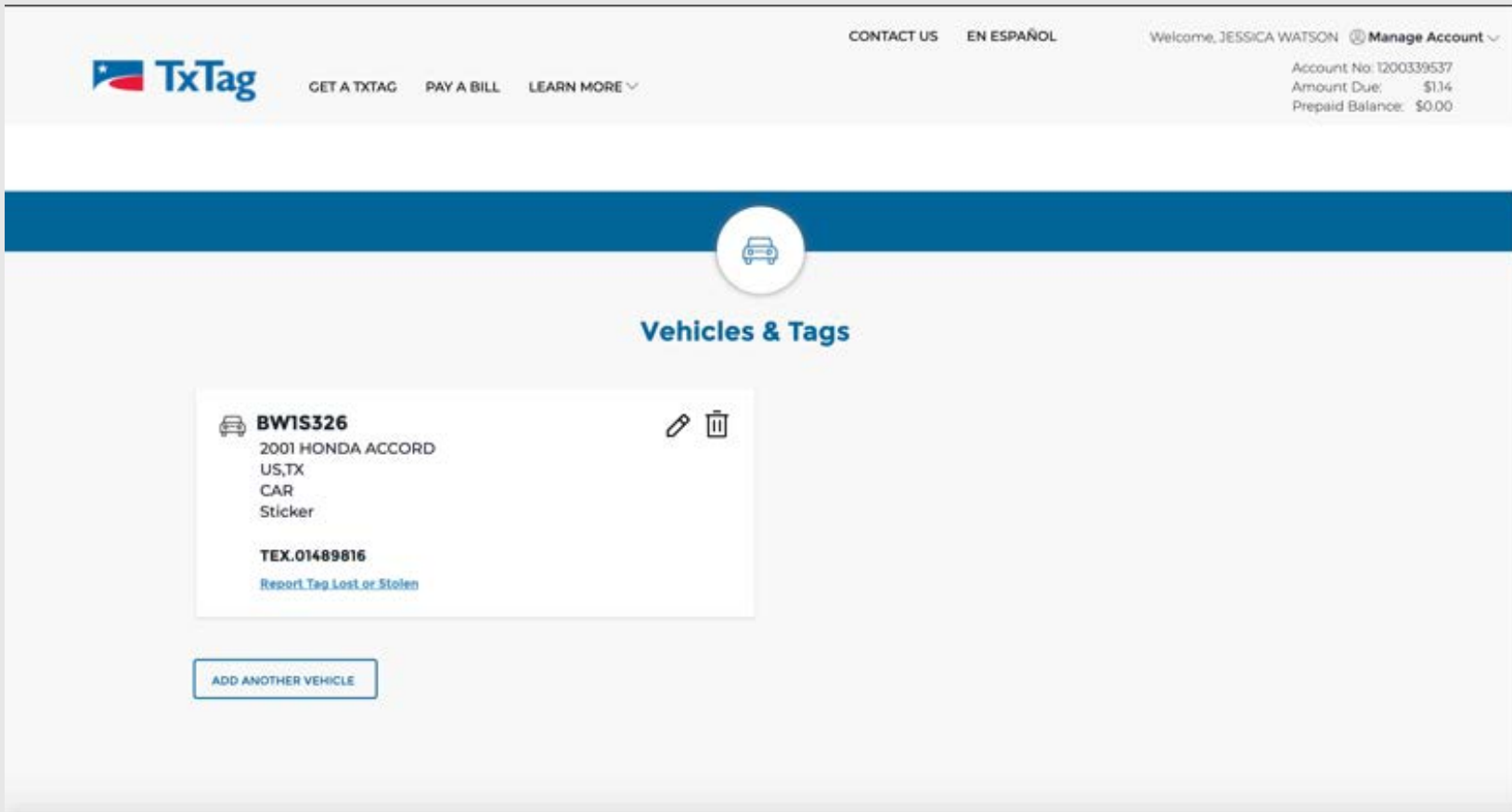
Customer Service PIN

CONTINUE

- Verification using E-mail
 - Customer receives an e-mail containing a verification link to update profile information
 - Link will redirect to the “TxTag Profile Registration” form (previous slide)



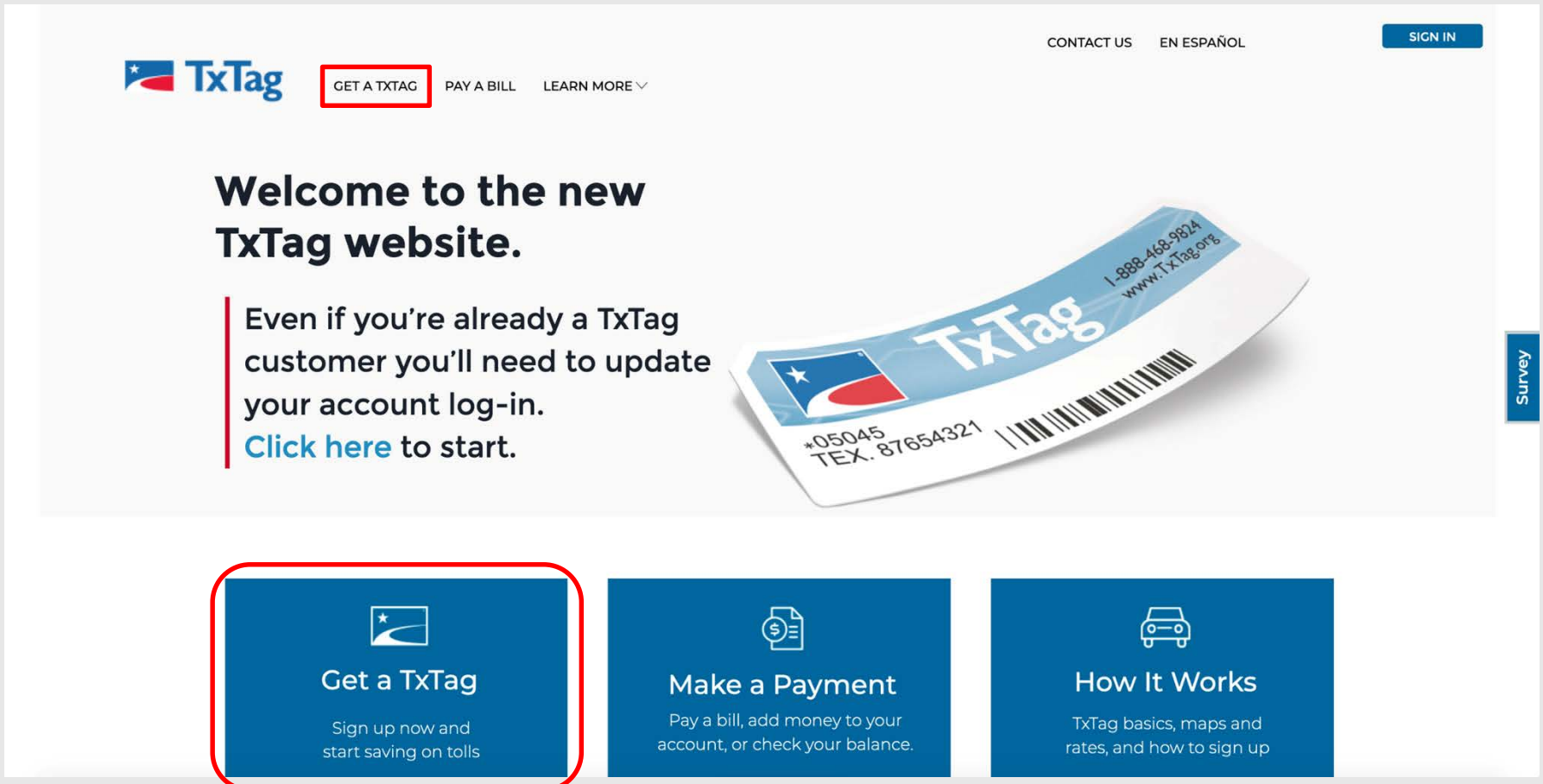
- After completing the TxTag Profile Registration form, the customer is then redirected to the “Vehicle & Tags” page



The screenshot shows the TxTag website interface. At the top left is the TxTag logo. To its right are navigation links: "GET A TXTAG", "PAY A BILL", and "LEARN MORE". Further right are "CONTACT US" and "EN ESPAÑOL". On the far right, the user is logged in as "Welcome, JESSICA WATSON" with a "Manage Account" link. Below this, account details are listed: "Account No: 1200339537", "Amount Due: \$1.14", and "Prepaid Balance: \$0.00".

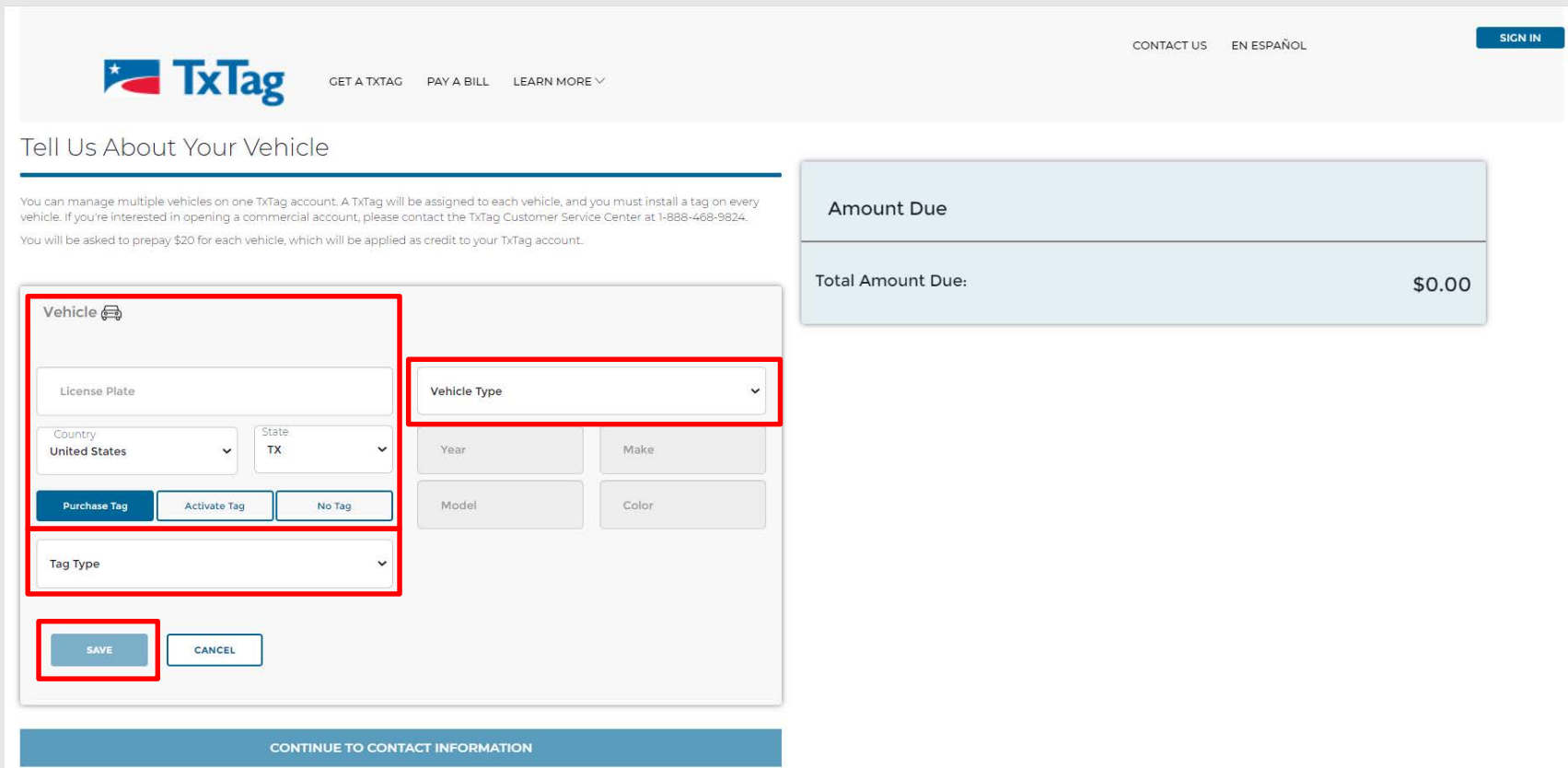
The main content area features a blue horizontal bar with a white circle containing a car icon. Below this bar is the heading "Vehicles & Tags". A single vehicle entry is displayed in a white box with a light blue border. It includes a car icon, the license plate "BW1S326", and the following details: "2001 HONDA ACCORD", "US, TX", "CAR", and "Sticker". To the right of the vehicle details are edit and delete icons. Below the vehicle details is the tag number "TEX.01489816" and a link "Report Tag Lost or Stolen". At the bottom of the page is a button labeled "ADD ANOTHER VEHICLE".

- Click **Get A TxTag** in the Header section or **Sign Up Now** in the "Get A TxTag" box of the main options section



The screenshot shows the TxTag website's main navigation and content area. At the top right, there are links for 'CONTACT US', 'EN ESPAÑOL', and a 'SIGN IN' button. The main header features the TxTag logo, a 'GET A TXTAG' button (highlighted with a red box), 'PAY A BILL', and 'LEARN MORE' with a dropdown arrow. The main content area has a large heading 'Welcome to the new TxTag website.' followed by a paragraph: 'Even if you're already a TxTag customer you'll need to update your account log-in. Click here to start.' To the right is an image of a TxTag toll tag with the number *05045 TEX. 87654321 and contact information. Below this is a 'Survey' button. At the bottom, there are three blue action buttons: 'Get a TxTag' (highlighted with a red box), 'Make a Payment', and 'How It Works'.

- Fill in the required information fields, such as **Plate Number** and select the appropriate options from the drop-down menus (**Country, State, Vehicle Type, and Tag Type**)
- Once filled in, click the **Save** button to save the Vehicle information



Tell Us About Your Vehicle

You can manage multiple vehicles on one TxTag account. A TxTag will be assigned to each vehicle, and you must install a tag on every vehicle. If you're interested in opening a commercial account, please contact the TxTag Customer Service Center at 1-888-468-9824. You will be asked to prepay \$20 for each vehicle, which will be applied as credit to your TxTag account.

Vehicle 🚗

License Plate

Country: United States | State: TX

Vehicle Type

Year | Make

Model | Color

Tag Type

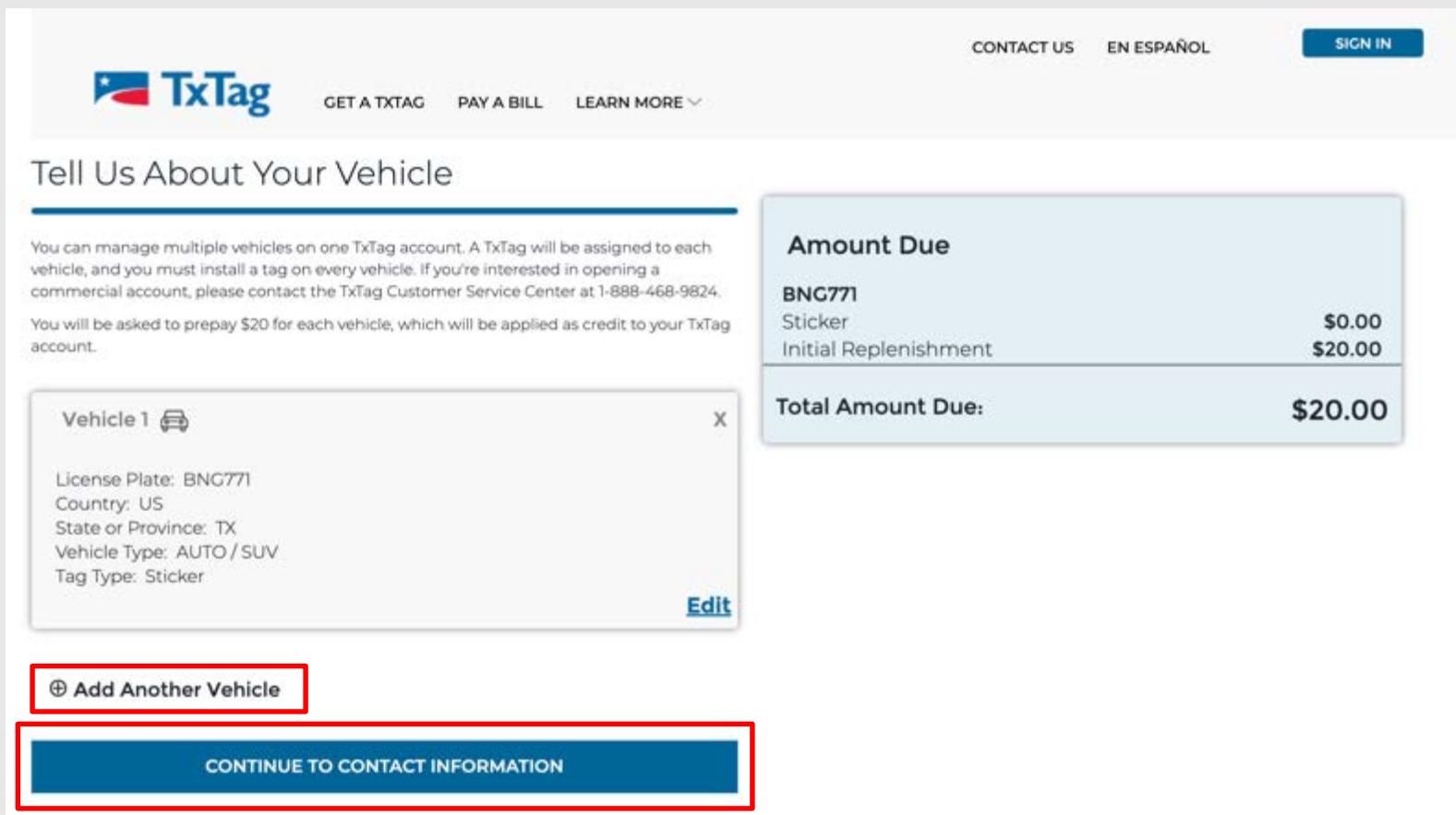
SAVE | CANCEL

Amount Due

Total Amount Due: \$0.00

CONTINUE TO CONTACT INFORMATION

- If necessary, you can click on the **Add Another Vehicle** button to continue to add additional vehicles to your account (up to a maximum of 5 vehicles)
- Click on **Continue To Contact Information** to continue the registration process



The screenshot shows the TxTag website registration process. At the top, there is a navigation bar with the TxTag logo, links for 'GET A TXTAG', 'PAY A BILL', and 'LEARN MORE', and a 'SIGN IN' button. The main heading is 'Tell Us About Your Vehicle'. Below this, there is a text block explaining that users can manage multiple vehicles and that a \$20 prepayment is required for each vehicle. A vehicle entry for 'Vehicle 1' is shown with details: License Plate: BNG771, Country: US, State or Province: TX, Vehicle Type: AUTO / SUV, and Tag Type: Sticker. To the right, a summary box titled 'Amount Due' shows a total of \$20.00, broken down into a \$0.00 sticker and a \$20.00 initial replenishment. At the bottom, two buttons are highlighted with red boxes: 'Add Another Vehicle' and 'CONTINUE TO CONTACT INFORMATION'.


CONTACT US EN ESPAÑOL SIGN IN

TxTag GET A TXTAG PAY A BILL LEARN MORE

Tell Us About Your Vehicle

You can manage multiple vehicles on one TxTag account. A TxTag will be assigned to each vehicle, and you must install a tag on every vehicle. If you're interested in opening a commercial account, please contact the TxTag Customer Service Center at 1-888-468-9824.

You will be asked to prepay \$20 for each vehicle, which will be applied as credit to your TxTag account.

Vehicle 1  X

License Plate: BNG771
Country: US
State or Province: TX
Vehicle Type: AUTO / SUV
Tag Type: Sticker [Edit](#)

Amount Due	
BNG771	
Sticker	\$0.00
Initial Replenishment	\$20.00
Total Amount Due:	\$20.00

⊕ Add Another Vehicle

CONTINUE TO CONTACT INFORMATION

- On the next page, enter in any related **Contact & Shipping Information**
- Click on **Continue To Step 2** to continue the registration process

Amount Due

BNG777 Sticker	\$7.99
Total Amount Due:	

Step 1 of 2 - Contact Information

With a TxTag on your windshield, your tolls are automatically deducted from your prepaid account. You can easily check your toll expenses and account balance online. Plus, you'll pay the lowest rates on all toll roads in Texas, Oklahoma, and Kansas.

Before getting started, be sure you have the license plate number for every vehicle you plan to add to your TxTag account. A TxTag must be installed on every vehicle on your account. If you have a vehicle with more than two axes and need to open a commercial account, please contact customer service at 1-888-468-9824.

Contact & Shipping Information
Country currently set to US

First Name: Last Name:

Address Line 1:

Address Line 2 (Optional):

Zip: Zip 4 (Optional):

City: State:

Amount Due

BNG777 Sticker	\$7.99
Total Amount Due:	

I'd like my email address to be my username.

Phone Number:

This is a mobile phone number.

Opt in to receive mobile alerts.

[Terms & Conditions](#) [More Information](#)

Contact Delivery Options

Monthly Statement:

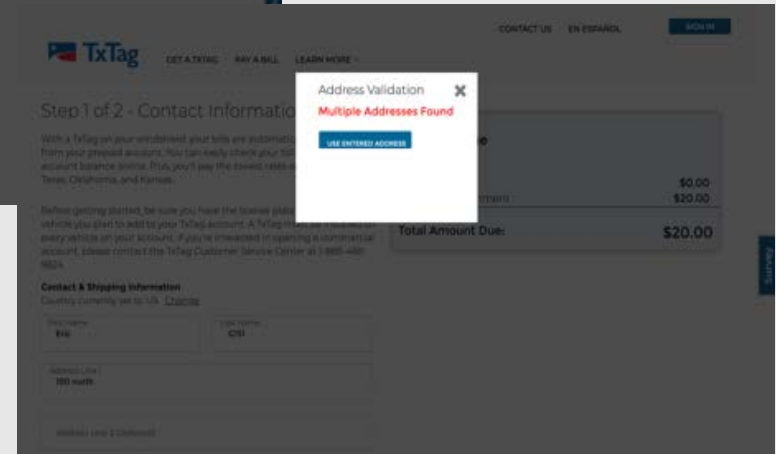
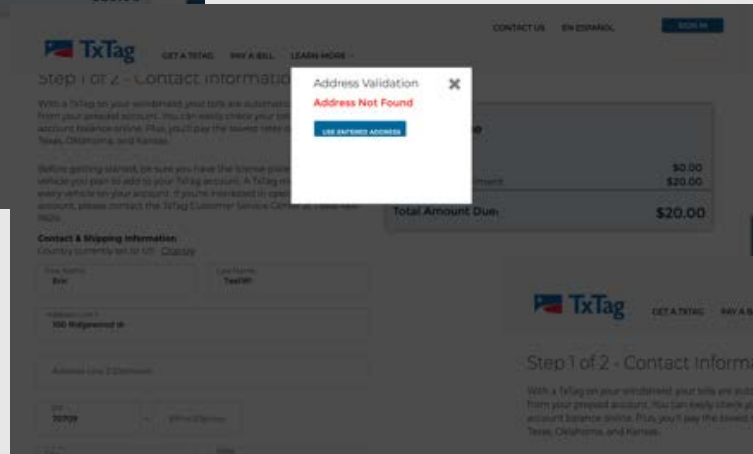
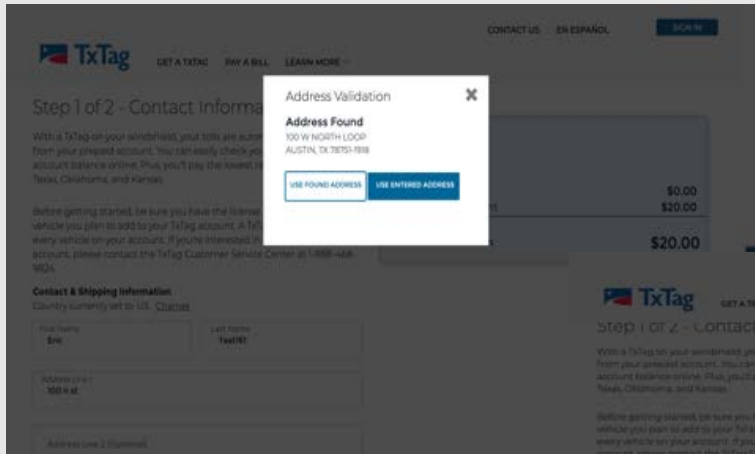
Statements delivered by mail are subject to a \$1.15 delivery fee.

Correspondence:

How did you hear about TxTag?:

CONTINUE TO STEP 2

- Based on the address entered, three possible outcomes will appear: Address Found, Address Not Found, or Multiple Addresses Found



- Next enter in the following security information: **Password, Security Question & Answer, and Security PIN**
- Click on **Continue To Payment** to continue the registration process

Step 2 of 2 - Options

Password
Must contain a minimum of 8 characters with at least one uppercase and lowercase letter, at least one number, and at least one special character.

Very strong

Security Question

Security Question

Security Answer

Customer Service Pin
A PIN is used to access your account information over the phone. A PIN must be 4 numbers and cannot be

Amount Due	
BNC771 Sticker	\$0.00
Initial Replenishment	\$20.00
Total Amount Due:	\$20.00

Very strong

Security Question

Security Question

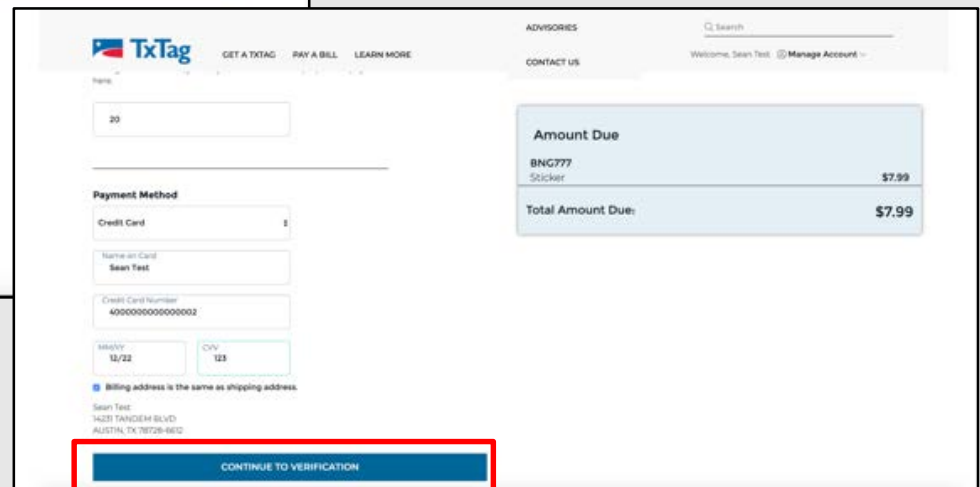
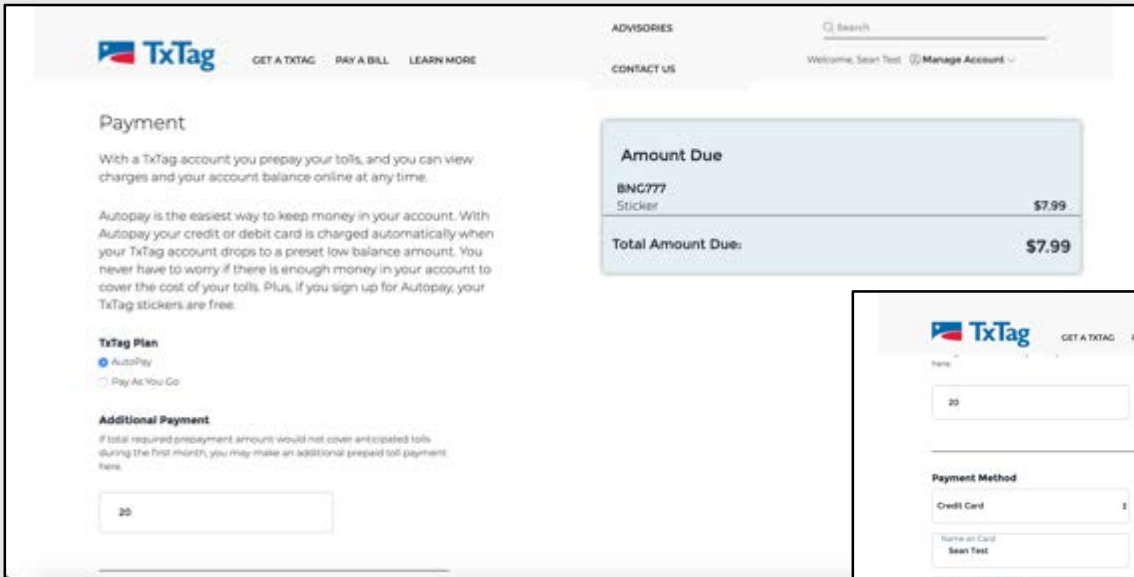
Security Answer

Customer Service Pin
A PIN is used to access your account information over the phone. A PIN must be 4 numbers and cannot be sequential or have more than 2 consecutive repeated numbers.

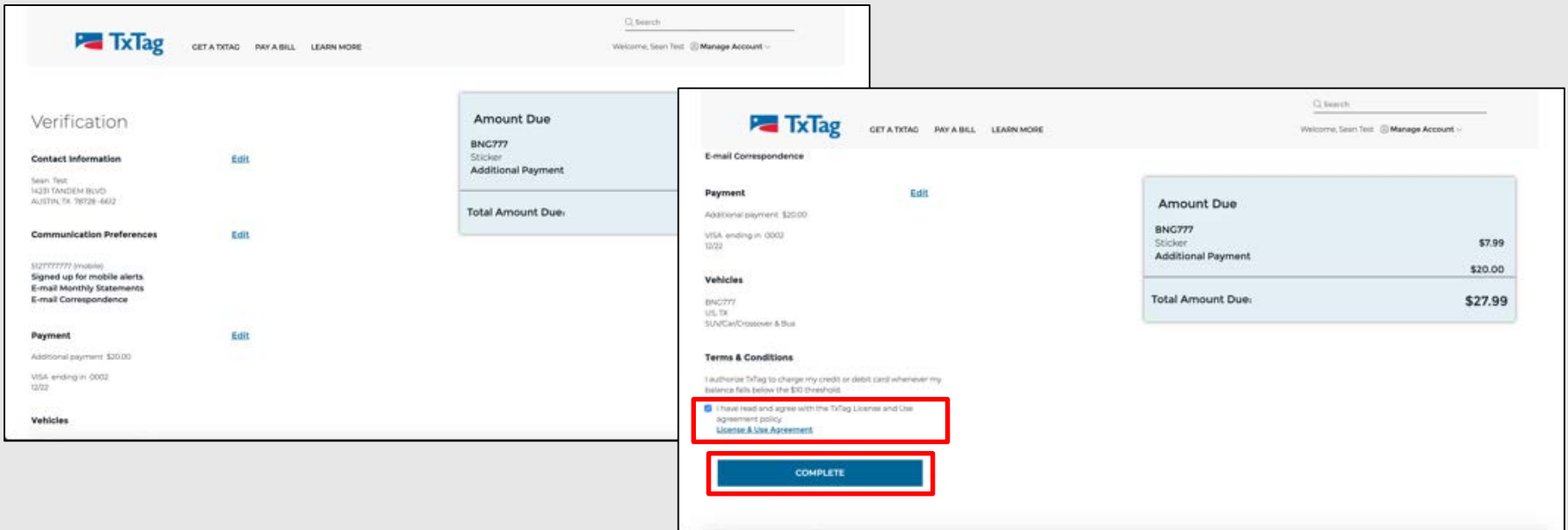
CONTINUE TO PAYMENT

Amount Due	
BNC771 Sticker	\$0.00
Initial Replenishment	\$20.00
Total Amount Due:	\$20.00

- On the *Payment* page, you may choose to add additional payments to your prepaid balance.
- Select **Payment Method** from the drop-down menu and enter in the respective details in the fields below
- Click **Continue To Verification** to continue the registration process



- On the *Verification* screen, ensure all the correct information has been entered for all sections
- You can also click on the **Edit** links to open the respective fields and make any changes as needed
- Click the checkbox to ensure you have confirmed the **Terms & Conditions** (this is a **REQUIRED** step)
- Click **Complete** to complete the registration process



The screenshot displays two stages of the TxTag registration process. The left panel shows the 'Verification' screen with sections for Contact Information, Communication Preferences, Payment, and Vehicles, each with an 'Edit' link. A summary box on the right shows the 'Amount Due' for BNC777, including a \$7.99 sticker fee and a \$20.00 additional payment, totaling \$27.99. The right panel shows the 'Terms & Conditions' screen with a checkbox for agreement, a 'License & Use Agreement' link, and a 'COMPLETE' button.

Verification Screen:

- Contact Information:** Sean Test, 1428 YANDEEM BLVD, AUSTIN, TX 78728-6632
- Communication Preferences:** Signed up for mobile alerts, E-mail Monthly Statements, E-mail Correspondence
- Payment:** Additional payment: \$20.00, VISA ending in 0002 1022
- Vehicles:** BNC777, US, TX, SUN/Car/Crossover & Bus

Amount Due Summary:

BNC777	
Sticker	\$7.99
Additional Payment	\$20.00
Total Amount Due:	\$27.99

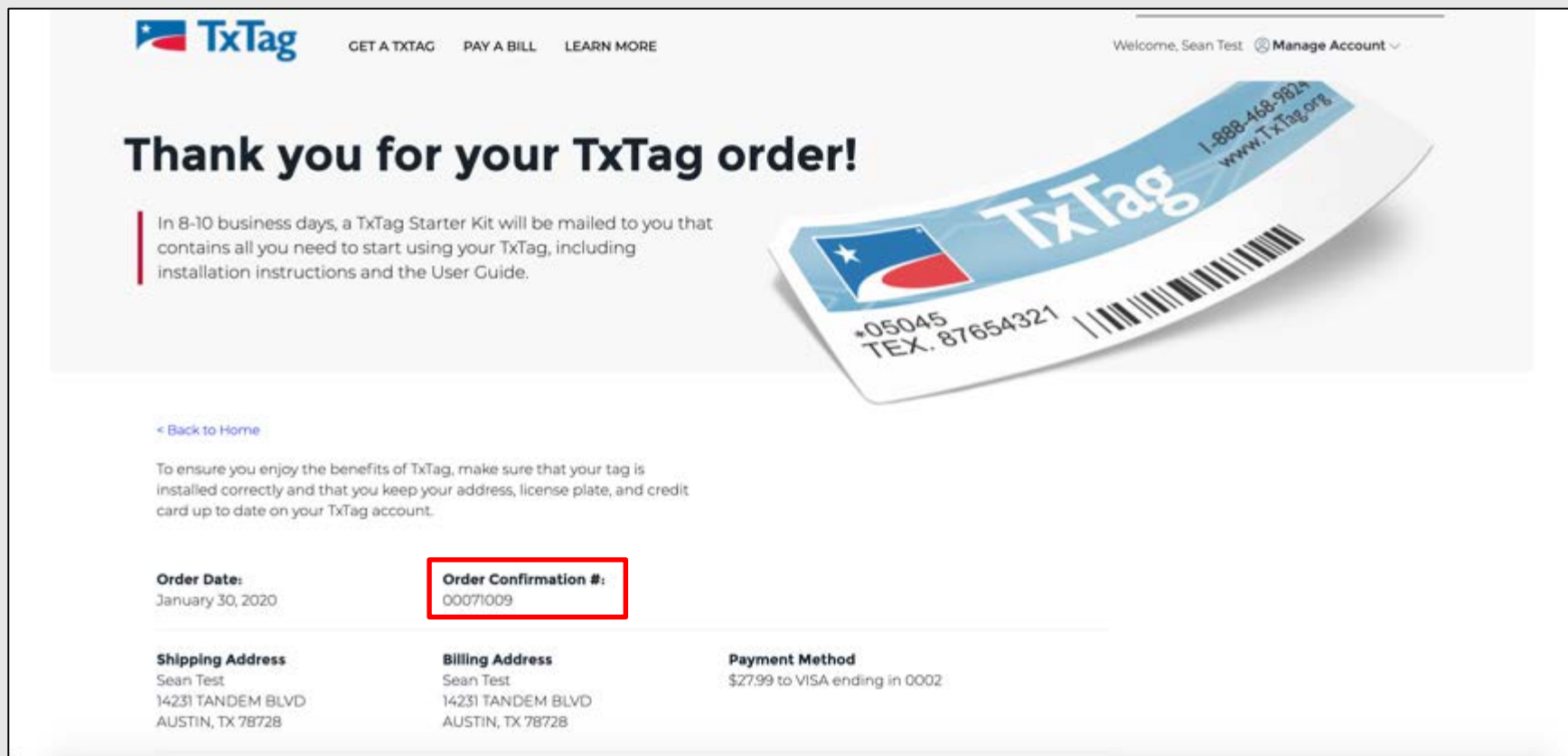
Terms & Conditions Screen:

I authorize TxTag to charge my credit or debit card whenever my balance falls below the \$30 threshold.

I have read and agree with the TxTag License and Use agreement policy. [License & Use Agreement](#)

COMPLETE

- The Order Confirmation screen will confirm your new registration, along with displaying an **Order Confirmation Number** for your reference



The screenshot shows the TxTag website's Order Confirmation page. At the top, there is a navigation bar with the TxTag logo, links for 'GET A TXTAG', 'PAY A BILL', and 'LEARN MORE', and a user greeting 'Welcome, Sean Test' with a 'Manage Account' dropdown. The main heading reads 'Thank you for your TxTag order!'. Below this, a paragraph states: 'In 8-10 business days, a TxTag Starter Kit will be mailed to you that contains all you need to start using your TxTag, including installation instructions and the User Guide.' To the right is a 3D-rendered image of a TxTag sticker with the logo, phone number '1-888-468-9824', website 'www.TxTag.org', and license information '*05045 TEX. 87654321' with a barcode. A link '< Back to Home' is provided. A paragraph of advice follows: 'To ensure you enjoy the benefits of TxTag, make sure that your tag is installed correctly and that you keep your address, license plate, and credit card up to date on your TxTag account.' The order details are presented in a table-like format:

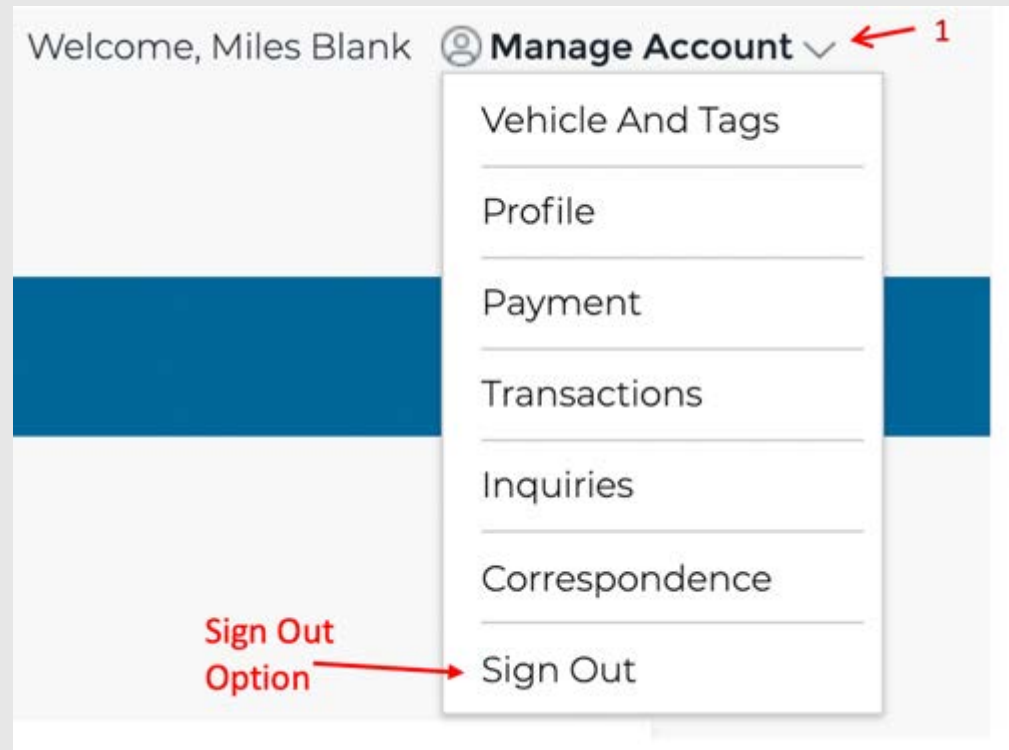
Order Date: January 30, 2020	Order Confirmation #: 00071009	
Shipping Address Sean Test 14231 TANDEM BLVD AUSTIN, TX 78728	Billing Address Sean Test 14231 TANDEM BLVD AUSTIN, TX 78728	Payment Method \$27.99 to VISA ending in 0002

- Sign In

The screenshot shows the TxTag homepage with a navigation bar at the top. On the right side of the navigation bar, a "SIGN IN" button is highlighted with a red box and a red arrow pointing to it. Below the navigation bar, a central message reads: "Even if you're already a TxTag customer you'll need to update your account log-in. [Click here](#) to start." Below this message is a "Sign In" form. The form contains a "Username" input field, a "Password" input field, a "Remember Me" checkbox, and two links: "Forgot password?" and "Forgot username?". A blue "SIGN IN" button is at the bottom of the form. Below the "Sign In" form is a "Don't have a username & password?" section with a blue "LOCATE ACCOUNT" button. Red arrows point from text annotations to these elements: "Enter Username" points to the Username field; "Enter Password" points to the Password field; "Option to retrieve Password" points to the "Forgot password?" link; "Option to retrieve Username" points to the "Forgot username?" link; and "Locate your Account" points to the "LOCATE ACCOUNT" button. A red text box on the right side of the page states: "Sign In option can be found on the top right of the Home Page". A vertical "Survey" button is visible on the far right edge of the page.

■ Sign Out

- To Sign Out, Click on down arrow next to Manage Account
- Select **Sign Out** option from dropdown



- Homepage

The screenshot shows the TxTag homepage layout. At the top left is the TxTag logo. To its right are navigation links: GET A TXTAG, PAY A BILL, and LEARN MORE. Further right are CONTACT US, EN ESPAÑOL, and a SIGN IN button. A large banner area contains the text: "Welcome to the new TxTag website." followed by "Even if you're already a TxTag customer you'll need to update your account log-in. Click here to start." To the right of this text is an image of a TxTag toll tag with a barcode and contact information. Below the banner are three main action buttons: "Get a TxTag", "Make a Payment", and "How It Works".




Main Option Section

- Homepage (Continued)

ANNOUNCEMENTS & ALERTS

ANNOUNCEMENTS:


With the new TxTag.org, you'll find more options for managing your account online, even from your cell phone. We've also made it faster and easier to get a TxTag. [Click here](#) to learn more about the big changes we're rolling out.



New Website Features

Easier ways to set up and manage your account are now here.

[LEARN MORE](#)



Where to Use Your TxTag

Use your TxTag to pay tolls in Texas, Oklahoma, and Kansas.

[LEARN MORE](#)

Announcements & Alerts

Learn More Section



[GET A TXTAG](#) [PAY A BILL](#) [LEARN MORE](#) ▾

[CONTACT US](#) [EN ESPAÑOL](#)

[SIGN IN](#)



New Website Features

Easier ways to set up and manage your account are now here.

[LEARN MORE](#)



Where to Use Your TxTag

Use your TxTag to pay tolls in Texas, Oklahoma, and Kansas.

[LEARN MORE](#)

Footer Area

2,647,900 Active TxTags as of October 31, 2020

Learn More

- [How It Works](#)
- [Where to Get a TxTag](#)
- [How to Install](#)
- [Fees & Charges](#)
- [Toll Road Maps & Rates](#)
- [License & Use Agreement](#)
- [Safety Tips](#)

About Us

- [Milestones](#)
- [TV & Radio](#)
- [News](#)
- [Announcements](#)

Programs

- [Commercial Accounts](#)
- [Fleet Accounts](#)
- [Veteran Discount](#)
- [Government](#)
- [Habitual Violators](#)

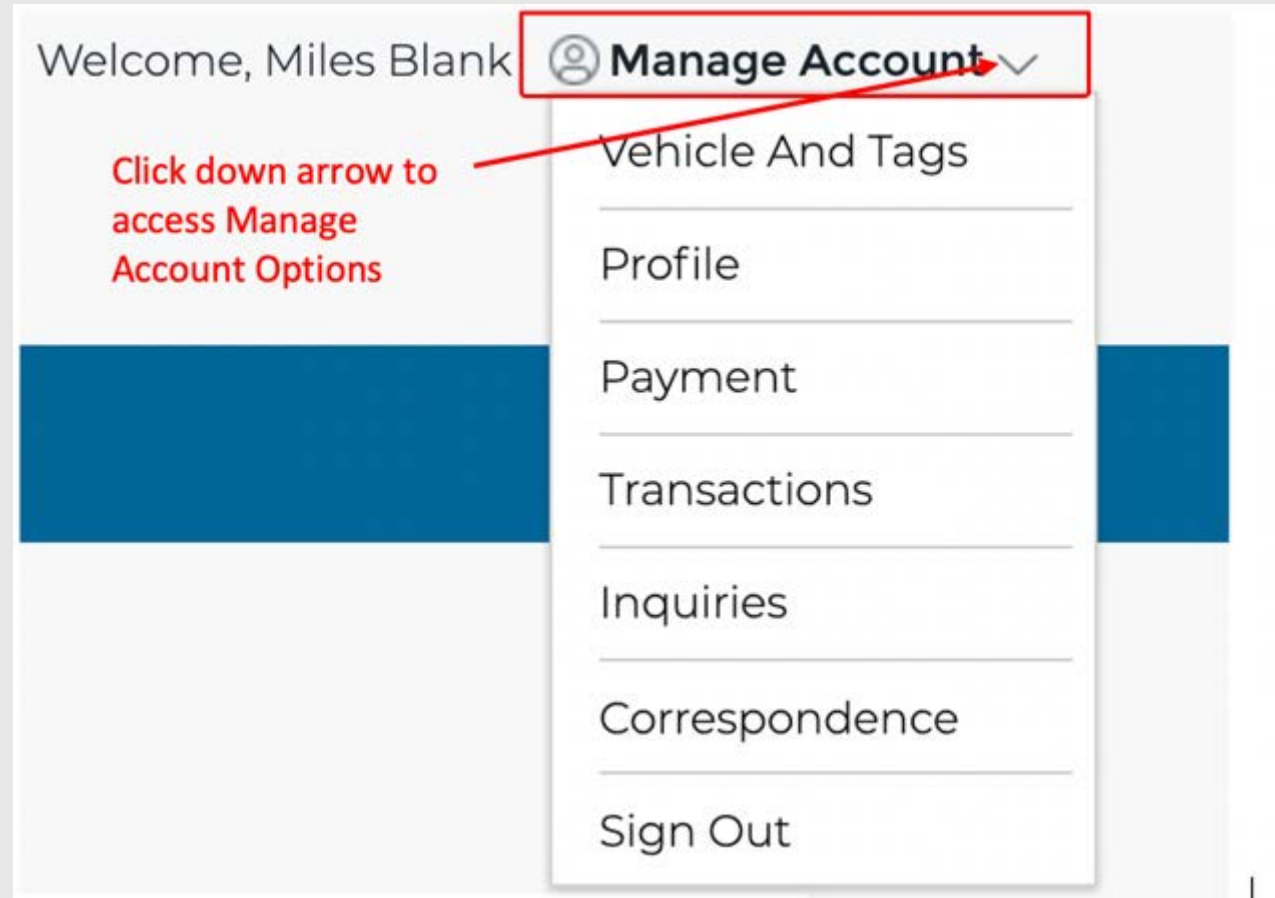
FAQs

- [About TxTag](#)
- [Statements and Fees](#)
- [Rental Cars](#)
- [New TxTag Features](#)
- [Austin-Area Toll Bills](#)
- [Central U.S. Interoperability](#)

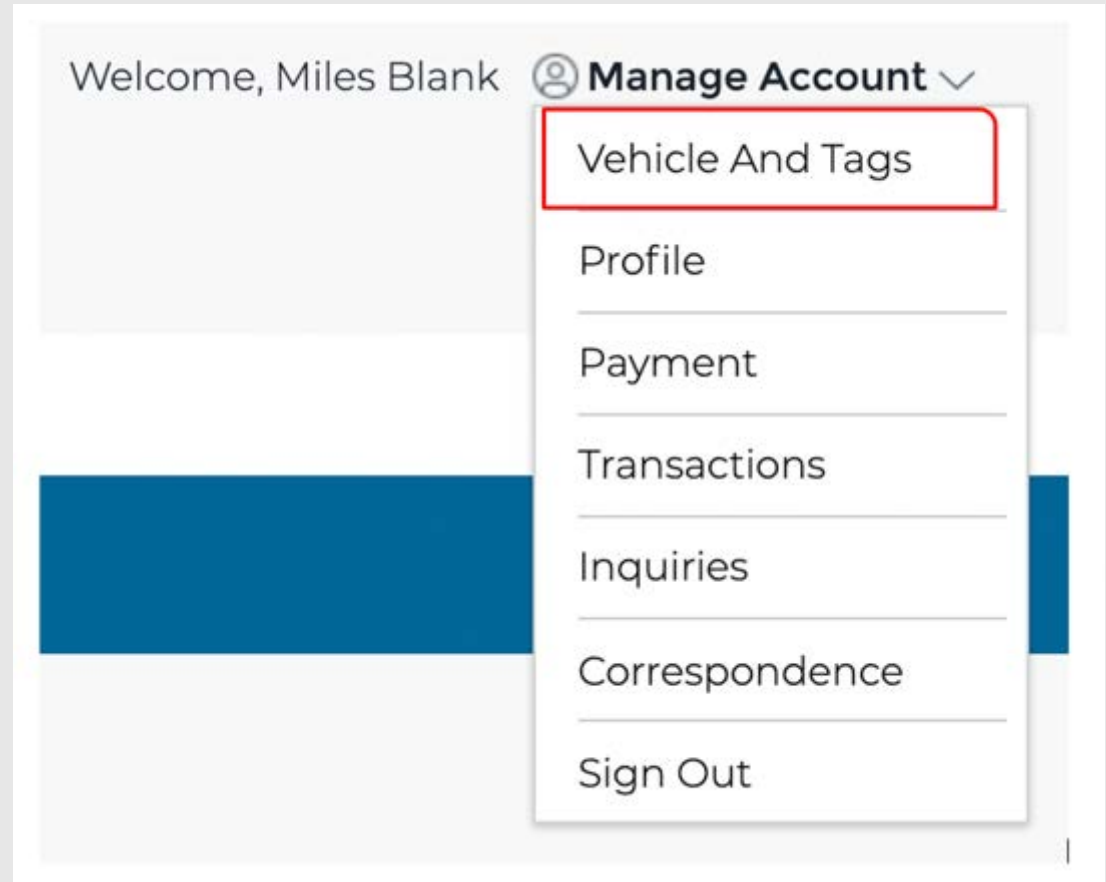
© 2020 Texas Department of Transportation. All Rights Reserved.

[Disclaimer](#) [Accessibility](#) [Site Map](#) [Privacy Policy](#)

- Manage Account



- Manage Account
 - Vehicle And Tags
 - Click on **Vehicle And Tags** from drop down to access Vehicle And Tags page



- Manage Account
 - Vehicle And Tags

CONTACT US **EN ESPAÑOL** Welcome, Miles Blank **Manage Account** ▾

TxTag **GET A TXTAG** **PAY A BILL** **LEARN MORE** ▾

Account No: 1101008516
Amount Due: \$0.00
Prepaid Balance:\$20.00

Vehicles & Tags

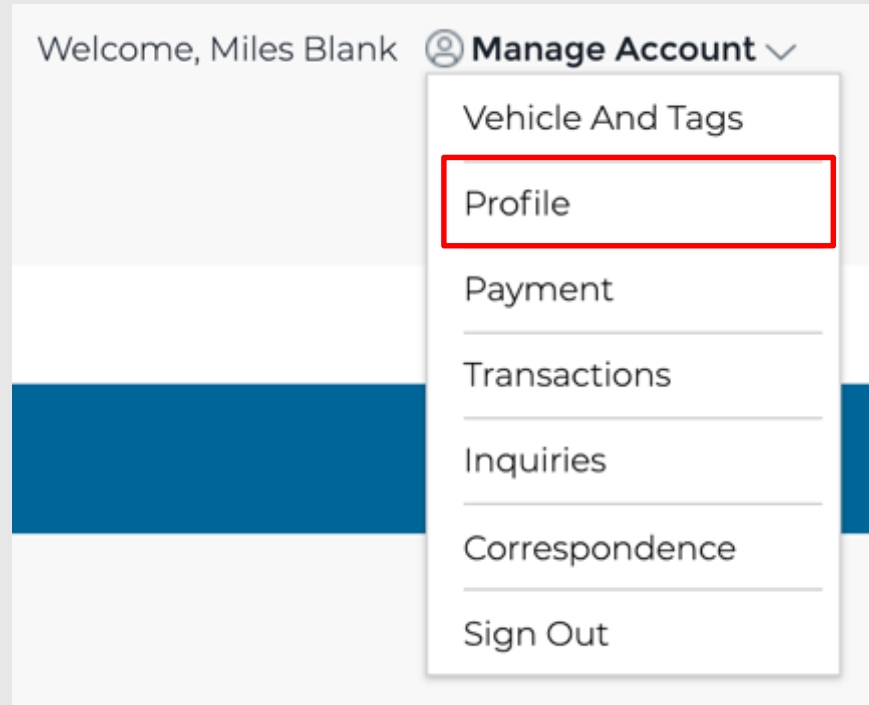
To Remove a Vehicle → [Delete Icon]

Report tag lost or stolen → [Report Tag Lost or Stolen Link]

Add a new Vehicle → [ADD ANOTHER VEHICLE Button]

Vehicle ID	Year	Make	Model	Vehicle Type	Tag Number	Action
EG21512	2020	OTHER	OTHER	AUTO / SUV	TEX.02606898	[Edit] [Delete]
5233627	2020	OTHER	OTHER	BUS	TEX.80088192	[Edit] [Delete]

- Manage Account
 - Profile
 - Click on **Profile** from drop down to access Profile page



- Manage Account
 - Profile

CONTACT US **EN ESPAÑOL** Welcome, Miles Blank **Manage Account** ▾

TxTag **GET A TXTAG** **PAY A BILL** **LEARN MORE** ▾

Account No: 1101008516
Amount Due: \$0.00
Prepaid Balance: \$20.00

Welcome, Miles Blank

Edit Demographic Information → **Edit**

Personal Information
Miles Blank
100 north st
Austin, TX 12345

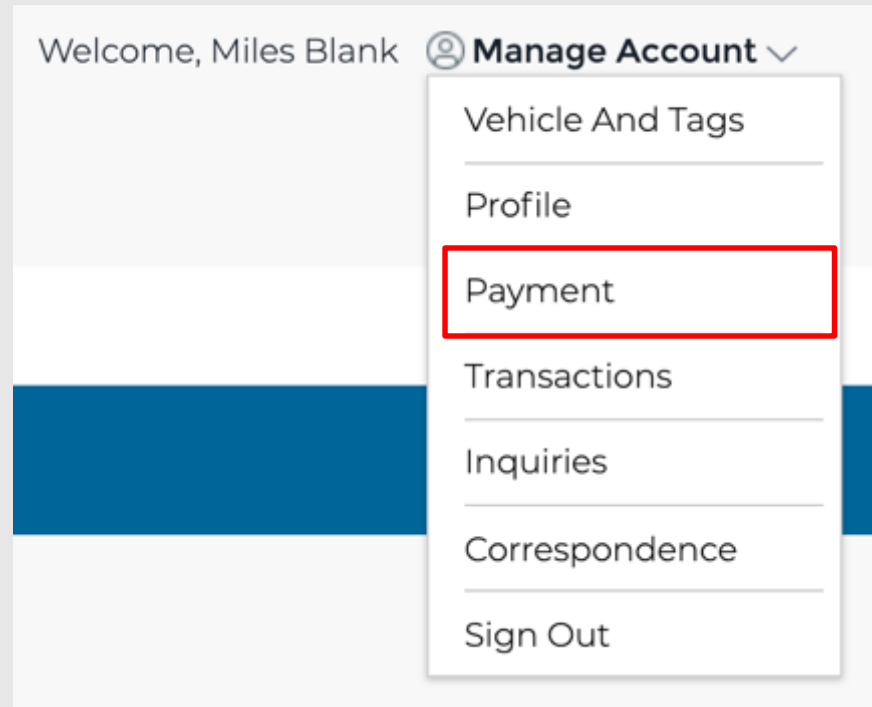
Communication Preferences **Edit**
eg0415@mail.com ✓
eg0415@mail.com (username)
3123123124 (Cell Phone)

E-mail Monthly Statements
E-mail Correspondence

Edit Security Options → **Security Options**
[Password](#)
[Security Question](#)
[Customer Service Pin](#)

Add Authorized User → **Authorized Users**
⊕ Add Authorized User

- Manage Account
 - Payment
 - Click on **Payment** from drop down to access Payment page



- Manage Account
 - Payment

CONTACT US EN ESPAÑOL Welcome, Miles Blank [Manage Account](#) Account No: 1101008516
Amount Due: \$0.00
Prepaid Balance:\$20.00

Payments

Payment Methods

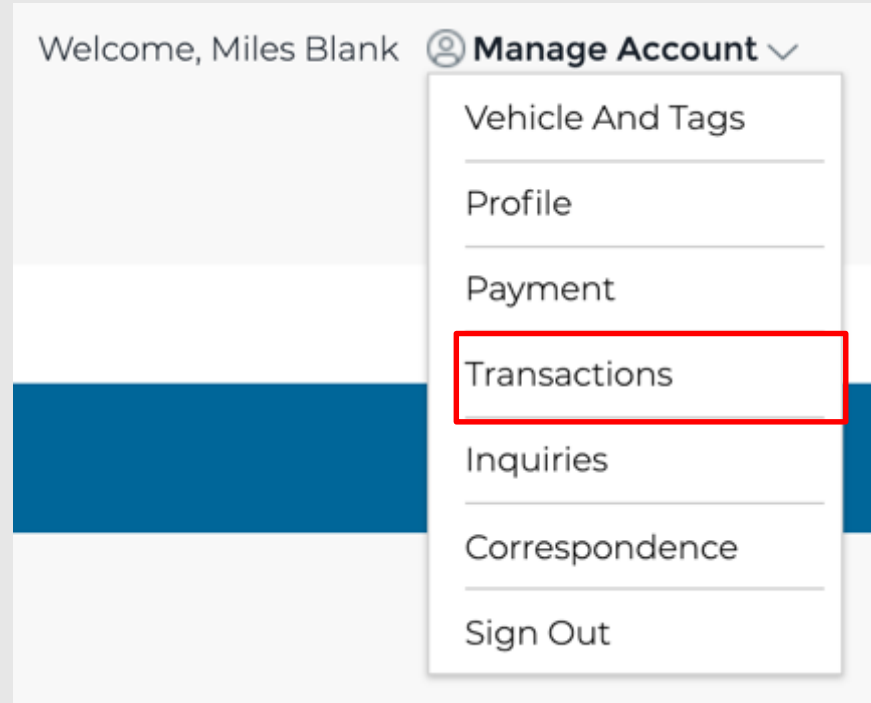
x0005 Exp 02/2024 **Default** AutoPay **Remove**

Add a New Payment Method → [ADD ANOTHER PAYMENT METHOD](#)

[MAKE A ONE-TIME PAYMENT](#) ← **Make a One-Time Payment**

Remove a Payment Method → **Remove**

- Manage Account
 - Transactions
 - Click on **Transactions** from drop down to access Transactions page



- Manage Account
 - Transactions

CONTACT US EN ESPAÑOL Welcome, Miles Blank [Manage Account](#) Account No: 1101008516 Amount Due: \$0.00 Prepaid Balance: \$20.00

GET A TXTAG PAY A BILL LEARN MORE ▼

Transactions

Recent Transactions [Export](#) [Filter](#)

09/12/2020 12/11/2020 [Go](#)

December

Date & Time	Location	Tag R/Plate #	Transaction #	Transaction Type	Amount	Attachments
12-11-2020 12:51:43		TEX.02606898	CRM0000000000000009401	Retail TxTag	\$0	
12-06-2020 12:16:00			000000000000003380695	Replenishment	\$20	Receipts
12-06-2020 12:15:08		TEX.80088192	CRM0000000000000009371	Retail TxTag	\$0	

[SHOW MORE](#)

Download a Statement

Select a statement to download. You must have a PDF viewer on your device in order to view it.

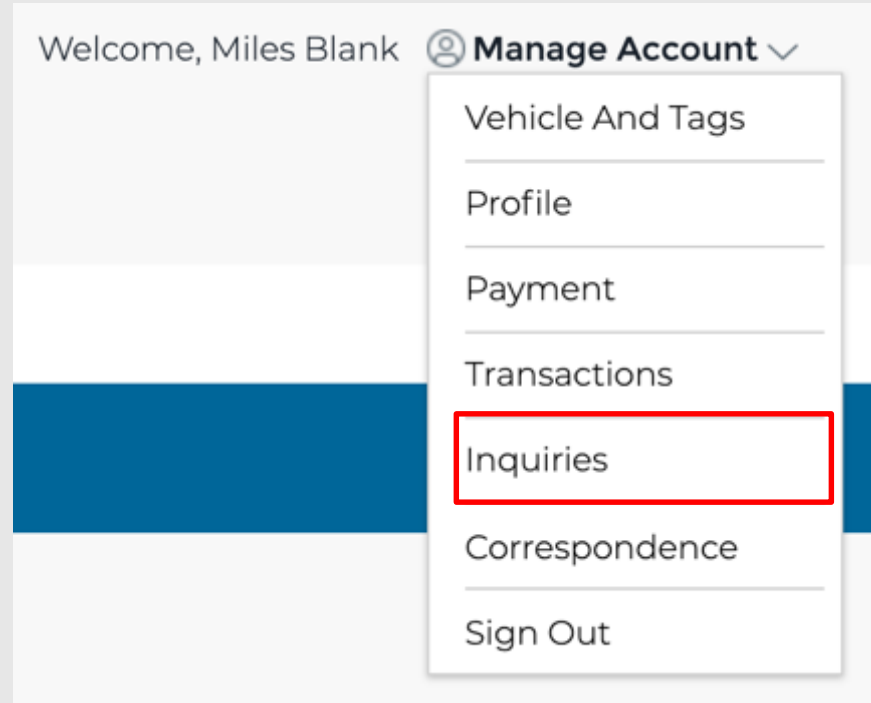
Select a Statement.
No Invoice Found

[View Statement](#)

Filter Transactions based on Date, Tag and Plate

View Image or Receipt

- Manage Account
 - Inquiries
 - Click on **Inquiries** from drop down to access Inquiries page



- Manage Account
 - Inquiries

CONTACT US EN ESPAÑOL Welcome, Miles Blank [Manage Account](#)

GET A TXTAG PAY A BILL LEARN MORE

Account No: 1101008516
Amount Due: \$0.00
Prepaid Balance: \$20.00

Inquiries

Recent Inquiries

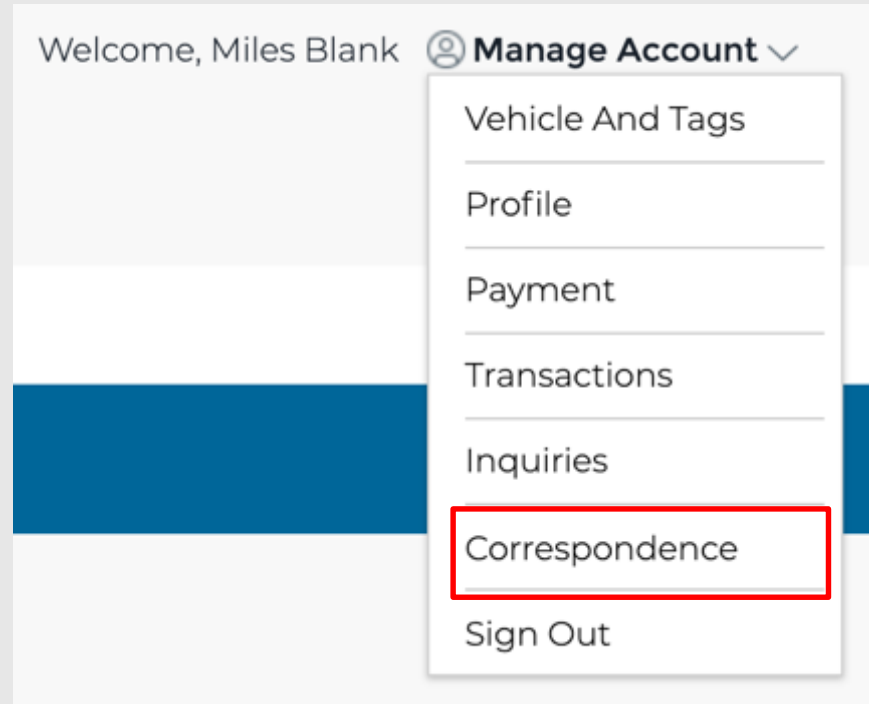
Inquiries List - 3 Item(s)

ID	Created	Status	Category	Sub-Category	Description
8000001532	2020-12-11 13:38:18	New	Payment Dispute	Invoice Payment	Payment Dispute
8000001531	2020-12-11 13:37:55	New	Estate	Death Certificate	Certification Test Request
8000001530	2020-12-11 13:37:34	New	Correspondence Request	Other	Request

View Inquiry Detail

Submit a New Inquiry

- Manage Account
 - Correspondence
 - Click on **Correspondence** from drop down to view, print and/or download correspondence





- Manage Account
 - Correspondence

CONTACT US EN ESPAÑOL Welcome, Miles Blank [Manage Account](#) Account No: 1101008516
Amount Due: \$0.00
Prepaid Balance:\$20.00

GET A TXTAG PAY A BILL LEARN MORE ▼

Correspondence

Recent Correspondence
Correspondence List - 2 Item(s)

Description	Date	Time	Communication Type	Download
Credit card update, add or remove	12/06/2020	00:15:43	INT	
Notification change Billing Cycle Date	12/11/2020	00:00:48	INT	

Print or Download Recent Correspondence