



TxTag.org Troubleshooting Tips

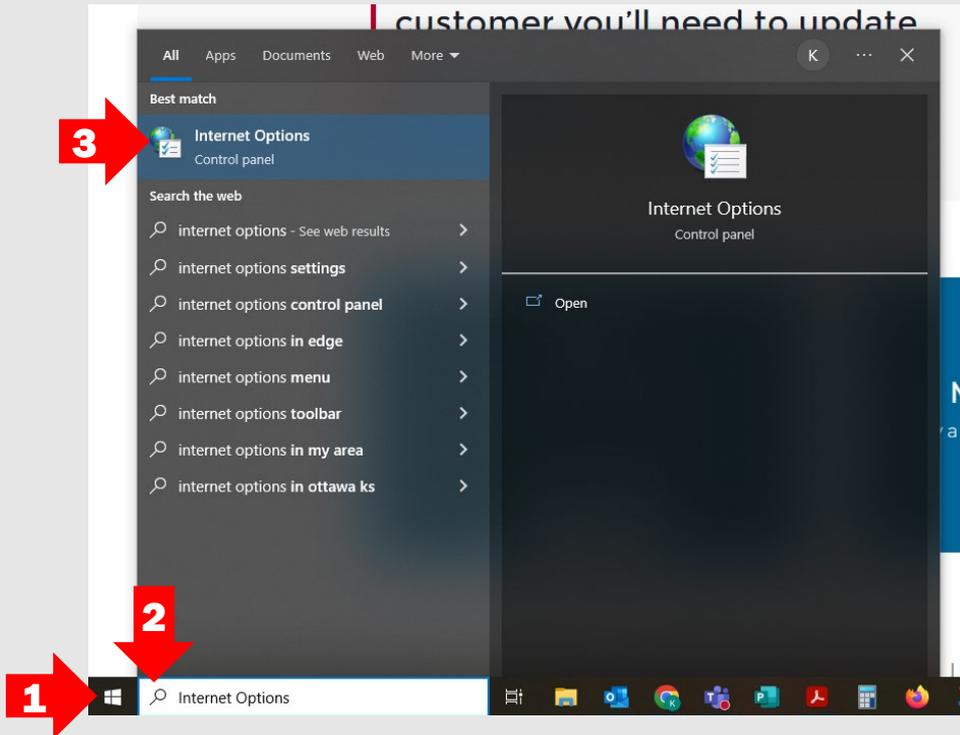


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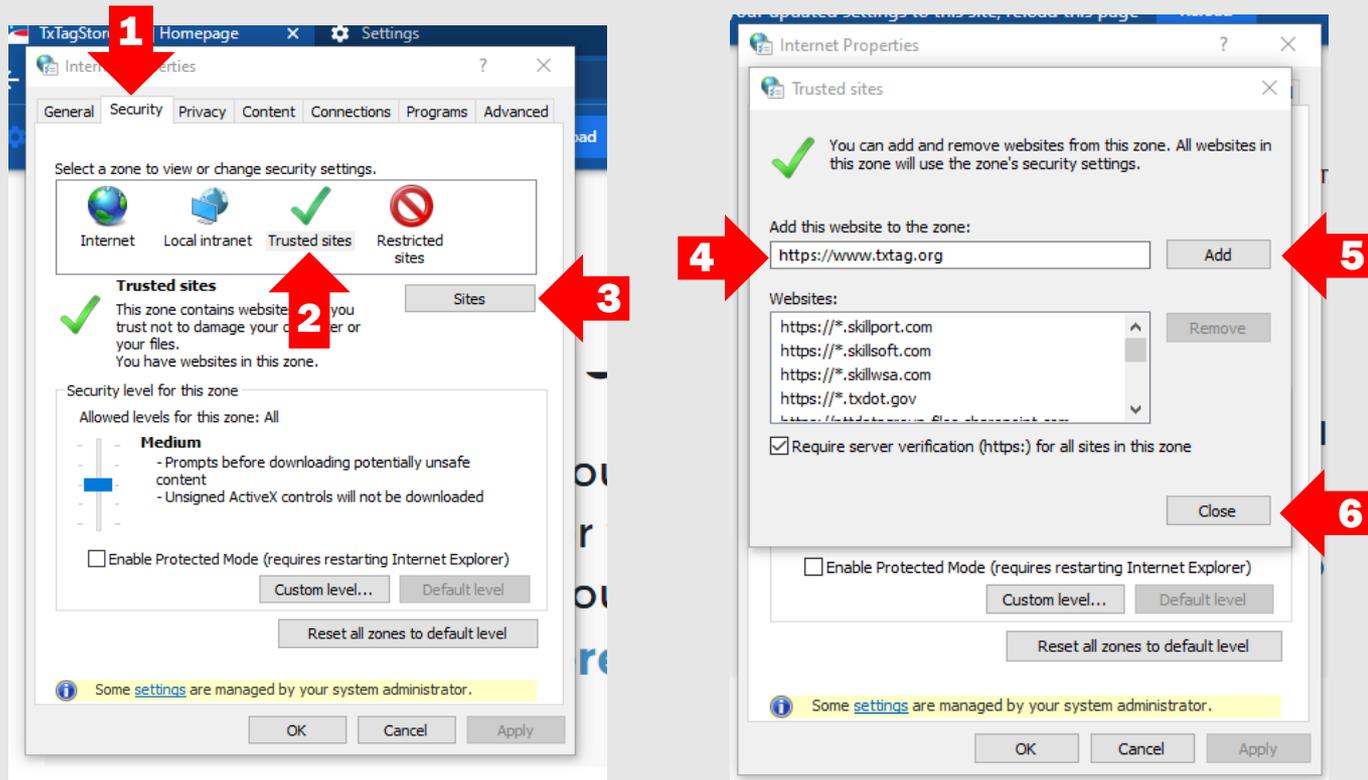


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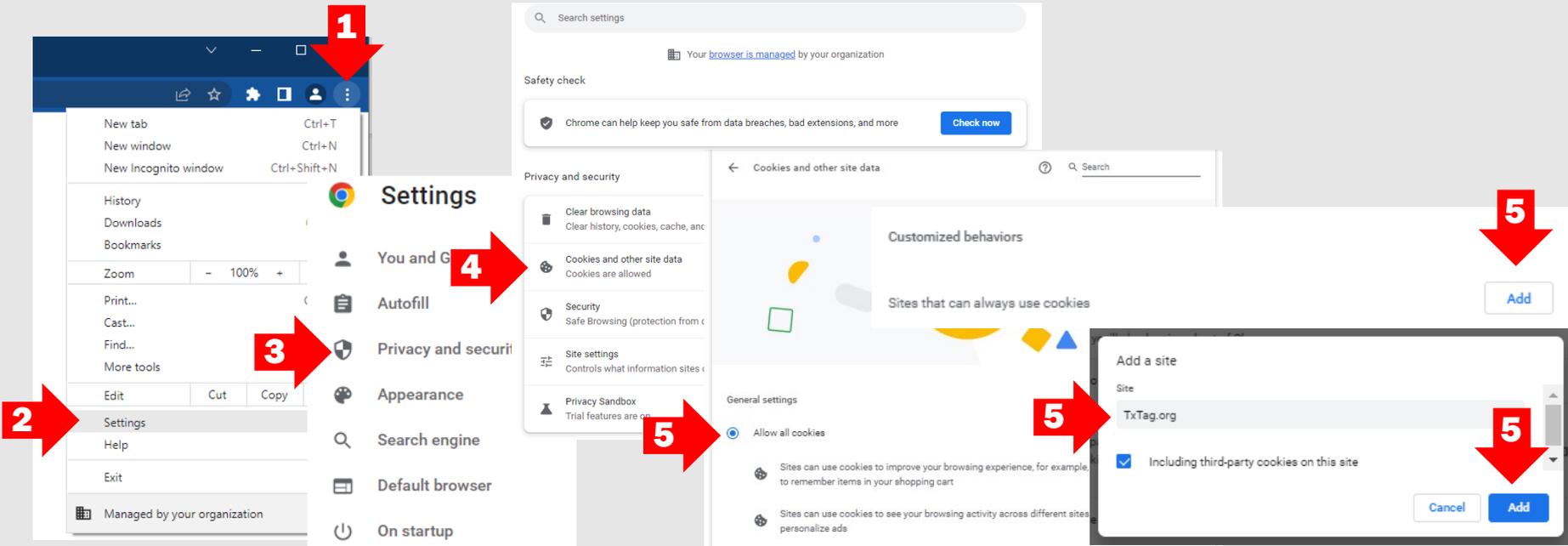
- Windows OS users may find that Google Chrome or Microsoft Edge web browsers work best to access TxTag.org
- You may also need to place TxTag.org to the list of trusted sites for your web browser
- To add TxTag.org to trusted sites list for your web browser, Windows OS users should click on their **Windows Start menu** and search for and click on **Internet Options**



- Click on **Security** tab
- Click on **Trusted Sites** (shown with green check mark icon)
- Click on **Sites** box
- In **Trusted Sites** window, type **https://www.TxTag.org** into **Add this website to the zone:** field and click on **Add**. The website address will populate in the Websites list. Click on **Close**.



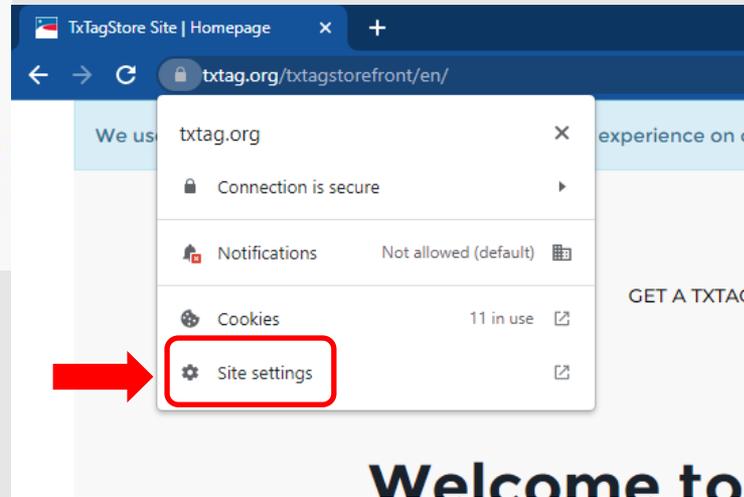
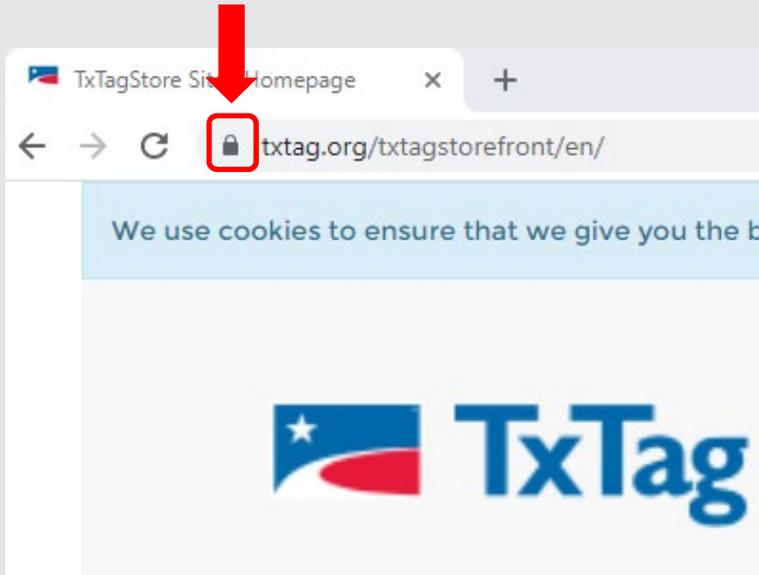
- To enable cookies in Google Chrome, click on the **Options** menu on the upper right-hand side of the screen (shown as three stacked dots), then click on **Settings**
- Under the **Settings** menu, click on **Privacy and security** and in the screen that appears, click on **Cookies and other site data**
- Under **General Settings**, choose either **Allow all cookies** or under **Customized Behaviors**, click **Add** under **Sites that can always use cookies** and enter www.TxTag.org and check the **Including third-party cookies on this site** box and then click **Add**



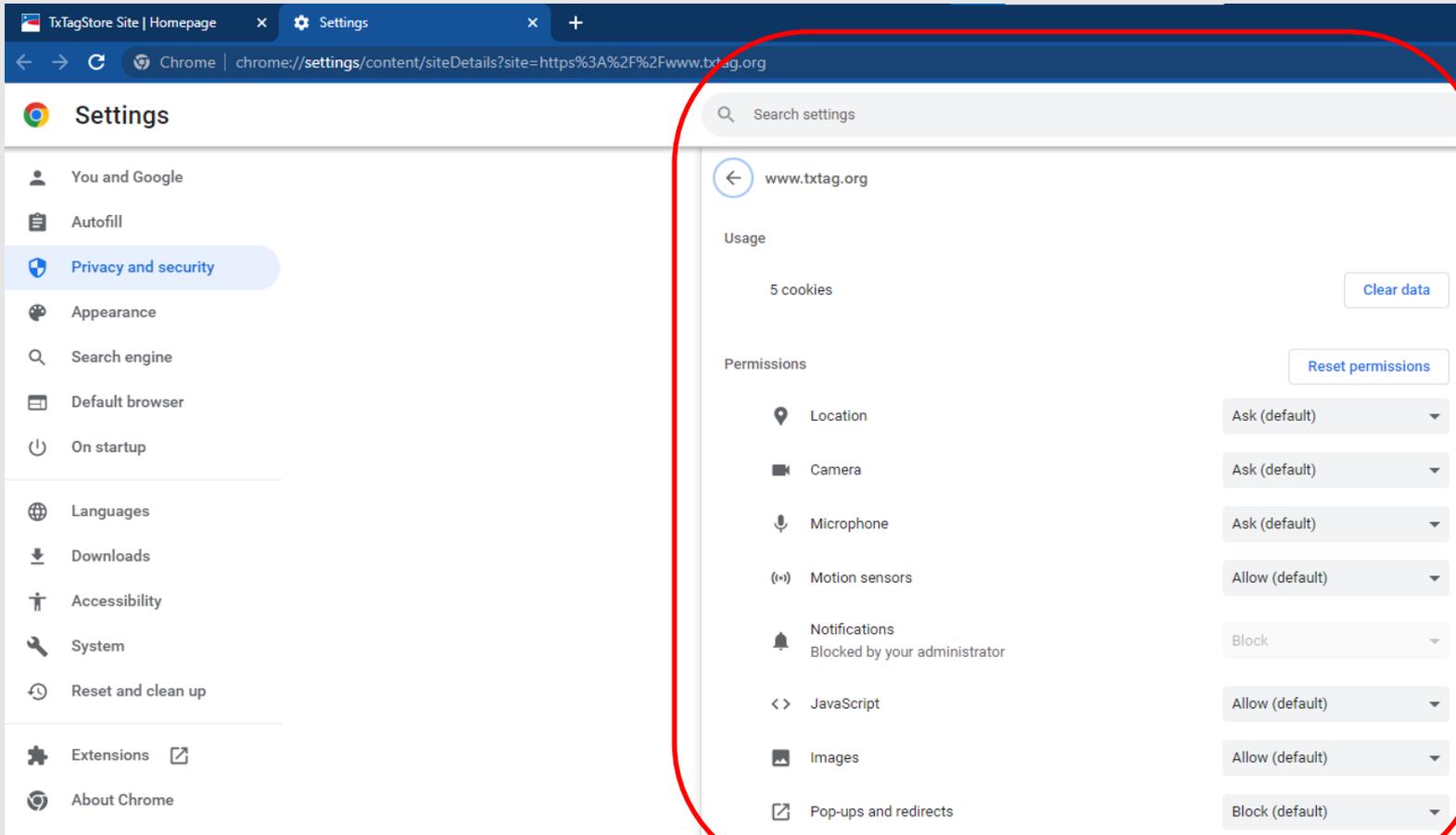
Using Google Chrome web browser



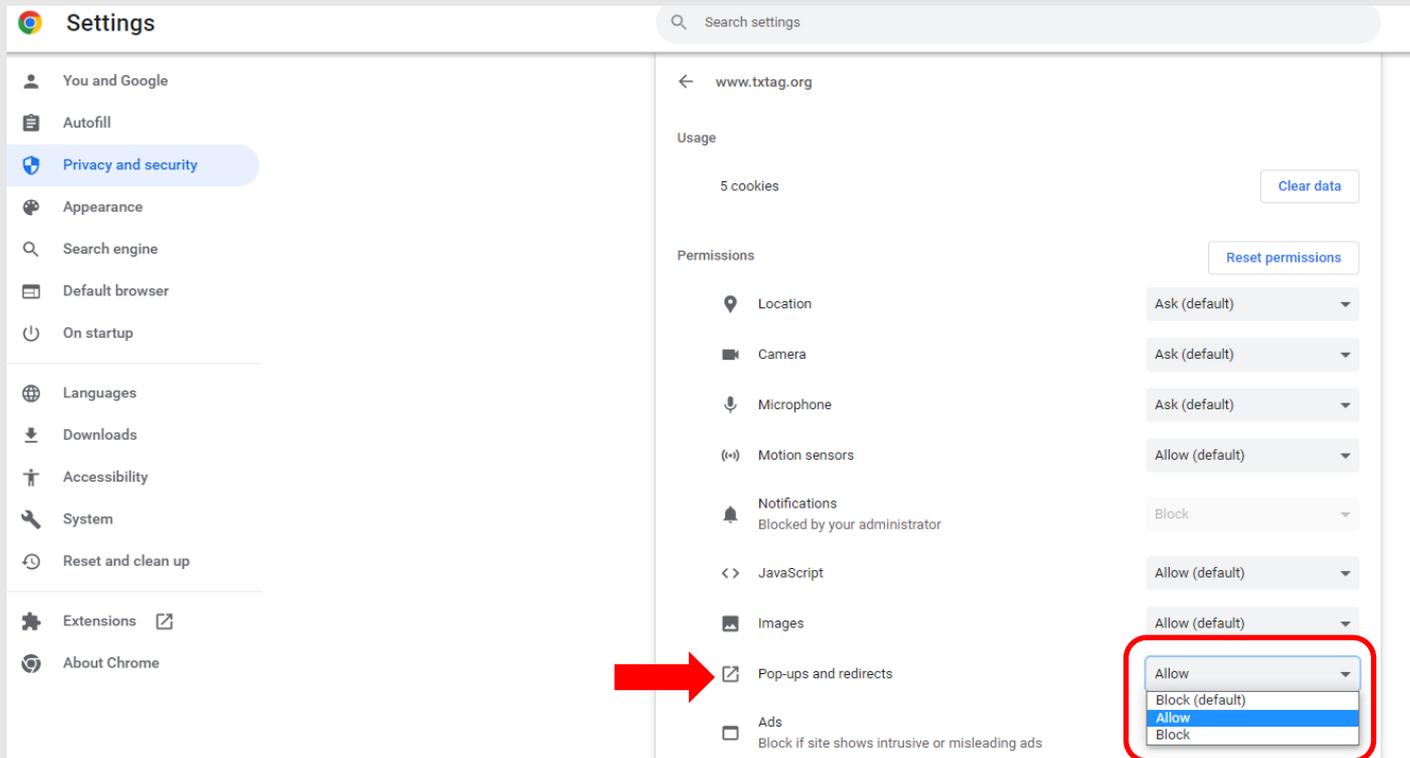
- To disable pop-up blockers within Google Chrome, open a Chrome browser window and navigate to www.TxTag.org.
- Click on the **padlock sign** to the left of the website address and select **Site settings**



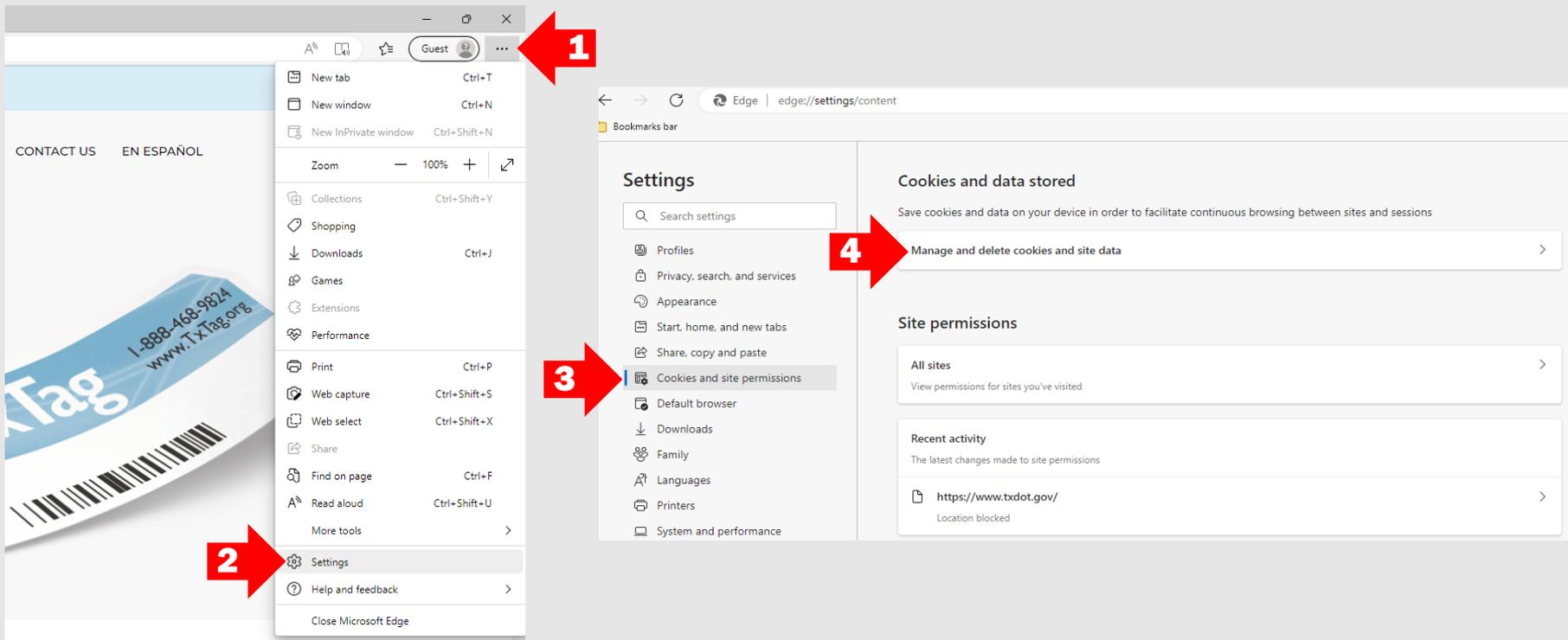
- Click on the **Pop-ups and redirects** drop-down list to allow pop-ups.
- For Mac users, the process is the very similar.



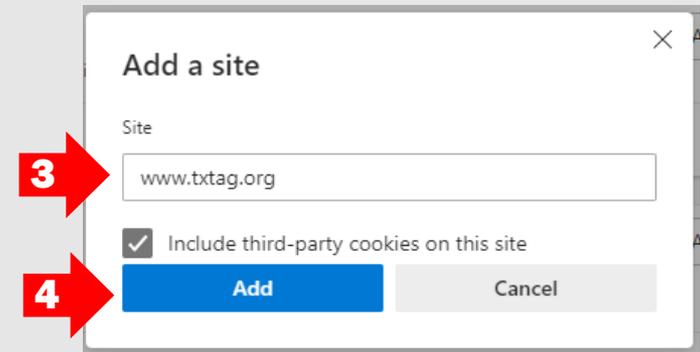
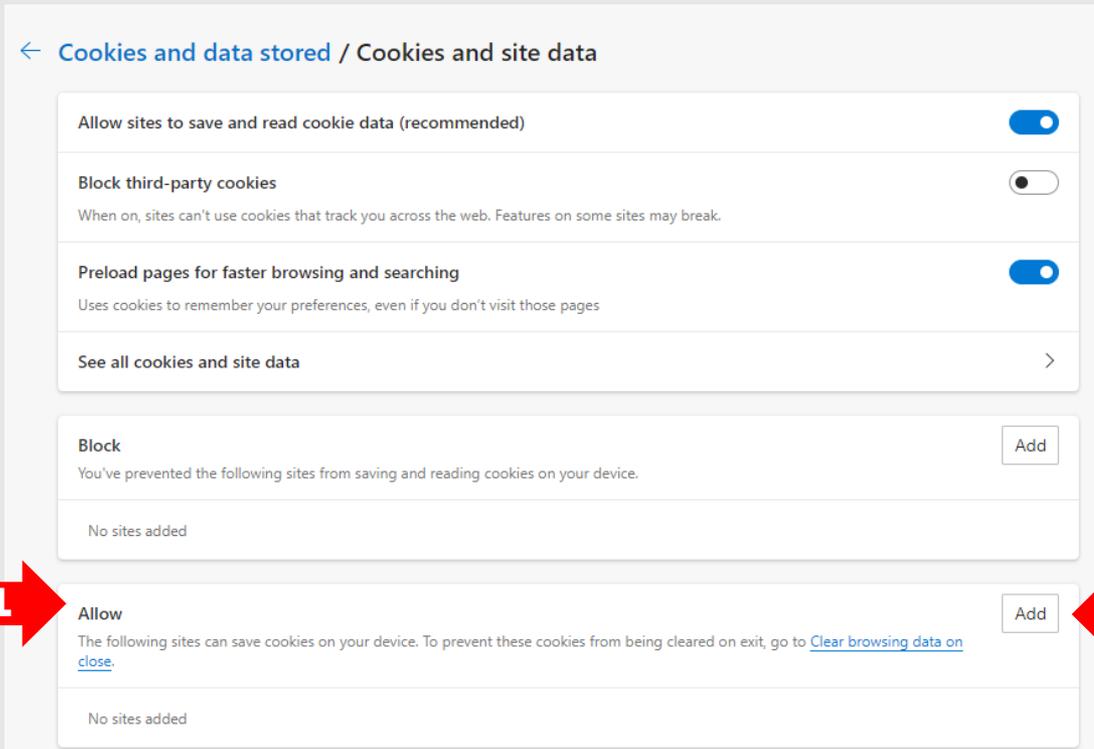
- Click on the drop-down lists to allow access based on your preferences
- After performing these steps, refresh your browser page before attempting to access the site again
- For Mac users, the process is the very similar



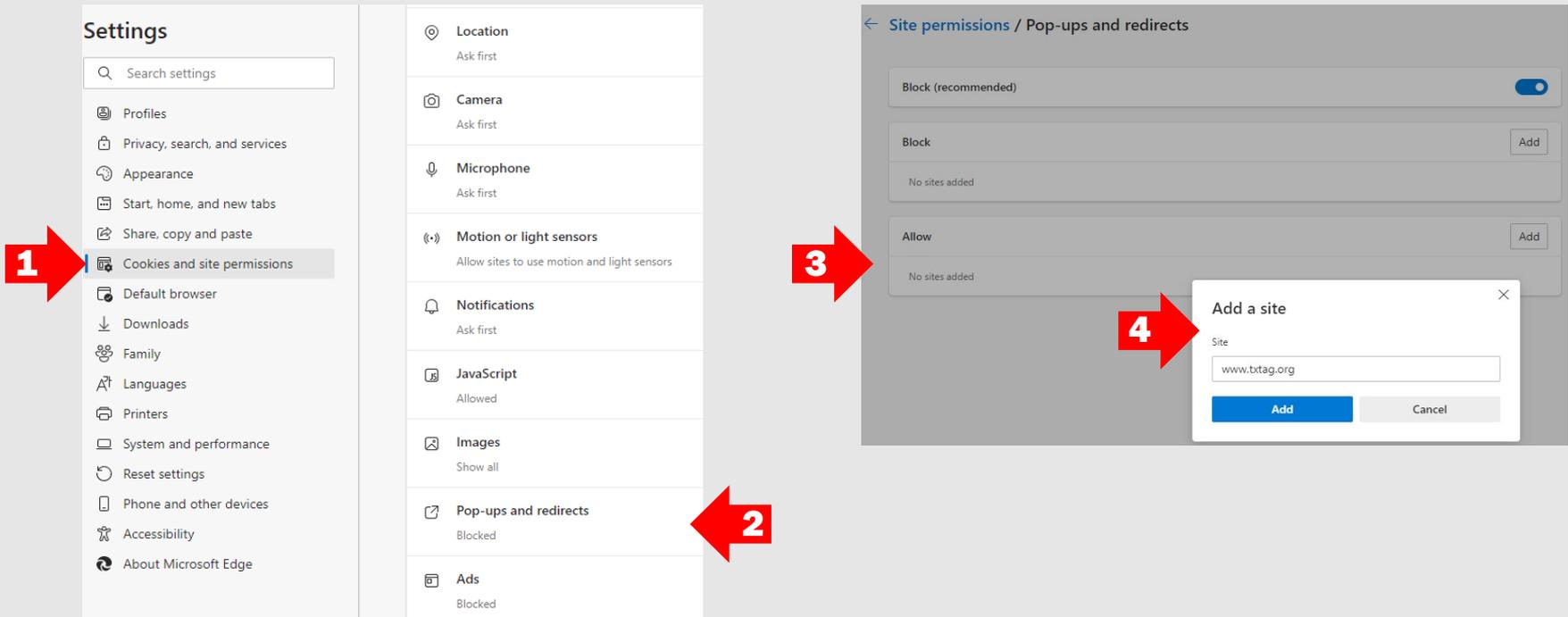
- Click on three dots (...) at the upper right-hand side of the browser window and click on **Settings**
- The **Settings** page will appear. Click on **Cookies and site permissions** in the left-hand menu
- Under **Cookies and data stored**, click on **Manage and delete cookies and site data**



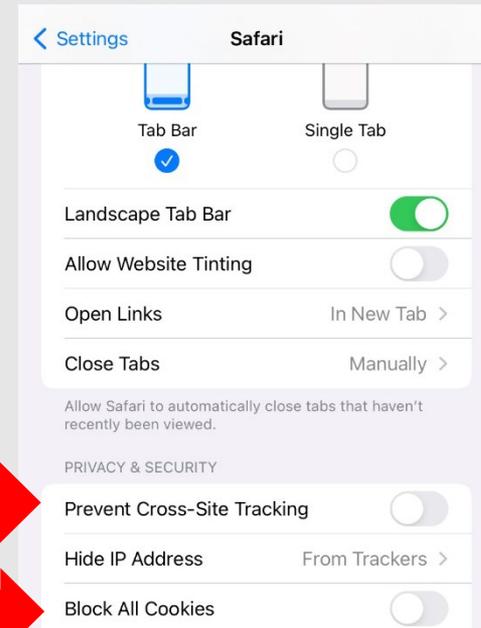
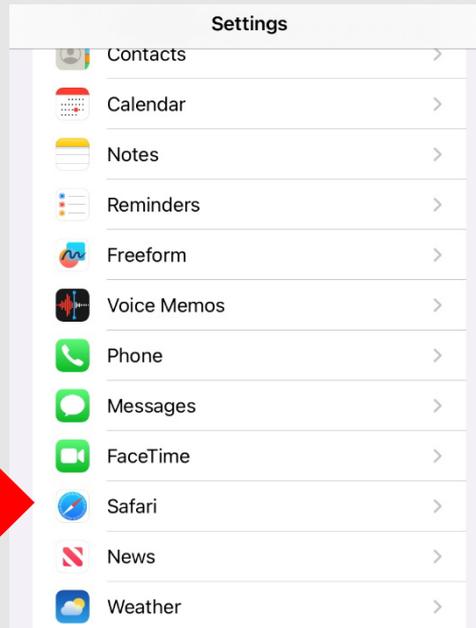
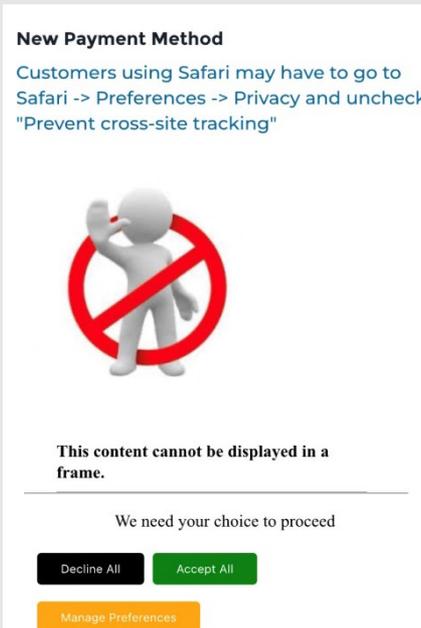
- In **Cookies and site data** window, under the **Allow** section, click on **Add**
- **Add a site** box will appear, enter www.TxTag.org, check the **Include third-party cookies on this site** box and click on **Add**
- TxTag.org now will appear as a site allowed to save cookies on your device



- To disable pop-up blockers, under **Site Permissions** and **All Permissions**, click on **Cookies and Site Permissions**. Then scroll to and click on **Pop-ups and redirects**
- **Add a site box** will appear, enter www.TxTag.org and click on **Add**
- TxTag.org now will appear as a site with pop-up messages allowed on your device
- Refresh your browser page before attempting to access the site again



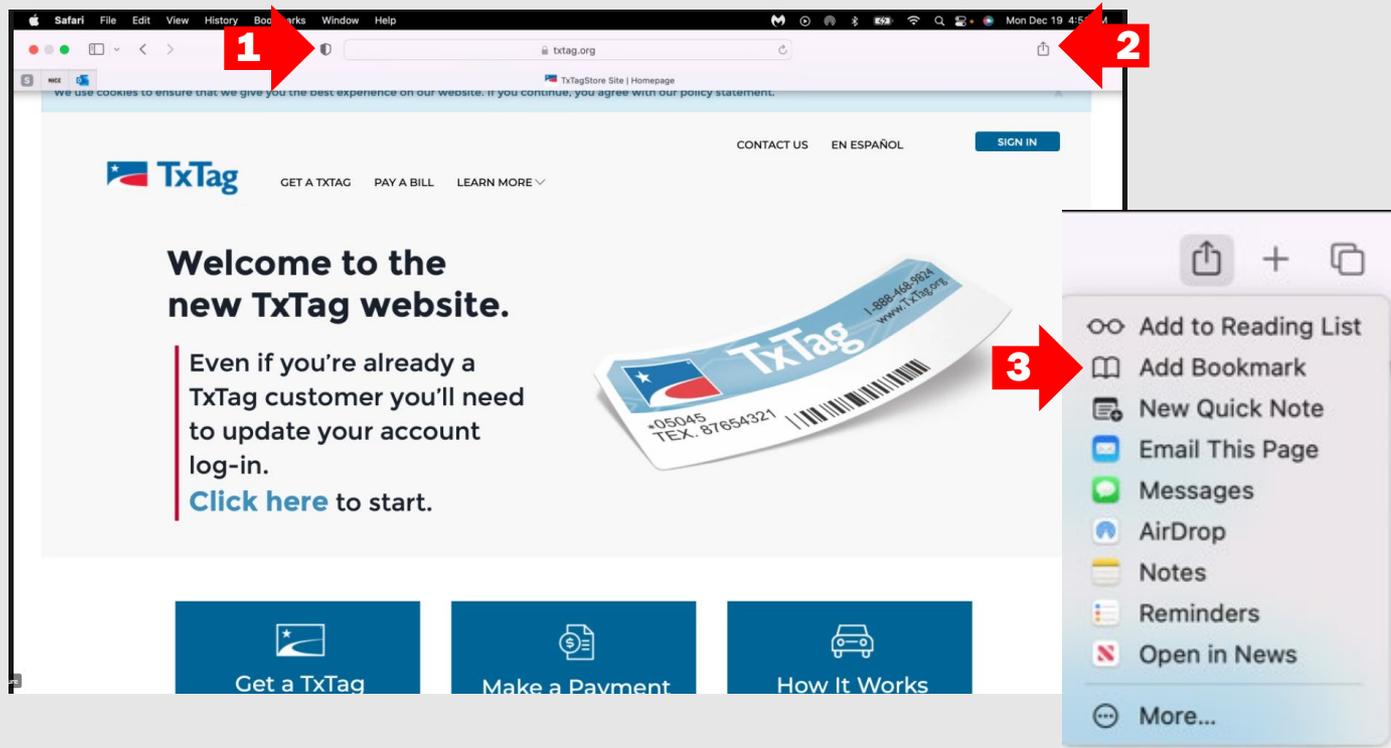
- If you are using an Apple device and receive an error message when attempting to sign into your account, add a payment method and/or make a payment, you will need to change the device settings on your device for the browser to allow cross site tracking and cookies.
- Open **Settings**, choose your browser (the below screenshots are for Safari). Toggle off **Prevent Cross-Site Tracking** and **Block All Cookies**. This should then allow you to sign into your account, add a payment method and/or make a payment.



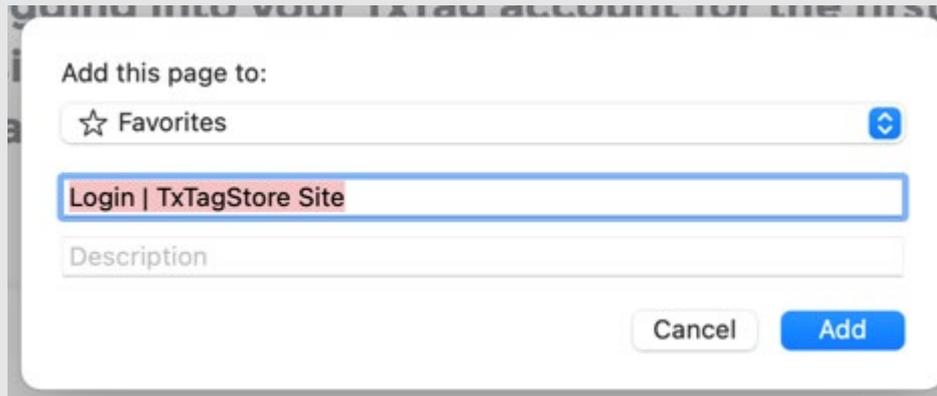
Using an Apple device with Safari web browser



- If using an Apple device, it is suggested that TxTag.org be added as a bookmark on the device
- To add a bookmark, open the Safari app and navigate to www.TxTag.org
- Click on **Share** in the toolbar, and choose **Add Bookmark**



- A box will appear in which the bookmark can be customized and saved
- Under **Add this page to:** choose where to save the bookmark. **Favorites** will appear as the default option
- The bookmark can be renamed and a description entered, if desired, in the fields that follow
- Once the location, name and description have been entered as desired, click on **Add**



Add this page to:

☆ Favorites

Login | TxTagStore Site

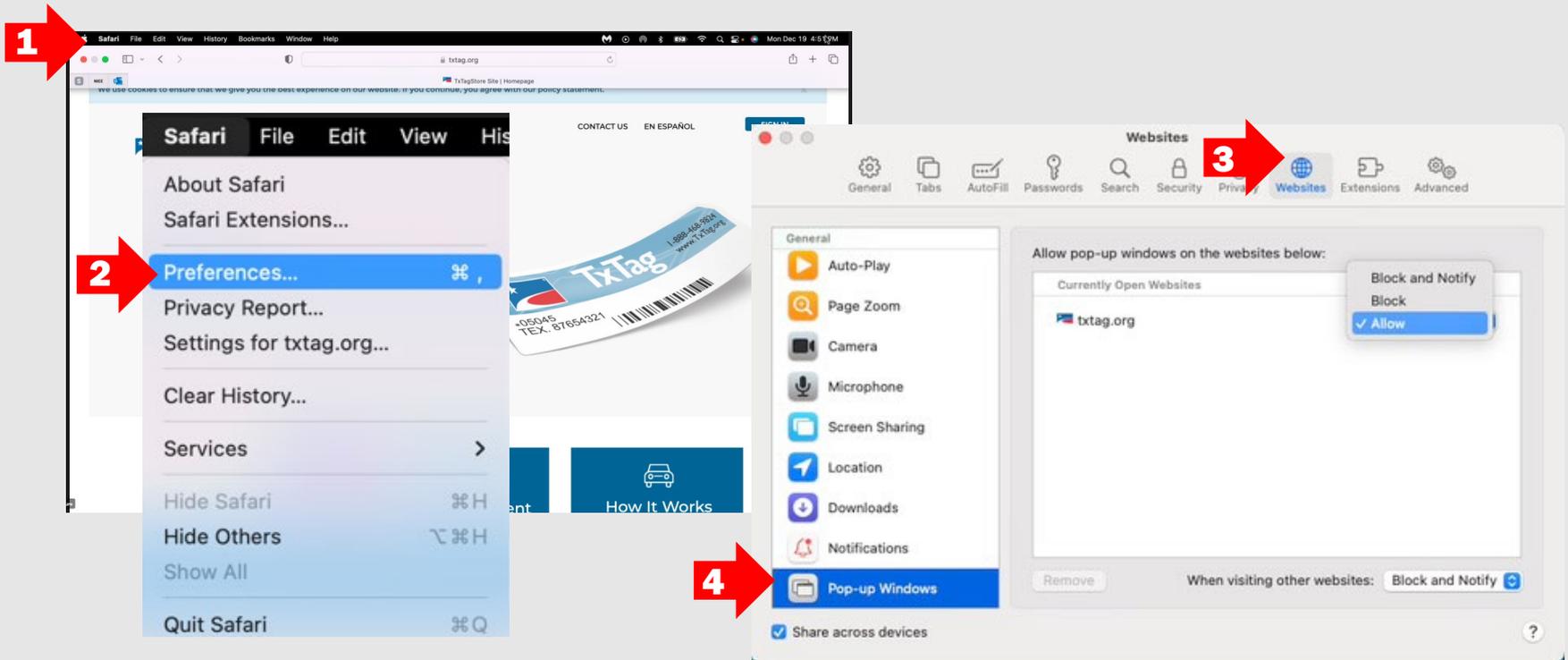
Description

Cancel Add

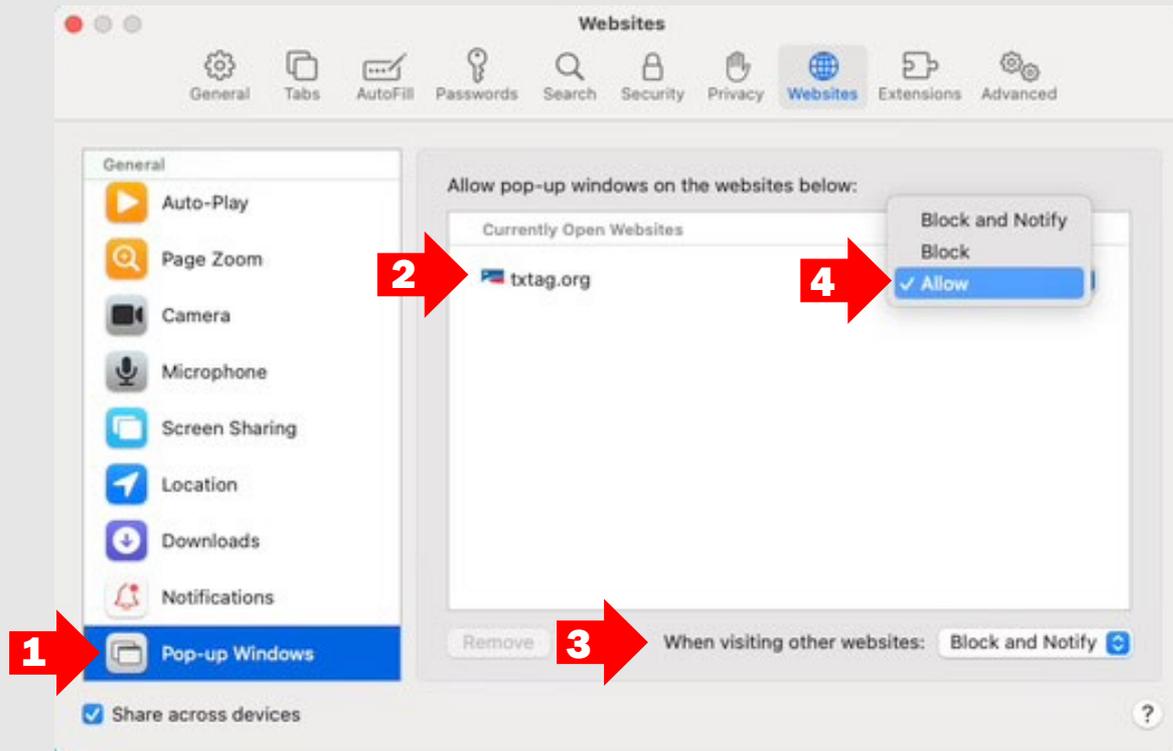
Using an Apple device with Safari web browser



- To allow pop-ups in the Safari app, navigate www.TxTag.org and then under the **Safari** menu, choose **Preferences**
- In the next screen, click on **Websites** and then **Pop-up Windows** on the menu to the left
- If you don't see **Pop-up Windows**, scroll to the bottom of the list



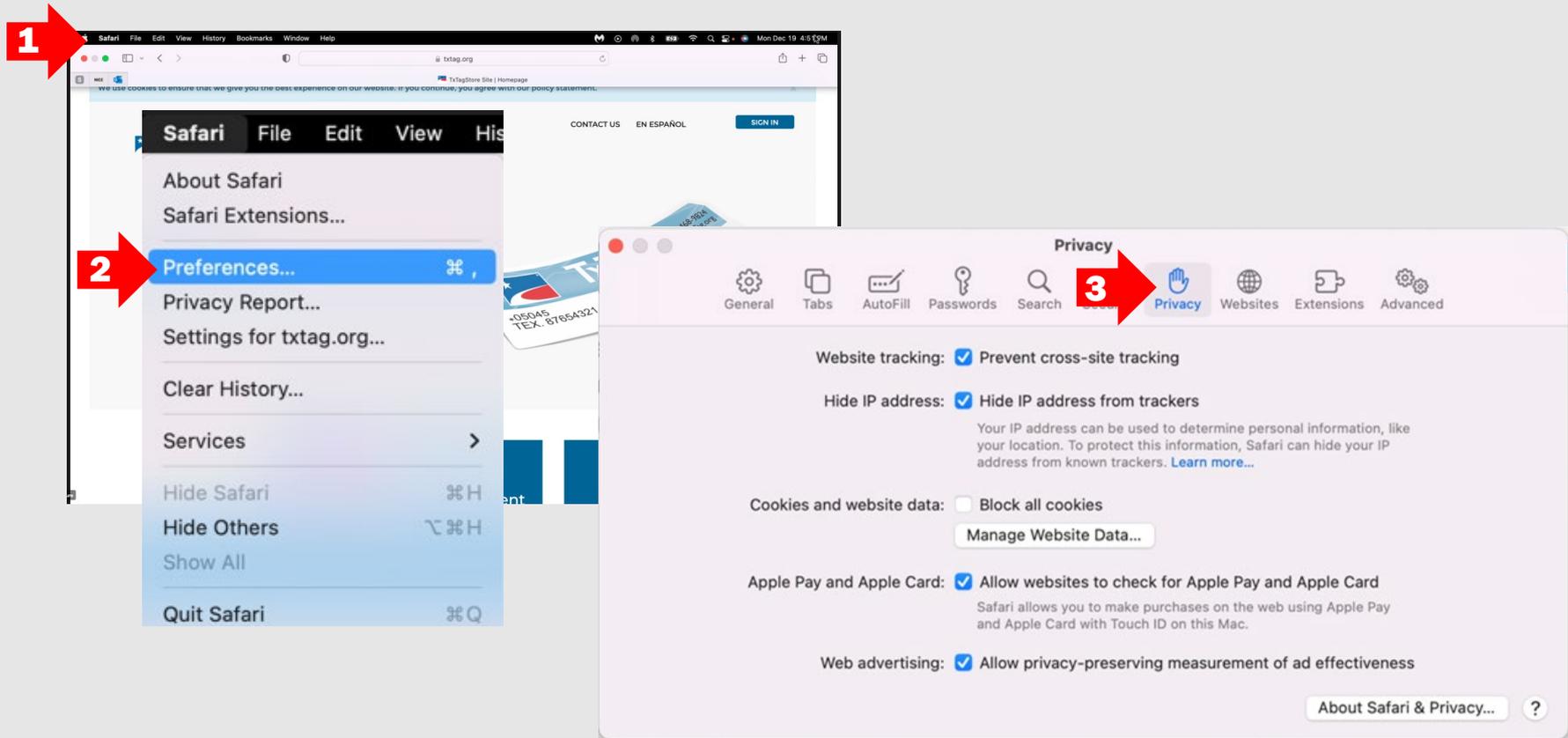
- If TxTag.org is listed in the **Configured Websites** box, you can change the current settings by clicking on TxTag.org within the list and then clicking on **When visiting other websites** and choosing **Allow**
- If there aren't any websites listed, either pop-up blocking hasn't been set for any websites or the list has been cleared



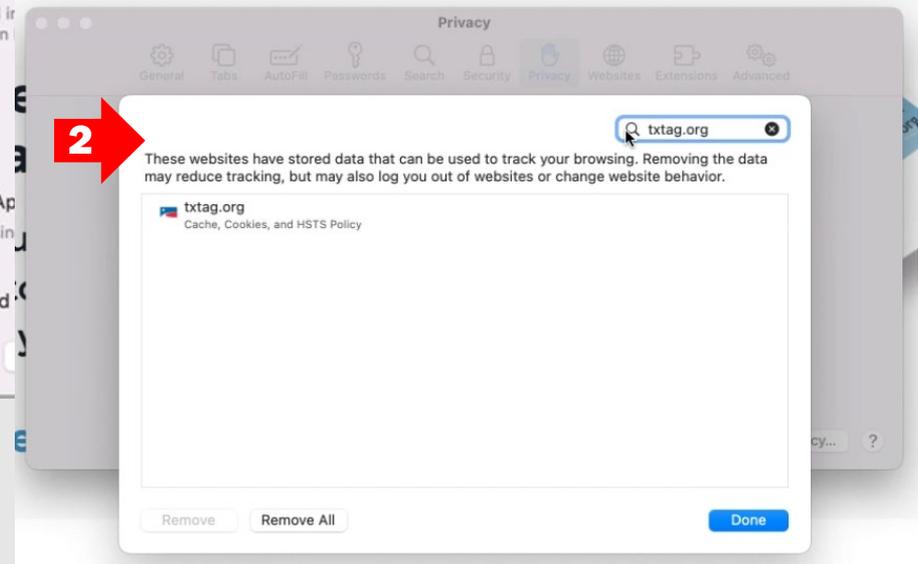
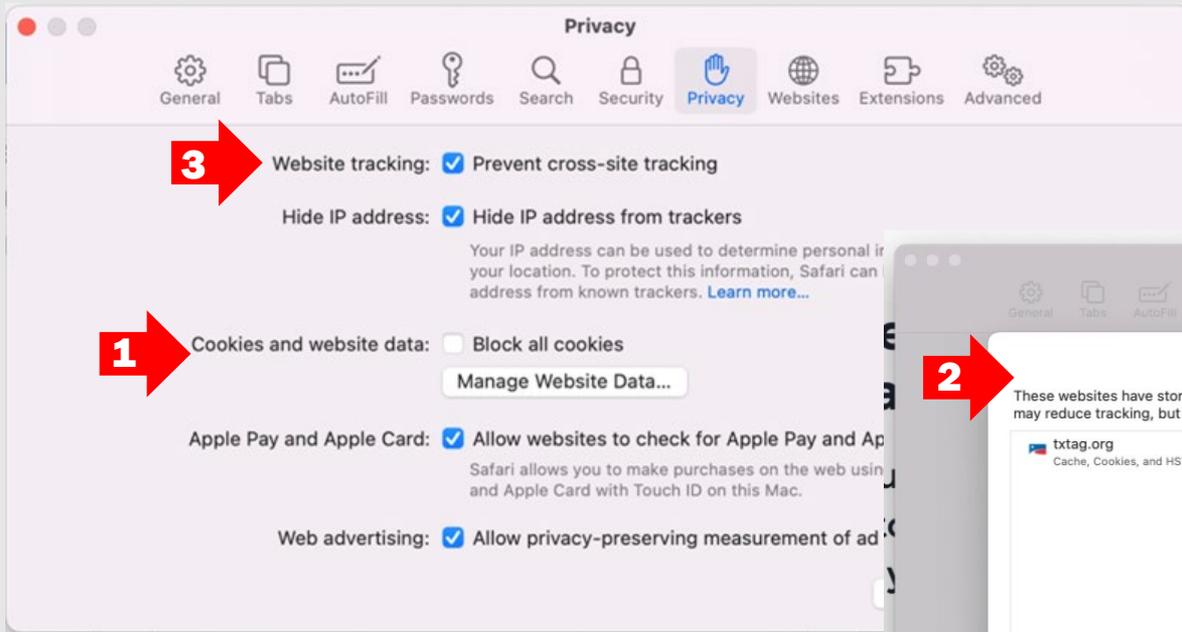
Using an Apple device with Safari web browser



- To change the Cookie preferences on your device, choose **Safari** and then click on **Preferences**
- Click on the **Privacy** option from the menu



- Within the **Privacy** screen, click on **Manage Website Data** under **Cookies and website data** and choose **Allow** for TxTag.org
- To turn off cross-site tracking, uncheck the **Prevent cross-site tracking** box next to **Website tracking**





- For customers without a TxTag account who received a Pay By Mail statement in the mail watch our **How To Video** on [How To Pay Your Bill](#)
- For customers with a TxTag account, watch our **How To video** on [Logging into the new TxTag website](#) to update your credentials

Completing Account Profile Details



- Before attempting to add or remove a payment method on your TxTag account, all personal information and communication preferences fields should be completed on the **Account Profile** page
- Completing the Account Profile mailing address fields will assist with populating address fields in the **Payment Methods** screen
- You can learn more, including how to update your account profile, add/edit vehicles on your account and/or communication preferences by watching our [Managing and Updating Your Account](#) How To video

The screenshot illustrates the process of updating account profile details. It shows the 'Manage Account' dropdown menu with 'Profile' selected. The 'Personal Information' profile card is highlighted, and the 'Personal Information' form is shown with fields for First Name, Last Name, Address Line 1, Address Line 2 (Optional), ZIP, ZIP+4 (Optional), City, and State. The form includes 'SAVE' and 'CANCEL' buttons.

1. Click on 'Manage Account' in the top right corner.

2. Click on 'Profile' in the dropdown menu.

3. Click on the 'Personal Information' profile card.

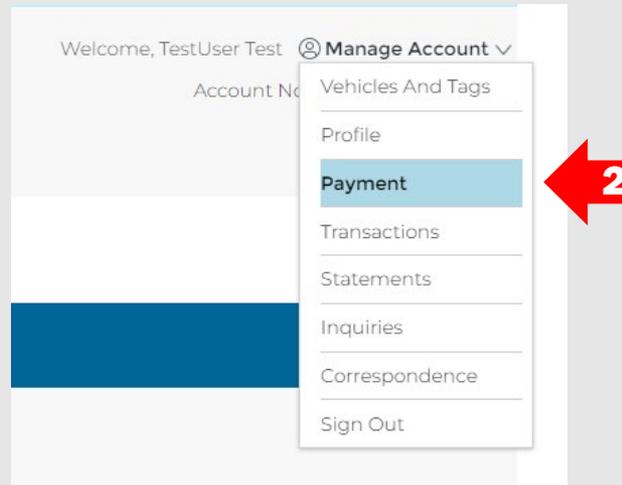
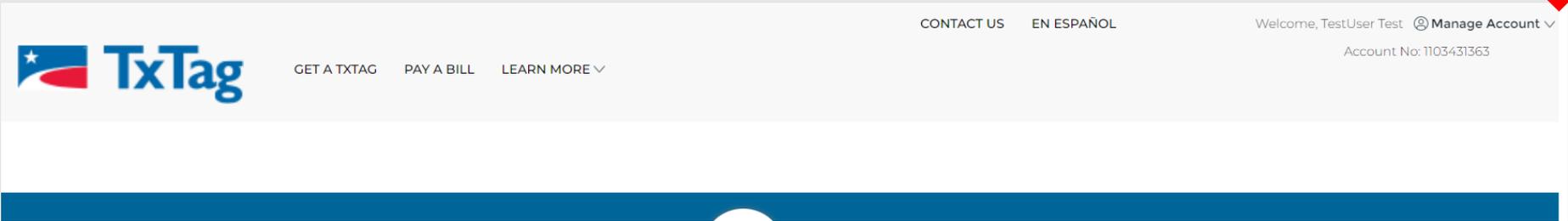
4. Click on the 'Personal Information' form.

5. Click on the 'SAVE' button.

Adding a Payment Method



- Sign into your TxTag account on TxTag.org
- Click on the **Manage Account** drop-down menu (on the upper right-hand side) and Select **Payments**
- The **Payments** page will populate, showing any current or saved payment methods on your account



Adding a Payment Method



- To add a new Payment Method, click on **Add Another Payment Method**
- Once New Payment Method screen loads, enter **New Payment Method** details
- Ensure all required fields (shown with red asterisk *****) are completed
- Click on **Save**

The screenshot shows the 'Payments' section of a user interface. At the top, there's a 'Payment Methods' header. Below it, a 'VISA x1046' card is listed with an expiration date of 'Exp 10/2022' and an 'AutoPay' checkbox that is checked. A 'Remove' button is next to the card. Below the list, there are two buttons: 'ADD ANOTHER PAYMENT METHOD' and 'MAKE A ONE-TIME PAYMENT'. A red arrow with the number '1' points to the 'ADD ANOTHER PAYMENT METHOD' button.

The screenshot shows the 'New Payment Method' form. At the top, there's a '< Back' link and a title 'New Payment Method'. Below the title, there's a note: 'Customers using Chrome may have to go to Chrome -> Settings -> Privacy and Security -> Cookies and Other Site Data -> Select "Allow all cookies"'. The form contains several fields, each with a red asterisk indicating it's required. Red arrows with numbers 2 through 7 point to these fields and the 'Save' button. Field 2 is 'Credit Card *' with the value '42*****4242'. Field 3 is 'Card Type *' with a dropdown menu showing 'VISA'. Field 4 is 'Exp MM/YYYY *' with a dropdown menu showing '11 / 2022'. Field 5 is 'First Name *' with the value 'TestUser'. Field 6 is 'Last Name *' with the value 'Test'. Other fields include 'City' (AUSTIN), 'Country' (United States of America), 'Address' (123 Main st), 'State' (Texas), 'Zip/Postal Code' (78731-6007), 'Phone Number', and 'Email'. A 'Save' button is at the bottom left.

Adding a Payment Method



- Once the Payment Method is saved and added to your account, you will be directed back to the **Payments** screen where your new Payment Method will be visible and listed on your account for use
- Learn more by watching our [Payment, Transactions and Inquiries](#) How To video
- Click here to learn how to [change your AutoPay Payment Method](#)

The screenshot shows the 'Payments' screen with the following elements:

- Payments** (Section Header)
- Payment Methods** (Section Header)
- AutoPay** (with a help icon)
- Two payment methods listed:
 - VISA x1046, Exp 10/2022, AutoPay checked, [Remove](#)
 - VISA x4242, Exp 12/2022, AutoPay unchecked, [Remove](#) (highlighted with a red border)
- [ADD ANOTHER PAYMENT METHOD](#) (button)
- [MAKE A ONE-TIME PAYMENT](#) (button)

- To enroll a Payment Method into AutoPay, simply check the **AutoPay** box next to the payment method you'd like to use for AutoPay
- The Payment Method selected will now be used for AutoPay on your account and you will not be able to remove the Payment Method unless you remove AutoPay from the Payment Method (Remove option will be grayed out)

Payments

Payment Methods

AutoPay ?

 x1046	Exp 10/2022	<input type="checkbox"/>	Remove
 x4242	Exp 12/2022	<input checked="" type="checkbox"/>	Remove

[ADD ANOTHER PAYMENT METHOD](#)

[MAKE A ONE-TIME PAYMENT](#)

Changing AutoPay Payment Method



- To enroll a new Payment Method into AutoPay, you will need to first remove AutoPay from any other payment method on your account
- To opt out of AutoPay, simply uncheck the **AutoPay** box next to the Payment Method
- Once you uncheck AutoPay, a pop-up will appear asking you to confirm the removal of AutoPay. Click on **Yes** to remove AutoPay from the Payment Method

Payments

Payment Methods

		AutoPay ?	
x1046	Exp 10/2022	<input checked="" type="checkbox"/>	Remove
x4242	Exp 12/2022	<input type="checkbox"/>	Remove

[ADD ANOTHER PAYMENT METHOD](#)

[MAKE A ONE-TIME PAYMENT](#)

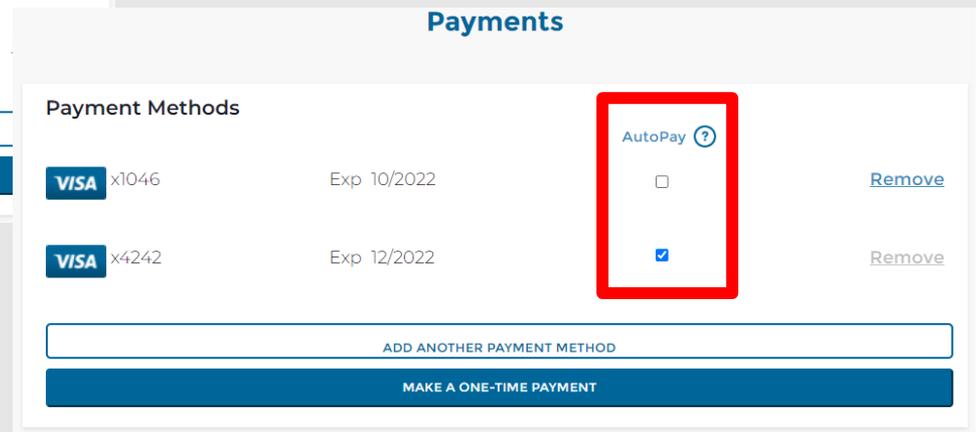
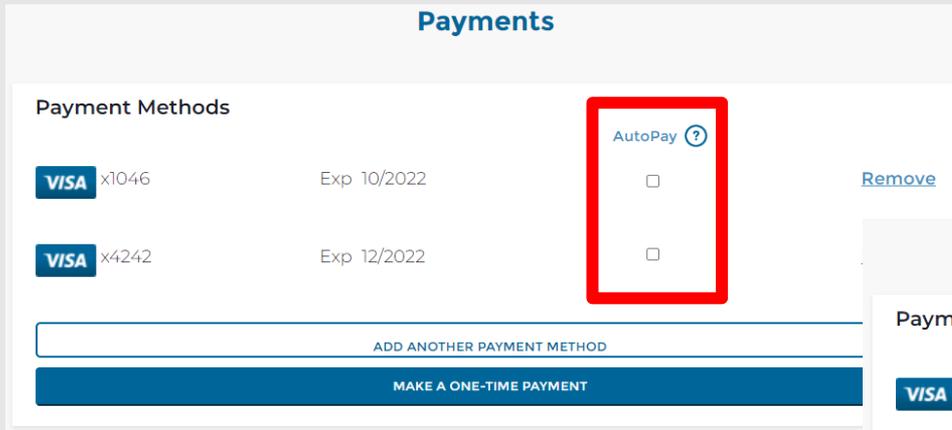
Removing AutoPay ✕

Are you sure you want to remove AutoPay? With AutoPay, you can ensure there is enough money in your account to cover your tolls.

Changing AutoPay Payment Method



- The system will remove AutoPay from the Payment Method by unchecking the **AutoPay** box next to the Payment Method
- To enroll a new or different Payment Method into AutoPay, simply check the **AutoPay** box next to the payment method you'd like to use for AutoPay
- The Payment Method selected will now be used for AutoPay on your account and you will not be able to remove the Payment Method unless you remove AutoPay from the Payment Method (Remove option will be grayed out)



Updating Credit Card Expiration Date



- To change the expiration date or update details of a current Payment Method, you will need to first remove the card from your account
- If the current Payment Method is being used for AutoPay, you will need to **uncheck** the **AutoPay box** located to the right of the payment method to be updated. You will not be able to proceed if the AutoPay box is checked
- A pop-up will appear to confirm the removal of AutoPay. To continue, select **Yes**

Payments

Payment Methods

		AutoPay ?	
x1046	Exp 10/2022	<input type="checkbox"/>	Remove
x4242	Exp 12/2022	<input checked="" type="checkbox"/>	Remove

1 →

ADD ANOTHER PAYMENT METHOD

MAKE A ONE-TIME PAYMENT

LEARN MORE ▾

Removing AutoPay ✕

Are you sure you want to remove AutoPay? With AutoPay, you can ensure there is enough money in your account to cover your tolls.

2 →

Updating Credit Card Expiration Date



- AutoPay will then be removed from the Payment Method and the **Remove** option will appear in blue
- Click on **Remove**, a pop up will appear to confirm you want to remove the Payment Method
- Click on **Yes**, the Payment Method will be removed, and you will be directed back to the Payments screen

Payments

Payment Methods

x1046	Exp 10/2022	<input type="checkbox"/>	Remove
x4242	Exp 12/2022	<input type="checkbox"/>	Remove

ADD ANOTHER PAYMENT METHOD

MAKE A ONE-TIME PAYMENT

Remove Payment ✕

Are you sure you want to remove this Payment Method?

[YES](#) [NO](#)

Updating Credit Card Expiration Date



- Once the Payment Method is removed from your account, you can then follow the steps for [Adding a Payment Method](#) in order to re-add the card to your account, with any necessary updates (including expiration date, name and/or address changes)
- If you want to enroll the updated Payment Method into AutoPay, please follow the steps for [Enrolling in AutoPay](#)

Payments

Payment Methods

AutoPay ?

 x1046	Exp 10/2022	<input type="checkbox"/>	Remove
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ADD ANOTHER PAYMENT METHOD

MAKE A ONE-TIME PAYMENT

Removing Payment Method



- To remove a Payment Method from your account, simply click on the **Remove** option
- A pop-up will appear to confirm the removal of the Payment Method. To continue, select **Yes**
- If the Remove option is grayed out, please follow the steps on the next page

Payments

Payment Methods

		AutoPay ?	
x1046	Exp 10/2022	<input type="checkbox"/>	1 Remove
x4242	Exp 12/2022	<input type="checkbox"/>	Remove

[ADD ANOTHER PAYMENT METHOD](#)

[MAKE A ONE-TIME PAYMENT](#)

Remove Payment ×

Are you sure you want to remove this Payment Method?

2 [YES](#) [NO](#)

Removing Payment Method



- If the Remove option is grayed out, you may need to opt out of AutoPay on that Payment Method before you will be able to remove it from your account
- Click on the **AutoPay** box to opt out of AutoPay for the Payment Method
- A pop-up will appear to confirm the removal of the AutoPay for the Payment Method. To continue, select **Yes**

Payments

Payment Methods

		AutoPay ?	
x1046	Exp 10/2022	<input checked="" type="checkbox"/>	Remove
x4242	Exp 12/2022	<input type="checkbox"/>	Remove

[ADD ANOTHER PAYMENT METHOD](#)

[MAKE A ONE-TIME PAYMENT](#)

Removing AutoPay ✕

Are you sure you want to remove AutoPay? With AutoPay, you can ensure there is enough money in your account to cover your tolls.

2 [Yes](#) [No](#)

Removing Payment Method



- Once AutoPay is turned off, the Remove option will show in blue for the Payment Method
- Click on **Remove** to remove the Payment Method
- A pop-up will appear to confirm the removal of the Payment Method. To continue, select **Yes**
- The Payment Method will then be removed from your account

Payments

Payment Methods

VISA x1046	Exp 10/2022	<input type="checkbox"/> AutoPay ⓘ	1 → Remove
VISA x4242	Exp 12/2022	<input type="checkbox"/>	Remove

MAKE A ONE-TIME PAYMENT

Payments

Payment Methods

VISA x4242	Exp 12/2022	<input type="checkbox"/> AutoPay ⓘ	Remove
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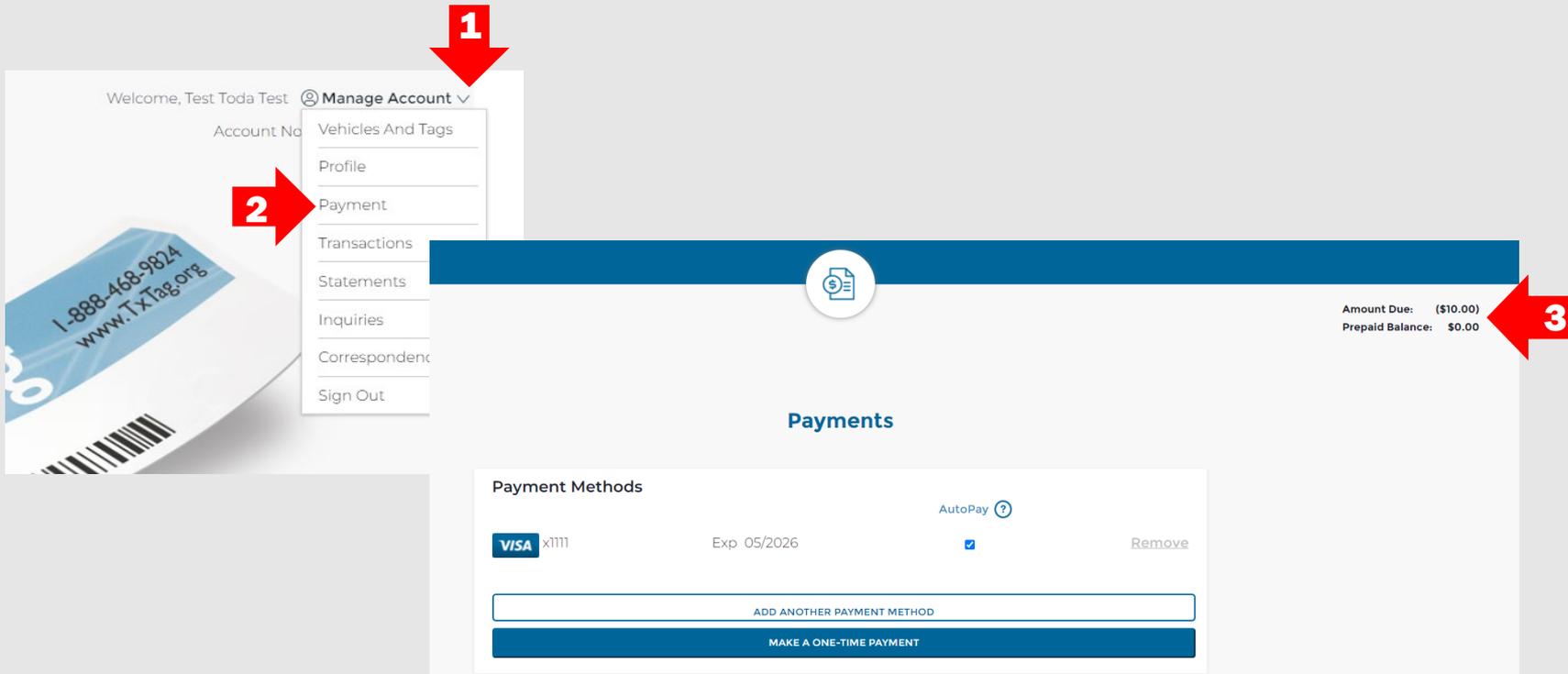
MAKE A ONE-TIME PAYMENT

Remove Payment ✕

Are you sure you want to remove this Payment Method?

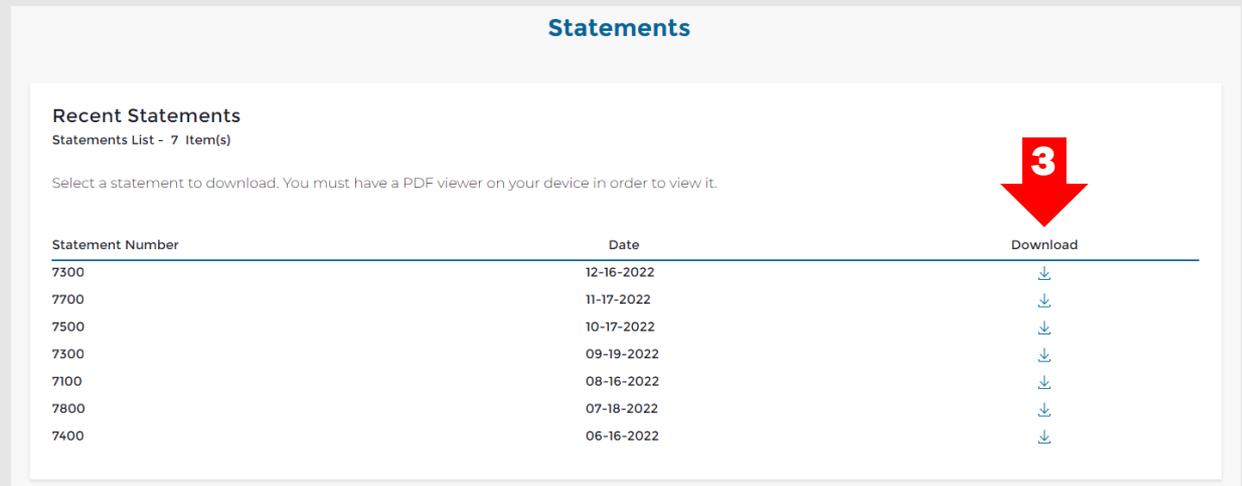
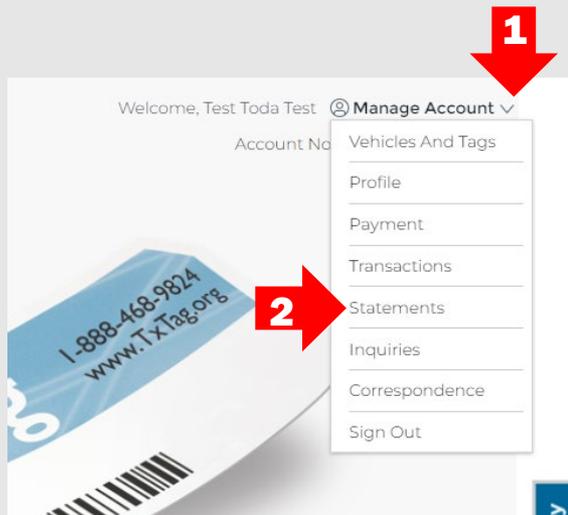
2 → **YES**

- To check your Account Balance, click on the **Manage Account** menu and choose **Payments**
- The Payments screen will load and show any amount owed or balance on your account in the upper right-hand side of the screen
- Learn more by watching our [Payment, Transactions and Inquiries How To](#) video



The screenshot shows the TxTag user interface. At the top left, it says "Welcome, Test Toda Test" and "Account No.". A dropdown menu is open under "Manage Account" with options: Vehicles And Tags, Profile, Payment, Transactions, Statements, Inquiries, Correspondence, and Sign Out. A red arrow labeled "1" points to the "Manage Account" dropdown. A red arrow labeled "2" points to the "Payment" option. Below the menu, a blue header bar contains a document icon with a dollar sign. To the right of the header, the balance is displayed: "Amount Due: (\$10.00)" and "Prepaid Balance: \$0.00". A red arrow labeled "3" points to this balance information. Below the header, the "Payments" section is visible, showing "Payment Methods" with a VISA card (xxxxxx x1111) expiring 05/2026. There is an "AutoPay" checkbox which is checked, and a "Remove" link. Below the card information are two buttons: "ADD ANOTHER PAYMENT METHOD" and "MAKE A ONE-TIME PAYMENT".

- To access account statements, click on the **Manage Account** menu and choose **Statements**
- The **Statements** screen will load with any statements available on your account
- In order to view any statements, you will need to download the individual files by clicking on the download icon (↓) shown under the **Download** column for the files and have a PDF viewer installed on your device
- Watch our [Payment, Transactions and Inquiries](#) How To video to learn more



A screenshot of the 'Statements' page. It features a table of recent statements with columns for Statement Number, Date, and Download. A red arrow labeled '3' points to the download icons in the table.

Statement Number	Date	Download
7300	12-16-2022	↓
7700	11-17-2022	↓
7500	10-17-2022	↓
7300	09-19-2022	↓
7100	08-16-2022	↓
7800	07-18-2022	↓
7400	06-16-2022	↓



- If you don't have any statements visible on your account, you can submit a [Service Request](#) to investigate the reason
- You can track any transactions on your account by clicking on **Transactions** under the **Manage Account** menu
- Under the **Tolls** section, you can search in 90-day increments to review the transactions on your account by changing the **Start Date** and **End Date** (do not exceed 90 days when inputting date ranges or an error message will appear)
- Under the **Payments** section, you can track and search for any payments made on your account by changing the **Start Date** and **End Date** (do not exceed 90 days when inputting date ranges or an error message will appear)
- Learn more by watching our [Payment, Transactions and Inquiries How To](#) video

