TxTag.org Troubleshooting Tips

January 2023

Table of Contents

General Web Browser Tips

- 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**

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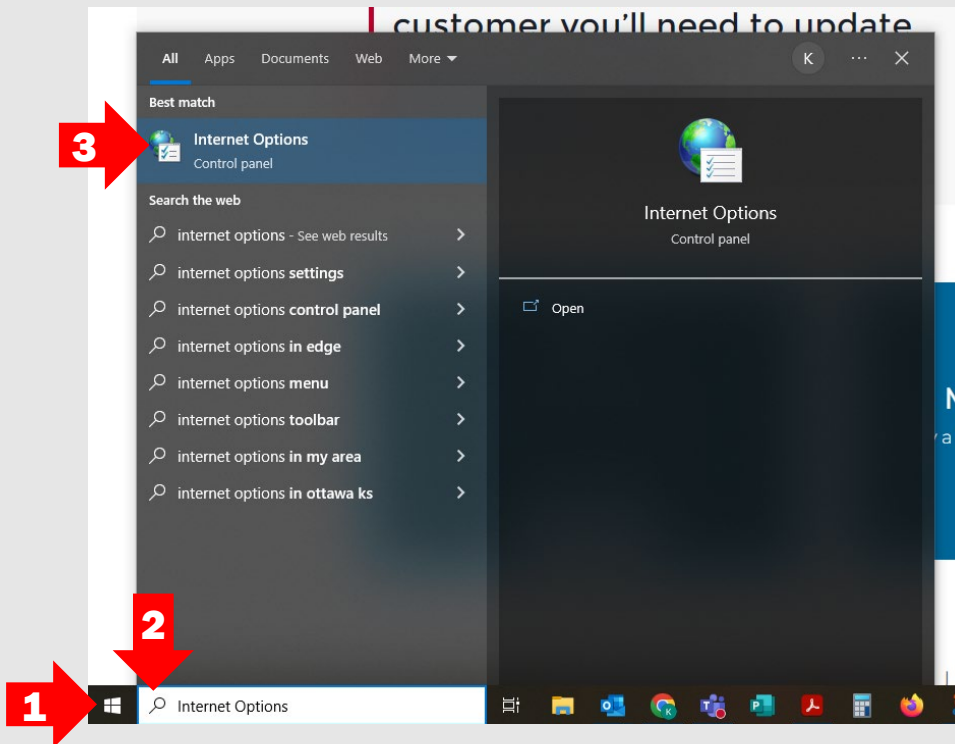
- Click on **Security** tab
- Click on **Trusted Sites** (shown with green check mark icon)
- Click on **Sites** box
- In **Trusted Sites** window, type **https://www.TxTag.org** into **Add this website to the zone:** field and click on **Add.** The website address will populate in the Websites list.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

Using Google Chrome web browser
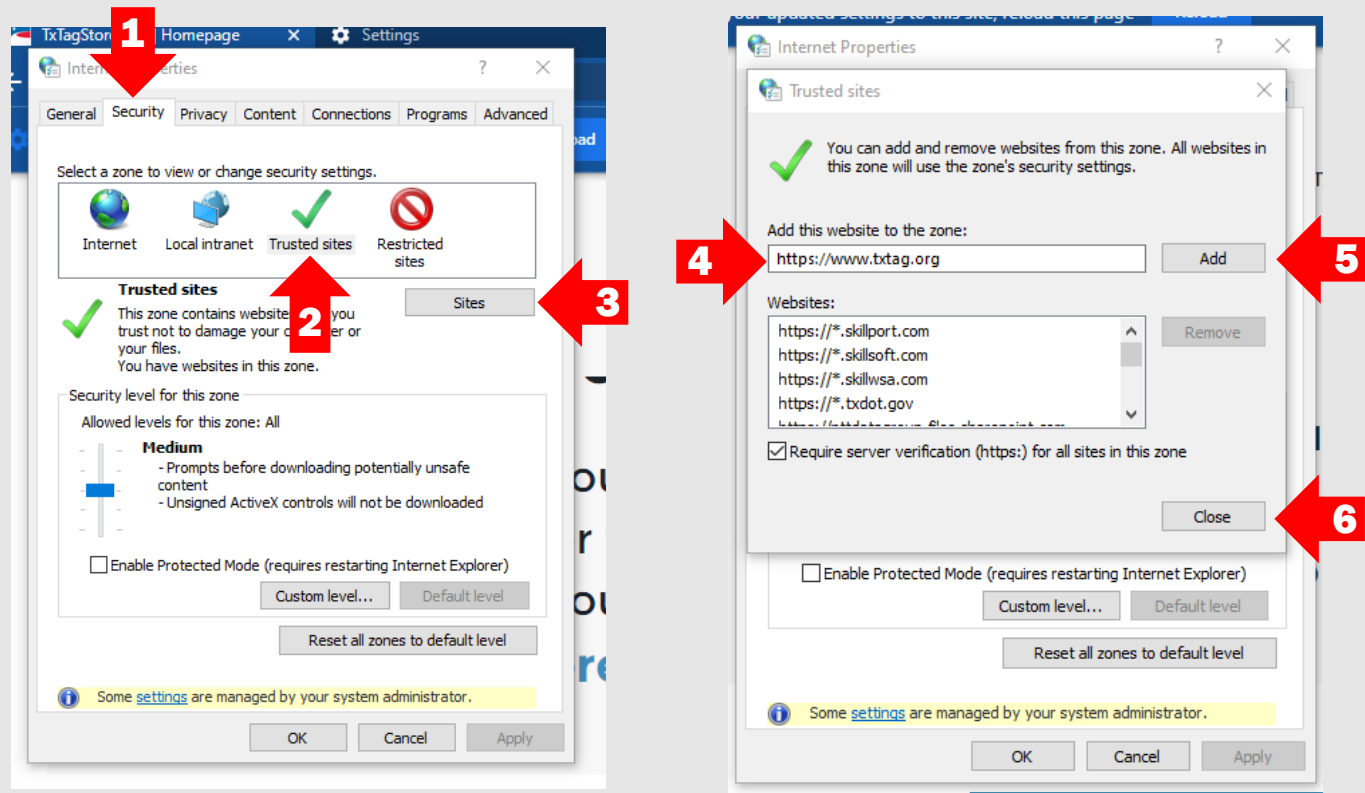
- To enable cookies in Google Chrome, click on the **Options** menu on the upper right-hand side of the screen (shown as three stacked dots), then click on **Settings**

- 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**
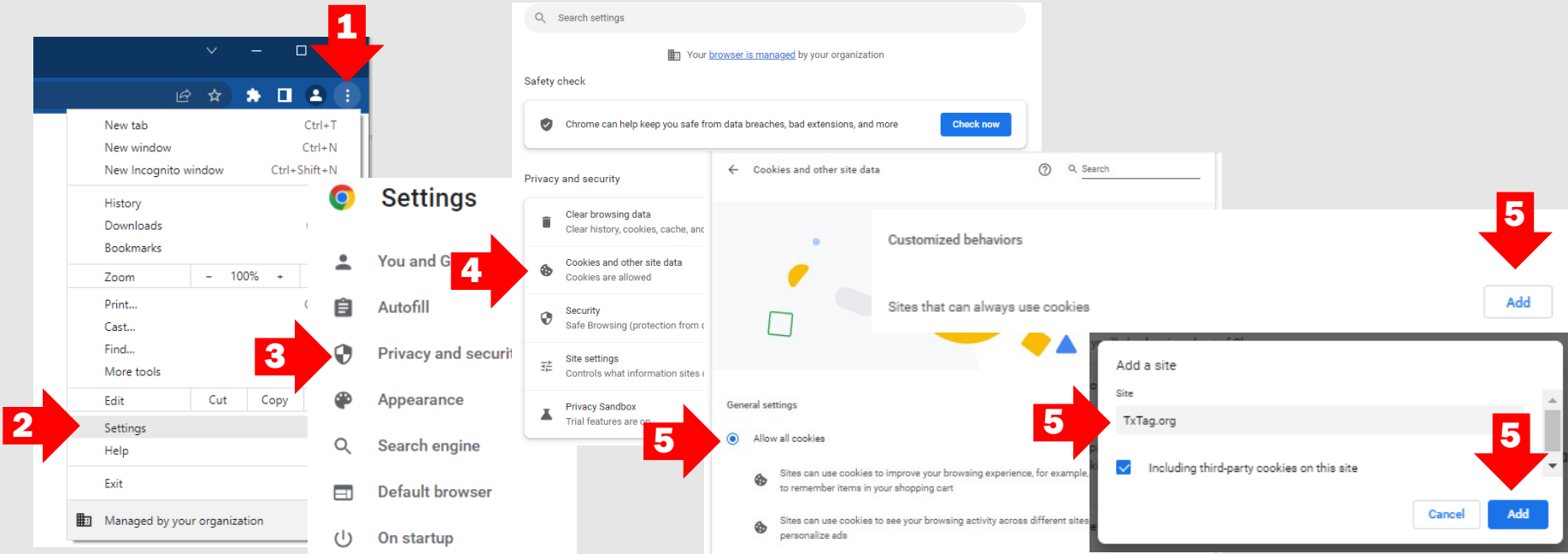
Using Google Chrome web browser

- 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**

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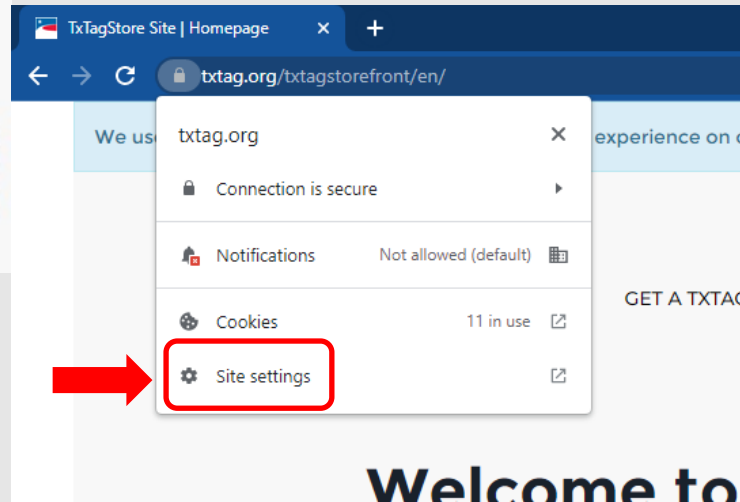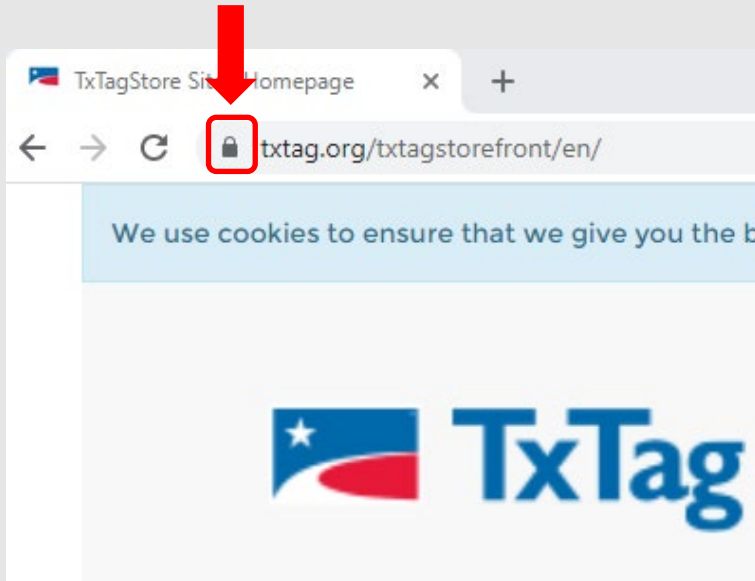
- Click on the **Pop-ups and redirects** drop-down list to allow pop-ups.
- For Mac users, the process is the very similar.

Using Google Chrome web browser
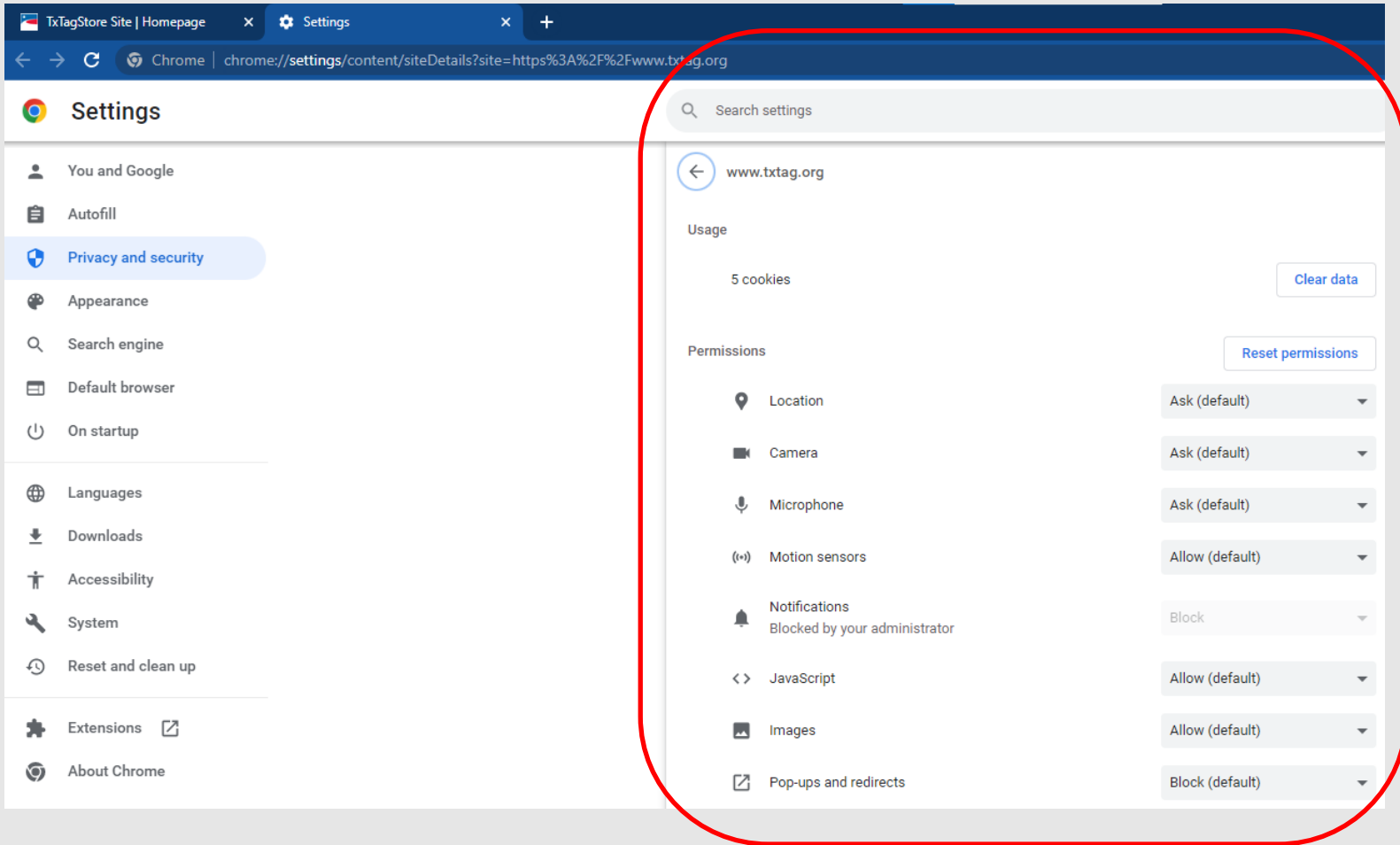
- Click on the drop-down lists to allow access based on your preferences

- After performing these steps, refresh your browser page before attempting to access the site again

- For Mac users, the process is the very similar
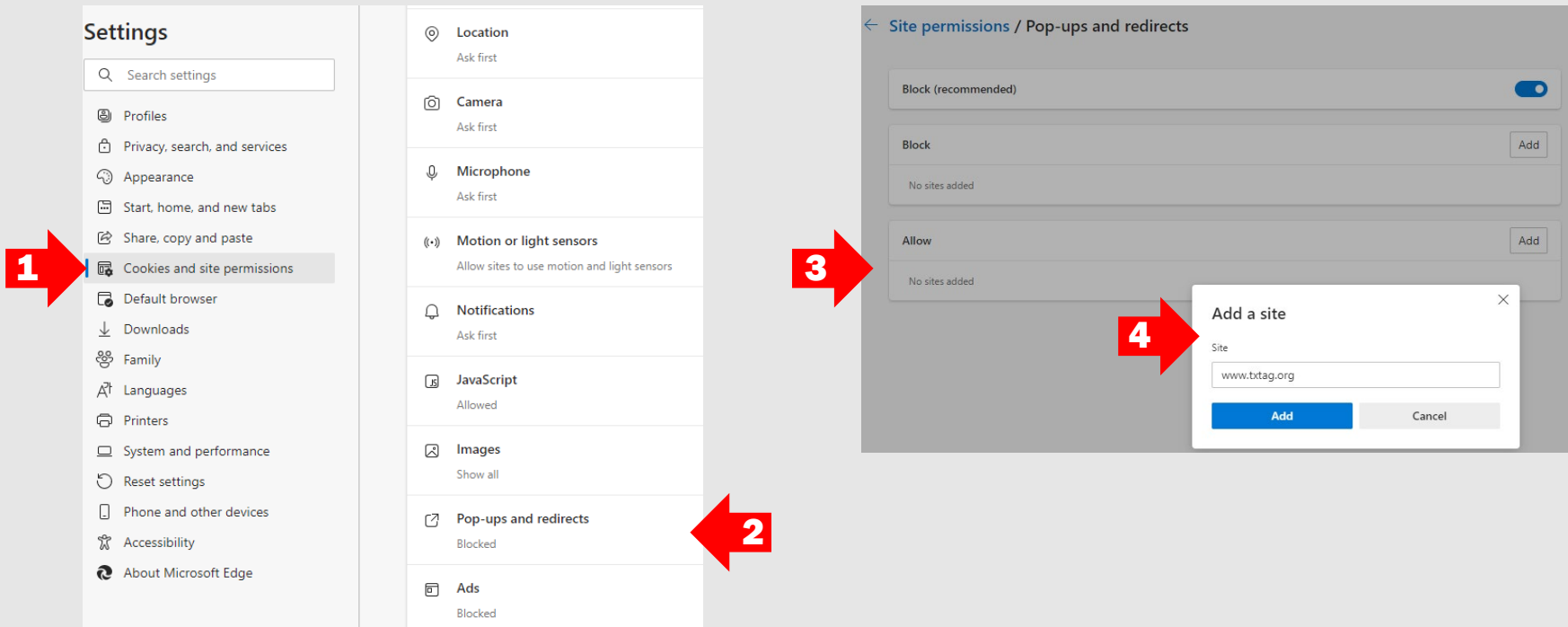
Using Microsoft Edge web browser
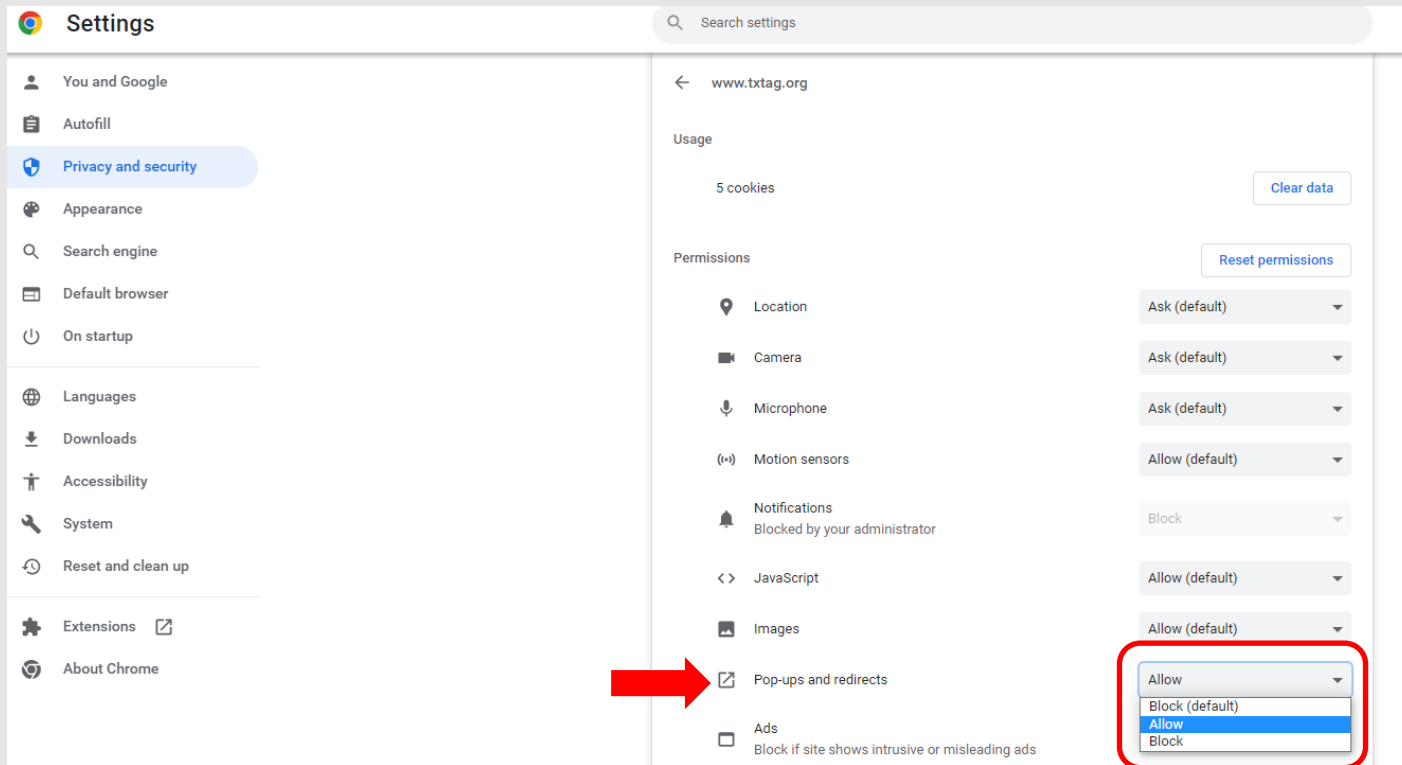
- Click on three dots (...) at the upper right-hand side of the browser window and click on **Settings**

- 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**

Using Microsoft Edge web browser
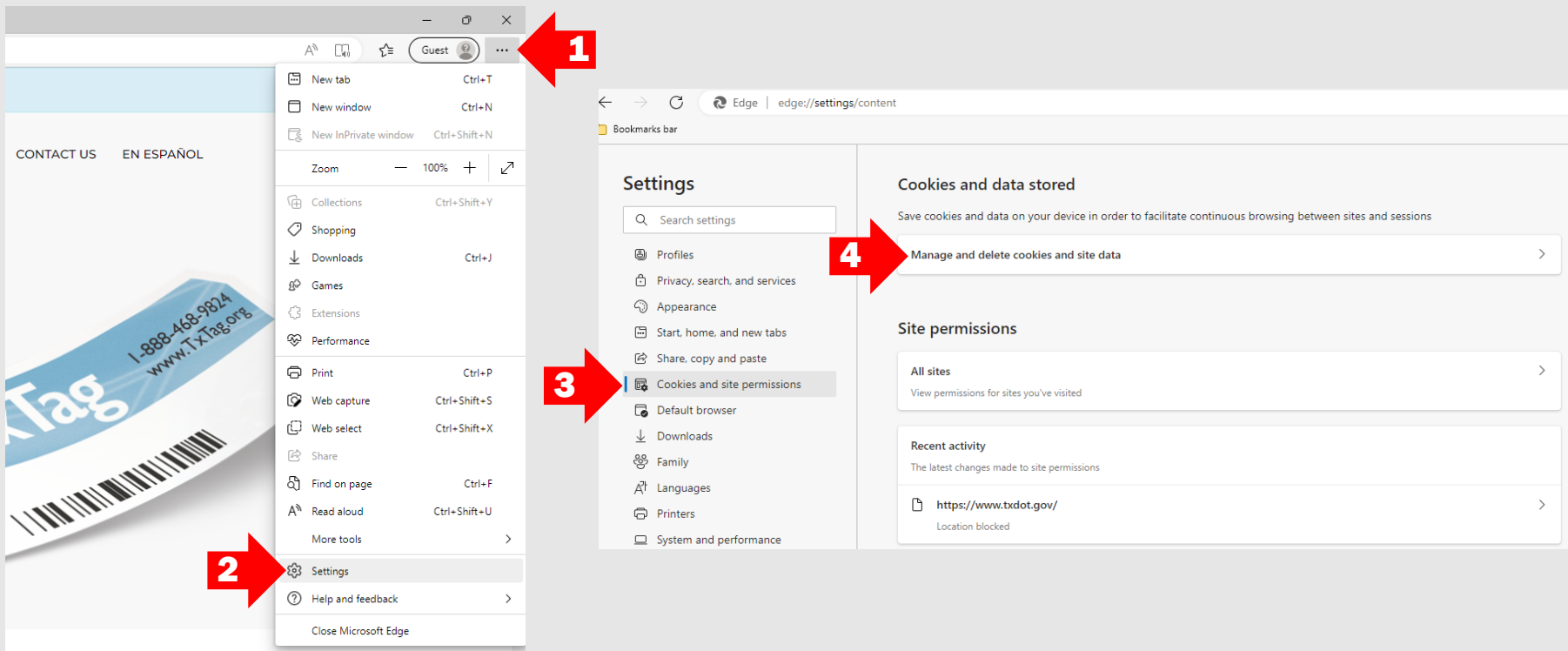
- In **Cookies and site data** window, under the **Allow** section, click on **Add**

- **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

Using Microsoft Edge web browser
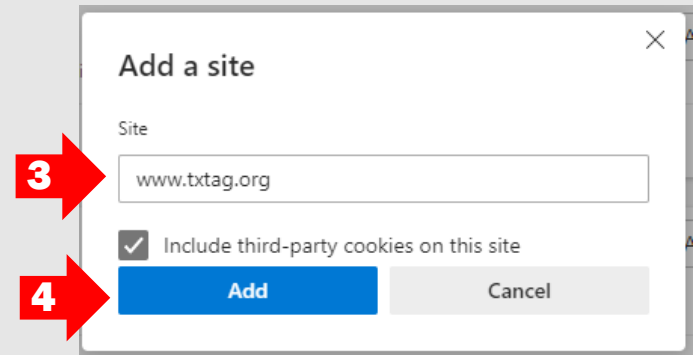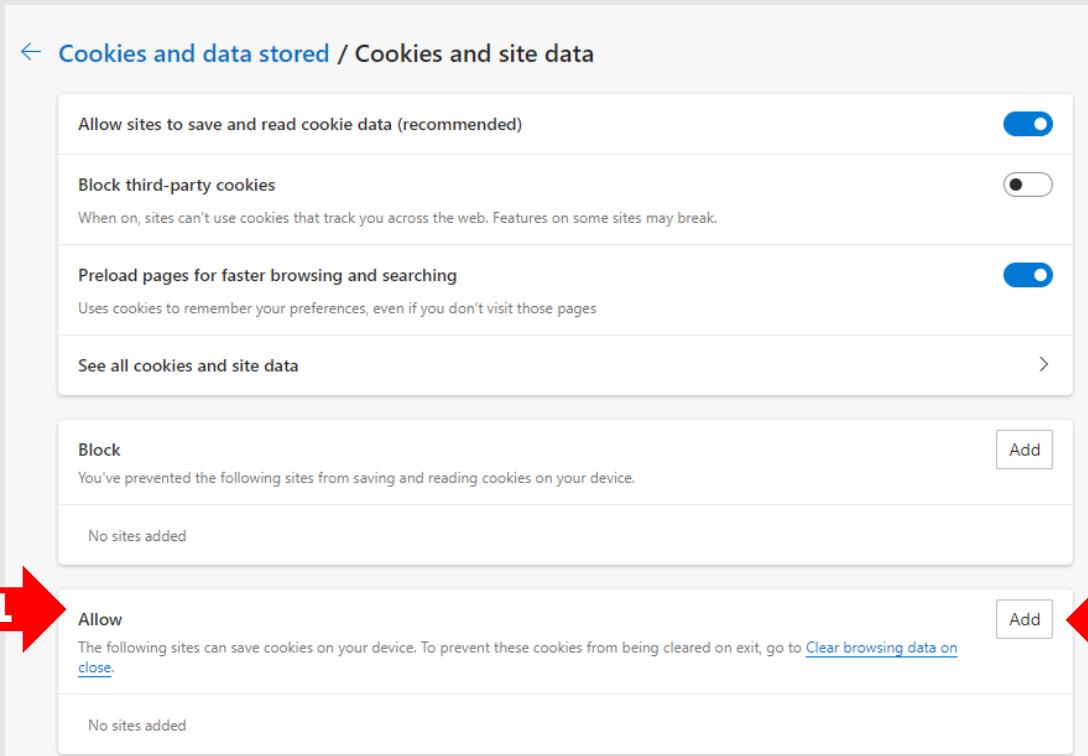
- To disable pop-up blockers, under **Site Permissions** and **All Permissions,** click on **Cookies and Site Permissions.** Then scroll to and click on **Pop-ups and redirects**

- **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

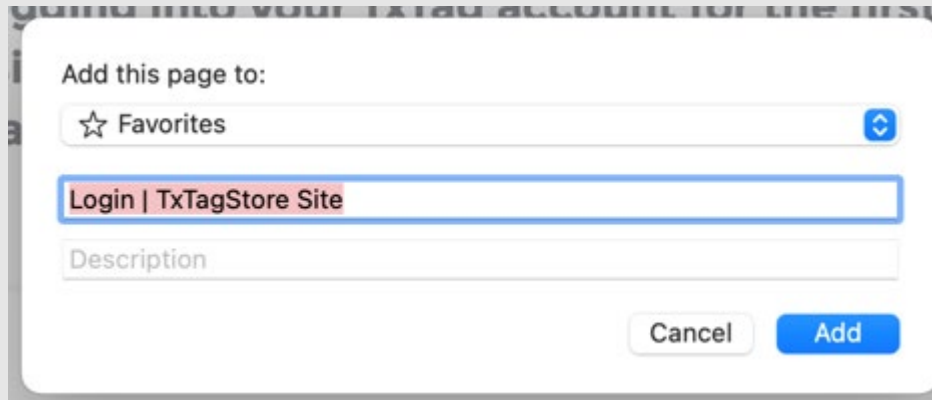- Refresh your browser page before attempting to access the site again

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**

Using an Apple device with Safari web browser
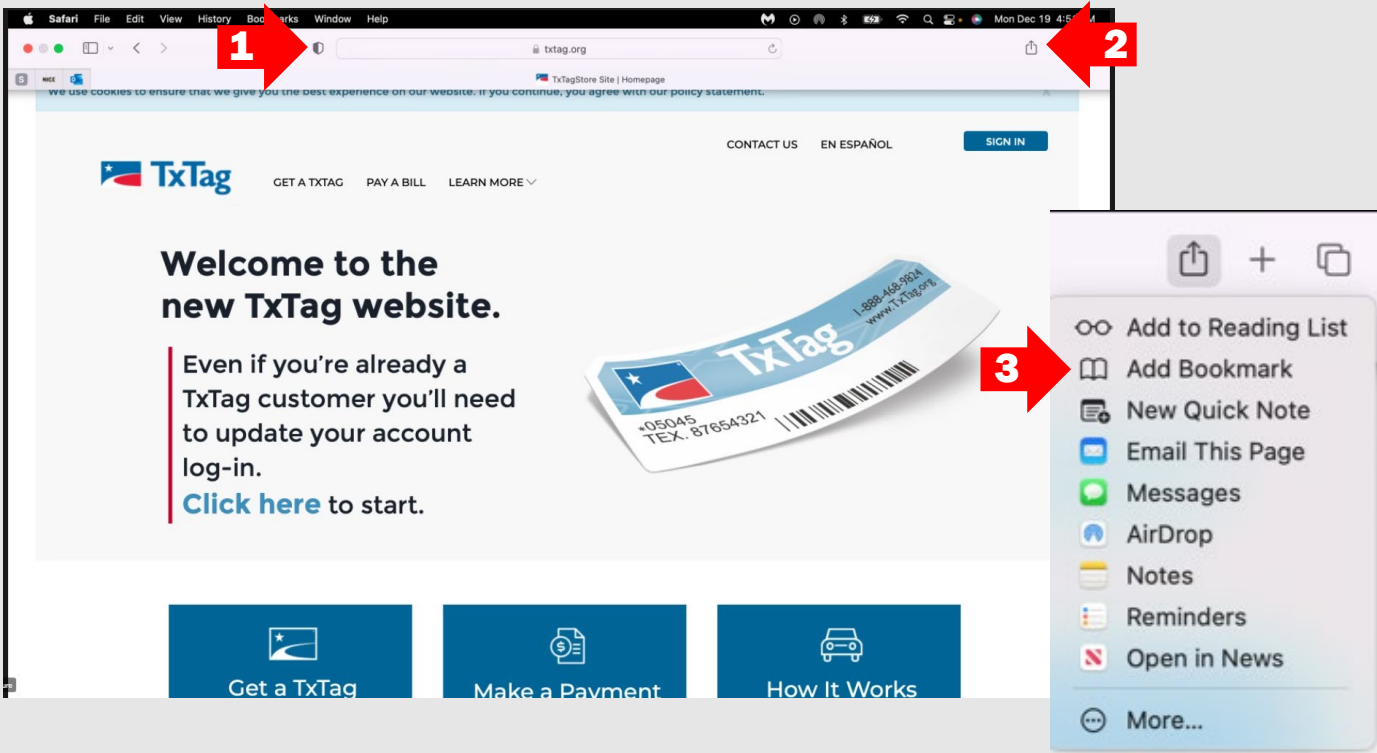
- A box will appear in which the bookmark can be customized and saved

- 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**
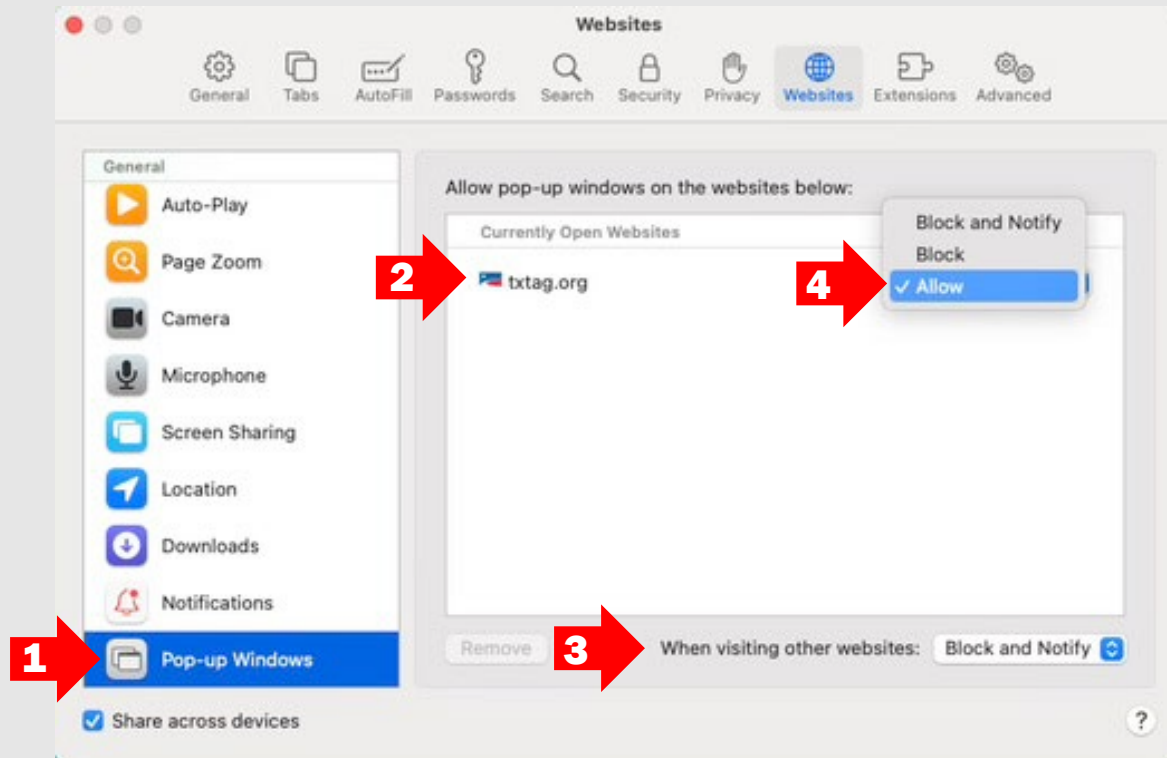
Using an Apple device with Safari web browser

- 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

# Using an Apple device with Safari web browser
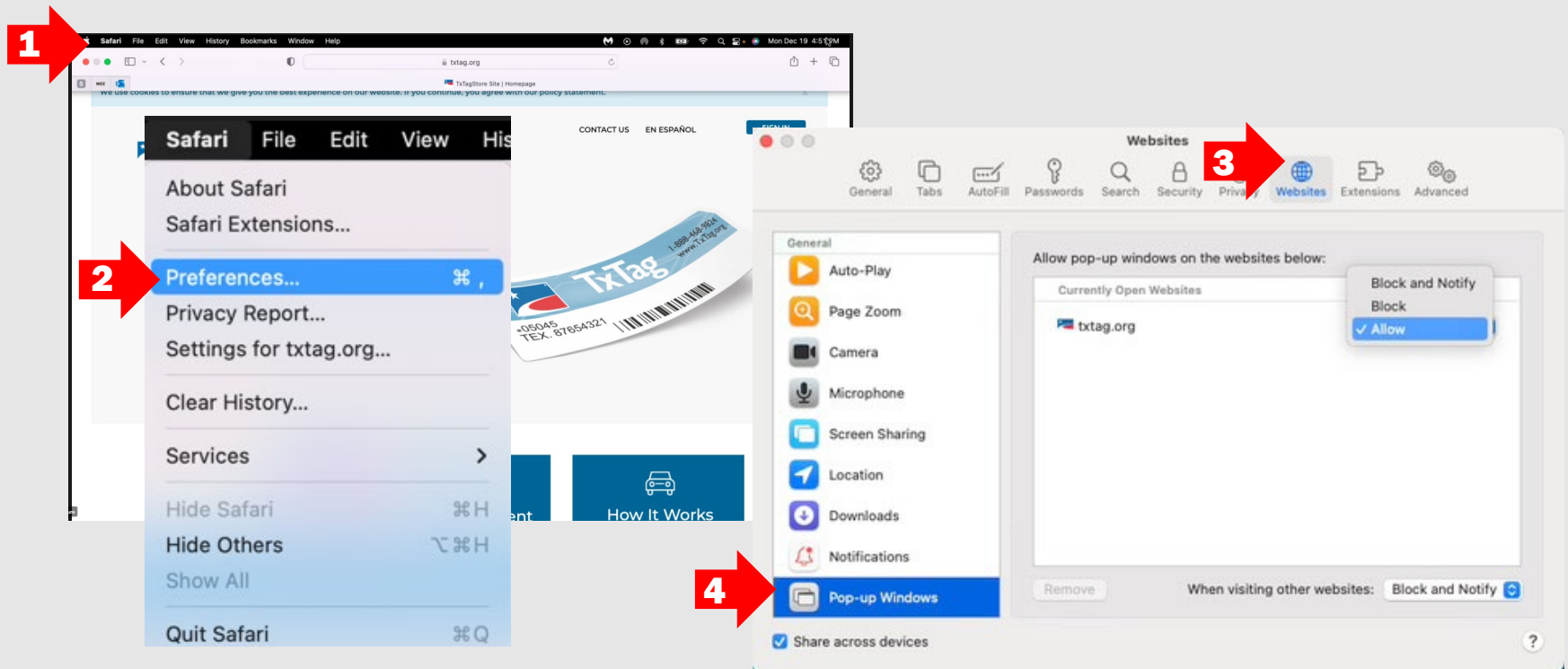
- If TxTag.org is listed in the **Configured Websites** box, you can change the current settings by clicking on TxTag.org within the list and then clicking on **When visiting other websites** and choosing **Allow**

- 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

Using an Apple device with Safari web browser
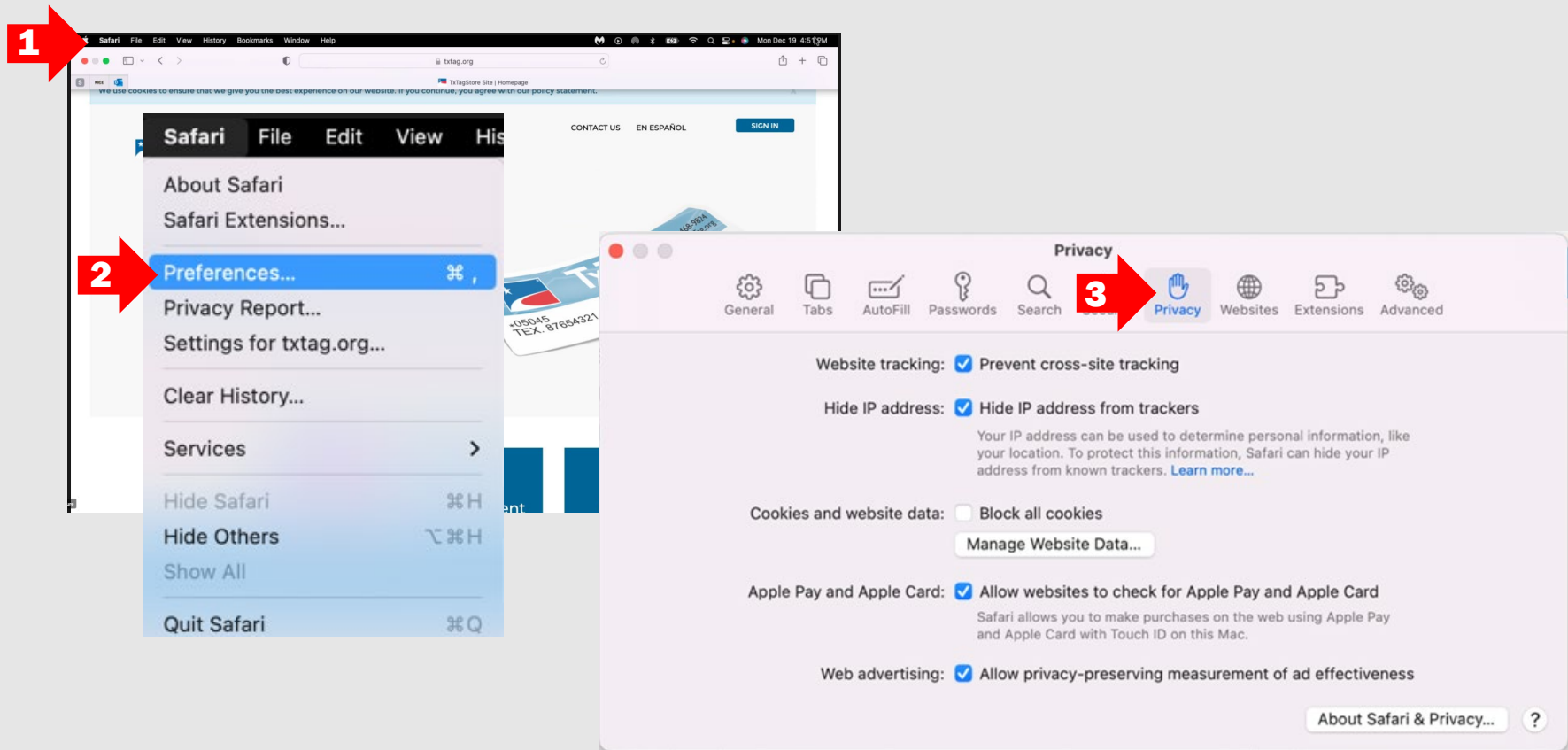
- Within the **Privacy** screen, click on **Manage Website Data** under **Cookies and website data** and choose **Allow** for TxTag.org

- To turn off cross-site tracking, uncheck the **Prevent cross-site tracking** box next to **Website tracking**
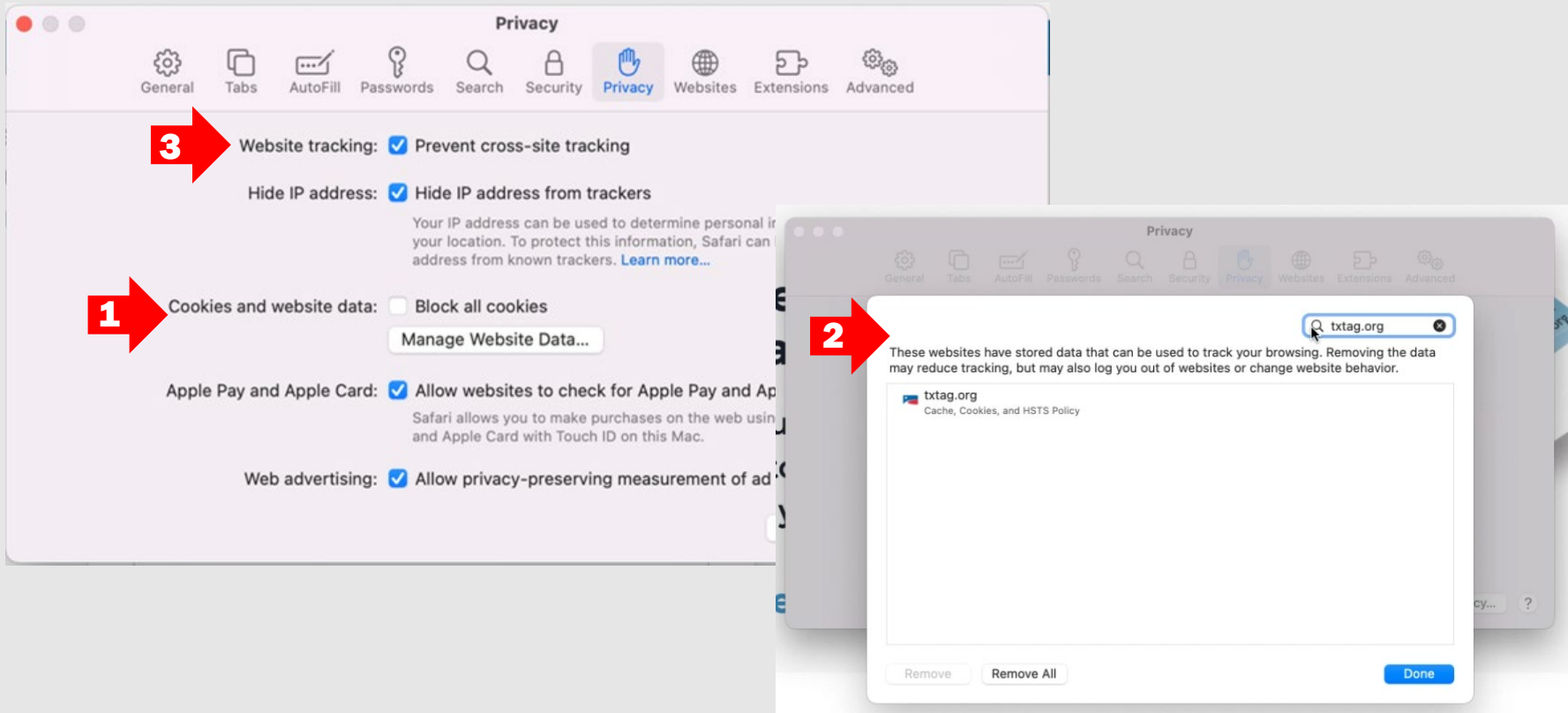
- For customers without a TxTag account who received a Pay By Mail statement in the mail watch our **How To Video** on <u>How To Pay Your Bill</u>

- For customers with a TxTag account, watch our **How To video** on <u>Logging into the new TxTag website</u> 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

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
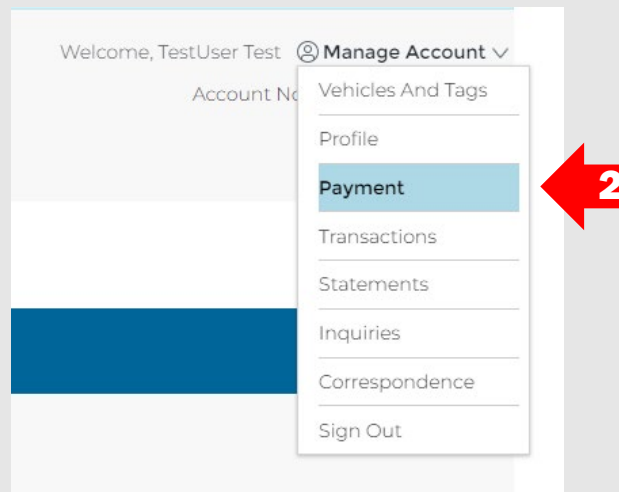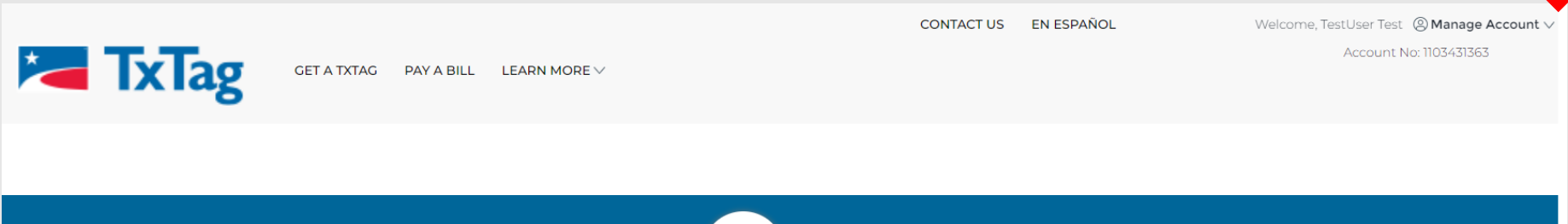
Adding a Payment Method

- 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**

Payments

Payment Methods

AutoPay (?)

VISA x1046   Exp 10/2022   ☑   Remove

ADD ANOTHER PAYMENT METHOD   **1**

MAKE A ONE-TIME PAYMENT

< Back

New Payment Method

Customers using Chrome may have to go to Chrome -> Settings -> Privacy and Security -> Cookies and Other Site Data -> Select "Allow all cookies"

2 Credit Card *   **3** Card Type *   **4** Exp MM/YYYY *
42*********4242   VISA   11   /   2022

5 First Name *   **6** Last Name *   Address
TestUser   Test   123 Main st

City   Country   State
AUSTIN   United States of America   Texas

Zip/Postal Code   Phone Number   Email
78731-6007

7 Save

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](#)

Enrolling in AutoPay

- 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)

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
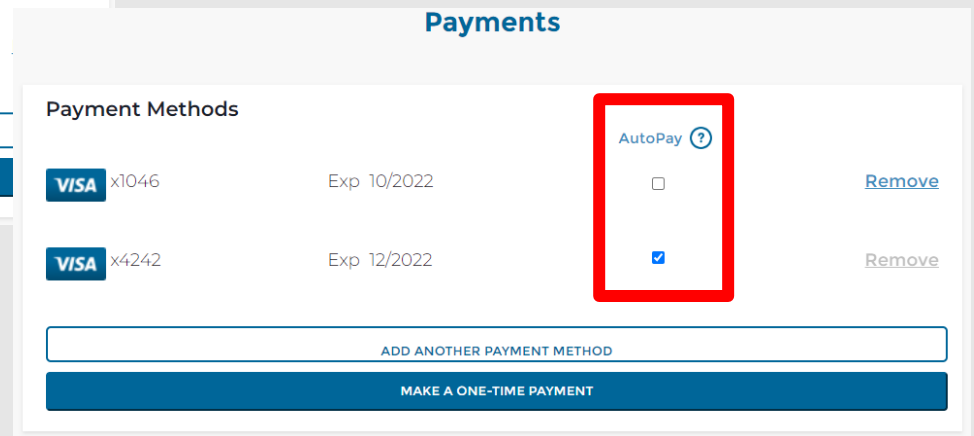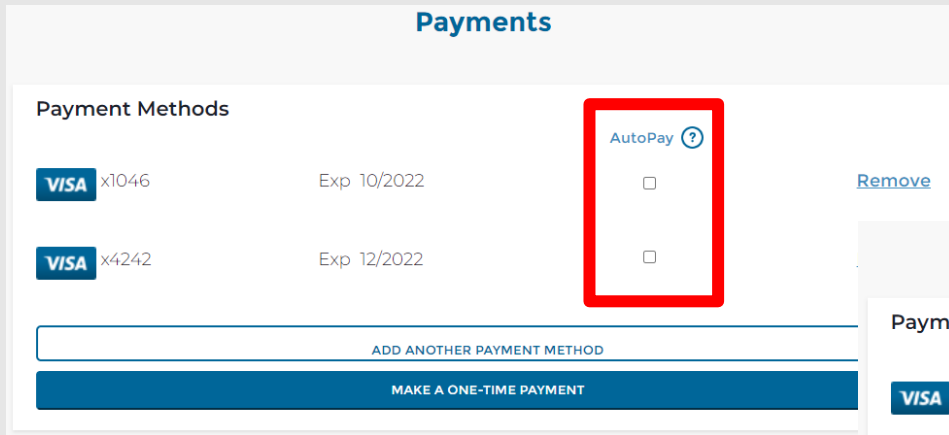
Changing AutoPay Payment Method

- 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**

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

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**

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 ?

VISA x1046   Exp 10/2022   ☐   **1** Remove

VISA x4242   Exp 12/2022   ☐   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**

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

Checking Your Account Balance

- 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 <u>Payment, Transactions and Inquiries</u> How To video

Accessing Statements

- 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 <u>Payment, Transactions and Inquiries</u> How To video to learn more
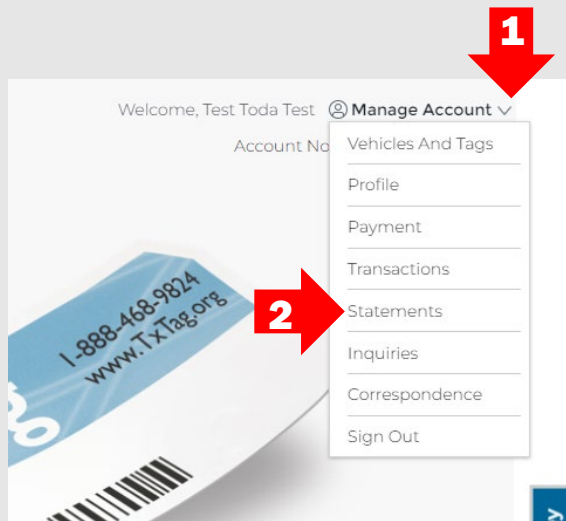
No Statements Available? Check out Transactions

- If you don't have any statements visible on your account, you can submit a <u>Service Request</u> 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 <u>Payment, Transactions and Inquiries</u> How To video