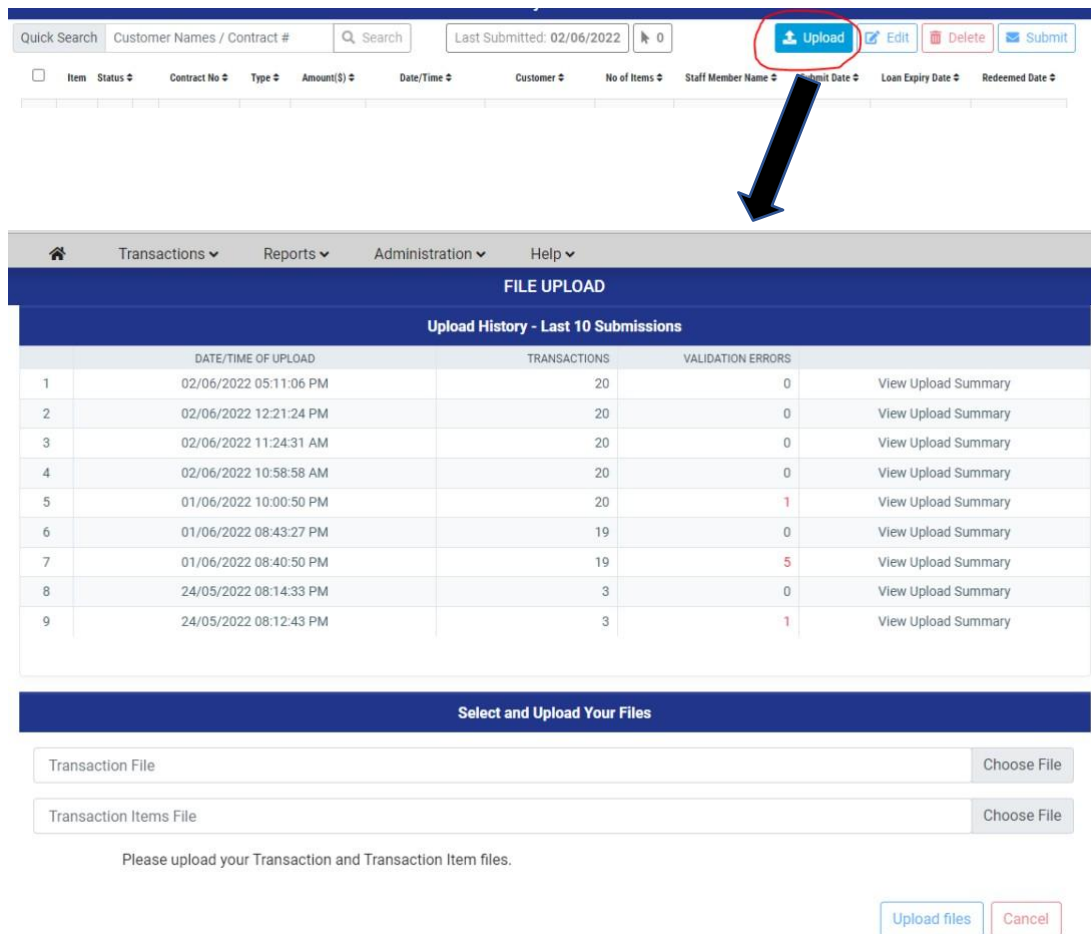# TAG APPLICATION
FILE UPLOAD FUNCTIONALITY FAQ's

Where can I find the latest TAG File Upload Specification:

Attached to this email. *Note: In the future there will also be a link to the specifications from within the new TAG application for all users to access.*

How do I access the TAG File Upload functionality?

Please follow these steps for navigation to File Upload:

1. Open your preferred internet browser (e.g., google chrome) and navigate to **https://tag.police.wa.gov.au**

2. Login to TAG using your Username, Password and Unique Pin.

3. From the TAG Dealer Dashboard select **⬆ Upload** to open the File Upload functionality.

4. Alternatively, you can select File Upload from the top-level navigation menu.
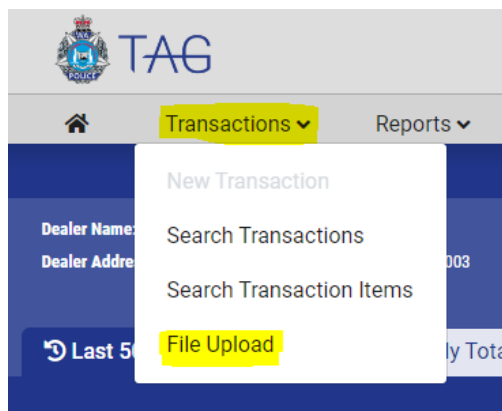
Dealer Dashboard – Landing Page

You will be navigated directly to the new Dealer Dashboard (see below) once you have successfully logged into the TAG application.

Note: Several components of the Dealer Dashboard are not applicable to File Upload users. These include the Expired Loans, Incomplete and Not Submitted TAB's and the ability to Create, Delete and Submit manually entered Transactions.

File Upload user TAG Application features:

Once the TAG Dealer Direct Entry Application goes live, the following additional features will be available to File Upload users from the Dashboard and top-level Menu:

- Selecting a contract from the dashboard and clicking [Edit] will open the details of the contract in Read-Only mode.

- Utilising Search Functionality to find a previously uploaded contract. There are several ways to find a contract:

    Dashboard Quick Search – enter the Contract Number OR the Customer Name.
    - Customer Name Search format is Surname, Given Names. Character prior to a first space or comma are treated as Surname and Characters after are treated as Given Name 1.
    - Search criteria are not case sensitive and can be entered in upper or lowercase.
    - Wildcard characters '%' can be entered before and after search criteria to widen a search for example:
        - 2000% will return all Contracts starting with '2000'
        - %john% will return all Contracts that contain 'john' as a Surname or Given Name

    Search Transactions – Navigate to top level Transaction Menu and select Search Transactions. Use the Transaction Search screen to enter criteria to

enable you to find the transaction via Contract No, Contract Date Ranges, Customer Details, Staff Member etc.
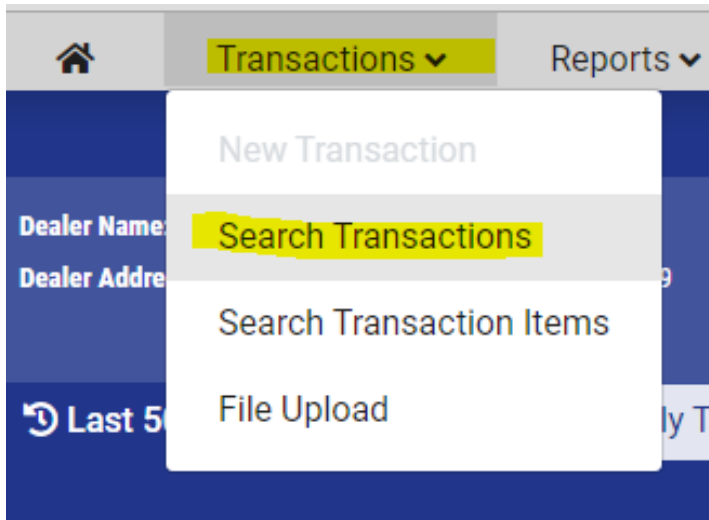
- From Transaction Search results you can select a result record and open the details of the contract in Read-Only mode.

How do I reset or change my Storefront Password?

The *'Forgot your password?'* hyperlink is available from the login page where the user is required to add their Storefront Username (email address) and password.

When prompted, the user must provide the email account associated with their Storefront and click on the 'Send Verification Code' button.

A verification code will be sent to the associated storefront email account. Where an incorrect email account is entered no verification code will be sent. Once sent, the 'Continue' button will be enabled and will navigate the user to the Email Verification page.

At this point the user is required to access their storefront email account and open the Verification Code email to access their 6-digit code.

The Verification Code within the email must then be entered into the TAG Login Screen. Once entered, select the 'Verify Code' button to progress to changing the storefront password.

The last screen allows the user to enter the new password and re-enter for confirmation. Both passwords must be an exact match and meet the minimum password requirements before the user can continue.

How do I reset my PIN?

MFA has been implemented in the TAG system. All licence holders and storefront employees are now required to enter a temporary PIN when logging in.

Please see the TAG MFA user guide for more information.

How do I handle errors in the File Upload process?

Once the File Upload process has completed, the user will be immediately presented with a 'File Upload Complete' pop-up message highlighting if there were any failures.

Where there are failures the 'View Errors' button will be enabled and on selection will navigate the user to a screen displaying a list of warnings and errors.

The list will specify the File Type, File Line Number, Transaction ID, Contract #, Transaction Item, Property Name (e.g. IDVerifiedBy1) and the Error Message which specifies the validation issue that needs to be resolved (e.g. All text must be uppercase).

Once resolved within the original TRAN.TXT or TRANITEM.TXT files the user can reload the files and attempt the Upload Process again.

The user can safely continue to fix and re-attempt the upload multiple times until the errors are corrected, as duplicate items that were already successfully processed will be ignored.

An email with subject 'TAG File Upload Errors' will also be sent to the user and the storefront's nominated email account detailing any errors with the file upload.

How do I know my files have been uploaded successfully?

Once the File Upload process has completed the user will be immediately presented with a 'File Upload Complete' popup message highlighting that there were Zero Total failures (Validation errors).

An email with subject 'TAG File Upload Complete (No Errors)' will also be sent to the user and the storefront's nominated email account detailing the file upload was successful.

How do I enable an Employee?

Licensing Services need to be informed of new employees via the Employee Details Form LSP004 available for download here.

Note: The form is to be completed for any person who is, or proposed to be, employed at the business premises and will be entering into contracts at the premises on behalf of the licence holder.

Once the employee details have been provided and processed by Licensing Services, the storefront Licence Holder can enable the employee via the *TAG Administration –> Employee Administration Top Level Menu.*

Within the Employee Administration page, locate the employee and click the Enable button in the Enable/Disable column and the Add button in the StoreFront column. These actions will automatically generate an email to the employee's nominated email account with a temporary Pin enabling the employee access to the Storefront. *Please Note: The Licence Holder will need to inform the employee of the Storefront's specific Username and Password to enable logon to the TAG application.*

How do I add a new Employee?

Please refer to the above answer – 'How do I enable an Employee?'

An Employee has left the organisation or no longer works at a specific Storefront what do I need to do?

If an employee no longer requires access to TAG for one or more Storefronts, contact Licencing Services and inform them.

The storefront Licence Holder can then disable the employee via the *TAG Administration –> Employee Administration Top Level Menu).*

On the Employee Administration page, locate the employee and click the Remove button. This will prevent the employee from accessing TAG for the specific Storefront.

Where an employee works across multiple storefronts they will need to be disabled. On the Employee Administration page, locate the employee and click the Disable button. This will prevent the employee from accessing TAG from all storefronts.

How do I change a Staff or Storefront's email account?

Licensing Services need to be informed of new employees and employee updates via the Employee Details Form LSP004 available for download here.

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You cannot manually update an employee's email within the TAG application.

Why am I locked out of my Storefront account?

If your username/password is not working with the correct credentials (i.e. you've attempted a password reset) then your Dealer Licence may have expired or been revoked/cancelled.

Licence Holder - Please contact Licensing Services:

- **Email:** licensingservicessecondhand@police.wa.gov.au

I'm experiencing errors with the Application what do I do?

Licence Holder - Please contact Licensing Services:

- **Email:** licensingservicessecondhand@police.wa.gov.au

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