



SecureETagTM
Dealer Module
User's Guide



Version 1.0
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Dealer Module
Version 1.0

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About this Guide

The SecureETag® users' guide has been written with the objective of providing detailed information necessary to use the functions of the system.

This guide provides a helpful assistance for system users. It also serves as support for the training of future users.

The manner in which this manual has been structured has as an objective to gradually teach users, explaining to them the rules to follow within each one of the processes which must be executed through the system. It gives, furthermore, a description of each screen form and examples of the reports and queries.

Once the user has finished reading this document he/she can use the system and count on this manual as reference material for doing any activity within the system. Each system module is presented as a chapter, which permits the user direct access to the explanation which he/she needs.

Upon finishing the study of this manual, the reader will have a complete understanding of the process which is done to issue and replace temporary tags, to accept or reject seal shipments, and others.

Guide organization

This guide is organized according to the modules which comprise the system. Each module is separated in chapters, which permits the user to go directly to the necessary explanation. For example, if the user wishes to refresh their knowledge of how to log in, or how to exit the system, he/she can read the chapter "Getting to know the system".

The modules included in this manual are the following:

Getting to know the system

This section has the objective of introducing the reader to the system by giving them an overall application concept and teaching them how to log in, to change password, to use the menu and logout of the system.

Managing Temporary Tag

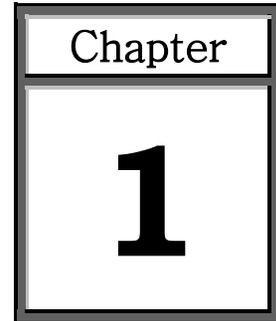
This module will teach you how to issue a new tag, to affix the security seal, to replace an existing tag and inactivate an active tag.

Managing Seal Supply

This section will show you how to receive or reject seal shipments.

Troubleshooting

This module shows details about possible errors or problems that may occur, along with how to fix them.



Getting to know the system

This chapter introduces you to the SecureETag system. The chapter components are:

- Overview
- Logging in
- Logging off

Overview

The SecureETag™ system is a web-based application enabling the Department of Motor Vehicles (DMV) and automotive dealerships to issue, replace, expire and track temporary tags in a secure fashion. The SecureETag system allows for the creation and management of temporary tags, and for the association of those tags to an inventory-controlled security seal.

The SecureETag solution also allows both authorized dealers and the DMV to manage and monitor the lifecycle of the temporary tags, including:

- Issuing a new temporary tag
- Replacement of a lost or damaged tag
- Expiration of the tag

This system also provides the ability to quickly search for and identify expired, fraudulent and tampered vehicle tags; it also allows qualified users to generate reports reflecting this data.

About the Temporary Tags

The temporary tag is generated from data entered in the SecureETag system. The date of expiration is automatically determined based on the vehicle purchase date.

The status of the temporary tag changes to *Issued* once the SecureETag serialized security seal and expiry date are initialized and accepted in the SecureETag system.

The temporary tag is printed on demand to a connected printer that supports printing images in Portable Document Format (PDF). A security Seal can only be used once, if a tag is expired it is no longer usable.

NEVADA						
TEMPORARY PLACARD						
VIN: 1HGCP3F86CA016937 YEAR 2012 MAKE HONDA MODEL ACCORD						
NV-100-551						
Expiration Date: 01 - 23 - 2015					Place Security Decal Here	
ISSUE DATE:	12/24/2014					
DEALER NAME:	NEVADA DEALERSHIP					
DEALER NUMBER:	DLR9999999					
(Remove below section and keep in the vehicle)						
Issue Date	Expiration Date	VIN	Year	Make	Model	
12/24/2014	01/23/2015	1HGCP3F86CA016937	2012	HONDA	ACCORD	
Owner Name	Mailing Address	City	State	Zip	BarCode	
DOE, JOHN	123 NOWHERE ST.	CARSON CITY NEVADA	89701	NV-100-551		
Dealer Name	Dealer Number	Placard Number				
NEVADA DEALERSHIP	DLR9999999	NV-100-551				
TEMPORARY PLACARD						

Sample Temporary Tag

About the Security Seals

The security seal provides a unique identifier that is affixed to a Dealer generated temporary tag. It allows law enforcement to quickly and accurately determine validity of a temporary tag applied to a vehicle.

The SecureETag security seal uses a system where the unique number and the expiration date are placed on top of a tamper-evident security device and then laminated with protective material. This system protects both the unique number and expiration date from alteration and duplication because the expiration date is written in ink and covered by tamper-proof material.

The protective backing of the SecureETag security seal will be removed and the security seal will be affixed to the printed temporary tag.

On the security seal, the motor vehicle dealer will fill in the expiration date by hand, using a permanent marker (such as a Sharpie Extra Fine Point Marker) and seal the protective overlaminates, covering the handwritten expiration date.

Without the security seal affixed the temporary tag is not valid. The date of expiration and security seal identifier must match on both the security seal and on the temporary tag.



Sample Security Seal

Logging In

Access to the SecureETag application is based on system-defined privileges and restricted by user type. SecureETag supports the following user types for Dealers:

- Clerk
- Supervisor/Manager



Note: This guide only supports functionality for the **Clerk** user role.

To log into the SecureETag system follow the next procedure:

1. Use one of the following web browser:

Browser	Version
Chrome	23 or above
Firefox	17 or above
Internet Explorer	10 or above
Opera	12 or above
Safari	6 or above

2. Go to the SecureETag website at: <https://secureetagnv.opsecsecurity.com/>

Log In Screen

3. Enter your **Username** and your **Password**.

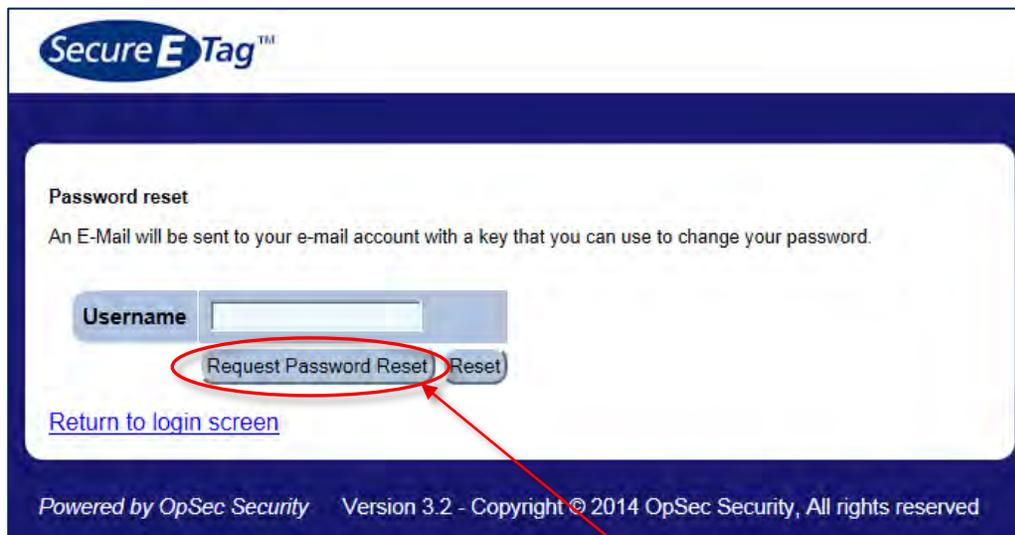


Note: Both the **Username** and the **Password** are **Case Sensitive**.

4. Click the **Log In** button. 
5. If you make a mistake entering the username or password, the system will return an error message. See the next figure. Reenter the username and password.



6. If you forgot your password you can reset it. To reset password click the [Forgot your password?](#) link.



Password reset screen

- 6.1. Enter your username and click the **Request Password Reset** button. An email will be sent to your email account with a temporary password. Make sure you change the temporary password upon logging into the system.
- 6.2. Follow the instructions in the email to reset your password.

7. If your password has expired, you will be forced to change your password. The system will display the message "Your password has expired and must be changed" and display a screen as shown in the following figure.

- 7.1. Enter your current password in the field *Your current password*.
- 7.2. Enter the new password in the field *New password*. Passwords must be at least eight (8) characters long and must contain at least one of each of the following characters:
- Numbers (0-9).
 - Upper and lowercase letters (A-Z and a-z). The password is case-sensitive, so a "B" is different from a "b".
 - The following symbols: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ { | } ~
- 7.3. Reenter the same password in the field *Re-enter new password*.
- 7.4. Click the **Go** button. 
- 7.5. The old password and the new password need to be different otherwise the system will prompt to change the password again.
8. If everything is OK, you will be logged in the system and the options menu of the system for this user type is shown.

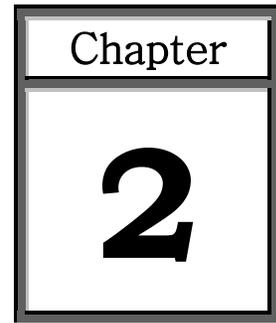
9. If your password will soon expire, you will see an expiration warning message, "Your password will soon expire" at the top of the page. In order to change the password you have to click on the **Change Password** option at the top of the screen.



Logging Out

To log out of SecureETag system, click the [Logout](#) link in the upper right-hand corner of the web page.





Managing Temporary Tag

This module is the component of the system to manage all the information about temporary tags.

This module contains detailed instructions for the following processes:

- Issue a new tag
- Replace a tag
- Expire a tag
- Search for a temporary tag

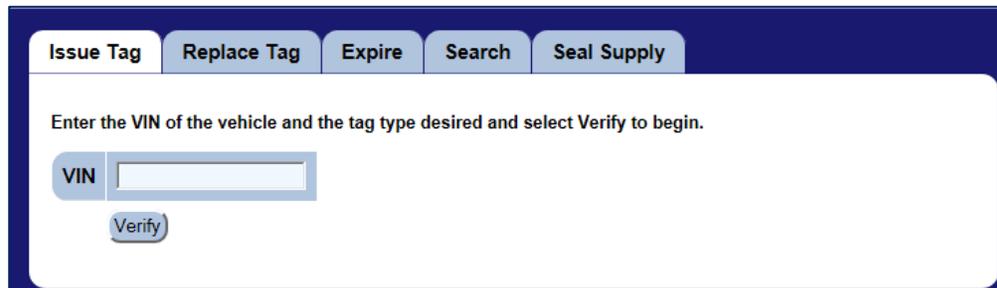
Issue a New Tag

The SecureETag system enables secure local printing of temporary vehicle tags by an authorized dealer. The temporary tag is computer generated as a direct result of the *Issue Tag* information inputs, and is specific to the vehicle being purchased.

The system determines the expiration date of the tag to be 30 calendar days after the issue date. The tag becomes active once the serialized security seal and expiry date are initialized and accepted in the SecureETag system.

Procedure to issue a new tag:

1. Click the **Issue Tag** tab.



2. Enter the Vehicle Identification Number (VIN).
3. Click the **Verify** button. 
4. If the VIN cannot be decoded (the vehicle was manufactured before 1981, the vehicle is foreign made, etc.) the system will return an error message stating "VIN ##### could not be successfully looked up." If the VIN entered is correct, enter it again and the system will accept the entry.



5. If the VIN exists in the SecureETag system, it will be verified and information about the vehicle will be populated.

6. The application will display a screen as shown in the figure below, requesting the information to generate the temporary tag.

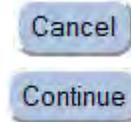
7. If the vehicle owner is an individual:
- 7.1. Enter the name of the individual vehicle owner filling the fields: **First Name**, **Middle Initial** and **Last Name**.



Note: The *Last Name* is required, but the *First Name* and *Middle Initial* are optional.

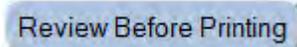
- 7.2. If there are multiple owners of the vehicle, click the checkbox (**Yes**).
8. If the vehicle owner is a company, enter the name of the company in **Company Name** field.
9. The dealer name will auto populate by the user login.
10. Enter the address, city, zip code and county in their respective fields.
11. Enter the vehicle purchase date. The purchase date must be in the format MM/DD/YYYY.
12. Enter the vehicle *Make*, *Model*, and *Year* information. If the system is successfully decoded the VIN, this information will be prepopulated.

13. If you want to stop issuing the new tag, click the **Cancel** button. If you want to issue the new tag, click the **Continue** button. The application will display a screen as shown in the figure below, requesting the Security Seal Number to be entered.



 A screenshot of a software interface with a dark blue header containing five tabs: "Issue Tag", "Replace Tag", "Expire", "Search", and "Seal Supply". The "Issue Tag" tab is selected. Below the tabs, the text reads: "Please enter the Security Seal serial number for the un-used Security Seal you intend to use." There is a text input field labeled "New Security Seal Serial Number" with a light blue border. To the right of the input field is a button labeled "Review Before Printing". At the bottom left of the form area is a button labeled "Cancel".

14. If you want to stop issuing the new tag, click the **Cancel** button, otherwise enter the serial number from the new security seal. Click the **Review Before Printing** button.



15. Review the **Issue Tag** input information. For this, the system shows a screen with all information that was entered.

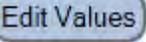


Note: The information needs to be reviewed thoroughly because after a tag is issued it cannot be changed or used again.

 A screenshot of a software interface with a dark blue header containing five tabs: "Issue Tag", "Replace Tag", "Expire", "Search", and "Seal Supply". The "Issue Tag" tab is selected. Below the tabs, the text reads: "Please review all information for correctness before printing." Below this text is a table with 17 rows of information. At the bottom of the table are three buttons: "Cancel", "Issue Tag Now", and "Edit Values".

First Name	JOHN
Last Name	DOE
Address	123 NOWHERE ST.
City	CARSON CITY
State	NV
Zip	89701
Multiple Owners	No
Dealer	NEVADA DEALERSHIP
Purchase Date	12/24/2014
Security Seal	NV-100-553
VIN	1HGCP3F88CA016938
Make	HONDA
Model	ACCORD
Year	2012

Review information screen

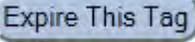
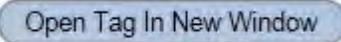
- 15.1. If there are any errors, click the **Edit Values** button to go back and correct them. 
- 15.2. If there are no errors, click the **Issue Tag Now** button. Once the *Issue Tag Now* button is clicked no further changes can be made to the entered information. 
16. The application marks the tag as **Active**, generates a PDF file so it can be printed and opens a print document dialog box. If there are no errors on the tag, print the tag.



Note: Don't close the print document dialog box until making sure the *Temporary Tag* is printed correctly.

NEVADA					
TEMPORARY PLACARD					
VIN: 1HGCP3F86CA016937 YEAR 2012 MAKE HONDA MODEL ACCORD					
NV-100-551					
Expiration Date: 01 - 23 - 2015					
ISSUE DATE:	12/24/2014				
DEALER NAME:	NEVADA DEALERSHIP				
DEALER NUMBER:	DLR9999999				
					Place Security Decal Here
(Remove below section and keep in the vehicle)					
Issue Date	Expiration Date	VIN	Year	Make	Model
12/24/2014	01/23/2015	1HGCP3F86CA016937	2012	HONDA	ACCORD
Owner Name	Mailing Address	City	State	Zip	BarCode
DOE, JOHN	123 NOWHERE ST.	CARSON CITY	NEVADA	89701	NV-100-551
Dealer Name	Dealer Number	Placard Number			
NEVADA DEALERSHIP	DLR9999999	NV-100-551			
TEMPORARY PLACARD					

Sample Temporary Tag

17. Besides generating a pdf with the tag to be printed, the system displays the tag on screen.
- 17.1. If there are errors in the tag, click the **Expire This Tag** button and execute the procedure to replace tag in order to generate another temporary tag for this vehicle. **Once a tag has been expired it cannot be used again.** 
- 17.2. If you close the print document dialog box and you need to print the tag, click the **Open Tag In New Window** button and the system opens again the print document dialog box. 

Issue Tag Replace Tag Expire Search Seal Supply

The tag is now active.

NEVADA

TEMPORARY PLACARD

VIN: **1FALP574X3A909798** YEAR **1995** MAKE **FORD** MODEL **TAURUS G**

MM-000-004

Expiration Date: **02 - 15 - 2015**

ISSUE DATE: 01/18/2015	Place: Security Decal
DEALER NAME: NEVADA DEALERSHIP	Here
DEALER NUMBER: DLR00042485	

(Please hold securely and keep in the vehicle)

Issue Date	Expiration Date	VIN	Year	Make	Model
01/18/2015	02/15/2015	1FALP574X3A909798	1995	FORD	TAURUS GL
Owner Name	Make/Address	City	State	Zip	
DCI, JOHN A	123 HERS ST.	RENO	NEVADA	89503	
Dealer Name	Dealer Number	Placard Number			BarCode
NEVADA DEALERSHIP	DLR00042485	MM-000-004			

TEMPORARY PLACARD

Tag not appearing?

As an alternative to the tag showing at left, you may open it in a new window.

[Open Tag in New Window](#)

Problem?

The tag is already active. If you are unable to print it or if it has errors, please use this button to expire the tag now.

[Expire This Tag](#)

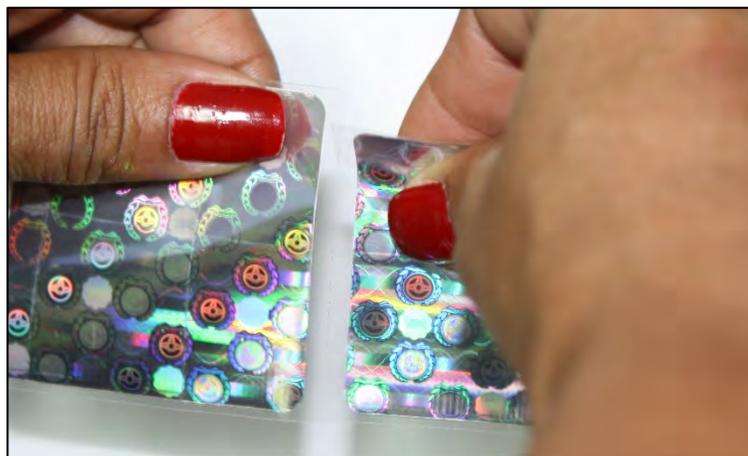
18. After printing the tag, affix the selected security seal to the tag.



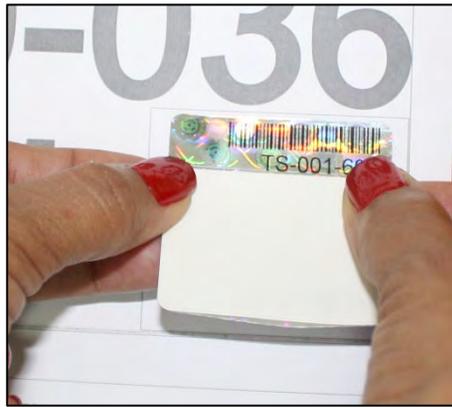
Note: Without the properly marked and affixed security seal, the temporary tag is not valid.

The procedure to affix the security seal is as follows:

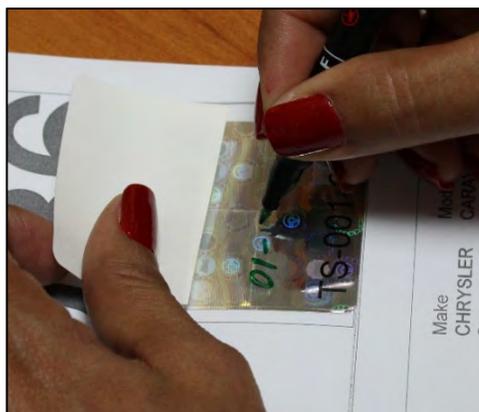
18.1. Detach the selected SecureETag security seal through the perforation.



- 18.2. Remove the protective backing of the SecureETag security seal and affix it to the printed temporary tag.



- 18.3. Use a permanent marker (such as a Sharpie Extra Fine Point) to write the expiration date of the temporary tag on the security seal. Ensure that the expiration date matches what is on the tag.



- 18.4. Remove the white paper backing to expose the adhesive for the protective overlamine.



- 18.5. Seal the protective overlamine covering the handwritten expiration date.



Replace a Tag

The application provides the ability to replace a temporary tag that is stolen, lost, damaged or has been misprinted. The issue and expiration dates remain the same as the initial temporary tag.

Procedure to replace a tag:

1. Click the **Replace Tag** tab.



The screenshot shows the 'Secure E Tag' application interface. At the top, there is a navigation bar with five tabs: 'Issue Tag', 'Replace Tag', 'Expire', 'Search', and 'Seal Supply'. The 'Replace Tag' tab is selected. Below the navigation bar, there is a text prompt: 'Enter the VIN of the vehicle or the Security Seal serial number of the tag to be replaced, and the reason for replacement, and select Verify to begin.' The form contains three input fields: 'VIN' with a text box, 'Old Security Seal serial number' with a text box, and 'Replacement reason' with a dropdown menu showing 'Please select a reason'. Below these fields is a 'Verify' button.

2. Enter either a VIN or an active security seal number.
3. Select a replacement reason. The possible reasons for replacement are:
 - Lost Tag
 - Stolen
 - Owner Damaged
 - Security seal contains errors or is damaged
4. Click the **Verify** button. 
 - 4.1. If the VIN or security seal has not been verified, an error message will be presented. Enter a correct security seal serial number or VIN and click the **Verify** button. 

5. Enter the serial number of the new security seal.

6. If you want to stop issuing tag, click the **Cancel** button, otherwise enter the serial number from the new security seal. Click the **Review Before Printing** button.

Review Before Printing

7. Review the **Issue Tag** input information. For this, the system shows a screen with all information that was entered. If you want to continue replacing the tag, click the **Issue Tag Now** button, otherwise click the **Cancel** button and the application will cancel the replacement process and will return to **Replace Tag** screen.

Issue Tag Now

Cancel

8. The application marks the initial temporary tag as Expired. Marks the replacement tag as **Active** and generates a PDF file so it can be printed. A print document dialog box opens; if there are no errors on the tag, print the tag. If there are errors in the replacement tag, click the **Expire This Tag** button and repeat this procedure to generate another replacement tag for this vehicle.



Note: Don't close the print document dialog box until making sure the *Temporary Tag* is printed correctly.

9. After printing the tag, affix the security seal to the tag according to the procedure in step 17 in section *Issue a new Tag*.



Note: Without the properly marked and affixed security seal, the temporary tag is not valid.

Expire a Tag

Under normal conditions, all active temporary tags or seals will expire for one of the following reasons:

- The tag naturally expired at midnight of the expiration date.
- The existing tag is replaced because it has been lost or damaged.
- The tag is explicitly expired due to errors on the printed tag.
- The security seal is damaged or lost in transit.
- The vehicle has been registered by the DMV, and a permanent registration has been assigned.

Procedure to expire a tag:

1. Click the **Expire** tab.



The screenshot shows the 'Secure E Tag' web application interface. At the top, there is a navigation bar with five tabs: 'Issue Tag', 'Replace Tag', 'Expire', 'Search', and 'Seal Supply'. The 'Expire' tab is currently selected. Below the navigation bar, there is a form titled 'Expire Tag'. The form contains the following elements:

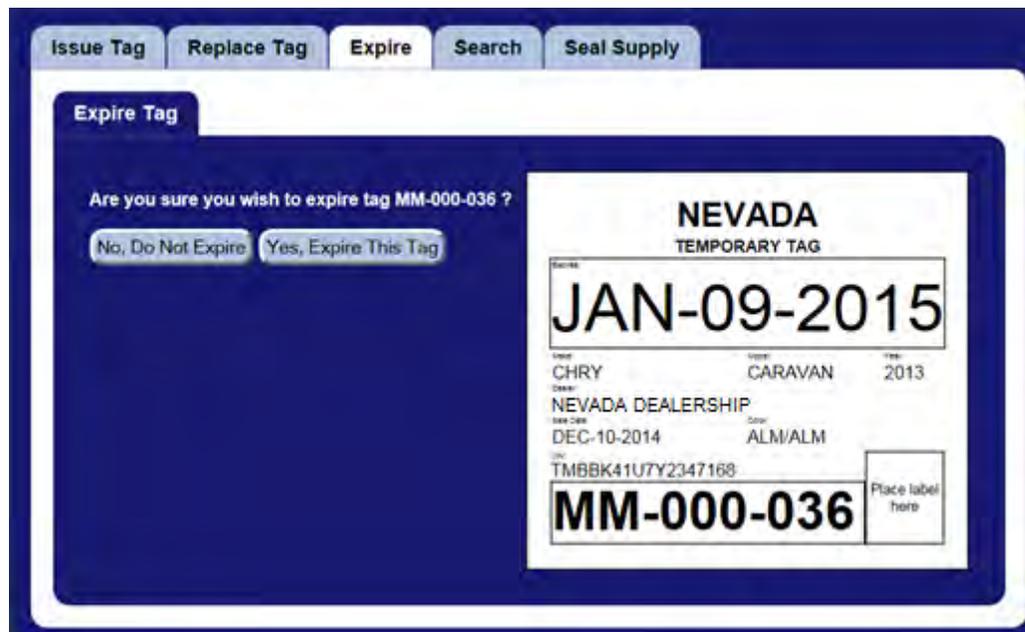
- A header section with the text 'Enter Security Seal Serial Number of the tag to expire.'
- A text input field labeled 'Security Seal serial number'.
- A dropdown menu labeled 'Expiration reason' with the text 'Please select a reason' and a downward arrow.
- A 'Go' button located below the dropdown menu.

2. Enter the current security seal serial number.
3. Select an expiration reason. The possible reasons for expiration are:
 - Vehicle Returned.
 - Tag contains errors or is damaged.
4. Click the **Go** button. 

5. If the security seal has not been associated with a tag, you will receive an error. Click the **Start Over** button.



6. If the security seal has been associated with a tag, the Expire Tag screen will be displayed.



- 6.1. If this is not the correct tag, click the **No, Do Not Expire** button and the tag expiration process will be cancelled.
- 6.2. If the tag displayed is correct, click the **Yes, Expire This Tag** button and the tag will be successfully expired.

Search Temporary Tags

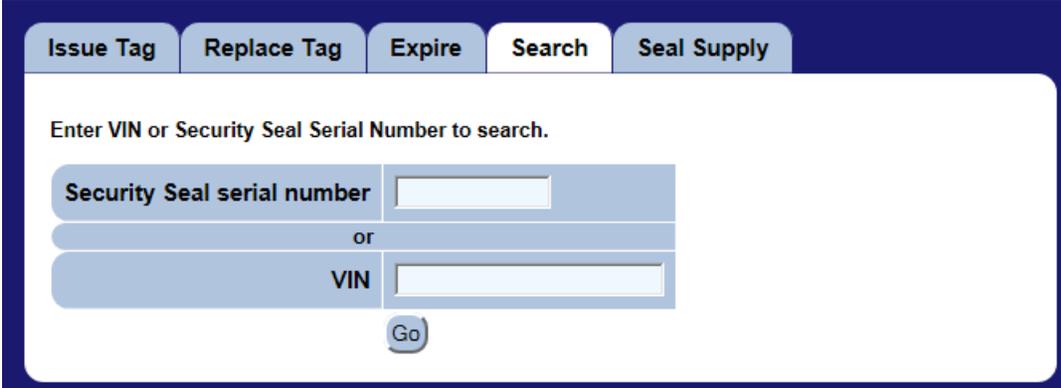
Through this option the user may query the system and find important tag information, such as status, date of issue and expiration, to which vehicle it is assigned, etc.

You can search information about the temporary tag by two methods:

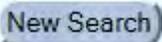
- Search by VIN
- Search by Security Seal

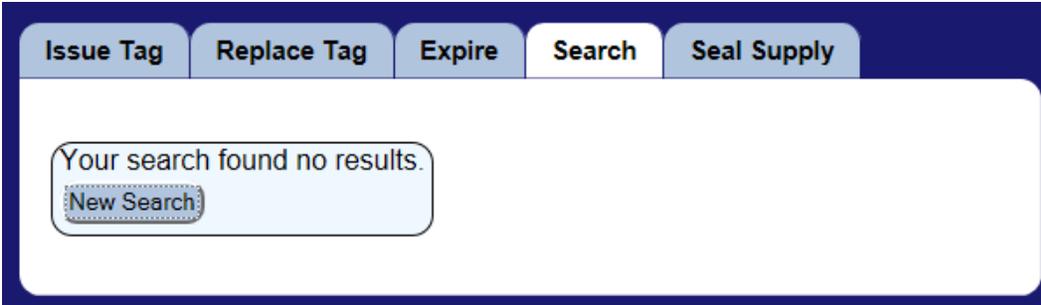
Search by VIN:

1. Click the **Search** tab.



The screenshot shows a web interface with a dark blue header containing five tabs: "Issue Tag", "Replace Tag", "Expire", "Search", and "Seal Supply". The "Search" tab is selected. Below the tabs, the text "Enter VIN or Security Seal Serial Number to search." is displayed. There are two input fields: the top one is labeled "Security Seal serial number" and the bottom one is labeled "VIN". Between the two fields is the word "or". Below the "VIN" field is a "Go" button.

2. Enter a VIN, and click the **Go**  button.
3. If the VIN is not found, SecureETag will indicate that no results were found, click the **New Search**  button to do another search.



The screenshot shows the same web interface as above, but the "Search" tab is still selected. The main content area displays a message in a rounded rectangle: "Your search found no results." Below this message is a "New Search" button.

4. If multiple tags have been issued/expired for the VIN that was entered, a list of all tags will be shown. By clicking on any of the Security Seals #'s the detail screen will be shown for that tag.



Secure E Tag™

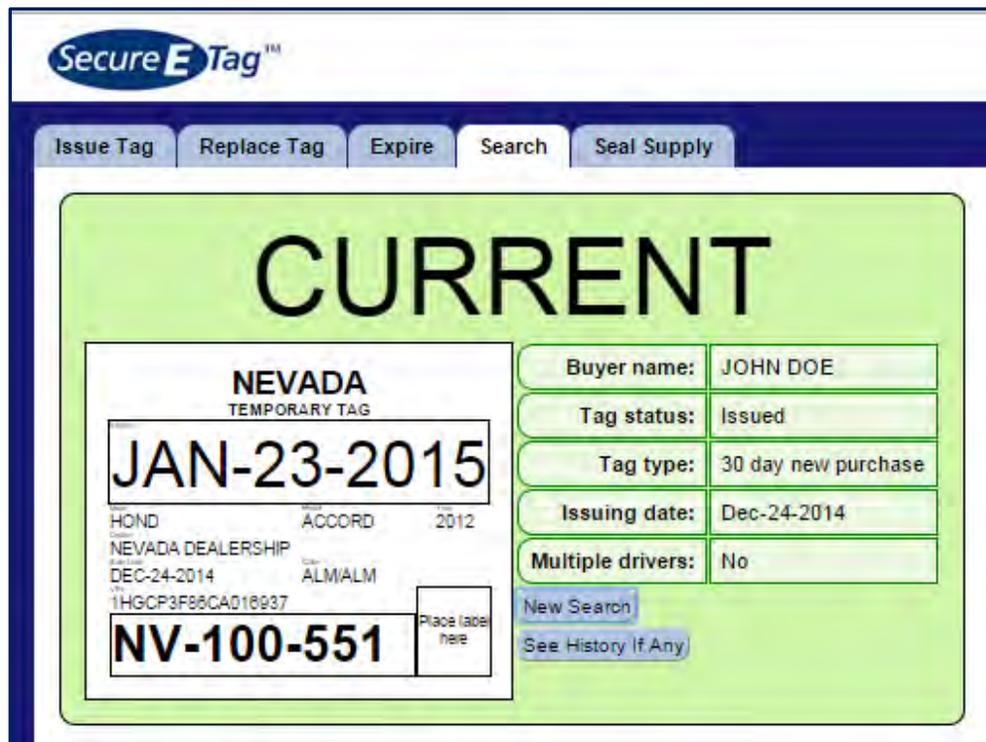
Issue Tag Replace Tag Expire Search Seal Supply

Security Seal #	Dealer name	Sale date	Expires	Make	Model	Year	Expired?
NV-100-553	NEVADA DEALERSHIP	Dec-26-2014	Jan-25-2015	HOND	ACCORD	2012	Current
NV-100-551	NEVADA DEALERSHIP	Dec-24-2014	Jan-23-2015	HOND	ACCORD	2012	Expired

New Search

Powered by OpSec Security

5. If only one record can be found for the information submitted, SecureETag will return the detail screen for the tag issued.



Secure E Tag™

Issue Tag Replace Tag Expire Search Seal Supply

CURRENT

NEVADA TEMPORARY TAG	Buyer name: JOHN DOE
JAN-23-2015	Tag status: Issued
HOND ACCORD 2012	Tag type: 30 day new purchase
NEVADA DEALERSHIP	Issuing date: Dec-24-2014
DEC-24-2014 ALM/ALM	Multiple drivers: No
1HGCP3F88CA018937	New Search
NV-100-551 Place label here	See History if Any

6. Click the **New Search** button to perform another search.

New Search

Search by Security Seal:

1. Click the **Search** tab.

2. Enter a security seal serial number, and click the **Go** button.
3. If the security seal is not found in the inventory, the search will return no results, click the **New Search** button to do another search.

4. If an available security seal is not associated with a temporary tag, SecureETag will return this information.

Serial number:	NV-100-555
Security seal status:	Available
Associated location:	NEVADA DEALERSHIP

- If the security seal can be found, SecureETag will indicate if it is associated with an active or expired temporary tag.

Issue Tag **Replace Tag** **Expire** **Search** **Seal Supply**

CURRENT

NEVADA
TEMPORARY TAG

JAN-25-2015

HOND ACCORD 2012
NEVADA DEALERSHIP
DEC-26-2014 ALM/ALM
VIN: 1HGCP3F88CA018937

NV-100-552 Place label here

Buyer name:	JOHN DOE
Tag status:	Issued
Tag type:	30 day new purchase
Issuing date:	Dec-26-2014
Multiple drivers:	No

[New Search](#)
[See History If Any](#)

- If the security seal is found, you can find the history of the tags associated with the VIN by clicking the **See History If Any** button.

[See History If Any](#)

Secure E Tag™

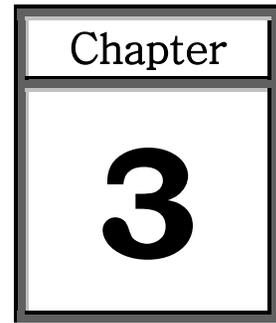
Issue Tag **Replace Tag** **Expire** **Search** **Seal Supply**

Security Seal #	Dealer name	Sale date	Expires	Make	Model	Year	Expired?
NV-100-552	NEVADA DEALERSHIP	Dec-26-2014	Jan-25-2015	HOND	ACCORD	2012	Current
NV-100-551	NEVADA DEALERSHIP	Dec-24-2014	Jan-23-2015	HOND	ACCORD	2012	Expired

[New Search](#)

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- To see the tag associated with the security seal, click on the **Security Seal number** in the history.



Managing Seal Supply

Through this function the users can control and monitor the replenishment of inventory the Security Seals at their location.

This module contains detailed instructions for the following processes:

- Receive shipment
- Review shipments status

Receive Shipment

When a batch of security seals is transferred to a Dealer's location, SecureETag sends an email to the user defined as responsible for receiving the delivery. This email contains detailed information about the shipment.



Note: All security seals in a shipment will automatically expire 30 days after shipment date if the shipment is not activated.

When you receive a shipment you can:

- Accept the shipment seals.
- Reject the shipment seals.

1. Accepting a shipment:

- 1.1. Click the **Seal Supply** tab.
- 1.2. Click the **Receive** sub-tab.
- 1.3. Verify shipment contents before accepting shipment.
- 1.4. Enter the shipment key (contained in the shipment slip), and click the **Accept Shipment** button.

Accept Shipment



SHIPMENT SLIP

Shipment No: 43
 Ship Date: Dec-24-2014
 Expiration Date: Jan-23-2015
 Carrier: Not Specified
 Purchase Order:

From:
 uatvadm@nv.gov
 NV DMV
 655 Wright Way
 CARSON CITY NV 89711

To:
 JANE DOE
 NEVADA DEALERSHIP
 123 HERE AV.
 CARSON CITY NV 89701

Notes:
 Note from shipment request:
 Please Activate these seals within SecureETag as soon as possible to avoid expiration of the received seals. All security seals in this shipment will automatically expire within 30 days of shipment date if not activated.
 To Receive or Reject the shipment, Enter Shipment Key in the Seal Supply/Receive sub-tab.

Shipment Key:

 X02L46

<https://www.sealtag.nevada.gov/SecureETag/>

Shipment contains:

Begin	End	Quantity
NV-200-001	NV-200-025	25
Total:		25

Seals not included: None



Issue Tag Replace Tag Expire Search Seal Supply

Receive Status

See Shipment Slip for Shipment Key

Shipment Key:

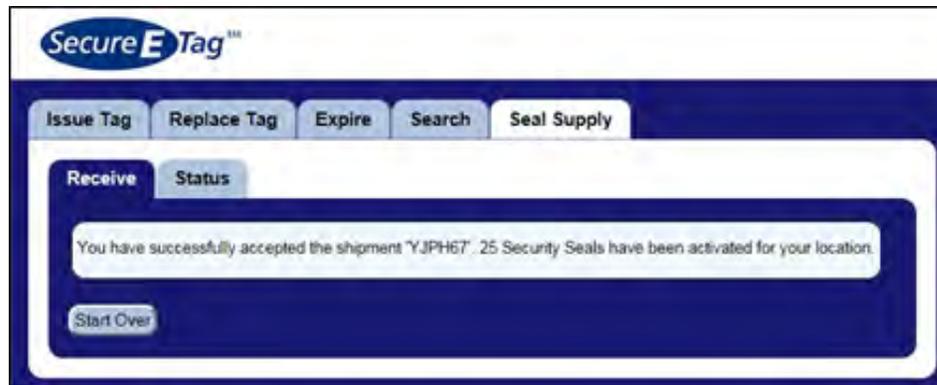
Accept Shipment

- Verify shipment contents before accepting shipment
- Damaged Seals? See Expire Tag.
- Small number of missing Seals? See Expire Tag.

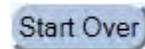
Accept or Reject shipments as they arrive. Shipments expire within 30

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- 1.5. The seals contained in this shipment are now active for your location, and can be attached to temporary tags.



- 1.6. Click the **Start Over** button to receive another shipment.



2. Reject a shipment:

- 2.1. Click the **Seal Supply** tab.
- 2.2. Click the **Receive** sub-tab.
- 2.3. Enter the shipment key (contained in the shipment slip), and click the **Reject Shipment** button.



Issue Tag Replace Tag Expire Search Seal Supply

Receive Status

Describe the problem
Please give us a few words about why you're rejecting this shipment.

Reason for rejection

Carrier Not specified (Optional)

Tracking number (Optional)

Notes (Optional)

Review Before Sending Clear Shipment And Start Over

- 2.4. Enter the reason why the shipment was rejected in the *Reason for rejection* field.
- 2.5. Optionally, you can specify the carrier used for shipping, the tracking number and the additional notes in the respective fields.
- 2.6. If you don't want to reject this shipment, click the **Clear Shipment And Start Over** button.
- 2.7. To continue the reject process, click the **Review Before Sending** button.

Secure E Tag™

Issue Tag Replace Tag Expire Search Seal Supply

Receive Status

Review before sending
Please review the information below before finalizing your rejection of this shipment and sending it.

Original shipment to: NEVADA DEALERSHIP
123 HERE AV.
CARSON CITY NV 809701

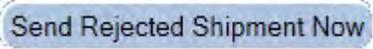
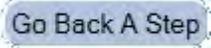
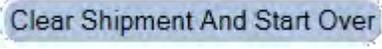
Original shipment from: NV DMV
555 Wright Way
CARSON CITY NV 89711

You are sending the rejected shipment to: NV DMV
555 Wright Way
CARSON CITY NV 89711

Reason for rejection Reason for rejecting the shipment
(Optional)

Send Rejected Shipment Now Go Back A Step Clear Shipment And Start Over

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- 2.8. To confirm the rejection reason and addresses, then click the **Send Rejected Shipment Now** button. 
- 2.9. To go back a step and change the rejection reasons click the **Go Back A Step** button. 
- 2.10. To cancel the rejection of this shipment, click the **Clear Shipment And Start Over** button. 

Review Shipments Status

To review the status of all shipments to your location follow these instructions:

1. Click the **Seal Supply** tab.
2. Click the **Status** sub-tab and the screen below is displayed with all shipments sent to this location and its current status.

The screenshot shows a web interface with a navigation bar at the top containing tabs: Issue Tag, Replace Tag, Expire, Search, and Seal Supply. The 'Seal Supply' tab is active, and the 'Status' sub-tab is selected. Below the sub-tabs, there are two sections: 'Shipments to your location:' and 'Shipments from your location:'. Each section contains a table with columns for No., Date, From/To, Quantity, Expires, Status, Tracking, Received, and Recipient. The 'Shipments to your location:' table has three rows with statuses 'In-Transit', 'Rejected', and 'Received'. The 'Shipments from your location:' table has one row with status 'In-Transit'. A note at the bottom explains the 'In-Transit' status.

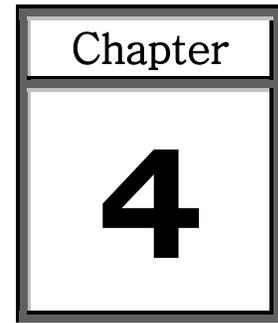
Shipments to your location:

No.	Date	From	Quantity	Expires	Status	Tracking	Received	Recipient
34	Dec-18-2014	OpSec Security, Inc.	25	Jan-17-2015	In-Transit	Not specified		
32	Dec-18-2014	OpSec Security, Inc.	25	Jan-17-2015	Rejected	Track At UPS	Dec-18-2014	uatdealerclerk2 DMV (uatdealerclerk2)
31	Dec-18-2014	OpSec Security, Inc.	25	Jan-17-2015	Received	Track At UPS	Dec-18-2014	uatdealerclerk2 DMV (uatdealerclerk2)

Shipments from your location:

No.	Date	To	Quantity	Expires	Status	Tracking	Received	Recipient
33	Dec-18-2014	OpSec Security, Inc.	25	Jan-17-2015	In-Transit	Track At UPS		

Please note: Shipments with status of "In-Transit" may or may not have been received by the carrier. Any other status is final. Also, tracking information is optional and will only appear if entered by the sender.



Managing Users Module

Through this function some users can create, edit, and disable user accounts.

This module contains detailed instructions for the following processes:

- Create user account
- Edit user account information
- Disable user account

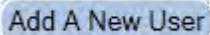


Note: To have permission to access this module you should have supervisor or administrator role.

Create User Account

1. Click the **Administration** tab.
2. The sub-tab **Location & Users** shows the locations managed by the supervisor or administrator user.



3. Click the **Add A New User** button. 

Create a new user screen

4. Enter the user's personal information by filling the fields: **First name**, **Middle name**, **Last Name**, **Email** and **Phone number**.
5. Enter the username that the user used to access SecureETag. The username must be at least 2 characters otherwise the system will return an error message.

6. Enter the password in the field **Password**. Passwords must be at least eight (8) characters long and must contain at least one of each of the following characters.
- Numbers (0-9).
 - Upper and lowercase letters (A-Z and a-z). The password is case-sensitive, so a "B" is different from a "b".
 - The following symbols: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ { | } ~

If the password does not meet the minimum requirements the system will return an error message.



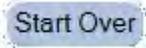
Note: Both the Username and the Password are Case Sensitive

7. Select the location that you want to associate with the user.
8. Select the role that you want to assign to the user. The below table shows the available roles and the access permits for each one.

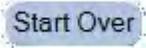
Role	Permissions
Clerk	<ul style="list-style-type: none"> • Issue new temporary tags • Replace and expire existing temporary tags • Search for existing temporary tags <p>Note: This user type can only see tag information created for their own location (dealer or OMV office)</p>
Supervisor	<ul style="list-style-type: none"> • Issue new temporary tags • Replace and expire existing temporary tags • Search for existing temporary tags • Run reports • Create new Clerk accounts • Manage existing Clerk accounts
Administrator	<ul style="list-style-type: none"> • Issue new temporary tags • Replace and expire existing temporary tags • Search for existing temporary tags • Run reports • Create new Clerk accounts • Manage existing Clerk accounts • Create child locations, and assign Supervisors and Administrators for those locations • Can see dependent data
Customer Support	<ul style="list-style-type: none"> • Customer Support Users (CSU) may access all the roles of the user they are representing. If they are acting as a proxy for an Administrator, for example, they can perform all the roles of an Administrator.



Note: The fields **Username**, **Password**, **Location** and **Role** are required.

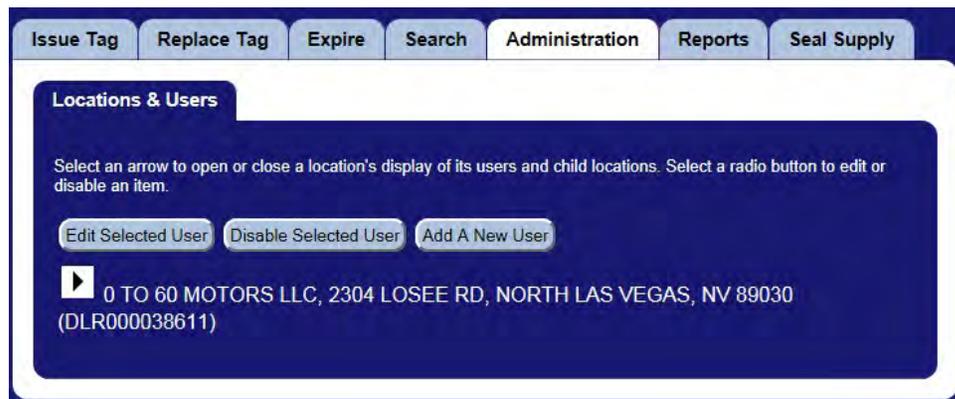
9. If you want to stop creating the new user account, click the **Start over**  button.
10. If you want to continue creating the new user account, click the **Save New User**  button. The application will save the information and display a success confirmation message.



11. Click the **Start Over**  button to create other **Start Over** user.

Edit User Account Information

1. Click the **Administration** tab.
2. The sub-tab **Location & Users** shows the locations managed by the supervisor or administrator user.



3. Click the button to find the users associated with this location.



4. Select the radio button that belong to the user, and click the **Edit Selected User** button. The application shows a screen with all information about the selected user account.

The screenshot shows the 'Locations & Users' application interface. At the top, there is a navigation bar with buttons for 'Issue Tag', 'Replace Tag', 'Expire', 'Search', 'Administration', 'Reports', and 'Seal Supply'. Below this, the 'Locations & Users' section is active, displaying the 'Edit a user' form. The form contains the following fields:

First name	JHON
Middle name	
Last name	DOE
Email	jhondoe@gmail.com
Phone Number	(999)999-9999
Username	JDoe
Password	••••••••
Location	0 TO 60 MOTORS LLC
Role	Supervisor

At the bottom of the form, there are two buttons: 'Save Changes' and 'Start Over'.

5. Change the relevant user information.



Note: You cannot edit the *Username* field.

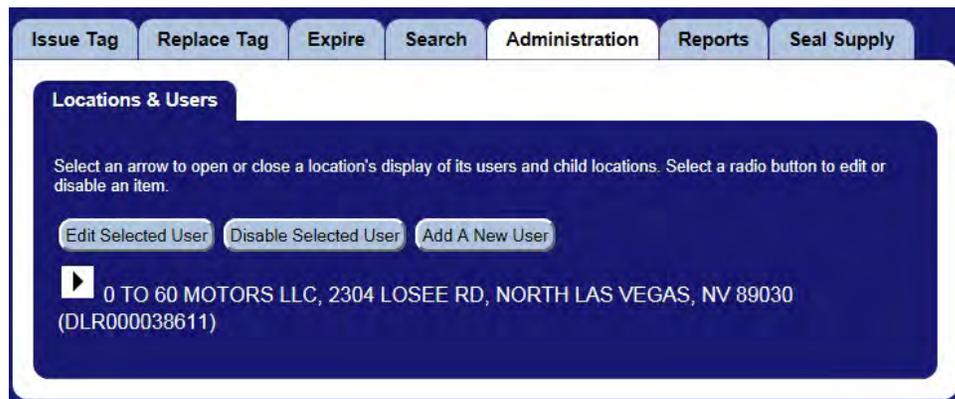
6. Click the **Save Changes** button. The application will change the information and display a success confirmation message.

The screenshot shows the 'Locations & Users' application interface. The 'Locations & Users' section is active, displaying a success confirmation message: 'Changes were successfully saved.' Below the message is a 'Start Over' button.

7. Click the **Start Over** button to edit other user.

Disable User Account

1. Click the **Administration** tab.
2. The sub-tab **Location & Users** shows the locations managed by the supervisor or administrator user.



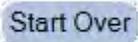
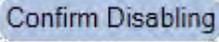
3. Click the button to find the users associated with this location.



4. Select the radio button that belong to the user, and click the **Disable Selected User** button. A confirmation screen will display.

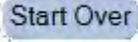
Disable Selected User

Locations & Users	
Note: Disabled user can be reactivated only by OpSec Customer Support.	
Are you sure you want to disable this user?	
First name	MARY
Middle name	
Last name	SMITH
Email	msmith@gmail.com
Username	Msmith
Location	0 TO 60 MOTORS LLC
Role	Supervisor
<input type="button" value="Confirm Disabling"/> <input type="button" value="Start Over"/>	

- If you want to stop disabling this user account, click the **Start Over**  button.
- If you want to continue disabling this user account, click the **Confirm Disabling**  button. The application will change the information and display a success confirmation message.

Locations & Users

Changes were successfully saved.

- Click the **Start Over**  button to disable other **Start Over** user.

Chapter
5

Troubleshooting

Common Issues and Solutions		
Error/Issue	Explanation	Remedy
Logging In		
The username or password entered was invalid	SecureETag could not log the user in. This is due to one of the following: an invalid login name, invalid password, locked or deactivated account. The password may have been entered incorrectly or changed, the username has been entered incorrectly, the account is locked or the account has been deactivated.	<p>Re-enter the username and password being careful to observe UPPER and lower case of both username and password.</p> <p>If the password has been forgotten it can be reset by selecting the "Forgot your password?" link below the user login screen. A new password will be sent to the user's email account.</p> <p>If your account is locked or deactivated, you will need to contact the Dealer Supervisor/Manager or the DMV to assist you with your account.</p>
Password Expired	After 90 days, your password must be changed to continue using your account.	You should be directed to a new page in which you are required to change your password before continuing.

Common Issues and Solutions		
Error/Issue	Explanation	Remedy
The password does not meet the minimum requirements for complexity. Ensure you have lower/upper case letters, numbers and punctuation characters.	The password for an account must be complex to ensure security guidelines provide an adequate level of protection.	Ensure that your password has a Minimum of 8 characters and includes a combination of lower case letters, upper case letters, symbols and numbers.
Issuing a Tag		
VIN number <number> could not be successfully looked up.	Not all valid VINs can be decoded. Vehicles manufactured before 1981 may not have VINs that can be decoded.	If a VIN cannot be decoded, it can still be used. When issuing a tag, the user will need to enter the vehicle Make, Model and Year as SecureETag cannot decode these fields. Make sure the VIN is entered correctly. If the appropriate VIN is not decoded, re-enter it; SecureETag will override the decode process and accept the entered VIN.
A problem occurred: There is already an active tag associated with the VIN.	Only one active temporary tag can be associated with a vehicle. VINs that are shorter than 17 characters might have multiple tags associated with them, but each tag will be associated with a different vehicle. VINs with 17 characters are unique and only one tag may be associated with the vehicle and VIN.	Only one active temporary Tag can be associated with a vehicle. The current active tag can be replaced if it is lost or damaged.
There was a problem while preparing the tag: you already have a tag in memory for printing. Were you trying to prepare two tags in two windows at the same time?	You cannot have an open tag in one browser tab, and try to create a new one in a different tab.	Close one of the tabs. Open a new browser if the problem persists.
The VIN must be alphanumeric.	A VIN cannot contain spaces or special characters.	Re-enter the VIN.

Common Issues and Solutions		
Error/Issue	Explanation	Remedy
A tag must have an owner's last name or an owner company name, not both.	The user attempted to enter information in both fields.	Enter either the owner's name or an owner company for the vehicle being purchased, but not both.
The last name must be at least one character.	Vehicle purchase procedures require the entry of a last name for a purchase by an individual.	Enter a last name.
The company name must be at least two characters.	The user cannot enter only one character for a company name.	Enter the company name.
The make must not be blank.	The user did not enter a vehicle make	Enter the vehicle make.
The model must not be blank.	The user did not select a vehicle model	Enter the vehicle model.
The vehicle year must be a number.	The user entered an invalid vehicle year	Enter the vehicle year.
The vehicle year was outside accepted bounds.	The system does not accept years before 1900 or more than one year after the current year.	Enter the vehicle year.
The purchase date must not be blank.	The user did not enter a vehicle purchase date.	Enter the purchase date in the format MM/DD/YYYY.
The purchase date wasn't readable. Please format the purchase date as MM/DD/YYYY. (Leading zeros may be omitted.)	The user entered an invalid purchase date that did not follow the MM/DD/YYYY format.	Enter the purchase date in the format MM/DD/YYYY, for example 03/21/2000.
The Security Seal serial number entered corresponds to a seal that is not available for use. Please re-enter your Security Seal number.	Mostly likely, the user made a typographical error in entering the security seal serial number.	Verify and re-enter the security seal serial number to ensure it matches the unused security seal you have in front of you. If you receive this error again for the same seal, please bring it to the attention of the Supervisor at your location or the SecureETag Help Desk.
A problem occurred while trying to save the tag. Do not attach the Security Seal. The error message was: <message>.	The <message> may indicate that the seal is already in use.	

Common Issues and Solutions		
Error/Issue	Explanation	Remedy
The selected Security Seal is not available for use at this time.	Two users are attempting to enter the same security seal number at the same time. OR A user has expired a seal while another user is preparing the tag.	Get a new security seal and start over.
There is an un-expired temporary tag for that VIN already. What would you like to do?	Users cannot issue a new tag for this VIN because a current temporary tag exists. Possible options are based on the user's privileges.	Only one active temporary tag can be associated with a VIN. Explore methods to expire or replace a temporary tag.
The purchase date cannot be more than <number> days ago.	A tag purchase date must be within the last 30 days.	
Replacing a Tag		
A problem occurred while attempting to look up the current tag on this vehicle: No current tag for the vehicle could be found.	There is not a current temporary tag for this VIN.	Ensure the VIN was entered correctly. If the user is a motor vehicle dealer and this vehicle tag has been issued by another dealership, the user will not be able to see any information about this VIN.
Please enter a replacement reason.	The user has not selected a replacement reason.	Select a replacement reason.
The Security Seal serial number entered corresponds to a seal that is not available for use. Please re-enter your Security Seal serial number.	Most likely, the user made a typographical error in entering the security seal serial number.	Verify and re-enter the security seal serial number to ensure it matches the unused security seal you have in front of you. If you receive this error again for the same seal, please bring it to the attention of the supervisor at your location or the SecureETag Help Desk.

Common Issues and Solutions		
Error/Issue	Explanation	Remedy
Managing Seals		
The user clicks the "Accept Shipment" button without entering a shipment key.	The screen transitions back to screen 1 of <i>Seal Supply</i> tab, with an error message to enter a Shipment Key.	Enter a shipment key.
The user attempts to accept a shipment which has expired.	An expired shipment can only be reset.	Contact the SecureETag Help Desk or the DMV to reset expired shipments.
Attempt to use a Security Seal from a shipment not successfully received.	In order for security seals to be available for tag issuance, they must be successfully received in the SecureETag application. Only properly received shipments will activate the security seals included in a shipment and make those seals available to the location.	As part of the receiving process, recipients need to enter the shipment key and indicate in the SecureETag application that the shipment has been accepted.
Shipment lost in transit	Should a shipment not be marked as received by its expiration date, it will expire the Seals. All security seals associated with that shipment will be unavailable for use.	Should anyone attempt to mark the shipment as received after it has expired, they will be instructed to return the shipment to the DMV.
Shipment delivered to incorrect location	If for any reason a shipment arrives at an incorrect location, the receiving location will not be able to activate the seals in the shipment.	Should they attempt to activate the seals, their location will be recorded in the SecureETag system for auditing purposes.
The user clicks the "Reject Shipment" button without entering a shipment key.	The screen transitions back to screen 1 of <i>Seal Supply</i> tab, with an error message instructing the user to enter a shipment key.	Enter a shipment key.

Evaluation Form

USERS PERSONAL DATA			
Institution name			
User name			
Address			
Telephone		Email	
Country		City	
OPINION OF THIS MANUAL			
Presentation <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Regular <input type="checkbox"/> Deficient	Organization <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Regular <input type="checkbox"/> Deficient	Content <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Regular <input type="checkbox"/> Deficient	Redaction <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Regular <input type="checkbox"/> Deficient
Recommendations			
Observations			

OpSec Security Inc. produces manuals which describe the correct use of the applications developed by us for you. Any suggestion or idea on the presentation or content of this manual will be studied by our team. **Your comments are important to us.**

OS-UG001401-1.0 User's Guide - SecureETag[™] - Dealer Module

