



Overview

This guide will provide instructions on how to access the *TABC: Compliance Reporting* Administrative Portal. Access the Administrative Portal to assign additional Administrators, assign permit locations to users, or review the status of your compliance reports. The word “permit” is used throughout and refers to permits or licenses.

Note: *Not all permit holders will need to access the Administrative Portal.*

Requirements

- You must have a valid email address.
- You must have access to an internet browser.
 - Recommended browsers: Chrome 68+; Internet Explorer 11 +; Safari 11 +; and Firefox 62+

Instructions

Accessing the Administrative Portal

You can access the Administrative Portal by:

1. being automatically redirected to it when you initially register your business to use the *TABC: Compliance Reporting* app;
2. clicking on the web link in the registration email that you received upon initial registration; and
3. clicking on the web link in the email you received notifying you that you’ve been authorized by an Administrator.

Logging in to the Administrative Portal

1. Enter your email address and click “**Continue.**”
 - When you enter your email and click continue, an eight-digit PIN will be sent to your email.
 - Ensure you are using the same email address that was used to register you for compliance reporting.

Administrative Portal
Enter your email address to log-in.

E-mail *

jsmith@example.com

You'll need access to this email address to verify your account.

Continue →

Not a member? [Register](#)



2. Enter the eight-digit PIN (found in your email inbox) and click “Continue.”
 - **The eight-digit code is valid for 30 minutes** after you enter your email address on the Admin Portal log-in page.
 - The email will be from **Administrative Portal <no-reply@tabc.texas.gov>**.
 - If you cannot find the email, check your junk or spam email folder.
 - If you still cannot locate the email, click the blue “Resend” link underneath the “back” and “continue” buttons to have another eight-digit registration code sent.
 - For security purposes, this verification process will be repeated each time you access the Administrative Portal.

Administrative Portal
Check your email for an "8 digit pin" and enter it here.
crpilot@tabc.texas.gov

PIN *

12345678

← Back Continue →

Email not received? [Resend](#)

3. The Administrative Portal home screen should now be displayed.

Administrative Portal Charlie Test

• Assign users license(s)/permit(s) to inspect by clicking on "Invite User" in the Users tab.
• Assign additional admins for your business entity by clicking on "Invite User" in the Users tab. (Highly Recommended)
• Review your license/permit locations and compliance report status by clicking on "My Locations".

Users My Locations

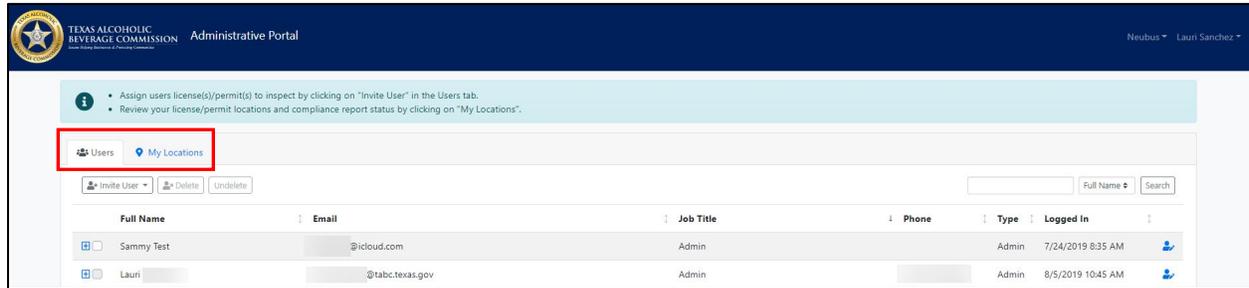
Invite User Delete Undelete Full Name Search

Full Name	Email	Job Title	Phone	Type	Logged In
Charlie Test	crpilot@tabc.texas.gov	Test Owner BE	(512) 206-3333	Admin	1/7/2019 4:54 PM

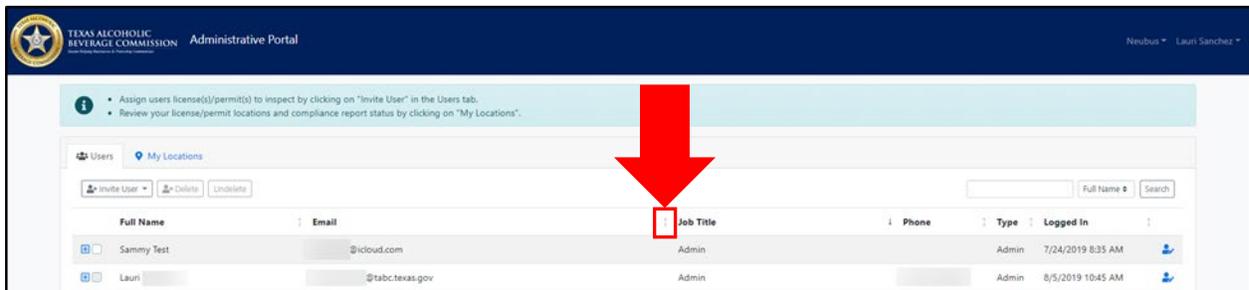


Administrative Portal Home Screen Overview

- There are two tabs in the Administrative Portal: “Users” and “My Locations.”



- You can filter through the columns using the filter icon  .



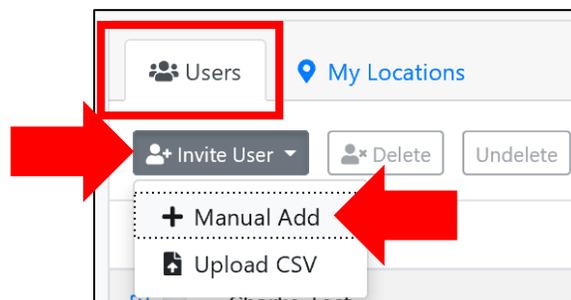
“Users” Tab

- In the “Users” tab, an Admin can do the following:
 1. create additional Admins;
 2. invite Users;
 3. delete Admins and/or Users;
 4. assign permits to Admins and Users; and
 5. manage permit assignments.

Inviting Users

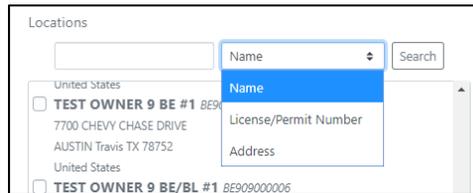
To add additional Admins or Users, click “**Invite User.**” This will give you two options:

- **1st Option – Manual Add**
 1. Click “**Manual Add.**”

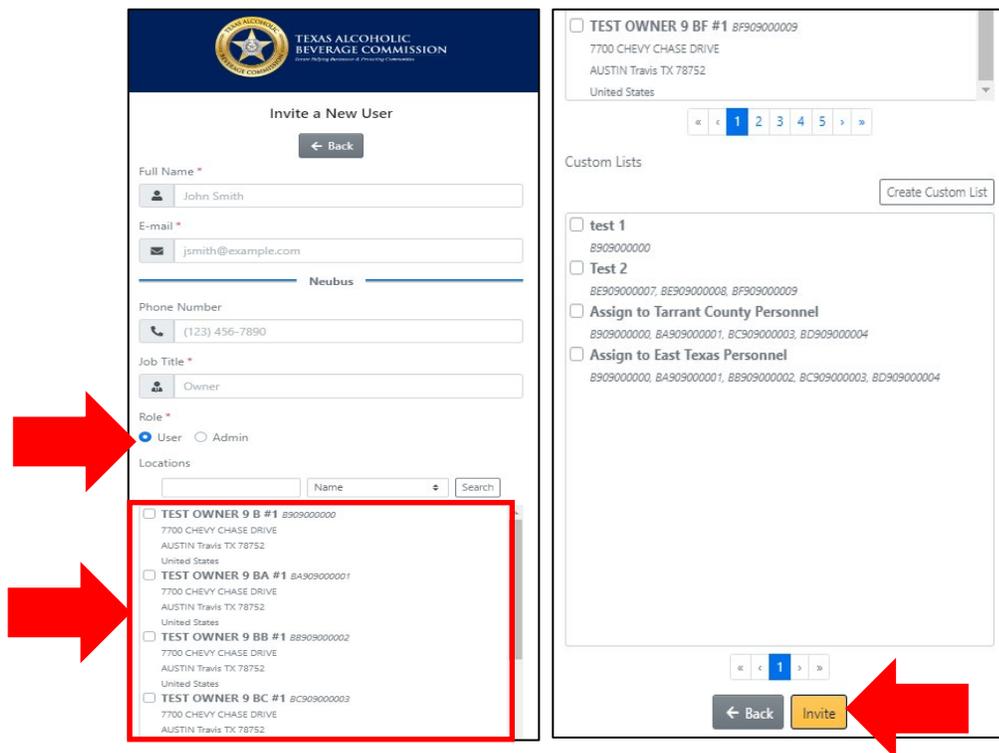




- The “Invite a New User” window is displayed.
- Enter the following information about the User you are inviting:
 - Full Name
 - Email Address
 - Phone Number
 - Job Title
 - Role: User or Administrator
- Manually select each permit or Custom List that you authorize the Admin/User to access (the process to create a custom list is explained later).
 - To easily locate a permitted location, select the “name,” “permit number,” or “address” from the drop-down menu and enter the corresponding search term in the search box.
 - Next, click “Search.”

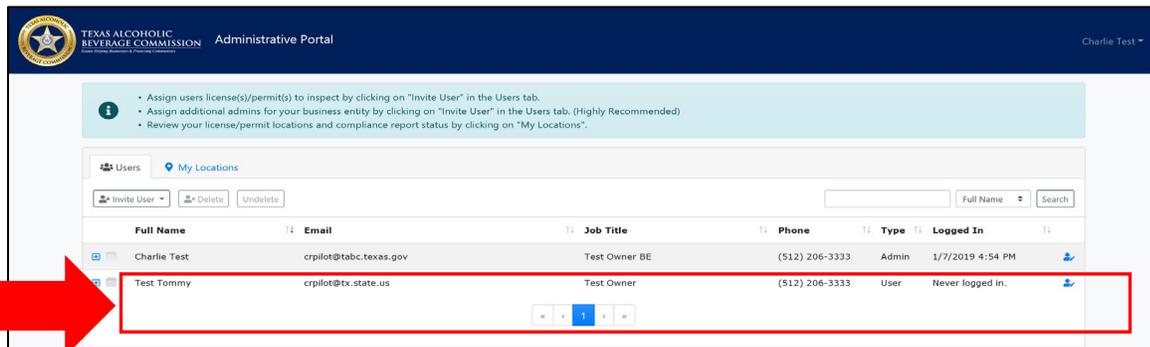


- Click “Invite” at the bottom of the page to invite the user.





6. The invited user will now be listed under the “Users” tab.
7. The invited user will receive an email stating they have been assigned permits to inspect.
8. The user may now download and use the TABC: Compliance Reporting app.



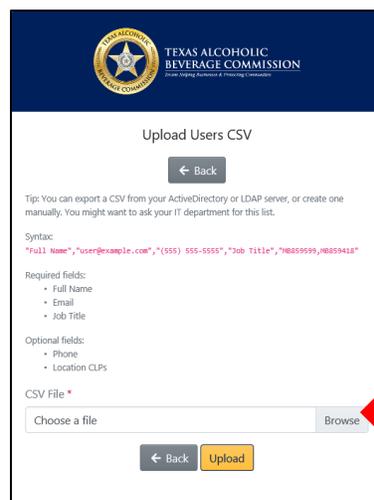
• 2nd Option – Upload CSV

Note: This feature allows you to upload groups of Users at one time. The CSV file must be in the format specified in Step 4.

1. Click “Upload CSV.”

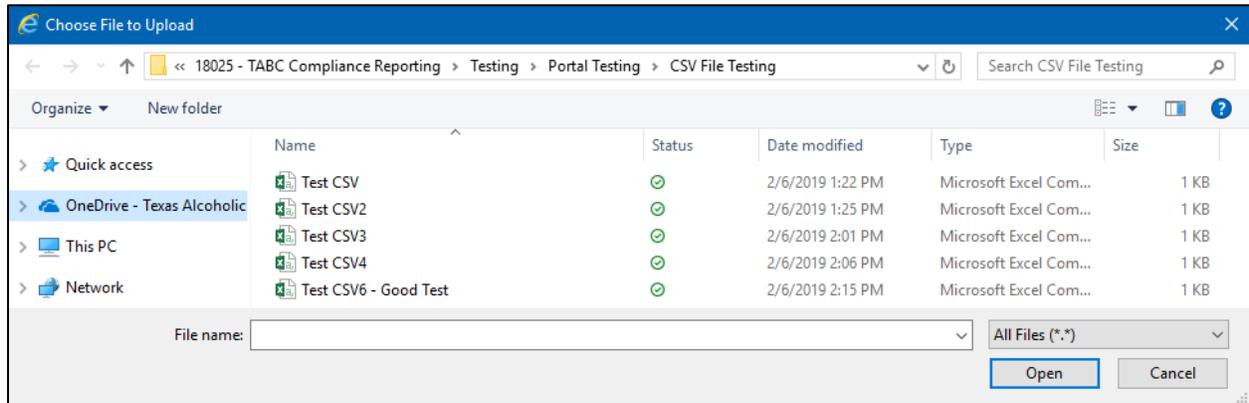


2. The “Upload Users CSV” screen is displayed. Click “Browse.”





3. The “Choose File to Upload” screen is displayed.



4. Locate and select your CSV file and click “Open.”

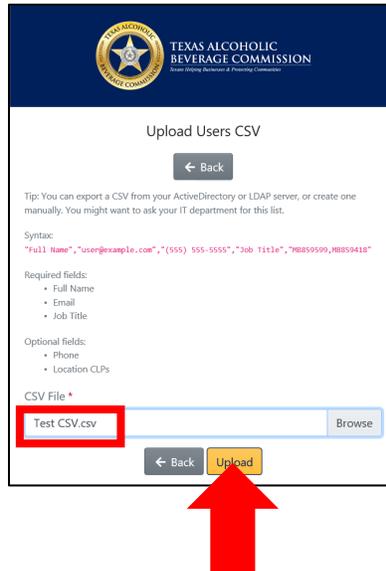
- The CSV file must be an excel spreadsheet that contains four columns of information: Full Name; Email; Phone Number and Job Title.
- An additional optional column of information may also be included in the spreadsheet: Location CLP (Permit Number).
 - The permit number must be entered using all UPPERCASE letters, with no spaces or leading zeros. **For example, P0123456 must be entered as P123456.**
- Do not place a header row at the top of the spreadsheet (do not label each column as “Full Name,” “Email,” “Phone Number,” and “Job Title.”)

Note: Users may be added by CSV upload without including a permit assignment. Assignments may be made later by an Admin.

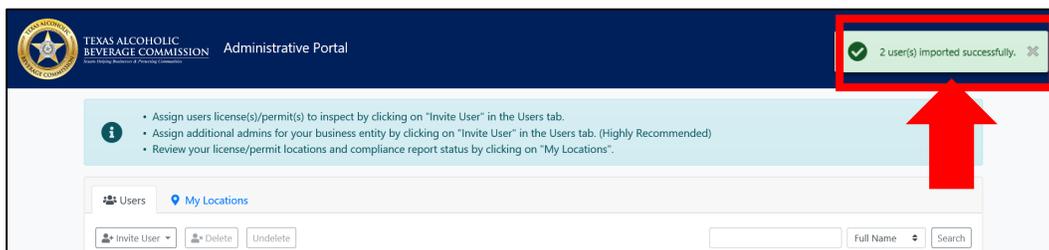
	A	B	C	D
1	Apple Test	123XXXX@tabc.texas.gov	(512)-206-3333	Test Manager
2	Larry Test	ABCXXXX@tabc.texas.gov	(512)-206-3333	Member
3				



- The name of your CSV file will be displayed in the browse box.
- Click **“Upload.”**



- The Administrative Portal home screen is now displayed.
- If the CSV file was successfully uploaded, a message in green will appear on the top right of the screen, indicating the number of users successfully imported.



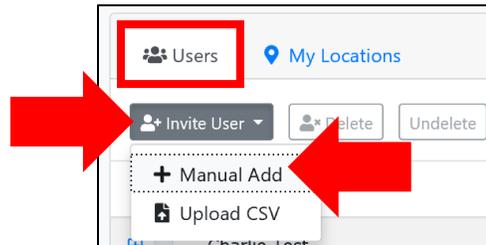
- The Users will be displayed under the **“Users”** tab.
- When a user has been assigned a permitted location (either in the CSV file or in the Admin Portal after the CSV upload), the user will receive an email stating they have been assigned permits to inspect. They can now download the app to access their assigned permits.
- If a red message is displayed, this means the CSV file upload was **not** successful. Ensure that the format of the CSV file is correct. If you are unable to determine what the issue is, submit a request using the [Compliance Reporting Help Form](#), and TABC support will contact you to resolve the issue.



Creating a Custom List

A custom list is a group of permitted locations. You can create a custom list of locations that can be assigned to admins/users for which they are responsible for completing reports.

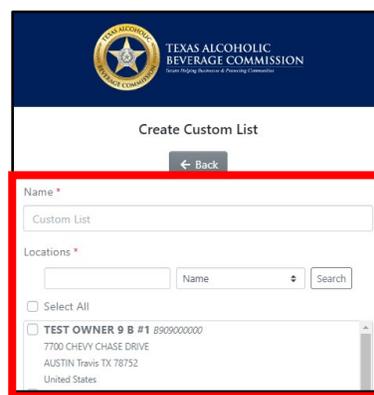
1. Click **“Manual Add.”**



2. The **“Invite a New User”** page is displayed.
3. Scroll to the bottom and locate the **“Create Custom List”** button.
4. Click **“Create Custom List”** button.



5. The **“Create Custom List”** page is displayed.



6. Create a name for your custom list.
7. To easily locate a permitted location, select **“name,” “permit number,”** or **“address”** from the drop-down menu and enter the corresponding search term in the search box, then click **“Search.”**
8. Select all locations that you want included in the list.



9. Once you have made all of your selections, click **“Save.”** Need updated image once vendor makes text change.

The screenshot shows the 'Create Custom Location List' interface. At the top, there is a 'Back' button. Below it is a 'Name' field containing the text 'Assign to Tarrant County Personnel'. The main section is titled 'Locations *' and contains a list of location entries. A red box highlights the first three entries, which are all checked. A dropdown menu is open over the first entry, showing options for 'Name', 'License/Permit Number', and 'Address'. At the bottom of the list, there is a pagination control with buttons for '1', '2', '3', '4', and '5'. A red arrow points to the 'Save' button at the bottom right of the form.

Name	License/Permit Number	Address
<input checked="" type="checkbox"/> TEST OWNER 9 B #1 89090		7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States
<input checked="" type="checkbox"/> TEST OWNER 9 BA #1 BA909000001		7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States
<input checked="" type="checkbox"/> TEST OWNER 9 BB #1 BB909000002		7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States
<input type="checkbox"/> TEST OWNER 9 BC #1 BC909000003		7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States
<input type="checkbox"/> TEST OWNER 9 BD #1 BD909000004		7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States
<input type="checkbox"/> TEST OWNER 9 BE #1 BE909000005		7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States



Assigning a New User to a Custom List

- The “Invite a New User” page is displayed.
- The custom lists you created should be displayed at the bottom of the page under “Custom Lists.”
- Fill in information, select the custom list and invite.

Invite a New User

← Back

Full Name *

John Smith

E-mail *

jsmith@example.com

Neubus

Phone Number

(123) 456-7890

Job Title *

Owner

Role *

User Admin

Locations

Name Search

- TEST OWNER 9 B #1 8909000000
7700 CHEVY CHASE DRIVE
AUSTIN Travis TX 78752
United States
- TEST OWNER 9 BA #1 BA909000001
7700 CHEVY CHASE DRIVE
AUSTIN Travis TX 78752
United States
- TEST OWNER 9 BB #1 88909000002
7700 CHEVY CHASE DRIVE
AUSTIN Travis TX 78752
United States
- TEST OWNER 9 BC #1 BC909000003
7700 CHEVY CHASE DRIVE
AUSTIN Travis TX 78752
United States
- TEST OWNER 9 BD #1 8D909000004
7700 CHEVY CHASE DRIVE
AUSTIN Travis TX 78752
United States
- TEST OWNER 9 BE #1 8E909000005

Custom Lists

Create Custom List

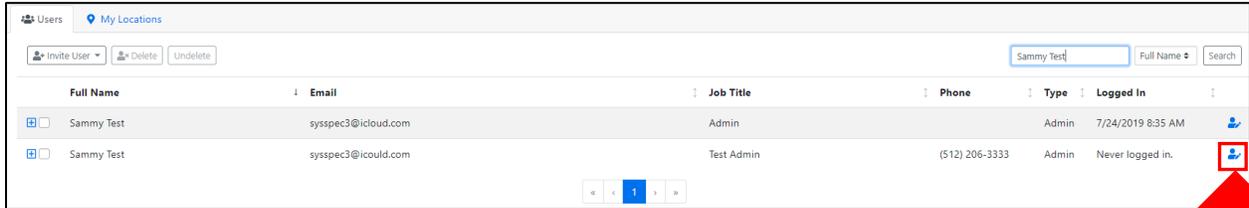
- test 1
8909000000
- Test 2
BE909000007, BE909000008, BF909000009
- Assign to Tarrant County Personnel
8909000000, BA909000001, BC909000003, BD909000004
- Assign to East Texas Personnel
8909000000, BA909000001, BB909000002, BC909000003, BD909000004

← Back Invite



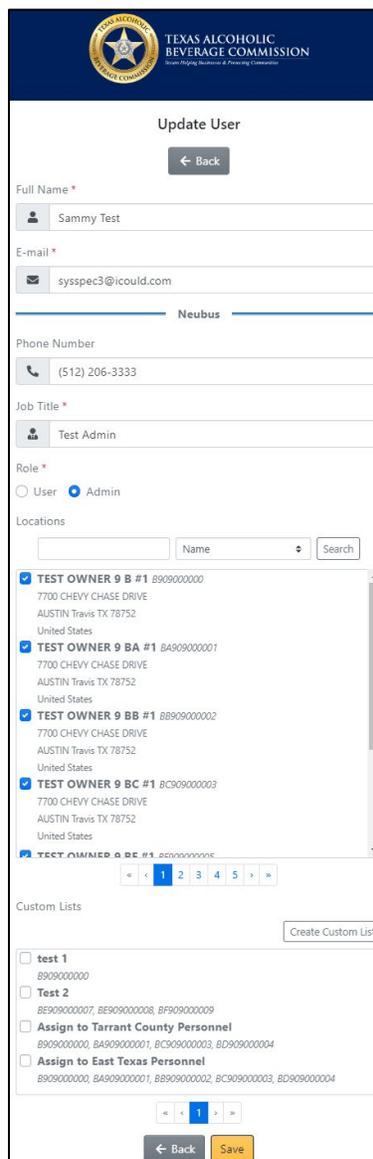
Making/Editing Assignments for Existing Users and Admins

- To edit your business's User and Admin profiles, click the silhouette-with-pencil icon .



Full Name	Email	Job Title	Phone	Type	Logged In	
Sammy Test	sysSpec3@icloud.com	Admin		Admin	7/24/2019 8:35 AM	
Sammy Test	sysSpec3@icould.com	Test Admin	(512) 206-3333	Admin	Never logged in.	

- The "Update User" screen is displayed.



Update User

[← Back](#)

Full Name *

E-mail *

Phone Number

Job Title *

Role *
 User Admin

Locations

- TEST OWNER 9 B #1 B909000000
 7700 CHEVY CHASE DRIVE
 AUSTIN Travis TX 78752
 United States
- TEST OWNER 9 BA #1 BA909000001
 7700 CHEVY CHASE DRIVE
 AUSTIN Travis TX 78752
 United States
- TEST OWNER 9 BB #1 BB909000002
 7700 CHEVY CHASE DRIVE
 AUSTIN Travis TX 78752
 United States
- TEST OWNER 9 BC #1 BC909000003
 7700 CHEVY CHASE DRIVE
 AUSTIN Travis TX 78752
 United States
- TEST OWNER 9 BE #1 BE909000004

Custom Lists

- test 1
 B909000000
- Test 2
 BE909000007, BE909000008, BF909000009
- Assign to Tarrant County Personnel
 B909000000, BA909000001, BC909000003, BD909000004
- Assign to East Texas Personnel
 B909000000, BA909000001, BB909000002, BC909000003, BD909000004

[← Back](#)

- You can edit Full Name, Email, Phone Number, Job Title, Role, and assigned permit locations (individual locations or custom lists of locations).



“My Locations” Tab

- From the “My Locations” tab, you can review the status of your assigned permits or search for a particular permit by name with the search feature.

Admin Dashboard

Amy Ruppert ▾

Users My Locations

Search

Name	CLP Number	Address	Phone Number	Status
TEST BAR AND GRILL BE	BE999999901	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States		
TEST BAR AND GRILL BE/BL	BE999999902	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States		
TEST BAR AND GRILL BE/BL/FB	BE999999903	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States		Started by Lauri Sanchez

Administrative Portal Frequently Asked Questions (FAQ)

- You can access the FAQs by clicking on your name in the upper right corner of the page.

Administrative Portal

Neubus ▾ Nicole Langley ▾

• Assign users license(s)/permit(s) to inspect by clicking on "Invite User" in the Users tab.
• Review your license/permit locations and compliance report status by clicking on "My Locations".

Users My Locations

Search

Name	License/Permit Number	Address	Status
TEST OWNER 9 B #1	B909000000	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States	Completed by Nicole Langley
TEST OWNER 9 BA #1	BA909000001	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States	Completed by Amy Ruppert



- A drop-down menu will appear with the option to select “Portal FAQs.” Click “Portal FAQs.”

The screenshot shows the TABC Administrative Portal interface. At the top right, the user name 'Nicole Langley' is displayed with a dropdown arrow. The dropdown menu is open, showing options: 'Update Profile', 'Portal FAQs' (highlighted with a red arrow), 'Contact TABC', and 'Log Out'. Below the menu, there is a table with columns for Name, License/Permit Number, Address, and Status. Two entries are visible:

Name	License/Permit Number	Address	Status
TEST OWNER 9 B #1	B909000000	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States	Completed by Nicole Langley
TEST OWNER 9 BA #1	BA909000001	7700 CHEVY CHASE DRIVE AUSTIN Travis TX 78752 United States	Completed by Amy Ruppert

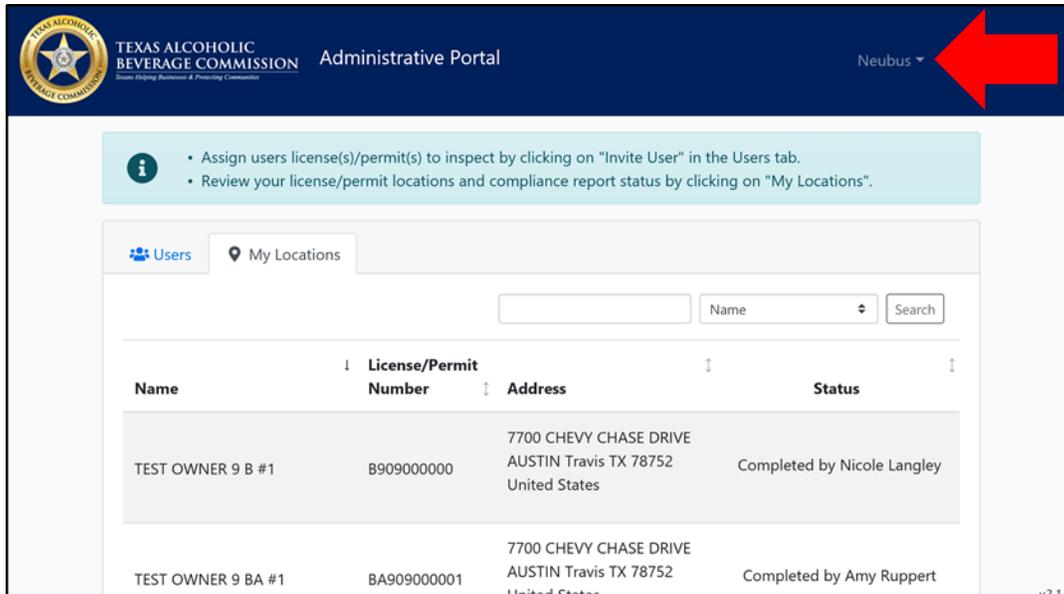
- The “FAQ” page is displayed.
- To return to the Administrative Portal, click “Back.”

The screenshot shows the TABC: COMPLIANCE REPORTING ADMINISTRATIVE PORTAL FREQUENTLY ASKED QUESTIONS page. At the top left is the TABC logo. At the top right, the page title is displayed. Below the title is a blue horizontal line, and below that is a 'Back' button with a left-pointing arrow, highlighted by a red arrow. The main content area contains two numbered questions with bulleted answers:

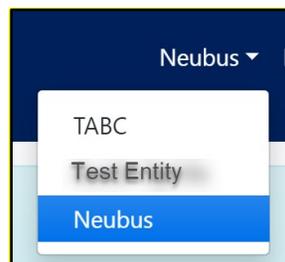
1. I cannot log in to the TABC: Compliance Reporting Administrative Portal because I did not receive my 8-digit code email.
 - Check your junk/spam email folder.
 - The 8-digit code is only valid for 30-minutes.
 - If you do not receive the email or use the code within 30-minutes you will need to request another 8-digit code.
2. I am unable to locate the status of my license/permit compliance report.
 - To review the status of a license/permit compliance report you will need to conduct the following:
 - A. Log in to the Administrative Portal.
 - B. Click on the “My Locations” tab. All of the license(s)/permit(s) you are linked to will be displayed.
 - C. On the right side, locate the column titled “Status.” The compliance report status of each license/permit is shown. Scroll through the list to locate the status of the license/permit.
 - D. Search for a specific license/permit number by entering the license/permit number in the search field and selecting “License/Permit Number” from the drop-down list.



Toggle Between Multiple Business Entities



- From the entity drop down menu on the top right side of the web browser, you can toggle between entities that you are associated with in order to view the Admins/Users and locations for the selected business entity.



For assistance, please submit a request using the [Compliance Reporting Help Form](#), and TABC support will contact you to resolve the issue.