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## Overview

This guide provides instruction concerning how to download and use the *TABC: Compliance Reporting* application. The word “permit” is used throughout and refers to permits or licenses.

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## Mobile Device Requirements

- ♦ Operating system: iOS 8.0 or higher or Android 4.4 or higher
- ♦ Wireless internet access (or a data-enabled cellular service subscription)
- ♦ GPS must be enabled on the mobile device

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## Instructions

### Before Downloading the Application:

Make sure you are authorized to use the *TABC: Compliance Reporting* app. You are authorized either because:

1. As the main point of contact for your business, you were first to register using the notification you received from TABC (by email or letter); or
2. an Administrator registered you as an additional Administrator or as a User and has assigned a compliance report for you to complete.

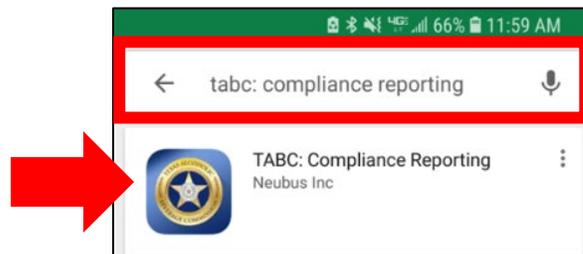
## Need additional help?

Refer to the [TABC: Compliance Reporting Registration Guide](#)

**Note:** If you need to access the application and have not received a notification from TABC with a registration web link, please submit a help request using the [Compliance Reporting Help Form](#). If you have not been authorized by an Administrator at your place of business, you must contact an Administrator there for assistance.

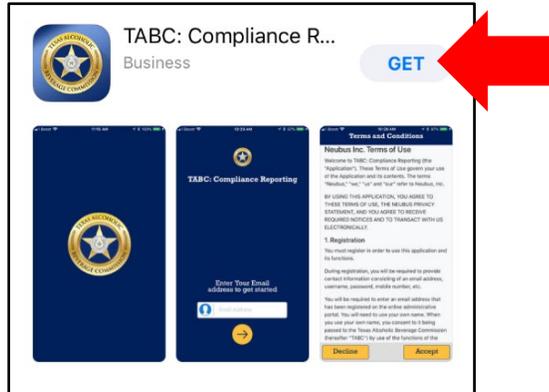
### Downloading the Application

1. Open the Apple App Store or the Google Play Store (device specific).
2. Enter “**TABC: Compliance Reporting**” into the search bar.
3. Locate and tap on the **TABC: Compliance Reporting** application.





4. Tap **“Install”** or **“Get”** (depending which app store you are using).



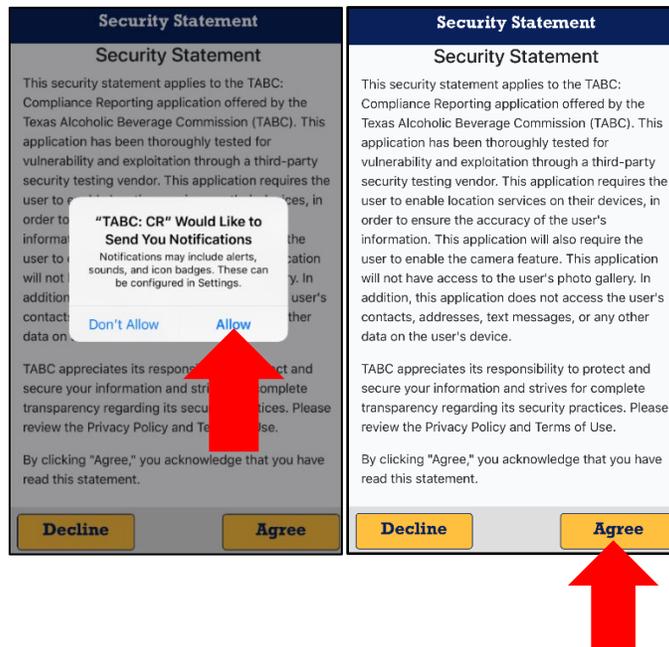
### Changing the Language

The language used by the app corresponds to the language you select in your mobile device’s settings. Initially, the app is only able to display English and Spanish.

### Accessing the Application

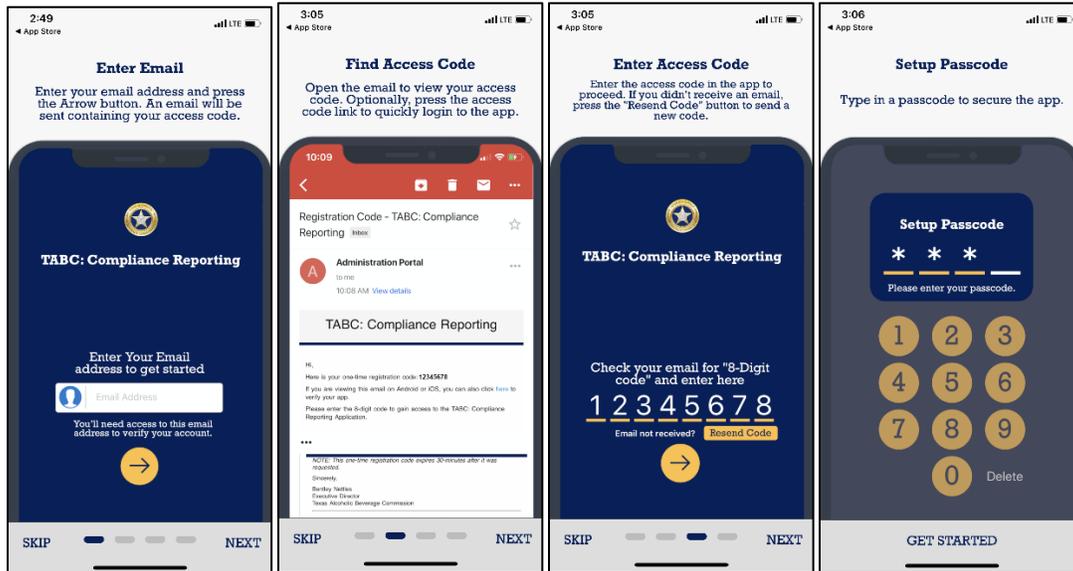
1. After the *TABC: Compliance Reporting* application is installed, tap **“Open.”**
2. You will be prompted to review the *Security Statement*.
  - You are encouraged to read it, and must tap **“Agree”** before proceeding.

**Note:** *Within the application you will receive prompts to allow Push Notifications, Location Services, and Camera Access. You must tap “Allo,” in order to use the application to complete your compliance reports.*





- After agreeing to the Security Statement, you will be directed to a login tutorial that will display login instructions. Swipe left or tap “Next” to review the tutorial. At the end of the tutorial, tap “Get Started” to log in to the application.



- The Login Screen is displayed.
- Enter your email address.

**Note:** User is the email address you used during registration or the email address the Administrator used to authorize you to access the app and complete compliance reports.



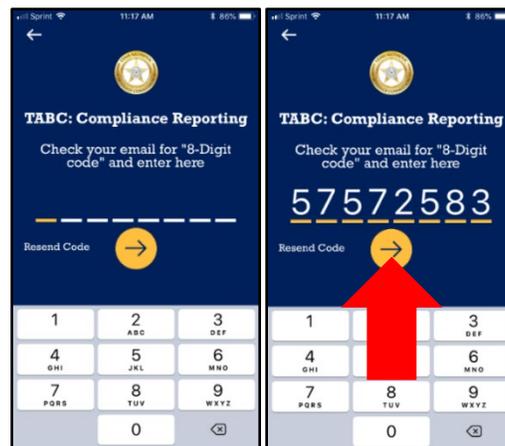


- After entering your email address, you will receive an email with an eight-digit registration code, **which is only valid for 30 minutes**. The code is used to verify that you are the person authorized to access the app.

**Note:** If you do not receive the email within a few minutes:

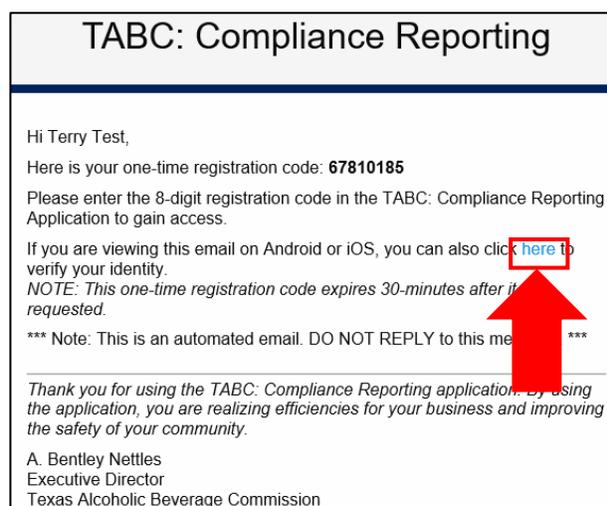
- First check your junk or spam email folder for the registration email.
- If you still don't see it, tap **"Resend Code"** in the app.
- If all else fails, submit a request for help using the [Compliance Reporting Help Form](#).

- Manually enter the code into the app (you cannot copy and paste the code).



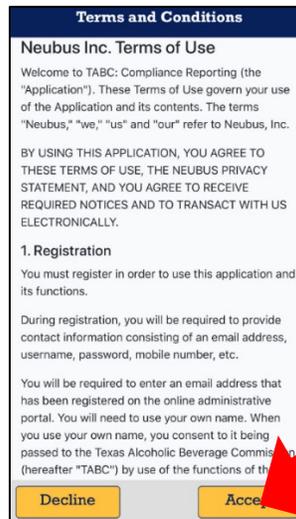
- The email also includes a link that you may click to verify your authorization (if you are viewing the email from your mobile device.)

- If you tap the link, you will be redirected to a webpage that asks you to open the webpage in the *TABC: Compliance Reporting* application. Tap **"Open"** to complete verification.





9. Upon verifying your access to the application (by entering the eight-digit registration code or using the web link in the email), you will be prompted to read the *Terms and Conditions* and accept. You are encouraged to read it and you must tap “**Accept**” in order to proceed.

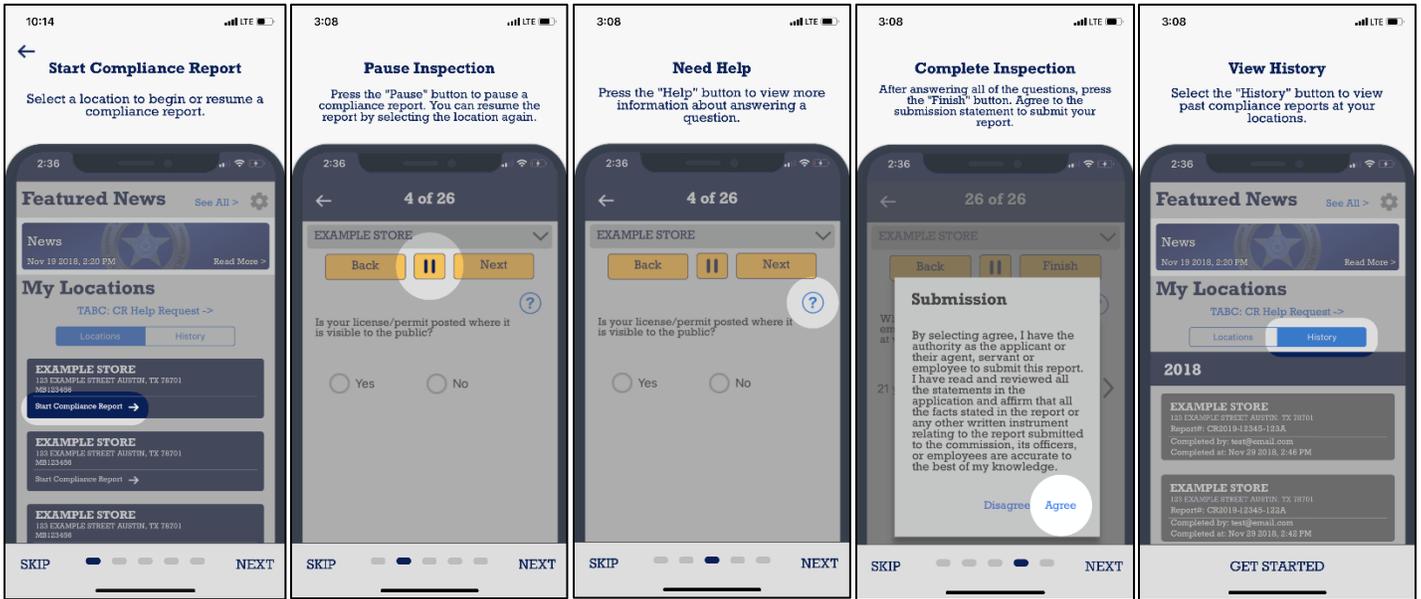


10. After accepting the terms and conditions, you will be required to create a four-digit passcode. Select a passcode that you can easily remember.
11. Enter the passcode twice to complete the passcode setup.  
**Note:** *This passcode is required each time you access the application.*





12. After setting up your four-digit passcode, a user tutorial will be displayed. The tutorial will provide instructions and will highlight the application's features. Swipe left or tap "Next" to review the tutorial. At the end of the tutorial, tap "Get Started" to go to the home screen.

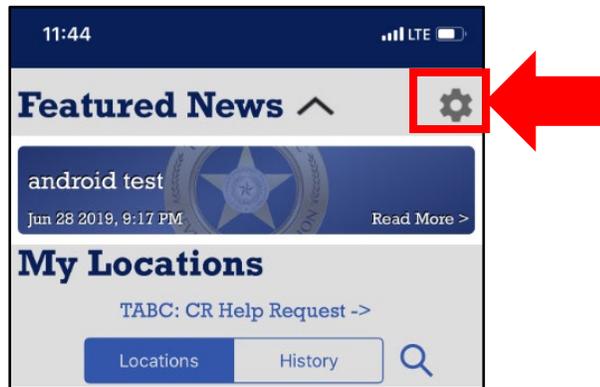


13. The Home Screen is displayed.

### Home Screen Overview

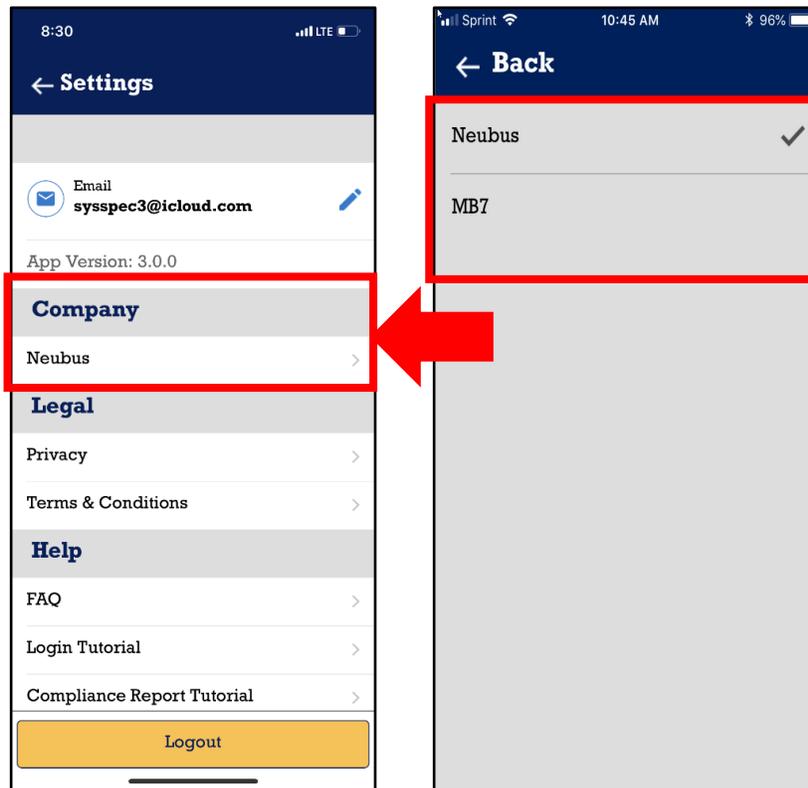
#### A. Settings/Manage Multiple Business Entities

- Tap the "Settings" icon to display the settings menu.



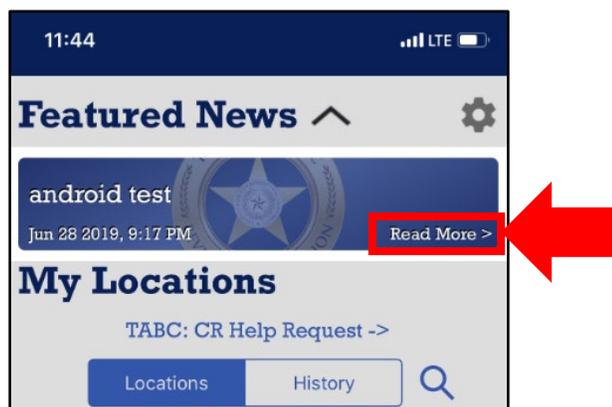


- If you are associated with or have registered for more than one business entity, you can toggle between your business entities. Under the heading “Company” tap on the business entity name to display your business entities.
- Tap the business entity that corresponds to the location for which you wish to complete a compliance report. The permitted locations for the selected business entity will be displayed on your main menu.



**B. Featured News: Displays TABC news stories.**

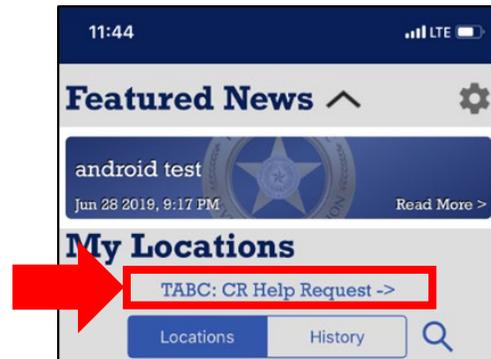
- Tap “Read More” to see all TABC news stories.





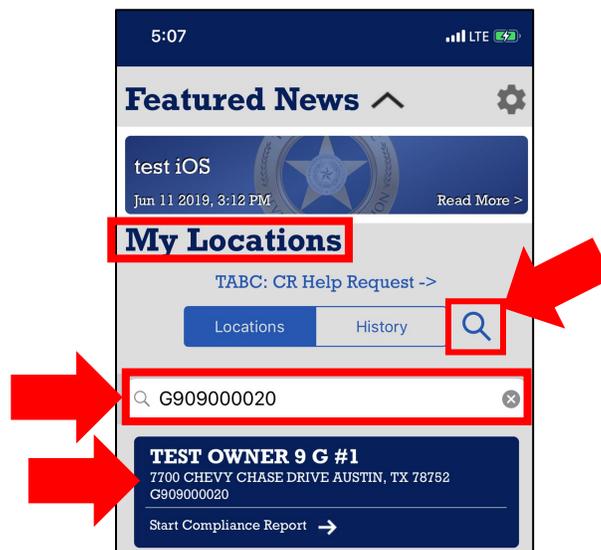
### C. CR Help Request

- By tapping “CR Help Request,” you will be directed to a web form that allows you to submit a question or request for assistance to TABC.
- Upon submission, a notification will be sent to TABC support staff. TABC will review your request and respond to you using the email address you provided.



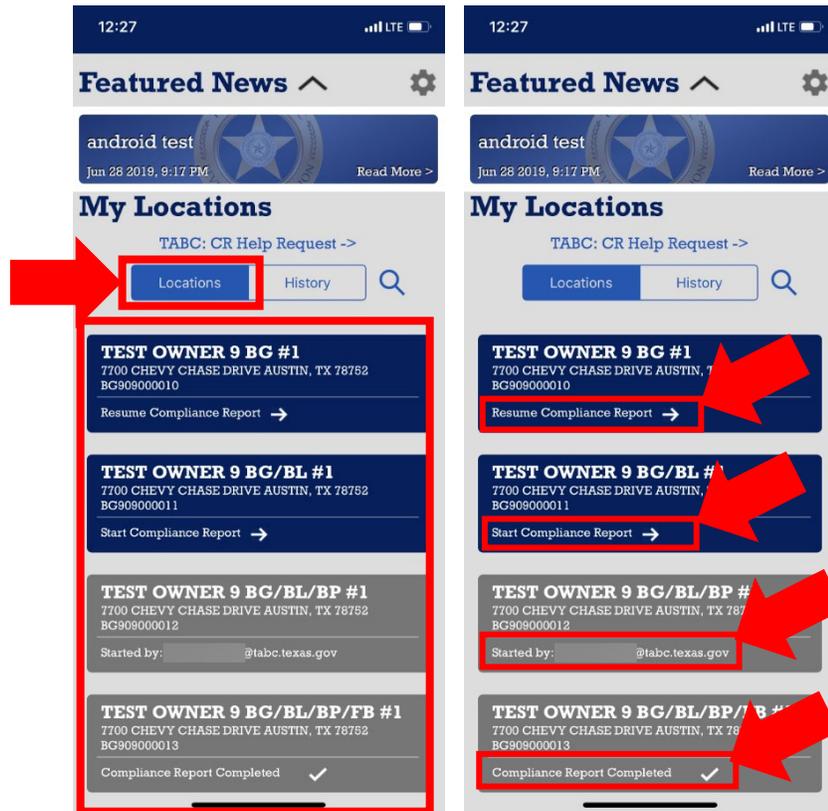
### D. My Locations

- **Search:** The search feature allows you to enter a specific permit number to easily locate it from your list of assigned permits.
  - o Tap the  icon and the search field box appears.
  - o Type in a permit number and it will automatically be displayed.





- **Locations:** This tab displays all permits assigned to you.
  - o Incomplete or pending reports are displayed in blue.
  - o Permits with completed reports are displayed in gray.



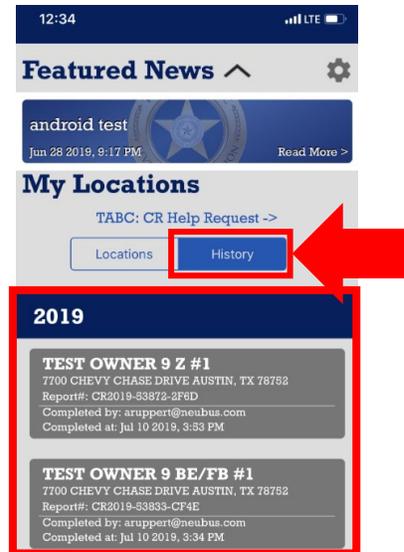
**Note:** If you are responsible for conducting compliance reports for locations associated with different business entities, you can select which business entities are displayed by going to the “Settings” menu. You may only display one business entity’s permitted locations at a time.

Receiving a message that the permit is locked indicates that the compliance report for that permit has been started by another user.

- If you need the permit to be unlocked, you must submit a request using the [Compliance Reporting Help Form](#). TABC support staff will reset the compliance report, resulting in the loss of all data associated with that report.



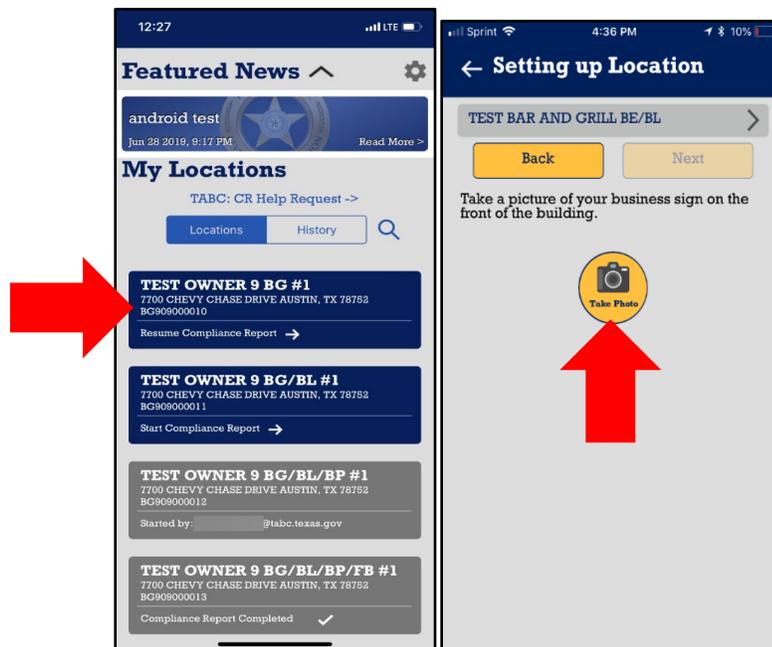
- **History:** Displays all of your submitted compliance reports, including the submission report number.



### Beginning a Compliance Report

1. To begin a report, tap on the permit you want to inspect.
2. The “Setting up Location” screen is now displayed. You must take a picture of your business sign at the front of the building.
  - Tap “Take Photo.”

**Note:** Location services must be turned on and camera access must be allowed in order to take the pictures.





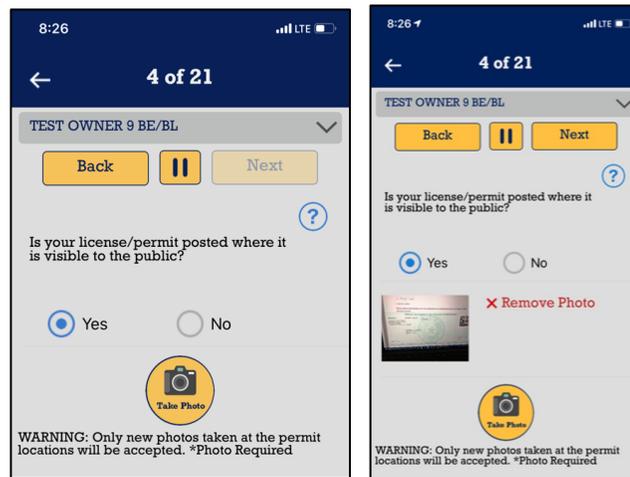
3. After answering the initial setup questions, you must answer a series of questions related to your permit type. Enter each answer and tap “Next.”

### Overview of App Features

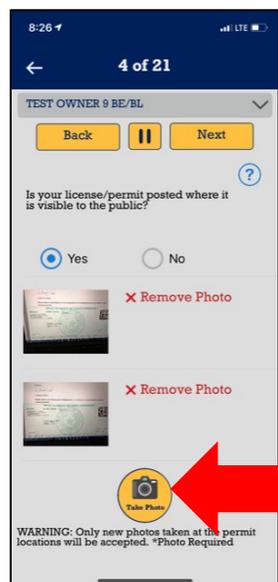
#### A. Photos:

- **Take a Photo:** If the take a photo icon  appears, a photo is required. Tap the  icon and your device’s camera will open. Take a picture of the item indicated in the question.

**Note:** Pictures are not stored in your device’s picture gallery or photos. They are uploaded directly to the application.

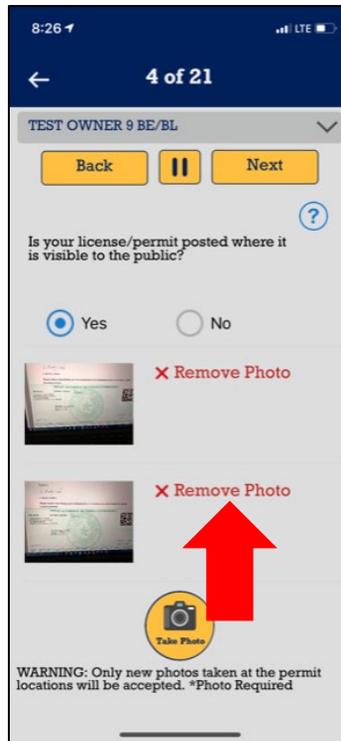


- If more than one photo is needed, tap the  icon again to take another picture, which will appear under the first picture taken. You may take up to three photos per question.

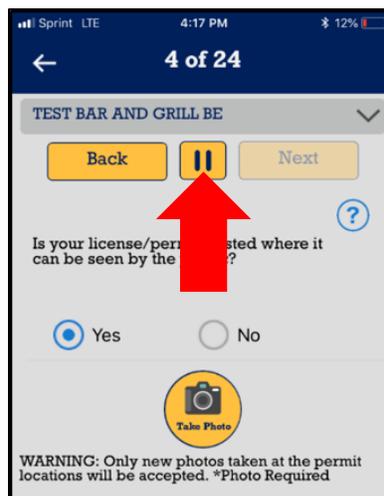




- **Remove a Photo:** To remove a photo from your response, tap “**Remove Photo**” next to the picture you want to remove.

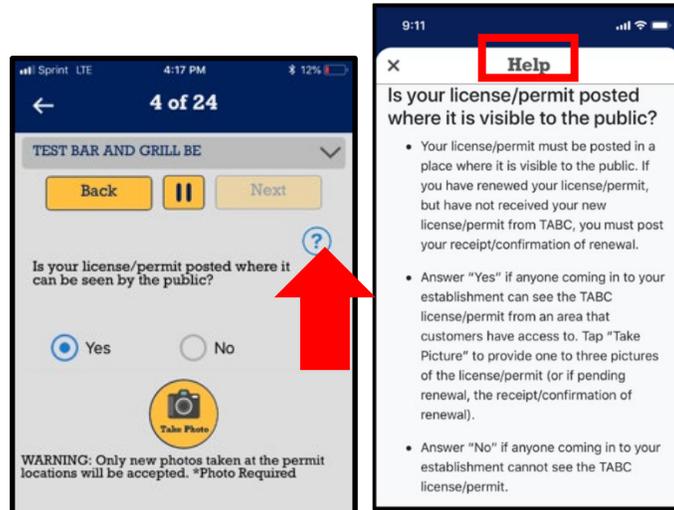


- B. Pause Feature:** Tap the pause icon  to pause the compliance report and save your information. This allows you to leave the app, access other features on your mobile device, and then continue preparing the compliance report at a later time.
- **WARNING:** Do not log out of the application if you have paused reports that you want to continue at a later time. Logging out may result in a loss of data for incomplete reports.

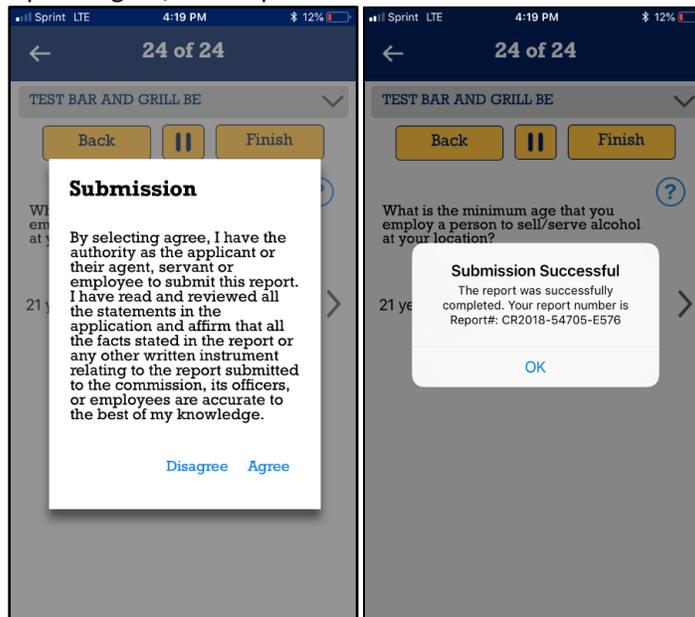




- C. **Help:** If you need more information in order to answer a question, tap the question mark icon  to display help for that particular question.



- D. **Submission:** After completing your compliance report, you must agree to the submission statement. Tap **“Agree”** and a **“Submission Successful”** pop-up will display with a report number. This number can also be found under the **“History”** tab on the home screen for additional reference.
- If you tap **“Disagree,”** the report will **NOT** be submitted to TABC.



- E. **Report Summary Email:** Shortly after submitting your compliance report, the Admin or User who submitted the compliance report will receive an email with a copy of the completed compliance report. It will contain copies of the compliance report questions and your submitted answers.



### Survey:

After submitting your first compliance report, you will be directed to complete a short survey.

The image displays two sequential screenshots of a mobile survey. The first screenshot, taken at 5:27, shows the title "TABC Compliance Reporting App Survey" and a question: "\* 1. What device/operating system did you use?". Below the question are seven radio button options: iPhone (iOS), Samsung Galaxy (Android), HTC (Android), LG (Android), Moto (Android), Sonim (Android), and Other (Android). A progress bar at the bottom indicates "0 of 8 answered". The second screenshot, taken at 5:28, shows a green "DONE" button, the SurveyMonkey logo with the text "Powered by SurveyMonkey. See how easy it is to create a survey.", and a link for "Privacy & Cookie Policy". The progress bar at the bottom now indicates "8 of 8 answered".

### TABC: Compliance Reporting Support

If TABC's online guides for the Compliance Reporting application do not address your issue, or if you need additional assistance, please submit a request using the [Compliance Reporting Help Form](#).