MyTN App: ABC Server Permit Service User Guide

ABC Server Permit User Guide: Content

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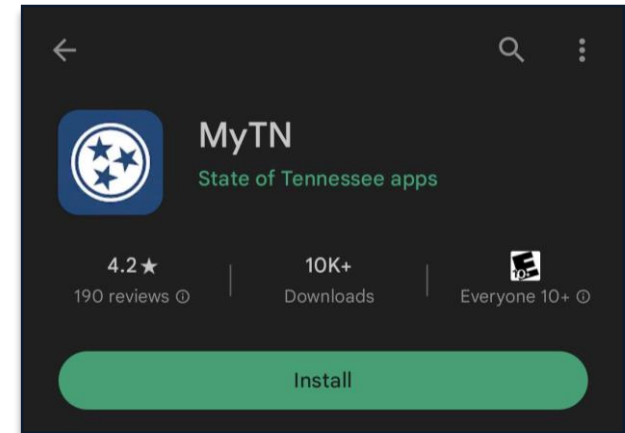 - Slides 17-20

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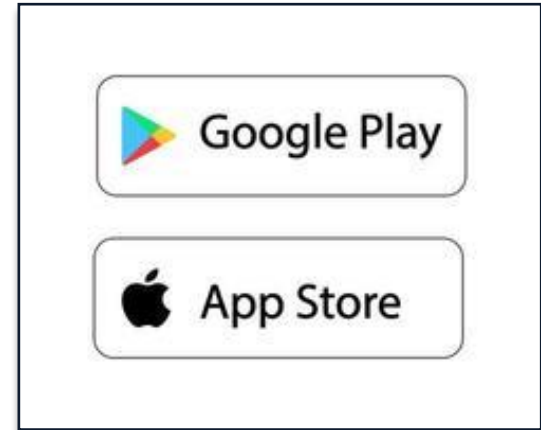
ABC Server Permit User Guide

Step 1:

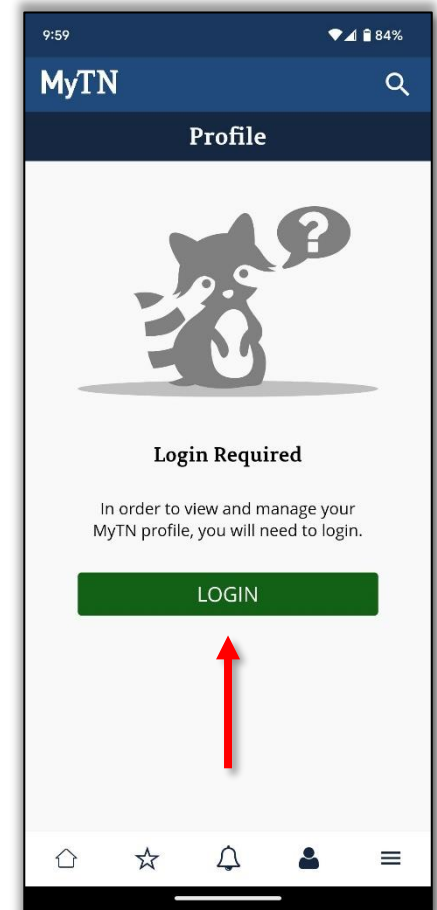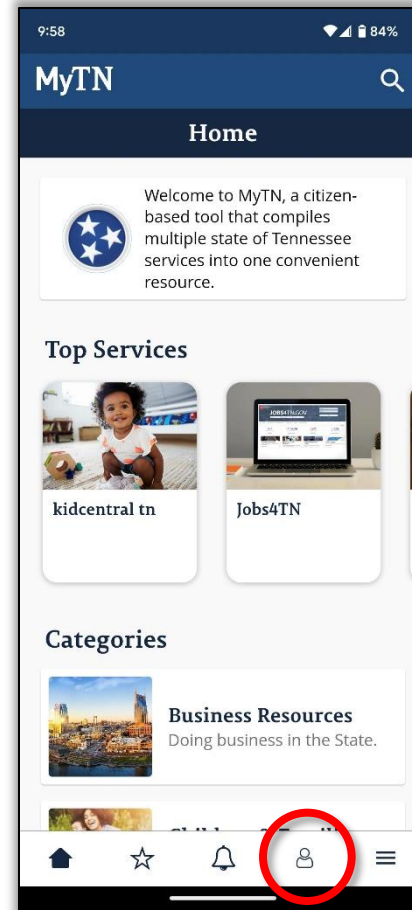Installing the MyTN App
& creating your profile

Installing the MyTN App:

1. **Visit** the **Apple Store (**IOS Users**) or Google Play Store (**Android Users**)** using your mobile device
   – Links are available on Slide #21

2. **Search for & install** the **"MyTN" Application**

MyTN App Navigation:

3. Open the MyTN app & **click** the **Profile Icon**
   - The following screenshots are from an Android device
   - If you're using an IOS device, then your experience may differ slightly

4. Next, **click** the **green Login Button**
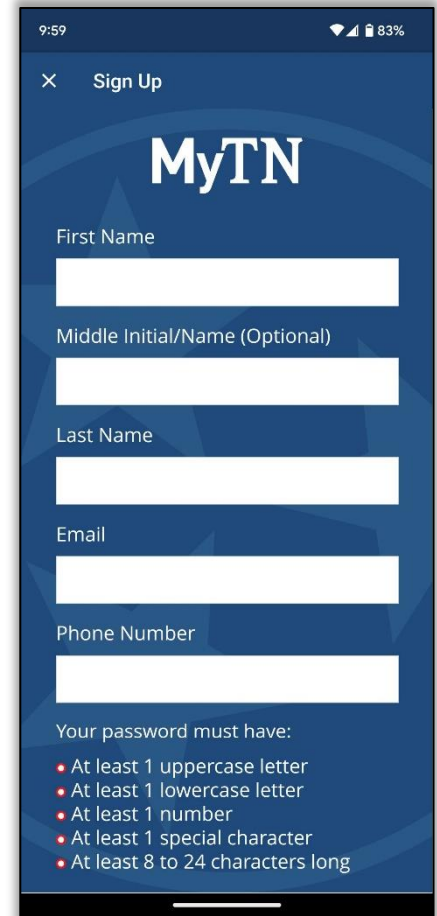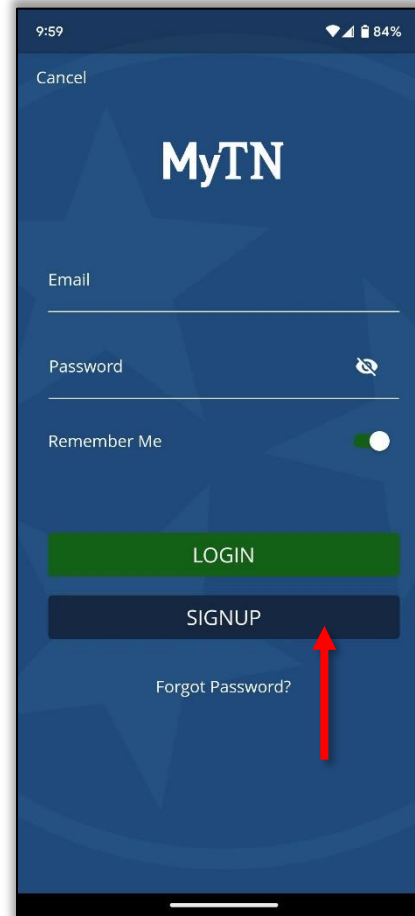   - See the next slide for MyTN Profile setup instructions

Create your Profile:

5. If you are new to the MyTN App:

   - **Click the "Sign Up" button**
   - **Create your profile:**
     - First Name*****
     - Middle Name (Optional)
     - Last Name*****
     - Email*****
     - Phone Number
     - Password
   - **Then verify your account**
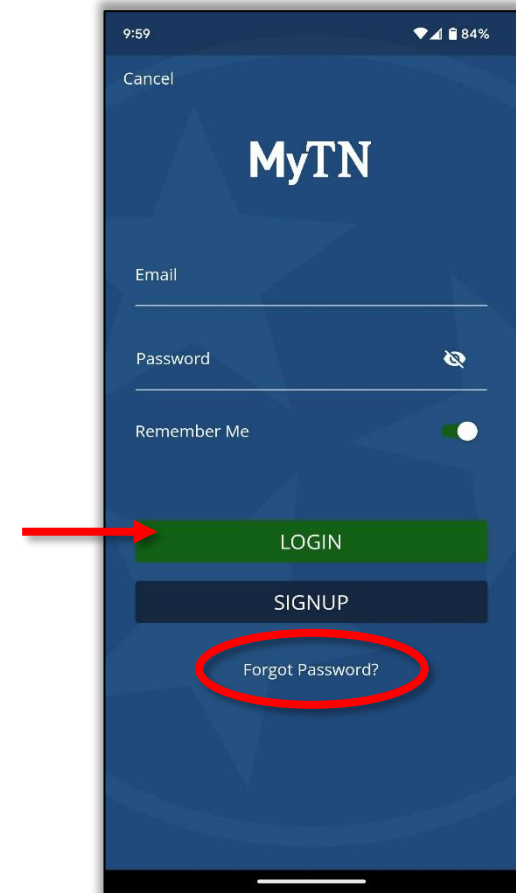   - A pin number will be sent to your email inbox

Important
Your MyTN Profile **MUST** match your ABC Server Permit information exactly (**See Slide #20**)

Log-in:

6. Once your account is created, OR if You already have a MyTN Account:

   – **Log-in** using your MyTN Email and Password;
     - Upon your very first-time logging in you will be asked to validate your account using your email or phone
   – **OR, Click** the **"Forgot Password" button** for assistance recovering your login information

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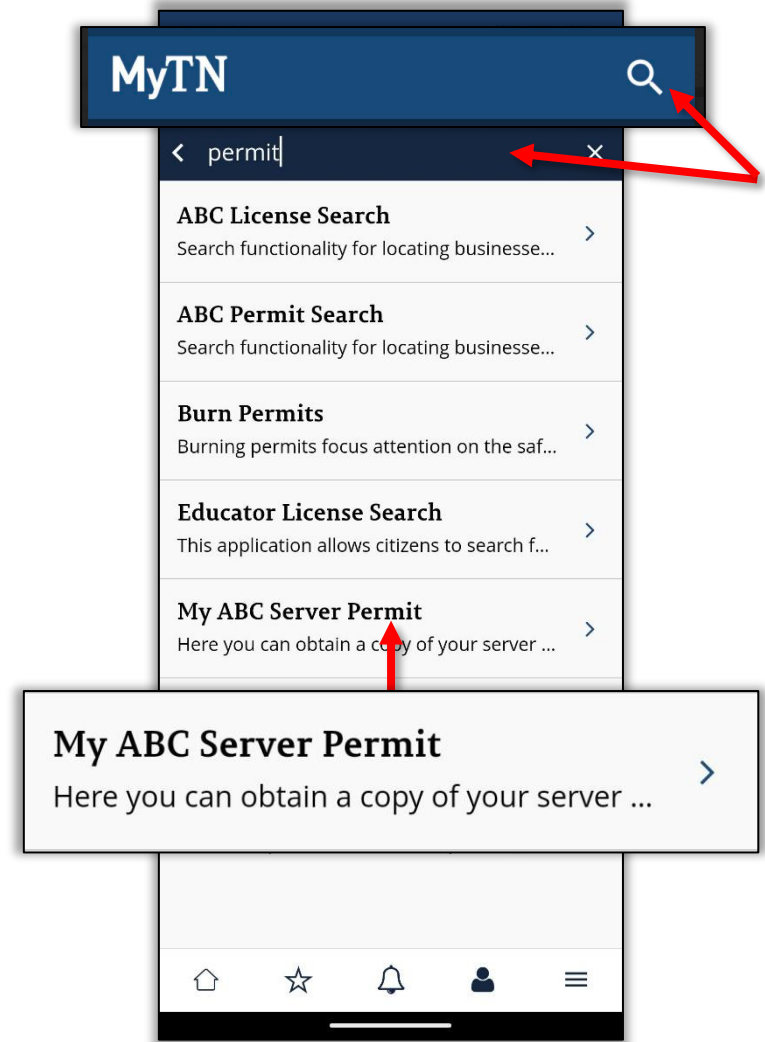# Step 2:
Find my ABC Server Permit
& Identity Verification

Find my ABC Server Permit:

1. **Click** the **Search Icon (spyglass)** located to the right of the MyTN logo

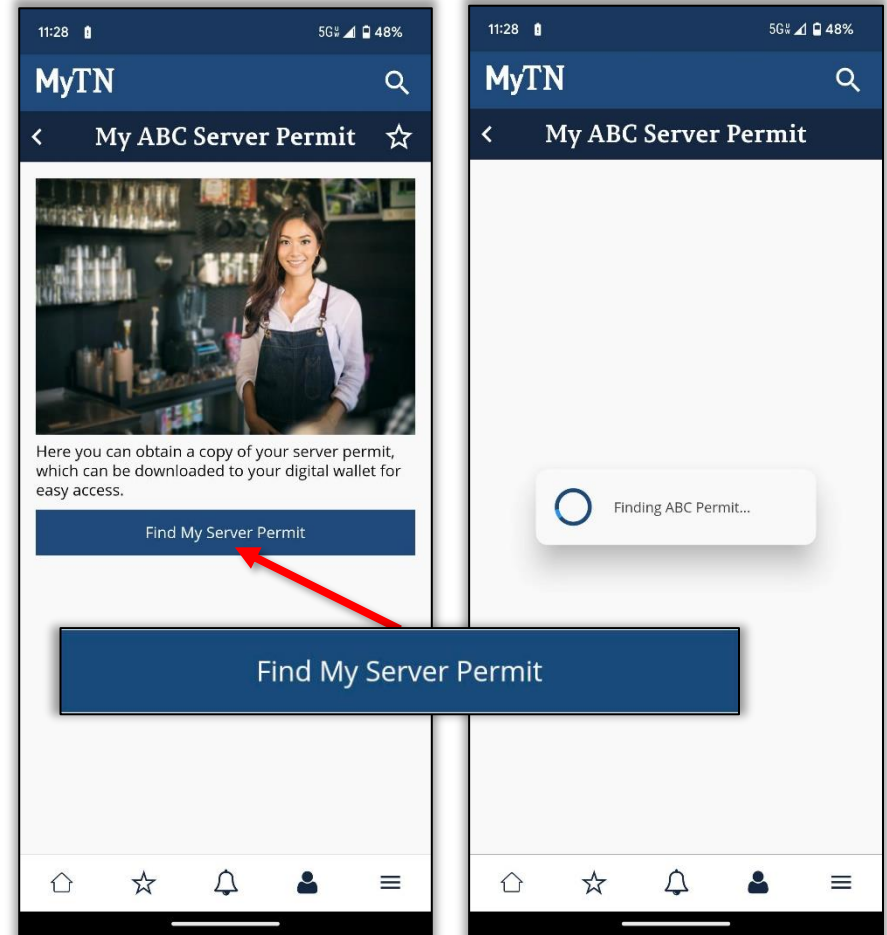2. **Search for** and **click** the **"My ABC Server Permit" service***

Important
Do <u>NOT</u> click the service labeled "ABC Permit Search".
This is a public permit search tool which will NOT provide you a copy of your permit.

MyTN 🔍

< permit ✕

ABC License Search ›
Search functionality for locating businesse...

ABC Permit Search ›
Search functionality for locating businesse...

Burn Permits ›
Burning permits focus attention on the saf...

Educator License Search ›
This application allows citizens to search f...

My ABC Server Permit ›
Here you can obtain a copy of your server ...

My ABC Server Permit ›
Here you can obtain a copy of your server ...
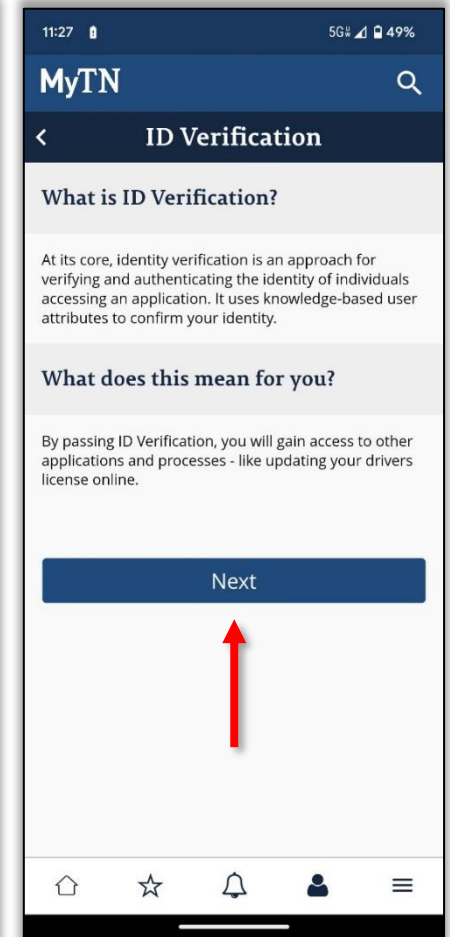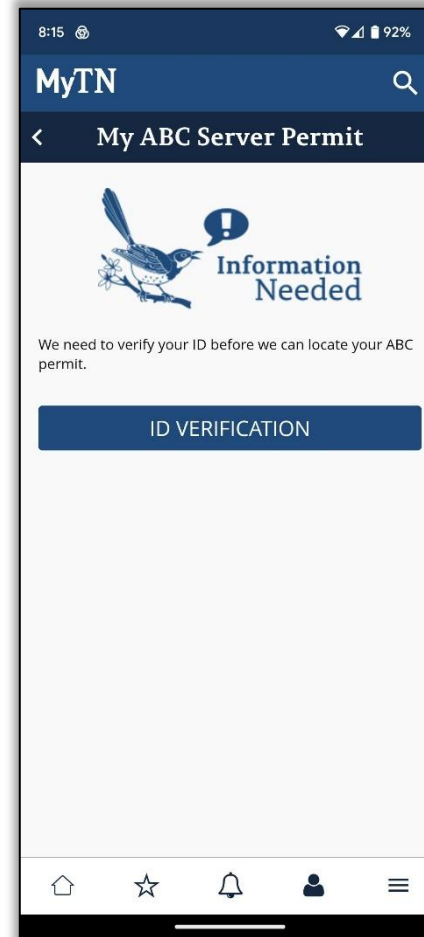
Find my ABC Server Permit:

3. Click the "Find My Server Permit" Button*****

*Your MyTN profile MUST be validated to use this service. If not previously done, you will be required to complete the Identity Verification process next.

(See next 2 slides)

ID Verification Process

4. If applicable to you, **Click the "ID Verification" button** to begin the ID Verification process.

5. **Read about** what **ID Verification** is and how it affects you *(Optional)*

6. **Click** the **"Next" button**
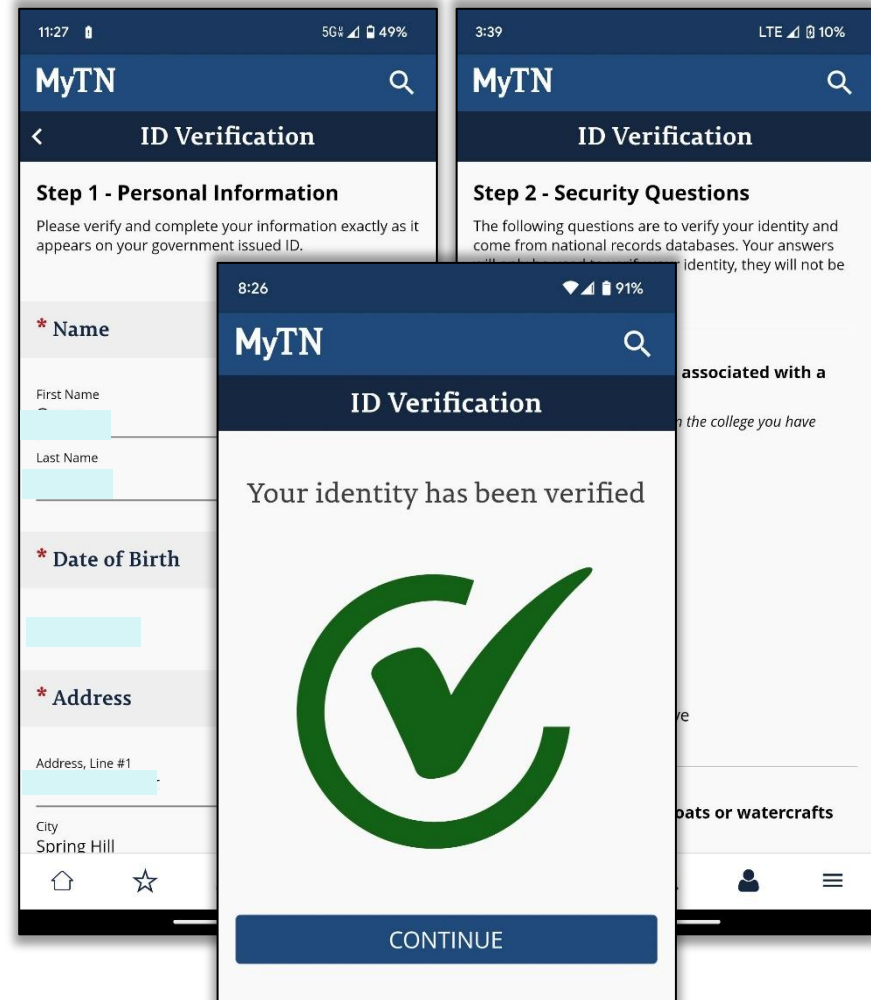
ID Verification Process Continued

7. **Confirm** or **edit Personal Information***

*This information MUST be accurate and match your TABC Server Permit

8. **Answer Lexis Nexis Security Questions** and **Submit** your responses.

9. With all questions answered correctly, **you will receive the green ID Verification checkmark for your profile.**
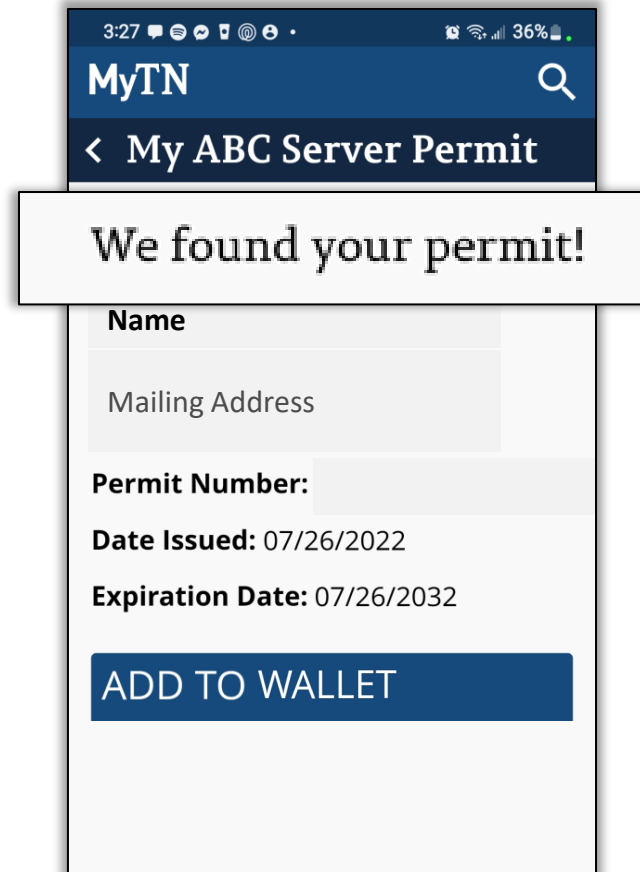
10. **Click** the **"Continue" button.**

Find my ABC Server Permit - Results

11. View your permit details!*

– ***Results will vary** based upon your application or permit status*

• If your permit is not valid, or your application hasn't been processed, no permit details will be displayed
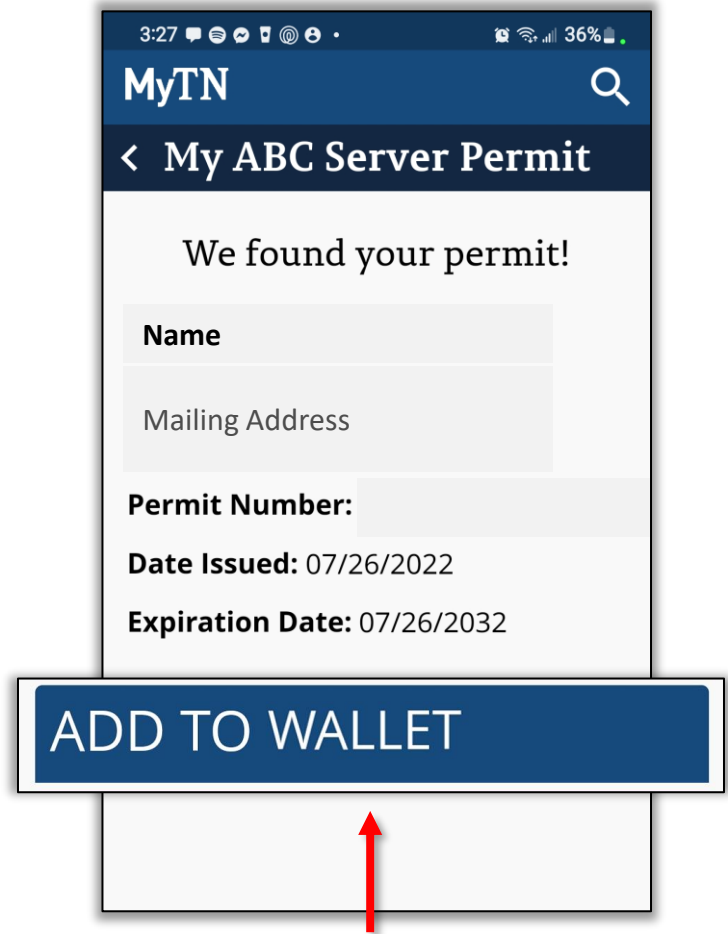
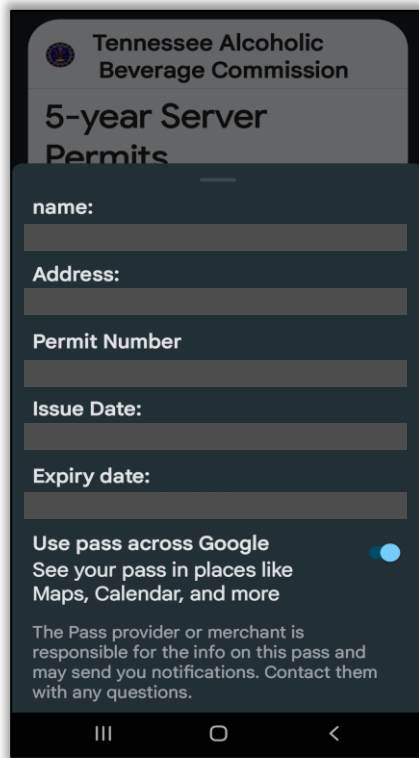# Step 3:

Adding your ABC Server Permit to your digital wallet

ABC Server Permit Wallet Feature

1. Simply **Click the "Add to Wallet" button** to add a copy of your ABC Server Permit to your mobile device

2. On the next screen, you <u>may</u> be presented with a preview of your digital permit through your mobile wallet app.
   - **If this is applicable for your device**, **click** the **"ADD" button on that screen** to ensure the permit is added to your mobile wallet
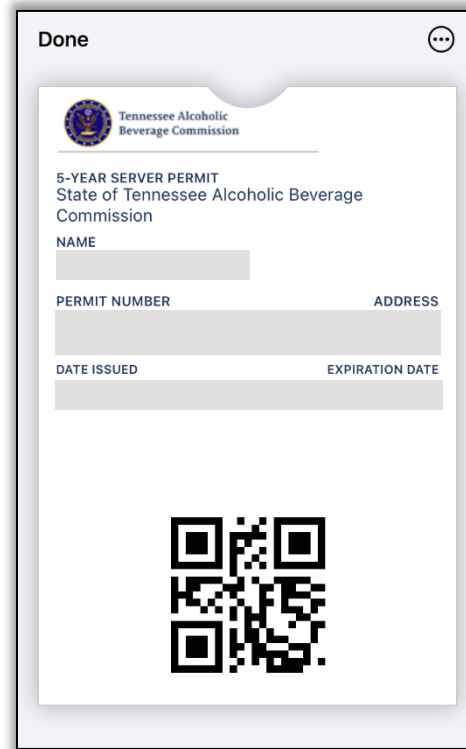
ABC Server Permit Wallet Feature

Congratulations! You have successfully used the My ABC Server Permit Service within the MyTN App.

Google Wallet Example

Apple Wallet Example

MyTN App & RLPS

Helpful Tips

MyTN App & RLPS Helpful Tips

Important Reminders

- Permit availability varies upon your application or permit status
  - **Server Permit Application Submission Tutorial:**
    - Visit https://www.tn.gov/content/dam/tn/abc-documents/abc-documents/rlps_presentation/TABC%20RLPS%20Permit-Server%20Permit.pdf

- Your MyTN Profile <u>MUST</u> match your ABC Server Permit information exactly
  - **For help finding your ABC Server Permit Contact Information to compare with your MyTN Profile:**
    - Contact TABC.Helpdesk@tn.gov

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Other Helpful Links

- MyTN Access:
    - **iPhone(IOS) Users:**
        - https://apps.apple.com/us/app/mytn/id1477061892
    - **Android Users:**
        - https://play.google.com/store/apps/details?id=gov.tn.mytn.sts&hl=en_US

- ABC RLPS Citizen Access:
    - https://rlps.abc.tn.gov/citizenaccess/

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Thank You