



# MyTN App: TDEC Wallet User Guide

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# TDEC Wallet User Guide

## Step 1:

Installing the MyTN App

# Installing the MyTN App:

MyTN is the official mobile application for the State of Tennessee electronic permits and ID cards.

To get started, download the MyTN app from the Apple Store or Google Play.

- [MyTN on the Apple Store](#)
- [MyTN on Google Play](#)

## Step 2:

Creating your MyTN profile

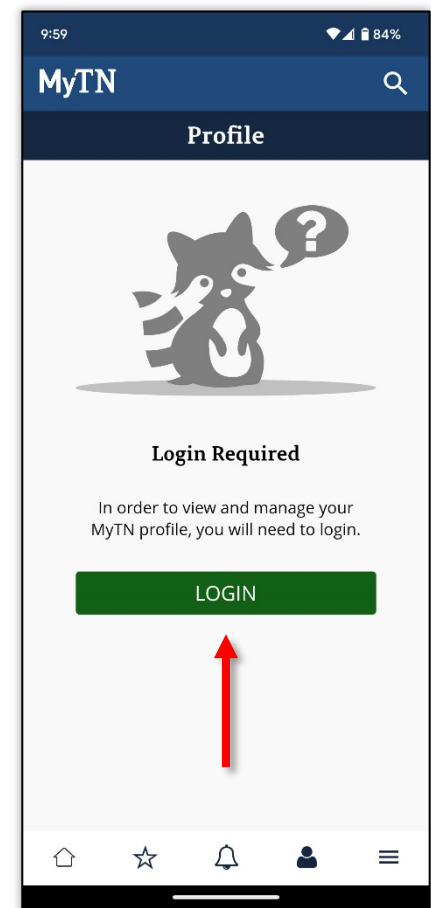
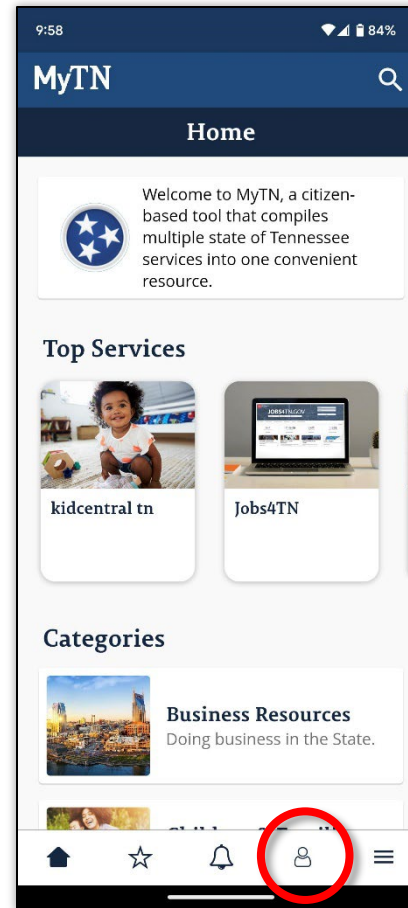
# MyTN App Navigation:

## 1. 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

## 2. Next, **click the green Login Button**

- See the next slide for MyTN Profile setup instructions



# Create your Profile:

## 3. 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 TDEC Permit information exactly. (First Name, Last Name, Date of Birth, and Email)

The image displays two screenshots of the MyTN mobile application. The left screenshot shows the login screen with fields for Email and Password, a Remember Me toggle, and buttons for LOGIN and SIGNUP. A red arrow points to the SIGNUP button. The right screenshot shows the sign-up screen with fields for First Name, Middle Initial/Name (Optional), Last Name, Email, and Phone Number, along with a password requirements section.

**MyTN Login Screen:**

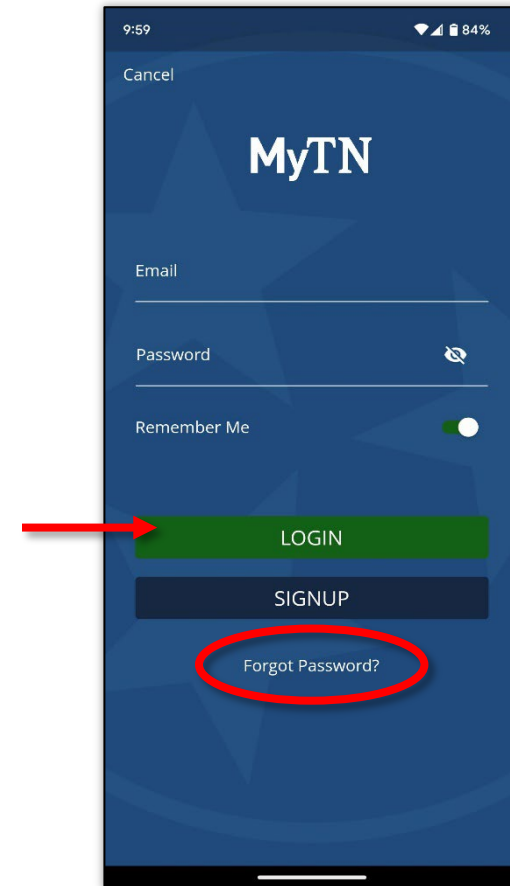
- Cancel
- MyTN
- Email
- Password
- Remember Me
- LOGIN
- SIGNUP
- Forgot Password?

**MyTN Sign Up Screen:**

- Sign Up
- MyTN
- First Name
- Middle Initial/Name (Optional)
- Last Name
- Email
- Phone Number
- Your password must have:
  - At least 1 uppercase letter
  - At least 1 lowercase letter
  - At least 1 number
  - At least 1 special character
  - At least 8 to 24 characters long

# Log-in:

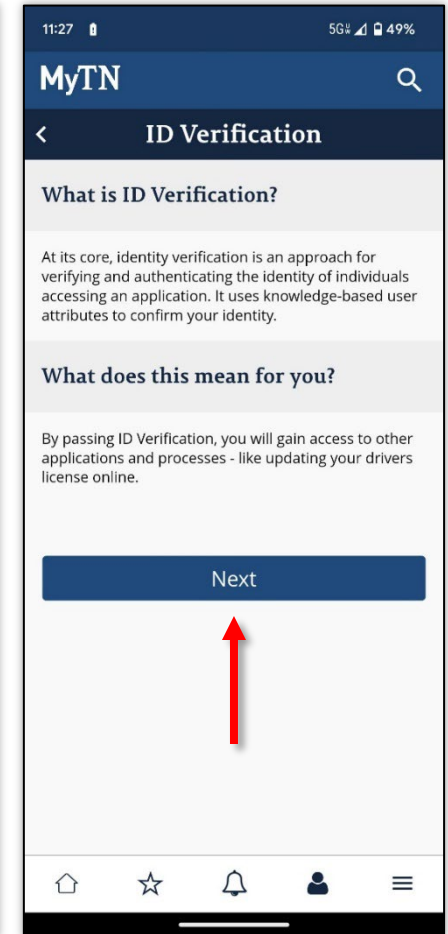
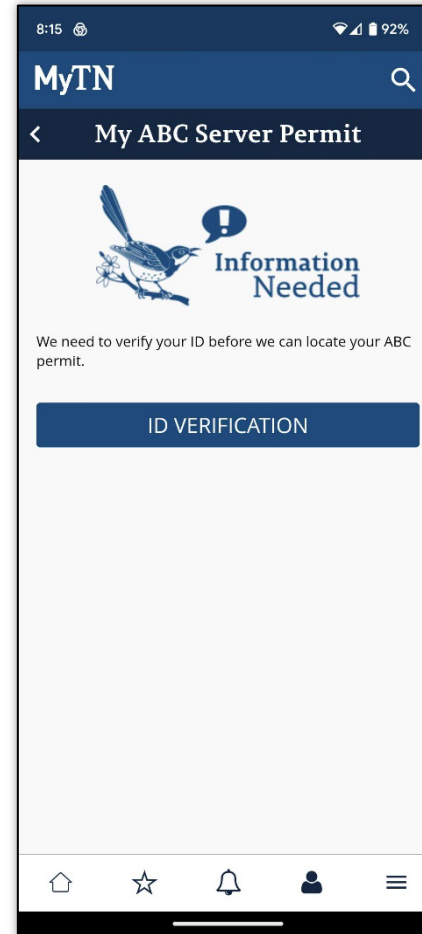
4. Once your account is created, OR if You already have a MyTN Account:
  - **Log-in** using your MyTN Email and Password. Upon your very first-time logging in you will be asked to validate your account using your email or phone.
  - **OR, Click** the **“Forgot Password”** button for assistance recovering your login information



## **Step 3:** Identity Verification

# ID Verification Process

1. Click the “ID Verification” button to begin the ID Verification process.
2. Read about what ID Verification is and how it affects you (*Optional*)
3. Click the “Next” button



# ID Verification Process Continued

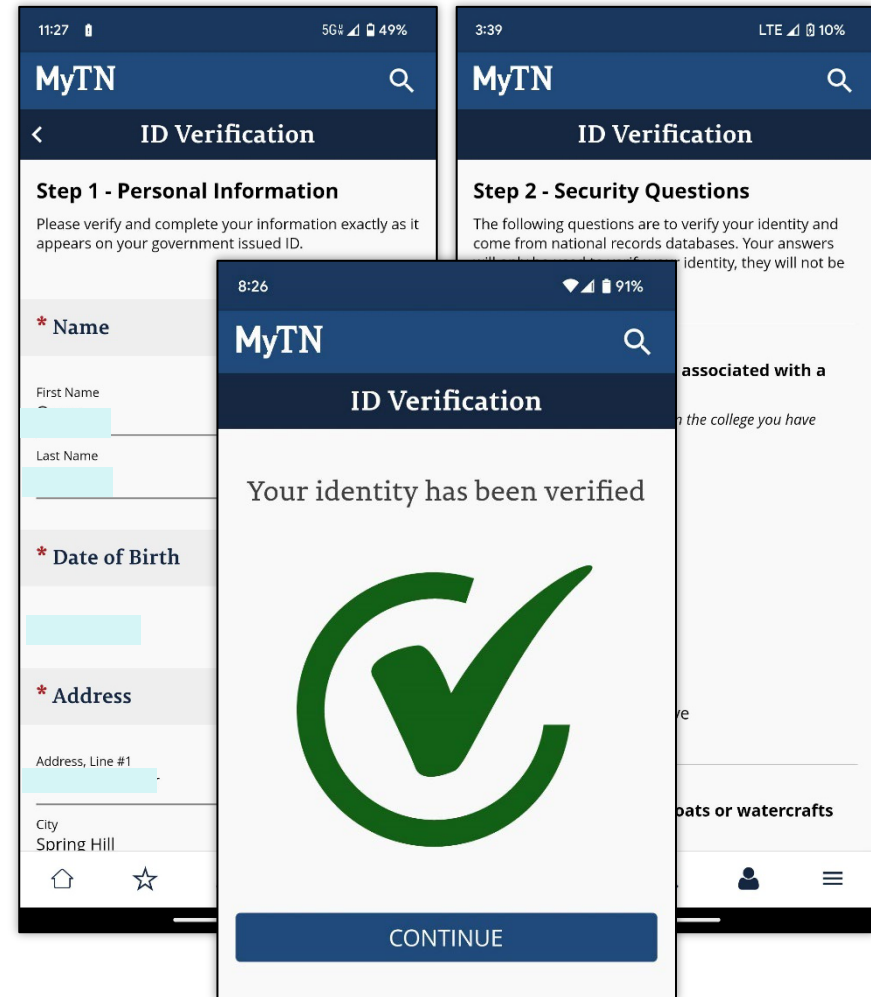
## 4. Confirm or edit Personal Information\*

**\*Note:** Your information **MUST** be accurate and match your Permit data.

## 4. Answer Lexis Nexis Security Questions and Submit your responses.

## 6. You will receive the green ID Verification checkmark for your profile, with all questions answered correctly.

## 7. Click the "Continue" button.



## Step 4:

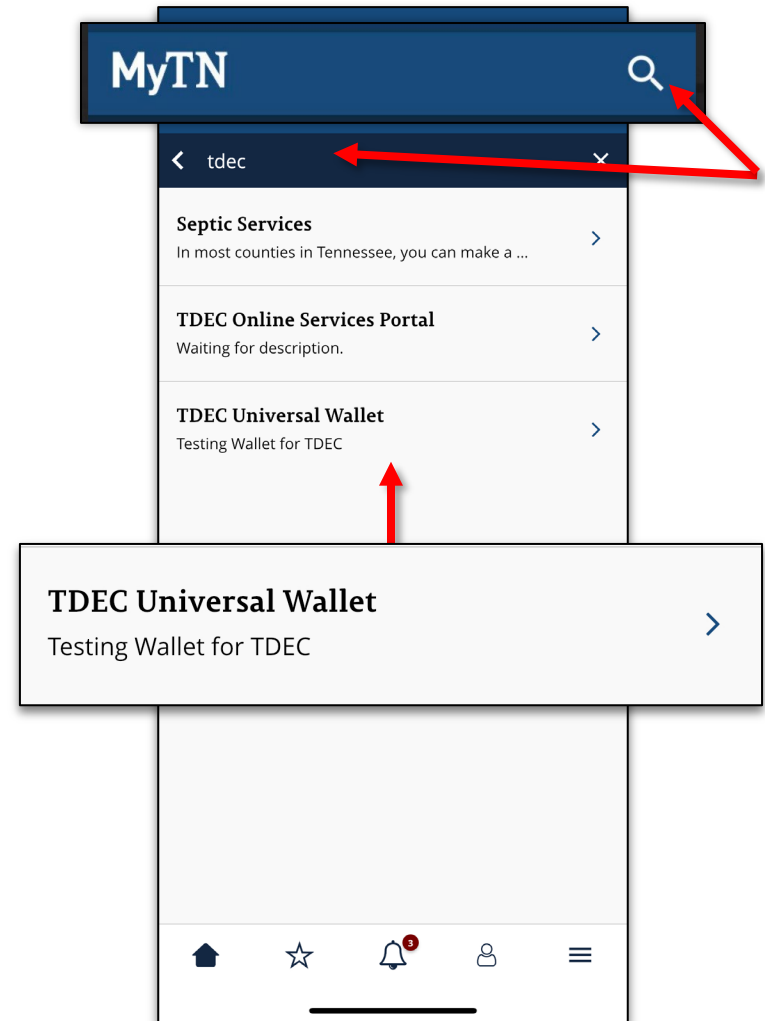
Find My TDEC Permit

# Find My TDEC Permit:

1. Click the **Search Icon (spyglass)** located to the right of the MyTN logo
2. Search for **“TDEC”** and **click the “TDEC Universal Wallet” service\***

## **\*Important\***

This is a protected service so you **MUST BE LOGGED IN** to access this service. If you are not logged in, a pop-up will show prompting you to login. You will want to login with the account you just created!

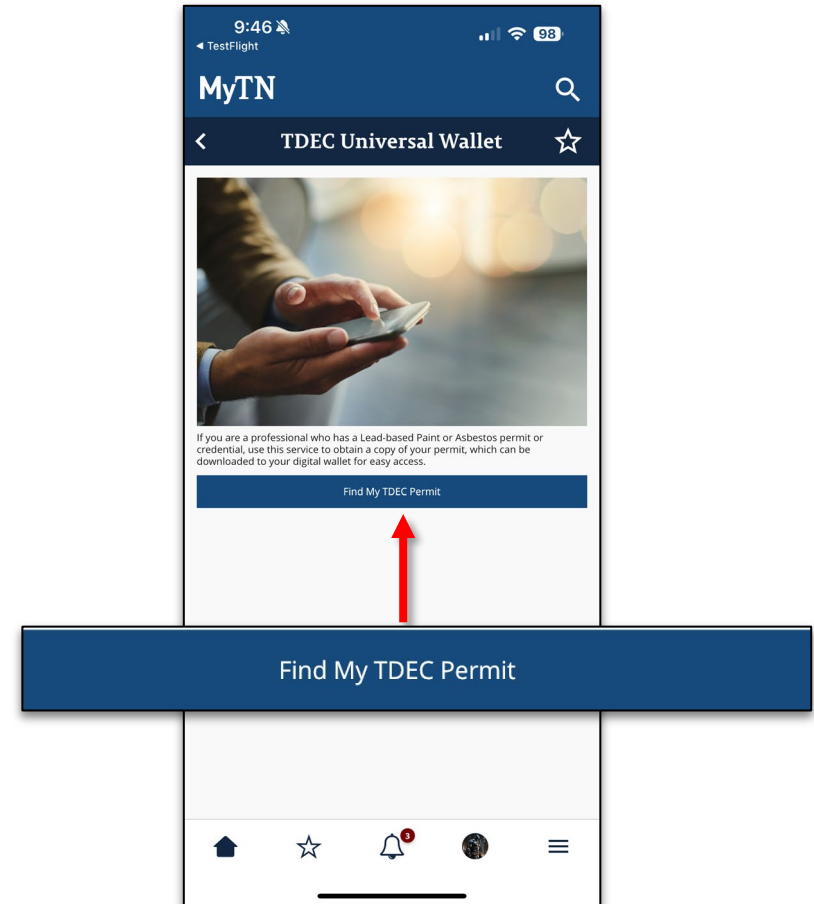


# Find My TDEC Permit:

## 3. Tap the “Find My TDEC 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.

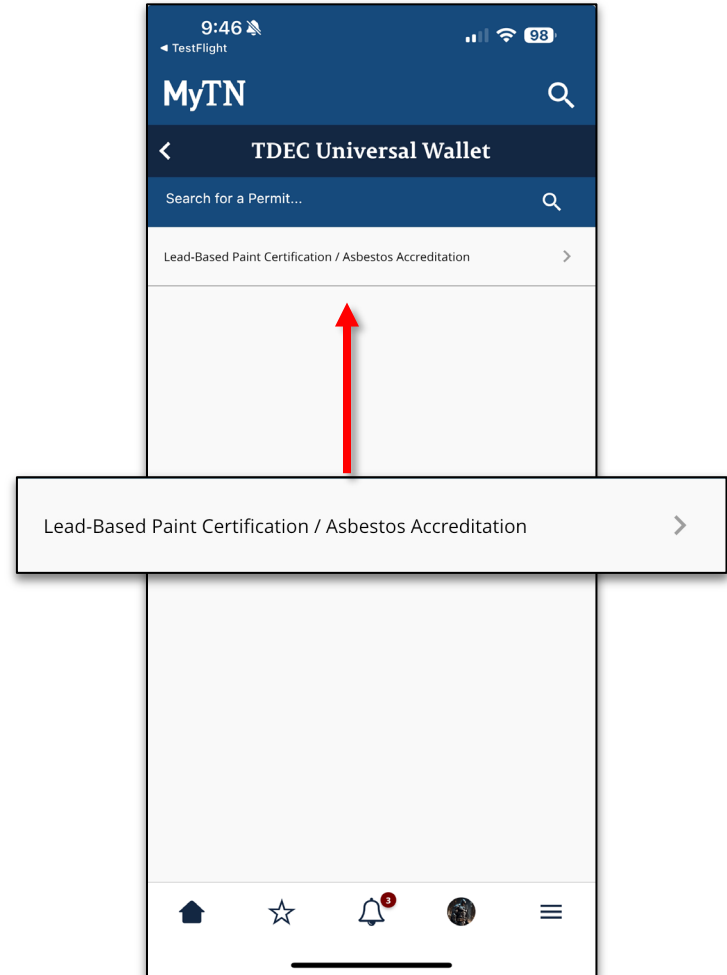
(See Identity Verification slides)



# Find My TDEC Permit:

4. Once the TDEC service is accessed, you will see a list of permits/certifications to select from.
5. Select the permit/certification you would like to add to wallet.

\* For this walkthrough, we will be using the **Lead-Based Paint Certification / Asbestos Accreditation**



# Find My TDEC Permit:

6. Enter the information that matches your permit/certification
7. Tap \*Search For Permit\* button to search for your permit/certification

**\*NOTE:** Some data will auto populate from your **MyTN Profile** (*these fields are greyed out*). If this data needs to change, you will need to go to the MyTN Profile section to update those fields.

**Information in this form should match the record in the TDEC system.**

The image displays two screenshots of the MyTN mobile application interface. The left screenshot shows the 'TDEC Universal Wallet' screen with a form for searching for a permit. The form includes fields for First Name (Jordan), Last Name (Adams), Email (jordanadamsgb@gmail.com), and dob (02/23/2000). A red arrow points from the 'MyTN Profile' note to the 'dob' field. A blue box with 'SEARCH FOR PERMIT' is overlaid at the bottom, with a red arrow pointing to the 'SEARCH FOR PERMIT' button on the screen. The right screenshot shows the app in a 'Searching For Permit...' state with a loading spinner.

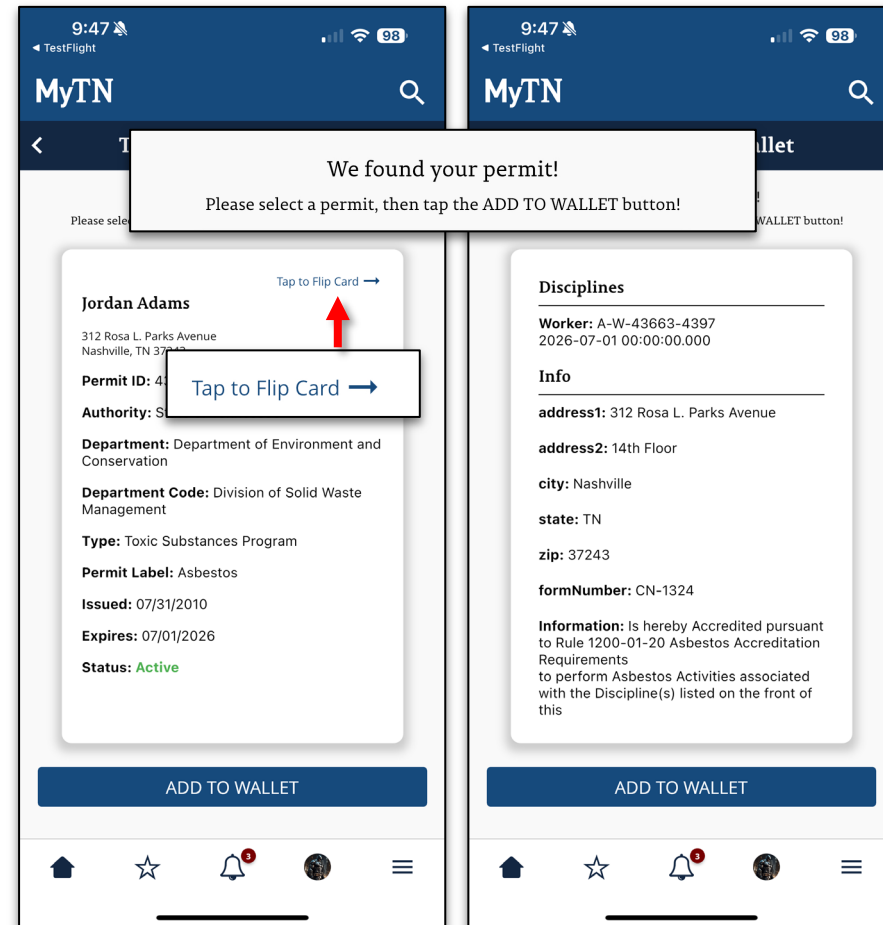
# Find My TDEC Permit - Results

## 8. 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

**\*NOTE:** You can view the back of the permit/certification by tapping **"Tap to Flip Card"** or simply just tapping the card itself.



## Step 5:

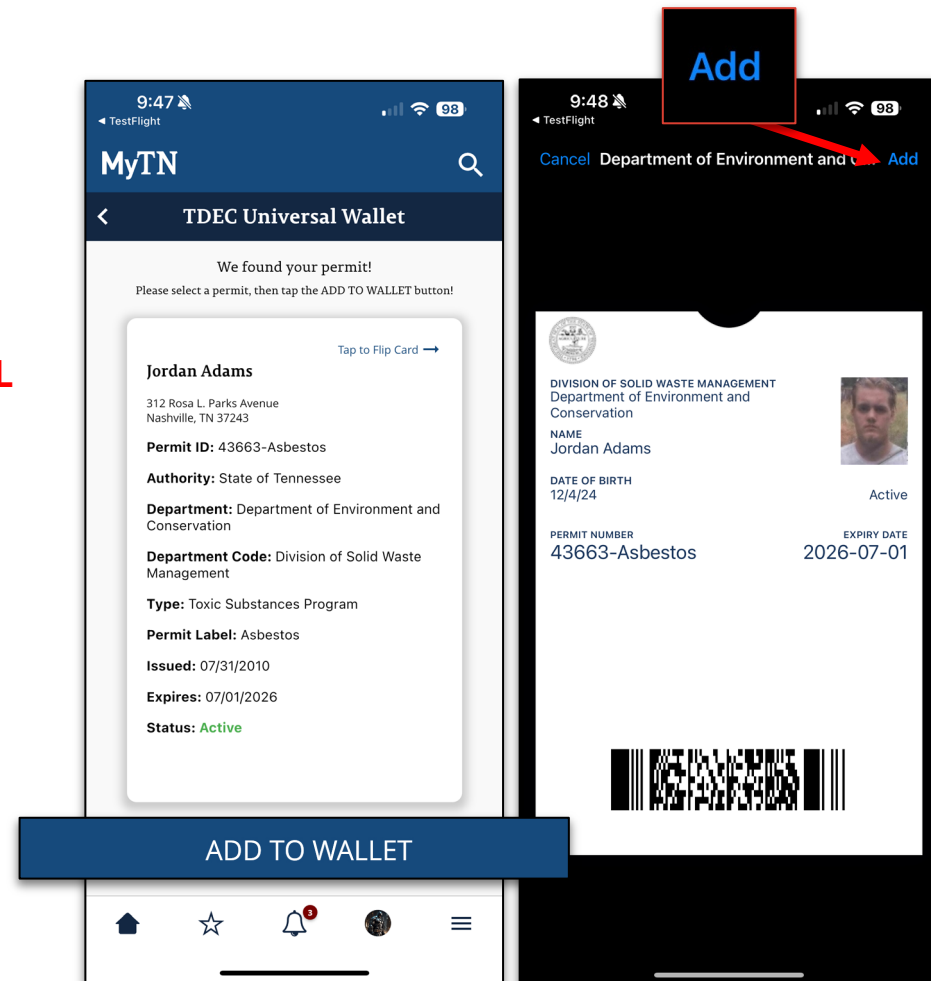
Adding your TDEC Permit to your digital wallet

# Wallet Feature

1. Continuing in the MyTN App TDEC Service, you can now click **“ADD TO WALLET”**

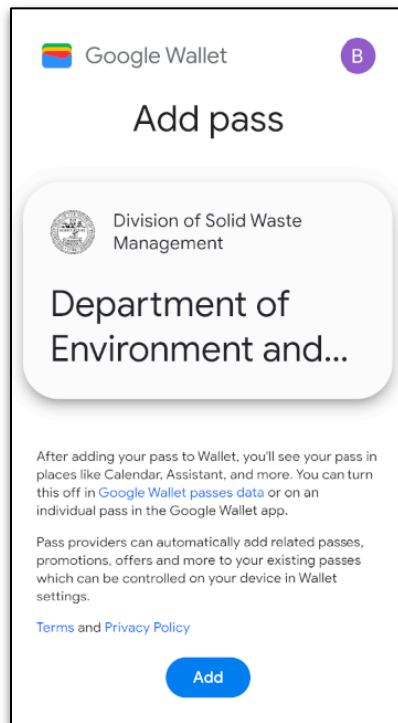
**\*NOTE:** If you have more than one permit/certification shown, you can select a permit with the toggle button or click **“ADD ALL TO WALLET”** to add all of them!

2. On the next screen, you may 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
  - After you tap **“Add”**, once the popup disappears, you can now navigate to the **Wallet App**.

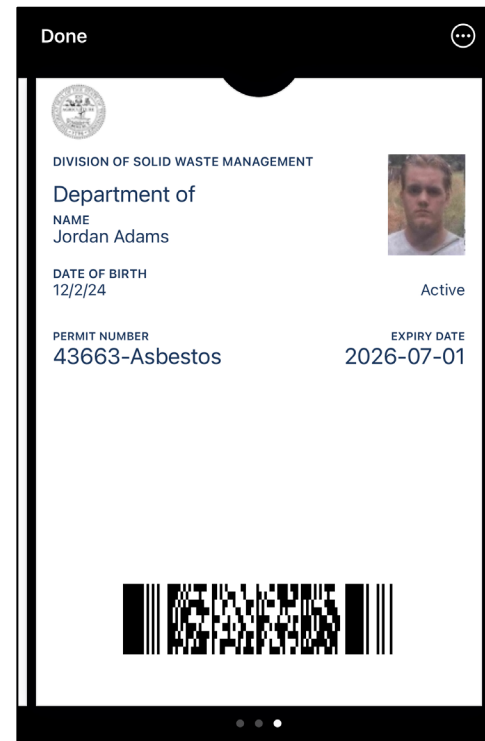


# TDEC Wallet Feature

**Congratulations!** You have successfully used the My TDEC Permit Service within the MyTN Test App.



Google Wallet Example



Apple Wallet Example

## MyTN App & Support

Helpful Tips

# MyTN App & Support

## \*Important Reminders\*

- You must have **at least 1 Active Certification/Accreditation** to add the card to your wallet.
  - If you need to submit an application to apply or renew certification/accreditation, please go to:
    - Visit - <https://forms.tdec.tn.gov/>
- Your MyTN Profile **MUST** match your TDEC Permit information exactly
  - **Here is the data that must match:**
    - First Name
    - Last Name
    - Email
    - Date of Birth
    - Last 4 of SSN

# Toxic Substance Support

For **support**, please contact:

Below are the lead-based paint and asbestos email addresses

[LBP.Notify@tn.gov](mailto:LBP.Notify@tn.gov)

[DSWM.Toxic-Asb@tn.gov](mailto:DSWM.Toxic-Asb@tn.gov)

**Office:           615-532-0780**



**Thank You**