



# Tennessee Motor Fuels Electronic Filing System

## Getting Started - Quick Start Guide

## General Information

- In order to log into the state web based fuel tracking system you must have received an email from the Department of Revenue with your user id and temporary password. If you have not received this email please contact the Department of Revenue, Mike Ingram (615) 532-6916 or Rodney Pendley (615) 532-6124, for instructions on how to apply for the web based fuel tracking system.
- The intent of this Getting Started quick start guide is to assist first time users with logging into Tennessee Motor Fuels Electronic Filing System.
- A complete user guide will be available once successfully logged into Tennessee Motor Fuels Electronic Filing System by selecting the help link from the main menu.
- **First time users must change the temporary password and update security questions prior to using all functionality of the application.**

## First Time Users

First time users will receive an email from the Department of Revenue, open the email and select the URL to navigate to Tennessee Motor Fuels Electronic Filing System. The log in page is shown below.

Department of Revenue  
Richard H. Roberts, Commissioner

Commissioner  
Bill Haslam  
Visit Bill's Web Site

User Name:  Password:

Password Assistance

**Welcome to the Tennessee Web Filing - Automated Fuel Tax System**

With the Tennessee Web Filing you can file and pay monthly, quarterly, and annual tax reports online.

Currently Tennessee supports the following tax reports and associated schedules:

Distributor	PET-350—Monthly
Refund—Government	PET-357—Monthly/Annual
Blender	PET-368—Monthly
Terminal Operator	PET-372—Monthly
Transporter	PET-373—Monthly
Annual Terminal Operator	PET-374—Annual
Refund—Wholesaler	PET-375—Variable
Exporter	PET-377—Monthly

Registered users can sign in with a User Name and Password provided by the Tennessee Department of Revenue.

Registration Information

If you have not received your registration form that has been sent to you, please contact the Tennessee Department of Revenue at (615) 532-5694 to request a new registration form.

[TN.gov Services](#) | [TN.gov Directory](#) | [Web Policies](#) | [Accessibility](#) | [Web Awards](#) | [Survey](#) | [TNRecovery.gov](#) | [Transparent Tennessee](#)

Department of Revenue | 500 Deaderick Street | Andrew Jackson Building | Nashville, TN 37242 | (615) 253-0600 | [TN.Revenue@tn.gov](mailto:TN.Revenue@tn.gov)

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- Enter the user name that was included in the email. The user name will be used each time logging into the system, the user name will not change.
- Copy the temporary password that was included in the email and paste it into the password section of the web page. The password is good for one time use and must be changed before getting complete access to the system.

## Change Password

After successfully logging into the application the following screen allows a user to change passwords. A new password must be created by first time users.

The screenshot shows the 'User Profile' page with three input fields for 'Current Password', 'New Password', and 'Confirm New Password'. A 'Change Password' button is located below the fields.

- Copy and paste the temporary password that was included in the email into the Current Password field.
- Enter a new password in the New Password field and confirm the new password by reentering the new password in the Confirm New Password field.
- Select the 'Change Password' button.

## Update Security Questions

Prior to having full functionality in the system, first time users must update security questions after the password has been changed. From the Admin Menu select User Profile as shown below.

The screenshot shows the Department of Revenue website header with the logo and Commissioner Richard H. Roberts. The navigation menu includes Home, Tax Filing, eFiling, Maintenance, and Admin. The Admin menu is open, showing options: Change Password, Message Center, User List, and User Profile. A red message states 'Your password has been changed.' The user is logged in as 'kaye\_fe'.

Selecting 'User Profile' allows viewing and editing of your profile as shown below. Security questions can be added here.

The screenshot shows the 'User Profile' page with a 'Current Password' field (masked with dots) and an 'Unlock Profile' button. Below is a tabbed interface with 'Profile' and 'Security Questions' tabs. The Profile tab is active, showing fields for First Name (Patti), Last Name (Chapman), Title, Telephone, and Email Address. An 'Update Profile' button is at the bottom.

The profile of the logged in user is displayed. Enter your password in the 'Current Password' box and then select the 'Unlock Profile' button. Profile updates can be made, when completed select the 'Update Profile' button.

## Adding Security Questions

The screenshot shows the 'User Profile' page with the 'Security Questions' tab selected. At the top, there is a 'Current Password' field with masked characters and an 'Unlock Profile' button. Below this, there are two tabs: 'Profile' and 'Security Questions'. A message states: 'Your site administrator has required you to complete at least 1 security questions.' Below the message is an 'Add New Record' button and a 'Refresh' button. A table lists four security questions, each with a red 'X' in the right-hand column, indicating they are not answered:

Question	
What is your mothers maiden name?	X
What is the color of your first car?	X
What city were you born in?	X
What is your father's middle name?	X

At the bottom of the table, there is another 'Add New Record' button and a 'Refresh' button.

When the Security Questions tab is selected it displays any security questions that have been previously answered. Your site administrator will determine the minimal amount of security questions you must answer in order to gain full access to the system.

To add a security question select the  Add New Record icon as shown above.

The screen shown below will be displayed to add a new security question.

The screenshot shows the 'User Profile' page with the 'Security Questions' tab selected. At the top, there is a 'Current Password' field with masked characters and an 'Unlock Profile' button. Below this, there are two tabs: 'Profile' and 'Security Questions'. A message states: 'Your site administrator has required you to complete at least 1 security questions.' Below the message is an 'Add New Record' button and a 'Refresh' button. A table lists four security questions, each with a red 'X' in the right-hand column, indicating they are not answered:

Question	
What is your first pet's name?	
What is your mothers maiden name?	X
What is the color of your first car?	X
What city were you born in?	X
What is your father's middle name?	X

Below the table, there is an 'Add New Record' button and a 'Refresh' button. The 'Add New Record' form is visible, showing a 'Question' dropdown menu with 'What is your first pet's name?' selected, an 'Answer' text box, and two checkboxes: a checked checkbox and an unchecked checkbox with a red 'X' icon.

Select the question from the drop-down list. Once selected, enter your answer in 'Answer' box. Select the  to add or  to remove.

To change a security question you must delete it by selecting the  and then re-enter the question and the new answer.

Continue to add security questions until the minimum amount of security questions have been answered. Once the minimum amount of security questions have been answered, full access will be allowed in the system.

## Adding Additional Users

Companies can add more users to the system without contacting the Department of Revenue.

From the 'Admin' menu, the 'User List' menu option is used to review users that are defined in the system. The Users grid provides a list of all users that belong to the same company as the current user. The Users grid is shown below.

Users							
Add New User							
User Name	Email	Enabled	Locked Out	Backend User	ZMS Role	Last Login Date	Last Password Changed Date
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	tn	<input type="text"/>	<input type="text"/>
curt_be	curtis.kaye@avalara.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	TN_ADMIN	8/29/2014 9:41:32 AM	7/7/2014 4:06:50 PM
curt_fe	curtis.kaye@avalara.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TN_COMPANY_ADMIN	8/29/2014 9:42:37 AM	3/10/2014 11:06:41 AM
patti_fe	patti.chapman@avalara.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TN_TAXPAYER	12/1/2014 10:19:08 AM	11/26/2014 11:40:19 AM
patti_tn_admin	patti.chapman@avalara.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	TN_ADMIN	12/1/2014 12:59:18 PM	12/12/3999 6:00:01 PM

Page: 1 of 1 Go Page Size: 4 Change Items 1 to 4 of 4.

Add new users by selecting the **Add New User** button on the screen. The screen below will be displayed to key in new user information.

**User Information**

User Name   
 First Name   
 Last Name   
 Title   
 Telephone   
 Alternate ID   
 Email   
 All Jurisdictions  Set Per Company  
 Company  ABC Oil Co  
 Role  TN\_COMPANY\_ADMIN

**Communication**

The following message will be sent as a result of this action. Select an option below to confirm communication status of this message.

Message approved for sending

**Message**

The Avalara Excise Platform administrator has created your secure user account.

Please use the following username and temporary password:[user\_name]  
 Username: [user\_name]  
 Password: [user\_password]  
 URL: [site\_setting\_email\_uri]

Upon logging into Avalara Excise Platform please update your profile, change your password, and set your password assistance question and answer.

It is your responsibility to secure your login. Please see your administrator for additional policies and terms of use.

For a new user account, you must log in within [site\_setting\_initial\_password\_change\_days] days or your account will be disabled.

Fill in the following fields:

- User Name (Must be unique in the system)
- First Name
- Last Name
- Title
- Telephone
- Email address
- Role - Select Role from drop down: TN\_COMPANY\_ADMIN (Company administrator) or TN\_TAXPAYER.
- Select message approved for sending

- Select  button to create the new user.

The new user will receive an email from the Department of Revenue and will be required to go through the above steps to log into Tennessee Motor Fuels Electronic Filing System.