

Accessing the Telematics Analytics Platform

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About TCA

Transport Certification Australia (TCA) is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.

Key aspects of TCA include:

- An independent not-for-profit entity, with government oversight.
- Administration of the National Telematics Framework, including its rules, specifications, agreements, digital infrastructure and other supporting services.
- Assurance services that support but are appropriately separated from regulators, policy makers and enforcement activities, and underpin telematics applications and associated information and data services.
- Advice that is based on evidence and a deep subject matter knowledge.
- Trusted partner to both government and industry stakeholders, enabling a nationally consistent open market, with services covering all road vehicle types and associated digital infrastructure.

Trademarks

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1 Telematics Data at Your Fingertips

Welcome to the Telematics Analytics Platform (TAP).

TAP provides a way to view reports and analysis of vehicle use on road networks, drawing upon telematics data collected from vehicles.

We've built TAP for you, and we will continue to enhance its capabilities to meet your needs.

We're here to help, and we would welcome your feedback.

2 Introducing TAP

Transport Certification Australia's TAP is a secure portal for authorised users. TAP supports user access to data and reporting services, including road use analytics and reporting, as well as device and systems performance analytics.



We work with our stakeholders to give them access to core analysis and reporting through data analytics in TAP.

TAP provides standardised and ad-hoc data reporting to support compliance, policy, planning, investment, and operational decision-making of our key stakeholders.

The suite of TAP services is available through the TAP portal.

TAP is web-based, and you can best view it with the following browsers on Windows:

- Google Chrome (version 64 or higher)
- Mozilla Firefox (version 57 or higher).



For the optimum experience using TAP, we recommend that you use a PC or laptop.

As this is a secure portal for authorised users, you need to register with TCA to access the data analytics and reporting features.

3 About This Guide

The purpose of this guide is to help you log into TAP for the first time.

Once you have set up your TAP account, logging in and out is quick and simple – refer to a TAP user guide for information on logging in and out once you've set up your TAP account.

To log into TAP for the first time, you need to:

1. Register with TCA to get access to TAP.
2. Set up your Microsoft account (if necessary) and your TAP account.
3. Log into TAP.

4 Registering with TCA to Get Access to TAP

Before you register, speak to us to establish your information requirements. Contact us by email at support@tca.gov.au.

We'll give you a link to the online application form to complete and submit to TCA. Completion of this form provides you an opportunity to review the terms of use before submitting your information.

As part of the application process, we will ask for an email address that will be linked to your access to TAP.

Once we process your application for access to TAP, we'll send you a registration confirmation email and the relevant user guides for the application(s) you're registered to use. This will include an invitation to log into TAP.

Select one of the of the following procedures to set up your Microsoft and TAP accounts and log into TAP:

- If you accept your invitation through a Microsoft Outlook account, see Section 5.
- If you accept your invitation through a non-Microsoft account such as Gmail, see Section 6.

5 Logging into Your TAP account if using a Microsoft Outlook Account

Use the procedure in 5.1 if you received the email containing your TAP invitation in your Microsoft Outlook inbox.

This procedure carries an assumption that you have a Microsoft account linked to your Microsoft Outlook account. If you don't have a Microsoft account linked to your Microsoft Outlook account, Microsoft will guide you through the steps to set one up.

To log into TAP for the first time when starting from a Microsoft Outlook account, you first need to set up your TAP account with a Microsoft two-factor authentication method.

This procedure uses phone authentication as the two-factor authentication mechanism, although other options are available.

Although there are several steps to this procedure, you'll only need to do this once. Logging in is quick and simple once your TAP account is set up.

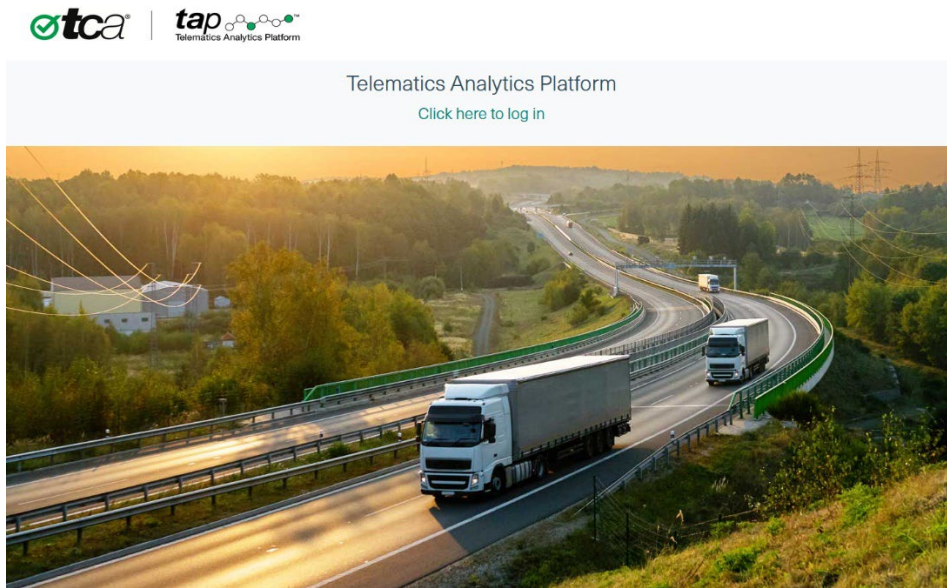
5.1 Setting Up Your TAP Account and Logging In

To set up your TAP account and log in:

1. Go to the Inbox of the Microsoft Outlook account that the email containing your TAP invitation was sent to.
2. Open the TAP invitation email and click **Accept invitation**.
The Review Permissions window appears.
3. In the Review Permissions window, if you agree with the permissions, click **Accept**.
4. If your security settings warn you of a potential security risk ahead, assess whether to continue according to your organisation's security policy. To continue with this procedure and access TAP, click **Advanced** then **Accept the Risk and Continue**.

The TAP Login Screen appears.

Figure 1: TAP Login Screen



5. On the TAP Login screen, click **Click here to log in**.
The first of a set of windows appears, which will guide you through setting up two-factor authentication for your TAP account.
6. In the More Information Required window, click **Next**.
The Additional Security Verification Screen – Step 1 window appears.

Figure 2: Additional Security Verification Screen – Step 1 Window

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

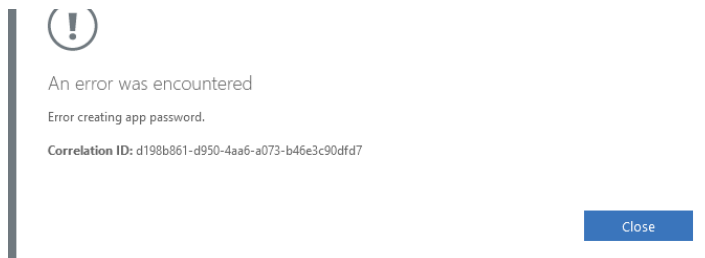
Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

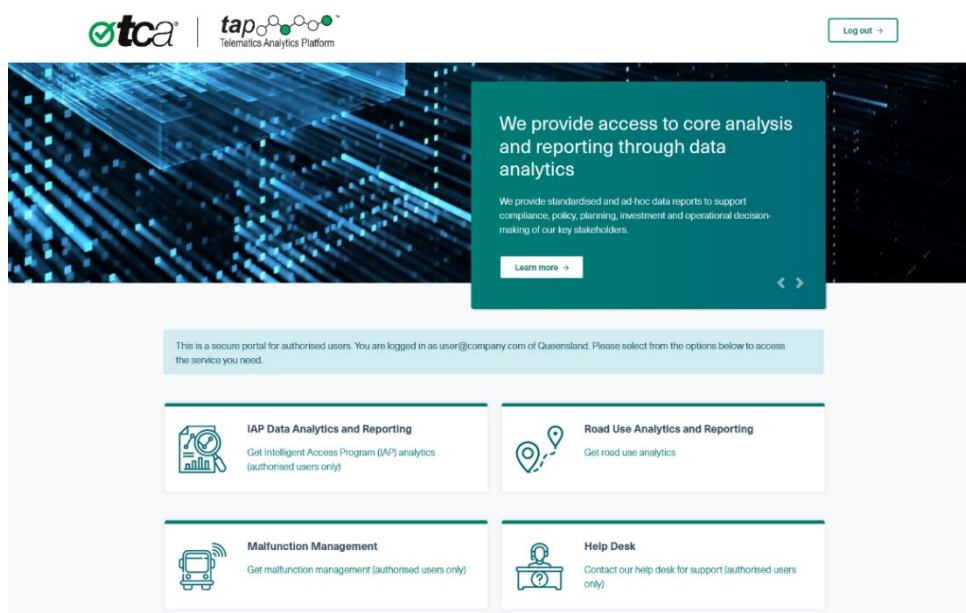
7. In the Additional Security Verification Screen – Step 1 window, do the following:
 - a. Select **Authentication phone**.
Note: The steps in this procedure use **Authentication phone** as an example of an authentication method. You can also select **Office phone** or **Mobile app** if you prefer to use those methods – both are straightforward to set up. If you prefer **Mobile app**, an example of the setup process is on pages 10–11, steps 2 to 9.
 - b. Select **Australia** as your country and complete the contact phone number field.
 - c. Select **Send me a code by text message**.
Note: You can also select **Call me** if you prefer, but receiving a text message is simplest if using a mobile phone.
 - d. Click **Next**.
 Microsoft will send a text message to the phone number you nominated in (b) above.
8. In the Additional Security Verification Screen – Step 2 window, enter the six-digit verification code and click **Verify**.
 If you see an error message, click **Close**.

Figure 3: Registration Error Message



9. In the Additional Security Verification Screen – Step 3 window, click **Done**.
 The Stay Signed In? window appears.
10. In the Stay Signed In? window, select whether you want to stay signed in.
 The TAP Home screen appears.

Figure 4: TAP Home Screen



6 Logging into Your TAP Account if Using a Non-Microsoft Outlook Account

Follow the procedures in 6.1 to 6.3 if you received the email containing your TAP invitation in an inbox that is not a Microsoft Outlook account, such as Gmail.

These procedures carry an assumption that you do not have a Microsoft account linked to your Gmail account. Before you can create a TAP account, you will need to set up a Microsoft account, which will be linked to the TAP account that you'll set up in 6.3.

To log into TAP for the first time when starting from a non-Microsoft Outlook account:

1. Install the Microsoft Authenticator app on your smartphone or tablet.
2. Set up a Microsoft account.
3. Set up a TAP account with a Microsoft two-factor authentication method, and log in to TAP.

This set of procedures uses the Microsoft Authenticator app as the two-factor authentication mechanism, although other options are available.

Although there are several steps to these procedures, you'll only need to do this once. Logging in is quick and simple once your TAP account is set up.

6.1 Installing the Microsoft Authenticator App

You can install the Microsoft Authenticator app on your smartphone or tablet that uses one of the following mobile operating systems:

- Android (version 6.0 or higher)
- iOS (version 11.0 or higher)
- iPadOS (version 11.0 or higher).

To install the Microsoft Authenticator app:

1. On your smartphone or tablet, go to Google Play (Android), the Apple App Store (iOS) or another application marketplace.



2. In the application marketplace, search for 'Microsoft Authenticator'.




3. Install the Microsoft Authenticator app on your smartphone or tablet. Follow the instructions in choosing options to activate your smartphone or tablet's camera to automatically scan the QR code or to request permission to activate the camera and scan the QR code.

Note: TCA does not provide IT support for smartphone or tablet apps. If you need help setting up the Microsoft Authenticator app, please contact your local IT support.

6.2 Setting Up Your Microsoft Account

To set up your Microsoft account:

1. Go to the Inbox of the email account that the email containing your TAP invitation was sent to (such as Gmail).
2. Open the TAP invitation email and click **Accept invitation**.
The Create Account window appears.
3. In the Create Account window, click **Next**.
The Create Password window appears.
4. In the Create Password window, enter the password you will use for your Microsoft account, and click **Next**.
The Verify Email window appears, informing you that a code has been sent to the email address where your TAP invitation email was sent (refer to 1 above).
5. Go to the email address where your TAP invitation email was sent and find the message containing the six-digit verification code sent by Microsoft.
6. In the Verify Email window, enter the six-digit verification code and click **Next**.
7. Another Create Account window appears, asking you to solve a puzzle. Click **Next**.
8. Solve the puzzle and click **Done**.
To try another puzzle, click the circular Refresh icon  at the bottom of the window.
9. In the Stay Signed In? window, select whether you want to stay signed in.
The Review Permissions window appears.
10. In the Review Permissions window, if you agree with the permissions, click **Accept**.
Your Microsoft account has now been set up and is ready to link to your TAP account. To set up your TAP account, see 6.3.

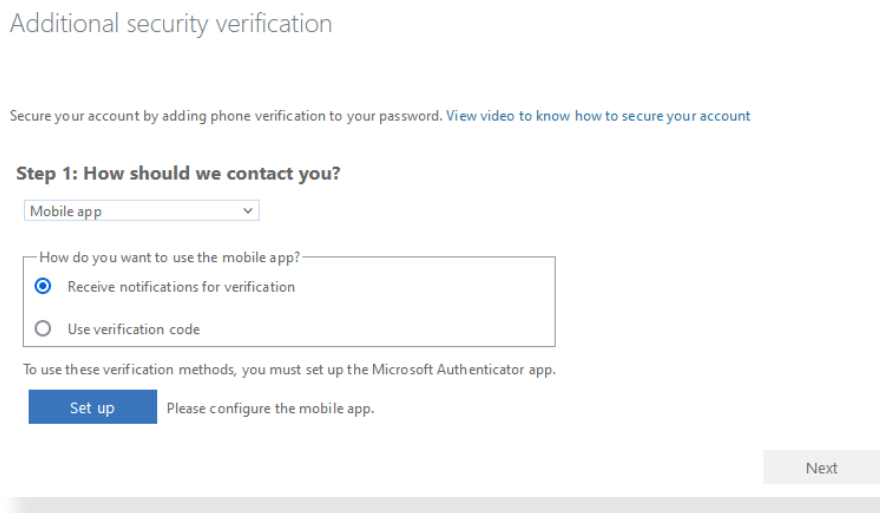
6.3 Setting Up Your TAP Account and Logging In

This procedure describes setting up your TAP account with a two-factor authentication method before you log in. The method selected uses the Microsoft Authenticator app, which you installed in 6.1.

To set up your TAP account and log in:

1. After you have clicked **Accept** in the Review Permissions window, the More Information Requirements window appears. Click **Next**.
The first of three security verification windows appears.

Figure 5: Additional Security Verification Screen – Step 1 Window



Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

Next

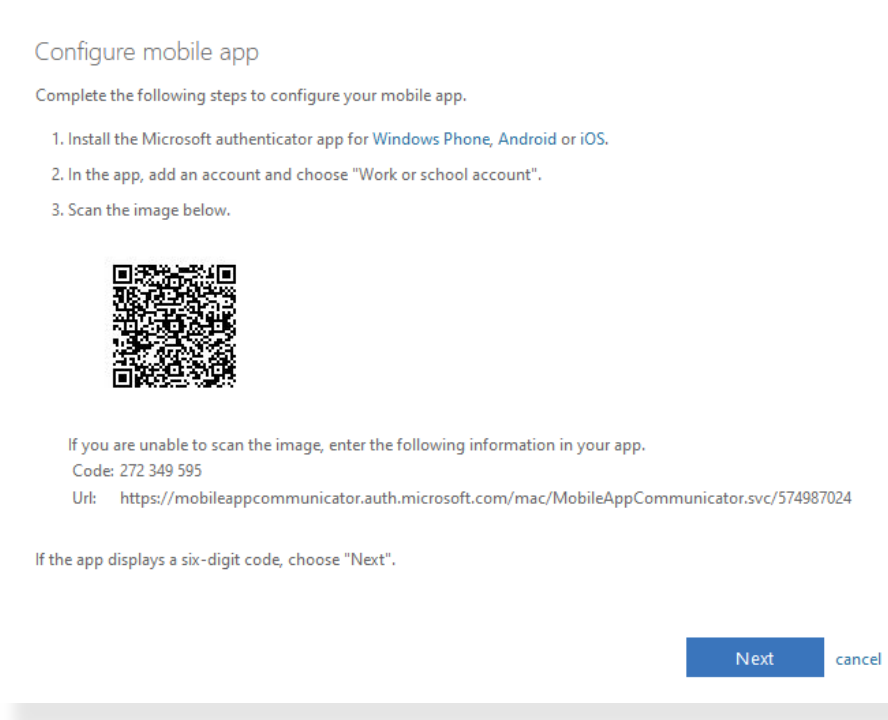
2. In the Additional Security Verification Screen – Step 1 window, do the following:
 - a. Select **Mobile app**.

Note: The steps in this procedure use **Mobile app** as an example of an authentication method. You can also select **Authentication phone** or **Office phone** if you prefer to use those methods – both are straightforward to set up. If you prefer **Authentication phone**, an example of the setup process is on page 7, steps 7 to 9.
 - b. Select **Receive notifications for verification**.

Tip: You can also select **Use verification code** if you prefer, but receiving a notification is a faster one-click acceptance method.
 - c. Click **Set up**.

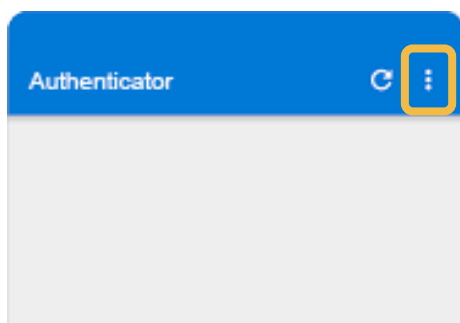
The Configure Mobile App window appears.

Figure 6: Configure Mobile App Window



3. Open the Microsoft Authenticator app on your smart phone or tablet.
4. At the top right of the screen, click the vertical ellipsis \vdots and then click **Add account**.

Figure 7: Microsoft Authenticator Home Screen

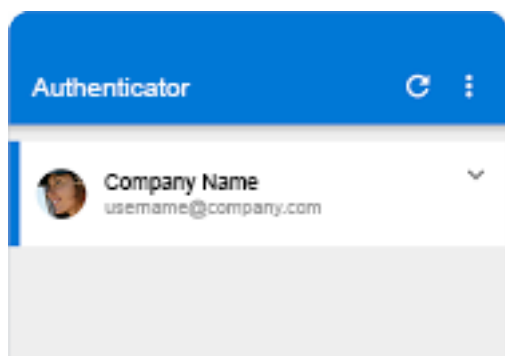


5. From the Add Account screen, select **Work or school account**.
The Add Work or School Account dialog appears.
6. Position your phone or tablet so that it can scan the QR code you see in the Configure Mobile App window (on your screen, not Figure 5 in this guide).
7. From the Add Work or School Account dialog on your phone or tablet, select **Scan a QR code**.

Note:

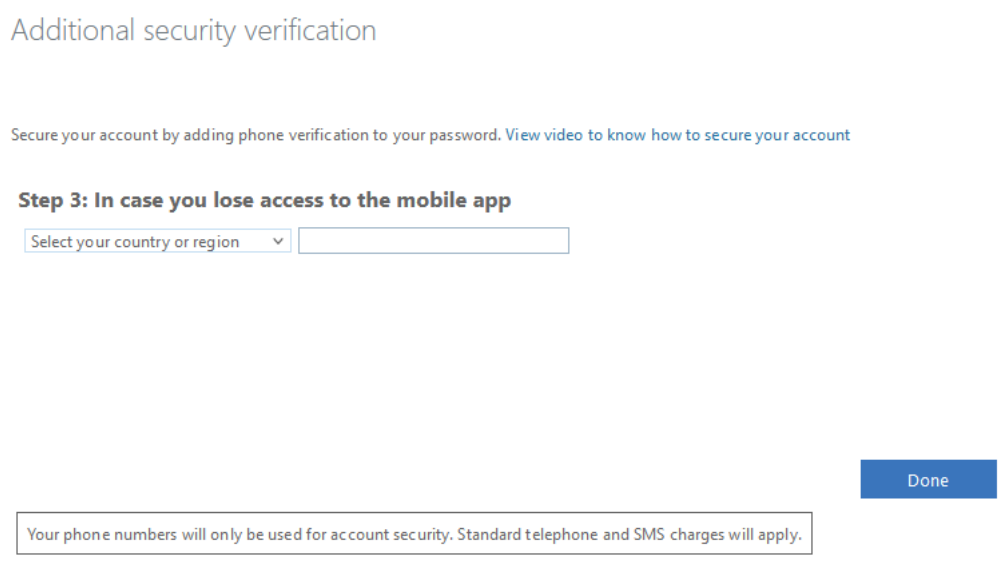
- If you receive an error, you may need to scan a few more times for verification to be accepted.
- If you cannot scan the QR code, enter the code and URL shown at the bottom of the Configure Mobile App window into the appropriate area of Microsoft Authenticator.
- Once accepted, your new account will appear on the Microsoft Authenticator Home screen.

Figure 8: New Microsoft Authenticator Account



8. In the Configure Mobile App window, click **Next**.
The Additional Security Verification Screen – Step 3 window appears
9. In the Additional Security Verification Screen – Step 3 window, select **Australia** and add a backup phone number, then click **Done**.

Figure 9: New Microsoft Authenticator Account



The TAP Login Screen appears, as shown in Figure 1.

10. In the TAP Login screen, click **Click here to log in**.
The TAP Home screen appears, as shown in Figure 3.

7 Where to Get Help

Problems setting up? Email support@tca.gov.au to book a help session with one of our support staff.

Need help installing the Microsoft Authenticator app on your phone? Please contact your local IT support for assistance.