

# Accessing the Telematics Analytics Platform

Version 1.1 – March 2021

## 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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## 1.1 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.

## 1.2 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 reports to support compliance, policy, planning, investment and operational decision-making of our key stakeholders.

The TAP suite of applications 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.

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

You need to:

1. Register with TCA to get access to TAP.
2. Set up your TAP account.
3. Log into TAP.

## 1.3 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](mailto:support@tca.gov.au).

We'll give you an application form to complete and return to: [support@tca.gov.au](mailto:support@tca.gov.au).

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.

The confirmation email will give you:

- a link to set up a Google Authenticator account that's used in two-factor authentication
- a link to create your first password.

## 1.4 Setting Up Your TAP Account

Before you log into TAP for the first time, set up your account as follows:

1. Install the Google Authenticator app on your smart phone.
2. Set up two-factor authentication.
3. Create your first password.

### 1.4.1 Installing the Google Authenticator App

As a secure portal, TAP requires two-factor authentication to make sure only authorised users can access the portal. We use the Google Authenticator app, which can be installed on Android smartphones.

**To install the Google Authenticator app:**

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



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



3. Install the Google Authenticator app on your phone. Follow the instructions in choosing options to activate your phone's camera to automatically scan the barcode or to request permission to activate the camera and scan the barcode.

*Note: TCA does not provide IT support for phone apps. If you need help setting up the Google Authenticator app, please contact your local IT support.*

### 1.4.2 Setting Up Two-Factor Authentication

To set up two-factor authentication, create an account in the Google Authenticator app. This account will generate a new authentication code every 30 seconds.

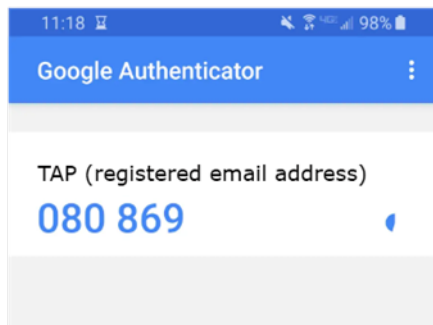
**To set up two-factor authentication:**

1. In your registration confirmation email, click the link to set up a Google Authenticator account.  
A QR code (barcode) will appear on the screen that opens, as shown in the example below.



2. Point your phone camera at the barcode and scan it, based on your Google Authenticator settings.  
Once you have scanned the barcode, the app will contain an account for TAP, and you will see a six-digit code that changes every 30 seconds.

**Figure 1: Example TAP Account in Google Authenticator**



### 1.4.3 Creating Your First Password

**To create your first password:**

1. In your registration confirmation email, click the link to create your first password. The Update Password screen appears.

**Figure 2: Update Password Screen**

A screenshot of the 'Update Password' screen. The title 'Update Password' is at the top. Below it are two input fields: 'Password:' and 'Confirm password'. A green button labeled 'Update Password' is positioned below the input fields.

2. Create a new password and confirm it. A valid password:
  - Must be at least 8 characters
  - Must have at least 1 upper case alphabetic character
  - Must have at least 1 lower case alphabetic character
  - Must have at least 1 numeric character
  - Must have at least 1 special character !@#%&\*(.).
3. Click Update Password. The Login screen appears.

## 1.5 Logging Into TAP

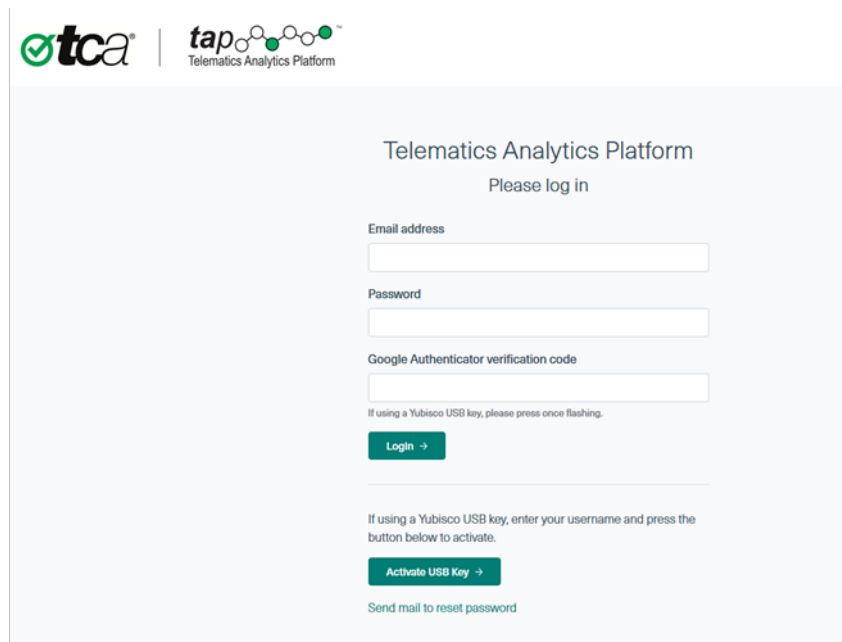
Follow this procedure to log in to TAP for the first time and any subsequent time.

### To log into TAP for the first time:

1. Navigate to the TAP Login screen: <https://tap.tca.gov.au/tcaportal/login>. The Login screen appears.

*Note: You must first be successfully registered for access with TCA and have linked your Google Authenticator account to TAP.*

**Figure 3: Login Screen**



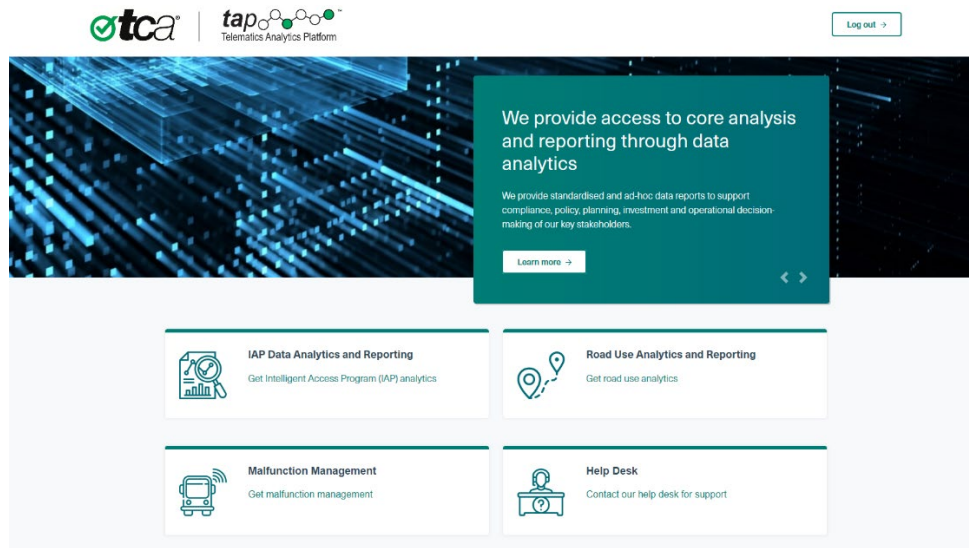
2. Enter your registered email address.
3. Enter the password you created.
4. Open the Google Authenticator app in your device.
5. Enter the six-digit number that's currently displayed in your Google Authenticator app.

*Note: The six-digit code changes every 30 seconds in the app. If the number changes before you click Login, your login will not be successful. If this is the case, enter the new six-digit code that is generated.*

6. Click Login.  
If your login is successful, the TAP Home screen appears.

If there's an error in the login credentials, TAP will display an 'Invalid credentials' message. To resolve the error, verify and re-enter your email and password, enter a new Google Authenticator code, and click Login.

Figure 4: TAP Home Screen



## 1.6 Where to Get Help

Problems setting up? Email [support@tca.gov.au](mailto:support@tca.gov.au) to book a help session with one of our support staff.

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