BEACON
TowLien

Quick Reference Guide

Beacon Software TowLien.com

BEACON
TowLien
Your Impound Notification Partner

QUICK REFERENCE GUIDE

QUICK REFERENCE

BEACON TowLien

WEBSITE: https://new.towlien.com
SUPPORT: Support@towlien.com
440-237-6653 x3
Monday - Friday 9AM - 6PM EST

⚙ ACCESS SETTINGS

Login to TowLien.com
(**https://new.towlien.com**)
From the left navigation bar select
Account Settings

✉ INBOX MESSAGES

From the left navigation bar select **Inbox**

Messages from TowLien **including successful import, vehicle approvals, and/or system messages** will appear here.
Select a message to view the full contents.
Select **History** to view past messages
Use the **View filter** to provide additional sorting

🚗 VIEW ALL INVENTORY

From the left navigation bar select **Inventory**

Use the top **Search Inventory bar** to search for vehicles by **YEAR MAKE MODEL, VIN, Task, Reference / Invoice number or Status**
Select any header to sort by ascending or descending order

To customize your layout select **Edit Grid Layout**, **click and drag the headers** to the desired location
Select **⋮** and **check/un-check** the boxes to edit columns you will see on your inventory list and select **Save**
When you are done editing select
Save Current State

+👥 ADD INTERESTED PARTIES

Select a vehicle from your Inventory
Select INTERESTS from the vehicle details page
Select the Add Party icon +👤

Enter the interested party type, name, address as required for mailing
Select **Add**

*The check box labeled "Do Not Mail" <u>Will remove the ability to mail this interested party</u>. This party <u>WILL NOT</u> show as available when attempting to send notification letters.
You can remove Do Not Mail at anytime by selecting the Edit icon ✏

*Interested parties retrieved from a state database search <u>can not</u> be edited if there is an issue please contact support

+👥 ADD USERS

From **Account Settings** select **Account Users**

Select **ADD**
Enter the user information (**the new user will receive an email to finish account setup**)

Select **Save**

👤 DISABLE USERS

From **Account Settings** select **Account Users**

Locate the user you would like to **disable**
Select **EDIT**
Uncheck boxes "**Enabled**" and "**Allow access to TowLien.com**"

Select **Save**

🔍 SEARCH/ADD VEHICLE

From the left navigation bar select
+ ADD VEHICLE
Select an **Entry Method** and the state database you would like to search

- **VIN:** Search selected state by VIN

- **PLATE:** Decode the vehicle plate to a VIN then search **(You must verify the VIN decoded matches the vehicle you intend to search)**

- **MANUAL ENTRY:** Add the vehicle details manually, no state search will be performed

Select **Submit**
Enter the **vehicle storage details** while the state search is performed
Select **Submit Impound Details**

🏢 ADD LOCATIONS

From **Account Settings** select **Locations** Select **ADD**
Enter the location information required by your state
Select **Save**

***Default Storage Location** is the Location **(if checked)** TowLien will pre-fill when adding impound details

***Default Mail from Location** is the Location your letters will be addressed from, **(if checked)** TowLien will pre-fill when adding impound details

➤ SEND LETTERS

Vehicles must have complete impound details and interested parties to send letters
Select a vehicle from your **Inventory** Under **Summary** or **Tasks** select
Send First Notice Letters (*this verbiage may vary by state*)
Verify the parties you want to notify have a check mark next to their name
Optional - Select the mail type (if your state supports multiple mail types)

*Select **Send**
*You have the ability to View/Edit Impound details before you send notification

☺ ICONS/OTHER HELPFUL INFORMATION

Inventory Status
https://support.beaconsoftco.com/towlien/vehicle-status
Printing a Vehicle Packet
https://support.beaconsoftco.com/towlien/printpacket
Requested By - Account Feature & Report
https://support.beaconsoftco.com/towlien/accounts

🖨 **Print Vehicle Details** - **Visible on vehicle details page on any tab** - used to print a summary of the vehicle details

⚠ **Vehicle Hold** - **Visible on vehicle details page on any tab** - Vehicle on time of import from Dispatch Anywhere had a hold or non-release added - Use caution before sending notification(s)

ⓘ **Requires Attention** - **Visible on vehicle details page and Dashboard** - Vehicle has a required task due, new information available or a required task was not completed on time

🕐 **Reminder** - **Visible on vehicle details page and Dashboard** - Vehicle has a set reminder for a task due, or a user added a custom reminder for the vehicle that is now due.

Additional **TowLien** Resources

TowLien Videos

Getting Started
https://support.beaconsoftco.com/knowledge/towlien-getting-started
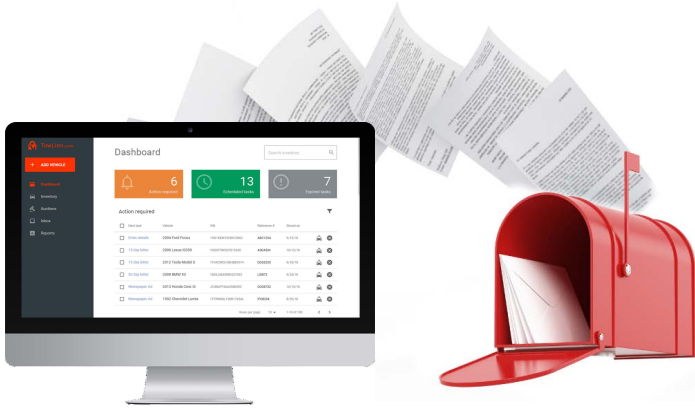
Feature Information

Bulk Services
https://support.beaconsoftco.com/towlien/bulkservices
Adding Funds
https://support.beaconsoftco.com/towlien/funds

Beacon **Websites**

TowLien
Https://new.towlien.com
Beacon
https://BeaconSoftCo.com
Dispatch Anywhere
https://DispatchAnywhere.com
TowMagic
https://TowMagic.com
Support
https://support.beaconsoftco.com/

Your Complete Towing Software Solutions Suite

Integrate TowLien and Dispatch Anywhere to further increase your business productivity, profits and efficiency!
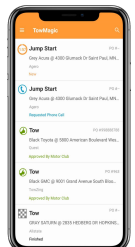**Learn more about Dispatch Anywhere**
https://dispatchanywhere.com
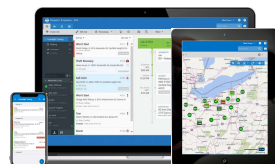
Just sign up and we'll start sending motor club jobs straight to your phone/tablet or computer!
Learn more about TowMagic
https://towmagic.com