



# Quick Reference Guide

TowLien.com

BEACON  
**TowLien**

Your Impound Notification Partner



QUICK REFERENCE GUIDE

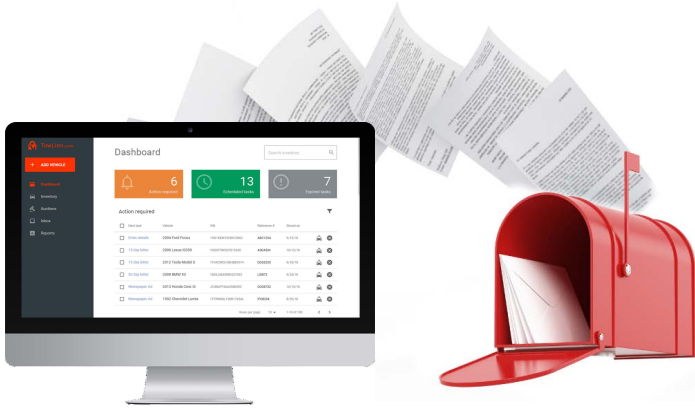
TOWLIEN HELP ARTICLES  
[HTTPS://SUPPORT.TOWLIEN.COM](https://support.towlien.com)

[SUPPORT@TOWLIEN.COM](mailto:SUPPORT@TOWLIEN.COM)



<b>ACCESS SETTINGS</b>  <b>Login to TowLien.com</b> ( <a href="https://new.towlien.com">https://new.towlien.com</a> ) From the left navigation bar select <b>Account Settings</b>	<b>ADD USERS</b>  From <b>Account Settings</b> select <b>Account Users</b> Select <b>ADD</b> Enter the user information (the new user will receive an email to finish account setup) Select <b>Save</b>	<b>ADD LOCATIONS</b>  From <b>Account Settings</b> select <b>Locations</b> Select <b>ADD</b> Enter the location information required by your state Select <b>Save</b> <b>*Default Storage Location</b> is the Location (if checked) TowLien will pre-fill when adding impound details <b>*Default Mail from Location</b> is the Location your letters will be addressed from, (if checked) TowLien will pre-fill when adding impound details
<b>INBOX MESSAGES</b>  From the left navigation bar select <b>Inbox</b>  Messages from TowLien including <b>successful import, vehicle approvals, and/or system messages</b> will appear here. Select a message to view the full contents. Select <b>History</b> to view past messages Use the <b>View filter</b> to provide additional sorting	<b>DISABLE USERS</b>  From <b>Account Settings</b> select <b>Account Users</b>  Locate the user you would like to disable Select <b>EDIT</b> <b>Uncheck</b> boxes "Enabled" and "Allow access to TowLien.com" Select <b>Save</b>	
<b>VIEW ALL INVENTORY</b>  From the left navigation bar select <b>Inventory</b>  Use the top <b>Search Inventory</b> bar to search for vehicles by <b>YEAR MAKE MODEL, VIN, Task, Reference / Invoice number or Status</b> <b>Select any header</b> to sort by ascending or descending order  To customize your layout select <b>Edit Grid Layout</b> , <b>click and drag the headers</b> to the desired location Select  and <b>check/un-check</b> the boxes to edit columns you will see on your inventory list and select <b>Save</b> When you are done editing select <b>Save Current State</b>	<b>SEARCH/ADD VEHICLE</b>  From the left navigation bar select <b>+ ADD VEHICLE</b> Select an <b>Entry Method</b> and the state database you would like to search  <ul style="list-style-type: none"> <li><b>VIN:</b> Search selected state by VIN</li> <li><b>PLATE:</b> Decode the vehicle plate to a VIN then search (<b>You must verify the VIN decoded matches the vehicle you intend to search</b>)</li> <li><b>MANUAL ENTRY:</b> Add the vehicle details manually, no state search will be performed</li> </ul> Select <b>Submit</b> Enter the <b>vehicle storage details</b> while the state search is performed Select <b>Submit Impound Details</b>	<b>SEND LETTERS</b>  Vehicles must have complete impound details and interested parties to send letters Select a vehicle from your <b>Inventory Under Summary or Tasks</b> select <b>Send First Notice Letters</b> ( <i>this verbiage may vary by state</i> ) Verify the parties you want to notify have a check mark next to their name <i>Optional - Select the mail type (if your state supports multiple mail types)</i> <b>*Select Send</b> <b>*You have the ability to View/Edit Impound details before you send notification</b>
<b>ADD INTERESTED PARTIES</b>  Select a vehicle from your Inventory Select <b>INTERESTS</b> from the vehicle details page Select the Add Party icon  Enter the interested party type, name, address as required for mailing Select <b>Add</b>  <b>*The check box labeled "Do Not Mail" Will remove the ability to mail this interested party.</b> This party <b>WILL NOT</b> show as available when attempting to send notification letters. You can remove Do Not Mail at anytime by selecting the Edit icon  <b>*Interested parties retrieved from a state database search <u>can not</u> be edited if there is an issue please contact support</b>	<b>ICONS/OTHER HELPFUL INFORMATION</b>  <b>Inventory Status</b> <a href="https://support.beaconsoftco.com/towlien/vehicle-status">https://support.beaconsoftco.com/towlien/vehicle-status</a> <b>Printing a Vehicle Packet</b> <a href="https://support.beaconsoftco.com/towlien/printpacket">https://support.beaconsoftco.com/towlien/printpacket</a> <b>Requested By - Account Feature &amp; Report</b> <a href="https://support.beaconsoftco.com/towlien/accounts">https://support.beaconsoftco.com/towlien/accounts</a>  <b>Print Vehicle Details</b> - Visible on vehicle details page on any tab - used to print a summary of the vehicle details <b>Vehicle Hold</b> - Visible on vehicle details page on any tab - Vehicle on time of import from Dispatch Anywhere had a hold or non-release added - <b>Use caution before sending notification(s)</b> <b>Requires Attention</b> - 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 <b>Reminder</b> - 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



## Feature Information

### Bulk Services

<https://support.beaconsoftco.com/towlien/bulkservices>

### Adding Funds

<https://support.beaconsoftco.com/towlien/funds>

## TowLien Videos

### Getting Started

<https://support.beaconsoftco.com/knowledge/towlien-getting-started>

## Websites

### Login

<https://new.towlien.com>

### Support

<https://support.towlien.com/>

### Traxero

<https://Traxero.com>

### Dispatch Anywhere

<https://DispatchAnywhere.com>

### InTow Manager

<https://intowmanager.com/>



Your Complete Towing Software Solutions Suite

**TRACKER**



BEACON  
Dispatch Anywhere

**InTow**

**AUCTION**  
SIMPLIFIED

TowLien provides integration with industry leading management and auction software to further increase your business productivity, profits and efficiency!

[Learn more about our towing management solutions](https://www.traxero.com/products/towing/)

<https://www.traxero.com/products/towing/>

[Learn more about our auction solution](https://www.traxero.com/products/auctions/)

<https://www.traxero.com/products/auctions/>

**TRAXEROGO** 

Just sign up and we'll start sending motor club jobs straight to your phone or tablet for free!

[Learn more about TraxeroGO](https://www.traxero.com/go/)

<https://www.traxero.com/go/>

**TowPay**

An easy to use, secure payment platform integrated directly with your tow management software.

[Learn more about TowPay](https://www.towpay.com/)

<https://www.towpay.com/>

**BudgetGPS**

Vehicle and Fleet Tracking for a fraction of the cost!

[Learn more about BudgetGPS](https://www.budgetgps.com/)

<https://www.budgetgps.com/>