

December 4, 2017

Attn: Dealership - T21 Admin

RE: T21 system changes

Title Technologies, Inc. (“TitleTec”) has important information regarding certain changes being made to the TitleTec system (“T21 System”) in December 2017. Such changes will affect user access to the T21 System as further described below.

To align with the Georgia Department of Revenue (“DOR”) security requirements, and as a condition of processing ETR transactions, all Georgia dealerships processing ETR transactions through the T21 System will be required to establish and maintain a static IP address for each T21 authorized user (“User” or “Users”) at your dealership’s physical location. To ensure continued User access to the T21 System, dealership Admins must register the static IP address for each User in the T21 System (as described below) no later than December 27, 2017.

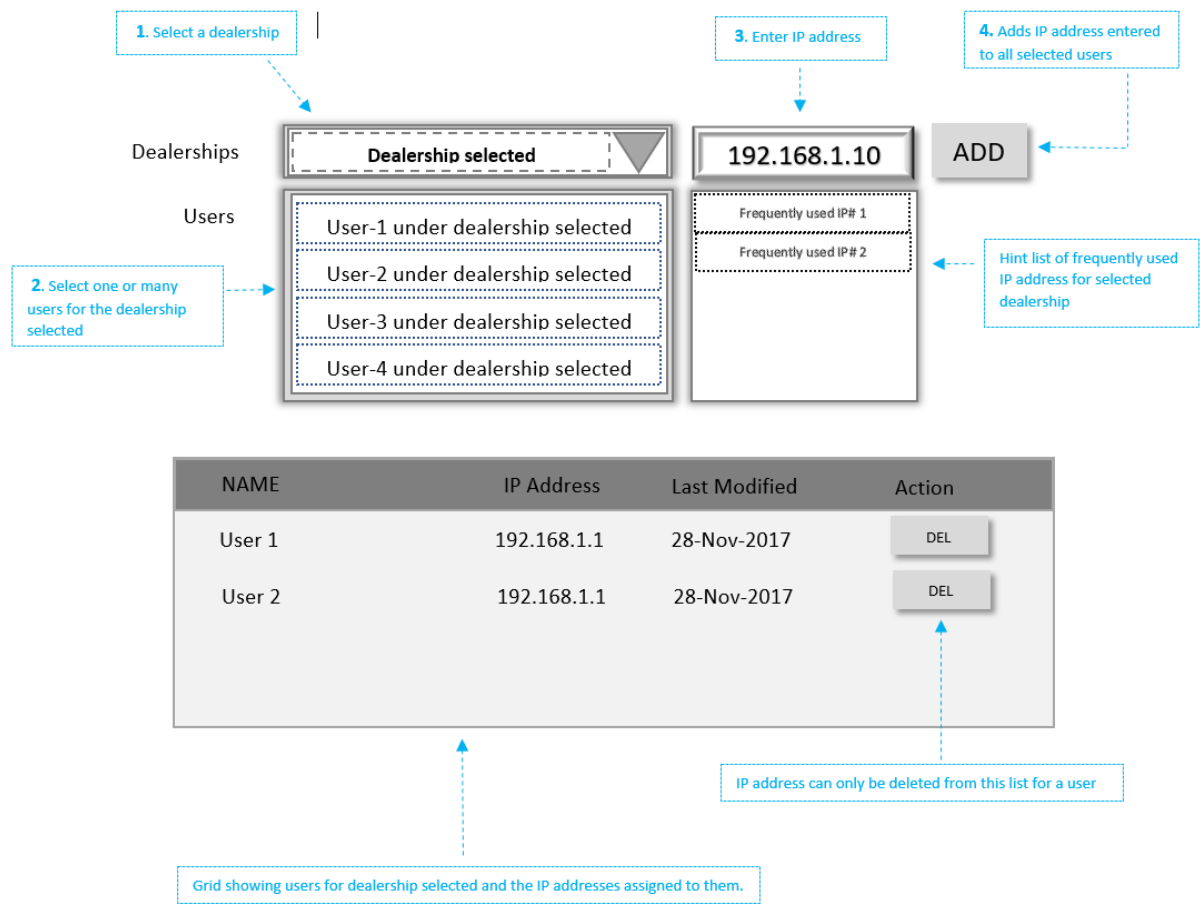
Effective December 28, 2017, Users will be denied access to the T21 System and will receive a message to contact their dealership Admin for assistance if (i) a User login static IP address does not match the registered static IP address for the respective User; or (ii) if the User does not have a static IP address registered in the T21 System.

Dealership Admins who do not have their IP address set upon logging in will be presented a message displaying the reason for the change and a link to the new IP restriction page where they may immediately set their own IP address. The Dealership Admins may quickly set the IP addresses for all Users of the account by selecting from a dropdown of accounts to select from (if applicable). The Dealership Admin can select an account which returns the list of Users for the selected dealership pre-populated with the IP addresses last used to access.

See below for directions to access the IP restriction section within T21 (without the link):

- 1) dealership Admin logs in to T21; and
- 2) select My Settings from lower left side navigation; and
- 3) navigate to select IP Restriction to set the address for all Users of the selected dealership.

Alternatively, Admin may set the IP address individually per User within Search/Edit User also found within My Settings.



Should you have any questions, please contact TitleTec Client Services at 866-689-0578.

Best Regards,

Customer Support