eTG complete app download and installation

Check your subscription

Firstly make sure you have a valid current subscription to eTG complete **as well as** the eTG complete app.

How to check:

- Go to the TGL website (www.tg.org.au) and log in via the black box in the top right corner.
- Go to **My account** and select your name.
- Under **My subscriptions** you should see the **Mobile app** details listed.
- If you have purchased the app and these details do not appear, contact sales@tg.org.au

Download the app

- Go to the App Store (Apple) or Google Play (Android) on your device and search for the eTG complete app, **or** click on the buttons below:
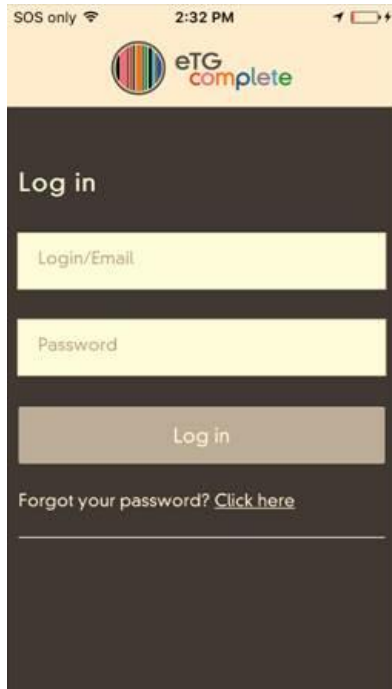

- Follow the instructions on the screen to download and install the app.

Log in

- Open the app and log in with your usual eTG complete online user name and password.
- Click the **Log in** button.

Please note: If during the installation, a message comes up that says '**Login failed! Please provide valid username/password**' this may relate to the strength of your *eTG complete* password.

To reset your password use the '**Forgot your password'** link on the Log in box and a message will be emailed to you.
Please ensure that your new password contains:

- 8-12 characters
- At least one uppercase and one lowercase letter
- At least one number or special character.

If you still experience problems, please contact us.

Full download for offline use

Once you have installed the app, the *eTG complete* app content can be fully downloaded to your device for offline use.
To do this:

- After installing the app, click on the Cloud icon on the top banner of the app front page.
- You will be prompted to update three times per year to ensure your content is current.