

Getting started

Windows desktop edition | Purchaser guide | 1 October 2026

Your testing records, clients, invoices and label designs stay on your computer. Day-to-day work runs offline. Internet is needed for purchasing and sending email.

Install and open

Close an older copy of TagDesk before installing. Run the customer installer supplied by Reliant Safety Services, then open TagDesk from the Windows Start menu. Installation is for your Windows account. Your data is stored separately from the program.

Use Windows 64-bit with .NET Framework 4.8. If your organisation blocks an unsigned installer, contact your administrator or support; do not disable security protections.

Your three-day trial

The trial lasts 72 hours from first opening. After expiry, a laptop licence is required to continue editing. Existing records remain available to view and export. The trial does not automatically charge your card.

Activate your laptop

1. Open **Settings > About / backups / support** and choose **Save this laptop's activation request**.
2. On the publisher's TagDesk purchase page, upload that request and complete the AUD 300 one-time purchase when checkout is available.
3. Save the licence attachment from your purchase email. In TagDesk, choose **Import offline licence**, select the JSON file and restart the app.

A licence is specific to the registered laptop. For a replacement computer or Windows reinstallation, contact support with your purchase reference. Keep your licence email.

Set up your business

In Settings, enter your legal/trading name, operator, contact and payment details. Choose your logo and save. These details are used on documents and tags; check them before issuing anything to a client.

Clients, sites & testing

Choose the correct site file

Create or select a customer, then its site. Set a unique site code before adding assets. New asset numbers use that site code and a sequence. Use **Switch file / site** to change where you are working; check the current customer and site before saving.

Record an inspection

Open Testing or Fire Safety. Enter the asset description, location, equipment type, manufacturer, model and serial number where applicable. Choose the result and enter the actual inspection date. Review the profile and next due date. Record defects and notes when needed.

Intervals and procedures are configurable. Choose those applicable to the work; a software default or a printed standard reference does not establish compliance. Record only tests you actually performed.

Save, print or continue

Save keeps the current asset open. **Print tag** prints its saved details. **Pass, print & next** marks PASS, saves, submits the tag and opens the next item. Use that action only after completing the real inspection. A print submission is not proof that a physical tag printed.

Shortcut	Action
Ctrl+N	New asset
Ctrl+F or Ctrl+L	Open/search this file's asset register
Ctrl+S	Save current test
Ctrl+R / Ctrl+D	Mark PASS / FAIL
Ctrl+P	Print the current saved tag
Ctrl+Enter	Pass, print and move to the next asset

Correct or retest an existing item

Open **File assets / reprint**, find the asset number and open it. Review its details and history before editing or retesting. Retesting adds a test record to the same asset. Use the archive/delete controls for unwanted assets and the restoration view for recovery.

Tags & documents

Set up the label printer

Install the printer manufacturer's Windows driver. Select the physical label printer in Tag Designer or session setup. Choosing Microsoft Print to PDF produces a file-save prompt instead of a physical tag.

Set the actual stock width and height in millimetres, margins, offsets, orientation and copies. Adjust the whole-tag rotation and preview. Print a calibration tag and measure it before doing a batch. Start with one copy.

Personalise the tag

Use Tag Designer to choose your logo, edit headings and text, adjust fonts and arrange elements. Keep the asset number, result and dates readable. Avoid placing content outside the printable area. Save the design before printing.

The electrical standard field can show AS/NZS 3760:2022. Set the fire reference separately to suit the work. Existing custom designs may need **Add standard line**. Always review the final tag; a reference alone is not certification.

Use durable stock and ribbon suitable for the equipment, environment and printer. Confirm resistance to expected abrasion, moisture, chemicals, sunlight and temperature with the supplier. Ordinary paper labels may be unsuitable.

Invoices and quotations

Open Billing to create or reopen an invoice or quotation. Select the customer/site or create an enquiry quotation. Add completed work where appropriate. Use item prices, bulk prices or a fixed-price line as the job requires. Review GST, totals, dates, payment details and status before saving.

Use **Open PDF** to view a saved invoice, or **Save PDF as** to choose its folder and filename. Use your compatible email application or attach the exported PDF manually. Email preparation does not mean it has been sent.

Job completion, JSA and reports

In Documents / Job Completion, open or create the job for the correct site. Complete and review the JSA and site-specific information. Review test results and the declaration before approving a completion certificate. Export the relevant PDFs and attach them to your client email.

Templates require your review and do not replace prescribed statutory forms or professional judgement.

Protect your records

Back up outside the laptop

Open **Settings > About / backups / support** to check backup status and save a manual backup. Automatic snapshots are kept locally; they do not protect against laptop loss or disk failure. Keep a current copy on another drive or suitable backup service.

The database contains your application records. Back up exported PDFs and other external documents separately. The app is single-user; do not share its active database through a network folder.

Restore after a problem

Install TagDesk, then use Restore and select your saved database backup. Restore replaces current records after confirmation and retains a safety copy. Check the customer/site, asset counts and recent invoices afterward. A replacement laptop may need its own licence.

If a PDF will not open

Check that the file is a PDF and is not zero bytes. Re-export an empty or damaged file. Close the existing document before replacing it. If the chosen folder is blocked, the app reports its local fallback location; save to an accessible folder or ask your administrator about that folder.

If a tag or email does not arrive

For tags, check the selected printer, Windows print queue, driver and stock. For licence email, check spam/junk and the email address used at checkout. Contact support with your purchase reference; do not send your password or your full customer database.

Support

support@reliantsafetyservices.com.au

Publisher: Reliant Safety Services

Website: <https://reliantsafetyservices.com.au/>

Include your TagDesk version, what you clicked and the error message. The app's support summary contains basic version/platform and backup status information. Review any screenshot before sharing client details.