

Dealer Website login FAQ

Q. Why are you making this change now?

A. It's been some time since we've updated our log-in security requirements. To keep your dealership and PII information safe, we wanted to make the change as soon as possible.

Q. Why is the preferred email (jane@yourdealership.com)?

A.

1. Website security- almost everywhere requires you to have an individual log in.
2. Accountability. Have you ever wondered who placed an order? Or in the case of the RZR bulletin, did you wonder who approved it? Because it came from a generic username, we can't help find that information. With specific log-ins, we can help answer these questions.
3. Communication: individual accounts allow us to move to more email communication, providing information that's relevant to departments within your dealership instead of blanket faxes.

Q. What if I just keep my generic 'Parts@yourdealership.com' email as the login?

A. We can't stop you from doing that but we recommend a unique e-mail for each user. If you have multiple users that are using the same e-mail, each user will have the ability to change the password. This can result in confusion and login issues for others who weren't aware of a password change.

Q. I can't view the page; what web browsers do you recommend?

A. We support IE and Chrome and recommend these browsers. Firefox and Safari do also work but are not preferred browsers.

Q. I typed my username in wrong- what do I do?

A. Your dealer admin can update the username on Dealer Management -> Security Administration-> Edit User. This will trigger email verification to the updated username email address.

Q. I deleted the user login email, how can I have it resent?

A. Your dealer admin can resend the email by going to Dealer Management -> Security Administration-> Edit User. Click 'resend email' next to that user record.

Q. I work at multiple dealerships, do I need to have a different e-mail and login for each one?
A. No, you can tie multiple dealerships to a single login and password.

Q. What if I don't have an email?

A. We recommend that you utilize a unique email address that is provided by your dealership. If you are not provided one by your dealership, a personal email may be used such as Gmail or Hotmail.

Q. I'm an admin and am adding a new user, can I still set the new users password?

A. No, due to the security changes you will be able to create a new user however only that user will be able to set or change their password. New users created after 8/17 are considered compliant with the new login/password requirements.

Q. I'm a SPIFF user, do I need to create a new account?

A. You will keep your same account, however you will need to ensure the username is a valid email and select a new password.

Q. I created a new account and forgot my password.

A. All users can now select the forgot password link on the login page in order to reset their password.

Q. What if I don't have immediate access to my email to acknowledge the confirmation email?

A. Upon changing your username/password you will be able to navigate into DEX initially. Once you logout or your session times out, you will need to access that email in order to use your new credentials. An alternative is to use your previous username/password until you can activate your new credentials via the confirmation email.

Q. Will my permissions change with the new login?

A. No, you will retain the same permissions as before. If you require changes to your permissions, please contact your dealer admin.

Q. On the dealer admin page, I see there is a spot labeled "Contact e-mail" on an individual user's profile. Is this required?

A. No, this an optional field that may be used in the future for direct communications based on individual profiles.