

Dealer Single Sign-On Application

Administrator User Guide

Rev. 1.0 – Dec 7, 2009

DRAFT

STIHL®

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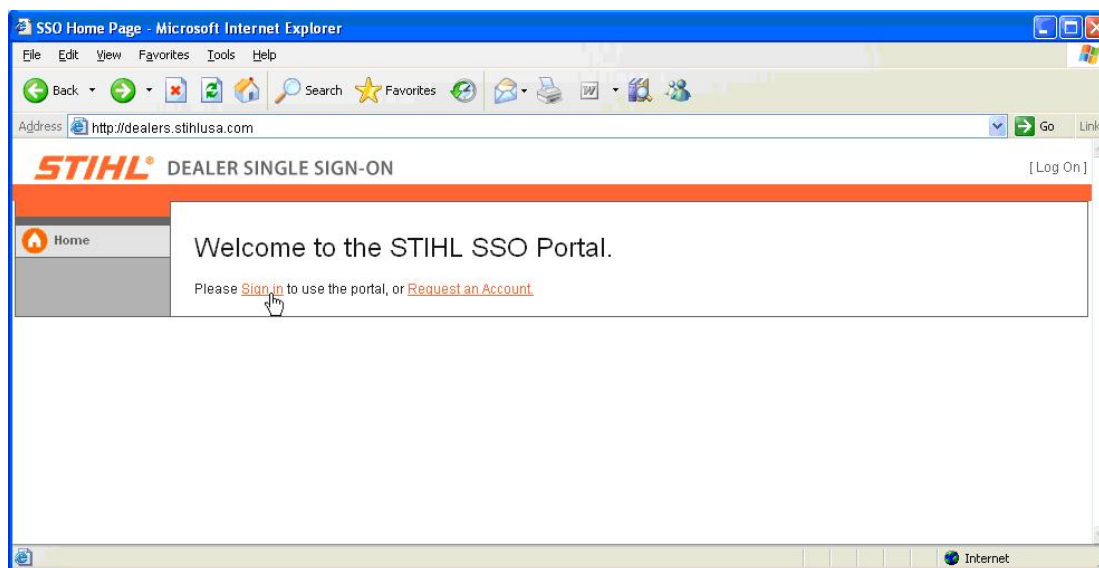
Revision Log

Revision #	Date	Description

1.0 Getting Started

Logging into the Dealer Single Sign-On Application

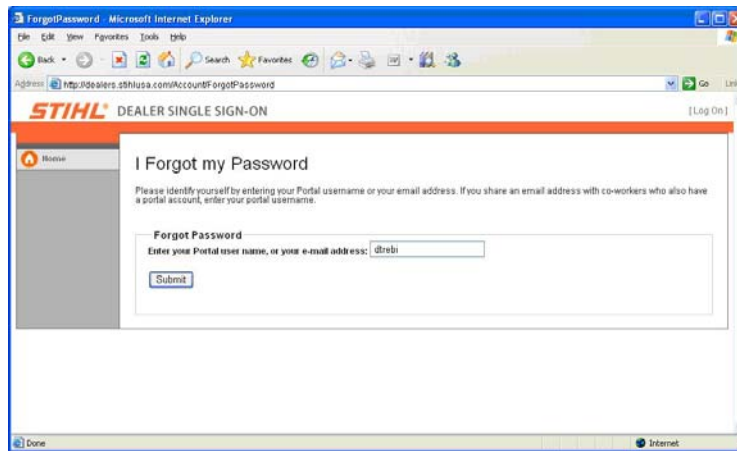
You can access the Dealer Single Sign-On application, by going to <http://dealers.stihlusa.com> in your browser. The Single Sign-On 'Welcome' page will be displayed. Click the '[Sign In](#)' link to



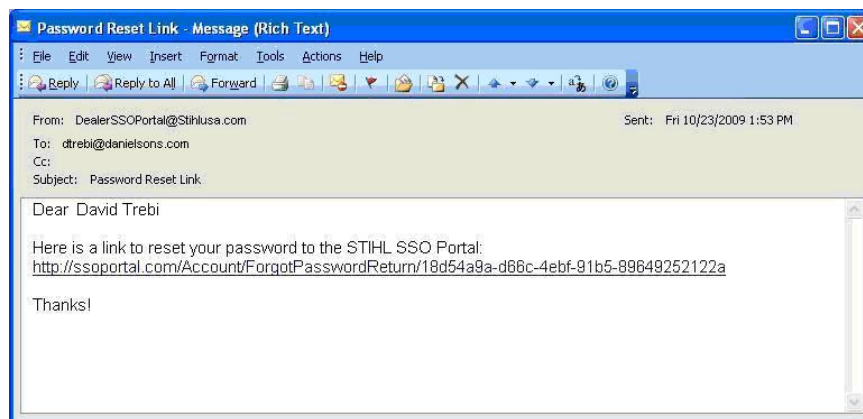
access the 'Login' page and enter your user name and password. If you do not have a user account for the Dealer SSO application, click the '[Request an Account](#)' link. This will display the SSO Portal Account Request Form and allow you to enter your user information and request a new account. Once you submit this screen, an email will be generated to the SSO administrator requesting your new user account. You will receive an email once your account has been created and ready for use.

Using the Forgot Password Function

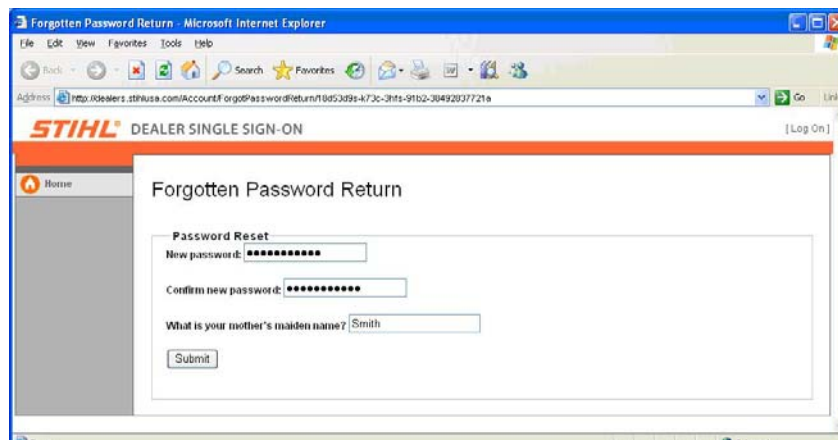
If you have an account but have forgotten your password, click the '[Forgot Password?](#)' link and the following screen will be displayed. *Note: If you have not chosen a security question and provided an answer on your user profile page, you will not be able to use the 'Forgot Password' function and will have to contact the SSO Administrator or Help Desk to reset your password.*



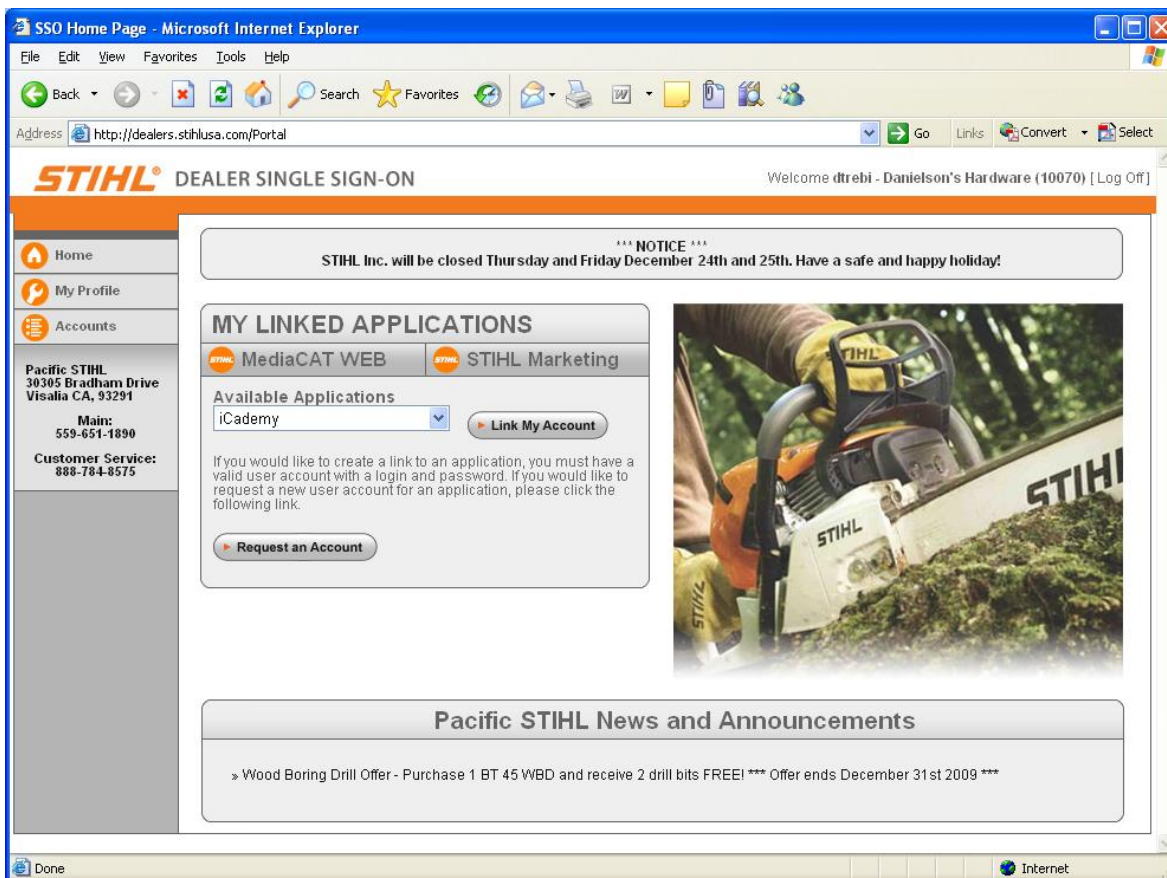
Enter your SSO user name or email address and click submit. The application searches for the provided user name or email address in the system database. If it is successful in finding the user account, the system generates an email and sends it to the email address saved in your user



profile. Clicking the link provided in the email will take you directly to the 'Forgotten Password Return' page. This page requires you to enter a new password, confirm the new password and provide the correct answer to your security question. You will be given three chances to answer the question correctly, after the third attempt your account is automatically disabled and you will longer have access to the system. If this occurs you will have to contact your branch or your



distributor and have your account reactivated. If you answer the question correctly, you are logged into the system and sent to the Dealer SSO main page as shown below.

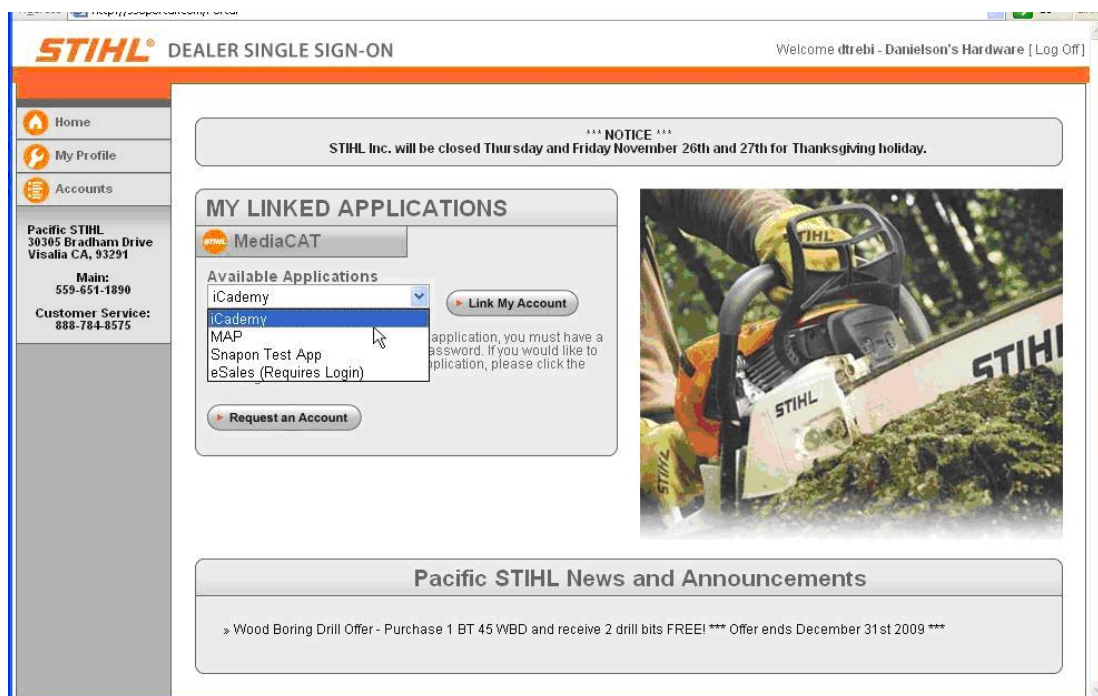


2.0 Dealer Single Sign-On Main Page

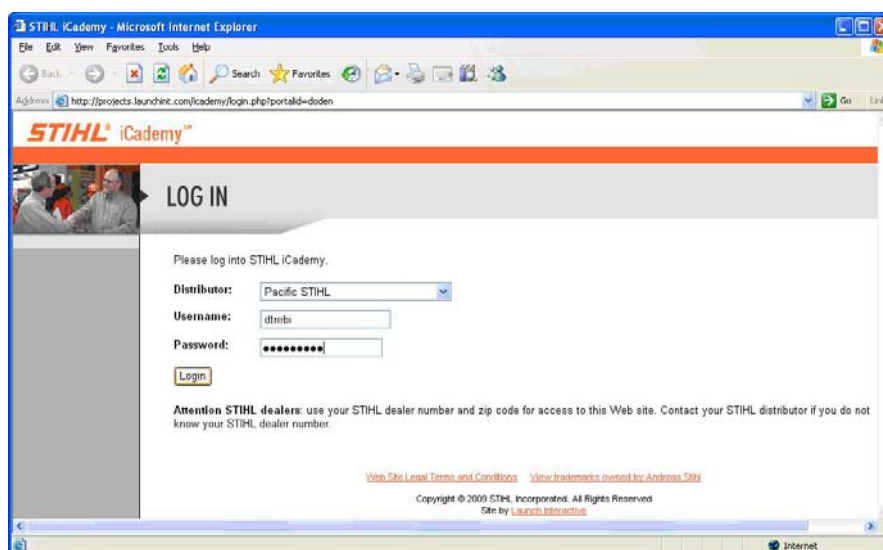
The main or home page of the Dealer SSO application, shown above, is displayed after successfully logging in to the application. The home page is divided into three main regions and these regions are sub-divided into additional sections. The left-most region of the page contains navigation buttons that allow you to access your profile page, manage user accounts at your dealership and return to the SSO home page. It also displays your distributor along with their address and contact information. The top region of the page displays the application title on the left side and your user name and dealership name on the right side along with a link for logging off of the application. The remaining largest region of the page is divided into three sections. The top section displays important messages and information from STIHL Inc. and the bottom section is used to display news and announcements from your specific distributor. The section between these is the core of the SSO application. This is where you can 'Link' the applications you use on a regular basis so you no longer need to login to them. It is also where you can request a new account for an application you think you would like to use.

Linking Your Applications

The first time you login and access the main page, you will notice buttons for MediaCat WEB and STIHL Marketing displayed under “MY LINKED APPLICATIONS”. These applications have been linked in advance but each additional application you would like to access through Single Sign-On must be linked by you before it is made available. To do this, select the application you would like to link from the ‘Available Applications’ dropdown. Click the

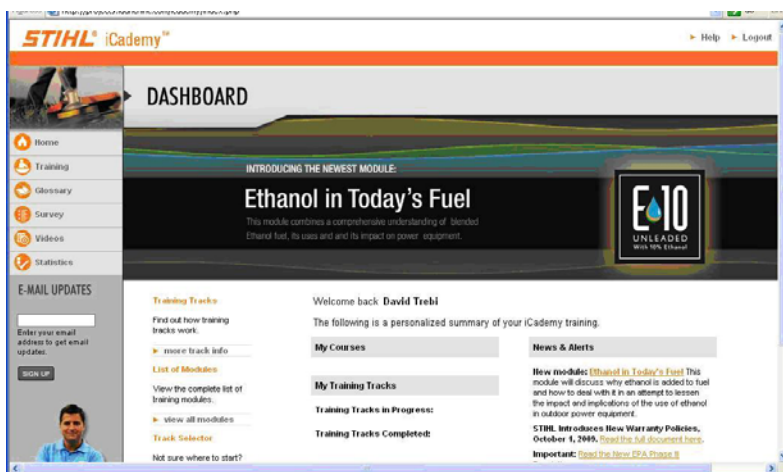


‘Link My Account’ button and you will be directed to the login page for the selected application. Enter your current account credentials and login to the application as you normally do outside of the Single Sign-On environment. Once you have successfully logged into the application you



are linking you can leave it open or close it but your account is officially “linked”. The next time you login to (or refresh) the Single Sign-On web site you will see a new button for the

application. From this point forward, you will no longer have to login to the application - clicking the new button for the application in the “MY LINKED APPLICATIONS” section will



take you directly in and bypass the login screen. *NOTE: If credentials for the linked application are changed for any reason the link may be broken and may need to be re-entered.* For example, if the application has a 90 day password reset and the password is changed the link will no longer bypass the login screen even though the button still appears. If this occurs, clicking the button will take you once more to the login page of the application. To correct this, you simply enter your user name and new password for the application once more and the link will be repaired.

Requesting an Account

If you see an application in the ‘Available Applications’ dropdown box that you do not have an existing account for you can request one. This is done by selecting the application in the dropdown box and clicking the ‘Request an Account’ button. You will be prompted to fill out

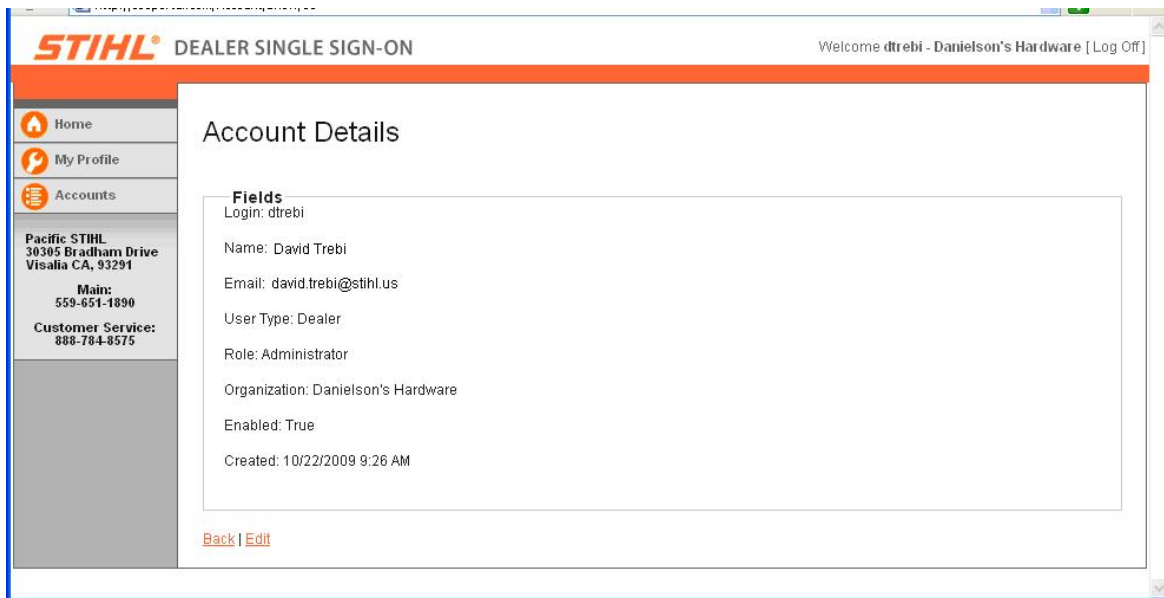
a request form that will be sent to an SSO administrator for processing. Once you have entered your reason for requesting the account in the box provided, click the ‘Submit Request’ button. A message will be displayed confirming your request and a link to the main page is provided. If and when your account is approved, it will be created and you will be notified via email. Once

you have been informed that your new account has been created, you can link the account for Single Sign-On by performing the steps in the above section “Linking Your Applications”.

3.0 My Profile Page

Viewing Your Profile

Using the left navigation panel on the SSO home page, click the ‘My Profile’ button to view the details of your account profile. The ‘Account Details’ page is displayed for viewing.



Editing Your Profile

Certain profile attributes can be edited. To do this, click the ‘Edit’ link at the bottom of the page and the ‘Edit an Account’ page will be displayed. As a dealer administrator level user, you can modify your first and last name, your email address and your password. You can also change your security question and answer. Though the ‘Username’, ‘User Type’ and ‘Dealer’ fields are displayed, they cannot be modified. They are displayed for information purposes only. Lastly the ‘Role’ field is available for edit but it is highly recommended that you do not modify the

The screenshot shows the 'Edit an Account' page in the STIHL Dealer Single Sign-On application. The page has a left navigation bar with links for Home, My Profile, and Accounts. The Accounts link is selected. Below the navigation bar is contact information for Pacific STIHL. The main content area is titled 'Edit an Account' and includes a sub-header 'Use the form below to create a new user account.' The form contains the following fields: First Name (David), Last Name (Trebi), Username (dtrebi), Email (david.trebi@stihl.us), Password, Confirm password, Security Question (What is your mother's maiden name?), Your Answer (Smith), User Type (Dealer), Role (Administrator), and Dealer (10070 - Danielson's Hardware). A 'Submit' button is at the bottom of the form. A 'Back' link is located at the bottom left of the page.

value of this field. As a dealer administrator, your role must remain as 'Administrator'. If you change your role to 'User' you will lose all your administrative functions and you will not be able to change your role back to 'Administrator'. If you make any changes to any fields in your profile, you must click the 'Submit' button. Clicking the 'Back' link or the back button on your browser will not save the changes.

4.0 Managing User Accounts

User Accounts

Clicking the 'Accounts' button located on the left navigation bar will display the 'Search Portal User Accounts' page. The purpose of this page is to provide you a place where you can create

The screenshot shows the 'Search Portal User Accounts' page in the STIHL Dealer Single Sign-On application. The page has a left navigation bar with links for Home, My Profile, and Accounts. The Accounts link is selected. Below the navigation bar is contact information for Pacific STIHL. The main content area is titled 'Search Portal User Accounts' and includes a sub-header 'Search | Dealers'. Below this is a 'User Search Criteria' section with a text input field for 'Search term: (Dealer or Distributor Number, or login name fragment)' and a 'Search' button. At the bottom of the search criteria section is a 'Create New User' link.

and access your dealership's user accounts. From this page, you can view a list of all user accounts or search for a specific user account for your dealership. In addition, this page allows

you to create new user accounts for your employees at your dealership. The screen displayed above shows the search term field where you can enter either the complete login (username) name or a fragment of the login name as search criteria to find a particular user account. *Note: Entering the dealer or distributor number is not applicable to you as a dealer administrator as you only have access to your dealership's user accounts. This feature is for distributor users only.* In the example below, the user entered the last name ('oden') as the search criteria

STIHL® DEALER SINGLE SIGN-ON Welcome **dtrebi - Danielson's Hardware** [Log Off]

Search Portal User Accounts

[Search](#) | [Dealers](#)

User Search Criteria:

Search term: (Dealer or Distributor Number, or login name fragment)

	Login	Name	Email	Dist	Dealer	Role	Enabled	
Edit Details	doden	Oden, David	doden@danielsons.com	Pacific STIHL	Danielson's Hardware	User	True	Delete
Edit Details	moden	Oden, Megan	moden@danielsons.com	Pacific STIHL	Danielson's Hardware	User	True	Delete

[Create New User](#)

knowing it was part of the user/login name. The system found the users 'doden' and 'moden' and displayed both user accounts in the results. From the results list, you can view or edit the details of a user account by clicking the appropriate link to the left of the user account record. In addition, you can delete a user account by using the 'Delete' link to the right. Deleting a user account is not required however, instead you have the option to disable their account by un-checking the 'Enabled' checkbox when you edit the user's account.

Creating a New User Account

As the dealer administrator for your dealership, you will have the ability (and responsibility) to create user accounts for all of the employees you wish to allow access to the Single Sign-On application. The good news is that you can also create an additional administrator level account for a trusted employee at your dealership and share the responsibility with this user. To create a new user account, click the 'Create New User' link located at the bottom of the Search page. The 'Create a New Account' page will be displayed. Enter the first and last name for the new

The screenshot shows a web browser window with the STIHL logo and 'DEALER SINGLE SIGN-ON' header. A navigation sidebar on the left contains links for Home, My Profile, and Accounts, along with contact information for Pacific STIHL. The main content area is titled 'Create a New Account' and includes a 'Back' link at the bottom. The form fields are as follows:

Account Information	
First Name:	Jason
Last Name:	Carlton
Username:	jcarlton
Email:	jcarlton@danielsons.com
Click for Password Ideas	
Password:	
Confirm password:	
User Type:	Dealer
Role:	User
Dealer:	Administrator Danielson's Hardware
Enabled:	<input checked="" type="checkbox"/>
Force Password Change:	<input checked="" type="checkbox"/>
<input type="button" value="Submit"/>	

user and specify a user name. *Note: It is recommended that you use the first letter of the first name combined with the entire last name as the username. If this username is already taken, try a variation such as first initial, middle initial and last name. Try to include the complete last name for searching assistance.*