Dealer Single Sign-On Application

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
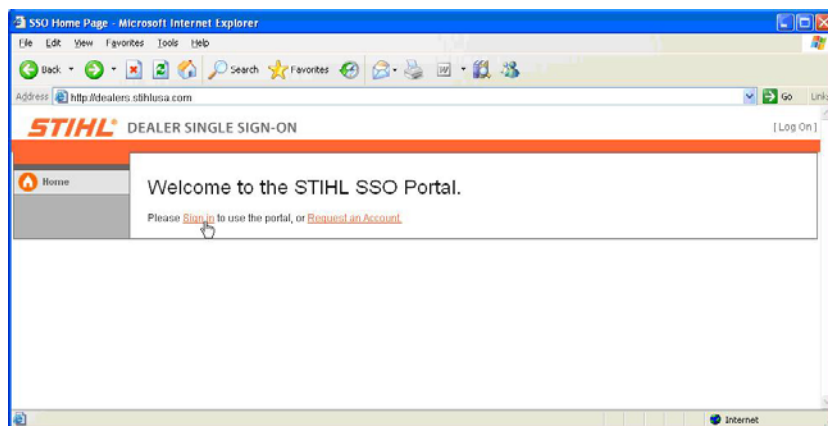
access the 'Login' page and enter your user name and password. If you do not have a user account for the Dealer SSO application, click the 'Request an Account' link. This will display the SSO Portal Account Request Form and allow you to enter your user information and request an account. Once you submit 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*
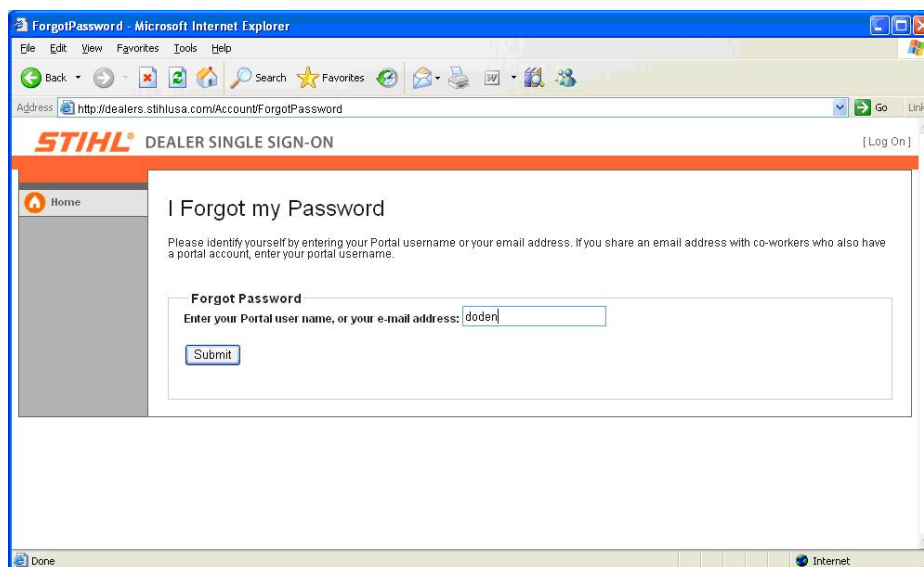

question and provided an answer on your user profile page, you will not be able to use the

'Forgot Password' function and will have to contact the SSO Administrator or Help Desk. Enter your SSO user name or email address and click submit. The application searches for your entered user name or email address in the system database. If it successfully finds your user account, it generates an email and sends it automatically to the email address saved in your
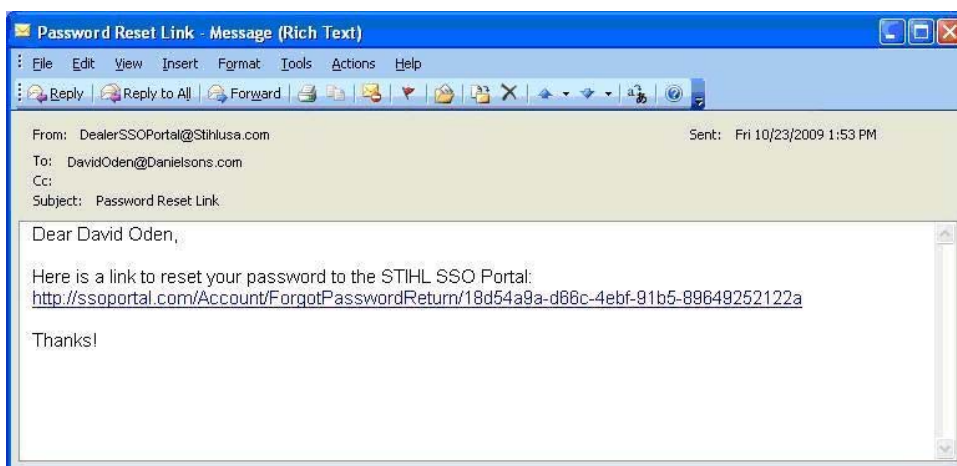
user profile. Clicking the link provided in the email will take you directly to the 'Forgotten Password Return' page. This page requires you to enter a new password, confirm the new password and provide the correct answer to your security question. You will be given three chances to answer the question correctly, after the third unsuccessful attempt your account
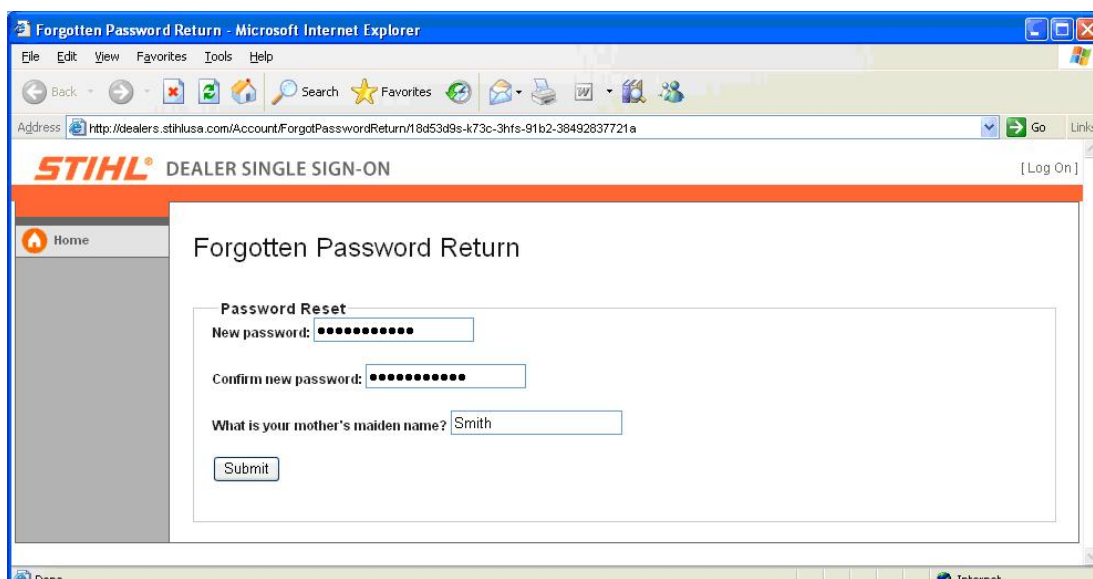
will be disabled and you will longer have access to the system. If this occurs, you will have to contact the SSO administrator at your dealership or your branch/distributor and have your account reactivated. If you answer the question correctly, you are logged into the system and sent to the Dealer SSO main page as shown below.
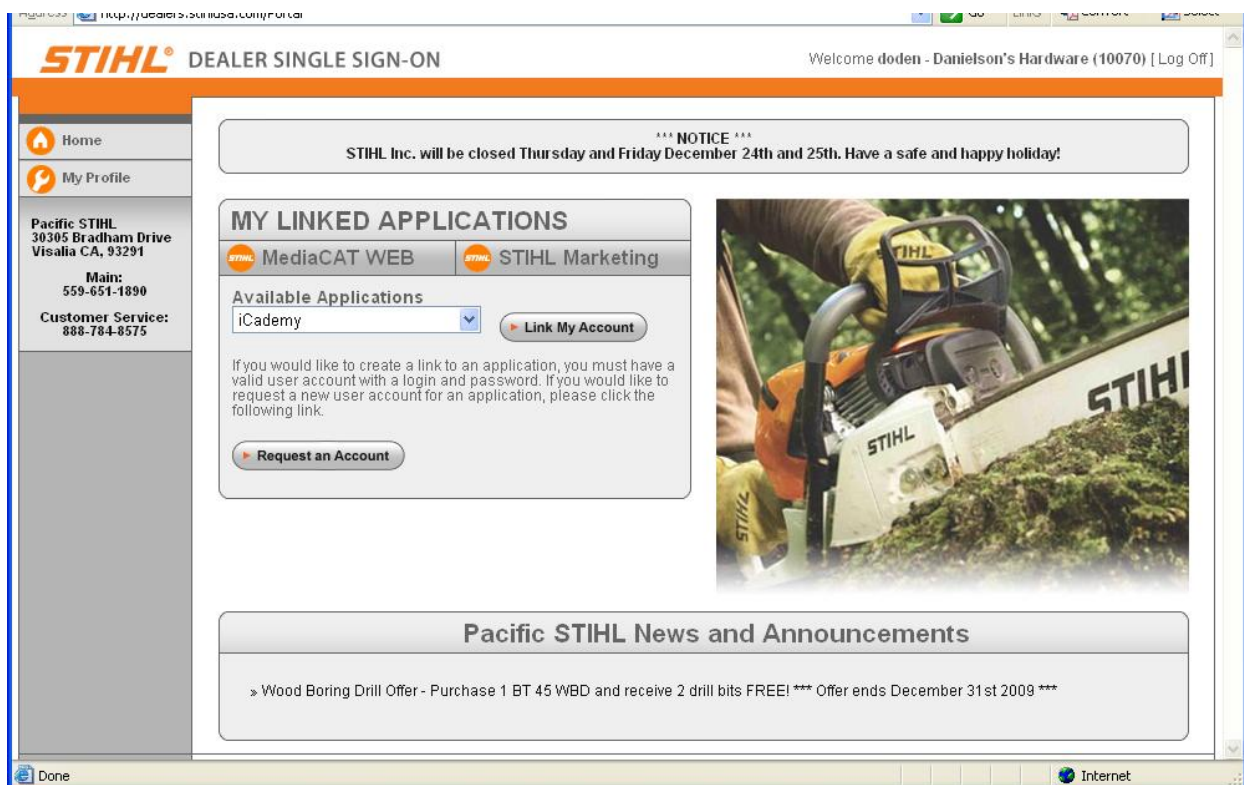
2.0   Dealer Single Sign-On Main Page

The main or home page of the Dealer SSO application, shown above, is displayed after successfully logging into 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 access your profile page and return to the 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 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 individually. This is also where you can request an account for an available application as needed.

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". Each additional application you would like to access through Single Sign-On must be linked before it is made available. To do this, simply pick the application you would like to link from the 'Available Applications' dropdown and click the 'Link My Account' button. In the example displayed,
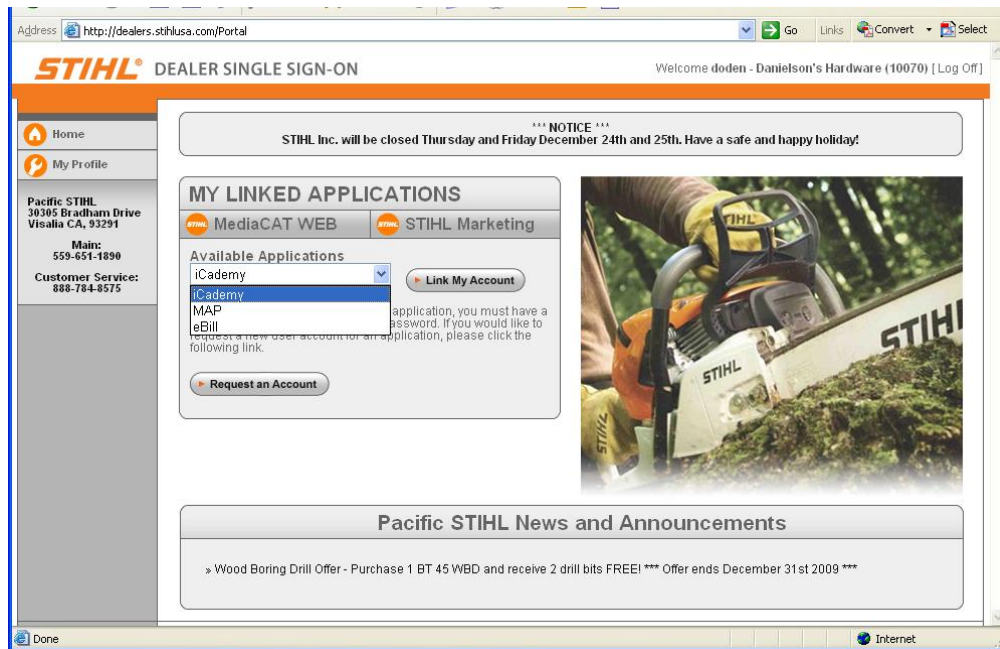
the user chose iCademy from the 'Available Applications' list. Clicking the 'Link My Account' button directs you to the selected applications login page. In this example, the user is sent to the iCademy login page. You must enter your current account credentials and log in as you have done previously when accessing this application outside of the SSO application. If you successfully login to the application that you are attempting to link, you will see a new button for
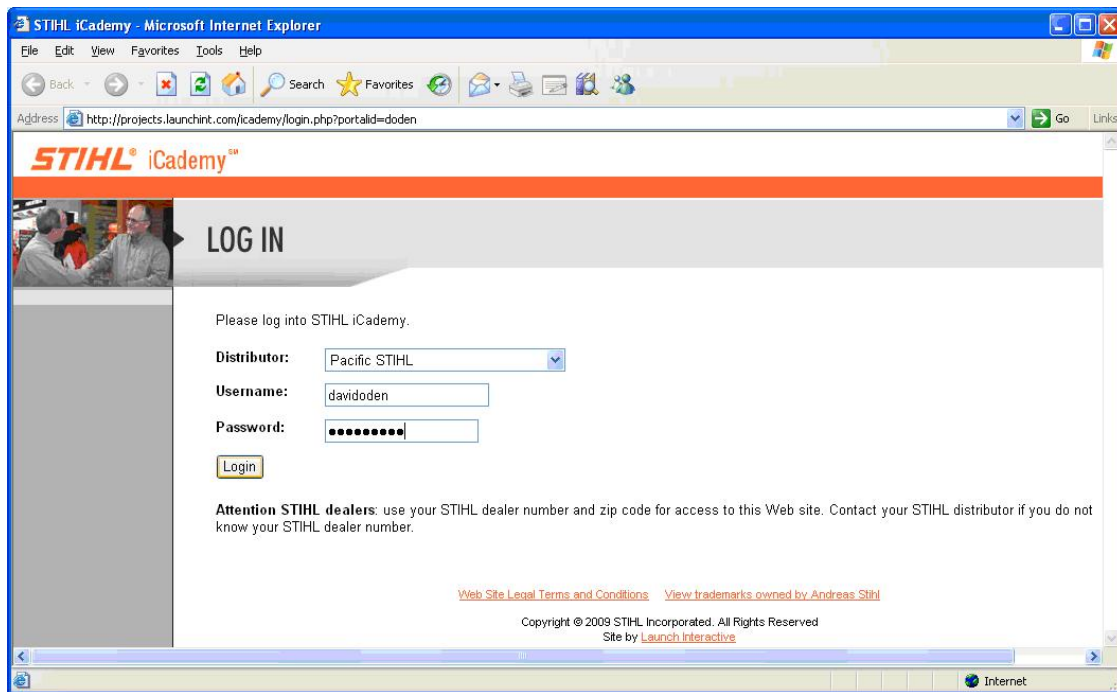
the application the next time you login (or refresh your browser). From this point forward, you will no longer have to login to the application. Clicking the new button for the application under
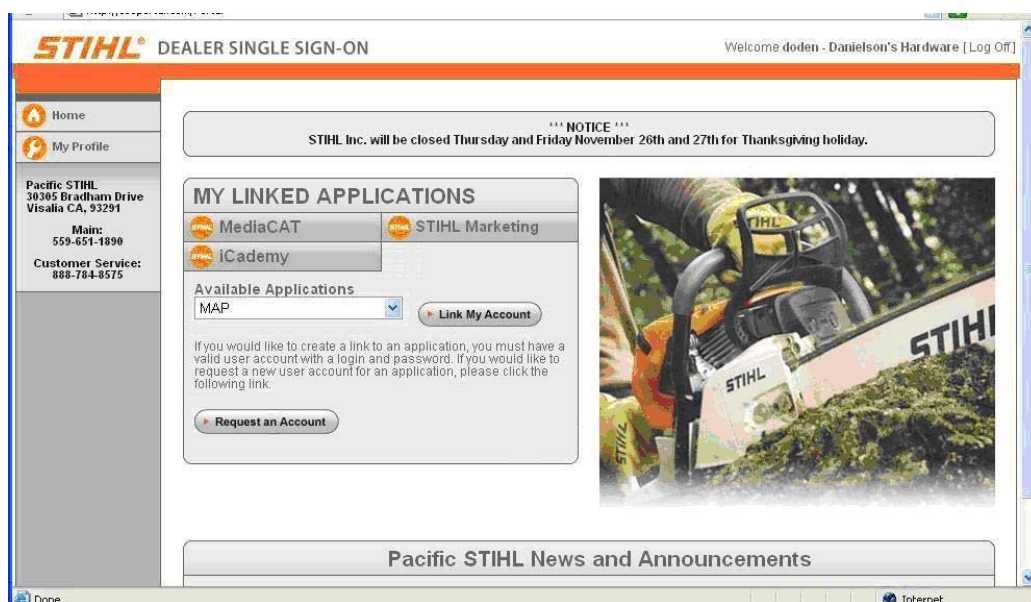
'MY LINKED APPLICATIONS" will take you directly in and bypass the login screen. *NOTE: If credentials for the linked application are changed for any reason the link will be broken.* For example, if the application has a 90 day password reset and the password is changed the link will no longer bypass 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 must re-link the account by entering your new password and logging into the application once more. The link will be repaired and the button will take you directly into the application once you refresh your browser or logout and back into the SSO application.

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 administrator. Once you have entered your reason for needing 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.
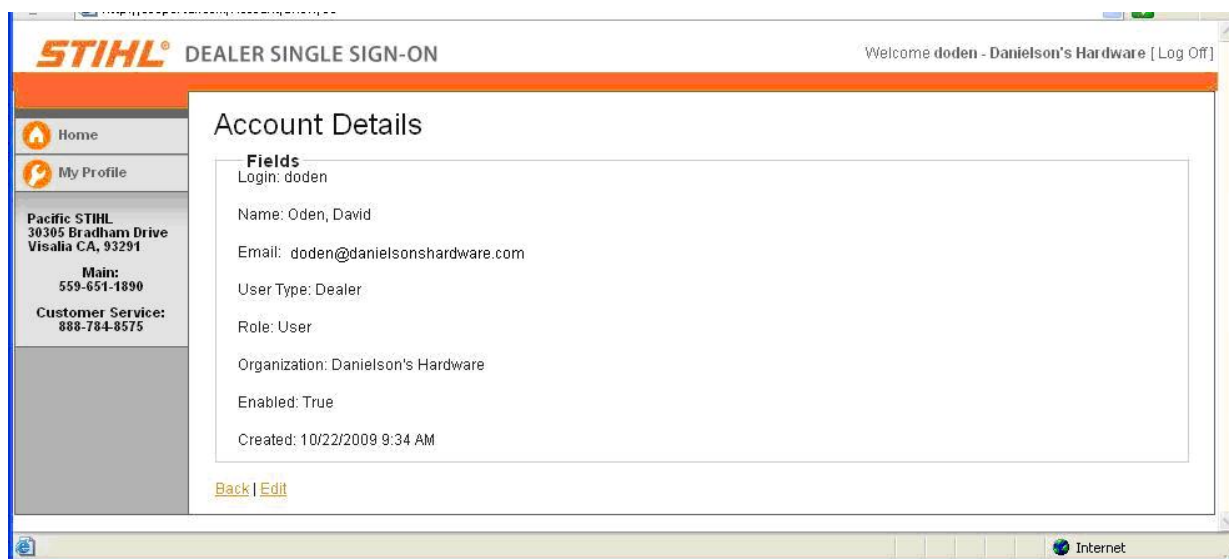
Editing Your Profile

Certain profile attributes can be edited. To do this, click the 'Edit' button at the bottom of the page and the 'Edit an Account' page will be displayed. As a regular level user, you can modify your first and last name and your email address. You can also change your password and your

security question and answer. If you make any changes to these fields you must click the 'Submit' button. Clicking the 'Back' link or the back button on your browser will not save the changes.