

Ally Dash

Sleek. Refined. Streamlined. We optimized the dealer experience.

Ally Dash

Dealer Job Aid

v.02.01.2021

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Disclaimer

Ally Financial provides this material as a service to participating dealerships.

It is intended to cover general principles. These principles may not be appropriate for every situation; the material cannot anticipate every situation each dealership will face. Nor does this material relieve a dealership of its sole responsibility for its decisions and actions. Each dealership must ensure that all of its decisions and actions comply with applicable laws and principles of fair and ethical treatment of consumers.

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Registration for a New Dash User

Step 1:

Go to allydealer.com.

Click **Log In**.

Note: For first time users, click the **Log In** button and register on the Ally Dash Login page.

ally

Contact Tools and Guides Search **Log In**

Auto Finance ▾ SmartAuction Protection Products Ally Difference Ally Academy

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i Different look, same dedication to you.
We've refreshed the look and feel of our site, broadened Ally Academy's capabilities, and more to enhance the dealer experience. Select the Log In button above to access Ally Dash.

Dealer Services
accomplish your goals in a dash.
Register or log in to Ally Dash to access customer leads, useful applications, detailed reports and much more.
[Register or Log In](#)

Take the wheel and drive business.
Whether you or your customers need personal, business or specialty financing, you're in control.

Personal Auto Financing Business Auto Financing Specialty Vehicle Financing Dealer Loans Wholesale Inventory Financing Lease-End Opportunities

Step 2:

Click the **Request a username** link.

ally

Chat Available Contacts Log Out

Dash Login

USERNAME [Forgot username?](#)

PASSWORD [Forgot password?](#)

[Log In](#)

2

Not registered? [Request a username](#)

Looking for SmartAuction or Ally Academy?

Contact Us
Ally Auto Dealer Help Desk
1-866-766-4622

Monday-Friday 9:30 am - 6:30 pm ET
Saturday 9 am - 6 pm ET

Step 3:

Fill out the fields with your information.

Click **Continue**.

Note: Cell phone and email address will be used for security purposes to assist in identifying a user.

Provide Information

First Name

Last Name

Cell Phone (optional)

Email

Confirm Email

3 **Continue** Cancel

Step 4:

Select your dealership, there are 2 options:

- PDN
- Name and state of your dealership.

Click **Continue**.

Note: If multiple results return, click the appropriate one and then click **Continue**.

Choose Dealership

Choose a dealership, if applicable, to access associated tools and resources.

Search By

PDN

4 **Continue** Start Over

Step 5:

If applicable, select one or more applications or reports.

If you select SmartAuction, you must also select one of the following roles:

- Dealer – Buy and/or Sell Role(s)
- Salesperson – View Only Access

Click **Continue**.

Note: Your Dealer Admin will approve or reject your request for Applications/Reports access.

Select Applications & Reports (Optional)

You can select one or more options below to request access for this dealership, or skip and select **Continue** to proceed:

- Commercial Credit Line Report
- Credit Balance Agreement Statements
- RouteOne
- SmartAuction
- SmartCash
- SmartGrounding
- Statement of Dealer Transactions
- Vehicle Protection Center
- Wholesale Billing Statement

Continue

5

Step 6:

Create a **Username** and **Password**.

- **Username** must be at exactly 8 letters and/or numbers)
- **Password** must contain
- Between 8-20 characters
- 1 uppercase letter, 1 lowercase letter and 1 number
- **Password** cannot contain any unsupported characters (&<>%=?) or your username

Click **Submit**.

Create Credentials

Your username must contain exactly 8 letters and/or numbers. Your password must contain 8-20 characters, no spaces, with at least 1 uppercase letter, 1 lowercase letter and 1 number. It cannot contain any unsupported characters (&<>%=?) or your username.

Username

Enter Password

Re-enter Password

- ✗ 8-20 characters
- ✗ 1 uppercase letter
- ✗ 1 lowercase letter
- ✗ 1 number

6

Submit

Cancel

Step 7:

Verify your identity.

- If you entered a cell phone, the system defaults to sending by text, otherwise you will receive an email notification.
 - After registration, you will have option of both cell phone (if number was supplied) and email.

Click **Send Security Code**.

One-Time Security Code

i Our Dealer Services upgrade includes a one-time security code to help us verify your identity and protect your information.

We must verify your identity before you proceed.

We'll send your security code to:

c...i@ally.com (email)

If you have any technical issues, call the Dealer Help Desk at **1-866-766-4622**.

Send Security Code

7

Step 8:

When you receive your code, enter it into the box provided and click **Submit**.

Enter Security Code

✓ We sent you a security code.

Please keep this window open so you can enter the code below.

Your code will expire 5 minutes after it's sent.

Code sent to: c...i@ally.com (email)

SECURITY CODE

Submit

8

Security Code

Step 9:

A confirmation screen will appear showing your registration was submitted.

Close browser to close the window.

You will receive a confirmation email indicating your request is being processed.

Registration Submitted

Your dealership admin will review your submission and send you an email with instructions on how to proceed within 1 to 2 business days. If you have any questions, contact your dealership admin.

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Login Help for Current Dash User (I Do NOT Remember my Password)

Step 1:

Go to allydealer.com.

Click **Log In**.

Note: For first time users, click the **Log In** button and register on the Ally Dash Login page.

The screenshot shows the Ally Dealer Dashboard homepage. The 'Log In' button in the top right corner is highlighted with a red box and a circled '1'. Below the navigation bar, there is a message about a site refresh and a 'Dealer Services' section with a 'Register or Log In' button. At the bottom, there are icons for various financing and loan services.

Step 2:

Click the **Forgot password?** link.

Note: If you do not remember your Username or have an inactive User ID, contact your dealer admin to provide the username.

Suspended User – Dealer users are automatically suspended after 120 days of inactivity. If your username is suspended, contact your dealer Admin to reactivate your account.

Deactivated User – Dealer users are automatically deactivated after two full years of inactivity. If your username is deactivated, request your dealer Admin to contact an Ally Admin to reactivate your account.

Dealer User Passwords – Passwords do not expire. The only time a dealer user password will change is if the dealer user proactively chooses to change it.

The screenshot shows the Ally Dash Login page. The 'Forgot password?' link is highlighted with a red box and a circled '2'. The page includes fields for Username and Password, a 'Log In' button, and contact information for the Ally Auto Dealer Help Desk.

The screenshot shows the Ally Dash Login page with the 'Forgot username?' modal open. The 'Forgot username?' link is highlighted with a red box. The modal provides instructions to contact the dealer admin for help with the username.

Step 4:

Enter your Username.

Click **Submit**.

Step 5:

Verify your identity.

- If you entered a cell phone, the system defaults to sending by text, otherwise you will receive an email notification.
- After registration, you will have option of both cell phone (if number was supplied) and email.

Click **Send Security Code**.

Step 6:

When you receive your code, enter it into the box provided and click **Submit**.

Step 7:

Type in your new **Password**.

- **Password** must contain
- Between 8-20 characters
- 1 uppercase letter, 1 lowercase letter and 1 number

Re-enter **Password**.

Click **Submit**.

ally

Create New Password

Your new password cannot be the same as your previous 6 passwords and must contain 8 to 20 characters, no spaces, with at least 1 uppercase letter, 1 lowercase letter and 1 number. It cannot contain any unsupported characters (&< > % = ?) or your username.

Password

Re-enter Password

8-20 characters
1 uppercase letter
1 lowercase letter
1 number

7 **Submit** Cancel

Step 8:

When password is successfully changed, a Thank You message appears.

Click **Go to Login**.

Thank You

Your password has been changed.

Go to Login 8

Step 9:

Enter **Username** and newly created **Password**.

Click **Log In**.

ally Chat Available Contacts Log Out

Dash Login

USERNAME [Forgot username?](#)

PASSWORD [Forgot password?](#)

Log In 9

Not registered? [Register](#)

Looking for SmartAuction or Ally Academy?

Contact Us
Ally Auto Dealer Help Desk
1-866-766-4622

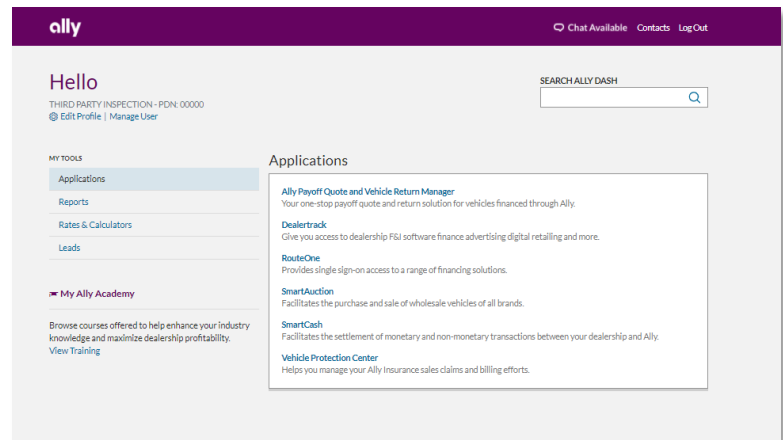
Monday-Friday 9:30 am - 6:30 pm ET
Saturday 9 am - 6 pm ET

Navigating Ally Dash

Landing Page:

From here, you can access:

- **My Tools**
 - Applications
 - Reports
 - Rates & Calculators
 - Leads
- **Ally Academy-Training**
- **Search**

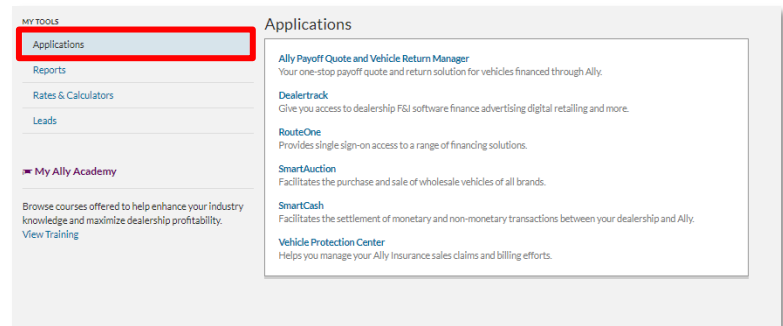


Applications:

Applications, along with descriptions, will display to all users.

You may or may not have access to every application.

Note: If you do not have access to an application, you can request access by clicking 'Edit Profile' and selecting Applications and Reports.

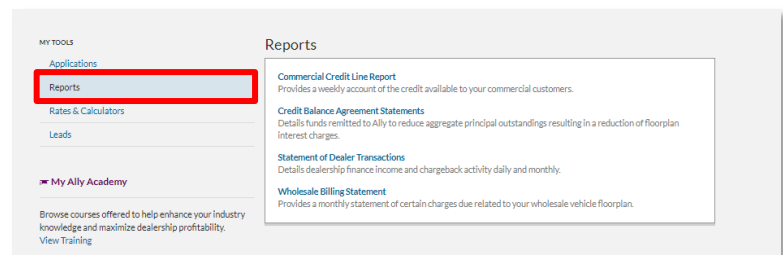


Reports:

Reports, along with descriptions, will display for all users.

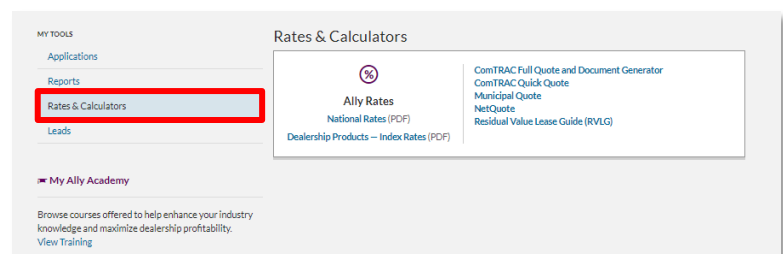
You may or may not have access to every report.

Note: If you do not have access to a report, you can request access by clicking 'Edit Profile' and selecting Applications and Reports.



Rates & Calculators:

This will give you access to Ally rates and various calculators that support our products.



Leads:

Ally values your business and strives to meet all of your dealership financial servicing needs. To assist dealers in retaining their customers Ally provides Payoff and Portfolio leads based on the customer life cycle (Payoff, Lease Maturity, Retail Maturity, In Market, In Equity and Dealer Retail and Lease Portfolio). If the dealer has any new payoff leads, the number will display next to leads.

Search:

This provides a quick, easy way to search for forms, user guides, rates, applications, calculators and reporting tools.

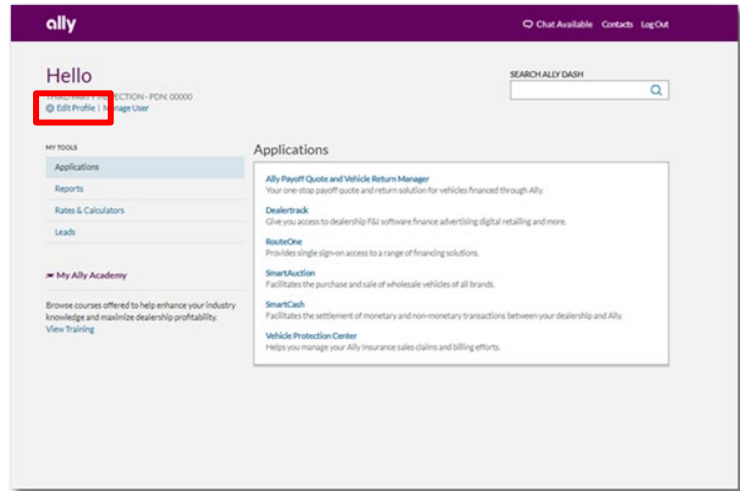
Ally Academy-Training

Click **View Training** to be directed to the Ally Academy log in screen to enter your log in credentials.

Making Updates in Ally Dash

Landing Page

Click **Edit Profile**.

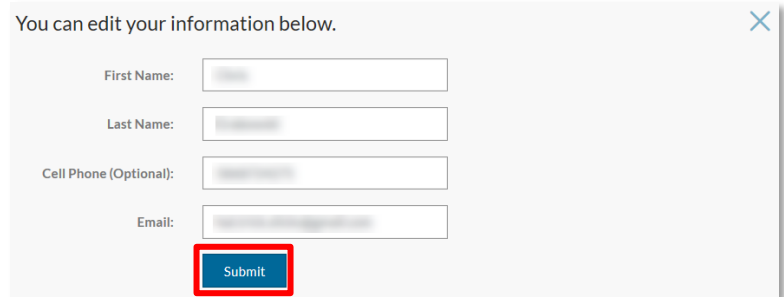
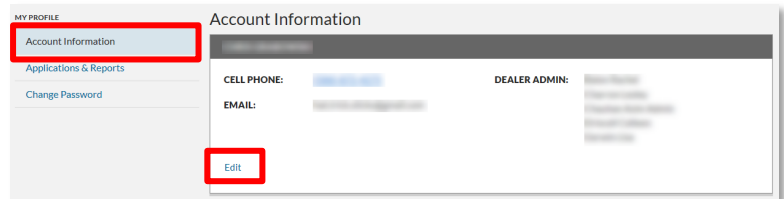


Personal Information

From **My Profile**, click **Account Information** to edit your basic contact information.

Click **Edit**.

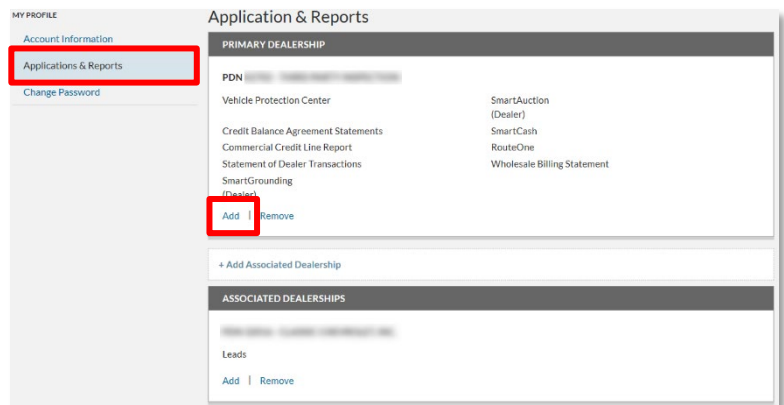
Adjust your information as necessary and click **Submit**.



Applications & Reports

Click **Applications & Reports** to add or remove.

To add, click **Add** to expand the pane for selecting items.



Applications & Reports continued

Select the option.

Click **Submit**.

Confirmation Screen: A message will appear letting you know the request was submitted to your Dealer Administrator for next steps.

To add an additional dealership, click **Add Associated Dealership** to expand the pane for selecting items.

Note: You must select an Application or Report to add an additional dealership.

Enter PDN or name and state of dealership and click **Search**.

Applications & Reports continued

Click **Add**.

Note: If multiple results return, click the appropriate one and then click **Add**.

Select Applications and/or Reports for this dealership. Click **Submit**.

Note: You must select an Application or Report to add an additional dealership.

Choose Applications & Reports

You can select one or more options below to request access for this dealership. Select **Submit** to complete your request

- Commercial Credit Line Report
- Credit Balance Agreement Statements
- Leads
- SmartGrounding
- Statement of Dealer Transactions
- Wholesale Billing Statement

Submit Cancel

Confirmation Screen: A message will appear letting you know the request was submitted to your Dealer Administrator for next steps.

Applications & Reports continued

To remove, click **Remove** to expand the pane for removing items.

Click **Submit**.

Add Remove

Select the options you'd like to remove:

- Vehicle Protection Center
- SmartAuction
- Credit Balance Agreement Statements
- SmartCash
- Commercial Credit Line Report
- RouteOne
- Statement of Dealer Transactions
- Wholesale Billing Statement
- SmartGrounding

Submit

Confirmation Screen: To complete, click **Remove**.

Are You Sure?

You'll no longer have access to whatever you choose.
Select **Remove** to proceed.

Remove

Change Password

Click **Change Password**.

Enter current password and new password (requires re-entry to confirm).

Click **Submit**.

MY PROFILE

- Account Information
- Applications & Reports
- Change Password

CHANGE PASSWORD

Your new password cannot be the same as your previous 6 passwords and must contain 8 to 20 characters, with at least 1 uppercase letter, 1 lowercase letter and 1 number. It cannot contain any unsupported characters (6<*+%?) or your username.

Current Password

New Password

Re-enter New Password

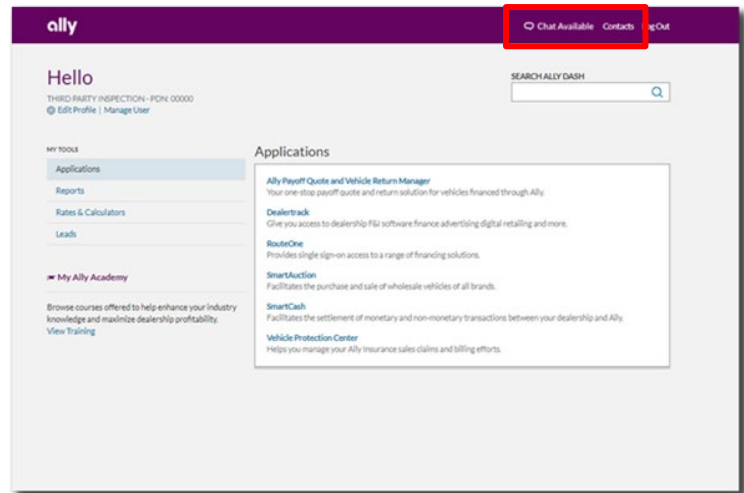
Submit

- ✗ 8-20 characters
- ✗ 1 uppercase letter
- ✗ 1 lowercase letter
- ✗ 1 number

Chat and Contacts

Dealers can chat online with the Dealer Helpdesk by clicking **Chat Online**.

Click **Contacts** to view personalized contact information based your dealership and role.



Default view displays information for:

- Account Executive
- Dealer Help Desk

Click **View All Contacts** for additional contact information for:

- Sales
 - Auto Finance
 - F& I and Dealer Insurance
 - Remarketing
 - Wholesale & Dealer Loans

- General Contacts
 - Ally Academy
 - Ally Servicing
 - Commercial Services Group
 - Contract Processing Help Group
 - Dealer Products & Services
 - National Property Claim Center
 - Property & Casualty Policy Administration
 - Regional Business Center
 - RouteOne
 - SmartAuction Call Center

