

Ally Dash

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Ally Dash

Dealer Admin Job Aid

V15.01.28.2025

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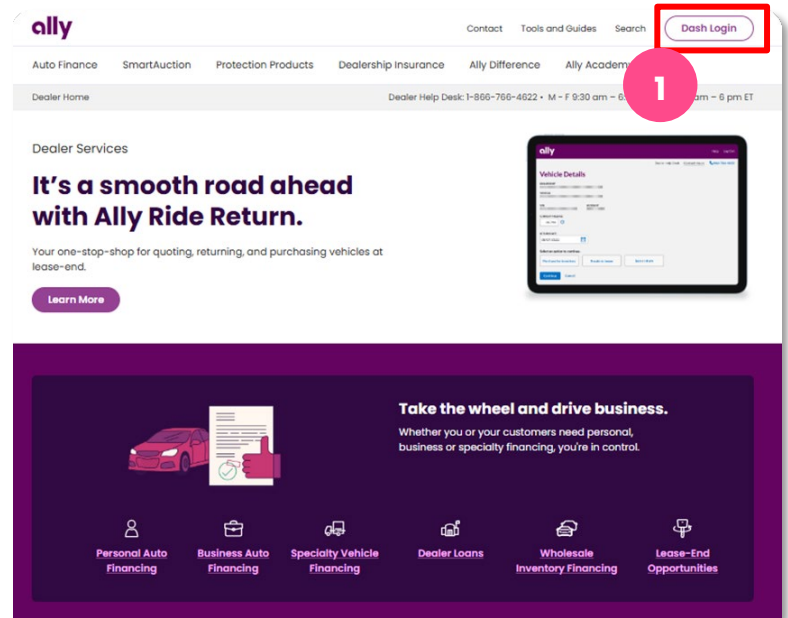
Request Access

Step 1:

Go to **allydealer.com**.

Select **Dash Login**.

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

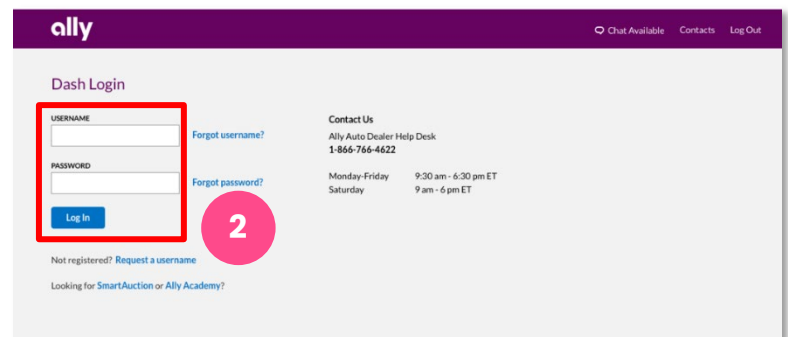


Step 2:

Enter your Username and Password.

Select **Log In**.

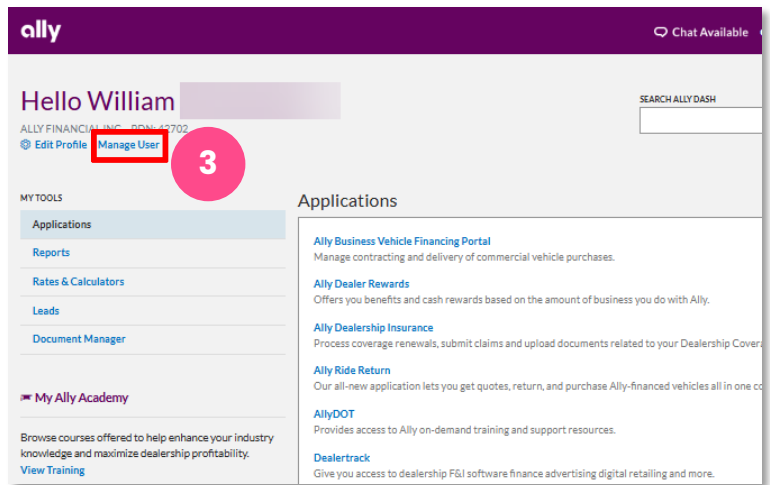
Note: If having log in difficulty, the Help Desk contact information is provided for existing users. You can also select the **Request a username** link if you are a new user. Then, follow the prompts.



Step 3:

From the Ally Dash Landing page, select **Manage User**.

Note: After Selecting Manage User, you can view pending user requests or search for a specific user.



Pending Request View

Your default view shows Pending Requests:

- **Registration Requests**

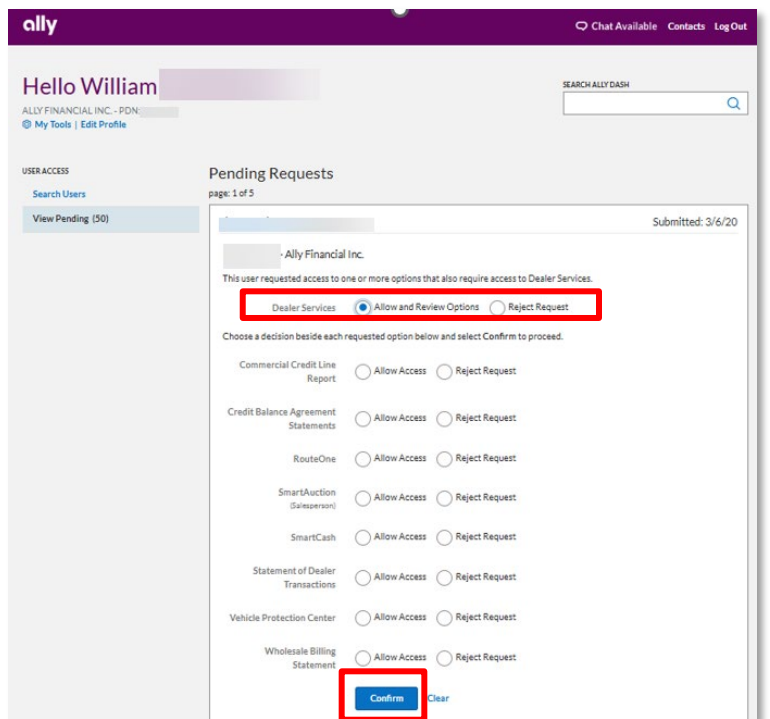
Registration Requests are for new users requesting access to the PDN for which you are an Admin

- **Applications / Reports Requests**

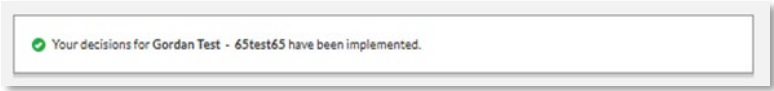
Application/Reports Requests are for Applications/Reports initiated from **Edit Profile**

Choose to approve or reject each submitted request on an individual basis.

Select **Confirm**.



After you make your selection(s) a confirmation message appears.



✔ Your decisions for Gordon Test - 65test65 have been implemented.

Users have immediate access to Ally Dash upon Admin approval.

Note: Some applications such as SmartAuction, SmartCash, and Vehicle Protection Center require additional setup in the system.

A notification is sent to the application teams to complete application setup.

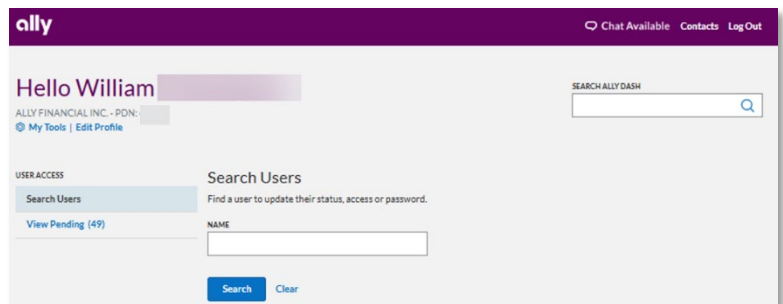
A user may experience an error message until those applications are setup.

Search

Enter the name in the field provided.

Select **Search**.

Note: If a dealer has less than 10 users, the Search field will not appear.



The screenshot shows the Ally Dash interface for a user named William. The top navigation bar includes the Ally logo, a chat icon, and links for Chat Available, Contacts, and Log Out. The main header area displays 'Hello William' and 'ALLY FINANCIAL INC. - PDN: [redacted]' with links for My Tools and Edit Profile. On the left, a sidebar menu shows 'USER ACCESS' with options for Search Users and View Pending (49). The main content area is titled 'Search Users' with the instruction 'Find a user to update their status, access or password.' It features a text input field labeled 'NAME' and two buttons: 'Search' and 'Clear'. A search bar labeled 'SEARCH ALLY DASH' is also visible in the top right corner.

Users display in
alphabetical order.

Select the appropriate name to
view user access.

The screenshot shows the Ally Financial user management interface. At the top, there's a purple header with the 'ally' logo and links for 'Chat Available', 'Contacts', and 'Log Out'. Below the header, a user profile for 'William' is visible, along with a 'SEARCH ALLY DASH' bar. The main content area is titled 'Search Users' and includes a search input field with 'test test' entered. Below the search bar, there's a table of results. The table has three columns: 'NAME', 'DEALERSHIP', and 'STATUS'. The first row shows 'test, test' in the 'NAME' column, '42702 - ALLY FINANCIAL INC.' in the 'DEALERSHIP' column, and 'Suspended' in the 'STATUS' column. The 'test, test' entry is highlighted with a red box.

NAME	DEALERSHIP	STATUS
test, test	42702 - ALLY FINANCIAL INC.	Suspended

Modify User Access

User Edits

For any user selected, you can:

- Update personal information, user status, or remove a user.
- Create a temporary password.
- Add and remove user applications.
- Add and remove applications for an associated dealership.
- Add associate dealership for user to access leads or reports.

The screenshot shows the Ally user management interface. At the top, there's a header with the Ally logo and navigation links like 'Chat Available', 'Contacts', and 'Log Out'. Below the header, a greeting says 'Hello William' followed by a blurred name. A search bar labeled 'SEARCH ALLY DASH' is on the right. A link '< Back To Search Results' is visible. The main content area is titled 'View Access for test test'. It contains two sections: 'PERSONAL INFORMATION' and 'APPLICATIONS & REPORTS'. The 'PERSONAL INFORMATION' section shows fields for NAME (test test), CELL PHONE, USER NAME, EMAIL, PRIMARY DEALERSHIP (PDN - ALLY FINANCIAL INC.), and USER STATUS (Suspended). There are 'Edit' and 'Remove user' links below this section. The 'APPLICATIONS & REPORTS' section shows 'Vehicle Protection Center' with 'Add' and 'Remove' links. At the bottom, there's a link '+ Add Associated Dealership'.

Edit Personal Information

Select **Edit**.

Dealer Admins can edit a user's information by typing in the boxes displayed.

To reactivate a user in Locked status, a Dealer Admin can create a temporary password for the user following the steps on Page 7 for **Create a Temporary Password**.

This screenshot shows the same 'View Access for test test' page, but with a modal form open for editing user information. The 'Edit' link from the previous page is highlighted with a red box. The modal form has a title 'You can edit your information below.' and a close button (X). It contains input fields for 'FIRST NAME', 'LAST NAME', 'CELL PHONE (OPTIONAL)', and 'EMAIL'. Below these fields is a checkbox labeled 'ACTIVE' and a 'Submit' button, both of which are also highlighted with red boxes.

A confirmation message appears confirming the updates to the user's profile.

The screenshot shows the 'View Access for' page for a user. The 'PERSONAL INFORMATION' section displays fields for NAME, USER NAME, PRIMARY DEALERSHIP (PDN - THIRD PARTY INSPECTION), ROLE (Dealership Admin), CELL PHONE, EMAIL, and USER STATUS (Active). At the bottom, there are 'Edit' and 'Remove user' links. A green confirmation message at the bottom states: 'You've updated the user's profile'.

Remove User

Select **Remove User** tab.

A message will display asking to confirm the action.

Select **Remove User** button to confirm.

The screenshot shows the 'View Access for' page for a user. The 'PERSONAL INFORMATION' section displays fields for NAME, USER NAME, PRIMARY DEALERSHIP (PDN - ALLY FINANCIAL INC.), CELL PHONE, EMAIL, and USER STATUS (Suspended). At the bottom, there are 'Edit' and 'Remove user' links. A 'Remove User' dialog box is open, asking for confirmation to remove the user. The dialog contains the text: 'Once you remove this user, they can no longer access Dealer Services. Select Remove User to confirm.' and a red 'Remove User' button.

Create a Temporary Password

Enter the temporary password twice, as directed and provide verbally to user.

Select **Create Password**.

Note: User will be prompted to change this password upon first log in.

The screenshot shows the 'Create a Temporary Password' dialog box. It includes a 'CURRENT PASSWORD' field with masked text. Below it, the 'Create Temporary Password' section contains instructions: 'The temporary password you create cannot be same as the recipient's 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 the recipient's username.' A note states: 'The user's status will automatically update to Active after they sign in with this temporary password and create their new password.' There are two input fields: 'ENTER PASSWORD' and 'CONFIRM PASSWORD', both with masked text. A 'Create Password' button is at the bottom. On the right, there are four green checkmarks indicating password requirements: '8-20 characters', '1 uppercase letter', '1 lowercase letter', and '1 number'.

A confirmation message appears advising that a temporary password was created.



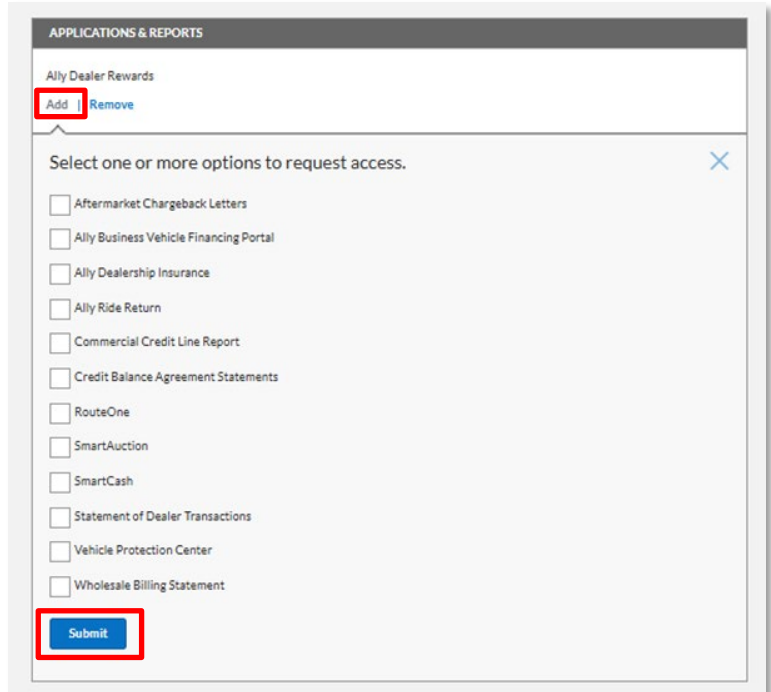
Add Application(s) or Report(s)

Select **Add**.

Select the application(s) and/or report(s) to grant a user access for the primary dealership.

Select **Submit**.

Note: Since Dealer Admin is selecting, no additional approval is needed.



A confirmation message appears advising the Application(s) and/or Report(s) were added.



Remove Application(s) or Report(s)

Select **Remove**.

Select the application(s) and/or report(s) to remove the user access from a primary dealership.

Select **Submit**.

APPLICATIONS & REPORTS

Ally Ride Return (Quoting Access) Ally Dealer Rewards

Add Remove

Select the options you'd like to remove:

☐ Ally Dealer Rewards

☒ Ally Ride Return

Submit

Select **Remove** to confirm removing user access to application(s) and / or report(s).

Remove Option

Removing this application or report will end the user's access to it.

Select Remove to confirm.

Remove

Add Associated Dealership(s)

Select **Add Associated Dealership**.

APPLICATIONS & REPORTS

Ally Ride Return (Quoting Access) Ally Dealer Rewards

Add Remove

+ Add Associated Dealership

Select the **PDN** or **Dealership Name** from the Search By drop-down menu.

Enter the PDN or Dealership name/state into the appropriate fields.

Select **Search**.

Add Associated Dealership

Request to add one or more dealership to your network

SEARCH BY

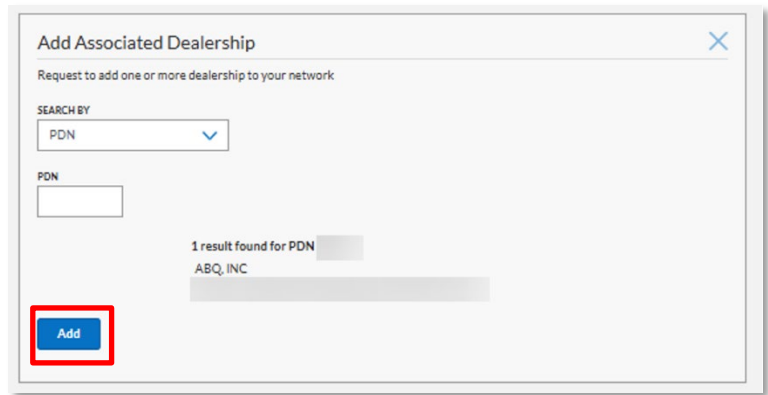
PDN

PDN

Search

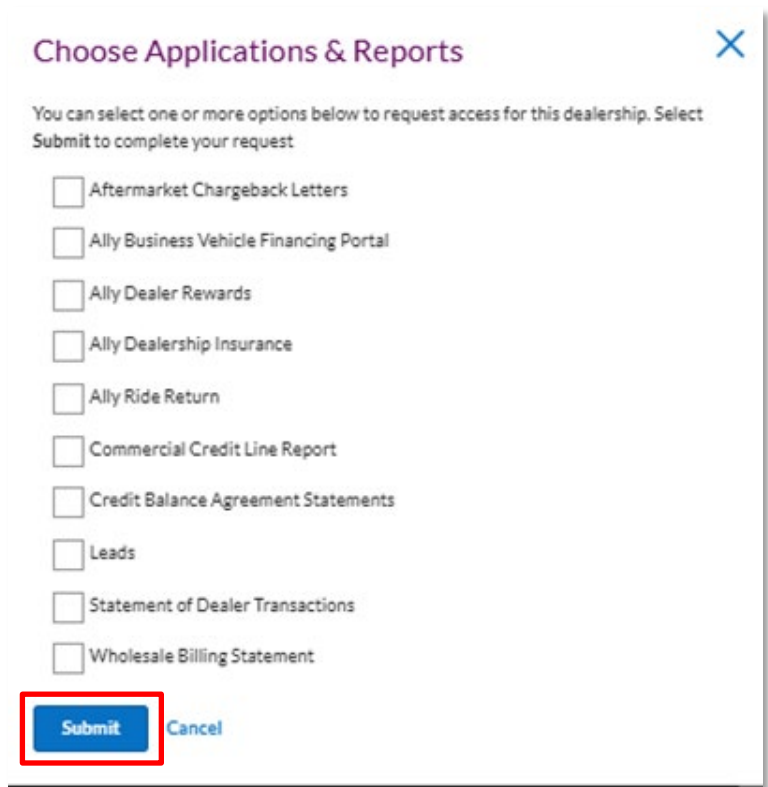
Select **Add**.

Note: If multiple results return, select the dealership radio button to add.



Choose the desired applications and reports for the Associated Dealership.

Select **Submit**.



Add Application(s) or Report(s) for Associated Dealerships

Select **Add**.

Select the application(s) and/or report(s) to add from user access for the Associated dealership(s).

Select **Submit**.

Remove Application(s) or Report(s) for Associated Dealerships

Select **Remove**.

Select the application(s) and/or report(s) to remove from user access for the Associated dealership(s).

Select **Submit**.

Note: The user has to have access to one application to keep the associated access

Select **Remove** to confirm ending associated dealership access to Application(s) and/or Report(s).

