Hello
THIRD PARTY INSPECTION - PON: 00000
@ Edit Profile | Manage User

My Tools
- Applications
- Reports
- Rates & Calculators
- Leads

My Ally Academy
Browse courses offered to help enhance your industry knowledge and maximize dealership profitability.
View Training

Application
- Ally Payoff
- Dealertrack
- RouteOne
- SmartAuction
- SmartCash
- Vehicle Protection Center
- Help you manage your Ally Insurance

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

Ally Dash
Dealer Job Aid

v.02.01.2021
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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.

Step 2:
Click the Request a username link.
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.

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.
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

Click Continue.

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.
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.
  
  o After registration, you will have option of both cell phone (if number was supplied) and email.

Click Send Security Code.

Step 8:
When you receive your code, enter it into the box provided and click Submit.

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.
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.

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.
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.

Step 8:
When password is successfully changed, a Thank You message appears.
Click Go to Login.

Step 9:
Enter Username and newly created Password.
Click Log In.
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.

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**.

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

**Are You Sure?**

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

Click **Remove**.

**Change Password**

Click **Change Password**.

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

Click **Submit**.
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