



Ally Auto Dealer Services Quick Start Guide

Ally Dealer Help Desk

1-866-766-4622

Monday	8 am - 10 pm ET
Tuesday-Friday	8 am - 8 pm ET
Saturday	9 am - 7 pm ET
Sunday	Noon - 7 pm ET

Before You Log In

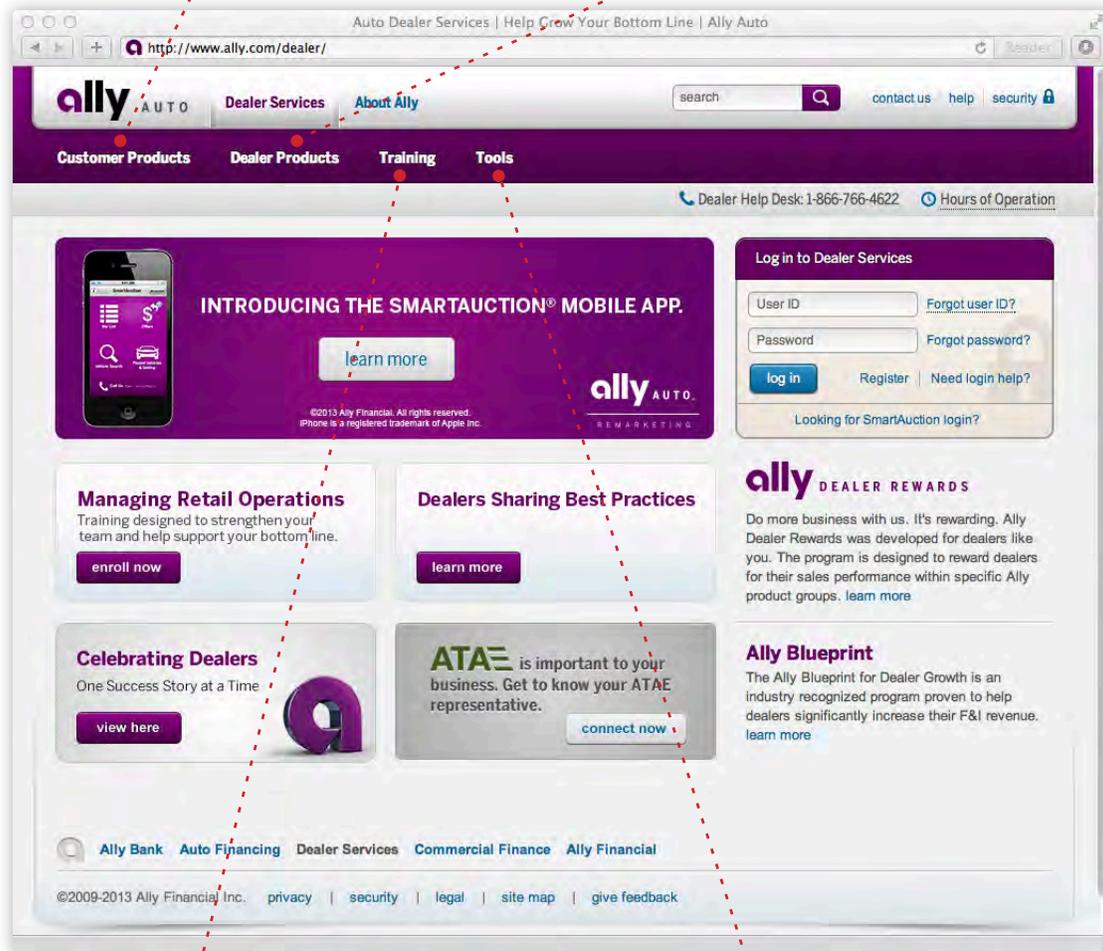
To get started, simply visit the Ally Auto Dealer Services website at www.allydealer.com. There, you can read about the many products and services available to you and your customers and log in to the Ally Dealer Services Portal.

Customer Products

Learn about the many products available to your customers, from service and maintenance contracts, to theft protection and GAP Care Advantage®.

Dealer Products

Get information about SmartAuction®, dealer insurance and Ally Dealer Rewards.



Training

Take advantage of a role-based curriculum and training designed to help drive dealership performance and your bottom line.

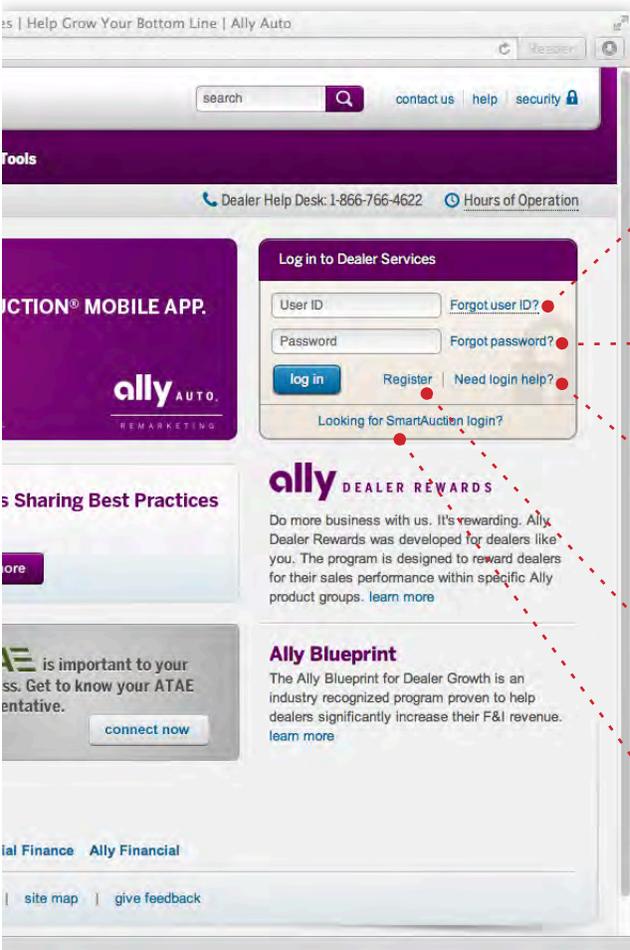
Tools

Look here for a comprehensive collection of forms, contacts, calculators, user guides and other helpful tools, all of which are accessible without logging in to the Ally Dealer Portal.

Logging In

To access the secured area of the website, enter your user ID and password then select **log in**. **Your Ally Auto Dealer Services password will be active for 60 days**. After 60 days, your password will expire and you'll be prompted to change it. To change your password, select **Forgot password?** and follow the prompts on the screen.

Your password must be between 8 and 20 characters and include at least 1 letter and 1 number. It also cannot be a password that you selected for the previous 12 password changes.



Forgot User ID?

To obtain your user ID, contact the Ally Dealer Help Desk at 1-866-766-4622, Mon, 8 am - 10 pm ET, Tue - Fri, 8 am - 8 pm ET; Sat 9 am - 7 pm ET; and Sun, Noon - 7 pm ET.

Forgot Password?

If you need to reset your password, you can change it from the homepage by selecting **Forgot password?**

Need Login Help?

If you have questions about logging in, select **Need login help?**

Register

Not registered? Select this link to sign up to use the secured area of the site.

SmartAuction® Login Link

Select this link to go directly to the SmartAuction login.

TIP:

Your account will automatically lock if you attempt to log in with an incorrect user ID or password six times in a row. To unlock your account, contact the Ally Dealer Help Desk at 1-866-766-4622, Mon, 8 am - 10 pm ET; Tue - Fri, 8 am - 8 pm ET; Sat 9 am - 7 pm ET; and Sun, Noon - 7 pm ET.

Your Dashboard

Once you've logged in, you'll see your personalized dashboard. Here, you can read important communications targeted to your dealership, view important messages and dealer updates regarding our site and our company, and find dealer applications such as SmartCash and RouteOne. Your dashboard also includes customizable shortcut links to the applications and tools you use most.

My Shortcuts

You can place up to 15 shortcut links on your dashboard for quick and easy access.

Edit My Shortcuts

To change which shortcuts appear on your dashboard, select **Edit my shortcuts**.

Ally Performance Development Center

Online and in-classroom training options are available to dealership personnel. View courses by accessing our training center.

Your Ally Dealer Rewards

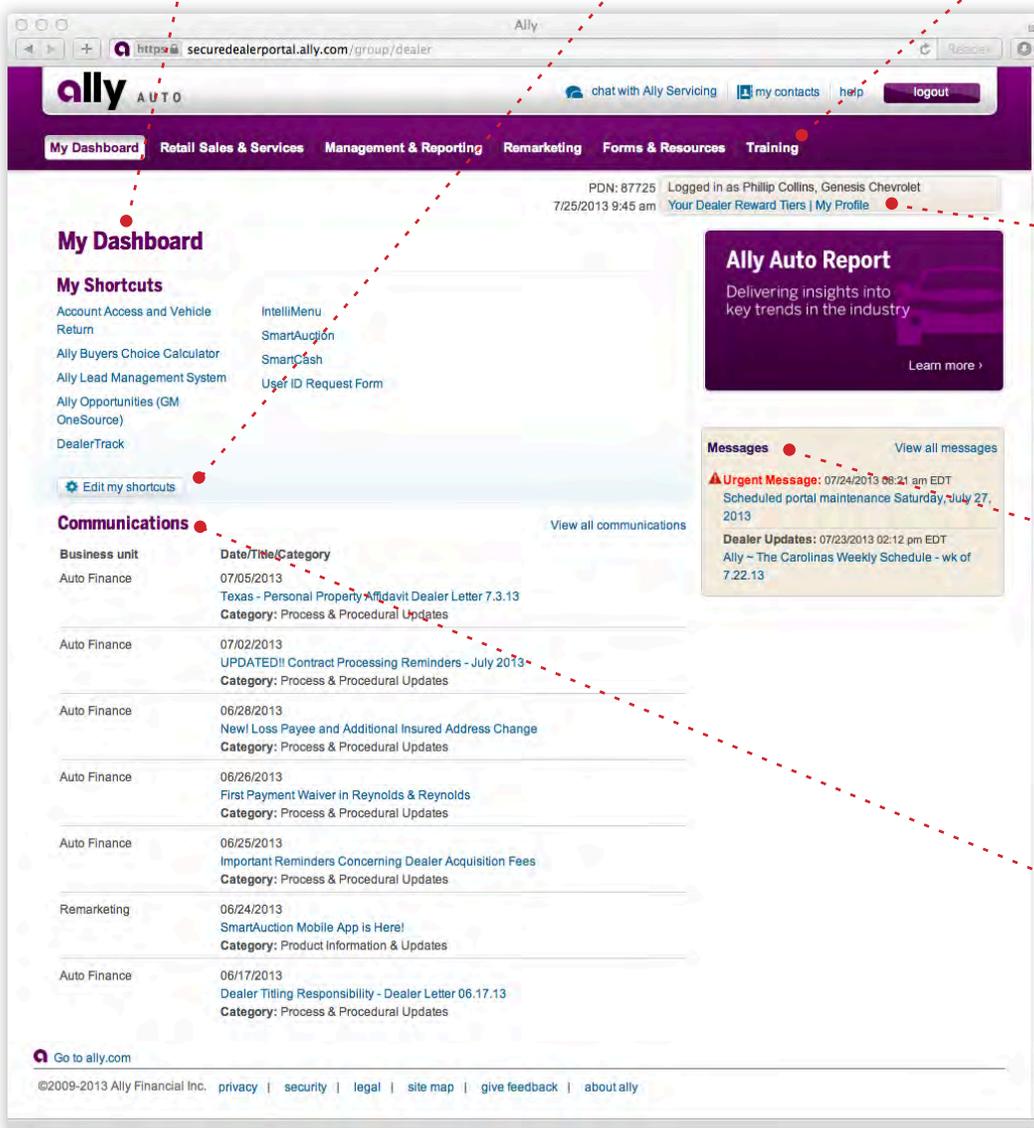
View your Ally Dealer Rewards status here.

Messages

Read dealer updates and time-sensitive information, such as scheduled maintenance, production issues and items that need your immediate attention.

Communications

Up-to-date information about our products and services, as well as other key communications.



Your Resources

The **My Shortcuts** section offers a quick view of the applications and tools you use most. To see all the applications and resources the site offers, visit the tabs across the top of the page.

Retail Sales & Services

Locate vehicle financing and leasing applications such as DealerTrack, RouteOne, IntelliRater, Account Access and Vehicle Return and commercial services tools.

Management & Reporting

Work with SmartCash or view and download reports and statements such as your Ally Dealer Rewards Report, Statement of Dealer Finance Income, Wholesale Billing Statement, insurance sales and commercial credit lines.

The screenshot shows the Ally Dealer Portal interface. At the top, there is a navigation bar with tabs: My Dashboard, Retail Sales & Services, Management & Reporting, Remarketing, Forms & Resources, and Training. The user is logged in as Phillip Collins, Genesis Chevrolet, with a PDN of 87725. The main content area is divided into several sections:

- My Dashboard:** Contains a "My Shortcuts" section with links to Account Access and Vehicle Return, IntelliMenu, SmartAuction, SmartCash, User ID Request Form, Ally Buyers Choice Calculator, Ally Lead Management System, Ally Opportunities (GM OneSource), and DealerTrack. There is also an "Edit my shortcuts" button.
- Communications:** A table listing various communications with columns for Business unit, Date/Title/Category, and a "View all communications" link.
- Ally Auto Report:** A section titled "Delivering insights into key trends in the industry" with a "Learn more" link.
- Messages:** A section titled "View all messages" containing an "Urgent Message" about scheduled portal maintenance and "Dealer Updates" regarding the Ally - The Carolinas Weekly Schedule.

At the bottom of the page, there is a footer with the text "©2009-2013 Ally Financial Inc." and links for privacy, security, legal, site map, give feedback, and about ally.

Forms & Resources

Access user manuals and guides for Ally Auto Dealer Services applications, view and print customer brochures, and order materials.

Remarketing

Access to applications such as SmartAuction and vehicle inspections.

Your Profile

You can update your personal settings at any time by selecting the My Profile link at the top of the page to access the **View Profile** tab on the **View Profile and Applications** page.

Edit Profile

To make changes to your online profile, including updating your email address, select **My Profile** in the upper right of the **My Dashboard** screen. Then select the **View Profile** tab and the **Edit profile** link.

Change Password

To change your password, select the **View Profile** tab then the **Change password** link.

The screenshot displays the 'View Profile and Applications' page in a web browser. The browser address bar shows 'https://secureddealerportal.ally.com/group/dealer/userprofile'. The page header includes the Ally logo and navigation links like 'chat with Ally Servicing', 'my contacts', 'help', and 'logout'. A secondary navigation bar contains 'My Dashboard', 'Retail Sales & Services', 'Management & Reporting', 'Remarketing', 'Forms & Resources', and 'Training'. The user is logged in as Phillip Collins from Genesis Chevrolet, with a PDN of 87725. The page title is 'View Profile and Applications'. Below the title, there are two tabs: 'View Profile' (selected) and 'View/Request Applications'. Under the 'View Profile' tab, there are two links: 'Edit profile' and 'Change password'. The 'View profile' section displays the following information:

User ID:	PHILCOLLINS	Email address:	Phil.collins@GenesisChev.com
Username:	Phillip Collins	PDN:	67534
Dealership name:	Genesis Chevrolet	Business phone:	555-555-1234
Country:	United States	Mobile phone:	123-456-7890
User roles:	CEO	Language:	English

At the bottom of the page, there is a footer with 'Go to ally.com' and copyright information: '©2009-2013 Ally Financial Inc. | privacy | security | legal | site map | give feedback | about ally'.

Change Online Challenge Questions and your Help Desk Secret Question

Challenge questions are used to verify your identity and allow you to reset your password online. The secret question is used to verify your identity when you call the Ally Dealer Help Desk. Change them at any time on the **View Profile** tab by selecting **Edit profile**.

Your Profile

You can view your current application access, and request access to additional applications and reports, on the **View/Request Applications** tab. To get to the tab, select the **My Profile** link from the **Ally Dealer Portal** header.

Add Applications and Reports

To request application and report access, select the **View/Request Applications** tab then the **Request applications** link.

Add Access to Multiple Dealers

You can request access to reports across multiple dealers by selecting **add access to multiple dealers**.

The screenshot shows the Ally Dealer Portal interface. At the top, there's a navigation bar with tabs: My Dashboard, Retail Sales & Services, Management & Reporting, Remarketing, Forms & Resources, and Training. Below this, a user information bar displays: PDN: 87725, Logged in as Phillip Collins, Genesis Chevrolet, 7/26/2013 11:41 am, and links for Your Dealer Reward Tiers and My Profile. The main content area is titled "View Profile and Applications" and has two tabs: "View Profile" and "View/Request Applications". Under "View/Request Applications", there's a "Request application" link. Below that is the "Applications" section, which is expanded to show "Ally Dealer Portal - US". Under this, there are two lists of items: "Applications" (Account Access Vehicle Return, RouteOne, SmartAuction, SmartCash) and "Reporting" (Ally Dealer Rewards Report, Commercial Credit Line Reporting, Statement of Dealer Finance Income (SDFI), Wholesale Billing Statement (WBS)). A red dashed line points from the text above to the "View/Request Applications" tab, and another red dashed line points from the text above to the "Add access to multiple dealers" link in the Reporting section. At the bottom, there's a footer with "Go to ally.com" and copyright information: ©2009-2013 Ally Financial Inc. with links for privacy, security, legal, site map, give feedback, and about ally.

Additional Help

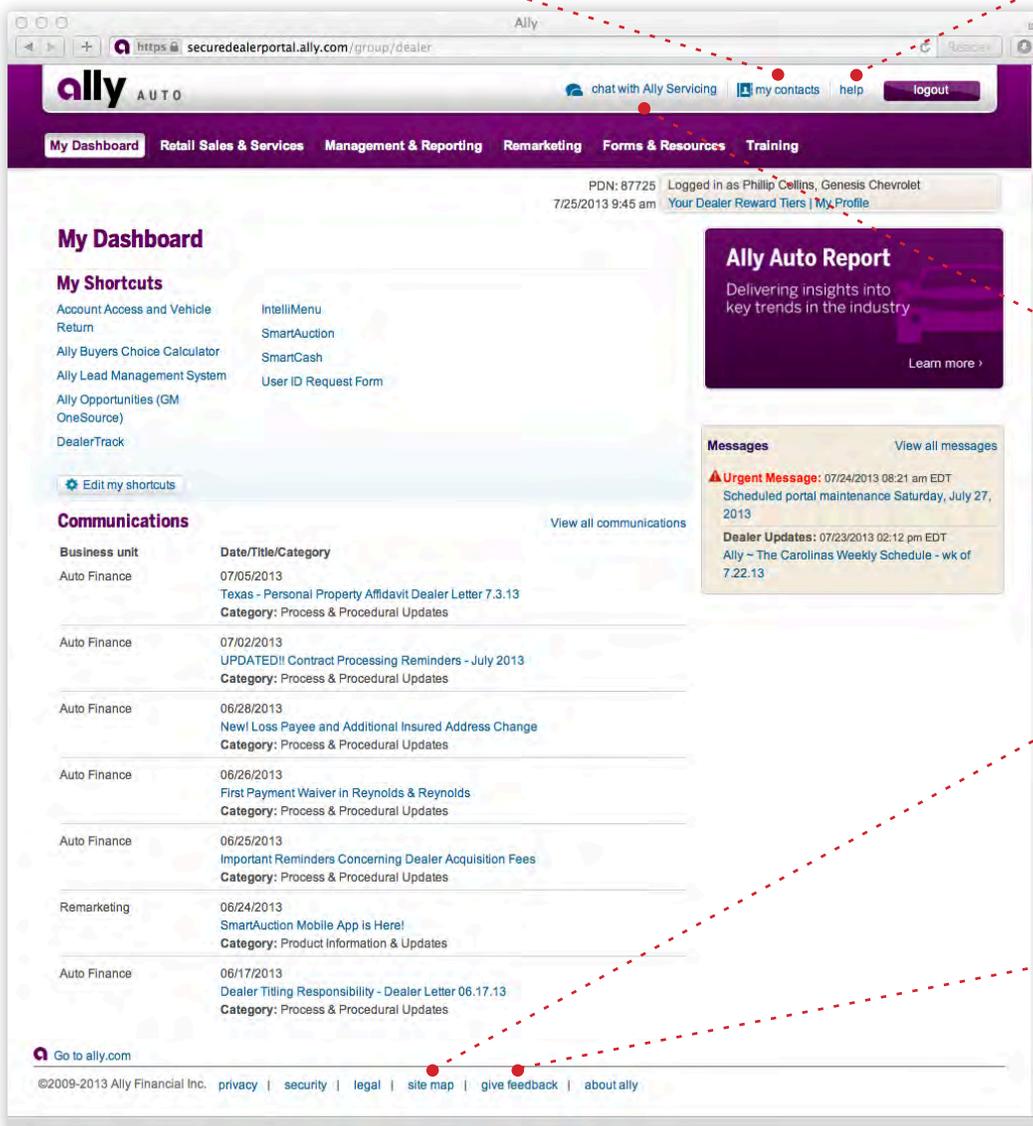
There are several ways to obtain additional information if you need it.

My Contacts

When logged in to the site, select **my contacts** to quickly access names and contact details for the sales and underwriting staff that supports your dealership. You'll also find key operational contacts for Ally Servicing, Contract Processing, the Regional Business Center and more.

Help

If you have questions about using our site, or about our products and services, refer to the Frequently Asked Questions (FAQs) located under the **help** link.



Chat with Ally Servicing

Select the **chat** icon at the top of the page during normal business hours to communicate online in real time with an Ally Customer Care Specialist. You can choose from a number of chat topics, including account details, payoff quote and lien release.

Site Map

To see all the pages of the Dealer Services site at one time, select **site map**.

Give Feedback

We're always looking to improve our site. If you have suggestions, select **give feedback** and let us know.

Need Assistance? Call:

Ally Dealer Help Desk at 1-866-766-4622

Mon, 8 am - 10 pm ET; Tue - Fri, 8 am - 8 pm ET; Sat, 9 am - 7 pm ET; and Sun, Noon - 7 pm ET.