Ally Auto Dealer Services
Quick Start Guide

Ally Dealer Help Desk
1-866-766-4622
Monday-Friday
9:30 am - 6:30 pm ET
Saturday
10:30 am - 2:30 pm ET
Before You Log In

Visit allydealer.com to learn about the tools, products and services we offer to help you drive your business.

Auto finance
Learn about a variety of auto finance products and services to offer your customers and to help you manage your dealership.

Protection products
Get information about vehicle service and maintenance contracts, property and casualty insurance, inventory insurance and other available products.

SmartAuction
Discover how you can grow your used vehicle inventory by leveraging this industry-leading Internet auction to buy and sell wholesale vehicles.

Tools
Use our helpful resources, like the reactivation/deactivation form and payment quoting tools, without having to log in to the Dealer Portal.

RV finance
See how this tailored suite of wholesale lending products and retail programs accommodates the unique needs of the RV industry with attractive terms and flexible credit lines.

Ally Difference
Explore the broad range of industry experience, proven results, dealer rewards and benefits that distinguish us from our competitors.

Training
Take advantage of a role-based curriculum designed to equip your team with the tools and knowledge they need to help drive your business.
Logging In

To access the secure area of the website, enter your user ID and password then select Log In. Your Ally Auto Dealer Services password will be active for 90 days. After 90 days, your password will expire and you’ll be prompted to change it.

Your password must be between 8 and 20 characters and include at least 1 uppercase letter, 1 lowercase letter and 1 number. You’ll need to create a different password from the last 6 you used and can only change your password once in any 48-hour period.

If you don’t use your account for more than 60 days, we’ll deactivate your ID. To reactivate it, select the Get help link beneath the Log In button or go to Tools, choose Ally Dealer User Management and then select Reactivate Dealer User.

Get help
Select Get help for login assistance if you:

• Forgot your password — select the link to create a new one
• Have an inactive user ID — request reactivation here
• Forgot your user ID — call the Dealer Help Desk at 1-866-766-4622 for support

Register
Select Register to sign up to use the secure area of the site where you’ll have access to communications targeted to your dealership, as well as access to all of your online tools.

Learn more about the Dealer Portal
In addition to this Quick Start Guide you can access 2 videos — Getting Started with the Dealer Portal and Using the Dealer Portal — for tips and guidance on portal registration, functionality, navigation and customization.

SmartAuction® login
Select Looking for SmartAuction Login? 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 6 times in a row. To unlock your account, contact the Ally Dealer Help Desk at 1-866-766-4622, Monday – Friday, 9:30 am – 6:30 pm ET; and Saturday, 10:30 am – 2:30 pm ET. To reset your password, select Get help.
Your Dashboard

Once you’ve logged in, you’ll see your personalized dashboard which includes customizable shortcut links to the applications and tools you use most including communications and updates.

Payoff Leads
Receive timely notifications when your customers request payoff quotes so you’ll have a chance to pursue repeat business – no matter how many dealerships you manage. To request access for additional dealerships, select the My Profile link and choose View/Request Applications followed by Request access for multiple dealers.

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

Your Ally Dealer Rewards
View your Ally Dealer Rewards status here.

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

Messages
Read dealer updates and time-sensitive information, such as scheduled maintenance, weekly underwriting schedules and items that need your immediate attention.

Communications
Get up-to-date information about our products and services, as well as other key communications.
Your Dashboard (Continued)

Your personalized dashboard also provides easy access to training, payoff quotes and opportunities to engage and serve your customers.

**My Training**
Receive notifications about on-demand and instructor-led learning opportunities that align with your specific job responsibilities.

**Payoff Quotes**
Get payoff information for your current and prospective customers to help them and help you make informed decisions.

**View Ally National Rates**
Compare our various financing products and rates to identify the product that best meets the needs of your customer.

**Targeted Messaging**
Promote offers and share information with your Ally customers throughout their lease or retail term — at no cost to you.
Your Resources

My Shortcuts offers a quick view of the applications and tools you use most. To see all the applications and resources the site offers, use the navigation at the top of the page.

Retail sales and services
Locate tools such as Ally Lead Lists, DealerTrack, RouteOne, account access, vehicle return and commercial services tools.

Management and reporting
View or download online reports such as Ally Dealer Rewards, Statements of Dealer Transactions, Wholesale Billing Statements, insurance sales and commercial credit lines. You can also access SmartCash for your daily transactions.

Training
Take advantage of a role-based curriculum designed to equip your team with the tools and knowledge they need to help drive your business.

Forms and resources
Access user manuals and guides for Ally Auto Dealer Services applications and view approved forms and underwriters.

Remarketing
Access applications such as SmartAuction and vehicle inspections.
Your Profile

Update your personal settings at any time by simply accessing the View Profile tab on the View Profile and Applications page.

Change online challenge questions and your help desk secret question
We use challenge questions to verify your identity so you can reset your password online. We use the secret question to verify your identity when you call the Ally Dealer Help Desk. Change either any time by selecting Edit profile.

Edit profile
To make changes to your online profile, including updating your email address, select Edit profile.

Change password
To change your password select the Change password link.
View/Request Applications

Select **My Profile** from your dashboard, then select the **View/Request Applications** tab to view your current application access and request access to additional applications and reports.

**Add applications and reports**
To request application and report access, select the **Request applications** link.

**Add access to multiple dealerships**
You can request access to reports and leads for additional dealerships by selecting **Request access for multiple dealers**.

**Application descriptions**
Learn more about the many tools and resources we offer to help you choose the options that best align with your dealership role.
Additional Help

You can get support from your Account Executive, your team of sales and underwriting staff, real-time chats with Ally Servicing or by calling the help desk at 1-866-766-4622, **Monday – Friday, 9:30 am – 6:30 pm ET; and Saturday, 10:30 am – 2:30 pm ET.**

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.

My contacts

When logged in to the site, select **my contacts** from the top right 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.

Give feedback

We’re always looking to improve our site. If you have suggestions, select **give feedback** from the bottom of the page and let us know.