

Quick Reference Guide

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- Manage Users
- Add New Users
- Change User Password/Unlock User Account
- Edit User
- Delete User
- View Subscription Details

For assistance with your organization, subscription or managing users, including resetting passwords, contact **Business Development at TPS-BDContact@talonsolution.com**

Logging In

To access the Service History-Link report you will need to log in using the credentials provided by your system administrator.

.0	dg In					
	Dealer Number					
	Username					
	Password O					
	Forgot Username or Password? Please see your dealership security administrator with authority to manage these credentials.					
	Log In					

- 1. Enter your Dealer Number.
- 2. Enter your Username.
- 3. Enter your Password.
- 4. Select Log In.

All fields are required and must be associated with a valid subscription.

If you forgot your username or password, check with your system administrator or contact Business Development at TPS-BDContact@talonsolution.com

Logging Out

If you are finished running SHL reports, you can exit your session by selecting **Log Out**. If you do not log out, your session will remain active, even if you close your browser. It is recommended that if you use a shared workstation, that you log out after each session.

1. Select the user icon in the upper right of the screen



Log Out

Manage Users

The top grid contains a list of all users of the SHL subscription. From here you can edit or add users to your organization.

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0	0	~	

	Employee †	Usemame	Admin	Default Store	
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ľ	Petey Szanto	pszanto		SHL3 Test Dealership 1 (Lightspeed)	Ô
o	Admin User	shladmin		SHL3 Test Dealership 1 (Lightspeed)	Ô
o	User One	shluser1		SHL3 Test Retail Outlet 3 (Lightspeed)	Ô
ľ	SHL User thirteen	shluser13		SHL3 Test Dealership 1 (Lightspeed)	Î
ľ	User Two	shluser2		SHL3 Test Dealership 1 (Lightspeed)	Î
1	User Three	shluser3		SHL3 Test Retail Outlet 3 (Lightspeed)	Î
0	Uncle Bob	unclebob		SHL3 Test Retail Outlet 3 (Lightspeed)	Î

Add New User

- 1. Select Add Users on the Manage User screen
- 2. Enter Full Name
- 3. Enter Login Name
- 4. Enter and confirm Password
- 5. Select Admin if applicable Note: It is recommended for each location to have at least two admins to ensure ease of user management, such as changing passwords.
- 6. Select Default store subscription and any applicable stores. *Note: You can add users and not assign them a store. However, they will not be able to login to the SHL site.*
- 7. Click Save

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Change User Password/Unlock User Account

- 1. Select the edit icon next the user.
- Uncheck "Account Locked" Note: This will be selected if a user has exceeded maximum password attempts.

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Dan N	^{ame} – Jaymik	Pas	ssword	o		
	ogin Name		Confirm Password			
dnayn Admi	nik in	Minimum of 7 characters Contains one upper case letter Contains one lower case letter				
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3. If it is desired to change the user's password, enter new password and confirm.

Var	ne	Pas	sword		
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_ogin Name		Co	nfirm Password		
dna	ername	Confirm Password			
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4. Click Save

Edit User

1. Select the edit icon next the user.

U	lsers				
	Employee †	Usemame	Admin	Default Store	
	T	T	7	T	
0	Alice Nunnari ar	nunnari	Y	HDDS Product Development (PD)	Ō
0	Courtney Bull cb	bull	Y	HDDS Product Development (PD)	Ô
	Carolyn Legg cl	legg	Y	HDDS Product Development (PD)	Ô
0	🔊 Dan Naymik. dr	Inaymik	Y	HDDS Product Development (PD)	Ô
0	chzabeth Keller ek	keller	Y	HDDS Knowledge Center (KC)	Ō
0	jo Jessica O'Hara	ohara	Y	HDDS Product Development (PD)	Î

- 2. Modify desired fields.
- 3. Click Save

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Dan I	lame	Pas	ssword ©	
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dnay	ame mik			
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2 Used user 2 Accor Select	It is allowed to add users and change passwords for other rs. ount Locked Store Name HDDS Business Development (BD) HDDS Knowledge Center (KC) HDDS Operations & Training (OP)	C C	Subscription T HDDS_BD HDDS_OP	

Delete a User

1. Select the 'Delete User' icon 🗖 next the user.

sers						
Employee †		Username		Admin	Default Store	
	۲		7	7		T .
Alice Nunnari		anunnari		Y	HDDS Product Development (PD)	
Courtney Bull		cbull		Y	HDDS Product Development (PD)	
Carolyn Legg		clegg		Y	HDDS Product Development (PD)	
Dan Naymik		dnaymik		Y	HDDS Product Development (PD)	
* Elizabeth Keller		ekeller		Y	HDDS Knowledge Center (KC)	
Jessica O'Hara		johara		Y	HDDS Product Development (PD)	

2. Click Yes to confirm deletion.



3. Click OK



View Subscription Details

The bottom grid contains a list of the organization subscriptions with details for each the subscription for each store.

Subscriptions

Store	Subscription	Max # of Users Allowed	# of Users Assigned
SHL3 Test Dealership 1 (Lightspeed)	SHL Tier 1	5	5
SHL3 Test Retail Outlet 3 (Lightspeed)	SHL Tier 6	15	6

Field	Description
Store	A store in an organization.
Subscription	Subscription level.
Max # of Users Allowed	Maximum users permitted under the store's subscription tier.
# of Users Assigned	The number of users currently assigned to that store's subscription.

For assistance with your organization or subscription, contact Business Development at TPS-

BDContact@talonsolution.com