

# New Username & Password Setup for Manheim.com and OVE

## Information

**Article Number** 000004723

**Article Type** Procedure

**Title** New Username & Password Setup for Manheim.com and OVE

## Purpose & Scope

---

**Summary:** This article offers guidance on creating a username and password for dealers. It also includes specific guidelines for the username and password, including the number of characters and whether special characters are allowed.

## Procedure

---

**Note:** Coordinators must not merge a contact with a 5 MIL number to a 4 MIL record. The system does not allow 4 MIL and 5 MILL accounts to be merged, and this must not be attempted.

Dealers need to be registered with AuctionACCESS before they can create a username and password for our platforms and be authorized to purchase vehicles on our platform. See [KB Article # 5496, Registration Requirements for Dealers and Buyers](#) to obtain more information about registration requirements.

**Please note:** The dealer you are going to set up must be registered in Auction Access for **Manheim Online**, with the profile set to **ACTIVE**, in order for the user name and password to work once it is set up in Salesforce.

If the dealer is registered with AuctionACCESS and would like for a Client Care Representative to create a username and password for them, the CCR should do so in Salesforce.

Follow the steps below to create the credentials in **Salesforce**:

1. Have the U.S.-based dealer verify two forms of identification in Auction Access (i.e. date of birth, **last 4 digits of their Social Security number**, drivers license, or passport Number). **Foreign** dealers should verify the last 4 digits of passport or driver's license number and their date of birth as listed in AuctionACCESS. **(This verification must always take place, whether the client 's request involves a password or a user name).**
2. Search in Salesforce for the buyer by **100Mil** number.
3. Click on the dealer's name labeled **Master Contact**.
4. Scroll down to the **Contact Username** field.
5. Click **New Contact Username**.
6. Enter the desired **username and password** following the guidelines\*\*.
7. Click **Save**.

---

If a dealer is registered with AuctionACCESS and would like to create a username and password online, have them follow these steps:

1. Go to [Manheim.com](http://Manheim.com).
2. Click on **New Customer?** in the Member Login field.
3. Type their **Individual Auction Access number** and **last 4** of their **Social Security number**. Canadian dealers should use the **last 4** of their passport number or **Government ID** number as provided to Auction Access.
4. Click **Submit**.
5. Type a **Username** and **Password\***.
6. Select **Agree** after reviewing the visitor agreement.
7. Click **Submit**.

---

**IMPORTANT NOTE:** Once the user name and password is created, the dealer can log into Manheim.com, click on the **BUY tab**, select **OVE.com**, and they will automatically be logged in. However, if the client goes directly to OVE.com and attempts to log in, they may receive an **error message** stating the user name and password do not match any credentials on file. In that case, follow the steps outlined in [Knowledge Base Article # 5844 - Unable to Log In Directly To OVE.](#)

---

**\*\*General Username/Password Guidelines:**

**Important Note:** A subset of our Web site users are “grandfathered” in under previous user name and password guidelines. If they have not changed their password in several years, they can continue to use a password that is 4 or more characters long and contains no special character.

However, if the client resets their password or we create a new username/password, we now require them to have a higher level of security. This means they will have to establish a password with upper and lower case letters and with a special character.

**Current Guidelines**

The following is the current Username and Password guidelines for users setting up a new account on Manheim.com or OVE.com.

**Username:**

- **Must be 4 to 30 characters with no spaces.**
- **Only certain special characters are allowed. The 4 that are allowed are: the "at" symbol (@), a period (.), the underscore (\_), and the hyphen (-),**
- **Not case sensitive.**
- **Cannot be an email address.**

**Password:**

- **Passwords must be 8 to 30 characters in length.**

- **Must contain a number.**
- **Must contain one of the following special characters: !@#\$\$%&\*()**
- **Passwords are case sensitive.**

**Notes:**

- Usernames and passwords **cannot** be the same.
- Username and password values such as "password" or "qwerty" **should not be used** because they can be easily guessed.
- Coordinators **must not merge a contact with a 5 MIL number to a 4 MIL record.** Merging or adding a contact with an Auction Access ID to a national account creates problems since the settings for national accounts and dealers' buying accounts are different. The system does not allow 4 MIL and 5 MILL accounts to be merged, and this must not be attempted.

Comments

---

Additional  
Comments

System Information

**Last Modified Date** 8/30/2019 12:24 PM

**Last Modified By** Christine Carrizales

**Created By** Integration User1

**Created Date** 8/30/2019 12:05 PM

**Vicki Article  
Number** KBA-01232-8GK65P

**Vicki Date** 3/14/2012