Manheim, OVE - Looker Account Creation

Information

Article Number 000005263

Article Type Procedure

Title Manheim, OVE - Looker Account Creation

Purpose & Scope

Guide through creating a **"Looker ID"** for an individual given "**view only"** access on Manheim.com.

Procedure

Dealer representatives who have no AuctionACCESS number can be granted **"view-only"** access on behalf of the dealer to view Manheim.com inventory. This type of account is called a "Looker account." The "Looker" will have no ability to buy or sell inventory.

Guidelines

- Only a Representative, Owner, or Officer who can be **verified in Auction Access** can request to **create** or **make changes** to Looker ID records (i.e. password change, deactivate or reactivate usernames). There's **one exception:** a Manheim employee can also request to create a Looker account.
- If someone who **already has a Looker ID** works for a **new dealership**, a representative, officer or owner of that new dealership is responsible for calling and having the contact record added to the new dealership.
- The **requestor is responsible** for the use or any misuse of the Looker ID.
- The **ID is personal** and should not be given to anyone other than the person it was requested for.
- The Looker ID **does not allow** the user to purchase or sell vehicles.
- There is **no limitation on the number of Looker accounts** a dealership can have.

Procedure

A Looker ID can be created at the request of anyone who is employed with a dealership and is registered with Auction Access. Follow the steps below to create a new contact record if the Looker does not already have one*:

- Have the **US-based** requesters verify the **last 4** of their Social and their **Date of Birth** as listed in Auction Access. **Foreign** dealers should verify the last 4 digits of Passport or **Driver's License number** and their **Date of Birth** as listed in Auction Access.
- Click on the **Dealership's Name** from your case.

- Click on the **Contacts** tab on top of the page.
- Click **New Contact**.
- Make sure **Master Manual** is selected.
- Click **Continue**.
- Fille all required fields, i.e.:
  - First Name of the looker.
  - Last Name followed by the word Looker (e.g. Smith-Looker)
  - Email address of the looker.
  - Phone number of the looker.
  - "Dealer" must be selected as the Online Role under Roles & Admin Access. There must **NOT** be a 100Mil number attached to the new contact record.
- Click **Save**.
- On the Contact Record page, scroll down to the **Contact Username** field.
- Click **New Contact Username**.
- Enter the username and password in the appropriate fields**.
- Click **Save.**
- Hover over the looker's first and last name to the right of the Master Contact field. Click **View** to go back to the profile page.
- Scroll down to the Associated Customer field and click **Associate Customer**.
- Type the dealership's **5Mil** number in the Client Name field.
- Click on the **Search** icon to the right.
- Select **All Fields.**
- Click **Go**.
- Click the **Dealership Name**.
- Click **Save**.

Have the caller try to log in with the username and password on Manheim.com and OVE.com for verification. Advise the requestor that if the looker leaves the dealership, a representative, owner or officer must contact Client Care to deactivate the ID.

*If a person who has an **existing Looker ID** needs to add a **new dealership** to their profile, the same verification process in **Step 1** applies. A representative, owner or officer of that new dealership needs to call and request that they are added. In that case, Client Care would **not** need to create a New Contact record in Salesforce.

1. **Search** for the looker by first and last name
2. Click on the **Master Manual** record.
3. Scroll down to the **Associated Customers** field.
4. Click **Associate Customer**.
5. Type the dealership 5Mil number in the **Client Name** field.
6. Click the **Search** icon.
7. Fill **All Fields**.
8. Click **Go**.
9. Click the **Dealership Name**.
10. Give the looker access to My Account and G2G if authorized by an Owner or Officer.
11. Click **Save** to add the dealership.

[Credentials Guidelines:](#)

1. Usernames and Passwords must be between **4 and 30 characters** each.
2. Usernames **are not** case sensitive.
3. Passwords **are** case-sensitive.
4. Usernames and passwords **cannot be the same**.
5. Username and password values such as **password**, **qwerty** should not be used.
6. Usernames and passwords **should not** contain a period (**.**) or any other special characters like **!@#$%^&*_-**.

Comments

Additional Comments

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