



New security measures for SPR Dealer Services

S.P. Richards and our parent company, Genuine Parts Company, takes your information security very seriously. With computer hacking on the rise we have taken steps to increase your security when you log in to our order management system, Dealer Services.

Beginning February 1st 2017, we will be implementing a new operating procedure that will enhance your security on Dealer Services and that is making your password more secure. This will be accomplished in a few ways:

- Giving you access to a new tool that will allow you to easily unlock your account, update your contact information and reset your Dealer Services password *without* Help Desk assistance! This new tool is called our Self-Service Password Reset Portal.
- Adding specific password criteria like “Minimum length should be at least 8 characters”
- Requiring a password change at least once every 12 months.
- Adding a “Lockout” which means that if an incorrect password is entered three times the account will be locked. (You will be able to unlock your account yourself if this happens to you and the instructions on how to are in this document).
- Asking that each employee within a dealer’s organization has his or her own login that is not shared.

Understanding that you are very busy we have made the process for this change very quick and easy. This document will take you step by step through the process.

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HOW TO REGISTER:

As always, the first step is always the most important. In this case, the first step is to register. To do so please click the link on the Dealer Services splash page or go to <http://65.198.237.66/showLogin.cc>. When you click that link, your page should look like this:

Click User Registration on the left side of the page. In the User Name field, you will enter a combination of your Group and User ID with an underscore between them. For example, group_userID 0011111.00_EZ099887 (0011111.00 is the Group & EZ099887 is the ID).

For your password, simply enter the same password you use when you log in to Dealer Services today. Then click the “Login” button just below where you entered your password.

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After you click the “Login” button your page should look like this:

The screenshot shows the 'Self Update' page in the Dealer Services portal. The page title is 'Self Update' and the subtitle is 'Update your personal information, such as contact details, in this page.' The page is divided into sections: 'General', 'Contact', and 'Address'. Each section contains several text input fields. A pop-up window is overlaid on the page, containing a blue header with the text 'Welcome! This portal offers you the power of password self-service!' and a list of three bullet points: 'Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!', 'Self-service Account Unlock: Unlock the computer, when you are locked out of it.', and 'Self-service Directory Update: Update the changes in contact details yourself! And more..'. Below the list is a button labeled 'Click Here'.

Below is a zoomed in image of the pop up window. Click the “Click Here” button to continue.

The zoomed-in image shows the pop-up window in detail. It has a blue header with the text 'Welcome! This portal offers you the power of password self-service!'. Below the header is a small icon of a person with a document. To the right of the icon is a list of three bullet points: 'Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!', 'Self-service Account Unlock: Unlock the computer, when you are locked out of it.', and 'Self-service Directory Update: Update the changes in contact details yourself! And more..'. Below the list is a button labeled 'Click Here'.

CONTINUE TO NEXT PAGE.....

After you click the “Click Here” button, your page should look like this:

Using the drop down menu choose a security question then enter your answers in the boxes below. Because your answers are case sensitive and need to match, you can choose to see what you are typing by unchecking the “Hide Answer(s)” option here. Once you have completed your two questions, click the “Enroll” button.

After you click the “Enroll” button, your page should look like this:


This is a zoomed in image of the information window. Click the blue “My Info” link to continue


CONTINUE TO NEXT PAGE.....

After you click the blue “My Info” link, your page should look like this:

Self Update

Update your personal information, such as contact details, in this page.





* Mandatory

General

Company : <input type="text"/>	Telephone Number : <input type="text"/>
Full name : <input type="text" value="IS_Eleonardo"/>	Web Page : <input type="text"/>
Title : <input type="text"/>	
Description : <input type="text" value="Elaina Leonardo"/>	
Location : <input type="text"/>	

Contact

E-mail : <input type="text"/>	Fax : <input type="text"/>
* Mobile : <input type="text"/>	IP Phone : <input type="text"/>

Address


Street : <input type="text"/>	State : <input type="text"/>
PO Box : <input type="text"/>	Zip : <input type="text"/>
City : <input type="text"/>	


Enter corresponding information in the available fields. When you are finished, click the “Update” button.

After you click the “Update” button, your page should look like this. Just like that, you’re done with registration!

Self Update

Update your personal information, such as contact details, in this page.





* Mandatory

Successfully updated the user properties. ✕

General

Company : <input type="text" value="SP Richards"/>	Telephone Number : <input type="text" value="770-779-4364"/>
Full name : <input type="text" value="IS_Eleonardo"/>	Web Page : <input type="text" value="sprdealerservices.com"/>
Title : <input type="text" value="Customer Support Specialist"/>	
Description : <input type="text" value="Elaina Leonardo"/>	

Successfully updated the user properties.

HOW TO CHANGE YOUR PASSWORD:

Now that you have registered, your account information will be stored and managed from the same site where you registered. To change your password please click the link on the Dealer Services splash page or go to <http://65.198.237.66/showLogin.cc> and login. Remember, your User Name is a combination of your Group and User ID. Don't forget the underscore!

Examples: group_UserID

00111111.00_EZ099887 (00111111.00 is the Group & EZ099887 is the ID)

After you login, your page should look like this:

Dealer Services
www.sprichards.com
Imagine it.

Welcome, IS_Eleonardo
[Sign Out](#), [Personalize](#)

My Info Change Password Enrollment

Self Update
Update your personal information, such as contact details, in this page. [? Help](#)

General * Mandatory

Company : Telephone Number :

Full name : Web Page :

Title :

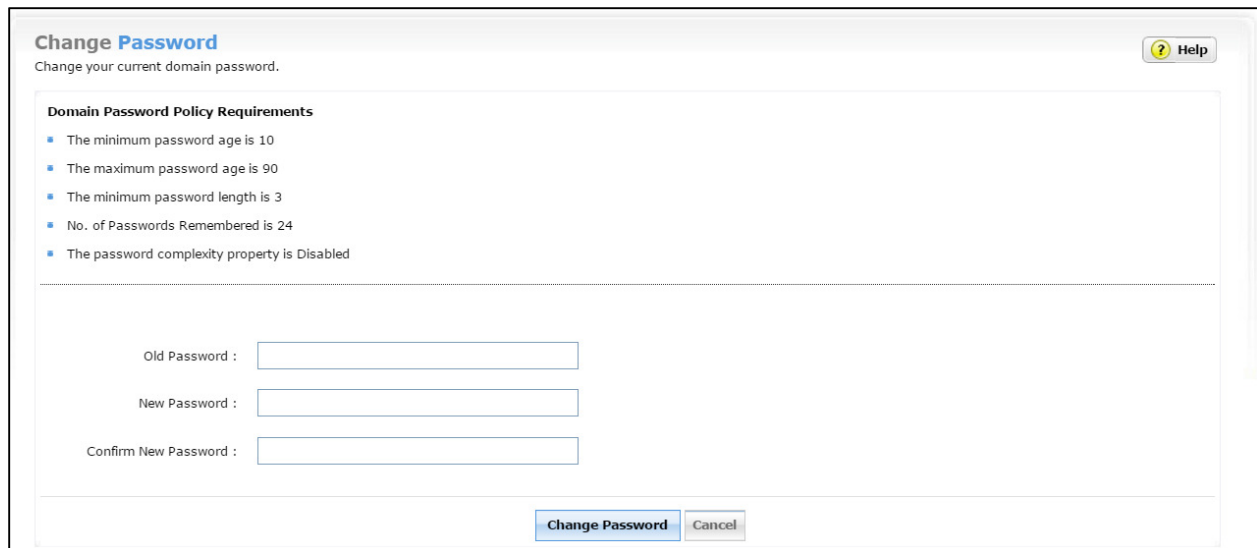
Description :

Location :

Click on the "Change Password" tab at the top of the page.

CONTINUE TO NEXT PAGE.....

After you click the “Change Password” tab, your page should look like this:



Change Password
Change your current domain password. Help

Domain Password Policy Requirements

- The minimum password age is 10
- The maximum password age is 90
- The minimum password length is 3
- No. of Passwords Remembered is 24
- The password complexity property is Disabled

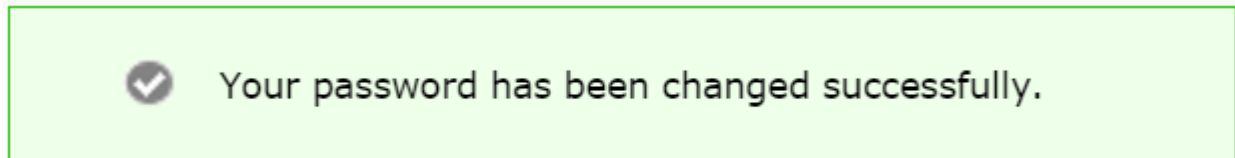
Old Password :

New Password :

Confirm New Password :

From here, taking note of the “Domain Password Policy Requirements”, simply enter your old password in the “Old Password” field, enter your new password in both the “New Password” and “Confirm New Password” fields and click the “Change Password” button.

After you click the “Change Password” button, your page should look like this and you’re done!

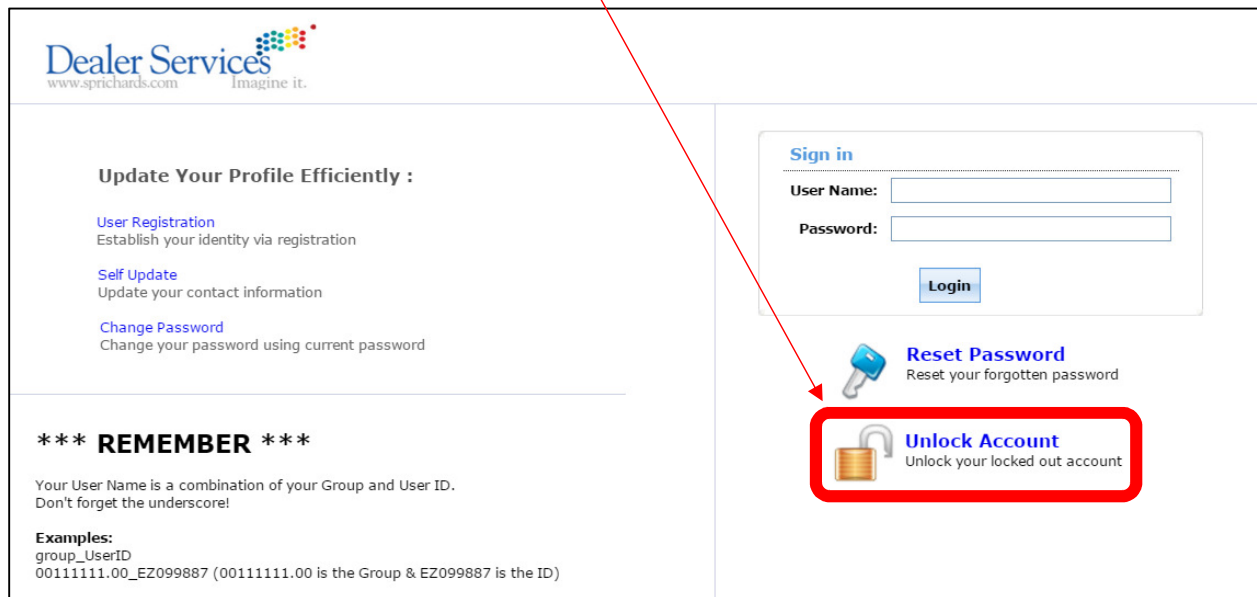


If you added an email address during registration you will also be sent an email alerting you that your password was changed.

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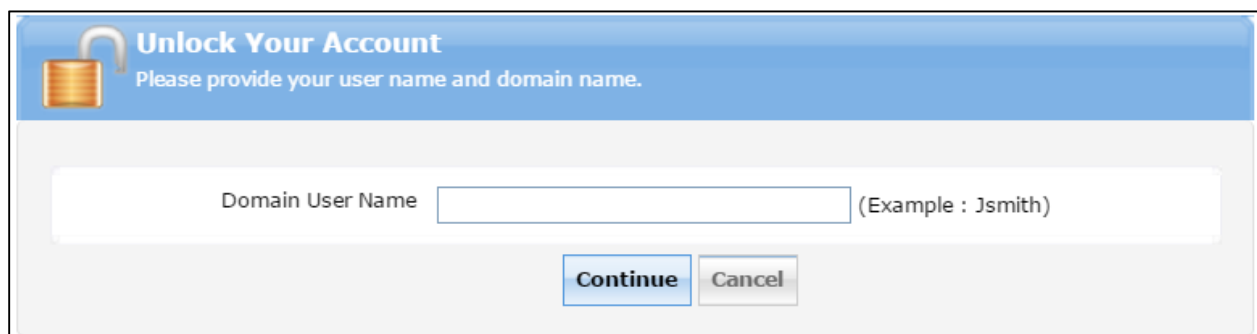
HOW TO UNLOCK YOUR ACCOUNT:

In the even you get locked out of your account because an incorrect password was entered three times, you can very quickly unlock your account. Please click the link on the Dealer Services splash page or go to <http://65.198.237.66/showLogin.cc> but instead of logging in, click the blue “Unlock Account” link:



The screenshot shows the Dealer Services splash page. On the left, there are links for 'User Registration', 'Self Update', and 'Change Password'. On the right, there is a 'Sign in' section with 'User Name' and 'Password' fields and a 'Login' button. Below the 'Sign in' section, there are links for 'Reset Password' and 'Unlock Account'. The 'Unlock Account' link is highlighted with a red box and a red arrow pointing to it. The 'Unlock Account' link is accompanied by a padlock icon and the text 'Unlock your locked out account'.

After you click the blue “Unlock Account” link, your page should look like this. In the field provided, enter your User Name. Remember, your User Name is a combination of your Group and User ID. Don't forget the underscore! Then click the “Continue” button.



The screenshot shows the 'Unlock Your Account' dialog box. It has a blue header with a padlock icon and the text 'Unlock Your Account' and 'Please provide your user name and domain name.' Below the header is a text input field labeled 'Domain User Name' with the example '(Example : Jsmith)'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

CONTINUE TO NEXT PAGE.....

After you click the “Continue” button, your page should look like this. Enter your security answers in the fields provided then enter the captcha characters in the field provided and click the “Continue” button.

Time left for this operation : 04:56

Security Questions

Please answer the following question(s) as per your enrollment profile to unlock your account

Answer the below question(s)

Que: What is your mother's maiden name ?
Ans:

Que: What was the name of your elementary / primary school ?
Ans:

Type the characters you see in the picture below.

sdsh75

✓
Letters are not case-sensitive

[Continue](#) [Cancel](#)

After you click the continue button you should get the success message like this:

✓ The account unlock has been done successfully.

[Back to home](#)

Your account is now unlocked. You may now log in to Dealer Services again.

HOW TO GET LOGINS FOR EMPLOYEES:

There are two ways to get a login for yourself and/or an employee. Simply call or email SP Richards' Help Desk. The phone number is 1-888-763-2615 and the email is helpdesk@sprich.com.

We have dealers of all sizes some only have a few, some have dozens and some have 100. If you have a large number of employees or would prefer to keep a document or list regardless of the number of employees, please ask your Account Manager or contact the Helpdesk and ask for the "SPR Dealer User Listing". It is an Excel Spreadsheet form that will allow you to very easily list your employees and request different levels of access. Below is a snapshot of the header row.

Dealer Employee First Name	Dealer Employee Last Name	Main Account Number	Dealer Name	Mirror an existing login?	If mirroring existing login, enter Group Here	If mirroring existing login, enter User ID Here	Allow access to PO Order Entry?	Allow access to Return Authorization Entry?	List colon accounts (if any) the user should have access to.
SampleFirstName	SampleLastName	0011111.00	The Office Supply Store	No			Yes	Yes	.00, .01, .02
Sample_First	Sample_Last	0011111.00	The Office Supply Store	Yes	0011111.00	EZ099887			ALL