

Guide for the Key Express Administrator

The Key Express Administrator is the one to add new users, disable users, change securities and passwords for your Key Express account. When a new Key Express account is set up, Keystone assigns one person to be the administrator of the account (at the direction of the Dealer Principal). Keystone gives the Administrator a login and password to Key Express. When the Administrator logs in to the account, they then can add users as needed.

Add New Users:

Go to View Account (on the left menu)

You will see a chart of all of your users.

The first column lists your dealer account number

The second column lists the name of the user

The third, fourth and fifth column lists the title of the user, phone and email

The sixth column lists part of the user name. Every user name ends with @kxd.ext. Example: the first user listed here is W6795. Their full user name is actually [W6795@kxd.ext](#).

The seventh column will show if they are enabled or not

The eighth column allows you to change their password

The ninth column allows you to disable the log-in if the user no longer needs it

If you wish to add a regular Key Express user, click on the **Add Contact person**.

Contact persons

Add contact person

Cust	Contact	Title	Phone	E-mail	Web Login	Enabled	Change Password	Enable/Disable
999999	qqqq		1111	me@me.com	W6795	<input type="checkbox"/>	Change Password	Enable user
999999	test		11111	test@test.com	W6797	<input type="checkbox"/>	Change Password	Enable user
999999	test		1122233	test@test.com	W6800	<input type="checkbox"/>	Change Password	Enable user
999999	rw testuser		8675309	test@test.com	W6886	<input type="checkbox"/>	Change Password	Enable user
999999	rw testuser		8675309	test@test.com	W6887	<input type="checkbox"/>	Change Password	Enable user
999999	C Kretchman	CEO	555-113-1212	jh@hot.com	W6929	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	K. Dooley	CEO	555-555-1212	ck@yadoo.com	W6930	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	Amy Thomas	CEO	574-537-3915	thoms@keystonerv.com	W6931	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	T. Nusbaum	CEO	555-555-1212	ck@yahoo.com	W6932	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	D. Rogers	CEO	555-555-1212	ck@yahoo.com	W6933	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	Christina Chapman	CEO	574-537-3932	chapc@keystonerv.com	W6934	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	G. Oliver	CEO	555-555-1212	olivg@keystonerv.com	W6935	<input type="checkbox"/>	Change Password	Enable user
999999	L. Sutter	CEO	555-555-1212	ck@yahoo.com	W6936	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	B. Taylor	CEO	555-555-1212	ck@yahoo.com	W6937	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	R. Deisler	Service Manager	866-425-4369	deisr@keystonerv.com	W6939	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	R. Mast	CEO	555-555-1212	ck@yahoo.com	W6940	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	G. Carolus	CEO	555-555-1212	ck@yahoo.com	W6941	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	J. Burt	CEO	555-555-1212	ck@yahoo.com	W6944	<input type="checkbox"/>	Change Password	Enable user
999999	Gary Patrick		574-535-2100	None	W6950	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	N. Davis	CEO	555-555-1212	ck@yahoo.com	W6952	<input checked="" type="checkbox"/>	Change Password	Disable user

Dealer sales person

Add sales person

Cust	Name	Title	Phone	E-mail	Web Login	Enabled	SPIFF Type	Change Password	Enable/Disable
999999	Test Dealer Log	Administrator	574-535-2100	wallg@keystonerv.com	K0923	<input checked="" type="checkbox"/>	Dealer	Change Password	Disable user
999999	New Dealer Log In	Administrator	574-529-0262	wallg82@hotmail.com	K1034	<input checked="" type="checkbox"/>	Dealer	Change Password	Disable user
999999	TEst	Accounts Receivable	574-535-2100	wallg@keystonerv.com	K1089	<input checked="" type="checkbox"/>	Sales person	Change Password	Disable user
999999	Test Live SalesPerson	Sales Rep	574-535-1449	walln@keystonerv.com	K1734	<input checked="" type="checkbox"/>	Sales person	Change Password	Disable user

Another screen will open, allowing you to load information about this user.

This page will also give you the **user name** and **password** for the new user. Please write this down, as once the page is gone and the user is loaded, we can no longer see the password.

Dynamics User Control WebPart

Account Number

User name

Name

Title

Phone

Extension

Fax

E-mail

Temporary Password

Register dealer vehicles

Order dealer parts

View dealer warranty claims

Dealer administrator

Register group vehicles

Order group parts

View group warranty claims

Group administrator

View Unit Invoices

Complete the form and check the securities that this user needs.

Register Dealer Vehicles – gives rights to register the sold units for warranty.

Order Dealer parts – gives rights to order parts and see parts invoices and view account statement.

View Dealer Warranty claims – gives rights to request and view Pre-Authorizations and file and view Warranty Claims.

Administrator – gives rights to add new users, delete users, change passwords, change securities.

Register Group Vehicles – if you are part of a group of dealers (and set as a group through Keystone), this gives user the right to see all of the vehicles for all locations. They will be able to register units for any location.

Order group Parts – gives rights to order parts and see parts invoicing for any location within the group.

View group warranty claims – gives rights file and view claims for any of the locations in the group.

Group administrator – gives rights to add new users, delete users, change passwords, change securities for any user for any location within the group.

View Unit Invoices – when checked in addition to checking Order Parts, and Claims for grouped account, allows user to see unit invoices and MSRPs.

Click on add user.

The system will come back and confirm that you have added the user and give you the username and password one more time.

To add a Salesperson (all Salespeople should be added so their name will appear on Warranty Registration Forms. Their login information will not be used unless your location has Salesperson Spiffs set up with your Keystone/Dutchmen rep):

Go to View Account

Click on **Add Salesperson**

999999	Gary Patrick		574-535-2100	None	W6950	<input checked="" type="checkbox"/>	Change Password	Disable user
999999	N. Davis	CEO	555-555-1212	ck@yahoo.com	W6952	<input checked="" type="checkbox"/>	Change Password	Disable user

Dealer sales person

Add sales person

Cust	Name	Title	Phone	E-mail	Web Login	Enabled	SPIFF Type	Change Password	Enable/Disable
999999	Test Dealer Log	Administrator	574-535-2100	wallg@keystonerv.com	K0923	<input checked="" type="checkbox"/>	Dealer	Change Password	Disable user
999999	New Dealer Log In	Administrator	574-529-0262	wallg82@hotmail.com	K1034	<input checked="" type="checkbox"/>	Dealer	Change Password	Disable user
999999	TEst	Accounts Receivable	574-535-2100	wallg@keystonerv.com	K1089	<input checked="" type="checkbox"/>	Sales person	Change Password	Disable user
999999	Test User Salesperson	Sales Rep	574-535-1440	wallg@keystonerv.com	K1724	<input type="checkbox"/>	Sales person	Change Password	Disable user

A form will open that is similar to a regular user, except the securities are different.

You have a choice to add as a salesperson or dealer.

Giving **Salesperson** securities allows the username to show on your registration form so you can record who sold the unit (this is mandatory on the registration). It also allows the person to claim Salesperson Spiffs – if your dealership has those set up through Keystone/Dutchmen Sales.

Giving **Dealer** securities allows the username to Claim Dealer Spiffs, if your dealership has those set up through Keystone/Dutchmen Sales.

Adding Group securities to either of these allows you register units to any of the salerspersons in multiple locations if your stores are “grouped” with Keystone.

Please note: Only 1 type of security can be assigned to a user name. Example: You cannot give a user Salesperson and Dealer securities. You can, however, give a user Salesperson and Group Salesperson Securities. If you want one person to be able to claim Salesperson Spiffs and Dealer Spiffs, they must have two separate logins.

Add dealer sales person

Dealer

Account Number ↕

Sales person

User name

Name

Title ↕

Phone

Extension

Fax

E-mail

Temporary Password

Dealer Security

Sales person

Dealer

Group Security

Sales person

Dealer

For questions regarding adding new users, changing securities or passwords, please call 877-886-7783.