



TO: DDC and DTNA Application Users

FROM: Service Systems Development, Service Communications

SUBJECT: **Single Sign-On Self Help**

SUBJECT DETAIL

All DTNA web applications require an AccessFreightliner ID or “Single Sign-On” ID to access. This includes DETROIT applications previously accessed via a separate Extranet ID. For about a year communications have gone out with instructions on how to migrate, set-up and enable but we know it’s a lot of information to digest. The purpose of this document is to give you just the highlights and some resources to help.

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Frequently Asked Questions

How do I obtain a Single Sign-On ID?

Your location's Security Administrator holds the key to everything related to access and set-up. DTNA no longer sets up user ID and profiles.

What's a Security Administrator?

Good question, new to most migrating over to Single Sign-On, a Security Administrator is a designated person or persons at a Fleet, Dealer or Distributor with admin access to DTNA's Identity Management Suite. The Identity Management Suite has all your profile information and provides access to DTNA and DDC applications.

Who is my Security Administrator?

An even better question, since the answer can vary depending on how your location is setup. Some have designated their on-site IT staff, shop foreman or even a contact at a parent dealership to handle. So, if you've asked around and no one seems to know...

- 1) You can call the Dealer Helpdesk. State your name, give them your location ID (Dealer Code) and simply ask "Who's my security administrator". Phone: 855-639-8680 Email: Dealer.HelpDesk.com **Tip: Once you get that information pose any remaining questions directly to your security administrator. Details as to what applications you need like DDCSN or Document Distribution are best discussed directly with your security administrator.**

What are business roles?

As we progress from "access questions" to "set-up questions" this new term comes into play. In Identity Management a Business Role determines which applications or application roles you have access too.

So, what business role should I have assigned? I am Parts Manager by title, but I also wear a few hats and my old Detroit ID gave me access to everything?

The Detroit application owners took this under advisement and have opened most applications to all business roles. DDCSN, SSI, EA_Repair, Detroit Document Distribution are just a few examples. It doesn't matter if you're a technician, parts manager or service manager - you get access! **Tip: If an application is restricted to only certain business roles, Security Administrators can add a secondary business role to your profile to account for the multiple hats.**

I have an ID, but I forgot my password.

Contact your security administrator.

The Dealer Helpdesk (Phone: 855-639-8680 Email: Dealer.HelpDesk.com) can reset for you if your security administrator is not available. DTNA is working on reinstating the "forgot my password" web function on the initial login screen. Communication will be sent out to the field once it's available.

Do I always need to contact my security administrator to make profile updates?

Not everyone needs their security administrator to make profile changes. AccessFreightliner provides a link called “My Info” located directly under the LOGOUT button on the AccessFreightliner.com homepage. Users can view and change their profile.



Are you new to the Security Admin role or need a refresher?

DTNA has authored instructions for managing users in the Identity Management Suite. A training PDF is posted in Member Services public page under “Security Administrator Training”. DTNA also has extensive software training on the Aftermarket Resource Center. See below for how to access the ARC training. [If calling the helpdesk for additional help, identify yourself as the security administrator. Also, have your dealer code and problem ID’s in hand.](#)

DTNA Aftermarket Resource Center - Training Offerings

Website: <http://www.dtnaarc.com>

- ARC Login Required
- E-mail: sta@daimler.com for login and website help

The screenshot shows the DTNA Aftermarket Resource Center (ARC) website. The header includes the ARC logo, navigation links (Profile, My Bio, Preferences, Contact Us, Help, Log Off), a search bar, and a welcome message for Jen Nichols. The main navigation bar has buttons for Home, My Training, Toolbox, Departments, Media & Resources, and Centers. The 'Departments' button is circled in red, and its dropdown menu is open, showing 'Service', 'Software Training', 'Warranty', 'Parts', and 'Distribution Development'. 'Software Training' is also circled in red. The left sidebar shows a tree view of training categories, with 'Identity Management' circled in red. Below the sidebar, there is a 'Software Training' section with a list of folders and files. A table at the bottom lists training offerings.

Icon	Type of training	Description
	Interactive	Interactive training guides you through lessons and topics, and includes a combination of multimedia, such as simulations or demos that mimic tasks performed in an application.

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Thank You.