



# Dealer Authentication A Guide for Dealer Account Managers

# Guide Contents

- 1) Define the Dealer Account Manager role.**
- 2) Information regarding the access levels and their permissions.**
- 3) Instructions for how to establish additional users' access.**



# What is a Dealer Account Manager?

The Dealer Account Manager is the designated representative from the dealership that manages the account for the dealer. The Account Manager has access to all the online functions that are permitted for dealers, including managing the account's users.

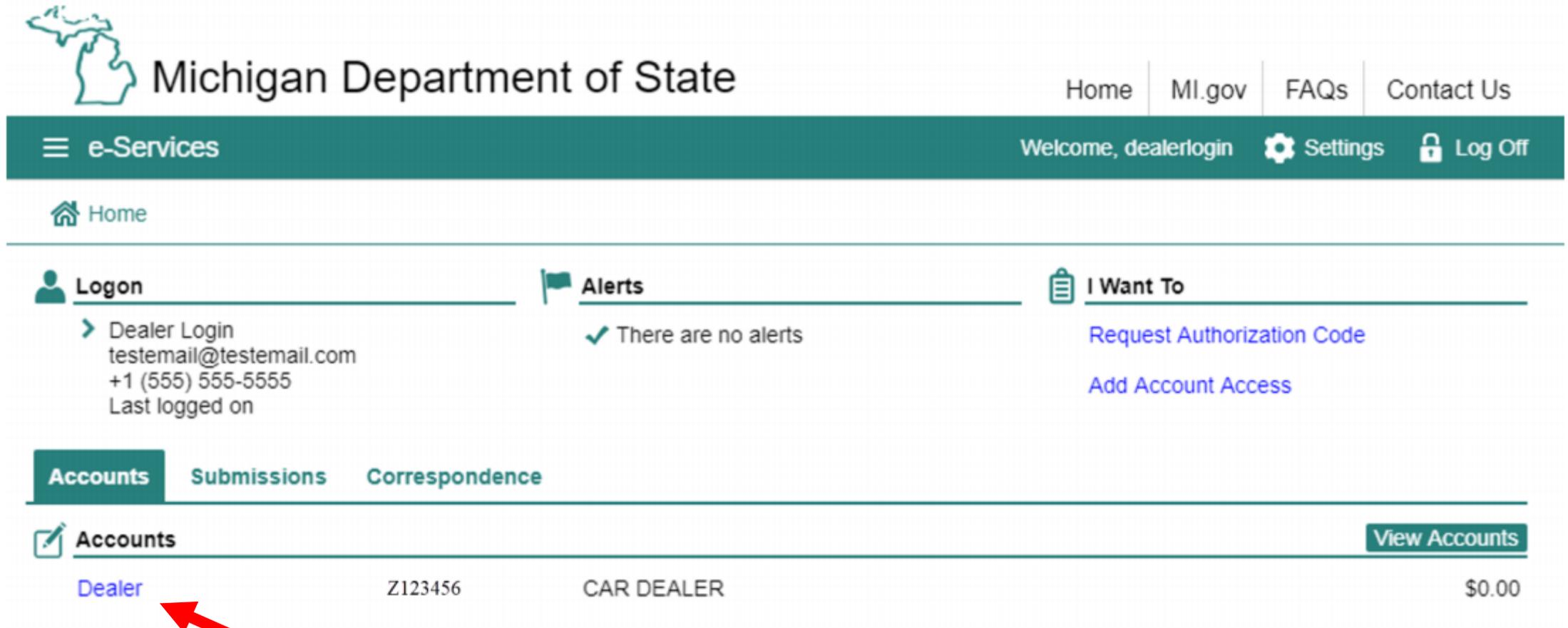
# Access Levels & Their Permissions

Dealer Actions (Permissions)	Account Manager	BFS-4 Issuer	View	Fee Calculator
Renew Dealer License	✓			
Request Duplicate License	✓			
Renew Dealer Plates	✓			
Plate Maintenance	✓			
Request Additional Dealer Plates	✓			
Plate Transfer Fee Calculator	✓	✓	✓	✓
Registration Fee Calculator	✓	✓	✓	✓
Issue a BFS-4	✓	✓		
Search an Issued Permit	✓	✓		
Search a Repeat Offender	✓	✓	✓	✓
Sign up for Training	✓	✓	✓	✓
Cancel Training Registration	✓	✓	✓	✓
EFT Recap	✓	✓	✓	
Update Business information such as: Hours, Contact Information, Franchises, Names and Owners, Preferred Branch Offices, Primary Insurance, Repair Facility, Salvage Agent, Salvage Vehicle Agents, Surety Bond, Workers Comp	✓			

# Establishing Additional Users' Access



Once you have gained access to the account using the instructions on ExpressSOS.com, you will have access to your account's springboard.



The screenshot shows the Michigan Department of State e-Service portal. At the top left is the Michigan state logo and the text "Michigan Department of State". To the right are navigation links: "Home", "MI.gov", "FAQs", and "Contact Us". Below this is a dark green header bar with "e-Services" on the left and "Welcome, dealerlogin", "Settings", and "Log Off" on the right. A "Home" link is below the header. The main content area has three sections: "Logon" with user details (testemail@testemail.com, +1 (555) 555-5555, Last logged on), "Alerts" with a checkmark and "There are no alerts", and "I Want To" with links for "Request Authorization Code" and "Add Account Access". Below these is a tabbed interface with "Accounts", "Submissions", and "Correspondence". The "Accounts" tab is active, showing a table with one account entry: "Dealer" (hyperlink), "Z123456", "CAR DEALER", and "\$0.00". A "View Accounts" button is in the top right of the table. A red arrow points to the "Dealer" hyperlink.

Michigan Department of State

Home | MI.gov | FAQs | Contact Us

e-Services | Welcome, dealerlogin | Settings | Log Off

Home

**Logon**  
Dealer Login  
testemail@testemail.com  
+1 (555) 555-5555  
Last logged on

**Alerts**  
✓ There are no alerts

**I Want To**  
[Request Authorization Code](#)  
[Add Account Access](#)

**Accounts** | Submissions | Correspondence

**Accounts** [View Accounts](#)

<a href="#">Dealer</a>	Z123456	CAR DEALER	\$0.00
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Select the **Dealer** hyperlink

To add a new user, select the **Add User Access** hyperlink.



# Michigan Department of State

SOS Home | MI.gov | FAQs | Contact Us

☰ Dealer Welcome, dealerlogin ⚙ Settings 🔒 Log Off

🏠 Home > Dealer

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 **Account**

CAR DEALERSHIP  
12345678910

> Dealer  
CAR DEALERSHIP  
z123456

**Balance: \$0.00**

 **Account Alerts**

 1 unread message

 13 unread letters

 **I Want To**

[Manage Bank Account](#)

[Add User Access](#) 

[Modify User Access](#)



1. Change User Access

### Change User Access

#### Access Levels

- BFS-4 Issuer** There are currently 0 allocated users with this access level.  
If you would like to have more than 3 users in this access level, the additional users will have to be approved by staff first. If you exceed this limit, you will have to mark *Send for Review* on the additional users.
- Fee Calculator** There are currently 0 allocated users with this access level.
- View** There are currently 0 allocated users with this access level.

#### Enter user information (You may add multiple users here)

First name	Middle Name	Last Name	Suffix
<input type="text" value="ASHLEY"/>	<input type="text"/>	<input type="text" value="ANTHONY"/>	<input type="text"/>
Email	Confirm Email	Access Level	
<input type="text" value="ANTHONYA@EMAIL.COM"/>	<input type="text" value="ANTHONYA@EMAIL.COM"/>	<input style="border: 2px solid orange;" type="text" value="BFS-4 Issuer"/>	

[+ Add Additional User](#)

Cancel

Submit

You may add users for the access levels outlined in slide 4.

Enter the first name, last name, email, and select the access level.

You may add additional users within the same request by selecting the **Add Additional User** hyperlink.

Select **Submit** when finished.

# ExpressSOS. Anytime. Anywhere.

## VEHICLE SERVICES



Includes:

- Quick plate renewal
- Renew license plates
- Order a new license plate
- Order a duplicate registration
- Order a duplicate title
- Renew watercraft

## LICENSE / ID SERVICES



Includes:

- Renew a standard driver's license or state ID card
- Replace a standard license or ID card
- Join the Organ Donor Registry
- Change your address

## BUSINESS SERVICES



Includes services for:

- Vehicle dealers
- Repair facilities and mechanics
- Driver education providers and instructors
- International Registration Plan (IRP)

Once you submit the web request, any users that you added that do not require additional approval will receive an email with their authorization code. The users may use the instructions on ExpressSOS.com to gain access to the account.

For additional BFS-4 issuers which were marked "Send for Review" for additional approval by the Department's staff, these users will receive an email with their authorization code once they have been processed.

## How to log on to CARS e-Services

- Automotive Dealers



Enter user information (You may add multiple users here)

First name	Middle Name	Last Name	Suffix
<input type="text" value="CARL"/>	<input type="text"/>	<input type="text" value="COOPER"/>	<input type="text"/>
Email	Confirm Email	Access Level	
<input type="text" value="COOPERC@EMAIL.COM"/>	<input type="text" value="COOPERC@EMAIL.COM"/>	<input type="text" value="View"/>	
First name	Middle Name	Last Name	Suffix
<input type="text" value="DEAN"/>	<input type="text"/>	<input type="text" value="DUDLEY"/>	<input type="text"/>
Email	Confirm Email	Access Level	
<input type="text" value="DUDLEYD@EMAIL.COM"/>	<input type="text" value="DUDLEYD@EMAIL.COM"/>	<input type="text" value="BFS-4 Issuer"/>	
First name	Middle Name	Last Name	Suffix
<input type="text" value="ELAINE"/>	<input type="text"/>	<input type="text" value="EDWARD"/>	<input type="text"/>
Email	Confirm Email	Access Level	
<input type="text" value="EDWARDE@EMAIL.COM"/>	<input type="text" value="EDWARDE@EMAIL.COM"/>	<input type="text" value="BFS-4 Issuer"/>	
First name	Middle Name	Last Name	Suffix
<input type="text" value="FERN"/>	<input type="text"/>	<input type="text" value="FREDERICK"/>	<input type="text"/>
Email	Confirm Email	Access Level	
<input type="text" value="FREDERICKF@EMAIL.COM"/>	<input type="text" value="FREDERICKF@EMAIL.COM"/>	<input type="text" value="BFS-4 Issuer"/>	<input checked="" type="checkbox"/> <b>Send for Review?</b>

[+ Add Additional User](#)

If your dealer already has the max number of BFS-4 issuers, you will be prompted and required to mark the additional users for review by selecting **Send for Review?** Button.

To view your users, their status, and modify user access, select the **Modify User Access** hyperlink.



Michigan Department of State

[SOS Home](#)

[MI.gov](#)

[FAQs](#)

[Contact Us](#)

☰ Dealer

Welcome, dealerlogin

⚙ Settings

🔒 Log Off

🏠 Home > Dealer

📝 Account

CAR DEALERSHIP  
12345678910

> Dealer  
CAR DEALERSHIP  
z123456

**Balance: \$0.00**

🚩 Account Alerts

📢 1 unread message

📢 13 unread letters

📋 I Want To

[Manage Bank Account](#)

[Add User Access](#)

[Modify User Access](#)



## Change User Access

### Existing and Requested Access

#### Active Users

<b>Email:</b> testemail@testemail.com	<b>Access:</b> Fee Calculator	<a href="#">Change Access</a>
<b>Logon:</b> BARRYB1234		<a href="#">Remove Access</a>

#### Approved Users

<b>Email:</b> COOPERC@EMAIL.COM	<b>Access:</b> View	<a href="#">Remove Access</a>
<b>Code Expiration:</b> 7/4/2019		
<b>Email:</b> DUDLEYD@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Remove Access</a>
<b>Code Expiration:</b> 7/4/2019		
<b>Email:</b> EDWARDE@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Remove Access</a>
<b>Code Expiration:</b> 7/4/2019		

#### Pending Users

<b>Email:</b> FREDERICKF@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Change Access</a>
		<a href="#">Remove Request</a>

Cancel

Submit

This screen will show you to view your users, their access, their status, and allow you to change or remove user access.

**Active Users:** These users have redeemed their authorization code and have access to the dealer account.

**Approved Users:** These users have been approved to have access to the account, but have not yet redeemed their authorization code.

**Pending Users:** These users are pending approval by the Department's staff.

## Change User Access

### Existing and Requested Access

#### Active Users

<b>Email:</b> testemail@testemail.com	<b>Access:</b> Fee Calculator	<a href="#">Change Access</a>
<b>Logon:</b> BARRYB1234		<a href="#">Remove Access</a>



#### Approved Users

<b>Email:</b> COOPERC@EMAIL.COM	<b>Access:</b> View	<a href="#">Remove Access</a>
<b>Code Expiration:</b> 7/4/2019		
<b>Email:</b> DUDLEYD@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Remove Access</a>
<b>Code Expiration:</b> 7/4/2019		
<b>Email:</b> EDWARDE@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Remove Access</a>
<b>Code Expiration:</b> 7/4/2019		

#### Pending Users

<b>Email:</b> FREDERICKF@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Change Access</a>
		<a href="#">Remove Request</a>

Cancel

Submit

To change a user's access, select the **Change Access** hyperlink. You may only change access for active users and pending users. For approved users (users that have not yet redeemed their authorization code) you will need to remove their access and re-add them.

When you select the **Change Access** hyperlink, you will be able to select a new access from the drop-down.

#### Existing and Requested Access

Active Users		
<b>Email:</b> testemail@testemail.com <b>Logon:</b> BARRYB1234	<b>New Access</b> * <i>Required</i> 	<a href="#">Undo Change</a> <a href="#">Remove Access</a>
Approved Users		
<b>Email:</b> COOPERC@EMAIL.COM	<i>Required</i> BFS-4 Issuer View	<a href="#">Remove Access</a>

After you have selected a new access, select the **Submit** button.

# Change User Access

## Existing and Requested Access

Active Users		
<b>Email:</b> testemail@testemail.com <b>Logon:</b> BARRYB1234	<b>Access:</b> Fee Calculator	<a href="#">Change Access</a> <a href="#">Remove Access</a>

Approved Users		
<b>Email:</b> COOPERC@EMAIL.COM <b>Code Expiration:</b> 7/4/2019	<b>Access:</b> View	<a href="#">Remove Access</a>
<b>Email:</b> DUDLEYD@EMAIL.COM <b>Code Expiration:</b> 7/4/2019	<b>Access:</b> BFS-4 Issuer	<a href="#">Remove Access</a>
<b>Email:</b> EDWARDE@EMAIL.COM <b>Code Expiration:</b> 7/4/2019	<b>Access:</b> BFS-4 Issuer	<a href="#">Remove Access</a>

Pending Users		
<b>Email:</b> FREDERICKF@EMAIL.COM	<b>Access:</b> BFS-4 Issuer	<a href="#">Change Access</a> <a href="#">Remove Request</a>

Cancel

Submit

To remove a user's access, select the **Remove Access** hyperlink and then the **Submit** button.

