



Service History-Link

Quick Reference Guide

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- Logging Out
- Manage Users
- Add New Users
- Change User Password/Unlock User Account
- Edit User
- Delete User
- View Subscription Details

For assistance with your organization, subscription or managing users, including resetting passwords, contact **Business Development at TPS-BDContact@talonsolution.com**


Logging In

To access the Service History-Link report you will need to log in using the credentials provided by your system administrator.

LOG IN

Dealer Number

Username

Password 

Forgot Username or Password?
Please see your dealership security administrator with authority to manage these credentials.

Log In

1. Enter your Dealer Number.
2. Enter your Username.
3. Enter your Password.
4. Select **Log In**.

All fields are required and must be associated with a valid subscription.

If you forgot your username or password, check with your system administrator or contact Business Development at TPS-BDContact@talonsolution.com

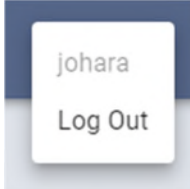
Logging Out

If you are finished running SHL reports, you can exit your session by selecting **Log Out**. If you do not log out, your session will remain active, even if you close your browser. It is recommended that if you use a shared workstation, that you log out after each session.

1. Select the user icon in the upper right of the screen



2. Select log out from the menu



Manage Users

The top grid contains a list of all users of the SHL subscription. From here you can edit or add users to your organization.

Users

Employee	Username	Admin	Default Store
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
Petey Szanto	pszanto		SHL3 Test Dealership 1 (Lightspeed)
Admin User	shladmin		SHL3 Test Dealership 1 (Lightspeed)
User One	shluser1		SHL3 Test Retail Outlet 3 (Lightspeed)
SHL User thirteen	shluser13		SHL3 Test Dealership 1 (Lightspeed)
User Two	shluser2		SHL3 Test Dealership 1 (Lightspeed)
User Three	shluser3		SHL3 Test Retail Outlet 3 (Lightspeed)
Uncle Bob	unclebob		SHL3 Test Retail Outlet 3 (Lightspeed)

Add New User

1. Select **Add Users** on the Manage User screen
2. Enter Full Name
3. Enter Login Name
4. Enter and confirm Password
5. Select Admin if applicable Note: *It is recommended for each location to have at least two admins to ensure ease of user management, such as changing passwords.*
6. Select Default store subscription and any applicable stores. Note: *You can add users and not assign them a store. However, they will not be able to login to the SHL site.*
7. Click Save

ADD USER

Name

Login Name

Admin

 User is allowed to add users and change passwords for other users.


Password

- Minimum of 7 characters
- Contains one upper case letter
- Contains one lower case letter
- Contains one numeric character
- Contains one symbol [!,*,@,#,\$,%*,&,+,-]
- Cannot include Username, or any part of Full Name

Select User Subscriptions

Store Name	Default	Subscription
<input type="checkbox"/> SHL3 Test Dealership 1 (Lightspeed)	<input type="radio"/>	SHL3DLR1
<input type="checkbox"/> SHL3 Test Retail Outlet 3 (Lightspeed)	<input type="radio"/>	SHL3DLR3

Change User Password/Unlock User Account

1. Select the edit icon  next the user.
2. Uncheck "Account Locked" *Note: This will be selected if a user has exceeded maximum password attempts.*

USER PROFILE

Name

Full Name

Login Name

Username

Admin

User is allowed to add users and change passwords for other users.

Account Locked

Password

Password

Confirm Password

- Minimum of 7 characters
- Contains one upper case letter
- Contains one lower case letter
- Contains one numeric character
- Contains one symbol [!,*,@,#,\$,%^,&,+,-]
- Cannot include Username, or any part of Full Name
- Cannot be one of your 4 previous passwords

Select User Subscriptions

	Store Name	Default	Subscription
	<input type="text"/>		<input type="text"/>
<input type="checkbox"/>	HDDS Business Development (BD)	<input type="radio"/>	HDDS_BD
<input type="checkbox"/>	HDDS Knowledge Center (KC)	<input type="radio"/>	HDDS_KC
<input type="checkbox"/>	HDDS Operations & Training (OP)	<input type="radio"/>	HDDS_OP
<input checked="" type="checkbox"/>	HDDS Product Development (PD)	<input checked="" type="radio"/>	HDDS_PD

3. If it is desired to change the user's password, enter new password and confirm.

USER PROFILE

Name
Full Name
Dan Naymik

Login Name
Username
dnaymik

Admin
 User is allowed to add users and change passwords for other users.
 Account Locked

Password

Password

Confirm Password

- Minimum of 7 characters
- Contains one upper case letter
- Contains one lower case letter
- Contains one numeric character
- Contains one symbol [!,@,#,\$,%^,&,+,-]
- Cannot include Username, or any part of Full Name
- Cannot be one of your 4 previous passwords

Select User Subscriptions

	Store Name	Default	Subscription
	<input type="text"/>		<input type="text"/>
<input type="checkbox"/>	HDDS Business Development (BD)	<input type="radio"/>	HDDS_BD
<input type="checkbox"/>	HDDS Knowledge Center (KC)	<input type="radio"/>	HDDS_KC
<input type="checkbox"/>	HDDS Operations & Training (OP)	<input type="radio"/>	HDDS_OP
<input checked="" type="checkbox"/>	HDDS Product Development (PD)	<input checked="" type="radio"/>	HDDS_PD







Cancel **Save**

4. Click Save

Edit User

1. Select the edit icon  next the user.

Users

Employee	Username	Admin	Default Store
 Alice Nunnari	anunnari	Y	HDDS Product Development (PD)
 Courtney Bull	cbull	Y	HDDS Product Development (PD)
 Carolyn Legg	clegg	Y	HDDS Product Development (PD)
 Dan Naymik	dnaymik	Y	HDDS Product Development (PD)
 Elizabeth Keller	ekeller	Y	HDDS Knowledge Center (KC)
 Jessica O'Hara	johara	Y	HDDS Product Development (PD)

2. Modify desired fields.
3. Click Save

USER PROFILE

Name
Full Name:

Login Name
Username:

Admin
 User is allowed to add users and change passwords for other users.
 Account Locked

Password
Password:
Confirm Password:

- Minimum of 7 characters
- Contains one upper case letter
- Contains one lower case letter
- Contains one numeric character
- Contains one symbol [!,.,@,#,\$,%,^,&,+,=]
- Cannot include Username, or any part of Full Name
- Cannot be one of your 4 previous passwords







Select User Subscriptions

Store Name	Default	Subscription
<input type="checkbox"/> HDDS Business Development (BD)	<input type="radio"/>	HDDS_BD
<input type="checkbox"/> HDDS Knowledge Center (KC)	<input type="radio"/>	HDDS_KC
<input type="checkbox"/> HDDS Operations & Training (OP)	<input type="radio"/>	HDDS_OP
<input checked="" type="checkbox"/> HDDS Product Development (PD)	<input checked="" type="radio"/>	HDDS_PD

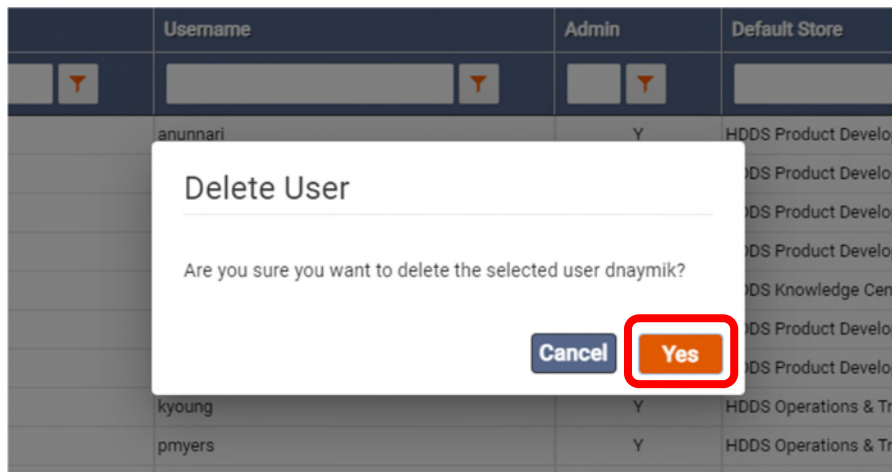
Delete a User

1. Select the 'Delete User' icon  next the user.

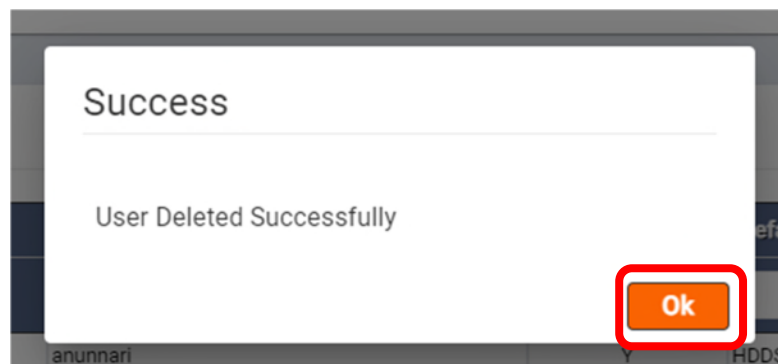
Users

Employee	Username	Admin	Default Store
 Alice Nunnari	anunnari	Y	HDDS Product Development (PD)
 Courtney Bull	cbull	Y	HDDS Product Development (PD)
 Carolyn Legg	clegg	Y	HDDS Product Development (PD)
 Dan Naymik	dnaymik	Y	HDDS Product Development (PD)
 Elizabeth Keller	ekeller	Y	HDDS Knowledge Center (KC)
 Jessica O'Hara	johara	Y	HDDS Product Development (PD)

2. Click Yes to confirm deletion.



3. Click OK



View Subscription Details

The bottom grid contains a list of the organization subscriptions with details for each the subscription for each store.

Subscriptions

Store	Subscription	Max # of Users Allowed	# of Users Assigned
SHL3 Test Dealership 1 (Lightspeed)	SHL Tier 1	5	5
SHL3 Test Retail Outlet 3 (Lightspeed)	SHL Tier 6	15	6

Field	Description
Store	A store in an organization.
Subscription	Subscription level.
Max # of Users Allowed	Maximum users permitted under the store's subscription tier.
# of Users Assigned	The number of users currently assigned to that store's subscription.

For assistance with your organization or subscription, [contact Business Development at TPS-BDContact@talonsolution.com](#)