Service History-Link

Quick Reference Guide

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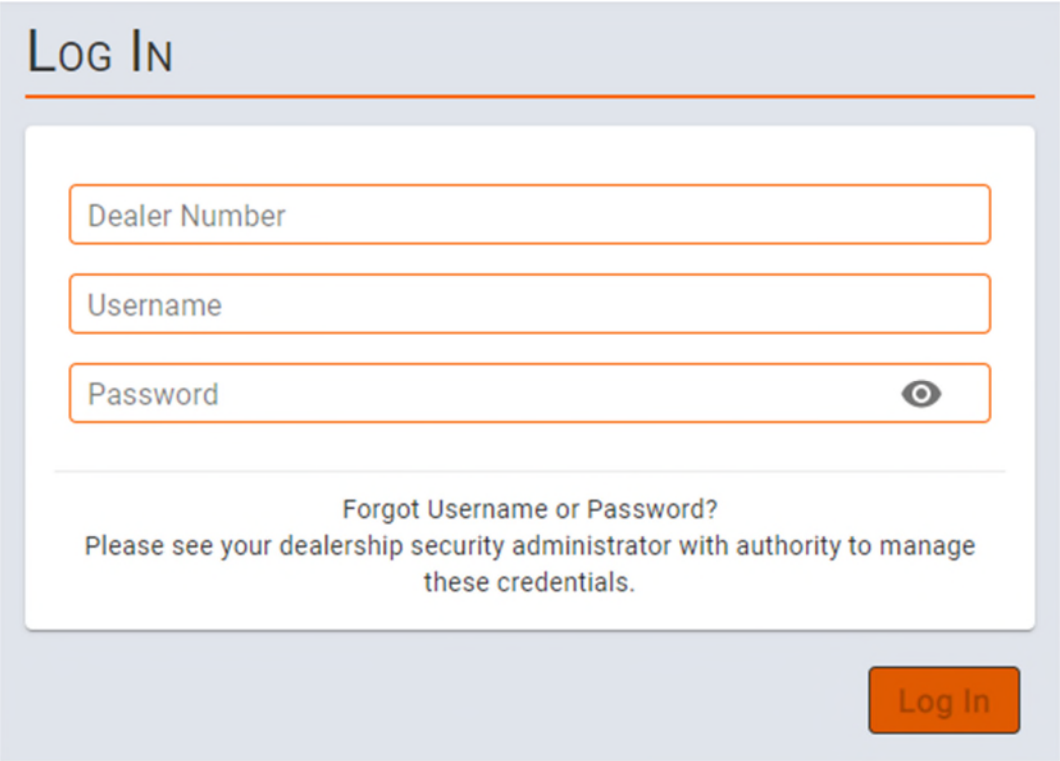
For assistance with your organization, subscription or managing users, including resetting passwords, contact **Business Development at TPS-BDContact@talonsolution.com**

Logging In

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



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.

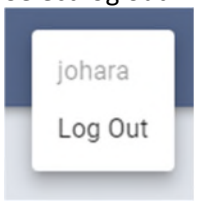
If you forgot your username or password, check with your system administrator or contact Business Development at TPS-BDContact@talonsolution.com

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.

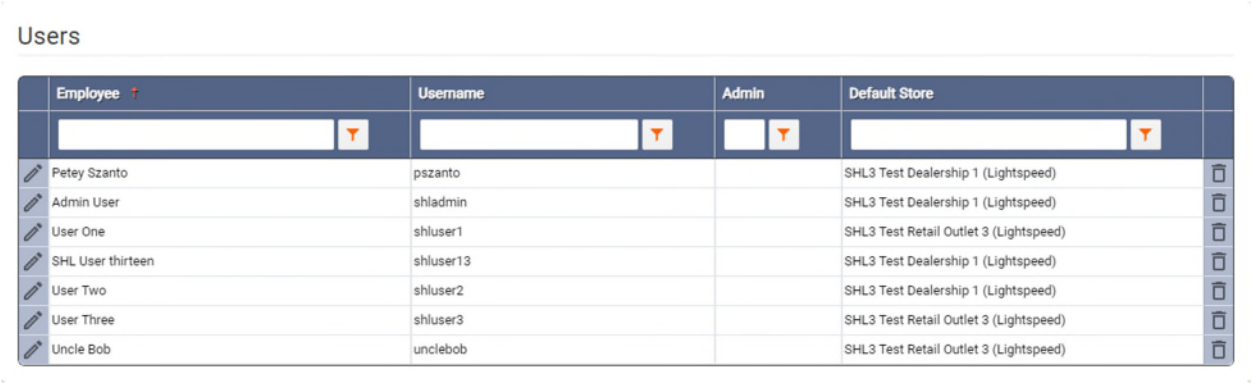
1. Select the user icon in the upper right of the screen

2. Select log out from the menu



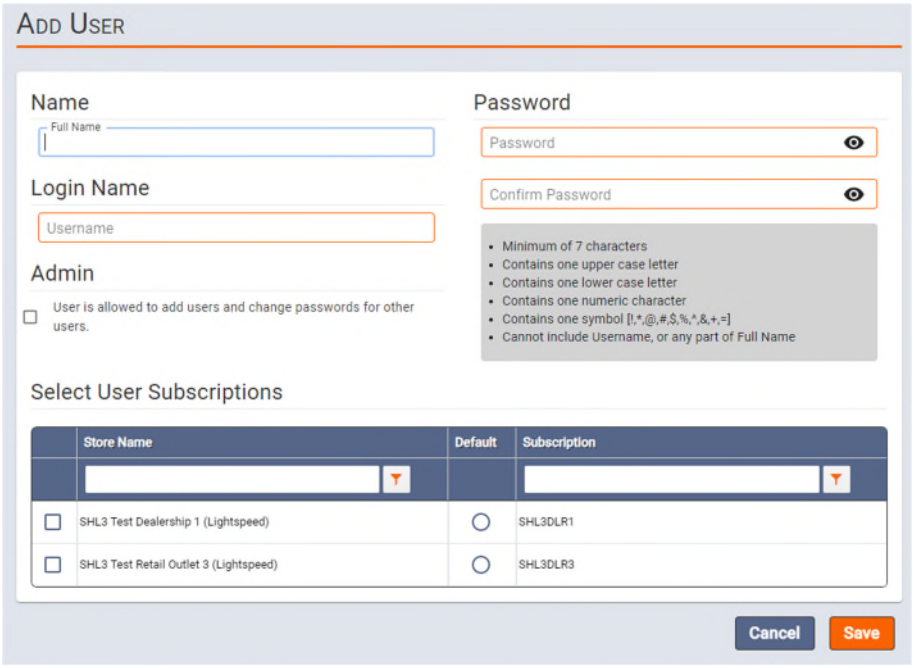
Manage Users

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



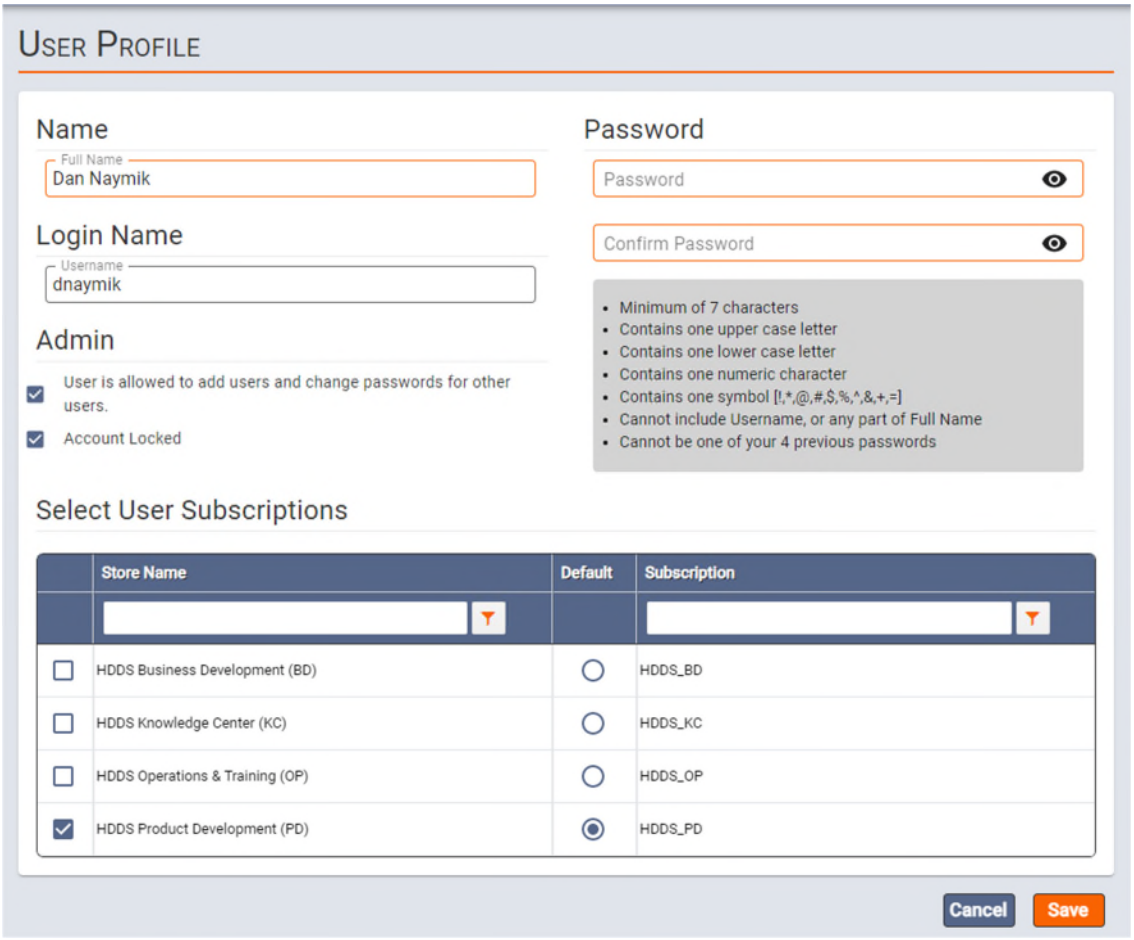
Add New User

1. Select on the Manage User screen
2. Enter Full Name
3. Enter Login Name
4. Enter and confirm Password
5. Select Admin if applicable Note: I*t 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

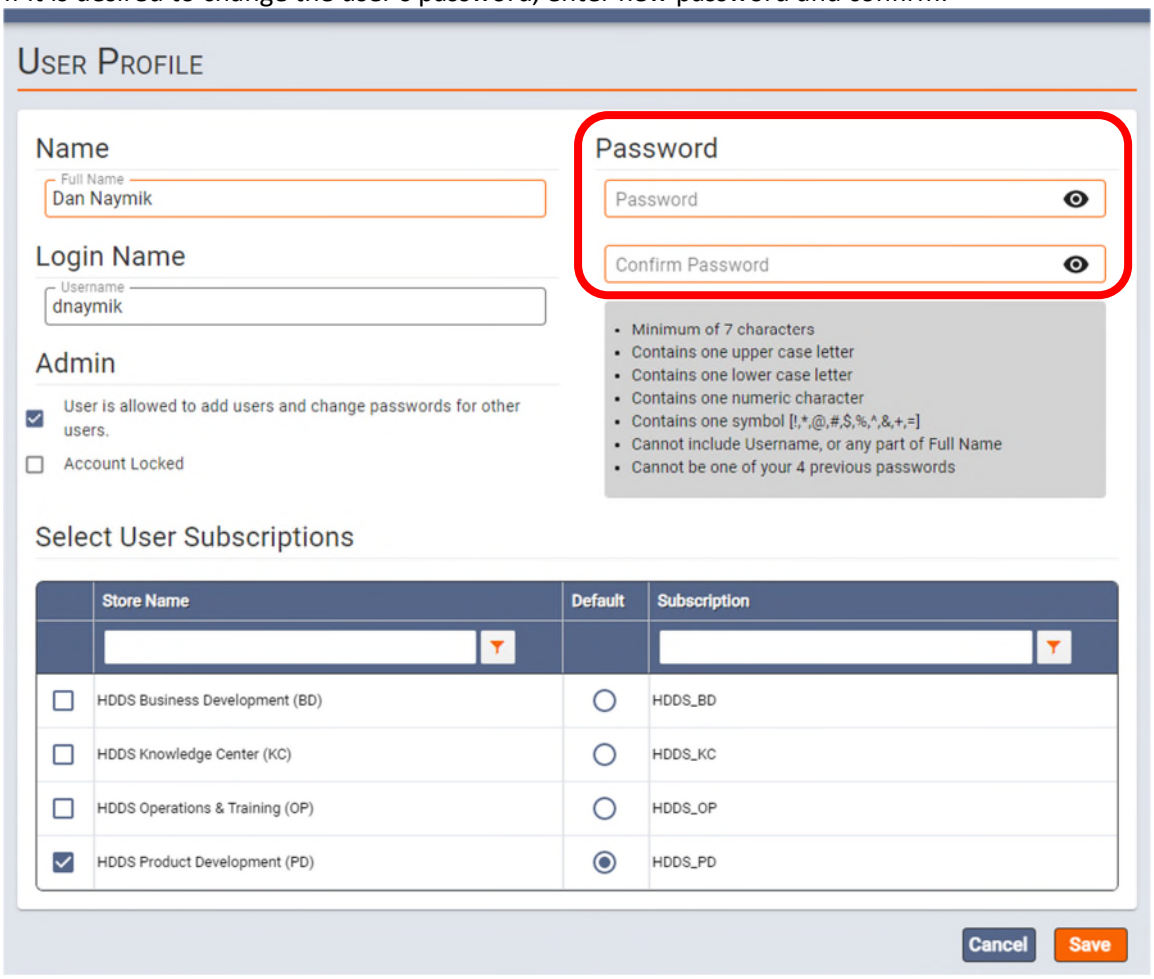


Change User Password/Unlock User Account

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.*



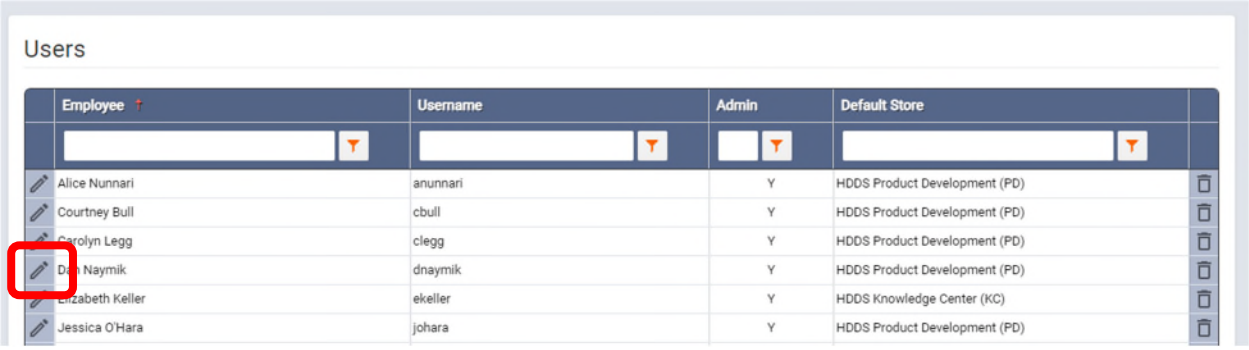
3. If it is desired to change the user's password, enter new password and confirm.



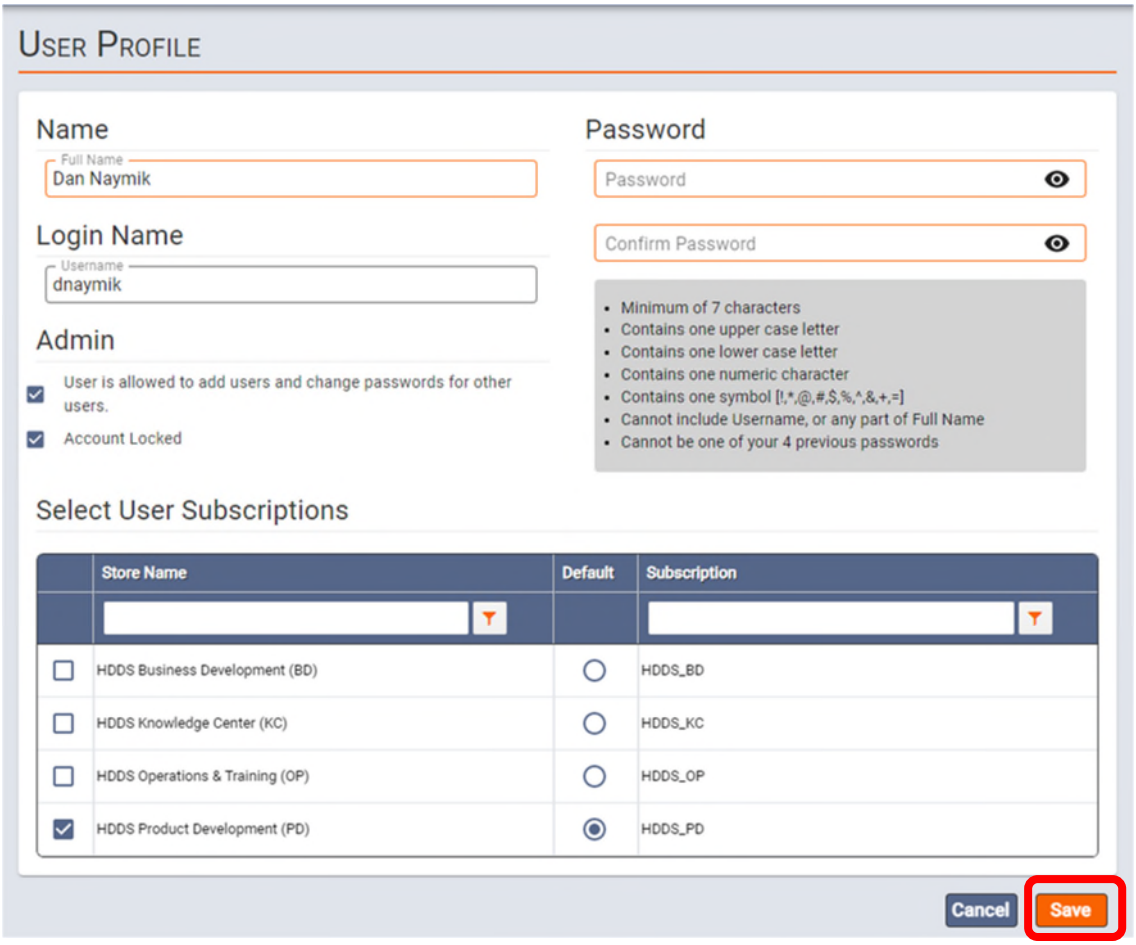
4. Click Save

Edit User

1. Select the edit icon next the user.

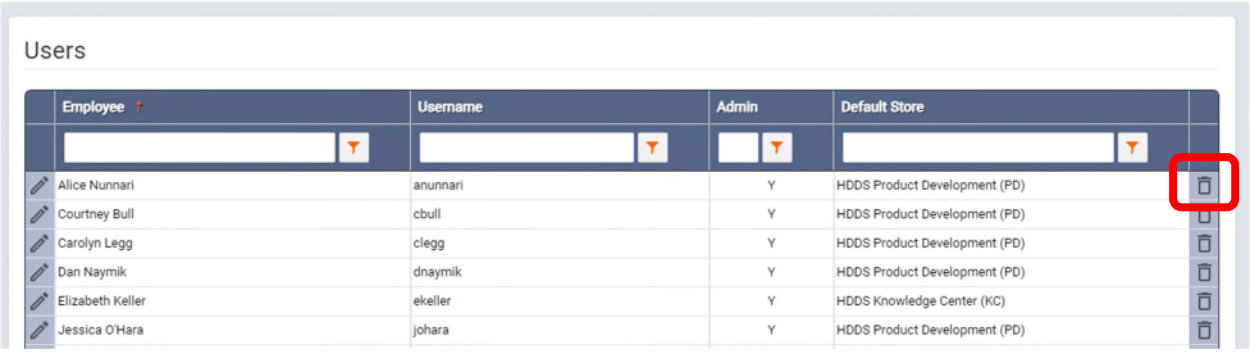


2. Modify desired fields.
3. Click Save

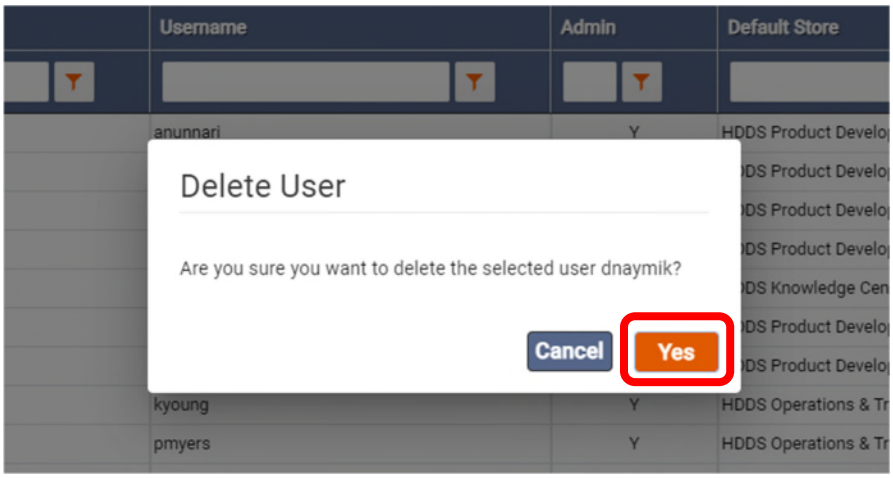


Delete a User

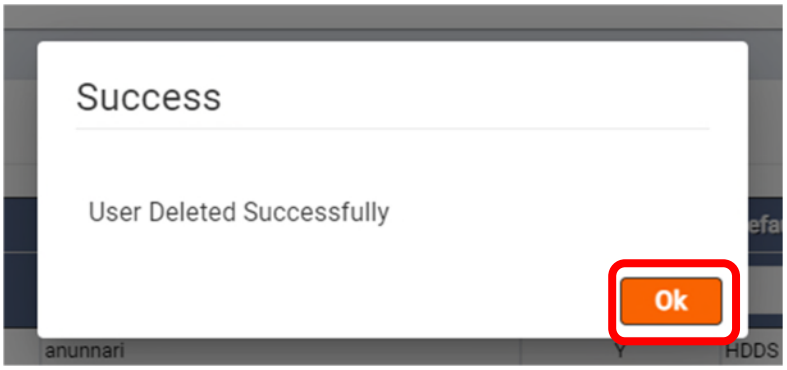
1. Select the 'Delete User' icon next the user.



2. Click Yes to confirm deletion.

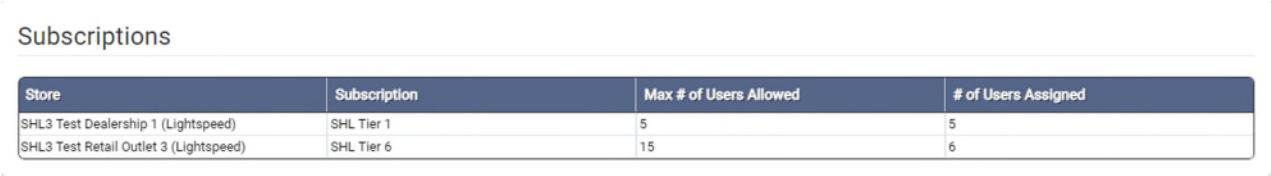


3. Click OK



View Subscription Details

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



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.

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