BRIDGE ID **FAQs**

General FAQs

Q: What is Single Sign-On (SSO)?

SSO allows a user to sign into multiple software systems with a single ID and password.

Q: Who will get a Bridge ID?

All Cox Automotive users will get a Bridge ID. To sign up sooner, contact your Account Manager or Performance Advisor.

Q: How will Bridge ID benefit me?

You can:

- Eliminate the need for multiple usernames and passwords through attaching all Cox Automotive solutions to one login.
- Update and maintain username, password, and account recovery information for all Cox Automotive solutions from one location.
- Switch between Cox Automotive solutions, avoiding the need for multiple logins.
- Gain best-in-class, enterprise-level identity security.

Q: Is there a cost to creating a Bridge ID account?

There is no cost involved in creating a **Bridge ID** account.

Q: I already have a Bridge ID; do I need to do anything?

If you already have a Bridge ID and have connected all of your Cox Automotive solutions, you do not need to take any additional action.

If you have unattached Cox Automotive logins, you will need to attach them. Attaching additional accounts to your Bridge ID is easier than ever. See video here to learn how to attach additional accounts.

Q: I only have one Cox Automotive solution. Am I going to be required to register for a Bridge ID?

Yes, all Cox Automotive users will be registered for a Bridge ID.

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Cox Automotive

BRIDGE ID **FAQs**

Q: Because browsers can save login credentials, how does Cox Automotive Bridge ID provide a dealership advantage?

- A single Bridge ID makes it easier to manage user credentials and profile information once rather than for each account.
- A single Bridge ID allows switching between Cox Automotive solutions without needing to sign in again.
- Bridge ID provides peace of mind that comes from best-in-class, enterprise-level identity security.

Q: Can I defer registration?

Yes, if you are an existing Cox user you have up to 7 days to sign up for a Bridge ID.

If you are a new Cox user, you must register at the time of first sign in.

Q: What is required to create a Bridge ID account?

You will be asked to register for a Bridge ID as you sign in to your Cox Automotive solutions. If you already have a Bridge ID, you will have the option to link your Cox Automotive solution accounts to it as you sign in. See video here to learn how to attach additional accounts.

Q: Once I register or link an existing Bridge ID, what will change?

You will now have access to the **Cox Automotive Bridge Bar,** which you can use to:

- Switch between linked Cox Automotive solutions.
- Perform account-level user maintenance.
- Log out of all Cox Automotive solutions at the same time.

Q: How many Cox Automotive solutions can I attach to my Bridge ID?

You can attach a single solution account from each of these solutions to your **Bridge ID** account.

Keep in mind, **we currently have Bridge ID for the following solutions:**

- Autotrader
- Dealer.com
- Dealertrack F&I & DMS
- HomeNet
- vAuto
- VinSolutions

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BRIDGE ID **FAQs**

Q: Will more solutions be coming onto Cox Automotive Bridge ID?

Yes. Keep in mind, **we currently have Bridge ID for the following solutions:**

- Autotrader
- Dealer.com
- Dealertrack F&I & DMS
- HomeNet
- vAuto
- VinSolutions

Q: How do I attach Cox Automotive solutions?

You can use the **Attach More Solutions** link from the Bridge Bar to attach additional solutions to your **Bridge ID** account. You will need your username and password for each solution you would like to attach. See video here to learn how to attach additional accounts.

Q: Why should I attach other solutions?

You should attach all solutions you have access to. This eliminates the need to remember multiple sets of credentials and will allow you to navigate between solutions without needing to sign in again.

Q: How do I access my attached solutions?

You can use the **Solution Switcher** to launch all of your attached solutions. See video here to learn how to use the Solution Switcher.

Q: I attached my solution account to the wrong Bridge ID; what should I do?

Please contact the technical support team for the Cox Automotive solution you're attempting to access to relink your account to the correct Bridge ID.

Functional Support FAQs

Q: I forgot my username, what can I do?

You can use the **Forgot username** link to recover your username if you have an email configured on your **Bridge ID**. If you do not have email configured contact your dealer administrator or support for assistance.

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COX AUTOMOTIVE™

BRIDGE ID **FAQs**

Q: I Forgot my password, what can I do?

You can use the **Forgot password** link to reset your password if you have an email or SMS enabled phone configured on your **Bridge ID**. If you do not have an email or phone, contact your dealer administrator or support for assistance.

Q: Who do I call for technical support?

Please contact the technical support team for the Cox Automotive solution you're attempting to access.

Q: What are the password requirements for a Bridge ID?

Passwords must:

- have between 8 to 15 characters
- have upper or lowercase letters
- have at least one number and one special character
- not be the last 5 passwords used
- not be the same as your username

Q: Will my solution-specific timeouts change?

No, your solution-specific timeouts will not change.

Q: What happens once I logout using the Bridge Bar?

You will be logged out of all solutions attached to your **Bridge ID**.

Common EULA FAQs

Q: Why am I required to acknowledge the Terms of Use and Privacy Policy?

You have certain rights and responsibilities that you should understand before using the software. You must indicate that you have read and understand the Terms of Use and the Privacy Policy before you can use our software.

Q: When will I have to acknowledge the Terms of Use and Privacy Policy?

If you are a current a **Bridge** user, you will see a prompt immediately after signing in. If you are not a current **Bridge** user, you will see a prompt when you register for a **Bridge ID**.

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BRIDGE ID **FAQs**

Q: I am a Cox Auto software user, and previously I acknowledged the Terms of Use and Privacy Policy, do I have to do this again?

Yes, if the policies have been rewritten and updated, you must acknowledge these changes.

Q: Where can I find the Terms of Use and Privacy Policy documents?

Links to these documents display at the bottom of the sign-in screens and you can view them at any time.

Q: What is Multi-factor Authentication?

Multi-factor authentication is an additional layer of security, added during login, to protect website data. Where a username and password are both something you know, MFA adds something ONLY you have, that can be used to prove who you are. Email and SMS enabled Phones are the 2 factors that we support for MFA.

Q: Why do I have to enroll in Multi-factor Authentication?

Common Sign-in has implemented a new Multi-factor Authentication method to protect you and your data from potential hackers. For more details, please click here.

Q: Do I have to enroll in Multi-factor Authentication for each solution?

No, **Common Sign-in** has implemented a new single sign-in process. Once you attach your solutions to their **Bridge ID**, you do not have to setup Multi-factor Authentication for each solution.

Q: Can I opt out or disable Multi-factor Authentication?

No, you must enroll in Multi-factor Authentication.

Q: Who is impacted by MFA?

MFA is required for all new **Common Sign-in** users.

Q: What if I can't enroll in or setup MFA?

You can contact a DA/DIO/LIO or technical support.

BRIDGE ID **FAQs**

Q: Can I set up only one authentication method for account recovery?

We recommend you set all possible methods to make your account access simpler if you lose one of your factors. We require at least one method for account recovery and MFA.

Q: Can I change or update my authentication method?

You can make changes to your authentication settings by updating your **Bridge ID** account via **My Settings**.

Q: Can I use my personal device to enroll in Multi-factor Authentication?

Yes.

Q: How often do I have to re-authenticate with MFA?

- Any time you use a new device
- Once every 90 days
- Every time your computer cache is cleared

Access Code FAQs

Q: I didn't receive an access code, what do I do?

Please check your spam folder or try clicking the **Resend code** button.

Q: My access code is incorrect, expired, or not working, what do I do?

Please re-enter your access code or try clicking the **Resend code** button.

Q: My account is locked, how do I unlock it?

Contact your dealer admin or technical support.

Bridge ID Account FAQs

Q: How do I add my SMS enabled phone number or email address for Bridge ID account recovery?

You can add your SMS enabled phone number at time of registration or via **My Settings**.

BRIDGE ID **FAQs**

Q: Where do I update my Bridge ID account settings?

You can update your **Bridge ID** account settings via **My Settings**.

Q: I share an email and/or password with other users how do I authenticate the account?

Emails used for account recovery must be unique.

DealerTrack FAQs

Q: Can I use my DealerTrack account recovery factors for authentication?

Your account recovery factors have been or will be migrated to **My Settings**.

Q: I use DealerTrack to enroll in MFA. Do I have to setup MFA again?

No, your **DealerTrack** MFA factors will be automatically migrated to **Bridge**.

Reset FAQs

Q: I can't access my MFA email and I don't have an SMS enabled phone. What do I do to get thru the MFA challenge?

Please contact your admin to help reset your MFA factors. Once the factors are reset you can enter or update your MFA information next time you log into bridge.

Q: I am not able to use my email to register and don't have an SMS enabled phone. How can I do MFA challenge?

Please contact your admin to help reset your MFA factors. Once your factors are reset you can enter or update your MFA information next time you log into the **Bridge**.