BRIDGE ID CENTRAL USER ADMINISTRATION FAQs

Q: What is Bridge Central User Administration?

Bridge Central User Administration lets dealers manage all Bridge users easily and quickly in one centrally managed tool.

Q: What tool does someone use to administer Bridge users?

The **Bridge Administration tool** (BrAT) allows a dealer's Bridge Admin to manage user access in a centralized location.

Q: Who can access the Bridge Administration tool?

Only dealer-approved Bridge Admins and Cox Automotive internal support teams can access the Bridge Administration tool.

Q: What functions can a Bridge Admin perform in the Bridge Administration tool?

Bridge Admins can currently perform the following functions:

- Deactivate/lock out a user's access to all Cox Automotive-linked solutions AND disable individual solution access
- Clear MFA factors for a user
- Generate a temporary password for a user
- Promote other users to a Bridge Admin role
- Update a user's first and last name
- View history about a user
- View what solutions a user has access to
- View what solutions a dealer user has access to

Q: Can I create a new user or delete a user within the Bridge Administration tool?

No, it must be done at the solution level; however, we expect to enable functionalities to create, unlock and add/remove a user's access to applications soon.

Q: Can Bridge Admins use lockout-and-disable?

Yes, provided the Bridge Admin is the same person if there are multiple dealerships.

Q: Can I specify what solution(s) Bridge Admins can perform a lockout-and-disable on?

No. Bridge Admins cannot selectively enable lockout-and-disable for Bridge users or for specific Cox Automotive solutions or products.

Q: Can the Bridge Admin configure deactivation?

No. Bridge Admins cannot selectively enable deactivation for Bridge users or for specific Cox Automotive solutions or products.

Q: How can I access/view user activations and deactivations?

Bridge Admins can search Bridge users to view their access (disabled/lockouts). For further assistance, contact your Cox Automotive internal support team, or refer to the video here.

Q: How can I view solution(s) that have been disabled for a user?

Bridge Admins can search under the **Solutions** tab to see if solution access is disabled for a Bridge user.

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Q: Can Bridge Admins enable Bridge users to be Bridge Admins?

Yes, Bridge Admins can designate a Bridge user to be a Bridge Admin; however, both must be employed by the same dealer.

Q: Can I view an audit log of Bridge user deactivations/lockouts?

No. A deactivation audit log is not available for Bridge Admins. Bridge Admins can only search and check the status of a Bridge user if they're both employed by the same dealer.

Q: Can I view Bridge users sorted by solution?

No. This functionality is currently unavailable.

Q: Can I perform bulk enables?

No. This functionality is currently unavailable.

Q: Can I perform bulk disables?

No. This functionality is currently unavailable.

Q: Is there a glossary of key terms?

Yes. Please refer to this document for a glossary of Bridge user terminology.

Q: What happens to Bridge Admins for a dealership that's going/gone through a Buy/Sell? What duties or tasks must a Bridge Admin perform for a dealership that's undertaking/undergoing/experiencing a Buy/Sell?

A. Buy/Sells will be processed as they are today. When a Cox Automotive product or solution is updated to reflect a Buy/Sell status, Bridge users associated with the former and latter are updated overnight for reference the next day.

B. The Bridge Admin remains the same under the new dealership ownership unless manually modified by a Dealer Admin.

Q: I enabled a Bridge user to Bridge Admin, but I don't see them. What should I do?

Contact your **Cox Automotive Solutions** support team for assistance.

Q: I'm seeing Bridge users that I didn't expect. What should I do?

Contact your **Cox Automotive Solutions** support team for assistance.

Q: What happens if I deactivate/lock out a user in error? Are they deleted?

No. The Bridge Admin can reactivate the Bridge user so long as they are both employed at the same dealer.

Q: I don't have a Bridge Admin for my dealership. How do I get one created?

A. If you have existing admins in your solutions, we'll be emailing you soon regarding our recommendation for your Bridge Admin. Note that it's a recommendation only and you can choose anyone at your dealership to be your Bridge Admin.

B. Once you've approved or selected a Bridge Admin, you'll be able to select other Bridge users as additional Bridge Admins. If you need a Bridge Admin immediately, please contact your Cox Automotive Solutions support team for assistance.