Bridge Central User Administration
Frequently Asked Questions

Q. What is Bridge Central User Administration?

A. **Bridge Central User Administration** provides the ability for dealerships to manage all their Bridge Users easily and quickly in one central tool.

Q. What tool does someone use to administer Bridge Users?

A. The **Bridge Administration tool**, internally also known as BrAT, will allow a dealer's Bridge Admin to manage user access in a centralized location.

Q. Who can access the Bridge Administration tool?

A. Only Bridge Admin's 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?

A. Bridge Admins can currently perform the following functions within the Bridge Administration tool.

I. Deactivate/lock out a user's access for all solutions they have linked, AND disable individual solution access
II. Clear MFA factors for a user
III. Generate a temporary password for a user
IV. Promote other users to a Bridge Admin
V. Update a user's first and last name
VI. View history about a user
VII. View what solutions a user has access
VIII. View what solutions a dealer user has access

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

A. No. While we expect in the future to enable this functionality, user creation is still done at the solution level. In addition, we expect to enable the ability to unlock users after 90+ days of inactivity, as well as, add/remove a user's access to applications in the future.

Q. Can Bridge Admins use lock out and disable?

A. **Lock out** and **disable** are two new features available to all **Bridge Admin Users**. **Bridge Admin Users** can use lock out and disable provided, the admin is a **Bridge Admin** for all the same dealerships that the Bridge User is also a member.

Q. Can I specify what solution(s) Bridge Admins can perform a lock out and disable on?

A. No. The Lock out and disable features cannot be selectively enabled for Bridge Admin Users, Cox Auto Solutions, or Cox Auto Products on a solution or product basis.

Q. Is Deactivation configurable per Bridge Admin?

A. No. Deactivation cannot be selectively enabled for Bridge Admin Users, Cox Auto Solutions, or Cox Auto Products on a user, solution, or product basis.

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

A. Bridge Admins can search, Bridge Users to view user access (disabled/lock outs). If you need further assistance, contact your Cox Auto Solutions support team or refer to this training video.

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

A. **Bridge Admins** can search **Bridge Users** to view if a user has had solution access disabled. This can be seen under the 'Solutions' tab. If you need further assistance, contact your **Cox Auto Solutions** support team.

Q. Can Bridge Admins enable Bridge Users to be Bridge Admins?

A. Yes, Bridge Admins can designate a Bridge User to be a Bridge Admin if the Bridge Admin configuring the admin role for the other Bridge User both share membership with/are employed by the same dealer.

Q. Can I view an audit log of user Deactivations/Lock Outs?

A. **No**. Currently a **Deactivation Audit** log is not available for available for **Bridge Admins** through BrAT. At this time, Bridge Admins can only search and check the status of a user with whom they share dealer membership.

Q. Can I view all users sorted by solution?

A. No. Currently this functionality is unavailable.

Q. Can I perform bulk enables?

A. No. Currently this functionality is unavailable.

Q. Can I perform bulk disables?

A. No. Currently this functionality is unavailable.

Q. Is there a glossary of key terms?

A. 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 CAI product solution is updated to reflect the Buy/Sell the change in Bridge users associated dealership ownership change will be included in a nightly file. Bridge will reflect the user dealership membership changes the next day.

B. If a Bridge user is designated as a Bridge Admin and the dealership goes through a Buy/Sell, the Bridge User will still be a Bridge Admin for the new dealership ownership unless manually modified by a Dealer Admin.

Q. I cannot see a user that I expect to be able to administer. What should I do?

A. Please contact your **Cox Auto Solutions** support team for assistance.

Q. I am seeing users that I would not expect to see. What should I do?

A. Please contact your **Cox Auto Solutions** support team for assistance.

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

A. Bridge users are not deleted. If a user is deactivated/locked out in error, that user can be reactivated by a Bridge Admin w/ shared dealership membership.

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

A. We are in the process of rolling this functionality out over the next few months. If you have existing admins in your solutions, you will most likely have a Bridge Admin assigned automatically. You will receive email correspondence on this.

B. Once a Bridge Admin is assigned, they will be able to elevate any additional users you believe you need to Bridge Admins. If there is an immediate need to have a Bridge Admin, please contact your **Cox Auto Solutions** support team for assistance.