

BRIDGE ID CENTRAL USER ADMINISTRATION FAQs

Q: What is Bridge Central User Administration?

As a Bridge Admin, you'll centrally manage identities, access, and permissions for greater security and efficiency. Quickly grant or restrict employee access to any Cox Automotive solution as needed.

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

The Bridge Administration Tool provides a more secure and streamlined process for Bridge Admins to manage user and product access.

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?

As a Dealer Bridge Admin, you can use the Bridge Administration Tool to perform the following actions:

- Search for users.
- Create Bridge users.
- Deactivate user access for all Cox Automotive-linked Products.
- Disable individual Product access.
- View or Clear MFA factors for a user.
- Promote users to Bridge Admin.
- Update a user's first and last name.
- Change user Contact email.
- View user history.
- View the Products a user has access to.
- Link or unlink Products for a Bridge user.
- Determine user dealer membership.

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

Yes! You can now create a Bridge shell user within the Bridge Administration Tool and link them to the products they need to have access to. This will allow the user to leverage the Bridge account as their single source for accessing all Cox Automotive products.

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

We do not allow Admins to delete active users, because that would also delete user history, but an Admin can disable a user's access to an individual product(s) or they can Lock Out a user which blocks their access to all Cox Automotive-linked Products.

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Q: Can Bridge Admins Lock Out a User?

Yes, as a Bridge Admin you can Lock Out Bridge users that you share membership with, which will block access to all Cox Automotive-linked products.

Q: Can a Bridge Admin disable user access for a specific product?

Yes! In the Bridge Administration Tool under the User Details Product tab, a Bridge Admin can disable access to a specific product.

Q: How can a Bridge Admin access/view user activations and deactivations?

Bridge Admins can use the Bridge Administration Tool to search Bridge users and view such things as their account status, when a user was locked out/unlocked, when a product was enabled/disabled, and more.

For further assistance, contact your Cox Automotive internal support team.

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

A Bridge Admin can search in the Bridge Administration Tool under the Products tab of a user to see if Product access is disabled for a Bridge user. The Admin can also look at the History tab and see if/when a Product was disabled.

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

Yes, Bridge Admins can grant Bridge Admin rights to Bridge users they share membership with.

Q: Can I view Bridge users sorted by the Product(s) they have access to?

No. This functionality is currently unavailable.

Q: Can I perform bulk enables?

There are limited bulk operations that exist for some internal Cox Automotive employees. Please contact your Cox Automotive internal support team for further assistance.

Q: Can I perform bulk disables?

No. This functionality is currently unavailable.

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

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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 Lock Out a user in error? Are they deleted?

No. The Bridge Admin can unlock the Bridge user permitting they share membership.

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

A. Please submit a request through this form if you would like to promote a user to Bridge Admin at your dealership.

B. Once a Bridge Admin has been granted for your dealership, they'll be able to promote other Bridge users as additional Bridge Admins. If you need a Bridge Admin immediately, please contact your Cox Automotive Solutions support team for assistance.