

Central User Administration Guide for Dealer Bridge Admins

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Overview

Bridge ID helps your dealership stay connected to **Cox Automotive Solutions**. As a **Dealer Bridge Admin**, you'll be managing users and product access in the **Bridge Administration Tool** for a more secure and streamlined process. With just a few keystrokes, you can ensure employees have the access they need to perform their jobs efficiently while restricting access to Cox Automotive solutions as needed.

This document provides comprehensive information regarding the capabilities offered by the Bridge Administration tool.

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

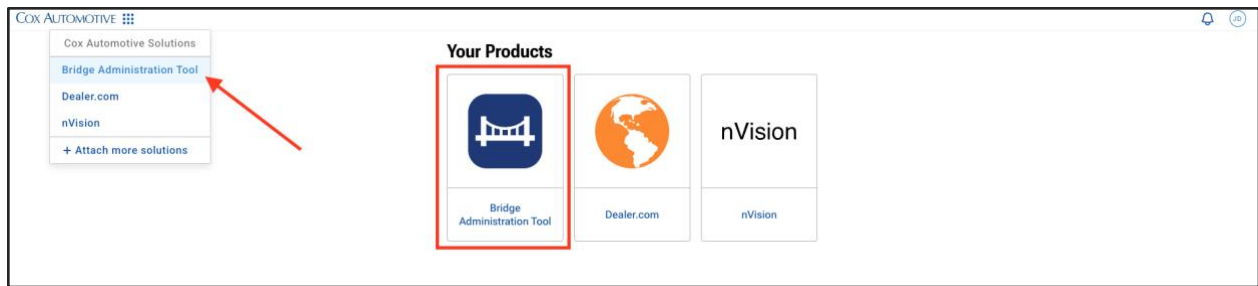
- Search for users.
- Create Bridge users.
- Deactivate user access for all Cox Automotive-linked Products.
- Disable individual Product access.
- View or Clear MFA factors for a user.
- Generate a temporary password for a user.
- Promote users to Bridge Admin.
- Update a user's first and last name.
- 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.

Tip: Dealer Bridge Admins only see users that they have **access to see** and **permission to manage**.

Getting Started

Navigating to the Bridge Administration Tool

1. Log in to your **Bridge** account.
2. This will open the Bridge landing page where you can access the **Bridge Administration Tool** by either clicking on the product tile or by selecting the **Bridge User Administration Tool** dropdown under the solution switcher.



Search Users

Upon launching the **Bridge Administration Tool**, you will be directed to the user **Search** page. The **Search** function enables you to locate users by utilizing the following information:

- Username
- First Name
- Last Name
- MFA Email
- MFA Phone

The username, first name, and last name fields support style-based searches. For example, entering "Dan" will also return results for "Daniel."

Not all fields require input to search for a user. To filter your search results, enter the user's first and last name into the Search field. You can further refine your search results, by entering the email or phone. Email and phone must be an exact match.

1. Enter the user's first and last name into the **Search** field. To refine your results, enter any additional information you have into the remaining fields. To remove information from a **Search** field, click the **X** to the right of the field.

2. Click **Search**. Search results are displayed under the **Search** section.

COX AUTOMOTIVE

Home Create user

Users

Phone and email are exact match searches. All other search fields may be partial matches.

Username

Search by username

First Name

jane

Last Name

doe

MFA Email

Search by MFA email

MFA Phone

Search by MFA phone

Search

Results 2

Filters

Username	First Name	Last Name	MFA Email	MFA Phone	Memberships	Products	Status
test-jane-doe-10.31.25	Jane	Doe				Dealer.com, nVision	Pending
test-jane-doe-7.7.25	Jane	Doe	martinebarlowuser@gmail...		DSS DEALER SOFTWARE ...	Bridge Administration Too...	Active

< 1 >

10 / page

3. Select and click the appropriate name to view or edit the information. The **User Details Profile** tab displays.

The screenshot shows the 'User Details Profile' page for Jane Doe. At the top, there's a navigation bar with 'Home' and 'Create user'. Below it, a 'Back to User Search' link is visible. The user's profile card shows 'Jane Doe' with a 'JD' avatar, 'test-jane-doe-7.7.25' as the username, and 'Account Active' status. A 'Bridge Admin' role is assigned, and a 'Last session' timestamp is provided. An 'Actions' dropdown menu is on the right. Below the profile card, the 'Account Settings' section is active, with tabs for 'Profile', 'Security', 'History', 'Membership', and 'Products'. The 'Profile' tab is selected, showing fields for 'First name' (Jane), 'Last name' (Doe), 'Username' (test-jane-doe-7.7.25), and 'Contact email' (martinebarlowuser@gmail.com).

User Status

The **user status** appears on both the search results and user details pages. Each user has one of three possible statuses:

- Pending
 - The user is created by an administrator, but access/configuration is pending or account activation via Welcome Email is incomplete.
- Active
 - The user is active and can access the products granted by an administrator.
- Locked Out (Inactive)
 - A Dealer Bridge Admin can manually lock out a user so that they cannot access Bridge.
 - Users will also be automatically subjected to being locked out if they have not signed in for more than 90 days.

This screenshot shows the 'User Details Profile' page for Jane Doe, but with a different status. The 'Account Locked Out' status is highlighted with a red circle. The 'Last session' timestamp is now '07/07/25 01:43 PM (EDT)'. The 'Account Settings' section remains the same, with the 'Profile' tab selected and fields for 'First name' (Jane), 'Last name' (Doe), 'Username' (test-jane-doe-7.7.25), and 'Contact email' (martinebarlowuser@gmail.com).

User Details

Clicking the username in the search results will open the **User Details** window, displaying the following tabs:

- Profile
- Security
- History
- Membership
- Products

The screenshot shows the 'Cox Automotive' user interface. At the top, there's a navigation bar with 'Home' and 'Create user' links. Below this, a user profile card for 'Jane Doe' is displayed, showing a profile picture with initials 'JD', the username 'test-jane-doe-10.31.25', and account status 'Account Pending' and 'Last session: Unavailable'. An 'Actions' dropdown menu is visible. Below the profile card, the 'Account Settings' section is shown with tabs for 'Profile', 'Security', 'History', 'Membership', and 'Products'. The 'Profile' tab is active, displaying fields for 'First name' (Jane), 'Last name' (Doe), 'Username' (test-jane-doe-10.31.25), and 'Contact email' (martinebarlowuser@gmail.com).

You can also use the **User Details** to:

- Return to the **User Search** page.
- Verify user account status.
- View last login date and time.
- Manage user profile information.
- Promote users to Bridge Admin.
- Access the **Actions** menu.

Access any tab under **User Details** by selecting it.

Profile Tab

The **Profile** tab is used for managing user profile information. You can use the **Profile** tab to perform the following actions:

- Verify user account status.
- View user profile information.
- Change the user's first and/or last name.
- Update user's Contact email.
- Promote users to Bridge Admin.

View User Profile

Use the steps below to view user details.

1. Click the username in the [search results](#) to open the **User Details** window and **Profile** tab.

Cox AUTOMOTIVE

Home + Create user

Users

Phone and email are exact match searches. All other search fields may be partial matches.

Username First Name Last Name MFA Email MFA Phone

Search by username Search by MFA email Search by MFA phone Search

Results 2

Filters

Username	First Name	Last Name	MFA Email	MFA Phone	Memberships	Products	Status
test-jane-doe-10.31.25	Jane	Doe				Dealer.com, nVision	Pending
test-jane-doe-7.7.25	Jane	Doe	martinebarlowuser@gmail...		DSS DEALER SOFTWARE ...	Bridge Administration Too...	Active

10 / page

Update User Profile

Update a selected user profile by following these steps.

1. Clicking the username opens the **User Details** window and **Profile** tab.

Cox AUTOMOTIVE

Home + Create user

← Back to User Search

Jane Doe Account Pending Last session: Unavailable Actions

Account Settings

Profile Security History Membership Products

Profile

View and manage this user's profile information.

First name Jane

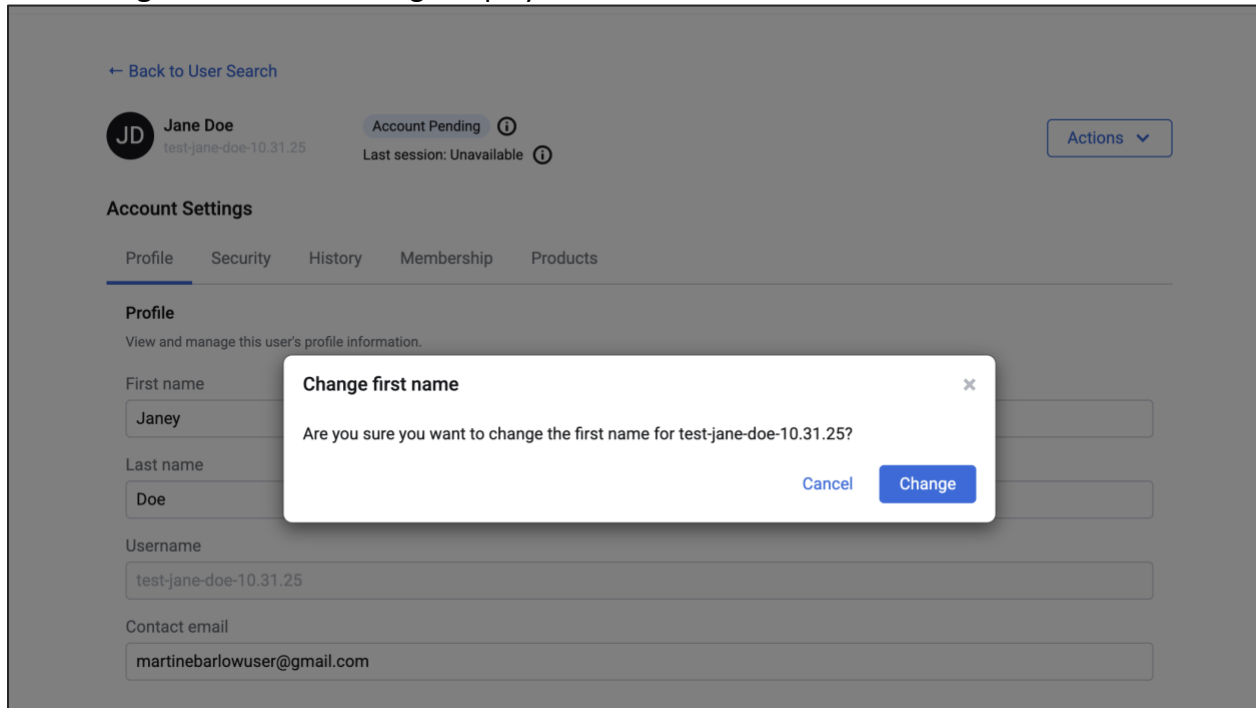
Last name Doe

Username test-jane-doe-10.31.25

Contact email martinebarlowuser@gmail.com

2. The following fields may be edited. Changes will be saved when you press Tab or click outside the field.
 - First name
 - Last name.
 - Contact email

The **Change** verification message displays.



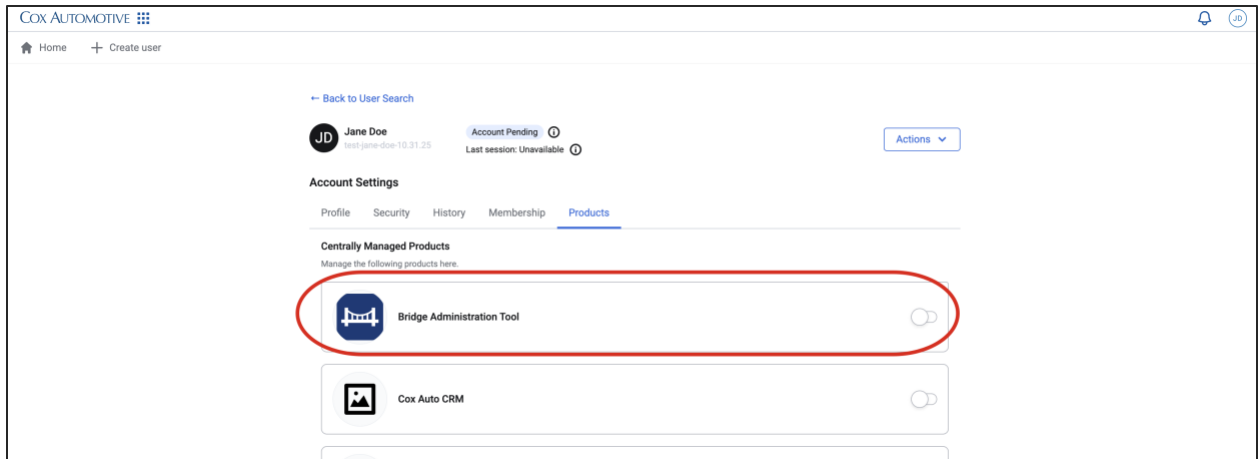
The screenshot shows the 'User Details' window for a user named Jane Doe (test-jane-doe-10.31.25). The 'Account Pending' status is shown with an information icon. The 'Last session: Unavailable' status is also shown with an information icon. The 'Actions' dropdown menu is visible. The 'Account Settings' section is active, with the 'Profile' tab selected. The 'Profile' section contains fields for First name (Janey), Last name (Doe), Username (test-jane-doe-10.31.25), and Contact email (martinebarlowuser@gmail.com). A confirmation dialog titled 'Change first name' is displayed in the foreground, asking 'Are you sure you want to change the first name for test-jane-doe-10.31.25?'. The dialog has 'Cancel' and 'Change' buttons.

3. Click **Change**.

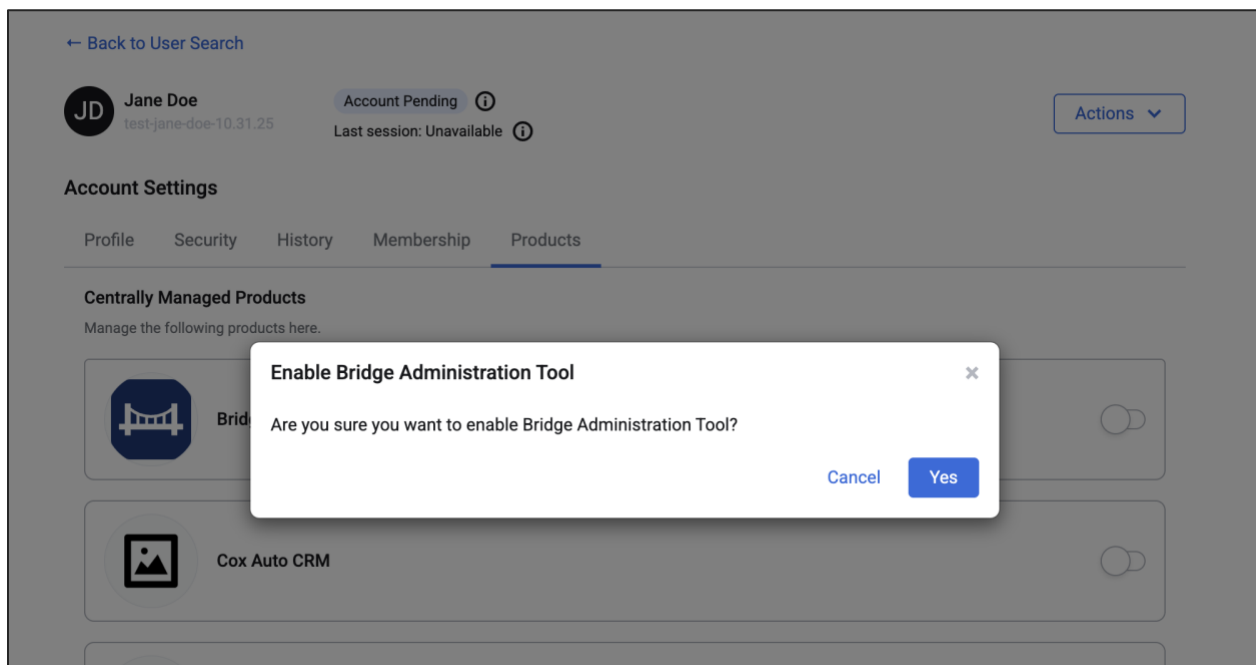
Grant Admin Rights

You can **only** grant **Bridge Admins Rights** to **Bridge Users** you share membership with. Use the steps below to grant **Bridge Admins Rights**.

1. Navigate to the **User Details** window, which opens by default to the **Profile** tab.
2. Click the **Products** tab.



3. Select the Bridge Administration Tool and then click the **Access enabled** toggle. The **Enable** dialog box displays.

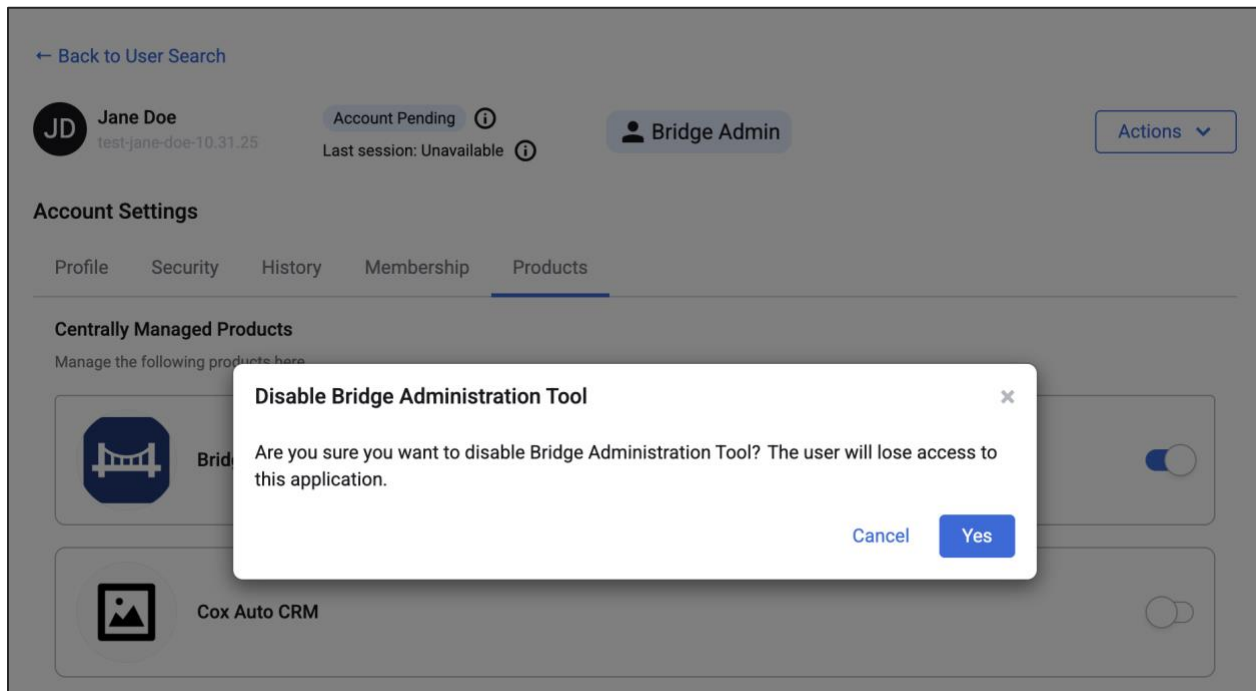


4. Click **Yes** to grant access to the tool.

Disable Admin Rights

You can **only** disable **Bridge Admins Rights** to **Bridge Users** you share membership with. Use the steps below to disable **Bridge Admins Rights**.

1. Navigate to the **User Details** window, which opens by default to the **Profile** tab.
2. Click the **Products** tab.
3. Click the **Bridge administration Tool** toggle to disable access. The **Bridge Admin** dialog box displays.



4. Click **Yes** to disable access to the tool.

Actions Menu



The **Actions Menu** is available when you are in a specific user account, regardless of what tab you are on. You can use the Actions Menu to:

- Unlock and/or lock users.
- Unfreeze passwords.
- Send or resend the Welcome Email.

Note: Only action items relevant to the user's status will be displayed. For instance, **Send Welcome Email** appears when a new user has been created and is ready for activation.


Lock Out User

You can use the **Lock Out** feature to lock a selected user's account. Use the steps below to **Lock Out** a user.

Note: Using the **Lock Out User** feature blocks access to all **Bridge-enabled** products.

1. Navigate to the **User Details** window, then select the **Actions Menu**.

[← Back to User Search](#)



Jane Doe
test-jane-doe-10.31.25

Account Active ⓘ

Last session: 10/31/25 05:04 PM (EST) ⓘ

Actions ▾

Lock Out User

Account Settings

Profile Security History Membership Products

Profile

View and manage this user's profile information.

First name


Last name

Username

Contact email

2. Click **Actions>> Lock Out User**. The **Lock Out** dialog box displays.

[← Back to User Search](#)



Jane Doe
test-jane-doe-10.31.25

Account Active ⓘ

Last session: 10/31/25 05:04 PM (EST) ⓘ

Actions ▾

Account Settings

Profile Security History Membership Products

Profile

View and manage this user's profile information.

First name

Last name

Username

Contact email

Lock Out test-jane-doe-10.31.25 ✕

This user will no longer be able to sign into their Bridge account, which will block access to all Bridge-enabled products.

 If this user has access to other non-Bridge applications those will need to be deactivated separately.

Cancel

Lock Out User

3. Click **Lock Out User**. The **User Details** window displays a **Lock Out** confirmation message. The **User** account will also display a [status](#) of **Account Locked Out**.

[← Back to User Search](#)

JD

Jane Doe

test-jane-doe-10.31.25

Account Locked Out ⓘ

Last session: 10/31/25 05:04 PM (EST) ⓘ

Actions ▾

Account Settings

[Profile](#) [Security](#) [History](#) [Membership](#) [Products](#)

Profile

View and manage this user's profile information.

First name

Jane

Last name

Doe

Username

test-jane-doe-10.31.25

Contact email


martinebarlowuser@gmail.com

Unlock User

You can use the **Unlock User** feature to unlock a selected user account. Use the steps below to unlock a user.

1. Navigate to the **User Details** window and then the **Actions Menu**.

[← Back to User Search](#)



Jane Doe
test-jane-doe-10.31.25

Account Locked Out ⓘ

Last session: 10/31/25 05:04 PM (EST) ⓘ

Actions ▾

Unlock User

Account Settings

Profile Security History Membership Products

Profile

View and manage this user's profile information.

First name


Last name

Username

Contact email

2. Click **Actions>> Unlock User**. The **Unlock** dialog box displays.

[← Back to User Search](#)



Jane Doe
test-jane-doe-10.31.25

Account Locked Out ⓘ

Last session: 10/31/25 05:04 PM (EST) ⓘ

Actions ▾

Account Settings

Profile Security History Membership Products

Profile

View and manage this user's profile information.

First name

Last name

Username

Contact email

Unlock test-jane-doe-10.31.25 ✕

This user will be able to sign into their Bridge account, which will allow access to all Bridge-enabled products.

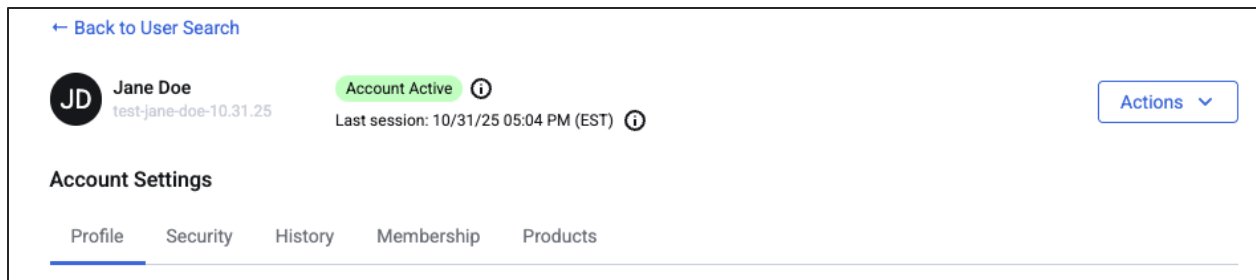
ⓘ

If this user had access to other non-Bridge applications those will need to be reactivated separately.

Cancel

Unlock User

3. Click **Unlock User**. The **User Details** window displays an **Unlock** confirmation message. The **User** status will also return to **Account Active**.



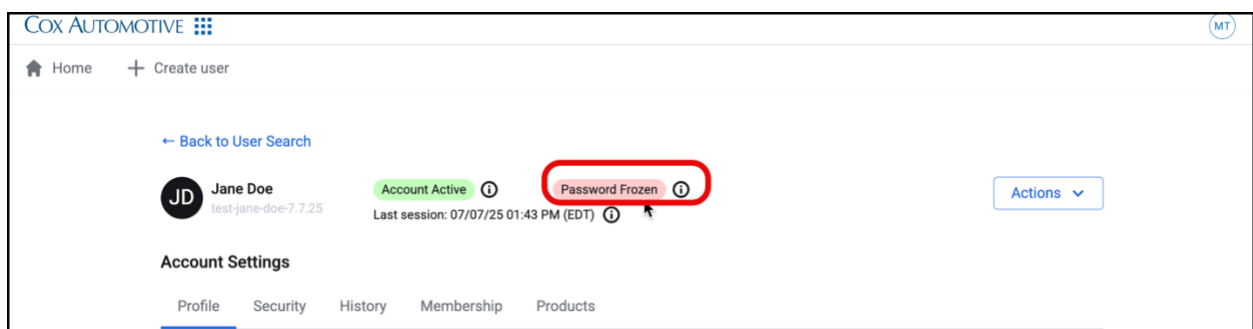
Password Frozen

You can view if a user has had their password frozen and can Unfreeze Password. A password automatically becomes frozen when an account experiences 30 bad password attempts.

Note: It is not possible to freeze a password manually.

Use the steps below to view if a user's password is frozen.

1. Navigate to the **User Details** page where you will see the [user status](#) confirming **Password Frozen**.



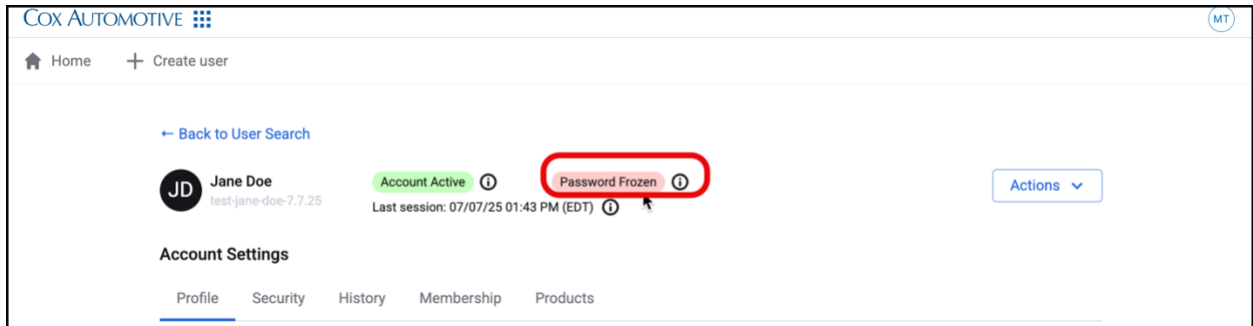
Unfreeze Password

A password automatically becomes frozen when an account experiences 30 bad password attempts. **Dealer Bridge Admins** can use **Unfreeze Password** to remove a hold on a selected user's account. Accounts automatically become unfrozen after 30 minutes.

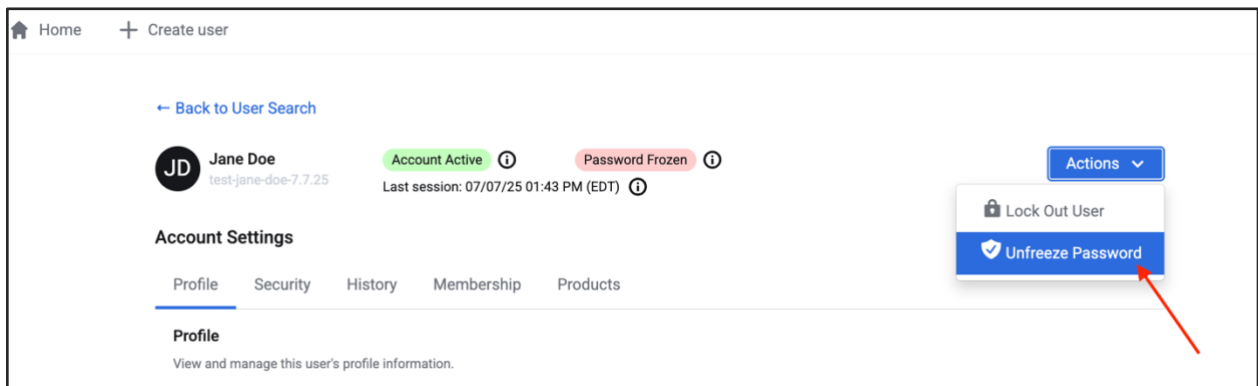
Note: Admins can unfreeze a password manually.

Use the steps below to unfreeze a password.

1. Navigate to the **User Details** page, where you will see the status of **Password Frozen**.



2. Click the **Actions** menu and then click **Unfreeze Password** to unfreeze the password.



Security Tab

You can use the **Security** tab to perform the following actions:

- View MFA factors.
- Clear MFA email and phone factors.
 - *All factors must be cleared for the user to be prompted to enter new MFA at login.*
- Determine if a user is enrolled in the Authentication App.
- Set a temporary password.

Note: The **Password** field displays as expired until the user logs in with the temporary password and sets a new password. If a user does not have an email on file, you must **verbally** provide the temporary password to the user.

Determine MFA factors configured

You can view a selected user's account MFA email and phone factors.

Note: All factors must be cleared for the user to be prompted to enter new MFA at login.

Use the steps below to view MFA factors.

1. Click the **Security** tab.

The screenshot shows a user profile page for Jane Doe. At the top, there is a header with a back link '← Back to User Search', a user card with a profile picture 'JD', name 'Jane Doe', email 'test-jane-doe-7.7.25', status 'Account Active' with an info icon, and last session '07/07/25 01:43 PM (EDT)' with an info icon. An 'Actions' dropdown menu is on the right. Below the header is the 'Account Settings' section with tabs: Profile, Security (selected), History, Membership, and Products. A hand cursor points to the Security tab. The Security section has a title 'Security' and a subtitle 'View and manage this user's account security information.' Below this is the 'Multi Factor Authentication and Account Recovery' section. It includes 'MFA Status' (Enabled with an info icon), 'MFA Email' (martinebarlowuser@gmail.com with a Clear button), 'MFA Phone' (NOT ENROLLED), and 'Authentication App' (NOT ENROLLED). At the bottom is the 'Password' section with a link 'Set Temporary Password'.

2. MFA factors appear in the **Multi Factor Authentication and Account Recovery** section. Users may enable MFA email, MFA phone, or both options.

Clear MFA Factors


You can clear a user's MFA email and phone factors in the event they have lost access to the configured factors.

Note: All factors must be cleared for the user to be prompted to enter new MFA at login.

Use the steps below to clear MFA factors.

1. Click the **Security** tab.

[← Back to User Search](#)



Jane Doe
test-jane-doe-7.7.25

Account Active ⓘ

Last session: 07/07/25 01:43 PM (EDT) ⓘ

Actions ▾

Account Settings

Profile **Security** History Membership Products

Security

View and manage this user's account security information.

Multi Factor Authentication and Account Recovery

MFA Status
Enabled ⓘ

MFA Email
martinebarlowuser@gmail.com [Clear](#)

MFA Phone
NOT ENROLLED

Authentication App
NOT ENROLLED

Password

[Set Temporary Password](#)

- Click the **MFA factor** you want to clear, then select **Clear**. The **Clear** dialog box displays based on the MFA factor you selected.

Account Settings

Profile **Security** History Membership Products

Security

View and manage this user's account security information.

Multi Factor Authentication and Account Recovery

MFA Status
Enabled ⓘ

MFA Email
martinebarlowuser@gmail.com [Clear](#)

MFA Phone
NOT ENROLLED

Clear Email

×

Are you sure you want to clear the Email for test-jane-doe-7.7.25?

[Cancel](#) [Clear Email](#)

- Click the **Clear Email/Phone** button. A **Successfully Cleared** notification displays.

Set a Temporary Password

You can generate a temporary password. If a user has an email on file, the temporary password will be sent to the user. If a user does not have an email on file, you must communicate the temporary password to the user.

Note: The **Password** field displays as expired until the user logs in with the temporary password and sets a new password.

Use the steps below to generate a temporary password.

1. Click the **Security** tab.

← Back to User Search

JD Jane Doe
test-jane-doe-7.7.25

Account Active ⓘ
Last session: 07/07/25 01:43 PM (EDT) ⓘ

Actions ▾

Account Settings

Profile **Security** History Membership Products

Security

View and manage this user's account security information.

Multi Factor Authentication and Account Recovery

MFA Status
Enabled ⓘ

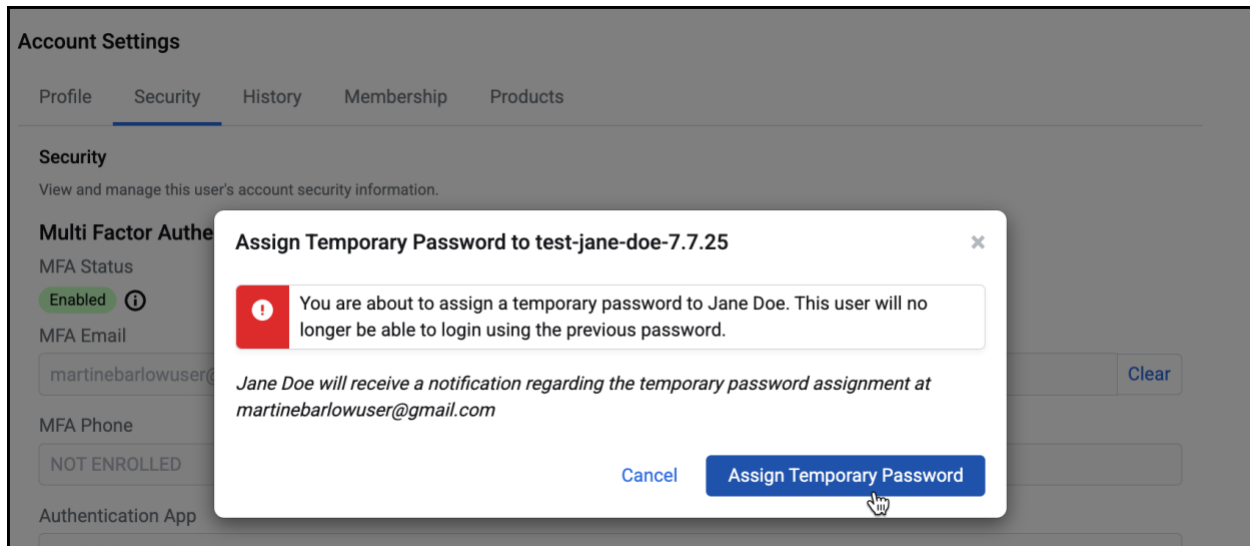
MFA Email
martinebarlowuser@gmail.com Clear



MFA Phone
NOT ENROLLED

Authentication App
NOT ENROLLED

Password
Set Temporary Password

2. Navigate to the **Password** section and click **Set Temporary Password**. The **Assign Temporary Password** dialog box displays.



3. Click **Assign Temporary Password**. A confirmation message is displayed.
4. Perform the following steps:
 - Click  to copy the password to the Clipboard so it can be relayed to the user.
 - Click  to close the dialog box.

History Tab

View User History

You can use the **History** tab to perform the following actions:

- View the actions taken on a user account.
- Troubleshoot issues.

[← Back to User Search](#)**Jane Doe**
test-jane-doe-7.7.25

Account Active ⓘ

Last session: 07/07/25 01:43 PM (EDT) ⓘ

Actions ▾

Account Settings[Profile](#) [Security](#) [History](#) [Membership](#) [Products](#)**History**

View the history of the actions taken on this account by the user and admins.

Action ⌵	Actor ⌵	Date and Time (EDT) ⌵
> SET STATUS	Identity Provider Poller	07/07/25 03:47 PM
> BRIDGE ADMIN ENABLED	test-martine-dealer-admin-1	07/07/25 03:05 PM
> UNLOCK USER	test-martine-dealer-admin-1	07/07/25 03:00 PM
> LOCK OUT USER	test-martine-dealer-admin-1	07/07/25 02:58 PM
> UNLOCK USER	test-martine-dealer-admin-1	07/07/25 02:51 PM
> LOCK OUT USER	test-martine-dealer-admin-1	07/07/25 02:30 PM
> LINK SOLUTION	test-martine-dealer-admin-1	07/07/25 01:54 PM
> UNLINK SOLUTION	test-martine-dealer-admin-1	07/07/25 01:53 PM
> ENABLE SOLUTION	test-martine-dealer-admin-1	07/07/25 01:43 PM
> DISABLE SOLUTION	test-martine-dealer-admin-1	07/07/25 01:42 PM

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10 / page ▾

Troubleshoot Using the History Tab

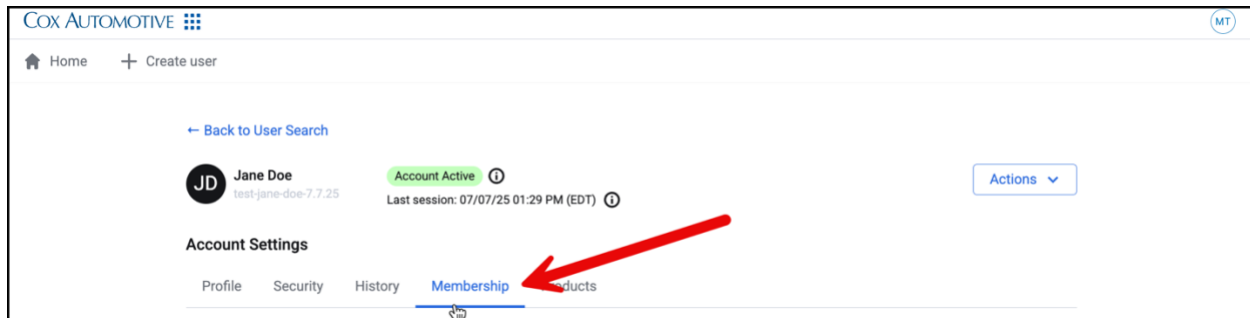
The screenshot displays the Cox Automotive user management interface. At the top, there's a navigation bar with 'Home' and 'Create user' links. Below this, a user profile for 'Jane Doe' is shown with a status of 'Account Active' and 'Last session: 07/07/25 01:43 PM (EDT)'. The 'History' tab is selected under 'Account Settings'. The history table lists various actions taken on the account, including setting status, enabling bridge admin, locking/unlocking user, linking/unlinking solutions, and enabling/disabling solutions. The table has columns for Action, Actor, and Date and Time (EDT). A pagination bar at the bottom shows '10 / page'.

Action	Actor	Date and Time (EDT)
SET STATUS	Identity Provider Poller	07/07/25 03:47 PM
BRIDGE ADMIN ENABLED	test-martine-dealer-admin-1	07/07/25 03:05 PM
UNLOCK USER	test-martine-dealer-admin-1	07/07/25 03:00 PM
LOCK OUT USER	test-martine-dealer-admin-1	07/07/25 02:58 PM
UNLOCK USER	test-martine-dealer-admin-1	07/07/25 02:51 PM
LOCK OUT USER	test-martine-dealer-admin-1	07/07/25 02:30 PM
LINK SOLUTION	test-martine-dealer-admin-1	07/07/25 01:54 PM
UNLINK SOLUTION	test-martine-dealer-admin-1	07/07/25 01:53 PM
ENABLE SOLUTION	test-martine-dealer-admin-1	07/07/25 01:43 PM
DISABLE SOLUTION	test-martine-dealer-admin-1	07/07/25 01:42 PM

You can use the **History** tab to determine the following information:

- Last password change (user action).
- When temporary password was set. (Support/**Bridge Admin** action)
- When user has been locked out/unlocked. (Support/**Bridge Admin** action)
- What products are enabled/disabled. (Support/**Bridge Admin** action)
- If user is enabled/disabled as **Bridge Admin**. (**Bridge Admin** action)
- When product was linked/unlinked. (Only users can link new solutions, only support can unlink)
- When MFA factors are added/removed. (Support/**Bridge Admin** action)
- First/last name changes. (user action)
- **Bridge ID** username changes (user action).
- Membership changes. (Support/**Bridge Admin** action)
- Welcome email sent/resent.
- Set user status.
- User creation/activation.

Membership Tab



You can use the **Membership** tab to perform the following actions:

- View dealership a user is a member of.
- Edit dealership access. *See note below.

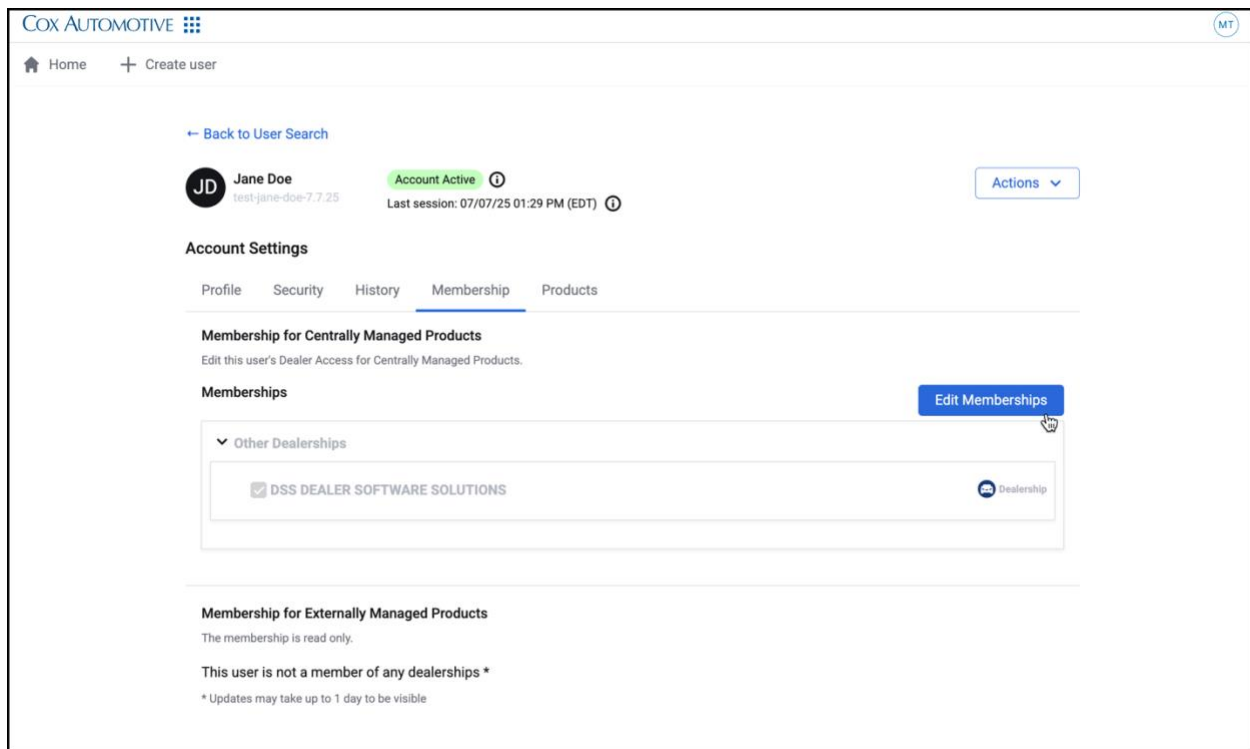
Note: In the future, as part of Central User Creation (CUC), the admin will need to set the user membership (what dealership(s) the users have access to). Currently, it is not necessary, and the admin can skip this step, although it will not hurt anything if they do set it.

Additionally, if the user is part of a group, the stores they have access to will also display.

View User Membership

Dealer Bridge Admins can view a selected user's membership. Use the steps below to view a selected user's membership.

1. Click the **Membership** tab.



Edit Membership

You can edit a selected user's membership. Use the steps below to edit a selected user's membership.

1. Click the **Membership** tab.
2. Click **Edit Membership** and select which dealerships (when applicable) the user should and should not have access to.

COX AUTOMOTIVE

MT

[Home](#) [+ Create user](#)

[← Back to User Search](#)

JD

Jane Doe

test-jane-doe-7.7.25

Account Active

Last session: 07/07/25 01:29 PM (EDT)

Actions

Account Settings

Profile

Security

History

Membership

Products

Membership for Centrally Managed Products

Edit this user's Dealer Access for Centrally Managed Products.

Memberships

Cancel

Save Changes

Other Dealerships

DSS DEALER SOFTWARE SOLUTIONS

Dealership

Membership for Externally Managed Products

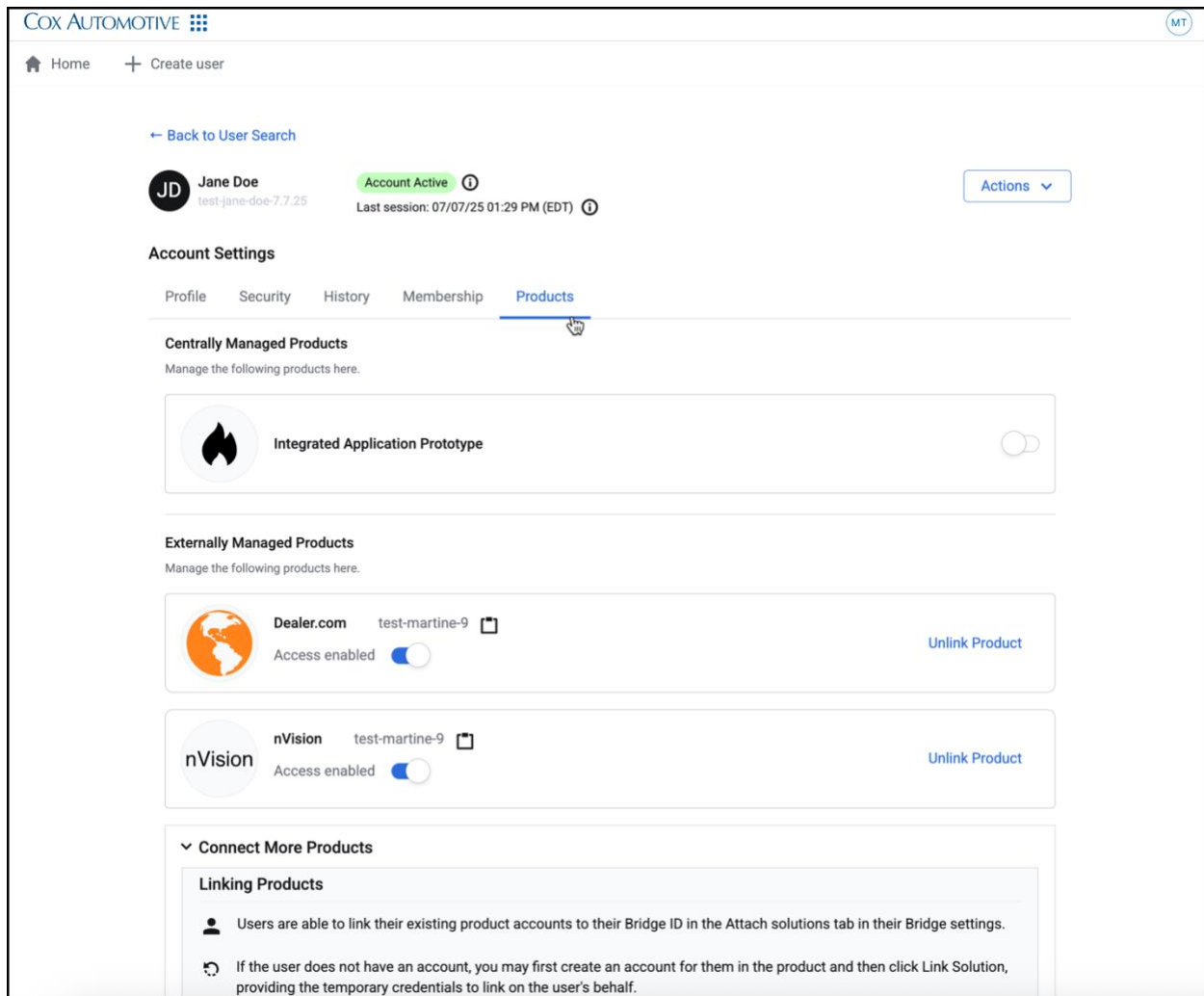
The membership is read only.

This user is not a member of any dealerships *

* Updates may take up to 1 day to be visible

Click **Save Changes** to save the membership for the user.

Products Tab



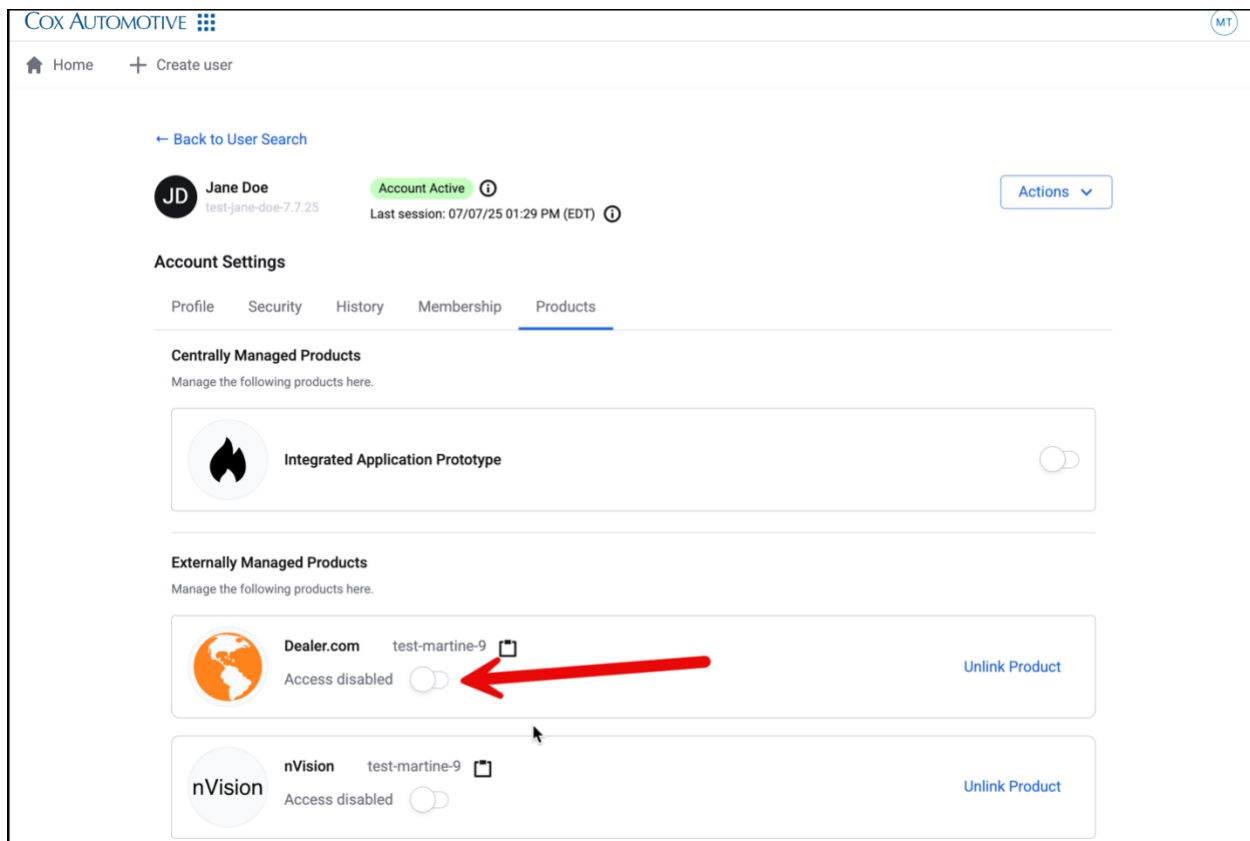
You can use the **Products** tab to perform the following actions:

- View/verify the product(s) a user has linked to their **Bridge ID**.
- Connect more product(s) if you need to link or unlink access to products.

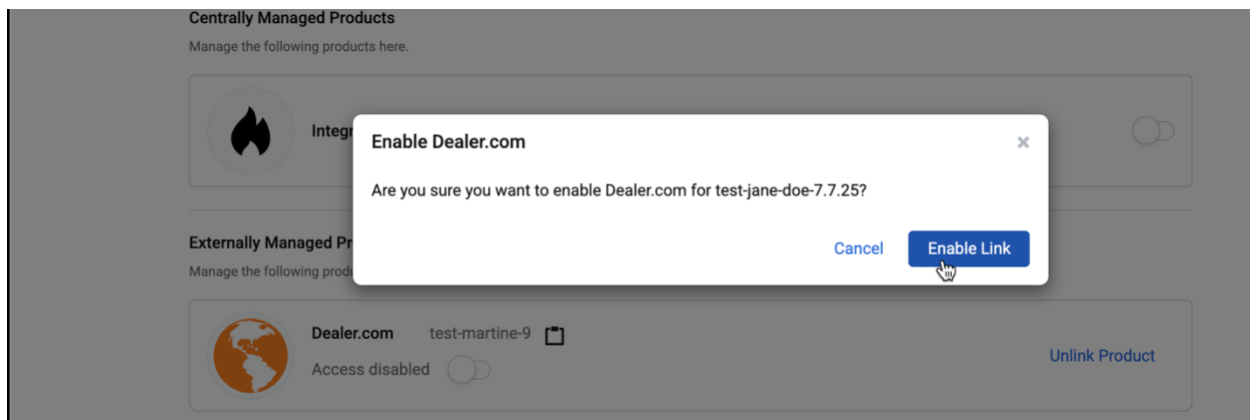
Enable Product Access

You can grant access to products for users you manage. Use the steps below to grant product access.

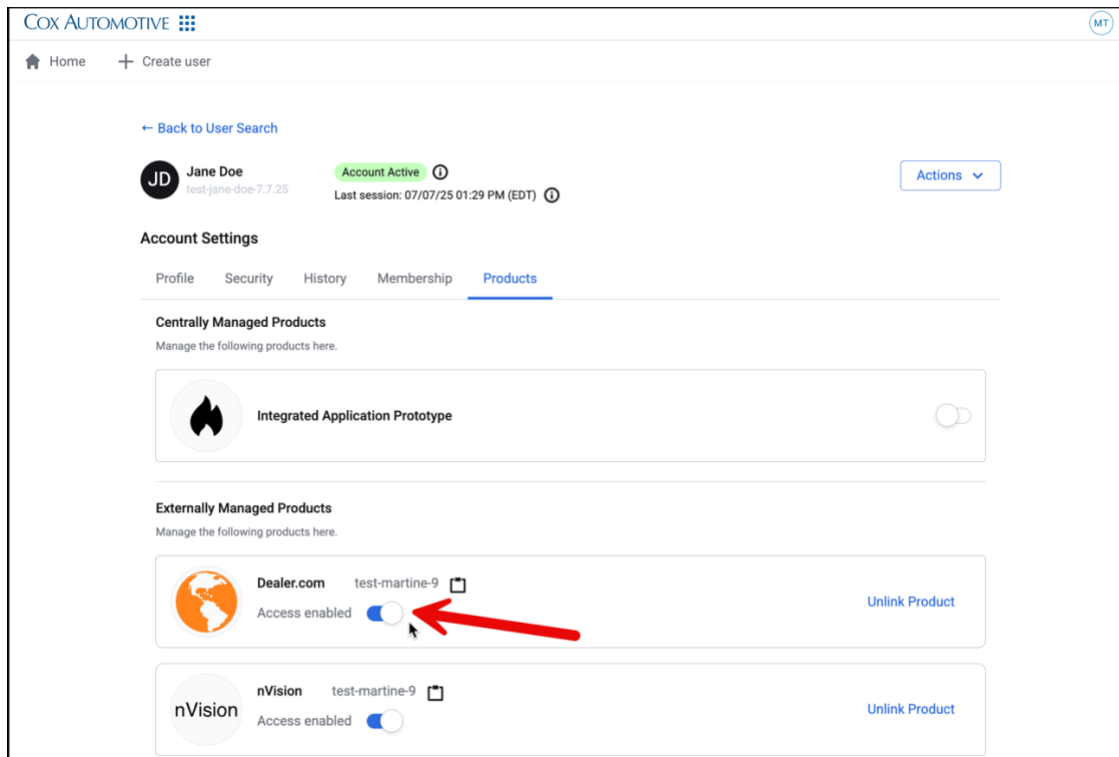
1. Click the **Products** tab.



2. Select the appropriate solution and then click the **Access enabled** toggle. The **Enable** dialog box displays.



Click **Enable Link**. A **Solution Enabled** confirmation message displays.



Disable Product Access

You can revoke access to products for users you manage. Use the steps below to revoke product access.

1. Click the **Products** tab.

Cox Automotive MT

Home + Create user


[← Back to User Search](#)

Jane Doe test-jane-doe-7.7.25 Account Active ⓘ Last session: 07/07/25 01:29 PM (EDT) ⓘ Actions ▾


Account Settings


Profile Security History Membership Products

Centrally Managed Products
Manage the following products here.

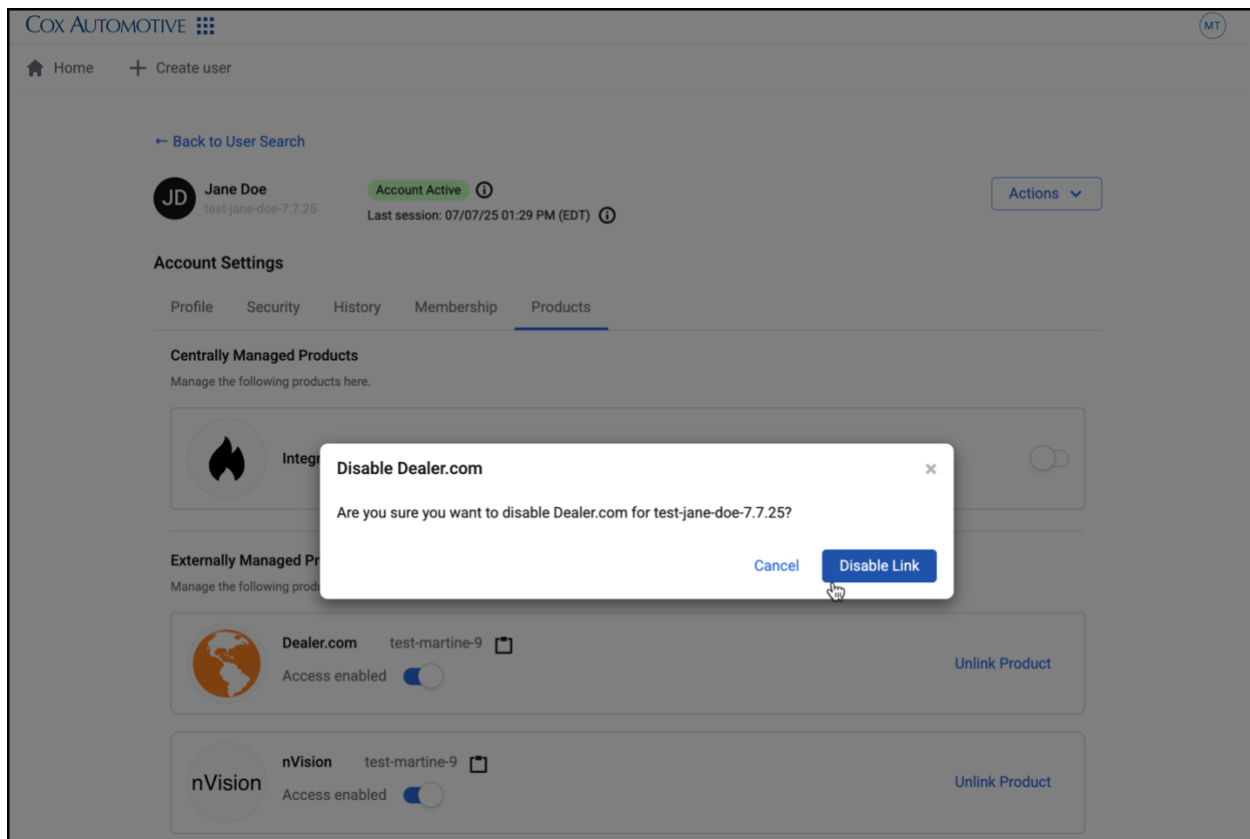
 **Integrated Application Prototype** ⏻

Externally Managed Products
Manage the following products here.

 **Dealer.com** test-martine-9 📄
Access enabled ☒ Unlink Product

 **nVision** test-martine-9 📄
Access enabled ☐ Unlink Product

2. Select the product and then click the **Access enabled**. The **Disable** dialog box displays.

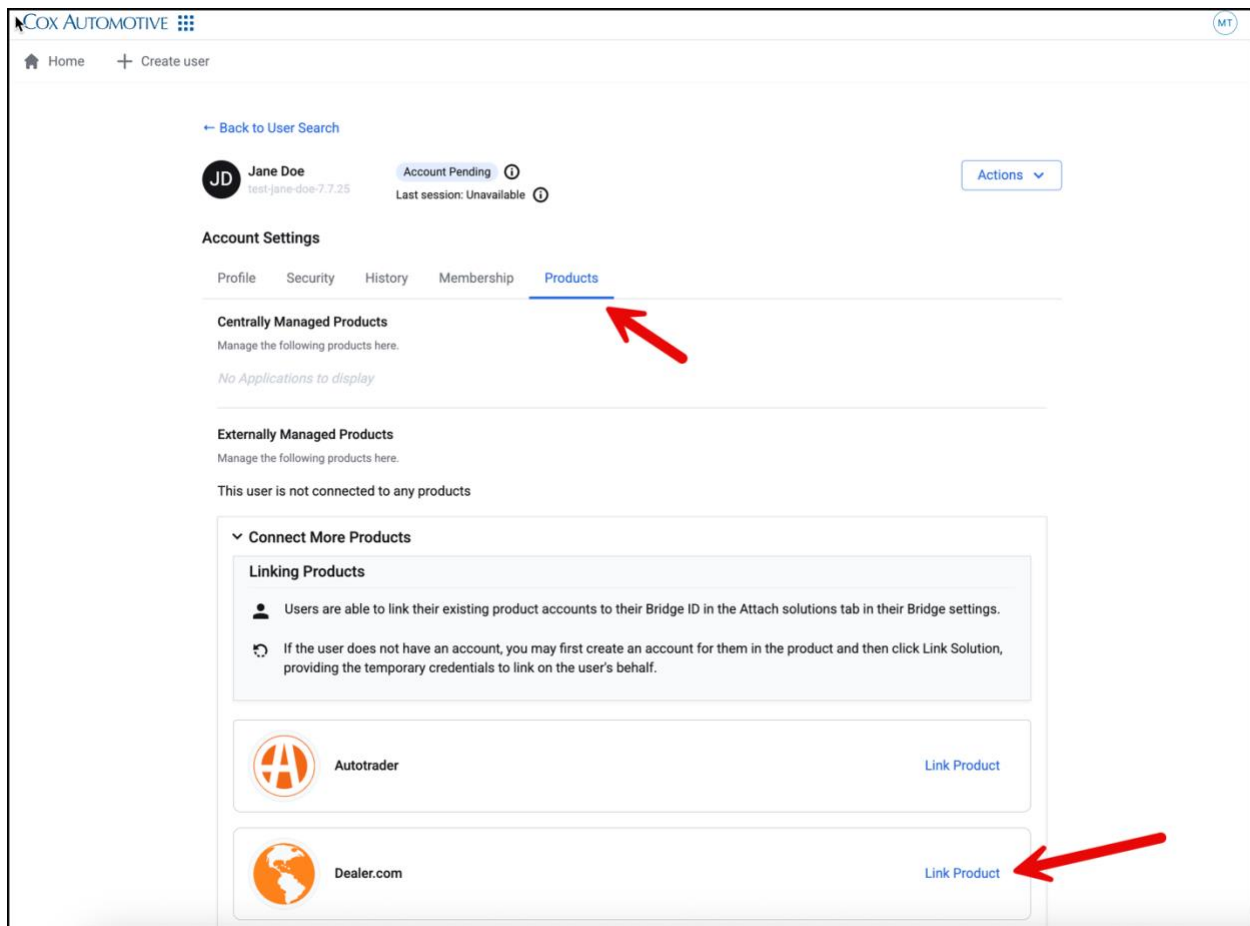


3. Click **Disable Link**. A **Solution Disabled** confirmation message appears.

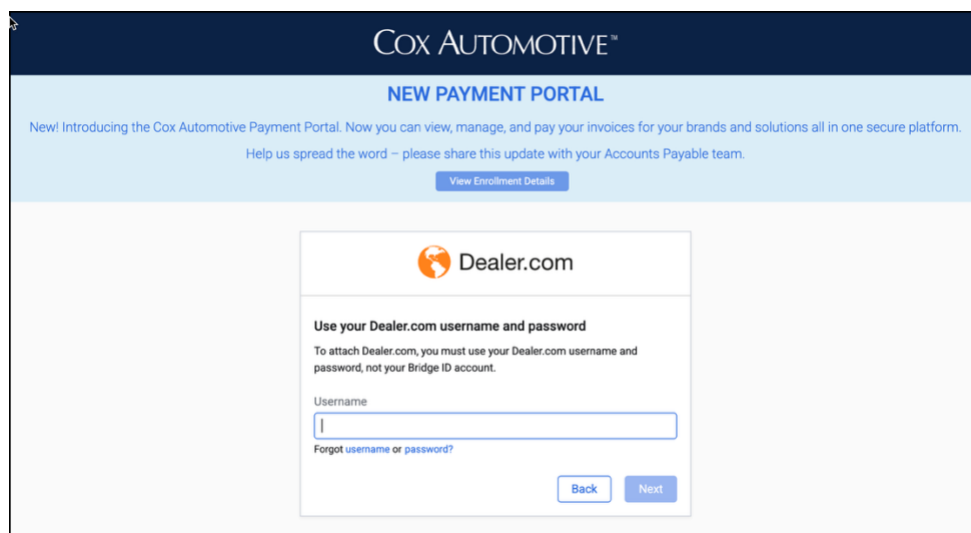
Link Product

You can use **Link Product** to add an association between product(s) for a selected user's account. Use the steps below to link a product.

1. Click the **Products** tab.



2. Navigate to the product you want to link, then click **Link Product**. The login screen displays for the selected product. Enter the username.



3. Click **Next**. The login screen reappears for the selected product. Enter your password.

NEW PAYMENT PORTAL

New! Introducing the Cox Automotive Payment Portal. Now you can view, manage, and pay your invoices for your brands and solutions all in one secure platform.

Help us spread the word – please share this update with your Accounts Payable team.

[View Enrollment Details](#)



Dealer.com

Use your Dealer.com username and password

To attach Dealer.com, you must use your Dealer.com username and password, not your Bridge ID account.

← test-martine-9

Password

[Show Password](#)

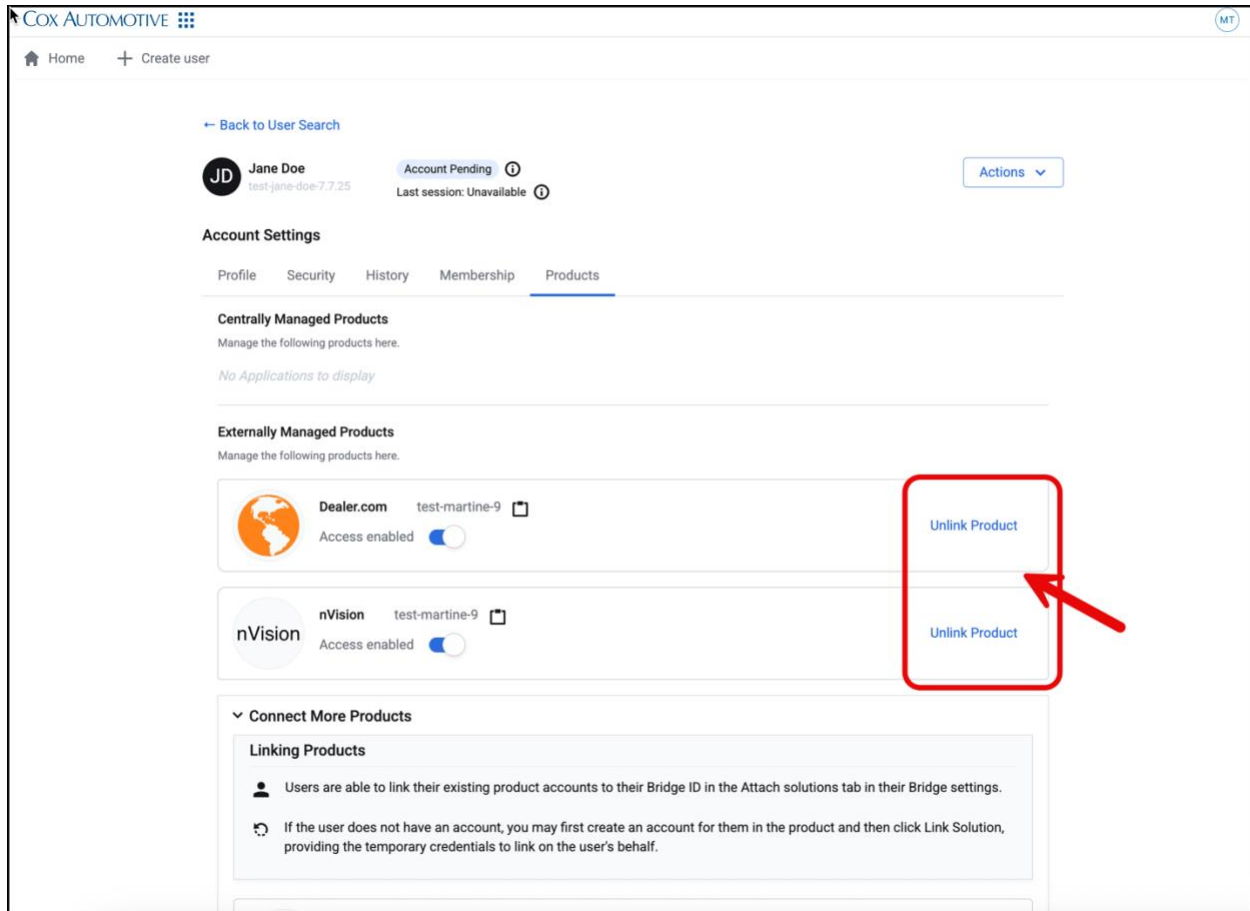
.....

[Forgot password?](#)

[Back](#)

[Attach](#)

Click **Attach**. A confirmation message displays, and the linked product appears on the **Products** tab.

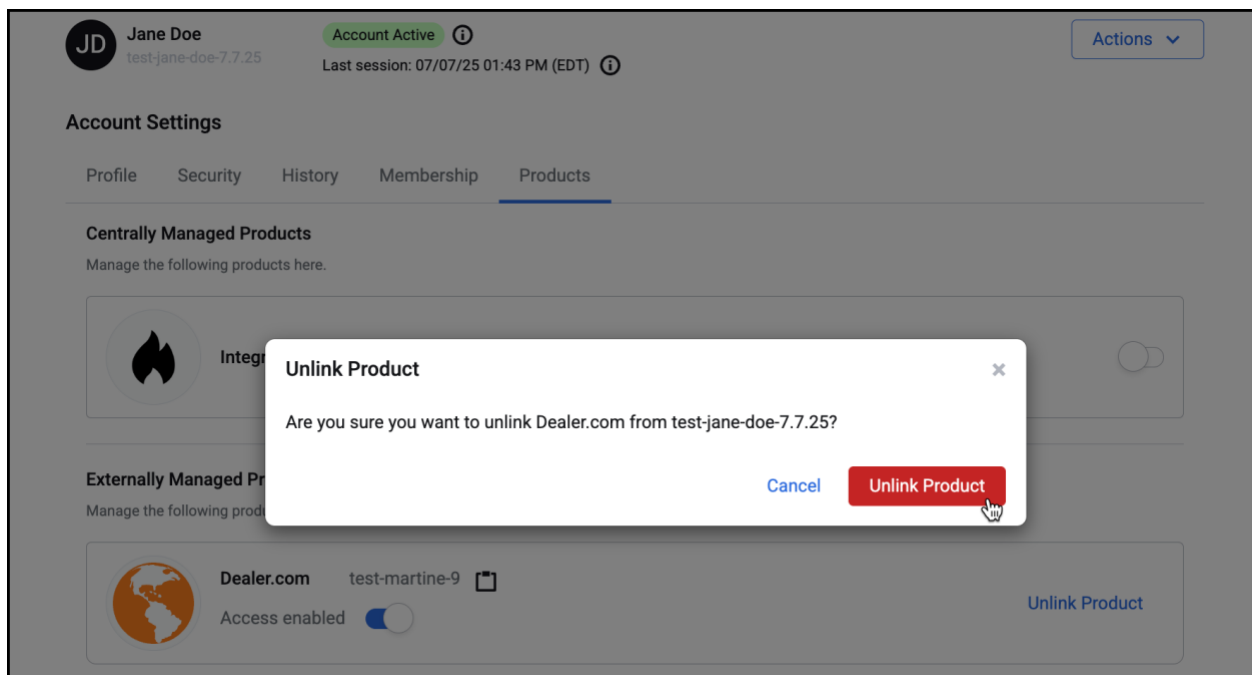
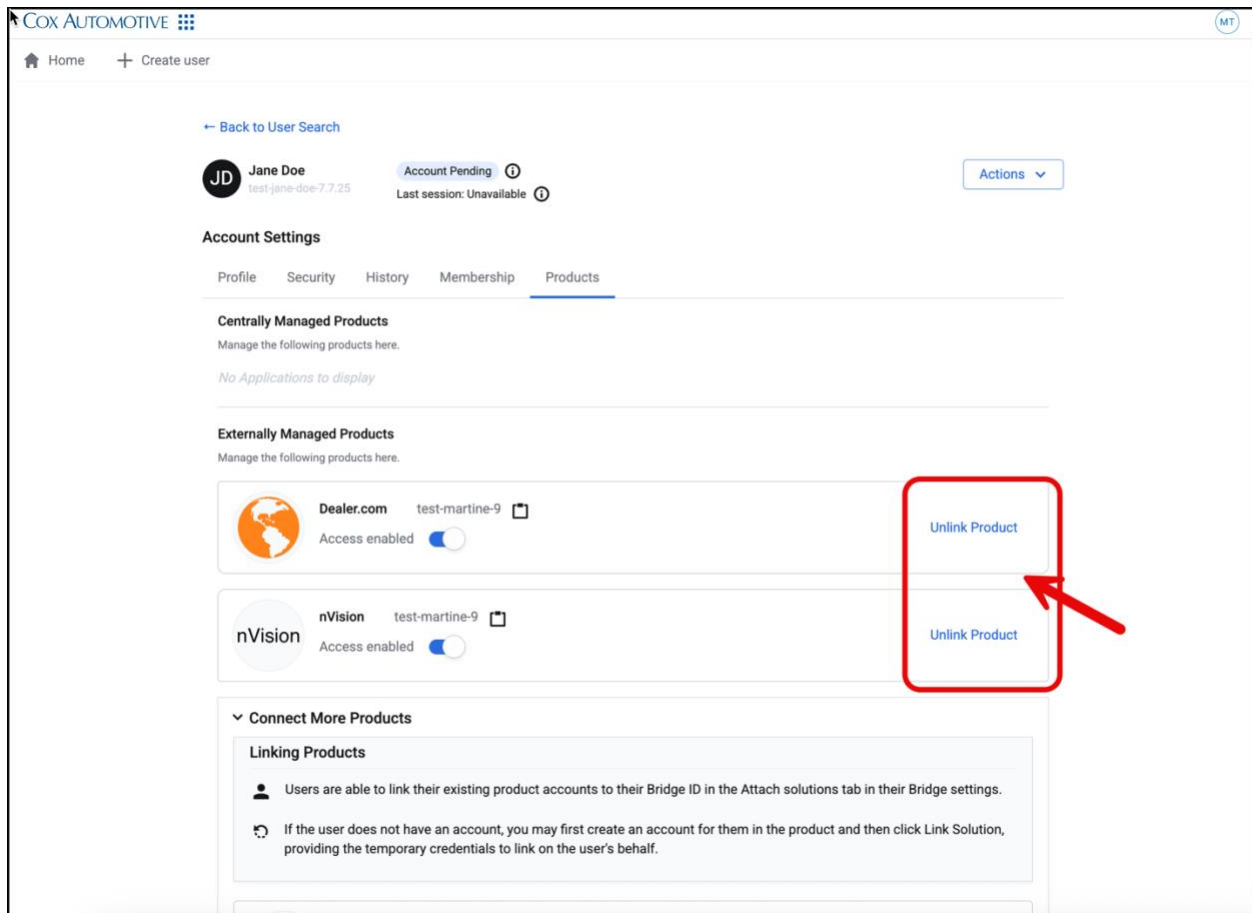


Unlink Product

You can use **Unlink Product** to remove an association between product(s) for a selected user's account. Use the steps below to unlink a product.

1. Navigate to the **User Details** section and click the **Products** tab.

4. Select the Product and then click **Unlink Product**. The **Unlink Product** message displays.

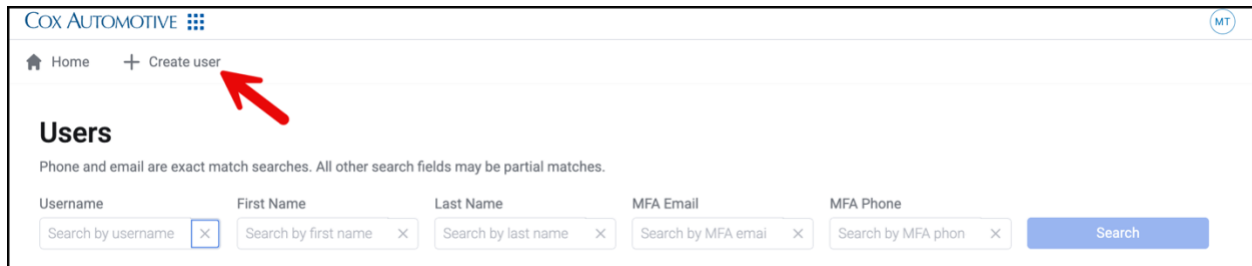


5. Click **Unlink Product**. The Unlinked *solution* message displays and the product is deleted from the area under the **Externally Managed Products** area.

Create Users

Use the steps below to create new users.

1. From the user **Search** page, click **+ Create user**. A dialog displays where you can enter profile information.



The screenshot shows the COX AUTOMOTIVE Users page. At the top, there is a navigation bar with a home icon, the text 'Home', a plus icon, and the text '+ Create user'. A red arrow points to the '+ Create user' button. Below the navigation bar, the page title 'Users' is displayed. Underneath the title, a note states: 'Phone and email are exact match searches. All other search fields may be partial matches.' Below this note, there are five search input fields: 'Username' (with placeholder 'Search by username'), 'First Name' (with placeholder 'Search by first name'), 'Last Name' (with placeholder 'Search by last name'), 'MFA Email' (with placeholder 'Search by MFA email'), and 'MFA Phone' (with placeholder 'Search by MFA phone'). Each input field has a small 'x' icon to its right. To the right of these input fields is a blue 'Search' button. In the top right corner of the page, there is a circular icon with the letters 'MT' inside.

3. Enter the following information:

- First name
- Last name
- Username
- Contact email * Where users will receive Bridge and Welcome emails.

COX AUTOMOTIVE

Home + Create user

Profile Information
Let's start with the basics.

First name: Jane

Last name: Doe

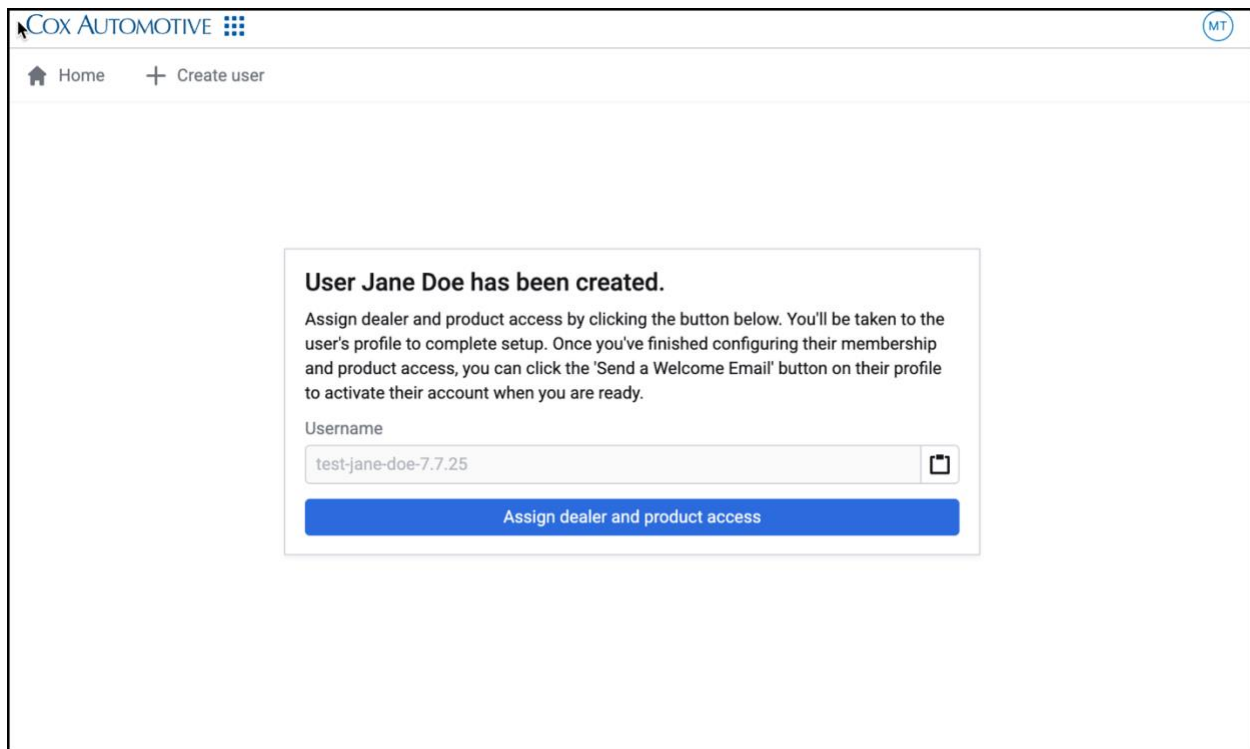
Username: test-jane-doe-7.7.25
✓ Username is available.

Contact email: martinebarlowuser@gmail.com

Cancel Create User

Note: The contact email does not need to be unique. It is ok if the email already exists for a different **Bridge User**.

4. Click **Create User**. A confirmation message displays indicating a new user has been created along with directions and a button on how to assign dealer and product access.



Tip: The username is included in the Welcome Email, so you do not need to convey this to the new user in advance.

5. Click **Assign dealer and product access**. The user **Membership** tab displays.

Note: In the future, as part of Central User Creation (CUC), the admin will need to set the user membership (what dealership(s) the users have access to). Currently, it is not necessary, and the admin can skip this step, although it will not hurt anything if they do set it.

Cox Automotive

MT

[Home](#) [+ Create user](#)

[← Back to User Search](#)

JD

Jane Doe

test-jane-doe-7.7.25

Account Pending ⓘ

Last session: Unavailable ⓘ

Actions ▾

Account Settings

[Profile](#) [Security](#) [History](#) [Membership](#) [Products](#)

Membership for Centrally Managed Products

Edit this user's Dealer Access for Centrally Managed Products.

Memberships

Cancel

Save Changes

▼ Other Dealerships

☒ DSS DEALER SOFTWARE SOLUTIONS

Dealership

Membership for Externally Managed Products

The membership is read only.

This user is not a member of any dealerships *

* Updates may take up to 1 day to be visible

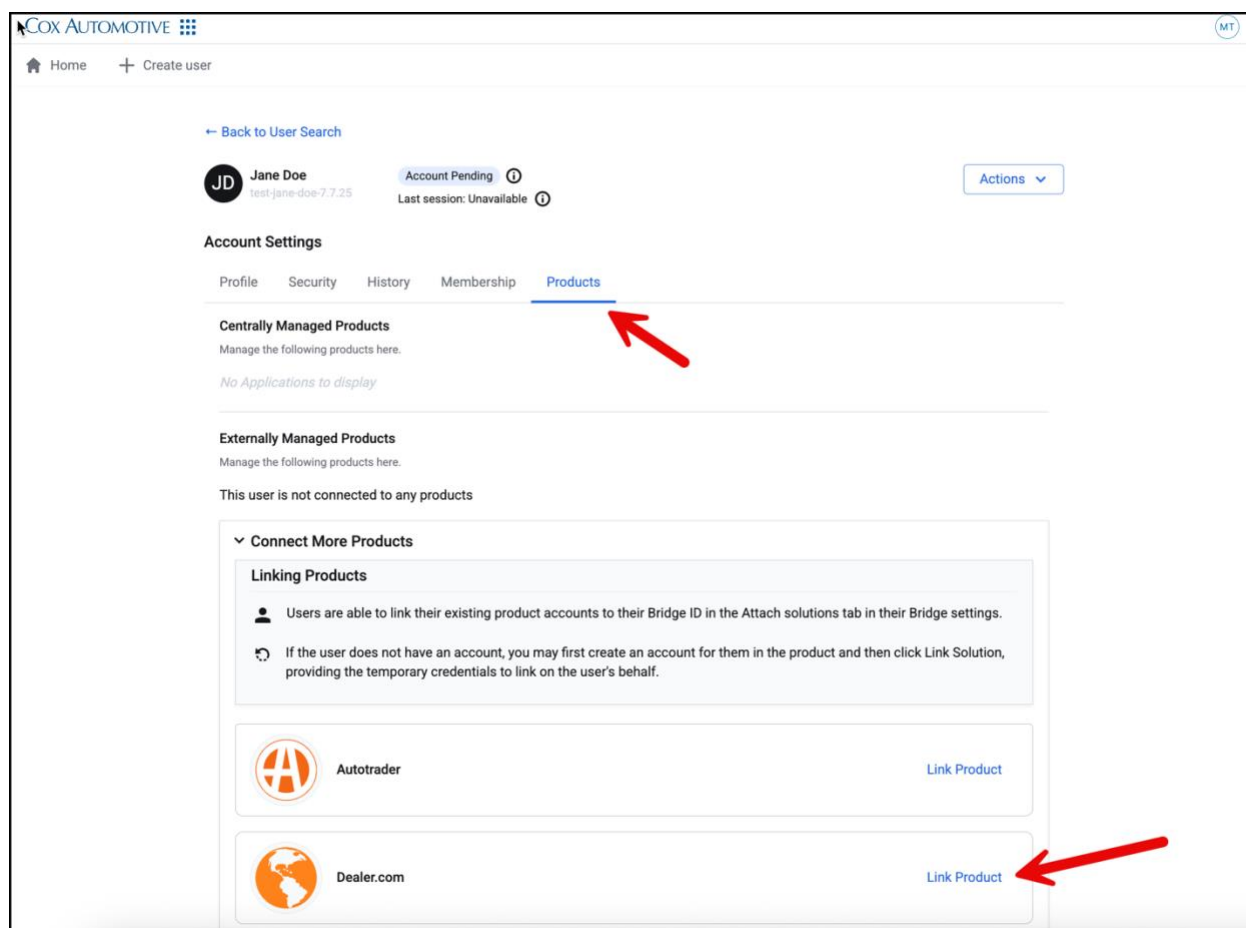
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Use Link on Behalf


Link on Behalf is useful for products that have not yet adopted **Central User Creation (CUC)** or where users are created locally within the product. It allows user accounts from other products to link to a **Bridge User Account**, enabling single sign-on. For example, a user created in **Dealer.com** can link to a **Bridge User Account**, and if that user also has **vAuto** and **VinSolutions Accounts**, they can link to **Bridge** as well.

After you create your shell user you must configure product access.

1. Click **Link Product** for the product you want to link to the **Bridge User**.



2. Enter the username and password of the product account for the user and then click **Attach**.

 Dealer.com

Use your Dealer.com username and password
To attach Dealer.com, you must use your Dealer.com username and password, not your Bridge ID account.

Username

[Forgot username or password?](#)

[Back](#) [Next](#)

3. Link to any remaining product accounts the user has that they want to access using the one Bridge User account.

Appendix

If you want to	Then use ...
Lock a selected user's account	Lock Out User
Unlock a selected user's account	Unlock User
Setup and/or Clear MFA Factors for a selected user's account	Security Tab
View if a selected user's account has a frozen password	Freeze Password
Remove a hold on selected user's account	Unfreeze Password
Grant Bridge Admin access	Grant Bridge Admin
Revoke Bridge Admin access	Remove Bridge Admin
Generate a password for a selected user's account	Generate a Temporary Password
Grant product access to a selected user's account	Grant Product Access
Revoke product access to a selected user's account	Revoke Product Access
Add a selected user's association to product(s)	Link Product
Remove association between product(s)	Unlink Product
View membership details	Membership Tab
View user details	Profile Tab
Edit user details	Profile Tab
View user account history	History Tab
View dealer membership for a specific user	Membership Tab