



Link.e.entry

*Login problems and
password change procedure.*

EMEA



Jeep



Login problems



Enter Username and Password



Access OK



ACCESS NOT OK



PASSWORD EXPIRED

The user needs to change password

USER LOCKED

*User disabled.
For more information, select
"Login problems"*

WRONG USERNAME

*Wrong username and/or password.
For more information, select "Login problems"*

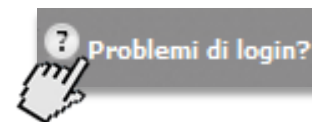
WRONG PASSWORD

Cambio Password



What to do?

1. Login problems
2. Select Market/Dealer



Contact
administrator
(.admin)



Reset
Password

Reset password - Dealers


Click on
"Need help?"

1



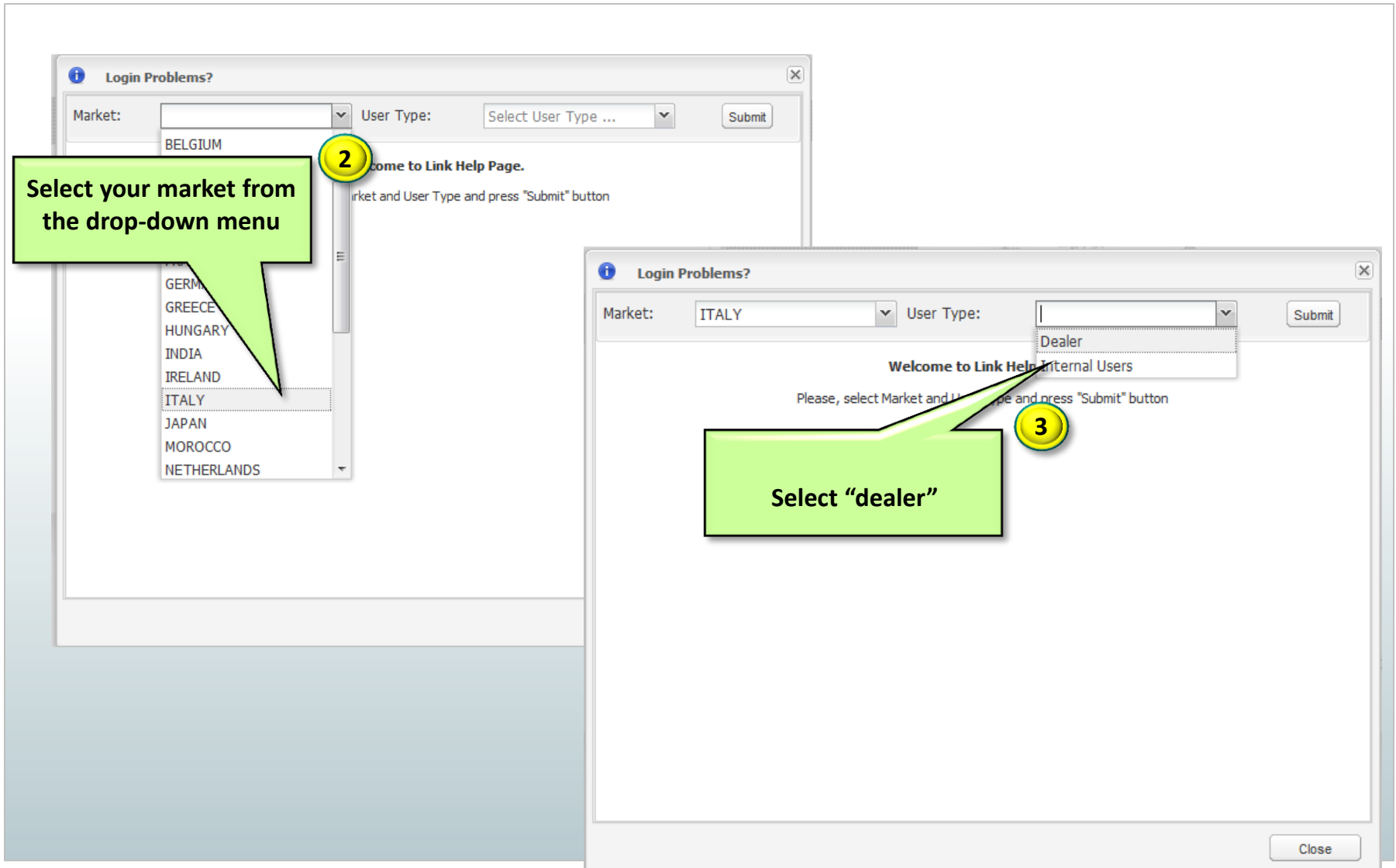
The image shows a login form titled "link e entry". It features two input fields: "User ID" and "Password". Below the "Password" field is a link that says "Serve aiuto?". To the right of the form is a "LOGIN" button.

The login problem
page appears



The image shows a help page titled "Problemi di login?". It has a header with "Mercato:" and a dropdown menu "Selezionare lo Stato...", and "Tipo Utente:" with a dropdown menu "Selezionare tipo utente...". There is a "Submit" button. The main content area says "Benvenuti sulla Pagina di Help" and "Prego selezionare Mercato e Tipo di utenza e premere Invio". At the bottom right is a "Chiudi" button.

Reset password - Dealers



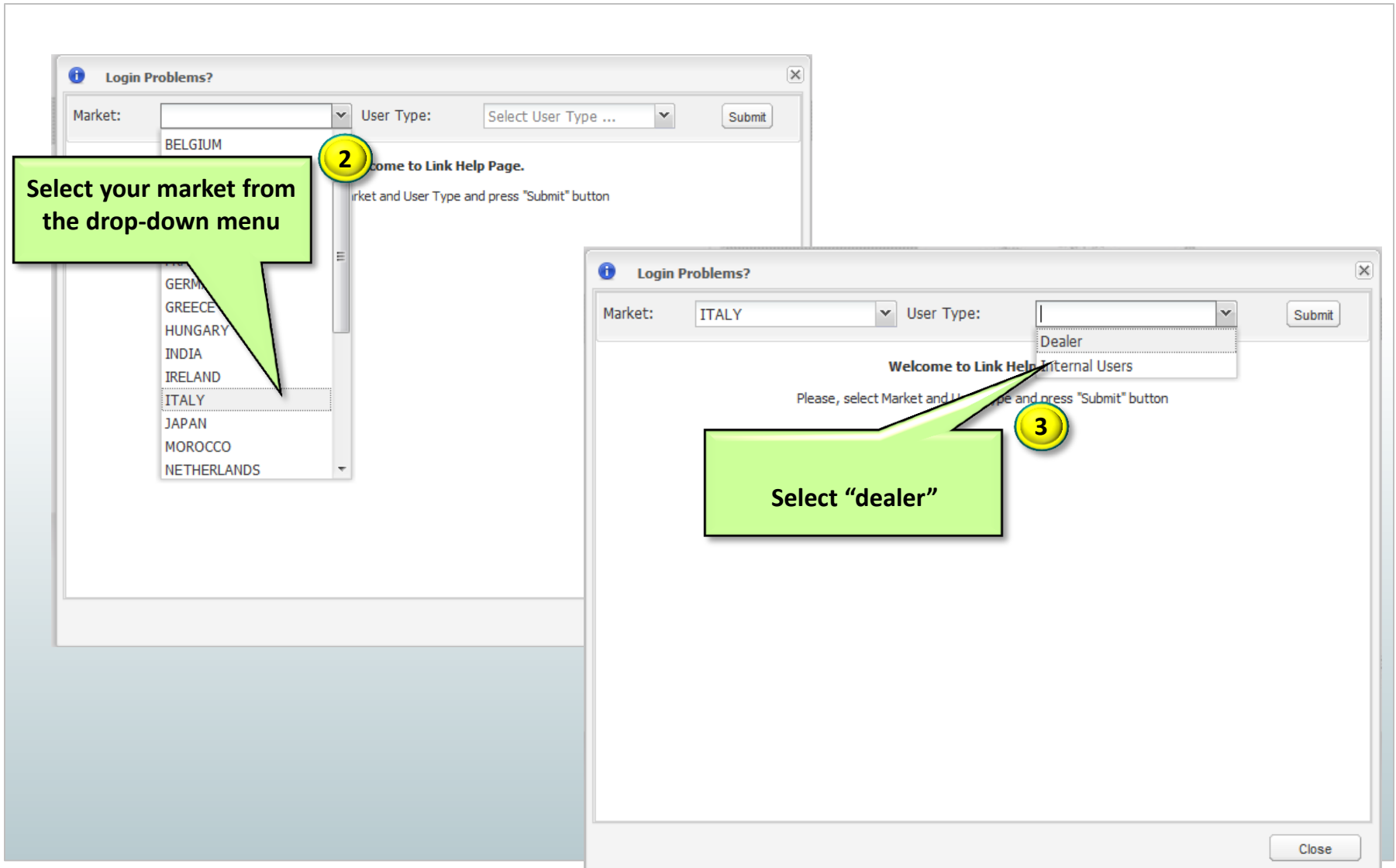
Login Problems?

Market: User Type:

2 Select your market from the drop-down menu

GERMANY
GREECE
HUNGARY
INDIA
IRELAND
ITALY
JAPAN
MOROCCO
NETHERLANDS

Welcome to Link Help Page.
Please, select Market and User Type and press "Submit" button



Login Problems?

Market: User Type:

3 Select "dealer"

Dealer
Internal Users

Welcome to Link Help Page.
Please, select Market and User Type and press "Submit" button

Reset password - Dealers



Login Problems?

Market: User Type:

Welcome to Link Help Page.

Please, select Market and User Type and press "Submit" button

Click the "Submit" button

link.e.entry - Windows Internet Explorer

Mercato: Tipo Utente:

Pagina di Help per Utente Dealer - Applicazione link.e.entry

Le credenziali per l'accesso a link.e.entry sono le stesse già in uso su link.e.sales o link.e.service

Istruzioni per utenze Dealer / Officina (.dxxx)

Messaggio: «**Utente disabilitato**»
Contatta il tuo amministratore di sistema (.admin)

Messaggio: «**User id o password non corretti.**»
Non ti ricordi la Username? Contatta il tuo amministratore di sistema (.admin)
Non ti ricordi la password? Fai il reset della password: [Reset password](#)

Messaggio: «**La tua User ID è stata bloccata.**»
L'utenza si sblocca automaticamente in 15 minuti.
Per lo sblocco immediato contatta il tuo amministratore di sistema (.admin)

Istruzioni per Utenti Amministratore (.admin)

Se non riesci a risolvere il problema, contatta l'Help Desk di Link.e.entry al numero **00800.3428.2255 (da mobile 800.713.724)**.

Messaggio: «**Utente disabilitato**»
Contatta l'Help Desk di Link.e.entry al numero **8000800.3428.2255 < (da mobile 800.713.724)**.

Messaggio: «**User id o password non corretti**»
Non ti ricordi la password? Fai il reset della password: [Reset password](#)

Se non riesci a risolvere il problema, contatta l'Help Desk di Link.e.entry al numero **00800.3428.2255 (da mobile 800.713.724)**.

Click the link

Reset password - Dealers



6

Enter username and e-mail

The e-mail entered must be the same as the one in the personal details in myUsers or myPeople.
In the event of an error, contact your Administrator or the Help Desk.

Reset Password (invio via indirizzo Email)

Username

Indirizzo Email

GO

CANCEL

Reset Password (invio via indirizzo Email)

Username

Indirizzo Email

GO

CANCEL

7

Click "GO"

Reset Password (invio via indirizzo Email)

Username

Indirizzo Email

**A new password will be sent
to the reset e-mail address**

Password reset operation complete.

How to enter the reset e-mail address from Dealer and Workshop Accounts (1/2)



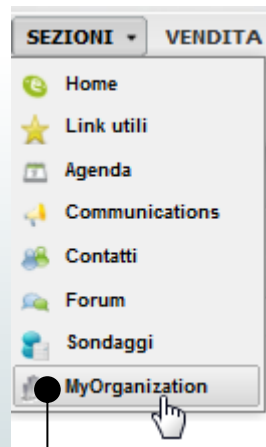
The **reset e-mail address** is the address at which the new password is received when a Password Reset is carried out.

Each Link.e.entry user can update their own reset e-mail address through the following procedure.



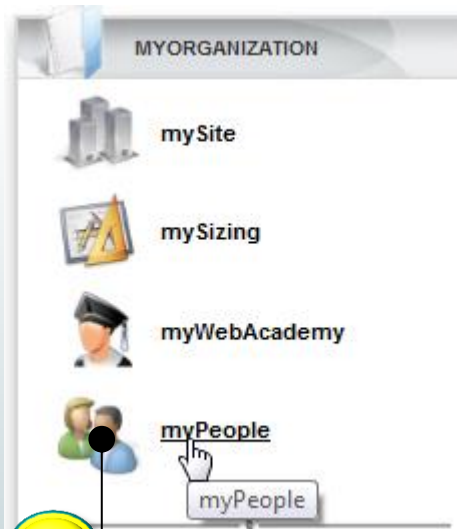
1

Access Link.e.entry



2

Select MyOrganization from the Sections menu



3

Select myPeople





4

Select User Manager to view the list of users.

How to enter the reset e-mail address from Dealer and Workshop Accounts (1/2)



USER VIEW

Username	Display name	edit	Reset	Status	delete
1100000.d010	Nome Cognome				

5

Select here to edit your personal details

6

Enter the reset e-mail address in the specific field.

7

Complete using the Confirm button

Aggiornamento attributi Utente

Username:

* Nome:

* Cognome:

Codice Lingua:

* Email:

Telefono:

Email for Reset:

Fax:

I campi contrassegnati dall'asterisco sono obbligatori

Operation completed.

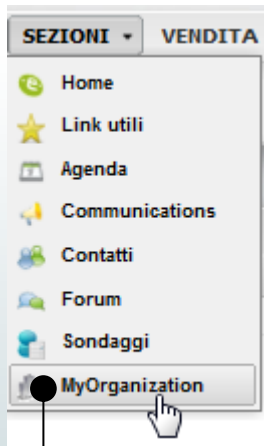
For System Administrator (.admin) Password reset procedure (1/2)

The system administrator (.admin) accesses Link.e.entry and can reset user passwords.



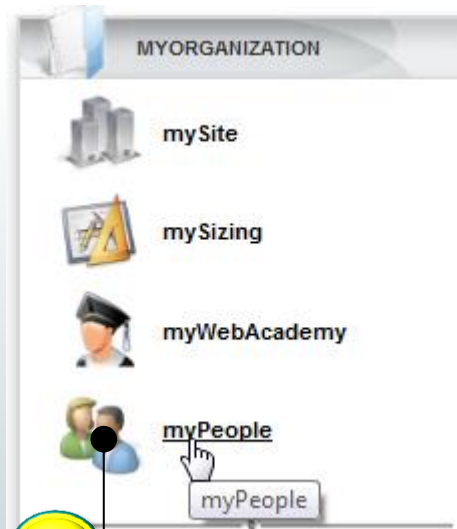
1

Access Link.e.entry



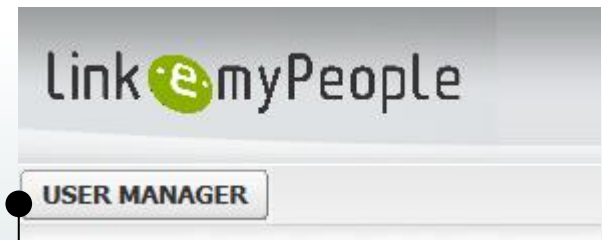
2

**Select MyOrganization
from the Sections menu**



3

Select myPeople



4

**Select User Manager to view the list
of users**

For System Administrator (.admin) Password reset procedure (2/2)

The screenshot displays the 'USER VIEW' interface. At the top, there is a search bar with the text 'test' and radio buttons for 'UserName' and 'LastName'. A 'View All Users' button is also present. Below the search bar is a table with the following columns: Username, Display name, edit, Reset, Status, and delete. The table contains six rows of user data. A yellow circle with the number '5' points to the 'Reset' column of the first row. Below the table, there is a 'Reset Password' form. A yellow circle with the number '6' points to the 'Nuova Password' field. Another yellow circle with the number '7' points to the 'Conferma' button. A text box at the bottom states 'Operation completed.'

Username	Display name	edit	Reset	Status	delete
1100000.d011	Test11 Test11				
1100000.d012	Test1 Test2				
1100000.d016	Test Test				
1100000.d017	Test2 Test2				
1100000.d018	Test1 Test2				
1100000.d019	Test Test19				

Reset Password

Username: 1100000.d016

* Nuova Password:

* Conferma password:

Help password rules:

I campi contrassegnati dall'asterisco sono obbligatori

Operation completed.