



# CDK Global Partner Program

## Partner Access Authorization Process



Evolving the Automotive Retail *Experience*

## Providing a Convenient Online Authorization Process

Our CDK Partner Program lets you choose the partners with whom you want to share your data, limits access to only the necessary data elements and brings a level of security to CDK, our partners and dealers.

The CDK eStore offers a quick and easy process to authorize partners in our CDK Partner Program to access your CDK Dealer Management System (DMS).

1. To provide access to a partner, a Corporate Officer from your dealership, with the authorization to sign the CDK Master Service Agreement, must complete the authorization process below. If your title is not authorized, you don't know your DealerSuite ID or password, you would like to see a demo of the process, or you need any other assistance with these instructions, please use Service Connect on your CDK desktop and select DealerSuite as the "area of impact" to open a case or you can select "Chat with Support" to connect with a DealerSuite associate. If you do not know your login and/or password, please use the "Forgot Login" or "Forgot Password" options on the DealerSuite login screen.

To walk through the process without placing an order, please follow the instructions below, instead using "OMTeStoreDemo" as the ID and the password (password is case sensitive). This will also generate an email to CDK Support and the partner, making us aware that someone from your dealership is testing the process.

**Please note that you must have a title in the list of Authorized Signers (title list available upon request from support) and you must be using Internet Explorer (IE), have all IE browsers closed and be completely logged out of DealerSuite before you click on the partner's link.**

## Please follow the steps below to authorize a CDK approved partner to have access to your CDK DMS data.

- STEP 1:** Log completely out of DealerSuite and close all Internet browser windows. Do not log into DealerSuite before clicking on the partner URL.
- STEP 2:** Click, type or copy/paste the URL that the partner provided to you. If you do not have a URL that begins with “https://portal.dealersuite.com/eStore...” please contact the partner to obtain a partner-specific URL.
- STEP 3:** Enter your existing DealerSuite ID and password, then click "log in." If you do not know your DealerSuite login and/or password, please use the “Forgot Login” or “Forgot Password” options on the DealerSuite login page.  
If you are still having issues logging in or you need a login created, please use Service Connect on your CDK desktop and select DealerSuite as the “area of impact” to open a case or you can select “Chat with Support” to connect with a DealerSuite associate.
- STEP 4:** Once logged in, click “Click here to view available CMF(s)...” at the bottom of the page.
- STEP 5:** You will see the CMF number(s) that are authorized and unauthorized for your User ID. This is for information only; you will be able to select specific CMFs later in Step 9. Continue by clicking “Start Enrolling.”
- STEP 6:** Review and select the appropriate product.
- STEP 7:** Click on “Addendum PDF.” Please open and review before proceeding. The information is for your review and includes a summary of the data the partner will be able to access.
- STEP 8:** Click “Add to Cart” (quantity of 1) on the upper right side of the screen.
- STEP 9:** Confirm the quantity for your order, click “Continue Shopping” if you need more than one product. Then print your order if desired, and click “Check Out.” There is no charge for this authorization process and your purchase will display a price of \$0.00.

- STEP 10: Review your shipping and billing information, and enter the required information. Select the CMF(s) you wish to enroll. If you are unable to select your dealership's CMF number, please open a case in Service Connect and select DealerSuite as the "area of impact" to have the CMF number added to your login. Click "Continue."
- STEP 11: Click "Place my Order Now" to submit your order. A confirmation of your pending order will be emailed to you and the partner.
- STEP 12: Click "Continue and Confirm Account Access" to approve the accounts that the partner will need to access.
- STEP 13: Review the account access listed under "CDK Data." If changes need to be made, click "Edit DMS Accounts." If the account access is correct, simply click "Save and Confirm." If you receive an error, please contact the partner to provide the appropriate accounts.
- STEP 14: Select the correct accounts for your dealership from the list of accounts and click "Update." Only one account may be selected from each Account Type.
- STEP 15: When your edits are complete click "Save" if further changes are necessary or "Save and Confirm" if changes are complete. Please note that clicking "Save and Confirm" will prevent any further edits to this pending order.
- STEP 16: You can view your order status at any time by selecting "Orders" from the eStore Order Management page. This page can be accessed through the link in the pending order confirmation email.
- STEP 17: Log off eStore by logging off DealerSuite. You're finished! Thank you for using the CDK eStore!

By completing these steps, an addendum will be added to your existing Master Service Agreement to be reviewed and finalized by CDK contracting. The partner will work with our CDK Partner Program Support to schedule the installation of its integration with your CDK system. Please follow up with the partner if you have any questions regarding installs or integration issues.