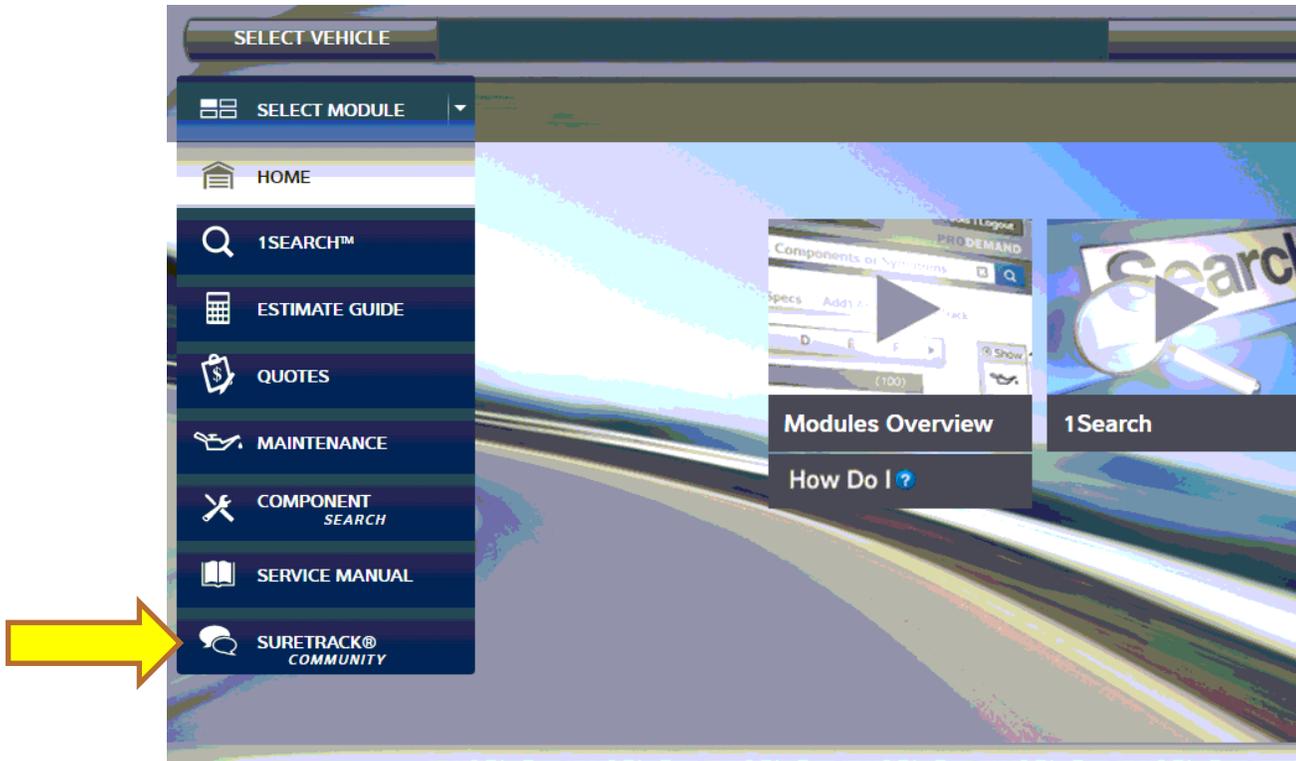
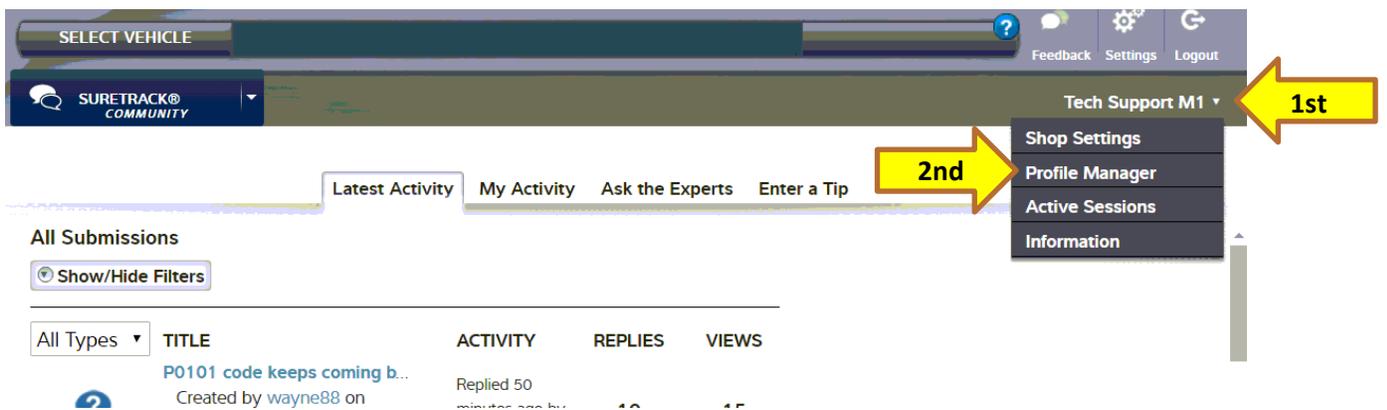


SureTrack Account Creation (with a ProDemand/ShopKeyPro subscription)

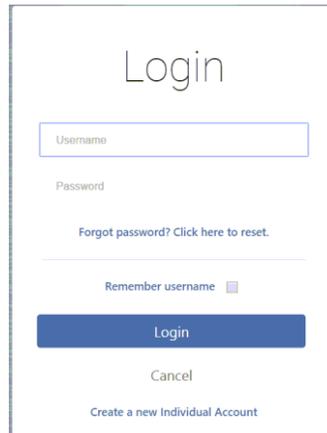
Log onto www.ProDemand.com / www.ShopKeyPro.com and select the SureTrack Community link from the Home menu.



Select your Account Profile Name and choose the “Profile Manager” link:

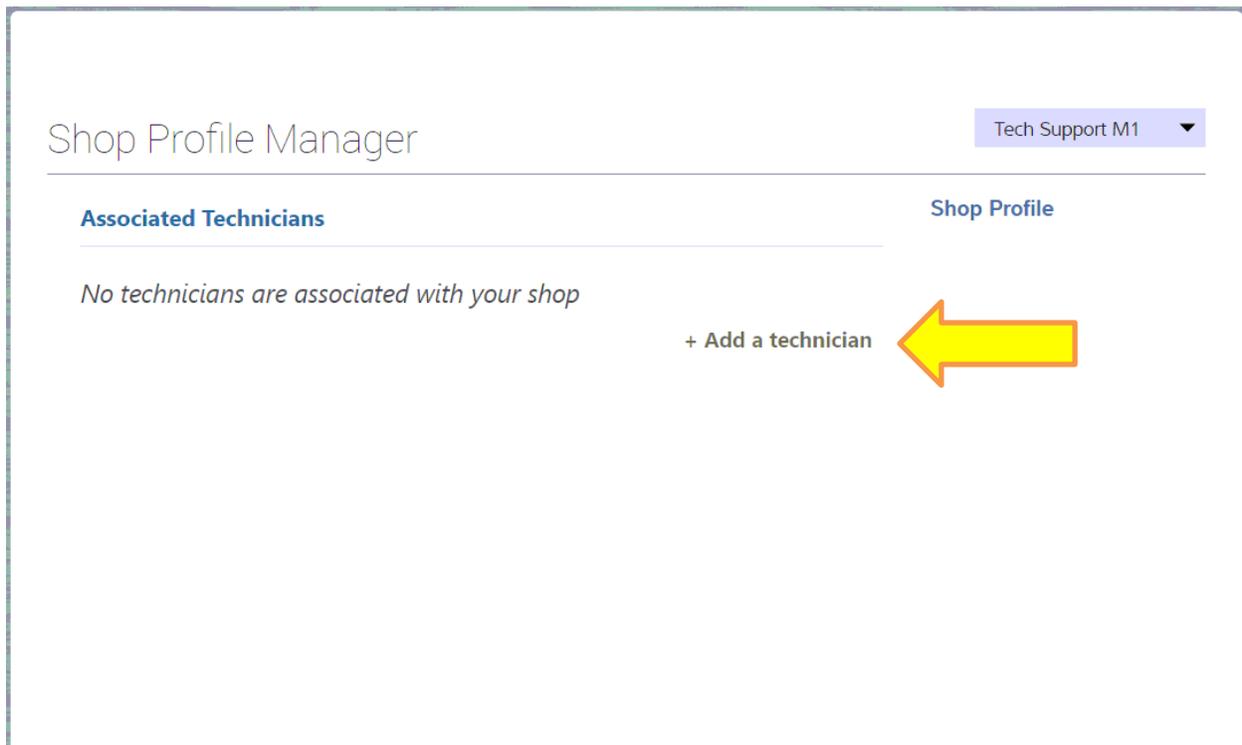


Once you select Profile Manager for the *first time*, you will be prompted to sign in. If you have not added any technicians to your Profile Manager, you will be prompted to log in with your ProDemand/ShopKeyPro credentials. In order to “Enter a Tip”....you must have an individual technician profile and credentials. To add your individual technicians to Profile Manager, sign in using your ProDemand/ShopKeyPro credentials.



The screenshot shows a login form with the following elements: a title 'Login', a 'Username' input field, a 'Password' input field, a link for 'Forgot password? Click here to reset.', a 'Remember username' checkbox, a blue 'Login' button, a 'Cancel' link, and a link for 'Create a new Individual Account'.

Once logged into Profile Manager, you can add your techs’ individual technician profiles by clicking “Add a Technician”. You can add as many technicians as you’d like. Their SureTrack access will be linked directly to your ProDemand/ShopKeyPro Subscription and limited to the user license limit and access of your ProDemand.com/ShopKeyPro.com subscription.



The screenshot displays the 'Shop Profile Manager' interface. At the top left is the title 'Shop Profile Manager' and at the top right is a dropdown menu showing 'Tech Support M1'. Below the title, there are two tabs: 'Associated Technicians' (active) and 'Shop Profile'. Under the 'Associated Technicians' tab, the text reads 'No technicians are associated with your shop'. Below this text is a '+ Add a technician' button, which is highlighted by a large yellow arrow pointing to it from the right.

Once you click “Add a Technician”, enter his email address. If the email address already has a current or expired subscription to SureTrack, it will ask you to “Confirm” his account and associate that individual technician profile to your ProDemand.com/ShopKeyPro.com Subscription.

The first screenshot shows the 'Add Technician' form with the 'Technician's Email' field containing 'Allan.Lone@xxxxxx.com'. Below the field are 'Cancel' and 'Next' buttons. A yellow double-headed arrow points to the right. The second screenshot shows the 'Add Technician' form with the following fields: Name (Allan Long), User Name (al0514ts), Address (Poway, ca 92064), and Phone (No Phone Number). Below these fields are 'Cancel' and 'Confirm' buttons. A yellow arrow points to the 'Confirm' button.

If it is a unique email address that is not already associated with a current or expired Suretrack subscription, it will prompt for his individual technician profile information.

The first screenshot shows the 'Add Technician' form with the 'Technician's Email' field containing 'jdoe@xxxx.com'. Below the field are 'Cancel' and 'Next' buttons. A yellow double-headed arrow points to the right. The second screenshot shows the 'Add Technician' form with the following fields: Name (First Name*, Last Name*, Phone Number), Address (Address Line 1, Address Line 2, City*, State*, Zipcode), and Online Profile (Username*, Password*, Retype Password*). Below these fields are 'Cancel' and 'Create' buttons. A yellow callout box points to the 'Username*' field with the text: 'Username must be unique (NOT associated with another SureTrack subscription)'.

Once the account is created, the Technician is added to the Profile Manager and can use his/her own credentials to sign into SureTrack, allowing the tech’s tips to be associated to his/her own Individual Technician Profile.

The screenshot shows the 'Shop Profile Manager' interface. At the top, there is a search bar for 'Search Technicians' and a dropdown menu for 'Tech Support M1'. Below the search bar, there is a list of 'Associated Technicians' with one entry: 'John Doe'. Below the list is a '+ Add a technician' button.

To now Add a Tip using an individual technicians profile; simply go back to the SureTrack Community within www.ProDemand.com / www.ShopKeyPro.com and select Enter a Tip. Log in using any Individual Technician's credentials and those tips will be added using his/her profile information.

PRO DEMAND CHANGE VEHICLE 2010 Buick LaCrosse 3.0L Eng CX RECALLS/CAMPAIGNS Feedback Settings Logout

SURETRACK COMMUNITY jdoexxx

Latest Activity My Activity Ask the Experts Enter a Tip

Tip 2010 Buick LaCrosse CX 3.0L Eng

Title*

Content*

Attach Files

Add up to 5 files, each having a maximum of 5MB (Use Ctrl/Shift to select multiple files).

Clear Preview Submit

Notice once you sign in to the "Enter a Tip" area...the technicians profile name is displayed.