Contents

Giving customer the right access

Managing users:

Users are managed in Sitecore, log in here: https://cms.dometic.com/sitecore/shell/

Click user manager:
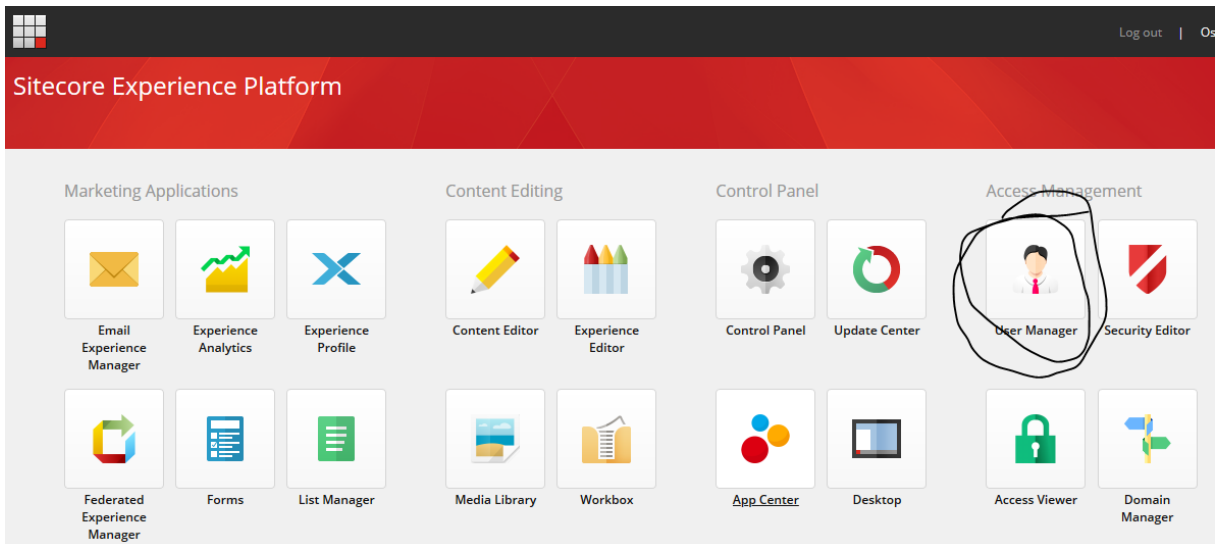
You will then see the view below. In the search function you can search for email address or D365 customer number.

Note: Searching on email is not generating perfect results, before concluding that an account does not exist, try searching on for instance "tornmarck@gmail.com" even if the user you are working with has email "oskar.tornmarck@gmail.com", or just "tornmarck".
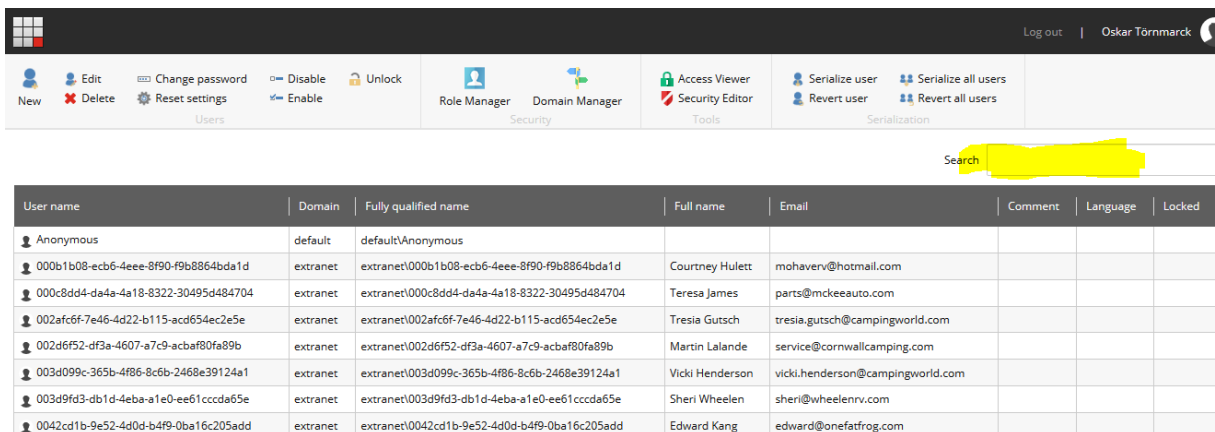
After finding a user, there are a few things you can see on their account.

Customer access roles:

Access roles can be found in the member of tab if you open up a user. The user below has full access, (ecom, customer account admin and rv extranet). All users get "MyDometic" assigned.
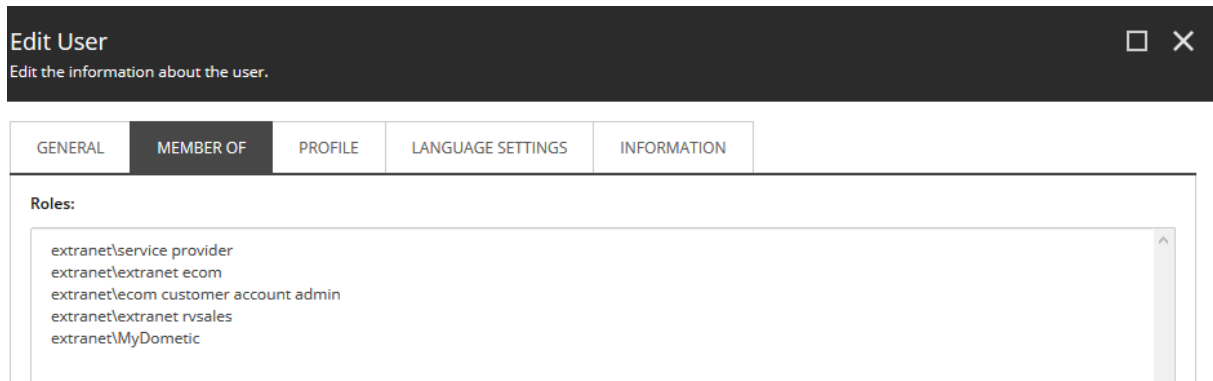
| \My Dometic	Always needed
\extranet ecom	Gives access to ecom (But requires connection to customer number)
\ecom customer account admin	Allows the user to give access to other users under the same parent account
\ecom limited access	Gives a user access to ecom but without ordering possibilities
\extranet rvsales	Access to RV Extranet
\extranet mrc	Access to Marine Resource Center
\service provider	Allows a user to submit claims, this is controlled in Dynamics and automatically assigned, if a customer number exists in the service provider table
\Nocatalog	Only set while customer is awaiting approval.

Setting the right roles

For a customer to shop and see prices and invoices, they have to have access to MyDometic and Ecom.

But it does not stop there.

Connecting a user to a customer account

Go to the Profile tab and click edit.
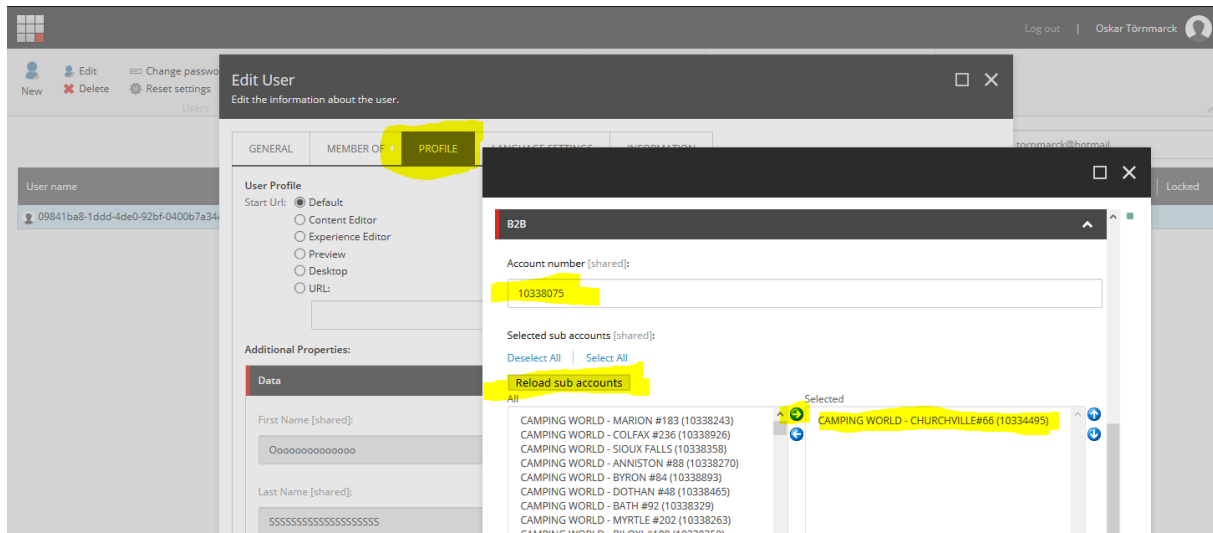
Enter the users requested account number in the account number field.

Be certain that you are giving the right user access to the right customer account. If insecure, confirm the email address and account number with your supervisor.

Pres "Reload sub accounts"

Select the account you wish to give the user access to

When setting up customer admins, make sure that you enter a parent account number in the Account Number field, and that you give the user the role "Customer account admin".

Click save

Setting up a new user

Via Account Request

An email will be sent to fdd@dometic.com where the requesting customers information will be found

Ensure that the users' email address is associated with the customer account he/she is requesting access to

Log in to Sitecore

Find the user via search (see process above, under user management)

Set the appropriate roles – be aware that the customer account admin role should only be set very selectively.

RV customers should always get access to the rv sales extranet

Marine customers should always get access to the mrc extranet

Connect the user to the right customer account (see process above)

Send an email to the customer confirming that they have access

Via Phone

If a customer calls in to get access to Dometic for Business

Go to https://www.dometic.com/en-us/us/for-business/request-account

Enter the customers email address

Let the customer know that they need to confirm their email address via the email sent to them (the confirmation email can land in junk folder)

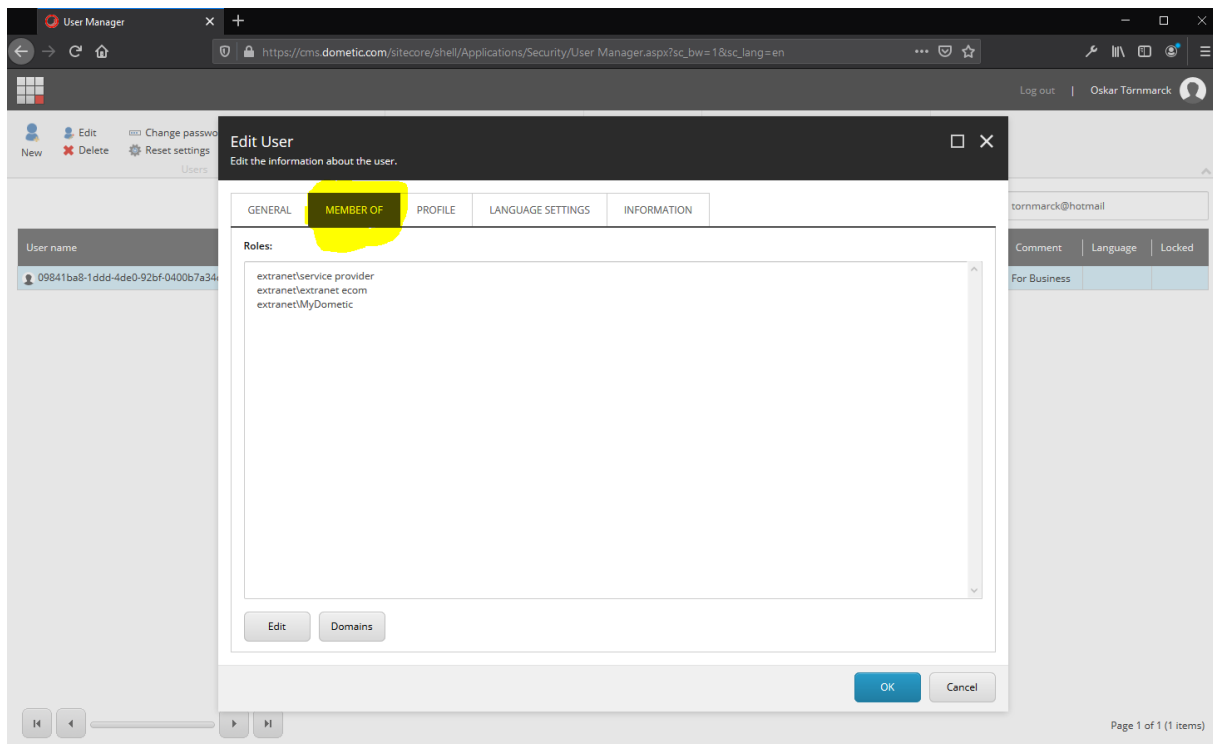When the user has filled out their access application, an email is sent to fdd@dometic.com

Repeat the steps from the "Via account request" section above.

Changing a customers' access

Log in to Sitecore

Find the user in the search (see instructions under User Management)

Select the "Member of" tab and click edit on the user roles.
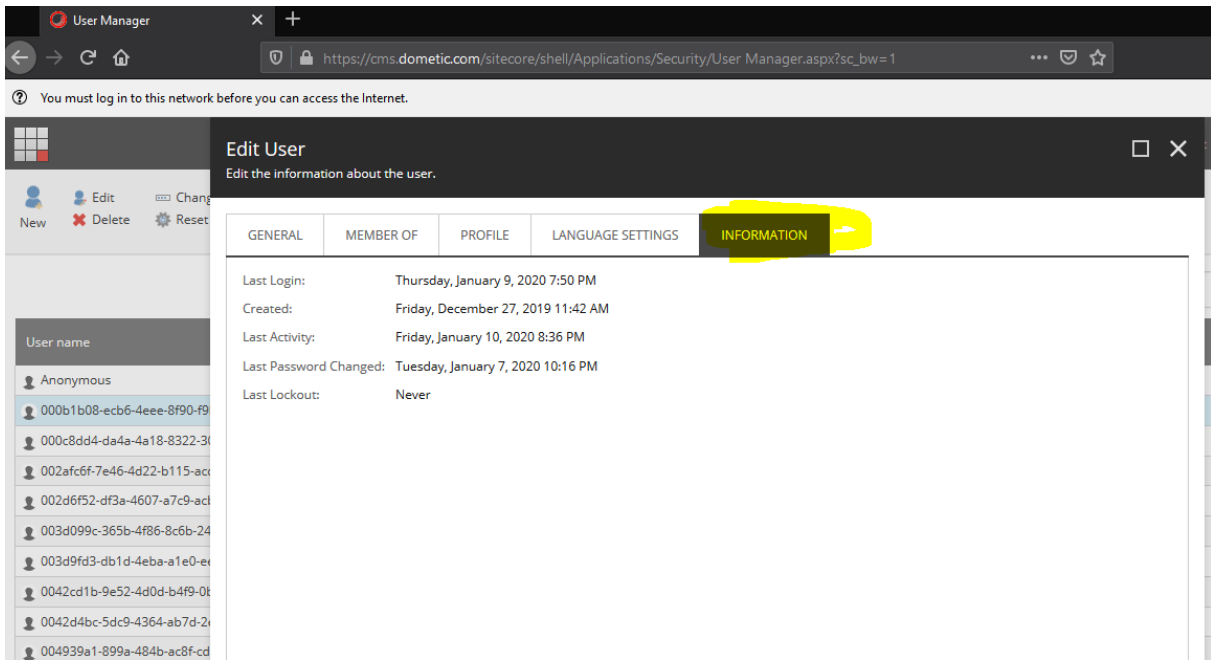
Customer does not see products

The customer has not been approved yet.

To approve a customer, follow the steps in section "Connecting a user to a customer account"

Customer cannot reset password

See on the customer information tab if this is still a valid problem:

If the customer has not logged in recently

1. Ask them to reset password again but from a browser that is not internet explorer
2. If no reset password link is found in junkmail, change their password and email it to them with instructions to reset their password from the user menu as soon as they are able to log in.

Customer cannot log in

Last resort: create delete and create a new user for the customer
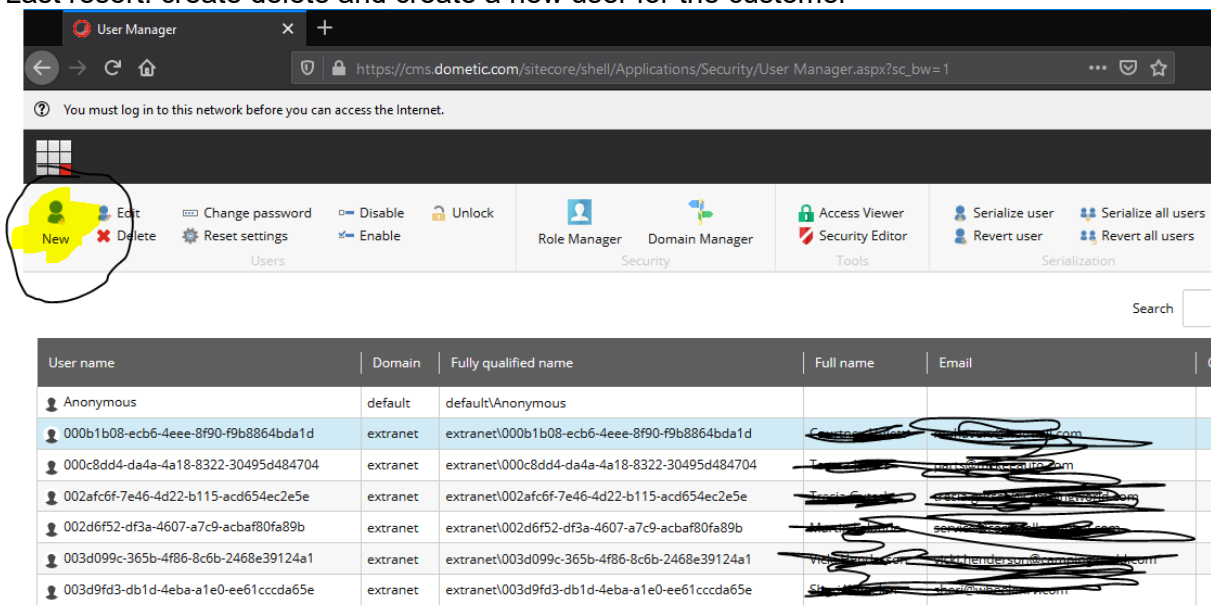
Click next and check the box "Open user manager"

Then follow the steps from the section above in "Connect user to a customer account"