

**Essential
Brand
Elements**

EBE



GMC



EBE Login Process & Access Levels by User Type

Dealers

Dealers can enter the EBE website using the User ID and Password they received in their 2010 SFE enrollment letter (or current SFE password if recently updated).

Upon first-time login, Dealers are required to change their password. Once logged in (and password updated if applicable), the user will be prompted to acknowledge the program guidelines, via a notice that reads: "Yes, I have read and understood the EBE Program Guidelines". Once the Guidelines have been read, Dealer must click the checkbox and hit "submit", at which point they will be directed to the EBE home page to view their dashboard report (a status of the four EBE program elements).

Note: Dealers that do not have an SFE User ID and Password as referenced above can request one by contacting Program Headquarters at 1-877-401-6938

Field Personnel

Field personnel can enter the EBE website using their EDSNET ID as their User ID and the password they have been emailed by EBE Program Headquarters (or current password if recently updated).

Upon first-time login, Field Personnel are required to change their password. Once logged in (and password updated if applicable), user will be directed to the EBE home page where they can use the Report Generator to create custom reports, or click on DASHBOARDS for field-level reports. Field-level reports vary based on user's role in the GM Field hierarchy. Available views include National and Regional.

Password Resets

Dealers

Dealers can click on "forgot password" button on the login screen. An automatic email will be sent with a new temporary password, or they can call Program Headquarters at 1-877-401-6938 and request to have the password reset. Dealers that call in must know the email address that was entered in the system the last time they changed their password.

Field Personnel

If a wholesale person's password is "disabled" due to forgetfulness or trying to access the system more than three times, they can either click on "forgot password" and a new one will be emailed to them or they can call Program Headquarters at 1-877-401-6938 and have it "reset". If it still does not work after having it "reset" this could mean that the participant has not logged on to the website for over 90 days, have been completely "deactivated" in the system and they would need to call the Program Headquarters who will contact the EBE Program Coordinator to "reactivate" them in the system.