AUTOsite™

Users Manual

5-21-02

Table of Contents

Logging In

There are two ways that you can log into your AUTOSite:

1. Go to your web site and click on the "Log In" button or the "Modify this page" link. This will take you to the Log-In page where you will enter your User ID and Password.

2. Go to www.theautopages.com and enter your User ID and Password in the Business Member Log-In on the left side of the page.

Admin Center

The Admin Center allows you to control all the components of your web site. In the horizontal tool bar there are four **Categories** of tools to choose from as shown in Figure 1 below.

Figure 1

By clicking on a category you will be presented with that category's list of tools. This list will appear in the tool box on the left side of the screen.

Figure 2 shows an example of the tool box. Notice that there are three links: "View My Site", "Change Password" and "Logout" listed below the tools. Also there is a hit counter, "Site Hits", which displays the number of times that the pages in your site have been viewed. These items are available in the toolbox regardless of which category you have chosen.

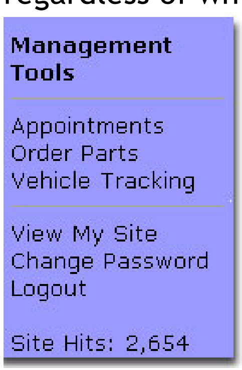


Figure 2

Now let's go through each Category in detail.

Management Tools

There are three tools in the Management Tools Category:

1. **Appointments**

The Appointments tool allows you to view appointments that have been submitted to you by your customers. When a customer requests an Appointment via your web site two things happen:

- you are immediately sent an email
- the Appointment request data is stored so that you may view it via the Appointments tool.

To use the Appointments tool click on “Appointments” and if no appointments exist “No Requested Appointments found” will be displayed. If one or more appointments do exist you will be presented with a list as shown in Figure 3.

Name	Vehicle	Date/Time Requested
John Doe	Ford F-150	6/15/02 8:00 am
Jane Harris	Chevrolet Camaro	6/18/02 11:00 am
Mark Smith	Dodge Caravan	6/16/02 9:00am

Figure 3

To view the appointment details click on the customer name and a detail screen will appear as shown in Figure 4.

	Vehicle Owner Information Delete Requested Appointment
First Name:	John
Last Name:	Doe
Address:	1234 Main Street
City:	Los Angeles
State or Province:	Ca
Day Phone:	555-555-5555
Evening Phone:	555-455-4444
Zip/Postal Code:	99999
Email Address:	john@aol.com
	Vehicle Information
Make:	Ford
Model:	F-150
VIN#:	1KJH876977989887GTIOK
Mileage:	48652
	Requested Appointment Date/Time
Date:	6/15/02
Time:	8:00 am
	Insurance Company
Insurance Co.:	Allstate
Claim #:	45899
	Third Party
Contact Name:	
Company:	
	Rental vehicle needed?
	○ Yes ◉ No
	Brief description of the repairs or services needed:
	Front end is heavily damaged

Figure 4

***TIP**- If you do not have a traditional management system or other means of managing your appointments, you can use this tool as an appointment tracking system. You can do this by submitting your appointments (just as a customer would) via your web site and the data will be stored for you.*

2. **<u>Order Parts</u>**

The Order Parts tool allows you to send parts orders to predefined OEM dealers in your area. You can attach a file, such as an estimate or parts list, and up to four images with your order. When you click on the Order Parts tool you will be presented with a list of dealers.

***TIP**-Attaching images with your order can assist the dealer in determining exactly which parts may be needed for a repair.*

***NOTE** -If there are no contracted OEM dealers in your area you will be presented with the following text: "We were not able to find any parts dealers in your territory. You may search our site to find a dealer close to you." Please have your local dealers contact us for parts ordering eligibility and information.*

Click on a dealer in the list and another window will open with a Parts Order form for the dealer you have chosen. Complete the form and attach your images and estimate or parts list (if applicable). Once you submit this form it is immediately sent to the dealer for fulfillment. The dealer will then contact you to confirm that the order has been received and to advise you of the order status.

Close this window after submitting this form to return to the Admin Center.

***TIP-** If you do not currently have a credit account with this dealer and would like to open one you can click on the "credit application" link near the top of the form.*

3. **<u>Vehicle Tracking</u>**

The Vehicle Tracking tool allows you to keep vehicle owners and others involved with a claim (insurance agents/companies, rental car companies, etc.) informed regarding the status of a repair. When you enter vehicle information into the tracking tool the information is immediately available via your web site. In addition, emails are automatically sent to the involved parties. This helps reduce the number of phone calls needed to keep everyone up-to-date regarding the repair. It also allows those involved to find status information during non-business hours.

To use the Vehicle Tracking tool click on the "Vehicle Tracking" link and you will be presented with a list of vehicles in process (if no vehicles have been added to the system all that will be displayed is "Add New Vehicle Status") as shown in Figure 5.

Add New Vehicle Status

Customer Name	Vehicle	Phone
Jim Smith	Nissan Frontier	123-123-1234
Dan Thomas	Honda Civic	555-444-3333
Jim Brown	Honda Accord	555-555-5555
John Smith	Honda Civic	777-777-7777
petter cornejo	1999 honda accord	818-555-5555
Jeff Milot	ford exporer	909-222-2222
SHELLY GARRISON	mercedes Benz SL500	972-111-1111

Figure 5

To View, Update or Delete an existing vehicle from the system:

Click on the vehicle description to display the detail page as shown in Figure 6.

Customer Name: Jim Smith
Customer Phone: 123 - 123 - 1234
Customer Fax: - -
Customer EMail: none@aol.com
Make: Nissan
Model: Frontier
Status: Finished, please come pick up. Remember to bring your deductible.
Contact: Jody O
Photos:

Delete Photo

Add New Photo

Update Vehicle Status | Delete Vehicle Status

Figure 6

To Add a new vehicle to the system:

Click on the "Add New Vehicle Status" link to display the form as shown below in Figure 7.

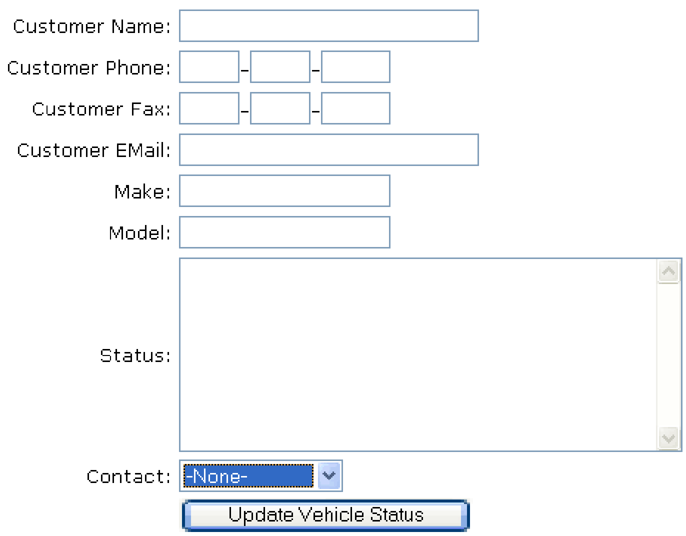


Figure 7

Once you complete the form and submit it you will have the option to add photos. To add a photo click on the “Add Photo” link which will display the Add Photos page as shown in Figure 8.

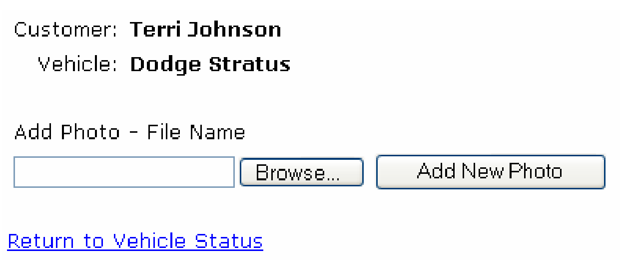


Figure 8

***NOTE**-The “Contact” drop-down menu contains the names of employees that you have entered using the Employees tool (see page 12 for information on this tool).*

Click on the “Browse…” button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the “Add New Photo” button. The image is immediately available for viewing on your web site as shown in Figure 10.

Each time that a change is made to this form an email is immediately sent to the address that was entered in the “Customer Email” text box of the form and the updated information is available on your web site.

Figure 9 shows what your customers see when they view their vehicle’s status on your web site.

Vehicle Status

Date: 5/29/2002 5:05PM
Name: Jim Smith
Vehicle: Nissan Frontier
Status: Finished, please come pick up. Remember to bring your deductible.
Photos:


Contact:


Don Smith
Estimator
(321) 555-1212
dsmith@theautopages.com

Feedback:

Your E-Mail Address

Send Feedback

Figure 9

***NOTE**-When viewing the photos on your web site your users may click on the images to view more detail.*

Configure Web Site

There are three tools in the Configure Web Site Category:

1. <u>Change Template</u>

The Change Template tool allows you to change the look of your AUTOSite. There are five templates to choose from and four of the templates offer a choice of colors. You can change your template and its color scheme as often as you wish.

To use the Change Template tool click on the "Change Template" link. Choose a template by clicking on one of the images as shown in Figure 10.

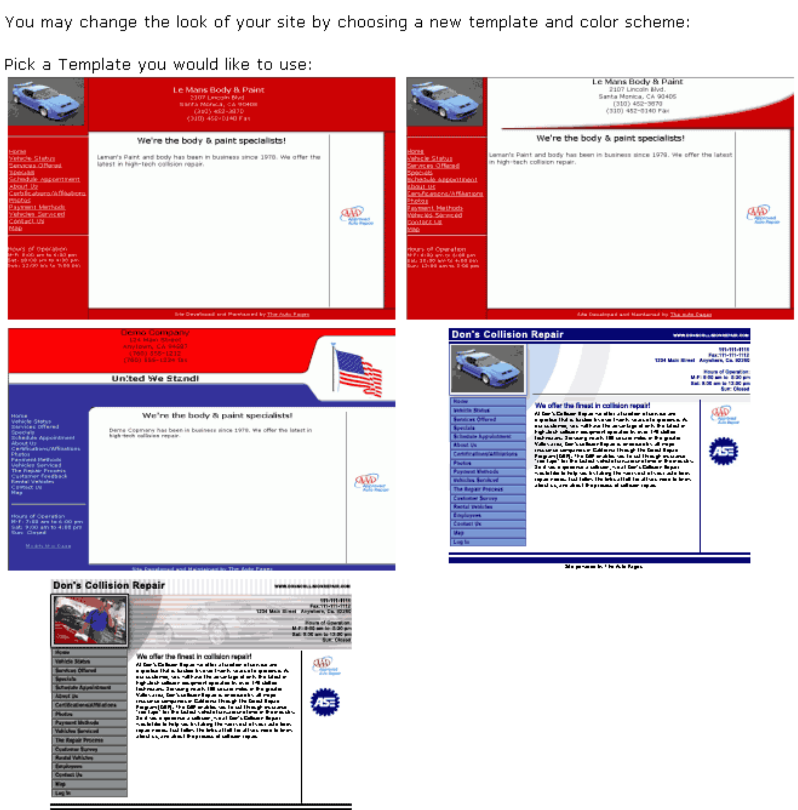


Figure 10

Next you will choose a color scheme and click the "Save" button (see Figure 11). This will immediately change your web site to display using the template and color scheme that you have chosen.

You may change the look of your site by choosing a new template and color scheme:

Please Chose a color scheme and click Save once you're ready.

Figure 11

***TIP**-Use the "View My Site" link to see how your site looks as you're experimenting with different templates and color schemes.*

2. Add/Remove Pages

The Add/Remove Pages link allows you to control which pages display in your web site.

To use the Add/Remove Pages tool click on the "Add/Remove Pages" link and you will be presented with a list of pages to choose from. Check off the pages that you would like displayed on your site and uncheck those that you don't want. Then click the "Save" button at the bottom of the page (see Figure 12).

Please choose the links/areas you would like displayed on your site:

- [x] Vehicle Status
- [x] Services Offered
- [x] Specials
- [x] Schedule Appointment
- [x] About Us
- [x] Certifications/Affiliations
- [x] Photos
- [x] Payment Methods
- [x] Vehicles Serviced
- [x] Contact Us
- [x] Map
- [x] The Repair Process
- [x] Customer Feedback
- [x] Rental Vehicles

Save

Figure 12

3. **<u>Other Locations</u>**

The Other Locations tool only applies to customers who have purchased multiple AUTOSites. Please contact technical support for assistance with this tool.

Update Site/Listing

There are twelve tools in the Update Site/Listing category:

1. **<u>Affiliations</u>**

The Affiliations tool allows you to display companies that you have an affiliation with such as insurance companies, dealers that you do work for, etc.

To use the Affiliations tool click on the “Affiliations” link, go through the list of companies and check off any that apply to you. Next, enter any additional companies in the “Add Custom Affiliation” text box. Enter the companies one at a time and then click the “Update Affiliations” button at the bottom of the page. This will place an additional “Add Custom Affiliation” text box on the page for your next entry (see Figure 13). Do this as many times as needed—there is no limit on the number of Affiliations you can add.

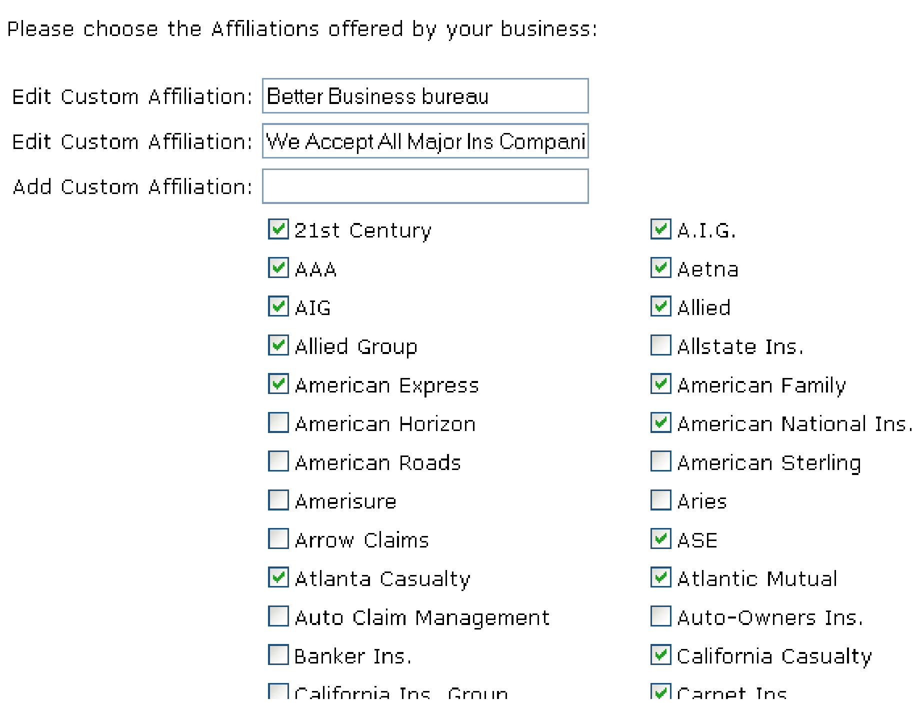


Figure 13

2. Employees

The Employees tool works in conjunction with the Vehicle Status tool (see page 5 for information on the Vehicle Tracking tool). You should enter all employees who will serve as contacts (typically estimators).

To use the Employees tool click on the "Employees" link and you will be presented with a list of your employees (if you have not already added any employees into the system only the "Add New Employee" link will display). See Figure 14 below.

-Add New Employee-

Don Smith
John Doe
Justin Randall
Jody Jones

Figure 14

To Update, View or Delete an employee:

Click on an employee's name to view the detail page as shown in Figure 15.

Figure 15

Make the changes that you need and click "Save Employee" or if you would like to remove the employee click "Delete Employee". Click the employee's photo (if one has been uploaded) to delete it.

To Add a new employee:

Click on the "Add New Employee" link and you will be presented with a form as shown in Figure 16.

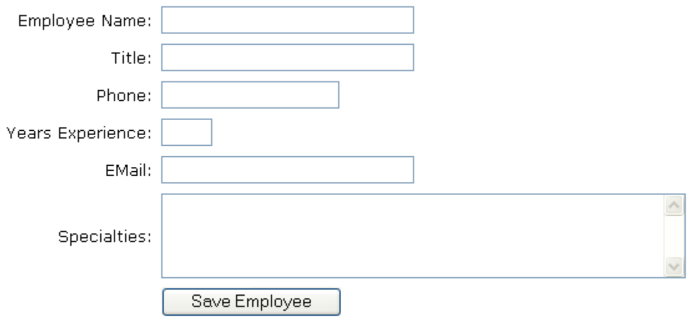


Figure 16

Once you complete the form and submit it you will have the option to add photos. To add a photo click on the “Add Photo” link which will display the Add Photo page as shown in Figure 17.

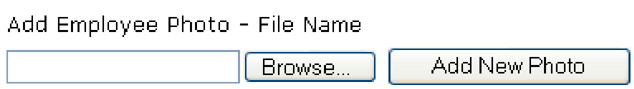


Figure 17

Click on the “Browse…” button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the “Add New Photo” button.

3. Certifications

The Certifications tool allows you to display entities that you have certifications from such as I-CAR, ASE, your paint company, etc.

To use the Certifications tool click on the “Certifications” link, go through the list of companies and check off any that apply to you. Next, enter any additional companies in the “Add Custom Certification” text box. Enter the companies one at a time and then click the “Update Certifications” button at the bottom of the page. This will place an additional “Add Custom Certifications” text box on the page for your next entry (see Figure 18). Do this as many times as needed—there is no limit on the number of Certifications you can add.

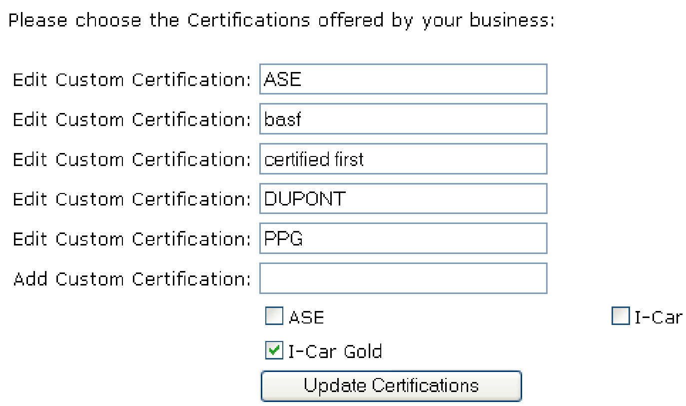


Figure 18

4. Hours

The Hours tool allows you to display your business hours on your web site. To use the Hours tool click on the "Hours" link and choose the hours that you are open (see Figure 19) and click on the "Update Hours" button.

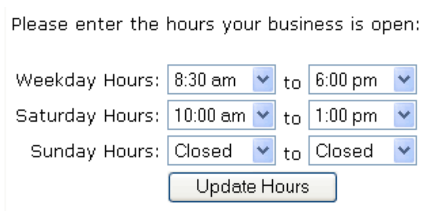


Figure 19

5. Languages Spoken

The Languages Spoken tool allows you to display the languages that you can assist customer in. This information is not displayed on your web site—only on your listing in theautopages.com.

To use the Languages Spoken tool click on the "Languages Spoken" link and enter the languages one at a time and then click the "Update Languages" button. This will place an additional "Add Language" text box on the page for your next entry (see Figure 20). Do this as many times as needed—there is no limit on the number of Languages you can add.

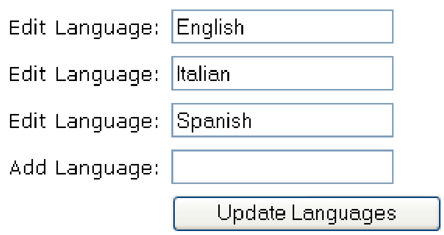


Figure 20

6. <u>Payments</u>

The Payments tool allows you to display the types of payment that you accept.

To use the Payments tool click on the “Payments” link and enter the payments accepted one at a time and then click the “Update Payments” button. This will place an additional “Add Payment” text box on the page for your next entry (see Figure 21). Do this as many times as needed—there is no limit on the number of Payment methods you can add.

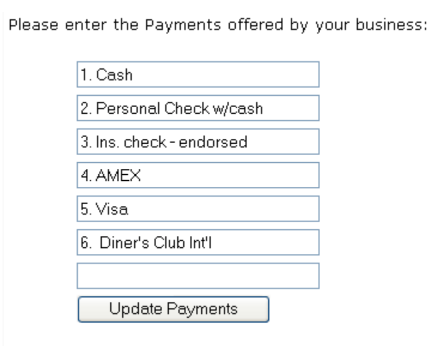


Figure 21

7. <u>Profile</u>

The Profile tool has many elements in it. This is where you enter your business contact information such as your address phone and fax numbers, email address, etc. and other important information.

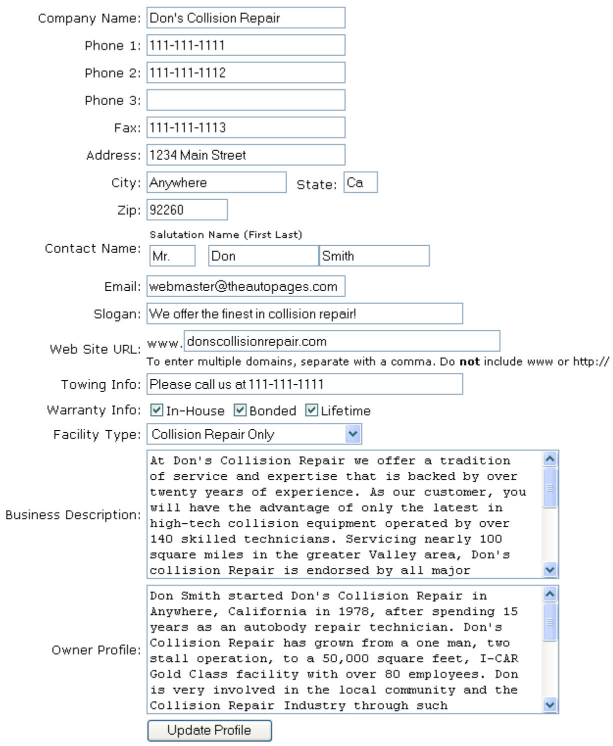

Company Name: Don's Collision Repair
Phone 1: 111-111-1111
Phone 2: 111-111-1112
Phone 3:
Fax: 111-111-1113
Address: 1234 Main Street
City: Anywhere State: Ca
Zip: 92260
Contact Name: Salutation Name (First Last) Mr. Don Smith
Email: webmaster@theautopages.com
Slogan: We offer the finest in collision repair!
Web Site URL: www. donscollisionrepair.com
To enter multiple domains, separate with a comma. Do **not** include www or http://
Towing Info: Please call us at 111-111-1111
Warranty Info: In-House Bonded Lifetime
Facility Type: Collision Repair Only
Business Description: At Don's Collision Repair we offer a tradition of service and expertise that is backed by over twenty years of experience. As our customer, you will have the advantage of only the latest in high-tech collision equipment operated by over 140 skilled technicians. Servicing nearly 100 square miles in the greater Valley area, Don's collision Repair is endorsed by all major
Owner Profile: Don Smith started Don's Collision Repair in Anywhere, California in 1978, after spending 15 years as an autobody repair technician. Don's Collision Repair has grown from a one man, two stall operation, to a 50,000 square feet, I-CAR Gold Class facility with over 80 employees. Don is very involved in the local community and the Collision Repair Industry through such
Update Profile

Figure 22

Below is an explanation of how the data is used and where the data from this form is displayed:

Contact Name: This is displayed on the “Contact Us” page of your site and the home page of your listing.

Email: This is displayed on the “Contact Us” page of your site and the home page of your listing. This email address will receive all mail from the AUTOSite system including Appointment requests, feedback from customers, etc.

Slogan: This is displayed on the “Home” page of your site. It is displayed in bold letters and is used as a heading for the page. The slogan should be a short sentence such as “We take the “dent” out of accident.” or “Welcome to Don’s Collision Repair!”

Web Site URL: This is displayed in the upper right corner of some of the templates. This should not be changed unless you are an advanced user. If the data is incorrect your web site might not be reachable. Contact customer support for help if needed.

Towing Info: This is displayed on your listing within theautopages.com only.

Warranty Info: This is displayed on your listing within theautopages.com only.

Facility Type: This is used to classify your shop in searches that users make on theautopages.com. For example, if you list your shop as “Collision and Mechanical” you will appear in all searches that a user makes (assuming they are searching in your geographical area). If however you list your shop as “Collision” only you will only appear in searches where the user has requested “Collision Repair”.

Business Description: This is displayed on the “Home” page of your site, the search results on theautopages.com and on the Home page of your listing. This text should be very descriptive and tell the “story” of your business. You can add paragraph line spaces to the text just as you would with a word processor by hitting the Enter key on your keyboard.

Owner Description: This is displayed on the “About Us” page of you site and on the Owner Profile page of your listing on theautopages.com.

8. Rental Companies

The Rental Companies tool allows you to display a logo and contact information for the rental car companies that you do business with.

To use the Rental Companies tool click on the “Rental Companies” link and you will be presented with a list of rental companies (if you have not already added any rental companies into the system only the “Add New Rental Company” link will display). See Figure 23 below.

-Add New Rental Company-

Company	Phone
Enterprise Rental	123-4567
Hertz	(800) 555-1212

Figure 23

To Update, View or Delete a Rental Company:

Click on a rental company’s name to view the detail page as shown in Figure 24.

Figure 24

Make the changes that you need and click the "Save" button or if you would like to remove the rental company click "Delete". Click the company's logo (if one has been uploaded) to delete it.

To Add a new Rental Company:

Click on the "Add New Rental Company" link and you will be presented with a form as shown in Figure 25.

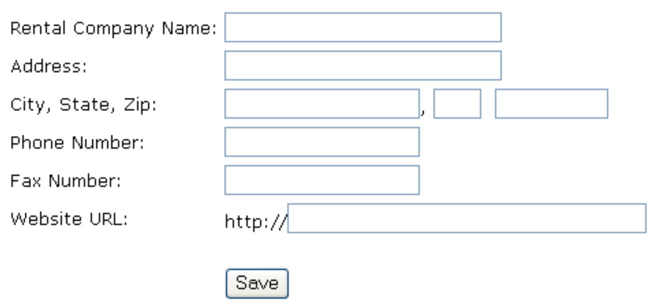


Figure 25

Once you complete the form and submit it you will have the option to add a logo. To add a logo click on the "Add New Logo" link which will display the Add Rental Company Logo page as shown in Figure 26.

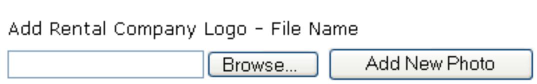


Figure 26

Click on the "Browse…" button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the "Add New Photo" button.

9. Services

The Services tool allows you to display the services that your business offers.

To use the Services tool click on the “Services” link, go through the list of services and check off any that apply to you. Next, enter any additional services in the “Add Custom Service” text box. Enter the services one at a time and then click the “Update Services” button at the bottom of the page. This will place an additional “Add Custom Service” text box on the page for your next entry (see Figure 27). Do this as many times as needed—there is no limit on the number of Services you can add.

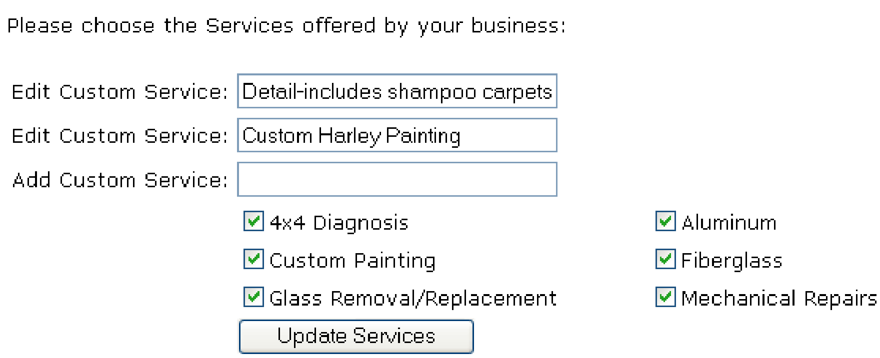
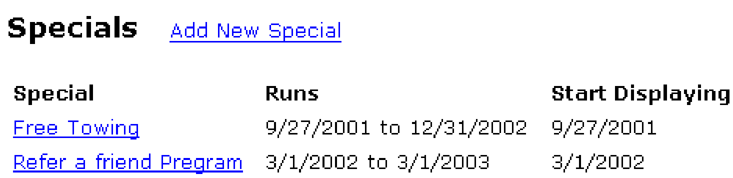


Figure 27

10. Specials

The Specials tool allows you to place special offers on your web site and listing.

To use the Specials tool click on the “Specials” link and you will be presented with a list of specials (if you have not already added any specials into the system only the “Add New Special” link will display). See Figure 28 below.



Specials Add New Special

Special	Runs	Start Displaying
Free Towing	9/27/2001 to 12/31/2002	9/27/2001
Refer a friend Program	3/1/2002 to 3/1/2003	3/1/2002

Figure 28

To Update, View or Delete a Special:

Click on a Special’s description to view the detail page as shown in Figure 29.

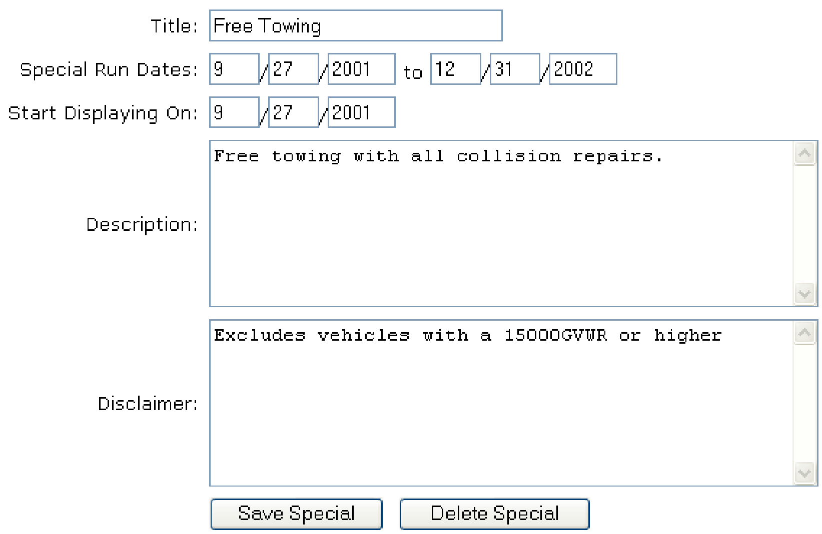


Figure 29

Make the changes that you need and click the "Save Special" button or if you would like to remove the Special click "Delete Special".

To Add a new Special:

Click on the "Add New Special" link and you will be presented with a form as shown in Figure 30.

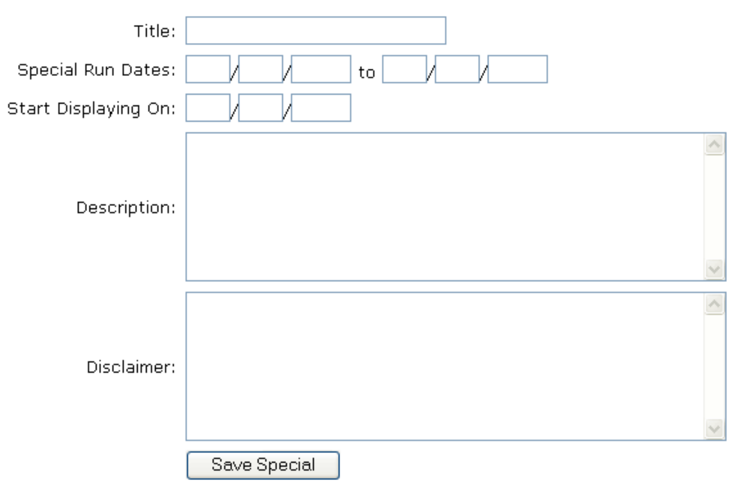


Figure 30

Complete the form and click the "Save Special" button. You may add as many Specials as you need.

11. Sponsors

The Sponsors tool allows you to add Sponsor's logos, including a hyperlink to their web pages. Because the Sponsor logos appear on all pages in your site the tool is also used to highlight certifications or affiliations with recognizable organizations such as AAA or I-CAR. If you have an audio or video clip you can also insert it here.

To use the Sponsors tool click on the "Sponsors" link and you will be presented with a list of sponsors (if you have not already added any sponsors into the system only the "Add New Sponsor" link will display). See Figure 31 below.

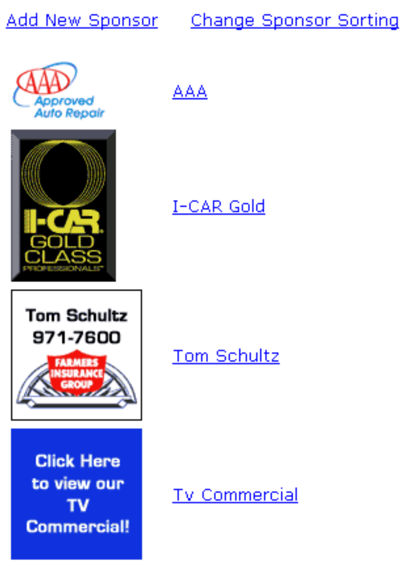


Figure 31

To change the order in which the Sponsors display click on the "Change Sponsor Sorting" link and you will be presented with the sorting tool as shown in Figure 32.

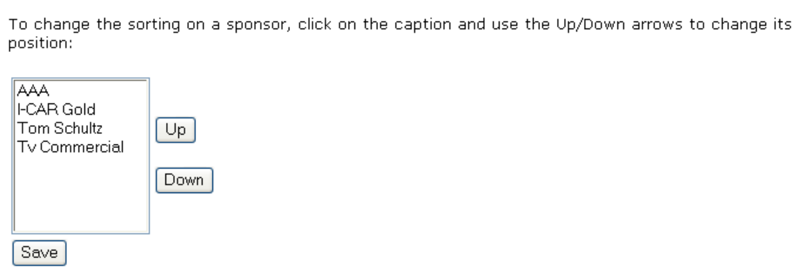


Figure 32

Click on the Sponsor that you want to move and then click on the "Up" or "Down" button to change its position. When you are finished click on the "Save" button.

To Update, View or Delete a Sponsor:

Click on a Sponsor’s logo to view the detail page as shown in Figure 33.

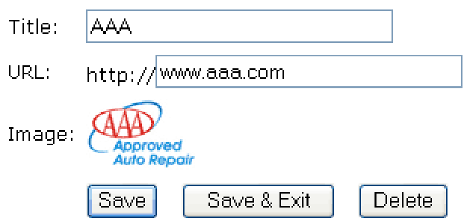


Figure 33

Make the changes that you need and click the “Save” button or if you would like to remove the Sponsor click “Delete”. If you want to change the Sponsor’s logo click the image and you will be presented with the upload image page as shown in Figure 34.

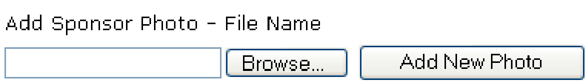


Figure 34

Click on the “Browse…” button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the “Add New Photo” button.

To Add a new Sponsor:

Click on the “Add New Sponsor” link and you will be presented with a form as shown in Figure 35.

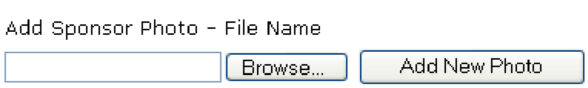


Figure 35

Click on the “Browse…” button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the “Add New Photo” button.

Next you will be presented with a form as shown in Figure 36.

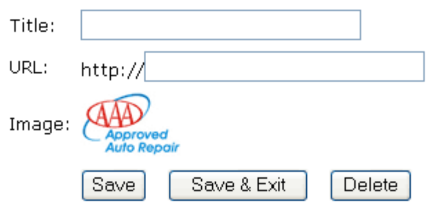


Figure 36

Enter the caption text in the "Title" text box (this text displays when a user places their cursor over the Sponsor's image.) The URL is the web address that you would like to link your Sponsor's logo to. If your Sponsor does not have a web page you may leave this blank. Click the "Save" button or the "Save & Exit" if you would like to add another sponsor.

12. <u>Vehicles Serviced</u>

The Vehicles Serviced tool allows you to display any specialty makes or models that you service.

To use the Vehicles Serviced tool click on the "Vehicles Serviced" link and the form will be displayed as shown in Figure 37.

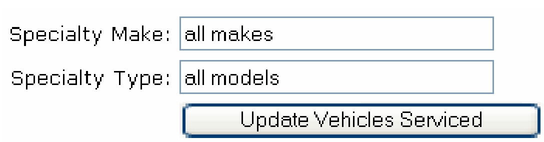


Figure 37

Enter any specialty makes or types of vehicles that you service and click "Update Vehicles Serviced".

***NOTE**-If you leave these text boxes blank your web site will display "All Makes" and "All Models" on the Vehicles Serviced page.*

Update Images

1. **Main Image**

The Main Image displays in the upper left corner of your site and on the home page of your listing. You have the choice of using a stock image or uploading an image of your own such as your logo or a photo of your building.

To use the Main Image tool click on the "Main Image" link and you will be presented with a form as shown in Figure 38.

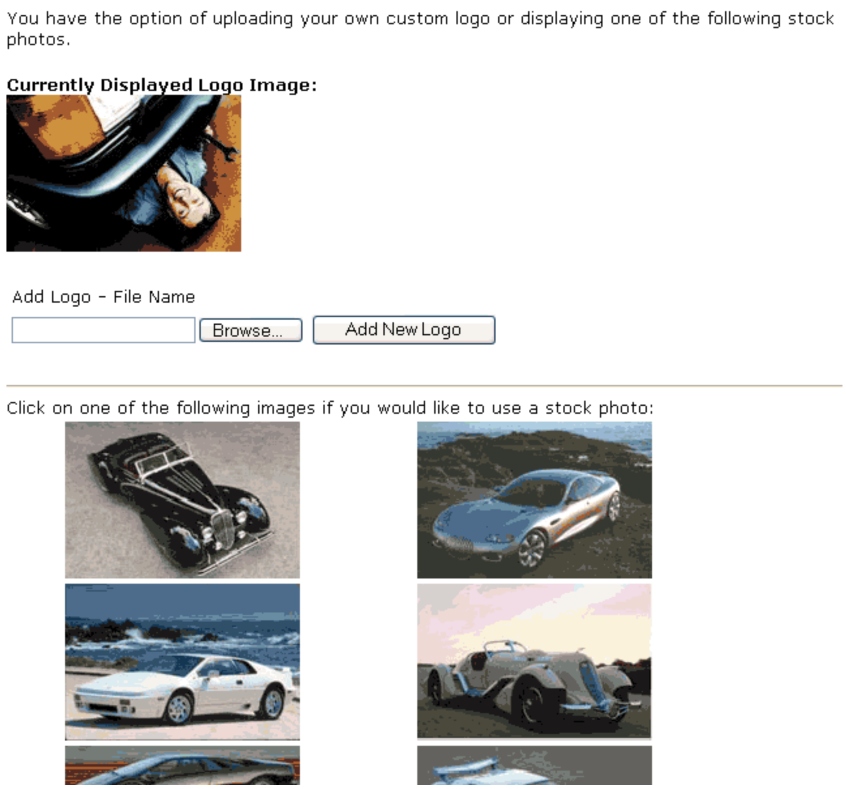


Figure 38

The form displays the current image and gives you the option to either choose a stock photo or upload your own image.

To Upload Your Own Image:

Click on the "Browse…" button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the "Add New Photo" button.

NOTE*-If your uploaded image looks distorted please contact technical support and we will help you to correctly resize the image.*

To Choose a Stock Photo:

Click on one of the stock images. A window will appear asking if you want to use this stock photo. Click “OK” and your new choice will be saved.
TIP*-Use the “View My Site” link to see how your site looks as you’re experimenting with different images.*

2. **Owner Photo**

The Owner Photo tool allows you to upload an image of the owner of your business.

NOTE-*This image is only displayed on your listing.*

To use the Owner Photo tool click on the “Owner Photo” link and you will be presented with a form as shown in Figure 39.

Figure 39

Click on the “Browse…” button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the “Add New Photo” button.

3. **Update Photos**

The Update Photos tool allows you to add and update images for the Photos page of your web site and listing. The subject of the images is your choice but here are a few suggestions:

- Before and After photos
- Photos of your building
- Photos of your equipment
- Photos of your employees
- Etc.

NOTE-*You can upload a maximum of eight photos.*

To use the Update Photos tool click on the “Update Photos” link and you will be presented with your currently uploaded photos (if you have not already uploaded any photos into the system only the “Add Photo – File Name” text box will display). See Figure 40 below.

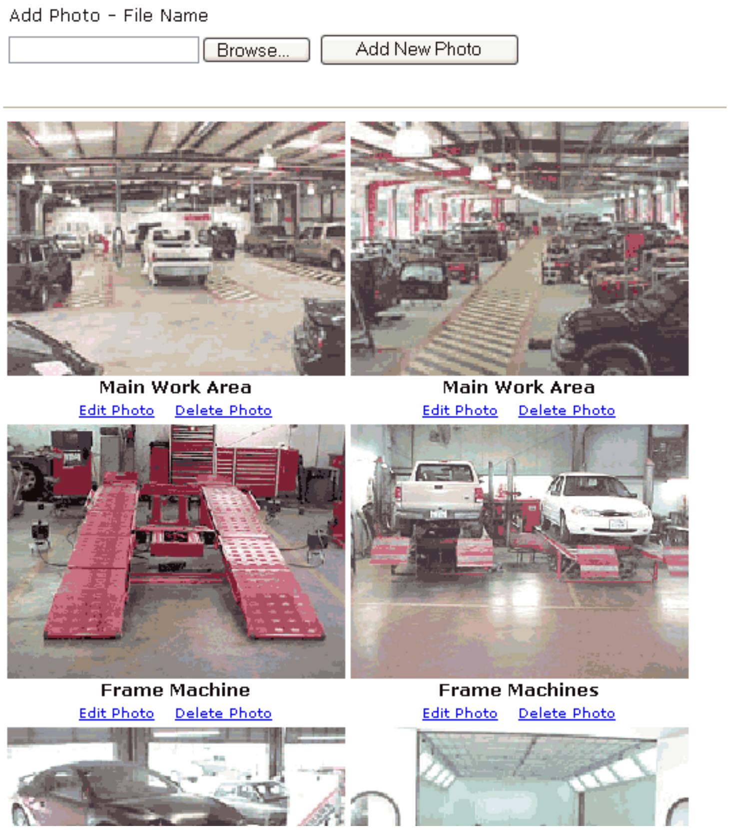


Figure 40

To change the order in which the Photos display:

Click on the "Edit Photo Order/Sorting" link and you will be presented with the sorting tool as shown in Figure 41.

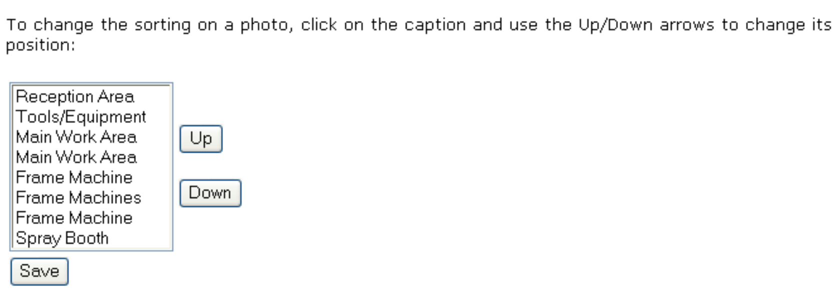


Figure 41

Click on the Photo caption that you want to move and then click on the "Up" or "Down" button to change its position. When you are finished click on the "Save" button.

To edit a Photo's caption:

Click on the "Edit Photo" link and a form will be displayed as shown in Figure 42.

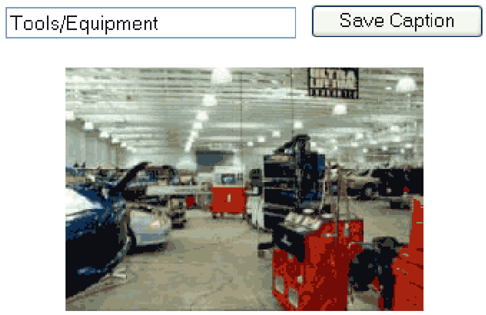


Figure 42

Make the change that you want and click on the "Save Caption" button.

To Add new photos:

Click on the "Browse…" button and navigate to the image that you want to upload. Once you have located the image and the image name is listed in the text box click the "Add New Photo" button and you will be presented with the Edit Photo pages as shown above in Figure 42. Add the caption that you would like for the photo and click "Save Caption". Repeat this process until you have uploaded all of the desired images (there is a maximum limit of eight photos).

If you have an issue that is beyond the scope of the Users Manual you may contact tech support at 800-859-5015 ext. 5.