

-HYUNDAICX.COM LOGIN TROUBLESHOOTING-

❖ I am a new user. How do I get started?

- Those who are registered on the **Hyundaidealer.com > WebDCS > Personnel Enrollment Screen** will have access to HyundaiCX. If you do not have access to WebDCS's personnel enrollment screen, contact your dealership's administrator for assistance. Once registered, you will receive a welcome email within 24 hours with your username and a link to create your password.

❖ What is my username?

- Your username for HyundaiCX is your **HMA ID**. This is a unique ID for Hyundai employees that is used throughout various systems. For dealership employees the HMA ID will be 12 characters long and will always begin with "HMA" (e.g.: 'HMA000123456'). Your HMA ID can be found on Hyundaidealer.com > WebDCS, or in the HyundaiCX welcome email. (*Note: An HMA ID is generated when an employee first registers on WebDCS.*)

❖ What is my password?

- **Your password will be created by you.** Once you are registered on WebDCS and given an HMA ID, you will receive an email with a link to create your password. If you cannot find your welcome email, try using the "Reset/Create your password" link on the HyundaiCX login page. See the below topic for more information.

❖ I am registered in WebDCS, but never received a welcome email.

- If you did not receive a welcome email, please try using the "**Reset/Create your password**" link at the bottom of the HyundaiCX login page. You will need to enter your HMA ID, which can be found on WebDCS. The link will send an automated email to the email address associated with the HMA ID you entered. The email will contain a link to create a new password for your account. There is no limit to how many times you can do this, and you can re-use the same password repeatedly if you'd like. If you did not receive an automated email from HyundaiCX, please see the next topic.

❖ I am not getting automated emails from HyundaiCX (for password reset).

- System generated emails should reach your inbox within 30 minutes. Please make sure to check your junk/spam folders for these messages. If you do not receive an email within 30 minutes the issue might be 1 of 2 things:
 - **Your email address is incorrect in WebDCS.** If your email is outdated in WebDCS, email communications from HyundaiCX.com will be sent to the wrong address. Please make sure have the correct email address is listed everywhere

on WebDCS. Records from past dealerships need to be deactivated for the correct access to be given.

- Your email server could be blocking incoming messages from HyundaiCX. To allow all email communications from HyundaiCX use the link below and follow the steps for *adding HyundaiCX to your **safe-senders list***.

http://medallia.s3.amazonaws.com/Hyundai/Adding_Medallia_To_Your_Safe_E-mail_List.pdf

❖ It shows “Inactive User” when I try to log in.

- If you receive an “Inactive User” error message, you should first check that you are active in WebDCS. You can be **inactive** in **WebDCS** for a number of reasons:
 - **You are attempting to log in during daily maintenance.** From 1:30am to 3:30am PST, the site is under routine daily maintenance and may cause some users to be temporarily inactive. Please try logging in again after 3:30am PST.
 - You are listed as a sales manager or sales consultant and have not recorded a sale within the last 90 days. In this case, you will need to reregister in WebDCS as you have been automatically deactivated by the system.
 - Your dealership changed ownership within the last 90 days and you have not yet registered under the new dealership’s name in WebDCS.

❖ For help with HyundaiCX’s content, refer to the Resources tab once you have logged in.

- Helpful documents on the resources tab:
 - HyundaiCX Quick Reference Guide
 - HMA Alert Guide
 - Mulligan Appeal Guide
 - Mobile App User Guide
 - 2016 HyundaiCX Reporting Calender
 - 2015 HyundaiCX Reporting Calender
 - Sales and Service HyundaiCX Training Videos

- For general questions contact your **Dealership Admin** or your **HMA District Manager**.
- For help with WebDCS call the HMA Dealer HelpDesk at: 1-866-4-DEALER (1-866-433-2537)
- For help with technical issues within the site, go to **Resources** > **Client Support** and create a ticket.
- For remaining issues contact HyundaiCX.Sales@hmausa.com or HyundaiCX.Service@hmausa.com.