**Troubleshooting login issues with JM&A Dealer Source and SalesConnect**

\*\*Description: \*\*Users require help for troubleshooting steps for login

\*\*Cause: \*\*Likely an issue for Salesforce connect is down

\*\*Resolution: \*\* The steps taken to resolve the issue for internal users:

Dealer Source Troubleshooting - Internal Users

Internal users can access Dealer Source one of two ways:

1. Logging into SalesConnect first (which uses SSO with Azure AD) at <https://jmfamily.lightning.force.com> and then using the app menu to launch Dealer

Source:

2. The second way is by going directly to <https://dealersource.jmagroup.com> - at the login prompt the username is [<user-id>@jmfamily.com](mailto:<user-id>@jmfamily.com) and the

password field should be left blank. When they click the Login button they will be redirected to the Azure AD SSO login page. Once the SSO is complete

they'll be redirected to the Dealer Source app in Salesforce:

Note: internal users will NEVER use the Forgot Password link at the bottom of the page. This is for external users only.

The steps taken to resolve the issue for external users:

Dealer Source Troubleshooting - External Users

External users will ONLY access the app via <https://dealersource.jmagroup.com>

There are some things specific to external users:

1. These users are defined in an Azure tenant specific for JM&A (jmauser.onmicrosoft.com - a9351efa-a8ca-449d-bf85-de5de8ca0fa6)

2. Users who have not logged in for 180 days are disabled

3. Users who have been disabled for 180 days are deleted

4. A user may still show as active on the Salesforce side but if they are disabled/locked/deleted in AzAD they will not be able to login

5. If a user forgets their password and uses the Forgot Password link, the email address used will be the one defined in AzAD (not necessarily the one

shown in Dealer Source/Salesforce). The email sender will be [no-reply@jmagroup.com](mailto:no-reply@jmagroup.com)

Example email:

6. If a user is disabled/locked/deleted in AzAD the password reset will not work

7. The Dealer Assist Team (DAT) should be the first team to triage any login issues for external users. They will escalate to the JMA Business Technology

and/or JMA IT Sales Enablement teams as needed

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