

**Report Title:** Knowledge Details  
**Run Date and Time:** 2024-02-14 10:11:36 Eastern Standard Time  
**Run by:** Sekar Venkatesh  
**Table name:** kb\_knowledge

Knowledge

Number:	KB0033523	Version:	1.0
Display number:	KB0033523 v1.0	Base Version:	
Knowledge base:	Self Help	Article type:	HTML
Category:	Access	State:	Outdated
Primary Configuration item:	DealerSource	Source:	
Configuration Item:	SalesConnect, DealerSource	Source Task:	
Published:	2022-10-06	Source Interaction:	
Valid to:	2023-10-06	Source Call:	
Author:	Carlos Hernandez (jmfhcmu)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQI:	

Short description:

Troubleshooting login issues with JM&A Dealer Source and SalesConnect

Article body:

Background  
Dealer Source and SalesConnect are JM&A applications hosted in Salesforce.  
For Dealer Source, we have both internal (JM&A associates/contractors) and external (dealers) users who use the app.  
SalesConnect is used only by internal (JM&A associates/contractors) users.  
Important: take note if the user reporting an issue is an internal or external user (external users should be contacting the Dealer Assist Team (DAT) directly)

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 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.

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
- 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

SalesConnect Troubleshooting - Internal Users Only

Only internal users can access SalesConnect using <https://jmfamily.lightning.force.com> - they will be prompted to login via Azure AD SSO. For any login issues check to make sure their AzAD account is enabled/not locked/password has not expired.

General Troubleshooting

If the user's account in AzAD (internal or JMA tenant) are in order and they still have a login issue, try clearing the browser's cache and cookies and then trying to login again. If issues persist then assign the ticket to the JMA Business Technology in ServiceNow

Meta:

dealer, source, dealersource, salesconnect, salesforce, password, login, sign in

Wiki:

Notes

Work Notes:

Related List Title:

Approval List

Table name:

sysapproval\_approver

Query Condition:

Source table = kb\_knowledge AND Approving = 1561cbba9716119050073ad3f153af6a AND State != No Longer Required

Sort Order:

Order in ascending order

1 Approvals

State	Approver	Approval for	Comments	Created
Approved	Carlos Hernandez (jmfhcmu)			2022-10-06 15:17:39

Related List Title:

Knowledge Version List

Table name:

kb\_version

Query Condition:

Knowledge Article ID = 1561cbba9716119050073ad3f153af6a

Sort Order:

Created in descending order, Sys ID in ascending order

27 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
9.0	Carlos Hernandez (jmfhcmu)	2023-10-15 09:34:32	Published	KB0033523 v9.0

Version	Modified By	Modified On	State	Knowledge
8.02	Carlos Hernandez (jmfhcmu)	2023-10-15 09:34:10	Published	KB0033523 v9.0
8.01	Carlos Hernandez (jmfhcmu)	2023-10-15 09:34:02	Published	KB0033523 v9.0
8.0	Carlos Hernandez (jmfhcmu)	2023-10-13 17:17:38	Outdated	KB0033523 v8.0
7.02	Carlos Hernandez (jmfhcmu)	2023-10-13 17:17:24	Outdated	KB0033523 v8.0
7.01	Carlos Hernandez (jmfhcmu)	2023-10-13 17:17:20	Outdated	KB0033523 v8.0
7.0	Carlos Hernandez (jmfhcmu)	2023-10-13 17:15:54	Outdated	KB0033523 v7.0
6.02	Carlos Hernandez (jmfhcmu)	2023-10-13 17:15:40	Outdated	KB0033523 v7.0
6.01	Carlos Hernandez (jmfhcmu)	2023-10-13 17:15:38	Outdated	KB0033523 v7.0
6.0	Carlos Hernandez (jmfhcmu)	2023-10-13 17:10:29	Outdated	KB0033523 v6.0
5.02	Carlos Hernandez (jmfhcmu)	2023-10-13 17:10:04	Outdated	KB0033523 v6.0
5.01	Carlos Hernandez (jmfhcmu)	2023-10-13 17:10:01	Outdated	KB0033523 v6.0
5.0	Carlos Hernandez (jmfhcmu)	2023-10-13 17:09:23	Outdated	KB0033523 v5.0
4.02	Carlos Hernandez (jmfhcmu)	2023-10-13 17:09:05	Outdated	KB0033523 v5.0
4.01	Carlos Hernandez (jmfhcmu)	2023-10-13 17:09:00	Outdated	KB0033523 v5.0
4.0	Carlos Hernandez (jmfhcmu)	2023-10-13 17:03:41	Outdated	KB0033523 v4.0
3.02	Carlos Hernandez (jmfhcmu)	2023-10-13 17:02:21	Outdated	KB0033523 v4.0
3.01	Carlos Hernandez (jmfhcmu)	2023-10-13 17:02:19	Outdated	KB0033523 v4.0
3.0	Carlos Hernandez (jmfhcmu)	2023-10-13 17:00:52	Outdated	KB0033523 v3.0
2.02	Carlos Hernandez (jmfhcmu)	2023-10-13 16:58:28	Outdated	KB0033523 v3.0
2.01	Carlos Hernandez (jmfhcmu)	2023-10-13 16:58:22	Outdated	KB0033523 v3.0
2.0	Paul Beasley (jmfjubh)	2023-09-27 10:25:42	Outdated	KB0033523 v2.0
1.02	Carlos Hernandez (jmfhcmu)	2022-10-13 10:21:09	Outdated	KB0033523 v2.0
1.01	Carlos Hernandez (jmfhcmu)	2022-10-13 10:21:05	Outdated	KB0033523 v2.0
1.0	Scott Smith (conybwg)	2022-10-12 11:37:52	Outdated	KB0033523 v1.0
0.02	Carlos Hernandez (jmfhcmu)	2022-10-06 15:17:40	Outdated	KB0033523 v1.0
0.01	Carlos Hernandez (jmfhcmu)	2022-10-06 15:06:40	Outdated	KB0033523 v1.0

**Related List Title:** Article Checklist Summary List

**Table name:** kb\_article\_checklist\_summary

**Query Condition:** Article = (empty)

**Sort Order:** Number in ascending order

None