

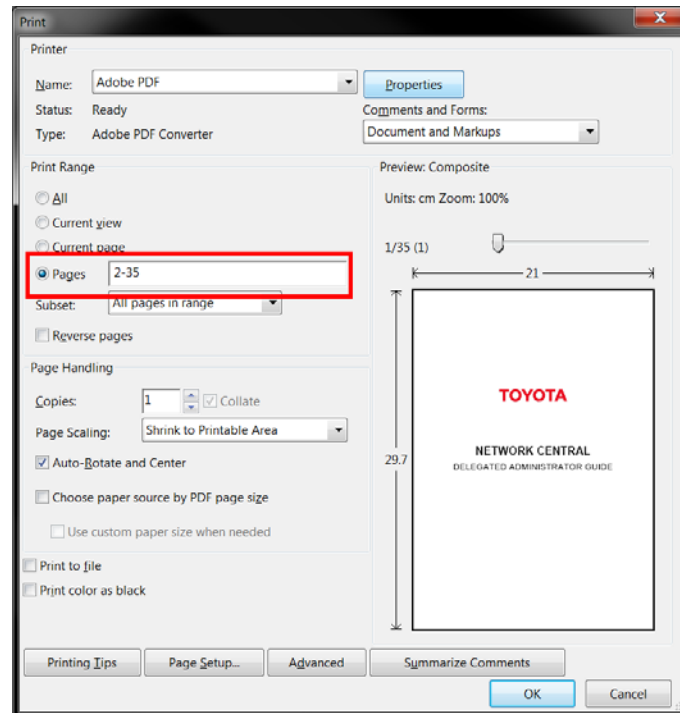
Network Central Help Guide

Welcome to the Network Central Help document for dealers. This document is split into two sections:

- Delegated Administrator User guide - PDF pages **2 to 35**
- Dealer User Guide (Non-Delegated Administrators) – PDF pages **36 to 54**

Each section has a table of contents which refers to printed versions, not when viewing online.

To print off a particular section, press CTRL+P on your keyboard and specify the page range required



TOYOTA

NETWORK CENTRAL

DELEGATED ADMINISTRATOR GUIDE

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2. Introduction

This document describes the functionality available to the nominated Delegated Administrator of Network Central within a Dealership.

2.1. Audience

- The Delegated Administrator/Dealer Updater of a Dealership.
- TMCA and 3rd party staff supporting Dealership users with Network Central

2.2. Minimum System Requirements

- Internet Connection
- Internet Explorer 6.0 or higher
- Screen Resolution of 1024 x 768 pixels
- Access to the Toyota network
- Access to Network Central as a Dealer Updater*

*If you are unsure if you have access to Network Central, please contact tSupport on 1800 251 175.

2.3. Icons



TIP: Gives handy and helpful hints relating to the function being described



Warning: Brings extra attention to the function being described and potential risks

3. Network Central Overview

Network Central is a web based application used to store key information about Toyota Dealerships and all their staff members. Data stored in Network Central is a basis for many other Toyota applications therefore accurate data entry and regular maintenance is vital.

3.1. Accessing Network Central

1. In a web browser, type **http://webapps.toyota.com.au/iapps/nc** into the address bar.
2. Press Enter.
3. The Network Central log in page will be displayed.



TIP: You can save this address as a favourite for easy access in the future

4. Type in your Toyota username (usually firstname.lastname) and password, then click Login







Network Central log in page

3.2. Network Central Home Page

Once logged in, the Network Central Main Home Page will appear. From here you can navigate Network Central using the Navigation Links at the top of the page, or the Navigation buttons on the centre of the page. To log out of Network Central, click the Logout link in the top right hand corner.

3.3. Network Central Navigation

Selecting one of the various buttons or links will take you to specific functions within Network Central. While the Navigation Buttons are only visible on the Network Central Home Page, the Navigation Links will always be visible.

NAVIGATION LINK	NAVIGATION BUTTON	DESCRIPTION
Home	N/A	Returns you to the Network Central Home Page
Staff Search	 Search for Dealer Staff	Search for staff across the Toyota Network, and view their details
Dealer Search	 Search for a Dealership	Search for Dealerships across the Toyota Network, and view their details
My Details	 My Details	Allows you to maintain your own Network Central account details
Manage Staff	 Manage Staff	Allows you to create new Staff members or maintain existing Dealership staff.
Manage Dealer	 Manage Dealership	Allows you to maintain details related to your Dealership and view staff
Security	 Security Settings	Allows you to assign Security Groups to staff, giving access to other Toyota Systems
Logout	N/A	Logs you out of Network Central
Help	N/A	Displays this Network Central Dealer Updater Guide

4. Staff Search

Staff search allows you to search for all Staff members across the Toyota Network who have been added into Network Central. To edit and view staff details, refer to Section 7. Manage Staff

Search Dealer Staff

☒ New Search ☐ My Saved Search (0)

▶ **Staff Details**

My Dealer Staff	<input type="checkbox"/>
Dealer Staff No	<input type="text"/>
First Name	<input type="text"/>
Surname	<input type="text"/>

Search Rules:

- ▶ Both First Name and Surname must be entered.
- ▶ Each name field must contain at least two characters.
- ▶ If the Dealer Staff Number field is used, then the rules above do not apply.

By default the search mode is set to New Search. If you have previously saved searches, the My Saved Search option can be used (Refer to section 4.1.1 Save Search)

New Search

To perform a search:

1. Complete the fields as required
2. Click on

Clicking will clear the search criteria.

You can restrict search results to your own Dealership by ticking the box next to My Dealer Staff

My Dealer Staff ☒

Search Rules

- You can search for Staff members based on their Dealer Staff Number **OR** by their first name and last name.
- When searching by first name and last name, both the first name and surname fields must contain at least two characters.
- If searching by dealer staff number, the first name and last name is not required.

4.1. Staff Search Results

If the search result is successful, it will return results similar to below.

Search Dealer Staff								
Your Search for Firstname 'gwen' and Surname 'valenton' returned the following results								
1 records matched your query								
<< first < prev 1 next > last >>								
First name	Last name	Dealership	Suburb	State	Primary Location	Primary Position	Telephone	Email Address
Gwen	Valenton	CANBERRA TOYOTA	MITCHELL	ACT	CANBERRA TOYOTA	Sales Consultant	12 3456 7890	gwen@canberratoyota.com.au
Save Search Export Mail Merge Export Mailing Label								

You can sort the results into Ascending or Descending order by clicking on the column title.

Multiple results can be navigated using the links above or below the search results

<< first < prev 1 next > last >>

From this screen the search criteria can be saved for future use or you can export the search results in various ways.

4.1.1. Save Search

If the search you've just performed will be used often, you can save the search criteria for future use by using the Save Search button.

To save the search criteria:

1. Click **Save Search**
2. In the following pop up box, type a label for the search and Click OK (eg. my search)

X

Search Label

OK

3. The search criteria is now stored in the system. Click Close.

X

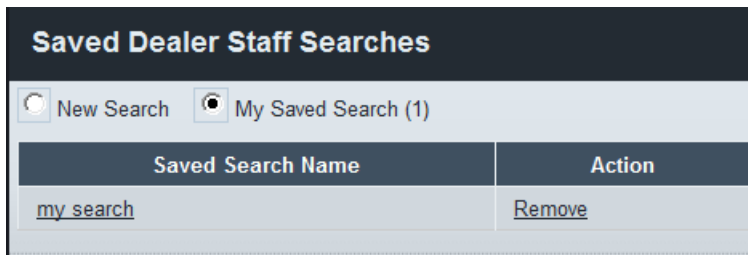
Your search was saved successfully!

Close

4. Your list of saved searches will appear when My Saved Search option is selected in the Staff Search screen

To use a saved search:

1. From the Staff Search screen, select "My Saved Search" to display your list of saved searches



2. Click the name of the search you'd like to perform from the Saved Search Name column

Note: The Remove link next to the search name will delete the saved search from the system Search Screen

4.1.2. Export

The **Export** button extracts position details on the search results displayed as an Excel file. The extract contains details such as the employee's name, employee ID, position within the Dealership, and which Dealership location they belong to.

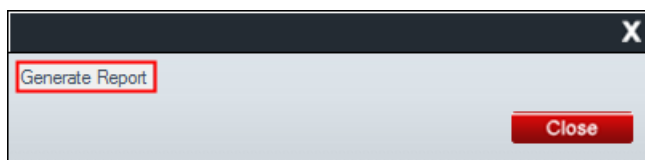
4.1.3. Mail Merge export

The **Mail Merge Export** button extracts mailing address details based on the search results displayed as an Excel file. The extract contains details such as the employee's name, postal address, and Dealership they belong to.

4.1.4. Mailing Label

The **Mailing Label** button creates an A4 paper size Adobe PDF file based on the search results displayed suitable for use with mailing labels.

After clicking the **Mailing Label** button, the system checks that mailing addresses are available for all staff in the search results. If all staff in the search results have a valid mailing address, click generate report to create the PDF file.



If one or more of the staff members listed in the search results does not have a valid mailing address (ie. not associated with a dealer), a list of affected staff members will appear. They will not be included when the mailing label is generated.

5. Dealer Search

Dealer search allows you to search for all dealers across the Toyota Network and view their details such as addresses, contact details, and key staff members.

Search For Dealership

☒ New Search ☐ My Saved Search (0)

Dealer Details

Dealer Name	<input type="text"/>
Region	Select One ▼
PMA Name	Select One ▼
Metro/Rural	Select One ▼
Other Products	Select One ▼
Franchise Type	Select One ▼

Weight Details

Sales Weight	Select One ▼
Service Weight	Select One ▼
Parts Weight	Select One ▼
Used Vehicle Weight	Select One ▼
Accessories Weight	Select One ▼
CS Weight	Select One ▼
Lexus Weight	Select One ▼

Location Details

Location Name	<input type="text"/>
Suburb	<input type="text"/>
State	Select One ▼

Search **Reset**

By default the search mode is set to New Search. If you have previously saved searches, the My Saved Search option can be used (Refer to section 5.1.1 Save Search).

New Search

To perform a search:

1. Complete the fields and filters as required
2. Click on **Search**
3. The search results will be displayed.

Clicking **Reset** will clear the search criteria.

Search Rules

- You must enter information in at least one field before conducting a search



TIP: If you type in part of a dealer or location name (eg. Syd), Network Central will “predict” what dealer or location name you are searching for and display the results in a pop up.

Search For Dealership

☒ New Search ☐ My Saved Search (0)

Dealer Details

Dealer Name	syd
Region	Sydney City Lexus Sydney City Toyota
PMA Name	Select One
Metro/Rural	Select One ▼
Other Products	Select One ▼
Franchise Type	Select One ▼

You can then click on the dealer or location name to automatically complete the dealer or location name.

5.1. Dealer Search Results

If the search result is successful, it will return results similar to below.

Search For Dealership

▶ Your search for region Eastern returned the following results

<< first < prev 1 2 3 next > last >>

Dealer Code	Dealer Name	Location Name	Suburb	State	Telephone	Short Dial	Location Type	Region	SAP Dealer Code	PH
037042	Bill Buckle Toyota	Bill Buckle Toyota	BROOKVALE	NSW			Service	Eastern	37042	BRO
037186	Dubbo City Toyota	Gilgandra Toyota	GILGANDRA	NSW			Branch	Eastern	37186	DUB
036957	Lander Toyota	Lander Toyota	BLACKTOWN	NSW			Service	Eastern	36957	BLA
036957	Lander Toyota	Lander Toyota	PROSPECT	NSW			Pre Delivery	Eastern	36957	BLA
036957	Lander Toyota	Lander Toyota	PROSPECT	NSW			Vehicle Storage	Eastern	36957	BLA
036092	Cessnock Toyota	Cessnock Toyota	CESSNOCK	NSW			Pre Delivery	Eastern	36092	CES
036092	Cessnock Toyota	Cessnock Toyota	CESSNOCK	NSW			Vehicle Storage	Eastern	36092	CES
036092	Cessnock Toyota	Cessnock Toyota	CESSNOCK	NSW			Parts Sales Facility	Eastern	36092	CES
036902	Canterbury Toyota	Canterbury Toyota	HURSTVILLE	NSW			Used Vehicle	Eastern	36902	HUR
036902	Canterbury Toyota	Canterbury Toyota	LAKEMBA	NSW			Vehicle Storage	Eastern	36902	HUR

<< first < prev 1 2 3 next > last >>

Save Search Export Mail Merge Export Mailing Label

You can sort the results into Ascending or Descending order by clicking on the column title.

Results can be navigated using the links above or below the search results

<< first < prev 1 next > last >>

From this screen, dealer or location details can be viewed, search criteria can be saved for future use or you can export the search results in various ways.

5.1.1. Save Search

If the search you've just performed will be used often, you can save the search criteria for future use by using the Save Search button.

To save the search criteria:

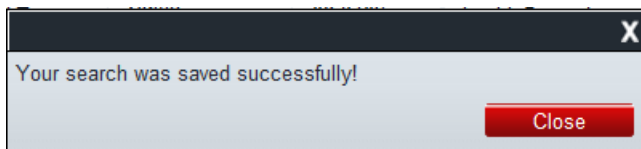
1. Click **Save Search**
2. In the following pop up box, type a label for the search and Click OK (eg. dealer search)

X

Search Label

OK

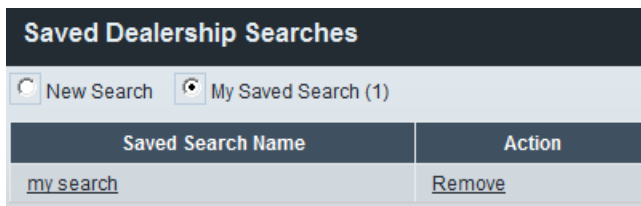
3. The search criteria is now stored in the system. Click Close.



4. Your list of saved searches will appear when My Saved Search option is selected in the Dealer Search Screen

To use a saved search:

3. From the Staff Search screen, select “My Saved Search” to display your list of saved searches



4. Click the name of the search you’d like to perform from the Saved Search Name column

Note: The [Remove](#) link next to the search name will delete the saved search from the system.

5.1.2. Export

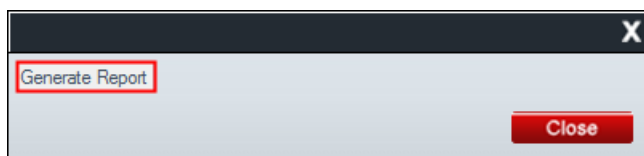
The **Export** button details from dealers and locations in the search results displayed as an Excel file. The extract contains details such as SAP and Dealer codes, contact numbers, addresses, key employee names and positions.

5.1.3. Mail Merge export

The **Mail Merge Export** button extracts the dealer or locations mailing address details as well as key employee details based on the search results displayed as an excel file.

5.1.4. Mailing Label

The **Mailing Label** button creates an A4 paper size Adobe PDF file based on the search results displayed suitable for use with mailing label paper. After clicking the **Mailing Label** button, click Generate Report to create the PDF file.



5.1.5. Viewing Dealer or Location Details

From the search results, you can view details of the Principal location of a Dealership by clicking the entry under the Dealer Name column. Alternatively, you can view specific branch information by clicking the entry under the Location Name column.

Search For Dealership										
Your search for dealer name Ian Weigh Toyota and dealer status Active, Draft, Inactive returned the following results										
<< first < prev 1 next > last >>										
Dealer Code	Dealer Name	Location Name	Suburb	State	Telephone	Short Dial	Location Type	Region	SAP Dealer Code	
006957	Ian Weigh Toyota	Ian Weigh Toyota	ROCKHAMPTON	QLD	07 4924 5200	2800	Principal	Northern	6957	ROCKHAMPTON
006957	Ian Weigh Toyota	Ian Weigh Toyota	YEPPON	QLD	07 4939 3922	2703	Branch	Northern	6957	ROCKHAMPTON

After clicking on either a dealer or location name, you can navigate the dealer or location profile by clicking on the various tabs located under the dealer/location name.

Commonly viewed tabs include the General, TMCA and Awards (Dealer only) tabs.

Sydney City Toyota										Active
General TMCA Legal and Agreement Awards Location Files Systems										
General Information										
Dealer Name		Sydney City Toyota								
Dealer Code		009387								
SAP Dealer Code		9387								
Parts Dealer Code		103757								
Street Address										
Address 1		824 Bourke Street								
Address 2										
Suburb		WATERLOO								
State		NSW								
Postcode		2017								
Postal Address										
Address 1										
Address 2										
Suburb										
State										
Postcode										
PO Box Address										
PO Box		Locked Bag 5050								
Suburb		ALEXANDRIA								
State		NSW								
Postcode		2015								

General

The General tab contains address details, contact details (postal and electronic), and who the Dealer Principal is.

TMCA

The TMCA tab contains regional and district classifications, weight groups, and details of their TMCA field representatives.

Awards (Dealer Only)

The Awards tab contains details of the Dealerships award history

6. My Details

My Details allows you to view your Network Central profile, update your personal details, position (appointment) and contact details, and update your own password. For further information on resetting passwords, refer to **section 10.1 Password Functions**. Fields which are editable are shaded in white. Mandatory fields are marked with *.

Personal Details

Personal Details

Dealer Staff No. 00002041

* Title Mr

* First Name Dealer

* Surname Admin

* Date Of Birth 30-07-1965

Language(s) spoken + Add

> Spanish Remove

Spouse Details

Spouse Title Mrs

Spouse First name Gertrude

Spouse Surname Admin

Other Staff Numbers

Training ID Number

Sales Society Number

Technician Society Number

[Reset Password](#)

CMI TOYOTA / CMI TOYOTA

Appointment Details

Position	Systems Administrator
Position Definition	
Department(s)	Administration
Start Date in role	29/07/2011
Part time	<input type="checkbox"/>
Primary position?	<input checked="" type="checkbox"/>

Contact Details

Direct Phone	
Email Address	
Fax	
Mobile	

Miscellaneous

Active for Toyota Systems	<input checked="" type="checkbox"/>
LDAP User ID	Dealer.Admin
Dealer Regional Information Portal user	<input type="checkbox"/>
Email Opt in	<input type="checkbox"/>
SMS Opt in	<input type="checkbox"/>
SMS Number	
SAP Username	
SAP Username Validated	Not Validated

Other position details

TWRS champion:	<input type="checkbox"/>
Privacy Officer:	<input type="checkbox"/>
Training Officer:	<input type="checkbox"/>

[Edit position details](#)

6.1. Edit your Personal Details



Warning: Changing the First Name, Last Name or Date of Birth can trigger changes to your login and password used to log into various Toyota systems. Read all warning prompts carefully before committing to changes.

Under the personal details section of your Network Central profile, update the editable fields (white shading) as required, then click **Save** on the top right hand corner of the screen.

Mandatory fields are marked with *.

Personal Details



Personal Details

Dealer Staff No. 00002041

* Title Mr ▼

* First Name Dealer

* Surname Admin

* Date Of Birth 30-07-1965  

Language(s) spoken + Add

Spanish Remove

Spouse Details

Spouse Title Mrs ▼

Spouse First name Gertrude

Spouse Surname Admin

Other Staff Numbers

Training ID Number

Sales Society Number

Technician Society Number

[Reset Password](#)

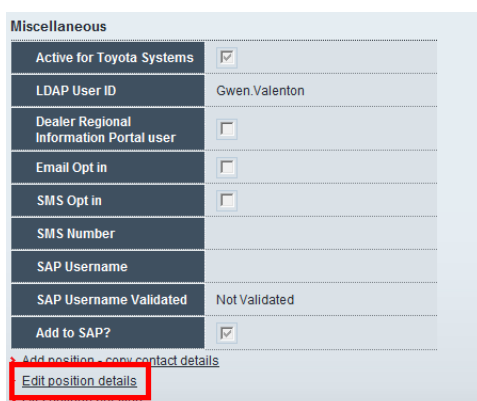
Save

6.2. Edit your Position (Appointment) and Contact Details

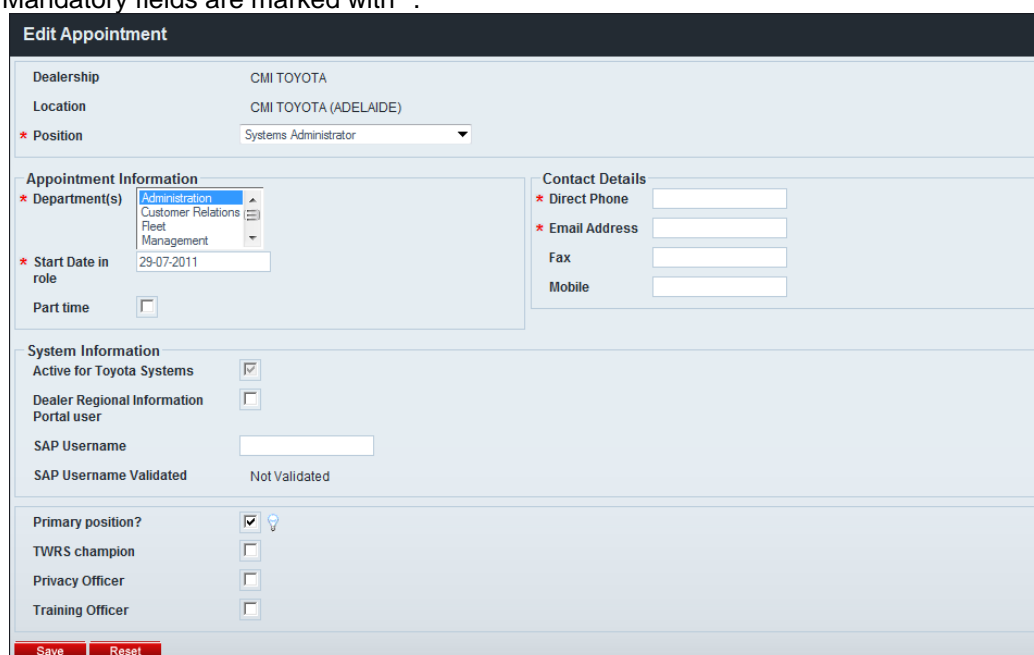
Within your Network Central profile a history of your position (Appointment) details held will be listed, including those from other Toyota dealerships. Each position can be updated as required.

For more information regarding the fields and options available on this screen, refer to **Appendix Section 11.1 Appointment Screen Fields**

1. On the bottom left hand corner of the position (appointment) you'd like to edit, click on the [Edit position details](#) link to show the Edit Appointment screen.



2. On the Edit Appointment screen, update the editable fields (white shading), drop downs and check boxes as required, then click **Save** on the bottom left hand corner of the screen. Mandatory fields are marked with *.



Note: The **Reset** button can be used to change the details back to what they were up to the last time it was saved.



TIP: multiple departments can be selected by holding down the CTRL button on the keyboard and clicking on different departments.

7. Manage Staff

Manage Staff allows you to add new Staff members into Network Central, add new positions, edit staff details for your Dealership, and reset passwords for existing staff. For more information on password resets, refer to section 10.1 Password Functions

7.1. Creating a new Staff member

Creating a new a Staff member for your Dealership involves checking for an existing account in Network Central, creating a Network Central Profile, adding their position, assigning a password, and adding security Groups (if required). A flow chart is available reference in **section 11.2 New Dealership Staff member user flow chart**.



Who should be added into Network Central?

Because Network Central is a basis for many other Toyota applications, training programs, etc, all staff members within a Toyota dealership are required be added into Network Central

Sales Staff, Network Central & SAP


Network Central can generate a SAP record for Sales Staff when the option is enabled. There is **no requirement** to add Sales Staff to SAP manually once they have been added to Network Central.

7.1.1. Search for an existing profile

Before accessing the Add staff function, Network Central requires that you search for an existing profile to avoid duplicating staff profiles that have been created in other dealerships.

Manage Dealer Staff	
<input checked="" type="radio"/> New Search	<input type="radio"/> My Saved Search (0)
Staff Details	
My Dealer Staff	<input type="checkbox"/>
Dealer Staff No	<input type="text"/>
First Name	<input type="text"/>
Surname	<input type="text"/>
Search	Reset

Search for an existing Network Central profile

1. Leave My Dealer Staff **unticked**
2. Complete both name fields as required
3. Click on  to display the search results for review

7.1.2. Creating a Network Central profile

If the search results show a matching name, view the profile to check the date of birth. If it's a match, the profile can be re-used in your dealership to save time and avoid duplication of staff members. To transfer the existing profile to your dealership, refer to **Section 7.3. Transferring a Staff member**.

If there are no matching profiles in the search results:

1. Click the **Add Staff Member** button.

Manage Dealer Staff

Your Search for Firstname 'Rick' and Surname 'James' returned the following results

0 records matched your query

<< first < prev next > last >>

Dealer Staff No	First name	Last name	Add Position	Dealership	Suburb	Primary Location	Primary Position	Reset password	Discontinue position (s)
No records found.									

Add Staff Member **Save Search** **Export** **Mail Merge Export** **Mailing Label**

Screenshot above shows a search with no matching results

Add Staff

Personal Details

Dealer Staff No.

* Title

* First Name

* Surname

* Date Of Birth

Language(s) spoken + Add

Other Staff Numbers

Training ID Number

Sales Society Number

Technician Society Number

Save **Reset**

Warning: Ensure that the Title, name and date of birth are correct before saving.

February, 2012

Today

?	<<	<	>	>>	x		
wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
4				1	2	3	4
5	5	6	7	8	9	10	11
6	12	13	14	15	16	17	18
7	19	20	21	22	23	24	25
8	26	27	28	29			


Select date

Click once to move back one month
Click and hold to select a month

Click once to move back one year
Click and hold to select a year

Click to select the day within the month

2. Complete the editable fields (shaded in white), then click **Save** to add the Staff member into Network Central. Mandatory fields are marked with *.

Note: To complete the Date of Birth field, click on the calendar icon  to show the date selector, then select the appropriate year, month and day.

7.1.3. Adding a position to a staff member



Warning: If the Staff member is in a sales role, remember to tick the Add to SAP? option.

NOTE: Only National Network Central Administrators can edit or Add Dealer Principal/General Manager of Record positions. Please contact your Regional Toyota representative for assistance.

1. On the bottom left hand corner of the staff member's profile, click the [Add Position](#) Link to show the Add Appointment screen.

2. On the Add Appointment screen, complete the editable fields (shaded in white) as required. Mandatory fields are marked with *.

For more information regarding the fields and options available on this screen, refer to **Appendix Section 11.1 Appointment Screen Fields**

3. If the Staff member is in a sales role position, a new option will appear. Tick the “Add to SAP?” option to create a SAP Salesperson Record for this role.

4. Click the **Save** button to add the new position to the existing Staff member. This will add the new position to Network Central and return you to the staff member's profile.
5. Note down the user ID (firstname.lastname) next to the LDAP and SAP Username fields within the appointment details for the employee.

7.1.4. Assigning a password to the new user

Once the staff member exists in network central with a valid position, a password can be assigned. This password will be used together with their firstname.lastname userid to access Network Central and other Toyota systems such as DRIP and TIPS.

1. Click on Manage Staff link and search for the Staff member using the first name, last name and enabling the “My Dealer Staff” tick box
2. From the search results, click on the Reset link

3. Enter a new password for the Staff member, then click Reset.

4. If the staff member requires access to other Toyota systems such as DRIP or TIPS, continue to **section 9. Security** for instructions on how to add relevant security permissions add Job Functions.

7.2. Editing Staff members

To edit staff Details you will need to search for the Staff member first, then access their profile. This ensures that the correct Staff member is updated and avoids duplication.



TIP: In Manage Dealer, the “Staff” tab can give quick access to edit Staff members within your Dealership. See Section 8. Manager Dealer for more information.

Manage Dealer Staff

☒ New Search ☐ My Saved Search (0)

Staff Details

My Dealer Staff	<input type="checkbox"/>
Dealer Staff No	<input type="text"/>
First Name	<input type="text"/>
Surname	<input type="text"/>

Search **Reset**

Search Rules:

- Both First Name and Surname must be entered.
- Each name field must contain at least two characters.
- If the Dealer Staff Number field is used, then the rules above do not apply.

By default the search mode is set to New Search. If you have previously saved searches, the My Saved Search option can be used.

Search for Staff member to edit

1. Tick My Dealer Staff to limit the search to your Dealership
2. Complete the fields as required

3. Click on **Search**

Access the Staff member profile

From the search results, click on the Dealer Staff Number, first name or last name of the staff member you would like to edit. This will show the Staff members profile, ready to be edited.

Manage Dealer Staff

Your Search for Dealer ID '905' for Firstname 'Irene' for Surname 'Smith' and My Dealer Only 'true' returned the following results

1 records matched your query

<< first < prev 1 next > last >>

Dealer Staff No	First name	Last name	Add Position	Dealership	Suburb	Primary Location	Primary Position	Reset password	Discontinue staff member from dealership
21	Irene	Smith	Add	CMI TOYOTA	ADELAIDE	CMI TOYOTA	General Manager	Reset	Discontinue

Add Staff Member **Save Search** **Export** **Mail Merge Export** **Mailing Label**



TIP: The [Add](#), [Reset](#), and [Discontinue](#) links are quick shortcuts to the functions “Add a new position”, “Reset the password”, or “Discontinue the staff member from Dealership” respectively.

7.2.1. Edit Staff Personal Details



Warning: Changing details such as the name and date of birth may trigger changes to the firstname.lastname or SAP user id used to log into various Toyota systems. Read all warning prompts carefully before committing to changes.

1. After finding and selecting a Staff member as per **section 7.2 Editing Staff Members**, update the editable fields (white shading) as required on the Staff member's profile. Mandatory fields are marked with *.
2. Click **Save** on the bottom left hand corner of the Personal details Section

The screenshot shows the 'Manage Staff' interface. It has a dark header with the title 'Manage Staff'. Below it, there are two main sections. The first section is 'Personal Details' with a light blue background. It contains fields for 'Dealer Staff No.' (00000021), 'Title' (Miss), 'First Name' (Irene), 'Surname' (Smith), 'Date Of Birth' (06-04-1980), and 'Language(s) spoken' (+ Add). The second section is 'Other Staff Numbers' with a light blue background. It contains fields for 'Training ID Number' (123123), 'Sales Society Number' (23432), and 'Technician Society Number' (43232343). At the bottom of the form, there are two buttons: 'Save' and 'Reset'.

7.2.2. Editing existing positions (appointments)

1. After finding and selecting a Staff member as per **Section 7.2 Editing Staff members**, click the [Edit position details](#) Link underneath the personal details section to show the Edit Appointment screen.

The screenshot shows the 'Miscellaneous' section of the staff profile. It has a light blue background. It contains a table of settings with checkboxes and text fields. The settings are: 'Active for Toyota Systems' (checked), 'LDAP User ID' (Jayde.Byers4), 'Dealer Regional Information Portal user' (unchecked), 'Email Opt in' (unchecked), 'SMS Opt in' (unchecked), 'SMS Number' (empty), 'SAP Username' (empty), 'SAP Username Validated' (Not Validated), and 'Add to SAP?' (checked). Below the table, there are three links: 'Add position - copy contact details', 'Edit position details' (highlighted with a red box), and 'Discontinue position'.

- On the **Edit Appointment** screen, complete the editable fields (shaded in white), then click **Save** to update the position details. Mandatory fields are marked with *.

For more information regarding the fields and options available on this screen, refer to Appendix Section 10.1 Appointment Screen Fields

7.2.3. Discontinuing positions (appointments) and staff members

Network Central allows you to discontinue either a single position held by a staff member or discontinue the employee entirely if they have left the dealership.

Discontinue a single position

When a Staff member no longer performs a particular position, it must be discontinued.

- Search for and select the Staff member as per **Section 7.1 Editing Staff members**
- Within the Staff member's profile, click the [Discontinue position](#) Link underneath the Appointment/Position details to discontinue the position

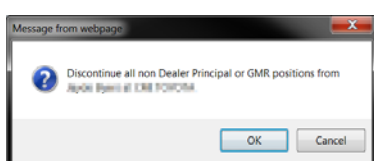
Discontinue a Staff member from your dealership

Discontinuing a Staff member will retire the profile of a Staff member for your dealership and any positions held. Their record will be available for future use in other Toyota dealerships if needed.

1. Search for the Staff member as per **Section 7.1 Editing Staff members**, but **do not** click on the name
2. From the search results, click the Discontinue Link next to the Staff member's entry

Dealer Staff No	First name	Last name	Add Position	Dealership	Suburb	Primary Location	Primary Position	Reset password	Discontinue staff member from dealership
2141	John	Smith	Add	N/A (previous: CANBERRA TOYOTA)	Canberra	Canberra	Service Advisor		
2141	John	Smith	Add	N/A (previous: CANBERRA TOYOTA)	Canberra	Canberra	Service Advisor		
1921	John	Smith	Add	N/A (previous: CANBERRA TOYOTA)	Canberra	Canberra	Service Advisor	Reset	Discontinue

3. A warning message will appear, click OK to continue



4. The staff member will now have N/A (previous:xxxx) (where xxxx is the previous dealer) under the dealer column.

Dealer Staff No	First name	Last name	Add Position	Add DP/GMR position	Dealership	Suburb	Primary Location	Primary Position	Reset password	Discontinue staff member from dealership
2141	John	Smith	Add	Add DP/GMR	N/A (previous: CANBERRA TOYOTA)					

7.3. Transferring a Staff member

To transfer a Staff member from another Toyota Dealership to yours, all positions held by the Staff members at the previous Dealerships must first be discontinued by the Network Central Administrator of previous Dealerships (Section 7.2.4).

Once this is done, you can use the existing profile within Network Central as a base, and add the new position held at your Dealership (Section 7.2.3)

1. Search for the existing Network Central as per **Section 7.1 Editing Staff members**
2. Identify the staff member by their name with the dealer entry of N/A (previous:xxxx), where xxxx is the previous dealer. Eg. N/A (previous: Canberra Toyota)

Dealer Staff No	First name	Last name	Add Position	Add DP/GMR position	Dealership	Suburb	Primary Location	Primary Position	Reset password	Discontinue staff member from dealership
2141	John	Smith	Add	Add DP/GMR	N/A (previous: CANBERRA TOYOTA)					

3. Click on the Staff member and add new positions as per **Section 7.2.3 Adding a new position to an existing Staff member**

8. Manage Dealer


Manage dealer allows you to edit contact details such as postal addresses, email addresses of each department, service website URL for the principal and branch location of your Dealership. It also lists staff that exist in Network Central for your Dealership locations and allows you to edit them.

Clicking on Manage Dealer shows the Dealership locations for your Dealership

Manage my dealership and locations					
<< first < prev 1 next > last >>					
Location ID	Location Name	Suburb	Location Type	PMA	Telephone
23741	Stawell Toyota	STAWELL	Principal	STAWELL	03 5358 1555
23742	Horsham Toyota	HORSHAM	Branch	STAWELL	03 5381 6111
<< first < prev 1 next > last >>					

Clicking on the Location Name shows the profile for the selected location and gives access to edit its contact details or Staff members.

8.1. Editing location contact details

After selecting a location, update the editable fields as required (shaded in white) and click  in the top right hand corner



Warning: Details on this page such as postal address, email address and the service booking URL are user for official Toyota correspondence and the toyota.com.au website. Ensure that it is accurate and up to date at all times.

CRM TOYOTA AUSTRALIA /Principal/001071

Save Active

General TMCA Staff Awards Files Systems

General Information

Location Type Principal

Dealership

Location Name

Identification Numbers

Dealer Code

SAP Dealer Code

Parts Dealer Code

Street Address

Address 1

Address 2

Suburb

State

Postcode

Postal Address

Address 1

Address 2

Suburb

State VIC

Postcode

PO Box Address

PO Box

Suburb

State Select One

Postcode

Communication

Email Address

Website

Website Validated

Telephone 08 8238 5555

Fax 08 8211 7563

Sales Email Address

Service Email Address

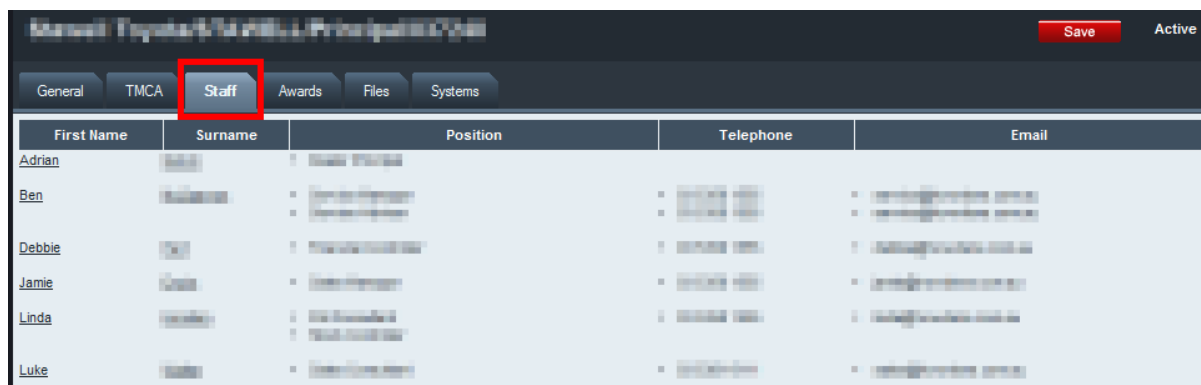
Parts Email Address

Customer Service Email Address

Service Booking URL

8.2. Dealer Staff list

After selecting a location, click on the Staff tab to display the list of staff belonging to that location. Clicking on either the first or last name of a Staff member within this list will take you to the Manage Staff function, allowing you to edit the details of the Staff member and their positions. Refer to **Section 7.2 Editing Staff members**



Manual Topology Management/Principals/Staff				
Save Active				
General TMCA Staff Awards Files Systems				
First Name	Surname	Position	Telephone	Email
Adrian	[Name]	1. [Position]		
Ben	[Name]	2. [Position] 3. [Position]	4. [Phone]	5. [Email]
Debbie	[Name]	1. [Position]	2. [Phone]	3. [Email]
Jamie	[Name]	1. [Position]	2. [Phone]	3. [Email]
Linda	[Name]	1. [Position] 2. [Position]	3. [Phone]	4. [Email]
Luke	[Name]	1. [Position]	2. [Phone]	3. [Email]

9. Security

The Security link redirects you to the Delegated Administration site used to maintain security permissions or “Groups” for Toyota Systems. For assistance

9.1. Adding Security Groups to users

1. After selecting the security link, log into Delegated Administration
2. From the left hand side, click on Assign Groups to Users. This will show search options.

TOYOTA Delegated Administration

Admin Log Off

DEALER ADMINISTRATION

Maintain Users

Maintain the Users within your Dealership. Perform the following operations:

1. Add - Add a new User to your Dealership
2. Delete - Remove a User from your Dealership
3. Update - Update a User's details such name, email address etc

Maintain Roles


A Role is a collection of Applications to which a User from a Dealership has access. the following operations:

1. Add - Assign a Role to User
2. Delete - Remove a Role from a User
3. Update - Update a Role detail like its description and the Groups that it contains

3. Type the surname of the user you would like to maintain and click Find. Alternatively, if the fields are left blank and you click Find, it will list all registered Network Central users in your Dealership.

NOTE: If the person you are searching for does not appear, check the spelling and ensure they have been created within Network Central. Refer to **section 7. Manage Staff** for more information.

ASSIGN GROUPS TO USER					
#	User ID	Firstname	Surname	Type	Action
			Smith	Dealers	Find
1				DEALERS	
2				DEALERS	
3				DEALERS	
4				DEALERS	


- Click the  icon next to the user you would like to maintain to view the group allocation screen.


Security “Groups” or permissions the user currently has are listed on the left hand side.
Available groups are listed on the right hand side

↩ ASSIGN GROUPS TO USER

Assign Groups to	
Groups Assigned to this User	Groups Assigned to this Dealer
DealerUser	<div> <div>></div> <div>>></div> <div><</div> <div><<</div> </div> <div> TIPS eContact Dealer Manager TIPS eContact Dealer Principal TIPS eContact Dept ALL TIPS eContact Dept New TIPS eContact Dept Parts TIPS eContact Dept Service TIPS eContact Dept Used TIPS eContact F and I TIPS eContact No Report TIPS eGroup Dealership User TIPS eGroup Dept All </div>

Search Again

- Add groups by clicking on an item from the right hand side, then clicking on the  button in the centre. Repeat until all required groups appear on the left hand side.

To remove groups, select an item from the left hand side and click on the  button.



Warning: Do not assign every group from one application (eg. Everything starting with TIPS or ShowroomDirect) to a single user.

This can cause conflicts and may give the user more access than required. If you are unsure, contact tSupport or your Regional Toyota Representative.



TIP: Multiple groups can be selected by holding down the CTRL key while clicking on the group list.

- The user will now have permissions to access applications depending on the groups allocated.

9.2. Assigning Job functions to users

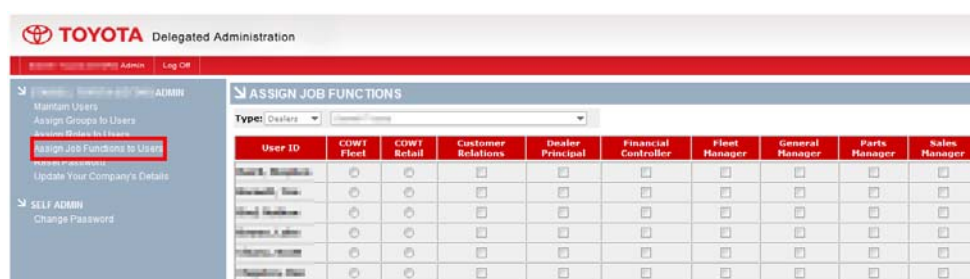
This feature in Delegated administration controls who is included in various email distribution lists used by Toyota.

If the user falls under any of the below categories, this step must be performed.

Requires Access To:	Customer Order Web Tracking for Fleet or Retail Customers
Role Performed Is:	Customer Relations, Dealer Principal, Financial Controller, Fleet Manager, General Manager, Parts Manager, Sales Manager, Service Manager, Stock Controller, System Admin (Delegated Administrator)

Within Delegated Administration:

1. From the left hand side, click Assign Job Functions to Users
2. From the list of users at your dealership, enable the required options under each category



3. Click Save Changes on the bottom right hand corner.
4. The user will now have relevant access/be part of suitable email distribution lists.

10. Support

10.1. Password Functions

Network Central allows a dealer to perform a variety of password related functions outlined below.

10.1.1. SAP

Delegated Administrators do not have access to reset other Staff members' SAP passwords. The Staff member must log onto Network Central to reset their own password.

To reset your own SAP Password:

1. Click on My Details to view your Network Central profile.
2. Under the relevant sales appointment, click the Generate SAP Password Link

Miscellaneous	
Active for Toyota Systems	<input checked="" type="checkbox"/>
LDAP User ID	Irene.Brown
Dealer Regional Information Portal user	<input type="checkbox"/>
Email Opt in	<input type="checkbox"/>
SMS Opt in	<input type="checkbox"/>
SMS Number	
SAP Username	AB123456
SAP Username Validated	Validated
Generate SAP Password	

3. A new SAP Password will be displayed

SAP Password Generated Successfully
Password generated successfully. Your new SAP password is: K2TN646H Back to My Details page

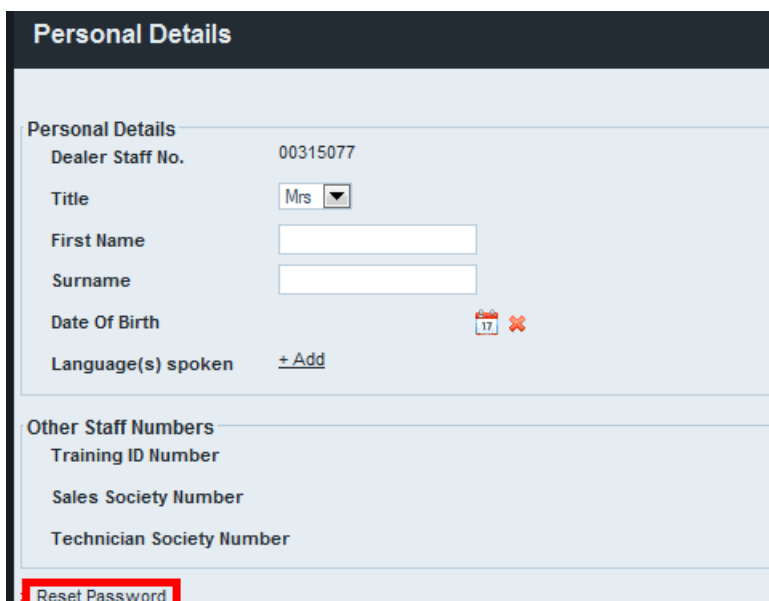
10.1.2. Other Toyota Systems

Password functions can be performed for other Toyota systems such as DRIP and TIPS, which require a login such as firstname.lastname.

NOTE: If you (the Delegated Administrator) have been locked out of Network Central and require a password reset, please call the tSupport Helpdesk on 1800 251 175.

Updating your own password

1. Click on My Details
2. Under your personal details, click the Reset Password link



Personal Details

Personal Details

Dealer Staff No. 00315077

Title Mrs

First Name

Surname

Date Of Birth 17

Language(s) spoken + Add

Other Staff Numbers

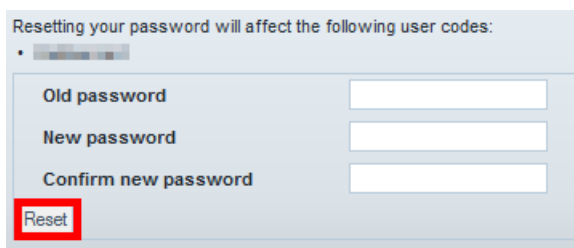
Training ID Number

Sales Society Number

Technician Society Number

Reset Password

3. Enter your old password, new password then click Reset



Resetting your password will affect the following user codes:

•

Old password

New password

Confirm new password

Reset

Resetting/Assigning other staff member's passwords

- Click on Manage Staff link and search for the Staff member using the first name, last name and enabling the "My Dealer Staff" tick box
- From the search results, click on the Reset link

The screenshot shows the 'Manage Dealer Staff' interface. At the top, it says 'Your Search for [redacted] returned the following results'. Below that, it states '1 records matched your query'. There are navigation links: '<< first < prev 1 next > last >>'. A table with 10 columns is displayed: Dealer Staff No, First name, Last name, Add Position, Dealership, Suburb, Primary Location, Primary Position, Reset password, and Discontinue position (s). The first row of data has a red box around the 'Reset' link in the 'Reset password' column. Below the table, there are more navigation links: '<< first < prev 1 next > last >>'. At the bottom, there are five buttons: 'Add Staff Member', 'Save Search', 'Export', 'Mail Merge Export', and 'Mailing Label'.

- Enter a new password for the Staff member, then click Reset

The screenshot shows the password reset form. It starts with the text 'The new password take effect for the following user codes:' followed by a list of user codes. Below that, it says 'The following user codes for [redacted] belong to a different dealership and the passwords for these user codes will NOT be updated:'. There are two input fields: 'New password' and 'Confirm new password'. At the bottom left, there is a red box around the 'Reset' button.

10.2. Support Contacts

For all **technical queries** including password resets, contact the tSupport helpdesk on

1800 251 175

For **general queries** on usage, please contact your Regional Toyota Representative.

11. Appendix

11.1. Appointment screen fields

Dealer/Location Details

Dealership/Location* – The Dealership/location where this position is based.

Position* – The position held by the Staff member, eg. Sales Manager, Technician

Position Definition* – The level within the position the staff member is – eg. Senior, 1st Year

Appointment Information

Department(s)* – The department(s) this position will be valid in

Start Date in Role* – The start date of this position

Part time – Tick if the position is on a part time basis.

Contact Details

Direct Phone* – Direct Land line phone number for this position. Must be entered with area code and no spaces. Eg. 0291234567

Email Address* – email address for this position.

Fax – Fax number for this position. Must be entered with area code. Spaces are OK.
Eg. 02 9123 4567

Mobile – Mobile number for this position. Spaces are OK. Eg. 0404 123 456

System Information

Active for Toyota Systems – Signifies if the LDAP user id is active for Toyota Systems.

Dealer Regional Information Portal user – Tick if the user is a Dealer Regional Information Portal (DRIP) user in this position.

SAP Username – If the SAP username is known, it can be added here.

SAP Username Validated – Signifies if the SAP username is has been validated by tSupport

Add to SAP? – Tick to create a SAP Salesperson Record for new sales Staff

Primary Position – Tick if this is the Staff member's primary position at the Dealership

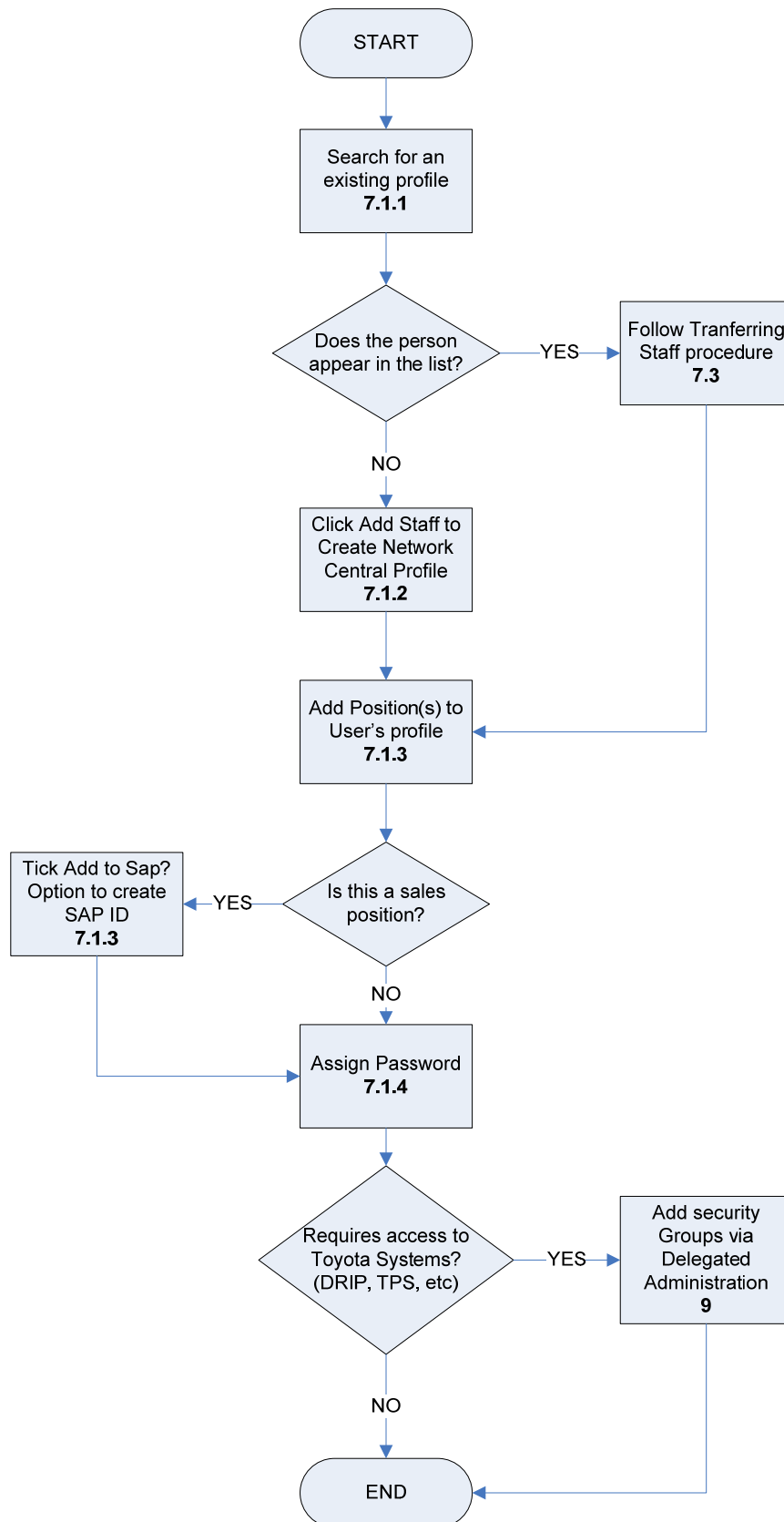
TWRS champion – Tick if the Staff member is a Toyota Way in Retail Sales Champion

Privacy Officer – Tick if the Staff member is a Privacy Officer.

Training Officer – Tick if the Staff member is a Training Officer.

*** Denotes mandatory fields**

11.2. New Dealership Staff member flow chart



TOYOTA

NETWORK CENTRAL

DEALER USER GUIDE

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2. Introduction

This document describes the functionality available to a Dealer staff member within Network Central.

2.1. Audience

- Dealer staff with non-Delegated Administrator access
- TMCA and 3rd party staff supporting Dealership users with Network Central

2.2. Minimum System Requirements

- Internet Connection
- Internet Explorer 6.0 or higher
- Screen Resolution of 1024 x 768 pixels
- Access to the Toyota network
- Access to Network Central as a Dealer User*

*If you are unsure if you have access to Network Central, please speak to your dealership's Delegated Administrator, or contact tSupport on 1800 251 175.

2.3. Icons



TIP: Gives handy and helpful hints relating to the function being described

3. Network Central Overview

Network Central is a web based application used to store key information about Toyota Dealerships and all their staff members. Data stored in Network Central is a basis for many other Toyota applications therefore accurate data entry and regular maintenance is vital.

3.1. Accessing Network Central

1. In a web browser, type **http://webapps.toyota.com.au/iapps/nc** into the address bar.
2. Press Enter.
3. The Network Central log in page will be displayed.



TIP: You can save this address as a favourite for easy access in the future

4. Type in your Toyota username (usually firstname.lastname) and password, then click Login




Network Central log in page

3.2. Network Central Home Page

Once logged in, the Network Central Main Home Page will appear. From here you can navigate Network Central using the Navigation Links at the top of the page, or the Navigation buttons on the centre of the page. To log out of Network Central, click the Logout link in the top right hand corner.

3.3. Network Central Navigation

Selecting one of the various buttons or links will take you to specific functions within Network Central. While the Navigation Buttons are only visible on the Network Central Home Page, the Navigation Links will always be visible.

NAVIGATION LINK	NAVIGATION BUTTON	DESCRIPTION
Home	N/A	Returns you to the Network Central Home Page
Staff Search	 Search for Dealer Staff	Search for staff across the Toyota Network, and view their details
Dealer Search	 Search for a Dealership	Search for Dealerships across the Toyota Network, and view their details
My Details	 My Details	Allows you to maintain your own Network Central account details
Logout	N/A	Logs you out of Network Central
Help	N/A	Displays this Network Central Dealer User Guide

4. Staff Search

Staff search allows you to search for all Staff members across the Toyota Network who have been added into Network Central.

Search Dealer Staff

☒ New Search ☐ My Saved Search (0)

▶ **Staff Details**

My Dealer Staff	<input type="checkbox"/>
Dealer Staff No	<input type="text"/>
First Name	<input type="text"/>
Surname	<input type="text"/>

Search Rules:

- ▶ Both First Name and Surname must be entered.
- ▶ Each name field must contain at least two characters.
- ▶ If the Dealer Staff Number field is used, then the rules above do not apply.

By default the search mode is set to New Search. If you have previously saved searches, the My Saved Search option can be used (Refer to section 4.1.1 Save Search)

New Search

To perform a search:

1. Complete the fields as required
2. Click on

Clicking will clear the search criteria.

You can restrict search results to your own Dealership by ticking the box next to My Dealer Staff

My Dealer Staff ☒

Search Rules

- You can search for Staff members based on their Dealer Staff Number **OR** by their first name and last name.
- When searching by first name and last name, both the first name and surname fields must contain at least two characters.
- If searching by dealer staff number, the first name and last name is not required.

4.1. Staff Search Results

If the search result is successful, it will return results similar to below.

Search Dealer Staff								
> Your Search for Firstname 'gwen' and Surname 'valenton' returned the following results								
1 records matched your query								
<< first < prev 1 next > last >>								
First name	Last name	Dealership	Suburb	State	Primary Location	Primary Position	Telephone	Email Address
Gwen	Valenton	CANBERRA TOYOTA	MITCHELL	ACT	CANBERRA TOYOTA	Sales Consultant	12 3456 7890	gwen@canberratoyota.com.au
Save Search Export Mail Merge Export Mailing Label								

You can sort the results into Ascending or Descending order by clicking on the column title.

Multiple results can be navigated using the links above or below the search results

<< first < prev 1 next > last >>

From this screen the search criteria can be saved for future use or you can export the search results in various ways.

4.1.1. Save Search

If the search you've just performed will be used often, you can save the search criteria for future use by using the Save Search button.

To save the search criteria:

1. Click **Save Search**
2. In the following pop up box, type a label for the search and Click OK (eg. my search)

X

Search Label

OK

3. The search criteria is now stored in the system. Click Close.

X

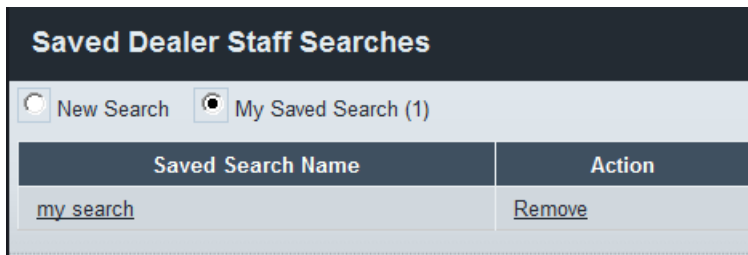
Your search was saved successfully!

Close

4. Your list of saved searches will appear when My Saved Search option is selected in the Staff Search screen

To use a saved search:

1. From the Staff Search screen, select "My Saved Search" to display your list of saved searches



2. Click the name of the search you'd like to perform from the Saved Search Name column

Note: The [Remove](#) link next to the search name will delete the saved search from the system.

4.1.2. Export

The **Export** button extracts position details on the search results displayed as an Excel file. The extract contains details such as the employee's name, employee ID, position within the Dealership, and which Dealership location they belong to.

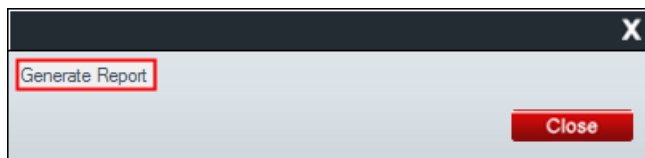
4.1.3. Mail Merge export

The **Mail Merge Export** button extracts mailing address details based on the search results displayed as an Excel file. The extract contains details such as the employee's name, postal address, and Dealership they belong to.

4.1.4. Mailing Label

The **Mailing Label** button creates an A4 paper size Adobe PDF file based on the search results displayed suitable for use with mailing labels.

After clicking the **Mailing Label** button, the system checks that mailing addresses are available for all staff in the search results. If all staff in the search results have a valid mailing address, click generate report to create the PDF file.



If one or more of the staff members listed in the search results does not have a valid mailing address (ie. not associated with a dealer), a list of affected staff members will appear. They will not be included when the mailing label is generated.

5. Dealer Search

Dealer search allows you to search for all dealers across the Toyota Network and view their details such as addresses, contact details, and key staff members.

Search For Dealership

☒ New Search ☐ My Saved Search (0)

Dealer Details

Dealer Name	<input type="text"/>
Region	Select One
PMA Name	Select One
Metro/Rural	Select One
Other Products	Select One
Franchise Type	Select One

Weight Details

Sales Weight	Select One
Service Weight	Select One
Parts Weight	Select One
Used Vehicle Weight	Select One
Accessories Weight	Select One
CS Weight	Select One
Lexus Weight	Select One

Location Details

Location Name	<input type="text"/>
Suburb	<input type="text"/>
State	Select One

Search **Reset**

By default the search mode is set to New Search. If you have previously saved searches, the My Saved Search option can be used (Refer to section 5.1.1 Save Search).

New Search

To perform a search:

1. Complete the fields and filters as required
2. Click on **Search**
3. The search results will be displayed.

Clicking **Reset** will clear the search criteria.

Search Rules

- You must enter information in at least one field before conducting a search



TIP: If you type in part of a dealer or location name (eg. Syd), Network Central will “predict” what dealer or location name you are searching for and display the results in a pop up.

Search For Dealership

☒ New Search ☐ My Saved Search (0)

Dealer Details

Dealer Name	syd
Region	Sydney City Lexus Sydney City Toyota
PMA Name	Select One
Metro/Rural	Select One
Other Products	Select One
Franchise Type	Select One

You can then click on the dealer or location name to automatically complete the dealer or location name.

5.1. Dealer Search Results

If the search result is successful, it will return results similar to below.

Search For Dealership

▶ Your search for region Eastern returned the following results

<< first < prev 1 2 3 next > last >>

Dealer Code	Dealer Name	Location Name	Suburb	State	Telephone	Short Dial	Location Type	Region	SAP Dealer Code	PL
037042	Bill Buckle Toyota	Bill Buckle Toyota	BROOKVALE	NSW			Service	Eastern	37042	BRO
037186	Dubbo City Toyota	Gilgandra Toyota	GILGANDRA	NSW			Branch	Eastern	37186	DUB
036957	Lander Toyota	Lander Toyota	BLACKTOWN	NSW			Service	Eastern	36957	BLA
036957	Lander Toyota	Lander Toyota	PROSPECT	NSW			Pre Delivery	Eastern	36957	BLA
036957	Lander Toyota	Lander Toyota	PROSPECT	NSW			Vehicle Storage	Eastern	36957	BLA
036092	Cessnock Toyota	Cessnock Toyota	CESSNOCK	NSW			Pre Delivery	Eastern	36092	CES
036092	Cessnock Toyota	Cessnock Toyota	CESSNOCK	NSW			Vehicle Storage	Eastern	36092	CES
036092	Cessnock Toyota	Cessnock Toyota	CESSNOCK	NSW			Parts Sales Facility	Eastern	36092	CES
036902	Canterbury Toyota	Canterbury Toyota	HURSTVILLE	NSW			Used Vehicle	Eastern	36902	HUR
036902	Canterbury Toyota	Canterbury Toyota	LAKEMBA	NSW			Vehicle Storage	Eastern	36902	HUR

< first < prev 1 2 3 next > last >>

Save Search Export Mail Merge Export Mailing Label

You can sort the results into Ascending or Descending order by clicking on the column title.

Results can be navigated using the links above or below the search results

<< first < prev 1 next > last >>

From this screen, dealer or location details can be viewed, search criteria can be saved for future use or you can export the search results in various ways.

5.1.1. Save Search

If the search you've just performed will be used often, you can save the search criteria for future use by using the Save Search button.

To save the search criteria:

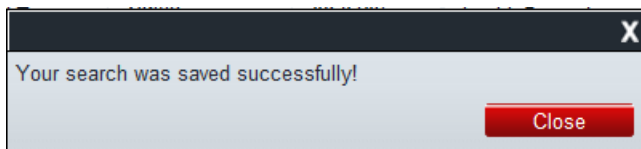
1. Click **Save Search**
2. In the following pop up box, type a label for the search and Click OK (eg. dealer search)

X

Search Label

OK

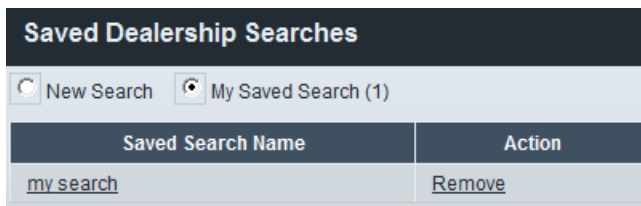
3. The search criteria is now stored in the system. Click Close.



4. Your list of saved searches will appear when My Saved Search option is selected in the Dealer Search Screen

To use a saved search:

3. From the Staff Search screen, select “My Saved Search” to display your list of saved searches



4. Click the name of the search you’d like to perform from the Saved Search Name column

Note: The [Remove](#) link next to the search name will delete the saved search from the system.

5.1.2. Export

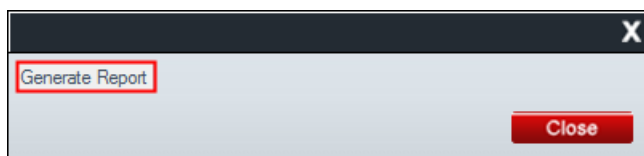
The **Export** button details from dealers and locations in the search results displayed as an Excel file. The extract contains details such as SAP and Dealer codes, contact numbers, addresses, key employee names and positions.

5.1.3. Mail Merge export

The **Mail Merge Export** button extracts the dealer or locations mailing address details as well as key employee details based on the search results displayed as an excel file.

5.1.4. Mailing Label

The **Mailing Label** button creates an A4 paper size Adobe PDF file based on the search results displayed suitable for use with mailing label paper. After clicking the **Mailing Label** button, click Generate Report to create the PDF file.



5.1.5. Viewing Dealer or Location Details

From the search results, you can view details of the Principal location of a Dealership by clicking the entry under the Dealer Name column. Alternatively, you can view specific branch information by clicking the entry under the Location Name column.

Search For Dealership										
Your search for dealer name Ian Weigh Toyota and dealer status Active, Draft, Inactive returned the following results										
<< first < prev 1 next > last >>										
Dealer Code	Dealer Name	Location Name	Suburb	State	Telephone	Short Dial	Location Type	Region	SAP Dealer Code	
006957	Ian Weigh Toyota	Ian Weigh Toyota	ROCKHAMPTON	QLD	07 4924 5200	2800	Principal	Northern	6957	ROCKHAMPTON
006957	Ian Weigh Toyota	Ian Weigh Toyota	YEPPON	QLD	07 4939 3922	2703	Branch	Northern	6957	ROCKHAMPTON

After clicking on either a dealer or location name, you can navigate the dealer or location profile by clicking on the various tabs located under the dealer/location name.

Commonly viewed tabs include the General, TMCA and Awards (Dealer only) tabs.

CANBERRA TOYOTA										Active
General TMCA Legal and Agreement Awards Location Files										
General Information										
Dealer Name		CANBERRA TOYOTA								
Dealer Code		006615								
SAP Dealer Code		6615								
Parts Dealer Code		006615								
Street Address			Postal Address			PO Box Address				
Address 1 30 VICARS STREET			Address 1			PO Box				
Address 2			Address 2			Suburb				
Suburb MITCHELL			Suburb			State				
State ACT			State			Postcode				
Postcode 2911			Postcode							

General

The General tab contains address details, contact details (postal and electronic), and who the Dealer Principal is.

TMCA

The TMCA tab contains regional and district classifications, weight groups, and details of their TMCA field representatives.

Awards (Dealer Only)

The Awards tab contains details of the Dealerships award history

6. My Details

My Details allows you to view your Network Central profile, update your personal details, position (appointment) and contact details, and update your own password. For further information on resetting passwords, refer to **section 7.1 Password Functions**. Fields which are editable are shaded in white. If other details need to be edited, please speak to your dealer Delegated Administrator.

Personal Details

Personal Details

Dealer Staff No.00002984

* TitleMr

* First NameVen

* SurnameKalenton

Date Of Birth01-02-1966

Language(s) spoken+ Add

GermanRemove

Spouse Details

Spouse Title

Spouse First name

Spouse Surname

Other Staff Numbers

Training ID Number

Sales Society Number

Technician Society Number

[Reset Password](#)

CMI TOYOTA / CMI TOYOTA

Appointment Details

Position	Accessories Fitter
Position Definition	Alpha Code
Department(s)	Fleet
Start Date in role	24/02/2012
Part time	<input type="checkbox"/>
Primary position?	<input checked="" type="checkbox"/>

Contact Details

Direct Phone	12 3456 7890
Email Address	ven@kalenton.com
Fax	
Mobile	

Miscellaneous

Active for Toyota Systems	<input checked="" type="checkbox"/>
LDAP User ID	Ven.Kalenton
Dealer Regional Information Portal user	<input type="checkbox"/>
Email Opt in	<input type="checkbox"/>
SMS Opt in	<input type="checkbox"/>
SMS Number	
SAP Username	
SAP Username Validated	Not Validated

[Edit position details](#)

Other position details

TWRS champion:	<input type="checkbox"/>
Privacy Officer:	<input type="checkbox"/>
Training Officer:	<input type="checkbox"/>

Save

6.1. Edit your Personal Details

Under the personal details section of your Network Central profile, update the editable fields (white shading) as required, then click **Save** on the top right hand corner of the screen. Mandatory fields are marked with *.

Personal Details

Dealer Staff No. 00002984

* Title Mr

* First Name Ven

* Surname Kalenton

Date Of Birth 01-02-1966

Language(s) spoken [+ Add](#)

> German [Remove](#)

Spouse Details

Spouse Title

Spouse First name

Spouse Surname

Other Staff Numbers

Training ID Number

Sales Society Number

Technician Society Number

[Reset Password](#)

Save

6.2. Edit your Position (Appointment) contact details

Within your Network Central profile a history of your position (Appointment) details held will be listed, including those from other Toyota dealerships. Active positions (Appointments) can be updated.

For more information regarding the fields and options available on this screen, refer to **Appendix Section 8.1 Appointment Screen Fields**

1. On the bottom left hand corner of the active position (appointment) you'd like to edit, click on the [Edit position details](#) link to show the Edit Appointment screen.

Miscellaneous

Active for Toyota Systems ☒

LDAP User ID Ven.Kalenton

Dealer Regional Information Portal user ☐

Email Opt in ☐

SMS Opt in ☐

SMS Number

SAP Username

SAP Username Validated Not Validated

[Edit position details](#)

2. On the Edit Appointment screen, update the editable fields (white shading) as required, then click **Save** on the bottom left hand corner of the screen.

Mandatory fields are marked with *.

Edit Appointment

Dealership	CMI TOYOTA
Location	CMI TOYOTA (ADELAIDE)
Position	Accessories Fitter
Position Definition	Alpha Code

Appointment Information
* Department(s) Fleet
* Start Date in role 24-02-2012
Part time

Contact Details
* Direct Phone 12 3456 7890
* Email Address ven@kalenton.com
Fax
Mobile

System Information
Active for Toyota Systems ☒
SAP Username
SAP Username Validated Not Validated

Primary position?
TWRS champion
Privacy Officer
Training Officer

Save **Reset**

Note: The **Reset** button can be used to change the details back to what they were up to the last time it was saved.

7. Support

7.1. Password Functions

Network Central allows a you to perform a variety of password related functions outlined below.

7.1.1. SAP

To reset your own SAP Password, your SAP userid **must be validated** by contacting the tSupport helpdesk. After this one-off step has been completed, you will be able to reset your own password by following the instructions below:

1. Click on My Details to view your Network Central profile.
2. Under the relevant sales appointment, click the Generate SAP Password Link

Miscellaneous	
Active for Toyota Systems	<input checked="" type="checkbox"/>
LDAP User ID	Irene.Brown
Dealer Regional Information Portal user	<input type="checkbox"/>
Email Opt in	<input type="checkbox"/>
SMS Opt in	<input type="checkbox"/>
SMS Number	
SAP Username	AB123456
SAP Username Validated	Validated
Generate SAP Password	

3. A new SAP Password will be displayed

SAP Password Generated Successfully
Password generated successfully. Your new SAP password is: K2TN646H Back to My Details page

7.1.2. Other Toyota Systems

Password functions can be performed for other Toyota systems such as DRIP and TIPS, which require a login such as firstname.lastname.

NOTE: If you have been locked out of Network Central or other Toyota Systems that require a firstname.lastname userid, please speak to your dealer Delegated Administrator or call the tSupport Helpdesk on 1800 251 175.

Updating your own password

1. Click on My Details
2. Under your personal details, click the Reset Password link

Personal Details

Personal Details

Dealer Staff No. 00315077

Title Mrs

First Name

Surname

Date Of Birth

Language(s) spoken + Add

Other Staff Numbers

Training ID Number

Sales Society Number

Technician Society Number

Reset Password

3. Enter your old password, new password then click Reset

Resetting your password will affect the following user codes:

•

Old password

New password

Confirm new password

Reset

7.2. Support Contacts

For all **technical queries** including password resets, contact the tSupport helpdesk on

1800 251 175

For **general queries** on usage, please contact your dealer Delegated Administrator or your Regional Toyota Representative.

8. Appendix

8.1. *Appointment screen fields*

Dealer/Location Details

Dealership/Location* – The Dealership/location where this position is based.

Position* – The position held by the Staff member, eg. Sales Manager, Technician

Position Definition* – The level within the position the staff member is – eg. Senior, 1st Year

Appointment Information

Department(s)* – The department(s) this position will be valid in

Start Date in Role* – The start date of this position

Part time – Tick if the position is on a part time basis.

Contact Details

Direct Phone* – Direct Land line phone number for this position. Must be entered with area code and no spaces. Eg. 0291234567

Email Address* – email address for this position.

Fax – Fax number for this position. Must be entered with area code and no spaces. Eg. 0291234567

Mobile – Mobile number for this position. Must be entered with area code and no spaces. Eg. 0404123456

System Information

Active for Toyota Systems – Signifies if the LDAP user id is active for Toyota Systems.

Dealer Regional Information Portal user – Tick if the user is a Dealer Regional Information Portal (DRIP) user in this position.

SAP Username – If the SAP username is known (required for sales staff to record sales), it can be added here.

SAP Username Validated – Signifies if the SAP username is has been validated.

Add to SAP? – Tick to create a SAP ID for new sales Staff

Primary Position – Tick if this is the Staff member's primary position at the Dealership

TWRS champion – Tick if the Staff member is a Toyota Way in Retail Sales Champion

Privacy Officer – Tick if the Staff member is a Privacy Officer.

Training Officer – Tick if the Staff member is a Training Officer.

* Denotes mandatory fields