

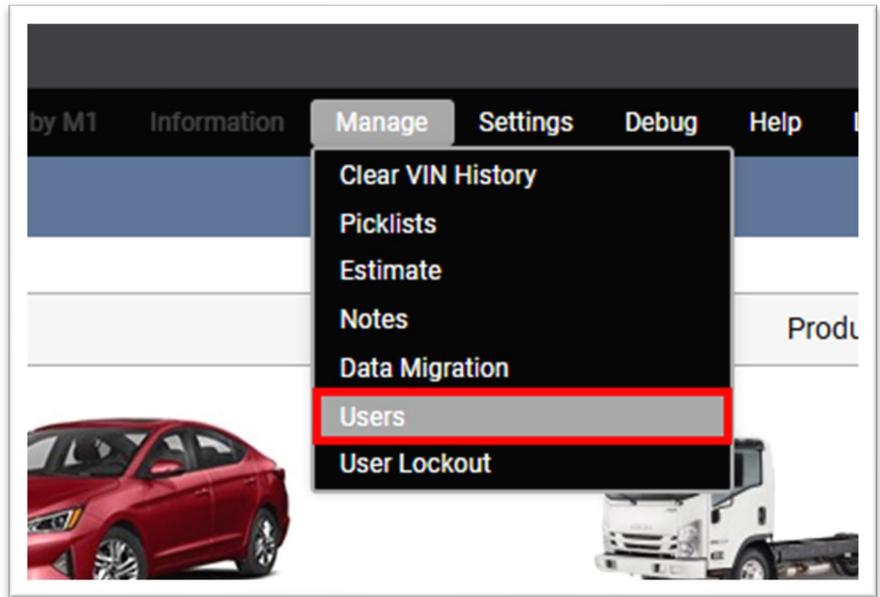
## Accessing the User Management Tool for New Users

**Purpose:** To guide in creating and configuring users for the Snap-on EPC5 parts catalog.

**NOTE:** You must be an EPC Administrator to proceed. If not, you will not see the options described below.

### Accessing the User Management Tool

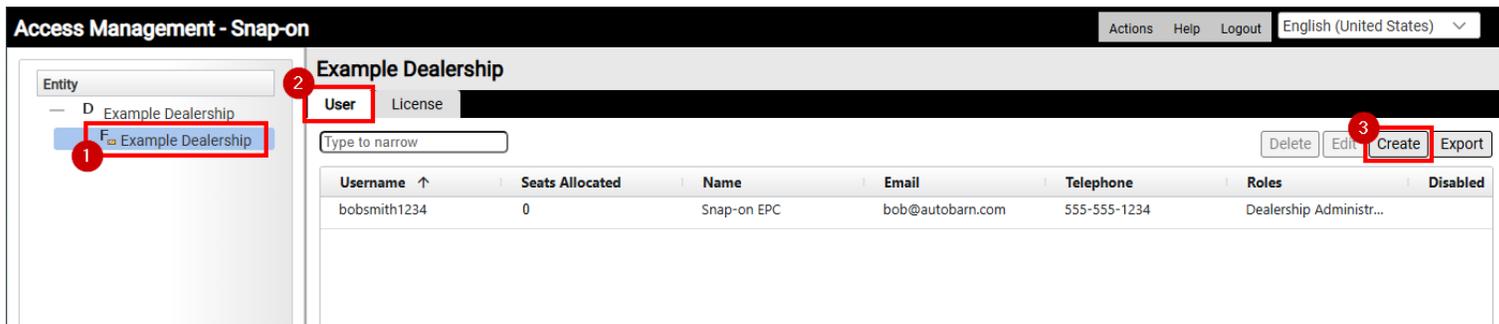
1. Access your catalog by going to <https://www.snaponepc.com>.
2. Log in using the new Administrator account that has been provided to you (typically the Parts Manager).
3. In the upper right corner of the catalog, click **Manage**, then select **Users** from the dropdown menu. (you will not see this option if you're not an Administrator).



You should now see the User Access Management screen.

### Creating New Users and Passwords

1. From the **left pane**, click to highlight your franchise (indicated by the “F” left of the dealership name).
2. Select the **User tab**.
3. Select **Create** from the right side of the screen.



## Configuring User

- Ensure that you are on the **Profile & Roles** tab. Fill in as many profile fields as possible; anything with an asterisk is required. More detail is helpful when identifying users later or troubleshooting login conflicts.

**Username:** Must be at least 3 characters, case-sensitive, and cannot contain unprintable characters (see the Info button ⓘ for full requirements). We recommend using something based on the catalog user's name, such as “bsmith” or “bobs” for someone named Bob Smith, to make account management easier.

**Password:** 8–64 characters, case-sensitive, and must include at least one uppercase letter, one lowercase letter, and one number. No spaces, tabs, or unprintable characters (see the Info button ⓘ for full requirements).

**First Name:** First name of parts catalog user.

**Last Name:** Last name of parts catalog user.

**Email:** **It is crucial to enter a unique, valid email address for each user.** This email will be used for future password recovery and is an essential part of Snap-on’s commitment to application security.

**User Role:** Leave this set to User for most people. Only choose Dealership Administrator if the person will also be managing user accounts at your dealership.

The screenshot shows a 'User' management window with three tabs: 'Profile & Roles' (highlighted with a red box), 'Licenses & Securables', and a third unlabeled tab. The 'Profile' section contains the following fields: Username (CounterGuy1), Password (masked), Confirm Password (masked), First Name (Dan), Last Name (Johnson), Email (counterguy@autobarn.com), Confirm Email (counterguy@autobarn.com), Telephone 1 (555-555-1235), and Telephone 2 (555-555-1235). The 'Roles' section has radio buttons for 'Dealership Administrator' and 'User' (selected). The 'Disabled' section has a 'Yes' checkbox. At the bottom are 'Save & Duplicate', 'Save', and 'Cancel' buttons.

Once you've entered all the user details, click **Save**. You'll see a confirmation message, and the new user will appear in your list with their role and basic information. You can repeat this process to add additional users as needed.

When you're finished, you can close the Access Management window and return to the catalog. The new user accounts will now be ready to use.

**Tip:** Keep a list of usernames and passwords to share with your team, especially if you're setting up several users at once.

### **Good to Know**

- You can edit or update users at any time, whether it's fixing a name, resetting a password, or updating an email.
- Once a user is set up with a valid email address, they'll be able to reset their own password if needed.
- There's no limit to how many users you can add but remember: the number of licenses you have controls how many people can be logged in at once.

*For example: if you have 5 licenses and 6 users, only 5 can be logged in at the same time. The 6th will need to wait until someone logs out.*

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For additional information or concerns please contact our technical support team at 800-656-4772