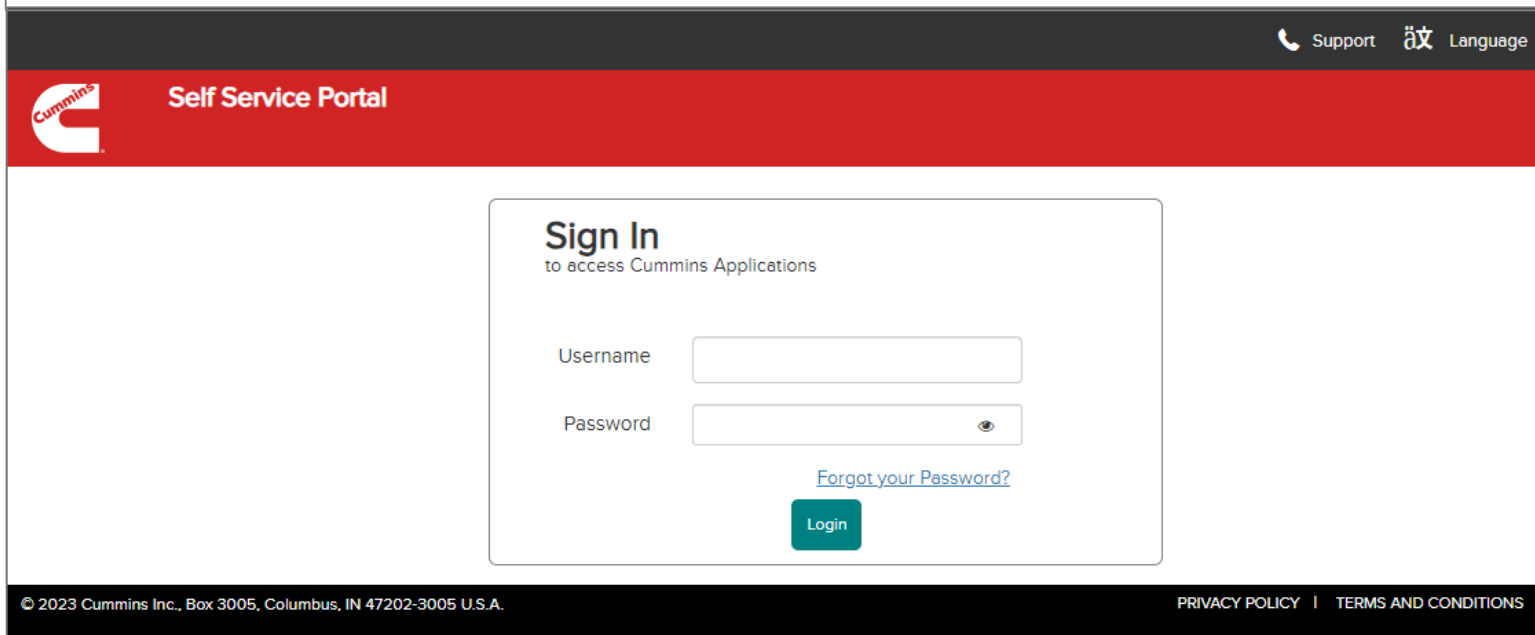


## Quick Reference Guide – Self-Service Portal

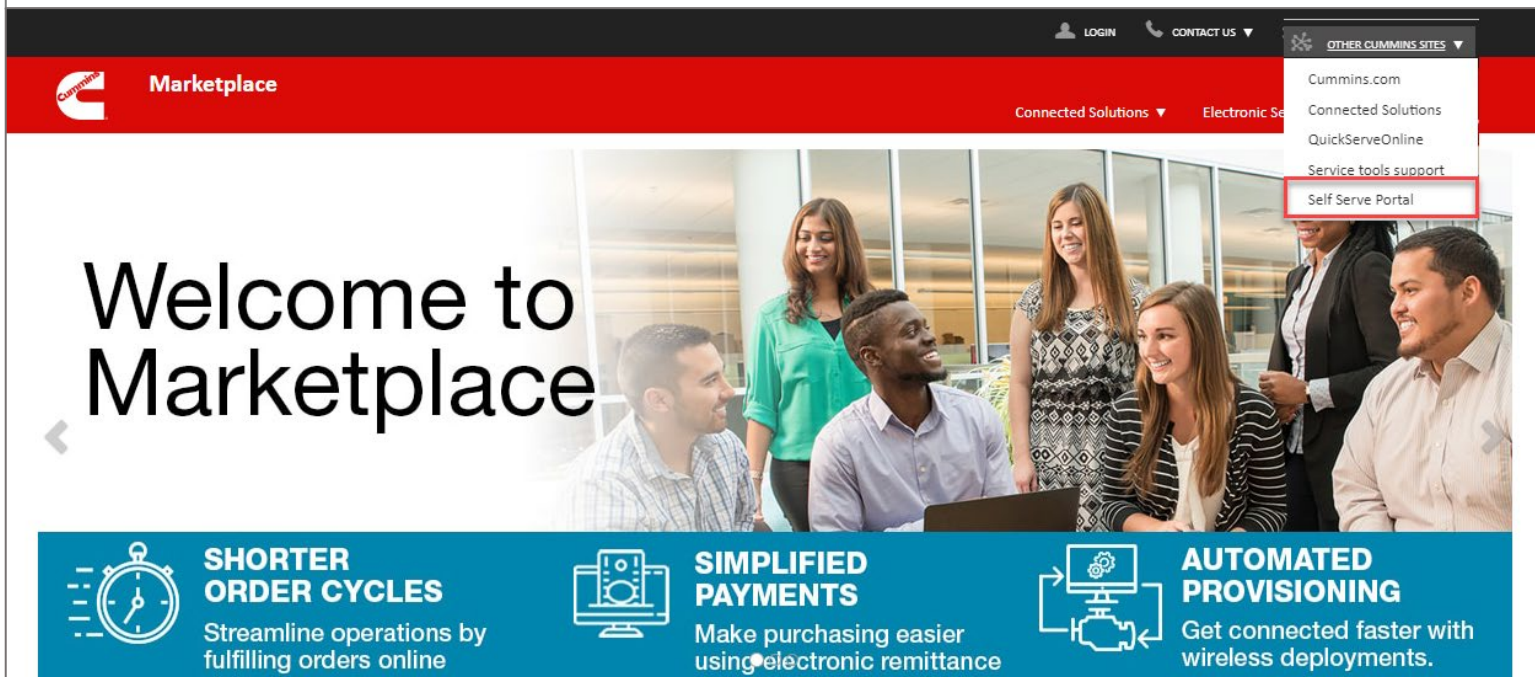
### Step One A: Direct Login

Go to the following link: [Self Service Portal \(cummins.com\)](https://cummins.com) to login to the Self-Service Portal.



### Step One B: Marketplace Login

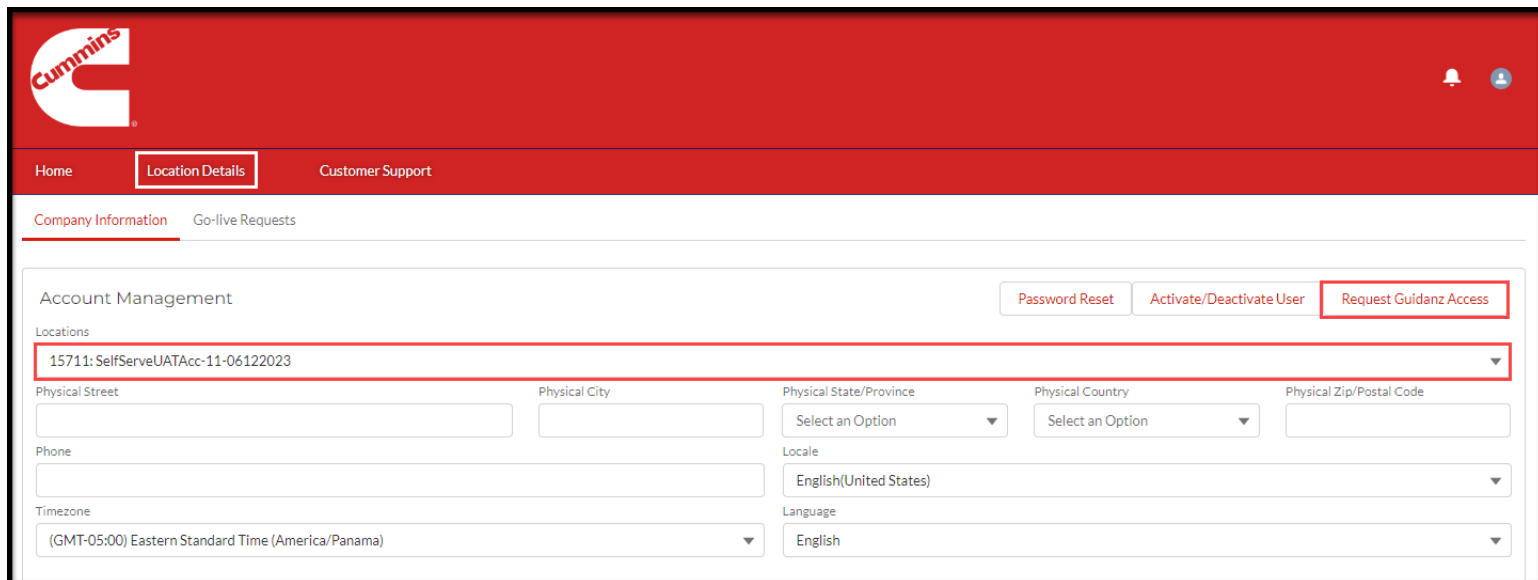
Go to the following link: [Cummins MarketPlace](https://cummins.com) to login to the Self-Service Portal through the Cummins Marketplace.



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### Step Two: Go to Main Menu

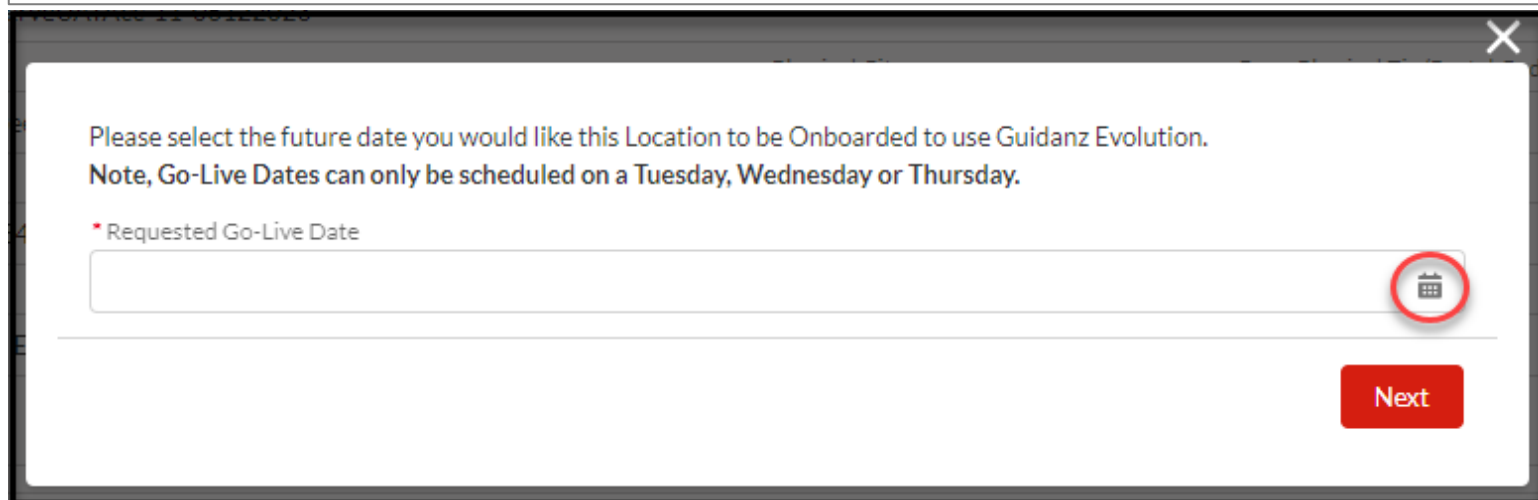
Click on “Location Details” to get to the Main Menu. Use the drop-down arrow within the Locations field to find and click the correct account. Once confirmed, click the “Request Guidanz Access” button to the right.



The screenshot shows the Dealer Guidanz Self-Service Portal interface. The top navigation bar includes 'Home', 'Location Details' (highlighted), and 'Customer Support'. Below the navigation bar, there are tabs for 'Company Information' and 'Go-live Requests'. The main content area is titled 'Account Management' and contains several buttons: 'Password Reset', 'Activate/Deactivate User', and 'Request Guidanz Access' (highlighted with a red box). A 'Locations' dropdown menu is open, showing the selected account '15711:SelfServeUATAcc-11-06122023'. Below the dropdown, there are input fields for 'Physical Street', 'Physical City', 'Physical State/Province', 'Physical Country', and 'Physical Zip/Postal Code'. There are also dropdown menus for 'Locale' (set to 'English(United States)') and 'Language' (set to 'English').

### Step Three: Select a Go-Live Date

Select a future Go-Live date for Tuesday, Wednesday or Thursday (at least 2 weeks in advance) by using the Calendar icon below.

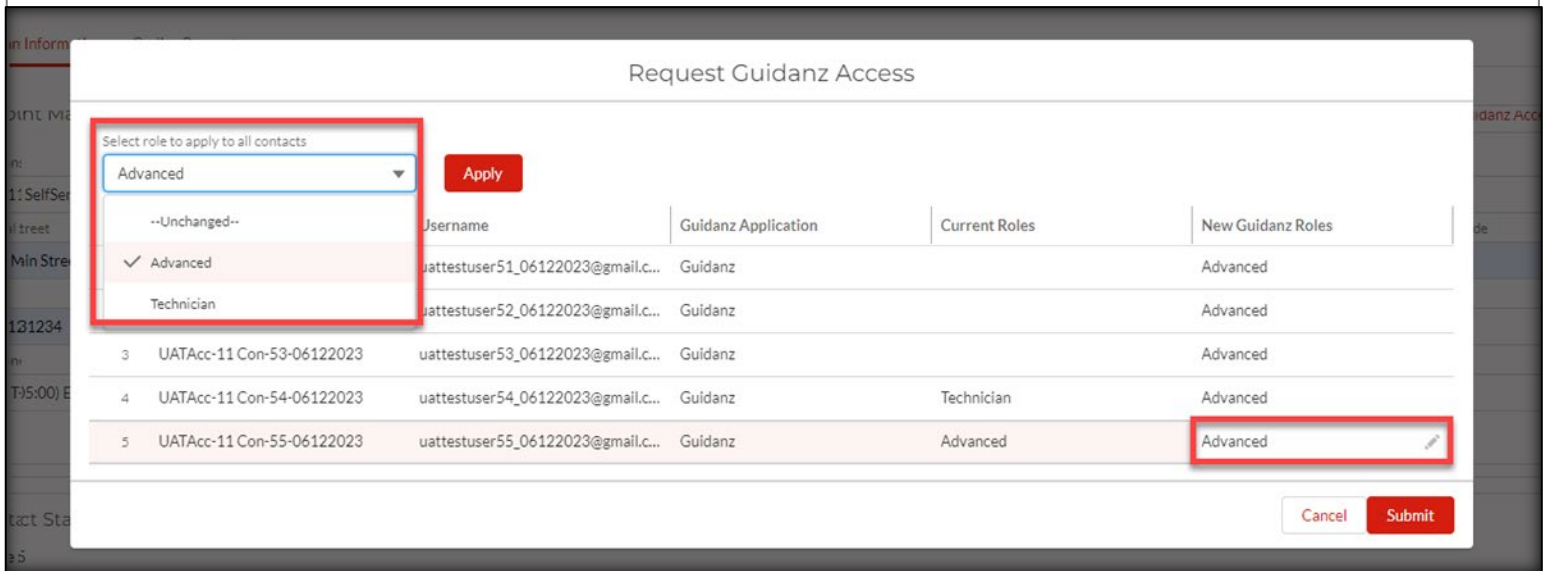


The screenshot shows a dialog box titled 'Go-Live Date' selection. The dialog box contains the text: 'Please select the future date you would like this Location to be Onboarded to use Guidanz Evolution. Note, Go-Live Dates can only be scheduled on a Tuesday, Wednesday or Thursday.' Below the text is a text input field labeled 'Requested Go-Live Date' with a calendar icon on the right. A red 'Next' button is located at the bottom right of the dialog box.

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### Step Four: Confirm the Roles

Technicians for the location will appear, ALL with ADVANCED roles as a default. Use the “Select role to apply to all contacts” drop-down arrow to change ALL users listed back to Technician or use the pencil within the “New Guidanz Roles” field to make individual changes. Reference the type of Roles in the chart below for the proper selection. Once ALL changes are confirmed, click “Submit.”



Username	Guidanz Application	Current Roles	New Guidanz Roles
uattestuser51_06122023@gmail.c...	Guidanz		Advanced
uattestuser52_06122023@gmail.c...	Guidanz		Advanced
3 UATAcc-11 Con-53-06122023 uattestuser53_06122023@gmail.c...	Guidanz		Advanced
4 UATAcc-11 Con-54-06122023 uattestuser54_06122023@gmail.c...	Guidanz	Technician	Advanced
5 UATAcc-11 Con-55-06122023 uattestuser55_06122023@gmail.c...	Guidanz	Advanced	Advanced

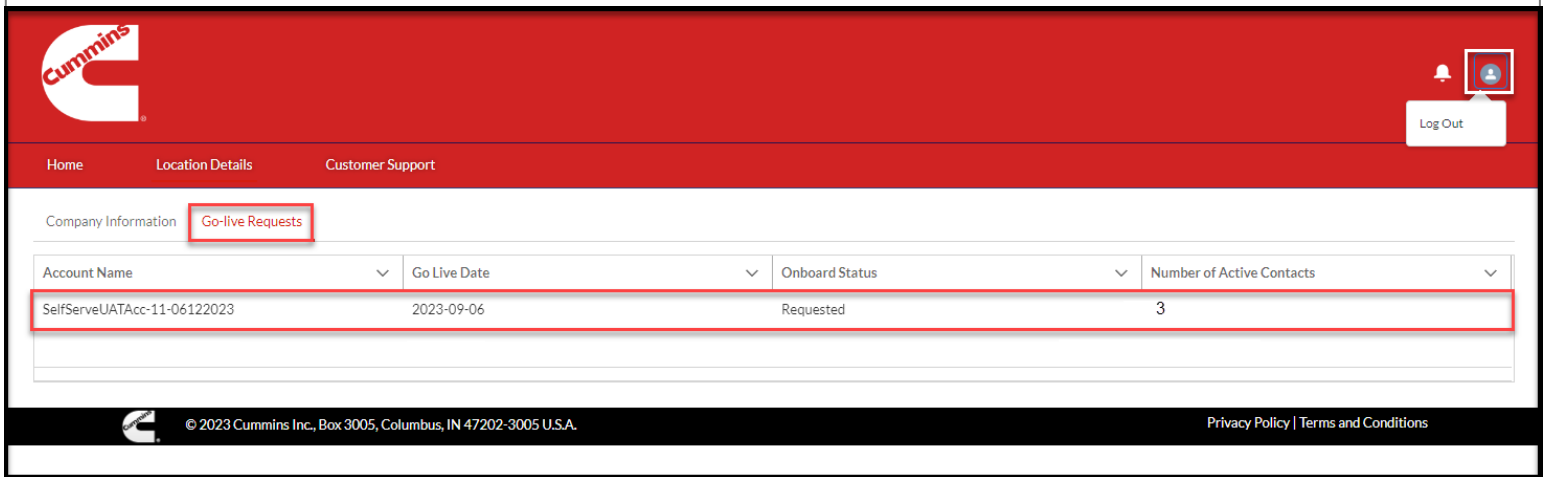
Roles	Description
Technician User	<ul style="list-style-type: none"> <li>• Work only Service Orders assigned to them.</li> <li>• Visibility to view and edit assigned Service Orders.</li> <li>• Cannot open or close Service Orders.</li> </ul>
Advanced User	<ul style="list-style-type: none"> <li>• Create and close Service Orders.</li> <li>• Ability to assign Technicians to a Service Order.</li> <li>• Visibility to all jobs based upon the assigned location.</li> </ul>
Super User	<ul style="list-style-type: none"> <li>• Can be assigned to multiple locations (ex. Warranty Admin).</li> <li>• Contact <a href="mailto:Guidanz@cummins.com">Guidanz@cummins.com</a> for user setup.</li> <li>• Same functionality as an Advanced User.</li> </ul>

**NOTE:** Any user that wishes to create a RSW Claim from Guidanz® must have the role of “Claim Filer” in RapidService Web (Contact [warranty@cummins.com](mailto:warranty@cummins.com)).

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### Step Five: Check the Request Status & Logout

Click the “Go-Live Requests” tab to check the status of the most recent request on the first line. Any other location(s) that have been requested to Go-live that are linked to your account will be shown below. Once complete, logout in the upper-right corner of the screen.



The screenshot shows the Cummins Self-Service Portal interface. At the top left is the Cummins logo. In the top right corner, there is a notification bell icon and a user profile icon with a 'Log Out' button. Below the navigation bar, there are three tabs: 'Home', 'Location Details', and 'Customer Support'. Under 'Customer Support', there are two sub-tabs: 'Company Information' and 'Go-live Requests', with the latter being selected and highlighted in red. Below the tabs is a table with the following data:

Account Name	Go Live Date	Onboard Status	Number of Active Contacts
SelfServeUATAcc-11-06122023	2023-09-06	Requested	3

At the bottom of the page, there is a footer with the text: © 2023 Cummins Inc., Box 3005, Columbus, IN 47202-3005 U.S.A. and a link for Privacy Policy | Terms and Conditions.