

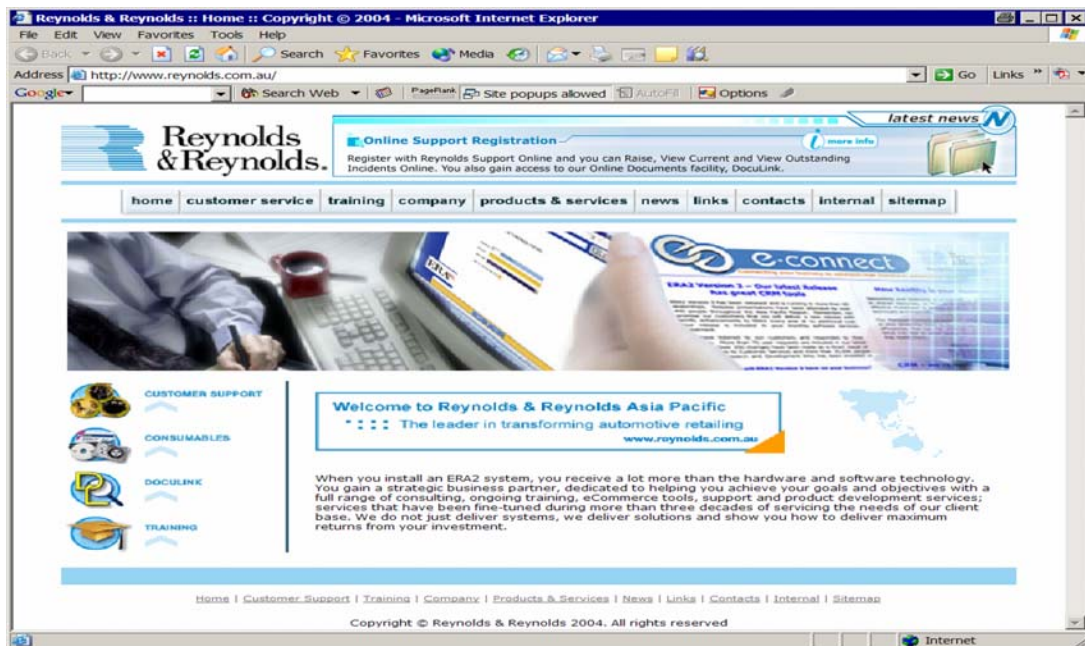
Secure Areas of reynolds.com.au

Overview

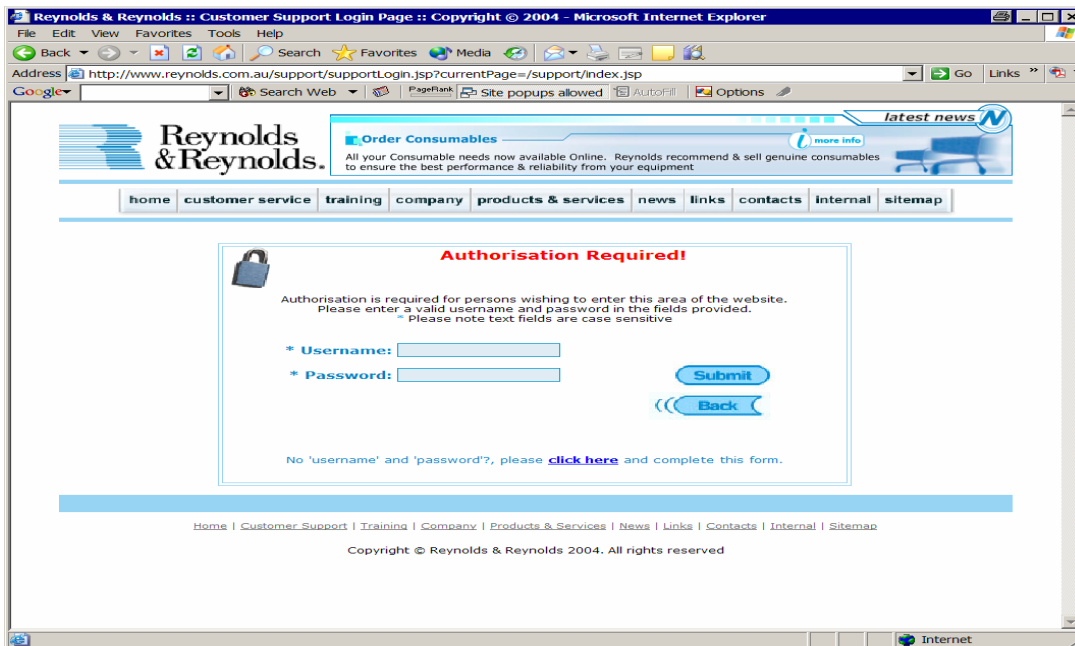
This document explains how to access the secure areas of the www.reynolds.com.au website, to access DocuLink, create, modify and view incidents, and update your dealership records on our databases.

How Do I Connect To These Secure Areas?

You will need access to the Reynolds & Reynolds website to use DocuLink. Point your web browser to www.reynolds.com.au. A screen similar to this will display:



Next, click on Customer Service. A screen requesting your password opens, as per the example below:



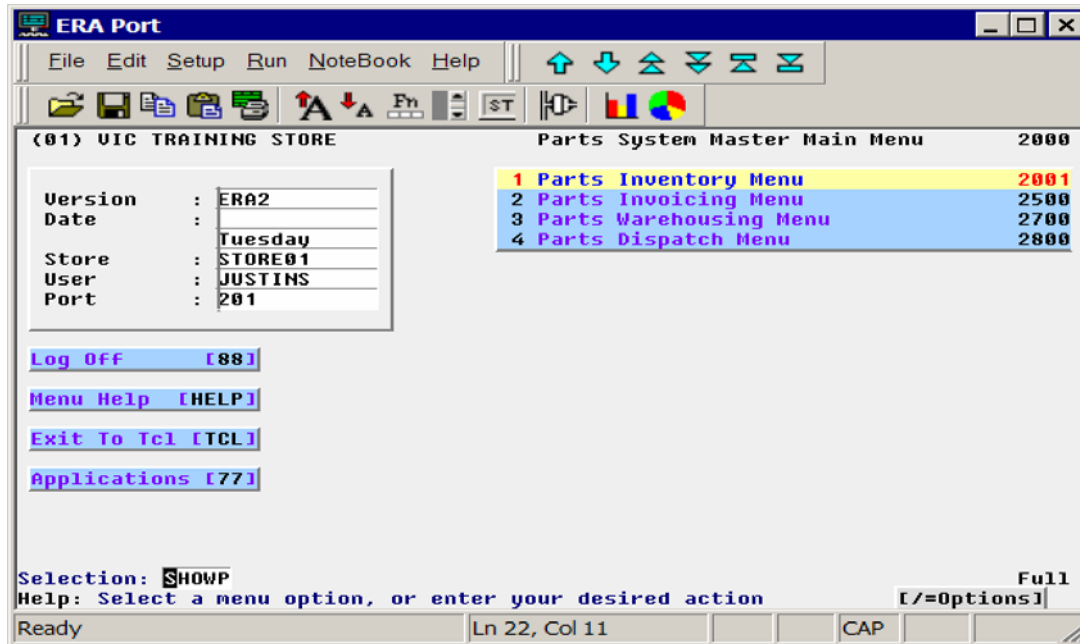
You need a valid **Username** and **Password**.

The **Username** is your Reynolds & Reynolds customer number, which is printed on any Reynolds & Reynolds invoices or statements. Or, you can ask a Reynolds & Reynolds representative to provide your customer number.

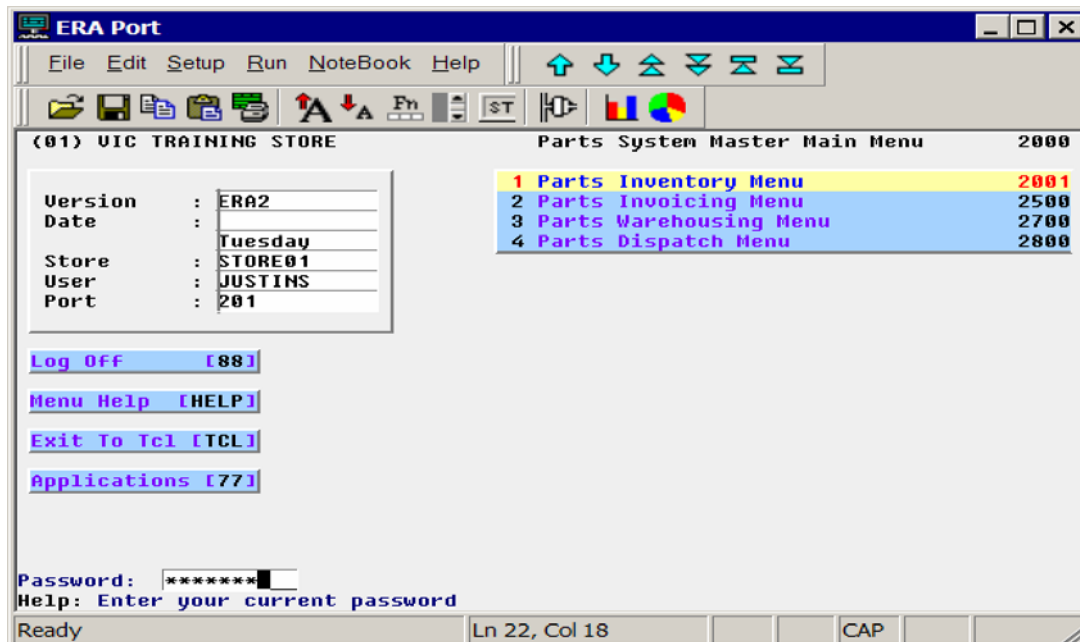
By default, your **Password** is generated by ERA2, which changes each month. Alternatively, you can choose your own password, and advise Reynolds & Reynolds Training Department. This password will then be stored against your records, and will remain active until you advise otherwise. To contact the Training Department, send an email to training@reynolds.com.au, or call +61 3 9535 2222.

To access your ERA2-generated password, follow these steps.

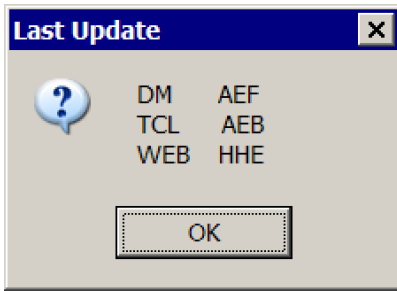
Ask your System Administrator to type **SHOWP** at any ERA2 menu:



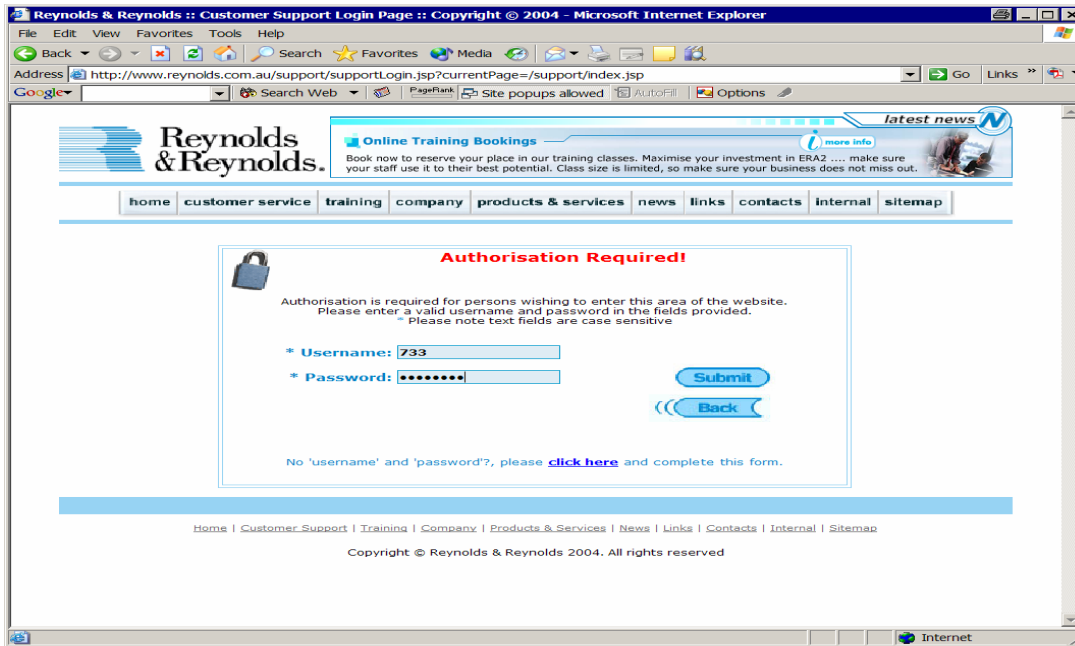
Your System Administrator will need to then enter their ERA2 Password:



A pop-up window will appear, displaying the DM, TCL and WEB passwords. The WEB password is the one required to access the secure areas of the www.reynolds.com.au website, including incident logging and maintenance, and DocuLink.



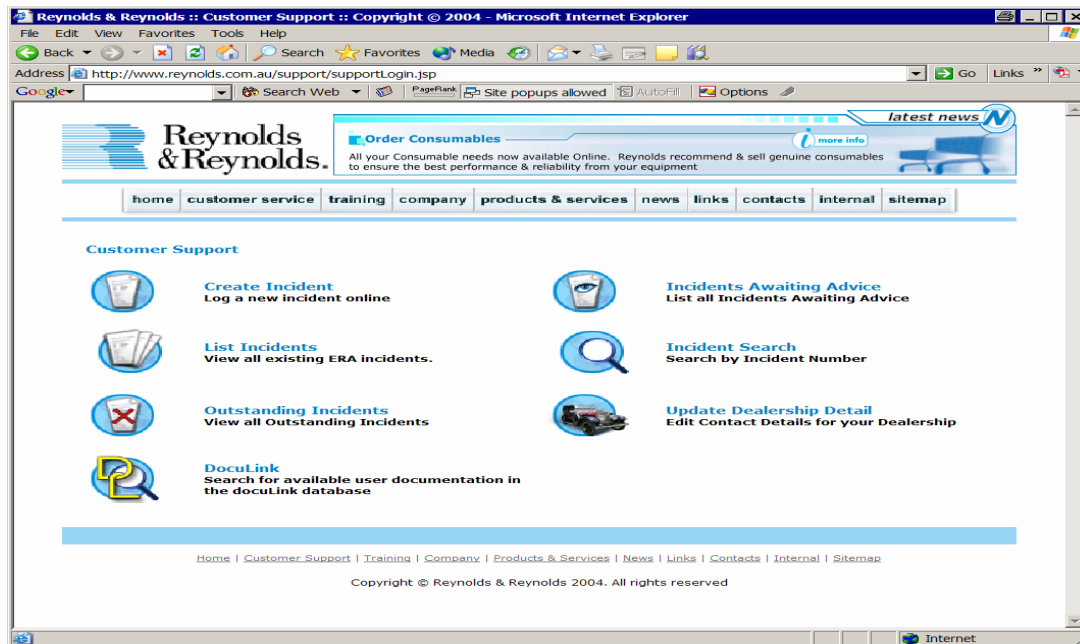
Now, armed with the correct username and password, complete the authorisation screen:



Then press **Submit**.

You're in!

Once successfully authorised, the following screen will display:



You can now open the pages to:

- Create incidents,
- List incidents,
- View all outstanding incidents,
- List incidents awaiting your advice,
- Search for incidents by their number,
- Update your dealership details on our database, or
- Access DocuLink.

For further information regarding DocuLink, follow this link:
www.reynolds.com.au/documents/general/UsingDocuLink.pdf.