



## Sales Rep Access Guide

As a sales rep, you can login to the DSDLink app/website and will have access to your customers' profiles who have signed up on DSDLink. You can see and interact with the platform as they do.

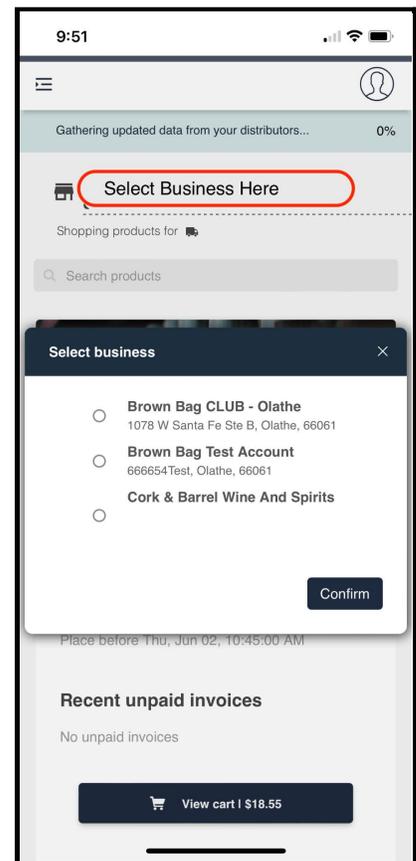
### Benefits to Sales Reps Using DSDLink

- Access to DSDLink allows Sales Reps to see the retailer view of the application and help improve provided services.
- You can access the user management page so you can **quickly** and **easily** set up **new buyers** at the account, or remove them
- You can **add products to the shopping cart** for your customers
- You can help them **troubleshoot** or answer questions they may have

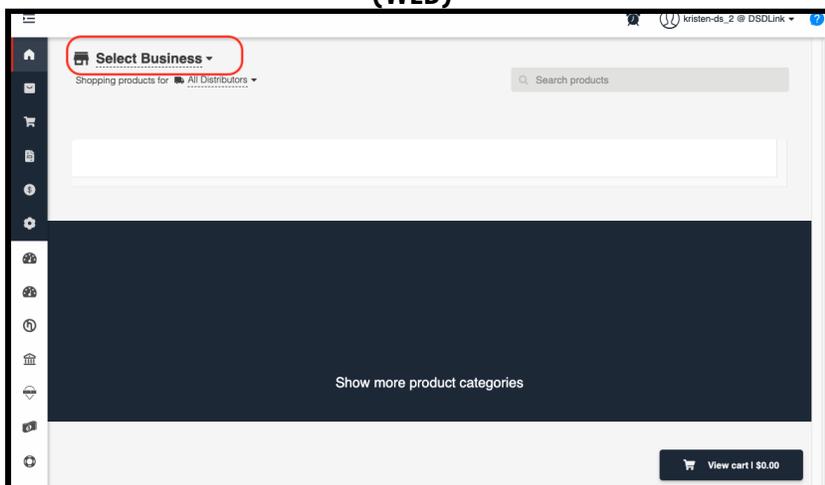
### Steps

- Download the DSDLink Mobile Application
- Sign in using your EMAIL and encompass password
- You should see your customers who **have** signed up on DSDLink
- Select the customer you wish to access and confirm
- Toggle between accounts by selecting the account name at the top of the page

(APP)



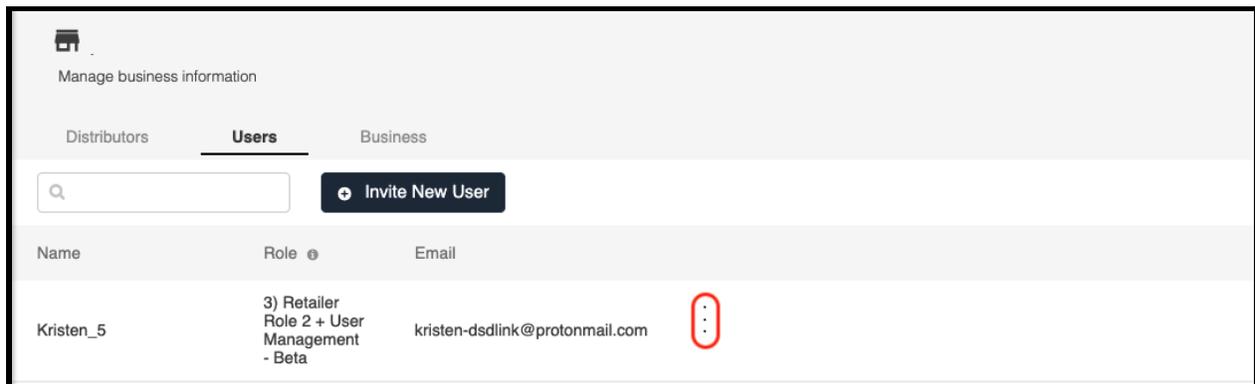
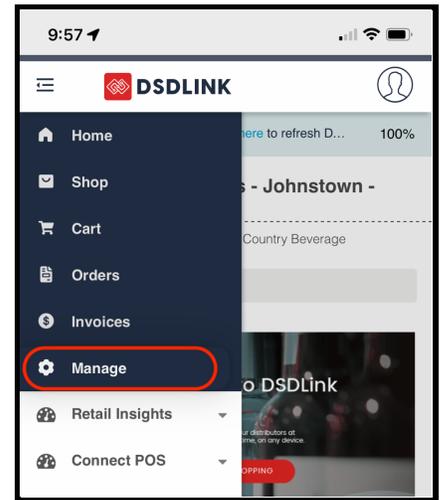
(WEB)



## Accessing User Management

Your accounts can do this too!

- Open the menu and go to the manage page
- Select the 'users' tab
- If you would like to remove a user, click the three dots to the right of the users name
- If you would like to add a user, select invite new user
  - The new user will receive an email to set their password, after doing so they should be able to login and use DSDLink.
- Adjust roles if needed



## Adding Items to Shopping Cart

You will be interacting with the app as your customers do. To add items to their shopping cart, search for the desired product and add the product to their current order. When your customer opens DSDLink, they will be able to see the items you have added in their shopping cart.

## FAQ's and Troubleshooting Tips

- Hard close the app if the app is unresponsive
- DSDLink is NOT supported on internet explorer
- If you are reaching out to the support team please provide the name and customer ID, invoice ID (if applicable) of the retailer that is experiencing the issue. Please note what device the retailer is using/seeing the problem on
- Grab a screen recording or screenshot