June 4, 2024

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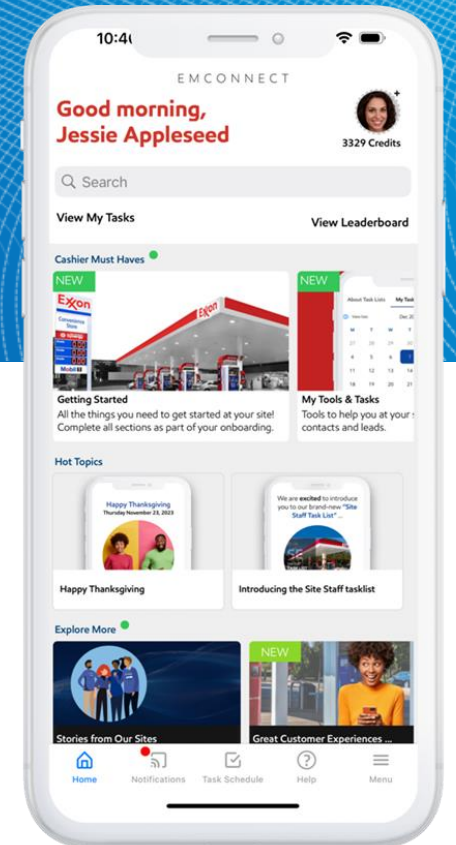
EMconnect web-based administrative site instructions

Energy lives here™

EMconnect links

The EMconnect app can be downloaded for free from the App Store or Google Play. A web-based administrative site is also available to users with an FMA or BW Admin profile.

Access to the web admin interface

https://emconnectapp.com/login

App

https://itunes.apple.com/us/app/exxonmobil-connect/id1370462491?ls=1&mt=8

https://play.google.com/store/apps/details?id=com.dlc.emconnect

Help center

https://help.emconnectapp.com/

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EMconnect web admin overview

EMconnect users with an FMA or BW Admin profile can log in to the EMconnect web admin interface using their EMconnect email/cell number and password. This administrative site allows access to user registration data, user accounts, pre-formatted reports and the bulk invite feature.

Features

- Access to the EMconnect Help Center

- Links to administration manuals and reference documents are available for instructions on how to use the web admin features

- From the menu on the left side:

  - **App Analytics** takes you to appfigures.com which offers data on app usage such as downloads and updates completed

  - **Reports** are pre-formatted

  - **User Management** includes EMconnect user account data and the Bulk Invite feature

  - **BW Customer Management** gives access to the linking of BWs within EMconnect

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Exxon Mobil ☰   FMA TWO as Field Marketing Advisor

- Dashboard
- App Analytics
- Reports
- User Management
- BW Customer Mgmt.

Welcome to the EMconnect administration!

As a Branded Wholesaler or ExxonMobil administrator, this is your dashboard for administering EMconnect for your business. This release includes user management functions allowing you to invite, authorize and manage users. Reports such as training completion and content ratings are now available.

If you have questions or new ideas, please check our Help which includes FAQs and a ticket submission form. Help is found from the link in the menu.

Administration Manuals and Reference PDF documents

Updated: October 16, 2018

App Analytics (1.2mb)   Reports (4.7mb)
User Management (1mb)   Content Management (43.3mb)
Content Management low res (3.2mb)   --

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User management

From the dashboard menu, selecting User Management and then Users, calls up the **Active Users list**. Also available from the drop-down menu is the **Deactivated Users list** and the **Approvals Pending list**. Each of these user lists are searchable by name, email, phone number, or ID number.

User List headings

- **The UUID column** shows the Unique User Identification that is used to track FleetLeads submissions

- **The ID # column** refers to customer number (for BW Admin or BW Staff), or site number (for Site Manager or Cashier)

- **The FLDS column** indicates if that user has registered for FleetLeads in EMconnect

- **The Settings column** allows access to **User Details** by selecting the icon link (clicking the user's name also accesses User Details)

User details

User account details can be accessed by clicking on the settings icon (or username) from the User List. Updates to user profiles are completed here. Selecting **Update** (blue box at bottom of screen) will save and log any changes. Updates within the web admin take effect immediately.

Updating user profiles

- As a best practice, users should update their own name, email and phone number within the app
- Only FMA and Branded Wholesaler Admin profiles can perform updates
- User passwords cannot be changed or reset in the web admin interface
- Job roles must have a valid customer or site # depending on the type of role (e.g., BW roles require customer #, while site level roles require site #)
- Currently, English is the only language offered on EMconnect

Successful update message

- Once an update has been completed successfully, a green message box will appear at the top of the **User details** pop-up
- If you do not see a message, the action will not be saved

Multi-Site Dealers

- **Additional Site #s** are for Multi-Site Dealers only
- From the Job Role drop-down menu, **Multi-Site Dealer** can be selected to replace Site Manager
- Multiple site #s are entered in the field to the right of Site #, and **must be separated by a comma**

User profile has been updated successfully.

User details

Name: James Campbell
Email: jcampbell@example.com
Phone: 5555551212
Job Role: Branded Wholesaler Admin
Customer #:
Site #: 000011
Additional Site #s (comma separated):
Brand: Mobil
Language: English
Status: Active

Registration Date: 04/23/2018 12:58 am
Approval Date:
Activation Date: 2018-05-13 02:21:45
Updated / Modified: 08/15/2018 09:43 pm By Manjeet Singh

Email / Phone verified?: Yes
Invite or Self-Register?: Self-Register
Invited By: N/A
Approval By: N/A

Update

Close

User registration data

FMA profiles can access real-time user registration data from the User List. From the top right, the **Download Data** drop-down menu gives the option to generate a .csv file, and the **+Show/Hide Report** button shows the user registration report on screen.

Download Data by

- **Area Summary data** shows EMconnect users by Area and Territory Manager

- **Users data** includes all active EMconnect users

- **Deactivated Users** includes all deactivated EMconnect users

+Show/Hide Report

- Features total EMconnect users broken down by job role

- Shows an area summary by job role and includes the number or Branded Wholesalers and sites registered in each area

Bulk invite feature

FMAs and BW Admins can invite multiple users at the same time with the **Bulk Invite** feature from the User Management menu.

TIP: The Drag and Drop feature may not function in Edge or Internet Explorer browsers.
To upload your bulk invite file, click in the box to open a new window and select the file.

TIP: The **Invite** option allows EMconnect approvers to invite individual users, just like on the app
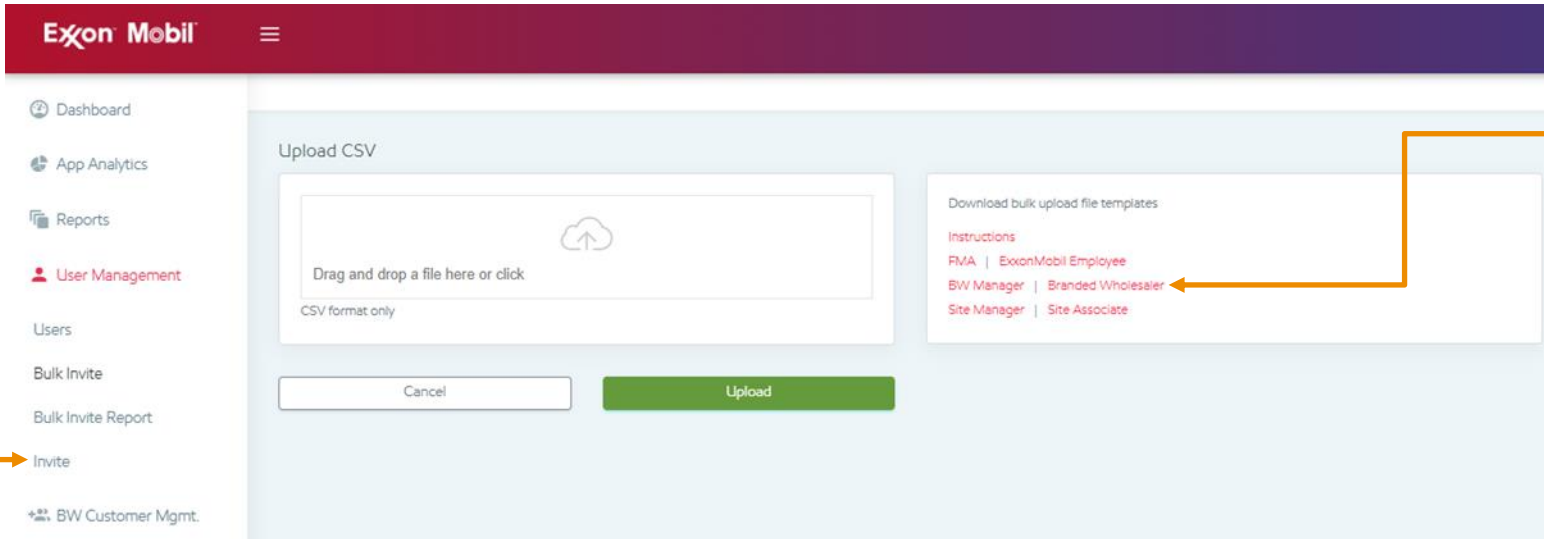
Bulk Invite process

- Enter user information on the pre-formatted Excel templates provided

- Use the appropriate template to invite a group of users with the same job role

- Detailed instructions are also available on the next page

- When the Bulk Invite template has been filled in, save it as a .csv file and then drag and drop the file into the upload box

- **TIP:** save the filled in template as a .csv file to your desktop to make it easy to find

- Select Upload to continue

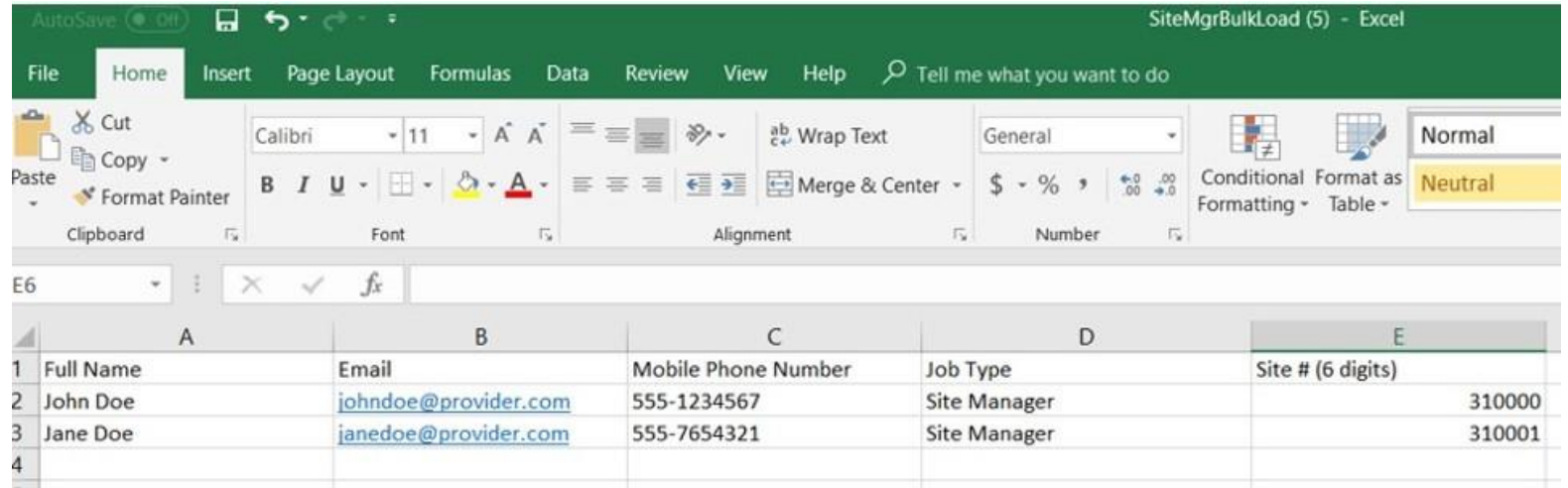- Select Confirm to complete the upload

Instructions for filling in a Bulk Invite template

Use the templates provided for each job role to create a .csv Bulk Invite upload file. Below is an example of the Site Manager template for performing bulk invites. For more information on job roles and their functions, check out EMconnect FAQs at https://help.emconnectapp.com.

Bulk Invite Instructions

- Choose one of the six templates (one for each job role) to begin inviting multiple users to EMconnect

- In the Full Name column, enter the users first and last names

- In the Email and Mobile Phone Number columns, enter the email address and/or mobile phone numbers for your users

- In the Site # column, enter Site/PBL Number (for Site Managers and Cashiers) or Customer/Sold to Number (for BW Admin or BW Staff)
  - For EM Employees, enter 000000 (6 zeros)

For the bulk upload to work, please ensure:
- At least an email or mobile phone number is entered (both are preferred)
- There are no blank rows between users
- There are no repeated email addresses or mobile phone numbers
- The file is saved as a CSV: **select file-save as CSV UTF-8 (Comma Delimited)**
  - If you see the following message, select Yes.

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