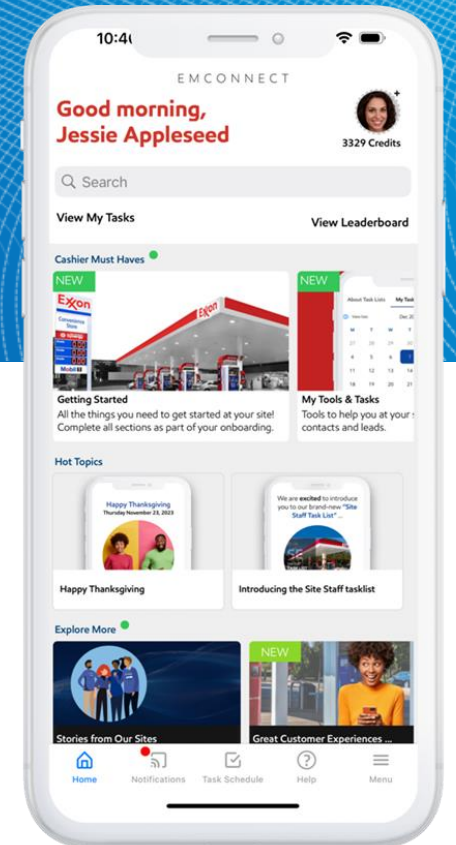


June 4, 2024



EMconnect web-based administrative site instructions

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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/>



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

The screenshot displays the EMconnect web admin interface. At the top, there is a dark red header with the "Exxon Mobil" logo and a hamburger menu icon on the left, and the user role "FMA TWO as Field Marketing Advisor" on the right. Below the header is a navigation menu on the left with the following items: Dashboard, App Analytics, Reports, User Management, and BW Customer Mgmt. The main content area features a large white box with the heading "Welcome to the EMconnect administration!". The text inside the box reads: "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." Below this text is a section titled "Administration Manuals and Reference PDF documents" with a sub-heading "Updated: October 16, 2018". This section lists several PDF documents: App Analytics (1.2mb), User Management (1mb), Content Management low res (3.2mb), Reports (4.7mb), and Content Management (43.3mb). At the bottom of the page, there is a footer with a power icon and the text "© 2018 ExxonMobil. Built by DLC".



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 Management - Active Users

Search: Go Clear

Display: 100

Name	Email	UUID	Phone	ID#	Job Role	Brand	EMR+	FLDS	Settings	Last Modified (UTC)
[Redacted]	[Redacted]	[Redacted]	[Redacted]		ExxonMobil Employee	Mobil			[Icon]	09/30/2020 11:01 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]	000011	ExxonMobil Employee	Mobil		✓	[Icon]	09/16/2020 02:14 pm
[Redacted]	[Redacted]	[Redacted]	[Redacted]	11	Content Admin	Mobil		✓	[Icon]	09/02/2020 08:54 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]		ExxonMobil Employee	Exxon			[Icon]	05/07/2019 08:57 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]	111186	Branded Wholesaler Admin	Mobil			[Icon]	10/04/2020 10:30 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]	102648	Branded Wholesaler Admin	Exxon	✓	✓	[Icon]	12/03/2019 09:43 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]		ExxonMobil Employee	Mobil			[Icon]	09/04/2020 10:45 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]	110915	Branded Wholesaler Staff	Mobil			[Icon]	10/01/2020 06:52 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]	304760	Site Manager	Mobil			[Icon]	05/26/2018 11:27 am
[Redacted]	[Redacted]	[Redacted]	[Redacted]	22	Site Manager	Exxon			[Icon]	06/26/2019 03:40 pm

1 2 3 4 5 6 7 8 ... 108 109



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

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

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 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 of Branded Wholesalers and sites registered in each area

The screenshot displays the Exxon Mobil user management interface. At the top, the header shows 'Exxon Mobil' and the user role 'FMA TWO as Field Marketing Advisor'. A sidebar on the left contains navigation options: Dashboard, App Analytics, Reports, User Management, Users, Bulk Invite, Bulk Invite Report, Profile, and HD SW Customer Mgmt. The main content area shows a summary of user statistics: 10858 Total Registered Users (Inactive User removed) and 1003 Total Deactivated. A 'Download Data' button is highlighted with an orange arrow, and a '+ Show/Hide Report' button is also highlighted. Below the summary, there is a list of users with columns for Region, FMA, Total Users, EM Admin, BW Staff, Site Manager, Total Associates, and two columns for Branded Wholesalers and Sites. A table below this list shows the area summary by job role.

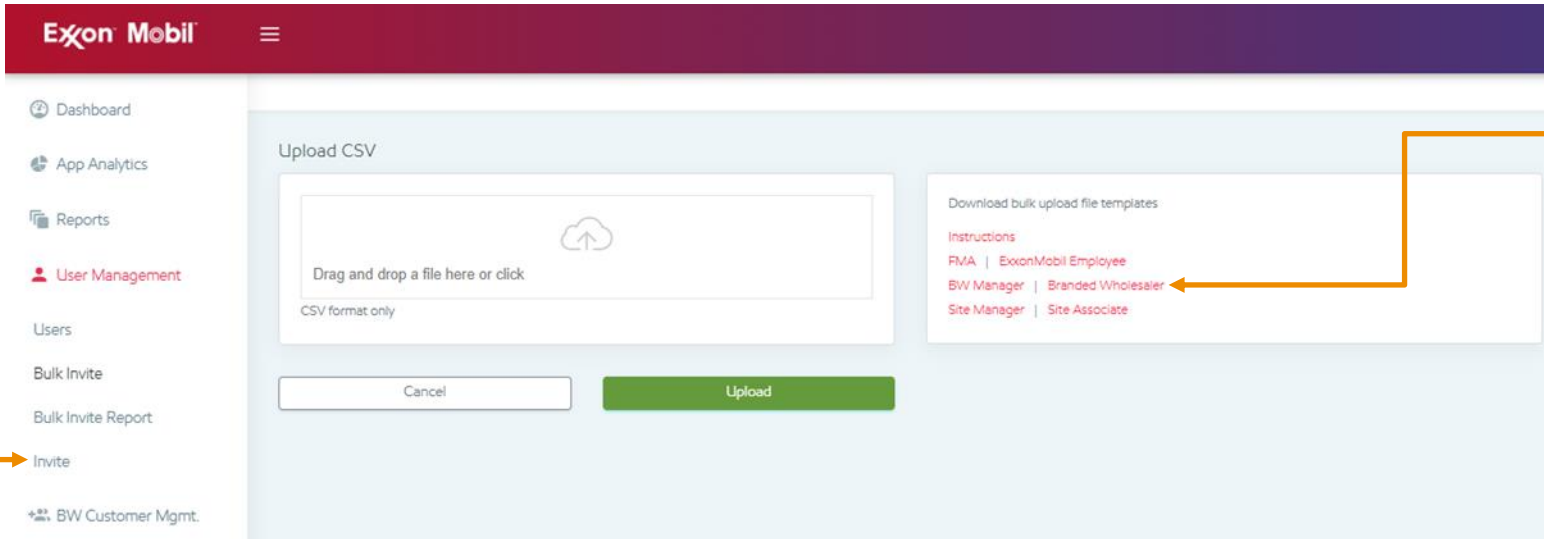
Region	FMA	Total Users	EM Admin	BW Staff	Site Manager	Total Associates	Branded Wholesalers	Sites	Branded Wholesalers	Sites
North East	John Long	154	18	54	157	118	14	11	495	154
Mid West	John Lundy	214	42	34	93	367	142	111	2117	404
West	Mark C. Taylor	314	113	182	133	1347	144	121	3038	1128
South East	Pete Salmon	312	122	134	103	821	181	181	3238	169
US General	US General	0	0	0	0	0	1	0	1	0
Total		10858	485	381	3123	4447	485	494	12944	480

Update

Bulk invite feature

FMA's 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.



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

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

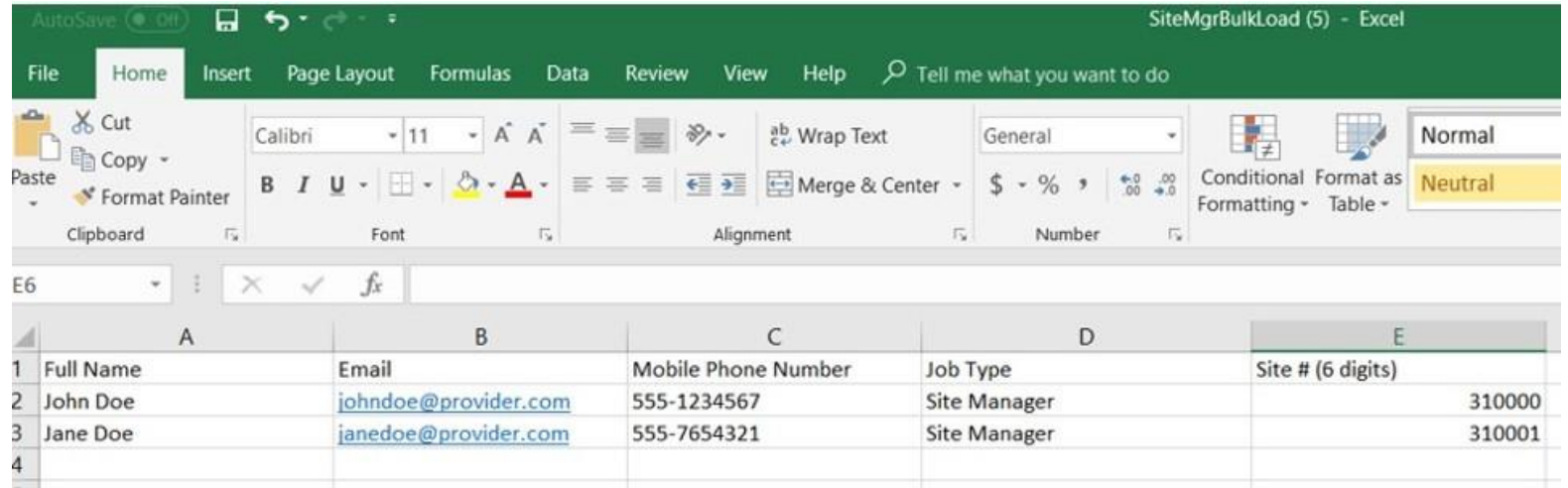


Instructions for filling in a Bulk Invite template

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)



	A	B	C	D	E
1	Full Name	Email	Mobile Phone Number	Job Type	Site # (6 digits)
2	John Doe	johndoe@provider.com	555-1234567	Site Manager	310000
3	Jane Doe	janedoe@provider.com	555-7654321	Site Manager	310001
4					

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.

