

## External FAQs

# CARFAX Partner Integration for Dealers

Please refer Dealers to CARFAX Customer Care at 855-845-5733.

Support issues related to the performance of the CARFAX service or errors should be sent to CARFAX Partner Help at [partnerhelp@carfax.com](mailto:partnerhelp@carfax.com) or call 571-321-7413 option 1. Note that support emails are monitored during normal business hours (M-F; 9am to 5pm eastern). Please use the telephone number above for emergencies that occur after hours.

### Overview

#### **What benefits does the new CARFAX integration provide a dealer?**

- In many cases the partner application will now feature 2/4 Pillar data as well as Snapshot. These upgrades provide dealers with quicker access to CARFAX's industry leading accident data and CARFAX History Based Value to aid in making buying/pricing decisions.
- Easy auto-run functionality of CARFAX Vehicle History Reports for Advantage customers in most partner applications (except Auction partners).
- Better tracking of who is running CARFAX Vehicle History Reports at the dealership across all third party tools. CARFAX Account Administrators can assign or revoke access to run reports via Carfaxonline.
- An improved and highly secure transaction when running a report from a partner application.

### User Experience (Dealer Facing Responses)

#### **I don't have an email username. How do I get one?**

Please contact the CARFAX Account Administrator at your store to receive an invitation to create an email username.

#### **My store doesn't have a CARFAX Account Administrator. What do I do to use CARFAX in my partner applications now?**

Please refer the dealer to CARFAX Customer Care who will assist in setting up a username. Customer care may be reached at 855-845-5733.

#### **Can I still use my old C or D-name username through the new login process?**

No. The new login screen only accepts the use of the new email username and self-generated password. If you do not have an email username please contact the CARFAX Account Administrator at your store to receive an invitation to create an email username.

### Why do I have to log in to CARFAX twice when using the same partner application on desktop and a mobile device?

In order to provide an easier experience when logging in to CARFAX on multiple partner applications on the same device we have added a Single-Sign-On feature. Logging in to the first partner application on a given device enables a quick log in on all applications and enables you to continue working seamlessly when refreshing credentials in the future.

### What happens when I log out of CARFAX?

If you proactively Sign Out of CARFAX in a partner application all previous CARFAX integration including report links and 4 Pillar data is removed from view. If you log in again all links and data will be restored.

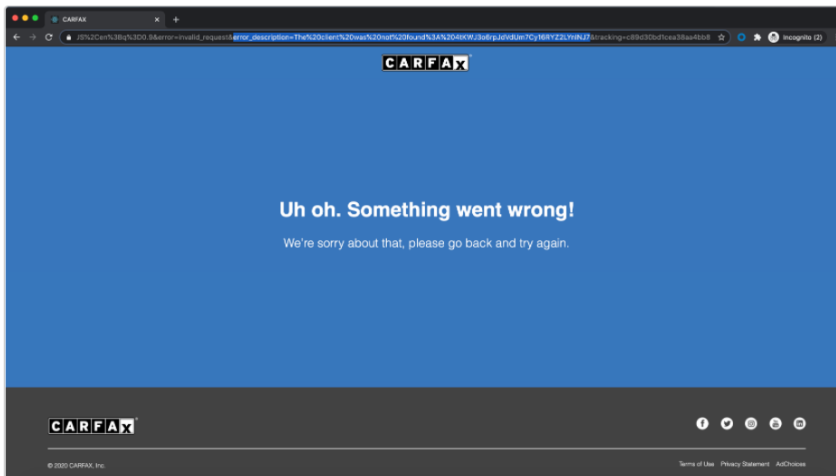
### What happens if I clear my cookies on my browser?

If you clear cookies on your browser you will effectively be logged out akin to proactively logging out of CARFAX. All previous CARFAX integration including report links and 4 Pillar data is removed from view on all partner applications using the given browser. If you log in again all links and data will be restored.

### I'm getting an "Uh oh. Something went wrong!" message. What do I do?

Please refer the dealer to CARFAX Customer Care who will assist in diagnosing the issue. Customer care may be reached at 855-845-5733.

Note – In this case the issue is likely related to how the CARFAX service was coded in the partner application. Some common error cases are below. If this Uh Oh page renders to users as they attempt to log in please have the tech team at the partner review the CARFAX code.



These are some of the most common error scenarios:

Error Description	Solution
The client was not found	Make sure you are using the correct Client Id.
Callback URL mismatch	You need to add redirect_uri to the list of Callbacks for that Application.
You may have pressed the back button, refreshed during login, opened too many login dialogs, or there is an issue with cookies.	Try to log in again after some time.