ELT Database Help—Dealertrack Collateral Management System

PASSPHRASE RESET or ACCOUNT LOCKOUT

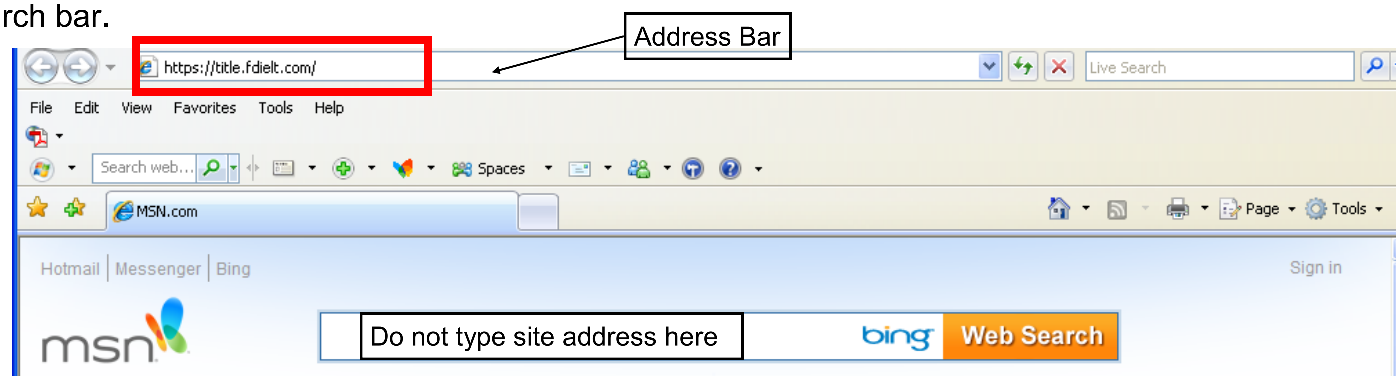
Email the Dealertrack Help Desk at CMS-Service@coxautoinc.com. In the email provide the user name, company name and the problem (either passphrase needs to be reset or you are locked out of the database). Almost immediately, you will receive an automatic response from Dealertrack indicating that your request was received. Within several hours after your request you will receive a temporary passphrase to get back into your database. The temporary passphrase will expire at midnight of the day of receipt.

If you are not receiving the automatic response and/or temporary passphrase email, please check junk/spam mail as well as any firewalls on your email system. The temporary passphrases are emails from cmalert@fdi.com. If you still are not receiving the emails, please call the Help Desk at 866-730-7805.

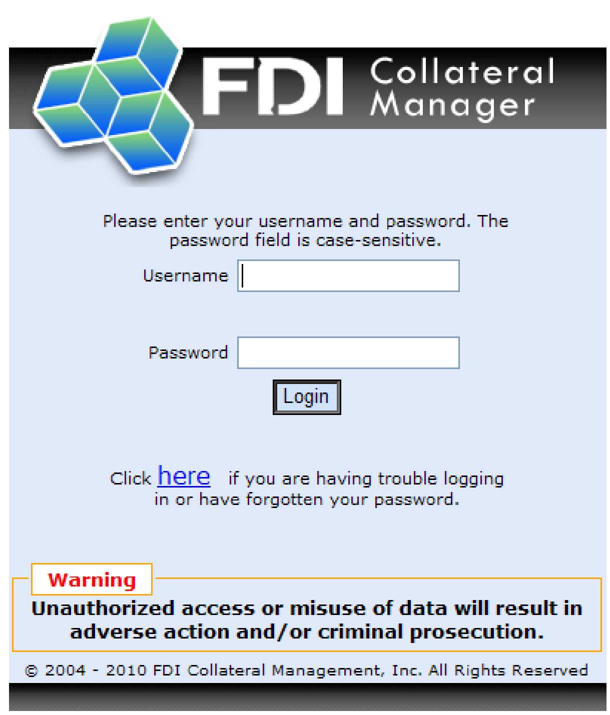
Reminder that login information, both user name and passwords are case-sensitive.

ACCESSING COLLATERAL MANAGEMENT SITE

The URL site address for the login page is https://title.fdielt.com. This address must be typed exactly as it appears into the address bar on your web browser. It will not access the site if it is typed into the search bar.



Once the site opens you will see the login page.



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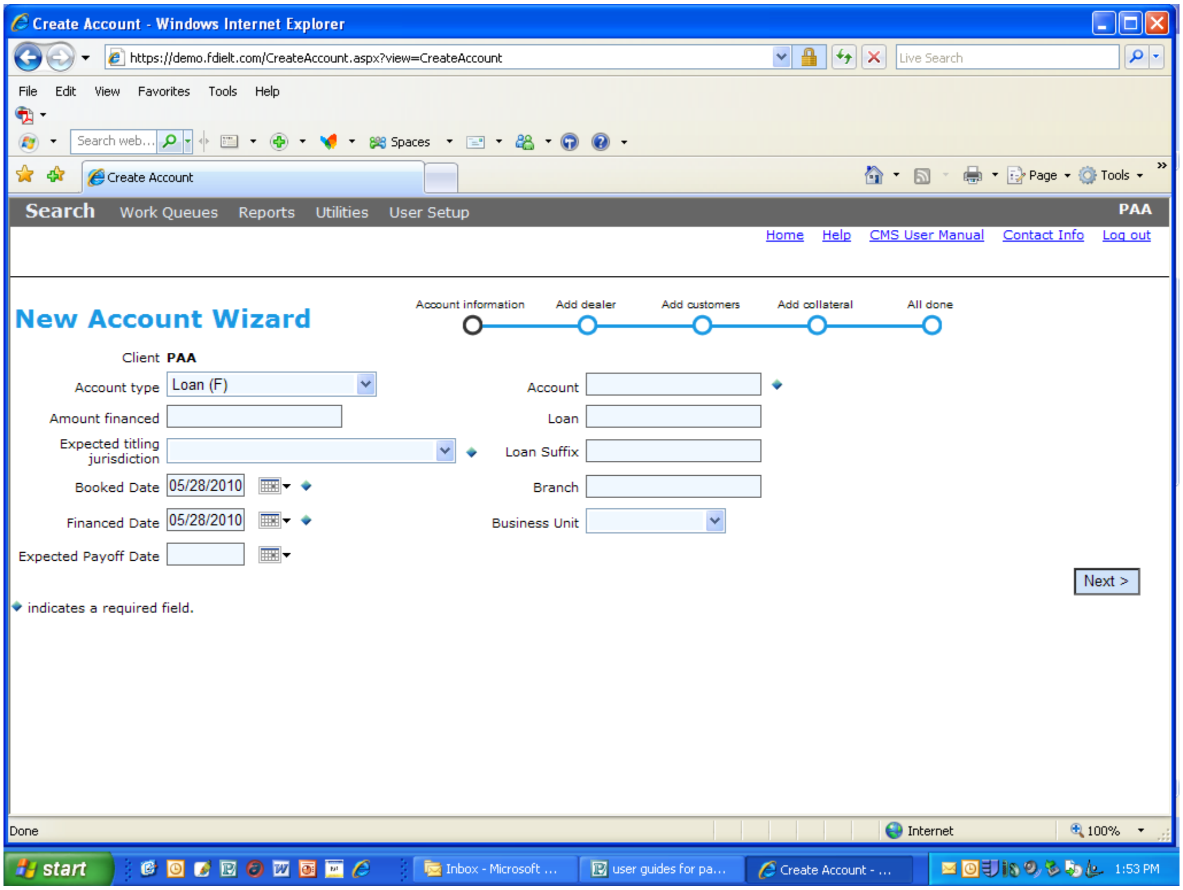
CREATING A NEW ACCOUNT

1. Click the **Utilities** drop-down menu.
2. Click **Create Account**.
3. Follow the steps in the **New Account Wizard**.



SEARCHING FOR A RECORD

1. From the toolbar, click **Search**.
2. Narrow your search by entering data in any of the search fields or select the account status from the **Status** drop-down menu.
3. Click the **Search** button down below the search fields.
4. Once the search produces results, click on the **VIN**. This is a link to the record.

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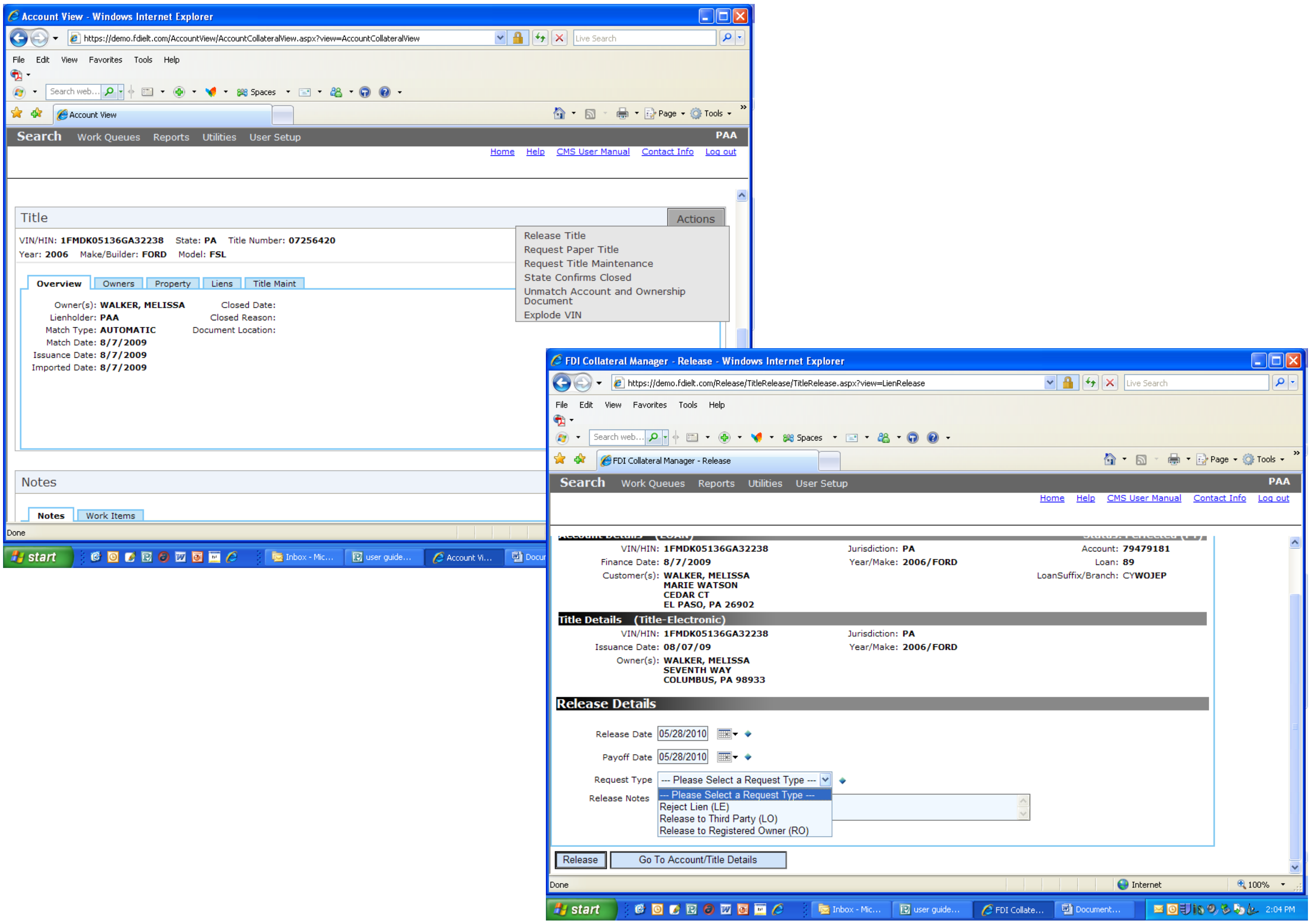
RELEASING A TITLE

1. From the **Title** section of the record's **Account-Title Details** screen, click **Actions**.
2. Click **Release Title**.
3. If necessary, change the dates in the **Release Date** and **Payoff Date** fields.
4. Select the release type from the **Release Type** drop-down menu.
5. Click **Release**.



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REQUESTING A PAPER TITLE

1. From the **Title** section of the record's **Account-Title Details** screen, click **Actions**.
2. Click **Request Paper Title**.
3. Enter the reason for requesting paper title in the **Why are you requesting this paper title?** field.
4. Click **Request Paper Title**.