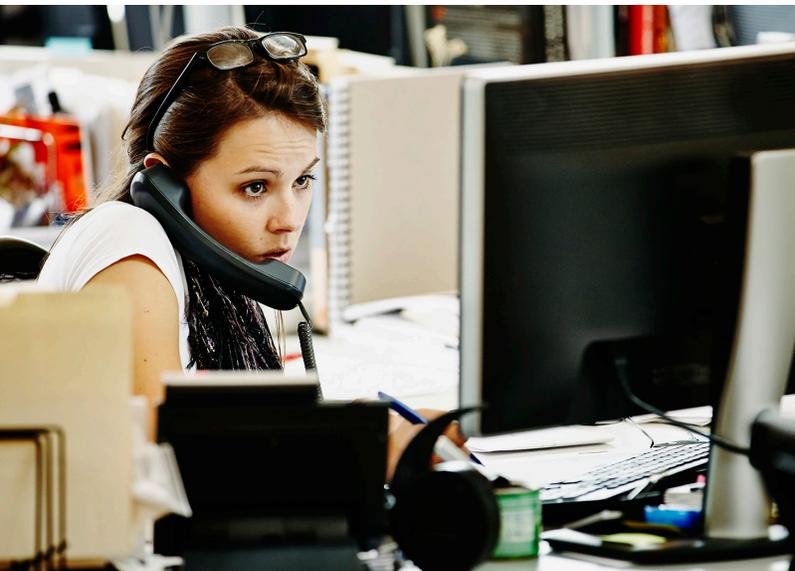


IT SET-UP GUIDE

Lithia & Driveway Store



Quick IT Resources

IT Service Desk

The IT Service Desk is available 24/7 for all your technology needs. For the most efficient support, please submit a ticket through the Request & Resource Center (R&RC) located on the Lithia Spark homepage.

Request & Resource Center

<https://lithia.service-now.com/rrc>

Service Desk

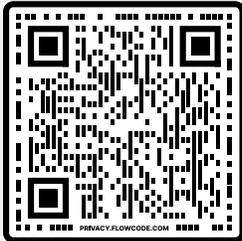
US: 541-770-2150

Canada: 877-309-0908

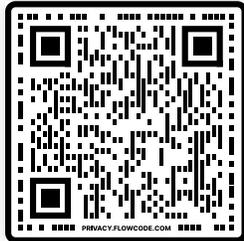
Helpful Phone Applications

Microsoft Authenticator

Google Play Store



Apple App Store



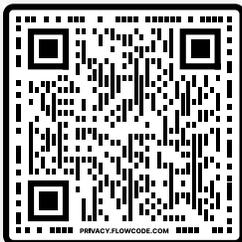
Intune Company Portal

Google Play Store



Workday

Google Play Store



Apple App Store

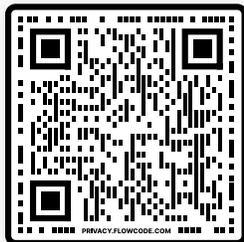


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Computer Login Details

Logging in for the First Time

User ID:

- FirstnameLastname@lithia.com
- Example: JaneSmith@lithia.com

Temporary Password:

- EmployeeID + First 3 letters of your last name
- Example: 123456Smi

Note:

- Your Employee ID was sent to your personal email, or is visible in Workday by a Lithia team member.
- The first letter of your last name must be Capitalized, the second and third letters of your last name will be lowercase.
- After your initial login, you will be prompted to change your password.

Changing Your Password for the First Time

When changing your password, your username will automatically appear.

The old password is the same password as above: EmployeeID + First 3 letters of your last name.

Password Requirements:

- It cannot be an obvious and easy to guess password such as, your name, birthday, etc.
- Needs to be a minimum of 8 characters.
- Password must be different than the previous six passwords.
- Must contain three of the following four options.
 - Upper-case letter (A-Z)
 - Digit (0-9)
 - Lower-case letter (a-z)
 - Special character (.!@#\$%)
- After initial login, you can only change your password once in a 24-hour period.
 - For additional assistance, contact the IT Service Desk or the onsite support team during go-live activities.
- Passwords are required to be reset every 90 days.
 - From a workstation, use Ctrl+Alt+Del and select "Change a password" prior to expiration.
 - Alternately, if you are remote or a workstation is not accessible you can use our Self-Service Password Reset function at passwordreset.microsoftonline.com
 - See the Multi-Factor Authentication section below for registration.
- Passwords changes can take 30 minutes to sync.

Having Trouble?

Please contact the IT Service Desk at 541-770-2150 (US) / 877-309-0908 (CAN), or the onsite support team during go-live activities.

Multi-Factor Authentication (MFA)

To protect customer and employee data, all Lithia & Driveway employees are strongly encouraged to have Multi-Factor Authentication (MFA). Note that in order to have access to your Lithia & Driveway accounts via a personal smart device, like accessing Workday or Teams through a mobile app, MFA may be required.

This information is also available in the Request & Resource Center.

Getting Started

If you are working remotely, please contact Lithia IT Service Desk to get started.

While you are onsite at a Lithia & Driveway location, from your computer go to Microsoft's Multi-Factor Authentication Registration Website: <https://aka.ms/mfasetup>. Sign in using your Lithia & Driveway email username and password.

On the "Keep Your Account Secure Page" you can choose from different options to set up additional security information for your Lithia & Driveway accounts.

Choosing Which Way to Secure Your Account

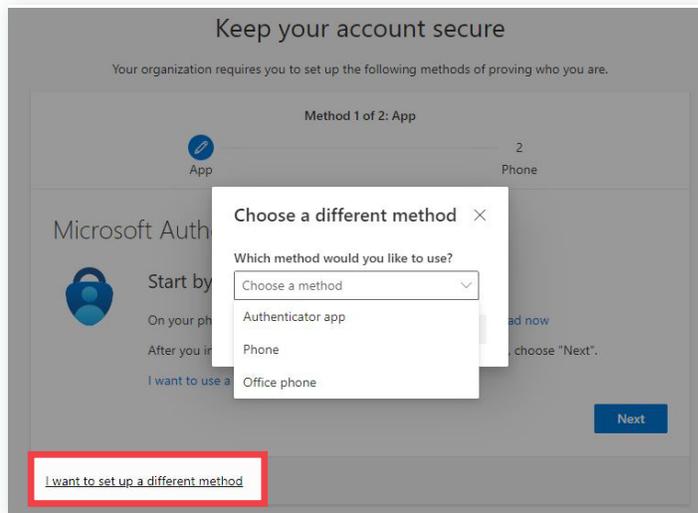
To fully secure your account, you must choose two security authentication options:

Option 1: Authenticator App

Option 2: Email

Option 3: Security Questions

By default, Authenticator App and Phone are shown. You must click on "I want to setup a different method" to show the additional authenticator options listed above.



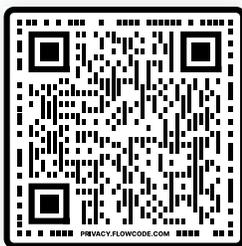
NOTE: Once you have selected which options you are going to use for MFA you can come back to this screen at any time and change the method that you would like to use.

Option 1: Authenticator App

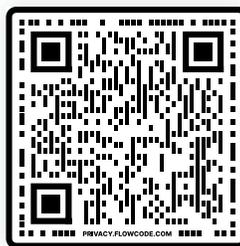
This method has you authenticate your login by interacting with a push notification on your smart-phone. To use this method, the Authenticator App must **stay** on your device. This method does **not** let Lithia & Driveway access or collect information from your device.

1. On your smartphone, download and begin set up of the Microsoft Authenticator app:
 - Open Google Play Store (Android) or App Store (iPhone).
 - Search for and install Microsoft Authenticator.

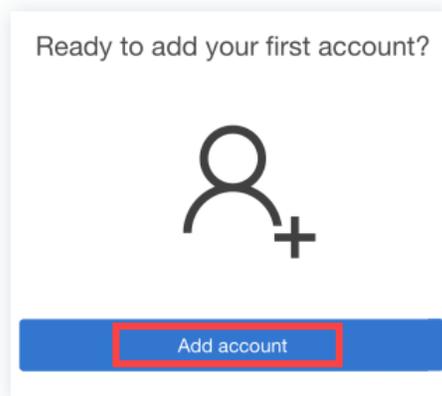
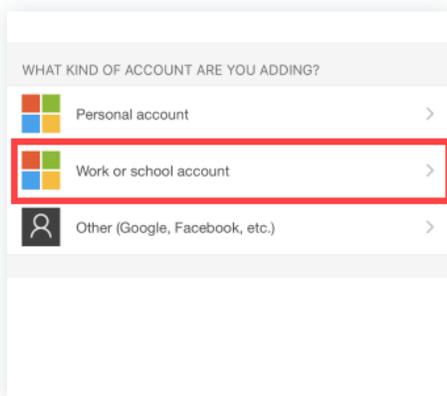
Google Play Store



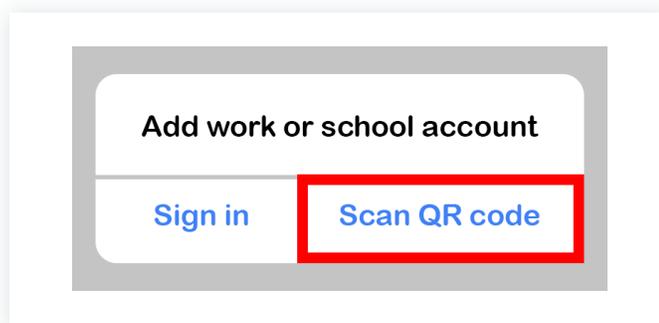
Apple App Store



- Tap “Add account” and select “Work or school account.” If prompted, select “Allow notifications.”

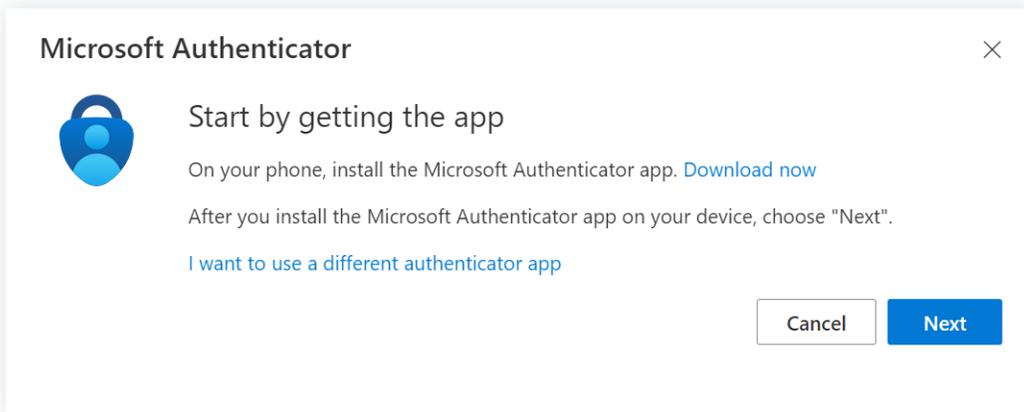


- Tap “Scan QR code.”

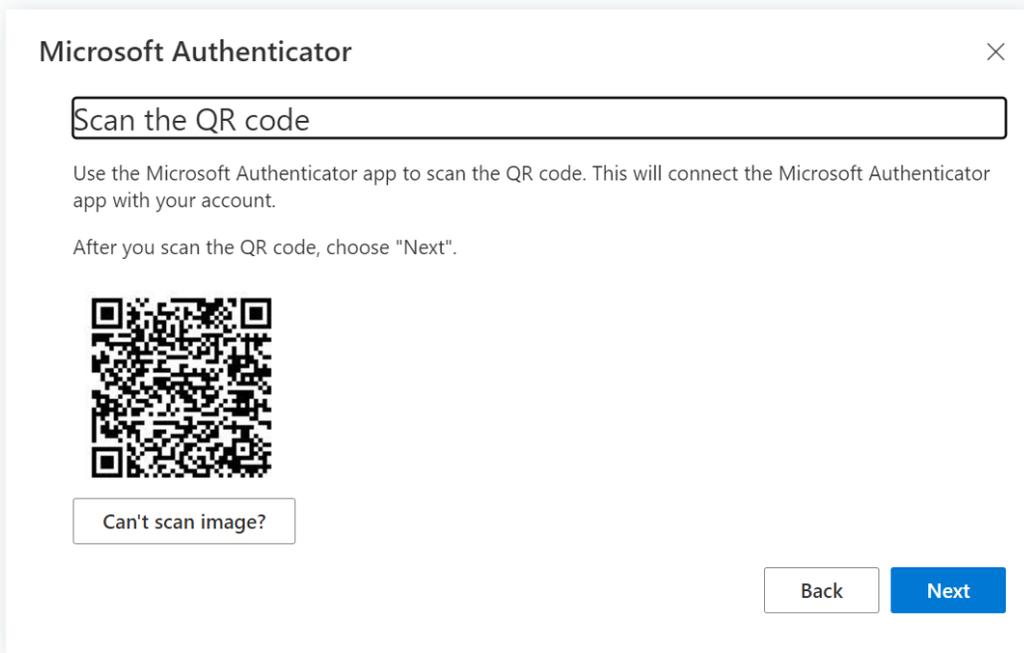


Multi-Factor Authentication (MFA)

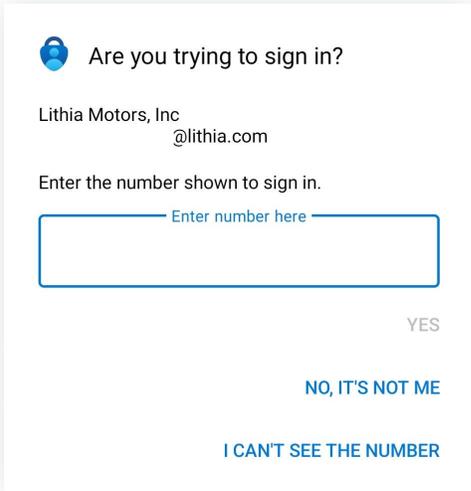
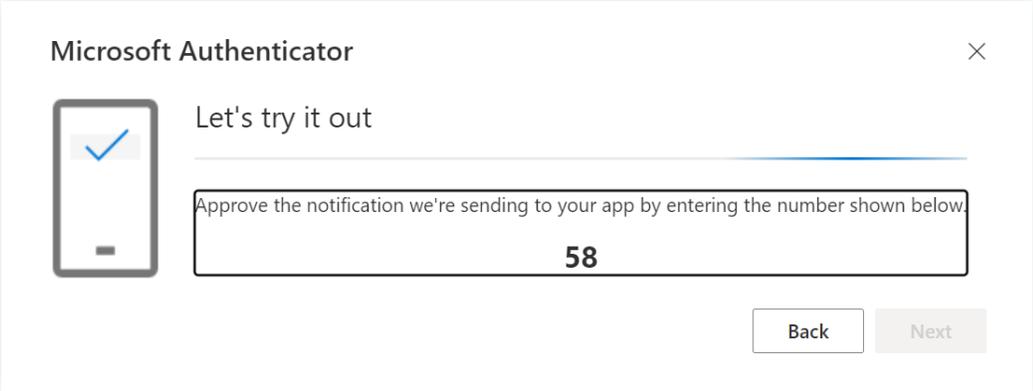
2. On the computer, click Next.



3. On the smartphone, scan the QR code displayed on the computer and click "Next."



- 4. On your smartphone, you will be prompted to enter in the two-digit code that is displayed on the computer.

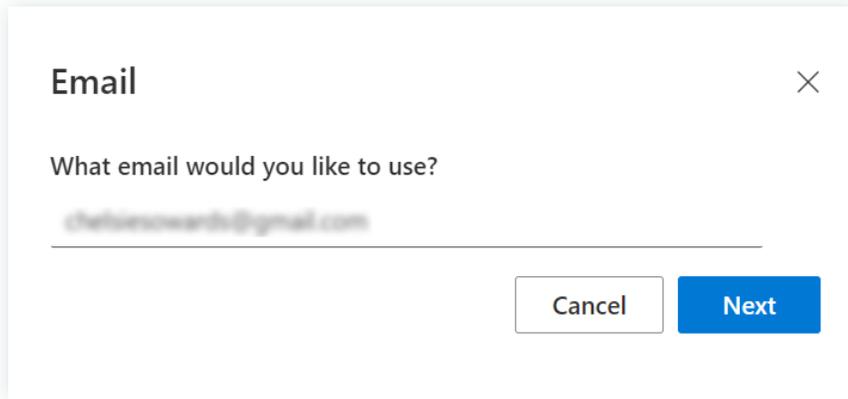


- 5. Once you've entered the code, this set up is complete.

Option 2: Email

This method has you authenticate your login by entering a code that will be sent to a personal email account.

1. Enter a personal email address and click "Next."

A screenshot of a dialog box titled "Email" with a close button (X) in the top right corner. The text inside the dialog asks "What email would you like to use?". Below the text is a text input field containing the email address "chelseaowens@gmail.com". At the bottom of the dialog are two buttons: "Cancel" and "Next".

2. Open your personal email and enter the code provided.

If you chose email as one of your authentication methods, you will select an email address that will be messaged each time you attempt to log in to your Lithia & Driveway account.

If you choose this method, please make sure:

- The email address that you choose is not shared with anyone else, including family members and friends that you trust.
- The email address that you choose is also secured using two-factor authentication or MFA, such as another Outlook account using Microsoft Authenticator.
- The email you choose is not the same as your@lithia.com address (this will cause you to become locked out when you cannot get into your own email to authenticate).

Option 3: Security Questions

This method has you authenticate your login by answering a series of security questions.

1. Select questions from the drop-down and enter an answer.

Security questions ×

What was your childhood nickname? ∨

What was your first job? ∨

What is your youngest sibling's middle name? ∨

What school did you attend for sixth grade? ∨

What were the last four digits of your childhood telepho... ∨

Cancel **Done**

2. When complete, select "Done."

Please note that this is the least secure method of protecting your account, as anyone who can find information about you can answer these questions. It's important that you pick questions that no other person can easily guess, either by knowing you or by searching the internet for information about you. Do not record your answers where others can see or find them.

If you forget the answer to your questions, recovering your account may not be easy; for security purposes, Lithia IT Support will not provide the answers to your questions should you forget them.

Self Service Password Reset (SSPR)

SSPR allows you to reset your password in case you forget it or need to reset your password without having to contact the IT Service Desk. It's a simple, secure, and convenient process that will save you time and increase productivity.

To use SSPR, you need to register and set up two forms of Multi-Factor Authentication (MFA) account beforehand to ensure that you can reset your password quickly and efficiently, without any delays or interruptions to your work.

This information is also available in the Request & Resource Center.

1. Go to <https://passwordreset.microsoftonline.com>.
2. Enter your @Lithia.com email address and the captcha characters displayed in the picture. Click "Next."

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Next Cancel

3. Select "I forgot my password" and click "Next."

Why are you having trouble signing in?

I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

4. Choose **two** of the following ways to verify your identity:

NOTE: The verification options available depend on how Multi Factor Authentication (MFA) was first set up. To learn more about how to set up your MFA, review the above information.

- Enter my alternate email:
 - Select “Email my alternate email” and select “Email” to have a verification code sent to your alternate email account.

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

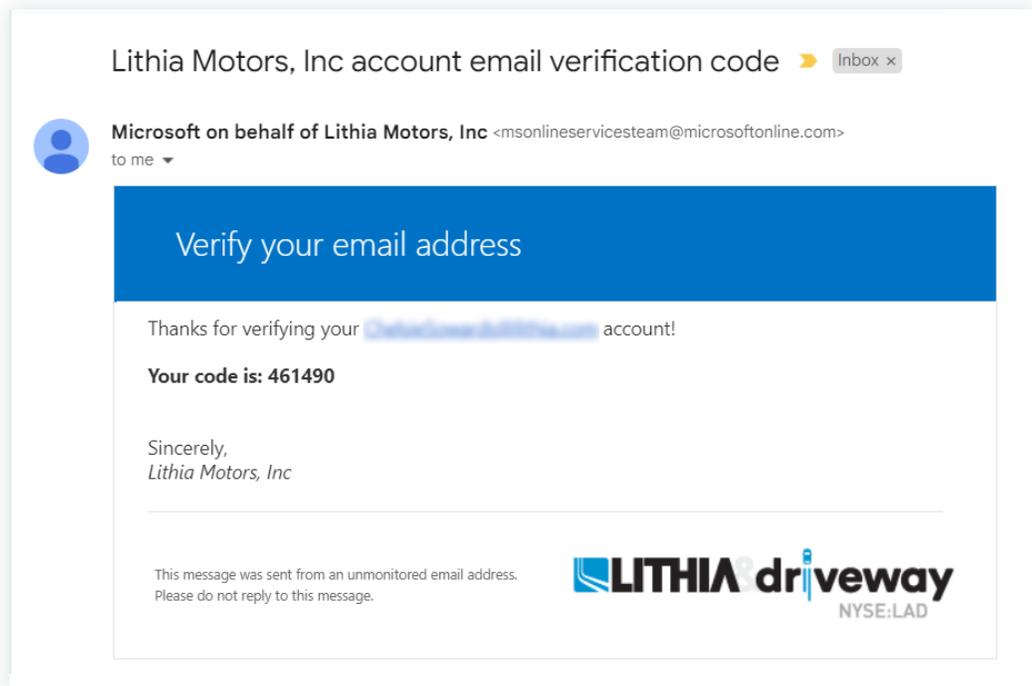
Approve a notification on my authenticator app

Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address (ch*****@gmail.com).

[Email](#)

- Access your alternate email and find the email from Microsoft containing the access code.



Self Service Password Reset (SSPR)

- Enter in the code and select "Next."

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	We've sent an email message containing a verification code to your inbox.
<input type="radio"/> Answer my security questions	<input type="text" value="Enter your verification code"/>
<input type="radio"/> Approve a notification on my authenticator app	<input type="button" value="Next"/>
<input type="radio"/> Enter a code from my authenticator app	

- Text my mobile phone:

- Select "Text my mobile phone" and enter your mobile number in the "Enter your phone number" field.
- Select "Text."

Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email	In order to protect your account, we need you to enter your complete mobile phone number (*****00) below. You will then receive a text message with a verification code which can be used to reset your password.	
<input checked="" type="radio"/> Text my mobile phone		<input type="text" value="Enter your phone number"/>
<input type="radio"/> Call my mobile phone		<input type="button" value="Text"/>
<input type="radio"/> Answer my security questions		
<input type="radio"/> Approve a notification on my authenticator app		
<input type="radio"/> Enter a code from my authenticator app		

- Enter the 6-digit code received on your mobile device in the “Enter your verification field” and click “Next.”

Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email	We've sent you a text message containing a verification code to your phone. <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/>
<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Answer my security questions	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

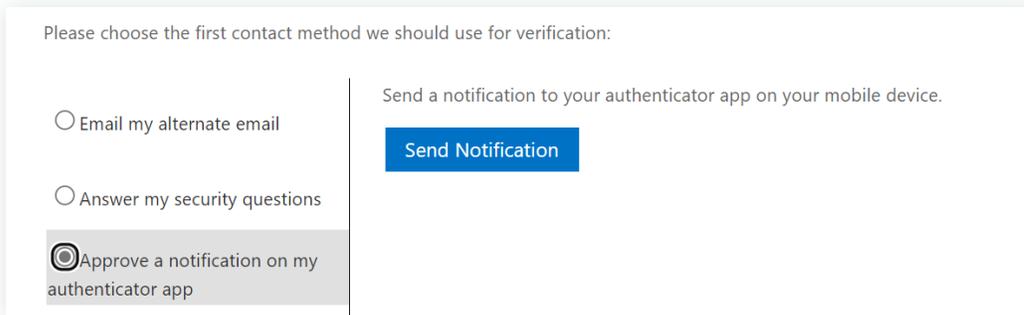
- Answer my security questions:
 - Select “Answer my security questions.”
 - Three of your five previously selected security questions will appear. Answer each question and select “Next.”

Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email	What was your childhood nickname? <input type="text"/> What were the last four digits of your childhood telephone number? <input type="text"/> What is your youngest sibling's middle name? <input type="text"/> <input type="button" value="Next"/> Contact your administrator
<input checked="" type="radio"/> Answer my security questions	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

Self Service Password Reset (SSPR)

- Approve a notification on my authenticator app:
 - Select “Approve a notification on my authenticator app” and select “Send Notification.”



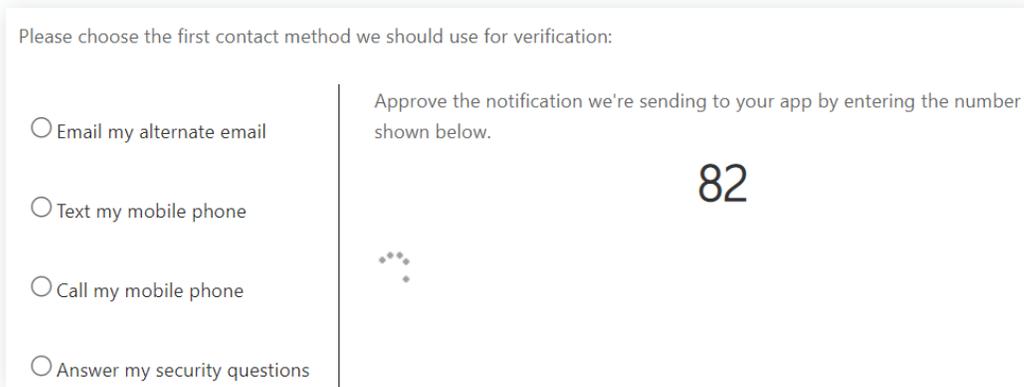
Please choose the first contact method we should use for verification:

- Email my alternate email
- Answer my security questions
- Approve a notification on my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

- On your mobile device, enter in the two-digit code that is displayed on the computer

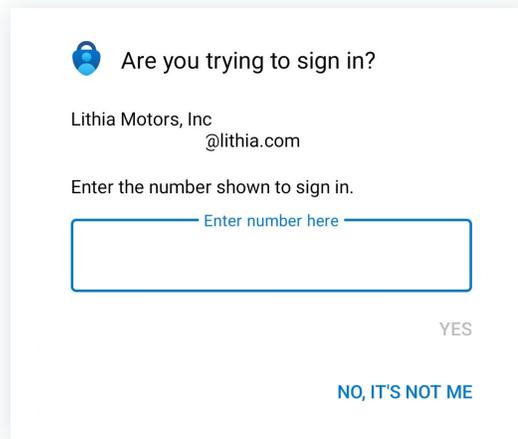


Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

Approve the notification we're sending to your app by entering the number shown below.

82



 Are you trying to sign in?

Lithia Motors, Inc
@lithia.com

Enter the number shown to sign in.

YES

[NO, IT'S NOT ME](#)

- Enter a code from my authenticator app:
 - On your mobile device, open the Authenticator app.
 - Tap your @Lithia email address.
 - Enter the One-time password code displayed on your mobile device in the “Enter your verification” code field.

- Select "Next."

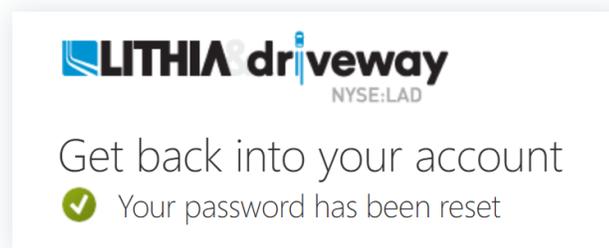
Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email <input type="radio"/> Answer my security questions <input type="radio"/> Approve a notification on my authenticator app <input checked="" type="radio"/> Enter a code from my authenticator app	Enter the code displayed in your authenticator app. <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/>
---	---

5. Select a second verification method and follow all the steps 1-4. Once verification is complete, click *Next*.

NOTE: The options displayed are determined by Verification Step 1. For example, If Verification Step 1 was Call or Text then Verification Step 2 must be verified via the Authenticator app, security questions, or alternate email.

6. Once identity is verified, enter a new password and confirm new password using the following criteria:
 - Must be a minimum of 8 characters containing:
 - Uppercase
 - Lowercase
 - Numbers
 - Special characters
 - Cannot be obvious and easy to guess passwords such as, personal names, birth dates, etc
 - Cannot be a password used in the previous six resets
7. Click "Finish."
8. A confirmation window displays "Your password has been reset". You will receive an email confirming the password has been reset.



- You may be prompted to sign in with your updated password to applications such as Teams, Outlook, Workday, or any other application that uses your Lithia credentials.
- If the password reset is unsuccessful, contact the Lithia IT Service Desk.

Microsoft Accounts

All Lithia users are licensed for fully functional Office 365 online.

Desktop versions of Microsoft Office are only licensed and available to specific Job Titles and Roles.



Outlook 365 Setup for Lithia Email

1. Select the Outlook icon on your desktop.
2. You will be prompted to enter your Lithia & Driveway account information.
3. Your User ID will be your first name + last name@lithia.com. For example: JaneSmith@lithia.com. Click "Next."
4. Enter your password and click "Sign in." The password will be the same password you log into the computer with.
5. You will then be prompted to change your password. When finished changing your password, click "Sign in."
6. On the next screen, select "Yes" to stay signed in.



Outlook Desktop Email Setup

1. Open Outlook from the desktop or from the Start Menu.
2. On the "Add account" dialog, enter your new Lithia & Driveway email address, and click "Connect."
3. Your User ID will be your first name + last name@lithia.com. Example: JaneSmith@lithia.com.
4. Select *Next*. If you receive a "Something went wrong" message, click "Retry."
5. When prompted to enter your password, enter the same password you log into the computer with. Select "Sign in."

Microsoft Outlook App on Your Phone

Reminder: Multi-Factor Authentication (MFA) is required if you'd like to have access to your Lithia & Driveway email on your personal devices.

1. Install the Microsoft Outlook App from the Google Play or the Apple App Store.
2. Open the app, and Sign in using your Lithia & Driveway email account credentials.
3. Authenticate your usage with your chosen MFA security method.
4. Review the next section "Personal Mobile Device Registration" to complete the process.

Personal Mobile Device Registration

For a personal mobile device to have access to your Lithia and Driveway accounts, you're required to first register your device with Microsoft.

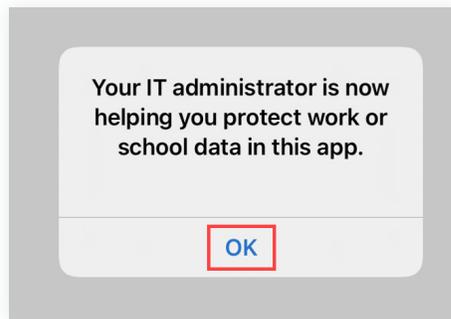
Microsoft Registration

When you register your personal mobile device with Microsoft:

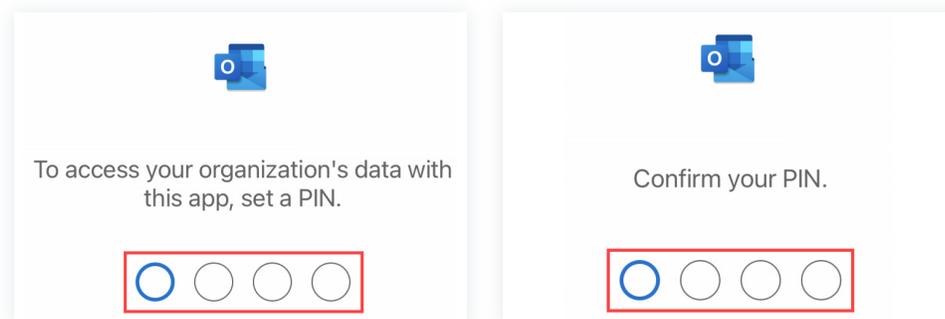
- You add an extra layer of security to the data housed specifically in apps managed by Lithia & Driveway.
- Your personal device's data remains private because Lithia & Driveway cannot access it.
- Information stored in a company-related app cannot move to noncompany apps. (For further details on how data flows between company and personal data sources, see the illustration on page 18.)
- You will create a unique, four-digit personal identification number, or PIN, of your choosing (this PIN will be periodically required when accessing the company-related apps).

Apple Device Registration

1. If you have not already done so, register for Multifactor Authentication (MFA—see instructions on page 2) via the Authenticator app, and set up your Outlook account.
2. Open the Outlook application, and you should see the below message. Select "OK."



3. You will be prompted to create and confirm a four-digit PIN.
 - Create a unique PIN here—for example, do not use your birth year, last four digits of your Social Security number, or your banking PINs.



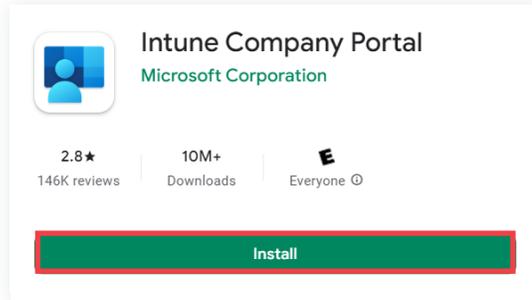
4. With your confirmed PIN, your registration is complete.

Android Device Registration

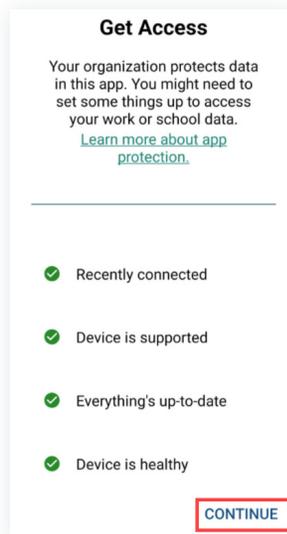
1. If you have not already done so, register for Multifactor Authentication (MFA—see instructions on page 2) via the Authenticator app, and set up your Outlook account.
2. Go to the Google Play Store (using the QR code below) to find the Intune Company Portal:



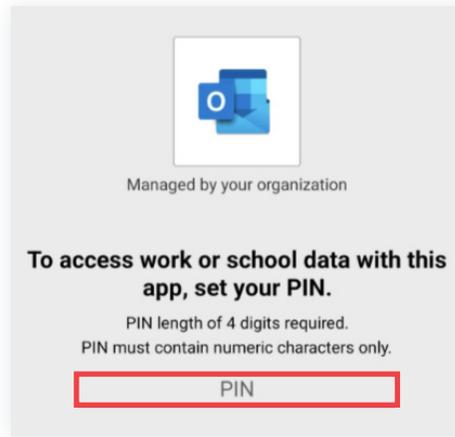
3. Click “Install” on the Intune Company Portal, but **DO NOT SIGN IN**.



4. Open your **Outlook App**. The Intune Company Portal should automatically pop up when you open your Outlook app.
5. When the Intune Company Portal opens, follow the prompts to complete the set up.
6. The below message will appear. Select “Continue.”



7. Next, you will be prompted to create and confirm a four-digit PIN.
 - Your PIN should be unique. Do not input your birth year, the last four-digits of your Social Security number, or banking PINs.



8. With your confirmed PIN, your registration is complete.

For Assistance

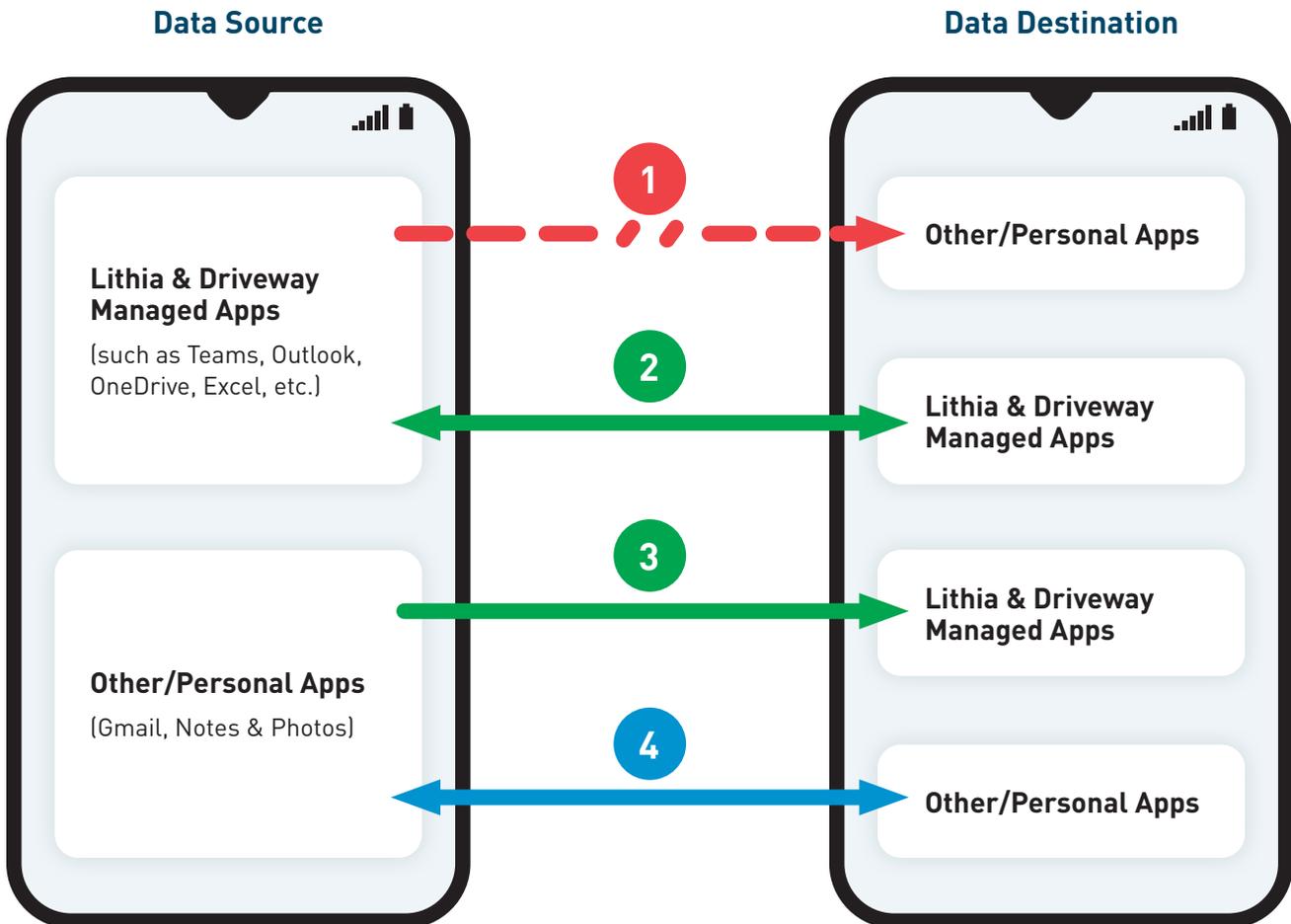
IT Service Desk

541-770-2150 (United States)

877-309-0908 (Canada)

Flow of Data Between Work-Related Apps and Personal Mobile Device Apps

- 1 RESTRICTED:** Lithia & Driveway-managed data **cannot** be transferred to noncompany/personal apps.
- 2** Lithia & Driveway-managed data **can** move freely between all other company-related apps.
- 3** Other/Personal data **can** be imported into Lithia & Driveway-managed app/accounts.
- 4 PRIVACY ENSURED:** Other/Personal data is considered personal and is **NOT** monitored nor accessed by Lithia & Driveway.



Workday

Workday is Lithia & Driveway's HR Management system, where you'll perform actions like clocking in and off, requesting time off, checking and retrieving pay statements, and more. Workday is available through the icon on your desktop, Spark, or a mobile app.



Here, we'll cover some of the basics of Workday, like how to download the app, and clocking in and out. To find more resources, check out the available training on the [Learning Center](#) or job aids explaining some of Workday's processes can be found on [DocXplorer](#). Or, if you need help contact the IT Service Desk or submit a help ticket online by selecting "[Get Help](#)" on the Workday Spark tile.

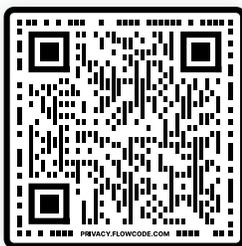
Some of these functions may be different based on your locations. Please reach out to your manager for more specific instructions or check the DocXplorer for more resources.

Mobile App

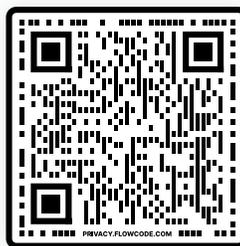
To access Workday from the mobile app, Multi-factor Authentication (MFA) must be set up for your Lithia & Driveway account prior to logging in.

1. Download the Workday App from the Google Play or App Store.
2. On the Welcome screen, click Log In.
3. Enter Lithia (without quotes) as the Organization ID, or scan this QR Code:

Google Play Store



Apple App Store



4. Enter your Lithia & Driveway email address and click Next.
5. Enter the password you use to sign into your computer, and click Sign In.
6. Approve your request to sign in on your chose MFA method, and choose the Stay Signed In option.

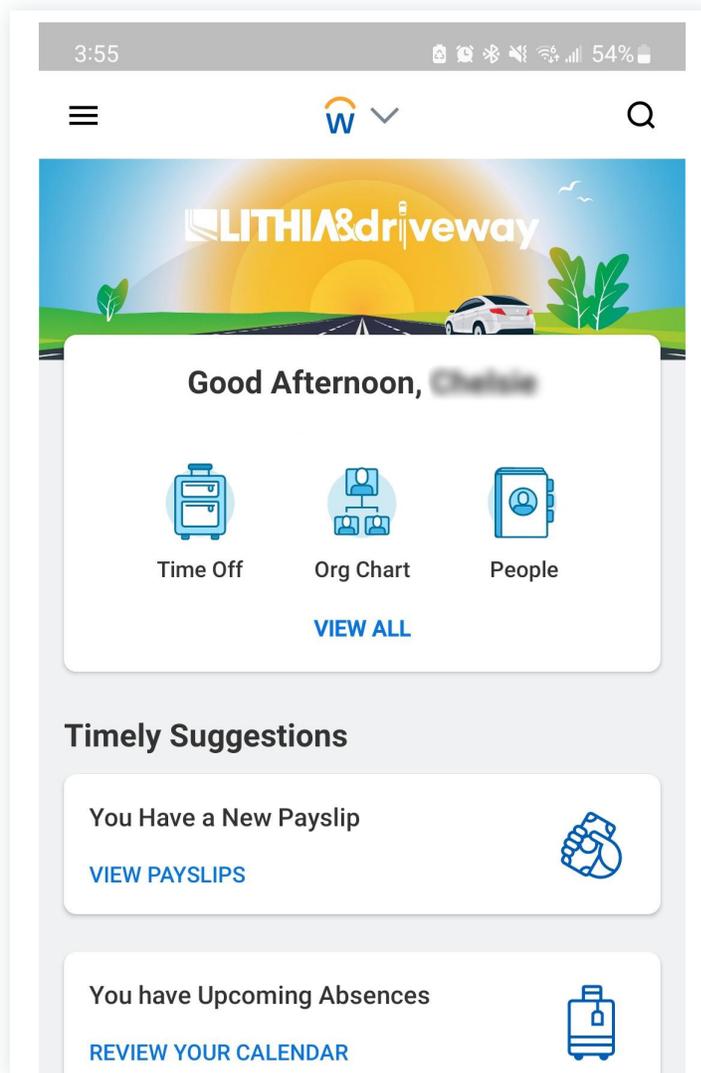
Face ID or Fingerprint

Depending on your device, you may be prompted to set up Face ID or Fingerprint options for logging in. You can configure or skip these options. You can also create and confirm a PIN for an additional way to log in or skip this step.

If you do not set up one of these alternate login options, you will need to use your normal Lithia & Driveway credentials and complete the multi-factor authentication step each time you open the Workday Mobile App.

Dashboard

You are now logged in to your Workday dashboard.



Use icons at the bottom of the screen at any time to return to the dashboard with the Home icon (1), view messages in your Inbox (2), view Notifications (3), or view available Apps (4).

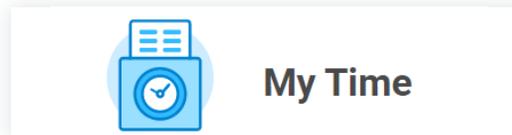


Tracking Time

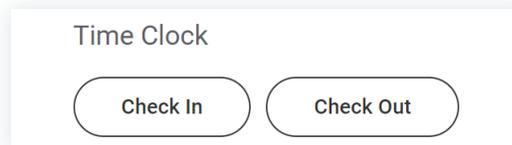
Use the following steps to clock in and out at the beginning and end of your workday, and for lunch breaks. Details on how to complete this process in the Workday app can be found [here](#). For questions on when it is and is not appropriate to clock out, such as for breaks or mealtimes, please reach out to your manager.

Clocking In

1. Click the My Time icon in the Applications group on your Workday homepage.



2. In the Time Clock window, click "Check In."



3. The current Date and Time are displayed. The Time Type field shows you're beginning your "Worked Time". Click *OK* to check in.

Check In

You are checking in. Please enter your work details.

Worker * Katie Stone (246102)

Date * 04/28/2023

Time * 09:07 AM

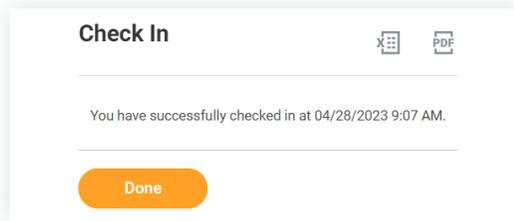
Time Zone GMT-08:00 Pacific Time (Los Angeles)

Time Type * x Worked Time ...

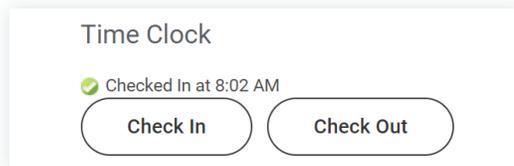
Details

Comment

4. Click "Done" on the confirmation box that displays.

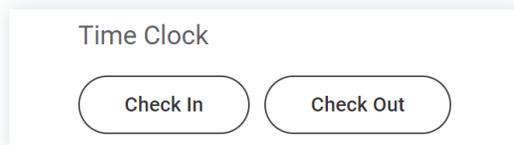


5. The Time Clock window now displays your Checked In time.

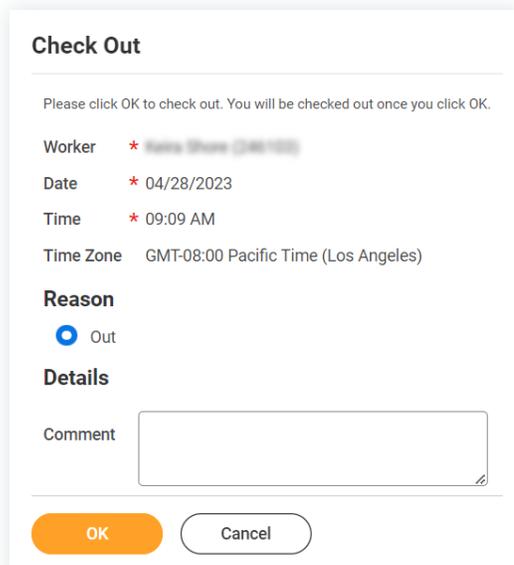


Clocking Out

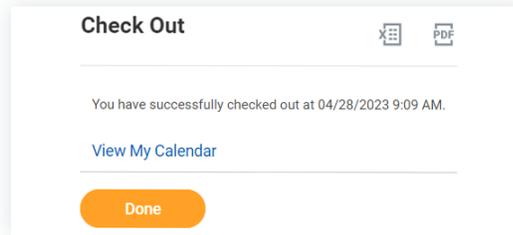
1. Launch the Time application from your homepage as described before, and in the Time Clock window click "Check Out."



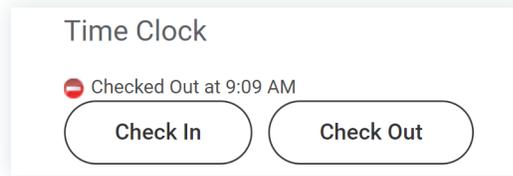
2. The current Date and Time are displayed. Click OK to check out.



3. Click “Done” on the confirmation window.

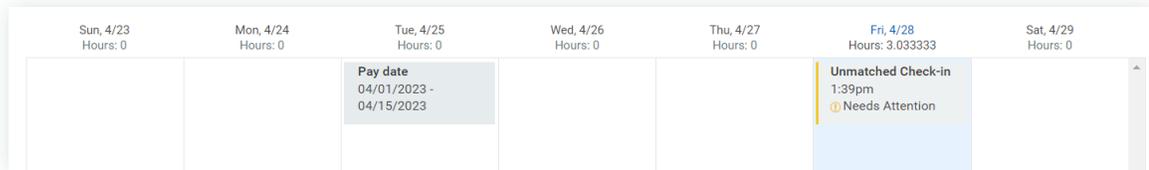


4. The Time Clock window now displays your Checked Out time.

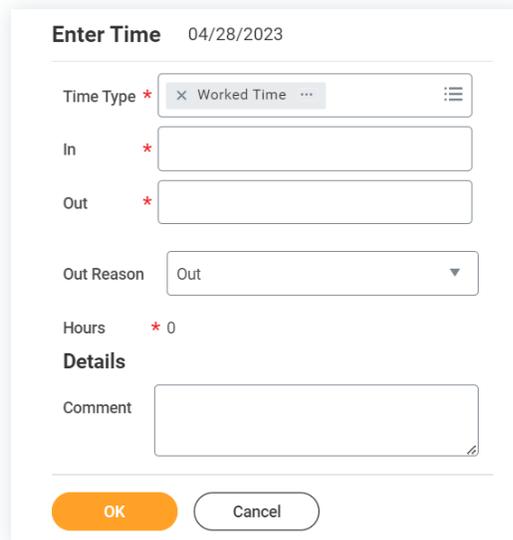


Entering Missing Time

1. On the Workday homepage menu, select the My Time icon.
2. Use the arrows at the top to navigate to the date that time needs to be added to.
3. Click into the date box that is missing time. A pop-up will open.

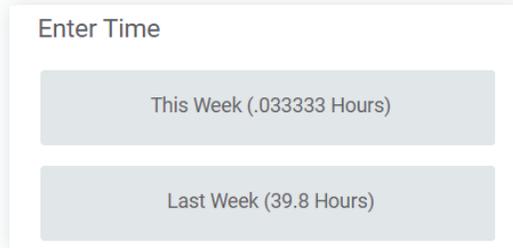


4. Enter in the “Time Type,” your “In” and “Out” time, and select *OK*.

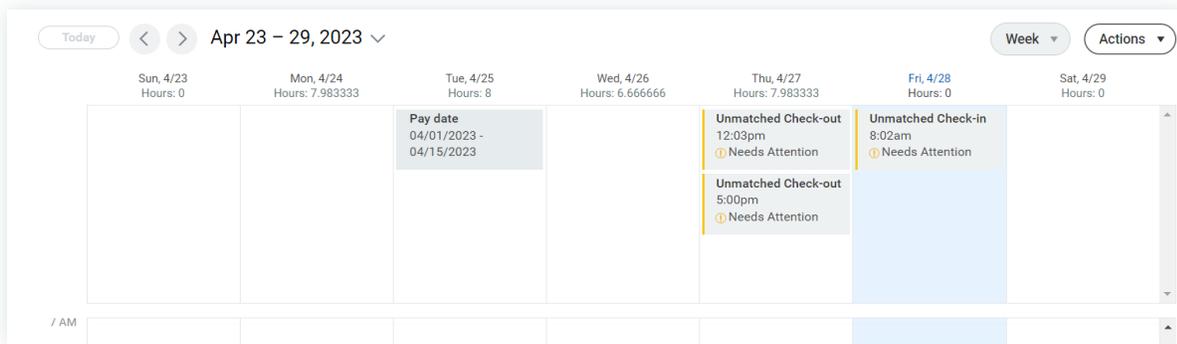


Submitting Your Time at the End of Each Pay Period

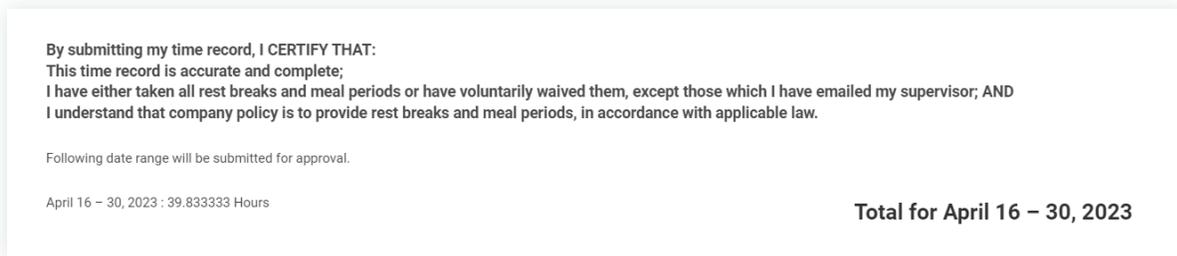
1. Click the “My Time” icon in the Applications group on your Workday homepage.
2. Select “This Week”.



3. Once all time worked has been entered for the week or pay period, verify times are correct, then click “Submit.”



4. Read the certification message to confirm the time you’re submitting for approval, then click “Submit.”



5. A confirmation is displayed, showing your manager’s approval as the next step. Click “Done.”



CDK Global Login Details

The following positions are not afforded CDK Drive access: Sales Representative, Lot Attendant/Porter, and Maintenance.

[Store Name]		[Store Name]		[Store Name]	
Accounting	[Store-Specific]	Accounting	[Store-Specific]	Accounting	[Store-Specific]
Parts - I	[Store-Specific]	Parts - I	[Store-Specific]	Parts - I	[Store-Specific]
Service - S	[Store-Specific]	Service - S	[Store-Specific]	Service - S	[Store-Specific]
F&I - FI	[Store-Specific]	F&I - FI	[Store-Specific]	F&I - FI	[Store-Specific]

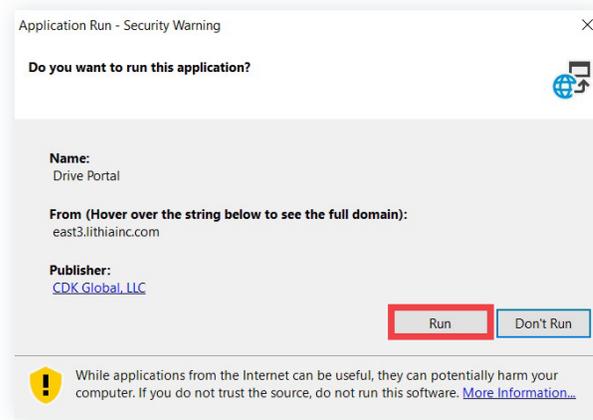
[Store Name]		[Store Name]		[Store Name]	
Accounting	[Store-Specific]	Accounting	[Store-Specific]	Accounting	[Store-Specific]
Parts - I	[Store-Specific]	Parts - I	[Store-Specific]	Parts - I	[Store-Specific]
Service - S	[Store-Specific]	Service - S	[Store-Specific]	Service - S	[Store-Specific]
F&I - FI	[Store-Specific]	F&I - FI	[Store-Specific]	F&I - FI	[Store-Specific]

CDK Login Set Up

1. Click on the CDK Drive shortcut on your desktop.

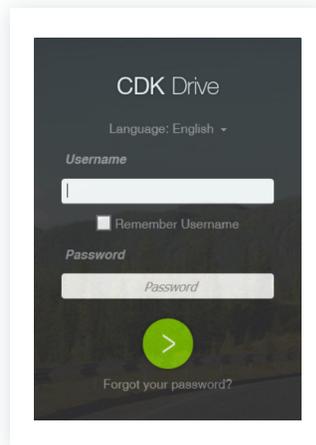


2. An application prompt will open; Select "Run."

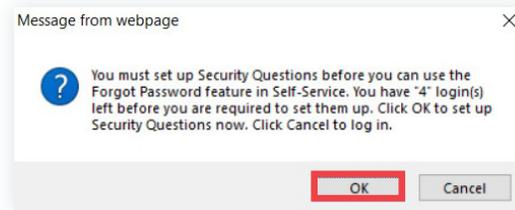


3. Enter in your username and password.

- Username: lowercase initials + employee ID number
Example: js123456
- Password: employee ID number + first three letters of your last name with the first letter capitalized
Example: 123456Smi



4. Once you log in, you'll be prompted to create a new password. The new password must:
 - Be a minimum of six characters.
 - Be a mixture of upper- and lower-case letters.
 - Have at least one number.
5. Select *OK* on the pop-up regarding security questions.



6. Select your questions and fill in your answers, selecting *OK* when finished.



7. You will receive a pop-up notifying you that you've successfully reset your password.

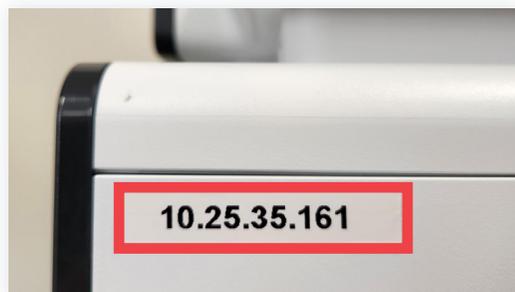


Adding Printers via Papercut

Before Starting

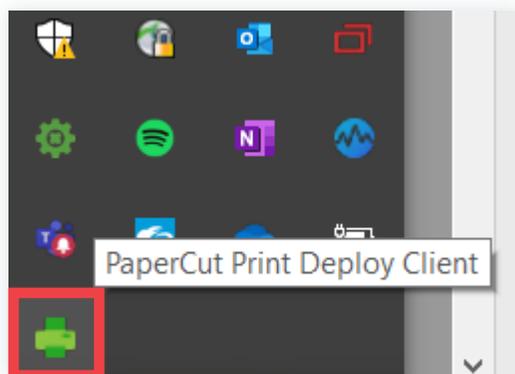
Before adding any printers, please identify the printer(s) you are needing to install by locating the name and/or IP of the printer. This information will be labeled on the printer.

NOTE: For using IP's the last 3 numbers are the most important to remember.



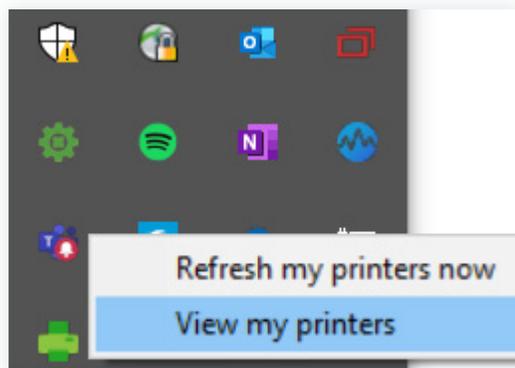
For Windows

1. Left click the arrow (^) on your Task Bar on the bottom right of your screen.

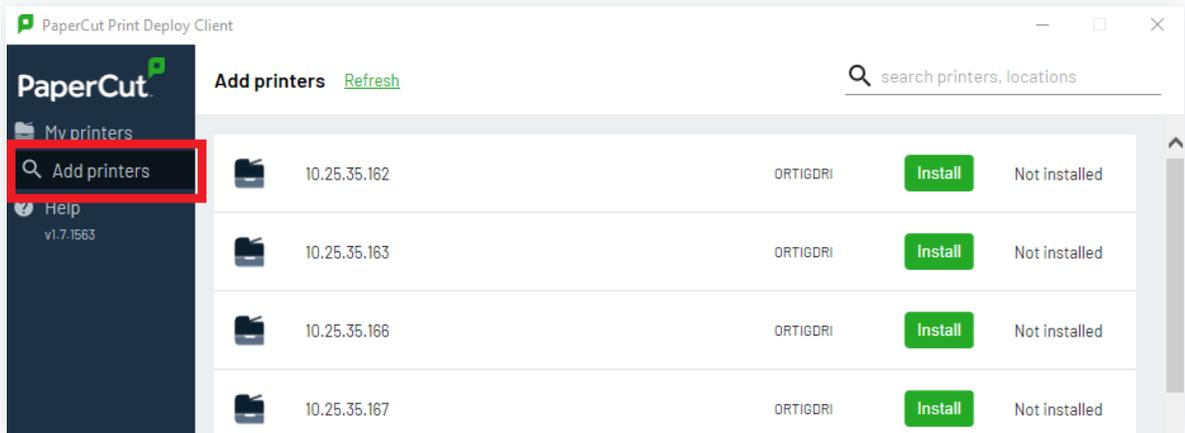


Right click the printer icon in the pop-up options.

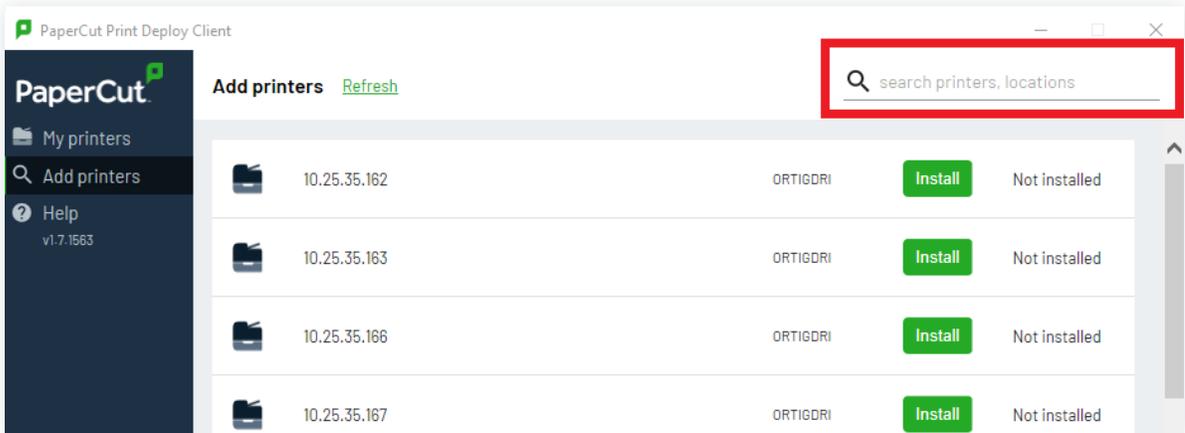
2. Select "View My Printers"



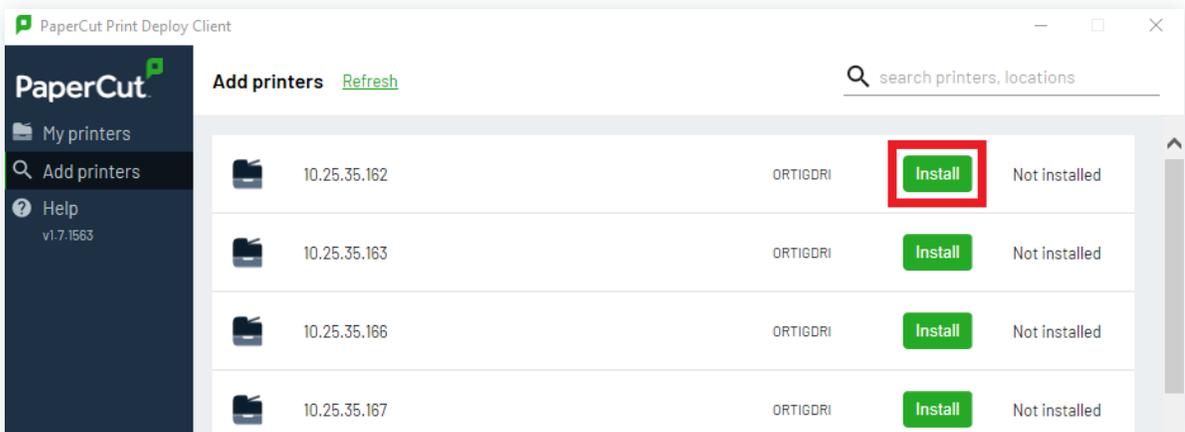
- The Papercut window will open. Select "Add Printers" on the left side of the window.



- Search by name or printer IP in the search bar in the upper right of the window.

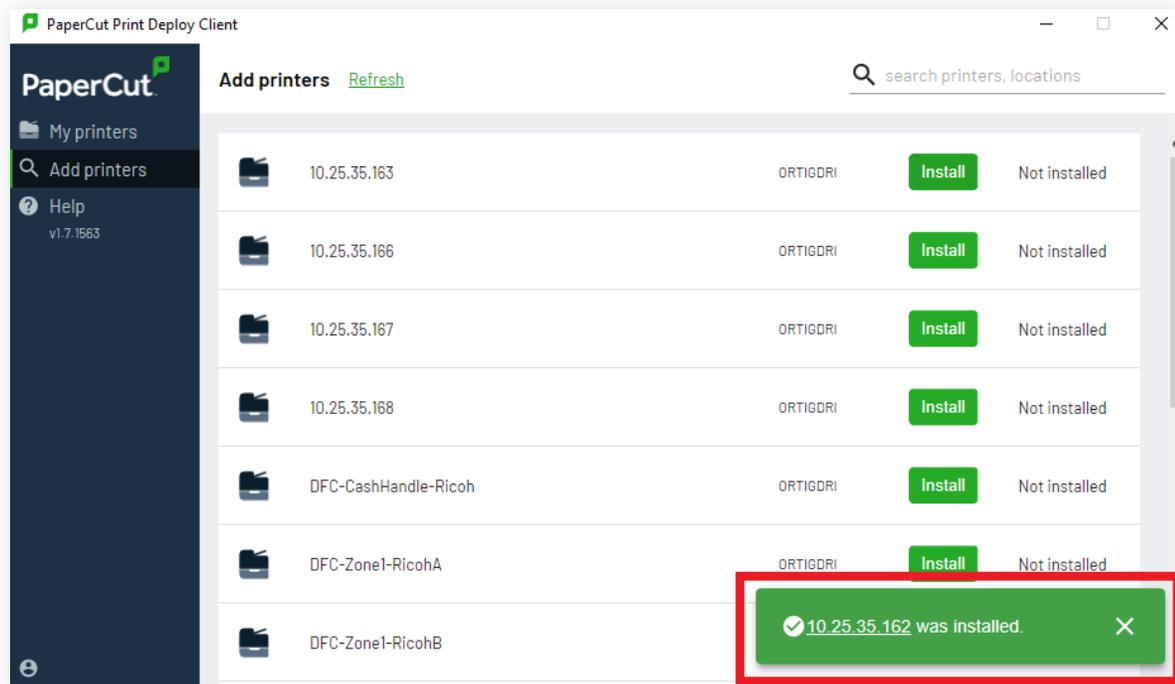


- Click "Install" next to the printer you want to install. You will see a "Loading" message while the printer is installed.



Adding Printers via Papercut

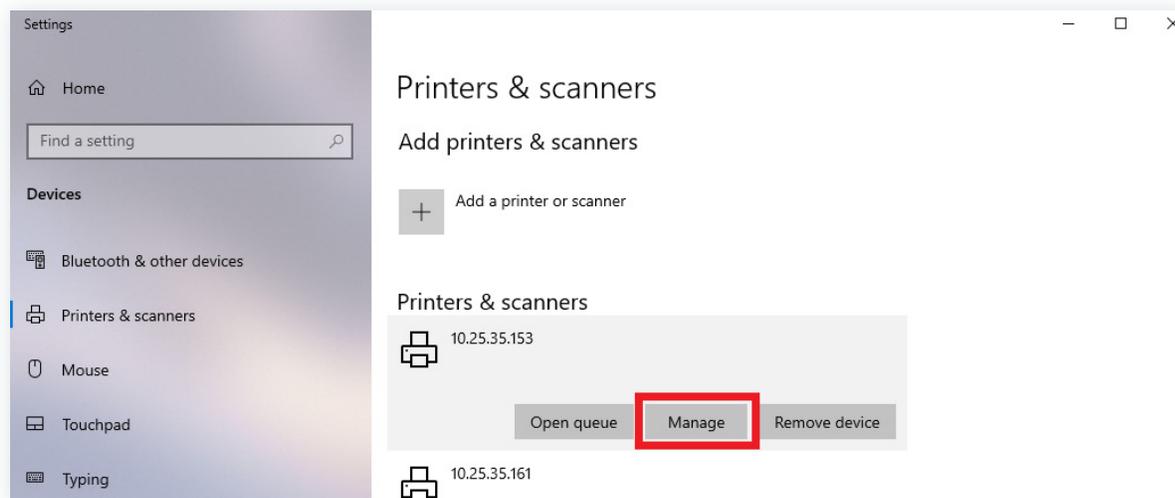
6. Once installed, you will get a message at the bottom of the screen that shows the printer was installed.



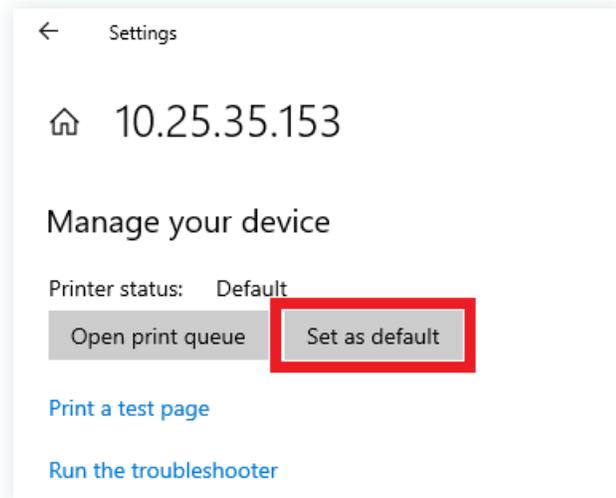
7. Repeat steps 5–7 as needed.

Set the Default Printer on Your Computer

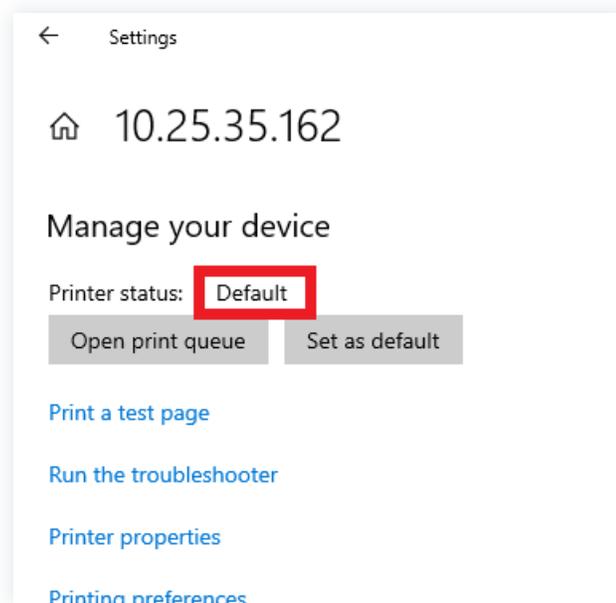
1. From your computer's settings, navigate to Printers & Scanners.
2. Find the printer you want as your default.
3. Click on the printer and select "Manage."



4. Click the Set as Default button.



5. Printer Status should now show "Default."



6. Close all windows.

Phone & Voicemail Setup

Your Phone



- | | | |
|------------------------------|------------------------|-----------------------|
| 1. Line Keys | 5. Headset Button | 9. Hold/Resume Button |
| 2. Message Waiting Indicator | 6. Speakerphone Button | 10. Messages Button |
| 3. Softkey Buttons | 7. Mute Button | 11. Transfer Button |
| 4. Home Button | 8. Volume Button | 12. Back Button |

1.		Line Keys	Left side: feature buttons; used to view calls on a line, or access speed dial, or all calls. Right Side: Session buttons; used to answer a call, resume call, or can display missed calls.
2.		Message Waiting Indicator	Illuminates to notify you if you have a message waiting.
3.		Softkey Buttons	Used to enable softkey options, displayed on phone, (answer calls, forward calls).
4.		Home Button	
5.		Headset Button	Toggles headset on or off.
6.		Speakerphone Button	Toggles the speakerphone on or off.
7.		Mute Button	Toggles the microphone on or off.
8.		Volume Button	Adjust the handset, and speaker volume (off hook) and the ringer volume (on hook).
9.		Hold/Resume Button	Places an active call on hold and resumes held call.
10.		Messages Button	Autodials your voice messaging system.
11.		Transfer Button	Transfers a call.
12.		Back Button	Returns to the previous screen or menu.

Quick Start Guide

Placing a Call

Handset on-hook

1. Enter the 10-digit phone number.
2. To connect the call lift the handset or.
3. Select the speaker button.

Handset off-hook

1. Lift handset off the hook.
2. Enter the 10-digit phone number.

Speaker

1. Select the speaker phone or headset button.
2. Enter the 10-digit phone number.

Call Transfer

Warm Transfer

1. On an active call select the MORE softkey.
2. Select Warm Transfer.
3. Enter the recipients' 10-digit phone number.
4. Once your call is connected TRANSFER.

Cold (direct) Transfer

1. On an active call press Transfer.
2. Enter the recipient's 10-digit phone number.
3. Press the Dial softkey.

Call Park

Parking a Live Call

1. Press the MORE softkey, then select PARK.
2. The call will disappear from the phone, and the Call will be parked.

Retrieving a parked call

1. Press the MORE softkey, then select PARKED CALLS
2. You will see a list of parked calls; select the parked call you wish to retrieve and press the UNPARK softkey.

Call History

Searching Through Past Calls

1. Press the CALLS softkey.
2. Scroll up/down through past calls.
3. Highlight the contact you wish to call.
4. Press the CALL softkey.

Conference Calling

To Conference-In Another Contact to an Existing Call

1. While on an active call press the CONFERENCE button.
2. Enter the contact's 10-digit phone number.
3. Once connected you can then press the CONFERENCE softkey to join the calls. If there is no answer you can press the END softkey.

Voicemail

New User Voicemailbox Setup

1. Log in to your Dialpad account at www.dialpad.com.
2. On your Settings/Profile page click CHANGE next to User & Voicemail PIN.
3. Enter the desired PIN and click Save.

Voicemail Message Waiting Indicator

The message waiting indicator will glow red when there are unread voicemail messages.

1. Press the voicemail button on your phone.
2. Enter your voice mailbox PIN.

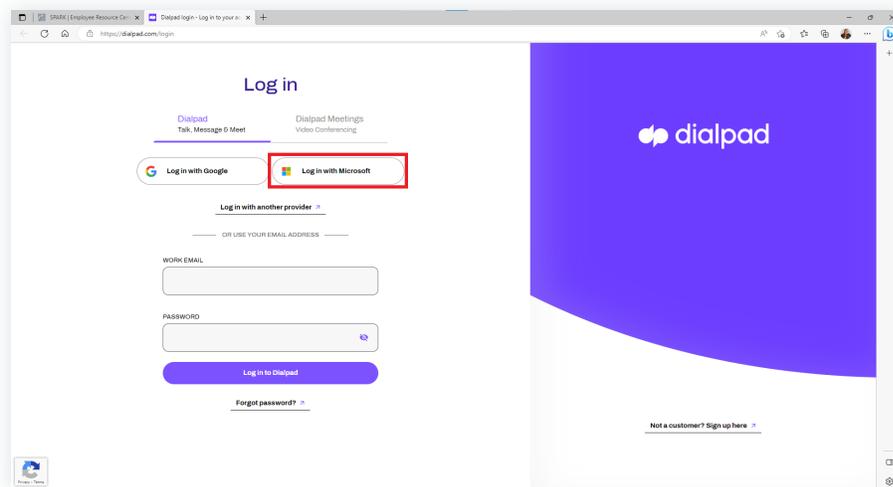
Programming Speed Dials

1. Hold down a vacant line key on your phone.
2. Press the EDIT softkey on the highlighted field you want to add/change.
3. Use the number keys to enter a name/phone number.
4. Press SAVE to store entered information.
5. When finished, press the HOME button.

Dialpad Access

From Online

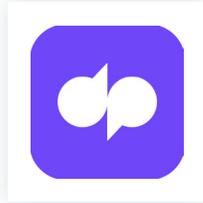
1. Using Microsoft Edge, navigate to <https://www.dialpad.com/login>
2. Under "Dialpad Talk, Message & Meet" - click the "Log in with Microsoft" button.



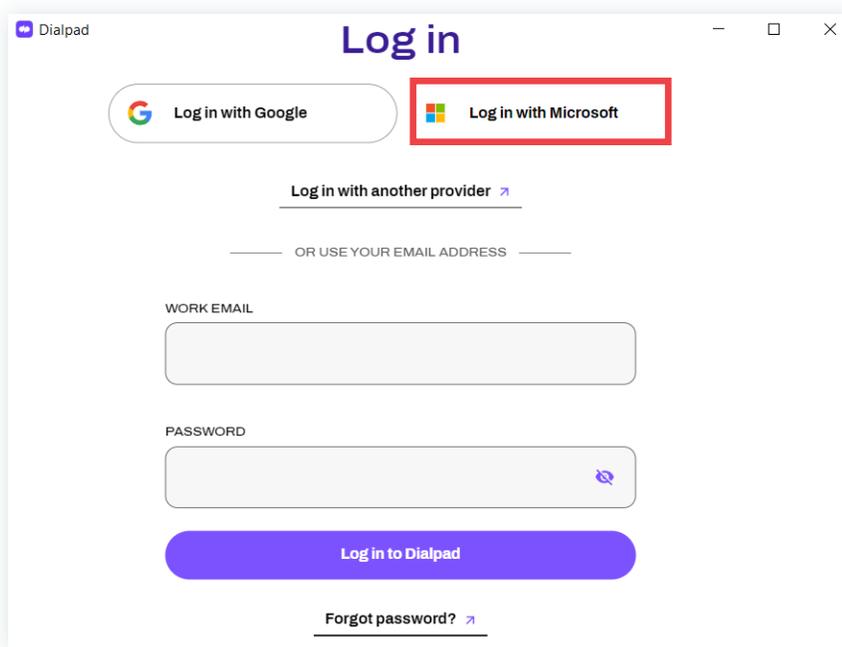
3. Log in with your Lithia & Driveway credentials.

Desktop Application

1. Open the Dialpad desktop application.



2. Click the "Log in with Microsoft" button.



3. Log in with your Lithia email address: first name + last name @Lithia.com.
Example: JaneSmith@lithia.com

IT Support

The IT Service Desk

The IT Service Desk is available 24/7 for all your technology needs. For the fastest service, contact us 24x7 at the details below, or submit a ticket online on the Request and Resource Center (R&RC).

US: 541-770-2150

Canada: 877-309-0908

Spark and the Request & Resource Center (R&RC)

Spark is Lithia & Driveway's Employee Intranet for information and the default page when you open your browser. The R&RC is Lithia & Driveway's hub for information regarding IT and technological processes and can be accessed anytime from Spark or directly at <https://lithia.service-now.com/rrc>.



Request & Resource Center

Request access and support from our IT Service Desk and HR Support teams.

The IT Service Desk provides access and support for your devices and software. The HR Support team can assist with HR tools including Workday and LinkedIn Learning.

[Get help from IT Service Desk](#)

[Reset Your Email/Windows Password](#)

[Request Access](#)

[Check Your Requests' Status](#)

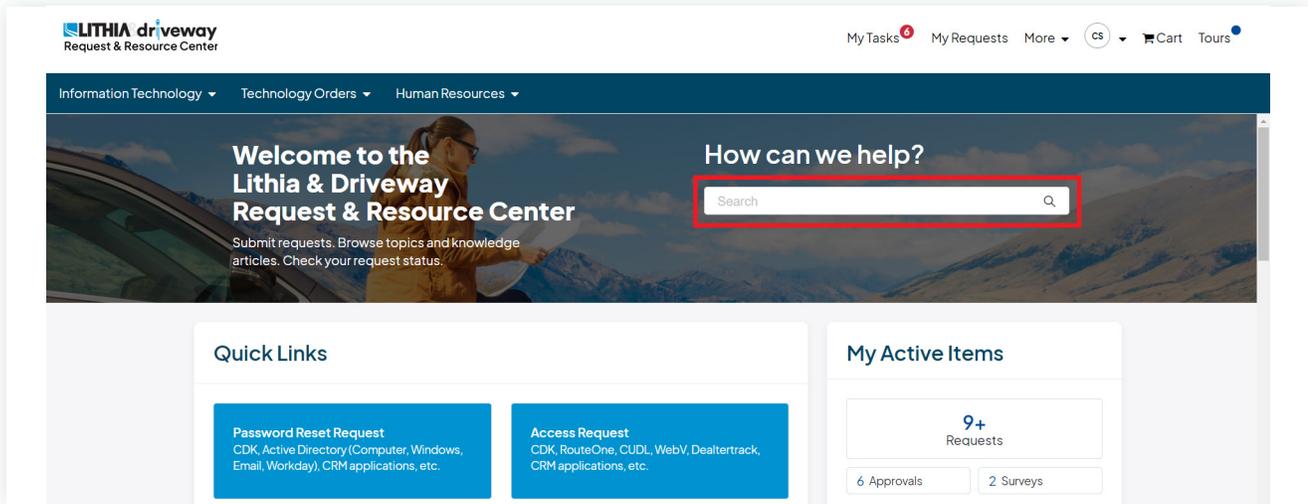
[Get help with HR Support](#)

[Find Answers](#)

Searching for Information

Search the Knowledge Base for information on topics in the search bar at the top of the site. You'll be able to see your recent searches, featured results, and other popular searches.

You'll also find request forms to fill out and create help tickets, and articles related to your search terms.

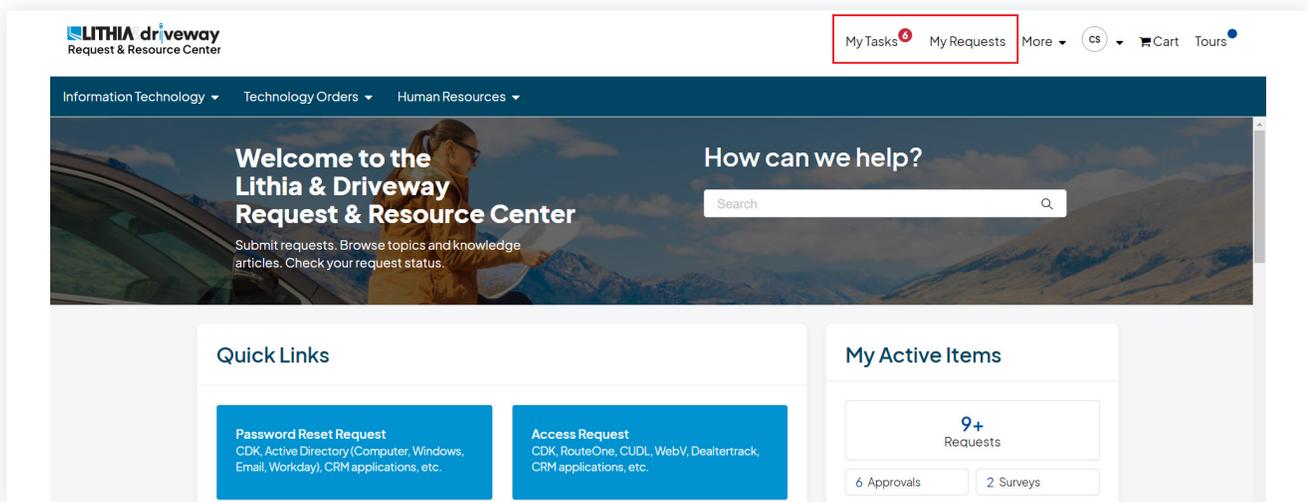


Submitting a Ticket

Start by either browsing through the top menu for the topic most-related to what you need or using the search bar to find various self-help articles or ticket submission forms. Once you find an article or form that fits your needs, follow the on-screen prompts to fill out the request form and create a ticket for a Service Desk Representative to start working on.

My Tasks & My Requests

In the upper right-hand corner of the screen are two items: My Tasks and My Requests. Select these items to check on a ticket's status, take surveys, or provide approvals for tickets when needed.



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