

AAA/CAA ONLINE ROADSIDE SERVICE INFORMATION

“Team Management Instructions”

The printed version of the AAA/CAA Towing & Service and Lockout manuals have been the industry standard for years. Now a digital version is available through the AAA/CAA Online Roadside Service Information. The online version of these industry leading reference materials provides enhanced functionality by expanding year coverage and adding images and videos to better depict service procedures.

Below are the steps to navigate this service guide:

Home Page:

- Open the Home page from a web browser address bar by entering towmanual.aaa.biz.

- The Home page will load and bring you to the **Sign Up Now/Log In** screen.

LICENSED USERS

- Select **Sign In**
or
- Select **Log In**

Sign In

Log In

RSI ROADSIDE SERVICE INFORMATION

Search General Info Sign Up Sign In Help My account

AAA TOWING & ROADSIDE SERVICE INFORMATION

General towing and service information, towing instructions and precautions are included.

QUALITY, EASY-TO-USE SERVICE GUIDES

ONLINE, ON DEMAND

Sign Up Now Log In

QUALITY, EASY-TO-USE GUIDES

Our goal is to provide our service provider network with Towing & Service Information which will prove to be a valuable tool when delivering quality roadside assistance. This information is produced annually for AAA/CAA contractors and club fleets to help provide emergency road service safely and efficiently.

View Sample Data

PURCHASE FOR YOUR WHOLE TEAM

Our system allows you to purchase licenses for each of your technicians and manage their accounts all in one place. Ready to save time and money?

Sign Up Now

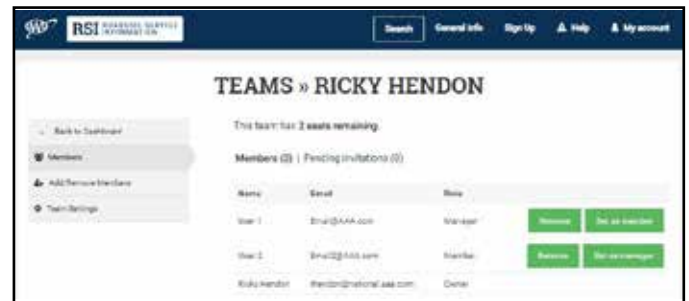
My Account Page:

- The My Account page gives the account owner full control of the account. Account owners can do the following:
 1. Review Order History
 2. Manage Teams and Members
 3. Track Subscriptions
 4. Update Addresses
 5. Update Payment Methods
 6. Update Account Details (Password)



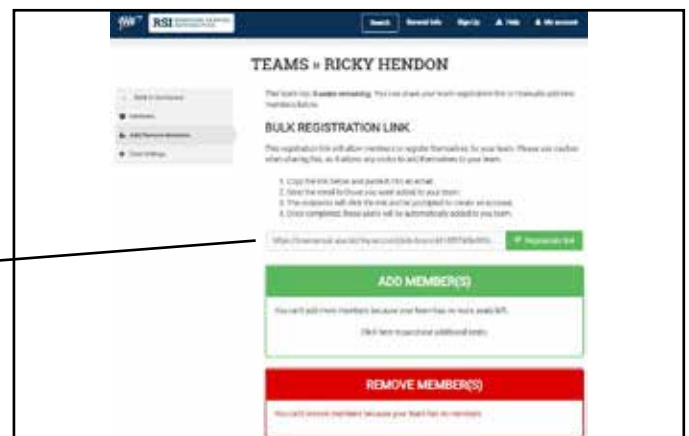
Teams Page Overview:

- Members Tab (Image A)
An overview of all the members will be listed on this page and the owner and managers can manage individual roles.



A

- Add/Remove Members Tab (Image B)
 1. Link for the owner and managers to share with new members assigned seats
 2. Add Members individually or in bulk
 3. Remove Members individually or in bulk



B

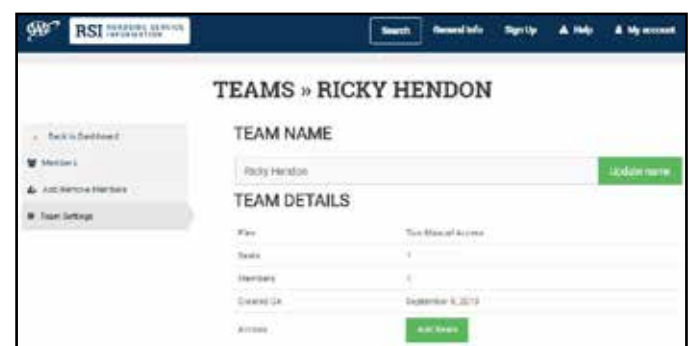
Link to Share

NOTE: After purchasing multiple access codes, the account owner and managers can share a link, like the sample to the right, with additional users. The link will give them access to their account. Provide the new users with their login and temporary password with the link so they can reset their password once in their account.

Sample Link

https://towmanual.aaa.biz/subscriptions/membership-checkout/?level=2&discount_code=xxxxxxxxxx

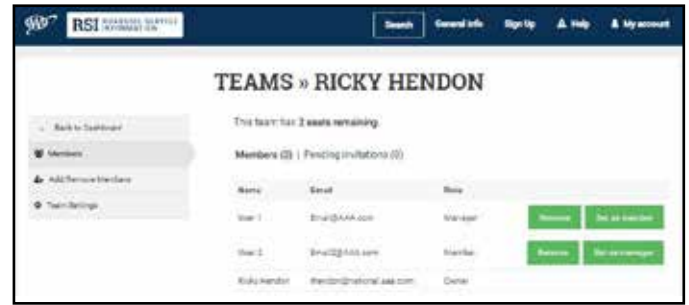
- Team Settings Tab (Image C)
Using this tab, account managers may update a team's name and add additional seats.



C

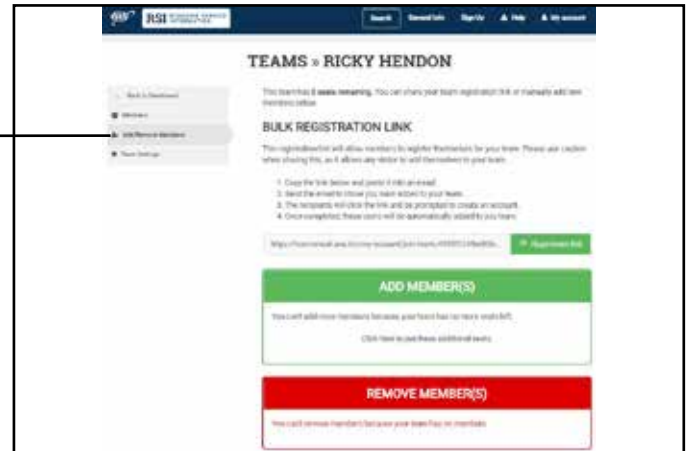
Teams Page:

- The Teams tab gives those with the team roles of owner and manager the ability to manage their users by defaulting to the Members tab. This page will list all the team members and provide shortcuts to quickly manage team members.



Add/Remove Members:

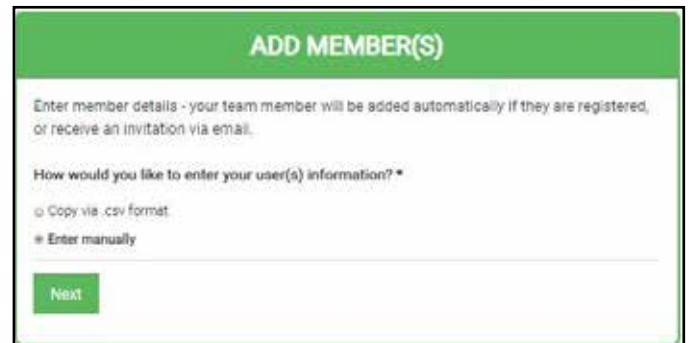
- Adding Individual Members
 - Click **Add/Remove Members** tab



- Select **Enter manually** (Image A)

NOTE: Multiple members can be added using this method, but it is recommended to use the .csv format to enter large lists of individuals

A



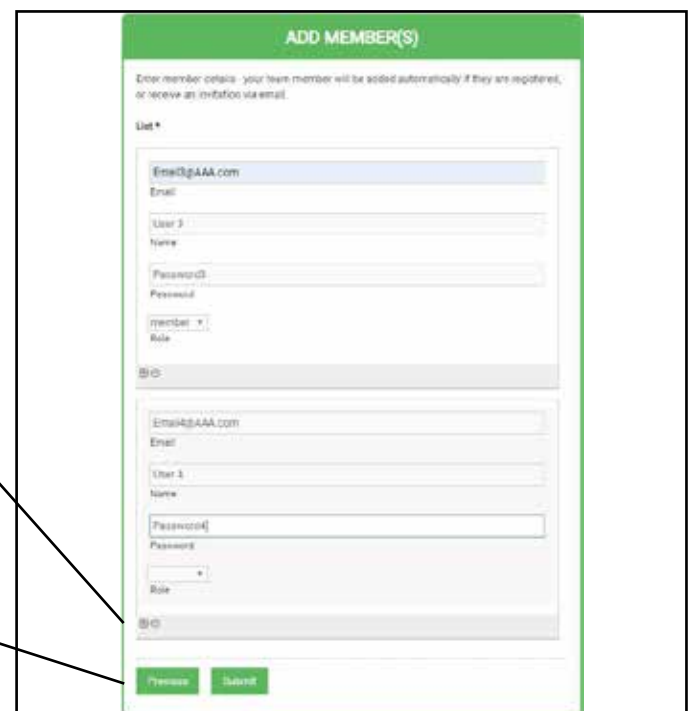
- Manually enter the information for each member being added (Image B)

NOTE: To add multiple users, click the (+) symbol at the bottom of the page

- Select **Submit** once all the member's information has been entered

NOTE: If a mistake has been made with an entry or you choose to enter using .csv format, use the **Previous** button to return to the previous screen

B



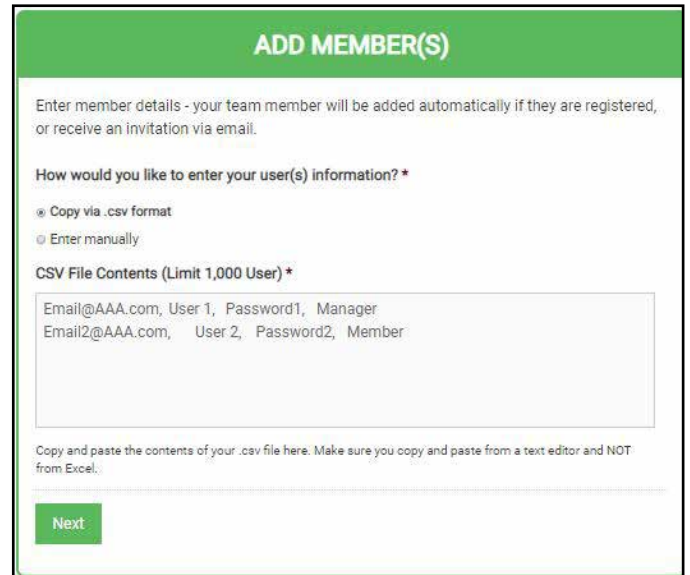
Add/Remove Members:

- Adding Multiple Members
 1. Select **Copy via .csv format** (Image A)

2. Copy your list of members from the .csv format into the box provided and click **Next** (Image B)

NOTE: Make sure you copy and paste from a text editor and *NOT* from Excel

B



ADD MEMBER(S)

Enter member details - your team member will be added automatically if they are registered, or receive an invitation via email.

How would you like to enter your user(s) information? *

Copy via .csv format
 Enter manually

CSV File Contents (Limit 1,000 User) *

```
Email@AAA.com, User 1, Password1, Manager  
Email2@AAA.com, User 2, Password2, Member
```

Copy and paste the contents of your .csv file here. Make sure you copy and paste from a text editor and NOT from Excel.

Next

3. Verify the information is entered into their respective categories and then click **Submit** (Image B)

B



ADD MEMBER(S)

Enter member details - your team member will be added automatically if they are registered, or receive an invitation via email.

List *
These fields are read-only. To make changes, go back to the previous page and edit your .csv text.

Email@AAA.com
Email

User 1
Name

Password1
Password

manager ▾
Role

Email2@AAA.com
Email

User 2
Name

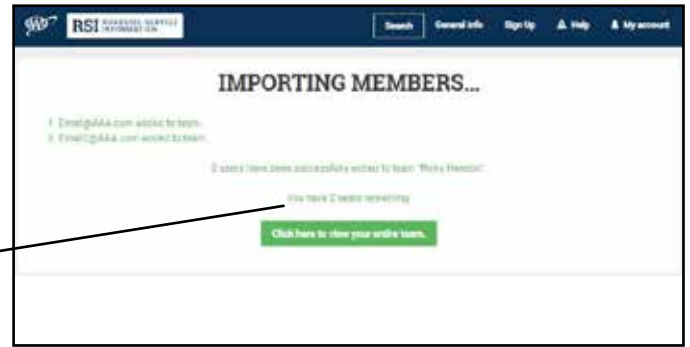
Password2
Password

member ▾
Role

Previous **Submit**

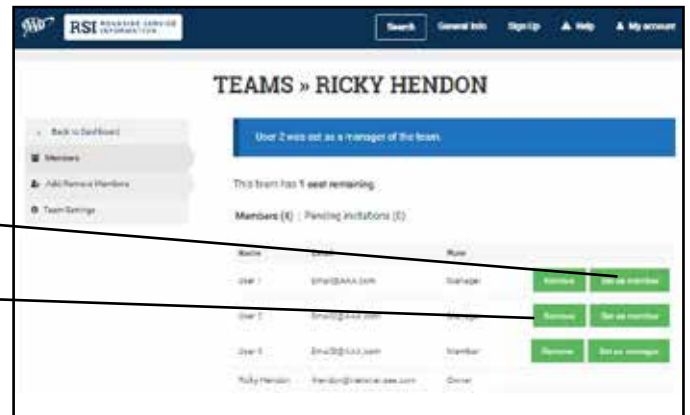
Add/Remove Members:

- Imported Member Confirmation
 - After submitting new members, either entered individually or via .csv format, a confirmation page will appear displaying the new additions to the team.
- NOTE:** This page also gives notice to the number of seats remaining
- To return to the Members tab where all members and their roles are listed, click the green button.



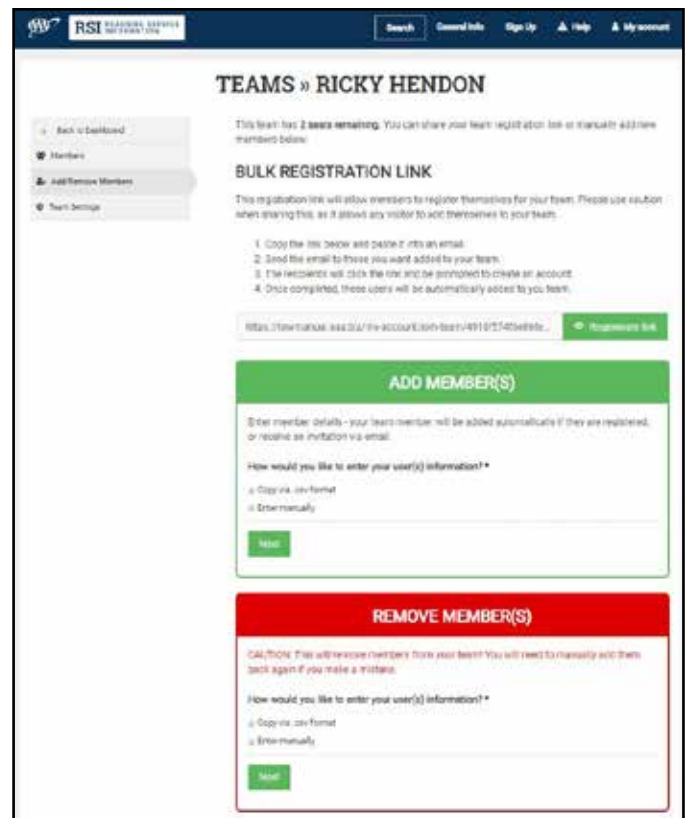
Changing Member Roles:

- Making adjustments to member roles or deleting members to free a seat for a new member is quick and easy.
- Changing Roles - Click the green button displaying what role it can be changed to
 - Deleting Member - Click the green button that reads Remove



Removing Members:

- Removing members from a team can be done the same way as adding members. The account owner and managers have the option to remove members individually or via .csv format.
- NOTE:** The only information required to remove a member is their email. Make sure this is the only information provided if using .csv formats.



REMOVE MEMBER(S)

CAUTION: This will remove members from your team! You will need to manually add them back again if you make a mistake.

List*

These fields are read-only. To make changes, go back to the previous page and edit your CSV text.

Email1@AAA.com
Email

Email2@AAA.com
Email

Previous Submit