



## Learning Link Access

- [Dealer User Access \(D7 ID\)](#)
- [Dealer Sponsored Collision Center User Access \(C7 ID\)](#)
- [Corporate User Access \(Shortname\)](#)

Last updated: Thursday, August 19, 2021

## Dealer User Access (D7 ID)

### Access - Dealer Employees (Security Administrator Instructions)

#### What's New -

- Step removed! - Mapping a user in NetStar is no longer required. User are mapped directly in the DPMS system when entering the GEMS ID.
- Dealers no longer manage dealer sponsored collision center user accounts. Dealer administrators should terminate these accounts in DPMS and remove the roles in GEMS. Collision centers are responsible to create organizations and manage their users within the ISP Portal and DPMS.
  - All steps listed here are to be performed by a Security Administrator unless otherwise specified.
  - This documentation assumes that the Security Administrator already has access to administer accounts in GEMS, DPMS/TEAM and NetStar (Security Admin privilege) applications. If the Security Administrator needs assistance with these systems please contact [supportcenter@mbusa.com](mailto:supportcenter@mbusa.com) or call 1-888-9- NetStar / 1-888-963-8782.
  - Only active users with a GEMS account are allowed access to the Learning Link.
  - All users that are active in DPMS are required to be active in GEMS.
  - A user cannot have multiple active accounts in GEMS with the role. Only one active account with the GEMS role is allowed.
  - User accounts are automatically deactivated in GEMS & Learning Link at 180 days of inactivity.
  - Learning Link courses may take approximately 24 hours to appear after account activation.

### Learning Link Access - Quick Steps (Dealer Employees-D7)

1. Dealer Security Admin assigns appropriate role to employee in GEMS
  - a) GLOBAL\_TRAINING\_LEARNING\_SYSTEM - This role is required for all users who require access to the New Learning Link
  - b) GLOBAL\_TRAINING\_LEARNING\_SYSTEM\_ADMIN - This role is required for a user who is a Training Admin. (Note: Training Admins need both roles a and b)
2. Dealer Security Admin creates user account in [DPMS](#). This will generate the users MB ID.
3. User will have access to the Learning Link (<https://learn.mbusa.com/>) the next day after all steps are complete.
4. **To terminate access**, the Dealer Security Admin removes the roles from GEMS and terminates the user in DPMS. The user may also lose access due to [inactivity](#).

#### NOTE -

- If the user declines the Learning Link Cookies/Privacy policy, the user will be deactivated and will no longer have access to the Learning Link.
- Account activation may not work if the user has multiple active GEMS accounts that have the roles listed above (i.e. previously worked at different dealer, works for multiple dealers). Users should only have the roles assigned under one dealership in GEMS.
- In these cases, [contact us](#) for assistance.

## Learning Link Access – Detailed Version (Dealer Employees-D7)

- [Steps for Account Creation/Access](#)
- [Learning Link Login and Profile Management](#)
- [Multi-factor Authentication \(MFA4Daimler\)](#)
- [Update Profile in NetStar](#)
- [Login Error Messages](#)
- [Remove Learning Link Access for a User](#)
- [User Termination Due to Inactivity](#)
- [Contact Us](#)

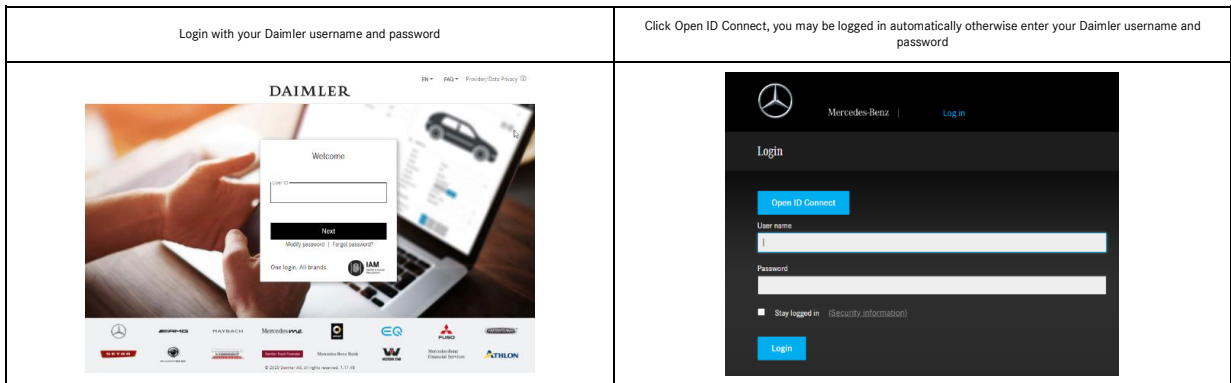
### Steps for Account Creation/Access (Dealer Employees-D7)

- 1) Add user in GEMS
  - a) See GEMS documentation for assistance if needed. You may also contact [supportcenter@mbusa.com](mailto:supportcenter@mbusa.com) or call 888- 9- NetStar.
- 2) Give user roles in GEMS
  - a) When the user exists in GEMS add the following roles to the users GEMS account
    - i) GLOBAL\_TRAINING\_LEARNING\_SYSTEM – This role is required for all users who require access to the New Learning Link
    - ii) GLOBAL\_TRAINING\_LEARNING\_SYSTEM\_ADMIN – This role is required for a user who is a Training Admin.  
(Note: *The Training admin needs roles a and b*)
- 3) Add user in the Dealer Personnel Maintenance System (DPMS/TEAM)
  - a) Search for DPMS within the NetStar system or login via the direct link - <https://dpms.mbusa.i.daimler.com/team>
  - b) Click Add from the menu and follow the prompts to add the employee's information to the dealer roster
  - c) On the Add Employee Information page enter the D7 ID for the user in the GEMS ID field. This will map the user and their GEMS information (name, email, phone) will auto populate in DPMS. Complete the remaining fields and submit the form.

### Learning Link Login and Profile Management (Dealer Employees-D7)

If all the account creation steps are complete, the user can access the Learning Link the following day via the NetStar portal if they have NetStar access or otherwise they can access the Learning Link via the direct link.

- Every user that wants to login into GEMS, NetStar or DPMS, may need to use a second method of authentication on top of the existing method of User ID + password. Users that are not using MFA4Daimler with PingID, will be guided through the enrollment process upon first login.
- The user will login using their GEMS Login ID a.k.a D7 ID and password.
- The Learning Link can be accessed via NetStar or by direct link: <https://learn.mbusa.com/> (This link will be redirected to <https://learningsystem.mercedes-benz.com>)
- Upon first arrival to the login page or after clearing cache the user may see the Daimler login page or the Learning Link login page where the user will enter their login ID and password. Otherwise the user may be directly logged into the system via Single Sign On.

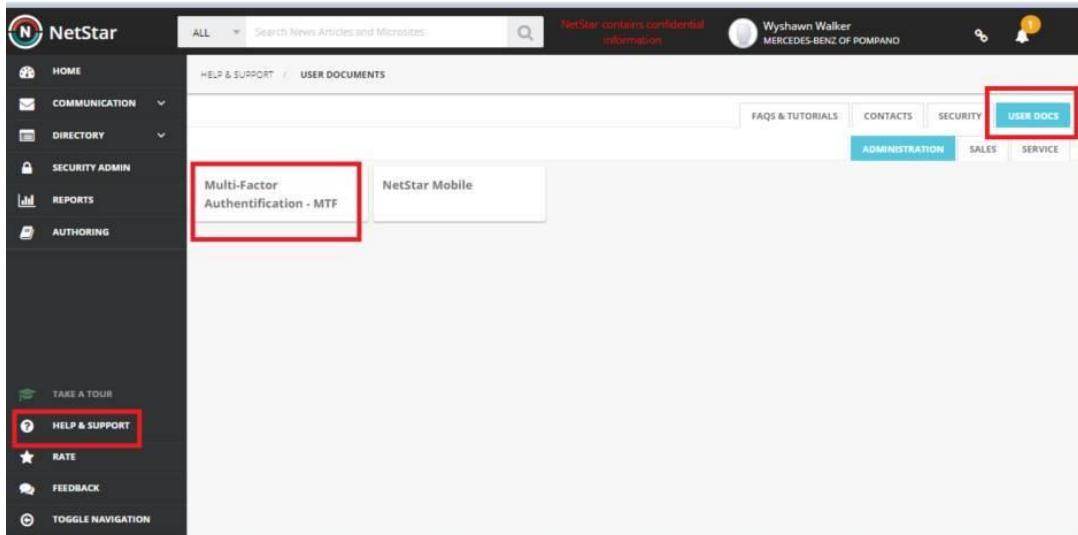


- If the user has the role in GEMS and is active in DPMS, the user will be logged into the Learning Link
- Dealer employees can change their contact/profile information in NetStar. Changes will be reflected in the Learning Link the following day.

### Multi-factor Authentication (MFA4Daimler) (Dealer Employees-D7)

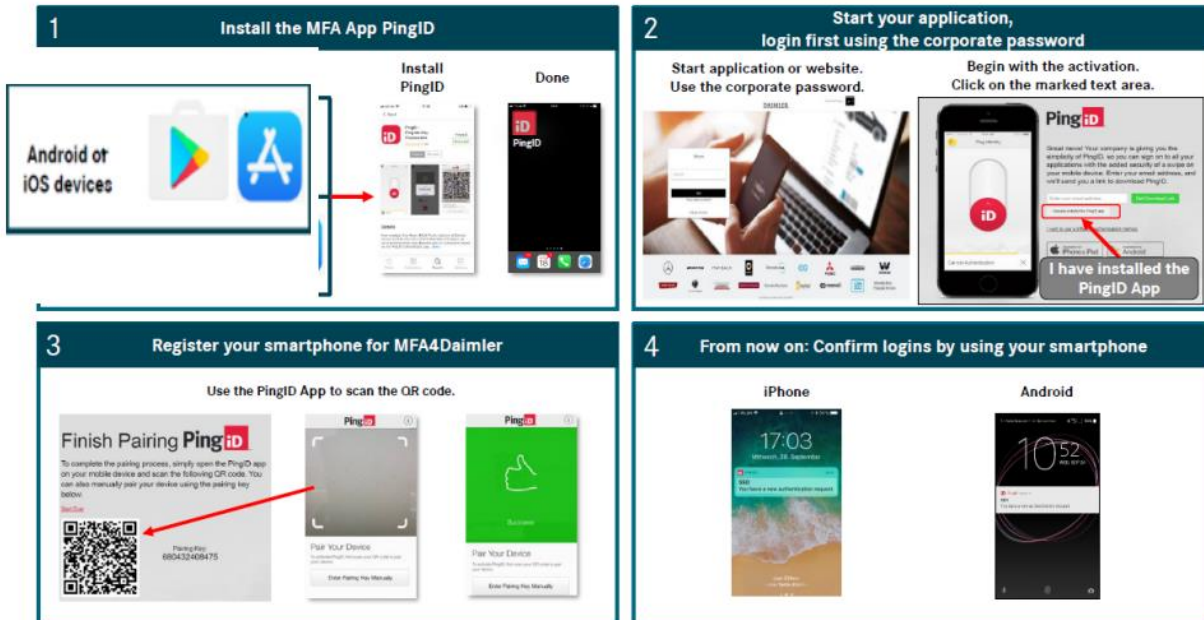
Every user that wants to login into GEMS, NetStar or DPMS, has to use a second method of authentication on top of the existing method of User ID + password. Users that are not using MFA4Daimler with PingID, will be guided through the enrollment process upon first login. This is a security method used as an additional measure to keep Daimler applications safe from unauthorized use.

Review the Multi-Factor Authentication process document in NetStar > Help & Support > User Docs > Multi-Factor Authentication - MTF (pictured below).



### MFA4Daimler Quick Instructions

## 4 steps to the new MFA4Daimler using your smartphone



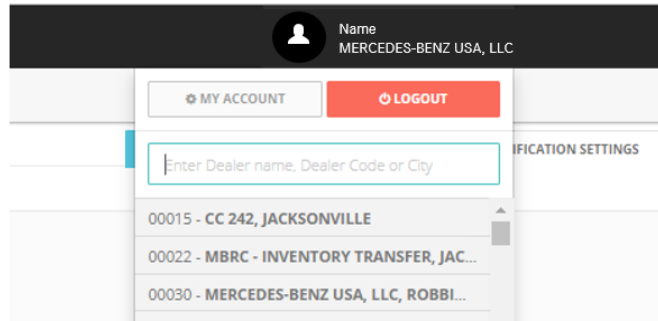
For additional support regarding the MFA4Daimler service, please contact the MFA4Daimler Application Helpdesk (supported languages currently English and German): Phone: +49 (711) 17-25005 Email: [cuhd\\_support\\_mfa4daimler@daimler.com](mailto:cuhd_support_mfa4daimler@daimler.com) . The Learning Link access team cannot assist with MFA issues.

## Update Profile in NetStar (Dealer Employees-D7)

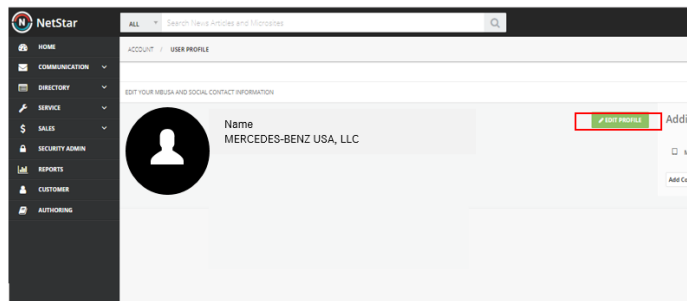
These steps may not be available to users that do not have NetStar access (possibly a body shop employee etc.) Profile changes in NetStar will reflect in a user's Learning Link user profile the following day.

**Note** - Some Learning Link user profile information is managed by the DPMS system. It is important to ensure user information is the same between the DPMS and GEMS systems to avoid data conflicts.

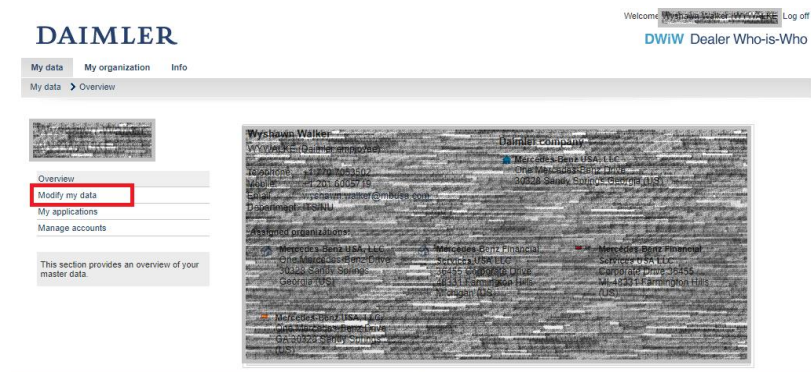
1. Login to NetStar and click on your name in the upper right area of the page
2. Select My Account



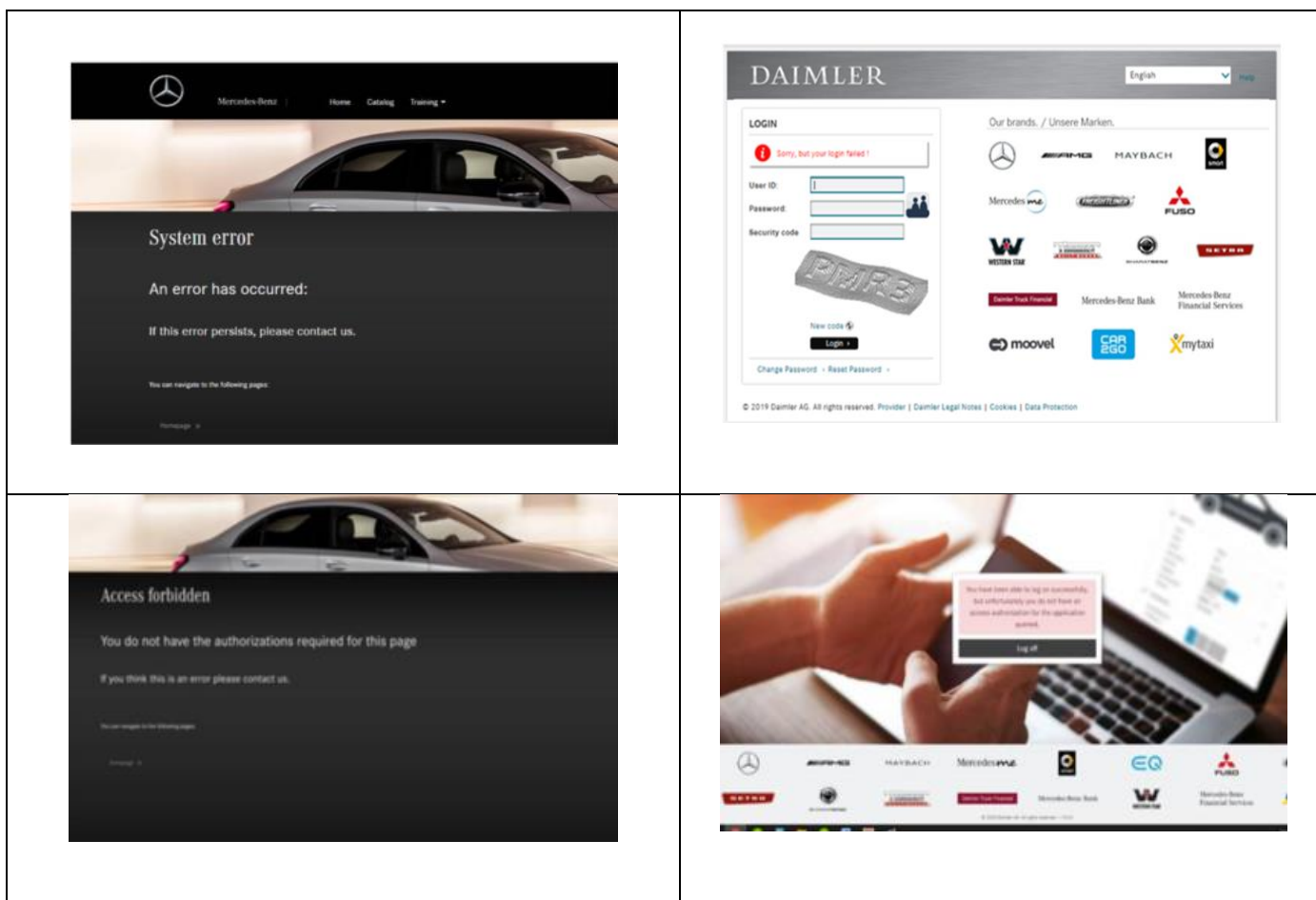
3. Select "Edit Profile" to modify your email address, phone number, etc.



4. This will take you to your Dealer Who-is-Who page. Click "Modify my data" from the left side menu. Update your information and click Save Modifications. Your profile changes will be reflected in your Learning Link profile the next day.



## Login Error Messages (Dealer Employees-D7) System Error / Login Failed/ Authentication Error



The user may receive the error screens above in the following cases:

- If the user has declined the Learning Link Cookies/Privacy policy. In this case, the user will be deactivated and will no longer have access to the Learning Link.
- If the user has the GEMS role assigned under multiple active GEMS accounts.
  - A user may have multiple active GEMS accounts if the user has previously worked at different dealer or works for multiple dealers. However, only one GEMS account should have the GLOBAL\_TRAINING\_LEARNING\_SYSTEM roles assigned.
- If a user is infracted in DPMS the user will not have access to the Learning Link until the infraction ends.
- If the user does not have an active GEMS ID (D7 ID)
- If the user does not have the proper GEMS GLOBAL\_TRAINING\_LEARNING\_SYSTEM roles assigned
- If the user been terminated in GEMS or DPMS

Actions to resolve the issue -

- Ensure the user doesn't have other GEMS accounts. If they have multiple active accounts remove the GLOBAL\_TRAINING\_LEARNING\_SYSTEM roles from all but one account.
- Check with the user to see if they declined the privacy policy. If they declined it, [contact us](#) to enable their account.
- Check to confirm the user is active in GEMS and has the role assigned to only one GEMS account
- Check to confirm the user is active in DPMS
- Clear cache, if for some reason the user cannot access the site in one browser, try a different browser or they can try from their cell phone
- If all else fails [contact us](#) for assistance

## Remove Learning Link Access for a User (Dealer Employees-D7)

- When the following roles are removed for the user in GEMS, the user will lose access to the Learning Link
  - GLOBAL\_TRAINING\_LEARNING\_SYSTEM – If this role is removed, the user will lose all access to the Learning Link
  - GLOBAL\_TRAINING\_LEARNING\_SYSTEM\_ADMIN – If this role is removed, the user will lose training admin access within the Learning Link
- When a user account is terminated, deactivated or suspended in GEMS the user will no longer have access to the Learning Link.
- A user that has been terminated in GEMS will also need to be terminated in DPMS by the System Administrator
  - Login to DPMS and locate the user in your roster.
  - While on the users “General” information page/tab, click the terminate button at the bottom of the page and follow the prompts.

## GEMS Account Suspension due to Inactivity (Dealer Employees-D7)

- User accounts are automatically deactivated in GEMS at 180 days of inactivity.
- This applies to all users that are managed in GEMS (dealer, supplier, ISP, etc.)
- At 150 days of inactivity the user and their administrator are notified via email from noreply@daimler.com concerning the upcoming suspension, indicating they have 30 days left before their account is suspended.
- If the user does not react within another 30 days, their account will be suspended at 180 days of inactivity. The user and administrator will receive another notice indicating the suspension.
- System Administrators can assist with unblocking and reactivating accounts that still exist in the GEMS system
- It is critical that users login to a Daimler system at least once a month to avoid account deactivation and course cancellations. If a valid user is deactivated in the system, it is the organizations responsibility to assist the user with the re-activation process and have them re-enroll in the required courses.
- The suspended GEMS account will be deleted at 12 months of inactivity and cannot be reactivated.

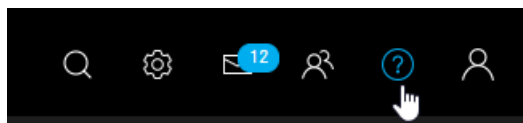
## Contact Us (Dealer Employees-D7)

If you are still in need of assistance with gaining access to the training system, please contact us by sending an email to [LearningLinkAccess@mbusa.com](mailto:LearningLinkAccess@mbusa.com). The Learning Link Access email address is only available for login assistance to the Learning Link.

Please be sure to include the affected user’s name, GEMS ID and MB ID. Also, if known, please include the last day and approximate time that all of the necessary steps (added role in GEMS, add/update user in DPMS) were completed.

### Please note –

- If you are a Security Administrator who needs assistance with GEMS, DPMS/TEAM, or NetStar please contact [supportcenter@mbusa.com](mailto:supportcenter@mbusa.com) or call 1-888-9- NetStar / 1-888-963-8782.
- For additional support regarding the MFA4Daimler/PingID service, please contact the MFA4Daimler Application Helpdesk (supported languages currently English and German): Phone: +49 (7 11) 17-25005 Email: [cuhd\\_support\\_mfa4daimler@daimler.com](mailto:cuhd_support_mfa4daimler@daimler.com)
- The Learning Link Access email address is only available for login assistance to the Learning Link. For functional issues please click the help icon in the menu bar on the Learning Link website.



## Collision Center User Access (C7 ID)

This guide covers the process for dealer sponsored Collision Center users to access the Learning Link.

As of July 1<sup>st</sup>, 2021 all dealer sponsored Collision Centers are required to register their Certified Collision Center via ISP Portal. Dealers are responsible to terminate the Collision Center users within the DPMS system. This will then allow the Collision Center administrator to add the user to their roster in DPMS. **The user** then needs to register **and subscribe** within ISP Portal to gain access to the Learning Link. Their Learning Link account will be accessible the following day. Users can login directly to <https://learn.mbusa.com> or click the link in ISP Portal.

### Things you need to know:

- Sponsored Collision Center users no longer have access to NetStar. Access the Learning Link via the direct link <https://learn.mbusa.com>
- The instructions listed here are only for users with a Daimler GEMS ID that starts with "C7" (i.e. C7ABCDEF)
- The Collision Center Administrator is responsible for creating and maintaining users account within the ISP Portal (See [ISP Portal guide for details](#))
- The Collision Center Administrator is required to subscribe to DPMS within ISP Portal to activate their DPMS account. This account is required for Learning Link user account management
- Sponsored Collision Center Job codes are - 662,663,670,672 and 678
- Accounts starting with "D7" are no longer valid or allowed for Sponsored Collision Center users
- A user must belong to a Certified Collision Center, must be active in ISP Portal and must be active in DPMS, to gain access to the Learning Link
- If the Collision Center becomes uncertified, all users DPMS accounts and Learning Link access may be terminated
- Learning Link accounts are automatically deactivated at 180 days of inactivity
- Learning Link courses may take approximately 24 hours to appear after first login

## Learning Link Access Quick Steps (Dealer Sponsored Collision Employees-C7)

*(For best results, perform these steps in order)*

### 1. Sponsoring Dealer System Administrator -

- If the user had a D7 ID, the Dealer needs to terminate their D7 ID in GEMS or remove the following roles from the users account:
  - GLOBAL\_TRAINING\_LEARNING\_SYSTEM **and** GLOBAL\_TRAINING\_LEARNING\_SYSTEM\_ADMIN

### 2. Collision Center Administrator -

- 1) Confirms the user has been added to their Organization in [ISP Portal](#) - <https://www.startekinfo.com/home> (See ISP Portal guide [here](#))
- 2) Adds the users into DPMS - <https://dpms.mbusa.i.daimler.com/team>
  - Login using your C7 ID and click Add from the menu
  - Follow the prompts to add the user into the DPMS system. This will generate the users MB ID, which is an ID that remains with the users training records throughout their tenure.
- 3) Lastly, confirm the user has registered **and subscribed** to the Learning Link within the ISP Portal
- 4) The user will have access to the Learning Link the next day. <https://learn.mbusa.com>

**Important Information:**

- Sponsored Collision Center users no longer have access to NetStar. Access the Learning Link via the direct link <https://learn.mbusa.com>
- Do not create duplicate accounts in DPMS. Each account needs a **unique GEMS ID (C7 ID)**. If you have mistakenly created duplicate accounts please terminate the duplicate employees in DPMS.
- In DPMS, the GEMS ID field represents the **employees C7 ID**
- A user cannot have more than one active account (You cannot have an active D7 **and** C7 ID. You cannot have multiple active C7 ID's)
- If the administrator requires access to the Learning Link they must add themselves into the DPMS system.
- The employee must be listed under the administrator's organizations in ISP Portal and on the organizations roster in DPMS to gain access to the Learning Link. Existing employee accounts may need to be terminated by the previous dealership or Collision organization before they can be re-added/transferred to the new Organization within DPMS.
- DPMS will detect if the user already has an account when the SSN is verified within the system. If the account already exists, the system will provide next steps to the Administrator, which typically means the dealer needs to terminate the user. If you cannot contact the dealer to terminate the user **send a message to [learninglinkaccess@mbusa.com](mailto:learninglinkaccess@mbusa.com) for assistance. Provide a list of all user names, C7 ID's and the name of the sponsoring dealer.**

## 3. To terminate a user's access, the Collision Center Administrator will -

- Disable the users account in ISP Portal (See ISP Portal guide [here](#))
- Terminate the user in [DPMS - https://dpms.ga.mbusa.i.daimler.com/team](https://dpms.ga.mbusa.i.daimler.com/team) by clicking Roster from the menu, then clicking on the user's name.
- Scroll to the bottom of the edit screen and click Terminate. Follow the prompts to terminate the account.

**NOTE -**

- If the user declines the Learning Link Cookies/Privacy policy, the user will be deactivated and will no longer have access to the Learning Link. In this case, [contact us](#) for assistance.
- If the user has an active DPMS account at a dealership or another Collision Center, the active account needs to be terminated in DPMS **before** the user can be re-activated under a new Collision Center organization. If you cannot contact the previous dealer or Collision Center, **do not create a new/duplicate account**, email us at [learninglinkaccess@mbusa.com](mailto:learninglinkaccess@mbusa.com) for assistance.
- A users SSN is required when creating accounts in the DPMS system. This is needed similar to a user that attends a college or other learning institution. Users cannot gain access without an SSN being entered into the secure DPMS system.
- If the administrator also needs access to Learning Link they need to create an account for themselves in the DPMS system.

## Learning Link Access – Detailed Version (Dealer Sponsored Collision Employees-C7)

- [Steps for Account Creation/Access](#)
- [Learning Link Login and Profile Management](#)
- [Multi-factor Authentication \(MFA4Daimler\)](#)
- [Login Error Messages](#)
- [Remove Learning Link Access for a User](#)
- [Account Suspension due to Inactivity](#)
- [Contact Us](#)

## Steps for Account Creation/Access (Dealer Sponsored Collision Employees-C7)

**Note:** Only people who are designated as Administrators in ISP Portal have access to the DPMS system. DPMS maintains the roster of employees within an organization, along with an ID that remains with the users training records through the life of their tenure.

A Dealer Sponsored Collision Employee may be given either of the following job codes –

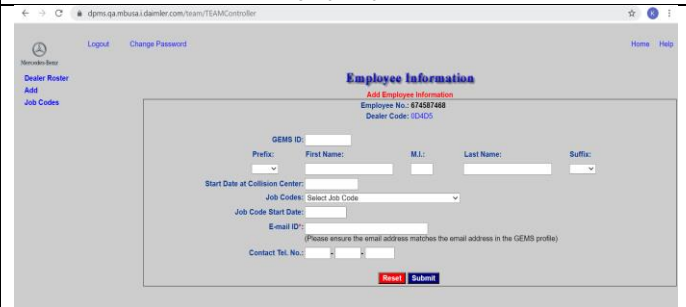
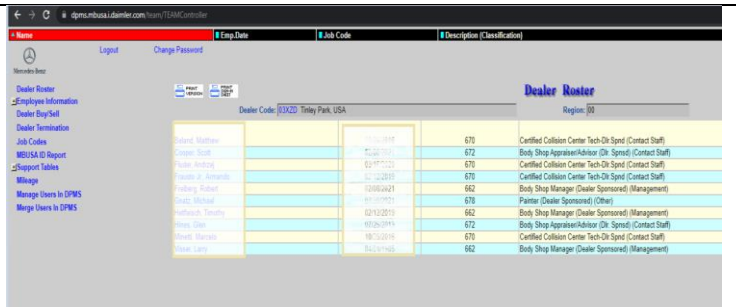
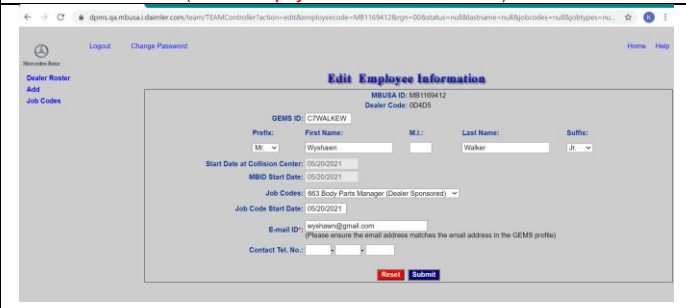

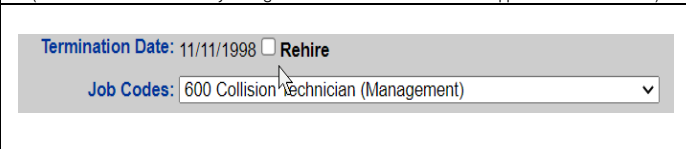
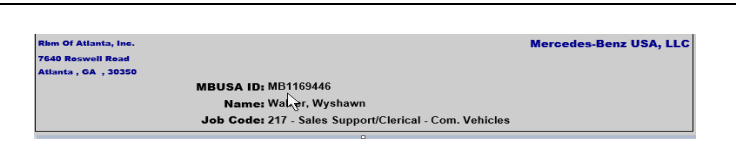
- 662 Body Shop Manager (Dealer Sponsored)
- 663 Body Parts Manager (Dealer Sponsored)
- 670 Certified Collision Center Tech-Dlr.Spnd
- 672 Body Shop Appraiser/Advisor (Dir. Spnsd)
- 678 Painter (Dealer Sponsored)

**Sponsoring Dealer System Administrator -**

1. If the user had a D7 ID, the Dealer needs to terminate their D7 ID in GEMS or remove the following roles from the users account:
  - o GLOBAL\_TRAINING\_LEARNING\_SYSTEM **and** GLOBAL\_TRAINING\_LEARNING\_SYSTEM\_ADMIN

**Collision Center Administrator -**

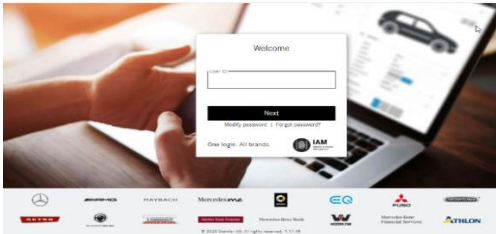
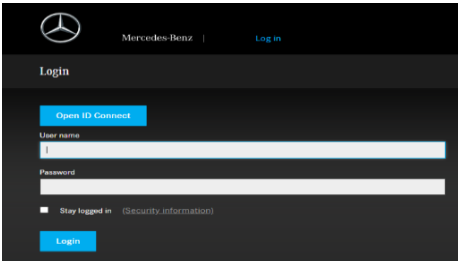
1. Add user to your organization within ISP Portal - <https://www.startekinfo.com/home>
  - a. See ISP Portal Guide [here](#)
2. Add user to the Dealer Personnel Maintenance System (DPMS/TEAM)
  - a. Go to <https://dpms.mbusa.i.daimler.com/team>
  - b. Click Add from the menu and follow the prompts to add the employee's information to the organizations roster
    - i. Enter the users SSN
    - ii. Re-enter the SSN for verification on the next screen
    - iii. On the Employee Information screen enter the users GEMS ID ("C7" ID) (i.e. C7ABCDEF)
    - iv. The users name and email will be auto populated based on the information the user entered into ISP Portal when registering.
    - v. Complete the remaining fields and Submit.
3. Then the user will need to subscribe to Learning Link within ISP Portal to access the site.
4. The user will have access to the Learning Link (<https://learn.mbusa.com/> - This link will be redirected to <https://learningsystem.mercedes-benz.com>) the **next day** after all the above steps are completed.

<p style="text-align: center;"><b>DPMS Add Screen</b> *GEMS ID = C7 ID</p> 	<p style="text-align: center;"><b>DPMS Roster Screen</b></p> 
<p style="text-align: center;"><b>DPMS Edit Screen</b> (Enter the employees C7 ID in the GEMS ID field)</p> 	<p style="text-align: center;"><b>DPMS Terminate Screen</b></p> 
<p style="text-align: center;"><b>Transfer/Re-hire Screen</b> (If the user can be rehired in your organization the rehire checkbox will appear on the edit screen)</p> 	<p style="text-align: center;"><b>MBID Example</b></p> 

## Learning Link Login and Profile Management (Dealer Sponsored Collision Employees-C7)

If all the account creation steps are complete, the user can access the Learning Link the following day via the direct link.

- The user may need a second method of authentication on top of the existing method of User ID + password to access Daimler systems. Users that are not already using MFA4Daimler with PingID, will be guided through the enrollment process upon first login if necessary.
- The user will login using their GEMS ID (C7 ID) (i.e. C7ABCDEF) and password.
- The Learning Link can be accessed by direct link: <https://learn.mbusa.com/> (This link will be redirected to <https://learningsystem.mercedes-benz.com>)
- Upon first arrival to the login page or after clearing cache the user may see the generic Daimler login page or the Learning Link login page, where the user will enter their login ID and password. Otherwise the user may be directly logged into the system via Single Sign On.

Login with your Daimler username and password	Click Open ID Connect you may be logged in automatically otherwise enter your Daimler username and password
	

## Multi-factor Authentication (MFA4Daimler) (Dealer Sponsored Collision Employees-C7)

A second method of authentication on top of the existing method of User ID + password may be required. Users that are not using MFA4Daimler with PingID, will be guided through the enrollment process upon first login. This is a security method used as an additional measure to keep Daimler applications safe from unauthorized use.

### MFA4Daimler Quick Instructions

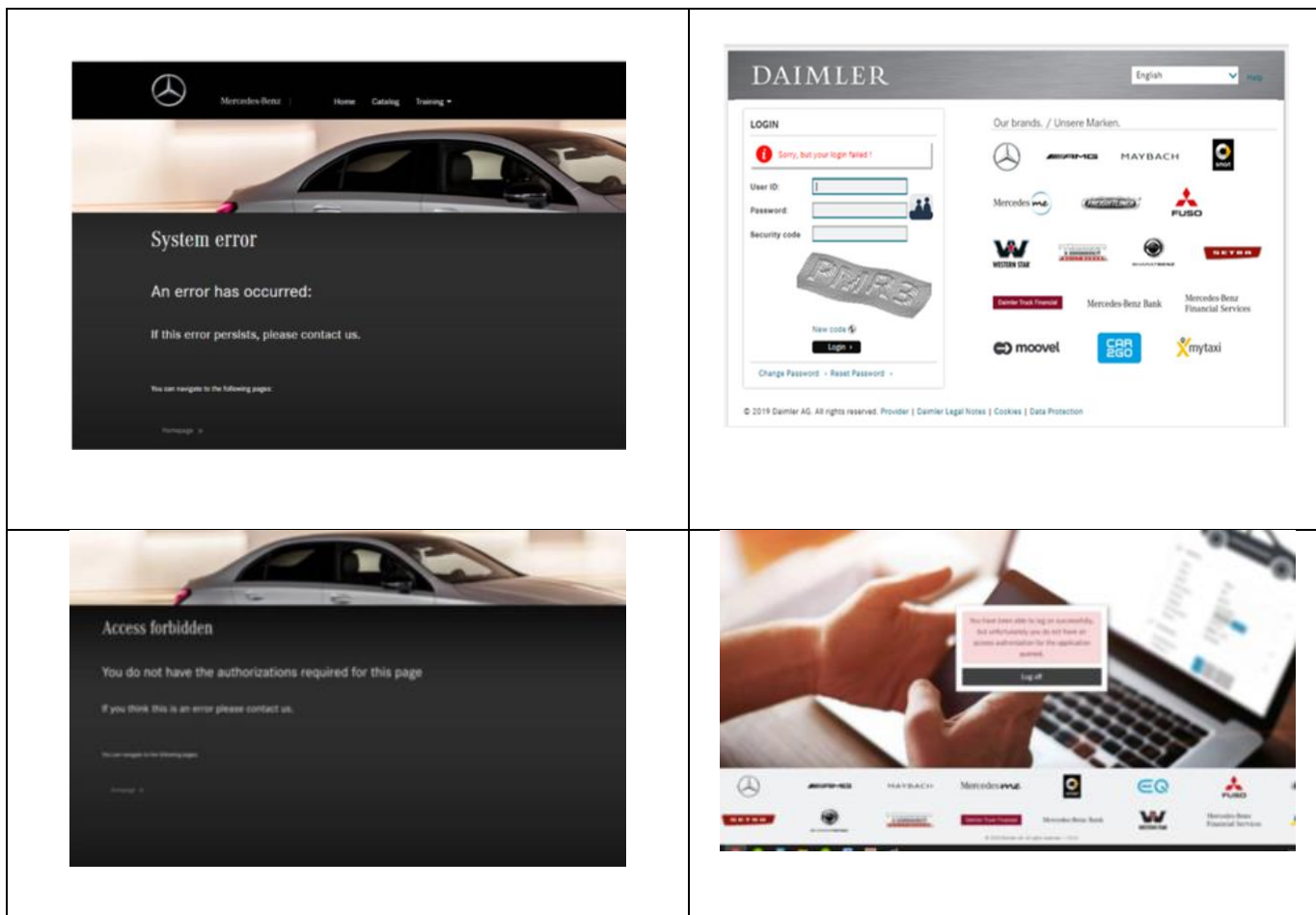
# 4 steps to the new MFA4Daimler using your smartphone

- 1 Install the MFA App PingID**  
Android or iOS devices  
Install PingID  
Done
- 2 Start your application, login first using the corporate password**  
Start application or website. Use the corporate password.  
Begin with the activation. Click on the marked text area.  
I have installed the PingID App
- 3 Register your smartphone for MFA4Daimler**  
Use the PingID App to scan the QR code.  
Finish Pairing PingID  
Pair Your Device  
Pair Your Device
- 4 From now on: Confirm logins by using your smartphone**  
iPhone  
Android

For additional support regarding the MFA4Daimler service, please contact the MFA4Daimler Application Helpdesk (supported languages currently English and German): Phone: +49 (711) 17-25005 Email: [cuhd\\_support\\_mfa4daimler@daimler.com](mailto:cuhd_support_mfa4daimler@daimler.com) . The Learning Link access team cannot assist with MFA issues.

## Login Error Messages (Dealer Sponsored Collision Employees-C7)

## System Error / Login Failed/ Authentication Error



A user may receive these screens in the following cases:

- If the user has declined the Learning Link Cookies/Privacy policy. In this case, the user will be deactivated and will no longer have access to the Learning Link.
- If the user does not have an active GEMS ID (C7 ID) in ISP Portal and DPMS
- If the user has an active **D7** ID with the Global Training roles
- If the Collision Center is uncertified
- If the user been terminated in ISP Portal or DPMS
- If the user job code is missing or incorrect in DPMS
- If the user has not verified their status via the Daimler email from ([noreply@daimler.com](mailto:noreply@daimler.com))
- If the user is not accessing Learning Link using the direct link <https://learn.mbusa.com> (This link will be redirected to <https://learningsystem.mercedes-benz.com>)

Actions to resolve the issue -

- The user should check their email for a message from Daimler and validate their email address
- Check with the user to see if they declined the privacy policy. If they declined it, [contact us](#) to enable their account.
- Check to confirm the user is active in your organization within ISP Portal - <https://www.startekinfo.com/home>
- Check with the sponsoring dealer to confirm there is no active D7 ID for the user. If there is, remove the Global Training Roles and wait until the next day to check the Learning Link.
- Check the roster in DPMS to confirm the user is active - <https://dpms.mbusa.i.daimler.com/team>

- Edit and resave the users job code in DPMS
- Clear cache, try a different browser or try from a cell phone
- If all else fails [contact us](#) for assistance

## Remove Learning Link Access for a User (Dealer Sponsored Collision Employees-C7)

- Terminate the user in ISP Portal (See [ISP Portal Guide](#))
- Terminate the user in [DPMS](#)
  - Login to DPMS.
  - Click Roster from the menu and locate the user
  - While on the users “General” information page/tab, click the terminate button at the bottom of the page and follow the prompts to complete the termination process.

## Account Suspension due to Inactivity (Dealer Sponsored Collision Employees-C7)

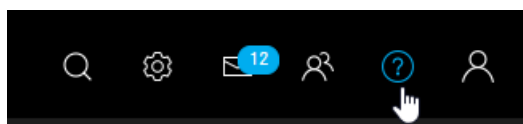
- User accounts are automatically deactivated at 180 days of inactivity.
- At 150 days of inactivity the user and their administrator are notified via email from [noreply@daimler.com](mailto:noreply@daimler.com) concerning the upcoming suspension, indicating they have 30 days left before their account is suspended.
- If the user does not react within another 30 days, their account will be suspended at 180 days of inactivity. The user and administrator will receive another notice indicating the suspension. The user can re-activate the account by logging into a Daimler system. See additional information in the email from Daimler.
- Allowing an account to be suspended or terminated may result in user being cancelled from classes. It is the user’s responsibility to ensure they are logging into the system to avoid suspensions/terminations and cancellations.
- A suspended C7 ID will be deleted at 12 months of inactivity and cannot be reactivated.

## Contact Us (Dealer Sponsored Collision Employees-C7)

If you are still in need of assistance with gaining access to the training system or with DPMS, please contact us by sending an email to [LearningLinkAccess@mbusa.com](mailto:LearningLinkAccess@mbusa.com). Please be sure to include the affected user’s name, C7 ID and MB ID. In addition, if known, please include the last day and approximate time that all of the necessary steps were completed. The Learning Link Access email address is **only** available for login assistance to the Learning Link and DPMS.

### Please note –

- In cases where the Collision Center is listed as uncertified or you believe there is a certification discrepancy contact [mbcollision@mbusa.com](mailto:mbcollision@mbusa.com) for assistance.
- For additional support regarding the MFA4Daimler service (Ping ID), please contact the MFA4Daimler Application Helpdesk (supported languages currently English and German): Phone: +49 (7 11) 17-25005 Email: [cuhd\\_support\\_mfa4daimler@daimler.com](mailto:cuhd_support_mfa4daimler@daimler.com)
- For ISP Portal issues directly related to WIS/ASRA subscriptions, new organizations or user registration **only**, please submit a request at <https://www.startekinfo.com/help/contact> .
- The Learning Link Access email address is **only** available for login assistance to the Learning Link and DPMS. For functional issues please click the help icon in the menu bar on the Learning Link website.



## Corporate User Access (Shortname)

**MBUSA Corporate** users may request Learning Link access via IT Shop here –

[https://itshop.app.corpintra.net/itshop/shop/services/222301194?filterPattern=Learning\\$0020Link](https://itshop.app.corpintra.net/itshop/shop/services/222301194?filterPattern=Learning$0020Link)

**MBFSNA Corporate** users may request Learning Link access via IT Shop here –

[https://itshop.app.corpintra.net/itshop/shop/services/138104751?filterPattern=Learning\\$0020Link](https://itshop.app.corpintra.net/itshop/shop/services/138104751?filterPattern=Learning$0020Link)

**All other corporate users** can request access here –

<https://jira.mbusa.com/servicedesk/customer/portal/39/group/116>

Provide the following information in the ticket:

- Who needs access (full name an email and GEMS ID)?
- What system do they need access to? Why do they need this access?
- What permission level do they need general or admin? If admin level, why?
- Who is their manager (full name an email)
- How long do they need access? (end date) –

NOTE:

- If users do not access systems on a regular basis access may be disabled.
- **If all information is not provided in the ticket, it may be returned to the requester and access will be delayed.**

Access requests will be reviewed and approved by MB Academy leads. Once approved, access is usually granted within 48 hours.

## Contact Us (Corporate Users)

Contact us if further assistance is needed by emailing [LearningLinkAccess@mbusa.com](mailto:LearningLinkAccess@mbusa.com). Please be sure to include the affected user's name, ID and ticket number. The Learning Link Access email address is only available for login assistance to the Learning Link. For functional issues please click the help icon in the menu bar on the Learning Link website.

