

Manage MAX Agency Access

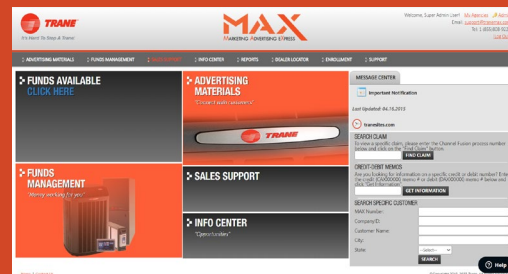
Agency Users Can:

- View and download assets from the Image Library, Video Library, and Info Center
- Access advertising materials, where they can build and save ads for the dealer
 - Dealer can access these ads in their MAX login
- Submit co-op pre-approval requests on the dealer's behalf and view the pre-approval status for the requests they've submitted
 - Preapprovals can be accessed and viewed in the dealer's MAX login
- See items on the info center that are made available to the agency user



Agency Users Cannot:

- See the dealer's claims
- Submit co-op claims on the dealer's behalf
- Access any items under enrollment and dealer locator
- Order merchandise through the merchandise store



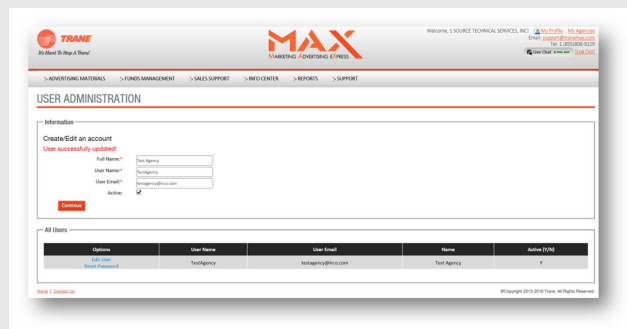
Agency User MAX View

How To Add or Manage an Agency User Account:

Welcome, 1 SOURCE TECHNICAL SERVICES, INC! [My Profile](#) [My Agencies](#)
Email: support@tranemax.com
Tel: 1 (855)808-9229
[Live Chat](#) [ONLINE](#) [Log Out](#)

- Access your MAX account from ComfortSite > Marketing Center > Marketing Advertising eXpress (MAX)
- Click on **"My Agencies"** at the top right of MAX home screen

- On the User Administration Screen, view your current agency accounts or add a new agency account
- To create a new account, add user's **Full Name** and **Email Address**
- Create a username for the account
- Click **"Add"** to create the account



- Agency user will receive an automated email from support@tranemax.com with instructions to access the site.
- Return to the **"My Agencies"** link to **edit or deactivate** an agency account within the All Users section. Clicking **"Reset Password"** will send an email to the agency user with password reset instructions

Questions? Contact Trane MAX Support at 855-808-9229