

OVERVIEW

“Soft Launch” is the migration of existing customers from the Classic myTurf Fleet Management System to the next generation myTurf Asset Management System.

Customers who were TCO or PM Subscription in the classic myTurf will have PRO Subscriptions in the new system. Customers who had FLEET (free version) Subscriptions in the classic system will have STANDARD (free version) Subscriptions in the new system.

All users and historical data has been migrated from the old system to the new system, with the exception of Parts Ordering History (this data could not be transferred between old and new ecommerce platforms).

These instructions provide basic details for users as they first log into the new system.

ALL USERS

Important: You must follow steps for setting your Username and Password before continuing to any other functions in the new system.

Determining your Temporary Username and Password:

All users have a temporary login and password for the new system which must be changed once logged in.

Username rules:

1. Start with your old username
2. Add **@myturf.com** is added to the username. The capitalization of @myturf.com doesn't matter.
3. The username is always lowercase.
4. If the old username was an e-mail, we replaced the domain with @myturf.com (i.e. @Yahoo.com, @Gmail.com, @Salina.org with @myturf.com)
5. Replace any characters in the username that are **not** A-Z, a-z, 0-9, or “-“ (dash), “.” (dot), or “_” (underscore) with underscores (_).
6. Replace any empty space with an underscore

The temporary password is standard for all migrated users (you will change it): **Pass@word1!**

Examples:

Original Username	Temporary Username	Password
Brian E Ries	brian_e_ries@myturf.com	Pass@word1!
Ries	ries@myturf.com	
brian.ries@toro.com	brian.ries@myturf.com	
Brian-Ries	brian-ries@myturf.com	
brian # ries	brian__ries@myturf.com (3 “_”)	

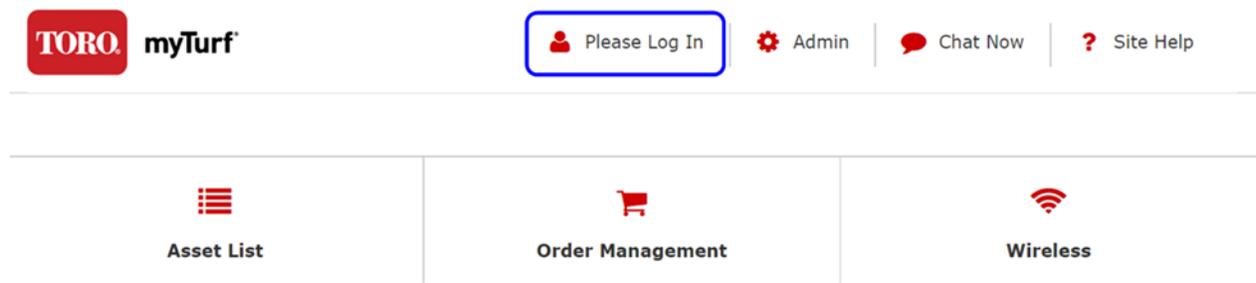
To Login:

NOTE: Toro recommends using Google Chrome on a Windows or Android Operating System.

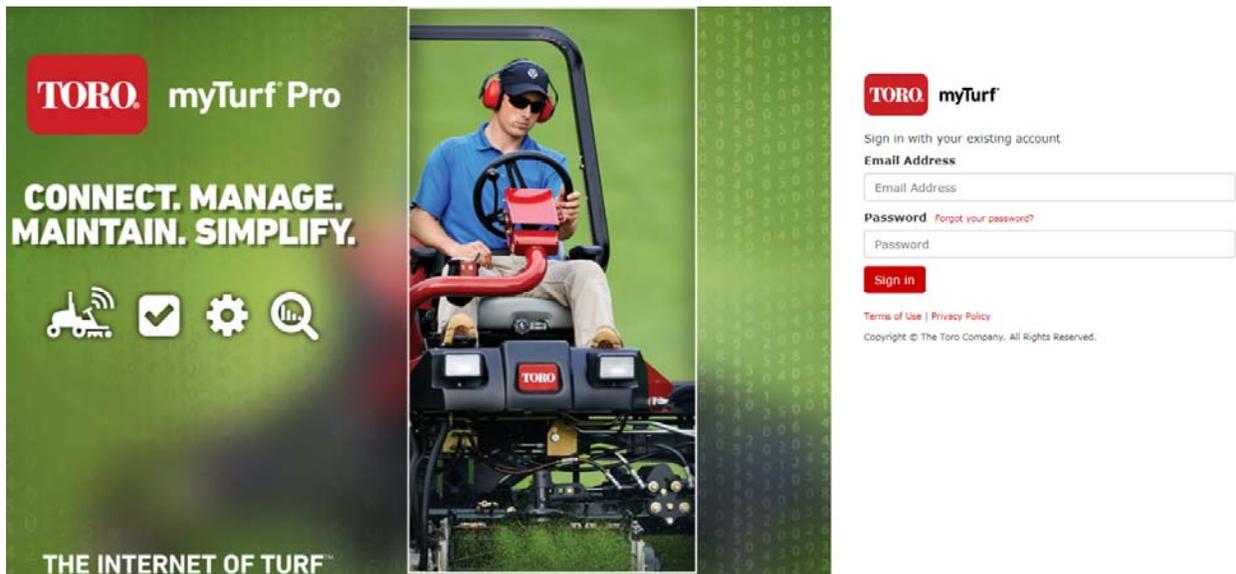
Visit: <https://myturf.toro.com> (this should be the same URL that you have used for the old system)

Important: While Data and User Migration is occurring, you will not have a login to either the old system or the new system. The new Login Screen will appear when the new system is live.

You will first be taken to a blank myTurf Page where you need to click on PLEASE LOG IN in the upper right (this interim page will be removed in the future):



You will then see a new Login Screen. Enter your Temporary Username (e-mail) and Password.



The system should load and immediately take you to your User Profile (first-time ever login may take up to a minute). If the system does not initially load to your User Profile, click on the User Profile Icon next to your name in the upper right help menu:



Once in your User Profile, complete the following steps in order (don't SAVE until you have updated your password):

1. Update your Password using the Change Password link

Password

.....

[Change Password](#)

IMPORTANT – Please note password requirements: At least 8 characters including 1 upper-case, 1 number and 1 special character.

2. Acknowledge that you have read the End User License Agreement and Terms of Use and that you are not a “material competitor” to Toro:

I have read and understand [Terms of Use](#) and [EULA](#) * * Required field

I affirm that I am not a material competitor to The Toro Company or its channel partners and this account will not be utilized for competitive intelligence by a competitor to Toro. *

3. Scroll down the page and add in your Telephone Number

Country Code *

e.g. +1

Country Code is required

Telephone Number *

Telephone Number is required

4. Then, update your e-mail (Username) to your actual unique e-mail address (note: every user must have a unique e-mail address and it must be a valid e-mail to enable “forgot password” functionality)
5. Save
6. We recommend logging out and then logging back into the system to verify update of username and password.

 Brian Ries
Demo Location 1

 Logoff



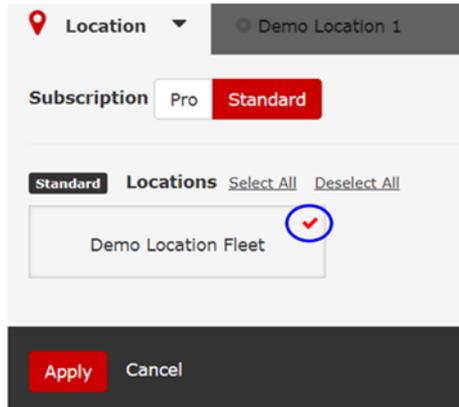
 Admin

 Chat Now

 Site Help

USING THE SYSTEM

Once you log back in, immediately go to the “Location Selection” in the upper left of the User Interface (UI) and ensure your Location is selected (red check mark). A location name may be displayed without the actual location being selected.



You must also do this to select your Asset Groups (Fleets):



Filter Asset by Group



Equipment

Pro Location Demo Location 1 [Select All](#) [Deselect All](#)

Brickman Fleet 1	Carlos Fleet 1 ✓	Chris R	John	John Warren's	johnm
Kari Equip	Kennemer G&CC demo	Iljohnson demo	Main Fleet	Mario Jaime	martin
NSN	Open Space	Rainy Day Fleet	Red	rich test	surge
Taye's	Test Fleet 200	TestRH	Theo 1	Troon North Demo	

Apply Cancel

Pro Accounts: To view Parts Inventory, select the appropriate Parts Groups (Data Migration put all your existing parts in Preventive and Repair):

Parts Inventory

Part Groups 

Filter Part By Group ×

Pro Locations Demo Location 1 [Select All](#) [Deselect All](#)

<u>Chemical</u>	Cutting Unit	Filter / Belt	Irrigation	Lubricant	Other
Preventive ✓	Repair ✓	Tine	Tire / Wheel		

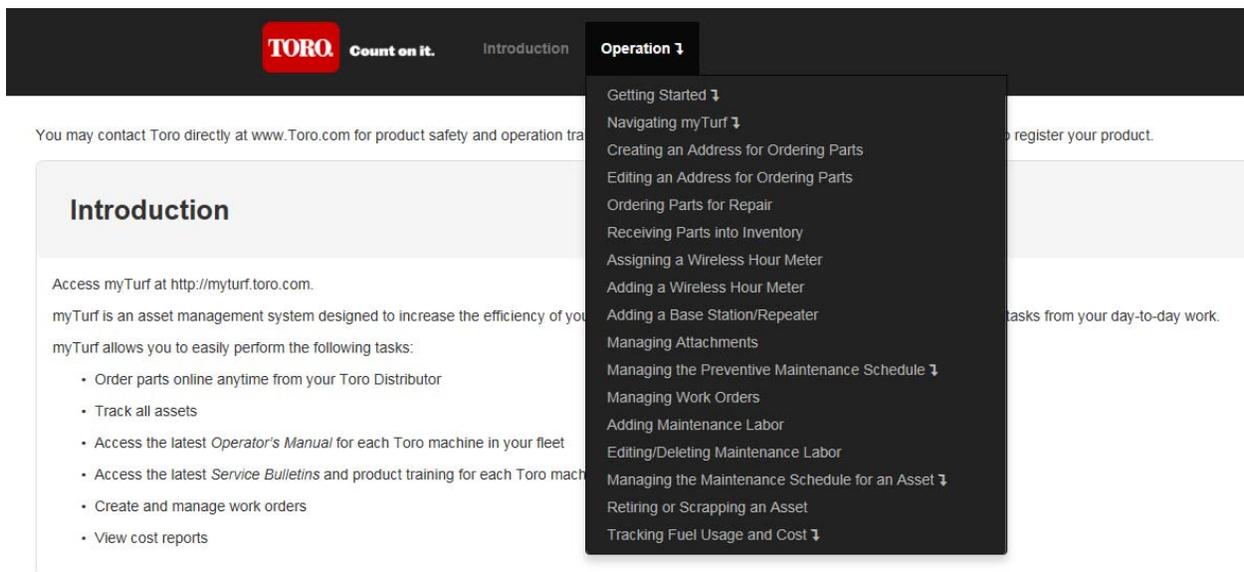
Apply Cancel

MYTURF USER MANUAL

To learn about features in the new system, visit the interactive user manual by clicking on the “Site Help” link in the upper right-hand corner of myTurf.



When you access the User Manual, the “Operations” Link at the top of the page provides a drop-down index of sections that you can click to take you directly to that section:



You can also view instructional Videos and Application Notes at:

<https://www.mytoronsn.com/myturf/videos/>

ADMIN USERS

The new myTurf has 2 levels of User Roles and 2 levels of Administrative Roles:

- **User Roles**
 - Asset Manager (full rights)
 - Technician (some limits to functional rights)
 - Can complete a work order, but not close
 - Can create a cart, but cannot place an order
- **Admin Roles**
 - Location Administrator (full Admin rights to a Location)
 - Organization/Entity Administrator (Admin rights to all Locations in an Organization)

As some of these roles did not exist in the old system, all users have been given an initial role of Asset Manager and all Admins have the initial role of Organization/Entity Administrator.

The “lead” Admin for your organization should go in and edit Admin Roles so the right people are assigned the right Admin Rights (to one or more Locations or to the Entire Organization if multiple Locations in the Account).

Location Admins can designate what users for their Location are Technicians.

Accessing your Location Record

Once you are logged in, click on the Admin Icon in the Upper Right Help Menu:



This takes you to the Admin Page, where you will need to select the specific Location you want to edit using the edit icon next to the Location Name:

	Location Name	MyTurf Display Name	Address Line 1	City / Town	State / Province / Region
	Demo Location 1	Demo Location 1	test address	Bloomington	Minnesota
	Demo Location Fleet	Demo Location Fleet	Demo Location 1	Bloomington	Minnesota
	Demo Location TCO	Demo Location TCO	test address	Bloomington	Minnesota

Key Items to Update in Location Record

Within the Location Record, there are fields that need to be completed / updated (these fields are new to myTurf).

Important: As you update the Location Record and SAVE – If you do not get a success message, scan the page for anything highlighted in red (required field missing).

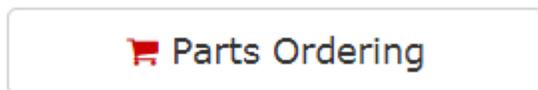
Please update the following fields:

- Location Details – Location Name (Update to the actual name of your Location - e.g. Leaning Hills Golf Course)
- Subscription Level (if PRO) – Acknowledge Subscription rates and Processes
- Subscription Contact – Country Code and Telephone Code
- Locale Settings (especially Time Zone)

Review the page and SAVE (right hand Navigation Menu).

Parts Ordering

Upon successful Save, click on Parts Ordering in right hand Navigation Menu.



In the parts ordering page, update the Parts Ordering Confirmation E-mail address to the address your Location wishes to receive parts order confirmation to, and SAVE.

Parts Ordering Confirmation Email

Confirmation Email *

brian.ries@toro.com

Important: Do not edit your parts ordering addresses – An edit to an actual address will clear your Account Number and you will not be able to use that address for parts ordering until re-verified by your Distributor.

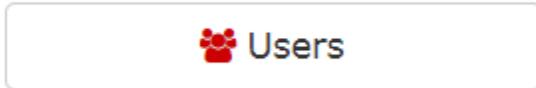
KNOWN ISSUE: The UI currently displays your addresses as “Not Verified” (right-most column of Address Table). This does not reflect the actual status. Do not edit the addresses.

SAVE and return to Location Record.

User Management

Important: We recommend you do not update user roles until you are sure all of your users have logged in and changed their username and password.

Once back in the Location Record, click on Users in the right-hand Navigation:



Open the User record for the desired user:

User Record	Last Name	First Name
	Getz	Dale

From the Edit User Page, you are able to update (change) roles and/or assigned locations as necessary:

Roles

User Role *

Administration Role

Locations

<input type="checkbox"/>	Location Name
<input checked="" type="checkbox"/>	Demo Location 1
<input type="checkbox"/>	Demo Location TCO
<input type="checkbox"/>	Demo Location Fleet

END

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