WARRANTY SOLUTIONS®

AN AMYNTA COMPANY

PCRS+ TRAINING GUIDE

Getting Started

LEGEND

As you navigate this guide, you will come across several icons that signify general, important, and critical information. These icons are specifically designed to draw your attention to essential details related to the tasks you are performing within the PCRS+ system. Below is a legend explaining the icons and their significance.

💾	General reminder to save your changes before moving on to the next step.
📍	General information/reminder relevant or specific to the current step.
⚠️	Important information/reminder relevant or specific to the current item of focus and/or must be completed before proceeding.
⚠️	Critical information/reminder that must be completed prior to proceeding. The highest level of attention must be paid to this information.

Introduction

This Getting Started guide leads you through the steps necessary to perform functions in the Policy Claims and Reporting Solutions (PCRS+) for Warranty Solutions.

This guide will cover:

- New User Welcome Email
- Log into PCRS+
- MFA

Disclaimer

This guide is created by and specific to the Warranty Solutions Program. All numbers are for demonstration purposes only. Portions of this training are from PCMI Corporation's PCRS software. All rights reserved.

Log into PCRS+

You will need to log in to access PCRS+. A domain has been configured for Warranty Solutions and contains data specific to that book of business.

To access PCRS+, you must use a supported web browser. The following web browsers are supported.

 Microsoft Edge*

 Safari

 Google Chrome

 Firefox

*PCMI has ended support of Internet Explorer 11 as a supported web browser. PCRS+ applications will still be accessible via IE 11; however, some user interfaces may not function properly.

 PCMI strongly suggests upgrading your browser to the most recent version.

PCRS+ Portal Access

As a new user, you will receive a "Welcome to PCRS" email. The email contains login credentials, a link to access PCRS, and a link to change your password.

1. Open your web browser and navigate to https://amya.pcrsauto.com/.

2. Enter the login email and password for the selected URL sent in the email.
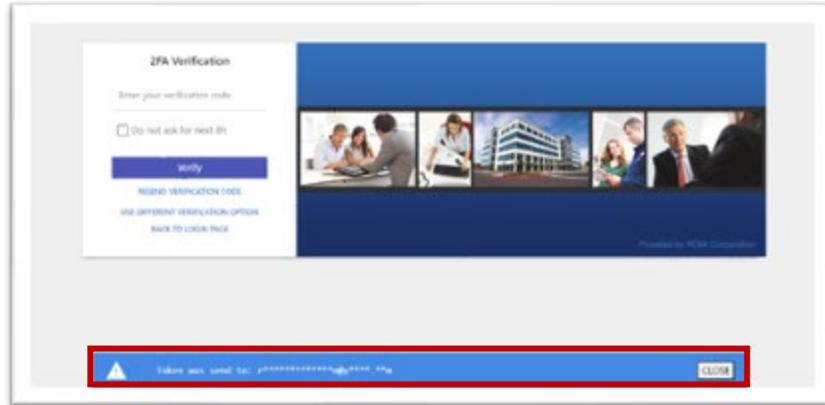
3. Click Login.

⚠️ Contact Warranty Solutions if you do not have the URL, a user email and a password to log in.

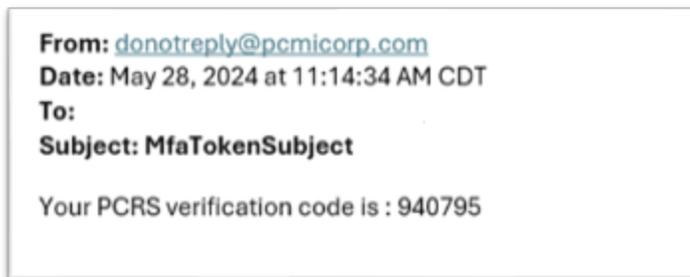**4.** You will be required to verify with Multi-Factor Authentication (MFA), to access PCRS+.

The MFA token is sent to the email address on file, which is the same as your login email.

At this time only email verification is available.

5. Access your email box to get the MFA Token/PCRS verification code.

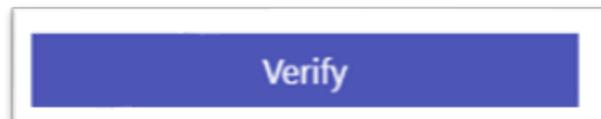PCRS verification code will be different each time it is sent.

From: donotreply@pcmicorp.com
Date: May 28, 2024 at 11:14:34 AM CDT
To:
Subject: MfaTokenSubject

Your PCRS verification code is : 940795
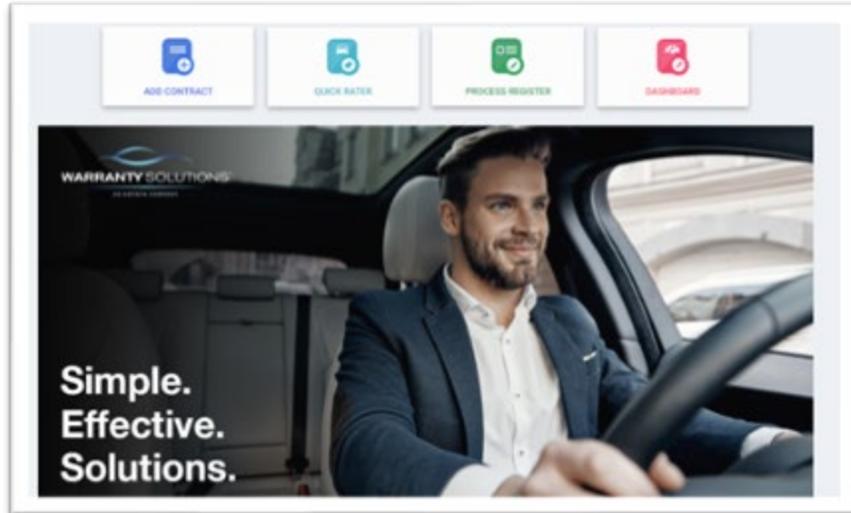
6. Enter the PCRS verification code/MFA Token.

At this time, you can also check the box to Do not ask for the next 8 hours.
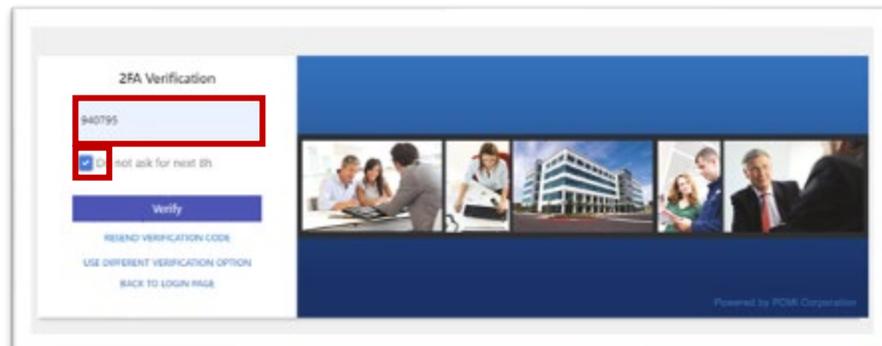
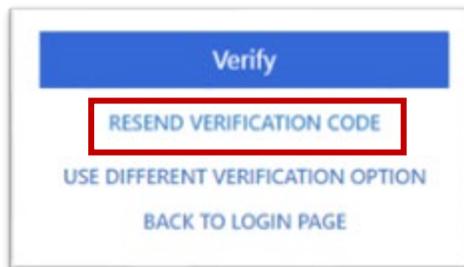
7. **'Click'** Verify

8. You are now logged in to PCRS+.

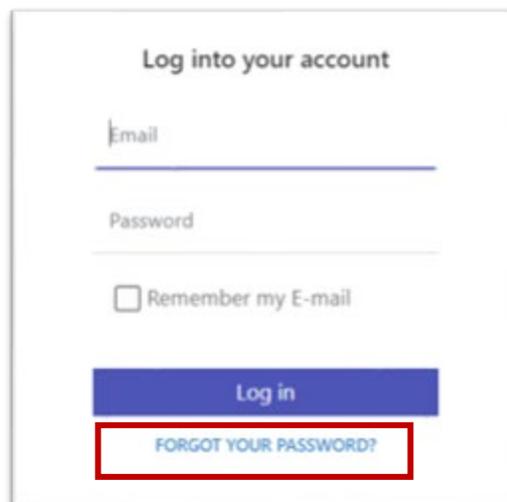**9.** If you had issues receiving your code, you can **'Click'** on **RESEND VERIFICATION CODE.**

Please note that the USE DIFFERENT VERIFICATION OPTION is not available at launch.

PCRS+ Password Recovery

Should you forget your password, PCRS+ provides the option to reset your password.

1. From the PCRS+ login screen, select the **FORGOT PASSWORD** link.

2. The **Forgot Your Password** screen will display.

A. Enter your Email
B. Select Reset Password
C. If you wish to exist without resetting your password, select **BACK TO LOGIN**.

Forgot your password?

A | Email

B | Reset password

C | BACK TO LOGIN
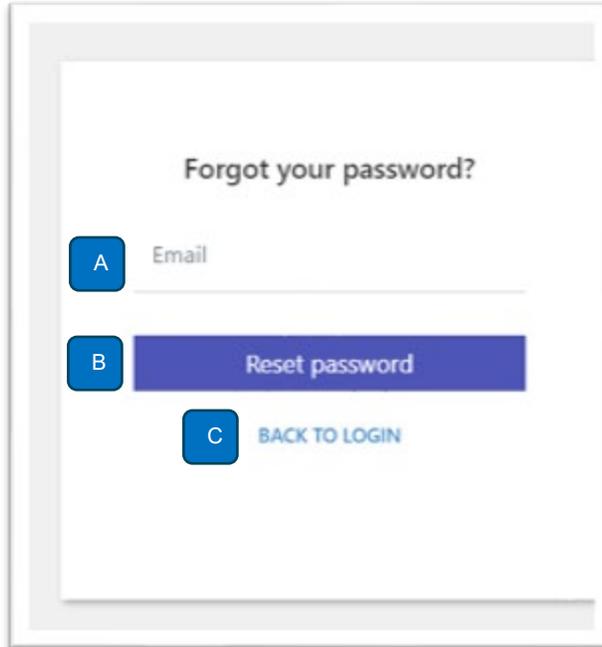
3. You will be prompted to check your Email for instructions to complete the reset of your password.
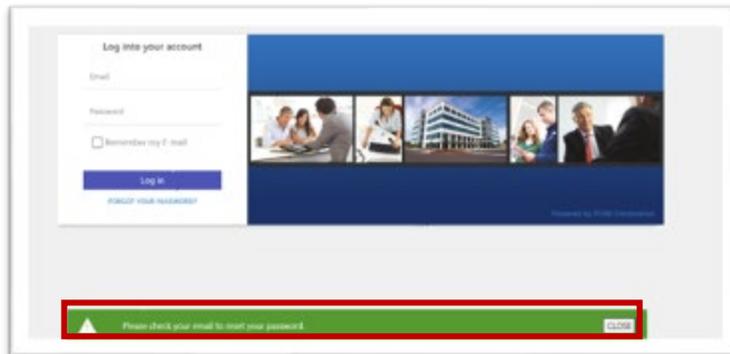
4. **The email will come from donotreply@pcmicorp.com. 'Click' the link that says Reset Password.**
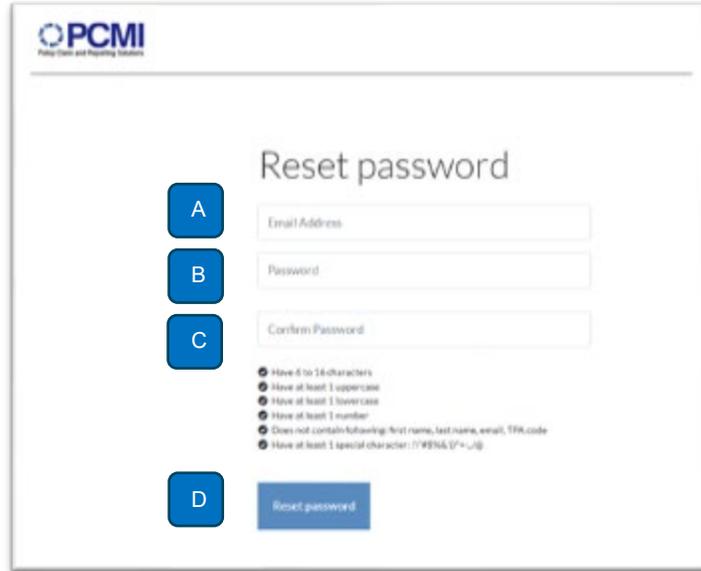
Reset Your Password!

Please click the link below to reset you password.
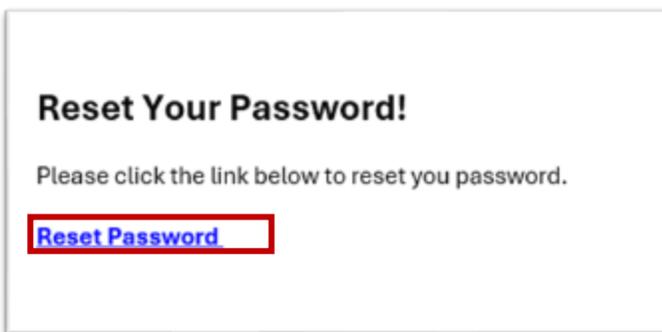
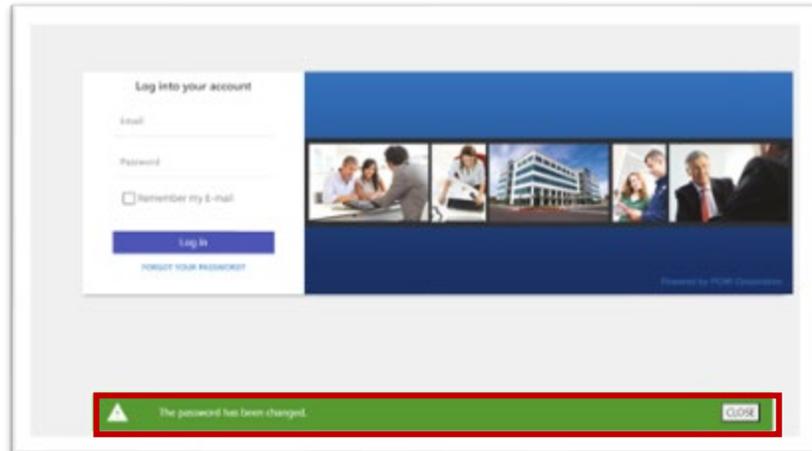**Reset Password**

5. The Reset password screen will display.

A. Enter your Email
B. Enter a new password

   Ensure you have followed the password requirements listed

C. Confirm new password

D. 'Click' Reset password
.

6. Confirmation of changed password.

7. Log in with email and new password.