

# Change Customer's Managely URL

12/18/2023 5:50 pm EST

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## Purpose

New Managely customers are provided with a specific URL to access their Managely data. To determine which database a customer accesses, a portion of the URL is unique to them. This portion is called the dealer prefix. The dealer prefix is set up at the time of customer creation in the Managely Host Portal.

Example: customerx.managelyapp.com/home. In this example, customerx would be the prefix.

In some circumstances, customers may require altering the dealer prefix portion of their Managely URL for their account. This document outlines the steps required to modify this data when needed.

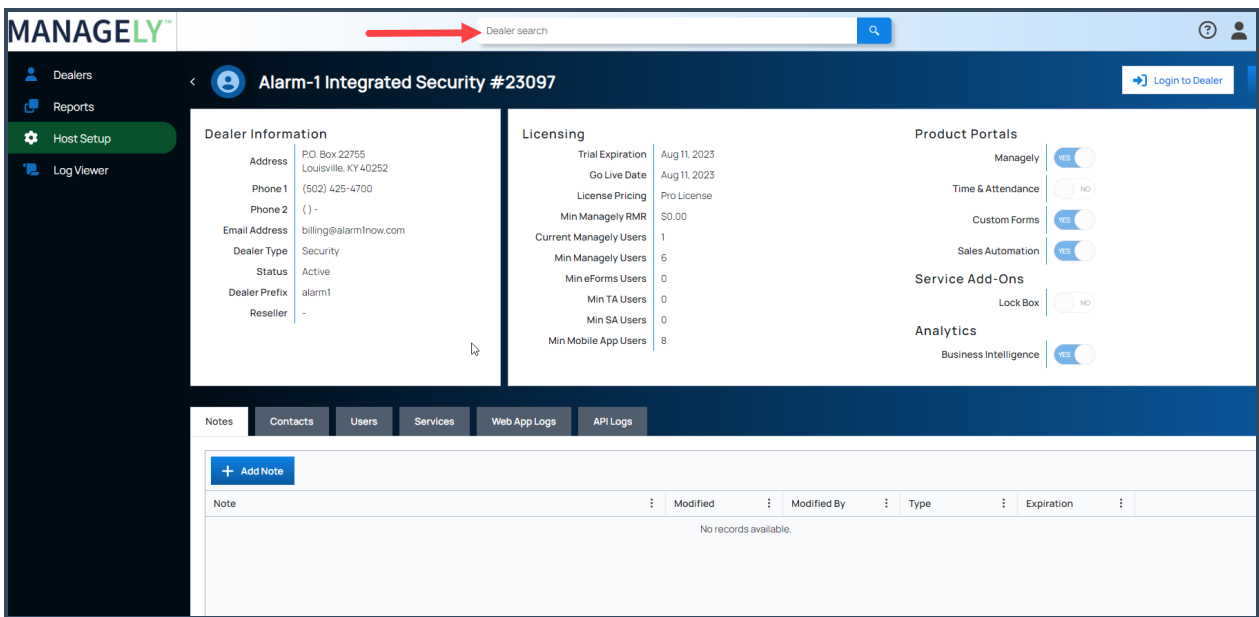
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## Locate and Change Dealer Prefix

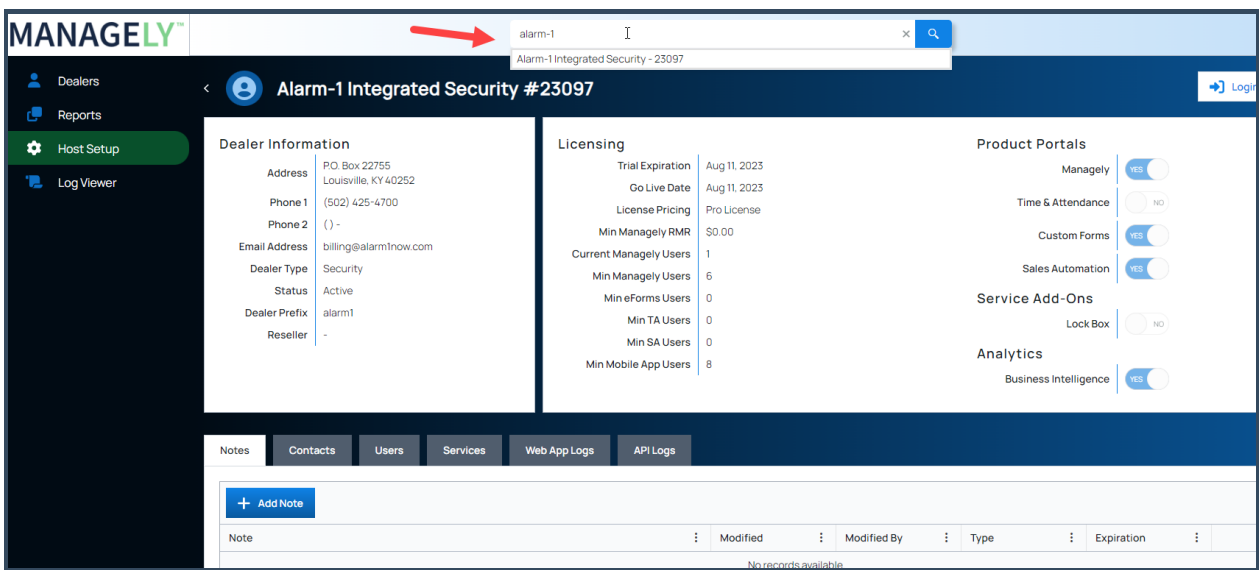
The customer's dealer prefix can be found by logging into the Managely Host Portal. This prefix is associated to the URL of the website used by the client to enter Managely, regardless of the edition they are subscribed to.

Follow the steps below to locate and change the customer's prefix:

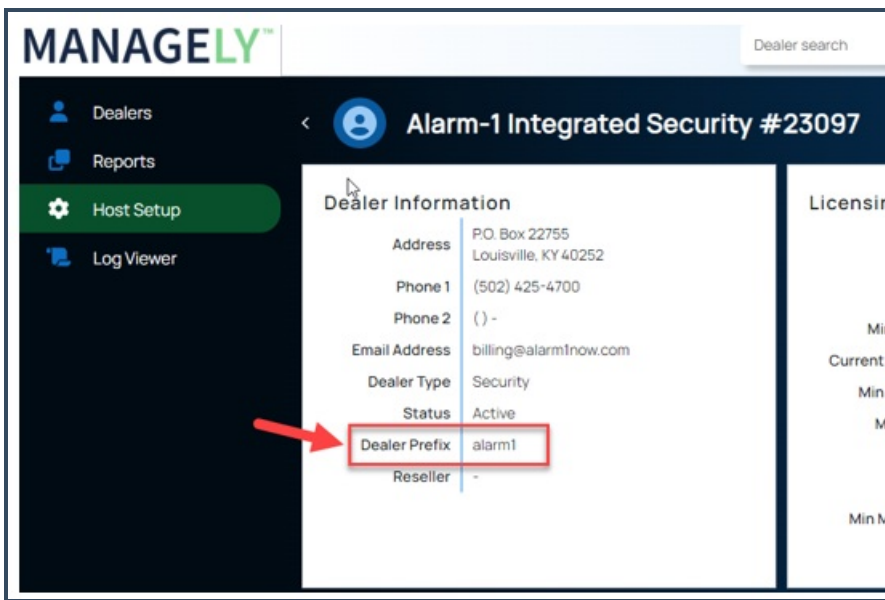
1. Log into the Managely Host Portal - <https://host.managelyapp.com/>
2. Perform a search in the "dealer search" box located at the top of the web page.



3. Enter the name of the dealer. If found, it will appear on a dynamic list just below the search box.



4. Select the dealer once found. It will bring you to the main Host Setup page for the dealer. On the page, look for the Dealer Prefix field under the "Dealer Information" box.

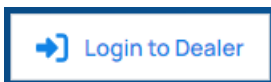


5. To change the prefix, click the "edit" button located in the top-right of the webpage.

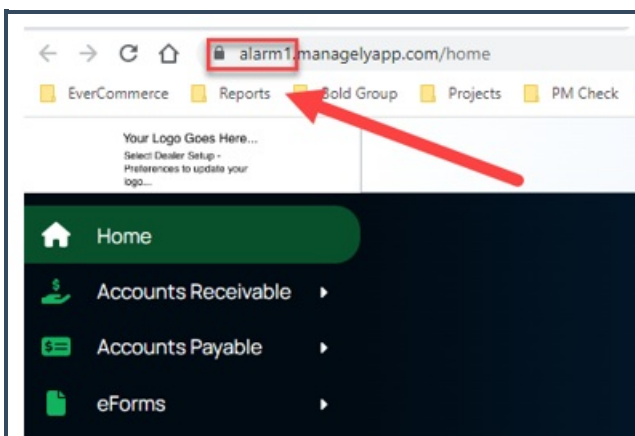


The Dealer Information box will change to a series of editable text boxes. Here you may change the Dealer Prefix, then click Save in the top-right of the web page.

6. Check the dealer's new URL by clicking the "Login to Dealer" button in the top-right of the screen.



7. The new Dealer Prefix should now be used to access the Dealer's instance of Managely.



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## Error Saving New Prefix

If an error occurs when upon saving, the prefix selected may not be unique. Each dealer must have their own unique prefix to ensure access to only their data. Modify the new prefix so that it is unique.

If the error persists, contact product support for assistance.

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## Revision History

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