

# ACCESS FAQs

Contact Us:

North American Dealers: [access@watkinsmfg.com](mailto:access@watkinsmfg.com)  
International Dealers: [access.logon@watkinsmfg.com](mailto:access.logon@watkinsmfg.com)

## **SIGNING UP:**

### **I'M REGISTERING A NEW USER. WHAT DIFFERENT PORTALS CAN I SIGN THEM UP FOR?**

**Extranet:** Use the Extranet to access Marketing, Sales and Product resources. Only owners or authorized users should be set up with "Owners" permissions, all other users should be set up as Sales.

**Watkins Direct:** Want to place an order online? Add this portal to your account!

**Service Portal:** You can use this portal to access an extensive archive of service tools for all spas.

**Watkins Marketing Library:** Visit this portal to access pictures, videos and other marketing assets.

**Co-Op:** This co-op portal recently replaced BaliHoo!

### **HOW DO I REGISTER ADDITIONAL USERS FOR THE ACCESS SITE?**

[Click here](#) to register your staff for ACCESS. You will need to enter your 5-digit Watkins Dealer Number and zip code to access the sign-up form. Please note that a unique email address is required to create each account and it **may take up to 1-2 full business days** to receive the email containing the temporary password.

### **DO I NEED AN ACCESS LOGIN FOR MY VENDOR PARTNERS?**

Please do not create ACCESS logins for vendor partners that need to access any of our vendor sites (Salesforce, Watkins Marketing Library, EMMA, Dimensional Effects or Wells Fargo Commercial Financing and Co-Op). To set up a vendor partner with a login for any of these sites, please contact [access@watkinsmfg.com](mailto:access@watkinsmfg.com).

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## **CHANGES:**

### **HOW DO I UPDATE AN ACCOUNT IS ALREADY REGISTERED?**

Please email [access@watkinsmfg.com](mailto:access@watkinsmfg.com)! We would be happy to help you update your team's accounts.

### **HOW DO I VIEW THE PERMISSIONS OF EXISTING ACCOUNTS?**

Please email [access@watkinsmfg.com](mailto:access@watkinsmfg.com). We send you a report of your team's current permissions for you to review.

### **HOW DO I DELETE AN ACCOUNT FROM ACCESS?**

Please email [access@watkinsmfg.com](mailto:access@watkinsmfg.com)! We simply need the email address the account was set up under.

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## **TROUBLESHOOTING:**

### **WHY AM I NOT ABLE TO LOG INTO ACCESS AFTER MY INITIAL LOGIN?**

1. Did you create a new password when you first logged in? If not, the temporary password on file may be expired. Please email [access@watkinsmfg.com](mailto:access@watkinsmfg.com) for assistance.
2. This may be a browser related issue. Please ensure you delete all Watkins bookmarks and replace with the **ACCESS** homepage <https://access.watkinsmfg.com>.

### **WHY IS ACCESS NOT DISPLAYING ON MY BROWSER?**

It could be that your browser is not up-to-date with the latest version. ACCESS works best with Internet Explorer, Google Chrome and Mozilla Firefox. If you are using Safari as your web browser, please enable cookies. The browser will not work correctly with the **ACCESS** portal unless cookies are enabled.

### **WHY AM I NOT ABLE TO ACCESS THE INDIVIDUAL SITES?**

If you were experiencing issues accessing the Service Portal or WatkinsDirect™ sites, please contact [access@watkinsmfg.com](mailto:access@watkinsmfg.com). Sending us a screenshot, and description of the error will help us to troubleshoot faster!

Still have questions? Contact us:

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