

ATD Online – 2018 Login Page - FAQ

Change:

The current login page for ATDOnline will be transitioning to a new look and feel on 9/22/2018 and will have an updated look (see below):

WELCOME

Customer Login

User ID

Remember my User ID

Please enter Password (Case Sensitive)

[Forgot password?](#)

LOGIN

Register for ATDOnline

ATDOnline offers tire dealers and service shops instant access to pricing, ordering, and order tracking 24 hours a day, 7 days a week.

It is a free service of American Tire Distributors, helping dealers stock and grow their businesses through fast delivery, dedicated specialists, and marketing support programs.

Having trouble logging in? Call Online Customer Care at (800) 511-1226 for assistance.

Our Customer Care Team is available:
Monday-Friday 8:00 AM to 6:00 PM EST
Saturday 8:00 AM to 4:00 PM EST

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Impact:

Usernames and Passwords that were previously saved will not be transferred to the new login site.

Reason:

The change is to provide a greater emphasis on safe-guarding user login information and to provide a more streamlined experience for users.

What does this mean for me?

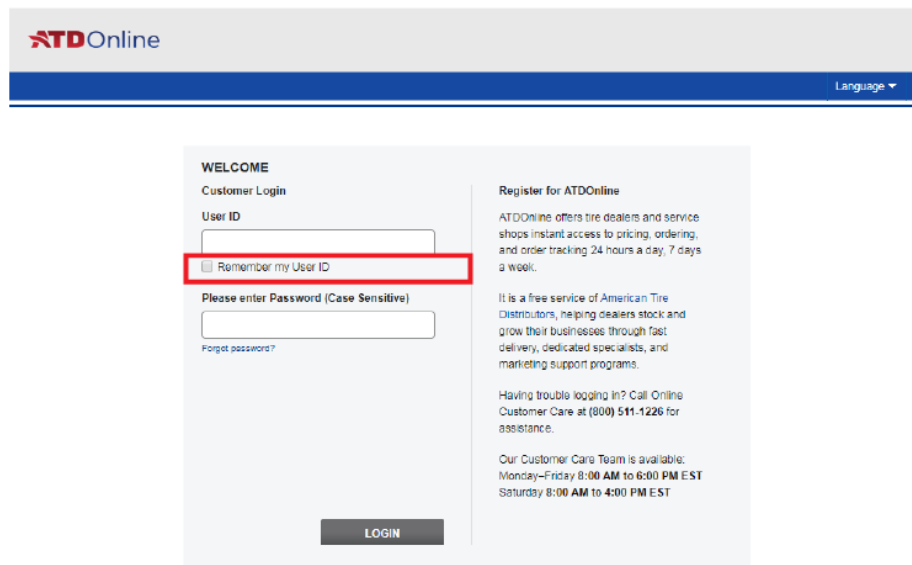
Current Usernames and Passwords will NOT be changing, so no need to worry! You can still use the same login information that you have been using for the old login site, it is only the page that has a new, refreshed, look.

Enhanced Features:

The new login page will have two new features to help users with both Username and Password management.

Self-Manage Username / User ID:

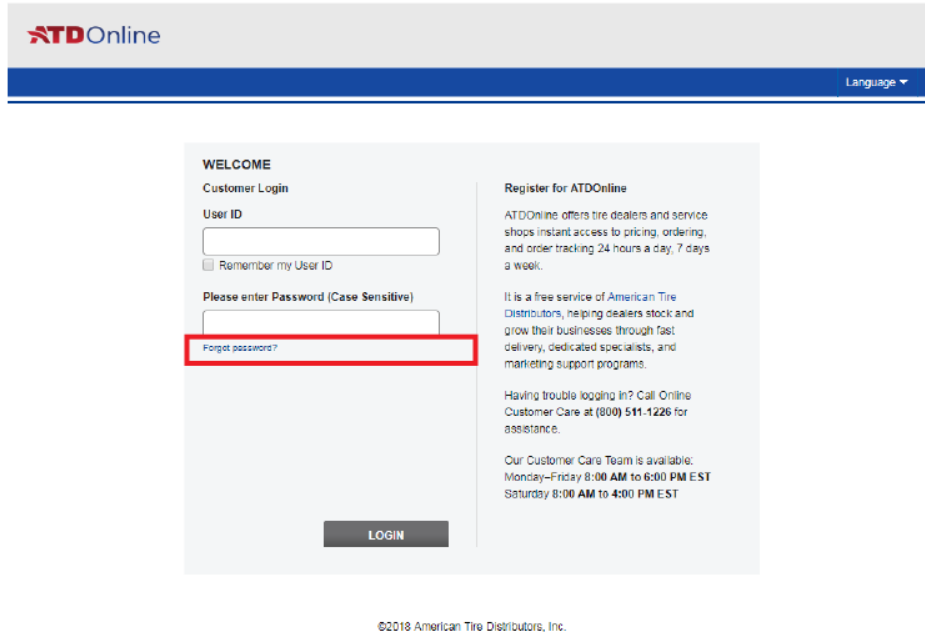
User will see a checkbox below the Username field. By checking this box, the user is indicating that they wish to have their User ID remembered and filled in with each login session.



The screenshot shows the ATDOnline login interface. At the top left is the ATDOnline logo. At the top right is a 'Language' dropdown menu. The main content area is divided into two columns. The left column is titled 'WELCOME' and 'Customer Login'. It contains a 'User ID' input field, a checkbox labeled 'Remember my User ID' (which is highlighted with a red box), and a 'Please enter Password (Case Sensitive)' input field. Below the password field is a link for 'Forgot password?'. At the bottom of the left column is a 'LOGIN' button. The right column is titled 'Register for ATDOnline' and contains text describing the service, a link to 'American Tire Distributors', and contact information for customer care.

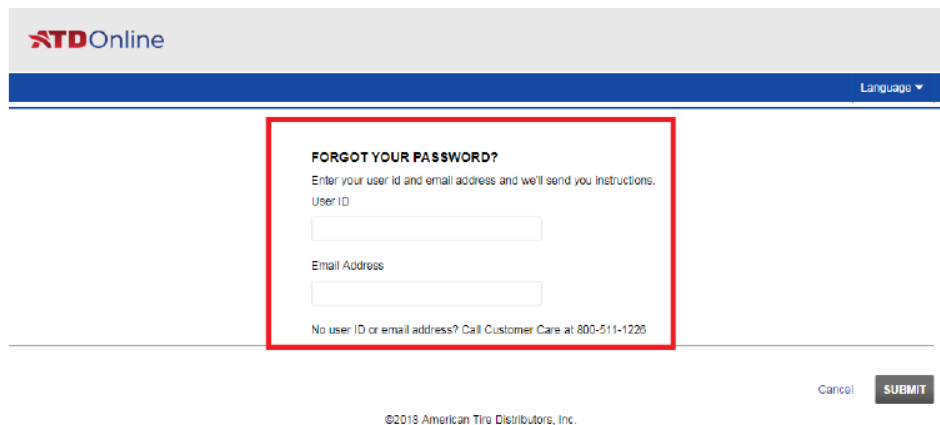
Recover Passwords:

Below the Password field will be a new link for users to click so in order to receive instructions on how to have their passwords reset.



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Clicking the link brings the user to a page where they can enter some basic information (Username / ID and email) and have instructions on how to reset their password sent. Customer Care's number is also provided for those that are missing further information.



The screenshot shows the ATDOnline 'Forgot Your Password?' page. At the top left is the ATDOnline logo. At the top right is a 'Language' dropdown menu. The main content area is a red-bordered box containing the title 'FORGOT YOUR PASSWORD?', instructions to enter user ID and email address, two input fields for 'User ID' and 'Email Address', and a note to call customer care if no user ID or email address is provided. At the bottom right of the page are 'Cancel' and 'SUBMIT' buttons. At the bottom center is the copyright notice: ©2018 American Tire Distributors, Inc.

Note: Customer Care's number is also located on the new Login page on the right hand side for any questions users might have as well.

