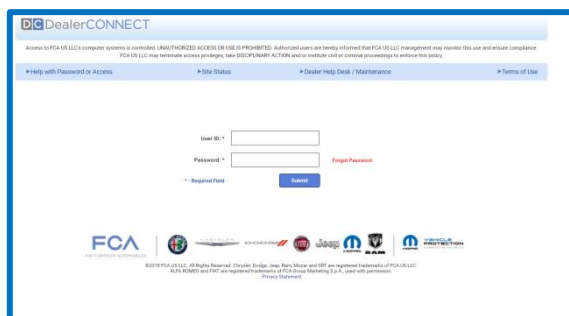


Logging In/Contacting STAR Center

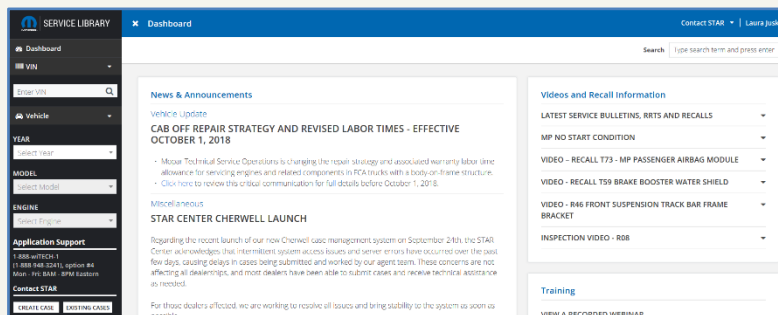
- Launch DealerCONNECT: <https://dealerconnect.chrysler.com/>.
- Enter Username (TID) > Password > Dealer Code.



- For full functionality of Cherwell application, use **Internet Explorer**.
- Dealer Technicians initiate Cherwell cases, either new or existing, directly from [Service Library](#), via requests for STAR technical assistance.

The following are instructions for accessing Cherwell via Service Library:

- When in DealerCONNECT, navigate to **Service** tab, and then select **Service Library** link.



- Technicians use Service Library (service information portal) to research technical issues, review wiring diagrams, and attempt vehicle diagnosis before reaching out to STAR for technical support.
 - Vehicle research by VIN is required prior to contacting STAR for support.
- To contact STAR Center when other resources are exhausted and technical assistance is required, or to review or update existing cases with STAR, select the option to **Contact STAR** from the following two locations in Service Library:
 - **Option 1 – (top-right of screen)**: Click **Contact STAR** button, and then choose either **Create Case** (if creating new), or **Existing Cases** (if searching/updating previous case).



- Option 2 – (from left panel): Click **Create Case** (if creating new) or **Existing Cases** (if searching/updating previous case).



- When selecting **Create Case**, a 'Contact STAR Center' prompt will appear with vehicle Year, Model, Engine and VIN. If information is accurate, select **Start Case** to continue to case entry screen.

A screenshot of the 'Contact STAR Center' form. The form has a blue header with the text 'Contact STAR Center' and a close button. Below the header, there is a section for entering vehicle information. The fields are: YEAR (2018), MODEL (RU - CHRYSLER PACIFICA/CHRYSLER PACIF), ENGINE (3.6L V6 PHEV HYBRID ENGINE), and VIN* (XXXXXXXXXXXXXXXXXX). At the bottom of the form, there is a blue button labeled 'START CASE', which is circled in orange. Below the button, there is a note: 'Having difficulties obtaining the appropriate STAR technical assistance. Send email to :STARmgmt@fcagroup.com'.

- Actions of the case entry screen are discussed in detail in the Help section titled *“Creating and Submitting a New Case in 5 Steps.”*
- **Note:** At times, a user may receive a banner message in Service Library stating that a new case could not be created because the maximum number of open cases and incomplete surveys has been reached. If this happens, he/she should either:
 - Select 'Existing Cases' to be routed to Cherwell's "Existing Cases" dashboard to either select cases to edit (if they have already been started and need to be submitted) or abandon draft cases (if no longer needed);
 - Complete incomplete surveys in Cherwell.
 - Either of the actions will free up space for new cases, now allowing the user to select 'Create Case' and continue the case creation process.
- When selecting **Existing Cases**, users will be directed to their main dashboard in Cherwell.
 - Instructions associated with existing cases are described in the Help section titled *“Managing an Existing Case.”*