

# Making it easy for you.



## Diagnostic Software, CYY, and Password Reference Guide

This guide is intended to provide resources and solutions to common questions related to software and login challenges.

Diagnostic software subscriptions such as PowerLink, Insite, HeRo, etc. are managed by organizations outside of Leonard Bus Sales. While we strive to be as helpful as possible, software and/or login issues typically must be handled by those outside organizations. Unfortunately, we do not have the ability to access your account to make changes. In the event you need a license key renewal, you can continue to contact your parts representative.



# Setting Up Software Logins



## Read Carefully

### To prevent being locked out of software:

- Create an account for each technician and supervisor. Instructions on creating additional accounts can be found on page 5.
- Each user should be made an administrator in Navistar/IC Bus software. Instructions for adding administrators are on page 6.
- Keep track of the product key you are issued at the time of purchase. The Leonard Bus Sales Parts Department will make a notation of the product key on the invoice if purchased through parts, but you should keep a copy for the shop as well.
- If you receive a new laptop, the license tied to the software must be removed from the old laptop before you are able to use it on the new laptop. Instructions for transferring a license are on page 3.

### If your laptop stops working due to a failed hard drive or other issue and you are unable to unregister the licenses:

- Have your license key ready
- Contact Navistar Support (Page 4)
- Ask support to deactivate the license so it may be used on the replacement computer

Software	Product Key
Cummins Insite	
PSI Powerlink	
Allison DOC	
Bendix ACom	
HeRo	
NED	
Diamond Logic Builder	

# Login Information



CYY Numbers	Assigned To:
<i>CYY12345@navistar.com</i>	<i>John Smith</i>

Other Login ID's:	Assigned To:	Program:
<i>jsmith@schoolbus.com</i>	<i>John Smith</i>	<i>Cummins Insite</i>

Leonard Bus Sales does not have the ability to track or access your login information to any software. See the next page for support contacts.

# Software and Login Help



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An extensive list of frequently asked questions can be found at:

<https://navistarservice.snaon.com/CommonRoot/FAQs.aspx>



## Common questions:

### 1. How can I transfer my software license to another computer?

- You can transfer a license to another computer by following the steps below:
- Open the application (HeRo, DLB, etc.) on the current computer.
- Click on **Help > Registration > Unregister This machine > OK**
- Input previous product key into application when installing on replacement computer.

### 2. I forgot the password I use to access Navistar Software. How do I reset it? Or the password I use to access Navistar Software has expired. How do I regain access to my account?

- Your password can be reset at <http://password.navistar.com>.
- Support - **(800) 527-7879**
- Update your default password given by Dealership Support using Password Reset. If you do not update through this link it won't let you continue.

## CYY Password Support

**(800) 527-7879**

<http://password.navistar.com>

Cummins Software Support  
(888) 861-5123



Navistar Software Support  
(800) 365-0088  
PSC@navistar.com



Bendix Software Support  
(800) 247-2725  
TeachTeam@bendix.com



PSI Software Support  
(336) 217-0132



Nexiq Datalink Support  
(800) 639-6774  
support@nexiq.com



Allison DOC Support  
(877) 659-6913  
support@noregon.com



# Adding New CYY Numbers

Existing CYY Number holders can create additional logins for employees who wish to gain access to Navistar Software such as Diamond Logic Builder, NED, or HeRo. You are limited to 5 total CYY numbers per fleet.

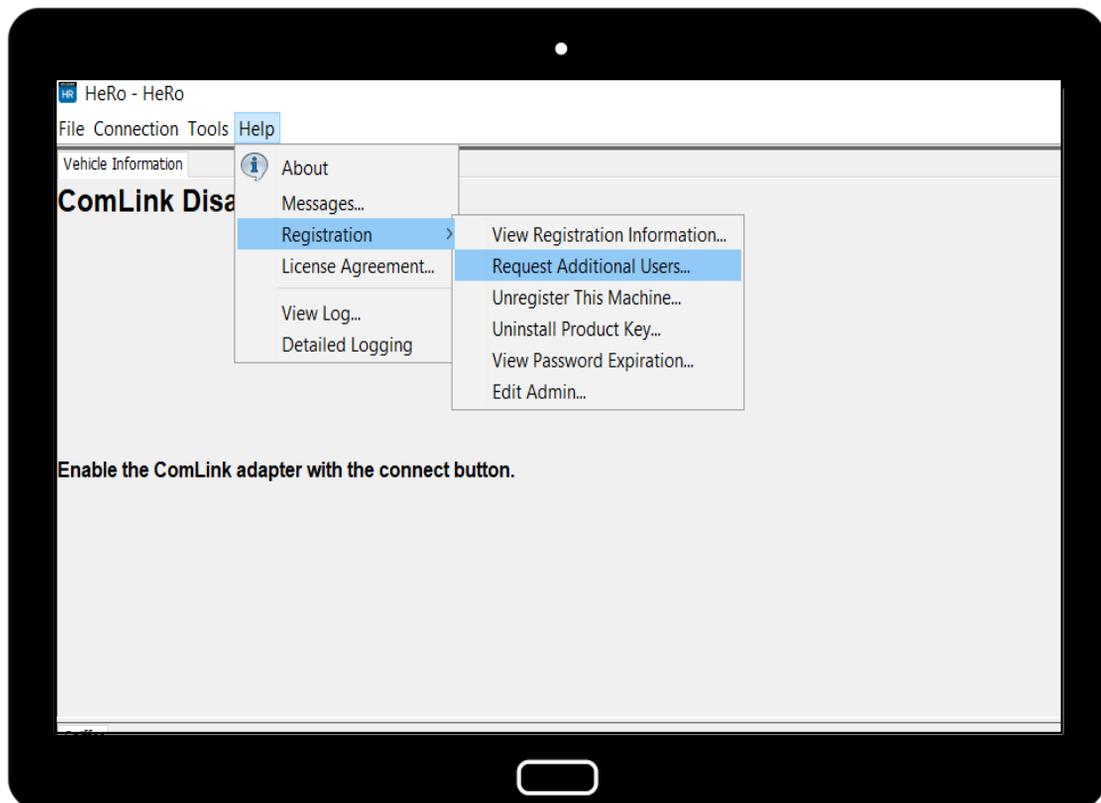
We recommend each user has their own CYY number. As people retire or relocate, access may be lost if only that individual held the login credentials.

## To create a new CYY Login ID:

1. Open any Navistar Diagnostic Software (HeRo, Diamond Logic Builder, NED).
2. Scroll up to the “Help” menu at the top of the screen.
3. Hover your mouse over “Registration.”
4. Click “Request Additional Users.”
5. Input the requested information and submit.

It may take up to 24 hours to receive the new login information. Check your junk/spam folder if you do not receive the information after 24 hours. You may need to contact your IT department to allow emails from outside organizations.

Leonard Bus Sales does not have the ability to check the status of your new login credentials. You must contact Navistar Support at (800) 527-7879.



# Adding Administrators

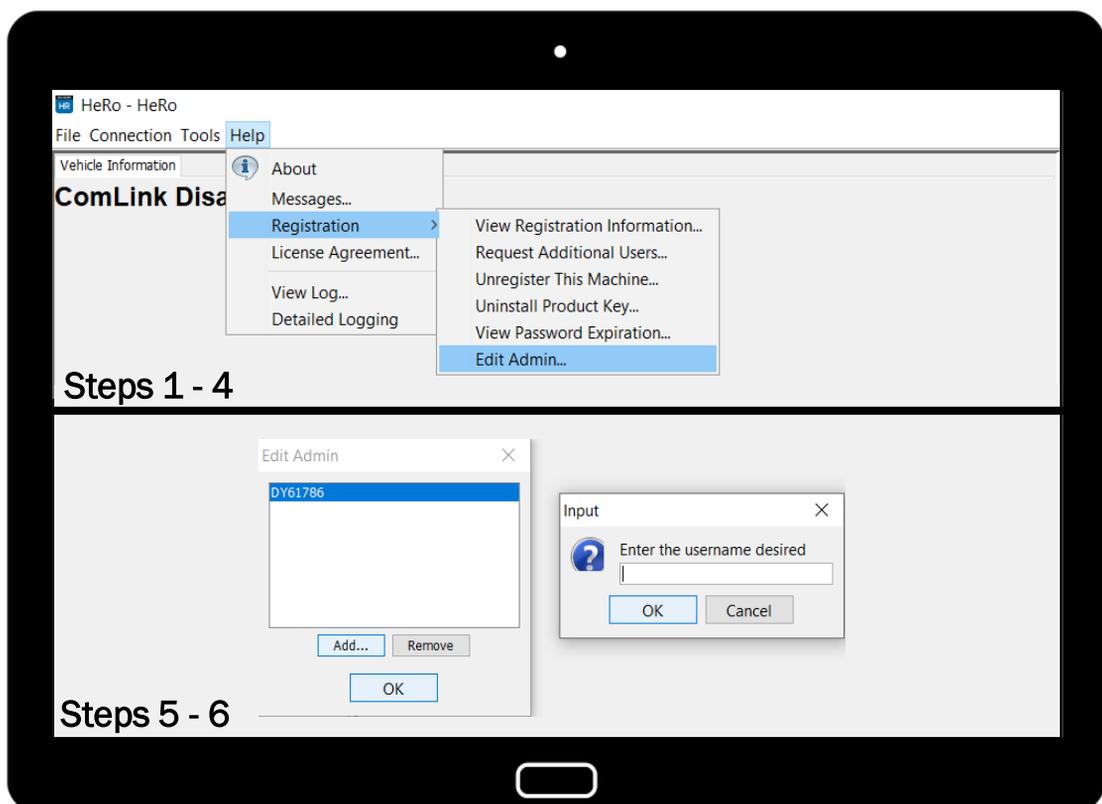
The first user to install and use the software can create additional administrators.

We recommend each user has their own CY number. As people retire or relocate, access may be lost if only that individual held the login credentials.

## To make a user an administrator:

1. Open any Navistar Diagnostic Software (HeRo, Diamond Logic Builder, NED).
2. Scroll up to the “Help” menu at the top of the screen.
3. Hover your mouse over “Registration...”
4. Click “Edit Admin...”
5. Click “Add...”
6. Enter the CY number of the user you would like to add

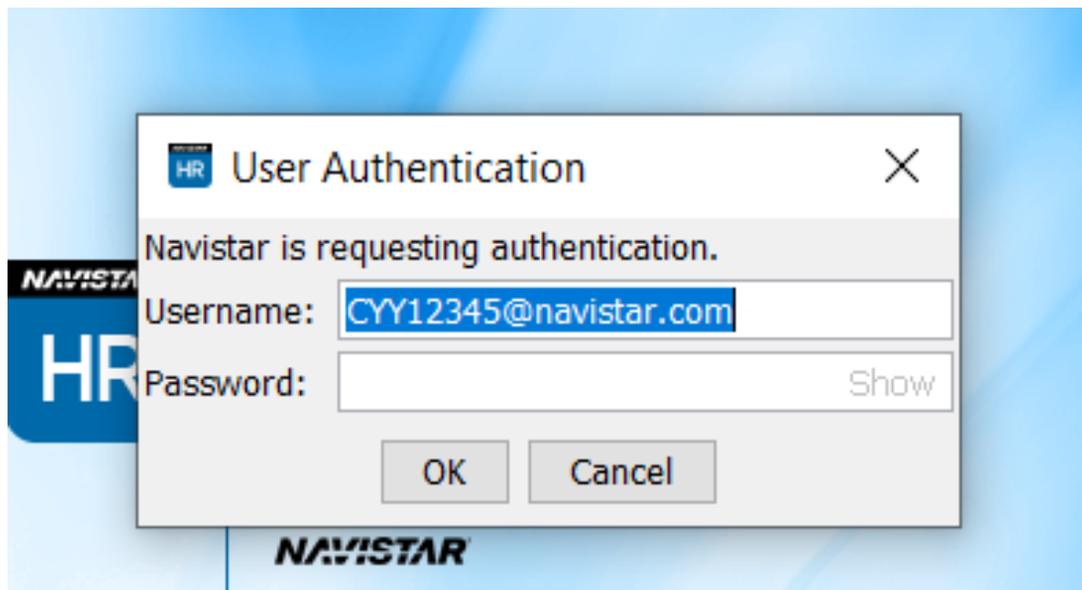
Leonard Bus Sales does not have the ability to check the status of your new login credentials. You must contact Navistar Support at (800) 527-7879. Have your CY number available.



# CYY Login & Password Change

Navistar has made changes to their login procedure to enhance security. Please note this change to minimize difficulties logging in or changing your password.

- If you are using any Navistar diagnostic software such as HeRo, you may be required to add “@navistar.com” after your CYY number
- If you are prompted to change an expired or expiring password, be sure to enter your CYY followed by “@navistar.com”



<https://evaluate.internationaldelivers.com/pkmspawd>