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AUTODATA SOLUTIONS

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Customer API Portal Orientation Guide – Product Owners

December 2024

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DOCUMENT OVERVIEW

The Portal allows us to publish, document and support our APIs. It also allows you to locate, use, test and get help for your APIs. This guide provides step-by-step instructions on how to use the Portal. This overview includes things like navigating the portal and a description of the purpose of each screen within the Portal.

PRODUCT OWNER ROLE

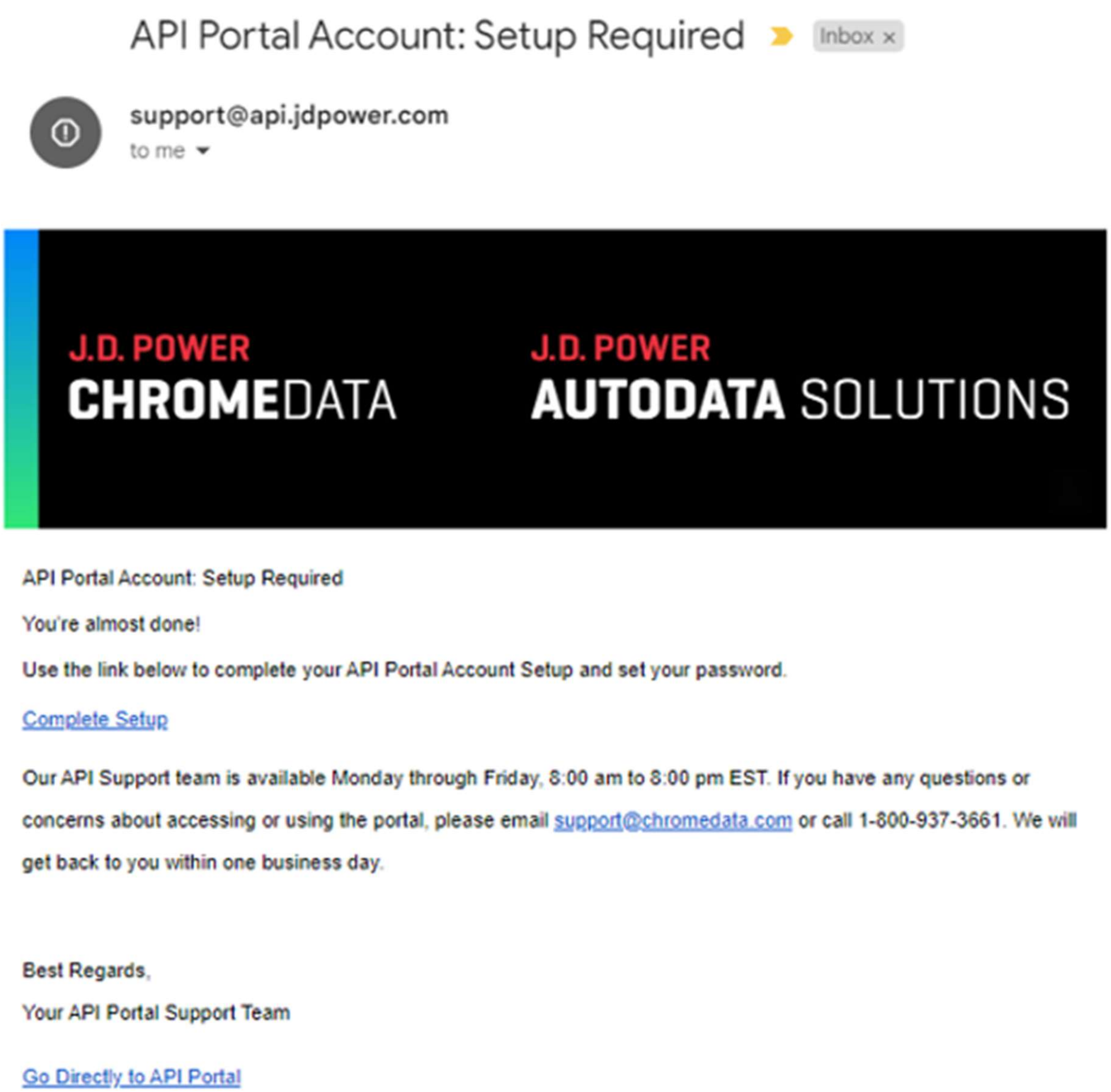
The Product Owner is a central figure in the API Portal, responsible for overseeing the management of Developers and Customer Support team members. They have the authority to manage developers, update API information, and handle various documents.

CONTACTING CLIENT SUPPORT

Client Support is available by phone toll-free at (800) 937-3661, Monday through Friday, from 5:00 a.m. to 5:00 p.m. Pacific Time (excluding holidays), or you can reach Client Support by email at support@chromedata.com.

REGISTERING FOR THE CUSTOMER API PORTAL

1. To setup your account, you will be assigned to your company account. You will then receive an email from support@api.jdpower.com with the subject line: API Portal Account: Setup Required.



API Portal Account: Setup Required Inbox ×

support@api.jdpower.com
to me

J.D. POWER CHROMEDATA J.D. POWER AUTODATA SOLUTIONS

API Portal Account: Setup Required

You're almost done!

Use the link below to complete your API Portal Account Setup and set your password.

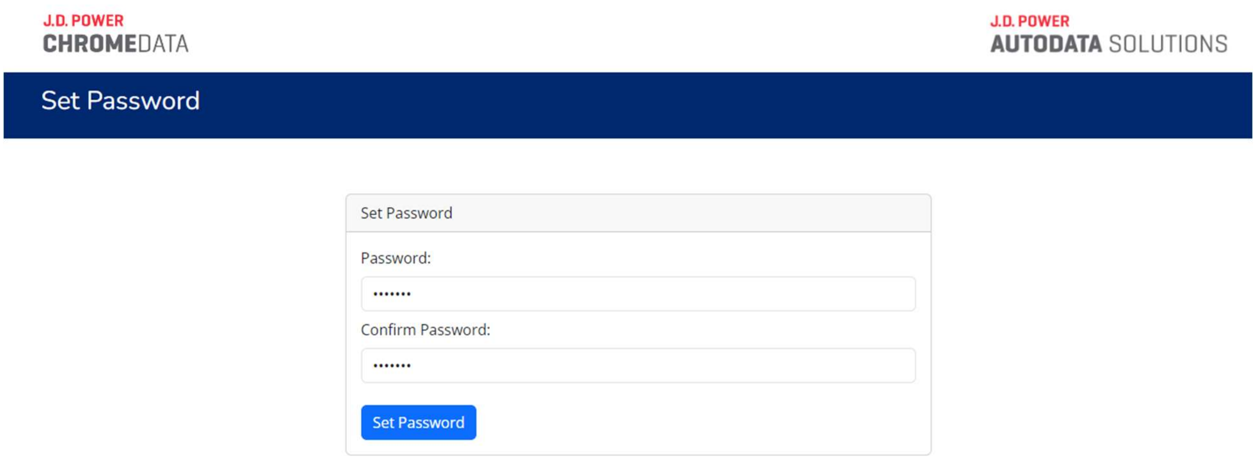
Complete Setup

Our API Support team is available Monday through Friday, 8:00 am to 8:00 pm EST. If you have any questions or concerns about accessing or using the portal, please email support@chromedata.com or call 1-800-937-3661. We will get back to you within one business day.

Best Regards,
Your API Portal Support Team

Go Directly to API Portal

2. Upon receiving that email, click the Complete Setup link. This will direct you to a Set Password page. Enter your new password and enter again to confirm then select Set Password button.

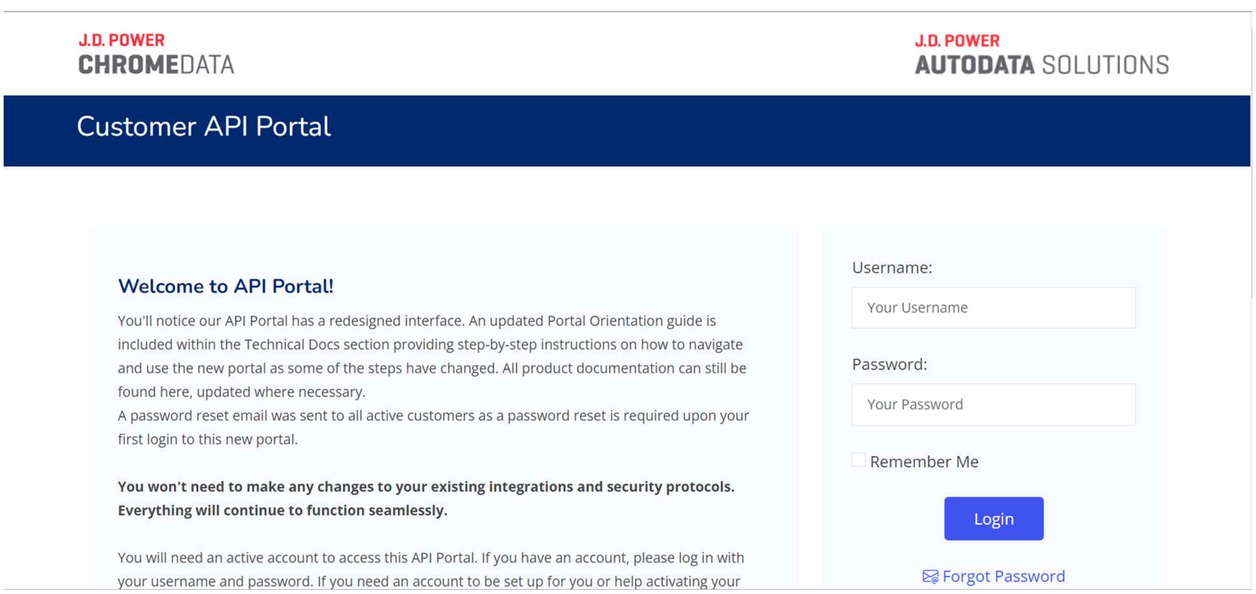


3. You will be directed to the Customer API Portal login page https://portal.jdpower.com/jdp-dev-login/ where you can then enter your account credentials; Username is your email address and Password is the one you've just set, then click the Login button.
4. This will take you to the Customer API Portal homepage https://portal.jdpower.com/

ACCESSING THE PORTAL

Log in to the J.D. Power API Portal at https://portal.jdpower.com using your Username and Password.

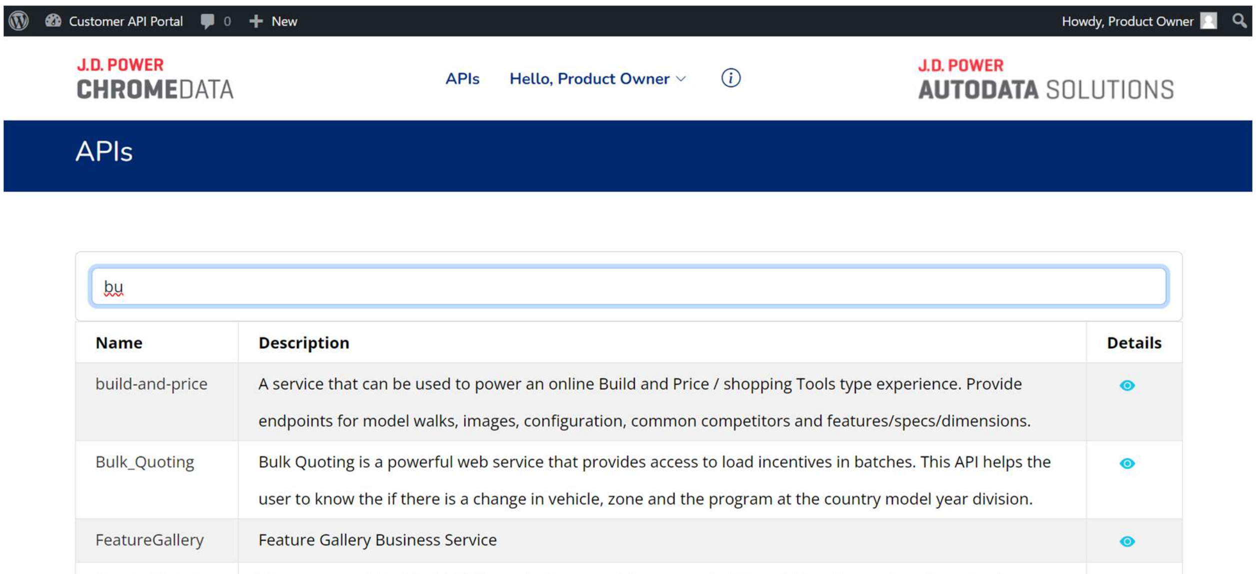
If you forget your password, you may select the Forgot Password? link and an email will be sent to your email address with instructions for how to reset your password.



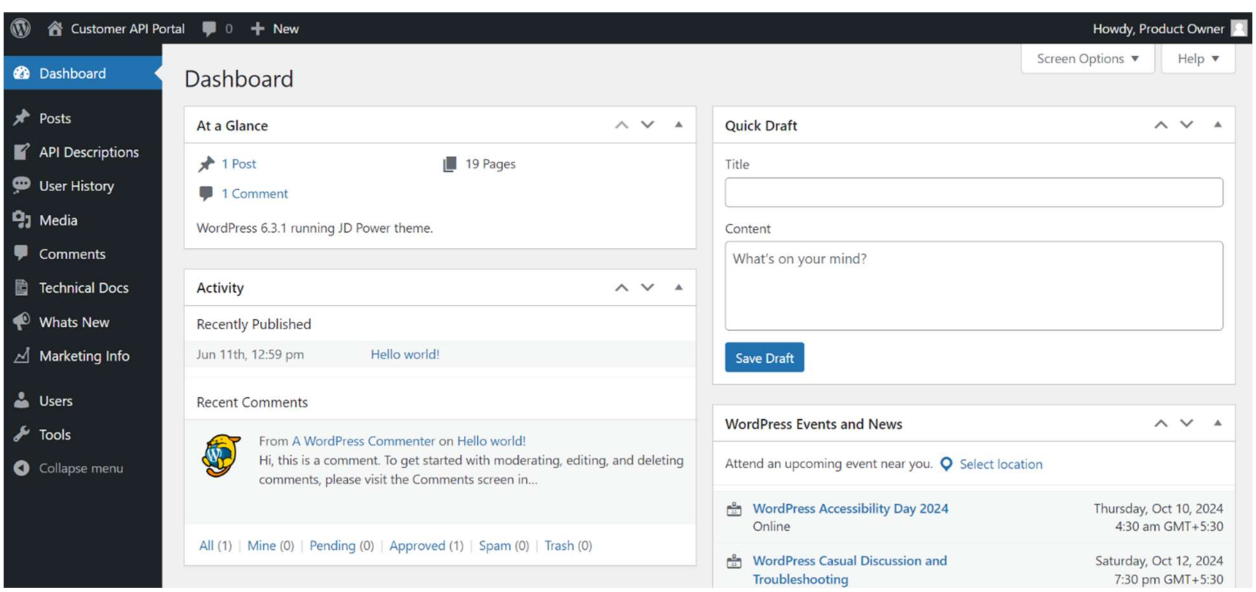
ABOUT THE PORTAL

The following provides a description of the areas you can access in the Portal.

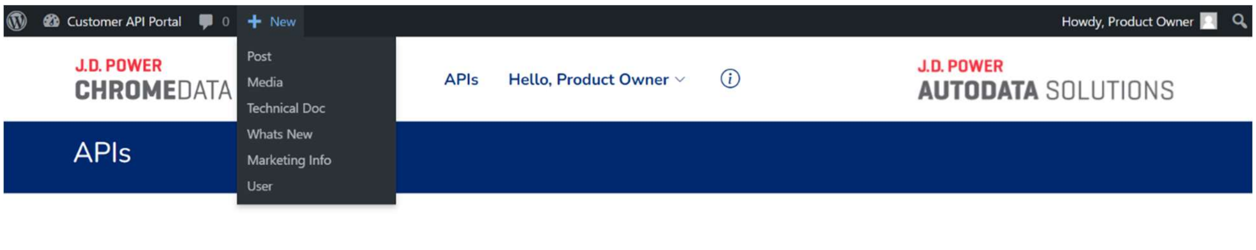
- **APIs:** Upon logging into the portal, your default landing page will show a list of your assigned APIs. It can also be accessed by clicking APIs link at top of page. On this page, you can scroll through the list of existing APIs or find an API by entering its name into the search field – search results are dynamic, so the list updates as you type. See The APIs Page for more information.



- **Dashboard (WP Admin):** Available from the top lefthand side of the page, hover over Customer API Portal and select Dashboard. This is where you can manage documents and information about the Portal and APIs. See Dashboard for more information.



- **New:** Located on the left of the top ribbon, hover your mouse over New to expand a menu of options, where you can quickly create and publish the following:
    - Post
    - Technical Doc
    - What's New
    - Marketing Info
    - User



- **User menu:** By clicking your username in the upper right, you can update your profile information. Hover over your name to expand a menu, which contains an additional option to log out.

Note: The Customer API Portal link in the left top ribbon changes its destination depending on the page you're on – if you're in your dashboard, the link takes you to the APIs page; if you're on the APIs page, the link takes you to your dashboard.

Dashboard

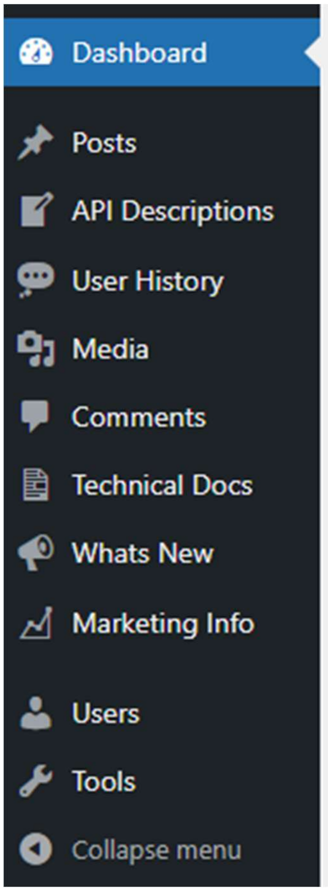
The dashboard is where you can view, manage, and create posts, API descriptions, and comments.

As a Product Owner, you are responsible for managing and creating content that appears on the following Portal pages:

- API Descriptions
- Technical Docs
- What's New
- Marketing Info

Additionally, you can add users and update your profile.

This section describes the tasks you can perform from the dashboard in more detail.



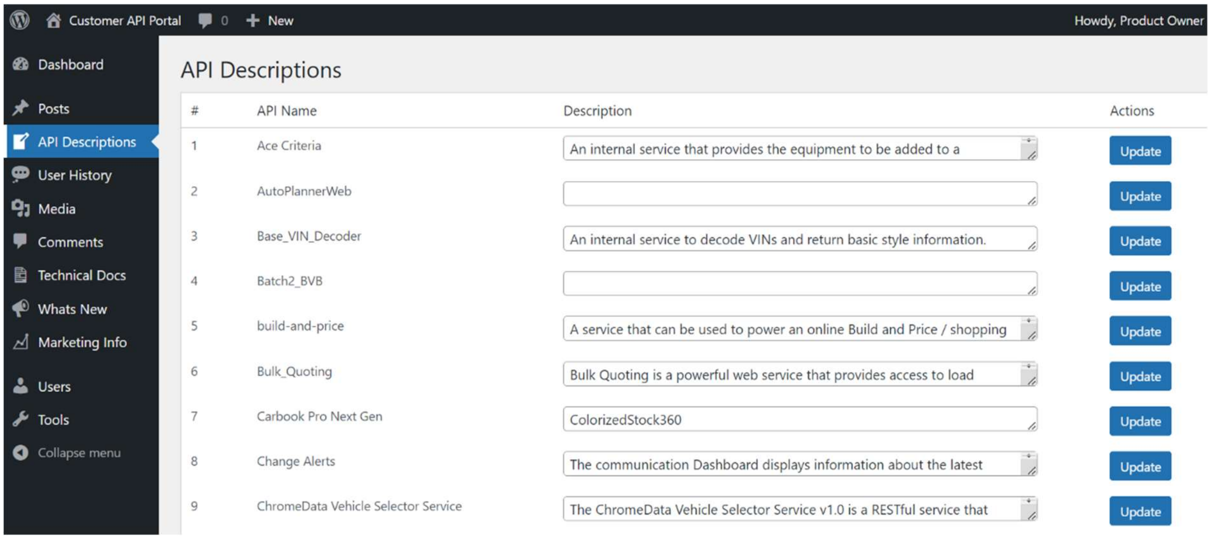
Adding and Managing Content

From the dashboard, you can view, create, and manage content related to a specific API.

You can create content to promote the API and highlight the changes of a new API version directly in the dashboard.

API Descriptions

Write a brief summary that helps customers determine which API they want to open. Use it as a sales tool to quickly communicate what the product is.



Technical Docs

Add and identify the documents that provide the information a developer uses to access the API service.

Note: The OAS and WSDL content is managed manually by members of the Tyk team.

What's New

Explain what's changed to an existing customer. This content is optional and will not display if you have not added content here.

Marketing Info

Add content that provides an overview of the web service. It should include a description of what an API does. It is the default page that opens when a user selects an API to view.

When the content or document applies to multiple APIs or versions of an API, you can select all of them in the API Versions section of the page.

To add a new document or page content:

1. Open your dashboard.*

2. From the left tab menu, select the type of document/content you want to add Technical Docs, What's New, or Marketing Info. **Note**: This determines where in the Portal it will be published and accessed by users of the associated API(s).

3. Click **Add New**.

4. Fill in the necessary fields with the content.

5. Select the **API Version(s)** the content is to be associated with. **Tip**: To select multiple API Versions (but not All), hold CTRL while clicking the desired API Versions.

6. Click **Publish**. Alternatively, you can click Save Draft if you aren't ready to publish yet.

Note: Instead of opening your dashboard, you can also hover your mouse over **+New** on the top ribbon while on the APIs page and select the content type you want to create.

To update/edit or add a document or page content to existing content:

1. Open your dashboard.

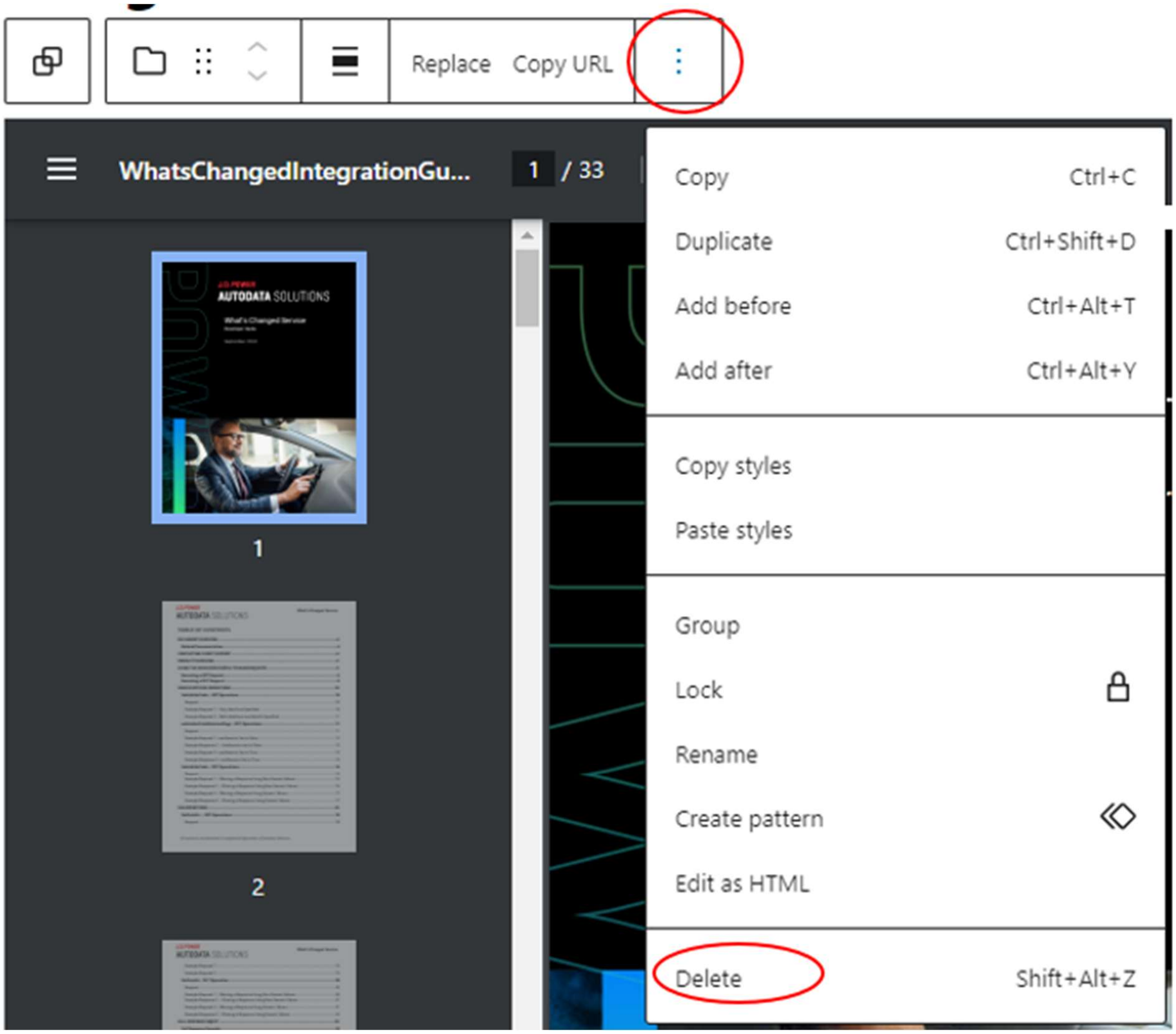
2. From the left tab menu, select the content type you want to update/edit –Technical Docs, What's New, or Marketing Info.

3. Hover the mouse over the article you want to update/edit to reveal editing options such as Edit (in both block and classic editor), Quick Edit, Track and View. Editing in block editor is preferred.

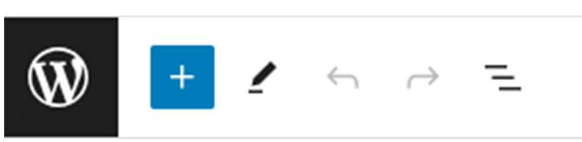
    - **Quick Edit** allows you to update the title, status, template, publish date, password protection and slug. Make the necessary changes and click **Update**.

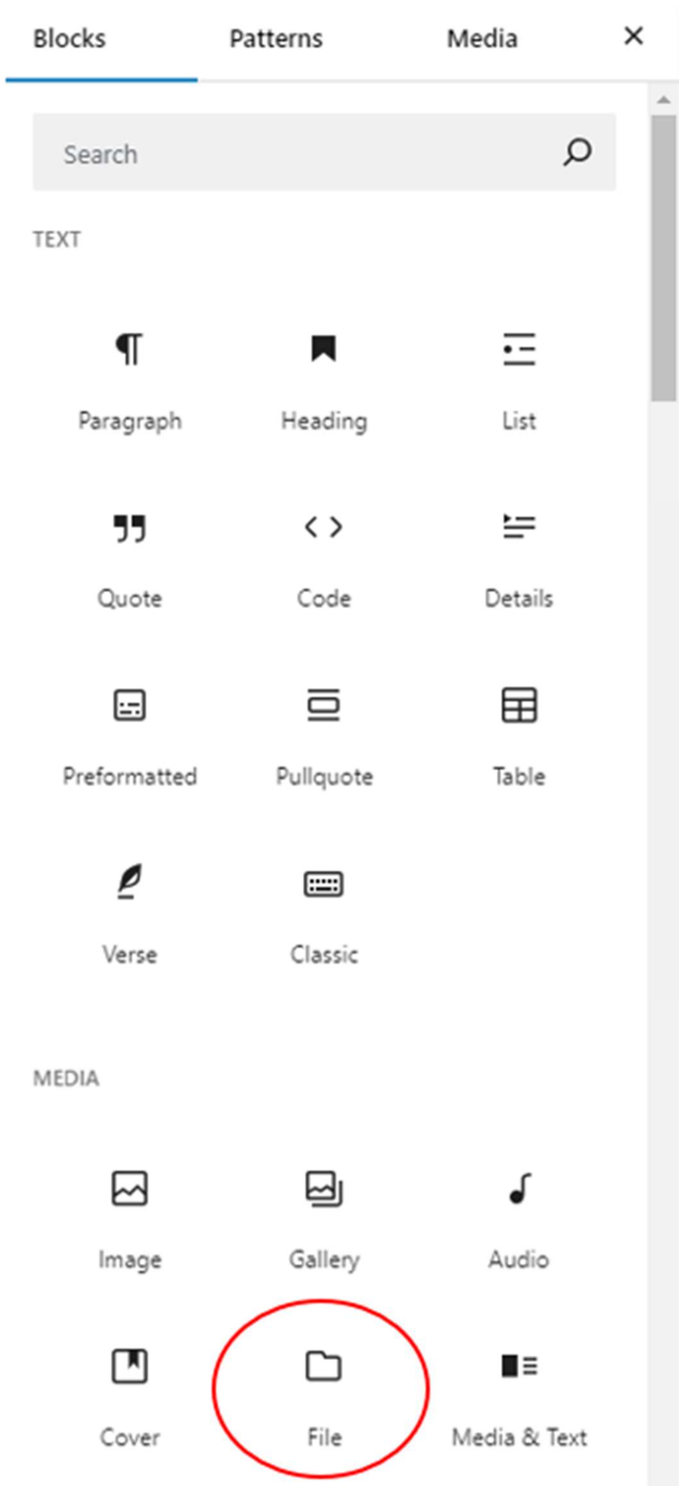
4. Click Edit (block editor)

- To **replace a current document**, delete current document, select the ellipses above the doc and select delete.

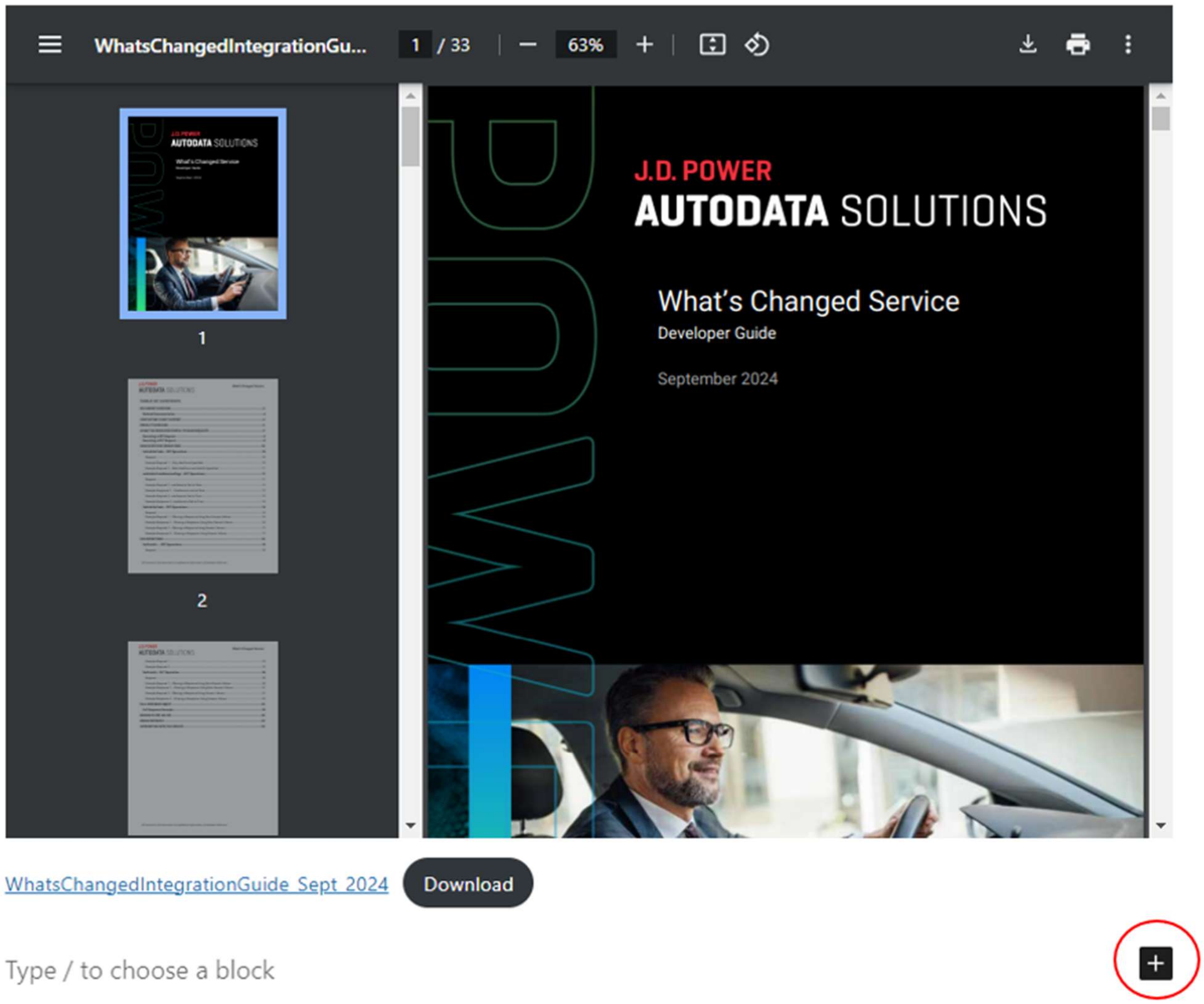


- Then select the [+] in upper left (toggle block inserter} – scroll down and select File within Media. Choose file to insert in its place.

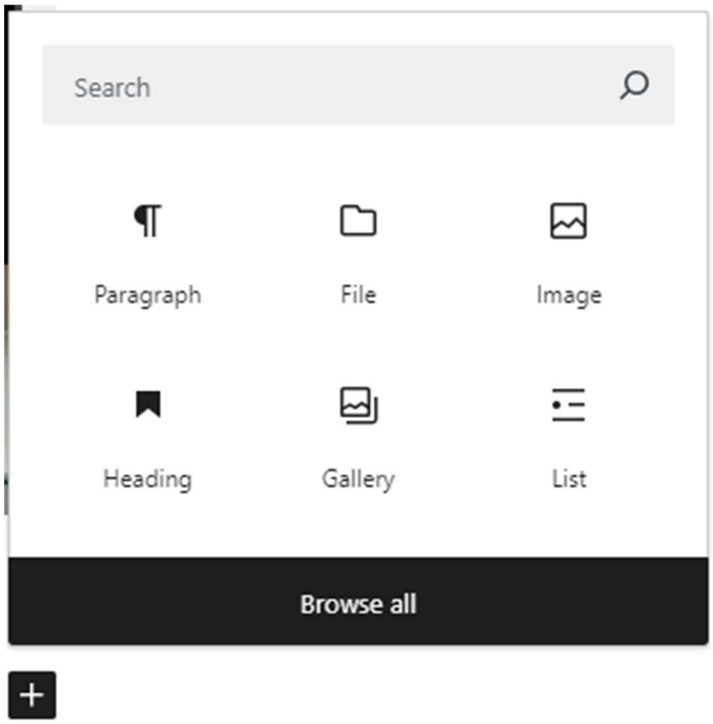


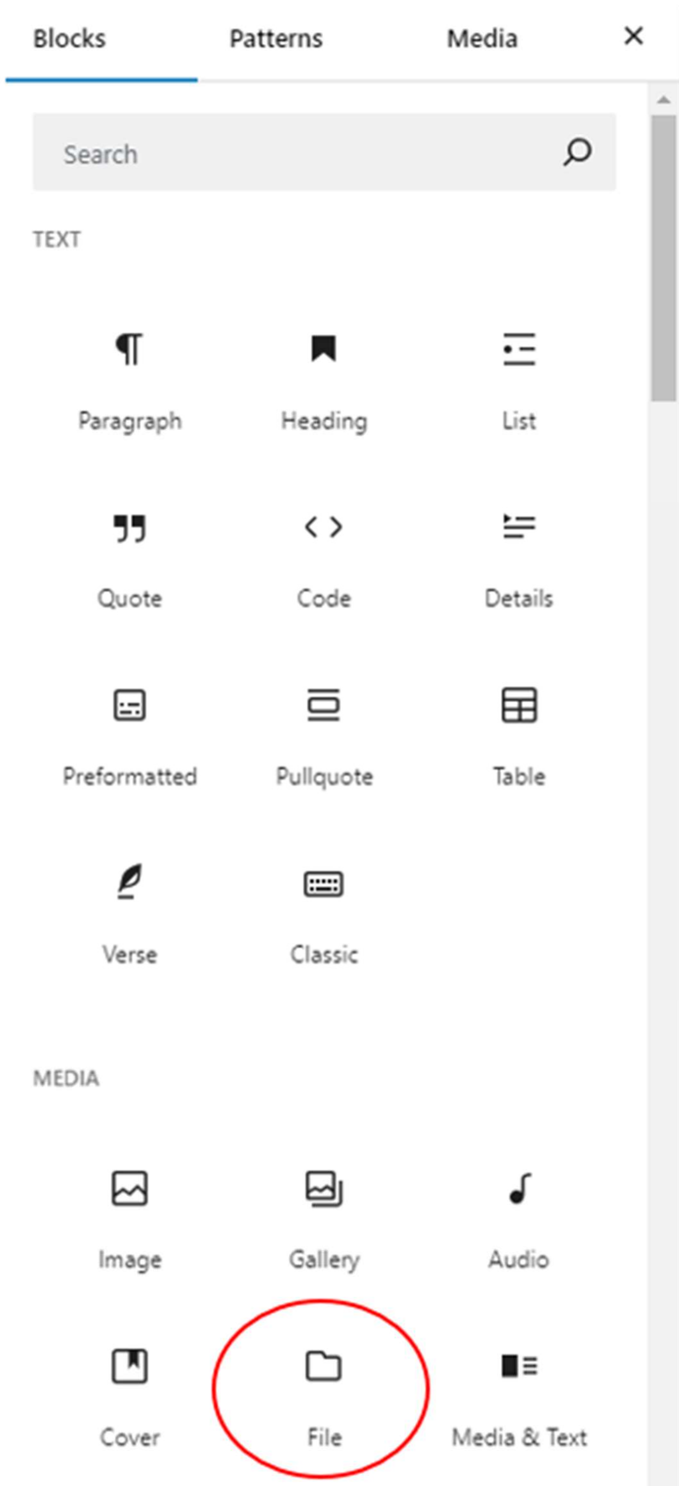

Blocks
Patterns
Media
Search
TEXT
Paragraph
Heading
List
Quote
Code
Details
Preformatted
Pullquote
Table
Verse
Classic
MEDIA
Image
Gallery
Audio
Cover
File
Media & Text

- To **add a document to a current document**, scroll beneath the document and click white space until you see Type/ to choose a block. Click within that area to display (+) at the right.



- This will bring up the insert block mini menu, select Browse all to see full menu. Scroll down and select File within Media.




Blocks
Patterns
Media
Search
TEXT
Paragraph
Heading
List
Quote
Code
Details
Preformatted
Pullquote
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Classic
MEDIA
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Audio
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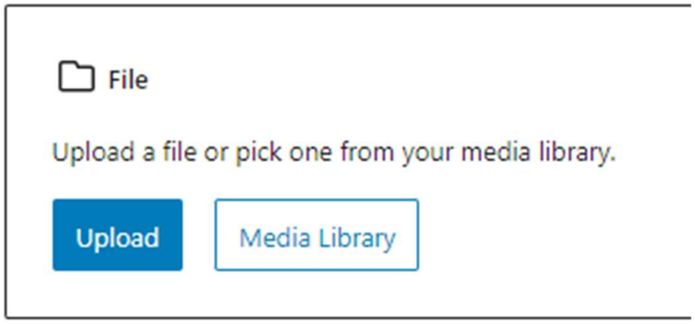
Media & Text

- Upload the file to insert beneath existing file.



- Once complete, select **Save**.

NOTE: For API Descriptions, only the description can be edited. You may do so by clicking in the description field and modifying the text there. Any new API descriptions need to be added by the Tyk team.

To delete content:

1. Open your dashboard.
2. From the left tab menu, select the content type you want to delete –Technical Docs, What's New, or Marketing Info.
3. Hover the mouse over the article you want to delete to reveal editing options.
4. Select **Trash**. The content is deleted.

Adding and Managing Users

You can add and/or manage users from your dashboard.

To add a new user:

1. Open your dashboard.
2. From the left tab menu, click **Users**.
3. Click **Add New User**.
4. Complete the required fields and then click **Add New User**.

New users receive a welcome email with a link to set up their password.

To manage a user account:

1. Open your dashboard.
2. From the left tab menu, click **Users**.

3. Within All Users, find the user(s) you want to edit and hover your mouse over their username to reveal options. You can:
    - Edit their information
    - Delete their account
    - View their account
    - Send a password reset

Note: You can also delete users from this section by selecting Trash in the editing options.

THE APIs PAGE AND ITS FUNCTIONALITIES

When you click the APIs link within the top section of the Customer API Portal, a page listing available APIs opens. The API Description you created in the Dashboard displays in the list to help identify the API's purpose.

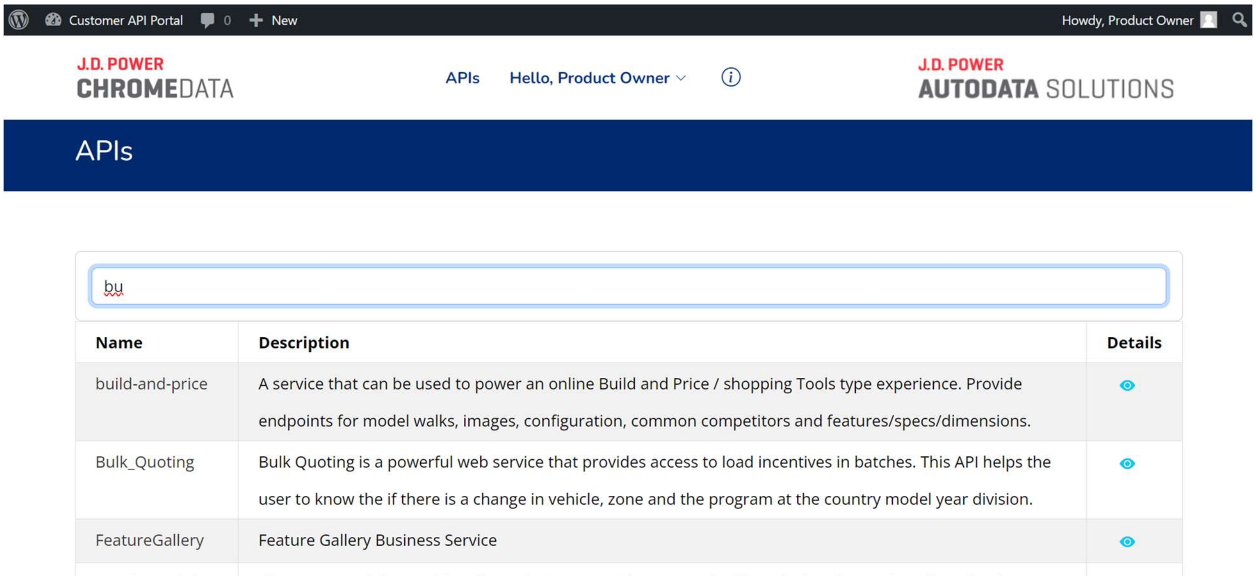
Clicking an API's corresponding eye icon under the Details column opens a page that may include the following:

- Marketing Info
- Technical Docs
- What's New
- Test Client
- Access
- Analytics

Click the links in the list above to learn more about each one

Search

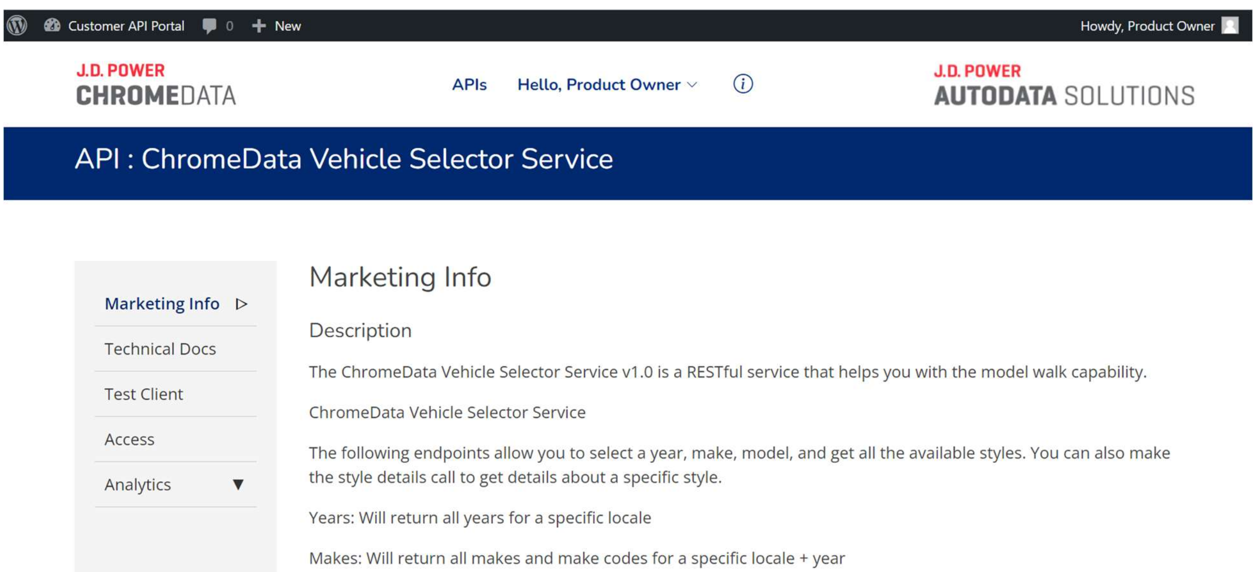
On the APIs page, you may search for any API. To do so, click within the "Search for API" box above the listed APIs and begin typing. As you type, your results will begin to show the APIs meeting your search criteria.



Marketing Info

This page provides the overview of the web service that you created in the Dashboard. It includes a description of what an API does and is the default page that opens when you select an API to view.

For details on creating and updating the Marketing Info, refer to Adding and Managing Content.



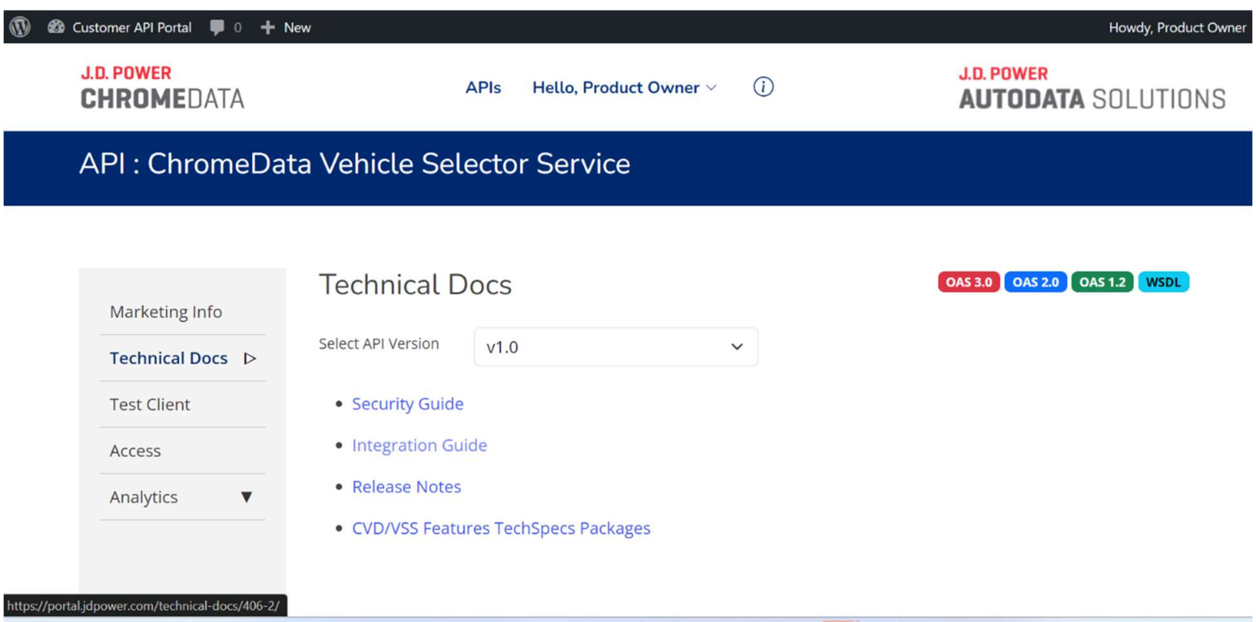
Technical Docs

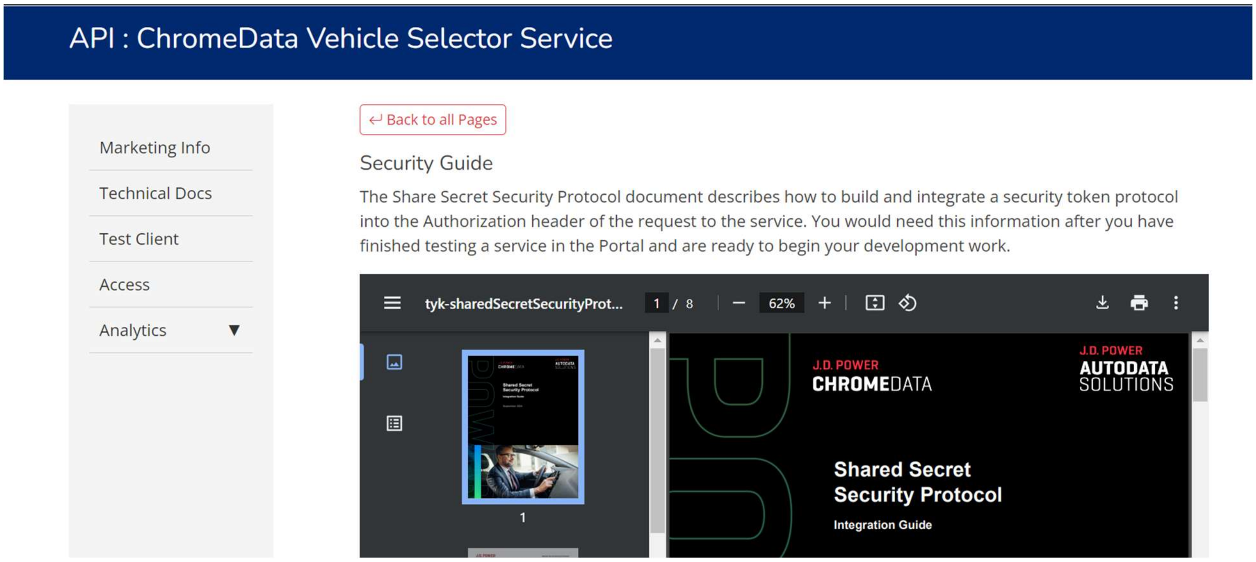
The documents on this page provide the information a developer uses to access the API service.

To view documentation associated with an API:

1. Open the APIs page.
2. Click the API you want to find documentation for.
3. Click **Technical Docs**. A list of existing documentation for the most recent API version displays.
4. If necessary, in the **Select API Version** menu, choose the API version you want to view.
5. Click the document. A page opens with the document embedded.
6. To download the document, click **Download**.

Note: Current and previous versions of the OAS (Open API Spec) and if available WSDL are available for download by clicking on their icons to the right of the Technical Docs sub-header.





For details on adding and updating the technical docs for an API, refer to Adding and Managing Content.

What's New

This is where you can view the news (when available) about a selected API, such as release notes, that you created in the Dashboard.

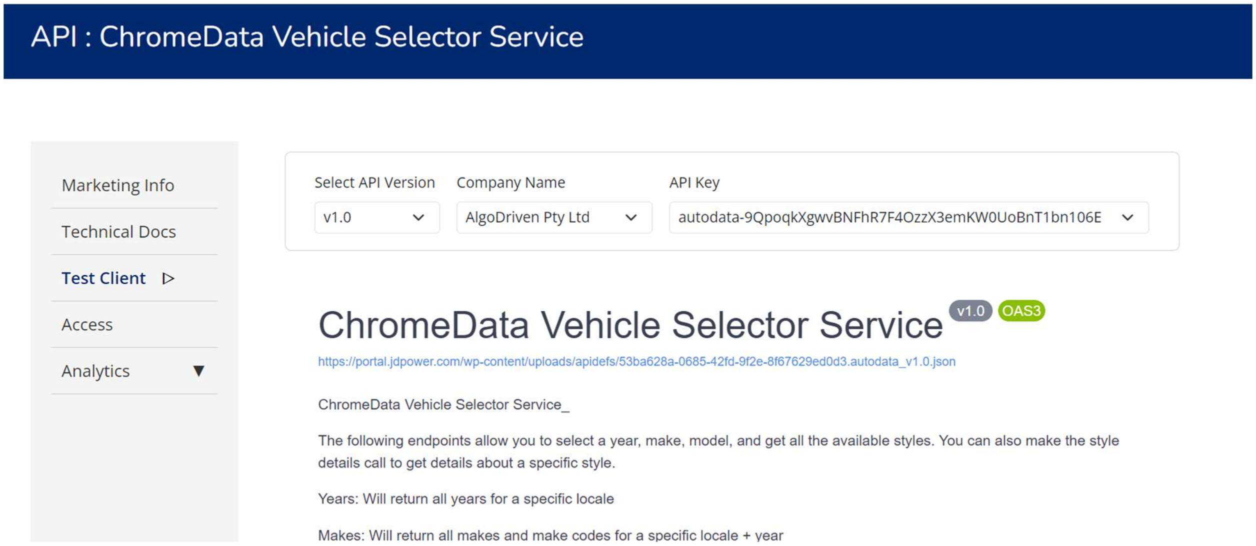
To view news associated with an API:

1. Open the APIs page.
2. Click the API you want to find documentation for.
3. Click **What's New**. A list of existing documentation for this API displays.
4. If necessary, in the **Select API Version** menu, choose the API version you want to view.
5. The content displays on the page.

For details on creating and updating the What's New content, refer to Adding and Managing Content.

Test Client

This is where you can test an API, using any of the customers and keys associated with it.

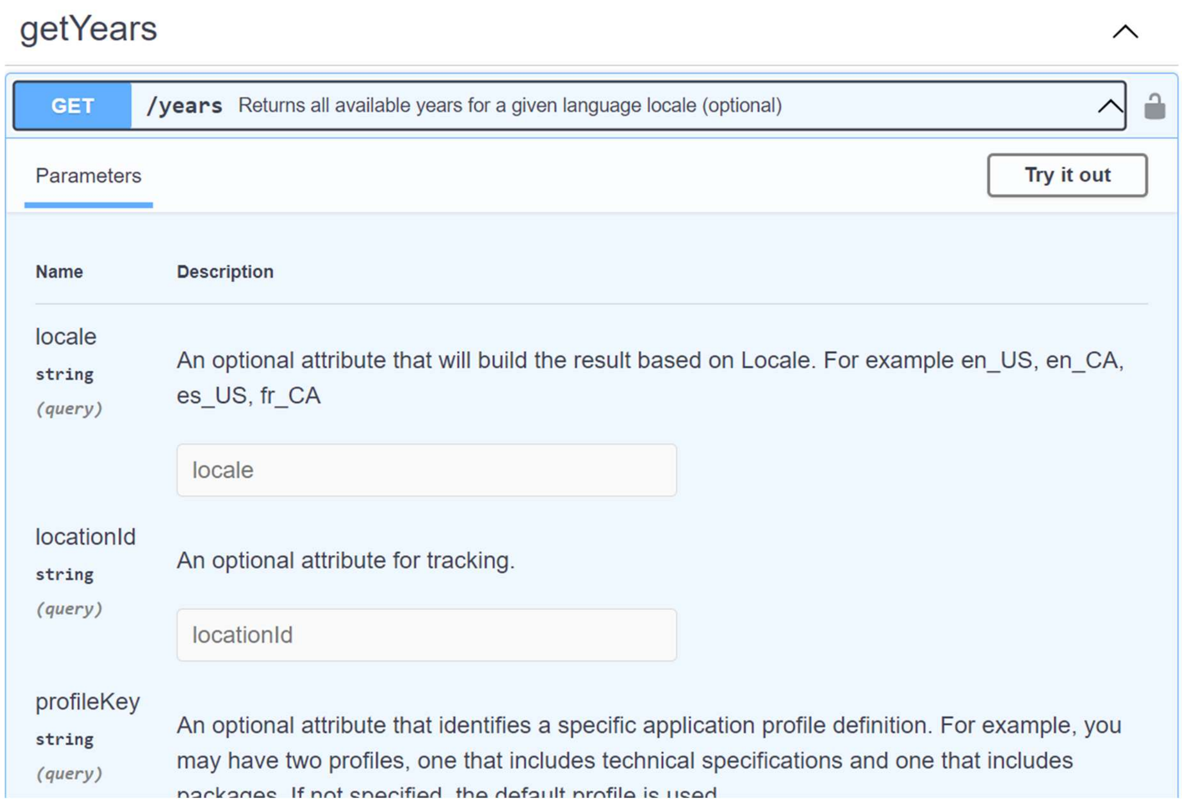


The API's Test Client page, with company and key selected. The .json link beneath the API name includes Open API details (formerly referred to as Swagger) defaulted to current version. The text beneath the link summarizes the types of operations available. These operations are displayed below on the page as expandable menus.

To test an API:

1. Open the **Portal**. The APIs page opens.
2. Find the API you want and click the eye icon associated with it (under the Details column).
3. In the left navigation menu, click **Test Client**.
4. On the Test Client page, select the API Version, Company Name and API Key.
5. Click the dropdown to expand the options for the type of API operation you want to perform.
6. Click **Try it out.** The text fields are now editable.
7. Enter the relevant information into the text fields.
8. Click **Execute**.

The request is sent, and response details are returned below on the page. The sample below shows the GET operation expanded.

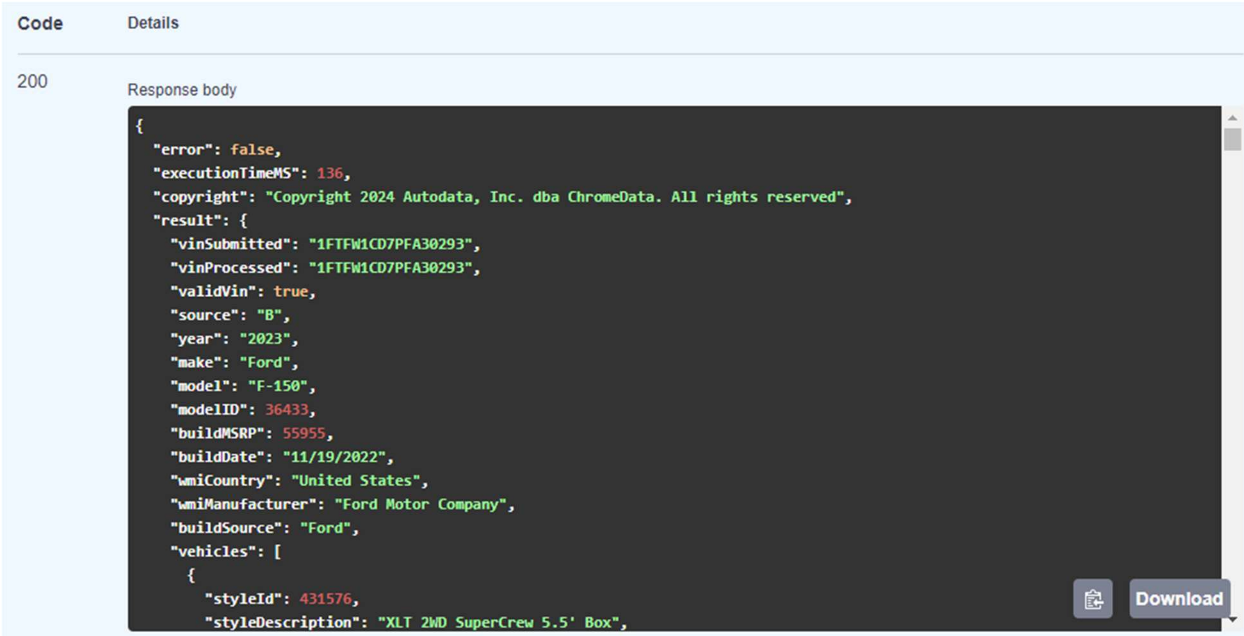


Downloading the Response

After you execute a request, you can download the response in json format.

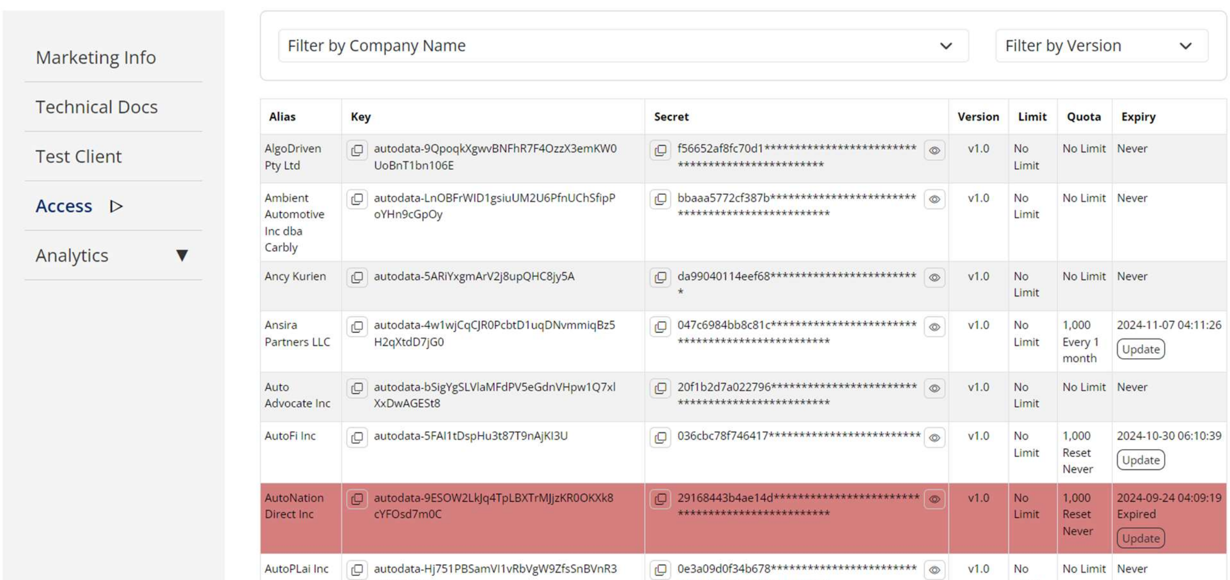
To download the response:

1. After executing a request, scroll down the Responses and find the server response code you want to download.
2. Click Download hovering in lower right of the Response body.
3. When the download finishes, open it from your browser or the Downloads folder in File Explorer to view it in Notepad.



Access

This page contains a list of customers who have access to the API (under the Alias column) as well as the API keys and secrets for each. You can also view the API version, and the customer's limit, quota and expiration date on this page. Use the information on this page to support a customer who might have lost their key or secret.



Alias	Key	Secret	Version	Limit	Quota	Expiry
AlgoDriven Pty Ltd	autodata-9QpoqkXgwvBNFhR7F4OzzX3emKW0UoBnT1bn106E	f56652af8fc70d1**	v1.0	No Limit	No Limit	Never
Ambient Automotive Inc dba Carbly	autodata-LnOBFrWID1gsiuUM2U6PfnUChSfipPoYHn9cGpOy	bbaaa5772cf387b**	v1.0	No Limit	No Limit	Never
Ancy Kurien	autodata-5ARiYxgmArV2j8upQHC8jy5A	da99040114eef68************************	v1.0	No Limit	No Limit	Never
Ansira Partners LLC	autodata-4w1wjCqCJR0PcbtD1uqDNvmmiqBz5H2qXtdD7jG0	047c6984bb8c81c**	v1.0	No Limit	1,000 Every 1 month	2024-11-07 04:11:26 Update
Auto Advocate Inc	autodata-bSigYgSLVlaMFdPV5eGdnVHpw1Q7xlXxDwAGESt8	20f1b2d7a022796**	v1.0	No Limit	No Limit	Never
AutoFi Inc	autodata-5FAI1tDspHu3t87T9nAjKI3U	036cbc78f746417************************	v1.0	No Limit	1,000 Reset Never	2024-10-30 06:10:39 Update
AutoNation Direct Inc	autodata-9ESOW2LkJq4TpLBXTrMJjzKR0OKXk8cYFOsd7m0C	29168443b4ae14d**	v1.0	No Limit	1,000 Reset Never	2024-09-24 04:09:19 Expired Update
AutoPLai Inc	autodata-Hj751PBSamVI1vRbVgW9ZfsSnBVnR3KKiZ7OECDq	0e3a09d0f34b678**	v1.0	No Limit	No Limit	Never

To copy a key or secret:

1. Find the key/secret you want to copy. **Tip**: Use the filters to help narrow the listings.

2. Click the **Copy icon** beside the key/secret name. The key/secret is in your clipboard.

					Never	
AutoNation Direct Inc	autodata-9ESOW2LkJq4TpLBXTrMJjzKR0OKXk8cYFOsd7m0C	29168443b4ae14d***	v1.0	No Limit	1,000 Reset Never	2024-09-24 04:09:19 Expired Update
AutoPLai Inc	autodata-Hj751PBSamVl1vRbVgW9ZfsSnBVnR3KKjZ7QECDq	0e3a09d0f34b678***	v1.0	No Limit	No Limit	Never
Autodata QA	eyJvcmciOiI2NDM4MGYxNGFkZGJiYTAwMDE4 [illegible]EiLCJpZCI6ImF1dG9kYXRhLTdEbjB2cF	7de4043326c0edb*********************** *	v1.0	No Limit	No Limit	Never
Autodata QA	autodata-7Dn0vpQQ9Z95pKcOwqdytv33	7de4043326c0edb*********************** *	v1.0	No Limit	No Limit	Never
Automotive Electronic Solutions LLC	autodata-nRnmslJYb9i3PPrzXnUNMFni1YfHUMWWdnq1ikSJ	4c252beb890bf0f**	v1.0	No Limit	No Limit	Never
Boost Acquisition Inc	autodata-HbC2qelwmbXQLYtjimLWn9fz48aTYkGc21QrQSjN	beee548f6a5260d***	v1.0	No Limit	No Limit	Never

Copy to Clipboard

Note: The secrets are hidden by default; to reveal a secret, click the eye icon beside the secret.

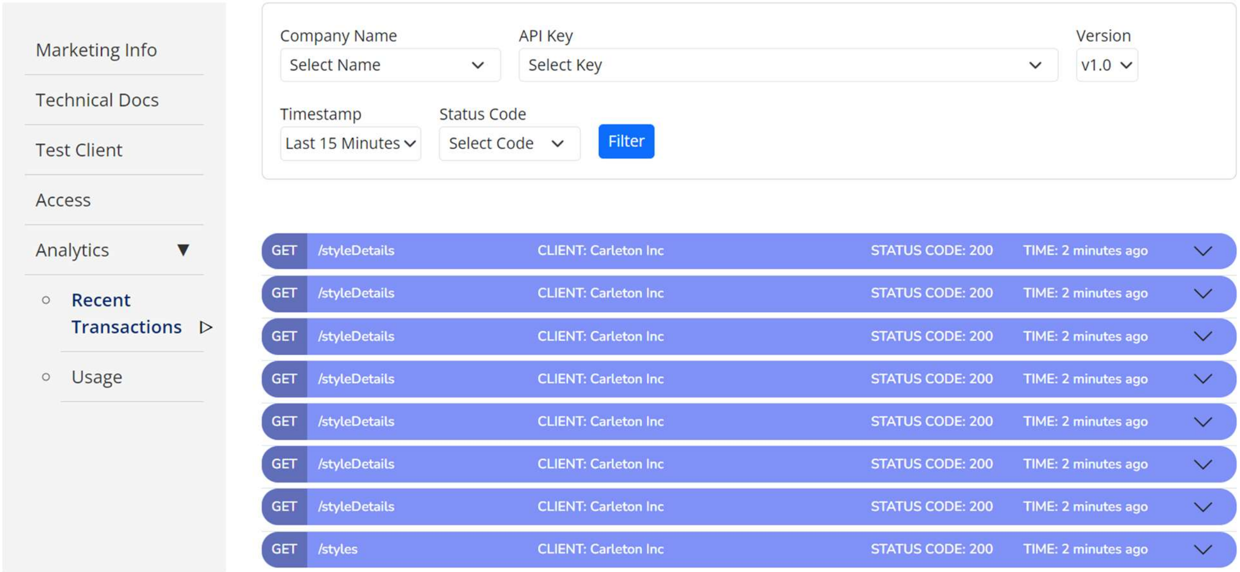
Analytics

There are two options under Analytics: Recent Transactions and Usage. This information helps you support customers because you can review their usage for billing purposes and help troubleshoot any issues they might have with recent calls.

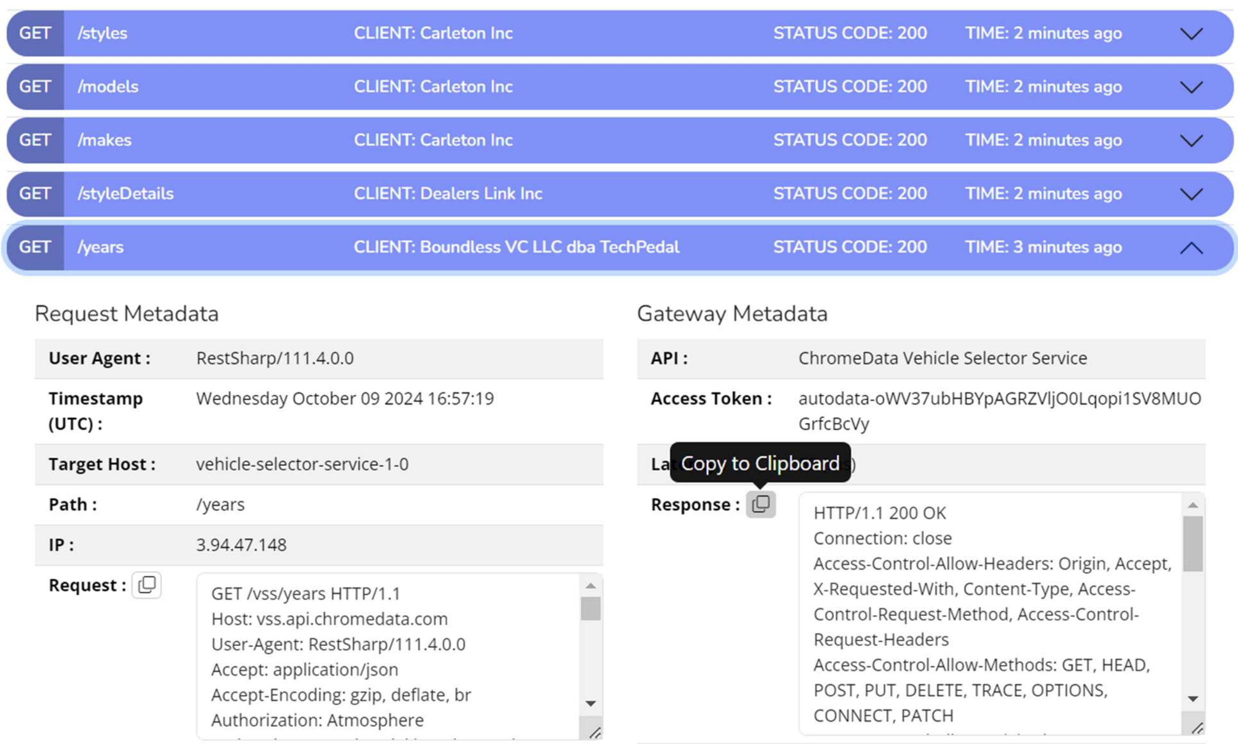
Recent Transactions

This is where you can see any recent transactions with the selected API for up to seven days. You can search for calls using the following filters:

- Company Name
- API Key
- Version
- Timestamp
- Status Code

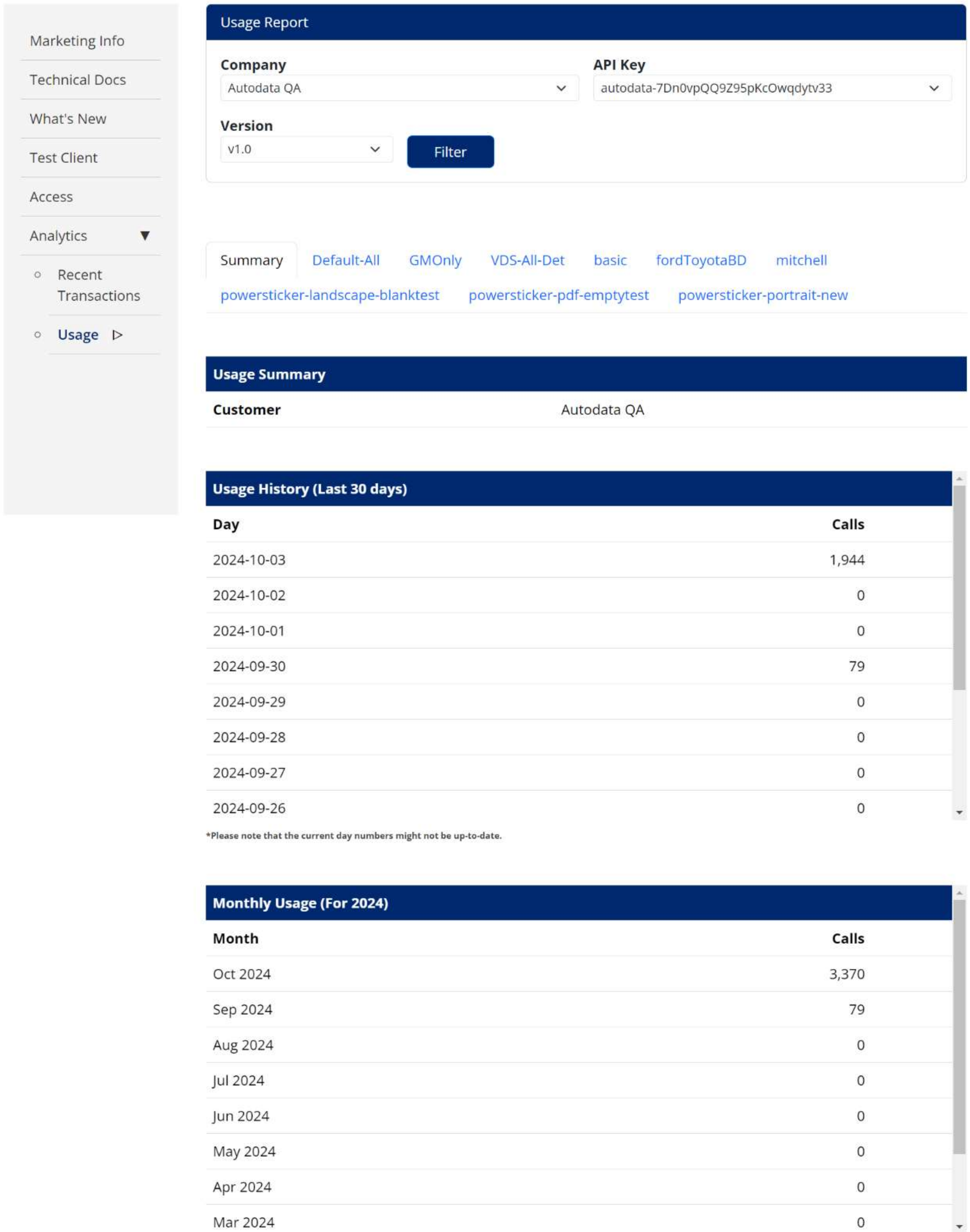


Search results are color-coded for each operation (i.e. "GET", "PUT", etc.). You can click a result to expand it and view metadata details about it. Use this information to help a customer troubleshoot an API call.



Usage

This page gives a summary of reports for calls made over the last 30 days as well as a monthly usage summary for the current calendar year. This summary report is for all the profiles attached to a given company. Tabs above the summary reports are the different profiles a company might have – click the tabs to see summaries for each profile.



Usage report for Trials

This page gives a weekly summary of reports for calls made over the trial period. This summary report is for all the profiles attached to a given company. Tabs above the summary reports are the different profiles a company might have – click the tabs to see summaries for each profile.

Note: The Usage report may not include today's transactions.

Roles

Different roles within the Portal have specific functionalities and access levels. Below are the main roles and their associated capabilities.

Customer Support

Customer Support members are responsible for assisting users with issues and inquiries related to the Portal. They have limited access compared to Product Owners and Developers.

Limited Access

Customer Support members can view API details and documentation but do not have permission to add, edit, or delete users/documents.

Assist Users

Provide help and support to users with issues related to API access, documentation, and other Portal functions.

Developer

Developers are users who have read-only access to API details, documents, and analytics. They get timely email alerts for their contract APIs.

API Access

Developers can access API details, upload and organize technical documents, and review analytics.

Add Team Members

Developers can expand their teams by adding new members, using first name, last name and email address; the new team member receives a welcome email with a link to set a password.

View/Edit/Delete Team Members

Developers can view a list of all team members for effective collaboration, can edit and delete all other team member accounts except primary developers.

Restrictions

Developers cannot delete the primary developer who created their accounts, ensuring the stability of the team structure.

Developers cannot delete their own accounts to prevent accidental loss of access and permissions.

Login and Dashboard Access

After logging in, Developers land on the APIs page, where they see a list of their contracted APIs with short descriptions. This list includes a quick filter to easily find/manage specific APIs.