

# Coaching Franchisees

...on logging into the **Franchisee Portal** using the [Forgot your password](#) link to get an initial password

## WHO: KAHALA EMPLOYEE

1. Using your Kahala Outlook username and password, log into the **Corporate Portal** to access the **Extranet**.

<https://corporate.kahalamgmt.com>

The screenshot shows the Kahala Corporate Portal homepage. The navigation bar includes links for Corporate, Franchisee Portal, AD Portal, and KTEC Online. The main content area is divided into four columns: Corporate Support, Kahala HR, Kahala IT, and Franchisee-Related. The 'Extranet Store Database' link under Corporate Support is circled in yellow.

## WHO: KAHALA EMPLOYEE

2. In the **Locations** menu, retrieve user records via search options at either the **Stores** link or the **Franchisees and Users** link.

The screenshot shows the Kahala Extranet search screen. The 'Locations' menu is highlighted, and the 'Stores' and 'Franchisees and Users' links are circled in yellow. The 'Stores' link is described as 'View details about stores' and the 'Franchisees and Users' link is described as 'View details about franchisees and users'.

### “Find Store” search screen

The screenshot shows the 'Find Store' search screen. The 'Find' button is circled in yellow. The screen includes a search bar for 'Enter Kahala #' and a 'Find' button. Below the search bar is a list of search criteria including Company, MTY ID, Description, Location Type, City, State, Zip, Country, External ID, Phone Code, Phone Number, Fax Number, Insurance No., Type, Format, Open Since, Transfers Since, Sort On, Include Closed Stores, Show Full Address, Include Count, and Include External ID.

### “Find Franchisee” search screen

The screenshot shows the 'Find Franchisee' search screen. The 'Search' button is circled in yellow. The screen includes a search bar for 'Brand' and a 'Search' button. Below the search bar is a list of search criteria including User Type, Name, Login Name, City, State, Zip, Phone Code, and Email.

*TIP: Enter only a few details and add as needed; for example, select Brand and enter last name. Too many facts to match end up with empty results...*

## WHO: KAHALA EMPLOYEE

3. On the user record, note the **Login Field** (aka username) and the **Email Field**.

The screenshot shows a user record. The 'Login' field is circled in yellow. The record includes fields for Initials, Login, User Type, Last Login, # Logins, Time Zone, Wants Mail?, Can Log In?, Account Expires, QSCE AD Company, Password Set?, Updated By, and Last Updated.

The screenshot shows a user record. The 'Email' field is circled in yellow. The record includes fields for Preferred, Profile, Name, Address1, City, State, Zip, Country, DirectPhone, CellPhone, Fax, and Email.

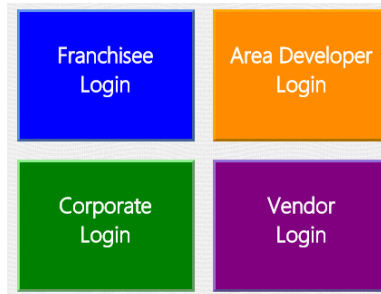
## WHO: KAHALA EMPLOYEE

- Direct the franchisee to the Franchisee Portal URL.

<https://portal.kahalamgmt.com>

## WHO: FRANCHISEE

At the *user type* screen, select the BLUE Franchisee Login option to advance to the login screen.



## WHO: FRANCHISEE

- At the *login* screen, enter **username** and click on **Forgot your password**

**NOTE:** *Forgot your username* is also an option for login help, but it takes more time—up to 24-48 hours.

User name: *Enter username*

Password:

☐ Sign me in automatically  
[Forgot your password?](#)  
[Forgot your username?](#)

Sign In

## WHO: FRANCHISEE

- At the *reset password* screen re-enter the **username** and enter the franchisee email (on file in the Kahala database). Click on **Reset Password**, and in minutes, a **temporary password** will be sent to that email address.

Username: *Re-enter username*

Email: *Enter email in Kahala database*

Reset Password

## WHO: FRANCHISEE

- Repeat Step 4.

<https://portal.kahalamgmt.com>

At the *login* screen, enter the **Username** and the **temporary password** (retrieved from franchisee's email inbox) and click on **Sign In**.

User name: *Re-enter username*

Password: *Enter temp password from email*

☐ Sign me in automatically

Sign In

## WHO: FRANCHISEE

- Once in the Franchisee Portal, click on **My Password** to change the temporary password to something of your choosing.

Take just a minute now to...

- Change your **preferred email address**, if applicable. Changes are quick and easy at the **My Address** link and take effect in Kahala systems immediately.
- Create **custom-access logins** for your key employees by clicking on **Employee Accounts**. There, you will select various options to create Franchisee Portal accounts for your Manager or other key employees, allow them to see/access/do only what you've selected.

