Mitchell1 Manager 5.9 Integration to the new First Call Online
1. Close Manager 5.9. *Program must be closed to correctly install the update.*

   NOTE: LOCATIONS WITH TWO OR MORE WORKSTATIONS WILL NEED TO HAVE THE NEW FIRST CALL BUTTON TURNED ON AT EACH WORKSTATION.

2. In your web browser’s address bar, type in managerfiles.com and hit enter.

3. Once at the Manager Files website, scroll down to line 31 and click on the link on the right side to run the install wizard. Once the install wizard is complete, re-open Manager.

4. On the top tool bar in Manager, click on Setup.

5. Go down to Special Maintenance.

6. In the Special Maintenance dropdown, select Toggle Catalog Availability.

7. Inside the Toggle Catalog Availability window find FirstCall. Click it to Off. Next, find FirstCall-New. Click it to On. Click Save & Exit.

   NOTE: FOR MULTIPLE WORKSTATIONS, REPEAT STEPS 1 THRU 7 AT EACH WORKSTATION.
8. Now go back to the top tool bar and select Setup again and then select Vendor Setup.

9. Find your existing O’Reilly First Call vendor record. Highlight it and click Edit. *Pay special attention to NOT click Delete – This will erase the vendor record!*

10. On the Edit Vendor window, click the Setup Link button.

11. Inside the Vendor link window click the Unlink button. Answer Yes to the next question.
12. Select the Setup Link button again. Choose FirstCall-New Link as the catalog.

13. Enter your new First Call Online Username and Password and click Ok.

Note: The Username and Password for logging into First Call Online directly is not the same login for Mitchell1 Integration. If you do not know what your Mitchell1 Username and Password is, please contact your local O’Reilly Representative for more details, or contact support at the number shown below.

14. Click the Ok button on the next two windows.
15. When you open an estimate or work order, your First Call Online button will now be linked to the new First Call Online.

If additional support is needed, please contact our First Call Support Team at 1-866-578-5997, Option 5 – Sales, Option 6 – First Call Support, or via email at fcallreg@oreillyauto.com.