# Stratacache Sign-in and Portal Operation Instructions

Based on FZ feedback, we've simplified the process for logging into the Stratacache portal by enabling single sign-on. Single sign-on allows users to login using their BK Gateway username and login without the need of remembering another username and password. These instructions will walk you through how to access the portal from BK Gateway and how user roles can be modified in FRUM according to your needs.
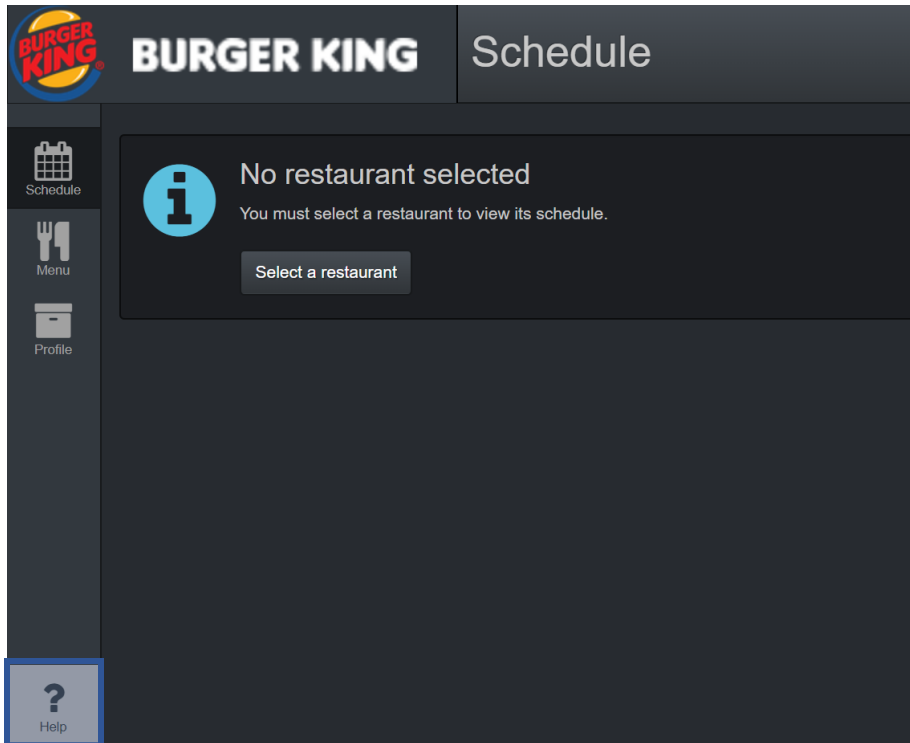
## Portal Access

1. Log-in to BK Gateway using your preexisting username and password
2. Select "Stratacache DMB Portal" from the apps drop down on the top menu
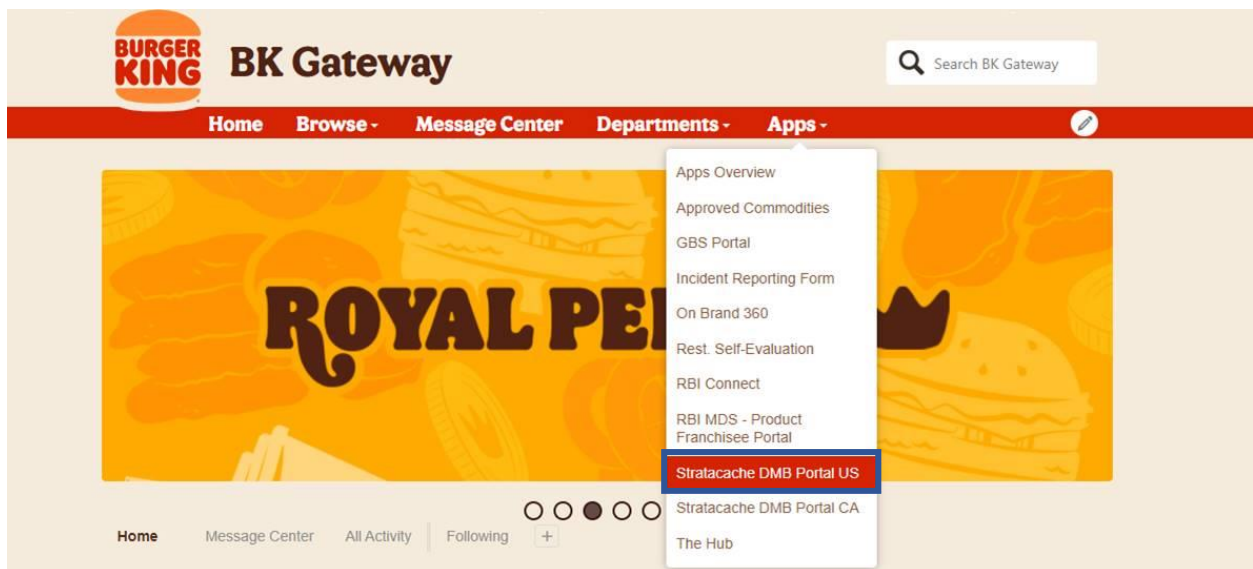


## How to Use the Stratacache Portal

The Stratacache portal was designed with a friendly UI for simple operation. Users who haven't accessed the portal are required to complete an automatic online tutorial. After completing the tutorial, please refer to help section to access the guide and FAQ before reaching out to Stratacache support.

Select the help button located at the bottom right corner

Select "Learn New Tricks" to access the help guide and FAQ
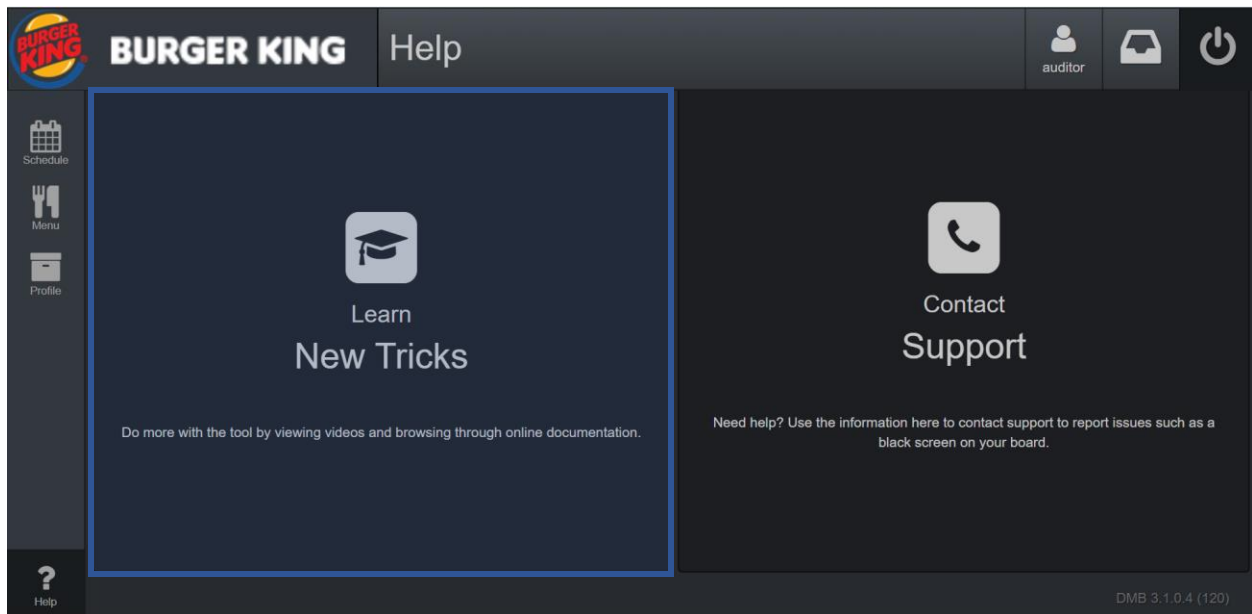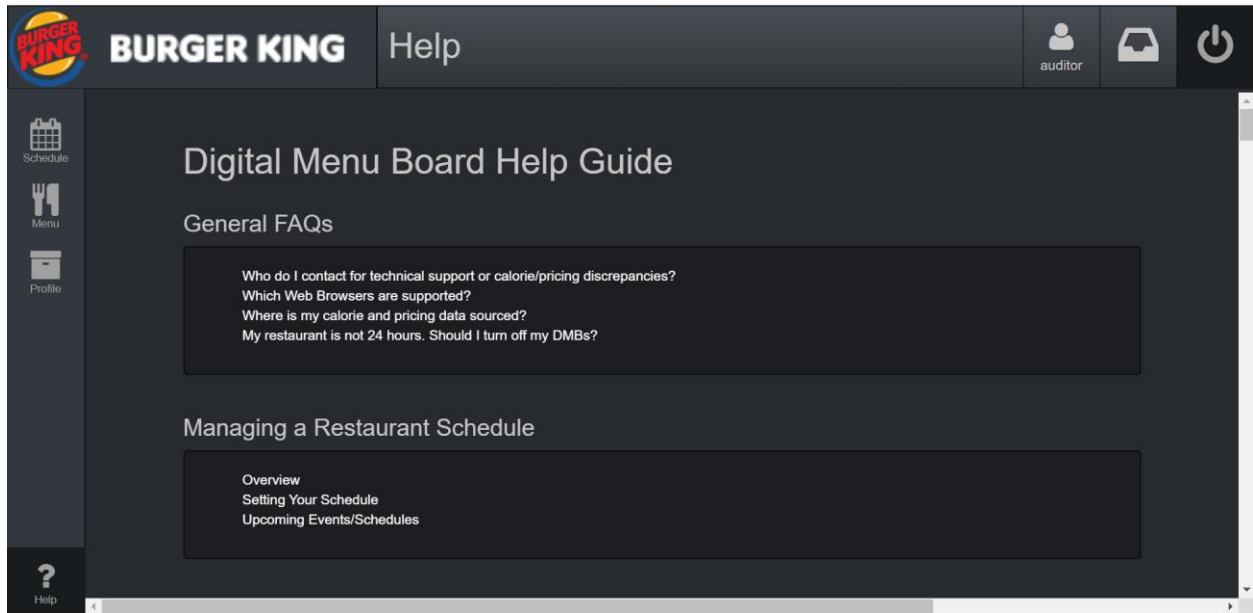
**Access/User Roles**

User access for restaurants is based on FRUM hierarchy assignment and the user role type. There are two types of user roles for the portal, edit and view access. Edit access allows users to modify menu board content, preview restaurant menu board, opt-in/opt-in, set screen power schedules, and more. Users with view access may access the portal but are unable to modify any settings or make changes. Access allocation is based on the pre-existing user roles in FRUM by default.

*Edit Access*
- Reporting Operator
- Reporting Administrator

View Access
- Vice-President Operations
- Director of Operations
- Multi-Unit Manager
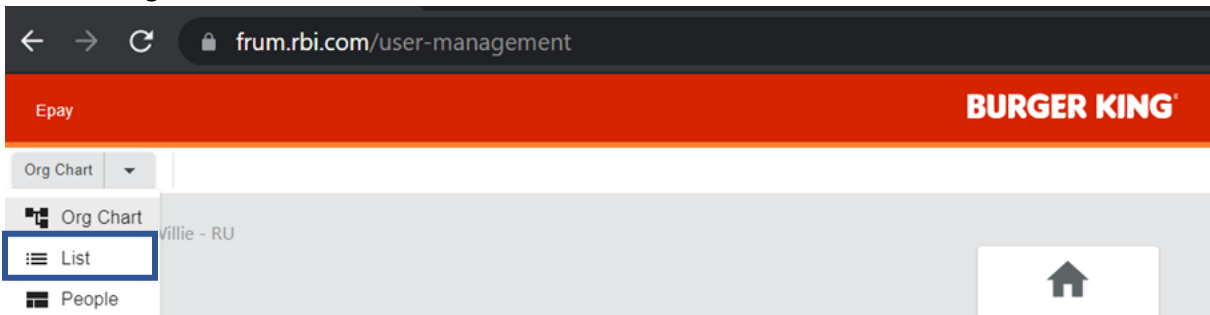- Restaurant Manager
- General User – Franchisee

In order to modify a user with view access to edit and vice versa, Reporting Operators and Reporting Administrators can do so on a user by user case. Below are the instructions to modify a user's access:

How to add Edit permission to a user in FRUM

1.  Access FRUM
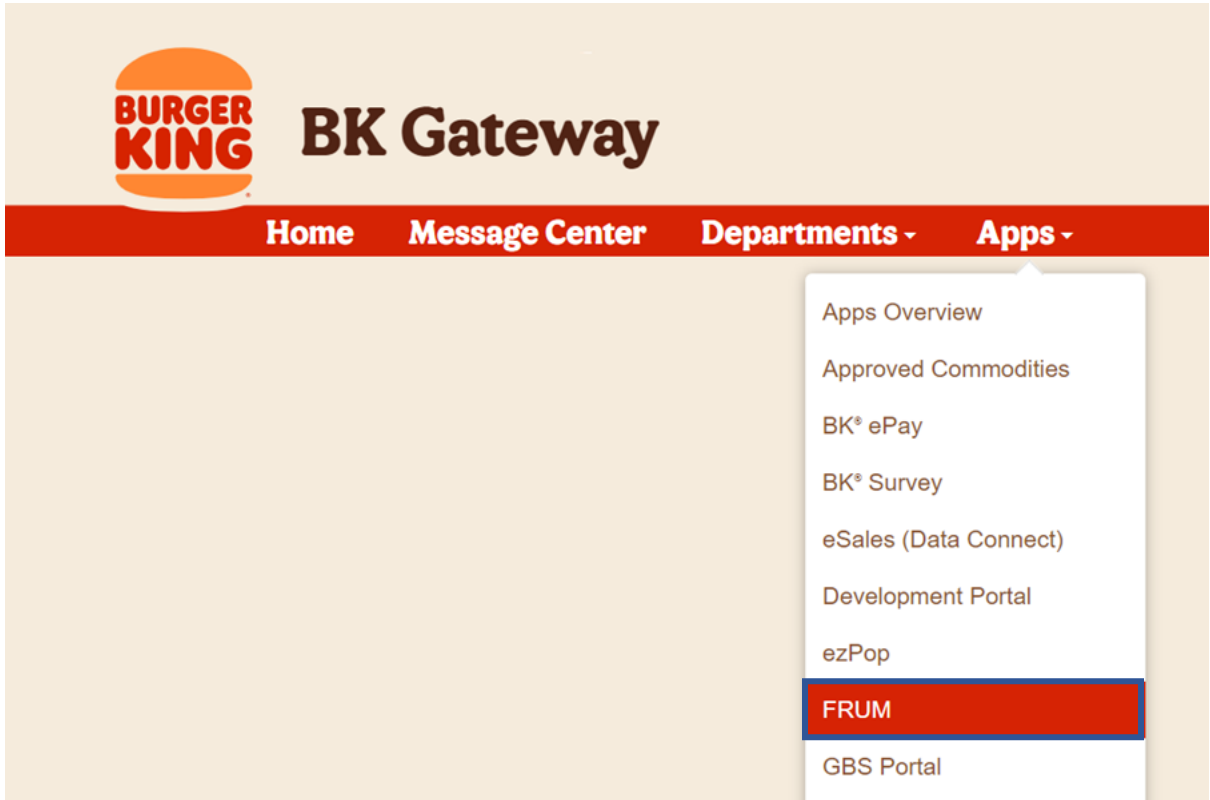


2.  Once there go to List View



3.  Select the pencil icon next to a user to edit their permissions

4. Once the Edit window is opened, click the Modify Permissions Button



5. Make sure the Edit Menu Board Permission is checked and click save

How to remove Edit permission to a user in Franchise Organizer

1.  Remove by simply unchecking the 'Edit Menu Board' permission



## Support

For access issues, please reach out to GBS first to confirm that FRUM is properly set-up for the user experiencing issues.

GBSRequest@rbi.com

Stratacache should be contacted for issues related to the portal after access is granted.

Email: support.bkcusa@stratacachedmb.com
Toll-free Phone: 877-338-7683, Option 1