

MYJOHNDEERE OPERATIONS CENTER

VALUE GUIDE

CLICK THE ARROW TO GET STARTED



MyJohnDeere Operations Center

Value Guide Menu



**MyJohnDeere
Overview**



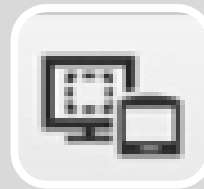
**Agronomic
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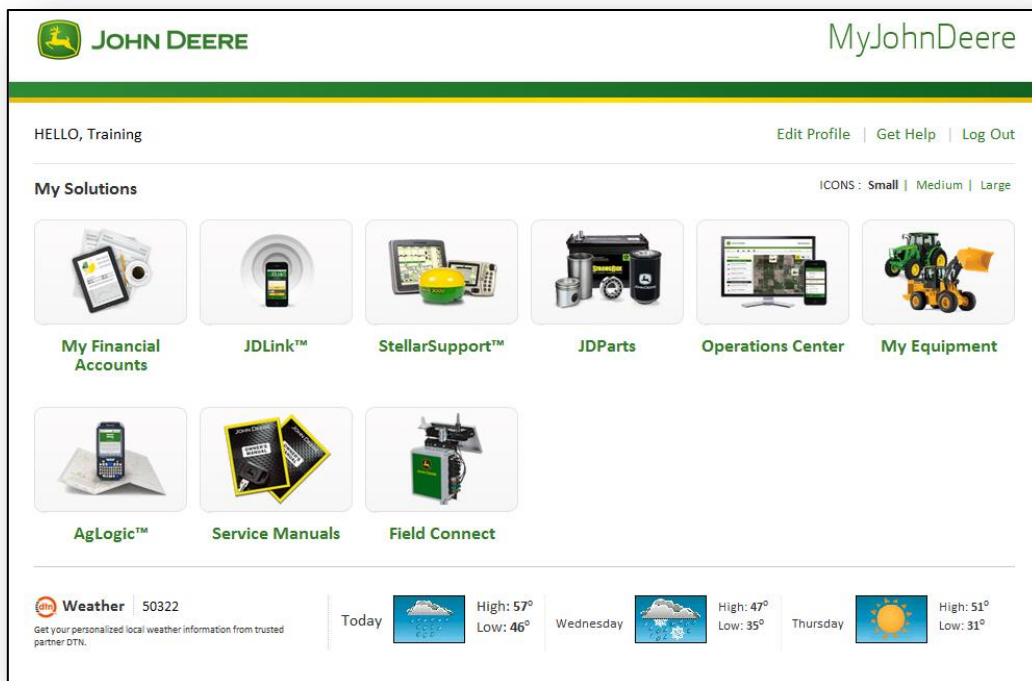
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To get started, choose a section to review or explore all the new features by using the arrows below

MyJohnDeere Operations Center Overview



MyJohnDeere

MyJohnDeere.com is the new platform for products and services that will help you improve machine uptime, logistics management, and agronomic decisions. As new products and services are made available in the future, you will be able to access them from this single, user-friendly website. The Operations Center is where you will manage your day to day business, including Equipment, Land, Staff and Agronomic Data.

Operations Center Features Include:

- ☐ Account Management Processes
- ☐ Agronomic Decision Support Tools
- ☐ Wireless Data Transfer
- ☐ Remote Support Tools

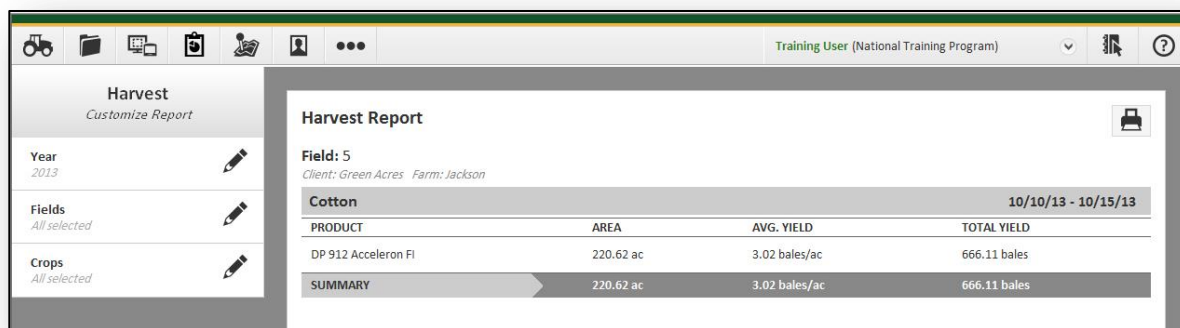


Agronomic Decision Support Tools

MyJohnDeere offers many Agronomic Decision Support tools within the Operations Center. These tools include:

- ☐ Reports
- ☐ Equipment List
 - ☐ Terminal Retrieval Process
 - ☐ Search bar Functionality
- ☐ Fields
 - ☐ Boundary Management
 - ☐ Field Analyzer
 - ☐ Field Compare
 - ☐ Difference Maps
- ☐ Maps
 - ☐ Location History
 - ☐ Map Layers
 - ☐ Field Flags

Reports



Harvest Report			
Field: 5			
Client: Green Acres Farm: Jackson			
Cotton			10/10/13 - 10/15/13
PRODUCT	AREA	AVG. YIELD	TOTAL YIELD
DP 912 Acceleron FI	220.62 ac	3.02 bales/ac	666.11 bales
SUMMARY	220.62 ac	3.02 bales/ac	666.11 bales

There are three types of reports currently available through the Operations Center:

- ☐ Remote Display Access Usage Report
- ☐ Seeding Report
- ☐ Harvest Report

Agronomic Decision Support Tools

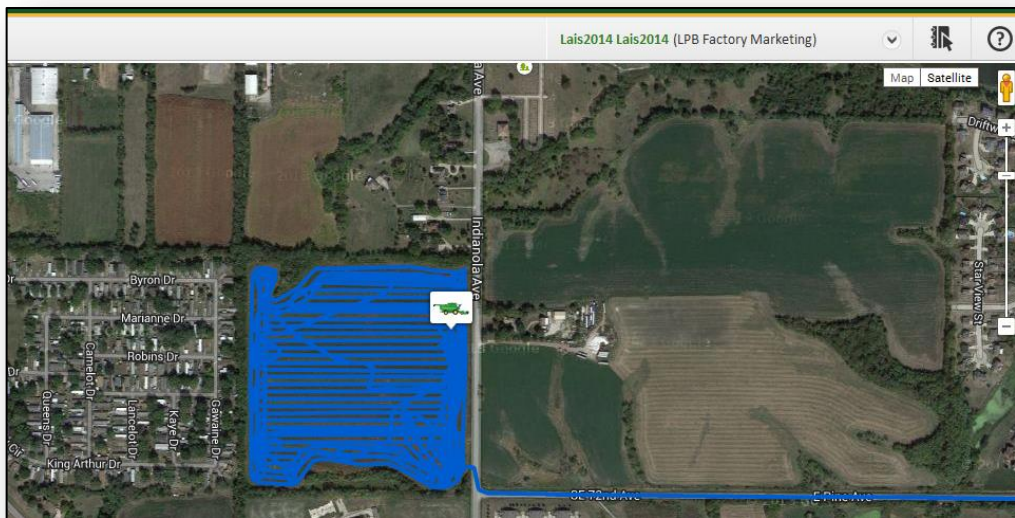
Map



The Operations Center Map offers many additional features, including:

- ☐ Location History
- ☐ Map Layers
- ☐ Field Flags

Location History

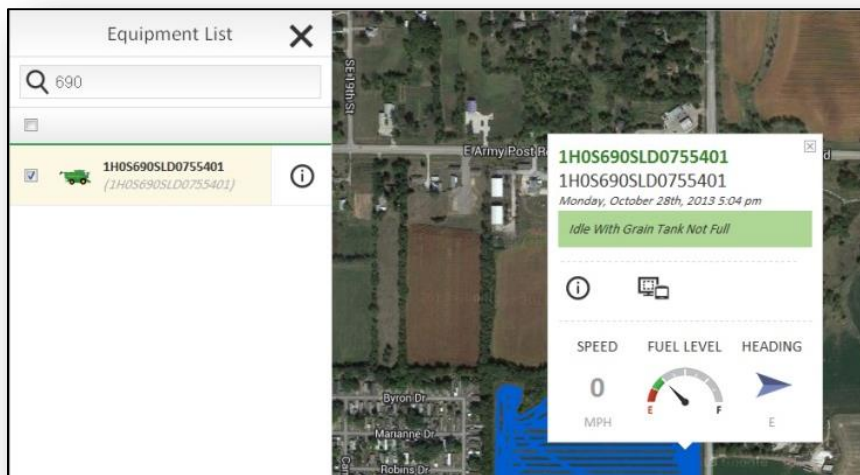


John Deere Location History enables all JDLink™ subscribers to remotely monitor the productivity of their machines during field operation. Users can monitor machine location, machine state, fuel level, heading, and path based on last known vehicle position. Location History uses information gathered from the machine to display the machine's path on the map.

Agronomic Decision Support Tools

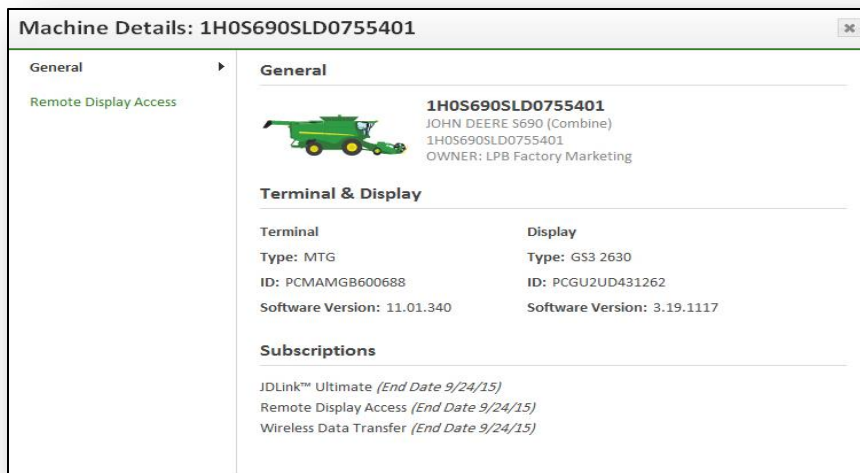
Equipment List

By selecting the 'Locate' option from the Equipment List, you can view the machine's geographic location on the map.



By selecting the 'Machine Details' option from the Equipment List, you can access machine information such as:

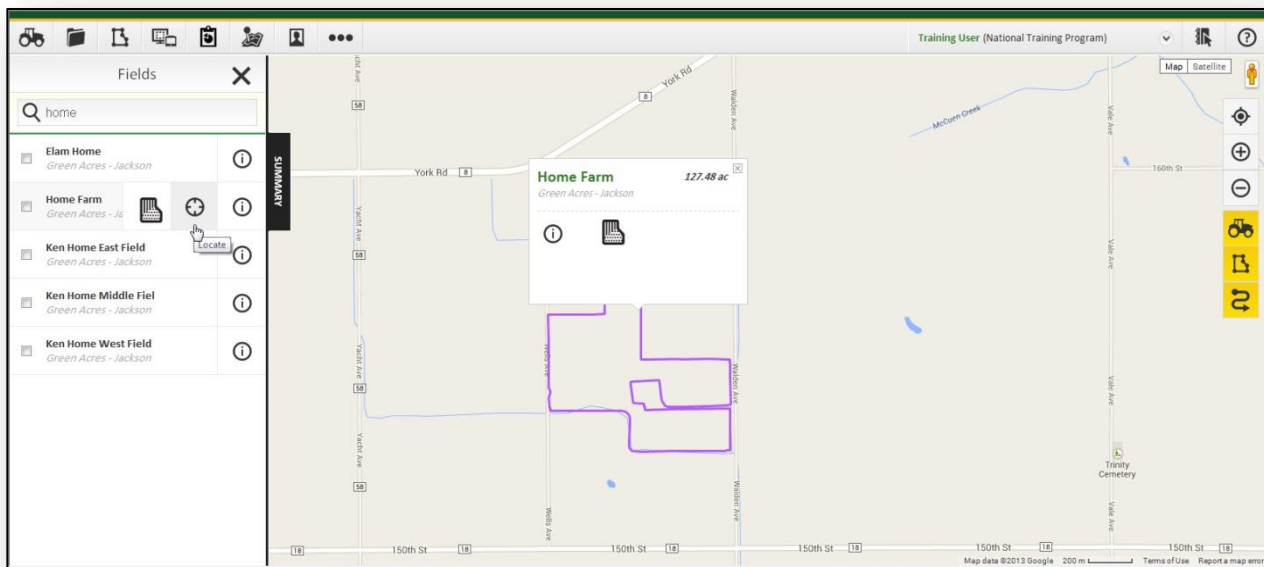
- ☐ General information about the machine
- ☐ Model, serial number, and owner
- ☐ Terminal and display information
- ☐ Current subscription information



Agronomic Decision Support Tools

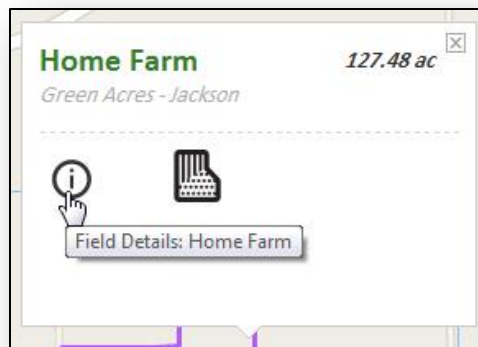
My Land

By selecting the 'Locate' option from the Field List, you can view the field's geographic location on the map.



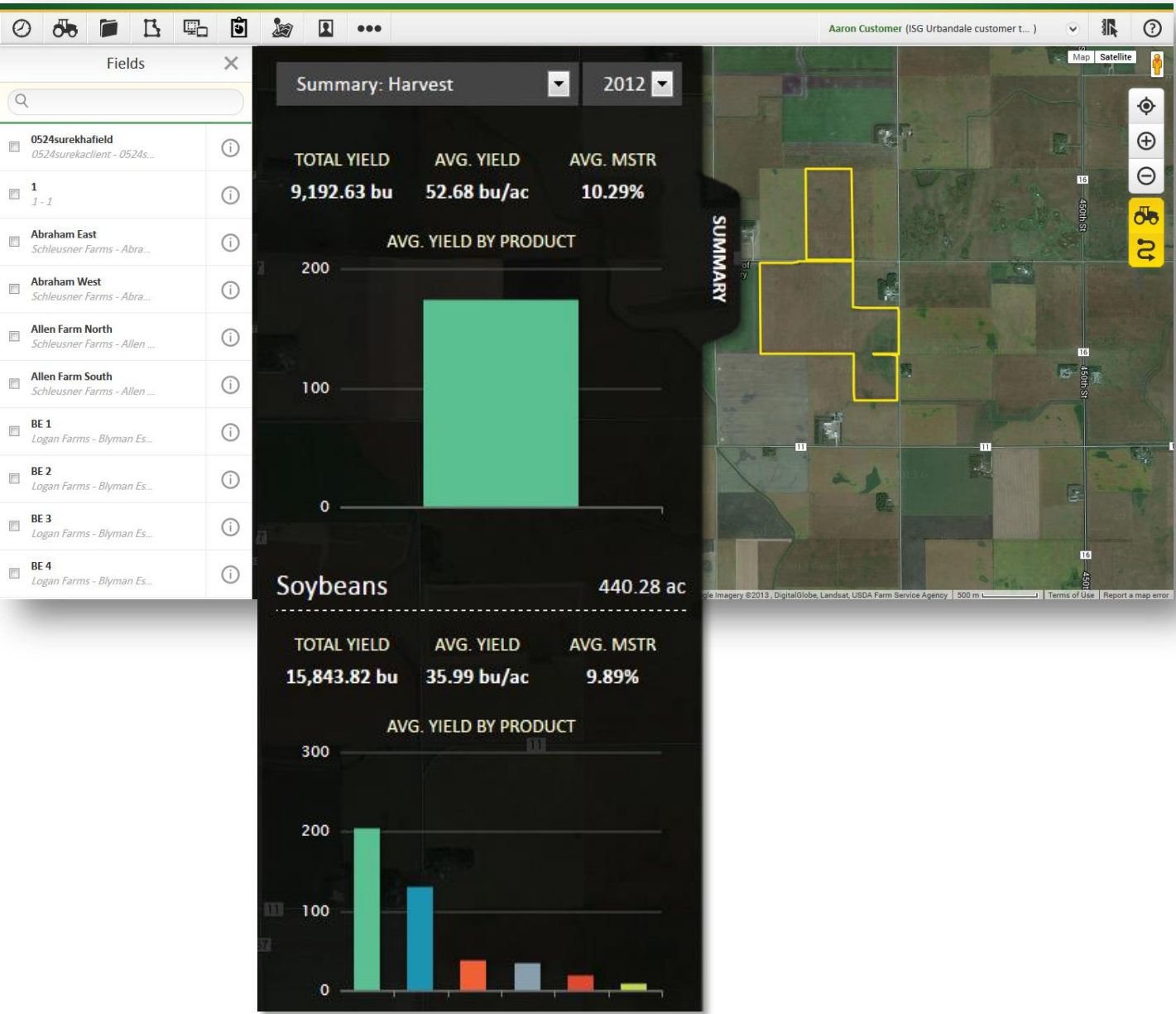
By selecting the 'Field Details' option from the Field List, you can access field information such as:

- ☐ General information about the field
- ☐ Field Analyzer
- ☐ Boundary Management



Fields- Summary Tab

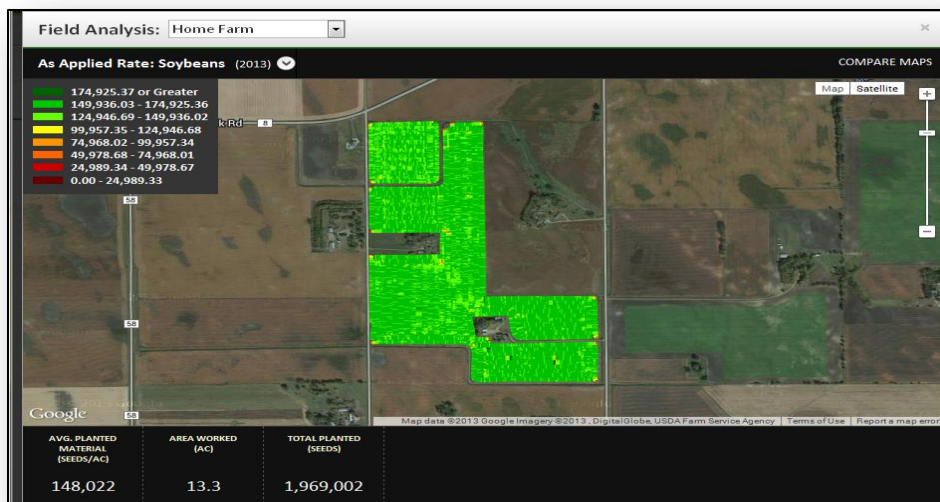
To the right of the Fields panel, you will see a Summary Tab. This tab will expand when clicked to show summary information on the latest field operations performed, such as harvest.



Agronomic Decision Support Tools

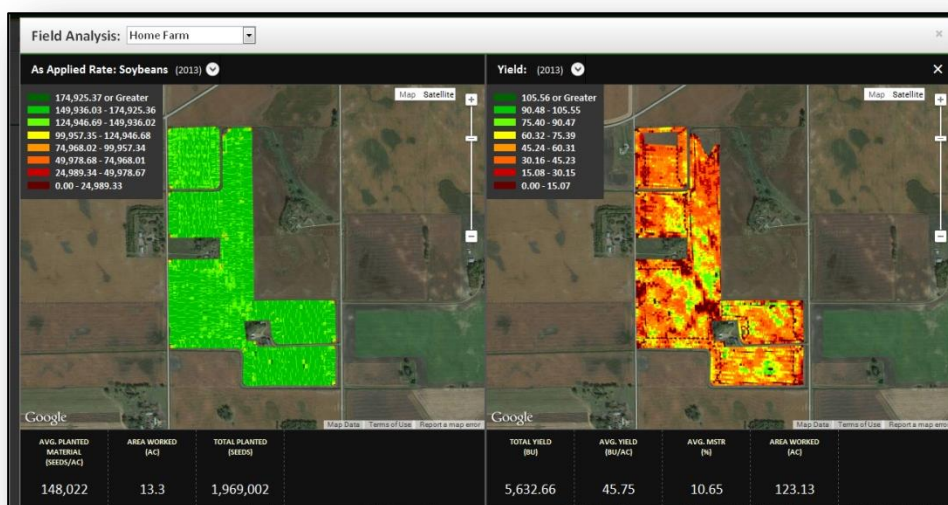
Field Analyzer

By selecting the 'Field Analyzer' option from the Fields List, you can view the field's operational data layers over the map.



Compare Maps

By selecting the 'Compare Maps' option in the upper right-hand corner of the Field Analyzer page, you can view two operational layers for the same field side-by-side.

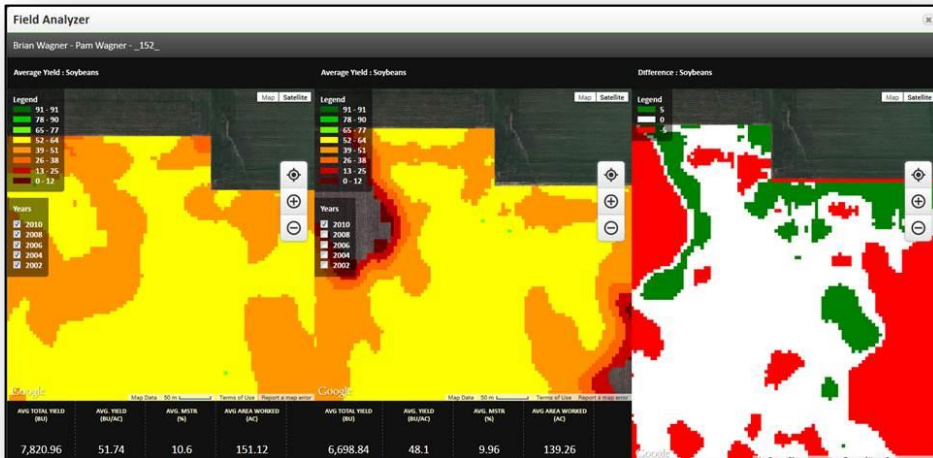


Agronomic Decision Support Tools

My Land – Difference Map

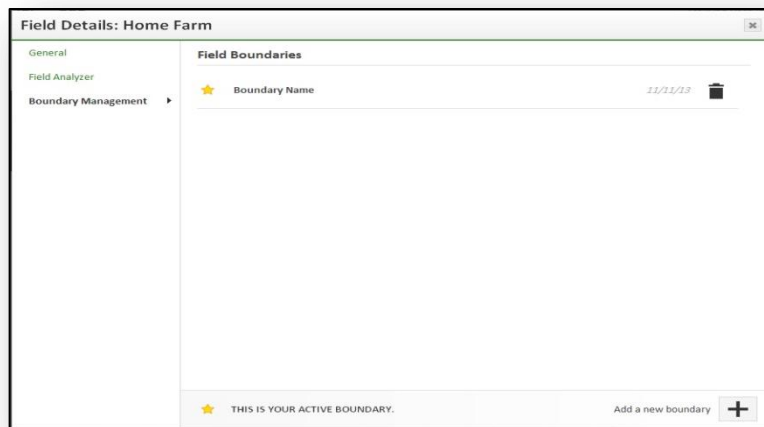
The difference map highlights areas of the field where yield increased and decreased. The difference map uses the following color legend:

- ☐ **Green** - Yield increases at or above 5%
- ☐ **Red** - Yield decreases at or below 5%
- ☐ **White** - Everything outside the green and red parameters



My Land – Boundary Management

By selecting the 'Boundary Management' option from the Field Details page, you can create, edit, and delete exterior field boundaries using existing operational data.



John Deere Wireless Data Transfer Overview

John Deere Wireless Data Transfer

John Deere Wireless Data Transfer helps save time, money, and increase productivity by enabling the cellular transmission of setup, prescription, and documentation data files between the office and the GreenStar™ 3 2630 Display in the machine. WDT can be initiated from the Operations Center on a desktop or mobile device, and from farm management information software like Apex™. Being able to plan, document, and analyze information from anywhere gives flexibility and access to tools needed to make better decisions.

Features Include:

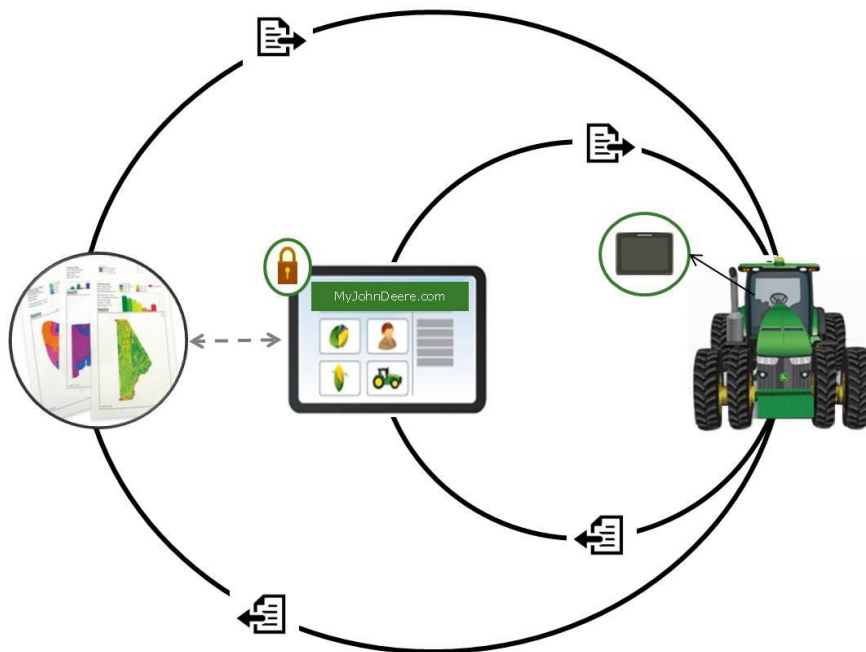
- ☐ Eliminate manual transfer of data
- ☐ Increase producer uptime
- ☐ Reduce risk of data loss



My Files

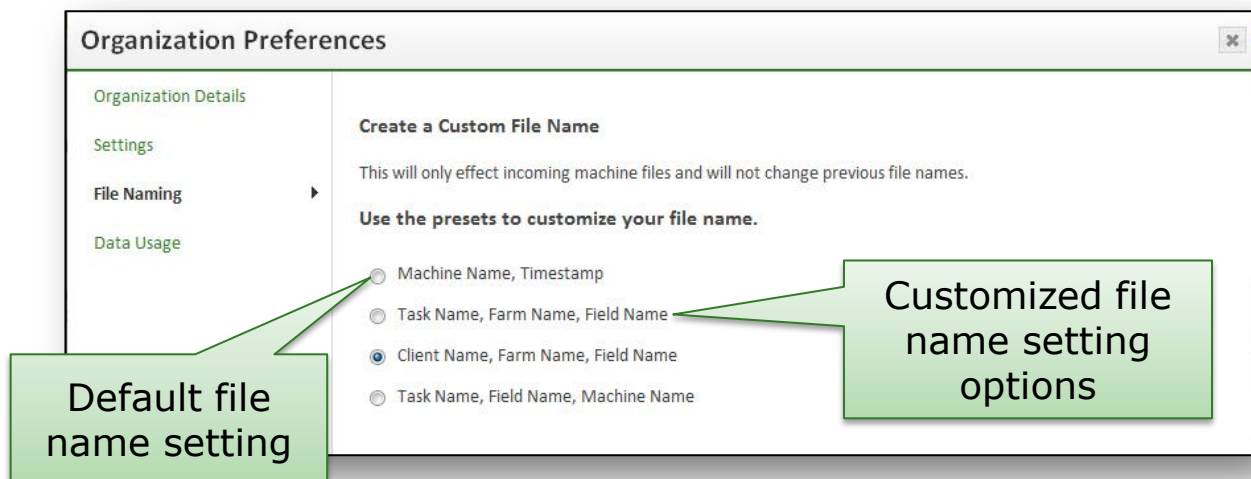
By selecting the My Files option from the Operations Center, you can manage files sent between the Machine and Operations Center using John Deere Wireless Data Transfer. Based in the permissions given, you will be able to:

- ☐ View all sent, received, and shared files
- ☐ Upload new files manually from a USB drive or 3rd party software program
- ☐ Send setup and prescription files to machines using Wireless Data Transfer
- ☐ Receive documentation and Harvest ID Cotton files using Wireless Data Transfer
- ☐ Download files to the computer, USB drive, or 3rd party software program
- ☐ Share files with trusted advisors and service providers



File Management

Files coming into Operations Center can be shown based on the organizational preference set for file naming selected.



Files can be opened by selecting the file name from the My Files list for more details.

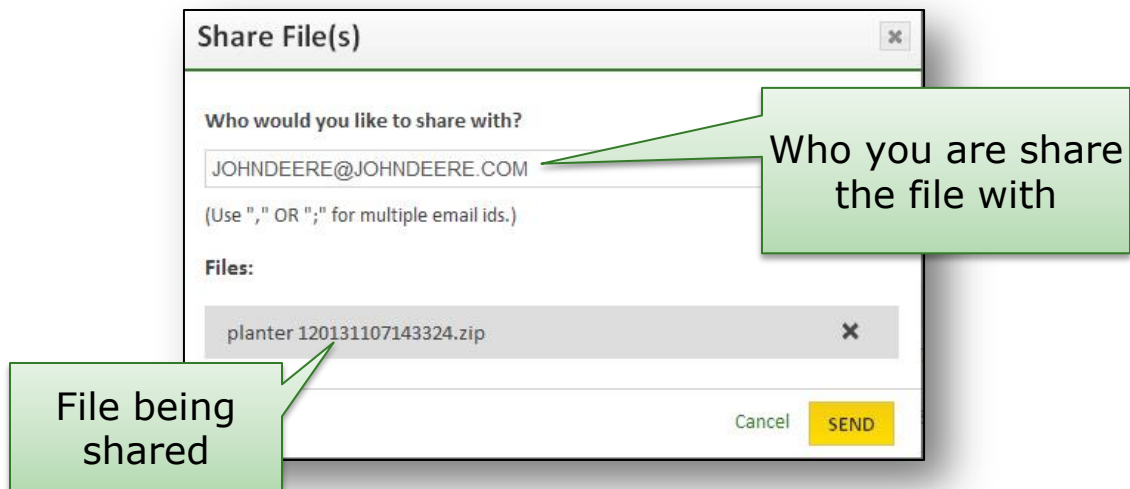
File Details: Default20131106100237.zip	
General	General: View file name, type, size, and file contents
Activities	Activities: View recent activity for the file (uploaded, transferred, received, shared)
Send To Equipment	Send To Equipment: Send a file to machines
Share	Share: Enter email address to share file
Transfer Control	Transfer Control: Enter email address to transfer file out of your organization

Sharing Files

Share Setup, Prescription (Rx), Documentation or Harvest ID Cotton files with a trusted advisor. Files can be shared manually or automatically.

Manual File Share

1. Select files (multiple files can be shared at one time)
2. Select **Share**.
3. Enter address of advisor and select **SEND**.
4. Verify invitation sent.



Automatic File Share

Allow the correct Production/Agronomic/Yield Detail Data permissions for a Partner. Refer to My Organization section.

Use the Partner Organization Filter feature to view files that were automatically shared with you. Refer to My Organization section.

John Deere Remote Display Access Overview

John Deere Remote Display Access

Remote Display Access (RDA) enables JDLink™ users to view the operating John Deere display from a remote location. With this feature, you will be able to efficiently assist the operator in making changes within the display regarding setup, optimization, and troubleshooting.



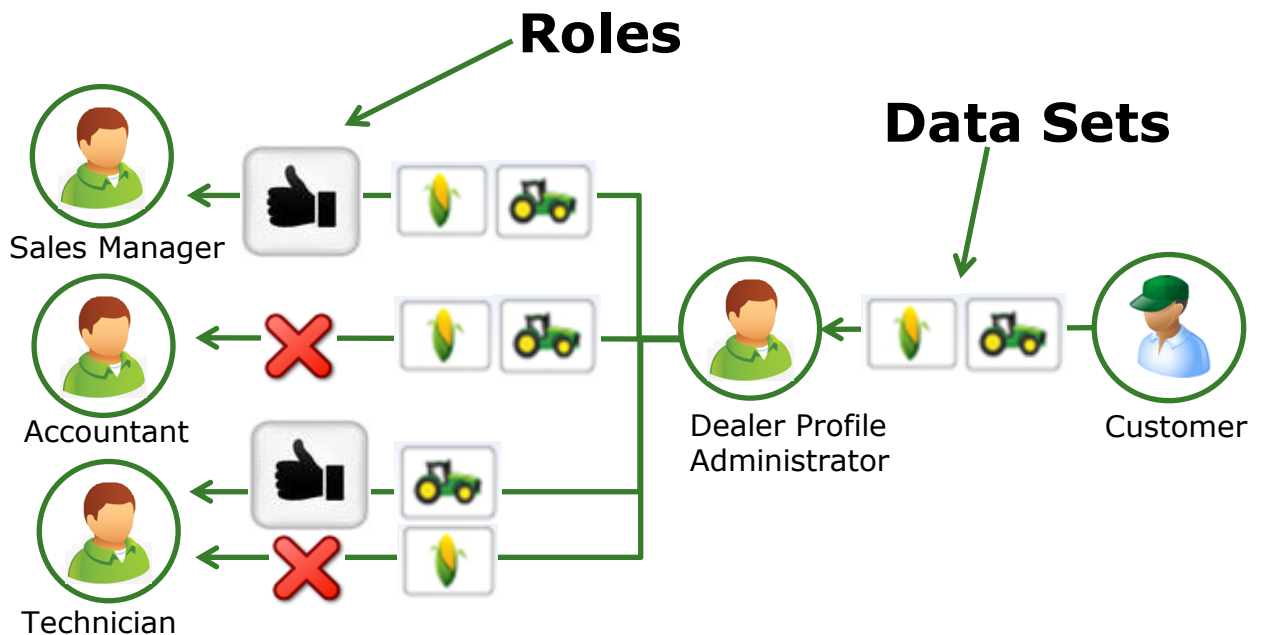
How to Use John Deere Remote Display Access

To use Remote Display Access, you must have a John Deere 2630 or 4100/4600 display, JDLink Modular Telematics Gateway (MTG), current JDLink subscription that includes RDA, and an Ethernet cable to connect the display to the MTG.

Account Management Overview

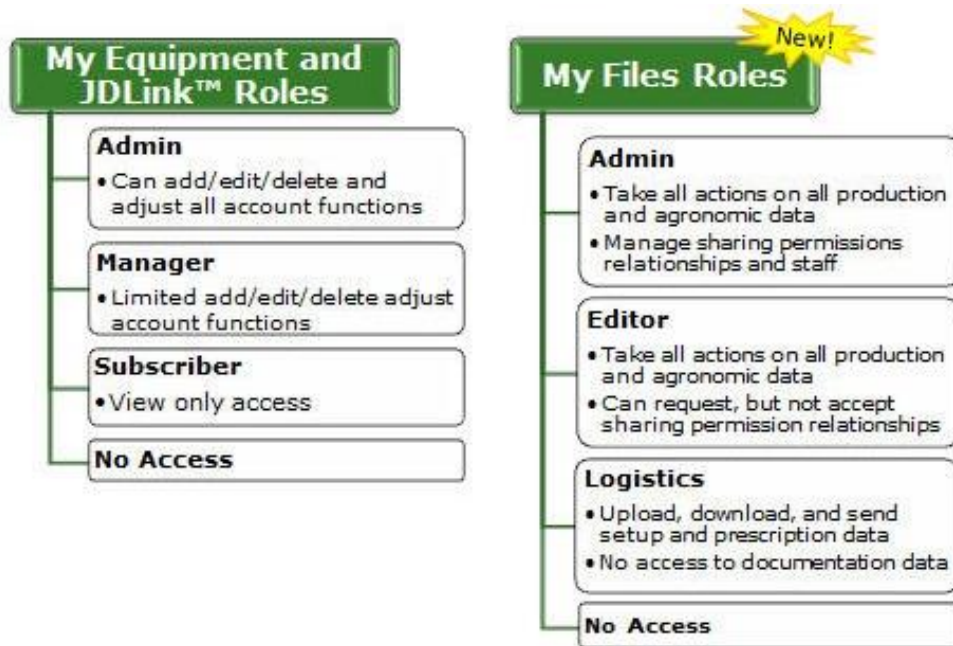
Account Management with MyJohnDeere Operations Center includes the following areas:

- ❑ Roles and Permissions
- ❑ Managing and Sharing Files
- ❑ Organization Filter
- ❑ Organization Preferences
- ❑ User Preferences
- ❑ Recent Activity Notifications

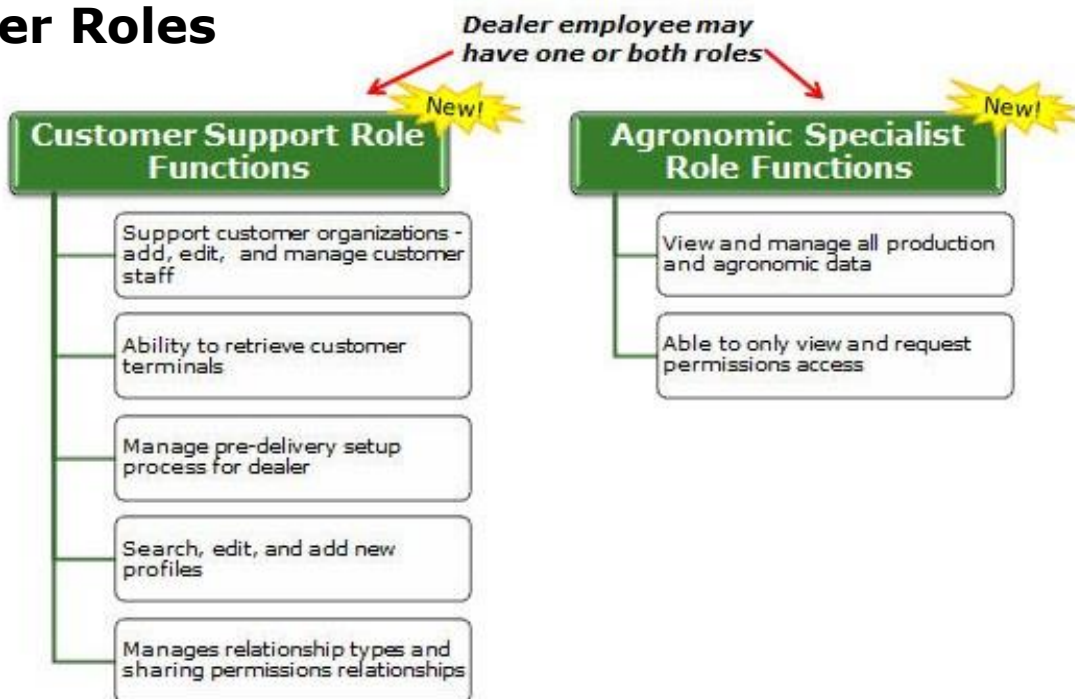


Internal Roles

Customer Roles



Dealer Roles



Partnership Types

Trusted Partners

Allow your trusted partners and advisors access to specific areas of your operation.

Production/Agronomic Data and Services

- ☐ Production/Agronomic/Yield Detail Data
- ☐ Prescription Information
- ☐ Setup Information

Dealer Partners

Dealers can do more for customer operations than other trusted partners, such as help manage equipment. Work with your customers to select the correct relationship type:

Customer Managed

- Customer will solely manage who has access to the equipment, data and people in their organization.
- Choose this option if the customer will fully control their organization on their own.
- In this case, they can still share information and some limited management options with the dealer.

Joint Managed

- Customer and dealer will jointly manage the organization.
- Choose this option if the customer wants the dealer to help manage some combination of equipment, people and data.

Dealer Managed

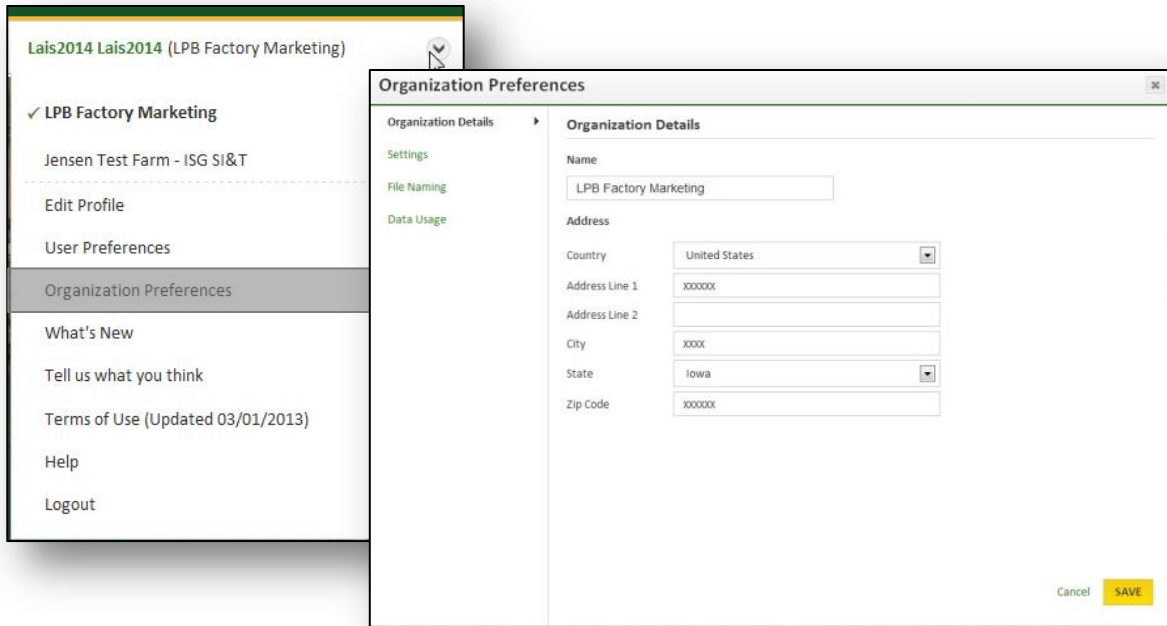
- Dealer will solely manage customer's organization.
- Choose this option if the customer does not log into John Deere online applications and wants the dealer to completely manage their entire organization.
- ***IMPORTANT***- using this option should be rare and strict requirements must be met. Most partnerships should fall under Customer or Joint Managed.

Dealer Managed Requirements include:

- ☐ Customer may have only one account Admin, and they must be set to Offline.
- ☐ A consent form to allow dealer to control the account must be printed and signed by the customer before the setup is complete.
- ☐ If a customer Admin later validates their account online, the partnership will be automatically changed to Joint Managed, with all optional permissions applied.

Organization Preferences

Users have the ability to view and edit the following information within using the **Organization Preferences** option in the Organization drop-down box.

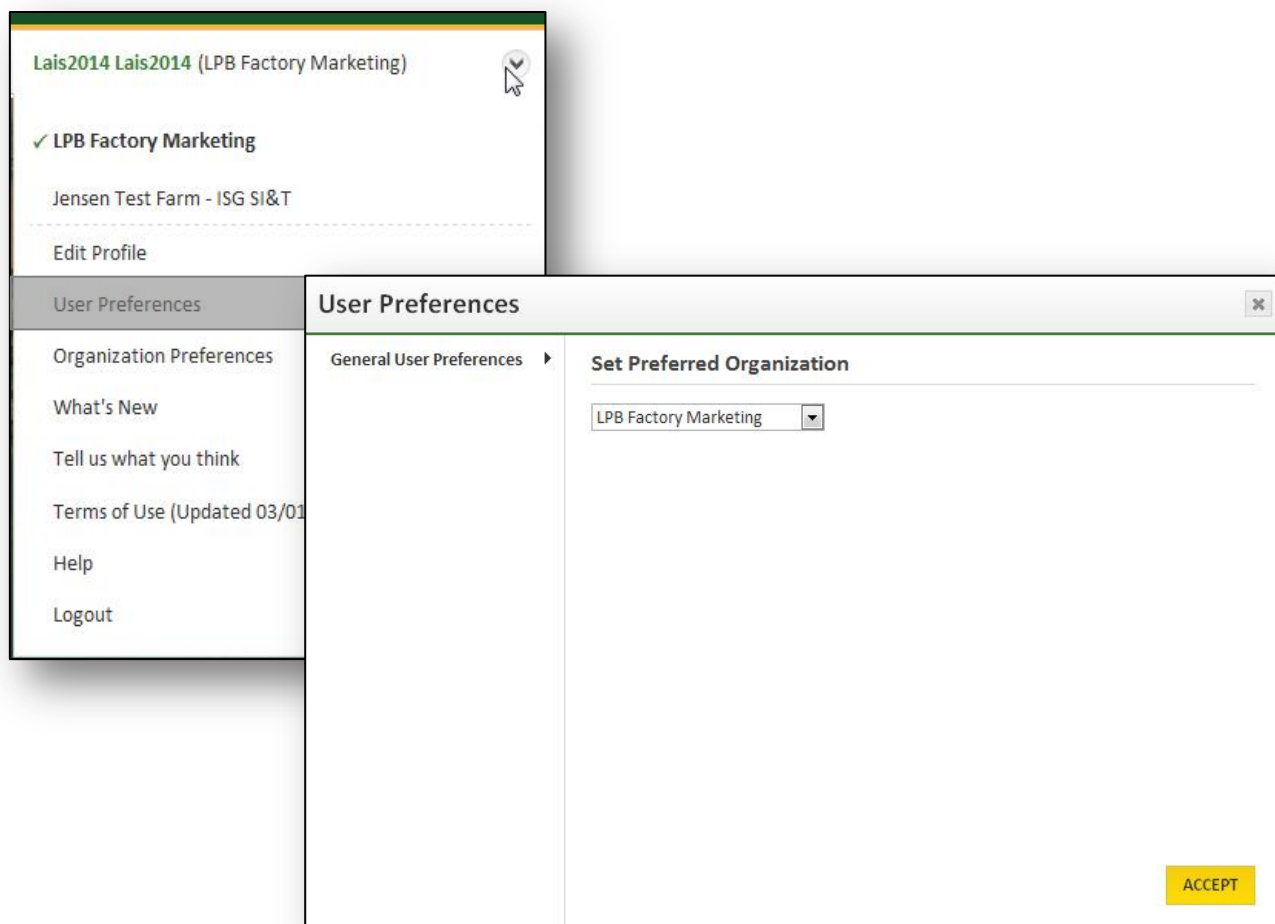


Organization Preferences include:

- **Organizational Details**: Organization address and name
- **Settings**: Time zone, units of measure, and terminal retrieval options
- **File Naming**: Preset and customized file name settings
- **Data Usage**: Organization Admins can set their preferences on whether or not to share their data with John Deere or other 3rd parties in order to receive enhanced services and help improve John Deere products

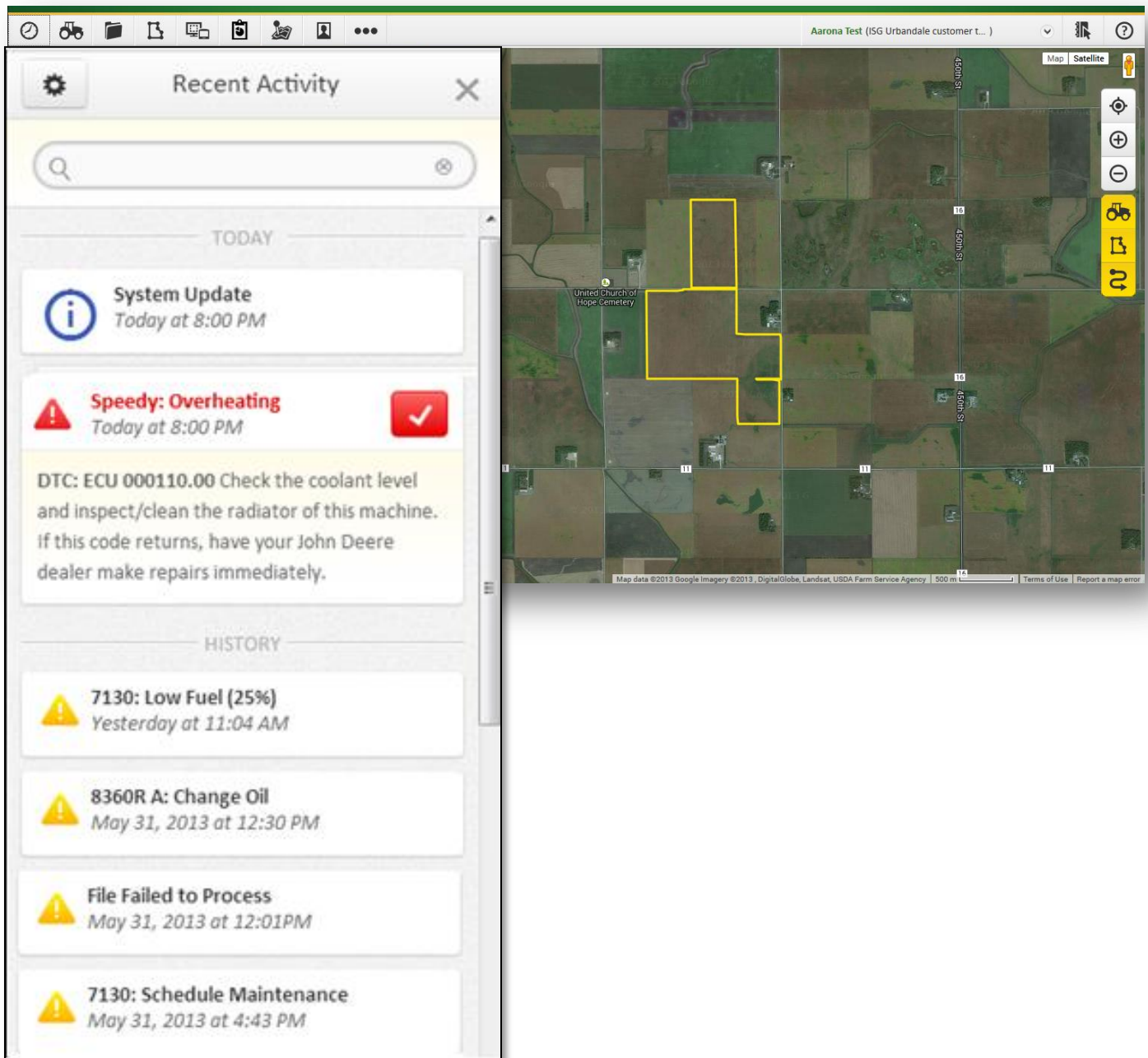
User Preferences

Users have the ability to select their preferred organization to be associated with their account using the **User Preferences** option in the Organization drop-down box.

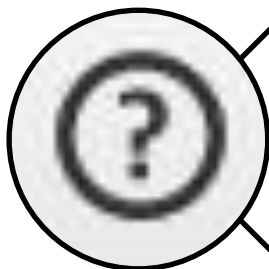


Recent Activity Notifications

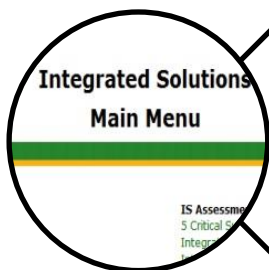
Recent Activity is where you can see your latest requests, alerts and other system messages. Use this tab to keep up to date on what is going on in your operation.



Resources



MyJohnDeere Help Files
Standard online-accessible help



Data Administration Guidelines
Description of Dealer Processes-
Find it on Pathways



Ag Sales Manual
Sales related information



Operations Center – What's New
Current list of major new features.

Recommended Training



Data & Account Management Essentials DLC

CAP-10-SN2JPC41EN

www.JDU.Deere.com



Wireless Data Transfer (Pre-Order NMQ) DLM

CAP-10SW1JPC41

www.JDU.Deere.com



Remote Display Access (Pre-Order NMQ) DLM

CAP-10-SW2JPC30EN

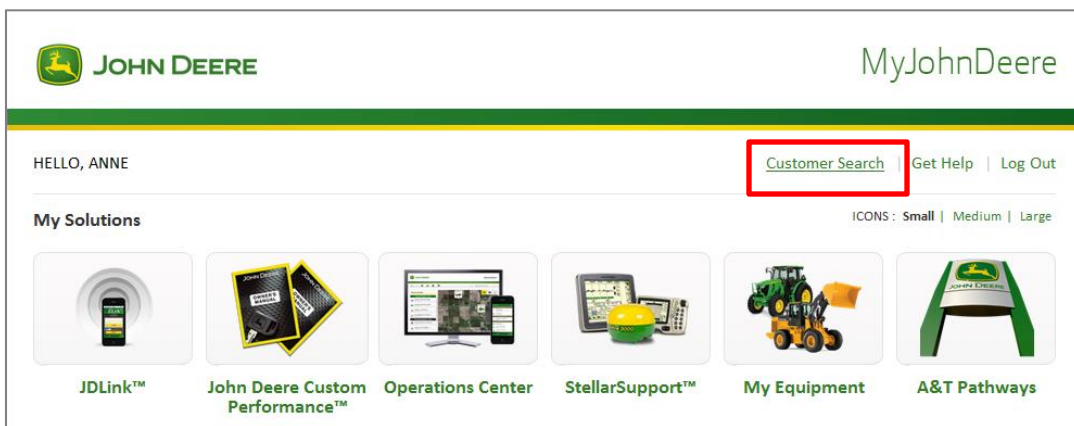
www.JDU.Deere.com



Frequently Asked Questions

What if my customer does not know their username, password, or the answer to their challenge question?

Customer usernames can be looked up using the Customer Search link on the landing page. If the password is unknown, the customer will need to select the Forgot Password link, enter their username and answer their challenge question to reset their password. If both the password and challenge question are unknown, contact the Global Support Center (1-866-410-0351) to have the password reset.



How do I check and adjust permissions on a partnership that I already have established?

Click on the Partner in My Organization area and then click the Request Permissions tab. There, you can review or change current partnership permissions.

Why can't I transfer a terminal(s) into my customer's organization?

A partnership needs to be established before you will be able to transfer terminals into a customer's organization. Note that the Deere Data Usage Agreement and account validation and partner setup steps do not need to be accepted/completed in order to transfer the terminal out of the dealer organization.

Frequently Asked Questions

How do I merge profiles for customers that have multiple or duplicate usernames?

Merging profiles cannot be completed in MyJohnDeere at this time. Merging profiles has to be completed on StellarSupport™. Once in StellarSupport, select Customer Quick List from the drop down. Multiple or duplicate usernames can only be merged with the profiles on your Customer Quick List. If the profile that you want to keep going forward is not already on your quick list, select the star next to the username to add it to the quick list. Using the Customer tab, search for the duplicate or multiple usernames, select the username then select Merge with Another Profile. Choose the profile you want to merge the duplicate profile with and select Submit Merge Request.

The screenshot shows the StellarSupport interface with tabs for Quick List, Customers, Machines, and Hardware. The Customers tab is active. Search filters include Last Name (paulson), First Name (anne), State (iowa), and City (nowhere). A table lists customer profiles with columns for Username, Information, Last Used, Organizations, and Application Accessed. One profile, ANNEPAULSON, is highlighted. At the bottom, there are buttons for 'Add New Account', 'Merge with Another Profile', and 'Select'.

Username	Information	Last Used	Organizations	Application Accessed
ANNEPAULSON	ANNE PAULSON 1234 NOWHERE IA 50111 United States	2013/11/05	ISG Urbandale Test Account	JD LINK STELLAR

How do I setup a partnership with my customer?

Go to the My Organization icon and select Add a Partner. Search for the customer by organization name or customer details. Select the customer you would like to add as a partner and click Select. Choose a management type from the drop down, clean up admins if needed and request applicable permissions. An email will be sent to the customer if they have not yet validated their username and also for them to approve the permissions you have requested.

Frequently Asked Questions

How can I tell where my customer is in the validation/partner setup process?

Navigate My Organization tab, if the customer organization name is not within the list, the partner setup process has not been started. If the customer organization name is on the list but shows "Incomplete Setup" below it, the partner setup is not complete. Select the partner name to trigger partner setup. Verify management type selected, verify that admins have validated their accounts, and/or request applicable permissions.

Why am I getting a 403 error?

403 error could be caused by a number of things. Most likely, you may not have the correct role to view the information you are trying to access or perform the action you are attempting to complete. Have your Dealer Profile Administrator assign the correct role to you.

- ☐ **Customer Support:** Authorized to manage the pre-delivery setup for the dealership, search, edit and add new profiles. Manage relationship types and sharing permissions relationship. If granted by the customer, the ability to support customer organizations with the ability to add, edit, and manage customer staff and retrieve customer terminals.
- ☐ **Agronomic Specialist:** Authorized to view and manage all production and agronomic data. Has the ability to only view and request permissions access.

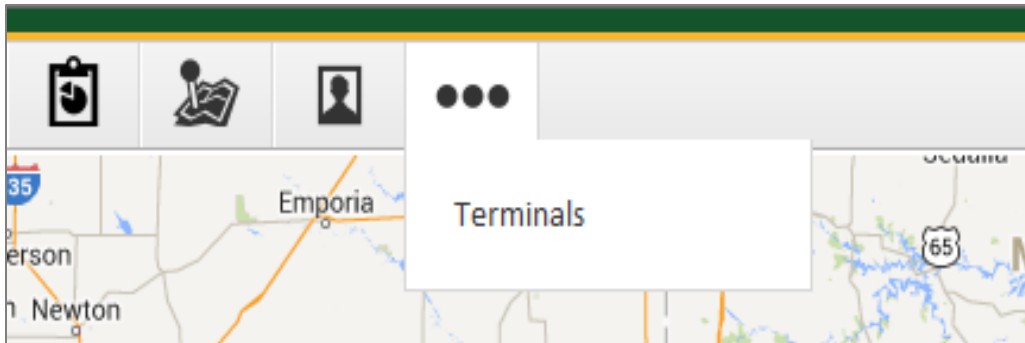
How do I add a new user to a customer's account?

Ensure you have the correct role (Customer Support), and the correct permission (Administrator-Level Access to Customer Organization Account). Using Partner Org Filter, select the customer's organization that the new user needs to be added to. Go to My Organization, click on Add a Person, enter the new users email address and assign the appropriate roles, then select Send Invite.

Frequently Asked Questions

How do I retrieve a terminal from a customer's organization?

Ensure you have the correct role (Customer Support) and the correct permission (Machine/Terminal Retrieval Capabilities) to retrieve a terminal. Once in MyJohnDeere, utilize the Partner Org Filter to access the customer's organization. From the toolbar, click on the ... icon and select Terminals. Click on the serial number of the terminal you would like to retrieve then select retrieve terminal.



How can I change the name of a customer organization if there was an error when it was created?

Using partner org filter, select the organization for which you would like to change the name. Go to Organization Preferences, Organization Details and click Edit. Enter the correct organization name and click Save.

Why can't I see my customer's machines when I login?

You will be able to view all machines that you have 3rd party access to when you login. If you want to filter those machines to only view for a specific customer, you will need to use partner org filter. When using this if you do not see all of their machines ensure you have the correct permission defined to view machines. Ensure you are selecting the correct organization as well.



MYJOHNDEERE OPERATIONS CENTER

VALUE GUIDE

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