



Requesting a Pro Account

A Pro Account allows dealerships, service centers, mobile repair technicians, and manufacturing customers to:

- Manage accounts within your organization
- Add multiple “Ship-To” addresses
- Add multiple vehicles to your account
- Add purchase order numbers to parts orders
- View documents and manuals for multiple vehicles
- Order parts for multiple vehicles
- Add your own custom part numbers to replacement products
- Receive pro account pricing on replacement products, tools, and kits

Setting Up Your Pro Account

1. Create an Account

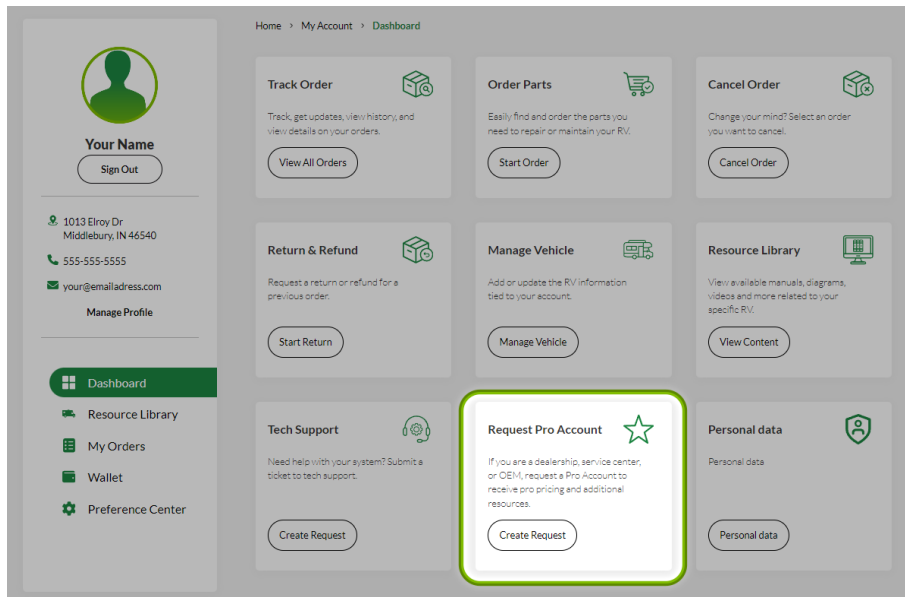
If you haven't created an account, you can register an account here:

<https://www.fireflyint.com/my-account/register>

You must have an active account before creating a pro account request. We highly recommend creating the account with the email address that will be used most often to order parts.

2. Submit Pro Account Request

Once you are logged in, you can find the “[Request Pro Account](#)” form in your user dashboard.



<https://www.fireflyint.com/my-account>

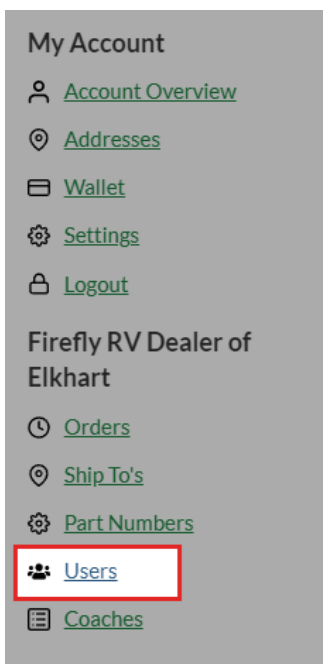
3. Wait for Approval and Watch Your Email

To be sure that our pro accounts are exclusive to our dealership, service technician, and manufacturing customers, all requests undergo a manual review. Requests will take **no longer** than 1 business day to be processed.

If you require a replacement part during this approval period, you can still place an order! Be sure to [add a vehicle](#) to your account and search for the part needed.

***Important:** Please watch your email during this time! You may be asked to provide business and tax exemption documents, if applicable, to help our administrators validate your request.*

4. Invite Others from your Organization



The email that is submitted on the pro account request will be automatically set up as an organization administrator. This means that this account will be able to add and remove other users to your organization's account.

To add other users to your organization's account, start by navigating to the "Users" page from the top bar navigation.

At the bottom of the page, you should find an "Add New User" button. You will be asked to provide an email address, select a role, and select a "Ship-To" address.

Organization Roles:

Organization Admin – Full access including adding and removing users from the organization and setting ship-to addresses

Admin – Order parts and manage vehicles but cannot add/remove users, cannot manage ship-to addresses, and cannot manage custom part numbers



***Important:** Adding users to your organization does not guarantee they will have the pro account discount. It's recommended that the primary Organization Admin complete parts orders. If you need multiple user accounts for ordering parts, please submit a [Pro Account Request](#) with that user information. They will not need to provide any documents and the turnaround for approval will be expedited.*

Ordering Parts

When ordering parts, please make sure to [add the vehicle](#) you need parts for to your organization's account. This step is critical to make sure that any parts that require programming get the appropriate software. Most products will not appear in our online store until vehicles are added.

If you are having trouble finding a part or vehicle, please submit a [Tech Support Request](#) with all the related information so we can make sure your parts are available to order ASAP.