Validate User Type
Before being able to advance to the **login** screen, users must click on the appropriate button to indicate their user type. For example, franchisees (and any employee accounts created by franchisees) will click on the **BLUE Franchisee Login** button to advance through the login process...

Franchisee Login	Area Developer Login
Corporate Login	Vendor Login

Kahala's Franchisee Portal is your single point of entry...

*While Franchisee Portal username patterns can vary, they often follow the pattern of **Firstname.Lastname** or **FirstinitialLastname**.*

*Need help getting your login information? Click on **help links** on the Franchisee Portal login page (portal.kahalamgmt.com), or call the Kahala Help Desk at (877) 811-3811.*

Email Address
Does Kahala have on file the email address you check regularly? Please make sure **your preferred email address** is entered here to receive important communications.

Kahala Brands franchisees can access a variety of tools and resources to support daily operations and help build sales—and all from a single, centralized location: **the Franchisee Portal**. Did you know that from the Franchisee Portal—and with your user-specific username and password—you can, for example:

- Access **Customer Feedback** for your store(s)
- Update your preferred **Email Address** for brand/Kahala communications
- Edit Your **Store Hours** *(to populate information on your brand's website)*
- Access **KTEC Online** *(and the resources it holds, including **Creative Online**, **Ops**, **Social Media, Training,** etc.)*

To reach the Franchisee Portal ("beach chairs" on the landing page), go to: https://portal.kahalamgmt.com and add it to your internet browser's Favorites bar. If accessing on a mobile device, add this path to your home screen.

Make it a point, right now, to acquaint yourself with this key resource. It takes *mere minutes* to log into the Franchisee Portal, mark it as a *f*avorite, and begin accessing information available to support your success. Below are brief descriptions of how and when to use the various options. Available options vary by brand and more options will be added in time.

My Profile

My Address
Franchisees update their personal contact info for important Brand, Kahala and other communications

My Password
Franchisees change their default or system-generated password to something easier to remember

In time, more links & functions will be added to the 4 menu categories

Resources

KTEC Online
Users access brand resources supporting ops, training, marketing (Creative), etc.

Brand-Specific Resources
Cold Stone Creamery BAM, Creative Online links for some brands and more

POS HelpDesk
Contact info for POS support

Sales Tools

Submit Sales
Franchisees select their location and enter/verify sales

Sales Reports
Franchisees Access store data (debit notices, Comp SSS, etc.)

My Stores

Kahala Customer Feedback
Franchisees view and respond to customer feedback received for their store

QSCE / Quality Assurance
NAME VARIES BY BRAND — Franchisees view scores and history of quality assurance visits made to their stores

Store Hours
Franchisees edit store hours to populate store locator info on the brand website

Store Information
Franchisees edit store phone, Kosher designations, etc., to populate store locator info on the brand website

Employee Accounts
Franchisees create Franchisee Portal logins for their employees with varying degrees of access

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Franchisees Create "Employee Accounts" for Team Access

Access to the Franchisee Portal is initially given only to *Kahala employees*, *Area Developers* and *Franchisees*, with each specific person's login determining the range of access. Franchisees, therefore, must click on **Employee Accounts** and follow the instructions there to create limited access accounts for their:

- Store Employees
- Managers

By enabling specific options (e.g., edit Store Hours, access KTEC Online) for each employee login you create, *you* determine the exact range of access for your various employees.

Hours of Operation
... is one of the most common guests complaints. Please ensure that the information on your brand website's store locator page accurately reflects your location (e.g., store hours, phone number, Kosher status, etc.). Access the **Store Hours** and **Store Information** links in the **My Stores** section to update this information for your store.

Need Help?

Your Brand Team is always a great resource to lean on if you have questions or need guidance. You can always lean on the Kahala Help Desk (877-811-3811).