



AssistConnect

User Guide



INTRODUCING ASSISTCONNECT

Welcome to AssistConnect, Autologic’s brand new cloud based solution built for your AssistPlus device. AssistConnect is a revolutionary way to deliver automotive diagnostics to users. Hosted in the cloud and utilizing the latest and most secure technologies, AssistConnect delivers licensed vehicle data directly to end users. The information is always up to date and is delivered through a modern web browser interface straight to your AssistPlus device. AssistConnect is designed to simplify the diagnostic process, adapting and learning to your interactions.

This user guide is designed to help get you started using this revolutionary new product on your AssistPlus.

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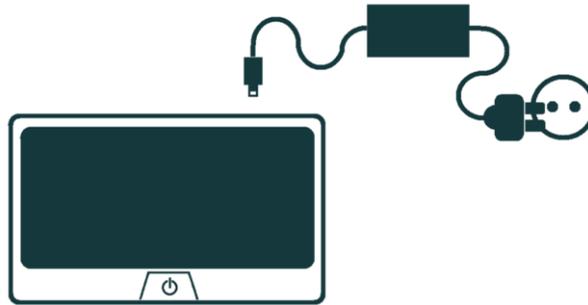
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DOWNLOADING ASSISTCONNECT

AssistConnect is available for all Autologic AssistPlus users with a current support contract. To download, you will need the latest version of AssistOS 3.5.3 and the AssistConnect launcher application.

BEFORE YOU START, PLEASE ENSURE YOU HAVE CONNECTED ASSISTPLUS TO THE MAINS POWER.



THIS PROCESS WILL TAKE SEVERAL MINUTES AND YOU WILL SEE A BLACK SCREEN DURING IT.

DO NOT TURN THE UNIT OFF UNTIL THE PROCESS IS COMPLETE!

- 1) Press the Window Manager button on the front panel
- 2) Press the settings button
- 3) Press the downloads tab
- 4) Press Check for updates
- 5) Download updates
- 6) Press Restart and wait for the unit to restart



Check for updates

Download updates

Restart

IMPORTANT NOTE:

The restart process can take several minutes and you will see a black screen during the process.

Please do not switch off your unit during this process!

- 7) On completion, you will see a new icon on the quick launcher bar





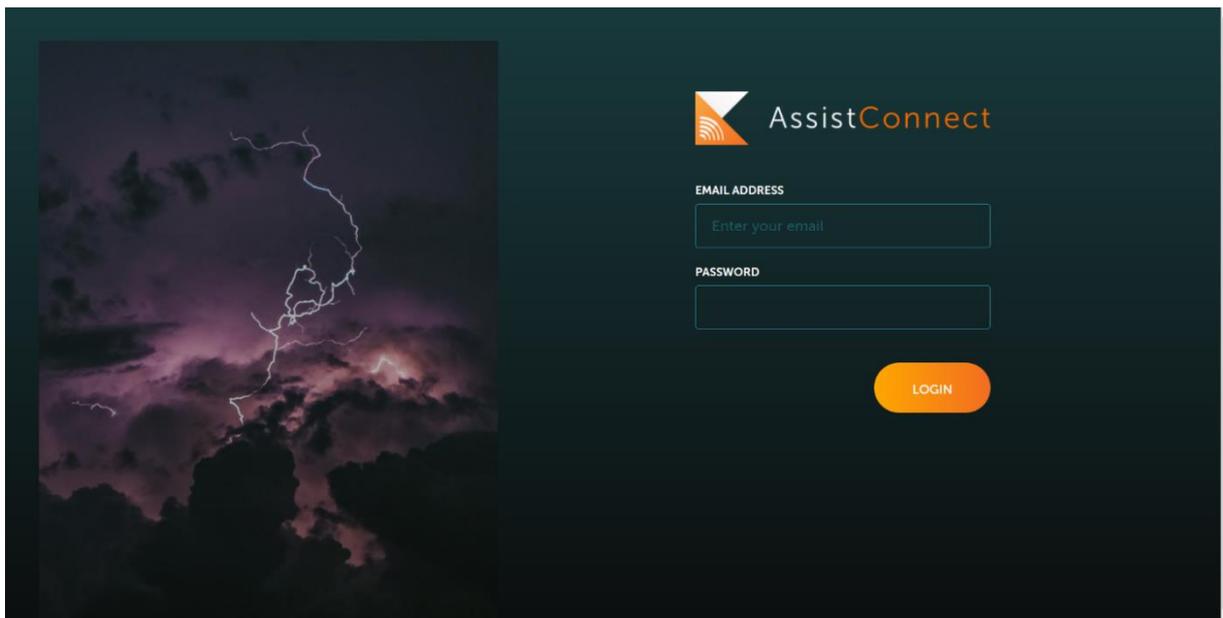
LAUNCHING ASSISTCONNECT

Up-to-date – live and ready 24 hours a day

Currently, automotive technicians can diagnose vehicle faults with a variety of tools that require regular updates from the tool's manufacturer. These updates require downtime, can occasionally cause issues and could potentially consist of unlicensed data, which could result in unsafe repairs. AssistConnect is the only service that provides instantaneous access to multiple vehicle manufacturers' licensed data without requiring multiple downloads meaning no more software updates, data updates or upgrades to worry about. Since AssistConnect is cloud-based, Autologic will automatically manage these and you will be assured that you have the most up-to-date service.

You will need a strong WiFi or LAN connection and a high-speed internet connection to use AssistConnect. For more info, please refer to the FAQ

- 1) Press the Window Manager button.
- 2) Then press the AssistConnect Launch button to open the AssistConnect login page (below).



- 3) Enter your email address as registered on Autologic.com.

Note: Use the email address used when you upgraded your Autologic.com account, not your original username

- 4) Enter your password as registered on Autologic.com.

Note: If you have forgotten your password, please press the "Forgotten Password?" link on the login page and follow the on screen instructions.

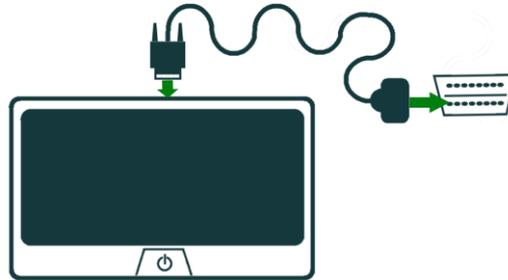
- 5) Press Login. You will be directed to the AssistConnect Welcome screen





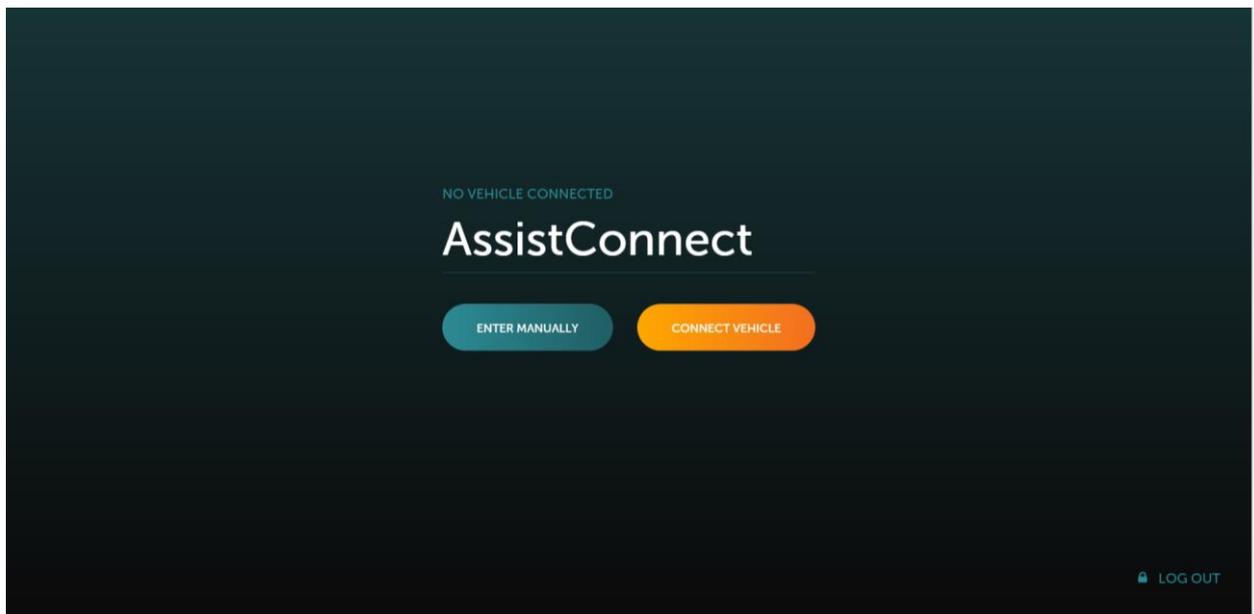
CONNECTING ASSISTCONNECT

Before progressing any further, you need to ensure you have plugged your OBD cable between your AssistPlus and the OBD port on your car



AssistConnect is built using licensed data giving you the most accurate diagnostics possible.

To give the most accurate diagnostics for your vehicle, we need the VIN. From the welcome page, you have 2 options: Enter Manually or Connect vehicle.



Connect Vehicle Method

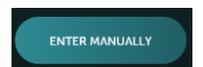
- To automatically read the VIN, press CONNECT VEHICLE.



You will then see the loading screen while AssistConnect reads the VIN from your vehicle.

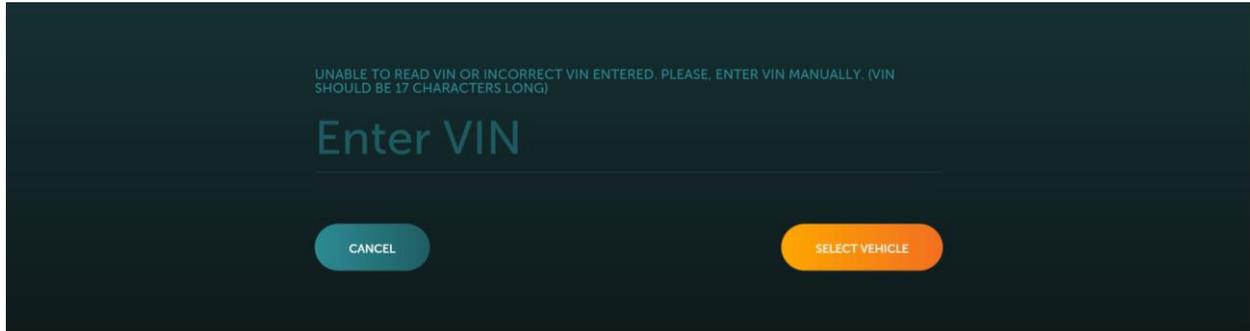
Enter VIN Manually

- To manually enter the VIN, press ENTER MANUALLY.



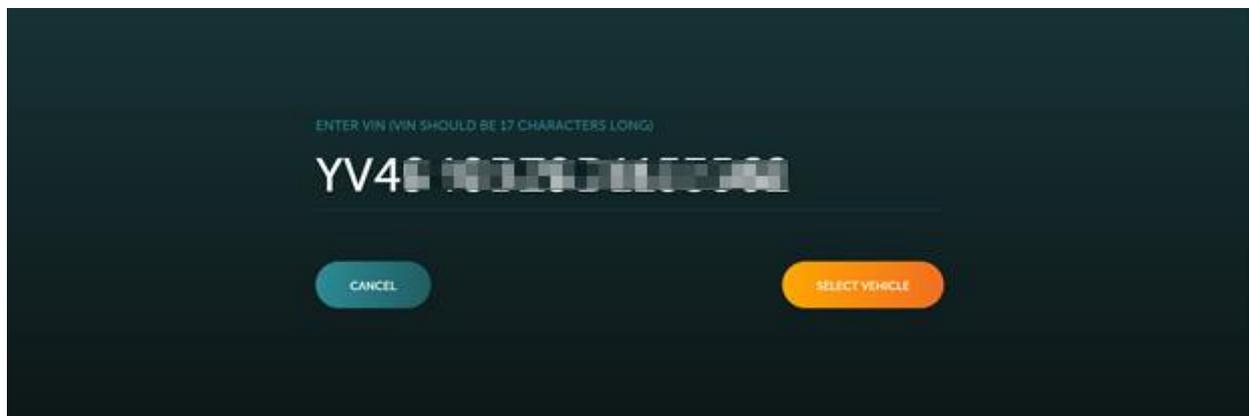


If automatic VIN read is unsuccessful, or you press ENTER MANUALLY, you will see a blank VIN confirmation screen



- Select the text box which shows the word “Enter VIN”. The on-screen keyboard will appear. Carefully type the VIN on the keyboard.

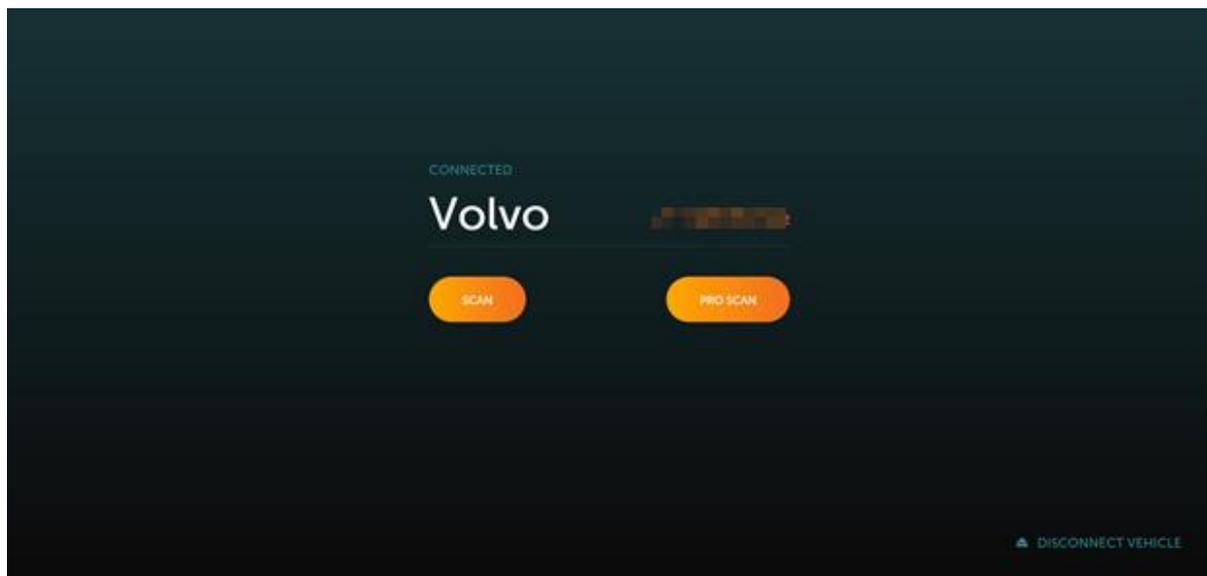
A completed VIN should be seen on screen before continuing.



- Press Select Vehicle to continue.



Upon launching AssistConnect from within the AssistPlus unit, you are presented with specific vehicle information, including the VIN and the make and model of the connected vehicle automatically. You now have 2 options: SCAN and PRO SCAN.

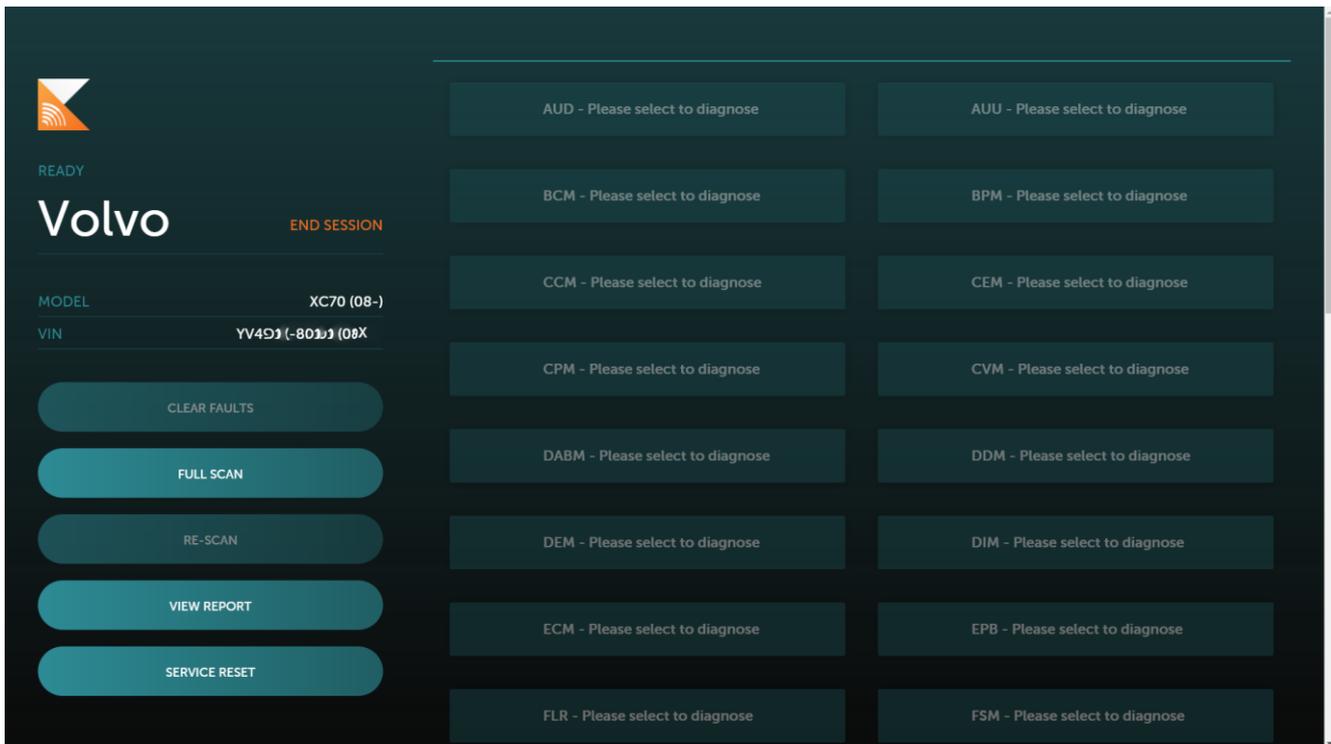




ASSISTCONNECT PRO SCAN

Choosing the Pro Scan option utilizes the vehicle manufacturer’s depth of data and allows AssistConnect to talk to each control module of the vehicle, reporting back immediately any faults that can be identified, while continuing to scan the car in the background.

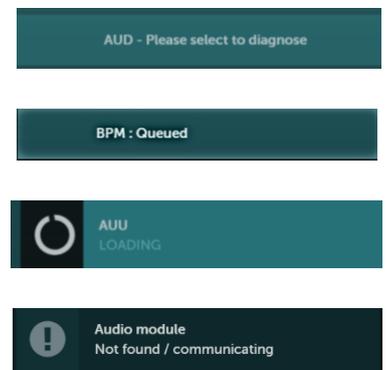
The PRO SCAN landing page gives you the specific options available for the vehicle you are repairing. The description for each of these options is detailed in this section.



ECU CARD

Each Electronic Control Unit (ECU) potentially fitted to the current vehicle is listed within the PRO SCAN landing page. The list comprises of special buttons which we refer to as ECU CARDS. ECU cards can be clicked to perform an action, and change in appearance in accordance with the current context as detailed below:

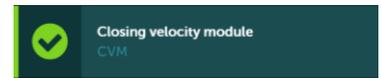
- By default, ECU cards show the OE specific ECU label, and the text “Please select to diagnose”.
- Clicking a card which is in the default state queues that ECU for diagnosis.
- While a fault read is underway, the ECU card shows a **LOADING** status.
- When an ECU fails to communicate, either because the ECU is faulty or not fitted, the card moves to the bottom.



Once an ECU communicates, the ECU card will move to the top of the page. You will then see the full ECU name, and one of the following:



- The number of faults codes detected,
- No faults detected in the ECU.



Note: Where an ECU has faults, its card moves to the top of the page. ECUs without faults come next. Untested ECUs are shown next, and finally ECUs for which communication is not possible are on the bottom.

CLEAR FAULTS

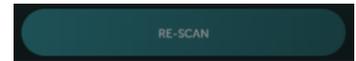
Press this button to clear faults from all Electronic Control Units (ECU) showing fault codes. Each ECU will be cleared in turn, and rescanned to determine if the fault clear was successful.



Note: This button is disabled until a fault is detected in any ECU and while a FULL SCAN or RE-SCAN process is underway.

RE-SCAN

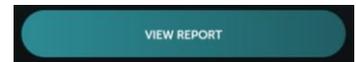
This will re-scan any ECUs for faults. Once pressed, you will see the relevant ECU cards change status to "QUEUED".



Note: This will only re-scan those ECUs which have been scanned before. This button is disabled while a CLEAR FAULTS or FULL-SCAN process is underway.

VIEW REPORT

Pressing the VIEW REPORT button displays a report detailing all ECUs for which a fault read has been carried out. You can print or save reports directly from AssistConnect.



Note: A report will only be generated for ECUs which have been scanned for faults.

SERVICE RESET

Pressing the SERVICE RESET button takes you to the available service reset processes for your vehicle.



CLICKING A COMMUNICATING ECU CARD

Once an ECU has communicated, you can click on the ECU card. This can be done at any point in time. Doing this will expand the card showing the available options. You will see:



- a summary of fault codes detected (if any)
- where available, a link to a repair document for a given fault code
- a button for details and dynamics
- a button to clear fault(s)
- a button to read fault(s)

3 FAULTS		Brake Control Module (GGD) BCM
C100086	Hill Descent Control (HDC) Function . Signal invalid. Bus Signal / Message Failures	
U013600	Lost Communication With Differential Control Module - Rear.	
U300316	Battery Voltage. Circuit voltage below threshold. General Electrical Failures	

DETAILS & DYNAMICS

CLEAR FAULT(S)

READ FAULTS

ECU CARD FUNCTIONS

FIX LINK

The FIX link is shown only when there is a fix document available related to a specific fault code on the vehicle you are repairing. When available, pressing the FIX link will display the Autologic advice on repairing the common cause for the displayed fault code.



DETAILS AND DYNAMICS

Pressing DETAILS AND DYNAMICS directs you to the available dynamics for your chosen ECU.



CLEAR FAULT(S)

Pressing this button will queue the ECU to perform a fault clear and re-read.



READ FAULT(S)

Pressing this button will queue the ECU to perform a fault read. Press this when you've carried out work which may resolve an issue but without clearing the fault memory.





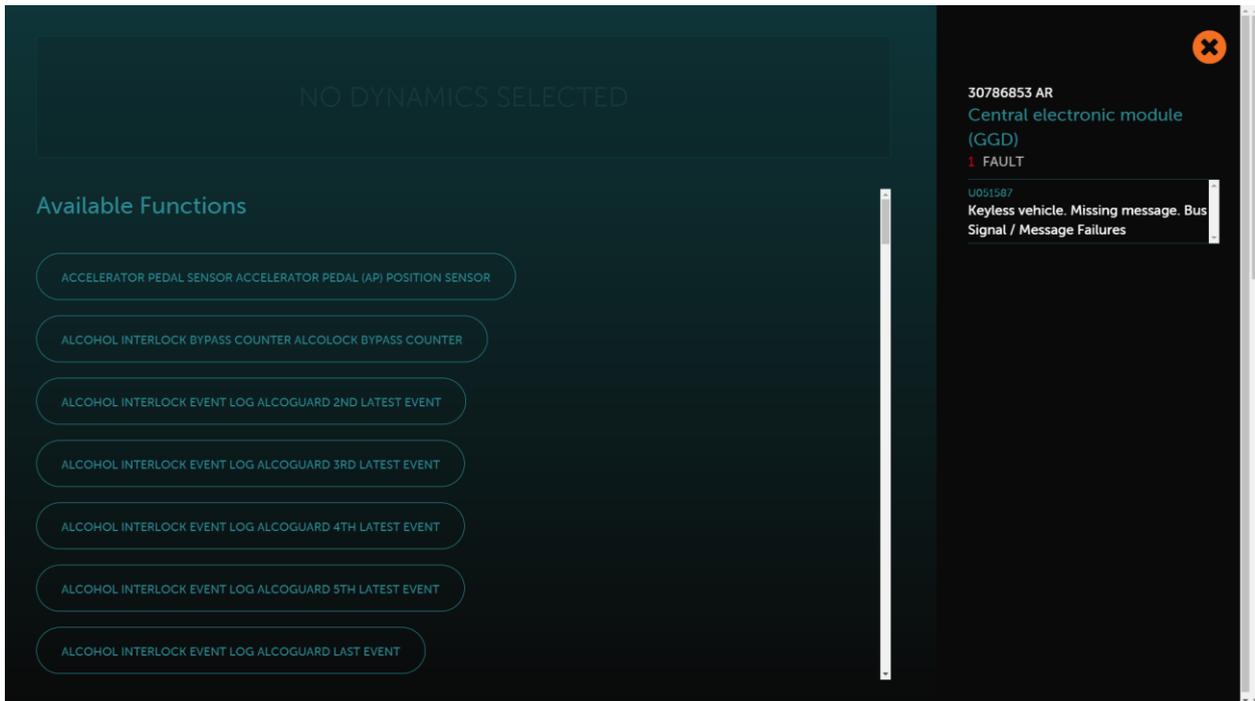
ASSISTCONNECT DETAILS AND DYNAMICS

Vigorously reading the vehicle ECUs, AssistConnect can simultaneously monitor multiple dynamics, allowing technicians to select which dynamics to compare and contrast. The interactive dashboard gives a technician access to each of the ECUs and allows them to dynamically test them in real time.

To enter details and dynamics for a specific ECU, press the DETAILS AND DYNAMICS button on an ECU card from the PRO SCAN landing page.



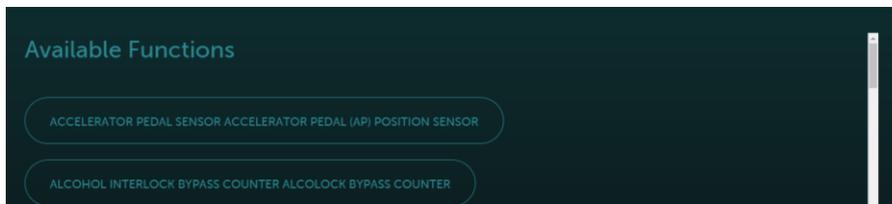
The details and dynamics page gives you a list of the available functions for your control module. To the right are the fault codes detected within the module.



Note: Faults codes displayed are read from the PRO SCAN landing page and are not dynamically updated at present.

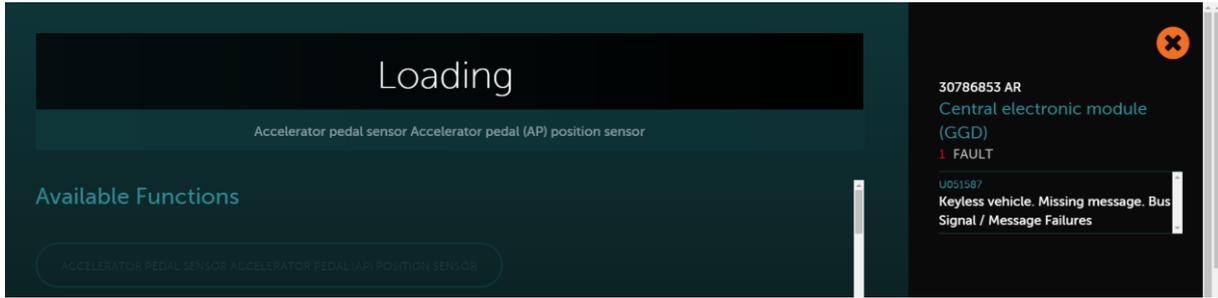
SELECTING DYNAMICS

- 1) Click on any of the listed dynamic parameter buttons in the Available Functions list.





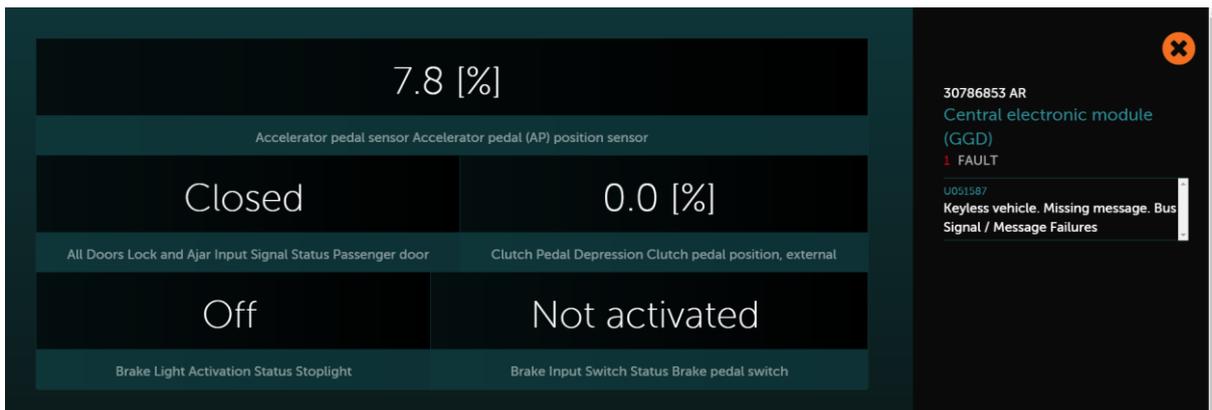
2) The dynamic will appear at the top of the screen with the text "Loading".



3) After a brief time, the live data value will appear and update dynamically.



4) Repeat the process to show additional dynamic values on screen.

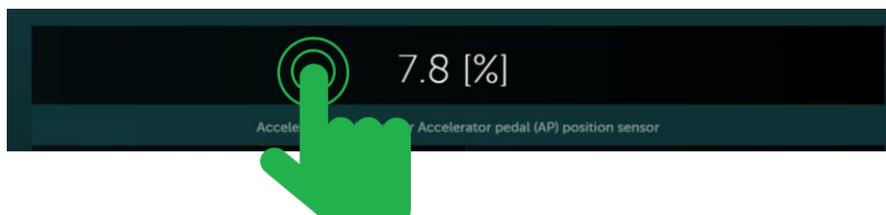


5) Use the scroll bar alongside the list of available functions to scroll up and down.

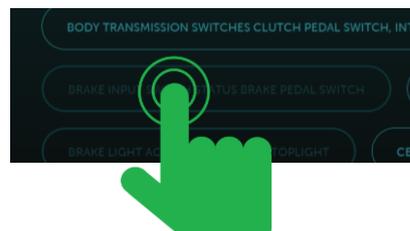
DESELECTING DYNAMICS

Once a function is selected to view, it can be deselected in two ways

1) By pressing the open function box at the top of the page,



2) By pressing the original selection button.





EXITING DETAILS AND DYNAMICS

To exit the DETAILS AND DYNAMICS, press the cross in the top right of the page.



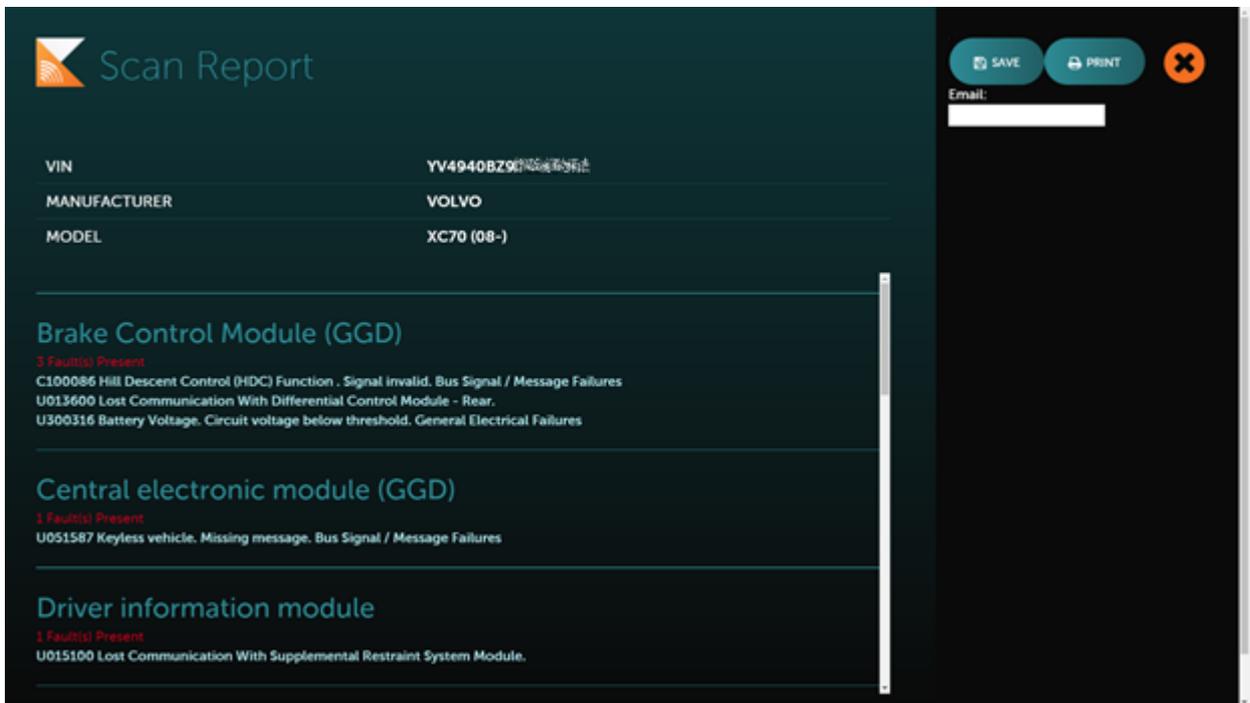
VEHICLE REPORT

Once you have carried out a fault read on at least one ECU, you can create a vehicle report. A vehicle report shows all fault codes read across all ECUs. Therefore, if you select and carry out a fault read on 1 ECU, you will only see 1 ECU recorded in the vehicle report.

To access the vehicle report, press VIEW REPORT from the PRO SCAN landing page.



You will then see a report of your scan, from where you can SAVE, PRINT or EXIT report view.



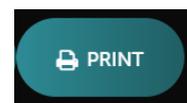
SAVE BUTTON

This will save the report as a PDF to your AssistPlus device. This can be accessed through the AssistPlus file manager.



PRINT BUTTON

Pressing Print will send a PDF of your report to the email address you enter. If you have a connected Smart printer, enter the printer email address to print directly. Otherwise send an email to a personal account to print from.





EXIT BUTTON

Press this button to exit the report view.



ACCESSING GUIDED HELP

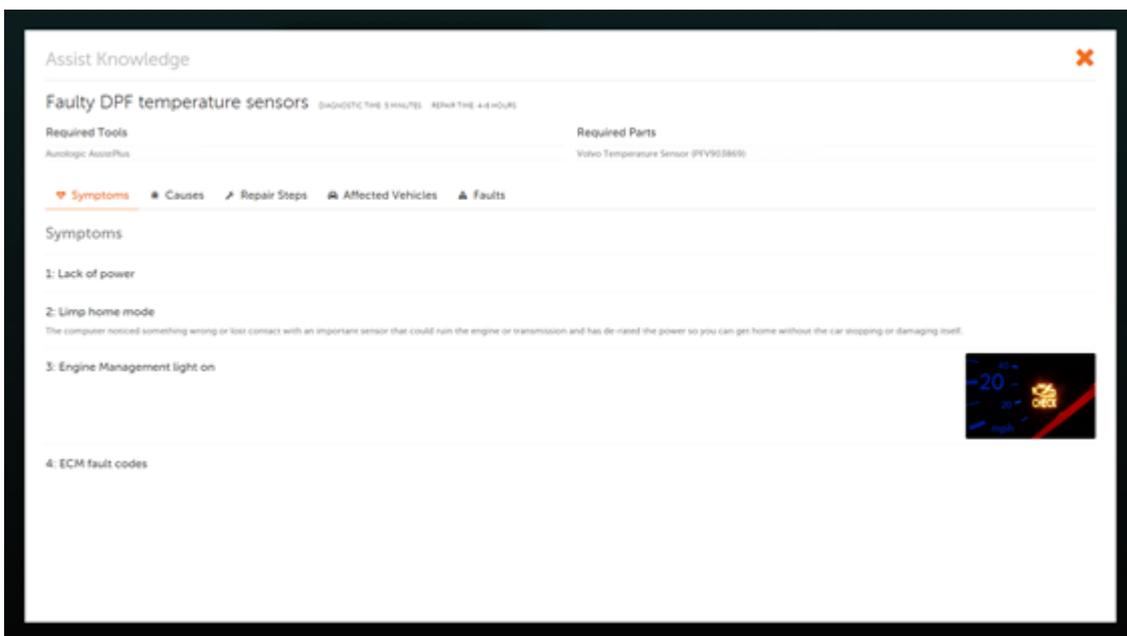
KNOWLEDGE BASE

Whilst analyzing the symptoms via the rich Fault reports, users will also have integrated access to Autologic's Knowledge Base, which will provide symptoms, pictures and step-by-step instructions on how to repair that specific fault.

Knowledge Base documents are available wherever you see the FIX link. Simply press the link



After pressing the FIX link, you will see the relevant knowledge base document, as below:



You may see options for Symptoms, Causes, Repair Steps, Affected Vehicles and Faults. Clicking on these links will show the data stored in that section of the document.

If you see a picture displayed in the document, this can be clicked to expand to show more detail.

To exit the document view, press the cross





FAQ

What is AssistConnect?

AssistConnect is Autologic's brand new cloud based solution built for your AssistPlus device.

How is AssistConnect different from AssistPlus?

AssistPlus is the hardware platform, which is connected to the cloud for file storage and support. Up to now the data for diagnosing vehicles has been stored on the device itself meaning you download data to ensure you have the latest information.

AssistConnect is a brand new way of delivering data and software, through the cloud. You use AssistPlus to physically send data to and receive data from the car, but all processing is done over the internet meaning you do not need to download data to your AssistPlus device. AssistConnect gives you access to the very latest licensed OEM data whenever you connect to your vehicle.

What are the Brands supported by AssistConnect?

AssistConnect has licensed support for Volvo vehicles. At launch, AssistConnect provides data for vehicles from 2010 onwards - picking up where the old software stops. Over coming weeks, we will introduce data for vehicles older than 2010. AssistConnect for Volvo is available in the following countries:

Austria, Belgium, Bulgaria, Canada, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Iceland, Liechtenstein, Norway, Puerto Rico, Scotland, Switzerland, Turkey, United Kingdom, USA

AssistConnect SCAN will scan for OBD faults from all brands which support the OBDII standard.

How do I access AssistConnect from my AssistPlus device?



Press Window Manager



Press the AssistConnect application icon

How do I update AssistConnect?

AssistConnect access requires you to download an app onto AssistPlus. This should be downloaded in the same way as any other applications on AssistPlus. Once installed, you do not need to update AssistConnect. Whenever you connect through the app, you will have access to the latest vehicle data and product features.

How much does it cost to purchase AssistConnect?

AssistConnect is charged on a per VIN basis, therefore you only pay for the vehicles you connect to. Pricing TBC.

What is the Knowledge Base?

The Autologic Knowledge Base is an additional service which complements AssistConnect. This is a repository for all of the Autologic knowledge to help guide you from fault to fix. Knowledge Base comprises Fault2Fix documents, repair instructions and common fault causes which will be shown on the AssistConnect system when they are needed. For example, when you have a fault on a vehicle for which we have a common diagnostic pathway and repair process; guided service routines; common issues on specific vehicles.



The Knowledge Base grows with every case we see and will continue to evolve to ensure AssistConnect provides the most comprehensive single solution on the market.

What does CLOUD based mean?

AssistConnect is a Cloud based solution. This means that all the software is stored on the cloud, or in other words on a very powerful server which is accessed through the internet. Therefore, to use AssistConnect you must have a good internet connection. The internet may be accessed from your AssistPlus either through a WiFi connection or a cable LAN connection as with any other PC, laptop, mobile phone or tablet device.

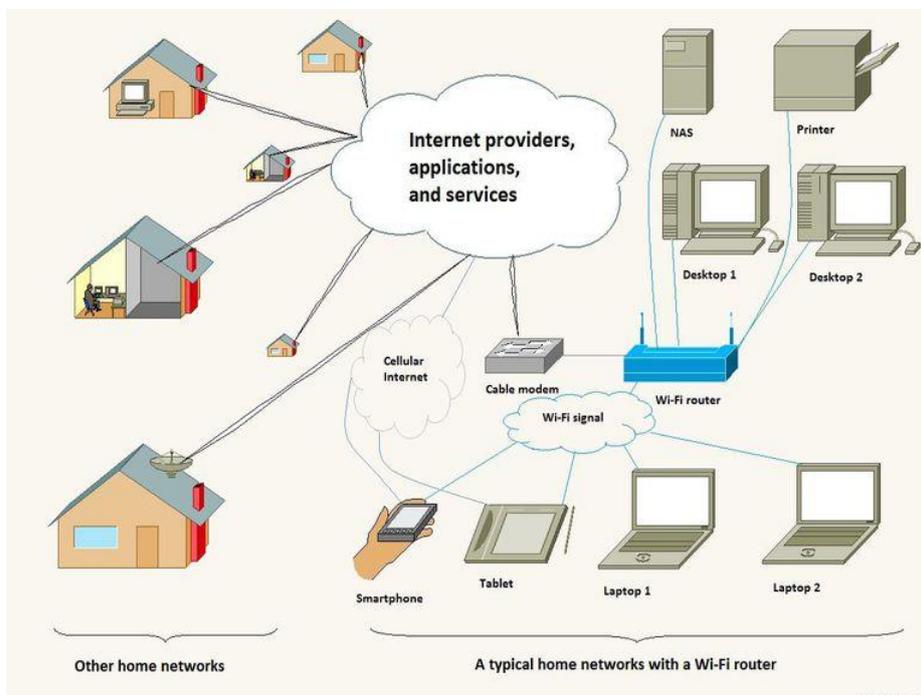
What is the difference between WiFi, LAN and Internet connections?

The following explanation (reproduced from <https://www.cnet.com/uk/how-to/home-networking-explained-part-4-wi-fi-vs-internet/>) summarises this. For more information please follow the link <https://www.cnet.com/uk/how-to/home-networking-explained-part-4-wi-fi-vs-internet/>:

Wi-Fi and internet are two different things. Let me say it again: they are two different things.

For years now, the term Wi-Fi has often been synonymous with access to the internet. Most of us use "Wi-Fi" as a shortcut to mean our home broadband internet connection. And when you're traveling, free Wi-Fi is understood as free internet since that's the only reason you use Wi-Fi when out and about.

In this post, I'll clarify the difference between the two often-confused terms and provide answers to other connection-related questions. Among other things, knowing the difference between Wi-Fi and internet connections can help you troubleshoot problems at home, purchase the right equipment for your network, and most importantly, understand the risk of using a free Wi-Fi network.



When launching AssistConnect I see a connection error. What do I do?

You need to check that your AssistPlus is connected to the internet:

- 1) Check that you are connected to your local WIFI network



Press window manager



Press WiFi



Check your SSID is shown in Orange.

If not: please connect to your WiFi network.

Or

Check that you are connected to your local LAN network



Press window manager



Look for the LAN icon

If not: You are not connected to the network. Please check your LAN network including:

- That you have a secure LAN connection into your AssistPlus
- That you have a secure LAN connection to your Router/network switch
- That the LAN cable is in good condition
- That your router or network switch has power
- That other devices can connect to your LAN

2) Check that you have a valid internet connection



Press window manager



Press AssistBrowser

Can you navigate to www.bandwidthplace.com?

If not: Check your internet connection at your Router

3) Check that you have sufficient internet speed (see FAQ "How do I know if my internet connection is suitable for AssistConnect")

What can I do if my WiFi is not good enough?

You should look into the position of your WiFi access point. Ideally this should be in the same room as your AssistPlus. The further you get from your WiFi connection, the weaker the signal and therefore the lower the performance of AssistConnect.

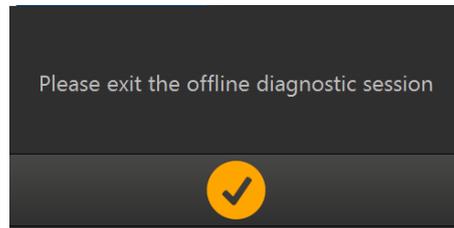
Alternatively, you should consider installing a WiFi repeater/extender which will extend the distance of your WiFi signal. Please be aware that installing repeaters may still limit network performance.

You can also connect AssistPlus through a cable LAN connection to your network switch or access point, which will give the highest performance for your local network.

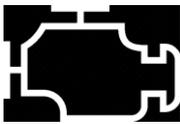


When I press AssistConnect, I see a message about offline diagnostics. What is this?

If you see the following message box on screen:



You need to exit the diagnostic session on the legacy software.



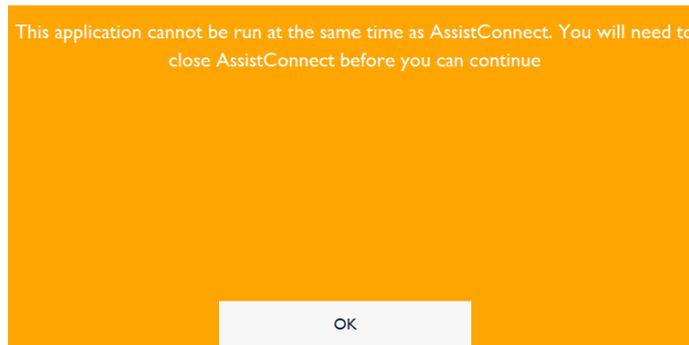
Open Legacy Diagnostics



Press Home

When I press Legacy diagnostics, I see a message about AssistConnect. What is this?

If you see the following message box on screen:



You need to exit the AssistConnect application on your AssistPlus device



Press Window Manager



Close AssistConnect

My Saved password for AssistConnect is only 6 letters but the box shows more, is this normal?

Yes. The stored password will show a password bar full of black dots for security.

I can't log into AssistConnect, what should I do?

- Check that you have an internet connection
- Check that you are using the correct username and password (both of these are case sensitive).
- If you are still unable to connect, please contact Autologic for support.

What are the minimum requirements for AssistConnect?

- An AssistPlus unit running the latest AOS software.



- A connection through WiFi or cabled LAN to your local network
- A connection from your local network to the internet with
 - o Ping less than 50ms
 - o Download speed greater than 4Mbps
 - o Upload speed greater than 2Mbps

Typical Network speed summary

Below is a global summary of broadband network speeds. Your specific results are dependent on your provider, location and equipment. Please contact your provider for more details.

Network	Download (up to Mbps)	Upload (up to Mbps)
ADSL	17	1
Fibre	38	4
UltraFibre	70	20
Cable	300	20
Mobile 3G	20	10
Mobile 4G	60	20
Mobile 4G LTE	50	5

How do I know if my internet connection is suitable for AssistConnect?

Within the internet browser on AssistPlus, navigate to and perform a scan through www.bandwidthplace.com and check that you meet the minimum requirements detailed in the FAQ: "What are the minimum requirements for AssistConnect?"

If not: your internet connection is not sufficient to run AssistConnect. See FAQ: "What can I do if my internet is not fast enough?"

What can I do if my internet is not fast enough?

Consider changing internet service provider to one which enables higher internet connection speeds. You may find your current provider allows you to upgrade your account. You also have the option to use mobile networks as detailed in the network summary above.

Can I use my mobile phone to connect through?

Yes, providing you can use your mobile device as a personal hotspot. This is called tethering. Basic instructions for iPhone and Android are given below. Other phones can be used, please refer to your mobile phone instructions.

Once you have setup your hotspot, connect your AssistPlus to your hotspot as any other WiFi network.

Note: Please be aware that you will be using your data allowance on your tethered mobile phone during a tethering session.

iPhone	Android
1. From the Home screen, go to " Settings " then look for " Personal Hotspot ". If not: present, contact you mobile operator. 2. Tap the Personal Hotspot switch to turn on  . 3. Your Hotspot is now visible to AssistConnect. Follow the instructions on the screen of your iPhone to continue	1. Open " Settings " press " More " under Wireless Networks 2. Choose " Tethering and portable hotspot ", then 'Wi-Fi hotspot' 3. Press " Set up Wi-Fi hotspot " if this is your first time use 4. Enter/change the WiFi name (SSID) for your hotspot network.*



Note: The WiFi password is shown on screen and can be changed if required.*

Note: AssistPlus is unable to connect to WiFi networks where the network name (SSID) or password contains the following characters:

!"£\$%^&()@~{}:<>?*

To change your iPhone SSID follow these steps:

1. From the Home screen, go to “**Settings**” then look for “**General**”.
2. In the general section. Press “**About**”
3. In the about section, look for “**Name**”
4. Your phone name is also the SSID. Change this here and press “**DONE**” then repeat the hotspot steps above.

5. Enter a memorable password (at least 8 characters). Then press “**Save**”

6. Press the toggle switch at the top of this page to turn on your hotspot.

Note: AssistPlus is unable to connect to WiFi networks where the network name (SSID) or Password contains the following characters:

!"£\$%^&()@~{}:<>?*

Can I use a 3G or 4G hotspot/access point to connect through?

Yes. You should connect your AssistPlus to your hotspot or access point as for any other WiFi network.

Do I need a WiFi connection?

You will need a network connection with internet access to use AssistConnect. This can either be through WiFi or cabled LAN connection.

Will AssistConnect work without an internet connection?

No. AssistConnect requires a permanent connection to the cloud to function. This can only be achieved through an internet connection.

Can I create a vehicle report with AssistConnect?

Yes. See the instructions provided in this user guide.

How do I print from AssistConnect?

You can screen capture any page on your AssistPlus device by pressing and holding the diagnostic button (see right) on the front panel button. Images can be printed as normal through the file manager.

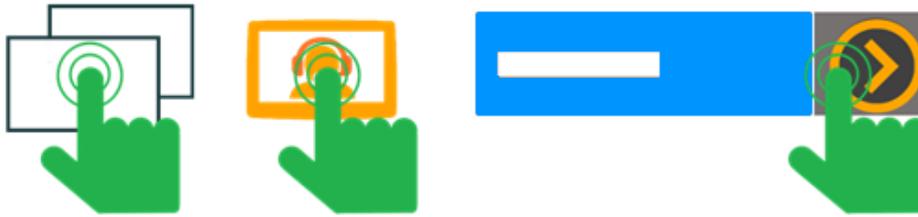


You can print vehicle reports within AssistConnect by following the steps in this guide, Vehicle reports section

How do I raise a support case with AssistConnect?

Providing you have either a valid support contract, or sufficient AssistCredit balance, please follow the steps below. If not, please contact your Autologic representative or purchase AssistCredits by logging into Autologic.com

- 1) Create a report following the steps in this user guide
- 2) Save the report
- 3) Navigate to AssistPortal and follow the normal support routine.



What can I see licensed data for on AssistConnect?

To see the current vehicle and feature coverage please refer to Autologic.com

Does AssistConnect support DoIP vehicles?

Yes, however you will need a DoIP cable for your AssistPlus. Please contact Autologic to register your interest.

I see a memory warning when I am using AssistConnect. What should I do?

You should try to close any unused applications by following these steps:



Press Windows Manager



Close Application(s)

If this does not work, try restarting your AssistPlus to clear out unnecessary application memory usage.

Why is my AssistConnect unresponsive after being left for 20 minutes?

As AssistConnect is internet connected, there is a session timeout for your security. If you do not interact with AssistConnect for 20 minutes, you will be automatically logged out. To restart AssistConnect, press End Session, and log in again.

If you experience issues reconnecting, close AssistConnect, and reopen as follows:



Press Window Manager



Close AssistConnect



Launch AssistConnect

Do I need an upgraded website account to use AssistConnect?

Yes. If you have not upgraded your website account, please ask your primary contact to log in at Autologic.com and follow the on-screen instructions to upgrade. Each person in the workshop should have their own log in credentials stored in the workshop team.

If you have further questions about upgrading your account please refer to the help guides on the website.

I have upgraded my Autologic website account but I still can't log in to AssistConnect. What should I do?

Once you upgrade your Autologic account, you should no longer use your original username. Instead you should log in using the email address registered when you upgraded your Autologic account. Please check that you are logging in with the correct email address to Autologic.com, and AssistConnect.



I don't want to use AssistConnect any more, how do I remove it?

You don't need to remove AssistConnect from your AssistPlus device. Access to use AssistConnect is controlled through user login and permissions. Autologic will not charge you for use of AssistConnect without first receiving your consent. Installing AssistConnect does not interfere with your other AssistPlus applications.