



## AssistMobile user guide

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## 1. Download AssistMobile

AssistMobile is available as a free download to all existing Autologic subscribers from the Google Play and Apple App Store for smart phones and tablets.

Once downloaded, you will see a new icon on your mobile device. Click the icon to load AssistMobile on your device.



*All images within this document are taken from an iPhone 5S. Layout and reproduction may vary between devices.*

*You will be prompted that AssistMobile requires access to your camera and files. Denying these accesses will limit your app functionality!*

## 2. Login

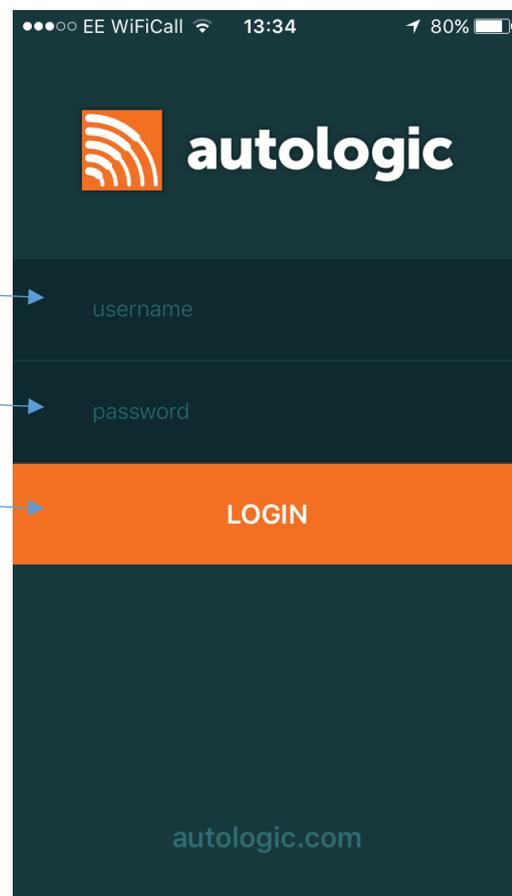
When AssistMobile loads, you will be presented with a login page. To use AssistMobile you must be an existing Autologic customer with an active support contract.

To login:

- Enter your username
- Enter your password
- Press login

These are the same details you would use to access the Autologic website services.

*You require an active internet connection to validate the details and to use the app!*



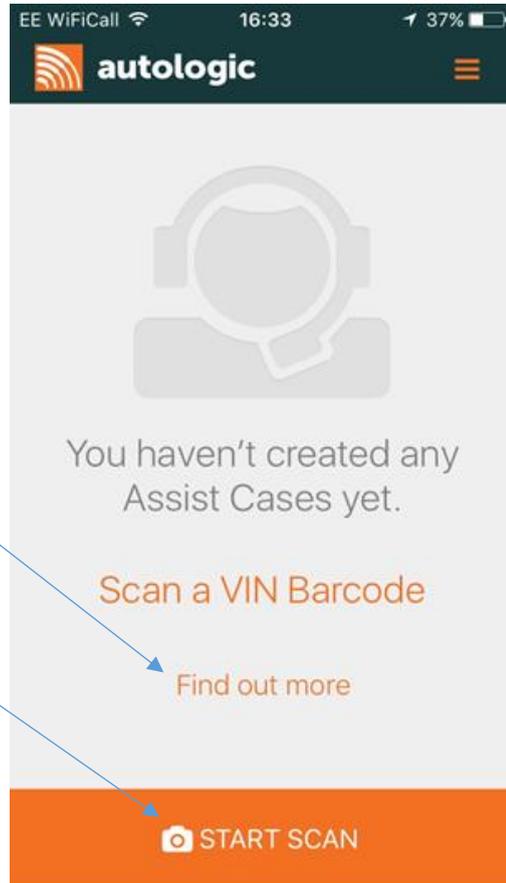


### 3. Welcome page

Once you have logged in successfully, you will see the home page. This page will show your open and pending Assist cases. If you have no pending cases, your screen will advise you as shown here.

If you need more information, press the link to Find out more

To create a new support case with Autologic Assist, Press START SCAN





## 4. VIN barcode scan

The App will use your camera to scan a VIN barcode. To ensure a clear and full picture of the barcode, you need to hold your device in landscape orientation.

VIN barcodes are normally classed as Code 39, code 128 or Data Matrix. All types will be identified by AssistMobile.

Ensure you can see the full barcode within the camera image.

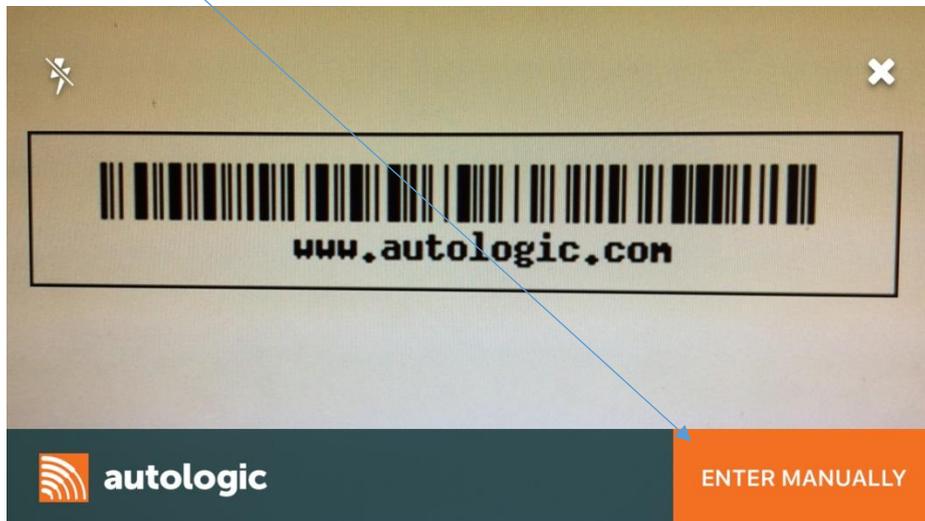
Hold the device steady to allow the camera to focus

As soon as the VIN is located by the AssistMobile, it will work out the VIN and move to the next page.

If your VIN barcode is unclear and the App cannot interpret the data, or if the vehicle does not have a VIN barcode displayed, press ENTER MANUALLY



DataMatrix



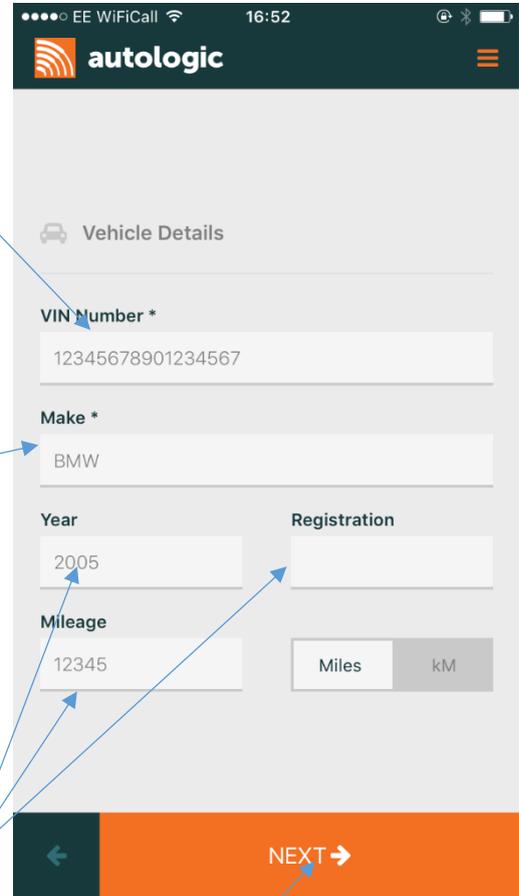


## 5. Vehicle data page

Next we need to know some details about your vehicle. If you've successfully scanned the VIN it will show in the VIN Number field.

If the VIN is not present or incorrect, select the VIN Number field.

*A full keyboard will appear and you can enter or edit the details. Once you've finished, press Done on the top right of the keyboard.*



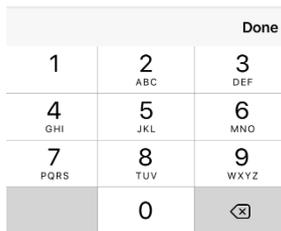
Next, click in the make field

*You'll be given a list of options to choose from. Scroll to your vehicle make and it will fill the field. Check the data is correct as this impacts the support response time.*



Select the remaining fields Year, Registration/License and Mileage to fill in the details. Remember to select Miles or km!

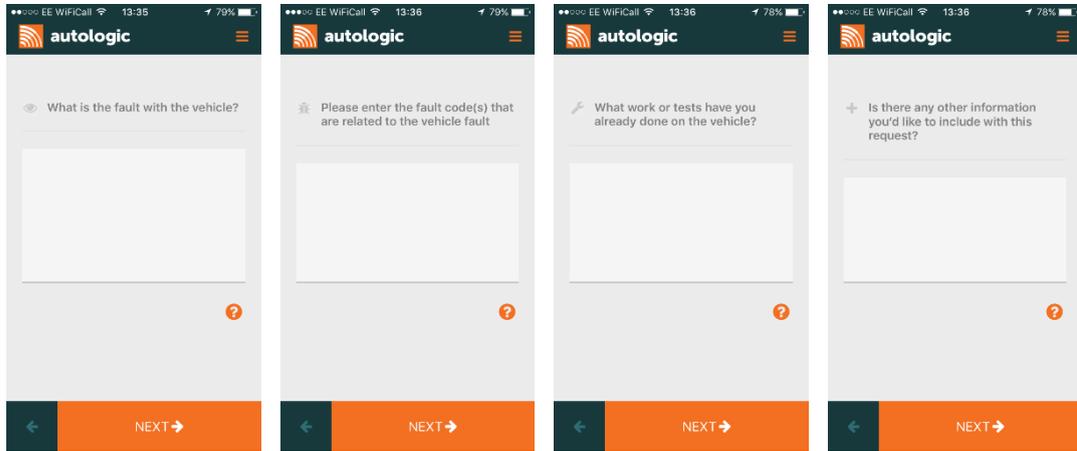
*For each field selected, you'll be shown a full keyboard (as above) or a numeric keypad (see right)*



Finally press NEXT to move to the next page



## 6. Questions about the vehicle issue

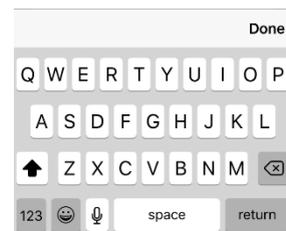


The next four pages are very similar with questions about the problems you're trying to resolve with your vehicle. Try to answer each question with as much detail as you can to allow our team to help resolve your query.

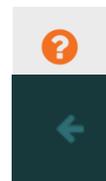
The questions are:

- What is the fault with the vehicle
- Please enter the fault code(s) that are related to the vehicle fault
- What work or tests have you already done on the vehicle?
- Is there any other information you'd like to include with this request?

On each page, click on the white box and a keyboard will appear allowing you to enter the text. When you are finished, click Done in the top right of the keyboard.



Press the help button on any page to bring up page guidance



If you would like to return to a previous section, press back

Once you've finished on a page, press next .



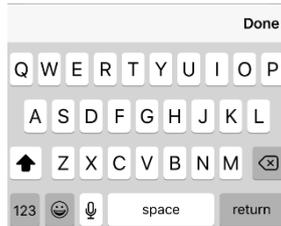


## 7. Your details

We need to know who to contact so on the first use of MobileAssist, you'll need to fill in your contact details.

Click in the Name field to update your name

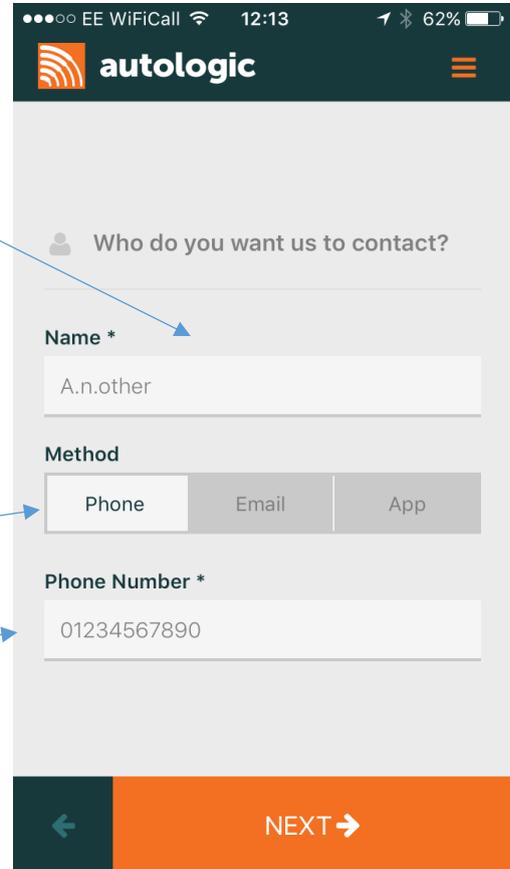
*A full keyboard will appear and you can enter or edit the details. Once you've finished, press Done on the top right of the keyboard.*



Select how you want to be contacted this time (Phone, Email or App).

Depending on your selection, the next field will either require your phone number

or your email address.



App method requires no further details to be inserted, the response will be sent directly to your current mobile device.

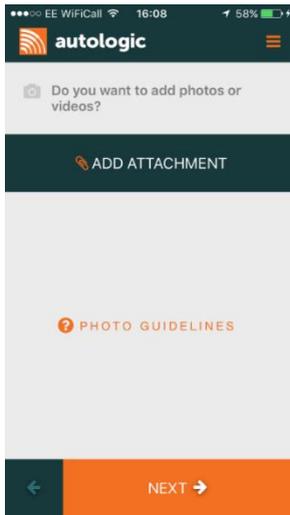
*Note: To use the APP option for a response method, you must have migrated your [www.Autologic.com](http://www.Autologic.com) account to a new enhanced user area account. If you have already setup your new account online, your name and contact details will auto-populate. If not, please navigate to [Autologic.com](http://Autologic.com) and setup your new account. Click here for the [User Guide for the enhanced user area](#)*



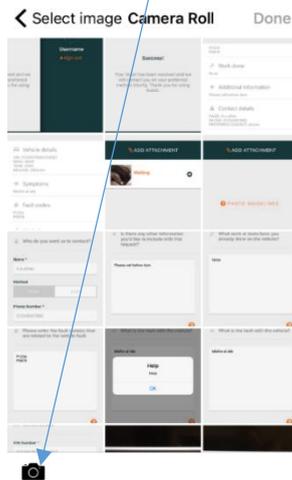
## 8. Attach photos or videos

If you wish to attach a photo or video to help explain your problem, you can do that now.

Press ADD ATTACHMENT



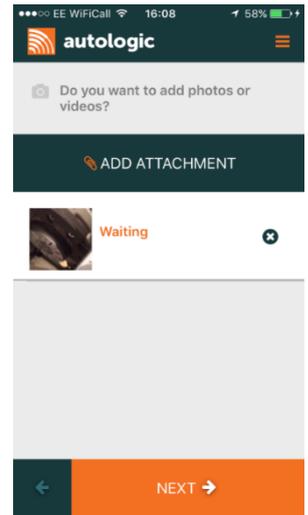
Select the file(s) you wish to attach and press Done or press the camera button



Pressing the camera button allows you to capture a new photo using your camera



All selected files will be attached to the case





## 9. Summary

Before submitting the case, you'll be presented with a summary of all the information entered into AssistMobile.

Scroll up and down to see the information and confirm it is correct.

If you want to amend anything, press the back button to return to the section and edit it.

Once you're ready, press SUBMIT.

EE WiFiCall 16:08 58%

**autologic**

Are you ready to send your Assist request?

Vehicle details  
VIN: 12345678901234567  
MAKE: BMW  
YEAR: 2005  
MILEAGE: 2005

Symptoms  
Misfire at idle

Fault codes  
P1234  
P5678

Work done  
None

Additional information  
Please call before 4pm

Contact details  
NAME: A.n.other  
PHONE: 01234567890  
PREFERRED CONTACT: phone

Attachments  
1 attachment

← SUBMIT →



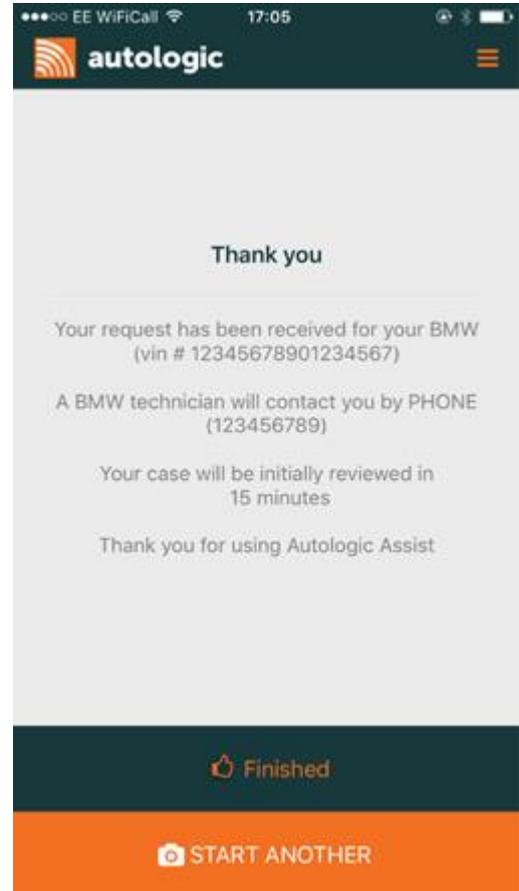
## 10. Feedback

AssistMobile will use your internet connection to connect to Autologic and create your Assist case.

We'll provide you with an estimate of the feedback time along with some details about your vehicle.

And that's it!

If you want to submit another case, press **START ANOTHER**.





## 11. Your Open Cases

Whenever you open a case with Autologic, either through AssistMobile, AssistOnline, AssistPortal on your AssistPlus or by phoning us, the case is opened on our CRM. AssistMobile gives you up to the minute feedback on your queue position, allowing you to see how busy we are, or how many cases you've opened.

*Note: To use the feature, simply open AssistMobile. If you've no open cases, you'll see the page shown in section 3 of this user guide. You need an active internet connection for this feature.*

If you've opened at least one case with us, you'll see a screen like the one shown here. You will see each open case listing the VIN, Model year and Marque, and the queue position.

Click on one of your live cases ( ) to expand and show the details you submitted.

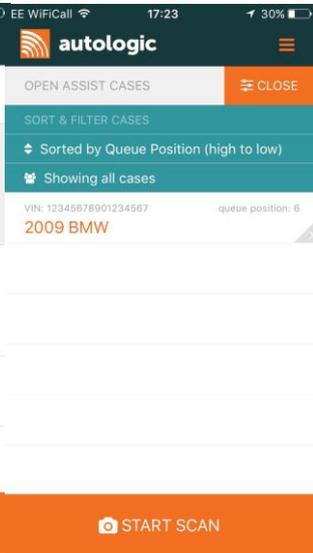
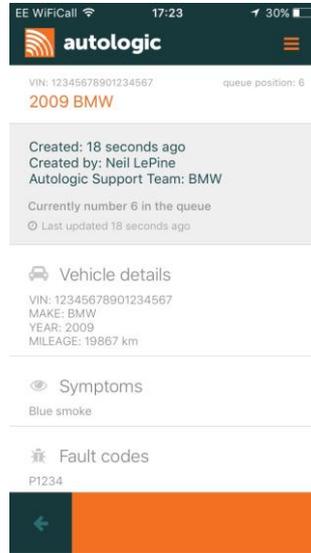
*Note: You cannot currently edit open cases*

Clicking the **FILTERS** button shows some options to filter the cases displayed. Queue position uses each case queue position to sort. All cases/my cases shows all cases raised in your workshop, or just just the cases you raised

To refresh the list and update your queue position, press on the screen then drag your finger down and finally release.

*Note: Case status will also refresh each time to open the app.*

Once you've finished, press the **CLOSE** button





## 12. In App messaging

If you chose to receive feedback from AssistMobile through the App, then we will send your correspondence directly to your mobile phone.

*Note: Depending on your phone settings, you may receive notifications on screen even if AssistMobile is not open. See Appendix 5: Notifications*

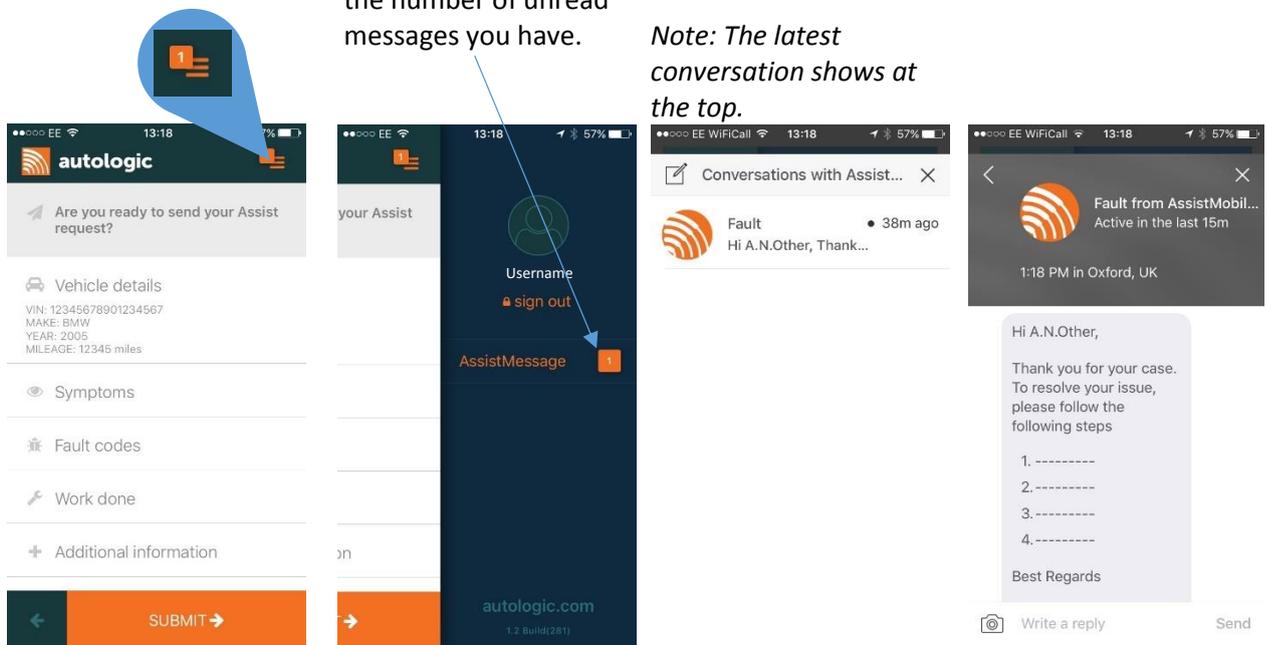
When a message has been received, a badge will appear above the menu button indicating the number of unread messages

Pressing the menu button opens an options drawer. In here you will see an AssistMessage link with an indicator for the number of unread messages you have.

After clicking the AssistMessage link, you will see a list of all conversations between Autologic Fault 2 Fix team and you.

Finally, click on the relevant conversation to see the message sent to you to resolve your issue.

*Note: The latest conversation shows at the top.*



*Note: At present we are unable to accept chat messages sent or responded from AssistMobile. You must send a case through the described method above.*

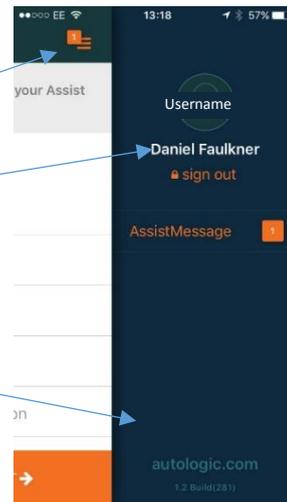


## Appendix 1: Sign out

To sign out of AssistMobile, press the menu button in the top right of all pages (three horizontal orange bars), or swipe from the right edge of the screen towards the left.

You will then see the link to sign out

You can also navigate to the Autologic home page from here

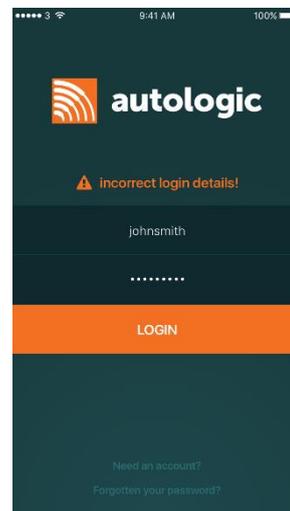


## Appendix 2: Sign in error

If when signing in you receive a log in error, please check the following:

- Your username is correct. This is case sensitive
- Your password is correct. This is case sensitive
- You have a live internet connection
- You have a valid Autologic subscription

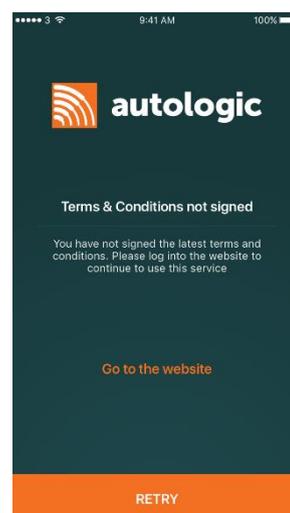
Any one of these factors could affect your login. If you continue to have problems, please contact Autologic



## Appendix 3: Sign in error – T + C not signed

If when signing in you receive a message saying Terms and Conditions not signed, it means we have updated our service Terms and Conditions.

If you are the Primary Account holder, you will be given the option to accept our Terms and Conditions within AssistMobile. If not, you should direct the primary account holder to the Autologic website in order to accept the latest Terms and Conditions.





## Appendix 4: Phone permissions

AssistMobile requires access to your Camera to allow VIN Barcode scan. It also requires access to the internet either through Mobile Data or WiFi. If you are experiencing issues, please ensure you have given appropriate access on your phone from your phone settings



## Appendix 5: Notifications

For the best user experience, AssistMobile needs permission to allow notifications. You can choose how these appear from your phone settings menu

