autologic

USER GUIDE

AUTOLOGIC
ENHANCED USER AREA

JANUARY 2017

autologic

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Commack, NY 11725
autologic.com
1-866-945-6442

autologic USER GUIDE

AUTOLOGIC ENHANCED USER AREA

TABLE OF CONTENTS:

1. INTRODUCTION

We have enhanced the existing Autologic website User Area to provide premium content and improve the functionality. We are pleased to announce that the first phase of this new platform is now available for you to use!

The new features available to you include:

BUILD YOUR TEAM: This is a feature that we have developed to provide individual access to every technician in your garage. You can simply add new team members by registering their name, unique email and position in the company. This will enable individual logins for each technician you register, granting them access to the various features of Assist, including AssistMobile, our mobile app.

CHANNEL PAGE: Direct, unlimited access to our premium video library of tutorials, service functions and tech tips will now be available to you within the User Area.

In addition to the above, the creation of this area means we have the foundations in place to develop a hub of premium content for you to access and utilize. We plan to develop this over the next few months, so you will see the benefits of Assist continue to grow.

The enhanced user area will provide access to our Fault 2 to Fix Team from the following:

1. AssistPortal via the AssistPlus device

2. AssistMobile the smartphone app

3. AssistOnline via the Autologic website

All of which provides greater efficiency for your business.

Please Note: A new login system has been introduced and your account will now be registered to your unique email address, rather than your old user name.

2. ACTIVATING YOUR ACCOUNT

IMPORTANT NOTE: The set up process for the primary contact can take between 10-15 minutes. We want to make sure you can set up your shop properly. Please make sure you have sufficient time to complete the set up without interruption. Stopping half way through or quiting out of your browser can potentially cause log in problems which may require you to contact Autologic for assistance.

You will need to activate your account in order to benefit from the Enhanced User Area. Access your User Area here **https://autologic.com/login**

If you've not already received your New Account email:

1. Log in to the website using your existing user name and password

2. You will see a yellow banner message at the top of the screen. Click to have the email resent to you. (The name and email address is displayed).

3. You will then receive an email to the primary email address associated with your account, inviting you to activate your new account. Follow the instructions in the email to complete your activation. If you do not receive the email, please check your junk box or contact Vehicle Diagnostic Support at 877-945-6442.

4. You are now able to access the new User Area with the email address and the password you created during the activation process. Once the steps above have been completed, the old account will be deactivated and you will only be able to log in with the new credentials.

5. From here you have the opportunity to set up additional profiles for your employees. We strongly encourage you to set up accounts for every member of staff within your business. It will improve their experience of the Fault 2 Fix Team and ensure that all have access to the full benefits of our future releases **(SEE STEP 5)**.

3. SETTING UP PRIMARY CONTACT ACCOUNT INFORMATION

To ensure our records are correct and to allow the primary contact of your company to access new functionality and manage your team, please review and update the details on the Primary Contact Account screen as needed. You must be authorized to confirm this information. If you are unsure, please contact your manager.

STEP 1

Fill in primary contact details. Make sure your email address under "**PRIMARY CONTACT INFORMATION**" is accurate since this is the email that will be used as your Login User Name and where all emails from Autologic will be sent.

We've enhanced our user area

As a result we wish to ensure that our records are correct, allowing the primary contact of your company to access new functionality and manage your team. Please review these details and amend as necessary. You must be authorised to confirm this information. If you are unsure please contact your manager.

COMPANY INFORMATION

Company Name*
Joe's Automotive Repair Shop

Company Email*
calljoesautomotivenow@gmail.com

Company Website
http://JoesAutomotiveRepairShopLive.com

Company Telephone Number*
1-800-555-5555

Address 1*
1 Main Street

Address 2

City*
Commack

State*
New York

ZIP*
11725

Country*
United States

PRIMARY CONTACT INFORMATION

First Name*
Joseph

Last Name*
Smith

Email*
joesmithautomotive@email.com

Phone*
1-555-555-5555

Position*
Owner

☑ I am the primary contact and/or I am authorised to act on behalf of the primary contact

SAVE & CONTINUE

STEP 2

Confirm primary contact details.

Thank you

If these details are correct, press confirm. Alternatively, press edit to make any further changes.

Company Information

Joe's Automotive Repair Shop
http://JoesAutomotiveRepairShopLive.com
calljoesautomotivenow@gmail.com
1-800-555-5555

1 Main Street
Commack
New York
11725
United States

Primary Contact Information

Joseph Smith
Owner
joesmithautomotive@email.com
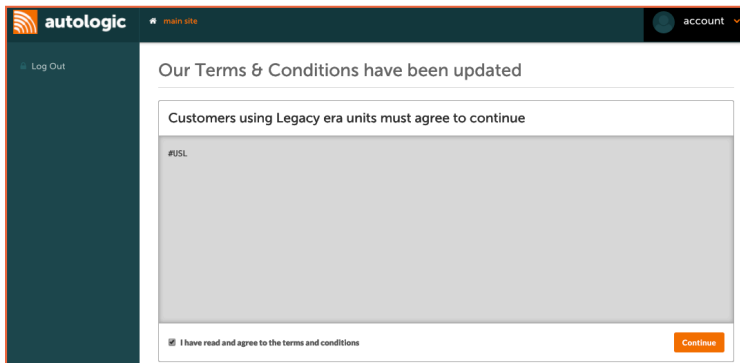1-555-555-5555

< EDIT

CONFIRM >

STEP 3a

Accept Terms & Conditions of **AssistPlus** unit (If applicable).
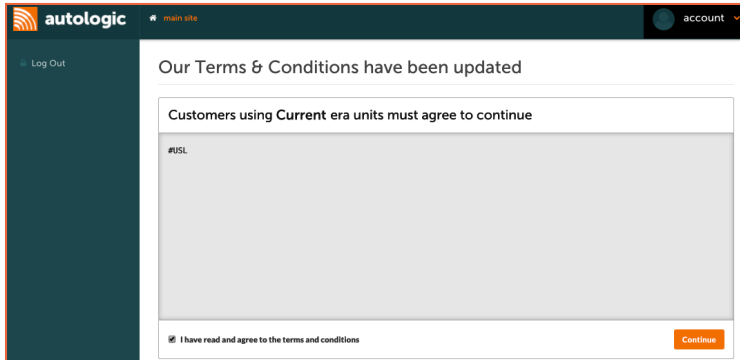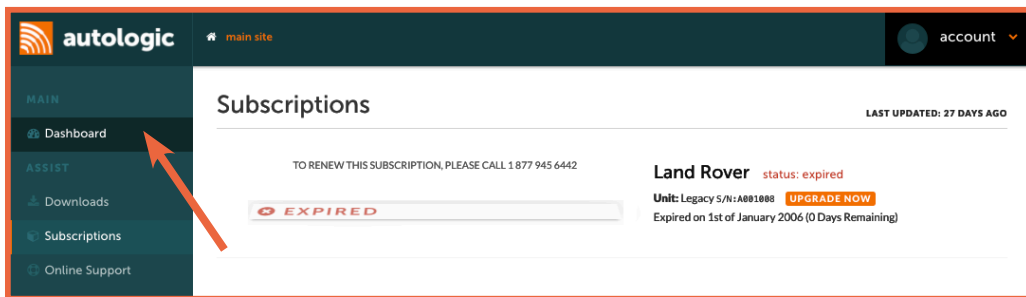

STEP 3b

Accept Terms & Conditions of **Bluebox** unit (If applicable).

STEP 4

If you have expired subscriptions, you will be directed to the subscription page.
If here, click the **Dashboard** link in the left hand column. **If not, jump to step 5**

STEP 5

Click the "here" link in the yellow banner to have an email sent to the email address you entered in the Primary Contact section. A blue banner will display advising that you've been sent an email.
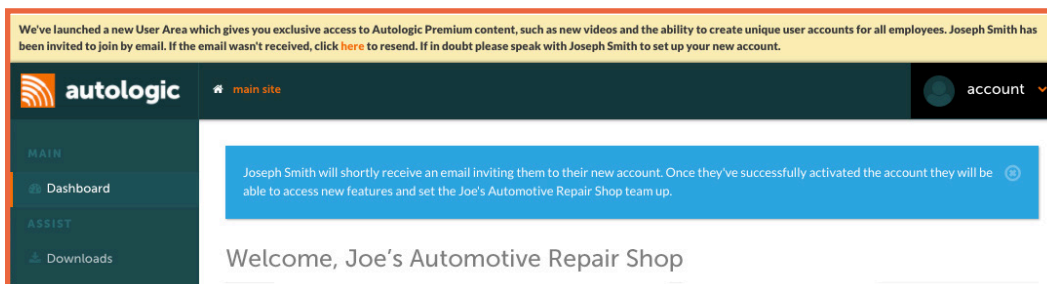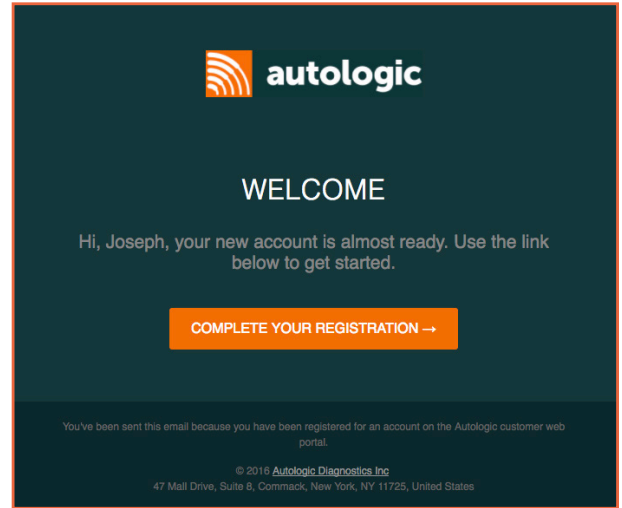
4. VERIFY PRIMARY CONTACT ACCOUNT WITH ACTIVATION EMAIL

STEP 1

An email invitation will be sent to the email address of the Primary contact titled "Your new Autologic account is almost ready". This email contains a link COMPLETE YOUR REGISTRATION ➔ which allows the user to complete the new account setup process.

NOTE: The email may be filtered to a user's Junk folder depending on your mail filter settings.

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WELCOME

Hi, Joseph, your new account is almost ready. Use the link below to get started.

COMPLETE YOUR REGISTRATION →

You've been sent this email because you have been registered for an account on the Autologic customer web portal.

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47 Mall Drive, Suite 8, Commack, New York, NY 11725, United States

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Welcome to your new Autologic account, Joseph. To continue to your dashboard, please complete the following details.

PASSWORD*

••••••••••

PASSWORD CONFIRMATION*

••••••••••

CONTINUE

STEP 2

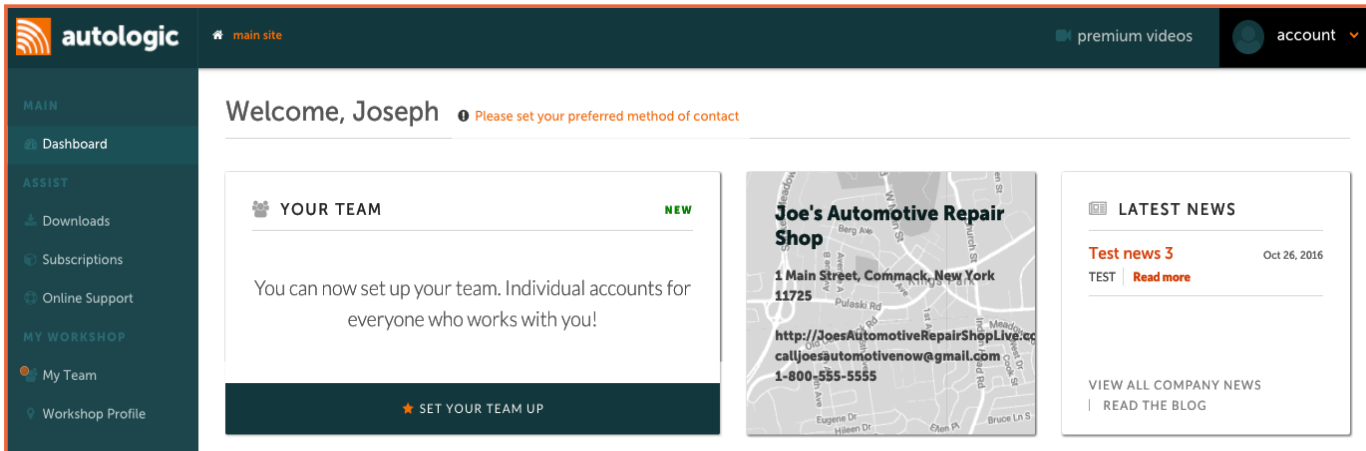Clicking the link shows the following password page.

Choose a password for your account.

Once done, press **CONTINUE**

STEP 3

You will automatically be logged into your new account. In future, use your email address along with the new password to log in.

autologic   🏠 main site   📹 premium videos   ⬤ account ⌄

MAIN
🏠 Dashboard

ASSIST
⬇ Downloads
🔲 Subscriptions
💬 Online Support

MY WORKSHOP
📍 My Team
🔷 Workshop Profile

Welcome, Joseph   ⓘ Please set your preferred method of contact

👥 YOUR TEAM   NEW

You can now set up your team. Individual accounts for everyone who works with you!

★ SET YOUR TEAM UP

Joe's Automotive Repair Shop

1 Main Street, Commack, New York 11725

http://JoesAutomotiveRepairShopLive.co
calljoesautomotivenow@gmail.com
1-800-555-5555

📰 LATEST NEWS

Test news 3   Oct 26, 2016
TEST | Read more

VIEW ALL COMPANY NEWS
│ READ THE BLOG

5. CREATING WORKSHOP TEAM (ONLY THE PRIMARY CONTACT CAN DO THIS)
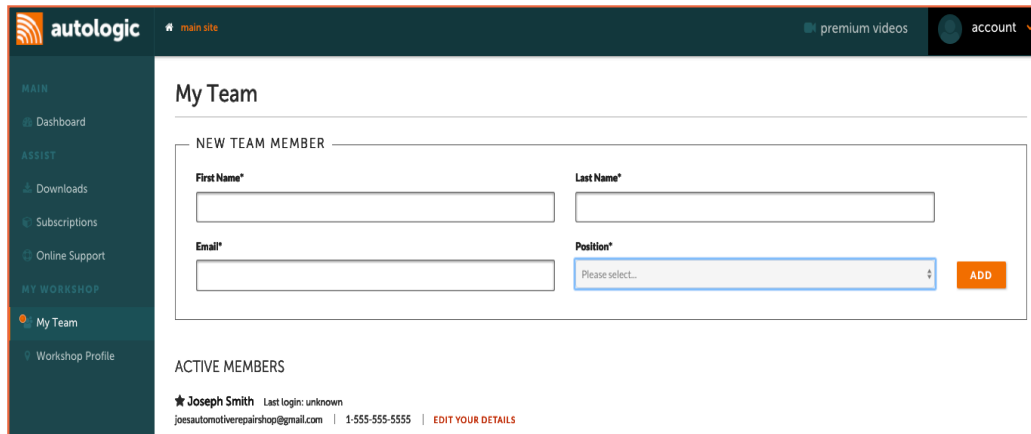
STEP 1

Click on the link [★ SET YOUR TEAM UP] on the dashboard.

STEP 2

The user will be shown a page titled **My Team**.

STEP 3

Fill in the field under **NEW TEAM MEMBER**, which includes First Name, Last Name, email address (this must be a valid and unique email address which is different from the primary or any other team member) and their position in the company.

NOTE: "Position" will be used in future to determine the access level of an individual within the website, such as rights to sign Terms and Conditions, purchase and administer upgrades etc.

STEP 4

Press the [ADD] button. You'll be warned if required fields are not filled in or filled out improperly. Fill those fields and press [ADD] again to confirm the new team member.
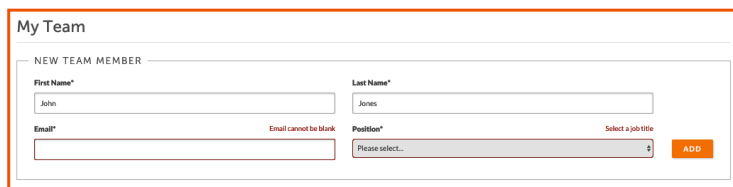
STEP 5

An email will be sent to your team member inviting them to set up their user account. Confirmation is given when a new team member has been added.
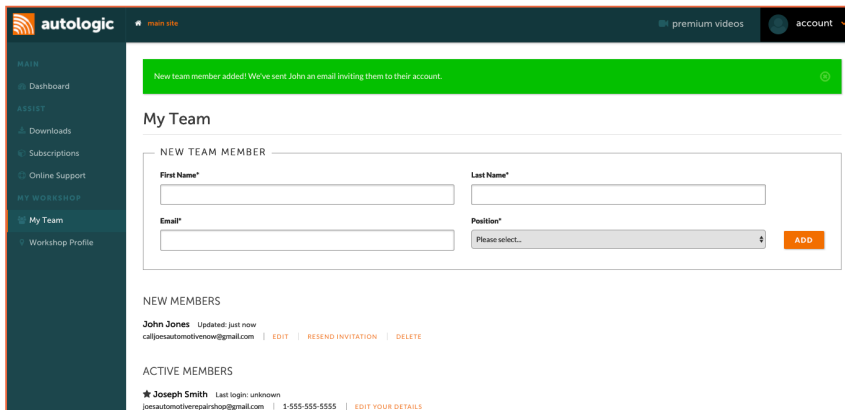
STEP 6

Repeat steps 3 to 5 for all members of your team.

STEP 7

Team members who have been sent invites are shown under the title **NEW MEMBERS**.

STEP 8

If any details are incorrect, click **EDIT** next to the team member name and update them.

STEP 9

If a team member was invited by mistake, click **DELETE** to stop the invitation.

STEP 10

If a team member did not receive the email or deleted it by mistake, click **RESEND INVITATION** to resend the email.

6. SETTING UP A NEW TEAM MEMBER ACCOUNT

STEP 1

An email invitation will be sent to the email address of each invited team member titled "Your new Autologic account is almost ready". This email contains a link COMPLETE YOUR REGISTRATION ➔ which allows the user to complete the new account process:

NOTE: *The email may be filtered to a user's Junk, folder depending on your mail filter settings.*
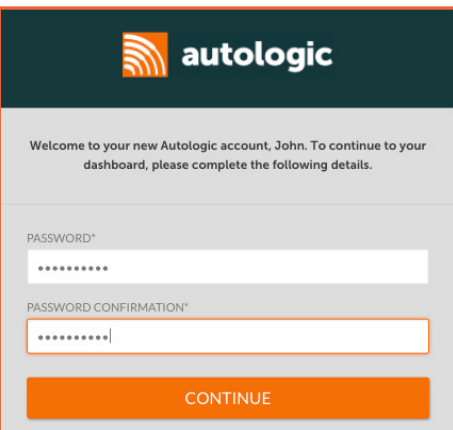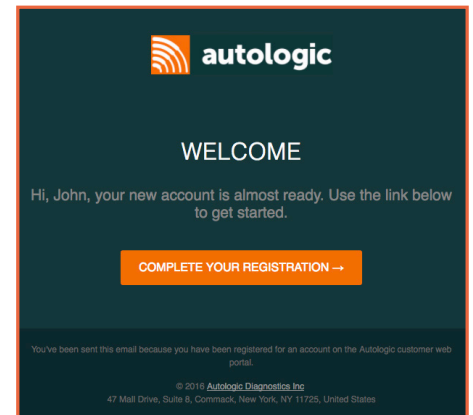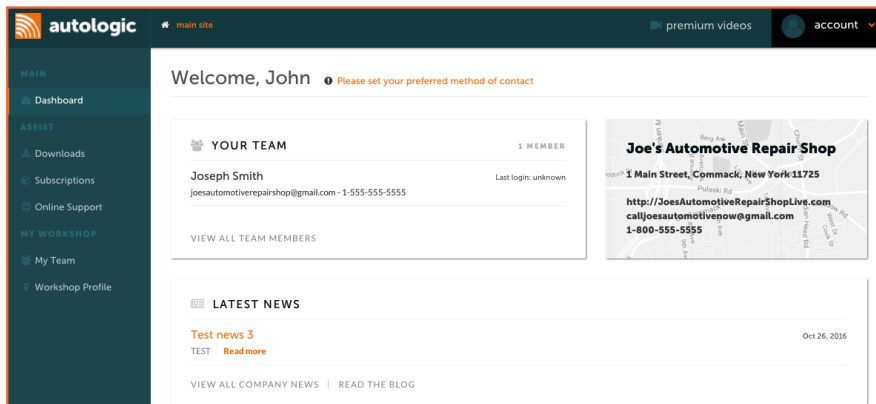

STEP 2

Clicking the link shows the following password page.

The user should choose a password for their account. Once done, press

CONTINUE

STEP 3

The user will automatically be logged into their new account. In the future, the user should use their email address along with their new password to log in.

7. LOGGING INTO THE WEBSITE

STEP 1

Select login at the top right corner of the page.

STEP 2

Enter your email address.

STEP 3

Enter your password.

STEP 4 Then press the login button at the lower left of the login pane.

8. UPDATING/COMPLETING PRIMARY CONTACT DETAILS

STEP 1

To complete your user details click **Please set your preferred method of contact** on the dashboard or click **My Team** from the left side menu and then **EDIT YOUR DETAILS** next to your name.
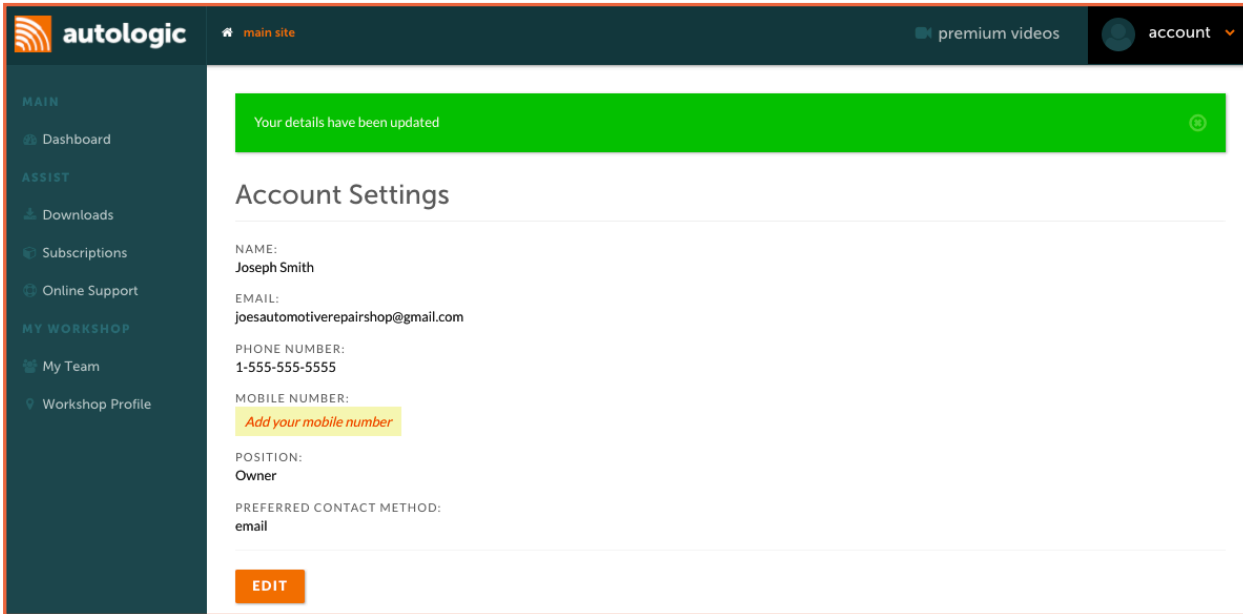
STEP 2

You'll then be able to edit your details by clicking in the appropriate field and editing the content. Press **UPDATE** to save the changes. You'll be informed where required fields have been missed.

STEP 3

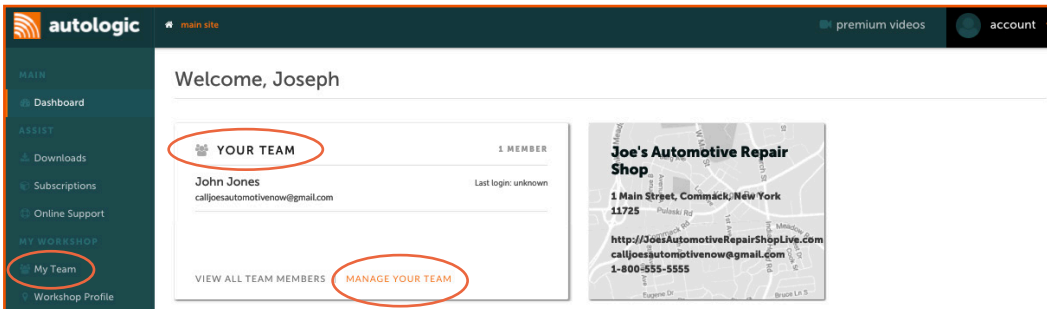You'll then get a summary of the settings, with incomplete fields high-lighted.

STEP 4

Press **EDIT** to make further changes, or click the **Dashboard** link to return to the dashboard.
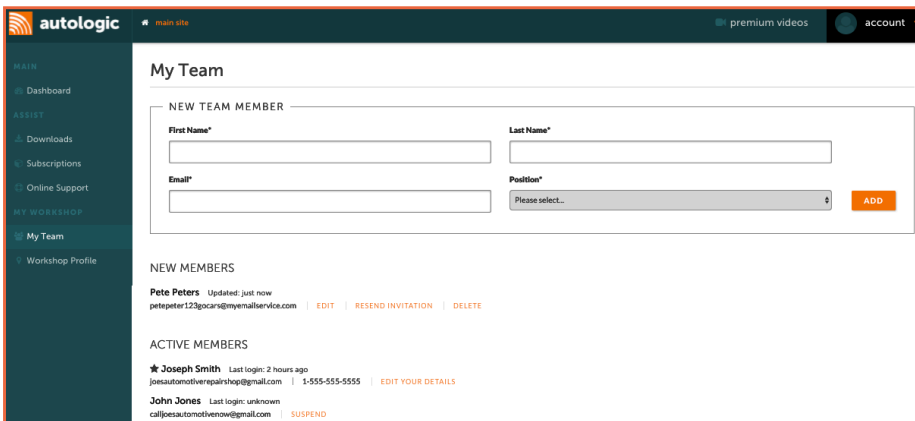
9. MANAGING THE TEAM (PRIMARY CONTACT ONLY)

STEP 1

From the dashboard, click **"MANAGE YOUR TEAM"** from the **"YOUR TEAM"** panel, **OR** from anywhere click the **My Team** link from the left side bar.

STEP 2

To add further team members, fill in the **NEW TEAM MEMBER** section and click ADD button.

STEP 3
Team members with pending accounts are listed under **NEW MEMBERS**. There are options to edit the invitation, resend the invitation or delete the invitation.

STEP 4
Current active team members are listed under **ACTIVE MEMBERS**. This includes the current user.
There are options to:
• Edit current user details (Change name, email address, mobile number, phone number, position and preferred contact method.)
• Suspend the team member accounts (Prevents the user being able to log in and moves the account to the suspended account section.)

STEP 5
Suspended accounts are hidden normally. Click the **SHOW SUSPENDED MEMBERS** link to view. Suspended accounts can then be reactivated to enable site access.

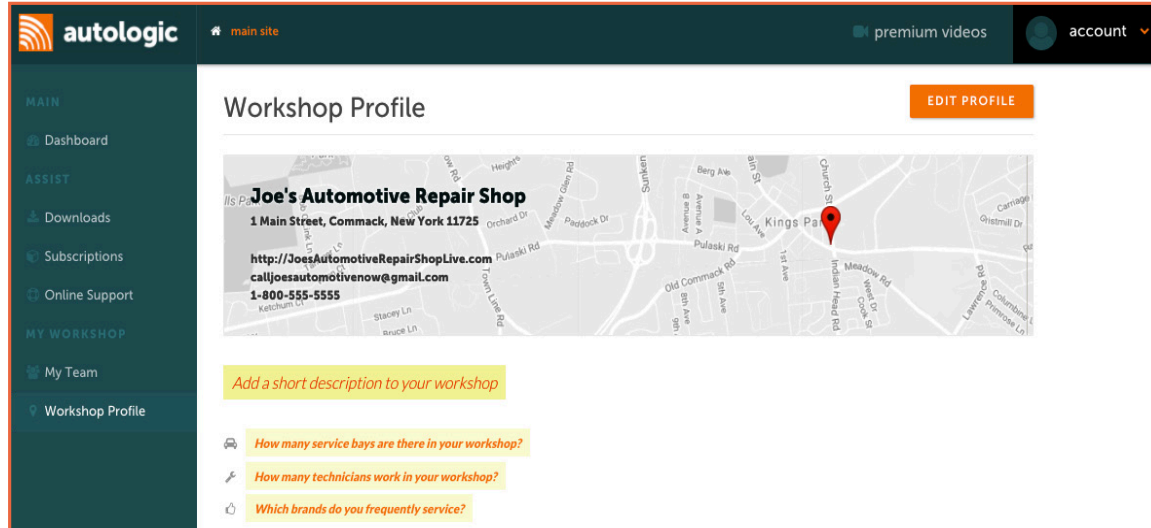## 10. CREATING WORKSHOP LOCATION (PRIMARY CONTACT ONLY)

STEP 1
To complete your workshop profile go to the [Dashboard] and click the map with your company info or click [Workshop Profile] in the left side bar. Both links will bring you to the same Workshop Profile page.
Note: Workshop profile will allow the future creation of the Autologic directory.

STEP 2
On the **Workshop Profile** page, click [EDIT PROFILE] **OR** click any of the highlighted yellow fields (indicates incomplete). Both these links will bring you to the **Workshop Profile** editing page.

STEP 3
On the **Workshop Profile** editing page, click in any of the fields to update the information.

STEP 4
The map points to the address as entered in the address fields. To alter the specific location, drag the **RED** pin to the desired point on the map.

STEP 5
Click **SAVE PROFILE** and the workshop information will be stored.

STEP 6
The workshop profile page will update with the new information.

11. ACCESSING PREMIUM VIDEOS

STEP 1
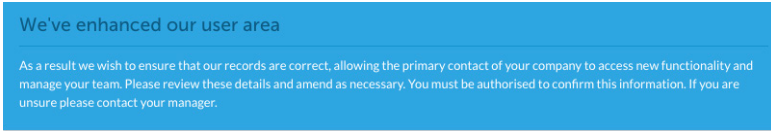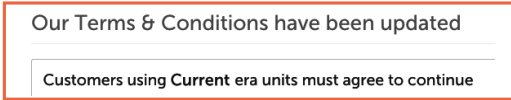When logged into to **autologic.com**, select "Premium Videos" icon at top right hand side of screen.
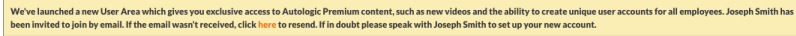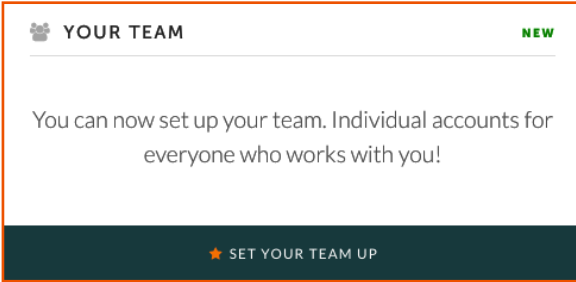

STEP 2
When page loads, scroll to bottom of the page and select **LOAD MORE** button.

12. TROUBLESHOOTING LOGGING IN

MESSAGE	SCREENSHOT	SOLUTION
"We've enhanced our user area" message	**We've enhanced our user area** As a result we wish to ensure that our records are correct, allowing the primary contact of your company to access new functionality and manage your team. Please review these details and amend as necessary. You must be authorised to confirm this information. If you are unsure please contact your manager.	Setting Up Primary Contact Information (Section 3, Step 1)
Accepting Terms and Conditions	Our Terms & Conditions have been updated Customers using **Current** era units must agree to continue	Setting Up Primary Contact Information (Section 3, Step 3a or 3b)
Banner Explaining an Email has Been Sent Inviting Them to Their New Account	We've launched a new User Area which gives you exclusive access to Autologic Premium content, such as new videos and the ability to create unique user accounts for all employees. Joseph Smith has been invited to join by email. If the email wasn't received, click here to resend. If in doubt please speak with Joseph Smith to set up your new account.	Setting Up Primary Contact Information (Section 3, Step 5)
Set Your Team Up	👥 YOUR TEAM NEW You can now set up your team. Individual accounts for everyone who works with you! ★ SET YOUR TEAM UP	Creating the Workshop Team (Section 5, Step 1)
Set Preferred Method of Contact	Welcome, Joseph ❶ Please set your preferred method of contact	Update Primary Contact Details (Section 8, Step 1)
Complete Your Workshop Profile	**Joe's Automotive Repair Shop** 1 Main Street, Commack, New York 11725 http://JoesAutomotiveRepairShopLive.com calljoesautomotivenow@gmail.com 1-800-555-5555	Creating the Workshop Location (Section 10, Step 1)