



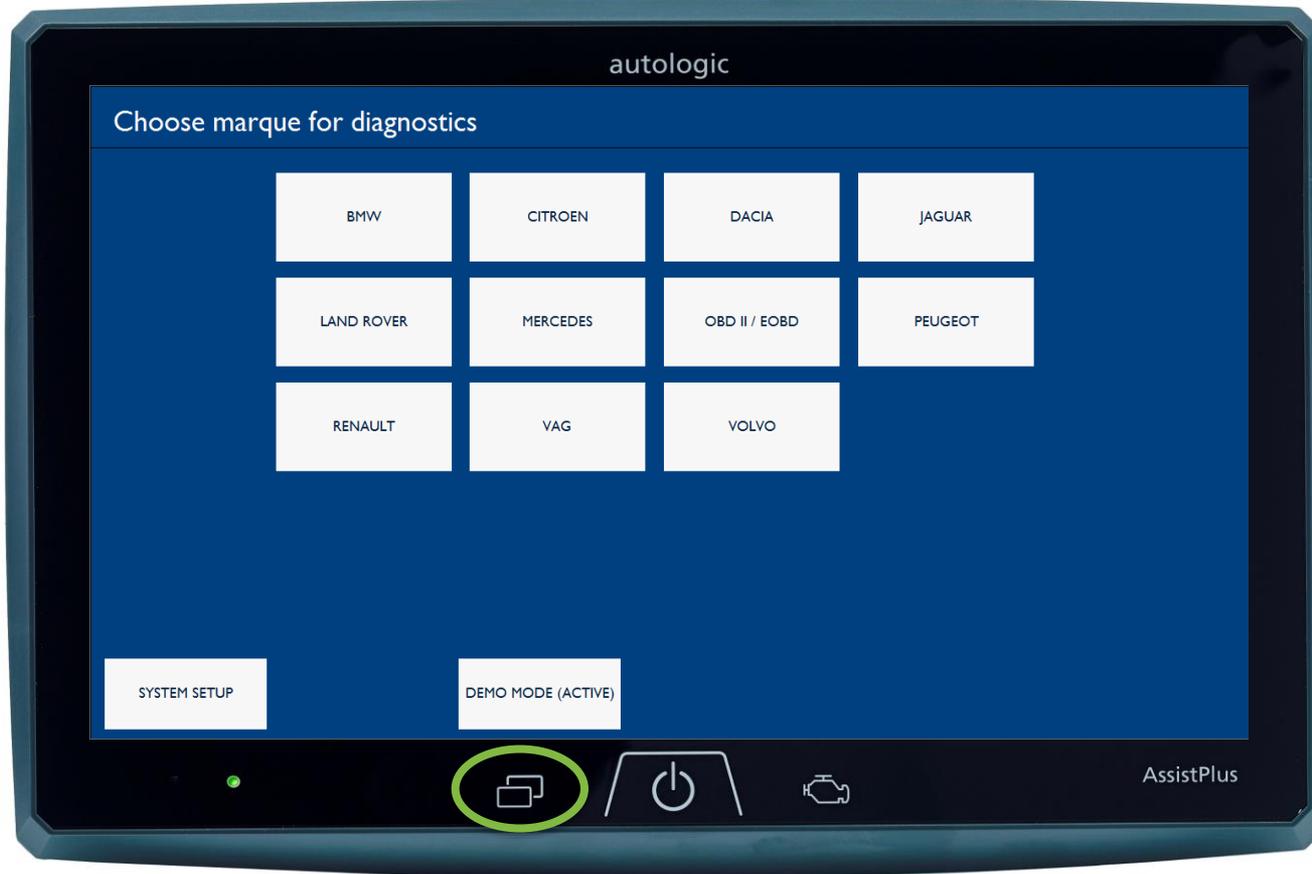
AUTOLOGIC
AN OPUS COMPANY

SUBMITTING A
SUPPORT REQUEST
WITH>>
THE ASSISTPLUS



Submitting a support request through the AssistPlus

1. To submit a case to the AutologicLive team, press the menu button on your AssistPlus.



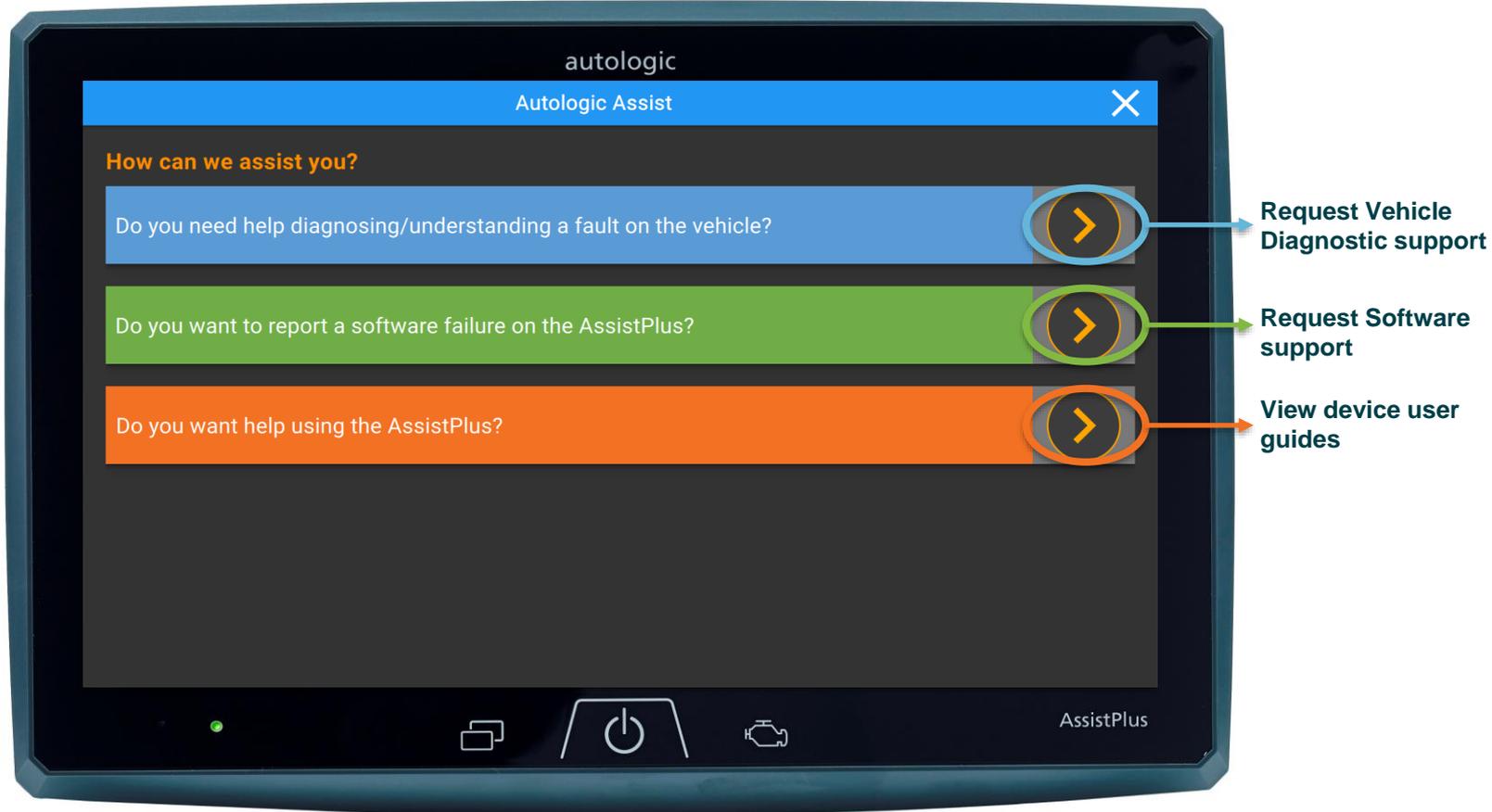
Submitting a support request through the AssistPlus

2. Press the AutologicLive button on the right hand side of the screen.



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3. Select what you need assistance with by pressing the relevant arrow



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Request Vehicle Diagnostic Support
Fault with a vehicle

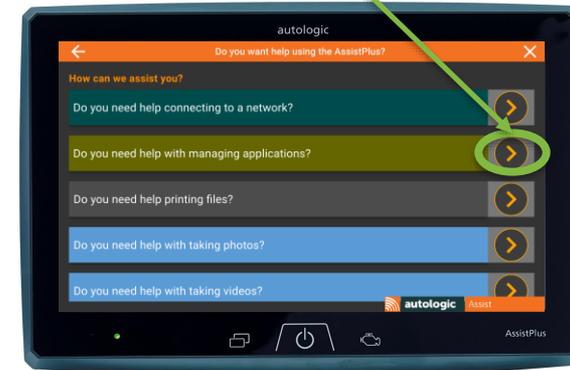
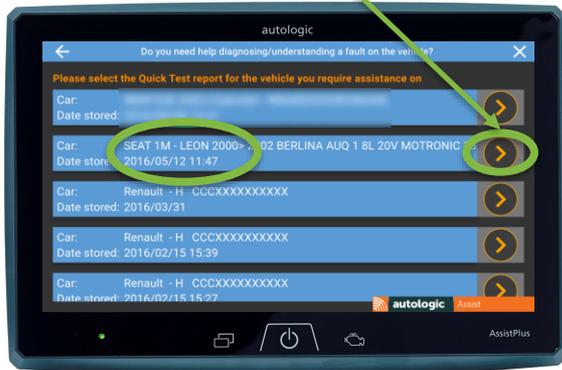
Request Software Support
Fault with the software on a vehicle or device

View device user guides

Select the relevant Quick Test report

Select the relevant Vehicle Scan

Select the area you need assistance with



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4. For Vehicle Diagnostic Support you will need to fill out/confirm the vehicle's details. Once they are correct, press the tick button to continue.



The screenshot shows the 'Request Details' screen in the AssistPlus application. The screen is titled 'autologic' at the top and 'Request Details' below it. It contains a form with the following fields:

- Is this the correct vehicle? (with a question mark icon)
- VIN * (with the value WBA0000000000000)
- Make * (with the value BMW)
- Model (with the value E92 320i Cabriolet)
- Year (with the value 2009)
- Mileage (with the value 58567) and radio buttons for Miles and Kilometres
- Registration Plate (with the value ASSIST)

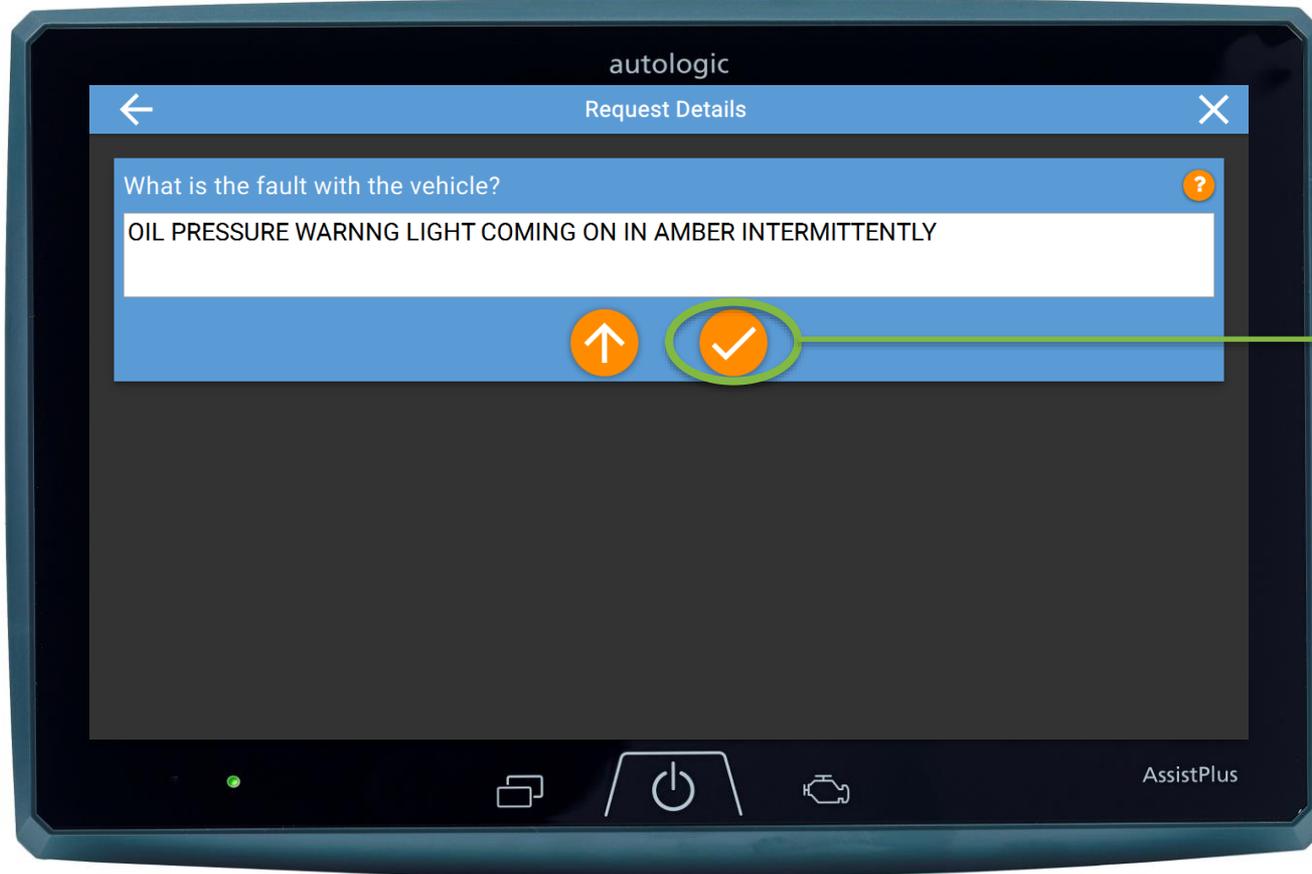
At the bottom of the form, there are two buttons: a red 'X' button and a red checkmark button. A green circle highlights the checkmark button, and a green arrow points from it to the text 'Confirm vehicle details and press the tick button' on the right. A small asterisk (*) is present next to the VIN, Make, and Registration Plate fields, indicating they are mandatory. A legend at the bottom left of the form states '* Denotes mandatory field'.

Confirm vehicle details and press the tick button

Note – * indicates a mandatory field

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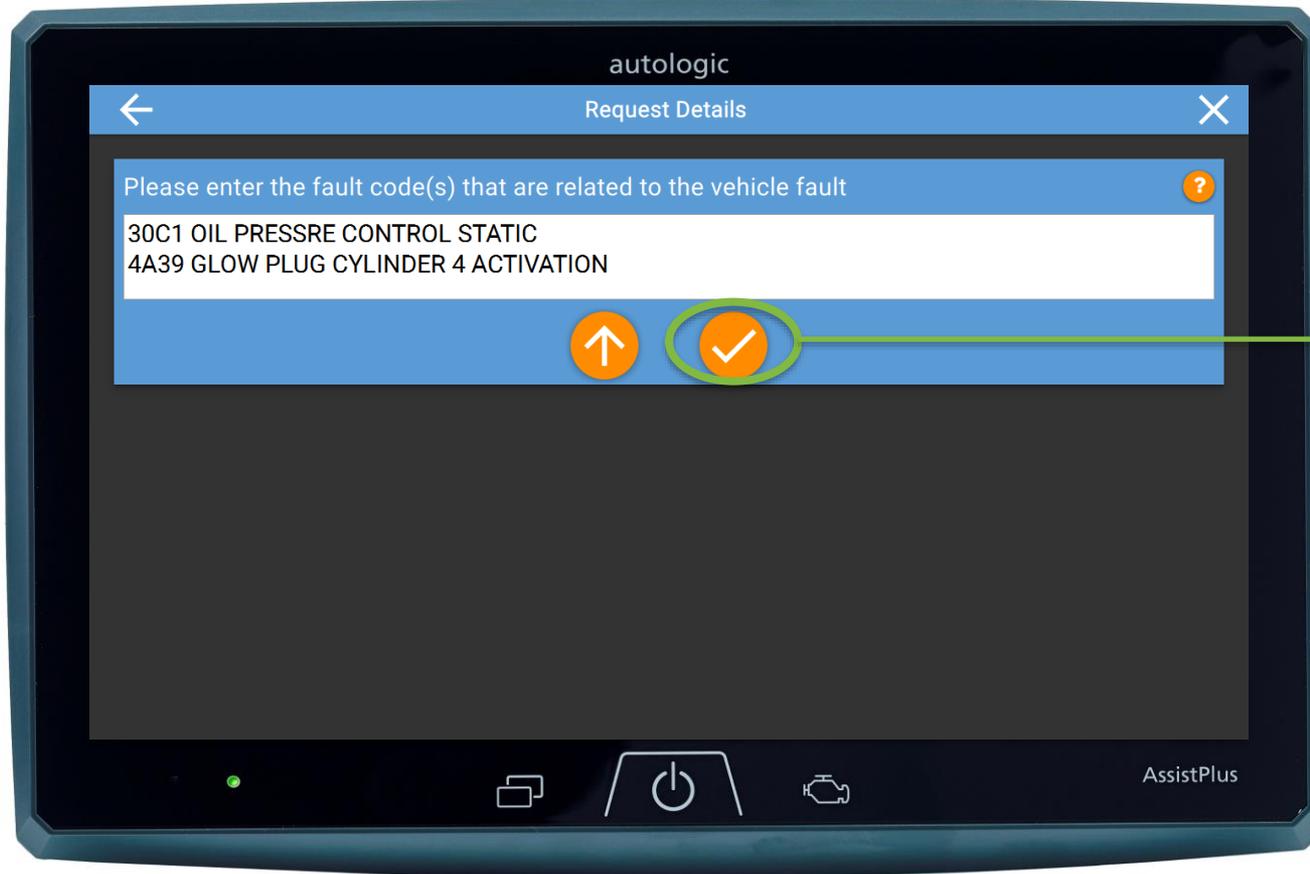
5. Enter the customer complaint/vehicle fault, providing as much detail as possible.



Enter details of vehicle fault and press the tick button

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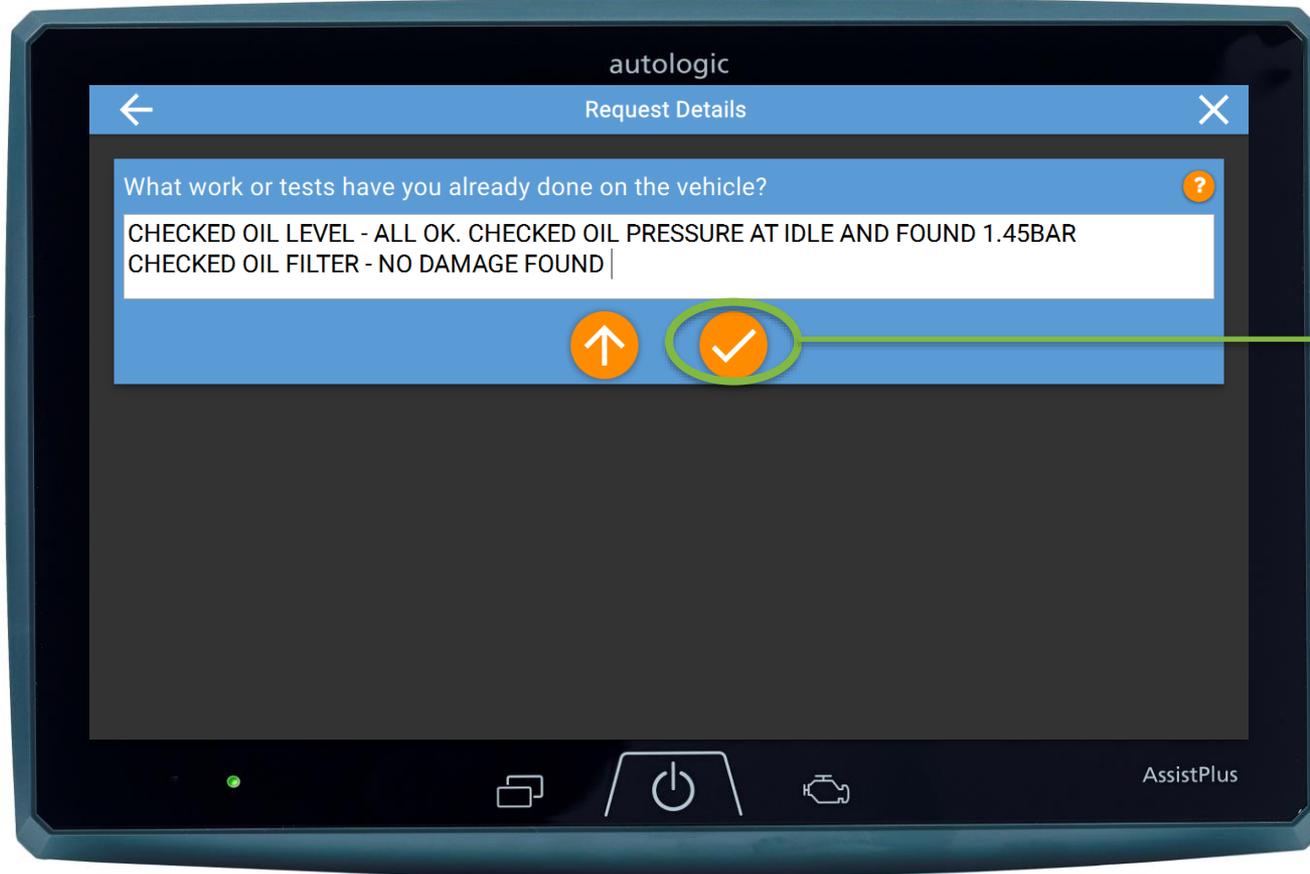
6. Next, enter the fault codes relating to the customer's complaint.



Enter any relevant fault codes and press the tick button

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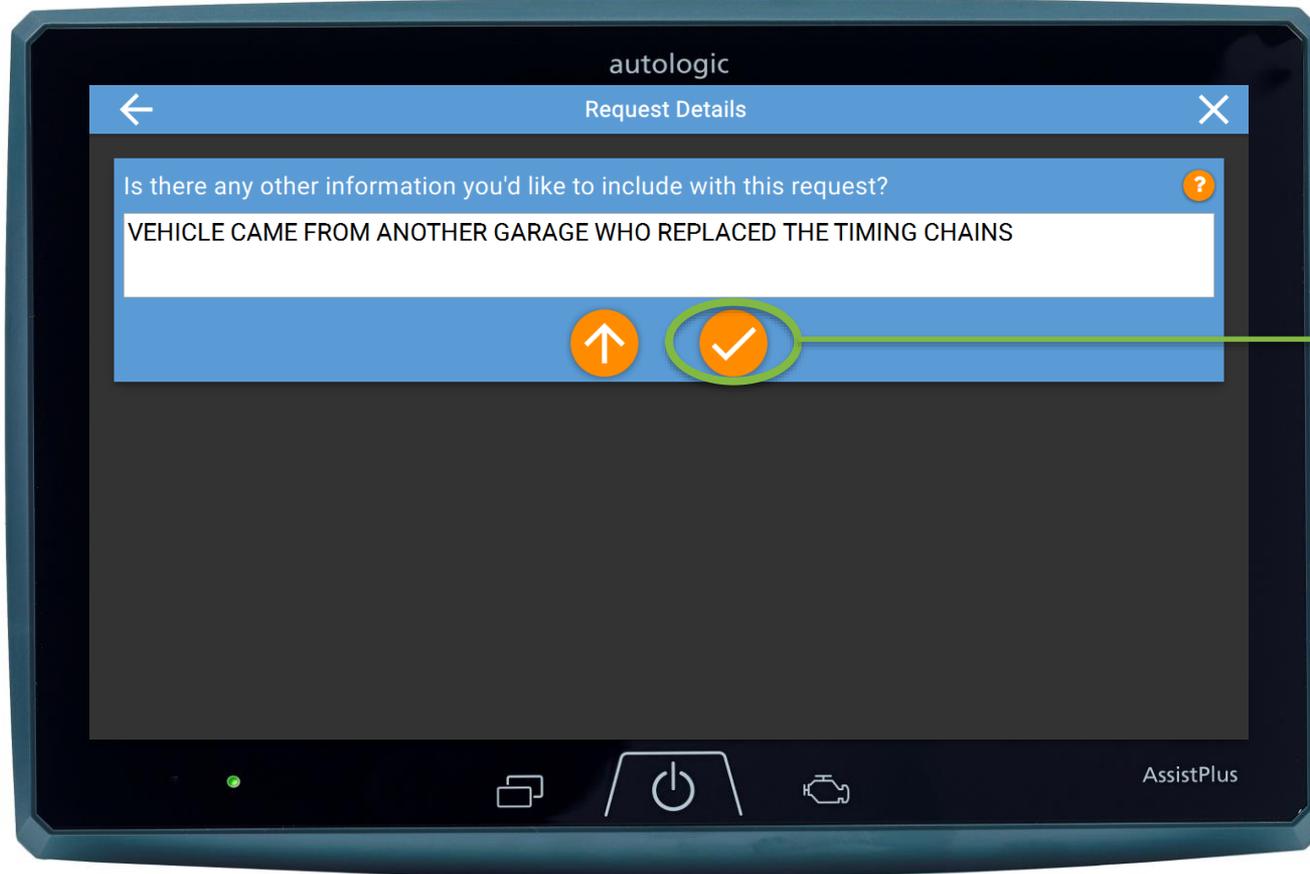
7. Next, list any work or tests that you have already carried out to ensure AutologicLive do not repeat any work already carried out.



Enter any work already carried out to avoid repetition, and press the tick button

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8. Enter any additional information that you feel may be relevant or useful for AutologicLive to know.



Add any relevant additional information, and press the tick button

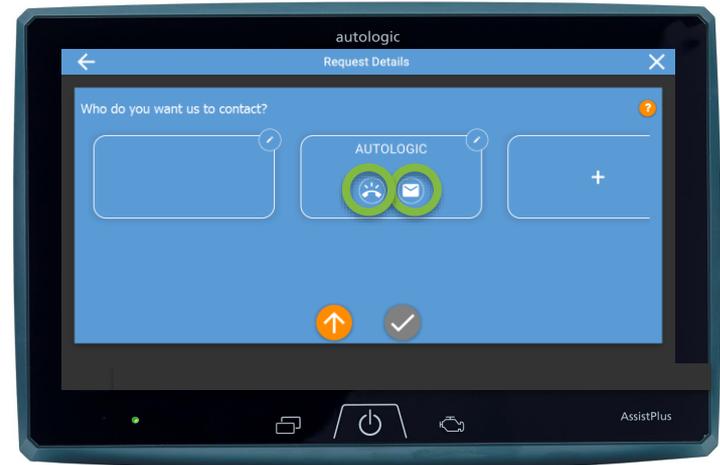
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9. You will now be asked to specify the point of contact.

If you have not set this up already, select the pencil button and input the info. Once done, press save then the tick button to select the contact.

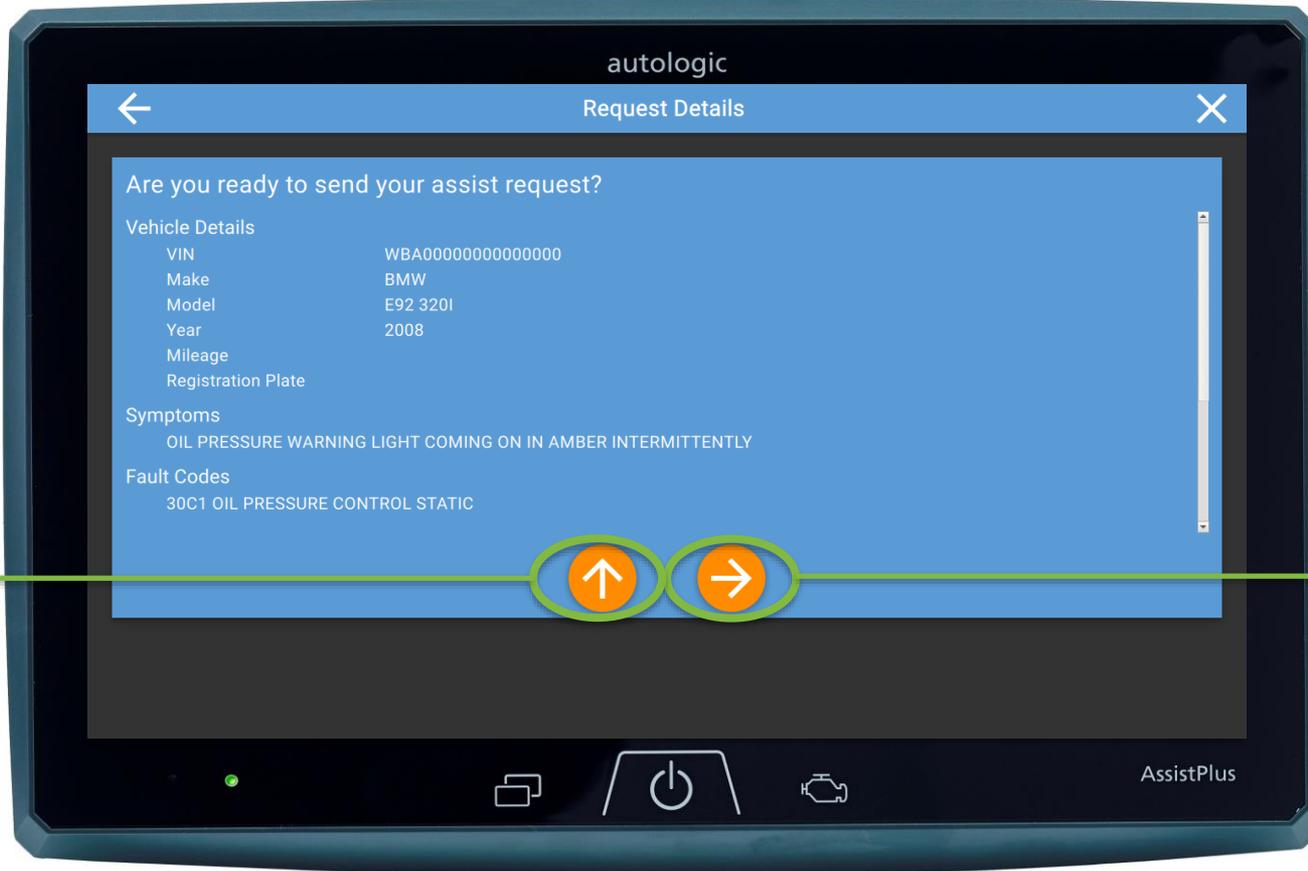


If this is already set up, press either the phone or email button, depending on what type of contact method you would prefer.



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10. You will then see a summary page detailing your request. Confirm the details and press the right arrow. If you need to amend anything, press the up arrow.

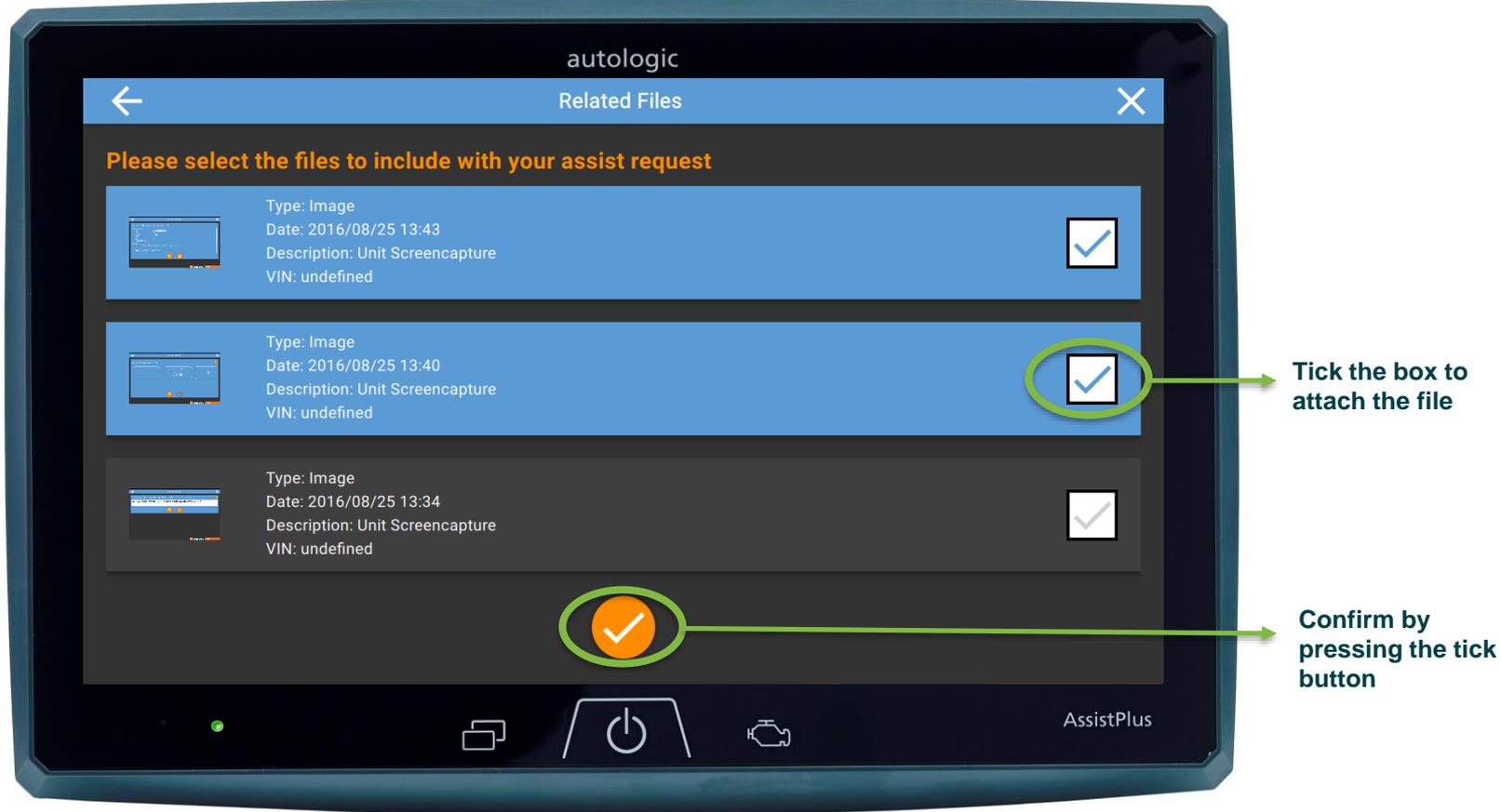


To make any
amends, press
the up arrow

Confirm the
details, and
press the right
arrow

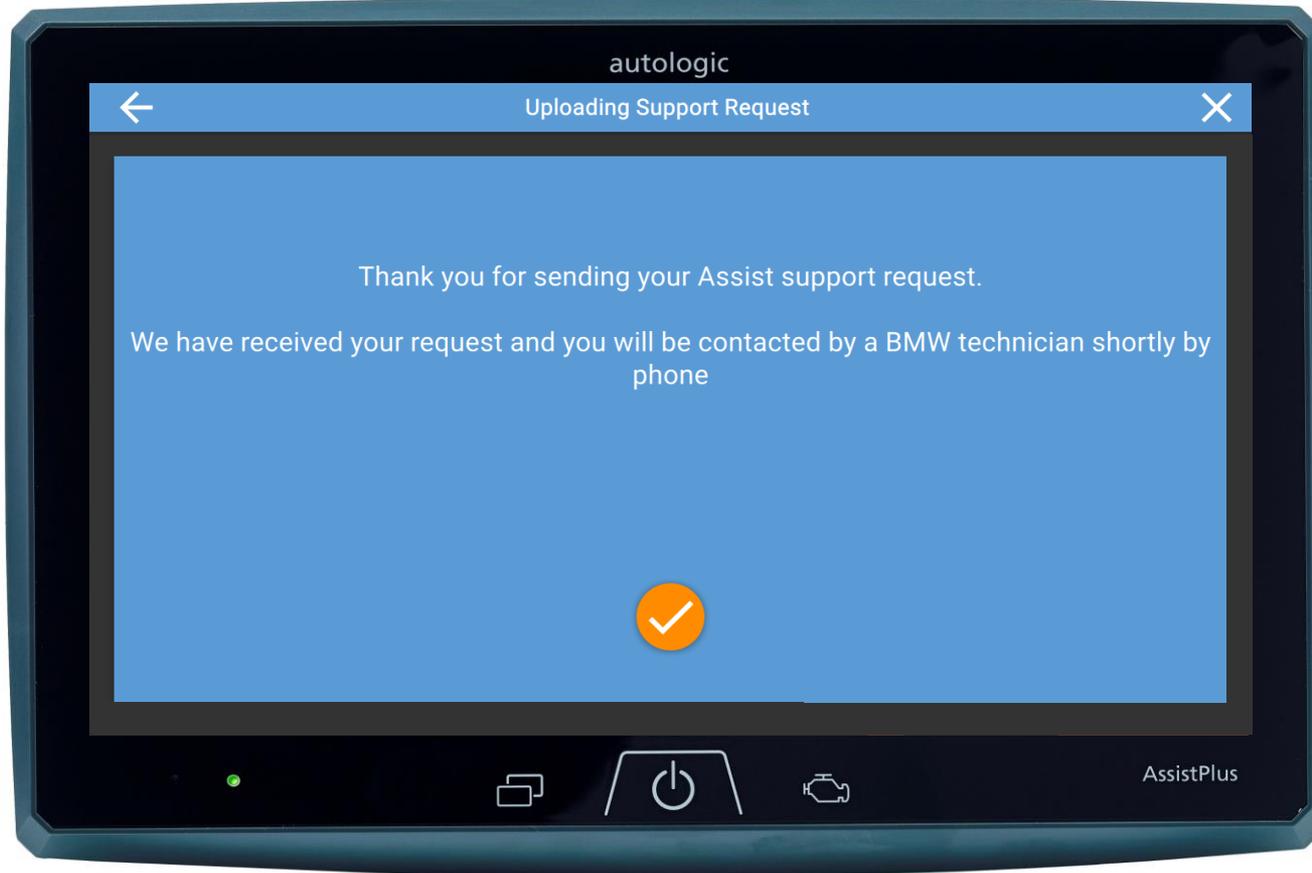
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11. You can now attach any files, such as screenshots or images. You can do this by ticking the boxes on the right – the file will then highlight in blue. Confirm by pressing the tick button.



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12. Your AutologicLive support request has now been sent and the relevant team will be in touch by your chosen contact method.



Submitting a support request through the AssistPlus

Using the AssistPlus to contact AutologicLive –

- ✓ Saves you time
- ✓ Ensures accuracy of information
- ✓ Helps our technicians get you to a fix quicker

Support requests submitted through the AssistPlus and AutologicMobile are resolved up to 50% quicker than those submitted by phone call!

For faster response times, you can also use AutologicMobile to contact AutologicLive.

