AUTOLOGIC
AN OPUS COMPANY

SUBMITTING A SUPPORT REQUEST OUTSIDE OF UK WITH>> AUTOLOGICMOBILE

Downloading the App

AutologicLive is available as a free download to all Autologic customers with an active support contract.

It can be downloaded from:

Google Play **Apple App Store**

Once downloaded, the below icon will appear on your mobile device.

Click the icon to begin using the App.

Logging into the App

When AutologicMobile loads, you'll see a login screen. You must be an existing customer as you will need your AutologicLive username and password.

1. **Enter your username**
2. **Enter your password**

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

3. **Press login**

Note – An active internet connection is required to validate the details and to use the App

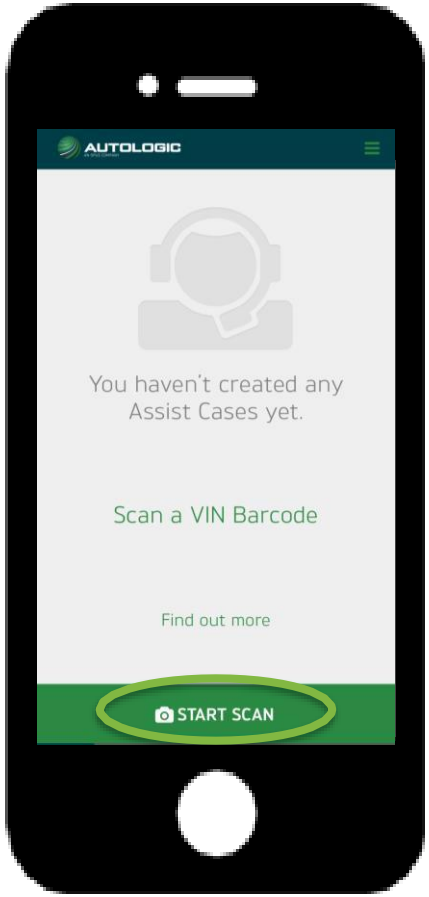
Submitting a support request with AutologicMobile

1. Once you have logged in, you can scan the VIN Barcode using your phone's camera. If the vehicle does not have a VIN Barcode, the VIN can be entered manually.

VIN barcodes are normally classed as:

- **Code 39**
- **Code 128**
- **Data Matrix AutologicMobile can identify all types**

Once the App has scanned the VIN it will automatically move onto the next step.



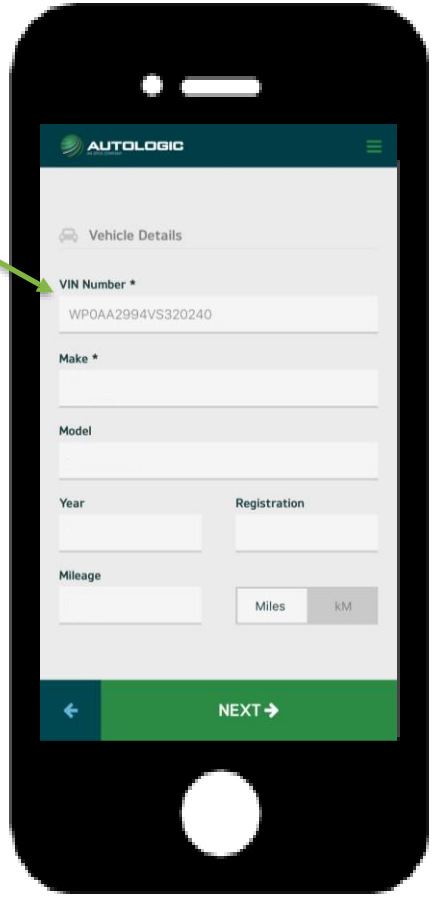
Submitting a support request with AutologicMobile

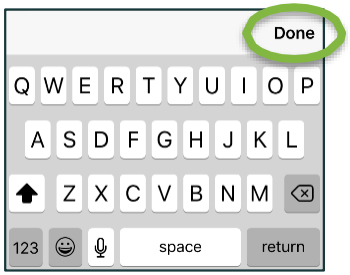
2. Next, we need to know some details about your vehicle. If you've scanned the VIN, it will show in the VIN Number field.

If you have entered the VIN manually or the VIN is incorrect, select the VIN Number field.

This will bring up a keyboard so you can enter the required information.

Once you've finished, press done on the top right of the keyboard.



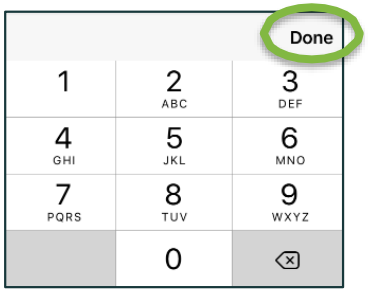


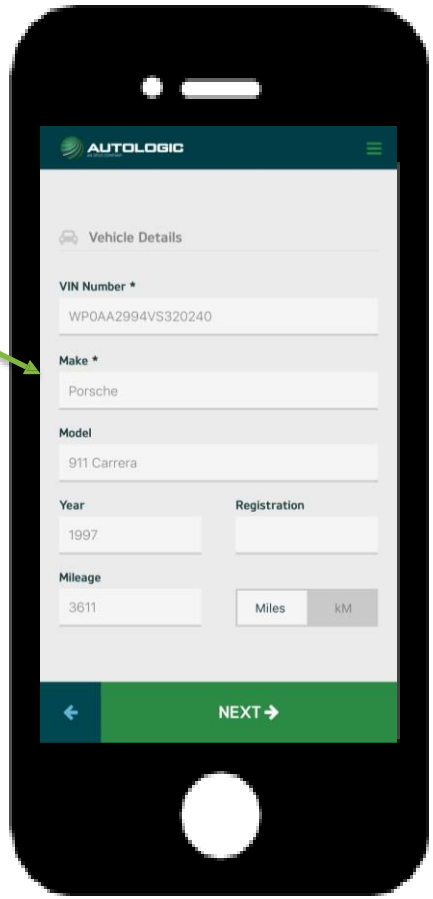
Submitting a support request with AutologicMobile

3. Next, click in the Make field. You will be given a list of options to choose from. Scroll to your vehicle make and select.

Then enter the year, registration And mileage (Miles or KM).

For each field, a keypad will pop up. You can close it by selecting done in the top right corner.

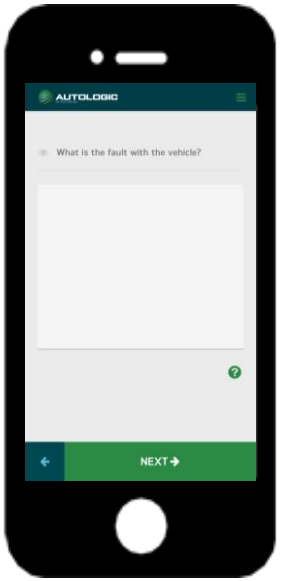




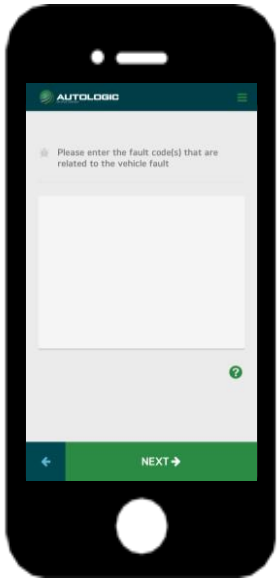
Submitting a support request with AutologicMobile

4. You will then be asked questions about the vehicle problems you are trying to resolve. Answer each question with as much detail as you can.

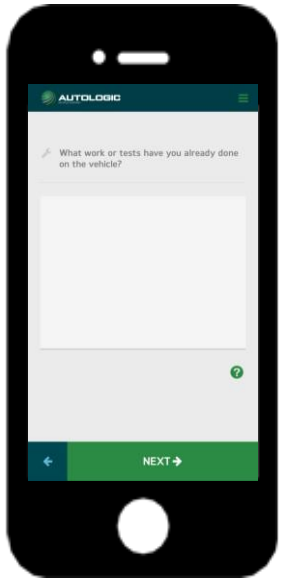
What is the fault with the vehicle?



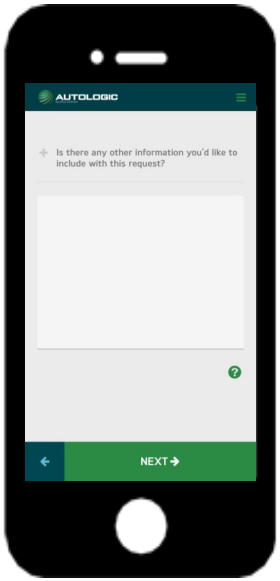
Please enter the fault code(s) that are related to the vehicle fault



What work or tests have you already done on the vehicle?

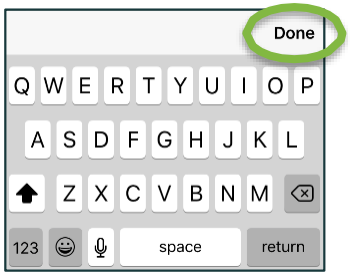


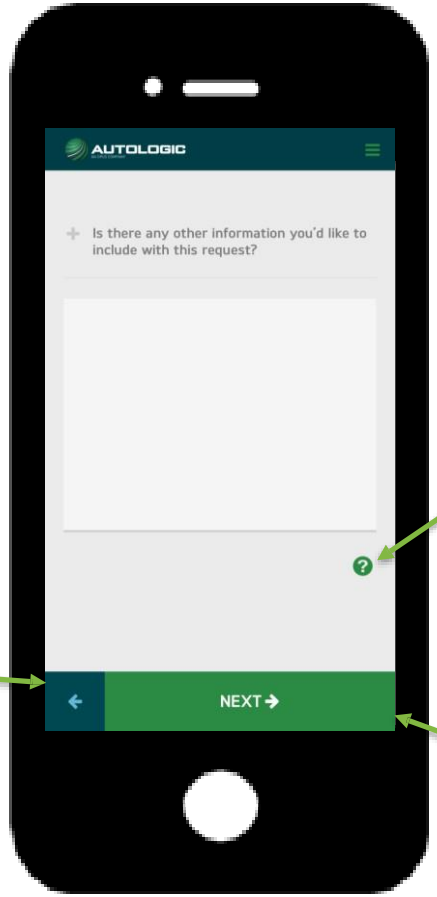
Is there any other information you'd like to include with this request?



Submitting a support request with AutologicMobile

5. To type, click the white box and a keyboard will appear allowing you to enter the text. When finished, click done in the top right corner of the keyboard.





Press the help button on any page for guidance.

To return to a previous section, press the back arrow.

Once you have completed each question, press next.

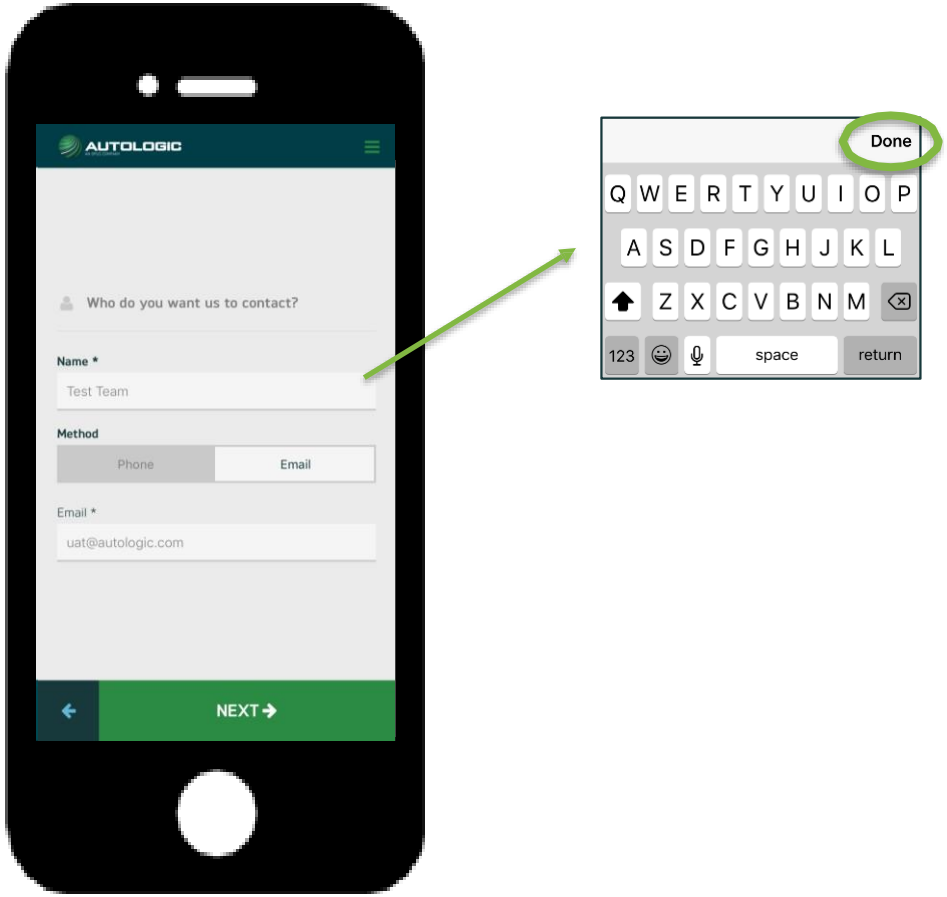
Submitting a support request with AutologicMobile

6. On your first use of AutologicMobile, you will need to complete your contact details.

Click in the Name field and a keyboard will appear. Once added, press done in the top right corner.

Select how you want to be contacted this time.

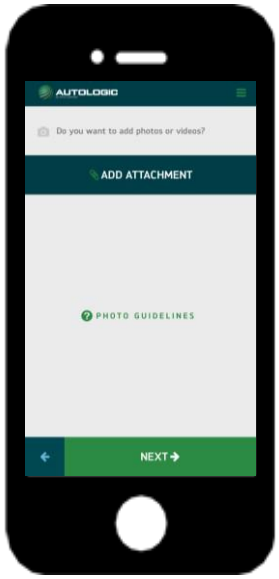
Depending on your selection, the next field will require your phone number or email.



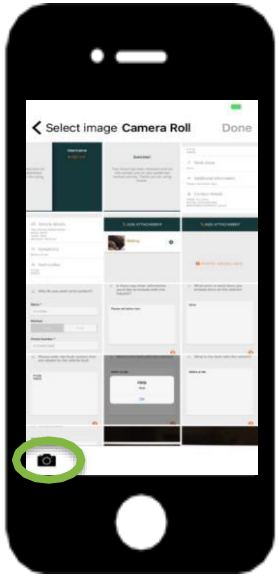
Submitting a support request with AutologicMobile

7. You will then be able to add any required attachments.

Press add attachment

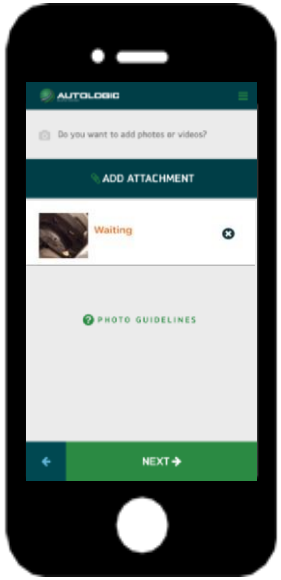


Select the file(s) you want to attach, or press the camera to take a photo



You will be able to take a photo which will then attach

All selected files will be attached to the support request

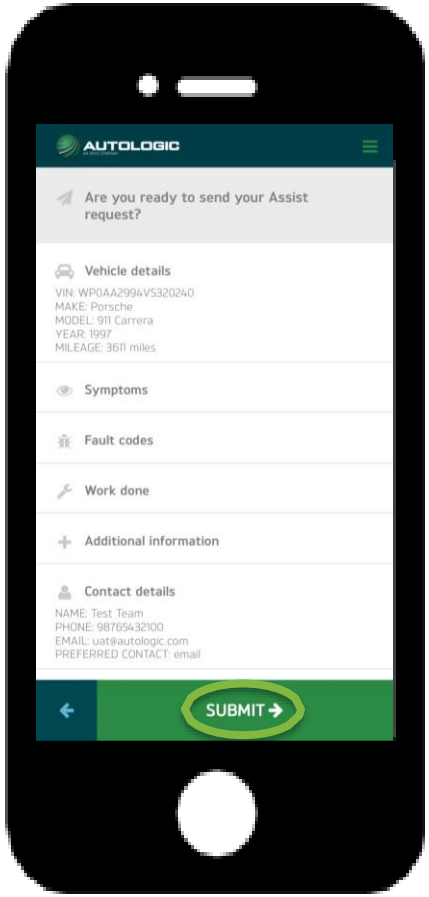


Submitting a support request with AutologicMobile

8. Before submitting the support request, you will be shown a summary of the information entered.

Ensure the information is correct. To make any amends, press the back button.

Press submit once the information is correct.



Submitting a support request with AutologicMobile

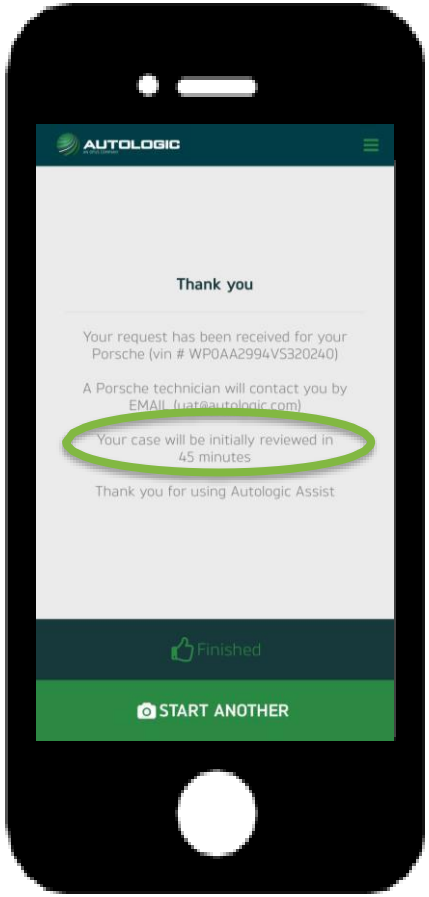
9. AutologicMobile uses your internet connection to connect to Autologic, and create your support request.

That's it! You've successfully submitted a support request to the AutologicLive team.

✓You are provided with an estimated response time.

✓Keep track of your support requests, live!

✓Get live updates of your support requests queue position.



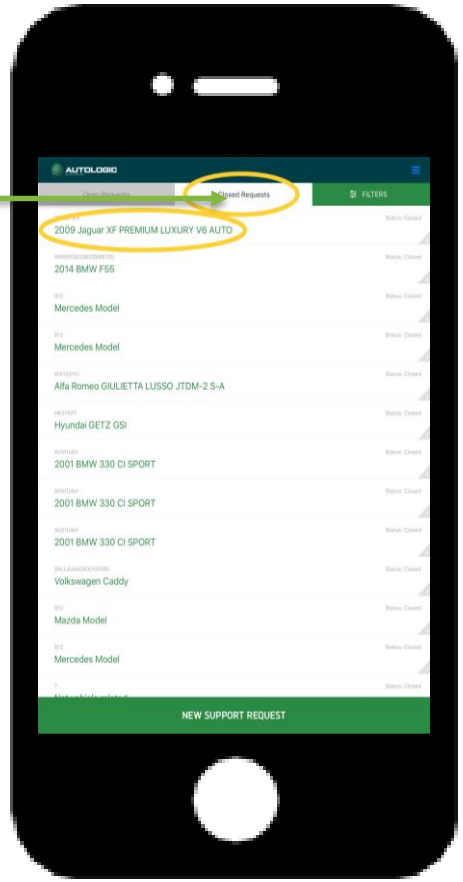
Re-opening old cases via AutologicMobile

To re-open a previously closed request case:

1. **Access closed request cases from your app.**

2. **Select the case that you wish to re-open.**

3. **Click APPEND TO REQUEST on the second screen.**

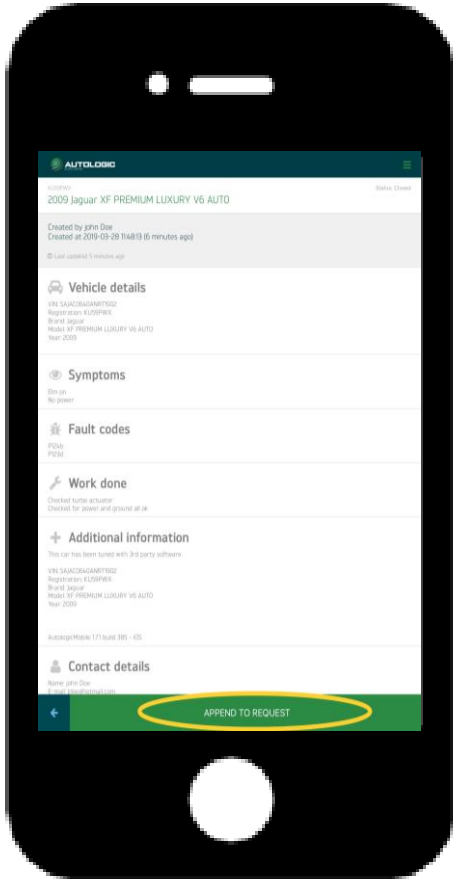


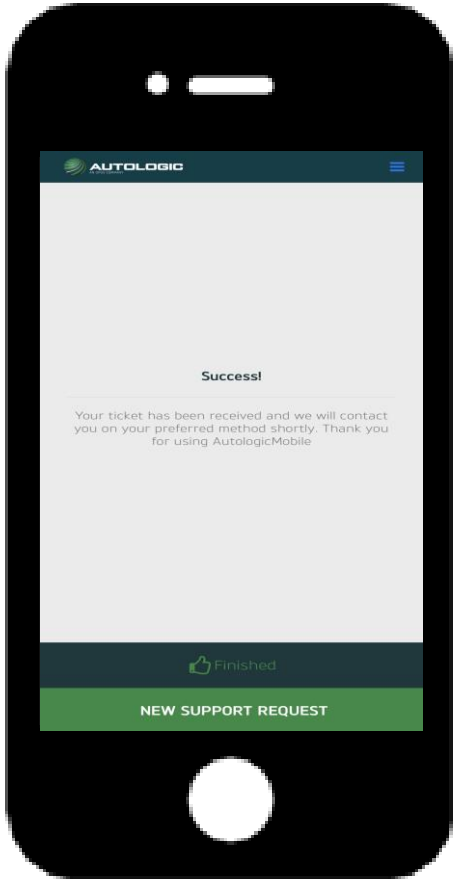
Re-opening old cases via AutologicMobile... continued

4. **Review your case details and amend as necessary.**

5. **Click SUBMIT.**

6. **A success screen will show that your case has been submitted for review.**





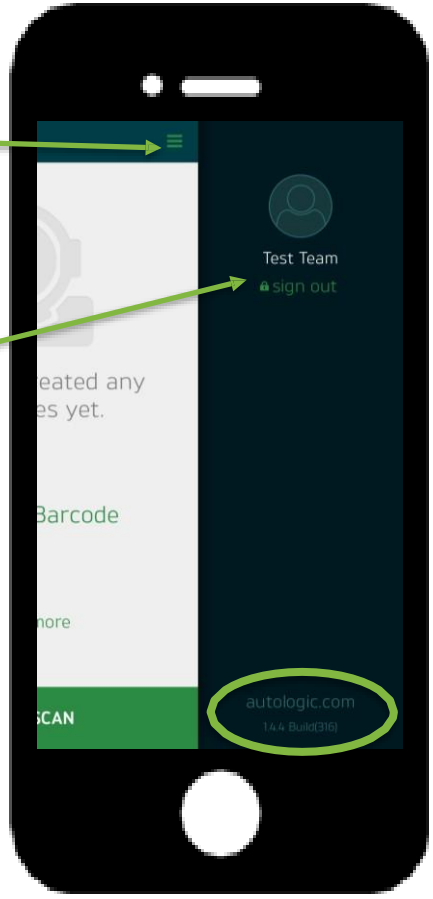
Signing Out

There are 2 ways to sign out of AutologicMobile -

1.Press the menu button in the top right corner of any page (3 horizontal lines)

2.Swipe from the right edge of the screen towards the left on any page. You will then see a link to sign out.

You can also navigate to the Autologic home page from here.

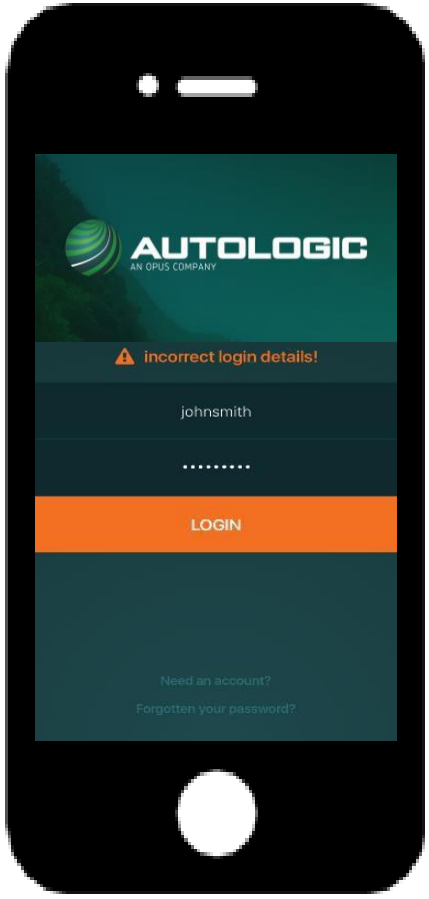


Sign In Error

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

- **Username is correct**
- **Password is correct**
- **You have a live internet connection**
- **You have a valid Autologic subscription**

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



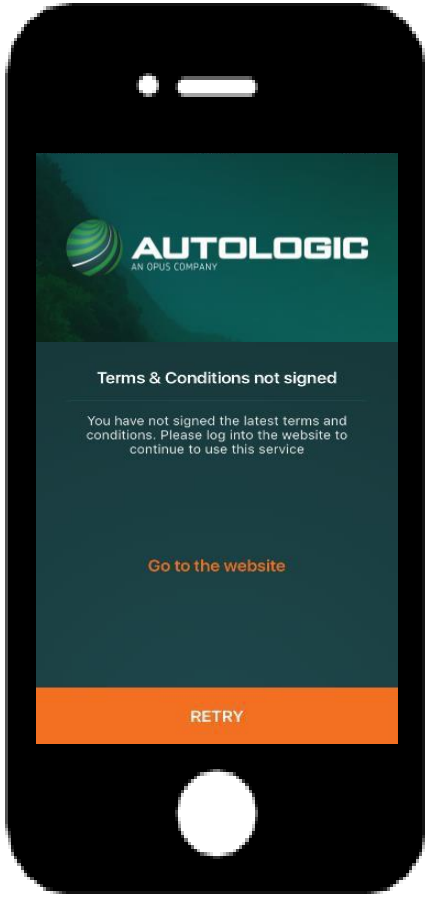
Sign In Error – T&Cs not signed

If when signing in you receive a message saying Terms and Conditions are 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 T&Cs within AutologicMobile.

If not, you should direct the primary account holder to the Autologic website and ask them to accept the T&Cs for your workshop.

This will enable you to continue using the App as normal.

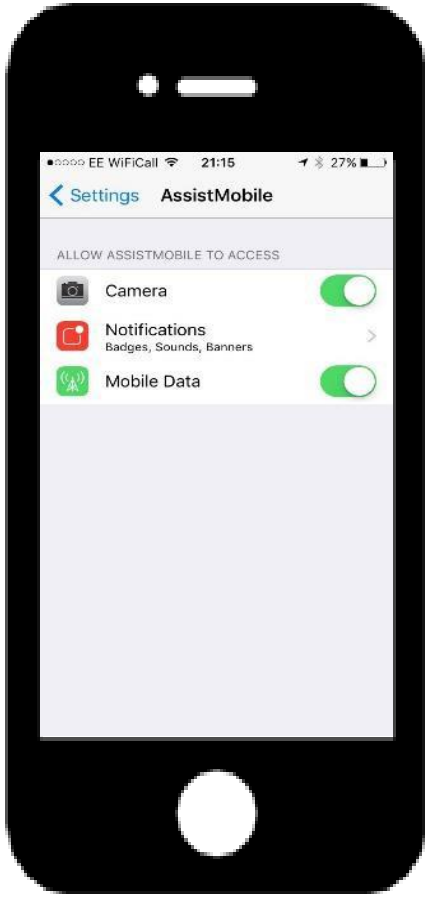


Phone Permissions

AutologicMobile requires access to your camera to allow the VIN Barcode scan.

It also requires access to the internet through either mobile data or WiFi.

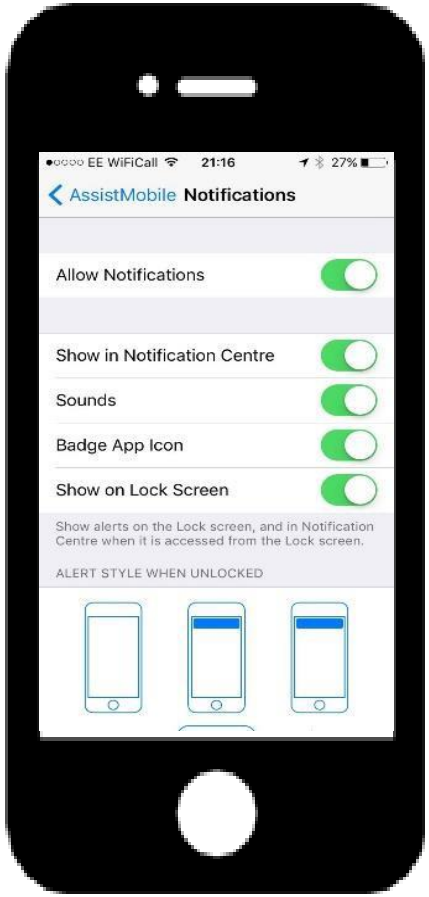
If you are experiencing issues, please ensure you have given appropriate access for the App on your phone. This can be done within your phone settings.



Notifications

For the best user experience, AutologicMobile needs permission to allow notifications.

You can choose how these appear from your phone settings menu.



Submitting a support request with AutologicMobile

Using the AutologicMobile App to contact AutologicLive–

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

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

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