



AUTOLOGIC

AN OPUS COMPANY

SUBMITTING A
SUPPORT REQUEST
WITH >>
AUTOLOGICLIVE



Login

Forgotten your login details? [Retrieve them](#)

We recommend using one of the following options to request AutologicLive support;

1



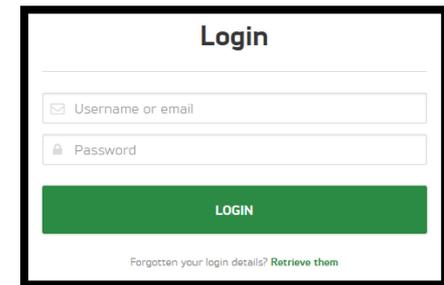
Via our
AutologicMobile App

2



Via your Autologic
device

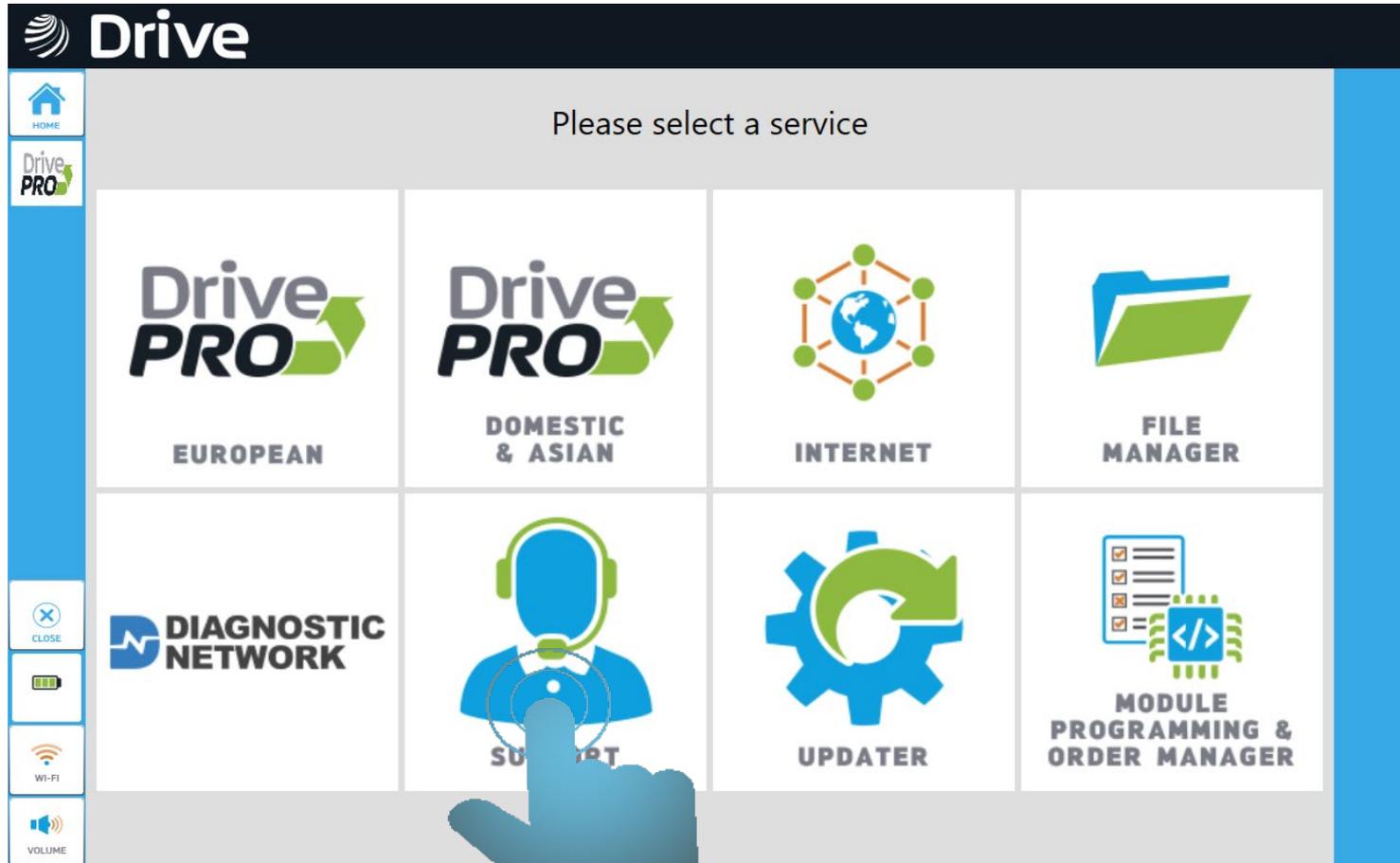
3

A web login form titled 'Login'. It features two input fields: 'Username or email' and 'Password'. Below the fields is a green 'LOGIN' button. At the bottom, there is a link: 'Forgotten your login details? Retrieve them'.

Via your Autologic
Profile at
www.autologic.com/login

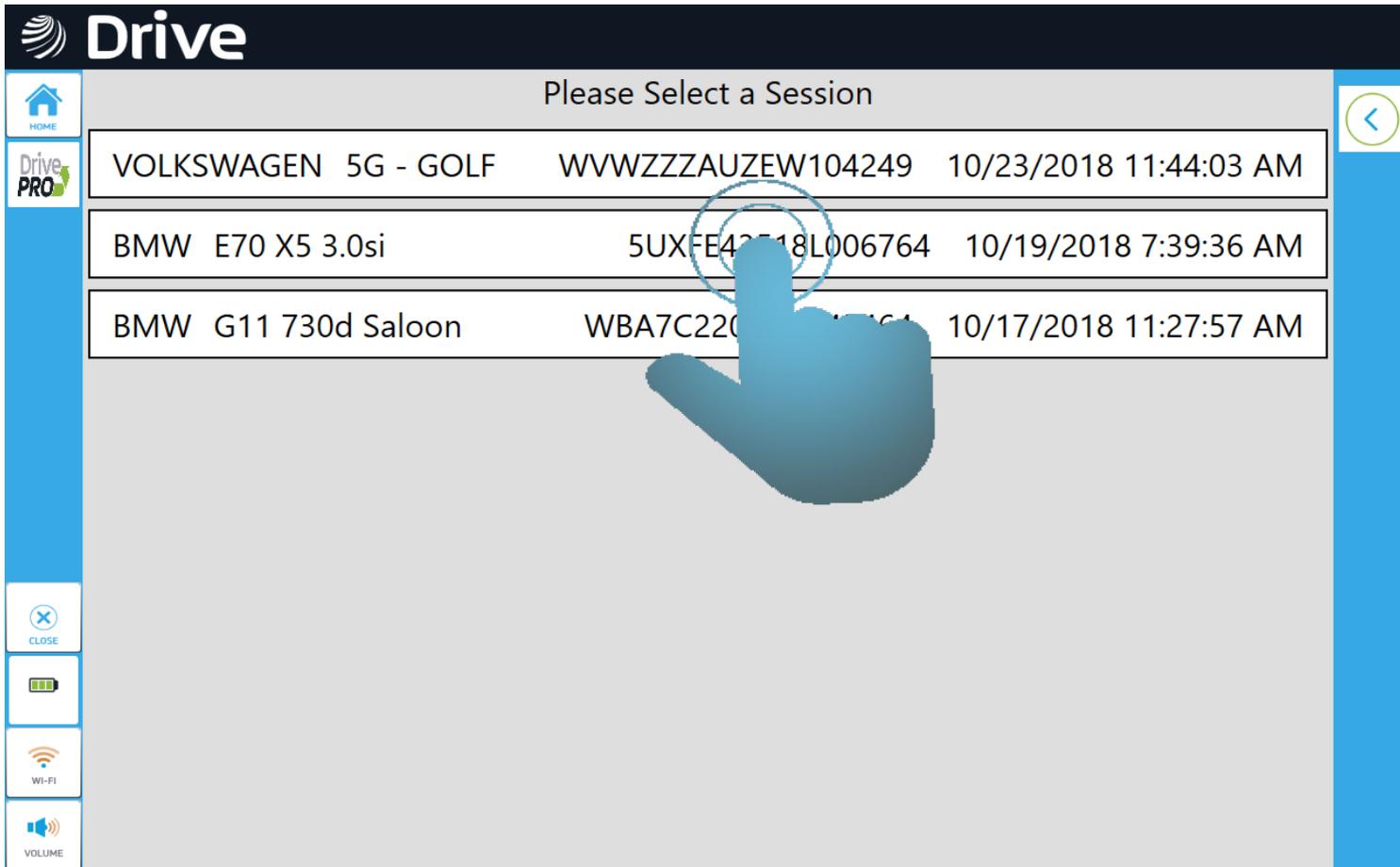
Submitting a support request through the DrivePRO

To request AutologicLive support, press the 'support' button on your DrivePRO main menu.



Submitting a support request through the DrivePRO

2. To submit a request, please select the appropriate session that you would like support with.



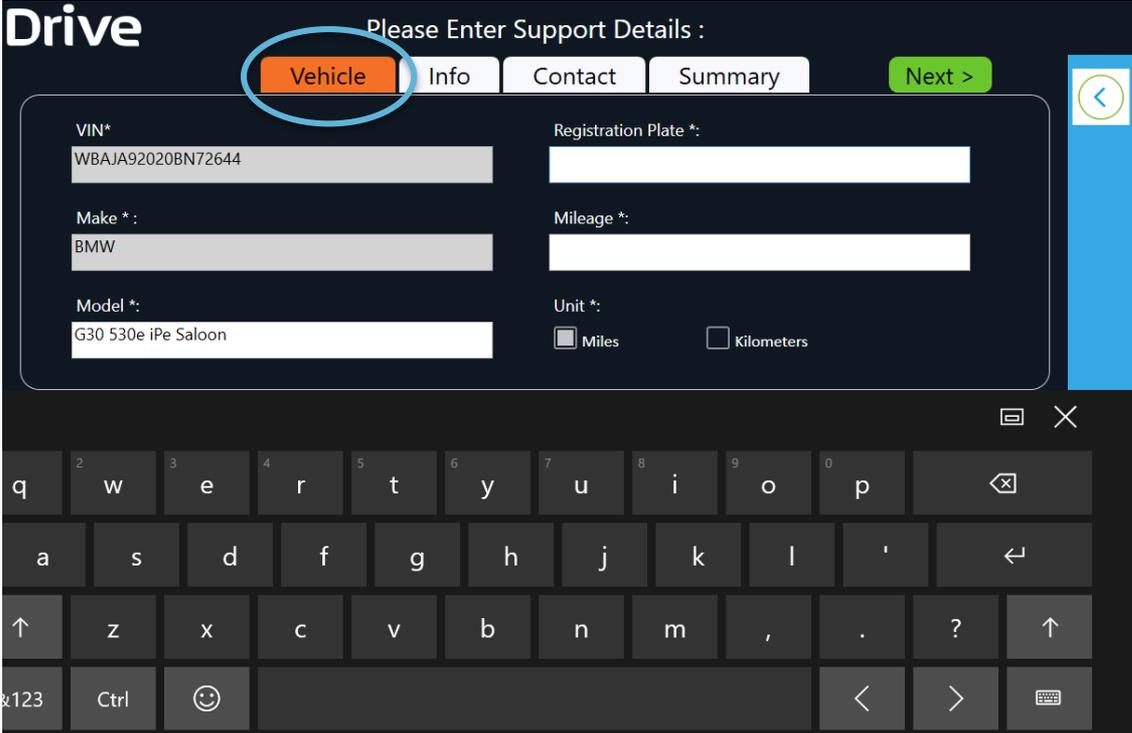
The screenshot shows the DrivePRO interface with a session selection screen. The title bar reads "Drive" and "Please Select a Session". The interface includes a navigation menu on the left with icons for HOME, Drive PRO, CLOSE, WI-FI, and VOLUME. A back arrow icon is visible in the top right corner. The session list is as follows:

Vehicle Model	VIN	Date/Time
VOLKSWAGEN 5G - GOLF	WWZZZAUZEW104249	10/23/2018 11:44:03 AM
BMW E70 X5 3.0si	5UXFE42518L006764	10/19/2018 7:39:36 AM
BMW G11 730d Saloon	WBA7C220...	10/17/2018 11:27:57 AM

A hand icon is pointing to the second session (BMW E70 X5 3.0si), which is circled in blue.

Submitting a support request through the DrivePRO

3. On your support request screen, please enter your vehicle registration, make, model, and mileage details.
- Ensure that you fill in all boxes that are marked with an asterisk.
 - Provide us with as much detail as possible so we can help you quicker.



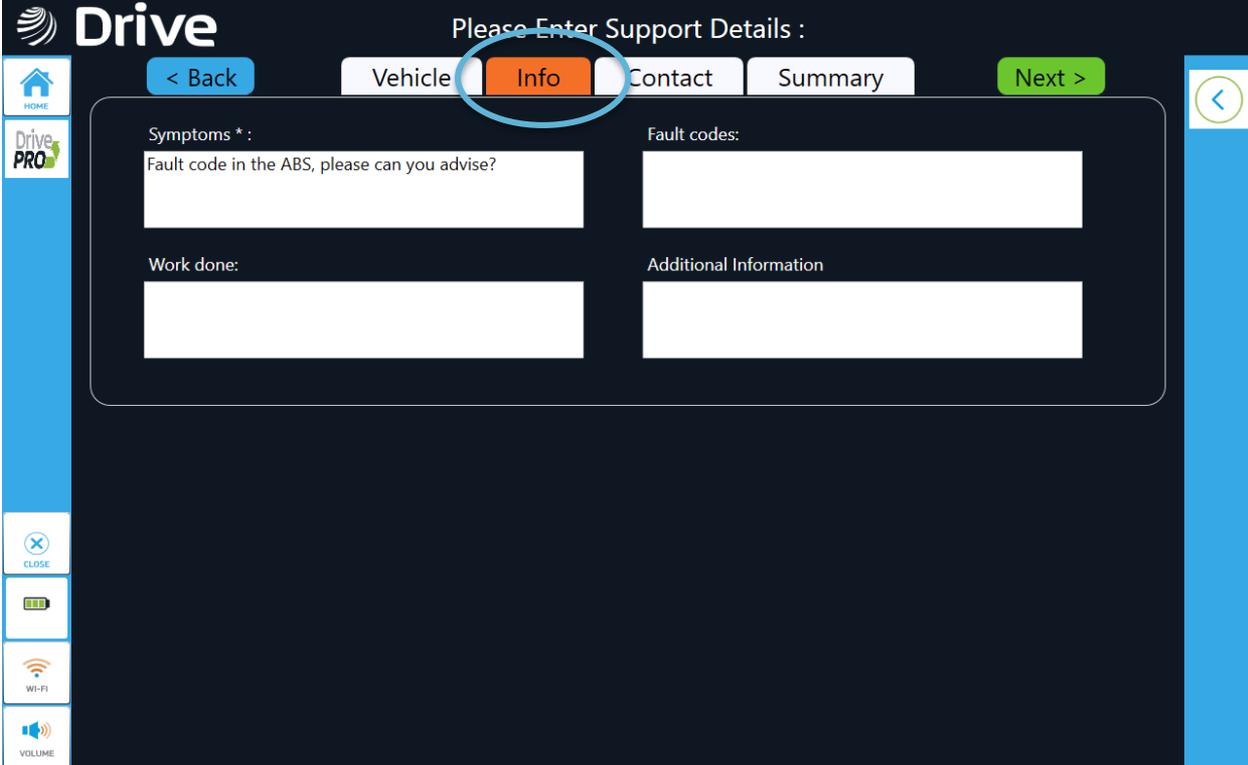
The screenshot shows the 'Drive' support request interface. The title is 'Please Enter Support Details :'. There are four tabs: 'Vehicle' (highlighted with a blue circle), 'Info', 'Contact', and 'Summary'. A green 'Next >' button is visible. The form fields are as follows:

Field	Value
VIN*	WBAJA92020BN72644
Registration Plate *	
Make *	BMW
Mileage *	
Model *	G30 530e iPe Saloon
Unit *	<input checked="" type="checkbox"/> Miles <input type="checkbox"/> Kilometers

A virtual keyboard is visible at the bottom of the screen.

Submitting a support request through the DrivePRO

4. On your support request screen, switch tabs on the top bar to provide us with information regarding your support request.
 - Ensure that you fill in all boxes that are marked with an asterisk.
 - Provide us with as much detail as possible so we can help you quicker.



Drive Please Enter Support Details :

< Back Vehicle **Info** Contact Summary Next >

Symptoms * :
Fault code in the ABS, please can you advise?

Fault codes:

Work done:

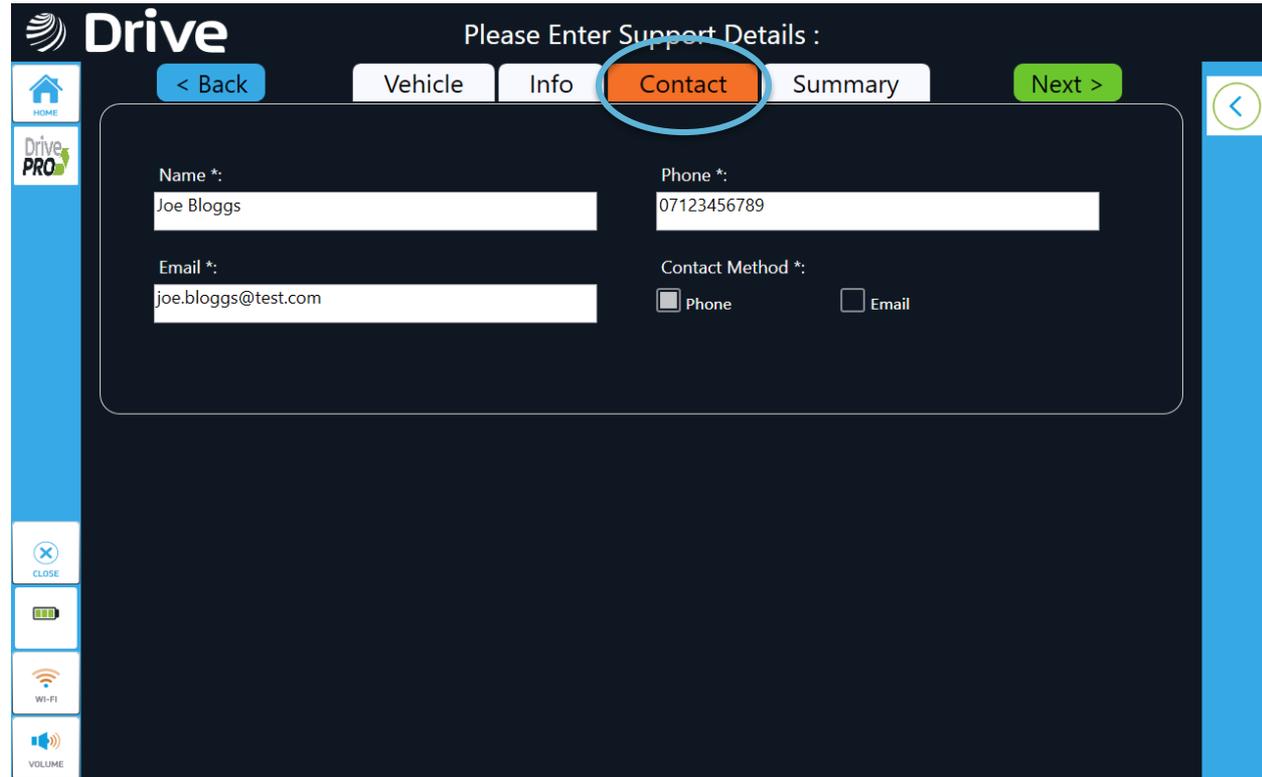
Additional Information

HOME
Drive PRO
CLOSE
Wi-Fi
VOLUME

Submitting a support request through the DrivePRO

5. On your support request screen, switch tabs on the top bar to provide us with your contact details.

- Ensure that you fill in all boxes that are marked with an asterisk.



The screenshot shows the DrivePRO mobile application interface for submitting a support request. The top bar displays the 'Drive' logo and the title 'Please Enter Support Details :'. Below the title are four tabs: 'Vehicle', 'Info', 'Contact', and 'Summary'. The 'Contact' tab is currently selected and highlighted with a blue circle. To the right of the tabs is a green 'Next >' button. Below the tabs is a form with the following fields:

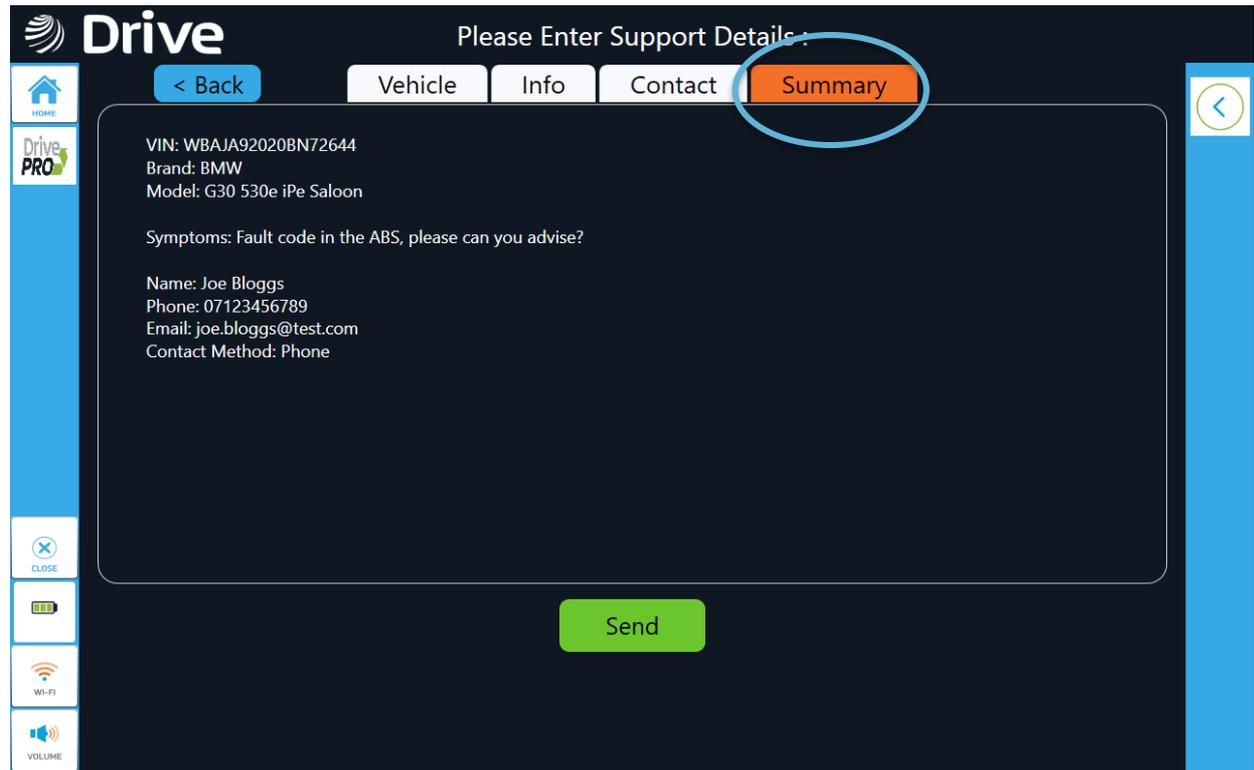
- Name *:** A text input field containing 'Joe Bloggs'.
- Phone *:** A text input field containing '07123456789'.
- Email *:** A text input field containing 'joe.bloggs@test.com'.
- Contact Method *:** Two radio button options: 'Phone' (selected) and 'Email'.

The left sidebar contains a 'HOME' button, the 'Drive PRO' logo, and system status icons for 'CLOSE', battery level, 'Wi-Fi', and 'VOLUME'. A back arrow is visible in the top right corner.

Submitting a support request through the DrivePRO

6. On the final summary tab, please review the information that you have provided.

- If you need to make any amendments, use the tabs at the top to go backwards and amend your details.



Drive Please Enter Support Details:

< Back Vehicle Info Contact **Summary**

VIN: WBAJA92020BN72644
Brand: BMW
Model: G30 530e iPe Saloon

Symptoms: Fault code in the ABS, please can you advise?

Name: Joe Bloggs
Phone: 07123456789
Email: joe.bloggs@test.com
Contact Method: Phone

Send

HOME
Drive PRO
CLOSE
BATTERY
WI-FI
VOLUME

Submitting a support request through the DrivePRO

7. Submit your support request using the green 'send' button at the bottom.



The screenshot shows the DrivePRO interface for submitting a support request. The title is "Please Enter Support Details :". The "Summary" tab is selected, showing the following information:

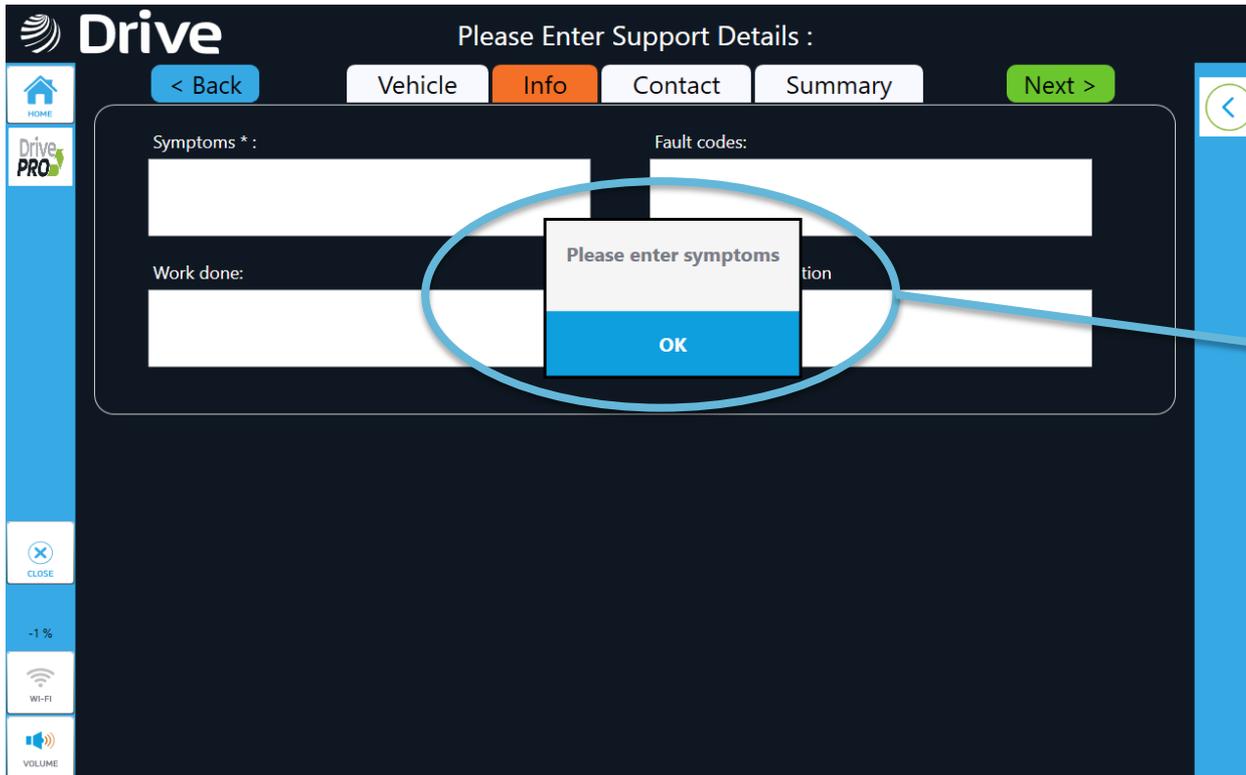
- VIN: WBAJA92020BN72644
- Brand: BMW
- Model: G30 530e iPe Saloon
- Symptoms: Fault code in the ABS, please can you advise?
- Name: Joe Bloggs
- Phone: 07123456789
- Email: joe.bloggs@test.com
- Contact Method: Phone

A green "Send" button is located at the bottom center of the form, with a hand icon pointing to it. A blue arrow points from the text on the right towards the "Send" button.

To submit your support request, select 'send'.

Submitting a support request through the DrivePRO

8. If you have failed to fill in all the mandatory sections, you will be taken back to your form to fill in the required gaps. Once complete, please re-submit your form on the summary tab.

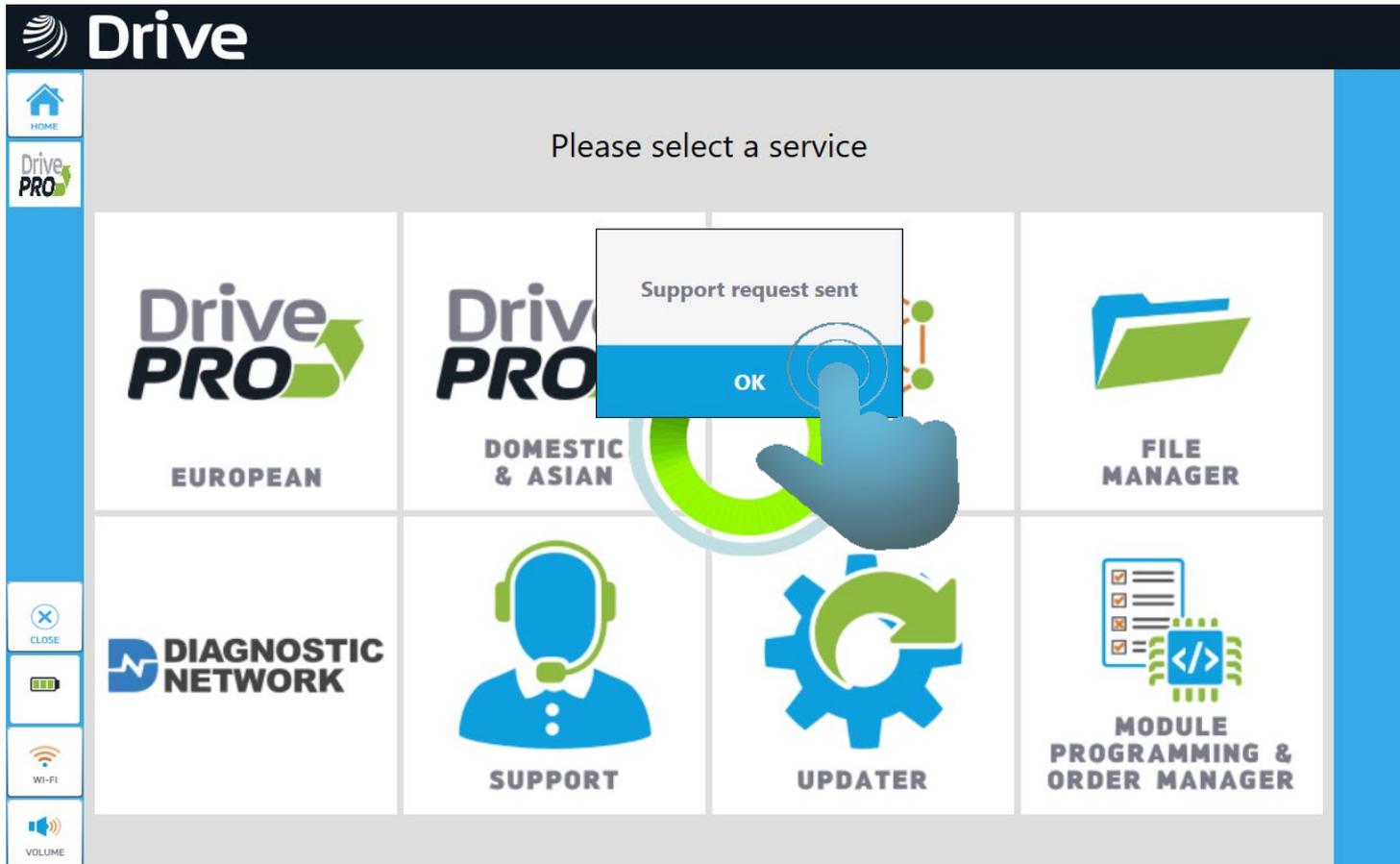


The screenshot shows the 'Please Enter Support Details' form in the DrivePRO application. The form has four tabs: 'Vehicle', 'Info', 'Contact', and 'Summary'. The 'Info' tab is currently selected. The form contains several input fields: 'Symptoms *', 'Fault codes', and 'Work done:'. A modal dialog box is displayed over the 'Symptoms *' field, with the text 'Please enter symptoms' and an 'OK' button. A blue circle highlights the 'Symptoms *' field, and a blue arrow points from this circle to the text on the right. The left sidebar of the application shows navigation icons for 'HOME', 'Drive PRO', 'CLOSE', and system status icons for '-1%', 'WI-FI', and 'VOLUME'.

Incomplete mandatory sections will be highlighted for you to easily find and complete.

Submitting a support request through the DrivePRO

9. Once your form has successfully been submitted, you will be presented with a success screen. Click 'OK' to return to the main screen.

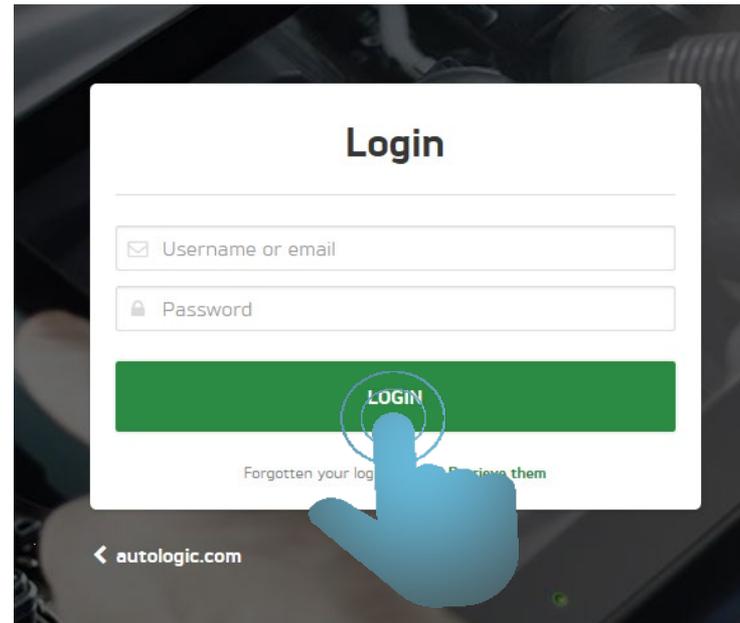


Submitting a support request using your online profile

The AutologicLive online Support Request Form (via the website) has now been updated and simplified.

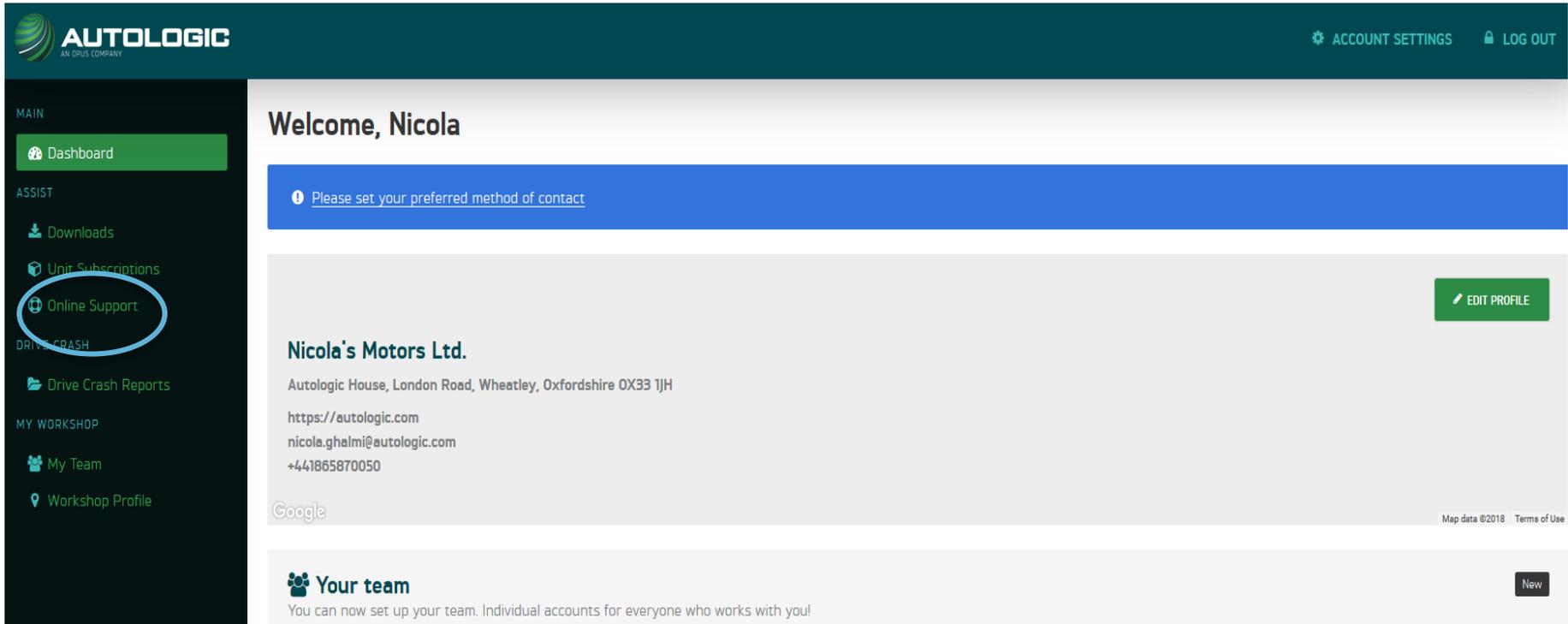
- New screen layouts are clearer and more intuitive
- You can now access the Support Request Form directly from your Autologic user account

To access your online account, please visit www.autologic.com/login



Submitting a support request using your online profile

Once logged in, select 'Online Support' on the left hand menu bar.



The screenshot shows the Autologic user interface. At the top left is the Autologic logo. At the top right are links for 'ACCOUNT SETTINGS' and 'LOG OUT'. On the left is a dark sidebar menu with categories: MAIN (Dashboard), ASSIST (Downloads, Unit Subscriptions, Online Support, Drive Crash Reports), and MY WORKSHOP (My Team, Workshop Profile). The 'Online Support' item is circled in blue. The main content area shows a welcome message for 'Nicola', a notification to set a preferred contact method, and a profile card for 'Nicola's Motors Ltd.' with contact details and an 'EDIT PROFILE' button. At the bottom, there is a 'Your team' section with a 'New' button.

Submitting a support request using your online profile

- Enter the Brand, the VIN, Registration, Year, and Mileage details.
- Select the green 'Contact' tab to move to the next page.

Online Support

New Support Request CONTACT →

VEHICLE

Brand Please select... ▼	Model No brand selected ▼
VIN Number <input type="text"/>	Registration <input type="text"/>
Year <input type="text"/>	Mileage <input type="text"/>
	Mileage Units <input checked="" type="radio"/> miles <input type="radio"/> km

VEHICLE → CONTACT → INFORMATION → ATTACHMENTS → SEND

- On the Contact Page, please add your contact details.
- Select the green 'Information' tab to move to the next page.

Online Support

New Support Request INFORMATION →

← VEHICLE

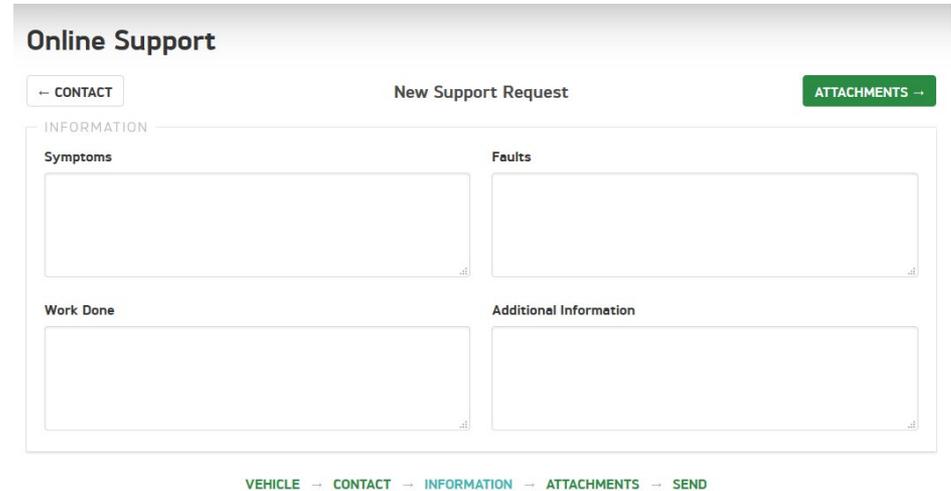
CONTACT

Contact Name Joe Bloggs	Contact Email jobloggs@mechanic.com
Contact Phone 07909 786 566	Contact Method <input type="radio"/> email <input checked="" type="radio"/> phone

VEHICLE → CONTACT → INFORMATION → ATTACHMENTS → SEND

Submitting a support request using your online profile

- On the information page, supply as much detail about the vehicle symptoms and faults.
- Select the green 'Attachments' tab to move to the next page.
- You can now upload attachments (such as pictures and files) to help explain your support request.
- Select the green 'Contact' tab to move to the next page.



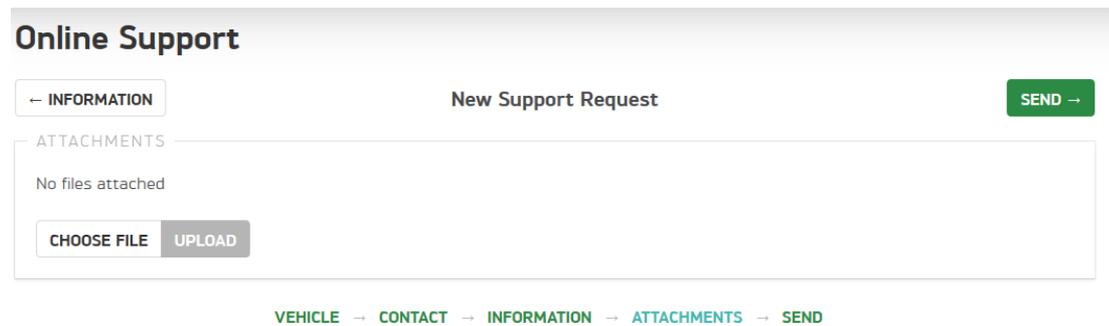
Online Support

← CONTACT New Support Request ATTACHMENTS →

INFORMATION

Symptoms <input type="text"/>	Faults <input type="text"/>
Work Done <input type="text"/>	Additional Information <input type="text"/>

VEHICLE → CONTACT → INFORMATION → ATTACHMENTS → SEND



Online Support

← INFORMATION New Support Request SEND →

ATTACHMENTS

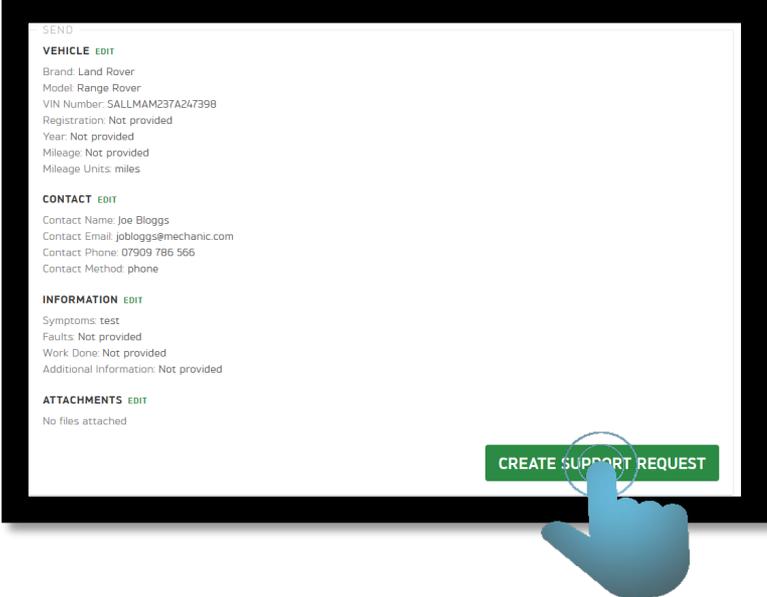
No files attached

CHOOSE FILE UPLOAD

VEHICLE → CONTACT → INFORMATION → ATTACHMENTS → SEND

Submitting a support request using your online profile

- Review your support request, and click 'Create Support Request' to submit to Autologic.
- Any missed compulsory sections will be highlighted in red for you to click on and fill in.
- The details of your open support requests will be displayed on the right of the screen.



SEND

VEHICLE EDIT

Brand: Land Rover
Model: Range Rover
VIN Number: SALLMAM237A247398
Registration: Not provided
Year: Not provided
Mileage: Not provided
Mileage Units: miles

CONTACT EDIT

Contact Name: Joe Bloggs
Contact Email: jobloggs@mechanic.com
Contact Phone: 07909 786 565
Contact Method: phone

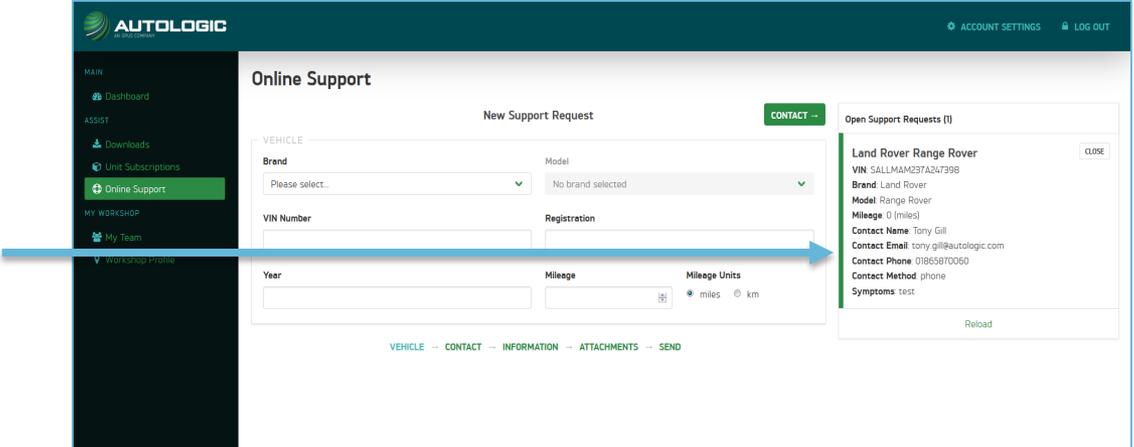
INFORMATION EDIT

Symptoms: test
Faults: Not provided
Work Done: Not provided
Additional Information: Not provided

ATTACHMENTS EDIT

No files attached

CREATE SUPPORT REQUEST



AUTOLOGIC ACCOUNT SETTINGS LOG OUT

MAIN Dashboard

ASSIST Downloads Unit Subscriptions

Online Support

MY WORKSHOP My Team Workshop Profile

Online Support

New Support Request **CONTACT --**

VEHICLE

Brand: Please select... Model: No brand selected

VIN Number: Registration:

Year: Mileage: Mileage Units: miles km

Open Support Requests (1)

Land Rover Range Rover CLOSE

VIN: SALLMAM237A247398
Brand: Land Rover
Model: Range Rover
Mileage: 0 (miles)
Contact Name: Tony Gill
Contact Email: tony.gill@autologic.com
Contact Phone: 01865870060
Contact Method: phone
Symptoms: test

Reload

VEHICLE -- CONTACT -- INFORMATION -- ATTACHMENTS -- SEND

Requesting AutologicLive support via an Autologic device, online via the Autologic website, or using AutologicMobile;

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

Support requests submitted using any of the above three communication channels are resolved up to 50% faster than those submitted by telephone!

Download our app at
uk.autologic.com/news/autologicmobile-app

