

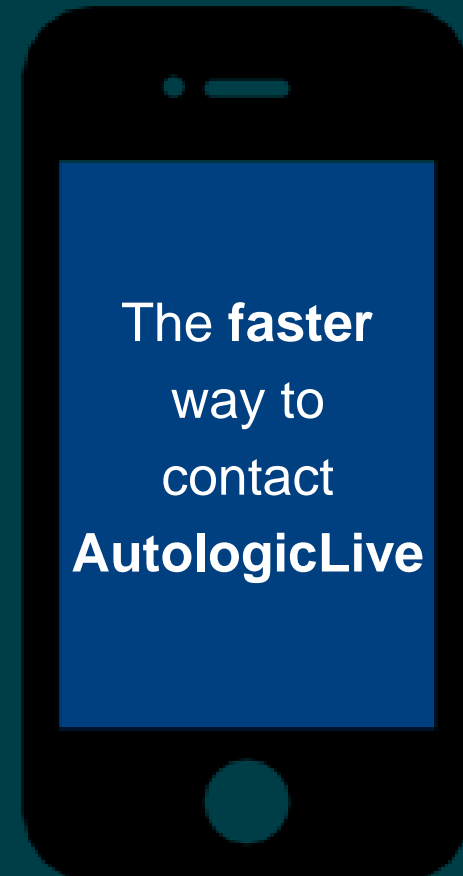


AUTOLOGIC
AN OPUS COMPANY

SUBMITTING A
SUPPORT REQUEST
IN THE 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*.

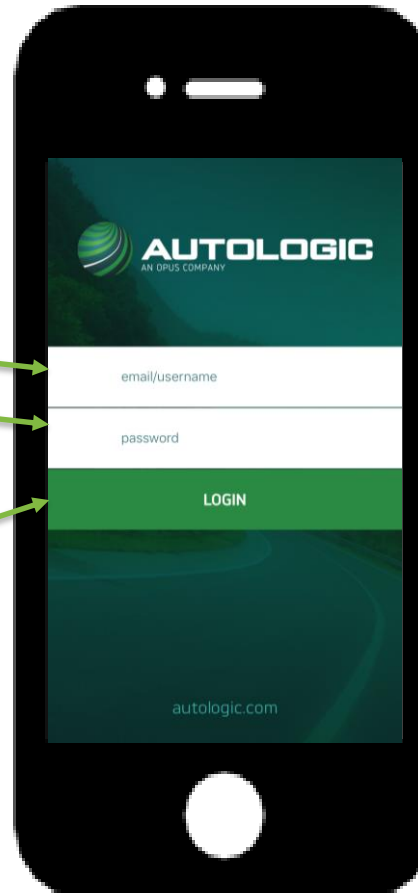
1. Enter your username
2. Enter your password

3. Press login

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

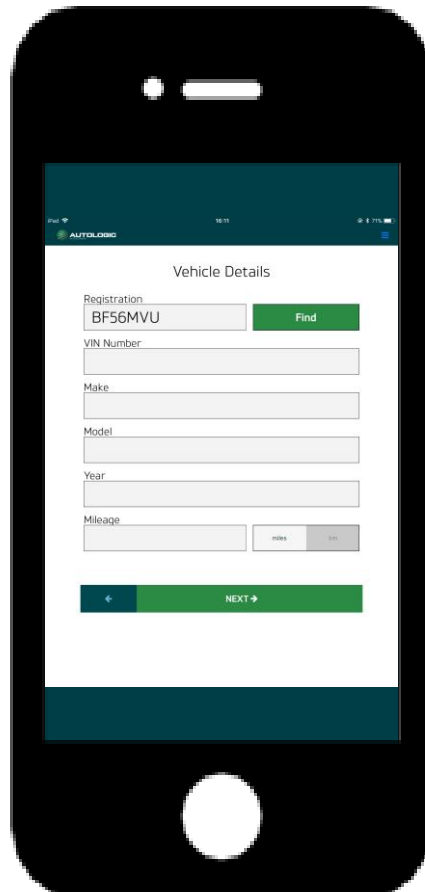
Note – An active internet connection is required to validate the details and to use the App

*To find out how to register for AutologicMobile, visit our [online help guides](#).



Submitting a support request with AutologicMobile

4. Next, enter the vehicle Registration and click Find. This will automatically populate the vehicle details. Entry of Mileage is optional. Press Next to continue.



Vehicle Details

Registration
BF56MVU

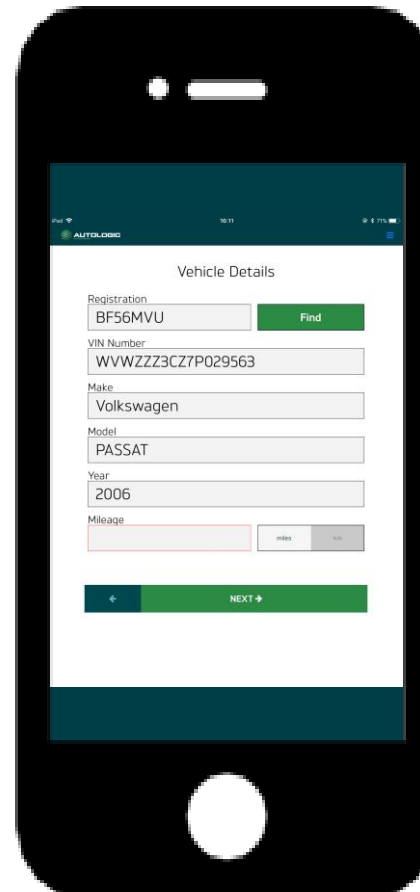
VIN Number

Make

Model

Year

Mileage
 miles km



Vehicle Details

Registration
BF56MVU

VIN Number
WWZZZ3CZ7P029563

Make
Volkswagen

Model
PASSAT

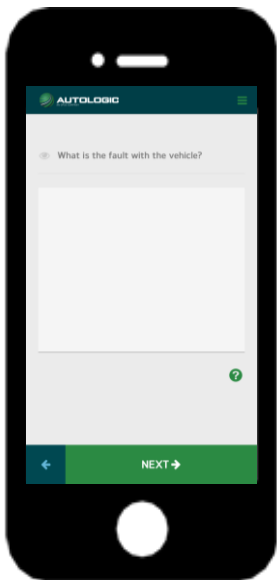
Year
2006

Mileage
 miles km

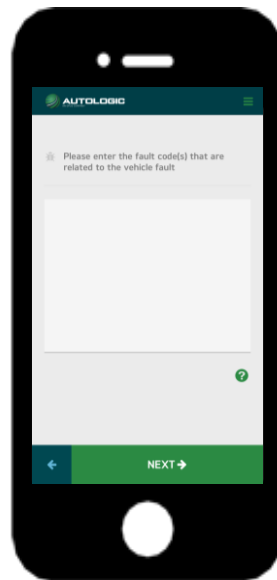
Submitting a support request with AutologicMobile

5. 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.

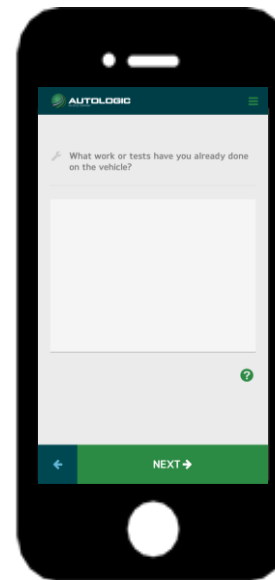
What is the fault with the vehicle?



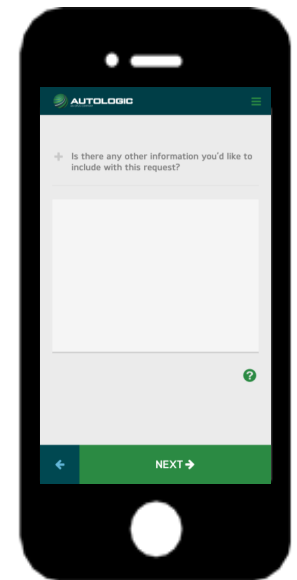
Please enter the fault code(s) that are related to the vehicle fault



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

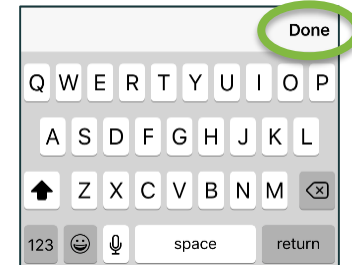
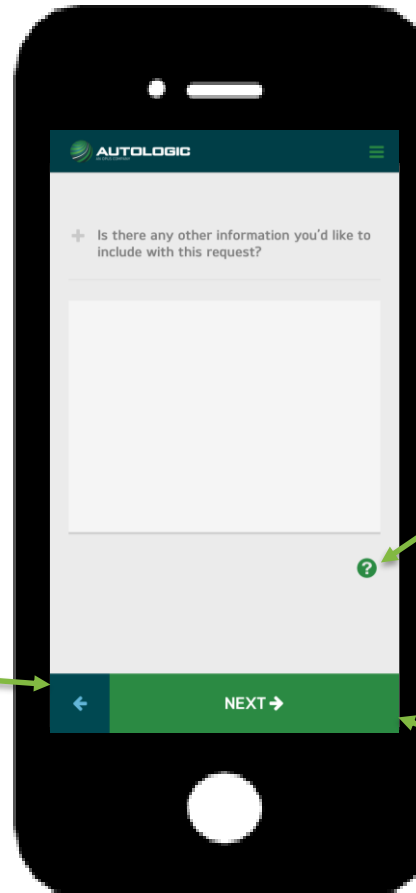


Is there any other information you'd like to include with this request?



Submitting a support request with AutologicMobile

6. 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.



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

Press the help button on any page for guidance.

Once you have completed each question, press next.

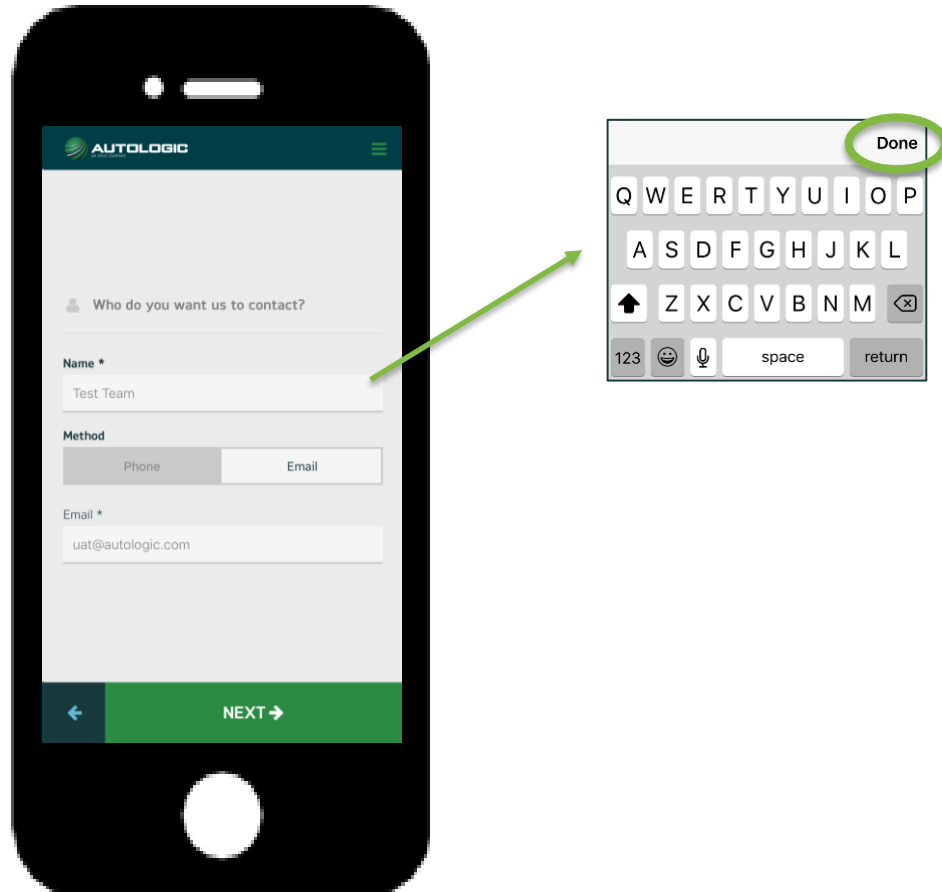
Submitting a support request with AutologicMobile

7. 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.

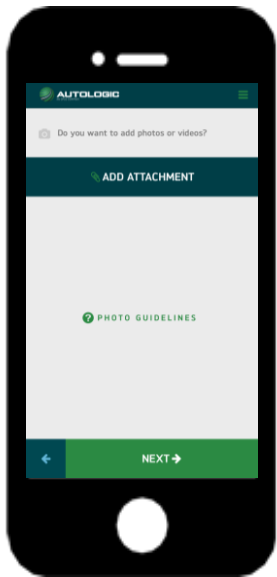
Depending on your selection, the next field will require your phone number or email.



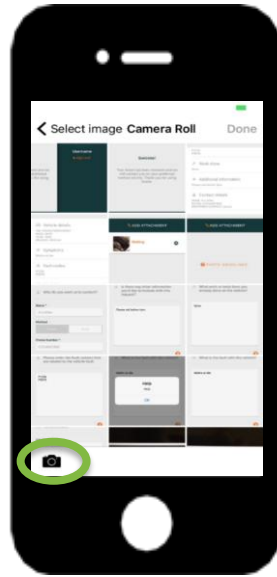
Submitting a support request with AutologicMobile

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

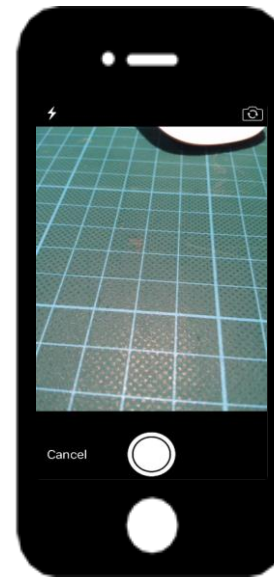
Press add attachment



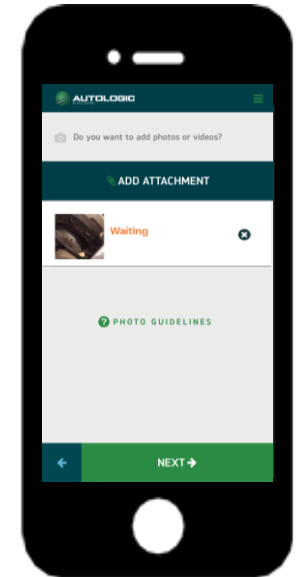
Select the file(s) you want to attach, or press the camera to take a photo



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



All selected files will be attached to the support request

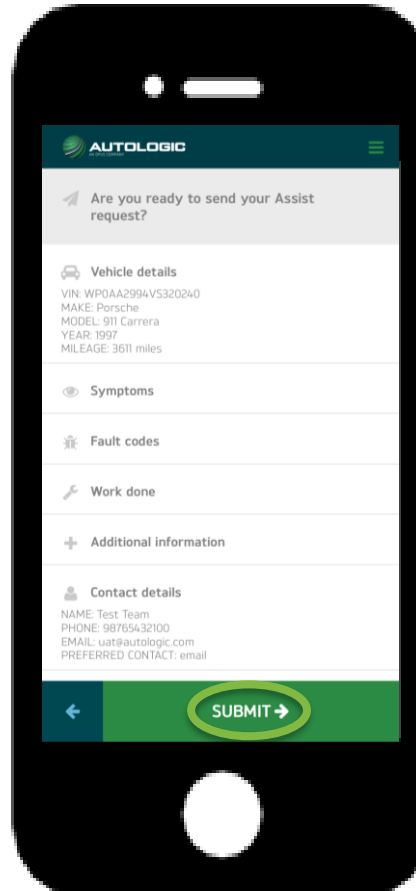


Submitting a support request with AutologicMobile

9. 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.**

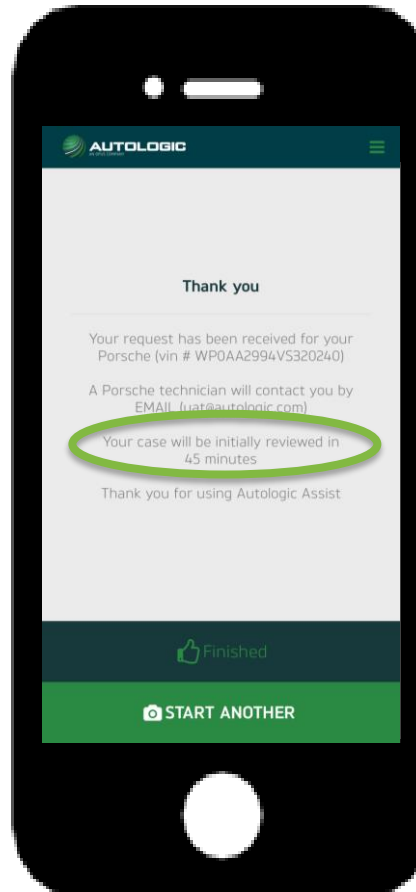


Submitting a support request with AutologicMobile

10. 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.**



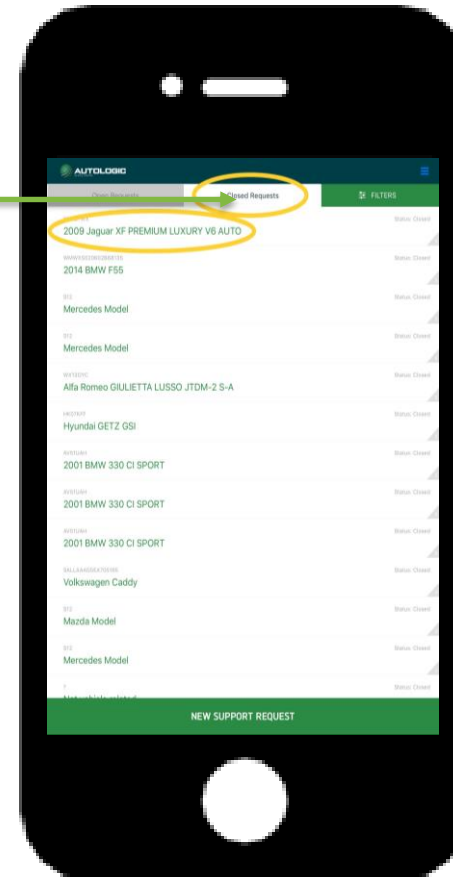
Re-opening old cases via AutologicMobile

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.



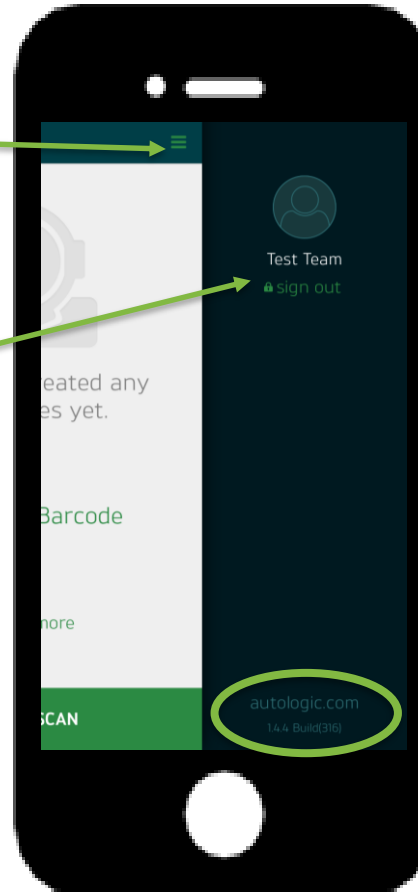
Signing Out

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.

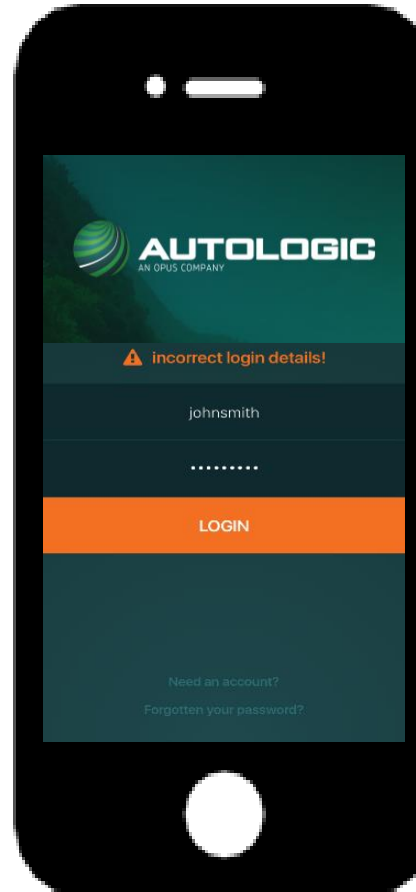


Sign In Error

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.



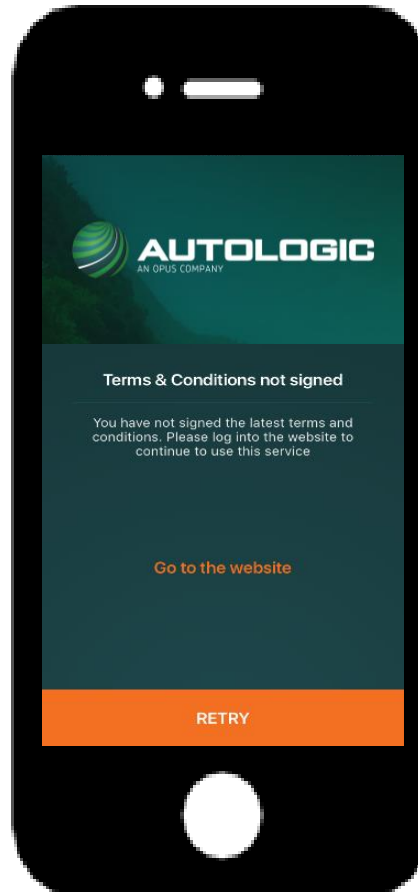
Sign In Error – T&Cs not signed

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.

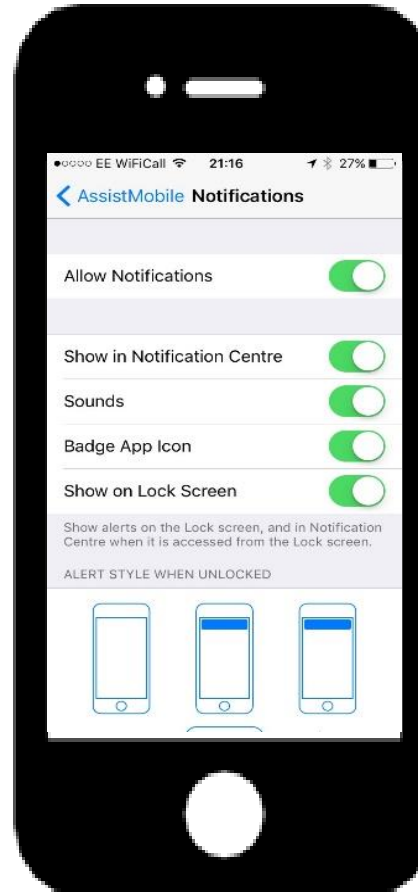
If you are experiencing issues, please ensure you have given appropriate access for the App on your phone. This can be done within your phone settings.



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.

