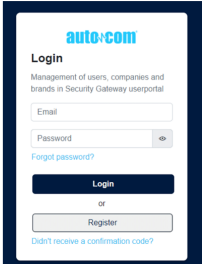


autocom Secure Gateway User Portal



autocom Secure Gateway User Portal User Guide

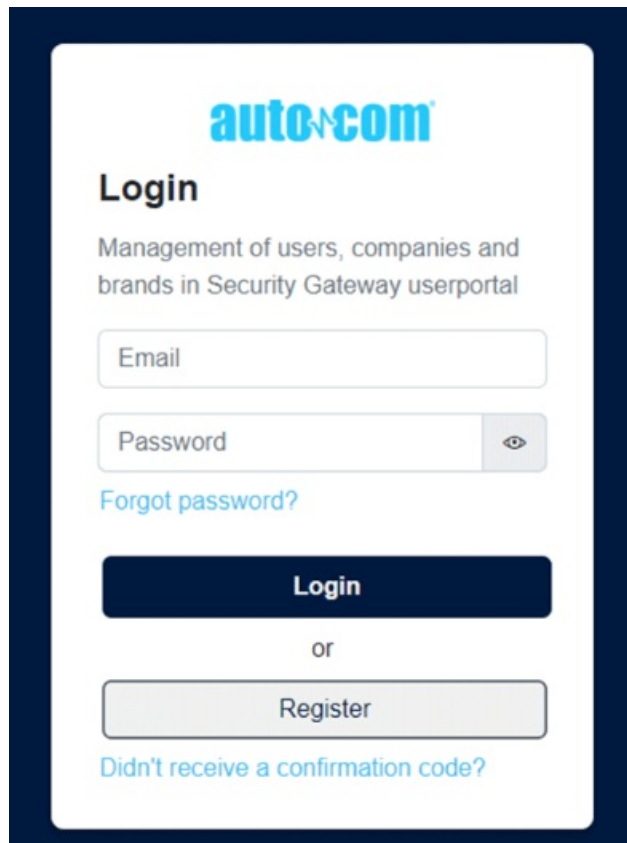
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autocom Secure Gateway User Portal



autocom

Login

Management of users, companies and brands in Security Gateway userportal

Email

Password

[Forgot password?](#)

Login

or

Register

[Didn't receive a confirmation code?](#)

Product Information

Specifications

- Product Name: Autocom Secure Gateway
- Compatibility: Autocom CARS software
- Identification Methods: QR Code, Mobile Phone, Document Scanning, Face Recognition
- Activation Process: Company Registration, Vehicle Brand Activation

Product Usage Instructions

Company Registration

1. Open Autocom CARS software on your PC.
2. Go to Settings and choose Secure Gateway Registration or click on the login page link.
3. Fill in your personal information matching your identification document.
4. Receive a confirmation code via email and use it within 3 days to continue the registration process.
5. Complete identification using your mobile phone for a smoother process.
6. Add your company details to finalize the registration.

Vehicle Brand Activation

1. Go to Company in the menu of Autocom CARS software.
2. Add your serial number under VCI (found on the back of your diagnostic tool) and save.
3. Contact your distributor if you need to add more diagnostic tools.
4. Go to Brands in the menu, choose a brand, and click Enable to link and enable it.

Frequently Asked Questions (FAQ)

- **Q: What should I do if I have been invited to an existing company?**

A: If you have been invited to an existing company, check your email for instructions sent to you for registration.

- **Q: What is the importance of activating Secure Gateway access immediately after registration?**

A: It is crucial to activate immediately after registration, especially for FCA Group vehicles, to avoid delays in approval processing time.

User guide for the Secure Gateway user portal.

First steps

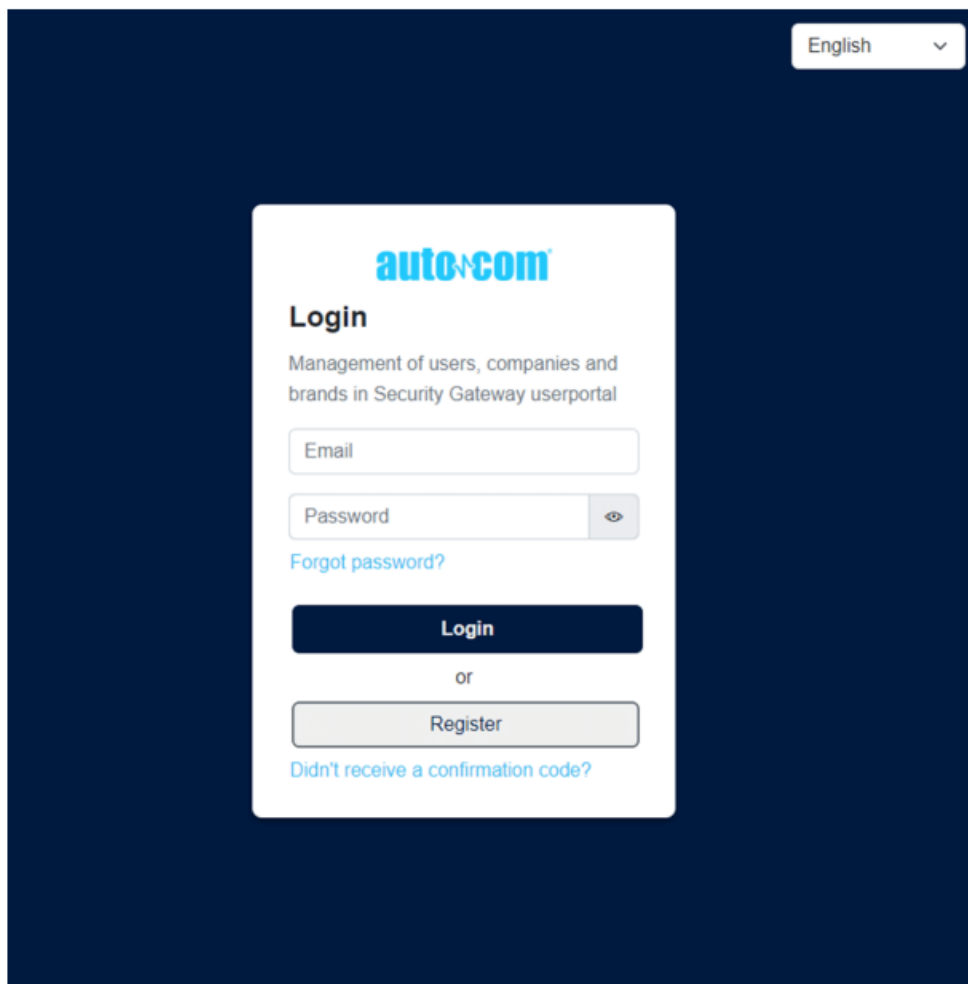
In order to get access to the locked vehicles and start working with Autocom Secure Gateway you first need to register your company. After that you need to activate the vehicle brands to work with. Both registration and activation takes place in your software for Autocom CARS.

How to

1. Open your software Autocom CARS on your PC.
2. Go to "Settings" in the menu.
3. Choose "Secure Gateway Registration" or click here to access the login page.

A registration page is now opened. If this is your first time here, you need to register an account and create a company. That takes about 5-10 minutes.

If you already have an account you can login via the button "Login".

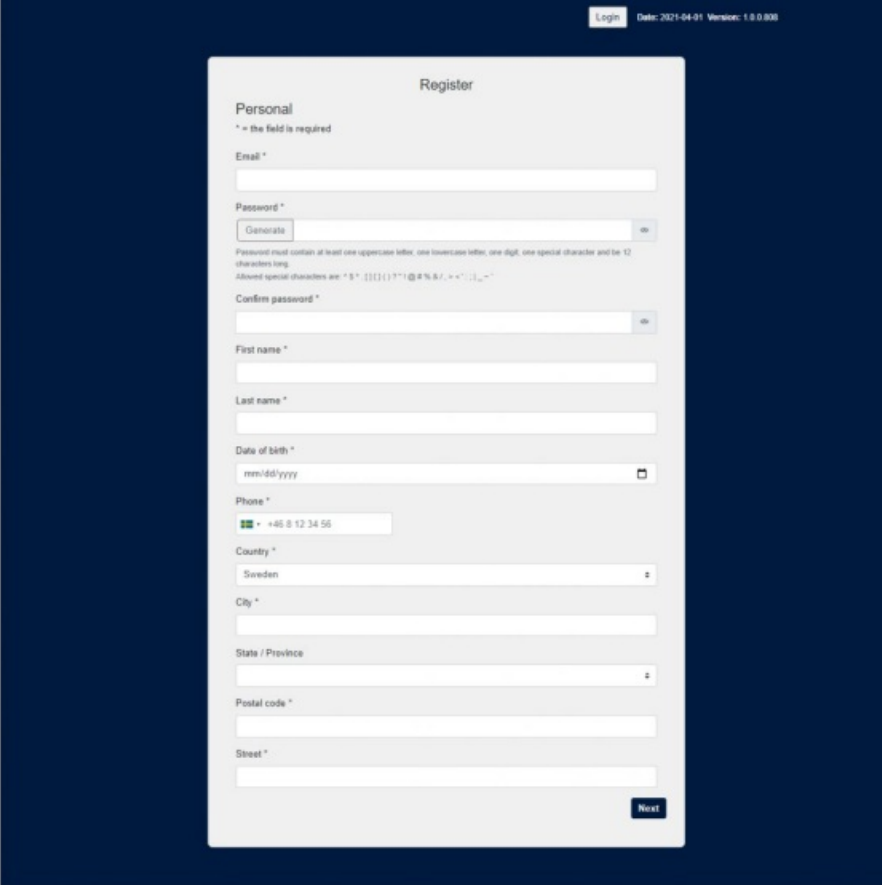


The screenshot shows the login page of the Autocom Secure Gateway user portal. The page has a dark blue background. In the top right corner, there is a language selector dropdown menu set to "English". The main content is centered in a white box. At the top of this box is the "autocom" logo. Below the logo is the heading "Login" and a subtitle "Management of users, companies and brands in Security Gateway userportal". There are two input fields: "Email" and "Password". The "Password" field has a toggle icon for visibility. Below the "Password" field is a link "Forgot password?". There are two buttons: a dark blue "Login" button and a light grey "Register" button. Between these buttons is the word "or". At the bottom of the white box is a link "Didn't receive a confirmation code?".

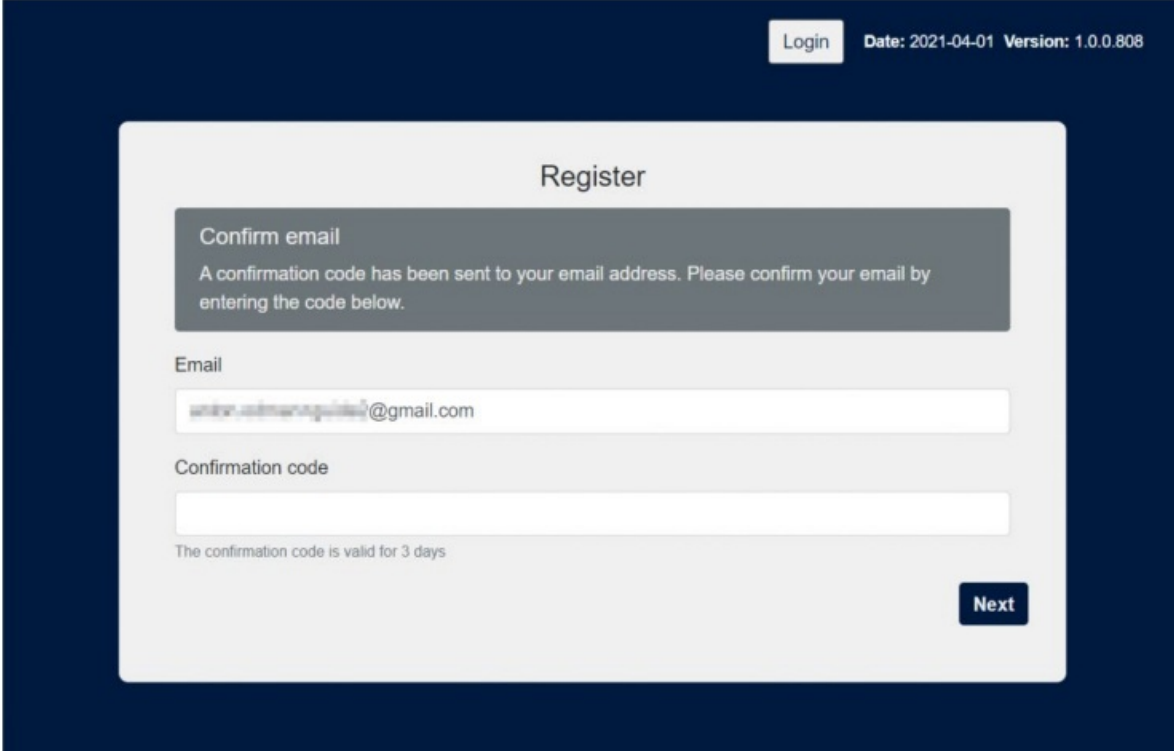
The process looks a bit different if someone has invited you to an existing company. In that case an email with instructions has been sent to you.

Step 1 – registration

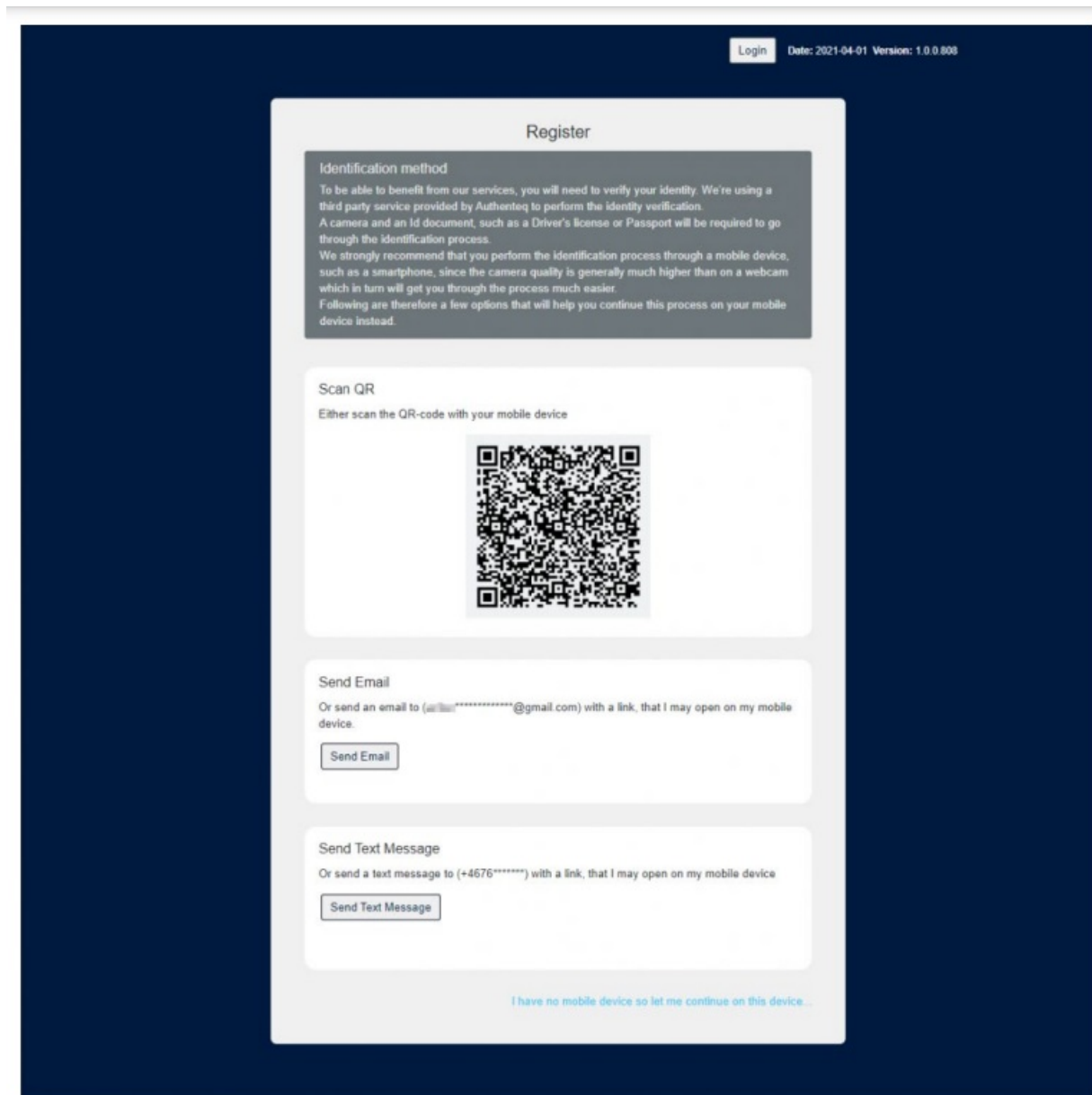
To register, you need to fill in your personal information. It is important that the details match your identification document (passport or drivers license), as you will need to identify yourself with one of those later on.

A screenshot of a web registration form titled "Register" with a sub-header "Personal". The form is set against a dark blue background. At the top right, there is a "Login" button and text indicating "Date: 2021-04-01" and "Version: 1.0.0.808". The form fields include: "Email *" with a text input; "Password *" with a text input, a "Generate" button, and a strength indicator; "Confirm password *" with a text input; "First name *" with a text input; "Last name *" with a text input; "Date of birth *" with a date picker showing "mm/dd/yyyy"; "Phone *" with a dropdown for country code and a text input showing "+46 8 12 34 56"; "Country *" with a dropdown showing "Sweden"; "City *" with a text input; "State / Province" with a text input; "Postal code *" with a text input; and "Street *" with a text input. A "Next" button is at the bottom right. A note specifies password requirements: "Password must contain at least one uppercase letter, one lowercase letter, one digit, one special character and be 12 characters long. Allowed special characters are: ' ! \" ' * () , ; : @ % & / , = + - ' _ . - ' " data-bbox="344 161 644 514"/>

Only the fields marked with stars (*) are required.

A screenshot of the "Confirm email" step of the registration process. The form is titled "Register" and has a sub-header "Confirm email". A message states: "A confirmation code has been sent to your email address. Please confirm your email by entering the code below." Below this, there is an "Email" field containing "user.name@gmail.com" and a "Confirmation code" field. A note indicates "The confirmation code is valid for 3 days". A "Next" button is at the bottom right. The top right corner shows a "Login" button and text: "Date: 2021-04-01" and "Version: 1.0.0.808" data-bbox="196 656 794 906"/>

An email with a confirmation code will be sent to your. The code shall be used in the registration page in order to continue the process. The code is valid for 3 days.



The screenshot shows a 'Register' page with a dark blue background. At the top right, there is a 'Login' button and a date/version string 'Date: 2021-04-01 Version: 1.0.0.808'. The main content area is a light gray box titled 'Register'. Inside, there is a section for 'Identification method' with explanatory text. Below this are three options: 'Scan QR' with a QR code, 'Send Email' with a button, and 'Send Text Message' with a button. At the bottom, there is a link for users without a mobile device.

Register

Identification method


To be able to benefit from our services, you will need to verify your identity. We're using a third party service provided by Authenteq to perform the identity verification. A camera and an Id document, such as a Driver's license or Passport will be required to go through the identification process.

We strongly recommend that you perform the identification process through a mobile device, such as a smartphone, since the camera quality is generally much higher than on a webcam which in turn will get you through the process much easier.

Following are therefore a few options that will help you continue this process on your mobile device instead.

Scan QR

Either scan the QR-code with your mobile device



Send Email

Or send an email to (*****@gmail.com) with a link, that I may open on my mobile device.

Send Email

Send Text Message

Or send a text message to (+4676*****) with a link, that I may open on my mobile device

Send Text Message

[I have no mobile device so let me continue on this device](#)

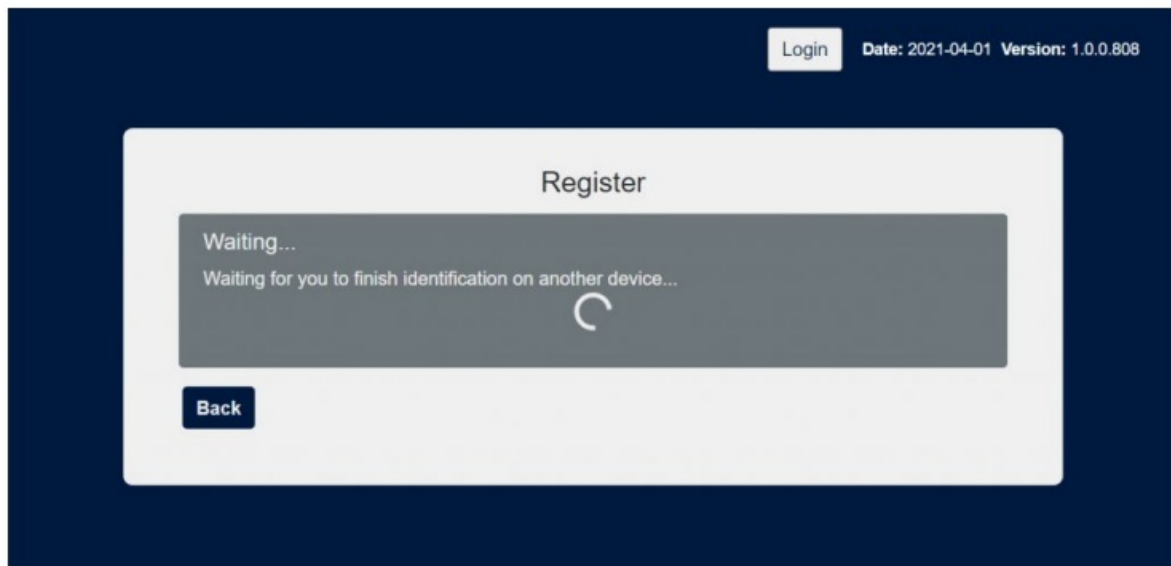
When it is time for identification, you have 4 options to choose from:

- Scan the QR code to identify yourself.
- Send an email with a link for identification.
- Send a text message with a link for identification.
- Continue the identification on your computer.

We recommend that you use your mobile phone for the identification. The camera quality is generally much better than the PC and the process will thereby be smoother.

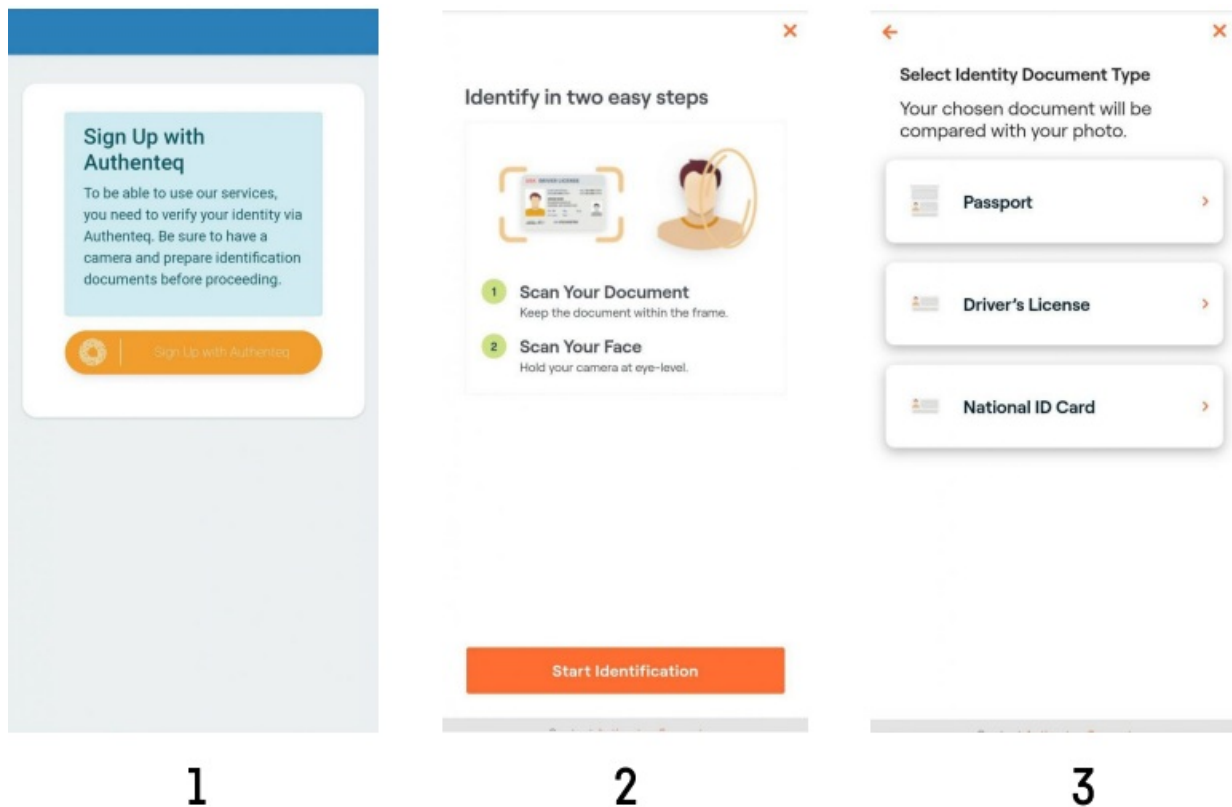
In this case, we use the QR code.

Once the QR code has been scanned, the page will change while waiting for you to finish the identification.



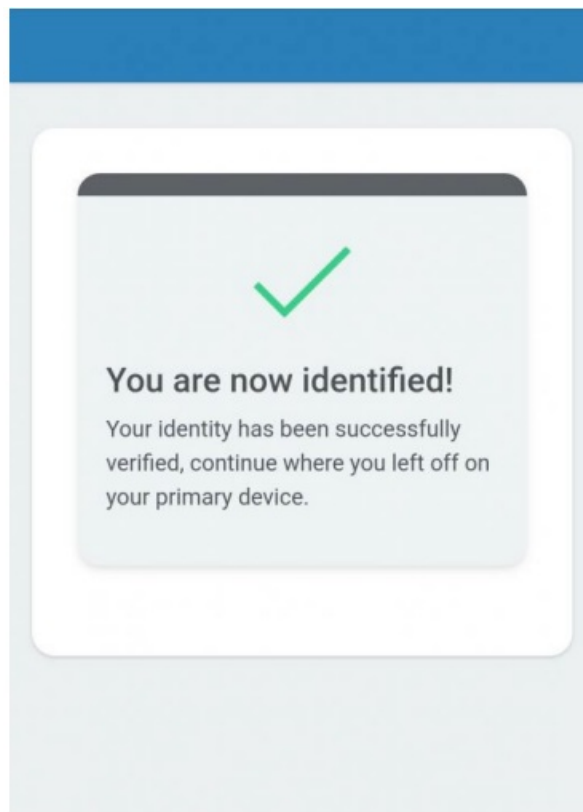
Identify via mobile phone

This is the mobile phone process in short.



1. You will be greeted by a welcoming text and a link to the identification service.
2. Start your identification by pressing the button.
3. There are multiple ways to identify. Choose whichever works best for you.

Scan your preferred document and confirm that all details are correct. You also need to scan your face after this step to confirm.



Once done you will get a confirmation like this.

Continue registration on the computer

When you are done the page on the computer will update and you'll have to accept the terms. Read and scroll to the bottom to accept.

Additional terms and conditions for using authenticated diagnostic functionality

License agreement ("this agreement")
between
Autocom Diagnostic Partner AB
Grafitvägen 23 B
SE-461 38 Trollhättan
Sweden

hereinafter called "AUTOCOM" as the licensor on the one hand and



04/01/2021 08:56

hereinafter called "LICENCEE" as the licensee on the other hand

hereinafter AUTOCOM and the LICENCEE jointly referred to as "PARTIES" and each being a "PARTY"

Preamble

Whereas AUTOCOM is a publisher of diagnostic data owned by Original equipment manufacturers ("OEMs") and their subsidiaries or affiliate companies.

Whereas the LICENCEE intends to perform vehicle diagnostics on vehicles manufactured by OEMs, that require authentication certificates to access the Electronic Control Units ("ECUs").

Whereas AUTOCOM will request authentication certificates on behalf of the LICENCEE.

Now therefore in consideration of the premises and the mutual covenants herein contained, the PARTIES hereto agree as follows:

The software contains exclusive data from OEMs that are integrated in the diagnostic software. Some parts of the diagnostic data require authentication using digital certificates to provide the user with this diagnostic data. AUTOCOM will request an authentication certificate from the different OEMs on behalf of the LICENCEE under the following conditions:

Conditions for use of authenticated diagnostic functionality

ALL TERMS AND CONDITIONS IN THE SOFTWARE LICENSE AGREEMENT FOR AUTOCOM DIAGNOSTIC EQUIPMENT AND SOFTWARE APPLY AND SHALL BE LEGALLY BINDING FROM THE DATE OF SIGNING THIS ADDITION TO THE EXISTING LICENSE AGREEMENT

The final step of the registration is to add your company.

You are now identified!

You are now able to login to our management portal. You do however need to accept the terms and conditions and register your company to use our service.

* = the field is required

Company name *

Customer Number

VAT *

Country *

State / Province

City *

Postal code *

Street *

Submit

Once your company is created, you will be redirected to the login page where you can login.

The screenshot shows a dark blue background with a white login/register form in the center. The form has the 'auto-com' logo at the top. Below the logo are two input fields: 'Email' and 'Password'. Under the 'Password' field are two buttons: 'Login' (dark blue) and 'Register' (white with dark blue border). Below the buttons is a link that says 'Forgot password?'. In the top right corner of the page, there is a 'Login' button and text indicating 'Date: 2021-04-01' and 'Version: 1.0.0.808'. At the bottom left, a green notification bar says 'Company successfully added!' with a close icon.

Step 2 – Activation of brands

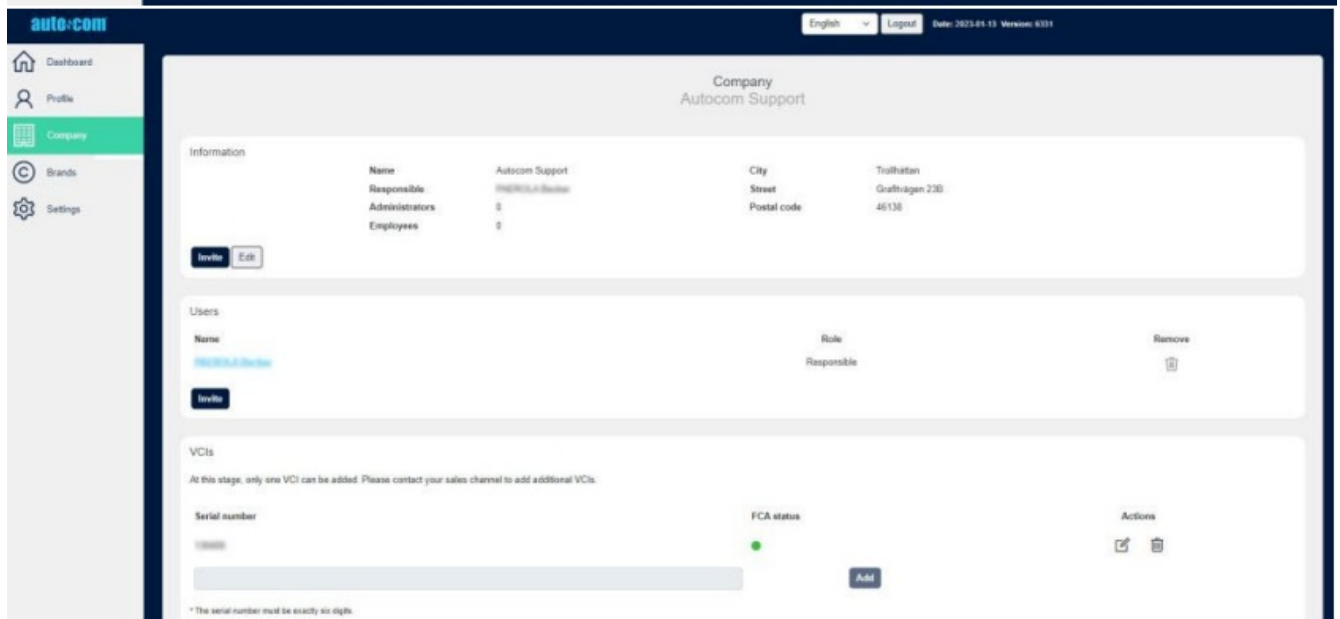
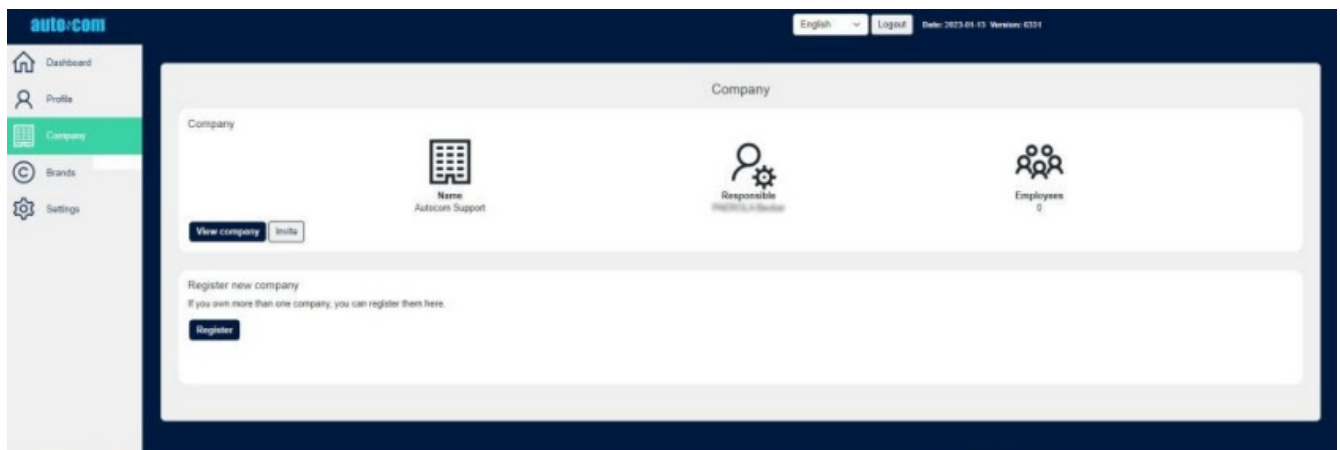
After the registration you need to continue by activating the Secure Gateway access.

We recommend that you do the activation immediately after the registration. The reason is that you do not want to do this once you have a vehicle waiting for service in front of you.

NOTE! This is especially important for vehicles within the FCA Group since their processing time for the approval might vary.

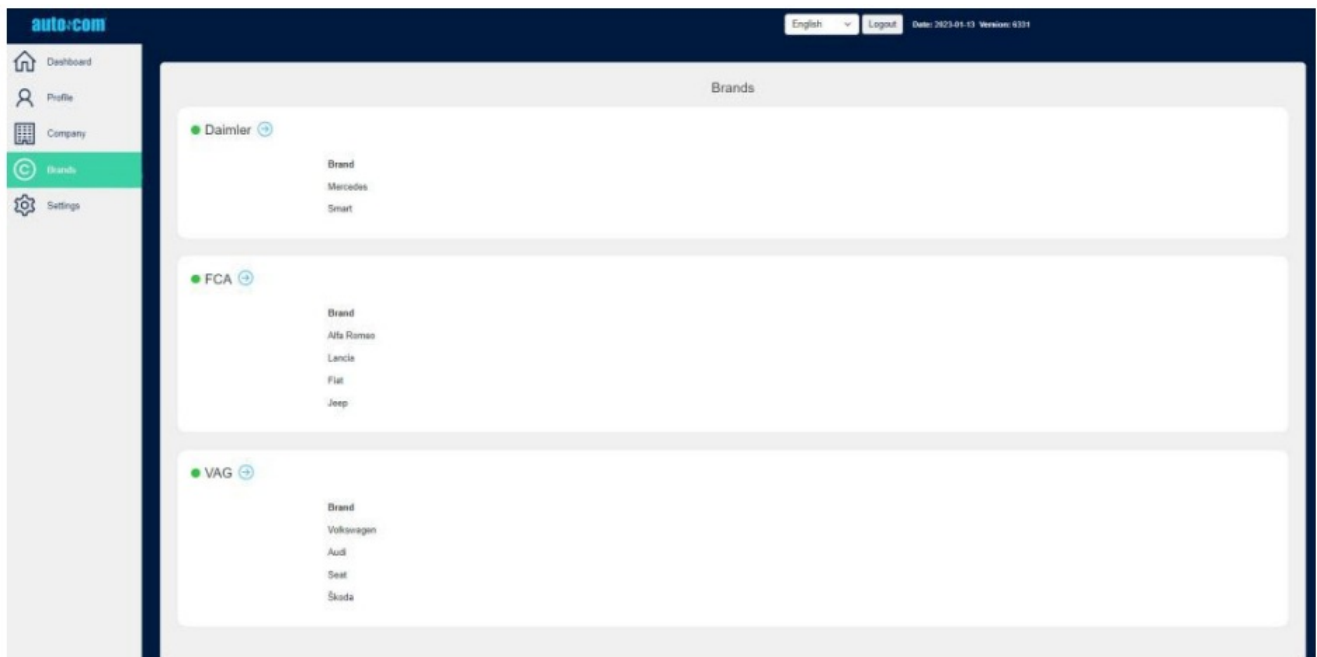
How to activate

1. Go to “Company” in the menu.
2. Under “VCI” you add your serial number. You find it on the back of your diagnostic tool.
3. Save.



If you want to add more diagnostic tools you need to contact your distributor.

4. Go to “Brands” in the menu.



5. Chose brand by clicking on the blue arrow in the right side and click “Enable”. Note that more than one brand can be linked and thereby enabled at the same time.

It can take a few minutes for the activation to connect to your diagnostic tool. The diagnostic tool will show yellow light during the process and turn green once ready.

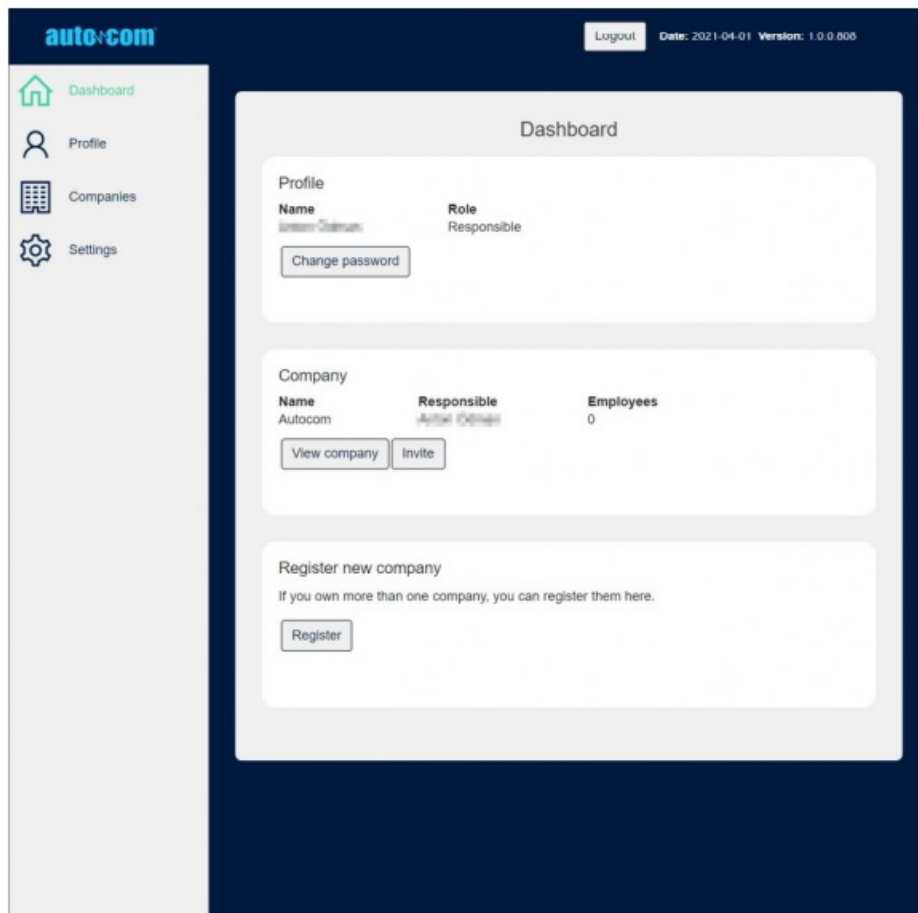
Once it turns green, the activation is ready.

More possibilities

You can do more in the Secure Gateway portal than just registrate and activate. You can also see all your registrated information, edit and update your account as well as invite employees.

You can read more about this below.

Dashboard



Once logged in, you have several options depending on access levels. There are three main roles:

Responsible – only one person with responsibility for the whole company. Have all permissions. Assigned to the one who created the account from the beginning. It is possible to change to another person (who needs to accept). Requires identification.

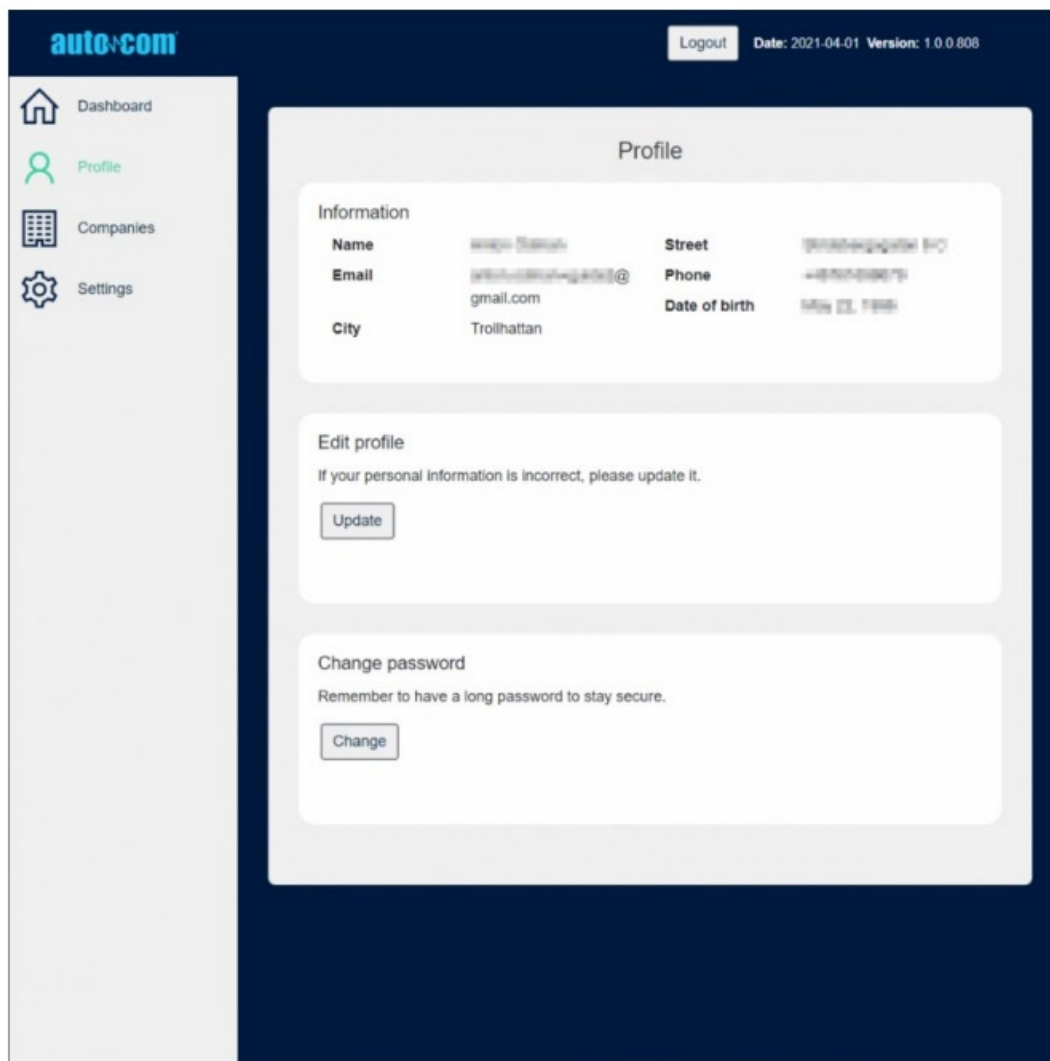
Administrator – a user with more permissions than a normal employee. Can for example edit company data, and invite users. Need to be invited from the responsible user. Does not require identification.

Employee – the standard role once you get invited. Does not require identification.

The view in this guide is from the responsible users perspective.

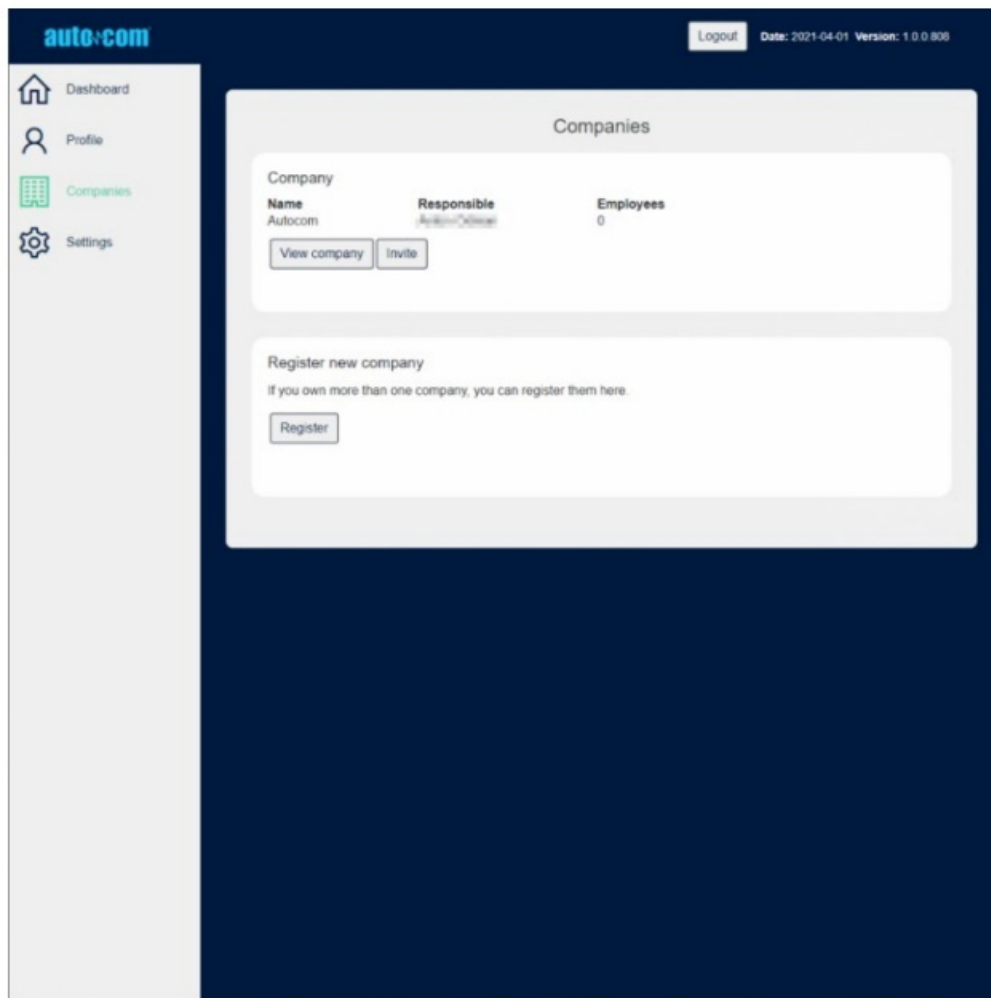
Profile

You can access your profile on the menu bar on the left.



Here you can change basic information, like your password or profile details.

Companies



Access the companies page on the left side bar. The main page shows two cards Overview of your company/companies.

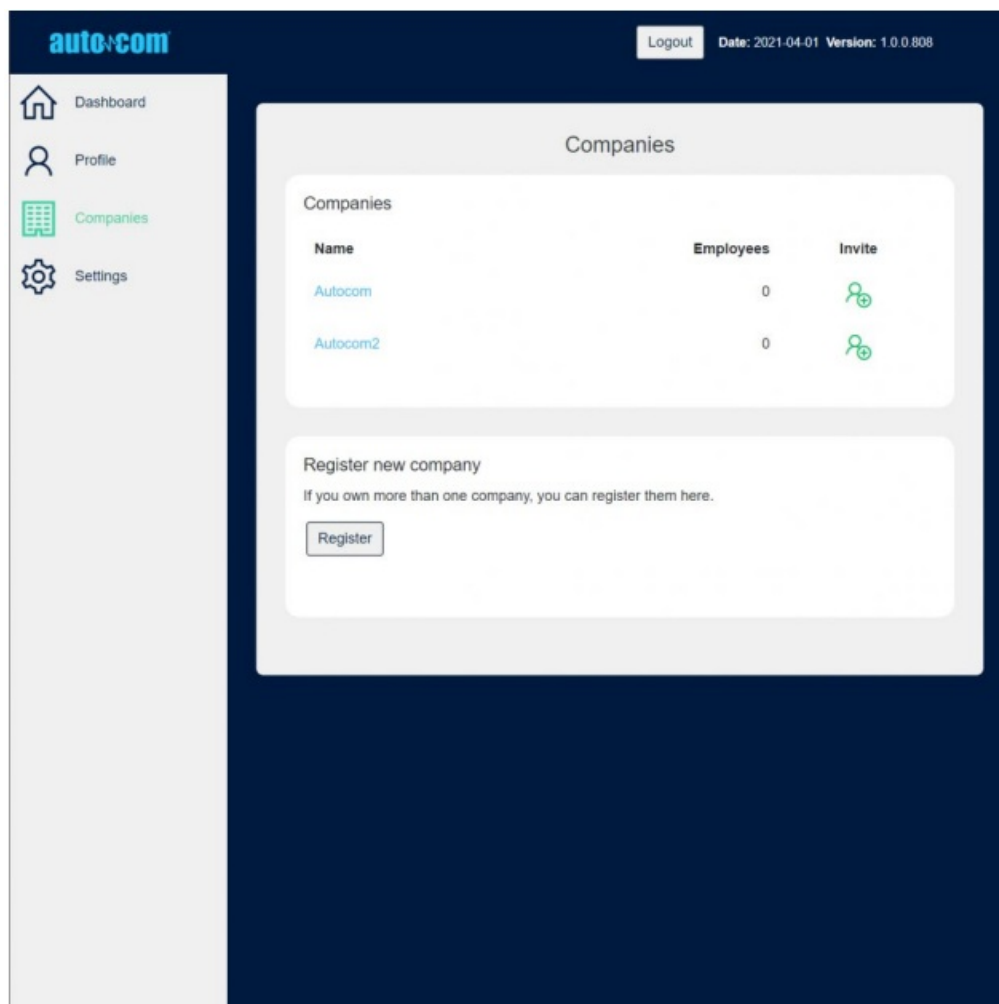
Register a new company.

The screenshot shows the 'Add company' form in the auto.com dashboard. The dashboard has a dark blue header with the 'auto.com' logo, a 'Logout' button, and the text 'Date: 2021-04-01 Version: 1.0.0.808'. A left sidebar contains navigation links: 'Dashboard' (home icon), 'Profile' (person icon), 'Companies' (grid icon, highlighted in green), and 'Settings' (gear icon). The main content area is titled 'Add company' and includes a note '* = the field is required'. The form fields are: 'Company name *' (text input), 'Customer Number' (text input), 'VAT *' (text input), 'Country *' (dropdown menu), 'State / Province' (dropdown menu), 'City *' (text input), 'Postal code *' (text input), and 'Street *' (text input). A 'Submit' button is located at the bottom right of the form.

Adding a new company is as easy as adding your first one. You only need to provide all the details.

Companies overview

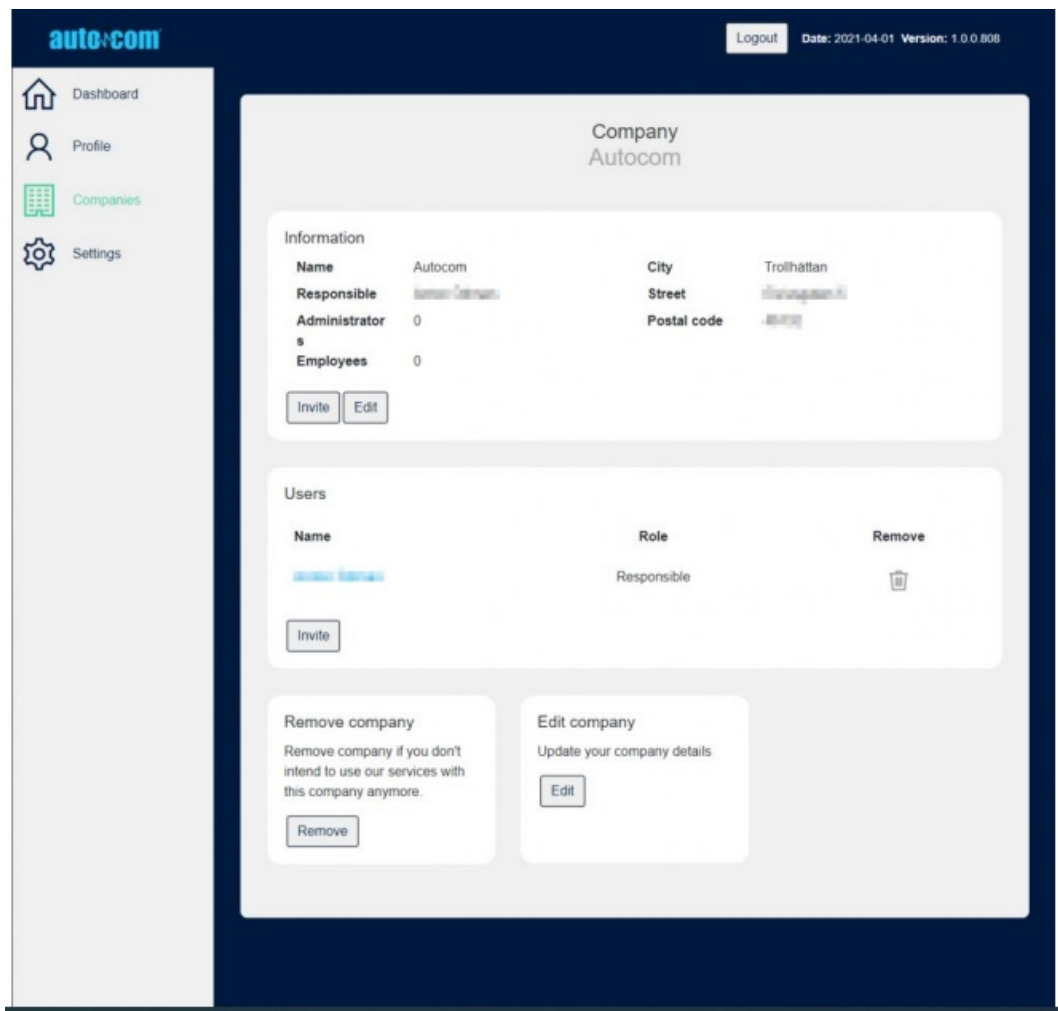
Once you have two or more companies, the overview will change a bit in order to give you an overview of all your companies.



You can click on the name to go to the company page and see the number of employees. You can also have a shortcut to invite more employees.

Manage company

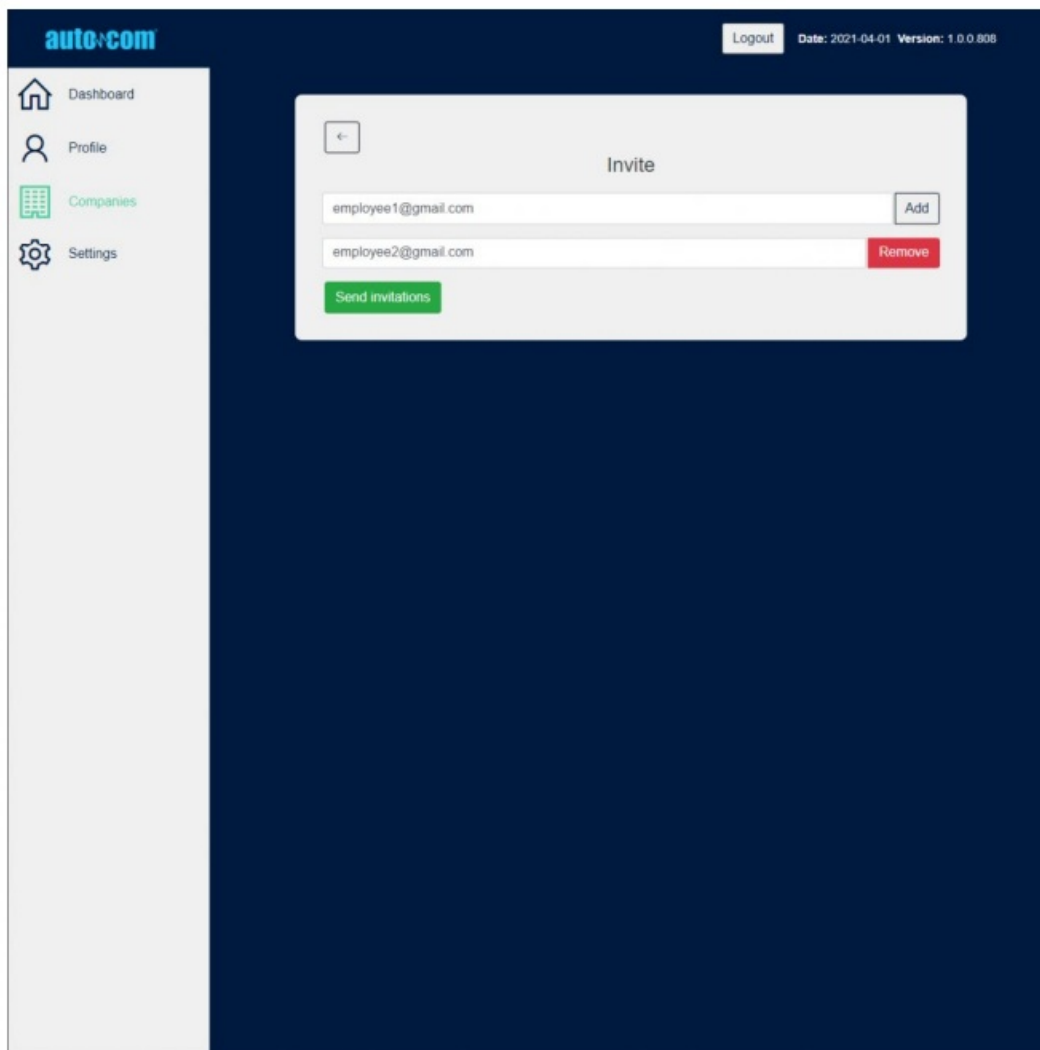
By pressing the name of a company, you'll access the company page.



These are the actions that a responsible user can do:

- Invite new employees.
- Edit your company details.
- Go to a specific employee.
- Remove employee.
- Remove company.

Invite employee



You can invite as many employees as you want. Just add their emails by pressing the 'Add' button. Once you are done, press 'Send Invitations'.

The ones invited will get an email with a link. They need to follow the basic registration process. However, they do not need to identify themselves unless they are meant to become the new responsible user.


Edit company


auto+com


Logout


Date: 2021-04-01

Version: 1.0.0.808

 Dashboard

 Profile

 Companies

 Settings

Edit company

* = the field is required

Company name *

Autocom

Customer Number

Country *

Sweden

State / Province

City *

Trollhättan

Postal code *

Street *

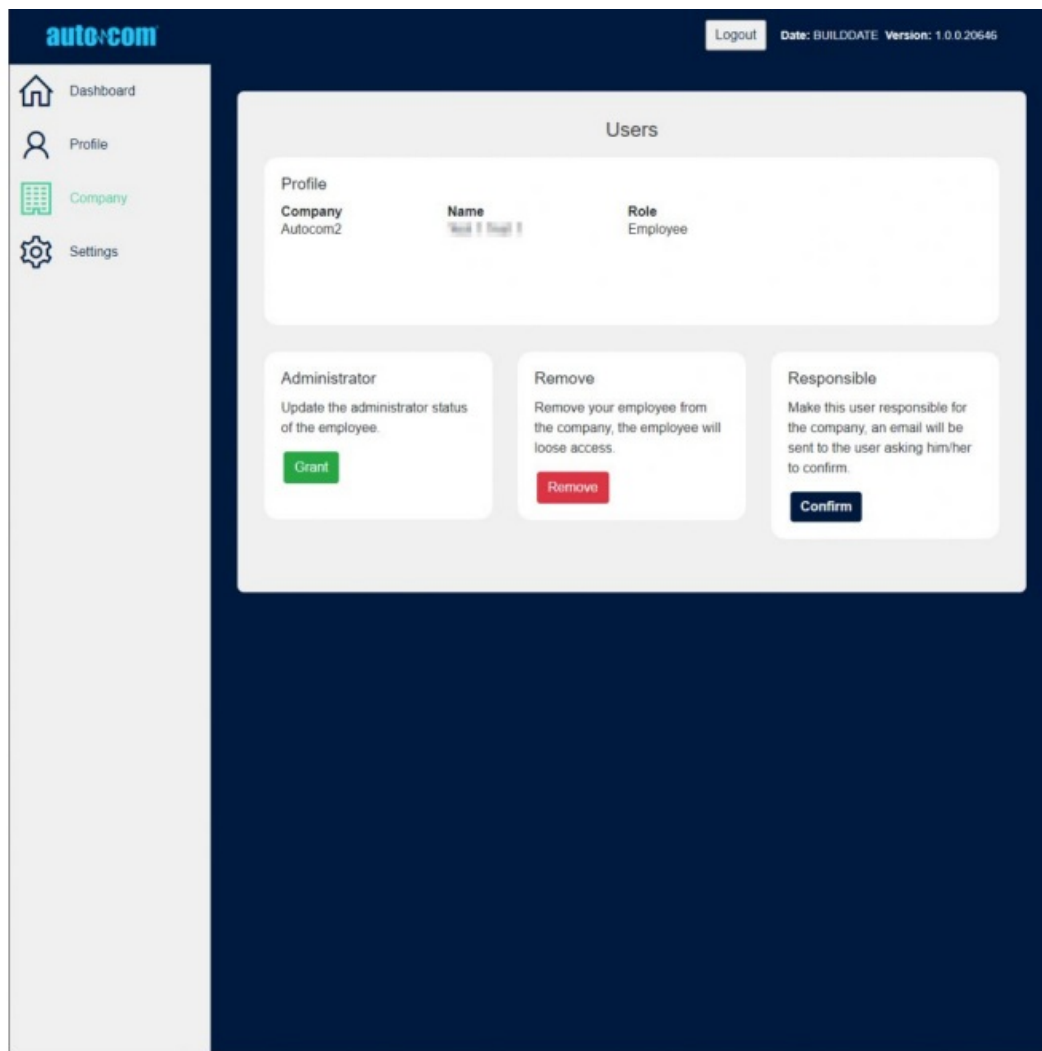
Ellingsgatan 11

Submit

You can adjust your company information by pressing 'Company'. Do not forget to save your adjustments.

Employee

It is possible to go to an employee page by pressing the employee name.

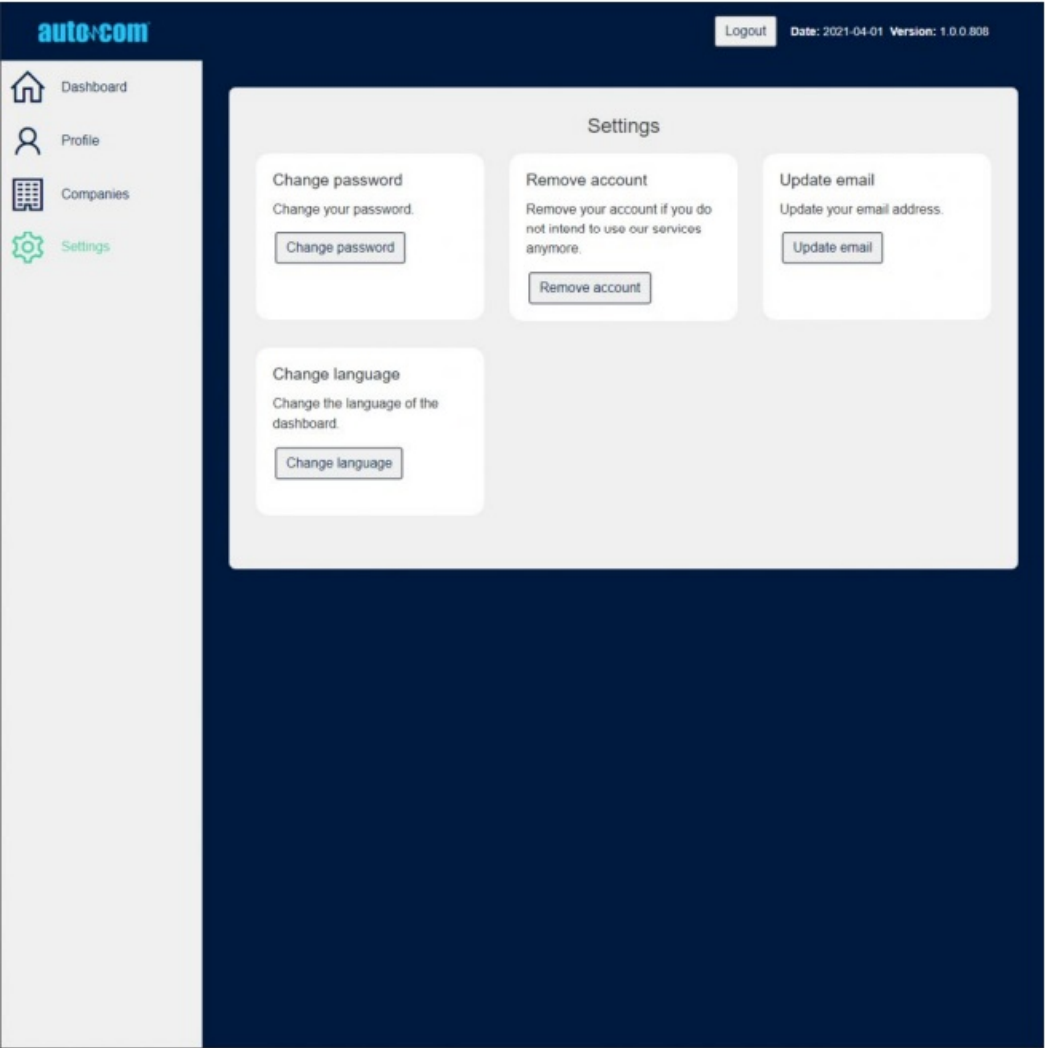


- Here is what you can do in the employee page:
- Changing from employee to administrator and vice versa
- Removing the employee
- Making the employee a responsible user for the company
- If you want to make another employee responsible, that user will get an email with instructions. The person needs to accept becoming the responsible user, as well as identify her/himself if that has not been made yet.


Settings

By pressing 'Settings' on the left side menu, you can access some of the most important settings of your account.

- Changing password
- Remove account (only for users with access level 'responsible')
- Update email
- Change language



Documents / Resources

	<p>autocom Secure Gateway User Portal [pdf] User Guide Secure Gateway User Portal, Gateway User Portal, User Portal, Portal</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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