

User guide for the Secure Gateway user portal.

First steps

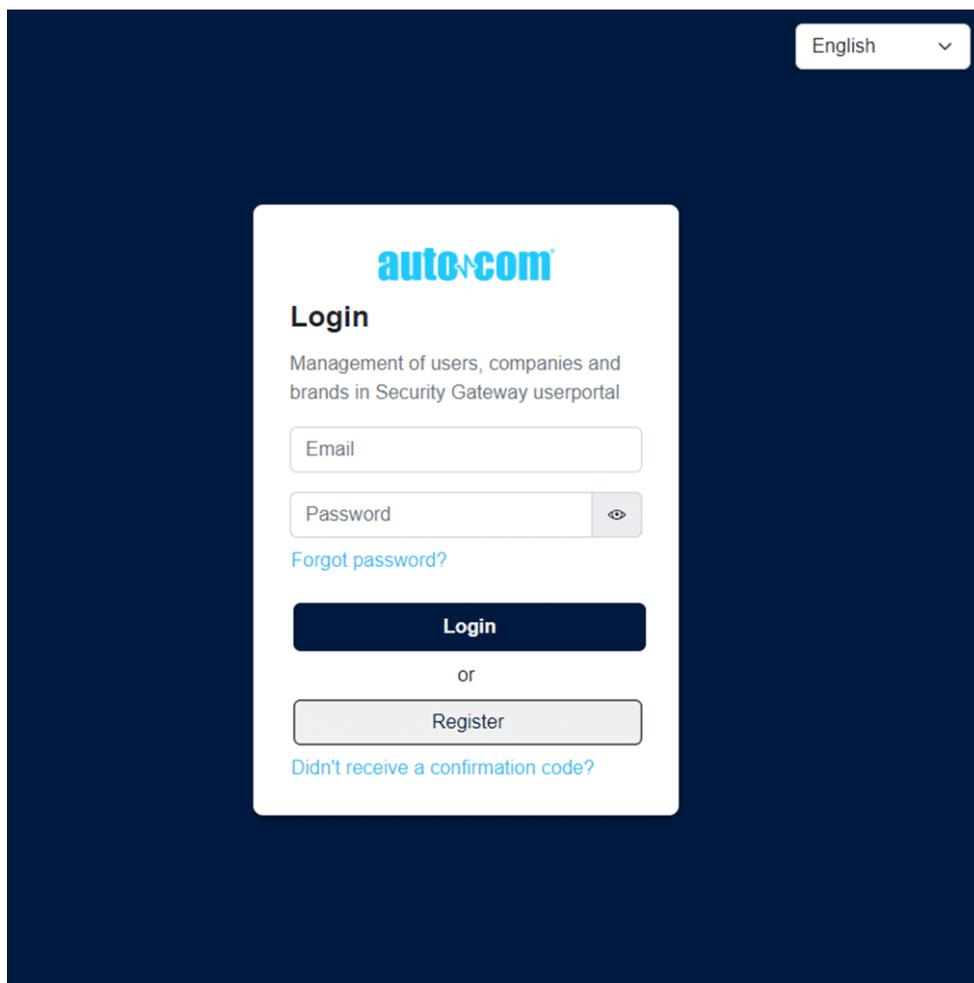
In order to get access to the locked vehicles and start working with Autocom Secure Gateway you first need to register your company. After that you need to activate the vehicle brands to work with. Both registration and activation takes place in your software for Autocom CARS.

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".

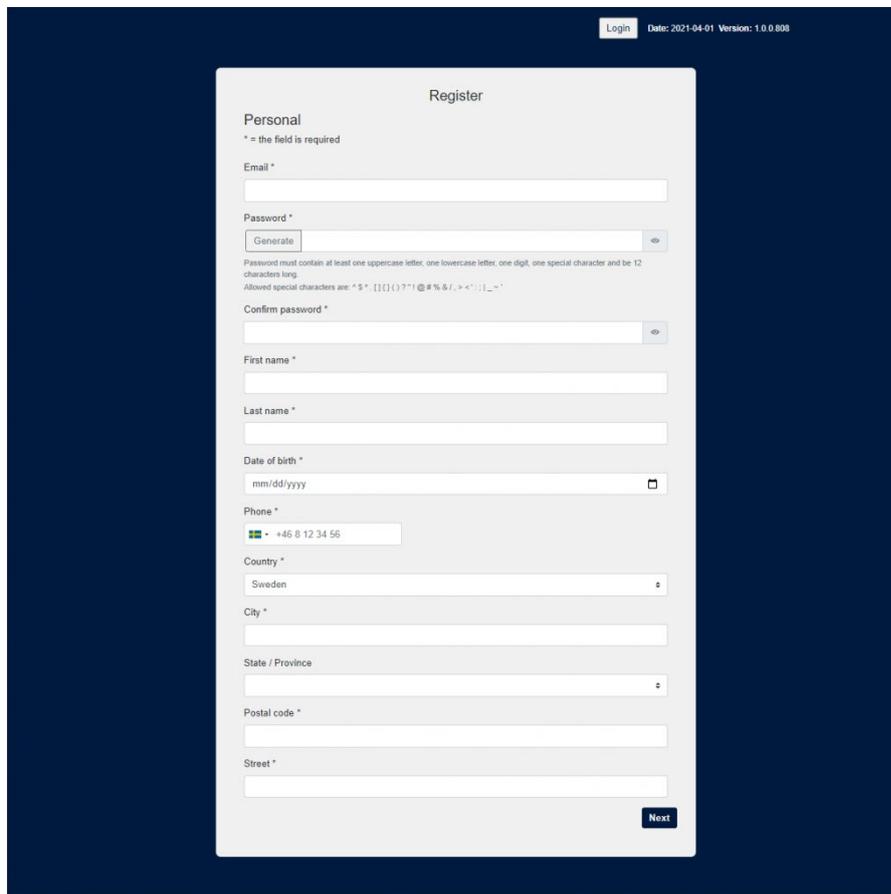


The screenshot shows the login page for the Autocom Secure Gateway user portal. The page has a dark blue background. In the top right corner, there is a language selection dropdown menu set to "English". The main content is a white card with the Autocom logo at the top. Below the logo, the heading "Login" is displayed, followed by the 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 to the right. Below the "Password" field is a link for "Forgot password?". A dark blue "Login" button is positioned below the links. Underneath the button is the word "or". Below that is a light grey "Register" button. At the bottom of the card is a link for "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.

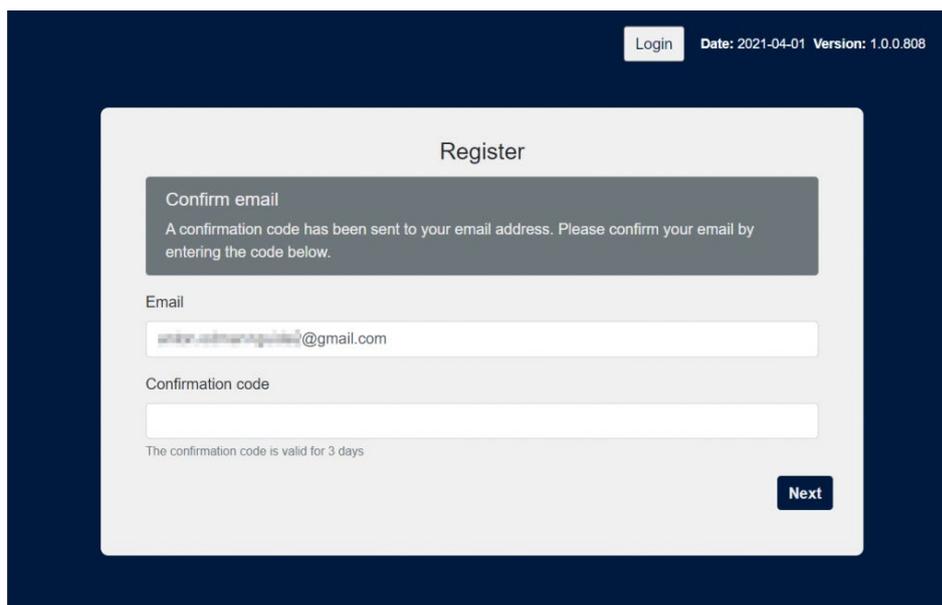


The screenshot shows a registration form titled "Register" with a "Personal" section. The form includes the following fields, all marked with an asterisk (*) to indicate they are required:

- Email *
- Password * (with a "Generate" button and a password strength indicator)
- Confirm password *
- First name *
- Last name *
- Date of birth * (format: mm/dd/yyyy)
- Phone * (with a dropdown for country code, currently showing +46 8 12 34 56)
- Country * (dropdown menu, currently showing Sweden)
- City *
- State / Province (dropdown menu)
- Postal code *
- Street *

A "Next" button is located at the bottom right of the form. The page header includes "Login", "Date: 2021-04-01", and "Version: 1.0.0.808".

Only the fields marked with stars [*] are required.



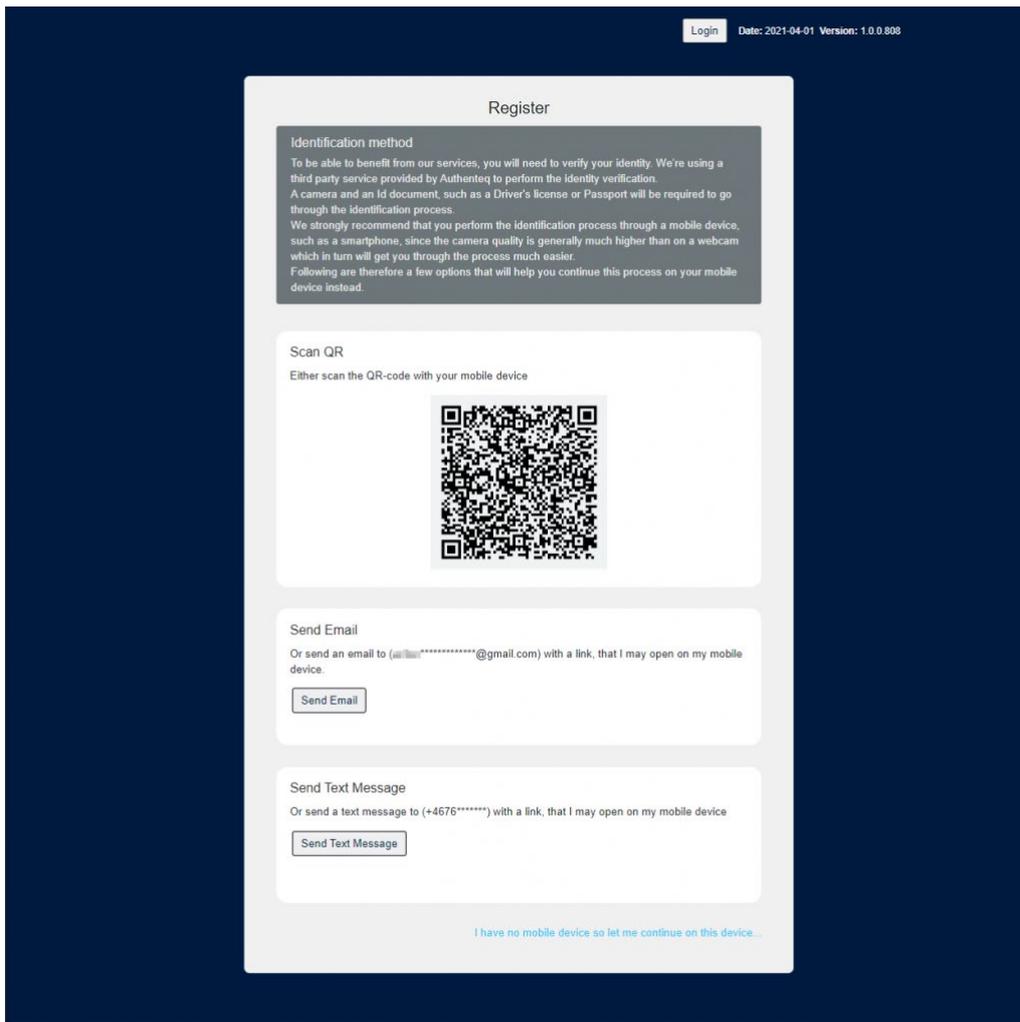
The screenshot shows the second step of the registration process, titled "Register". It features a "Confirm email" section with the following text: "A confirmation code has been sent to your email address. Please confirm your email by entering the code below."

The form includes the following fields:

- Email (pre-filled with a blurred address followed by @gmail.com)
- Confirmation code

A note below the confirmation code field states: "The confirmation code is valid for 3 days". A "Next" button is located at the bottom right of the form. The page header includes "Login", "Date: 2021-04-01", and "Version: 1.0.0.808".

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.



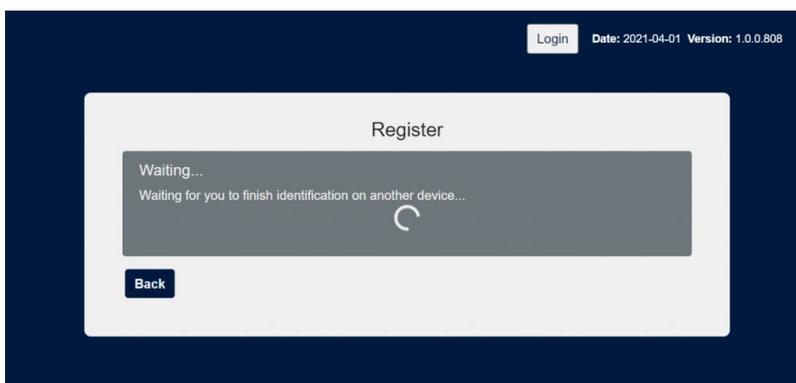
When it is time for identification, you have 4 options to choose from:

- 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.

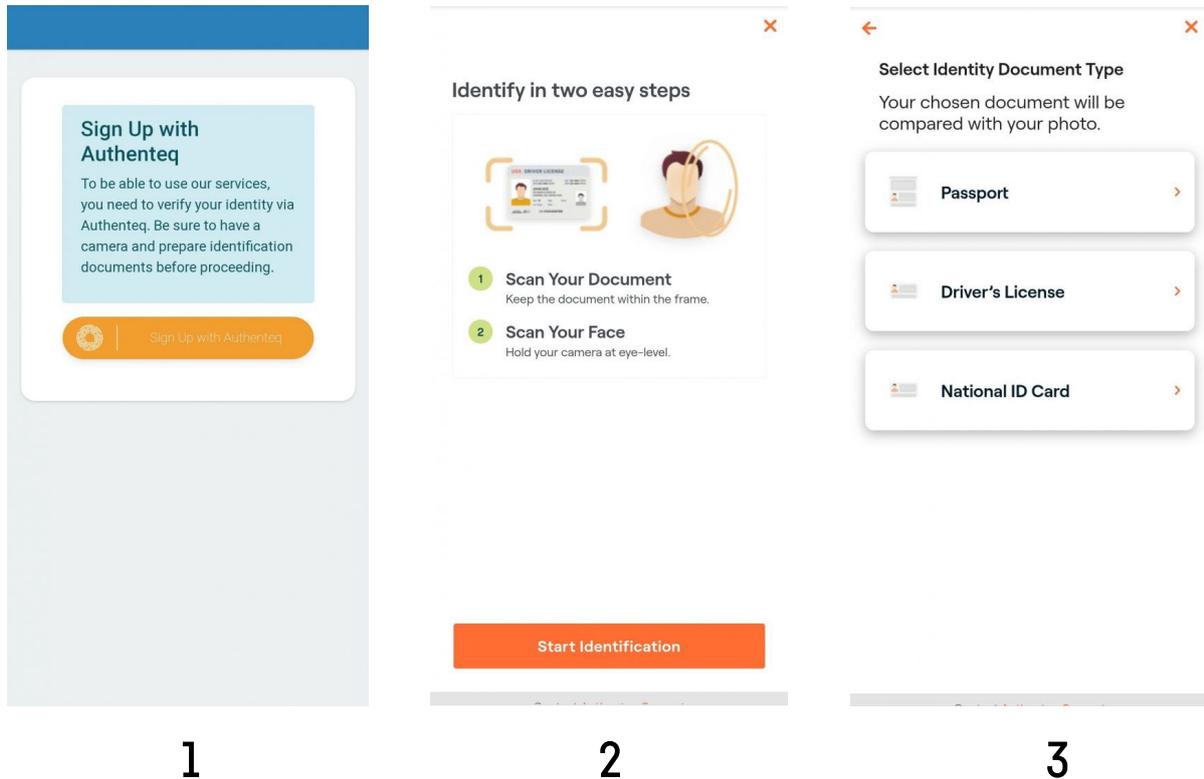
In this case, we use the QR code.

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



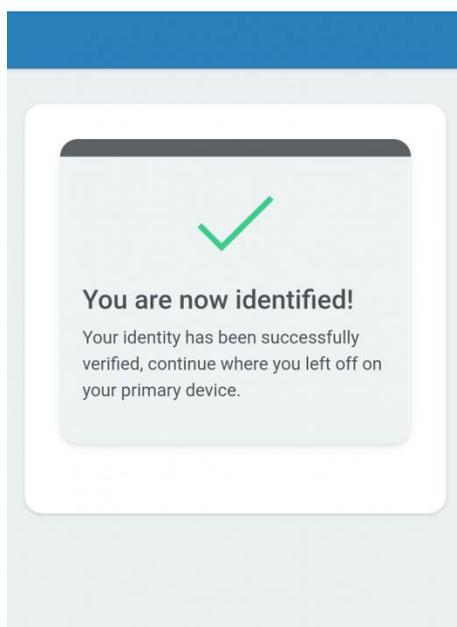
Identify via mobile phone

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.

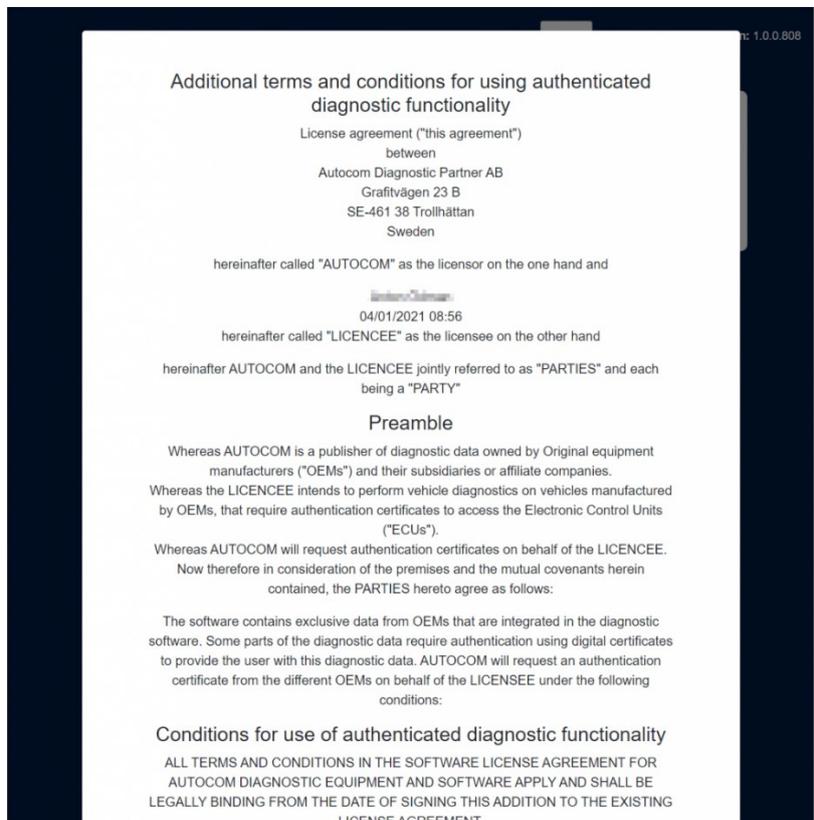
Scan your preferred document and confirm that all details are correct. You also need to scan your face after this step to confirm.



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
Graftvägen 23 B
SE-461 38 Trollhättan
Sweden

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

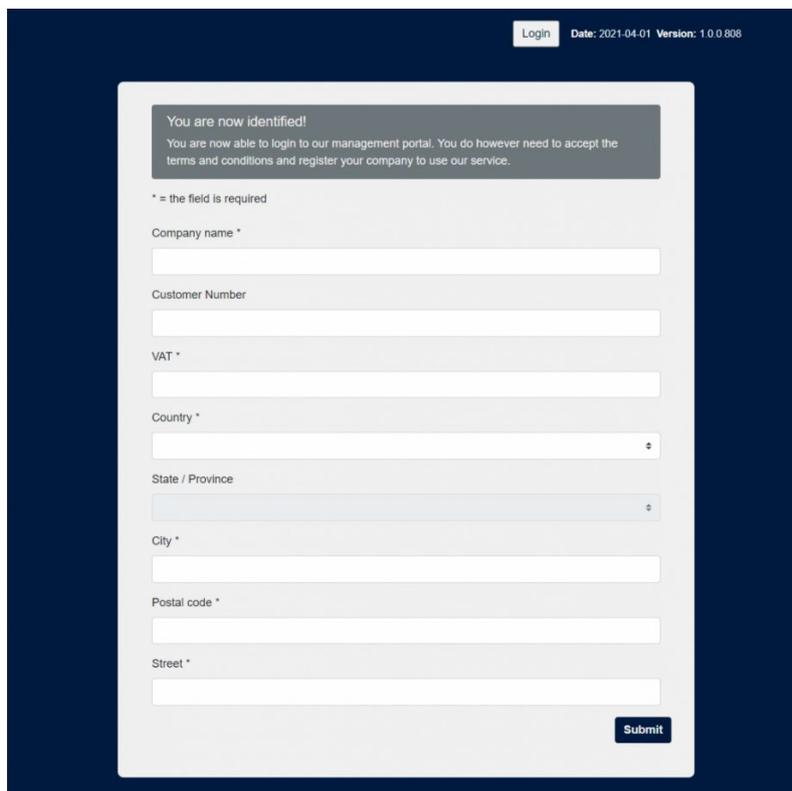
Whereas AUTOCOM is a publisher of diagnostic data owned by Original equipment manufacturers ("OEMs") and their subsidiaries or affiliate companies.
Whereas the LICENCEE intends to perform vehicle diagnostics on vehicles manufactured by OEMs, that require authentication certificates to access the Electronic 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.



Login Date: 2021-04-01 Version: 1.0.0.808

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.

auto.com

Email

Password

Login Register

[Forgot password?](#)

Company successfully added! ✕

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.

The image displays two screenshots of the auto.com web application interface, specifically the 'Company' management page.

Top Screenshot: Company Overview

- Header:** auto.com logo, English language selector, Logout button, Date: 2023-01-13, Version: 6331.
- Left Sidebar:** Dashboard, Profile, Company (highlighted), Brands, Settings.
- Main Content:**
 - Company:** Overview card with icons for Name (Autocom Support), Responsible (Matti M. Mäkelä), and Employees (0). Buttons: View company, Invite.
 - Register new company:** Text: "If you own more than one company, you can register them here." Button: Register.

Bottom Screenshot: Company Details

- Header:** auto.com logo, English language selector, Logout button, Date: 2023-01-13, Version: 6331.
- Left Sidebar:** Dashboard, Profile, Company (highlighted), Brands, Settings.
- Main Content:**
 - Company:** Autocom Support.
 - Information:**

Name	Autocom Support	City	Trollhattan
Responsible	Matti M. Mäkelä	Street	Grafstrågen 23B
Administrators	0	Postal code	46138
Employees	0		

Buttons: Invite, Edit.
 - Users:**

Name	Role	Remove
Matti M. Mäkelä	Responsible	[Remove]

Button: Invite.
 - VCI:**

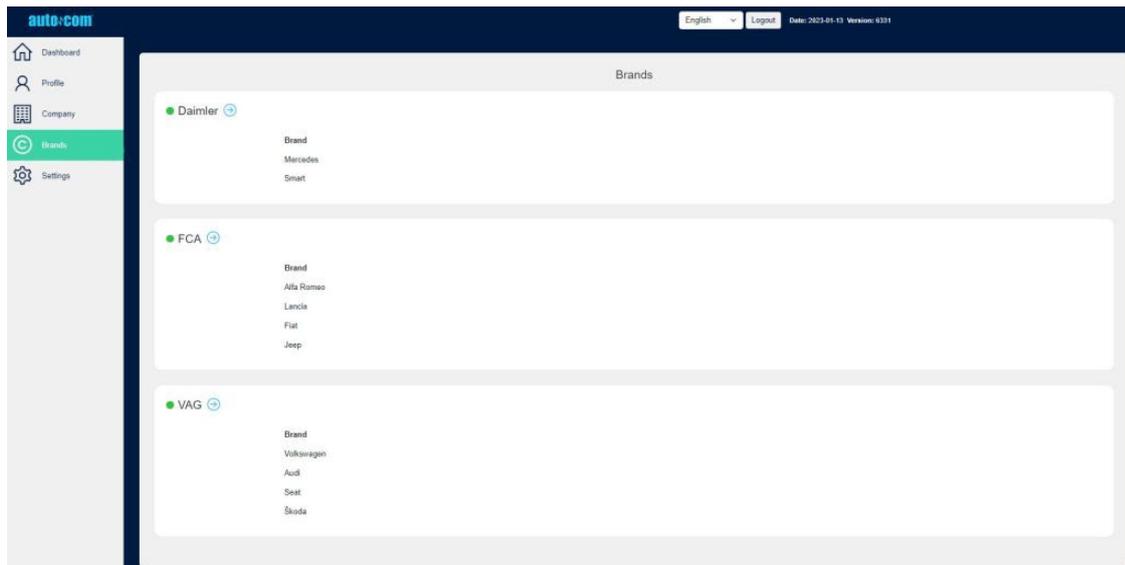
At this stage, only one VCI can be added. Please contact your sales channel to add additional VCIs.

Serial number	FCA status	Actions
<input type="text"/>	●	[Add] [Check] [Remove]

* The serial number must be exactly six digits.

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.

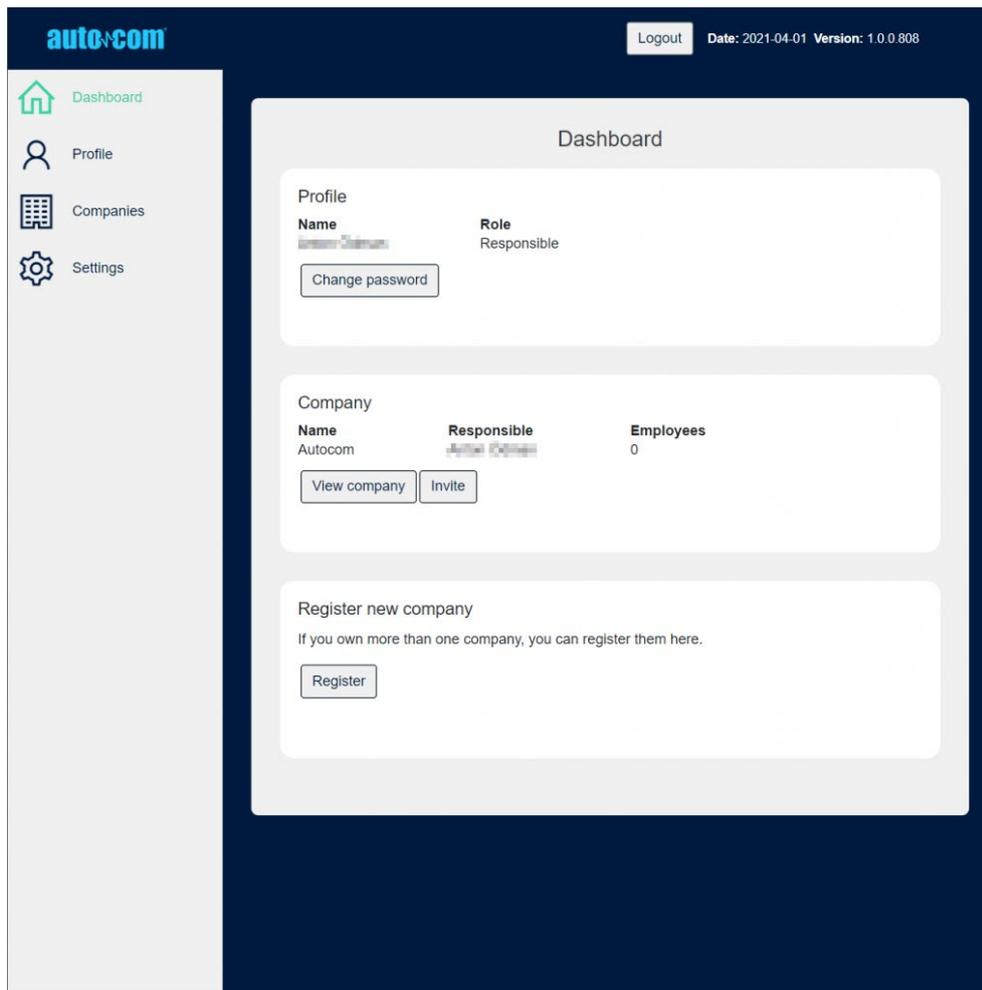
Once it turns green, the activation is ready.

More possibilities

You can do more in the Secure Gateway portal than just registrate and activate. You can also see all your registered 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.

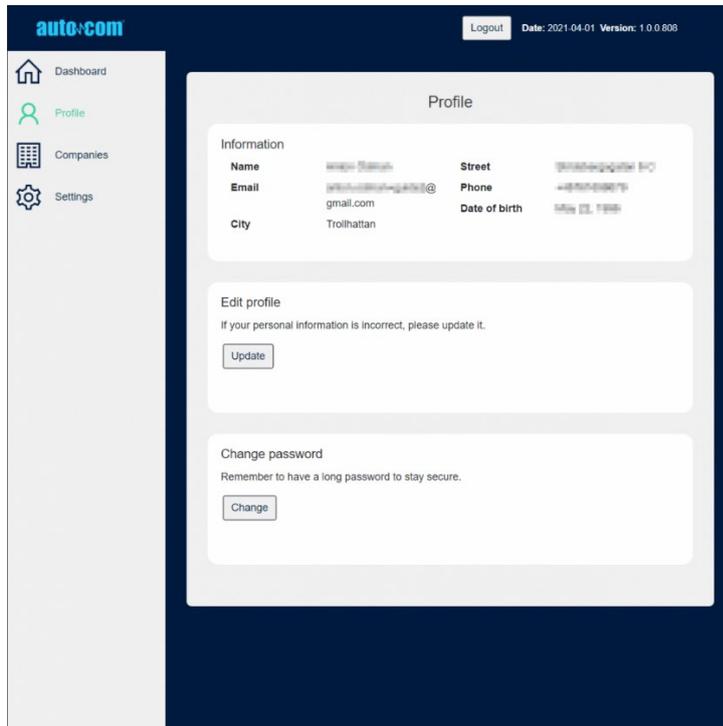
Administrator – a user with more permissions than a normal employee. Can for example edit company data, and invite users. Need to be invited from the responsible user. Does not require identification.

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

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

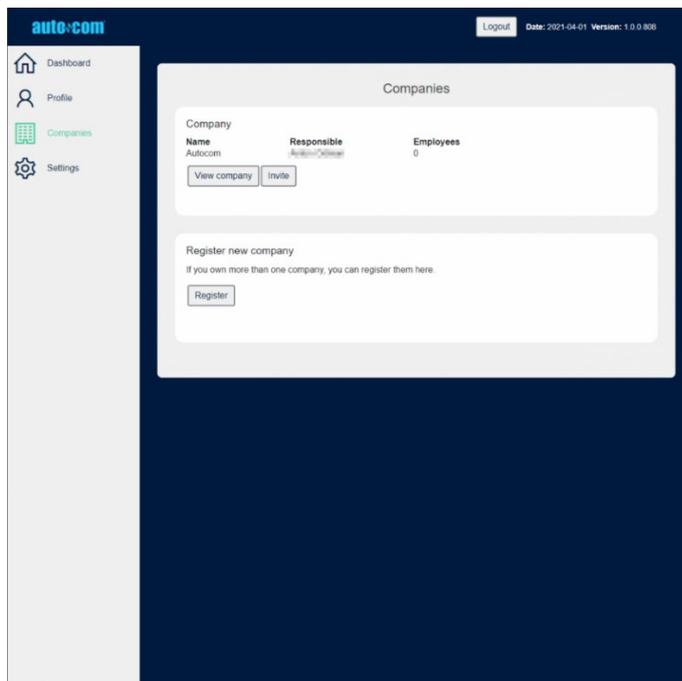
Profile

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



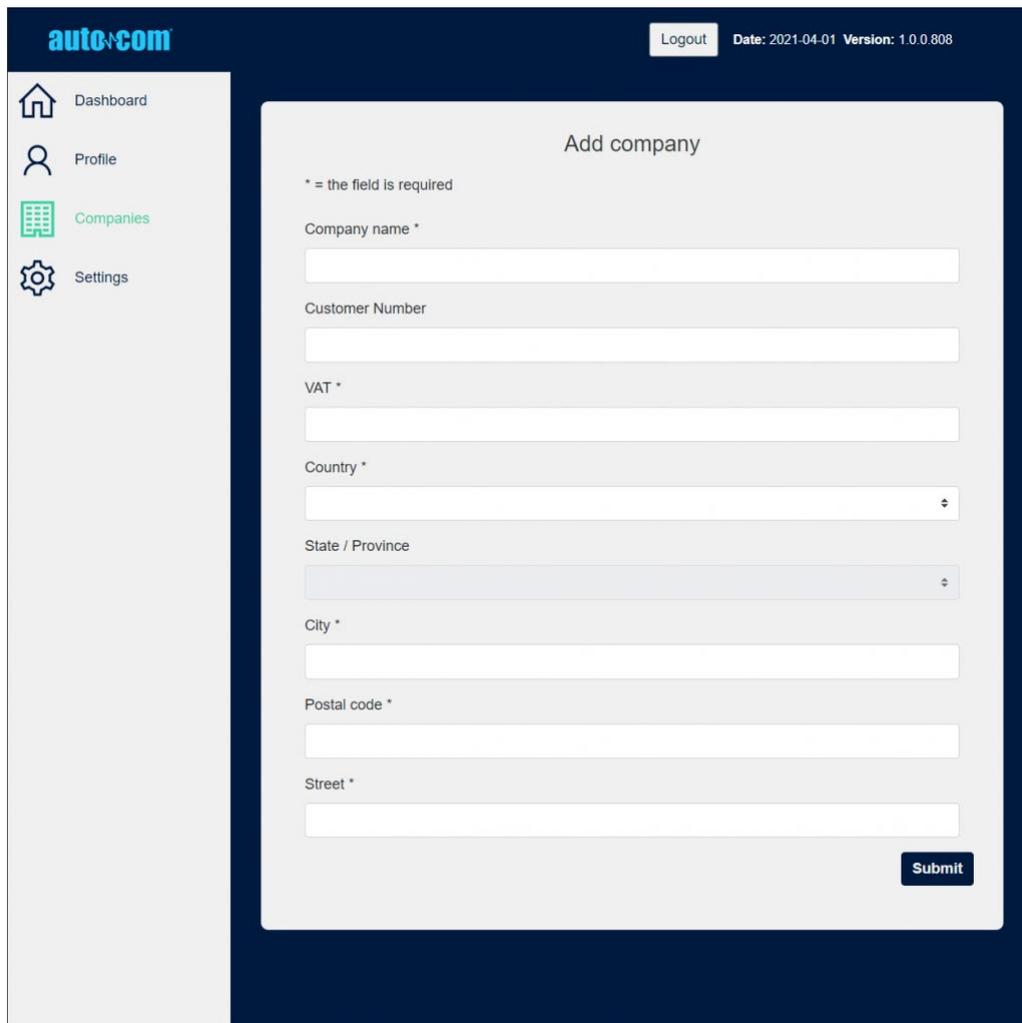
Here you can change basic information, like your password or profile details.

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 a web interface for 'auto.com'. At the top right, there is a 'Logout' button and a version string 'Date: 2021-04-01 Version: 1.0.0.808'. On the left, a navigation menu includes 'Dashboard', 'Profile', 'Companies' (highlighted in green), and 'Settings'. The main content area is titled 'Add company' and contains a form with the following fields: 'Company name *', 'Customer Number', 'VAT *', 'Country *' (a dropdown menu), 'State / Province' (a dropdown menu), 'City *', 'Postal code *', and 'Street *'. A 'Submit' button is located at the bottom right of the form. A legend indicates that an asterisk (*) denotes a required field.

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.

The screenshot displays the 'Companies overview' page in the auto.com application. The page features a dark blue header with the 'auto.com' logo on the left and a 'Logout' button, 'Date: 2021-04-01', and 'Version: 1.0.0.808' on the right. A sidebar on the left contains navigation icons for 'Dashboard', 'Profile', 'Companies' (which is highlighted in green), and 'Settings'. The main content area is titled 'Companies' and contains a table with the following data:

Name	Employees	Invite
Autocom	0	
Autocom2	0	

Below the table, there is a section titled 'Register new company' with the text 'If you own more than one company, you can register them here.' and a 'Register' button.

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.

The screenshot shows the 'Company Autocom' management page. The page has a dark blue header with the 'auto.com' logo on the left and 'Logout' and 'Date: 2021-04-01 Version: 1.0.0.808' on the right. A sidebar on the left contains navigation icons for 'Dashboard', 'Profile', 'Companies', and 'Settings'. The main content area is titled 'Company Autocom' and contains three sections: 'Information', 'Users', and 'Remove/Edit company'.

Information

Name	Autocom	City	Trollhättan
Responsible	[Redacted]	Street	[Redacted]
Administrators	0	Postal code	[Redacted]
Employees	0		

[Invite](#) [Edit](#)

Users

Name	Role	Remove
[Redacted]	Responsible	

[Invite](#)

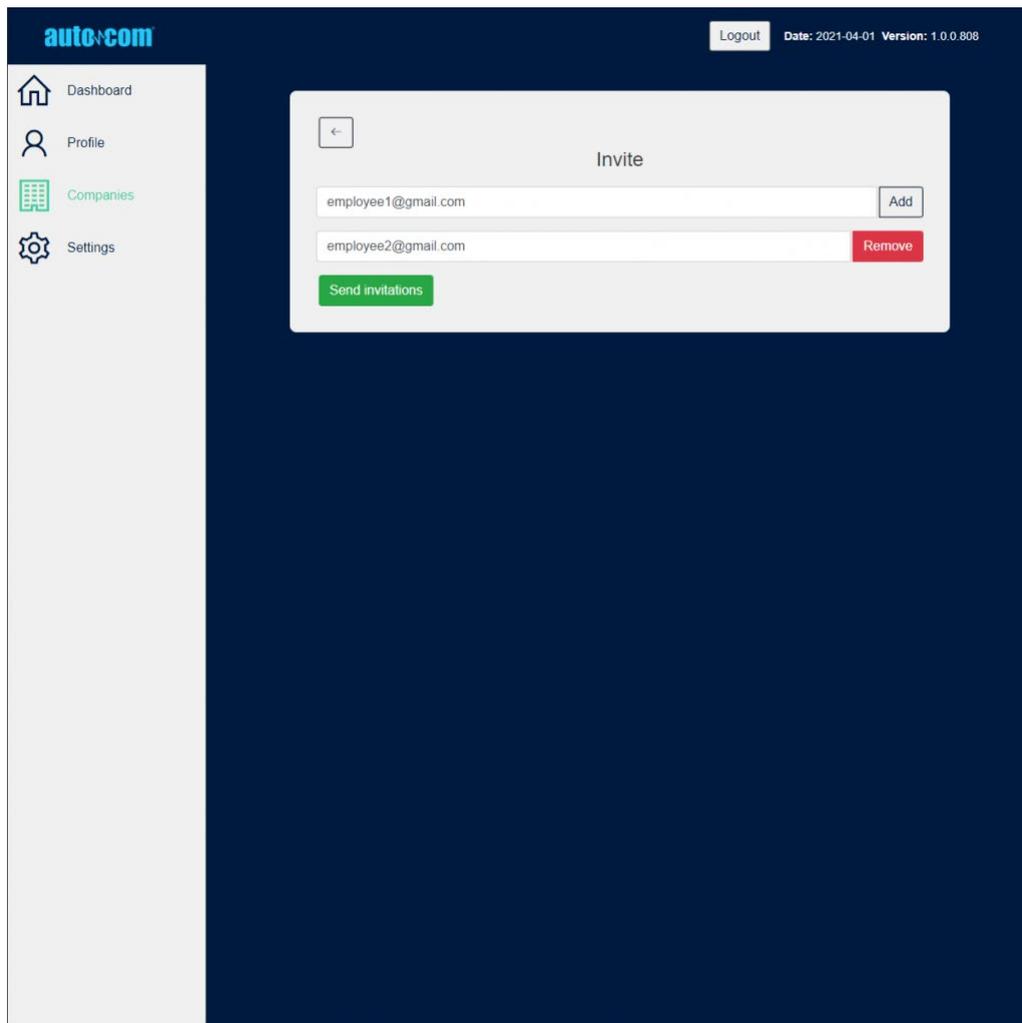
Remove company
Remove company if you don't intend to use our services with this company anymore.
[Remove](#)

Edit company
Update your company details
[Edit](#)

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



The screenshot shows the 'Invite' form within the auto.com dashboard. The dashboard header includes the 'auto.com' logo, a 'Logout' button, and the text 'Date: 2021-04-01 Version: 1.0.0.808'. The left sidebar contains navigation links for 'Dashboard', 'Profile', 'Companies', and 'Settings'. The main content area displays the 'Invite' form with a back arrow, a title 'Invite', and two input fields. The first field contains 'employee1@gmail.com' and has an 'Add' button. The second field contains 'employee2@gmail.com' and has a 'Remove' button. A green 'Send invitations' button is located at the bottom of the form.

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

The screenshot shows the 'Edit company' form in the auto.com application. The form is titled 'Edit company' and includes a legend: '* = the field is required'. The form fields are:

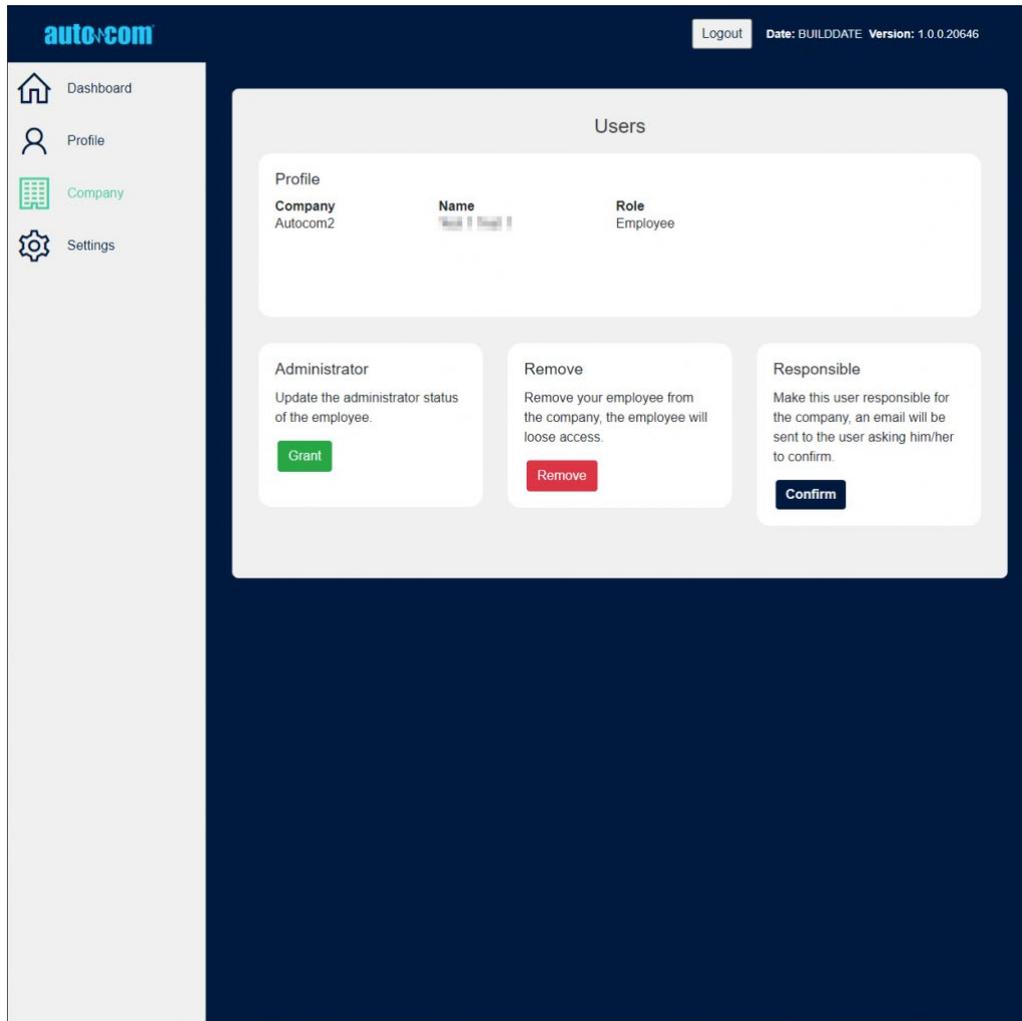
- Company name * (Text input: Autocom)
- Customer Number (Text input: empty)
- Country * (Dropdown menu: Sweden)
- State / Province (Dropdown menu: empty)
- City * (Text input: Trollhättan)
- Postal code * (Text input: empty)
- Street * (Text input: Hålsjögränd 11)

A 'Submit' button is located at the bottom right of the form.

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 need 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

