

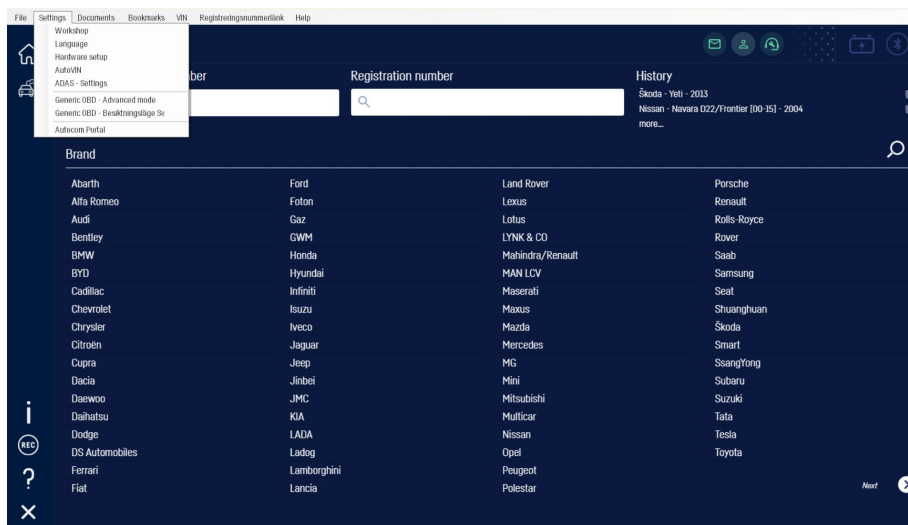
User guide for Autocom Secure Gateway

To gain access to the locked vehicle systems and start working with Autocom Secure Gateway, you first need to register a company account on the Autocom Portal. The registration is done within your diagnostic software.

Here is how to do it:

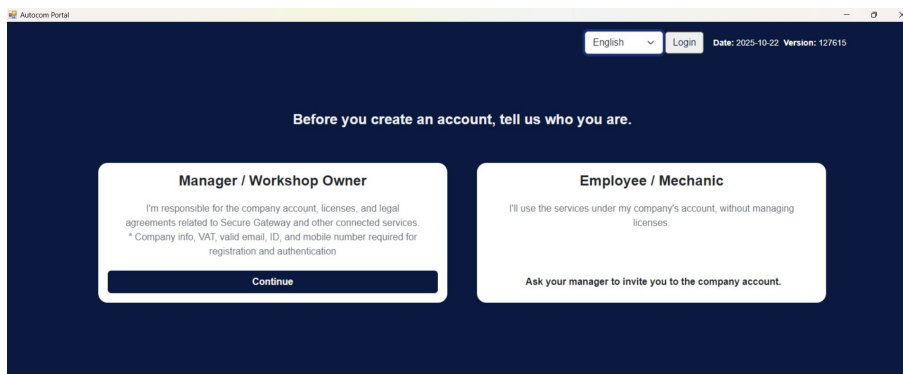
If this is your first time using CARS or TRUCKS, follow all the steps below. If you already have an ICON and only want to access Secure Gateway, you can skip steps 1–3 and go straight to registering your company [step 4].

1. Open your diagnostic software
2. Choose "Create account"
3. Follow the instructions
4. Register your company to Autocom Portal.
You can reach Autocom Portal in several ways:
 - At the login to the diagnostic software
 - Under "Settings" in the menu and choose Autocom Portal
 - Click on the green icon in the middle in the upper right side in the software
 - Or [click here](#)



A registration page will now open. You will need to register an account on the Autocom Portal. The process takes about 10 minutes and requires, among other things, an identification document, a mobile phone, and your company details.

If you already have an account, simply log in using the "Log in" button.



Autocom Portal

English Login Date: 2025-10-22 Version: 127615

Before you create an account, tell us who you are.

Manager / Workshop Owner

I'm responsible for the company account, licenses, and legal agreements related to Secure Gateway and other connected services.
* Company info, VAT, valid email, ID, and mobile number required for registration and authentication

Continue

Employee / Mechanic

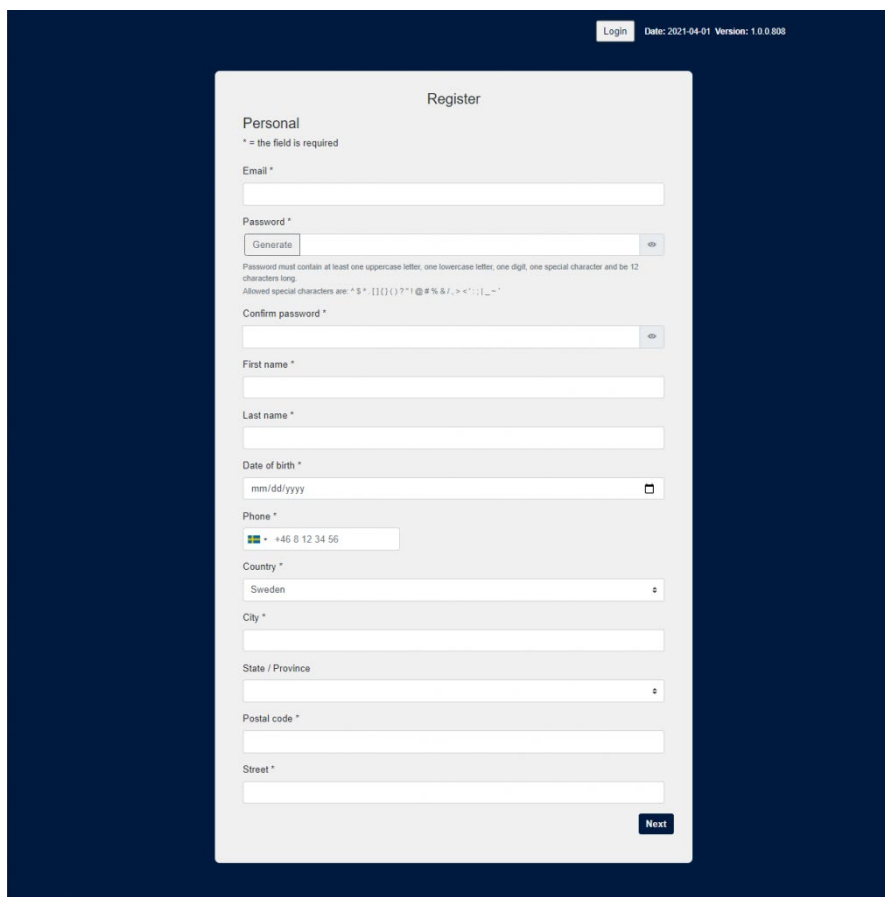
I'll use the services under my company's account, without managing licenses.

Ask your manager to invite you to the company account.

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.



Register

Personal

* = the field is required

Email *

Password *

Generate

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: " \$ % ' () * + ! @ # & / , > < ' : ; _ - "

Confirm password *

First name *

Last name *

Date of birth *

mm/dd/yyyy

Phone *

+46 8 12 34 56

Country *

Sweden

City *

State / Province

Postal code *

Street *

Next

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

[Login](#)
Date: 2021-04-01 Version: 1.0.0.808

Register

Confirm email

A confirmation code has been sent to your email address. Please confirm your email by entering the code below.

Email

admarv@gmail.com

Confirmation code

The confirmation code is valid for 3 days

[Next](#)

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

[Login](#)
Date: 2021-04-01 Version: 1.0.0.808

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 Authentiq 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 (admarv@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 ...](#)

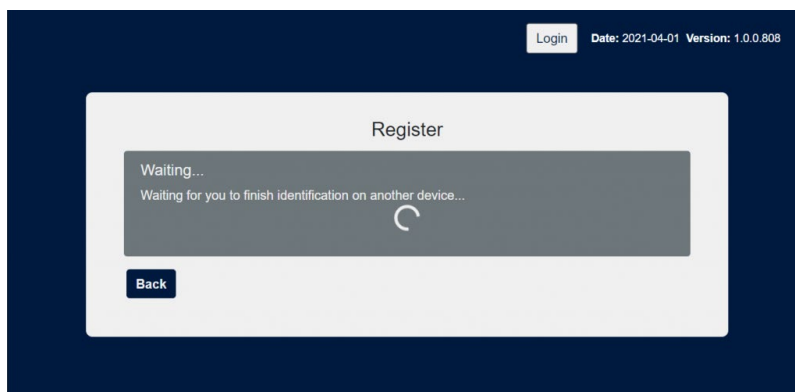
When it is time for identification, you have 4 options to choose from:

- 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.

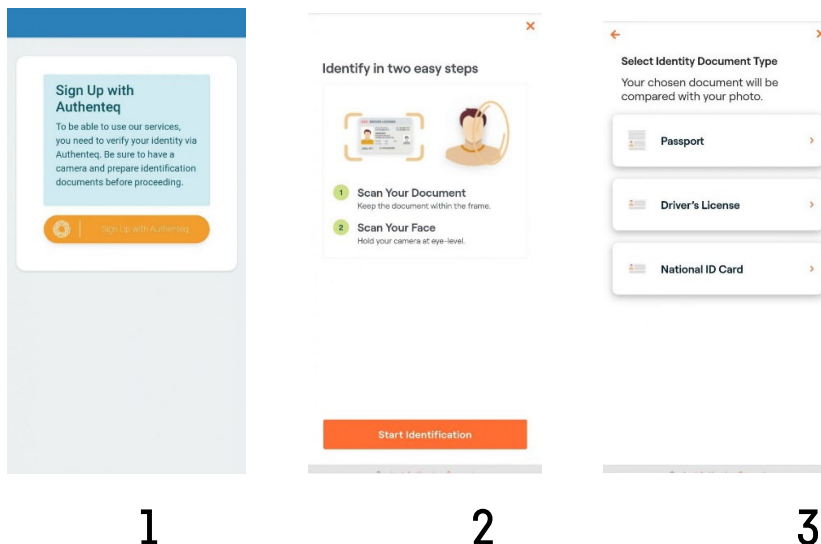


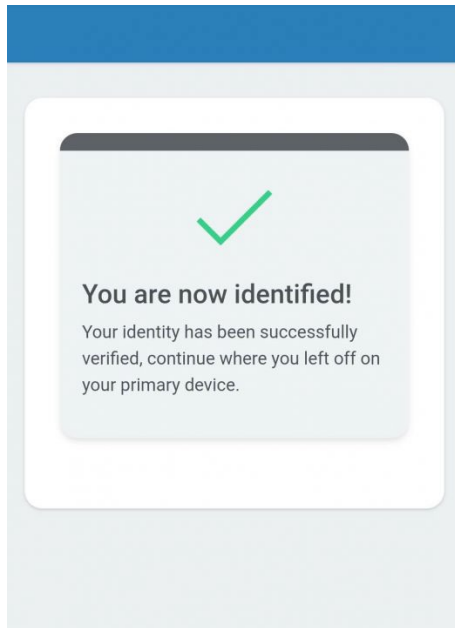
Identify via mobile phone

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.

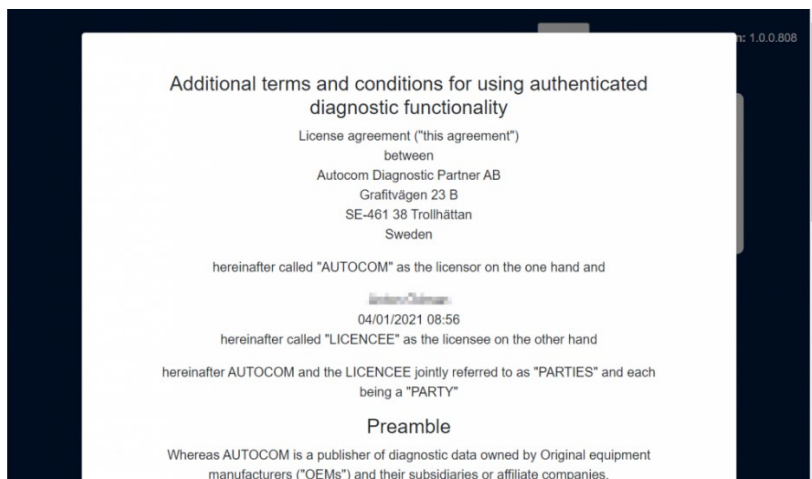




Once done you will get a confirmation like this.

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.



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.

Login Date: 2021-04-01 Version: 1.0.0.808

auto-com®

Email

Password

Login Register

[Forgot password?](#)

Step 2 – Activation

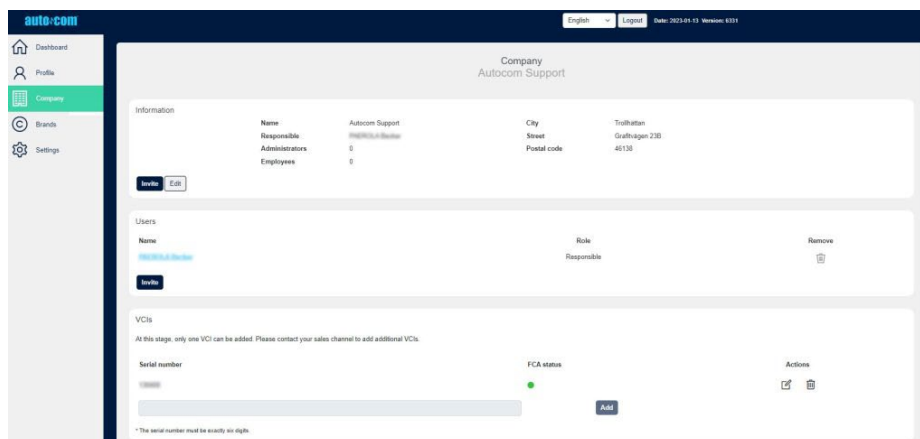
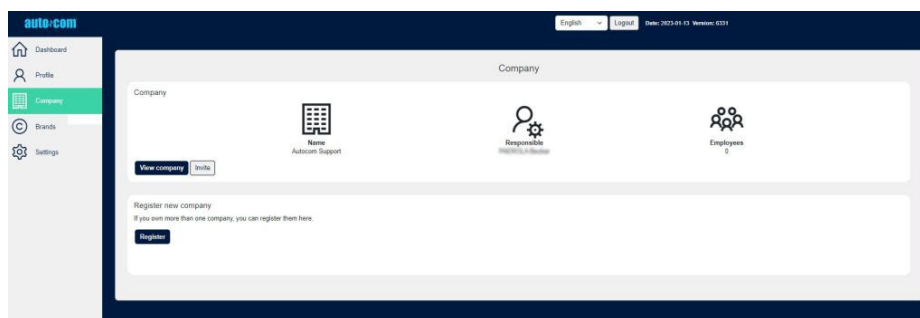
After the registration you need to continue by activating the Secure Gateway access.

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:

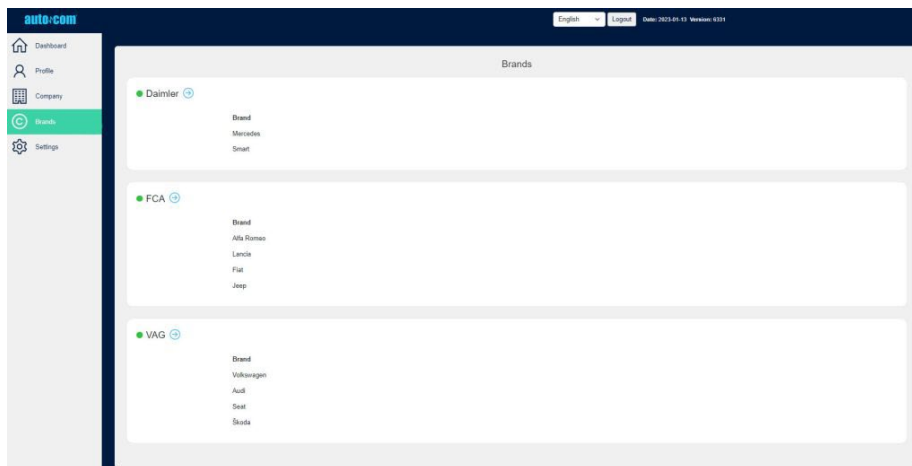
1. Go to “Company” in the menu.
2. Under “VCI” you add your serial number. You find it on the back of your diagnostic tool.
3. Save



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

Brands

Under “Brands” in the menu, you can see all the available vehicle brands in Autocom Secure Gateway.



The vehicle brands are automatically activated, giving you immediate access. Please note that a few manufacturers require a fee and/or a separate activation process, and your licence determines which brands you have access to.

A CARS Pro licence provides full access.

Contact your distributor if you need assistance or wish to upgrade your licence level.

More possibilities

You can view all your registered information, manage and update your account, and invite employees to the page. Below is a description of how this works.

Dashboard

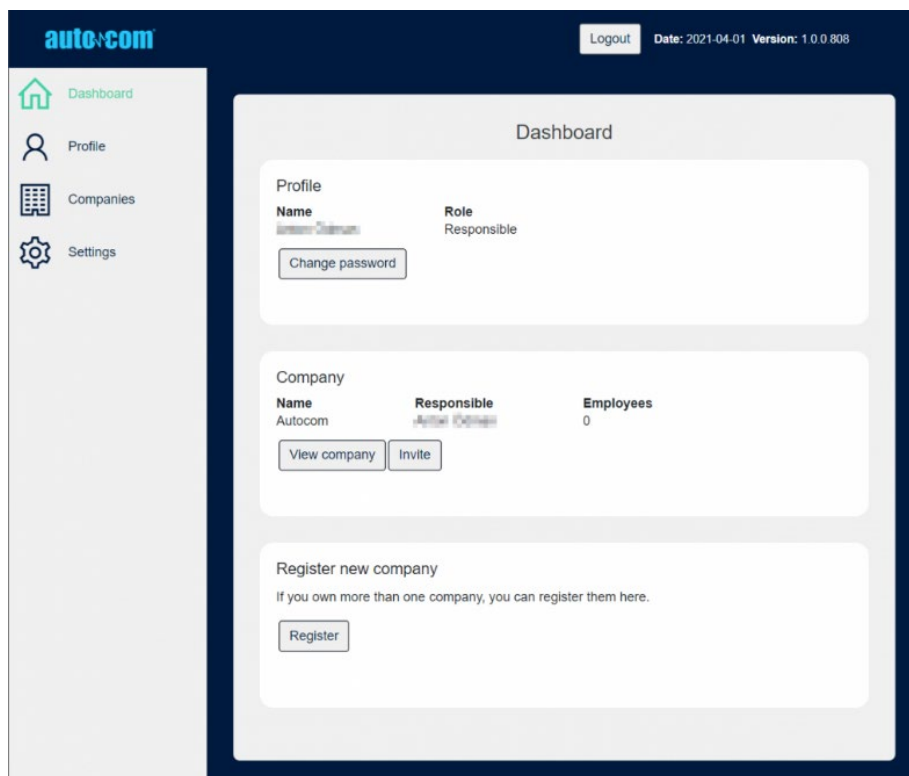
Once logged in, you have several options depending on access levels. There are three main roles:

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.

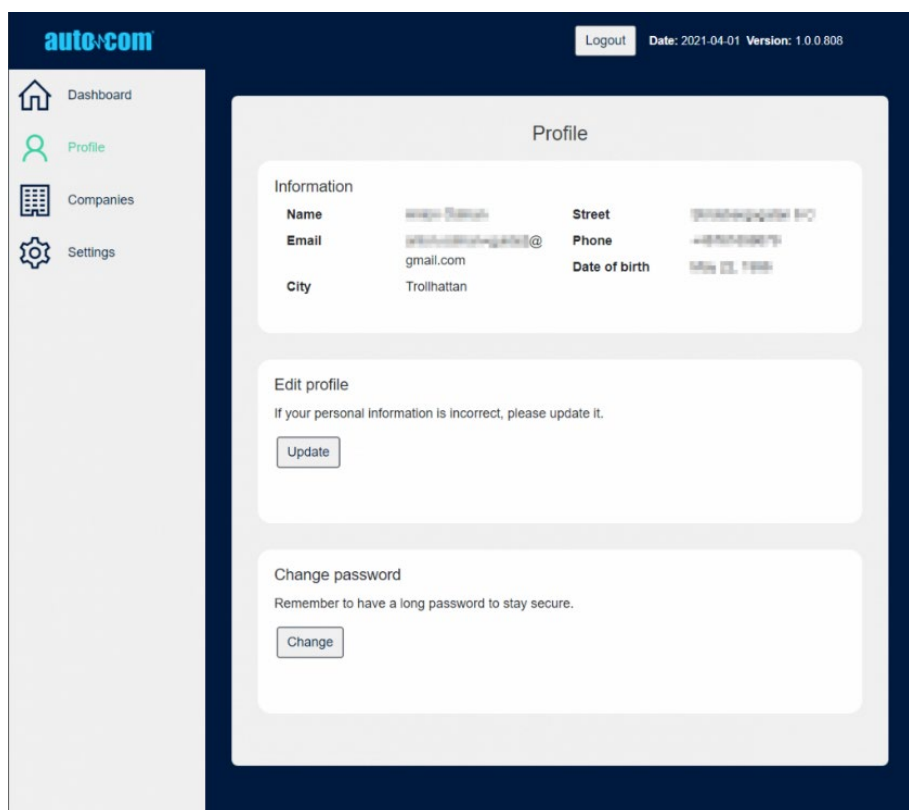
Employee – the standard role once you get invited. Does not require identification.

The view in this guide is from the responsible user's perspective.



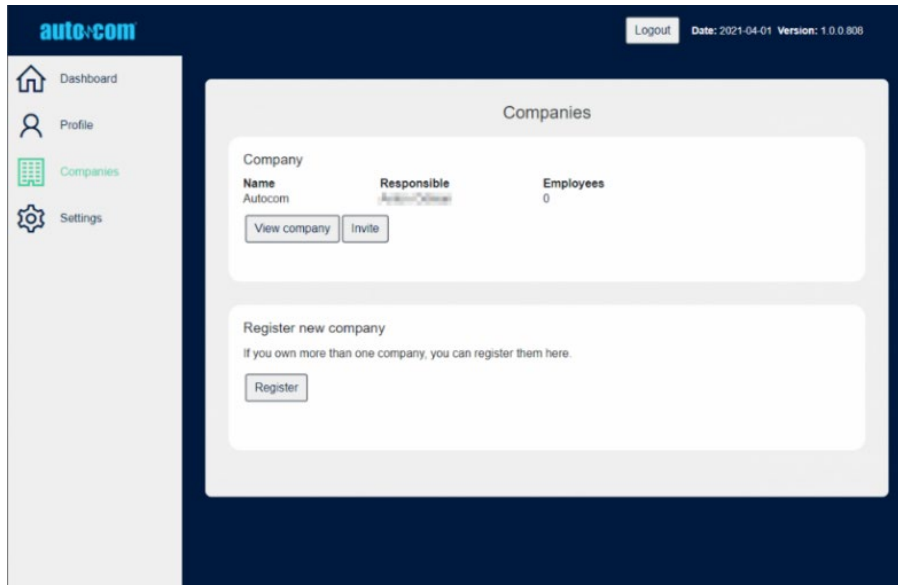
Profile

You can access your profile on the menu bar on the left. Here you can change basic information, like your password or profile details.



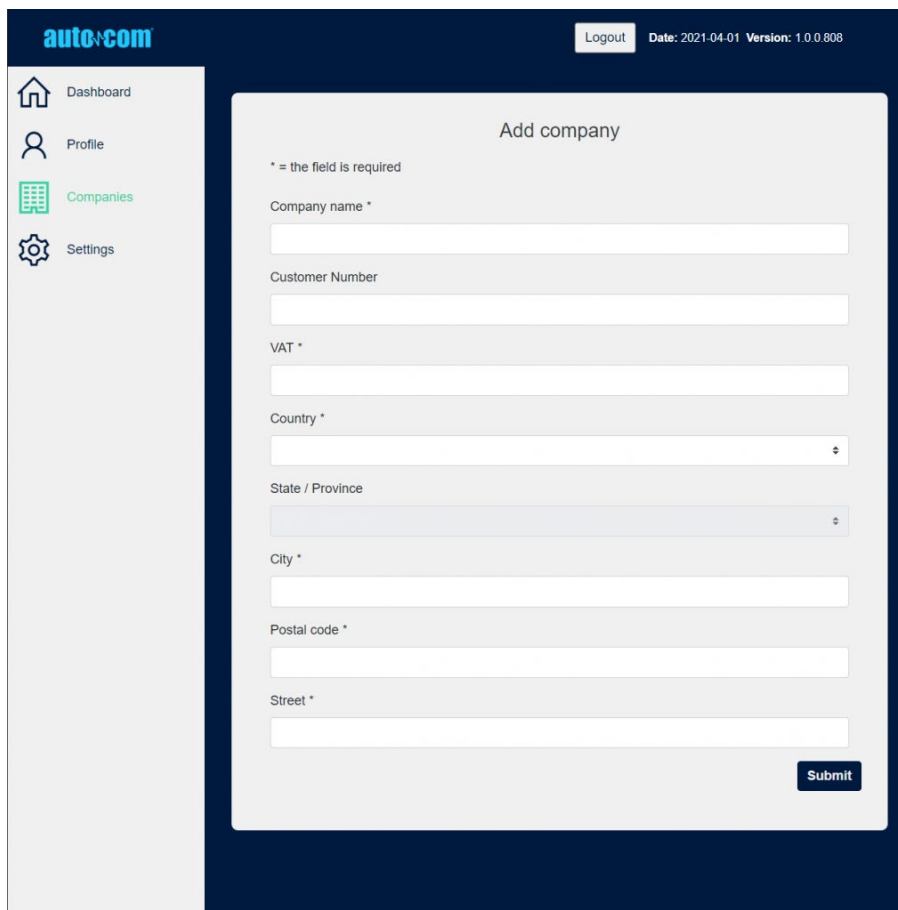
Companies

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



The screenshot shows the 'Companies' page in the auto.com application. The left sidebar contains navigation links: Dashboard, Profile, Companies (highlighted), and Settings. The main content area is titled 'Companies' and features two cards. The first card, 'Company', displays details for 'Autocom', including the responsible person 'Autocom/Colleen' and '0' employees, with 'View company' and 'Invite' buttons. The second card, 'Register new company', includes a sub-header, a descriptive sentence, and a 'Register' button. The top right of the interface shows a 'Logout' button and version information: 'Date: 2021-04-01 Version: 1.0.0.808'.

Register a new company



The screenshot displays the 'Add company' form within the auto.com application. The left sidebar is identical to the previous screenshot, with 'Companies' highlighted. The main content area is titled 'Add company' and includes a legend stating '* = the field is required'. The form contains several input 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. The top right of the interface shows a 'Logout' button and version information: 'Date: 2021-04-01 Version: 1.0.0.808'.

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

Companies overview

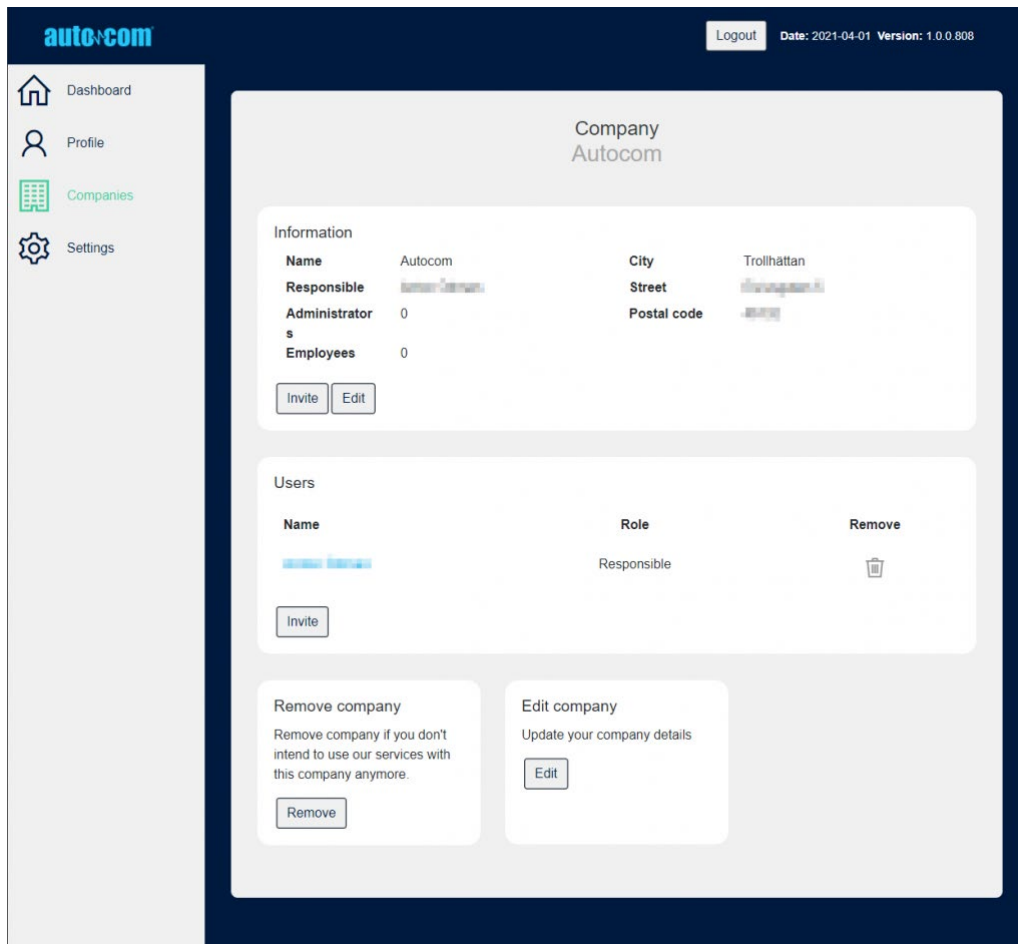
Once you have two or more companies, the overview will change a bit in order to give you an overview of all your companies. You can click on the name to go to the company page and see the number of employees. You can also have a shortcut to invite more employees.

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.



The screenshot displays the 'Company Autocom' management interface. On the left is a dark blue sidebar with navigation icons and labels: 'Dashboard', 'Profile', 'Companies' (highlighted in green), and 'Settings'. The top right of the page features a 'Logout' button and the text 'Date: 2021-04-01 Version: 1.0.0.808'. The main content area is titled 'Company Autocom' and contains three sections:

- Information:** A table with company details.

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

Below the table are 'Invite' and 'Edit' buttons.
- Users:** A table listing users.

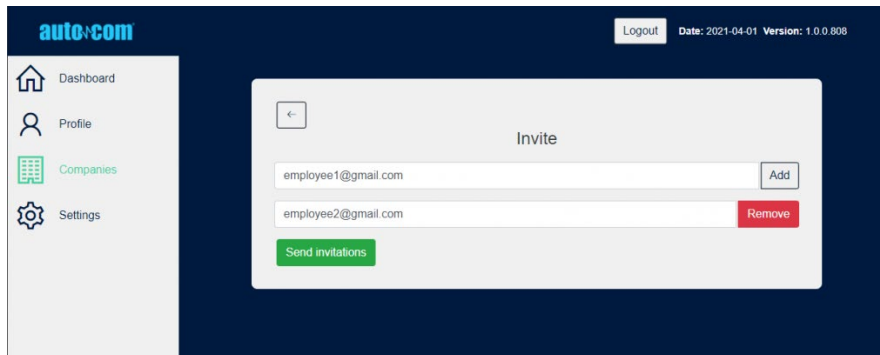
Name	Role	Remove
[Redacted]	Responsible	[Trash icon]

An 'Invite' button is located below the table.
- Actions:** Two boxes at the bottom provide options to 'Remove company' (with a warning message) and 'Edit company' (to 'Update your company details'). Each box contains a corresponding button.

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”.

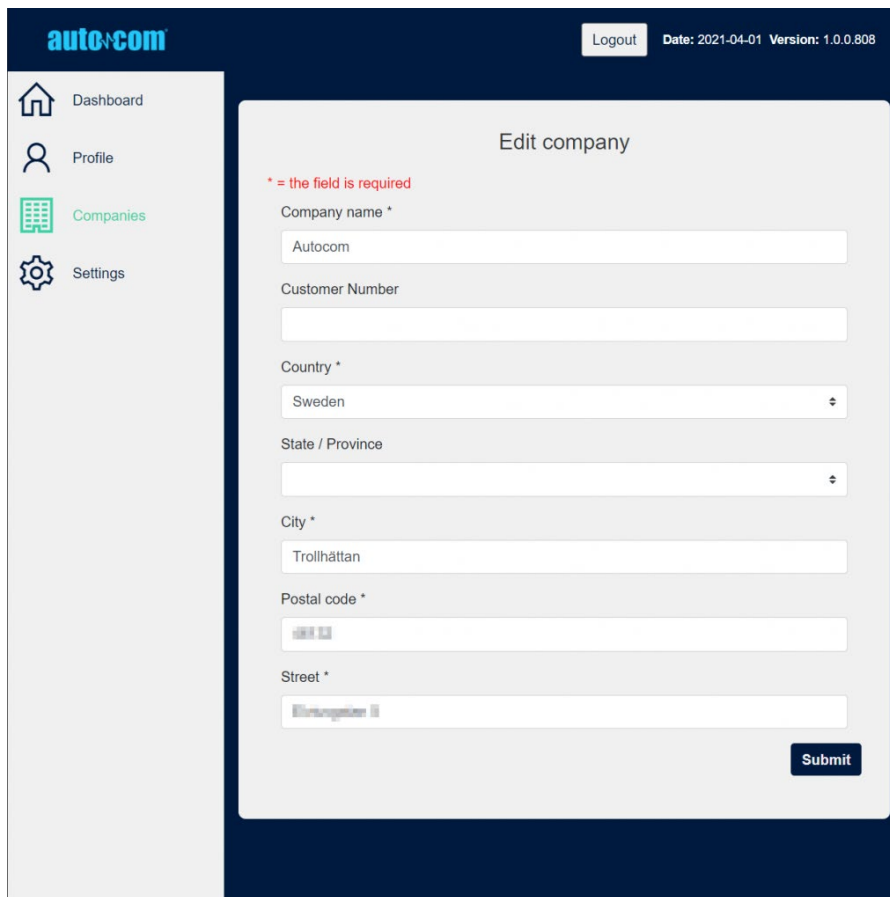
The ones invited will get an email with a link. They need to follow the basic registration process. However, they do not need to identify themselves unless they are meant to become the new responsible user.



The screenshot shows the 'Invite' form within 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 icons for 'Dashboard', 'Profile', 'Companies', and 'Settings'. The 'Invite' form is a light gray box with a back arrow, a title 'Invite', and two input fields for email addresses: 'employee1@gmail.com' and 'employee2@gmail.com'. Each field has an 'Add' button to its right. Below the fields is a red 'Remove' button. At the bottom of the form is a green 'Send invitations' button.

Edit company

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



The screenshot shows the 'Edit company' form within the auto.com dashboard. The dashboard header and sidebar are identical to the previous screenshot. The 'Edit company' form is a light gray box with a title 'Edit company' and a red asterisk legend: '* = the field is required'. The form contains several input fields: 'Company name *' (with 'Autocom' entered), 'Customer Number', 'Country *' (with 'Sweden' selected in a dropdown), 'State / Province' (with a dropdown arrow), 'City *' (with 'Trollhättan' entered), 'Postal code *' (with '441 13' entered), and 'Street *' (with 'Kungälvsgatan 11' entered). A dark blue 'Submit' button is located at the bottom right of the form.

Employee

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

The screenshot shows the 'auto.com' web interface. At the top, there is a 'Logout' button and a version string 'Date: BUILDDATE Version: 1.0.0.20646'. On the left, a sidebar contains navigation links: 'Dashboard' (home icon), 'Profile' (person icon), 'Company' (building icon), and 'Settings' (gear icon). The main content area is titled 'Users' and displays the profile of a user named 'Autocom2' with the role 'Employee'. Below the profile, there are three action cards: 'Administrator' with a 'Grant' button, 'Remove' with a 'Remove' button, and 'Responsible' with a 'Confirm' button. Each card contains a brief description of the action.

Profile	Name	Role
Company Autocom2	Autocom2	Employee

Administrator
Update the administrator status of the employee.
Grant

Remove
Remove your employee from the company, the employee will loose access.
Remove

Responsible
Make this user responsible for the company, an email will be sent to the user asking him/her to confirm.
Confirm

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

