

Ford SERVICE Info Site Full Process HELP Guide

Version 3 23_11_22



Table of Contents

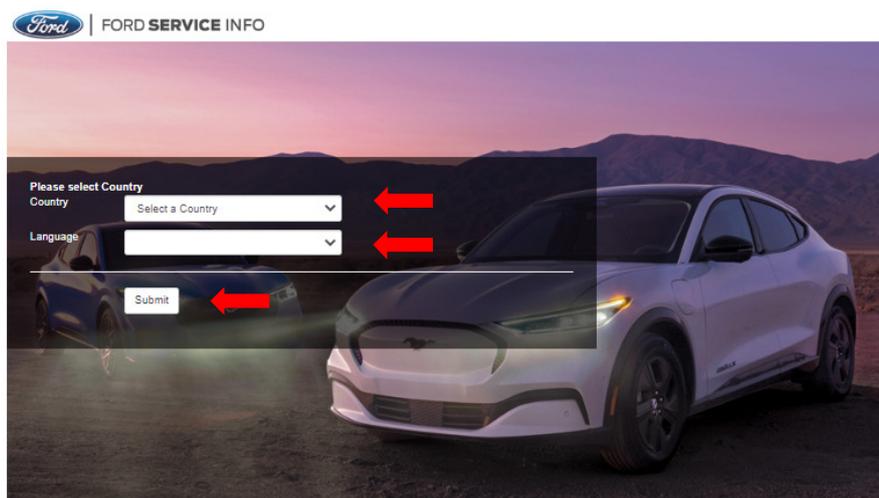
Ford SERVICE Info Site Introduction	3
Legal Representative Registration Process.....	3
Legal Representative Adds an Employee(s) Process.....	6
Employee Registration Process	7
The Employee(s) Account.....	10
Legal Representative Process to Purchasing an FDRS and Technical Information License.....	11
Legal Representative Process to Purchase Security Accreditation	15
Legal Representative Process to Purchase Hotline Minutes.....	18
Legal Representative Process to Assign Technical Hotline Minutes to their Employee	21
Legal Representative Process to Assign FDRS and Technical Information License to their Employee	22
Legal Representative Process to Purchase E-Learning Training Modules	24
Changing an account Email address	30

Ford SERVICE Info Site Introduction

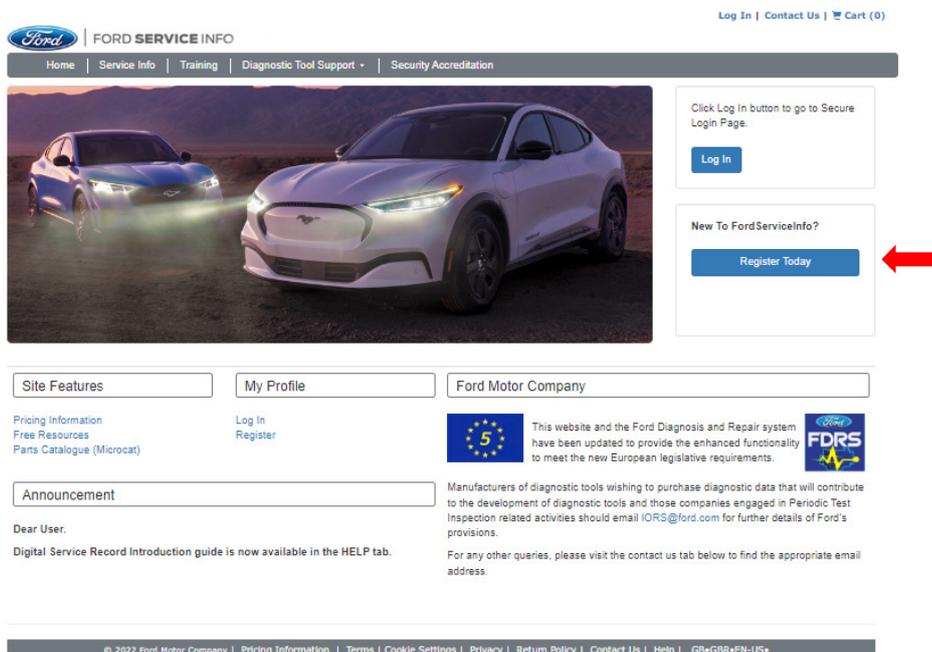
The procedures below are a guide to give a full overview from the Legal Representative and their Employee(s) to registering or login to the Ford SERVICE Info site, purchasing the FDRS and Technical Information Licenses, Technical Training, Hotline Minutes, Security Accreditation Application subscriptions and applying the subscriptions to their Employee accounts.

Legal Representative Registration Process

1. To Register or Login the legal representative enters the Ford SERVICE Info site at www.fordserviceinfo.com
2. The legal representative then selects their Country and Language and selects the “Submit” button.



3. On the next screen the legal representative then proceeds and selects the “Register Today” button.



4. The legal representative then reads the warning and selects the “Continue” button.

Log In | Contact Us | Cart (0)

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline

Warning

Are you the legal representative of your organisation for the use of this site? The legal representative is the person who takes legal responsibility for the actions of the business and its employees (e.g. the dealer principal/ general manager), and who is responsible for registering the business in the system including entering the VAT details, company address and for acceptance of the terms and conditions. If you are not the legal representative within your organisation you should contact them and they will be able to create an account in the system for you. To continue to register as an Independent Operator Legal Representative, select Continue.

Continue

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5. The legal representative then selects the type of their company from one of the five options and selects the “Continue” button.

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Home | Service Info | Training | Diagnostic Tool Support

Registration

What is the type of your company?

- Academic/Research institutes
- Fleet Operators
- Commercial re-user
- Single Site Garages
- Vehicle Converter

Continue

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6. And then reads the Terms and Conditions and selects the “tick box” and then selects the “Confirm” button to continue.

Log In | Contact Us | Cart (0)

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline

Terms and Conditions

To use Ford's Repair, Maintenance and Diagnostic System you must agree to the following terms and conditions. Terms and Conditions for both the Legal Representative and an Employee are both displayed in the box below. Please read the license carefully and if you agree to the terms check the appropriate box, which is located at the bottom of the page.

Ford Repair, Maintenance and Diagnostic System Terms and Conditions of Registration and Use - Independent Operators - Legal Representative - Single Site Garages
Last updated May 18th 2018

For the security of Ford's customers, any unauthorised attempt to access this Website will be monitored and may be subject to legal action. In using this Website you acknowledge that you have understood this statement and have read Ford's Terms and Conditions, in particular paragraphs 2.7, 2.8, 2.9, 2.10, 2.11, 3.3, 4, 5, 8 and 13

In registering for an account and by using the Website, you acknowledge that your business is legally bound to Ford's Terms and Conditions. To proceed beyond this point you must confirm that you have the authority to legally bind your business to the Terms and Conditions and that you agree to the Terms and Conditions on behalf of your business.

These terms and conditions (the "Terms") govern your access to the Ford Repair, Maintenance and Diagnostic System website (the "Website"), and your use of the technical

Legal Representative: Please check this box to confirm that you have understood and have read Ford's Terms and Conditions. I confirm that I have understood this statement, that I have understood this statement, that I have the Authority to legally bind my business, and that I agree to the Terms and Conditions

Employee: Please check this box to confirm that you have understood and have read Ford's Terms and Conditions. I confirm that I have understood this statement, and that I agree to the Terms and Conditions

Confirm Decline

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- On the Registration page the legal representative enters their details and chooses a Username and Password and selects the "Register" button.
NOTE: Your Ford SERVICE INFO Username must be at least 8 characters long and not more than 50 characters.

- On the next screen below it is important that the legal representative fully enters and completes their details correctly, as these are the details that will appear on their Ford SERVICE Info subscription invoices and credit notes. If the legal representative wishes to have a different address to the registered business address for their invoices and credit notes they can fill out the Invoice Address section. If not, they can select the "tick box" and use the registered business address. Once completed the legal representative selects the "Submit" button to continue.

IMPORTANT- Please ensure that the address and other mandatory fields are completed as follows, to avoid any error messages and registration applications being rejected.

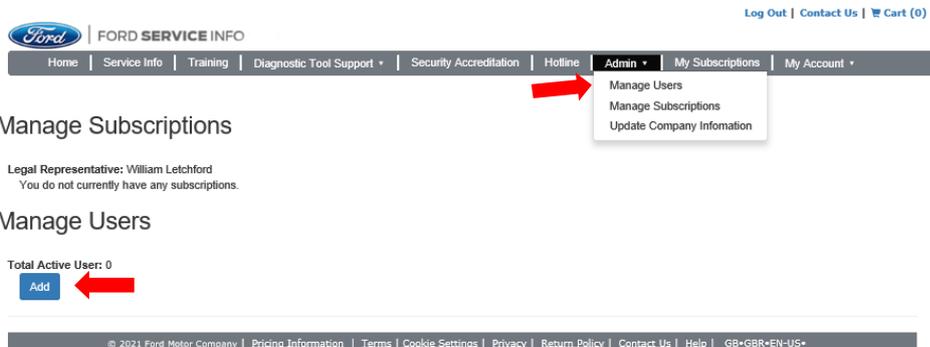
The screenshot shows the Ford Service Info registration form. At the top right, there are links for "Log In", "Contact Us", and "Cart (0)". The navigation bar includes "Home", "Service Info", "Training", "Diagnostic Tool Support", and "Security Accreditation". Below the navigation bar, there are checkboxes for "VAT Registered" and a text input for "VAT Number". The main section is titled "Registered Business Address" and contains several input fields: "* Company Name" (Mandatory valid Company name), "* Address" (1st line is a mandatory valid business address), "2nd Line address is optional and can be left blank", "* City/Town" (3rd line is mandatory valid City or town), "* Post Code" (Valid Post code), and "Country" (United Kingdom). To the right of these fields are fields for "* Phone" (Valid Phone number), "Fax", "* Email" (Valid email address), and "Website". Red arrows point to the asterisked fields: Company Name, Address, City/Town, Post Code, Phone, and Email.

9. To show the registration is complete the legal representative receives the Manage Users and Subscriptions screen, the legal representatives account is setup and ready to add their employee(s) and purchase subscriptions from the tabs in grey.

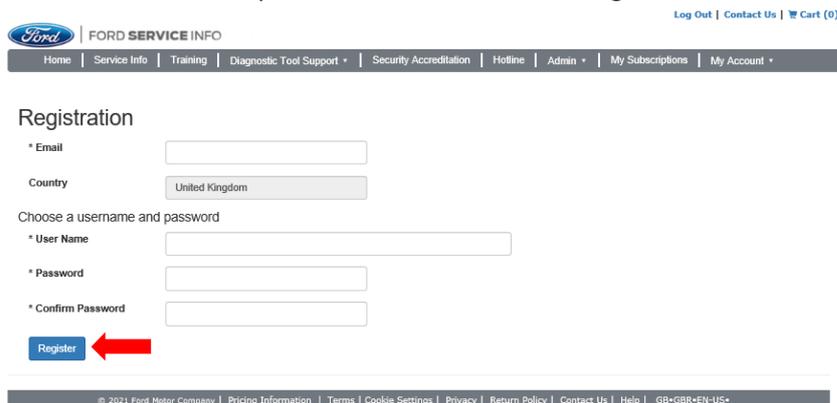
The screenshot shows the Ford Service Info "Manage Subscriptions" and "Manage Users" screen. At the top right, there are links for "Log Out", "Contact Us", and "Cart (0)". The navigation bar includes "Home", "Service Info", "Training", "Diagnostic Tool Support", "Security Accreditation", "Hotline", "Admin", "My Subscriptions", and "My Account". A red arrow points to the "Security Accreditation" tab. Below the navigation bar, the "Manage Subscriptions" section shows "Legal Representative: William Letchford" and "You do not currently have any subscriptions." Below this is the "Manage Users" section, which shows "Total Active User: 0" and an "Add" button. At the bottom, there is a footer with copyright information and various links.

Legal Representative Adds an Employee(s) Process

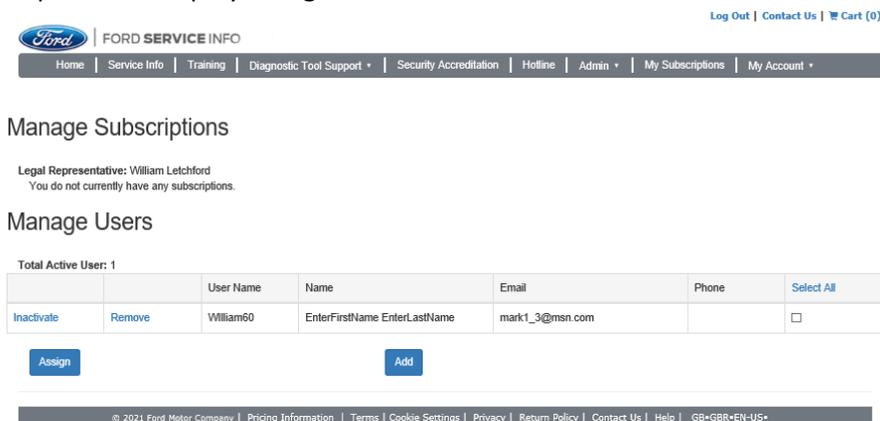
1. In the screen below the legal representative selects the "Add" button to start the process to add their employee(s), if already logged into their account. If they have logged out of their account, they can login and select from the "Admin" tab the "Manage Users" link to return to the screen below to add their employee(s).



- The legal representative now enters the employees email address and chooses a Username and Password and confirms the password and selects the “Register” button.

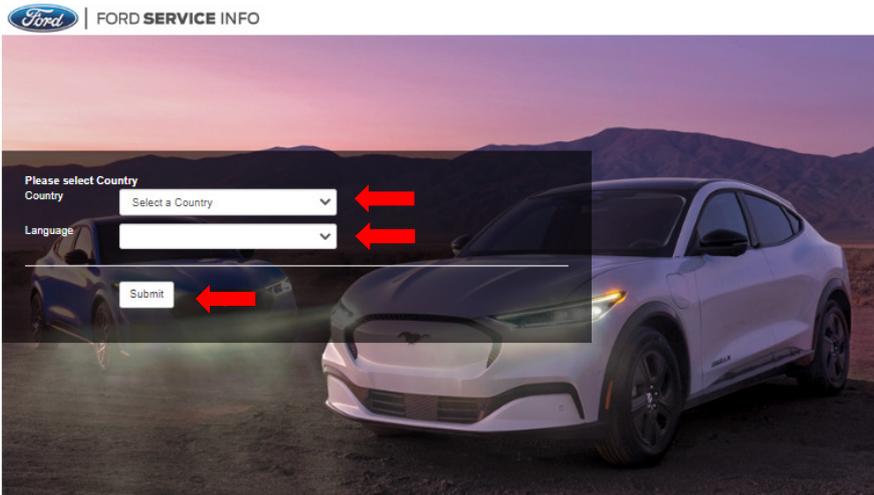


- The screen below shows the legal representative has now added the employee to their account and gives the employee the details created to login to the Ford Service Info site to complete the employee registration.

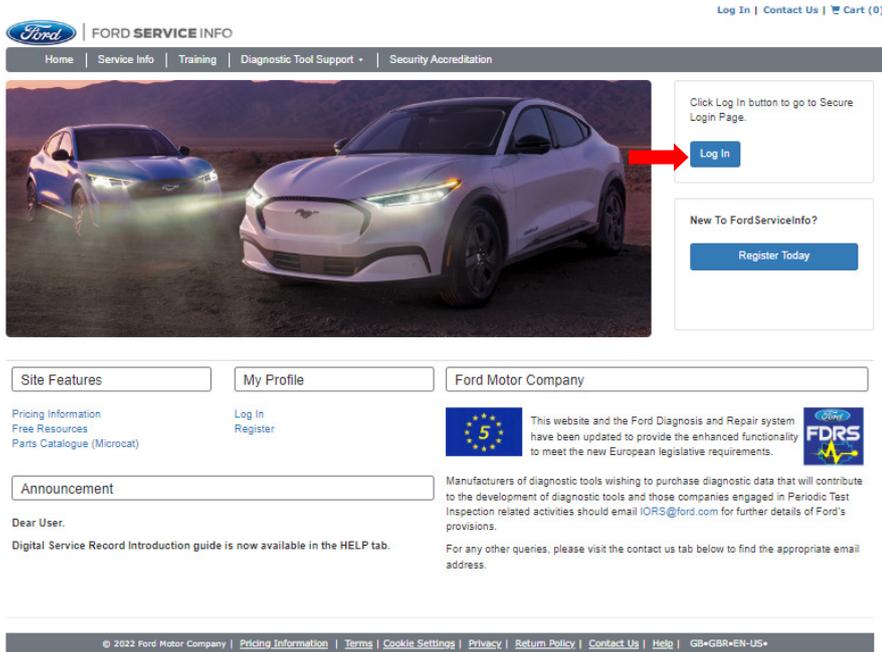


Employee Registration Process

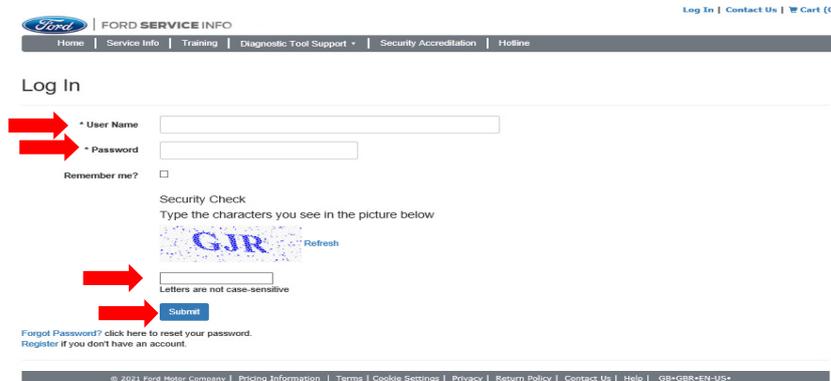
- The employee enters the Ford SERVICE Info site URL at www.fordserviceinfo.com
- The employee selects their Country and Language and selects the “Submit” button.



3. Then proceeds to select the “Login” button.



4. The employee then enters the login details (Username and Password) given to them by their legal representative, and then enters the three-letter security check and selects the “Submit” button.



5. The employee now reads and agrees to the Terms and Conditions and selects the “tick box” and then selects the “Confirm” button to continue.

Log In | Contact Us | Cart (0)

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline

Terms and Conditions

To use Ford's Repair, Maintenance and Diagnostic System you must agree to the following terms and conditions. Terms and Conditions for both the Legal Representative and an Employee are both displayed in the box below. Please read the license carefully and if you agree to the terms check the appropriate box, which is located at the bottom of the page.

Ford Repair, Maintenance and Diagnostic System Terms and Conditions of Registration and Use - Independent Operators - Legal Representative - Single Site Garages

Last updated May 18th 2018

For the security of Ford's customers, any unauthorised attempt to access this Website will be monitored and may be subject to legal action. In using this Website you acknowledge that you have understood this statement and have read Ford's Terms and Conditions, in particular paragraphs 2.7, 2.8, 2.9, 2.10, 2.11, 3.3, 4, 5, 8 and 13

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Legal Representative: Please check this box to confirm that you have understood and have read Ford's Terms and Conditions. I confirm that I have understood this statement, that I have understood this statement, that I have the Authority to legally bind my business, and that I agree to the Terms and Conditions

Employee: Please check this box to confirm that you have understood and have read Ford's Terms and Conditions. I confirm that I have understood this statement, and that I agree to the Terms and Conditions

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6. In the screen below the employee now must edit their profile with their details by entering:
- Their first name
 - Their last Name
 - Their email address
 - Their old password
 - Then choose a new password
 - And finally confirm their new password and selects the “Register” button to continue.
- These new details minus the password will now show in the legal representative added employees list of their account.

Log In | Contact Us | Cart (0)

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline

Edit profile

About you

* First Name

* Last Name

* Email

Language ▼

Country

Choose a username and password

* User Name

* Old Password

* Password

* Confirm Password

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7. To show registration is complete the employee will see the “My Subscriptions” screen below and then logs out of the Ford SERVICE Info site.

My Subscriptions

You do not currently have any subscriptions.

- The employee must then log back in, in the screen below they will see the Terms and Conditions again, this is due to changing their password. The employee will need to agree to the Terms and Conditions and select the “Agree” button.

Success! User have been logged successfully!

Ford Repair, Maintenance and Diagnostic System Terms and Conditions of Registration and Use - Independent Operators - Legal Representative - Single Site Garages
Last updated May 18th 2018

For the security of Ford's customers, any unauthorised attempt to access this Website will be monitored and may be subject to legal action. In using this Website you acknowledge that you have understood this statement and have read Ford's Terms and Conditions, in particular paragraphs 2.7, 2.8, 2.9, 2.10, 2.11, 3.3, 4, 5, 8 and 13

In registering for an account and by using the Website, you acknowledge that your business is legally bound to Ford's Terms and Conditions. To proceed beyond this point you must confirm that you have the authority to legally bind your business to the Terms and Conditions and that you agree to the Terms and Conditions on behalf of your business.

These terms and conditions (the "Terms") govern your access to the Ford Repair, Maintenance and Diagnostic System website (the "Website"), and your use of the technical information and services on the Website (the "Materials") and any associated application made available by Ford from time to time in conjunction with the Website and/or the Materials (each an "Application").

By registering as an Independent Operator Repairer on the Website, a binding contract is formed between your company or business ("You" or "Your") and Ford Motor Company Limited, a company incorporated in England and Wales with company number 00235446 whose registered office is at Arterial Road, Laindon, Essex, SS15 6EE, United Kingdom



- The employee will now see the “My Subscriptions” screen and is now ready to have subscriptions assigned to their account purchased by their legal representative.

My Subscriptions

You do not currently have any subscriptions.

The Employee(s) Account

The employee can now login to their account, and when the legal representative has purchased and assigned the subscriptions to the employee(s) they will have access to the following:

- Select the “FDRS and Technical Information License” link to access to the Professional Technician System (PTS) vehicle information.
- Select the “Get License Code” link to generate the license key for Ford Diagnosis and Repair System (FDRS), FDRS download and installation of the software is required. The employee would then log into FDRS client and add the License key by copy and paste into the FDRS license fields, once completed the employee can enter a VIN, view and perform applications for vehicle programming.
- In the Other Products and the Hotline Minutes allocated to the employee, the employee must read and Technical Hotline Terms and Conditions and agree to the terms by selecting the “Tick Box” and “Submit” button to be able to generate a 9-Digit Code and use the

Hotline Minutes. This is a one-time acceptance unless the Terms and Conditions are updated.

Once accepted the employee can then generate a 9-Digit Code and contact the appropriate IDS Helpdesk on the “Contact Us” screen and provide their 9-digit code and username.

- If the legal representative has purchased Security Accreditation and the Application has been accessed and approved by Ford Motor Company the employee(s) on the application will be granted access by Ford Motor Company to carry out Key and Security related Module Programming.
- The employees will also be able to do various Training courses once purchased and assigned by the legal representative to the employee(s) account.
- The screen below shows the Employee(s) My Subscription screen with subscriptions assigned by the legal representative
- On the screen the employee(s) must accept the Hotline Term and Conditions (this is a onetime acceptance unless the Terms and Conditions are updated) to be able to generate a 9-digit code to contact the appropriate helpdesk.

Success! User have been logged successfully!

My Subscriptions

Service Information

Title	License Key	Term	Order Date	Expire Date
FDRS and Technical Information License	Get License Code	1 Month	March 15, 2021	April 15, 2021

Other Products

Title	Order Date	Expire Date	Quantity	Code
Hotline Minutes	March 16, 2021	March 23, 2021	10 minutes	Get 9-Digit Code

Technical Hotline Terms and Conditions

To use the Technical Hotline, you must agree to the following terms and conditions. Please read these carefully and if you agree to the terms select the "Tick Box" and "Submit" button, which is located at the bottom of the page.

I certify that I have read and agree to the Technical Hotline Terms & Conditions.

[Submit](#)

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[Legal Representative Process to Purchasing an FDRS and Technical Information License](#)

1. The Legal representative logs into to the Ford Service Info site.
2. From the screen below the legal representative now selects the “Service Info” Tab.

Manage Subscriptions

Legal Representative: William Letchford
You do not currently have any subscriptions.

Manage Users

Total Active User: 1

Inactivate	Remove	User Name	Name	Email	Phone	Select All
		William60	EnterFirstName EnterLastName	mark1_3@msn.com		<input type="checkbox"/>

Assign

Add

- From the drop-down menu then selects the subscription they wish to purchase (an hour, day, week, month or year) and selects the "Add to Cart" button.

FDRS and Technical Information License

Charging

Please Note: The following charges apply from the 1st of August 2020. Use of the Materials on this site beyond what is permitted by the terms and conditions requires a bespoke license agreement with Ford. To obtain further details please contact Ford at iors@ford.com

Technical Information and Ford Diagnosis and Repair

The FDRS license incorporates diagnostic and repair applications on current production vehicles, an IDS Classic License on legacy vehicles and access to Ford online Technical Information including but not limited to:

- Mechanical Repairs (Repair procedures, Diagnostics, Specifications etc, including body mechanicals)
- Labour Times
- Body & Paint
- Wiring Diagrams (including full auxiliary data).
- Technical and General Service Bulletins

Access is time limited to 1 hour, 1 day, 1week, 1 month or 1 year. Charging will be by Visa, including Electron, Maestro and MasterCard only in either Euros or Pounds Sterling.

Please Note: To view Technical Information only, an FDRS license is required to be purchased. However, FDRS is not required to be downloaded and installed to view Technical Information.

Term	Month
Start Date	March 15, 2021
Expiration Date	April 15, 2021
Unit Price	£484.33
Total Price Including VAT	£581.20
Add to Cart	

- On the shopping cart page below the legal representative can now check the purchase is correct and either:
 - Enter a discount code (if supplied by Ford Motor Company) and select the "Apply Discount" button.
 - Press the "Checkout" button to continue with the purchase.
 - Press the "Clear Cart" button if they do not wish to purchase the subscription.
 - Or they can select the "Delete/Save for Later" if they wish to totally remove the purchase or save it and purchase it later.

Shopping Cart

Description	Start Date	Expiration Date	Unit Price	Quantity	Discount Code	Discount	Total inc VAT	
FDRS and Technical Information License	May 24, 2021	June 24, 2021	£484.33	1	<input type="text"/>	£0.00	£581.20	Delete Save for Later
Subtotal	£484.33							
Discount	£0.00							
VAT	£96.87							
Total inc VAT	£581.20							

Clear Cart

Apply Discount

Check Out

- The legal representative must read the Return Policy and select the "I Agree" button to continue with their purchase and proceeds to the Barclays payment screens.

Return Policy

ANNUAL SUBSCRIPTIONS CAN BE REFUNDED FOR THE FULL PURCHASE PRICE ONLY IF THEY HAVE NOT BEEN ACCESSED (OPENED, VIEWED, OR DOWNLOADED). ONCE A PAID SUBSCRIPTION HAS BEEN ACCESSED NO REFUNDS OR EXCHANGES WILL BE GRANTED. NO REFUNDS WILL BE GRANTED FOR PAID SUBSCRIPTIONS BEYOND THE EXPIRATION DATE, INCLUDING PAID SUBSCRIPTIONS ACCESSED DURING THE SUBSCRIPTION PERIOD. IF YOU CANNOT ACCESS YOUR PAID SUBSCRIPTION PLEASE CLICK [HERE](#) TO CONTACT THE HELPDESK.



- In the screen below the legal representative checks the details and selects their payment method by clicking on the logo of their card provider.

Ford | FORD SERVICE INFO **Payment confirmation**

Order reference : 361576
Total charge : 581.20 GBP
Beneficiary : Ford Motor Company

Card: SSL secured transaction

Please select a payment method by clicking on the logo.

 Can I actually pay with my Maestro card?

Verified by   

- The legal representative now enters their debit/credit card details and confirms by selecting the “Yes, I confirm my payment” button.

Ford | FORD SERVICE INFO **Payment confirmation**

Order reference : 361576
Total charge : 581.20 GBP
Beneficiary : Ford Motor Company

Pay with : **VISA**

Cardholder's name* :

Card number* :

Expiry date (mm/yyyy)* : /

Card verification code* : [What is this?](#)

* Mandatory fields



Verified by  

- Once the purchase is complete the legal representative will see the confirmation screen below and then selects the “My Subscriptions” tab to view their purchase.

Ford | FORD SERVICE INFO [Log Out](#) | [Contact Us](#) | [Cart \(0\)](#)

[Home](#) | [Service Info](#) | [Training](#) | [Diagnostic Tool Support](#) | [Security Accreditation](#) | [Hotline](#) | [Admin](#) | [My Subscriptions](#) | [My Account](#)

Your purchase is complete - Thank you for subscribing! You should see your new purchases under the "My Subscriptions"
If you do not see your subscription, Please [Contact Us](#) selecting your IDS Helpdesk, do NOT purchase again.



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- On the “My Subscriptions” screen the legal representative will be able to select the “FDRS and Technical Information License” link to access the technical information in the

Professional Technician System (PTS) for any vehicle technical information and literature. The legal representative can then add the License key by copy and paste into the FDRS client field (FDRS Software download and installation is required), once completed the legal representative can login, view and perform applications for vehicle programming (see screenshots below).

Log Out | Contact Us | Cart (0)

FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | My Subscriptions | My Account

My Subscriptions

Service Information

Title	License Key	Term	Order Date	Expire Date
FDRS and Technical Information License	J21HV-NGBX-QWCG-GNSZ-L2YN	1 Month	March 15, 2021	April 15, 2021

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Professional Technician System (PTS)

No Vehicle Selected
No VIN Entered

Ford Service Info

Home | Vehicle ID | Diagnostics | TSD/CSB/SSM | Workshop | Wiring | PC/EO | Service Tips | Owner Info

Vehicle Information

Enter VIN

Get Sample Vin

Ford Diagnostic and Repair System (FDRS)

Ford Diagnosis and Repair System
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Log In

Select the appropriate User Type and then enter your existing ETIS, PTS or Motorcraft Service User ID and Password.

User Type: Dealer/Ford Employee

License Information

FDRS requires a license to continue.

Click on **Add License** to install a license on this computer. Click **Exit** to close FDRS.

FDRS Help

Announcements

- ACTION REQUIRED:** Click here now to download and install 27.6.3
- IMPORTANT:** When installing FDRS 27.6.3 or IDS 121, you MUST install all available new software, including IDS 121, FDRS 27.6.3, and VCI Software 1.0.1.16. VMS users must also install VMS 2.1.904.14.

FDRS 26.5.5 Not Connected: Click the icon to connect.

Legal Representative Process to Purchase Security Accreditation

1. The Legal representative logs into to the Ford Service Info site.
2. From the screen below the legal representative now selects the “Security Accreditation” Tab.

Log Out | Contact Us | Cart (0)

Home | Service Info | Training | Diagnostic Tool Support | **Security Accreditation** | Hotline | Admin | My Subscriptions | My Account

Manage Subscriptions

Legal Representative: William Letchford

	Product Number	Term	Quantity	Order Date	Expire Date	Minutes	
Details	FDRS and Technical Information License	1 Month	1	March 15, 2021	April 15, 2021		○

Manage Users

Total Active User: 1

Inactivate	Remove	User Name	Name	Email	Phone	Select All
		William60	Joe Fordemp	fordemp1@ford.com		<input type="checkbox"/>

Assign Add

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3. On the screen below the legal representative can purchase the initial SERMI processing fee which gives access to the legal representative and two employees or three employees. If the legal representative has more than 3 employees for the accreditation, they can also select from the dropdown, the number of additional employees required to purchase the additional employee application for.

Note: Once the initial security accreditation has already been purchased, the legal representative will not see or be able to purchase the initial SERMI processing fee for the two-year period of the subscription and will just be able to purchase the additional employee applications if required.

The legal representative would then select the “Add to Cart” button.

Log Out | Contact Us | Cart (0)

Home | Service Info | Training | Diagnostic Tool Support | **Security Accreditation** | Hotline | Admin | My Subscriptions | My Account

Security Accreditation

To use FDRS for key programming and certain module security applications, Independent Operators can apply for EU5 Security Accreditation Access by contacting the Ford IDS helpdesk at the following email addresses:

- United Kingdom: idshelpdesk-uk@msxi-euro.com
- Germany: idshelpdesk-deu@msxi-euro.com
- Rest of Europe: idshelpdesk-ru@msxi-euro.com

The following charges apply from 1 August 2020.

Product Number	Unit Price	Quantity	Total Price Including VAT
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	£220.15	1	£264.18
Additional Employee Applications Per Employee (Non-refundable)	£44.03	0	£0.00

Add to Cart

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4. Before the legal representative checks out their purchase, on the shopping cart screen below the legal representative can do the following:
 - Enter a discount code (if supplied by Ford Motor Company) and select the “Apply Discount” button.
 - If the legal representative wants to increase or decrease the additional employee applications, the legal representative can press the + and – buttons to adjust to the required number of employees.

The legal representative can then press the “Checkout” button to proceed.

Shopping Cart

Description	Start Date	Expiration Date	Unit Price	Quantity	Discount Code	Discount	Total inc VAT	
SERMI Processing Fee Includes up to 3 Employees (Non-refundable)	May 24, 2021	May 24, 2023	£220.15	1	<input type="text"/>	£0.00	£264.18	Delete Save for Later
Additional Employee Applications Per Employee (Non-refundable)	May 24, 2021	May 24, 2023	£44.03	2	<input type="text"/>	£0.00	£105.67	Delete Save for Later
Subtotal	£308.21							
Discount	£0.00							
VAT	£61.64							
Total inc VAT	£369.85							

Buttons: Clear Cart, Apply Discount, Check Out

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- The legal representative must read the Return Policy and select the “I Agree” button to continue with their purchase and proceeds to the Barclays payment screens.

Return Policy

ANNUAL SUBSCRIPTIONS CAN BE REFUNDED FOR THE FULL PURCHASE PRICE ONLY IF THEY HAVE NOT BEEN ACCESSED (OPENED, VIEWED, OR DOWNLOADED). ONCE A PAID SUBSCRIPTION HAS BEEN ACCESSED NO REFUNDS OR EXCHANGES WILL BE GRANTED. NO REFUNDS WILL BE GRANTED FOR PAID SUBSCRIPTIONS BEYOND THE EXPIRATION DATE, INCLUDING PAID SUBSCRIPTIONS ACCESSED DURING THE SUBSCRIPTION PERIOD. IF YOU CANNOT ACCESS YOUR PAID SUBSCRIPTION PLEASE CLICK [HERE](#) TO CONTACT THE HELPDISK.

Buttons: I Agree, I do not agree

- In the screen below the legal representative checks the details and selects their payment method by clicking on the logo of their card provider.

Payment confirmation

Order reference : 361577
Total charge : 369.85 GBP
Beneficiary : Ford Motor Company

Please select a payment method by clicking on the logo.

Card: SSL secured transaction

Which personal information is collected and how is it used ?

Verified by VISA, Mastercard SecureCode, POWERED BY barclaycard

Buttons: Cancel

- The legal representative then enters their debit/credit card details and confirms by selecting the “Yes, I confirm my payment” button.

 FORD SERVICE INFO Payment confirmation

Order reference : 361577
Total charge : 369.85 GBP
Beneficiary : Ford Motor Company

Pay with : **VISA**

Cardholder's name* :

Card number* :

Expiry date (mm/yyyy)* : /

Card verification code* : [What is this?](#)

* Mandatory fields

8. Once the purchase is complete the legal representative will see the confirmation screen below. And will then select the “My Subscriptions” tab to view their purchase.

Log Out | Contact Us | 

 FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | **My Subscriptions** | My Account

Your purchase is complete - Thank you for subscribing! You should see your new purchases under the "My Subscriptions"
If you do not see your subscription, Please [Contact Us](#) selecting your IDS Helpdesk, do NOT purchase again .

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9. On the “My Subscriptions” screen below under Other Products the legal representative can view their purchases.
- Finally, the legal representative would select the “Contact Us” link to proceed to contact their Ford IDS Helpdesk at one of the email addresses for their Security Accreditation Application.
- The IDS Helpdesk will then respond and advise of the process for the legal representative to apply for access to Security Accreditation.

Log Out | Contact Us | 

 FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | **My Subscriptions** | My Account

My Subscriptions

Service Information

Title	License Key	Term	Order Date	Expire Date
FDRS and Technical Information License	J2HV-NGBX-QWCG-GNSZ-L2YN	1 Month	March 15, 2021	April 15, 2021

Other Products

To receive your security accreditation application [Contact Us](#) selecting your IDS Helpdesk

Title	Order Date	Expire Date	Quantity	Code
SERMI Processing Fee Includes up to 3 Employees (Non-refundable)	March 15, 2021	March 15, 2023	1	
Additional Employee Applications Per Employee (Non-refundable)	March 15, 2021	March 15, 2023	2	

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If the Security Accreditation application is successful, the MSXI Helpdesk will inform the legal representative the permissions have been set against the users Ford Service Info accounts to use.

The legal representative and employee(s) can view this by selecting their “My Subscriptions” tab.

Legal Representative Process to Purchase Hotline Minutes

1. The Legal representative logs into the Ford Service Info site.
2. From the screen below the legal representative now selects the “Hotline” Tab.

Log Out | Contact Us | Cart (0)

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | **Hotline** | Admin | My Subscriptions | My Account

Manage Subscriptions

Legal Representative: William Letchford

	Product Number	Term	Quantity	Order Date	Expire Date	Minutes	
Details	FDRS and Technical Information License	1 Month	1	March 15, 2021	April 15, 2021		<input type="checkbox"/>
Details	SERMI Processing Fee Includes up to 3 Employees (Non-refundable)	2 Years	1	March 15, 2021	March 15, 2023		<input type="checkbox"/>
Details	Additional Employee Applications Per Employee (Non-refundable)	2 Years	2	March 15, 2021	March 15, 2023		<input type="checkbox"/>

Manage Users

Total Active User: 1

Inactivate	Remove	User Name	Name	Email	Phone	Select All
<input type="checkbox"/>	<input type="checkbox"/>	William60	Joe Fordemp	fordemp1@ford.com		<input type="checkbox"/>

[Assign](#) [Add](#)

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3. The legal representative must read the Technical Hotline Terms and Conditions and agree to the terms, then select the “Tick Box” and click the “Submit” button to be able to purchase Hotline Minutes. This is a one-time acceptance unless the Terms and Conditions are updated.

Log Out | Contact Us | Cart (0)

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | **Hotline** | Admin | My Subscriptions | My Account

Technical Hotline

Calls to the technical hotline are charged by 'transaction' i.e. the time of the telephone call and research.
The following charges apply from 1 August 2020.
Please Note: Based on experience with current dealers, average 'transaction' duration is approximately 20 minutes.

Once you have generated your 9-digit code go to Contact Us and select the appropriate Technical Hotline Service for your market.

Your Call Center: Colchester

Call Minutes: 1

Unit Price: £1.32

Total Price Including VAT: £1.56

[Add to Cart](#)

Technical Hotline Terms and Conditions

To use the Technical Hotline, you must agree to the following terms and conditions. Please read these carefully and if you agree to the terms select the "Tick Box" and "Submit" button, which is located at the bottom of the page.

1. Please read this Disclaimer and Terms of Use pages (Terms and Conditions) carefully. By using the Technical Helpdesk, you accept the Terms of Use. If you do not agree to be bound by such Terms of Use, do not use the Technical Helpdesk. Any breaches of the Terms of Use as outlined below, or other legal provisions will automatically result in termination of your authorization to use the Technical Helpdesk. The terms "you", "your" and "yours" are used to refer to actual or intended Users of this Site and the Service. The terms "we", "us" and "our" refer to Ford Motor Company, subsidiaries, affiliates or Companies that have a business or other relationship with Ford Motor Company.
2. The Technical Helpdesk is directed at Independent Operators (IOs) aged 18 and above only, and our services are for sale only to Purchasers. By using this Service, you are representing to us that you are 18 years of age or older.
3. Subject to your continued compliance with the Terms of Use, as well as other pages on this site, you are granted a non-exclusive, non-transferable, limited right to access and use this Site and the Technical Helpdesk.

I certify that I have read and agree to the Technical Hotline Terms & Conditions.

[Submit](#)

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4. Once the terms and conditions are accepted in the screen below the legal representative can then purchase their hotline minutes by selecting their call centre from the dropdown menu and entering the number of minutes they wish to purchase and selects the “Add to Cart” button.

Log Out | Contact Us | Cart (0)

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | **Hotline** | Admin | My Subscriptions | My Account

Technical Hotline

Calls to the technical hotline are charged by 'transaction' i.e. the time of the telephone call and research.
The following charges apply from 1 August 2020.
Please Note: Based on experience with current dealers, average 'transaction' duration is approximately 20 minutes.

Once you have generated your 9-digit code go to Contact Us and select the appropriate Technical Hotline Service for your market.

Your Call Center: Colchester

Call Minutes: 30

Unit Price: £1.32

Total Price Including VAT: £47.52

[Add to Cart](#)

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5. Before the legal representative checks out their purchase, on the shopping cart screen below the legal representative can do the following:
 - If the hotline minutes are not required, the legal representative can press the “Delete” link to remove the purchase.

- If the legal representative wants to increase or decrease the number of hotline minutes, the legal representative can press the + and – buttons to adjust to the required number of minutes.

The legal representative can then press the “Checkout” button to proceed.

Description	Start Date	Expiration Date	Unit Price	Quantity	Discount Code	Discount	Total inc VAT	
Hotline Minutes	May 24, 2021	May 24, 2022	£1.32	30		£0.00	£47.52	Delete Save for Later
Subtotal	£39.60							
Discount	£0.00							
VAT	£7.92							
Total inc VAT	£47.52							

Buttons: Clear Cart, Apply Discount, Check Out

6. The legal representative must read the Return Policy and select the “I Agree” button to continue with their purchase and proceeds to the Barclays payment screens.

Return Policy

ANNUAL SUBSCRIPTIONS CAN BE REFUNDED FOR THE FULL PURCHASE PRICE ONLY IF THEY HAVE NOT BEEN ACCESSED (OPENED, VIEWED, OR DOWNLOADED). ONCE A PAID SUBSCRIPTION HAS BEEN ACCESSED NO REFUNDS OR EXCHANGES WILL BE GRANTED. NO REFUNDS WILL BE GRANTED FOR PAID SUBSCRIPTIONS BEYOND THE EXPIRATION DATE, INCLUDING PAID SUBSCRIPTIONS ACCESSED DURING THE SUBSCRIPTION PERIOD. IF YOU CANNOT ACCESS YOUR PAID SUBSCRIPTION PLEASE CLICK [HERE](#) TO CONTACT THE HELPDESK.

Buttons: I Agree, I do not agree

7. In the screen below the legal representative checks the details and selects their payment method by clicking on the logo of their card provider.

Payment confirmation

Order reference : 361580
Total charge : 47.52 GBP
Beneficiary : Ford Motor Company

Please select a payment method by clicking on the logo.

Card: SSL secured transaction

Buttons: VISA, Can I actually pay with my Maestro card?

Logos: Verified by VISA, Mastercard SecureCode, Powered by barclaycard, Cancel

10. The legal representative enters their debit/credit card details and confirms by selecting the “Yes, I confirm my payment” button.

- Once the purchase is complete the legal representative will see the confirmation screen below. And will then select the “My Subscriptions” tab to view their purchase.

- On the My Subscriptions screen in the “Other Products” section the legal representative will see their purchase for the hotline minutes. Before they contact the appropriate IDS Helpdesk from the “Contact Us” screen they must first generate their 9-Digit Code by selecting the link. Once generated the legal representative can call their IDS Helpdesk and provide the MSXI Helpdesk with their 9-digit code and username.

Title	Order Date	Expire Date	Quantity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	30 minutes	899684771	Get 9-Digit Code
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	1		
Additional Employee Applications Per Employee (Non- refundable)	March 15, 2021	March 15, 2023	2		

When the call has finished the MSXI admin user will then deduct the minutes from the legal representatives purchased minutes in their account.

The legal representative will then see the deducted minutes in their account as in the screen below.

Note: The legal representative will need to generate a new 9-Digit Code every time they wish to contact the IDS Helpdesk by selecting the blue “Get 9-Digit Code” link.

My Subscriptions

+ Service Information

Other Products

To receive your security accreditation application [Contact Us](#) selecting your IDS Helpdesk

Title	Order Date	Expire Date	Quantity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	25 minutes		Get 9-Digit Code
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	1		
Additional Employee Applications Per Employee (Non-refundable)	March 15, 2021	March 15, 2023	2		

Legal Representative Process to Assign Technical Hotline Minutes to their Employee

1. Login to the Ford SERVICE Info site at www.fordserviceinfo.com
2. On the “My Subscriptions” screen below the legal representative, by selecting the “+ Service Information” link in screen 1 and view all their subscriptions purchased in screen 2.

Screen 1.

My Subscriptions

+ Service Information

Other Products

To receive your security accreditation application [Contact Us](#) selecting your IDS Helpdesk

Title	Order Date	Expire Date	Quantity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	25 minutes		Get 9-Digit Code
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	1		
Additional Employee Applications Per Employee (Non-refundable)	March 15, 2021	March 15, 2023	2		

Screen 2

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | My Subscriptions | My Account

My Subscriptions

- Service Information

Title	License Key	Term	Order Date	Expire Date
FDRS and Technical Information License	GKFM-H3SG-9LMS-J4XM-KS83	1 Week	March 16, 2021	March 23, 2021
FDRS and Technical Information License	J2HV-NOBX-QWCG-GNSZ-L2YN	1 Month	March 15, 2021	April 15, 2021

Other Products

To receive your security accreditation application [Contact Us](#) selecting your IDS Helpdesk

Title	Order Date	Expire Date	Quantity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	25 minutes		Get 9-Digit Code
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	1		
Additional Employee Applications Per Employee (Non-refundable)	March 15, 2021	March 15, 2023	2		

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3. To assign hotline minutes to an employee the legal representative (See Screenshot below) now selects the “Admin” tab and then the “Manage Users” from the dropdown menu. The legal representative can now complete the following:
 - a. Selects and enters a dot in the circle in the far-right hand column for the Hotline minutes.
 - b. This then highlights the Minutes field entry so the legal representative can assign a required number of hotline minutes to the employees account.
 - c. The legal representative would then enter a tick in the box of the added employee and select the “Assign” button.
 - d. The legal representative will then receive a confirmation “Order successfully transferred to employee”.

Log Out | Contact Us | Cart (0)

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support + | Security Accreditation | Hotline | Admin + | My Subscriptions | My Account +

Manage Users
Manage Subscriptions
Update Company Information

Manage Subscriptions

Legal Representative: William Letchford

	Product Number	Term	Quantity	Order Date	Expire Date	Minutes	
Details	FDRS and Technical Information License	1 Week	1	March 16, 2021	March 23, 2021		<input type="radio"/>
Details	Hotline Minutes	1 Year	25	March 16, 2021	March 2021	25	<input type="radio"/>
Details	FDRS and Technical Information License	1 Month	1	March 15, 2021	April 15, 2021		<input type="radio"/>
Details	SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	2 Years	1	March 15, 2021	March 15, 2023		<input type="radio"/>
Details	Additional Employee Applications Per Employee (Non-refundable)	2 Years	2	March 15, 2021	March 15, 2023		<input type="radio"/>

Manage Users

Total Active User: 1

	User Name	Name	Email	Phone	Select All
Inactivate	Remove	William60	Joe Fordemp	fordemp1@ford.com	<input type="checkbox"/>

[Assign](#) [Add](#)

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4. The employee can then login to their account and proceed to use the minutes the same as the legal representative.
5. The MSXI Admin process remains the same for the admin user to deduct the minutes from the employee.

Legal Representative Process to Assign FDRS and Technical Information License to their Employee

1. Login to the Ford SERVICE Info site at www.fordserviceinfo.com
2. On the “My Subscriptions” screen below the legal representative, by selecting the “+ Service Information” link in screen 1 and view all their subscriptions purchased in screen 2. Screen 1.

My Subscriptions

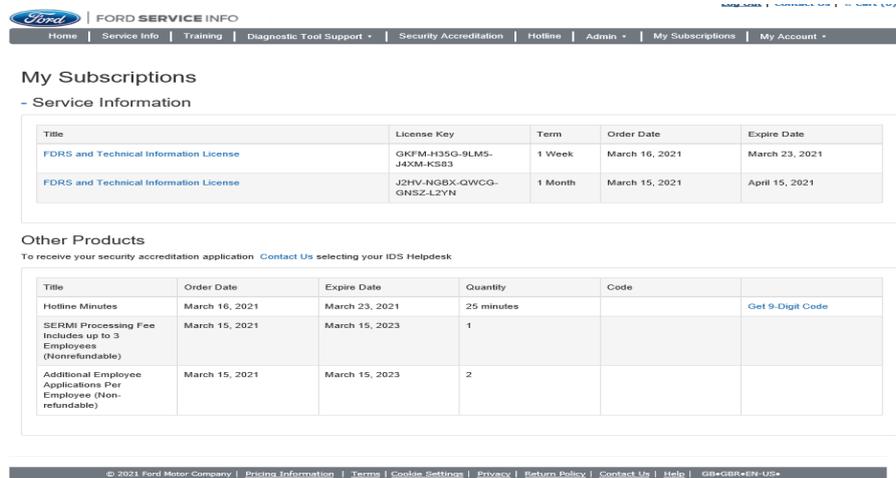
 + Service Information

Other Products

To receive your security accreditation application [Contact Us](#) selecting your IDS Helpdesk

Title	Order Date	Expire Date	Quantity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	25 minutes		Get 9-Digit Code
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	1		
Additional Employee Applications Per Employee (Non- refundable)	March 15, 2021	March 15, 2023	2		

Screen 2



My Subscriptions

- Service Information

Title	License Key	Term	Order Date	Expire Date
FDRS and Technical Information License	GKFM-H35G-9LMS-J4XM-KS83	1 Week	March 16, 2021	March 23, 2021
FDRS and Technical Information License	J2HV-NGBX-QWCG-GNSZ-L2YN	1 Month	March 15, 2021	April 15, 2021

Other Products

To receive your security accreditation application [Contact Us](#) selecting your IDS Helpdesk

Title	Order Date	Expire Date	Quantity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	25 minutes		Get 9-Digit Code
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	1		
Additional Employee Applications Per Employee (Non- refundable)	March 15, 2021	March 15, 2023	2		

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- To assign a FDRS and Technical Information License to an employee the legal representative now selects the “Admin” tab and then the “Manage Users” from the dropdown menu. The legal representative can now complete the following:
 - The legal representative selects and enters a dot in the circle in the far-right hand column for the FDRS and Technical Information License.
 - The legal representative would then enter a tick in the box of the added employee and select the “Assign” button.
 - The legal representative will then receive a confirmation “**Order successfully transferred to employee**”.
- The employee can then login to their account and proceed to use the FDRS Technical Information License the same as the legal representative.

- Manage Users
- Manage Subscriptions
- Update Company Information

Manage Subscriptions

Legal Representative: William Letchford

	Product Number	Term	Quantity	Order Date	Expire Date	Minutes	
Details	FDRS and Technical Information License	1 Week	1	March 16, 2021	March 23, 2021		<input type="radio"/>
Details	Hotline Minutes	1 Year	25	March 16, 2021	March 23, 2021	25	<input type="radio"/>
Details	FDRS and Technical Information License	1 Month	1	March 15, 2021	April 15, 2021		<input type="radio"/>
Details	SERMI Processing Fee Includes up to 3 Employees (Non-refundable)	2 Years	1	March 15, 2021	March 15, 2023		<input type="radio"/>
Details	Additional Employee Applications Per Employee (Non-refundable)	2 Years	2	March 15, 2021	March 15, 2023		<input type="radio"/>

Manage Users

Total Active User: 1

	User Name	Name	Email	Phone	Select All
Inactivate Remove	William60	Joe Fordemp	fordemp1@ford.com		<input type="checkbox"/>

[Assign](#) [Add](#)

Legal Representative Process to Purchase E-Learning Training Modules

Please use Google Chrome to purchase and complete your E-Learning Training. Do not use Internet Explorer.

1. Login to the Ford SERVICE Info site at www.fordserviceinfo.com
2. On the Subscriptions screen select the "Training" tab.

Ford | FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | My Subscriptions | My Account

Manage Subscriptions

Legal Representative: Tom Ford

	Product Number	Term	Quantity	Order Date	Expire Date	Minutes	
Details	FDRS and Technical Information License	1 Month	1	May 24, 2021	June 24, 2021		<input type="radio"/>
Details	Hotline Minutes	1 Year	30	May 24, 2021	May 24, 2022	30	<input type="radio"/>

Manage Users

Total Active User: 1

	User Name	Name	Email	Phone	Security Accreditation	Expiration Date	Select All
Inactivate Remove	Toddford1	Todd Fordie	mletcho50@ford.com				<input type="checkbox"/>

[Assign](#) [Add](#)

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3. On the next screen below the legal representative can choose the training category to purchase by selecting one of the links in blue.

Technical Training

Gain a better understanding of Ford vehicle systems with web-based technical training and classroom student reference material direct from the manufacturer. Select a category below to learn more, including the recommended order to take training classes, class-specific details, and purchase options.

To launch a purchased training course, please login using Google Chrome.

Please choose a category

Requirements to view Web Based courses:

- Acrobat Reader Current Version
- Most courses contain audio

Alternative Fueled Vehicles	Includes Ford Dedicated CNG and multipoint injection Bi-Fuel vehicle
Gasoline Engine Performance	Includes Theory, Operation and the relationships between the systems and system types. Includes use and interpretation of the Diagnostic Test equipment for Fuel/Air, Ignition, Emission Systems and their components
Gasoline Engine Repair	Includes basic engines operation, component operation, tools, and test used for diagnosis
Diesel Engine Performance	Includes Diesel Engine Performance concerns and the use of necessary Service Publications, diagnosis of code and no-code generated concerns and the performance of diagnostic test and procedures
Diesel Engine Repair	Includes Base Engine Theory and Operation, which includes general repair procedures for both the 7.3L and 6.0L Diesel Engines
Steering & Suspension	Includes Electronic Steering & Suspension, Base Steering & Suspension, Noise Vibration & Harshness Principles & Diagnosis and much more
Electrical Systems	Includes Electrical System Diagnosis, Basic Electrical Theory & Operation, Batteries, Starting & Charging Systems Theory & Operation and much more
Climate Control	Includes operation, service and diagnostic processes for heating, air distribution, and air conditioning systems
Manual Transmission	Includes operation, diagnosis, and proper service procedures of the Manual Transmission and Transaxle
Automatic Transmission	Includes disassembly, assembly, inspection, measuring, and critical adjustment procedures on Automatic Transmissions
Brakes	Includes General Brakes Diagnosis & Repair, Anti-Lock Brakes Diagnosis & Repair and Brake Systems Overview
New Model Training	Includes training courses on the new and/or updated vehicles for the current model year. Course(s) include any new service related updates and or procedures for the vehicle(s) and an overview of all new and/or updated features of the product
Fix-It-Right-The-First-Time	Includes targeted training for specific vehicle systems or concerns. Special diagnostic approaches may be covered to simplify locating a concern

4. Then proceeds to choose the Training Curriculum Information from the course list and then selects the blue “Details” link.

Motorcraft Training Curriculum Information

Course List

Details	Introduction 2012.75 Tourneo Custom/Transit Custom - 2019.75 eIntro - V362 Transit PHEV [S362V01102]
Details	Introduction 2019.0 Focus - C519 [TN7002254C]
Details	2021 New Model Training Overview [S727C01102]

5. On the next screen below the legal representative will view the course content, Term of the course and the charges. The legal representative then selects the “Add to Cart” button to proceed the Shopping Cart.

 FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | My Subscriptions | My Account

2021 New Model Training Overview

FCS Number: FCS-001164

Course Description: This course provides information regarding the new features and technologies introduced during the 2021 model year.

Course Type: WEB

Term	1 Month
Start Date	May 27, 2021
Expiration Date	June 27, 2021
Unit Price	£13.21
Total Price Including VAT	£15.85

[Add to Cart](#)

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6. In the Shopping Cart the legal representative will then select the “Check Out” button to proceed to the payment screens to complete their purchase.

 FORD SERVICE INFO

Home | Service Info | Training | Diagnostic Tool Support | Security Accreditation | Hotline | Admin | My Subscriptions | My Account

Shopping Cart

Description	Start Date	Expiration Date	Unit Price	Quantity	Discount Code	Discount	Total inc VAT	
2021 New Model Training Overview	May 27, 2021	June 27, 2021	£13.21	1	<input type="text"/>	£0.00	£15.85	Delete Save for Later
Subtotal	£13.21							
Discount	£0.00							
VAT	£2.64							
Total inc VAT	£15.85							

[Clear Cart](#) [Apply Discount](#) [Check Out](#)

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7. The legal representative must read the Return Policy and select the “I Agree” button to continue with their purchase and proceeds to the Barclays payment screens.

 FORD SERVICE INFO

Return Policy

ANNUAL SUBSCRIPTIONS CAN BE REFUNDED FOR THE FULL PURCHASE PRICE ONLY IF THEY HAVE NOT BEEN ACCESSED (OPENED, VIEWED, OR DOWNLOADED). ONCE A PAID SUBSCRIPTION HAS BEEN ACCESSED NO REFUNDS OR EXCHANGES WILL BE GRANTED. NO REFUNDS WILL BE GRANTED FOR PAID SUBSCRIPTIONS BEYOND THE EXPIRATION DATE, INCLUDING PAID SUBSCRIPTIONS ACCESSED DURING THE SUBSCRIPTION PERIOD. IF YOU CANNOT ACCESS YOUR PAID SUBSCRIPTION PLEASE CLICK [HERE](#) TO CONTACT THE HELPDESK.

[I Agree](#) [I do not agree](#)

8. In the screen below the legal representative checks the details and selects their payment method by clicking on the logo of their card provider.

- The legal representative enters their debit/credit card details and confirms by selecting the “Yes, I confirm my payment” button.

- Once the purchase is complete the legal representative will see the confirmation screen below. And will then select the “My Subscriptions” tab to view their purchase.

- On the My Subscriptions screen now select the blue title link to access the Ford Service Training screen.

My Subscriptions

Technical Training

Title	Term	Order Date	Expire Date
2021 New Model Training Overview [S727C01102]	1 Month	May 27, 2021	June 26, 2021

Other Products

You do not currently have any subscriptions.

12. The legal representative must enter and complete their profile before proceeding to the training and select the “SAVE PROFILE” button.

Ford | FORD SERVICE TRAINING

Search [] (M) Mark

Your Profile

You must complete your profile before proceeding to training.



Change Profile Picture

First Name
Mark

Last Name
Letchford

Country
United Kingdom

State
Select one

Company/Organization
Find your company/organization

* If your company is not listed [ADD NEW](#)

SAVE PROFILE

13. Once the legal representative has selected the “Save Profile” button. You will need to logout of the Ford Service Info website, login again and select the “My subscription” tab to select the purchased technical course training link.
14. On the following Ford Service Training screen, the legal representative will now be able to select the “View Lessons” button to View Lessons and launch the lessons for the training by selecting the “Launch” button.

Ford | FORD SERVICE TRAINING

Search [] (M) Mark

S727C01102

S727C01102 - 2021 New Model Training Overview

VIEW LESSONS

This course provides information regarding the new features and technologies introduced during the 2021 model year.

LESSONS

Content Language: ENGLISH-UNITED STATES

02 - Course Introduction	LAUNCH
02 - Mustang Mach-E	LAUNCH
03 - 1 General Information	LAUNCH
04 - 2 Chassis	LAUNCH
05 - 3 Powertrain	LAUNCH
06 - 4 Electrical	LAUNCH
07 - 5 Body	LAUNCH

15. Once the legal representative has completed the training course as in the screen below, they can either “Take Survey” or “View Certificate” and print it off or save it to their computer.

The legal representative can also assign the training module to their employee(s) to complete.

S727C01102 - 2021 New Model Training Overview

[VIEW LESSONS](#)

Completed - 5/28/21

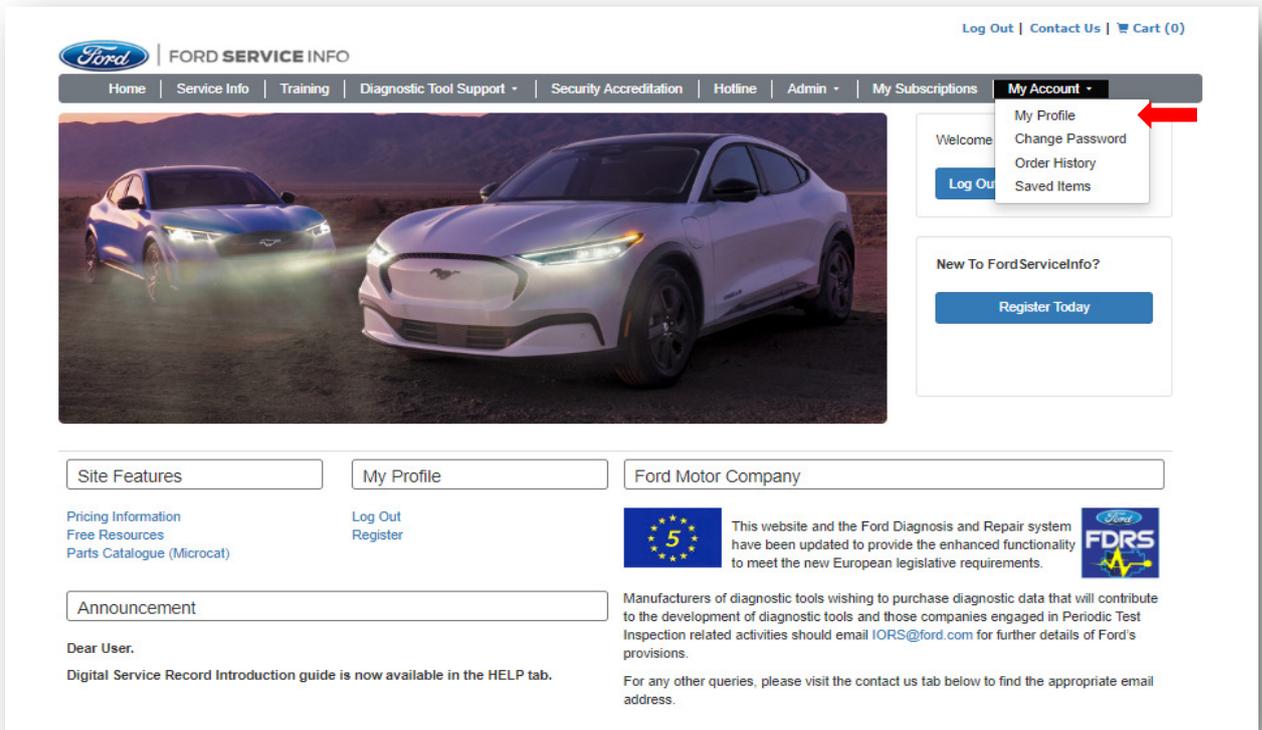
[TAKE SURVEY](#) [VIEW CERTIFICATE](#)

This course provides information regarding the new features and technologies introduced during the 2021 model year.

LESSONS			Content Language: ENGLISH (UNITED STATES)
01 - Course Introduction	Completed: 5/28/21	Score: Passed	LAUNCH
02 - Mustang Mach-E	Completed: 5/28/21	Score: 100%	LAUNCH
03 - 1 General Information	Completed: 5/28/21	Score: 100%	LAUNCH
04 - 2 Chassis	Completed: 5/28/21	Score: 100%	LAUNCH
05 - 3 Powertrain	Completed: 5/28/21	Score: 80%	LAUNCH
06 - 4 Electrical	Completed: 5/28/21	Score: 100%	LAUNCH
07 - 5 Body	Completed: 5/28/21	Score: 80%	LAUNCH

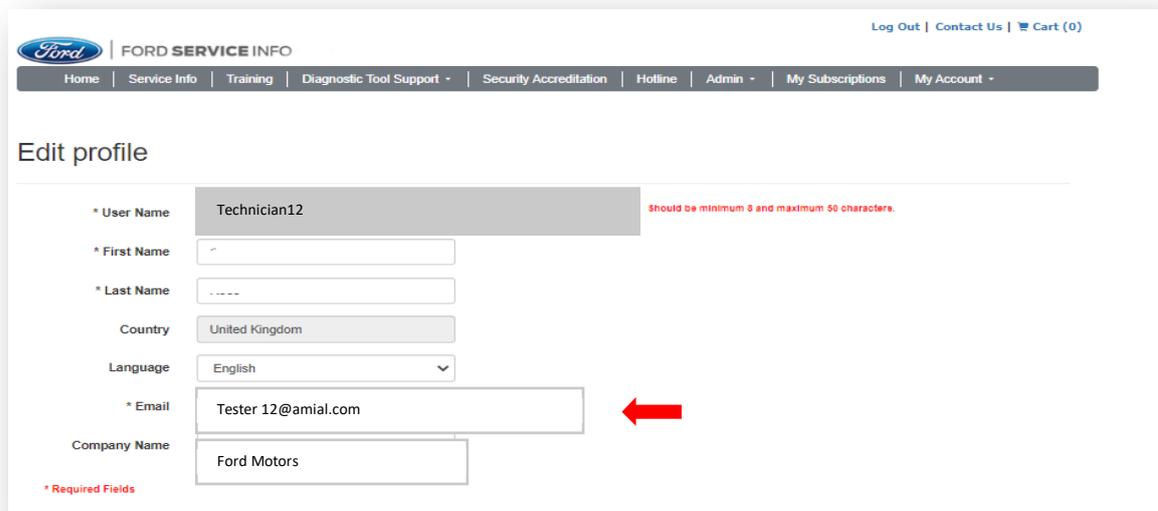
Changing an account Email address

1. Once you have completed a login to your account, select 'My Account' and click the 'My Profile' drop down option.



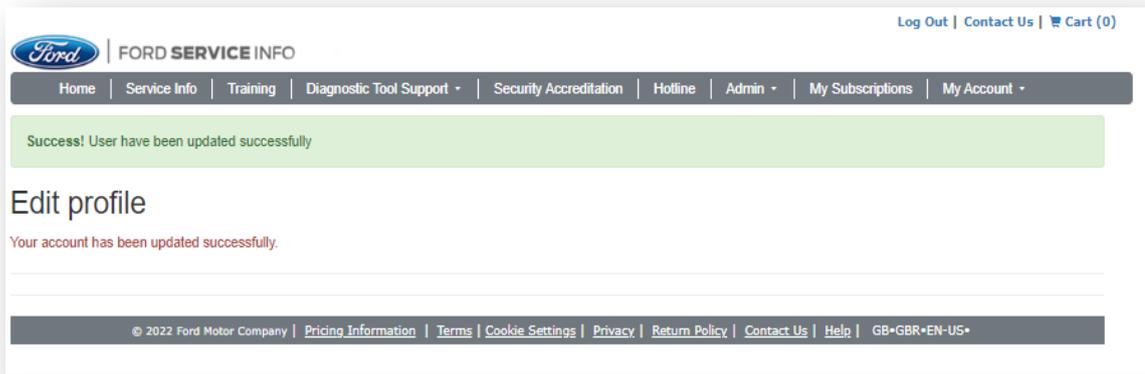
The screenshot shows the Ford Service Info website. The top navigation bar includes 'Home', 'Service Info', 'Training', 'Diagnostic Tool Support', 'Security Accreditation', 'Hotline', 'Admin', 'My Subscriptions', and 'My Account'. The 'My Account' dropdown menu is open, showing options: 'My Profile', 'Change Password', 'Order History', and 'Saved Items'. A red arrow points to the 'My Profile' option. Below the navigation bar is a banner image of two Ford cars. To the right of the banner is a 'Welcome' section with a 'Log Out' button and a 'New To FordServiceInfo?' section with a 'Register Today' button. Below the banner are three columns: 'Site Features' (Pricing Information, Free Resources, Parts Catalogue), 'My Profile' (Log Out, Register), and 'Ford Motor Company' (EU 5 logo, FDRS logo, and text about diagnostic tools).

2. Edit the Email address field, complete the three letter security check, scroll down the page and click 'Submit'



The screenshot shows the 'Edit profile' form on the Ford Service Info website. The form includes the following fields: '* User Name' (Technician12), '* First Name', '* Last Name', 'Country' (United Kingdom), 'Language' (English), '* Email' (Tester 12@amial.com), and 'Company Name' (Ford Motors). A red arrow points to the '* Email' field. A red asterisk indicates required fields. A red note next to the '* User Name' field states: 'Should be minimum 8 and maximum 50 characters.'

3. If the update is successful, you will see the following display.



Note – If you are a Legal Representative account holder and change the Email address in the admin tab, the Email address information will also get updated in the 'Update Company Information' menu.

Also, the Legal representative account and each technician account must have unique email addresses from 1st February 2023.