Ford SERVICE Info Site Full Process HELP Guide

Version 3 23_11_22





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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.



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

Fird	
Home	Service into Training Diagnostic Tool Support •
Registr	ation
What is the	type of your company?
•	Academic/Research Institutes
0	Fleet Operators
0	Commercial re-user
0	Single Site Garages
0	Vehicle Converter
Continue	
	© 2021 Ford Motor Company Pricing Information Terms Cookie Settings Privacy Return Policy Contact Us Help GB+GBR+EN-US+

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





7. 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.

							Log In Co	itact Us 🗑 Cart (0)
Ford Ford SERV	ICE INFO							
Home Service Info	Training	Diagnostic Tool Support	 Security A 	Accreditation	Hotline			
Registration								
About you								
* First Name								
* Last Name								
* Email								
Linkii								
Language	English		~					
Country								
country	United King	jdom						
Choose a username and	password							
* User Name								
* Password								
rassword								
* Confirm Password								
Register								
© 2021 Ford Mc	tor Company	Pricing Information Te	rms <u>Cookie Sett</u>	ings Privacy	Return Policy	Contact Us Help	GB+GBR+EN-US+	

8. 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.

		0			Log In Contact Us
Home S	ervice Info Training	Diagnostic Tool Support	• Security Accreditation	n	
	VAT Registered	0			
	VAT Number				
Registered Bu	isiness Addres	ss			
* Company Name				* Phone	
* Address				Fax	
				* Email	
				-	
* City/Town				Website	
* Post Code					
Country	United Kingdom				
Invoice Addres	SS				
Invoice to Company A	Address				
Company Name				* Phone	
Address				Fax	
				* Email	
* City/Town				Website	
Post Code					
Country	United Kingdom				
			Submit		
			Submit		



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

			Log In Contact Us 🗮 Cart (0)	
FO	RD SERVICE INFO			
Home Se	rvice Info Training Diagnostic Tool Support + Security Ad	creditation		
	VAT Registered			
	VAT Number			
Decistered Pu				
Registered bu	silless Address	1		
* Company Name	Mandatory valid Company name	* Phone	Valid Phone number	-
* Address	1 st line is a mandatory valid business address	Fax		
	2nd Line address is optional and can be left blank	* Email	Valid email address	-
* City/Town	3 rd line is mandatory valid City or town	Website		
* Post Code	Valid Post code			
Country	United Kingdom			

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.

			Log Out Contact Us 🗑 Cart (0)
FORD SERVICE INFO			
Home Service Info Training Diag	gnostic Tool Support • Security Accred	itation Hotline Admin * N	Ay Subscriptions My Account +
Vanage Subscriptions			
Legal Representative: William Letchford You do not currently have any subscriptions.			
Vanage Users			
Total Active User: 0 Add			
© 2021 Ford Motor Company Price	ng Information Terms Cookie Settings	Privacy Return Policy Contact.Us	Help GB-GBR-EN-US-

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).





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

								Log	Out Contact Us	₩ Cart (0)
Ford FOR	D SERVI	CEINFO								
Home Servi	ice Info	Training	Diagnostic Tool Supp	ort 🔹 📔 Sec	urity Accreditation	Hotline	Admin •	My Subscriptions	My Account *	
Registratio	on									
* Email										
Country		United Kin	gdom							
Choose a userna	ime and p	assword								
* User Name										
* Password										
* Confirm Passwor	rd									
Register										
@ 2(021 Eard Mata	Company	Pricing Information	Terms I Cooki	Settings Privar	v I Return Dr	licy Contact		•EN-IIS•	

3. 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.

					Log Out Cont	tact Us 💘 Cart (0)
Ford	FORD SERVICE	INFO				
Home	Service Info	iining Diagnostic	Tool Support • Security Accreditati	on Hotline Admin • My Subs	criptions My Acc	ount •
Manage S	Subscriptic	ons				
Legal Representa You do not curre	ntive: William Letchfo ently have any subscr	rd iptions.				
Manage U	Jsers					
Total Active User	: 1					
		User Name	Name	Email	Phone	Select All
Inactivate	Remove	William60	EnterFirstName EnterLastName	mark1_3@msn.com		
Assign			Add			
	@ 2021 Ford Motor C	ompany <u>Pricing Info</u>	rmation Terms Cookie Settings Priv	vacy <u>Return Policy</u> <u>Contact Us</u> <u>Help</u>	GB•GBR•EN-US•	

Employee Registration Process

- 1. The employee enters the Ford SERVICE Info site URL at www.fordserviceinfo.com
- 2. 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.

Cond FORD SERVICE INFO Home Service Info Training Diagnostic Tool Support + Security Accreditation Hotline Log In • User Name	
Home Service Info Training Diagnostic Tool Support • Security Accreditation Hotine	
- User Name	
.og In	
• User Name	
* User Name	
* User Name	
* Password	
Remember me?	
Security Check	
Type the characters you see in the picture below	
Refresh	
Letters are not case-sensitive	
Submit	
gor reasynut cluck rists to reservour, and a service and a se	



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.

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
Employee a	re 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 p
Ford Repa	r, Maintenance and Diagnostic System Terms and Conditions of Registration and Use - Independent Operators - Legal Representative - Single Site Gara
Last update	d May 18th 2018
For the sec	urity 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 acknowle
that you ha	ve 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 registerir	g 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 confir	m 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 term	s 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 Re	presentative: 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 statem
I have unde	stood this statement, that I have the Authority to legally bind my business, and that I agree to the Terms and Conditions

- 6. In the screen below the employee now must edit their profile with their details by entering:
 - a. Their first name
 - b. Their last Name
 - c. Their email address
 - d. Their old password
 - e. Then choose a new password

f. 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.

Edit profile			
About you			
* First Name	EnterFirstName		
* Last Name	EnterLastName		
* Email			
Language	English		
Country	United Kingdom		
Choose a username an	d password		
* User Name	William60		
* Old Password			
* Password			
* Confirm Password			
_			

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.







8. 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.

FORD SERVICE INFO	
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 "Materiats")and any associated application made available by Ford from time to time in conjunction with the Website and/or the Materiats (each an "Application").	
By registering as an Independent Operator Repairer on the Websile, 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	~

9. 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.

	Log Out Contact Us 📜 Cart (0)
Ford SERVICE INFO	
Home Service Info Training Diagnostic Tool Support + Security Accreditation Hotline My Subscriptions	My Account *
My Subscriptions	
You do not currently have any subscriptions	
2021 Ford Motor Company <u>Pricing Information</u> <u>Terms Cookie Settings</u> <u>Privacy</u> <u>Return Policy</u> <u>Contact Us</u> <u>Help</u>	GB•GBR•EN-US•

The Employee(s) Account

The employee can now login to their account, and when the legal representaive 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 Proffessional 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

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FORD SERVICE INFO

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 acessed 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.

		ac Tool Support ∙ Secu	ity Accreditation	Hotine	My Subscriptions	My Account •
uccess! User have been	logged successfully!					
Ay Subscript	tions					
Service Informa	tion					
Title		Licen	ie Key	Term	Order Date	Expire Date
FDRS and Technical In	nformation License	Get Li	cense Code	1 Month	March 15, 2021	April 15, 2021
ther Products						
Title	Order Date	Expire Date	Quantity		Code	
Hotline Minutes	March 16, 2021	March 23, 2021	10 minutes			Get 9-Digit Code
Technical Hotli	ne Terms and Con	ditions				
Technical Hotlin	ne Terms and Con Hotline, you must agree t utton, which is located at	ditions the following terms and the bottom of the page.	d conditions. Plea	se read these	e carefully and if yo	u agree to the terms select the
Technical Hotlin To use the Technical Box" and "Submit" bu	ne Terms and Con Hotline, you must agree t utton, which is located at	ditions the following terms and the bottom of the page.	d conditions. Plea	se read these	a carefully and if yo	u agree to the terms select the
Technical Hotlin To use the Technical Box" and "Submit" bu you do not ugree Any breaches of	Hotline, you must agree t thon, which is located at thon, which is located at	ditions to the following terms and the bottom of the page.	d conditions. Plea	se read these	a carefully and if yo	u agree to the terms select the ation of your authorization to (
Technical Hotli To use the Technical Box" and "Submit" bu Any breaches of Technical Helpde The terms "you"	Hotline, you must agree t Hotline, you must agree t iton, which is located at to be bound by such the the Terms of Use as ou tsk. , 'your" and "yours" are i	ditions the following terms and the bottom of the page.	d conditions. Plea	se read these	a carefully and if yo	u agree to the terms select the ation of your authorization to r
Technical Hotlin To use the Technical Box" and "Submit" bu Any breaches of Technical Helpde The terms "you" The terms "you"	Hotline, you must agree to tation, which is located at the barries of Use as ou tak. , 'your' and 'yours' are to "us" and "our" refer to to	ditions o the following terms and the bottom of the page. This is over as the page in the bottom or other le used to refer to actual or Ford Motor Company, suit	d conditions. Plea a provisions will intended Users of ssidiaries, affiliate	se read these ream I automatical f this Site an- as or Compar	e carefully and if yo lly result in termina d the Service. nies that have a bu	u agree to the terms select the ation of your authorization to u siness or other relationship vii
Technical Hotli To use the Technical Box" and "Submit" bu pose us me agent Any breaches of Technical Helpde The terms "you" The terms "you" Metor Company. 2. The Technical H this Service, you	Note Terms and Con Hotline, you must agree to tation, which is located at the Terms of Use as our set. "us" and "your" refer to I ""us" and "our" refer to I are representing to us th	ditions o the following terms an the bottom of the page. When the second second second time below, or other le used to refer to actual or ford Motor Company, sul sependent Operators [10] daty you are 10 years of a	I conditions. Plea provisions vii intended Users of sidiaries, affiliate] aged 18 and a ge or older.	se read these I automatical f this Site an as or Compai bove only, a	e carefully and if yo lly result in termina d the Service. nies that have a bu nd our services are	u agree to the terms select the ation of your authorization to t siness or other relationship wi for sale only to Purchasers. B
Technical Hotli To use the Technical Box" and "Submit" bu pose us me agent Any breaches of Technical Helpde The terms "you" Meter Company. 2. The Technical H this Service, you 3. Subject to your limited right to a	ne Terms and Con Hotline, you must agree to tation, which is located at the Terms of Use as our set. "us" and "our" refer to I "us" and "our" refer to I are representing to us th continued compliance wi the Site a	ditions o the following terms an the bottom of the page. When the set of the page interest of the set of the set issed to refer to actual or ford Meter Company, au legendent Operators [100 at you are 18 years of a the the Terms of Use, as the the Terms of Use, as	d conditions. Plea a formation of the second plat provisions will intended Users of sidiaries, affiliate sidiaries, affilitate sidiaries, affiliate sidiaries, affiliate sidiarie	se read these l automatical f this Site and as or Comparison bove only, and ges on this :	a carefully and if yo lly result in termina d the Service. nies that have a bu nd our services are site, you are grant	u agree to the terms select the ation of your authorization to (siness or other relationship wi for sale only to Purchasers. B ed a non-exclusive, non-transf
Technical Hotli To use the Technical Box" and "Submit" bu poor as me agent Any breaches of Technical Helgde The terms "you" Meter Company. 2. The Technical H this Bervice, you 3. Subject to your limited right to a 4. To the full exter companies. sub	He Terms and Con Hotline, you must agree to tation, which is located at the terms of Use as our site. "us" and "our" refer to i "us" and "our" refer to i "us" and "our" refer to i continued compliance wi to continued compliance with Site are represented by Site at nt under applicable law,	ditions o the following terms and the bottom of the page. Interest of users of the page interest of the page of the page interest of the page of the page of the page of the page of the page of the page of the page of the page of the the the page of the page of the the the page of the page of the page of the the the page of the p	I conditions. Plea a conditions. Plea al provisions will intended Users of sidiaries, affiliato a go or loker. well as other pa c. npany nor any c of any kind inclu	se read these I automatical f this Site an- as or Compar- bove only, ar- ges on this : f its officers ding, but not	a carefully and if yo Ily result in termini d the Service. nies that have a bu nd our services are site, you are grant , directors, employ.	u agree to the terms select the aution of your authorization to it siness or other relationship with for sale only to Purchasers. B ad a non-exclusive, non-transf rees, representatives, agents, or direct. indicata is.
Technical Hottii To use the Technical Box" and "Submit" bu you go the age of the terms "you" The terms "you" Meter Company. 2. The Technical H this Service, you s. Subject to your limited right to a 4. To the full exter	tections, you must spret to the time, you must spret to the terms of uses as our the terms of uses as our set. "your" and "yours" and use spleask is directed at ind are representing to us to epideak is directed at ind are representing to us to continued control and our problems to the terms of use to be the terms of use to be the didness or officias will be	ditions to the following terms an the bottom of the page. The or or our owner the timed below, or other le used to refer to actual refer to actual refer to actual refer to actual refer to actual refer to actual refer to actual the the Terms of Use, as of the the Terms of Use, as of the Terms of Use, as of the Terms of the T	I conditions. Plea a reasonance response all provisions will intended Users of solidaries, affiliate () god 18 and a go or older. well as other particular of any kind inclu	se read these l automatical f this Site an as or Compan bove only, at ges on this f its officers dino. but not	s carefully and if yo lly result in termino d the Sarvice. Inise that have a bu nd our services are site, you are grant v, directors, employ limited to, actual.	u agree to the terms select the ation of your authorization to u siness or other relationship wi for sale only to Purchasers. B ad a non-exclusive, non-transf eres, representatives, aparts, or direct, indirect, incidental, c
Technical Hottli To use the Technical Box" and "Submit" bu Any breaches of Technical Helpd The terms "you" Meter Company. 2. The Technical H this Service, you 5. Subject to your limited right to a 4. To the full exte companies, sub	testine, you must spret that the you must spret the terms of uses as use the terms of uses as use sk. "your" and "yours" are u "us" and "our refere to use the test state epdesk is directed at ind are representing to us the epdesk is directed at ind are representing to us the test and use the fifte as test as an use the fifte as test as an use the fifte as test as an use the fifte as the test a	ditions to the following terms an the bottom of the page. The or any service service timed below, or other le used to refer to actual regendent Operators [10, raid you are 18 years of a raid the Terms of Use, as d the Terminal Helpdes and the Technical Helpdes the lables for any damases tify that I have read and	I conditions. Plea al provisions vil intended Users of sidiaries, affiliate () aged 18 and a ge or older. well as other pa c, npany nor any c of any kind inclu agree to the Tack Submit	se read these l automatical f this Site an as or Compar bove only, at gas on this : f its officers f its officers dino. but not	s carefully and if yo lly result in termina d the Sarvice. nise that have a bu nd our services are site, you are grant , dinectors, employ limited to actual. - Terms & Condition	u agree to the terms select the ation of your authorization to u siness or other relationship wi for sale only to Purchasers. B ad a non-exclusive, non-transf ces, representatives, agents, or direct. indirect. indidentat. c s.

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.



					Log Out	Contact Us 📜 Cart (0)
Ford	FORD SERVIC	E INFO				
Home	Service Info	raining Diagnostic	: Tool Support * Security Accreditati	on Hotline Admin • M	y Subscriptions My	Account *
Manage	Subscripti	ons				
•	•					
Legal Represen You do not cu	itative: William Letch rrently have any subs	ford criptions.				
Manage	Users					
Total Active Us	er: 1					
		User Name	Name	Email	Phone	Select All
Inactivate	Remove	William60	EnterFirstName EnterLastName	mark1_3@msn.com		
Assign			Add			
	@ 2021 Ford Motor	Company Pricing Info	ormation Terms Cookie Settings Priv	racy <u>Return Policy</u> <u>Contact Us</u>	Help GB•GBR•EN-US	•

3. 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.

		Log	Out Contact Us T Cart (0)
Cord FORD SERVICE INFO			
Home Service Info Training Diagnostic Tool Support • Security	Accreditation Hotline	Admin • My Subscriptions	My Account +
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 lors@gford com	Term Start Date Expiration Date Unit Price	1 Month March 15, 2021 April 15, 2021 £494.33	
Technical Information and Ford Diagnosis and Repair	Total Price Including	6681 20	
The FORS license incorporates diagnostic and repair applications on current production whickes, an IDS Classic License on legacy valicles and access to Ford online Technical information including but not limited to: • Mechanical Repairs (Repair procedures, Diagnostics, Specifications etc. including body mechanicals) • Body AP Paint • Body & Paint • Wring Diagrams (including full auxiliary data). • Technical and General Service Bulletins	Add to Cart	2361.20	
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.			
© 2021 Ford Motor Company Pricing Information Terms Cookie Se	ttings <u>Privacy</u> <u>Return Polic</u>	y <u>Contact Us</u> <u>Help</u> GB-GBR	•EN-US•

- 4. 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.

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

5. 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.





6. 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 SERVICE INFO Payment confirmation								
	Order reference : 361576								
	Total charge : 581.20 GBP								
	Beneficiary : Ford Motor Company								
	Please select a payment method by clicking on the logo.								
Card; SSL secured transaction	VISA 🛄								
	Can I actually pay with my Maestro card?								
Verified by Mostercard VISA SecureCode Lancinger	Some powered by barclaycard								
	Cancel								

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

	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)*: V/V
	Card verification code* : <u>What is this?</u>
	* Mandatory fields
	Yes, I confirm my payment
	POWERED BY
Verified by VISA	S barclaycard
	Back Cancel

8. 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.

Log Out Contact Us 🐺 Cart (0)
(Jind) 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 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).

	Constitut Annual Martine	11-18 P		Out Contact Us E Cart (0
Home Service Into I Training Diagnostic Tool Support *	Security Accreditation	Hotine A	dmin • My Subscriptions	My Account *
/ Subscriptions vice Information	License Key	Term	Order Date	Expire Date
DRS and Technical Information License	J2HV-NGBX-QWCG-	1 Month	March 15, 2021	April 15, 2021
	GNSZ-LZTN			

Professional Technician System (PTS)

5	18	No Vehicle Selected No VIN Entered		_	Ford Service Info			(Re)			Help Logout				
Horr	e Vehicle ID	Diagnostics + 1	ISB/GSB/SSM≠	Workshop *	Wiring 🕶 P	C/ED▼ Se	ervice Tips • Owner In	ifo v							
	- Vehicle In	formation		_					_			_			
				Ente	r VIN				Previous VINs +	By Year & Model		GO			
	⊡Get Sam	nple Vin													

- o ×

Ford Diagnostic and Repair System (FDRS)

		٥	×
Ford Diagnosis and Repair System © 2017-2018 FORD MOTOR COMPANY			
Select the	e appropriate User Type and then enter your existing ETIS, PTS or Motorcraft Service User ID and Password. User Type Dealer/Ford Employee Control Cont		
	License Information		
FDRS Help	FDRS requires a license to continue. Click on Add License to install a license on this computer. Click Exit to close FDRS.		
●Announcements	Network Settings Add License Exit		
ACTION REQUIRED: Click here non IMPORTANT: When installing FDRS 1.0.1.16. VMS users must also ins	w to download and install 27.6.3 5 27.6.3 or IDS 121, you MUST install all available new software, including IDS 121, FDRS 27.6.3 , and VCI Software tall VMS 2.1.904.14.		
	FDRS 26.5.5 Not Connected: Click the icon to connect. 😫 👖 📰 📼		1



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 Conta	ict Us 🗮 Cart (I
Fired	FORD SERVIC	E INFO							
Home	Service Info T	raining Diagnosti	: Tool Support 🔹 📘	Security Accredita	tion Hotline	Admin 🔹 📔	My Subscrip	tions My Acco	unt +
100000	Cubaarinti								
anage	Subscripti	ons							
.egal Represer	tative: William Letch	ford							
	Product Number		Term	Quantity	Order Date	Expire Date	Minutes		
Details	FDRS and Technica	al Information License	1 Month	1	March 15,	April 15, 2021			0
					2021				
lanage	Users								
otal Active Us	er: 1								
		User Name	Name		Email		P	hone	Select All
activate	Remove	William60	Joe Fordemp		fordemp1@t	fordemp1@ford.com			
Assign				Add					
	© 2021 Ford Motor	Company Pricing Info	ormation Terms C	ookie Settinas Pr	rivacy Return P	olicy Contact U	s i Help i GE	B•GBR•EN-US•	

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)
FORD SERVICE INFO						
Home Service Info Training Diagnost	ic Tool Support 🔹 📄	Security Accreditation	Hotline	Admin 🔹	My Subscriptions	
Security Accreditation						
To use FDRS for key programming and entain module set tipdinek at the following small addresses: - United Kingdom: lishelydesk-utigmosi euro com - Germany: lishelpdesk-fou@masi-euro com - Rest of Europe: lishelpdesk-ru@masi-euro com The following charges apply from 1 August 2020.	urity applications, Indep	pendent Operators car	apply for EU5	Security Accre	ditation Access by	contacting the Ford IDS
Product Number	Unit Price	(Quantity		Total Pr	ice Including VAT
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	£220.15	1	I		£264.18	
Additional Employee Applications Per Employee (Non- refundable)	£44.03	[£0.00	
Add to Cart						
@ 2021 Ford Mater Company Pricing In	formation Terms Co	ookie Settings I. Privac	v I. Return Poli	cy Contact Us	I Help I GB•GBI	R+FN-11S+

- 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.

FORD SERVICE IN Home Service Info Training	IFO g Diagnost	ic Tool Suppor	t 🕶 📔 Secu	rity Accreditation	Hotline	Admin •	My Subscr	iptions	My Account •	
Shopping Cart										
Description	Start Date	Expiration Date	Unit Price	Quantity		Discount Code		Discount	Total inc VAT	
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	May 24, 2021	May 24, 2023	£220.15	1				£0.00	£264.18	Delete Save for Later
Additional Employee Applications Per Employee (Non-refundable)	May 24, 2021	May 24, 2023	£44.03	2 + -				£0.00	£105.67	Delete Save for Later
Subtotal	£308.21									
Discount	£0.00									
VAT	£61.64									
Total inc VAT	£369.85									
Clear Cart	Apply [Discount						Check Out		
© 2021 Ford Motor Compa	any <u>Pricing In</u>	formation <u>T</u>	erms <u>Cookie</u>	<u>Settings</u> <u>Privacy</u>	<u>Return Po</u>	licy <u>Contact U</u>	<u>a Help</u> (GB•GBR•EN	I-US•	

5. 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 SUSBSCRIPTIONS 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 Anree I do not agree	

6. 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 SERVICE INFO 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	
	Can I actually pay with my Maestro card?
Which personal information is collected and how is it used ?	
Verified by Mastarcard SecureCode Last mits	Some and the second sec
	Cancel

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





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 🖶 Cart (0)	
Find 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 .	
© 2021 Ford Motor Company Pricing Information Terms Cookie Settings Privacy Return Policy Contact Us Help GB+GBR+EN-US+	

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.

Tionie Service into	Training Dia	agnostic Tool Support 🔹	Security Accreditation	Hotline 🧳	Admin * My Subscrip	otions My Account *
Subscriptio	ons					
vice Informatio	n					
				-		
EDBS and Tashning lafer	mation License		License Key	1 Month	March 15, 2021	April 15, 2021
Diss and rechnical infor	nation License		GNSZ-L2YN	1 Wonth	march 13, 2021	April 10, 2021
er Products	litation application	Contact Us selecting your	IDS Helpdesk			
ner Products ceive your security accred	litation application	Contact Us selecting your Expire Date	IDS Helpdesk Quantity		Code	
ceive your security accred Title SERMI Processing Fee ncludes up to 3 Employees Nonrefundable)	Order Date March 15, 2021	Contact Us selecting your Expire Date March 15, 20	IDS Helpdesk Quantity 023 1		Code	
rites SERM Processing Fee Indudes up to 3 Seron Processing Fee Induces Up to 3 Seron	Itation application Order Date March 15, 2021 March 15, 2021	Contact Us selecting your Expire Date March 15, 2/ March 15, 2/	IDS Helpdesk Quantity 023 1 023 2	-	Code	
eer Products celve your security accred "the JERMI Processing Fee Imployees Nonrefundable) VidBional Employee Vyplications Provy imployee (Non- efundable)	Order Date March 15, 2021 March 15, 2021	Contact Us selecting your Expire Date March 15, 21	IDS Helpdesk Quantity 023 1 023 2 2	-	Code	

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 to the Ford Service Info site.
- 2. From the screen below the legal representative now selects the "Hotline" Tab.

Home	Service Info T	raining Diagnostic 1	ool Support 🔹 丨	Security Accred	litation Hotling	2 Admin •	My Subscriptions	My Account •
anage	Subscripti	ons						
egal Represe	Product Number	ford	Term	Quantity	Order Date	Expire Date	Minutes	
Details	FDRS and Technica	al Information License	1 Month	1	March 15, 2021	April 15, 2021		0
Details	SERMI Processing Employees (Nonrefi	2 Years	1	March 15, 2021	March 15, 2023		0	
Details	Additional Employee Employee (Non-refu	e Applications Per indable)	2 Years	2	March 15, 2021	March 15, 2023		0
anade	Users							
otal Activa II	For: 1							
otal Active U	ser: 1	User Name	Name		Email		Phone	Select All

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 T Cart (0)
Home Service Info Training Discoverie Tool Support & Security Ac	preditation Hottine A	torio x 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.	Your Call Center	Colchester	>
The following charges apply from 1 August 2020.	Call Minutes	1	
pproximately 20 minutes.	Unit Price	£1.32	
	Total Price Including VAT	£1.58	
Once you have generated your 9-digit code go to Contact Us and select the appropriate echnical Hotline Service for your market.			
	Add to Cart		
Technical Hotline Terms and Conditions			
To use the Technical Hotline, you must agree to the following terms and conditi Box" and "Submit" button, which is located at the bottom of the page.	ons. Please read these ca	refully and if you agree to	the terms select the "Tick
 Please read this Disclaimer and Terms of Use pages (Terms and Condition you do not agree to be bound by such Terms of Use, do not use the Techn 	ns) carefully. By using the ical Helpdesk.	Technical Helpdesk, you	accept the Terms of Use. If
Any breaches of the Terms of Use as outlined below, or other legal prov Technical Helpdesk.	isions will automatically r	esult in termination of yo	ur authorization to use the
The terms "you", "your" and "yours" are used to refer to actual or intende	d Users of this Site and th	e Service.	
The terms "we", "us" and "our" refer to Ford Motor Company, subsidiarie Motor Company.	s, affiliates or Companies	that have a business or o	other relationship with Ford
The Technical Helpdesk is directed at Independent Operators [IOs] aged this Service, you are representing to us that you are 18 years of age or old	18 and above only, and o der.	our services are for sale o	nly to Purchasers. By using
Subject to your continued compliance with the Terms of Use, as well as limited right to access and use this Site and the Technical Helpdesk.	other pages on this site	you are granted a non-e	sxclusive, non-transferable,
			>
* I certify that I have read and agree to Su	o the Technical Hotline Te	rms & Conditions.	
© 2021 Ford Motor Company Pricing Information Terms Cookie Setting	as Privacy Beturn Policy	Contact Us Help GB+GB	ReEN-USe

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 O	ut Contact Us 🗑 Cart (0)
FORD SERVICE INFO			
Home Service Info Training Diagnostic Tool Support • Security Acc	reditation Hotline Ac	dmin • 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 Call Minutes Unit Price Total Price Including VAT	Colchester 30 £1.32 £47.52	
© 2021 Ford Motor Company Pricing Information Terms Cookie Setting	s <u>Privacy</u> <u>Return Policy</u>	Contact Us Help GB+GBR+E	N-US•

- 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 ٠ minutes, the legal representative can press the + and - buttons to adjust to the required number of minutes.

Shopping Cart Description Start Date Expiration Unit Price Quantity Discount Code Discount Total inc. Total inc. Hotline Minutes May 24, 2022 May 24, 2022 \$1.32 30 • • • • • • • • • • • • • • • • • • •	Ford Servi Home Service Info			• Secu	rity Accreditation Hoti	ne Admin +	My Subscriptions	My Account *	
Description Start Date Expiration Date Unit Price Quantity Discount Code Discount Total Inc VAT Hotline Minutes May 24, 2021 May 24, 2021	Shopping Cart								
Hotine Minutes May 24, 2021 May 24, 2022 £1.32 30 + • • End £0.00 £47.52 Delete 1 Save for Later Subtotal £39.60 £47.52 Delete 1 Save for Later Later Later Later Discount £0.00 £47.52 Delete 1 Save for Later Later Later VAT £7.92 E E E E E E Total Inc VAT £47.52 E E E E E	Description	Start Date	Expiration Date	Unit Price	Quantity	Discount Code	e Discour	t Total inc VAT	
Subtotal £39,60 Discount £0.00 VAT £7.92 Total Inc VAT £47.52	Hotline Minutes	May 24, 2021	May 24, 3 2022	£1.32	30 + -		£0.00	£47.52	Delete Save for Later
Discount £0.00 VAT £7.92 Total Inc VAT £47.52	Subtotal	£39.60							
AT £7.92 otal Inc VAT £47.52	iscount	£0.00							
Fotal Inc VAT £47.52	/AT	£7.92							
	Fotal Inc VAT	£47.52							
Clear Cart Apply Discount Check Out	Clear Cart	Apply D	Discount				Check Ou	ıt 🔶 👘	

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.

Ford SERVICE INFO	
Return Policy	
ANNUAL SUSBSCRIPTIONS 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	

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.

	(Vind) FORD SERVICE INFO 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	VISA 🛄
	Can I actually pay with my Maestro card?
Which personal information is collected and how is it used ?	
Verified by Mastercard	POWERED BY
VISA Sector	S barciaycard
	Cancel

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



11. 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 🗮 Cart (0)
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 .	
© 2021 Ford Motor Company Pricing Information Terms Cookie Settings Privacy Return Policy Contact	Us Help GB+GBR+EN-US+

12. 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.

Home Service Info	Training Diagnost	c Tool Support 🔹 📔 Securit	y Accreditation Hotline	Admin • My Subso	riptions My Account +
/ Subscriptic	ons				
ervice Informat	tion				
er Products					
eceive your security accred	ditation application Contac	t Us selecting your IDS Helpd	lesk		
cceive your security accred	fitation application Contac	t Us selecting your IDS Helpd Expire Date	Quantity	Code	
rceive your security accred Title Hotline Minutes	Order Date March 16, 2021	Expire Date March 23, 2021	Quantity 30 minutes	Code 899684771	Get 9-Digit Code
Title Hotline Minutes SERMI Processing Fee Includes up to 3 Employees (Nomrefundable)	Order Date March 16, 2021 March 15, 2021	Expire Date Expire Date March 23, 2021 March 15, 2023	Quantity 30 minutes 1	Code 899684771	Get 9-Digit Code

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.



y Subscriptic	ons				
Service Informat	tion				
her Products					
eceive your security accred	litation application Contac	t Us selecting your IDS Helpo	lesk		
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-	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.

+ Service Informati	on					
Others Developments						
Other Products		Us salastina un ID	C Lista da alc			
To receive your security accredit	ation application Contact	US selecting your ID	5 Helpdesk			
Title	Order Date	Expire Date	Qua	antity	Code	
Hotline Minutes	March 16, 2021	March 23, 2021	25 r	minutes		Get 9-Digit Cod
SERMI Processing Fee Includes up to 3 Employees (Nonrefundable)	March 15, 2021	March 15, 2023	6 1			
Additional Employee Applications Per Employee (Non- refundable)	March 15, 2021	March 15, 2023	2			
Toral Ford	ERVICE INFO nfo Training Diagno tions	pstic Tool Support *	Security Accredit	tation Hotline	Admin • My Subscrip	tions My Account *
(Stard) FORD E Home Service I My Subscrip - Service Inform	ERVICE INFO 10 Training Diagno tions hation	stic Teel Support •	Security Accredit	tation Hotline	Admin + My Subscrig	Nons My Account +
Ford Service II Service Inform Title	tions	stic Tool Support •	Security Accredit	tation Hotline Term	Admin • My Subscrig Order Date	Ny Account •
CODENT FORD S Norme Service In Service Inform Trise FORS and Technical	tions Information License	halls: Tool Support +	Security Accredit License Key OKFM-H35G-9LN J4XM-KS83	tation Hotline Term 45- 1 Week	Admin • My Subscrig Order Date March 16, 2021	Norma My Account • Kerns My Account • Expire Date March 23, 2021
CODE Nome Service II My Subscrip - Service Inform Title FORS and Technical FORS and Technical	tions Information License Information License	salic Tool Support +	Security Accredit License Key OKFM-H35G-9Lh J-XM-K583 JAW-K583 JAW-K682-QW GNS2-L2VN	Term Term 1 Week CG- 1 Month	Admin • My Subscrip Order Date March 16, 2021 March 15, 2021	Nicons My Account • Expire Date March 23, 2021 April 15, 2021
Control Ford Service II Nervice II My Subscrip - Service Inform Title FORS and Technical FORS and Technical	Information License	salic Tool Support +	Security Accredit License Key GKFM-H3SG-9Lh J4XM-KS83 J2HV-NGK-QW GNS2-L2YN	tation Hotline Term 45- 1 Week CG- 1 Month	Admin • My Subserig Order Date March 16, 2021 March 15, 2021	Aliona My Account • Expire Date March 23, 2021 April 15, 2021
Control of the sector of the s	Information License	natic Teel Support +	Security Accredit License Key OKFM-1350-9Lh J4XM-KS83 J2HV-NBX-OW GNSZ-L2YN IDS Helpdesk	Itation Hotline Term M5- 1 Week CG- 1 Month	Admin • My Subscrig Order Date March 16, 2021 March 15, 2021	Alions My Account • Expire Date March 23, 2021 April 15, 2021
CODE FORD S Norm Service II My Subscrip - Service Inform Tile FORS and Technical FORS and Technical FORS and Technical To reserve your security a	tions information License creditation application Con	satic Tool Support +	Security Accredit License Key OKTM-1350-9LN J4XM-KS83 J2HV-NGX-GW ONSZ-1_2VN	Lation Hotline Term 45- 1 Week CG- 1 Month	Admin • My Subserig Order Date March 16, 2021 March 15, 2021	kions bly Account • Expire Date March 23, 2021 April 15, 2021
CONTROL STATES	tions Information License	Inter the Support +	Security Accredit	tation Holline Term 45- 1 Week CG- 1 Month	Admin • My Subscrip Order Date March 16, 2021 March 15, 2021	My Account * *
CONTROL SCRAFT THE TOTES and Technical FORS and FORS and F	tions Information License Creditation application Con Order Date March 16, 2021 March 15, 2021	Aact Us selecting your Expire Date March 13, 20 March 15, 20	Security Accredit	tation Holline Term 45- 1 Week CG- 1 Month Manthy minutes	Admin • My Subscrig Order Date March 16, 2021 March 15, 2021	My Account • My Account • Expire Date March 23, 2021 April 15, 2021 Get 9-Digit Code



- 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".

anage	e Subscripti	Training Diagnostic	Tool Support 🔹	Security Accred	ditation Hotline	Admin • Manage Us Manage Su Update Cor	My Subscriptions ers bscriptions npany Infomation	My Account *
gal Repres	Product Number	ford	Term	Quantity	Order Date	Evnire Date	Minutes	
Details	FDRS and Technic	al Information License	1 Week	1	March 16, 2021	March 23, 2021	initiates	0
Details	Hotline Minutes		1 Year	25	March 16, 2021	March 2021	25	•
Details	FDRS and Technic	al Information License	1 Month	1	March 15, 2021	April 15, 2021		0
Details	SERMI Processing Employees (Nonref	Fee Includes up to 3 fundable)	2 Years	1	March 15, 2021	March 15, 2023		0
Details	Additional Employe Employee (Non-ref	e Applications Per undable)	2 Years	2	March 15, 2021	March 15, 2023		0
anage								
		User Name	Name		Email		Phone	Selevit All
activate	Remove	William60	Joe Fordemp		fordemp1@f	ord.com		

- 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

v Subscriptio	one					
y Subscriptic	5115					
ervice Informat	ion					
Title			License Key	Term	Order Date	Expire Date
FDRS and Technical Info	mation License		GKFM-H35G-9LM5- J4XM-KS83	1 Week	March 16, 2021	March 23, 2021
DRS and Technical Information License			J2HV-NGBX-QWCG-	1 Month	March 15, 2021	April 15, 2021
her Products	ditation application Conta	at Us selecting your	GNSZ-L2YN			
her Products sceive your security accre	ditation application Conta	ct Us selecting your Expire Date	GNSZ-L2YN IDS Helpdesk Quantity		Code	
her Products acceive your security accre Tritte Hotline Minutes	ditation application Conta Order Date March 16, 2021	Expire Date	IDS Helpdesk Quantity D21 25 minute	5	Code	Get 9-Digit Code
her Products sceive your security accre Title Hotline Minutes SERMI Processing Fee Includes up to Sing Fee Includes up to Xing Fee Includes up to Xing Fee Nonrefundabile)	ditation application Conta Order Date March 16, 2021 March 15, 2021	Expire Date March 23, 20 March 15, 20	GNS2-L2YN IDS Helpdesk Quantity 221 25 minute 223 1	8	Code	Get 9-Digit Code

- 3. 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:
 - a. The legal representative selects and enters a dot in the circle in the far-right hand column for the FDRS and Technical Information License.
 - b. The legal representative would then enter a tick in the box of the added employee and select the "Assign" button.
 - c. The legal representative will then receive a confirmation "Order successfully transferred to employee".
- 4. The employee can then login to their account and proceed to use the FDRS Technical Information License the same as the legal representative.



nage \$	Service Info		Diagnostic To	ol Support ▼	Security Accred	itation Hoti	Manage Manage Update C	My Subscrip Users Subscriptions Company Infoma	tions	My Account *
garnepresent	Product Number	inora		Term	Quantity	Order Date	Expire Date	Minutes		
Details	FDRS and Techni	ical Informati	on License	1 Week	1	March 16, 2021	March 23, 2021			0
Details	Hotline Minutes			1 Year	25	March 16, 2021	March 23, 2021	25		0
Details	FDRS and Techni	ical Informati	on License	1 Month	1	March 15, 2021	April 15, 202	21		
Details	SERMI Processing Employees (Nonre	g Fee Include efundable)	es up to 3	2 Years	1	March 15, 2021	March 15, 2023			0
Details	Additional Employ Employee (Non-re	ree Applicatio afundable)	ns Per	2 Years	2	March 15, 2021	March 15, 2023			0
anage l						Email			lboog	Salact All
otal Active Use		Lines Ma							"HOHE	

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 S	SERVICE INFO								
Hom	e Service I	nfo Training Diagnos	tic Tool Support 🔹	Security A	Accreditation	Hotline	Admin •	My Subscriptions	My Account	•
Vanago	e Subs	criptions								
Legaritepre	Product N	umber	Term	Quanti	ity Order	Date	Expire Date	Minutes		
Details	FDRS and	1 Technical Information Licens	e 1 Month	1	May 2	4, 2021	June 24, 2021		C)
Details	Hotline Mi	nutes	1 Year	30	May 2	4, 2021	May 24, 2022	30)
Janago Total Active		3								
	User Name	Name	Email		Phone	Security	Accreditation	Expiration Date		Select All
Inactivate Remove	Toddford1	Todd Fordie	mletchfo50@ford.o	com						
Assign			l	Add						
	© 2021	Ford Motor Company <u>Pricing I</u>	nformation <u>Terms</u>	Cookie Setti	ings <u>Privacy</u>	Return Po	olicy <u>Contact U</u>	<u>s Help</u> GB∙GBR∙EN	I-US•	

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

Home Service Info Train	ing Diagnostic Tool Support •	Security Accreditation	Hotline	Admin •	My Subscriptions	My Account *
Technical Training						
Gain a better understanding of Ford	vehicle systems with web-based technica	I training and classroom	student ref	erence materia	al direct from the manu	facturer. Select a category
o launch a purchased training cou	se, please login using Google Chrome	s, class-specific details,	and purchas	se options.		
	001/					
Piedse choose a caleg	OI Y					
Acrobat Reader Current Versi	00					
Most courses contain audio						
Alternative Fueled Vehicles	Includes Ford Dedicated CNG a	nd multiport injection Bi-	Fuel vehicle			
Gasoline Engine Performance	Includes Theory, Operation and Diagnostic Test equipment for F	the relationships betwee uel/Air, Ignition, Emissio	n the syster n Systems a	ms and system and their comp	n types. Includes use a onents	nd interpretation of the
Gasoline Engine Repair	Includes basic engines operation	n, component operation,	tools, and te	est used for di	agnosis	
Diesel Engine Performance	Includes Diesel Engine Performa generated concerns and the per	ance concerns and the u formance of diagnostic t	se of neces est and proc	sary Service F cedures	ublications, diagnosis	of code and no-code
Diesel Engine Repair	Includes Base Engine Theory an	d Operation, which inclu	ides genera	l repair procec	lures for both the 7.3L	and 6.0L Diesel Engines
Steering & Suspension	Includes Electronic Steering & S much more	uspension, Base Steerir	ıg & Suspen	sion, Noise Vi	bration & Harshness F	Principles & Diagnosis and
Electrical Systems	Includes Electrical System Diago and much more	nosis, Basic Electrical Th	ieory & Ope	ration, Batterie	es, Starting & Chargin	g Systems Theory & Opera
Climate Control	Includes operation, service and	diagnostic processes for	heating, air	distribution, a	nd air conditioning sys	tems
Manual Transmission	Includes operation, diagnosis, a	nd proper service proced	lures of the	Manual Trans	mission and Transaxle	
Automatic Transmission	Includes disassembly, assembly	, inspection, measuring,	and critical	adjustment pr	ocedures on Automati	c Transmissions
Brakes	Includes General Brakes Diagno	sis & Repair, Anti-Lock	Brakes Diag	nosis & Repai	r and Brake Systems	Dverview
New Model Training	Includes training courses on the updates and or procedures for the	new and/or updated veh ne vehicle(s) and an ove	icles for the rview of all r	current mode	l year. Course(s) inclu dated features of the p	de any new service related roduct
Fix-It-Right-The-First-Time	Includes targeted training for spo a concern	ecific vehicle systems or	concerns. S	pecial diagno:	stic approaches may b	e covered to simplify locati

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

Home Service Ir	nfo Training Diagnostic Tool Support + Security Accreditation Hotline Admin + My Subscriptions My Account +
Motorcraft T	raining Curriculum Information
motororant in	
Course List	
Details	Introduction 2012.75 Tourneo Custom/Transit Custom - 2019.75 eIntro - V362 Transit PHEV [S362V01102]
Details	Introduction 2019.0 Focus - C519 [TN7002254C]
D-1-1-	2021 New Model Training Overview [S727C01102]
Details	

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 S	ERVICE INFO	/Accreditation Hotline Ac	dmin ∗ My Subscriptions My Account ∗
2021 New Mc	odel Training Overview		
FCS Number:	FCS-001164 This course provides information regarding the new	Term Start Date	1 Month
Course Description:	features and technologies introduced during the 2021 model year.	Expiration Date Unit Price	June 27, 2021 £13.21
Course Type:	WEB	Total Price Including VAT	£15.85
	-	Add to Cart	

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 I	NFO						-		
Home Service Info Traini	ng Diagnost	ic Tool Suppo	rt 🕶 📔 Secu	rity Accreditation	Hotline Admin	🔹 📔 My Subsc	riptions N	fly Account 🔹	
Shopping Cart									
Description	Start Date	Expiration Date	Unit Price	Quantity	Discoun	t Code	Discount	Total inc VAT	
2021 New Model Training Overview	May 27, 2021	June 27, 2021	£13.21	1			£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		
	1.0.1.1		10.11					10	

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.

	^
	~
>	
	>

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.



	Ford SERVICE INFO 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	VISA 🛄
	Can I actually pay with my Maestro card?
Which personal information is collected and how is it used ?	
Verified by Measured	Somered By
	Cancel

9. The legal representative 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 : 361580
	Total charge : 47.52 GBP
	Beneficiary : Ford Motor Company
	Pay with: VISA Cardholder's name*: : Card number*: : Expiry date (nm/yyyy)*: V/V Card verification code*:
Weified by VISA	Source of Cancel

10. 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 🗮 Cart (0)
Home Service Info Training Diagnostic Tool Support • Security Accreditation Hotline Admin • My S	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 .	1
© 2021 Ford Motor Company Pricing Information Terms Cookie Settings Privacy Return Policy Contact Us He	년 GB•GBR•EN-US•

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



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My Subscriptions				
Technical Training				
Title	Term	Order Date	Expire D	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.

Tord FORD SERVICE T	RAINING		Q. Search (M) Mark
Your Profile	e before proceeding to training.		
	First Name	Country	State
М	Mark Last Name	United Kingdom * Company/Organization	Select one
Change Profile Picture	Letchford	Find your company/organization	* If your company is not listed ADD NEW
SAVE PROFILE			your company is not about recreation

- 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 Service training		Q. Search Mark
> S7z7Co11oz		
S727C01102 - 2021	New Model Training Overview	
This move provide information regarding the new features and last instrumed during the 2021 model year.		
	LESSONS	Content Language: ENGLISH UNITED STATES
o1 - Course Introduction		LAUNCH
oz - Mustang Mach-E		LAUNCH
03 - 1 General Information		LAUNCH
04 - 2 Chassis		LAUNCH
og - 3 Powertrain		LAUNCH
06 - 4 Electrical		LAUNCH
o7 - 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.







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.

TIOTTle Service IIII0	Training Diagnostic Tool Support • S	ecurity Accreditation Hotline	Admin • My Subscript	tions My Account -
4		6		My Profile elcome Change Password Order History Log Ou Saved Items
			Ne	ew To FordServiceInfo? Register Today
Site Features	My Profile	Ford Motor Comp	any	
Site Features Pricing Information Free Resources Parts Catalogue (Microcat)	My Profile Log Out Register	Ford Motor Comp	eany ebsite and the Ford Diagnosis eeen updated to provide the er t the new European legislative	s and Repair system nhanced functionality e requirements.
Site Features Pricing Information Free Resources Parts Catalogue (Microcat) Announcement	My Profile Log Out Register	Ford Motor Comp 550 This w have to to the development of diagnon to the development of di	ebsite and the Ford Diagnosis been updated to provide the er t the new European legislativ stic tools wishing to purchase agnostic tools and those com	s and Repair system nhanced functionality e requirements. diagnostic data that will contribute panies engaged in Periodic Test panies data that stard and the stard and th
Site Features Pricing Information Free Resources Parts Catalogue (Microcat) Announcement Dear User.	My Profile Log Out Register	Ford Motor Comp Ford Motor Comp This w have to to the development of di Inspection related activit provisions.	eany ebsite and the Ford Diagnosis even updated to provide the er t the new European legislativ stic tools wishing to purchase agnostic tools and those comp ies should email IORS@ford.	s and Repair system nhanced functionality e requirements. diagnostic data that will contribute panies engaged in Periodic Test com for further details of Ford's

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

FORD SERVICE INFO Home Service Info Training Diagnostic Tool Support · Security Accreditation Hotine Admin · My Subscriptions My Account · Edit profile * User Name Technician12 Should be minimum 8 and maximum 50 characters. * First Name - - - * Last Name - - Country United Kingdom - Language English - * Email Tester 12@amial.com - Ford Motors - -			Log Out Contact Us 📜 Cart (0)
Home Service Info Training Diagnostic Tool Support • Security Accreditation Hotline Admin • My Subscriptions My Account • Edit profile •	Simd FORD SE	RVICE INFO	
* User Name Technician12 Should be minimum 8 and maximum 90 characters. * First Name - * Last Name - Country United Kingdom Language English * Email Tester 12@amial.com Ford Motors Ford Motors	Home Service Inf	io Training Diagnostic Tool Support + Security Accreditation Hotline Adr	min • My Subscriptions My Account •
Edit profile * User Name Technician12 * First Name - * Last Name - Country United Kingdom Language English * Email Tester 12@amial.com Ford Motors Ford Motors			
* User Name Technician12 * First Name - * Last Name - Country United Kingdom Language English * Email Tester 12@amial.com Ford Motors -	dit profile		
* User Name Technician12 Should be minimum 8 and maximum 50 characters. * First Name * Last Name Country United Kingdom Language English * Email Tester 12@amial.com Ford Motors Ford Motors	uit prome		
* First Name * Last Name Country United Kingdom Language English * Email Company Name Ford Motors Ford Motors	* Liser Name	Technician12 Should be minin	num 8 and maximum 50 charactere.
* First Name * Last Name Country United Kingdom Language English Tester 12@amial.com Ford Motors	Osci Name		
* Last Name Country United Kingdom Language English ~ * Email Tester 12@amial.com Ford Motors	* First Name	~	
Country United Kingdom Language English * Email Tester 12@amial.com Ford Motors	* Last Name	·	
Country United Kingdom Language English * Email Tester 12@amial.com Company Name Ford Motors			
Language English * Email Tester 12@amial.com Company Name Ford Motors	Country	United Kingdom	
* Email Tester 12@amial.com	Language	English 🗸	
Company Name Ford Motors	* Email	Tester 12@amial.com	
Company Name Ford Motors			
	Company Name	Ford Motors	
* Required Fields	* Required Fields		



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

Home	Service Info	Training Diagnos	tic Tool Support - S	ecurity Accreditation H	otline Admin •	My Subscriptions My Ad	count +
Success! User	have been update	d successfully					
Edit profi							
Ealt profi	le						
Your account has b	een updated succ	essfully.					

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.

