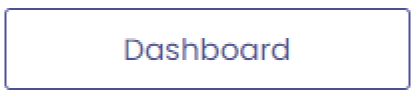
# ACSTUCSON.COM INSTRUCTIONS

Below are the instructions for how to navigate and use our website. As always, if you have any questions please give us a call at 520-400-2775.

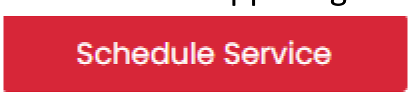
- **Creating an account/Initial account setup**
  - Go to acstucson.com and click Login/SignUp in the top right corner

    
    
  - Fill in your shop name and login information and press Register

    
    
  - When logged in, go to your dashboard in the upper right corner

    
    
  - Select 'Add/Edit Shop Information' and make sure everything here is entered and correct

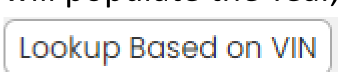
    Add/Edit Shop Information
- **Website Overview**
  - To schedule new service with us, click the Red 'Schedule Service' button in the upper right hand corner.

    
    
  - If you want employees/staff to have their own login to access the website and all related files, go to your Dashboard and select 'Add Contact' and enter their information.

    
    
    Add Contact
  - On your Dashboard, you will find all of your vehicles listed in their related tabs, and below is our FAQ. The different tabs are for you to keep track of your vehicles and their status:
    - Service Requests – Vehicles that have been submitted but haven't been scheduled yet

        - Scheduled Appointments – Vehicles that have been scheduled. The job will stay in this state while we have the car up until we are finished.
        - Completed Appointments – Jobs that we are completed with, but have not created the invoice yet
        - Support Documents – Jobs that are done, have been invoiced, and all documents related to this job have been uploaded
        - Paid – You have paid us for the job and it is complete
    - When you have submitted service for a vehicle, you can view the details of that job by clicking on the vehicle in your dashboard. It will be under one of the above listed tabs depending on when you are needing to access it.
        - 2021 Toyota Camry (...461435)
            - On the left hand side you will have all related information for that vehicle, including VIN, Make, Model, Year, Vehicle Mileage, and service details.
            - On the right hand side, you will have the scheduled date/time, a message box in-case you need to shoot us over a message related to this vehicle, both of your invoices (Retail is for insurance, Billing is for us), and your Files needed like Pre and Post scans, as well as supported pictures and screenshots.
- **Scheduling Service**
    - Select the Schedule Service button in the upper right hand corner


    - Enter the vehicle VIN and click the button 'Lookup Based on VIN'. This will populate the Year, Make, Model, and Engine




    - Enter the current vehicle mileage
    - Enter your RO number if you have one
    - Select what service you are requesting for this vehicle.
        - Programming and/or Coding –

    - Static No Scan Tool –
    - Static with Scan Tool –
    - Dynamic with Scan Tool –
    - Static and Dynamic with Scan Tool –
    - Second & Third Calibration (One hour labor) –
    - Diagnostic Fee – Return Visit Parts issue
    - Post Scan with Documentation
  - The reason for your service – 'Front radar calibration'
  - If any present DTC's you can list them here
  - Select where the collision was on the vehicle
  - Pick-up Type – are we getting the vehicle from you and bringing it back or are you going to drop it off?
  - Current Fuel Level
  - What Date are you requesting for this service to be completed?
  - Do you want a post scan?
  - If you have any related files that would be helpful for us to get the job completed for efficiently, please upload them here

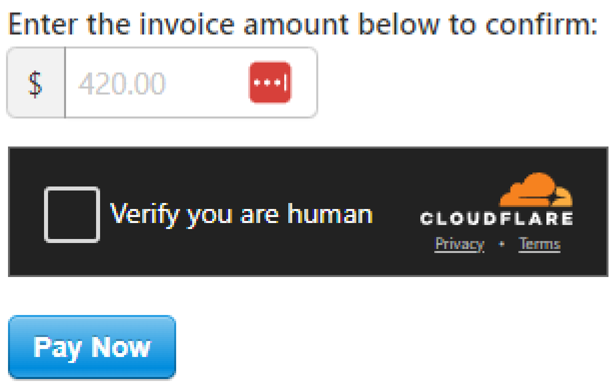
    
    

  - After everything is submitted, go ahead and press Submit! We will reach out once we receive it to schedule the time and move forward

- **Making a payment**
  - In your dashboard, click on the vehicle you need to make your payment for
  - View your Billing invoice on the right hand side

- At the bottom of your invoice you will need to enter the invoice amount to confirm the cost and press pay now




- This will open Stripe. Fill in your billing information as well as your email you want a receipt to go to and press pay

- **Downloading your Files**
  - When viewing the specific vehicle you need your files for, on the right hand side you will see your files
  - Underneath is a download all button, this will download all of the files into a zip file on your computer