Title	FCA account purchase and device addition		
Writer	Blue	**No.**	KFGN-BLUE20221021
Product	Thinkcar full range of equipment	**Brand**	/
Key Word	FCA，SGW，Security Gateway		

North American Registration/Login Address：https://webapp.autoauth.com/

Note: At present, only North American gateway accounts can be used, while European accounts cannot be logged in and unlocked.

1. Go to the AutoAuth home page at https://webapp.autoauth.com and click the Register button. (If already had an account, please go to step 8 directly) .
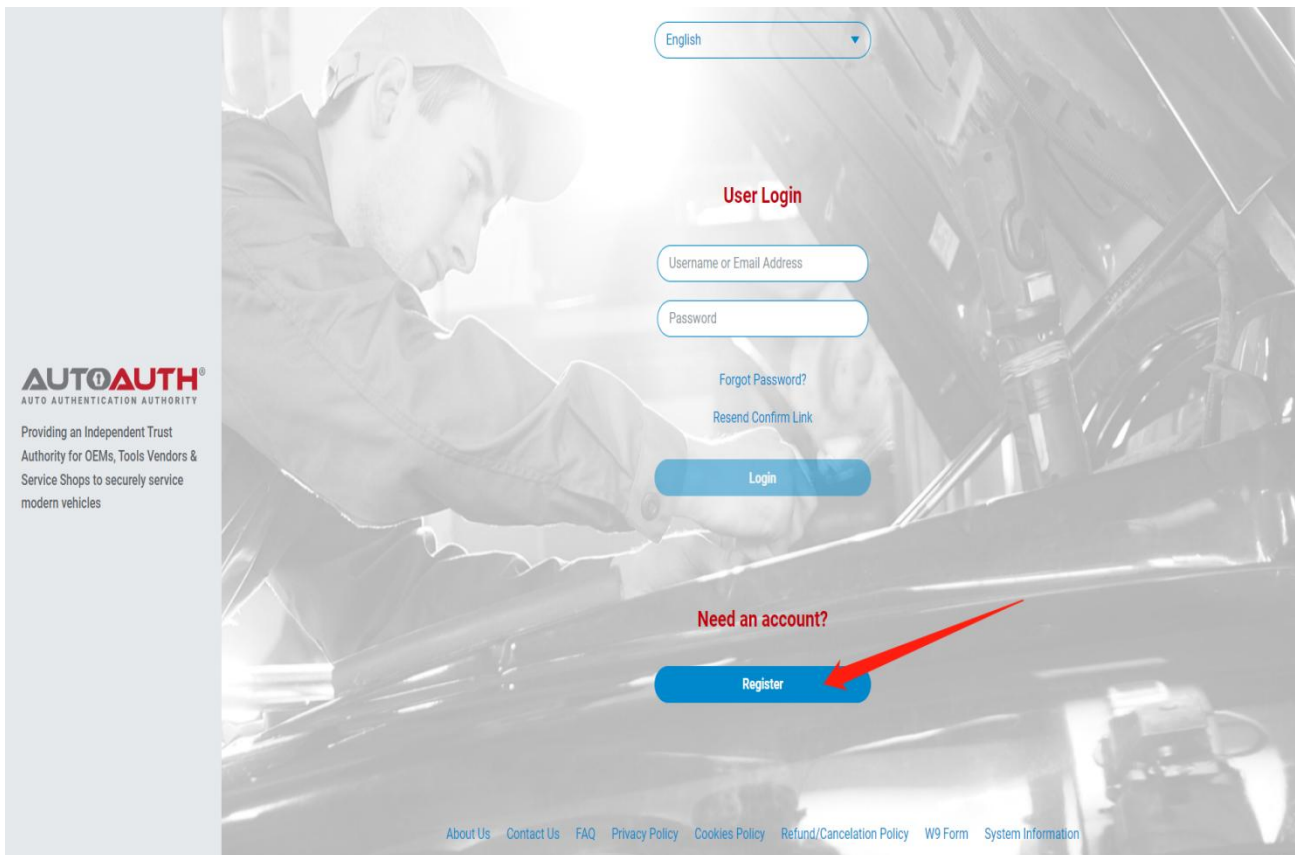
2. Finish the registration form shown below:

English ▼

User Signup

USERNAME
Username

EMAIL
Email

FIRST NAME
First Name

CONFIRM EMAIL
Confirm Email

LAST NAME
Last Name

PASSWORD
Password

CONFIRM PASSWORD
Confirm Password

Terms & Conditions   ☐ ACCEPT

THIS SITE IS PROTECTED BY RECAPTCHA AND
THE GOOGLE PRIVACY POLICY AND TERMS OF
SERVICE APPLY.

Signup

AUTOAUTH®
AUTO AUTHENTICATION AUTHORITY

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Authority for OEMs, Tools Vendors &
Service Shops to securely service
modern vehicles

About Us   Contact Us   FAQ   Privacy Policy   Cookies Policy   Refund/Cancelation Policy   W9 Form   System Information

3. Verify the account in the mailbox, enter the username and password then click the "Login" button.

English ▼

An Account Validation link has been sent to
lanshangjing@mythinkcar.com   ×

User Login

Username or Email Address

Password

Forgot Password?

Resend Confirm Link

Login

Need an account?

Register

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4. After logging in, select the corresponding menu according to your own situation.
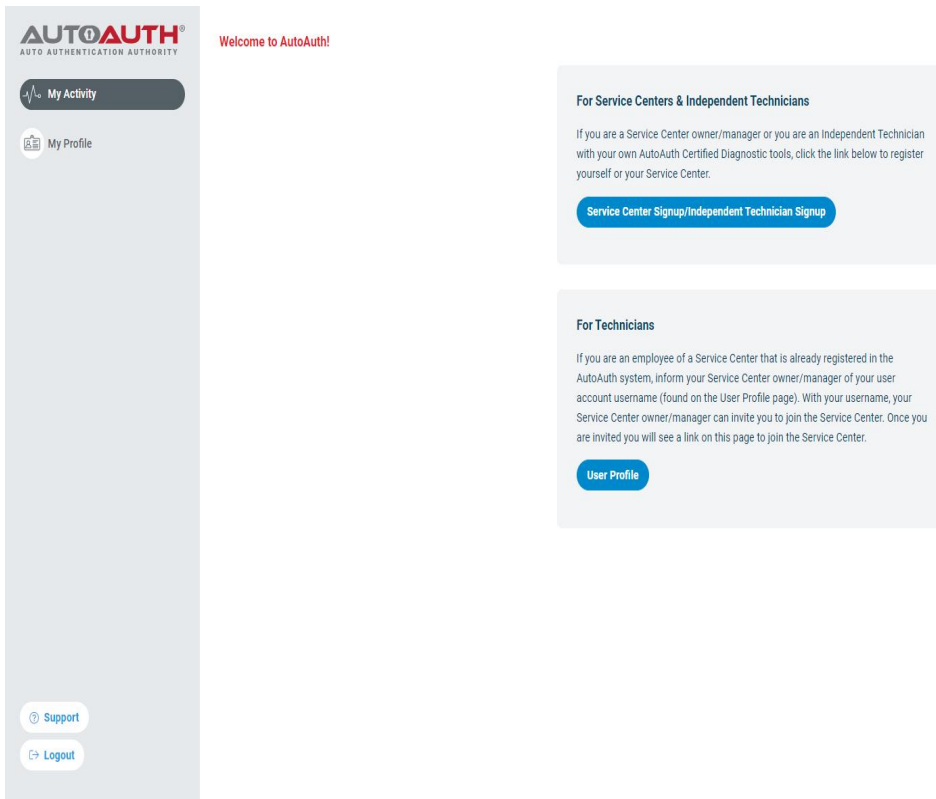
5. Choose the corresponding package according to your own situation.

6. Make a payment.

7. After the payment is successful, enter the operation page.

8. Select "Manage Tools".
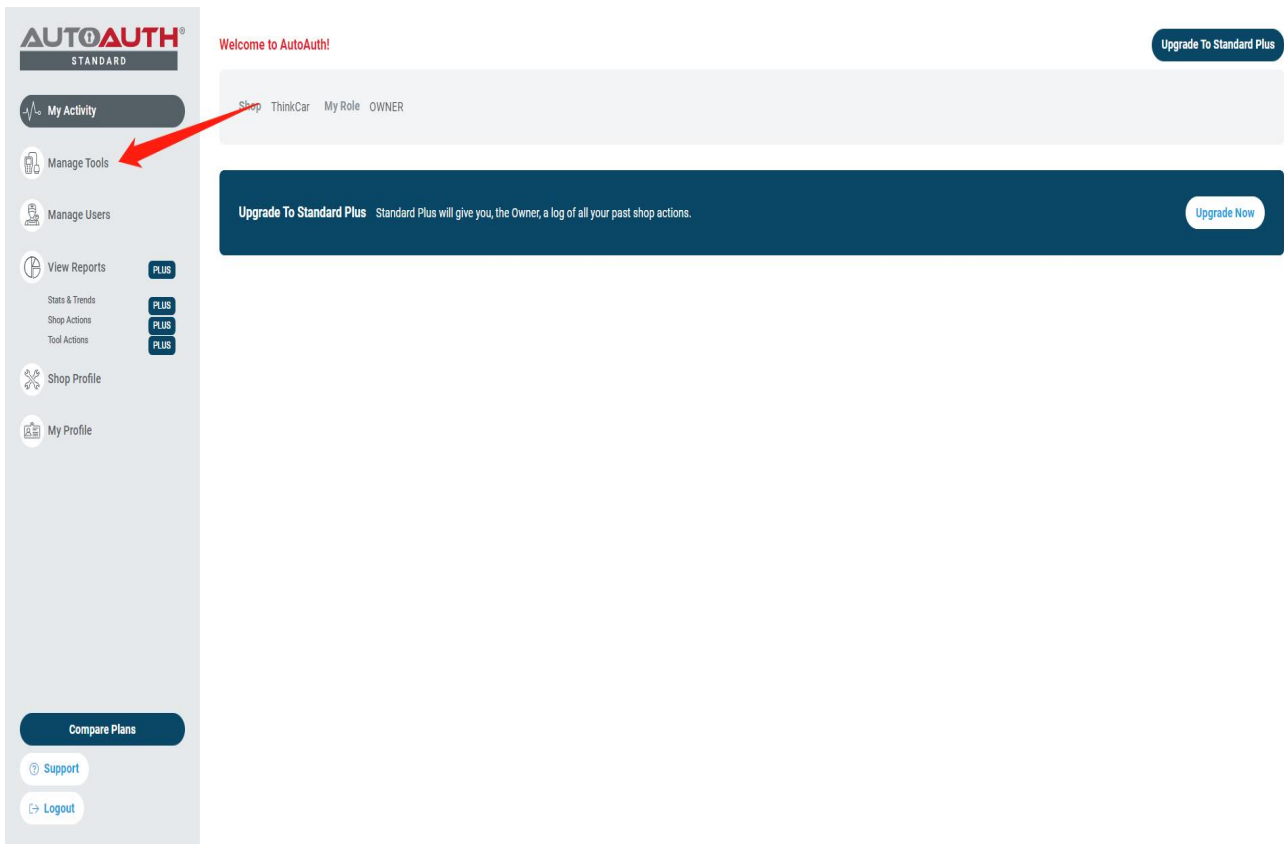
9. Tap "Add Tool" to add the device.
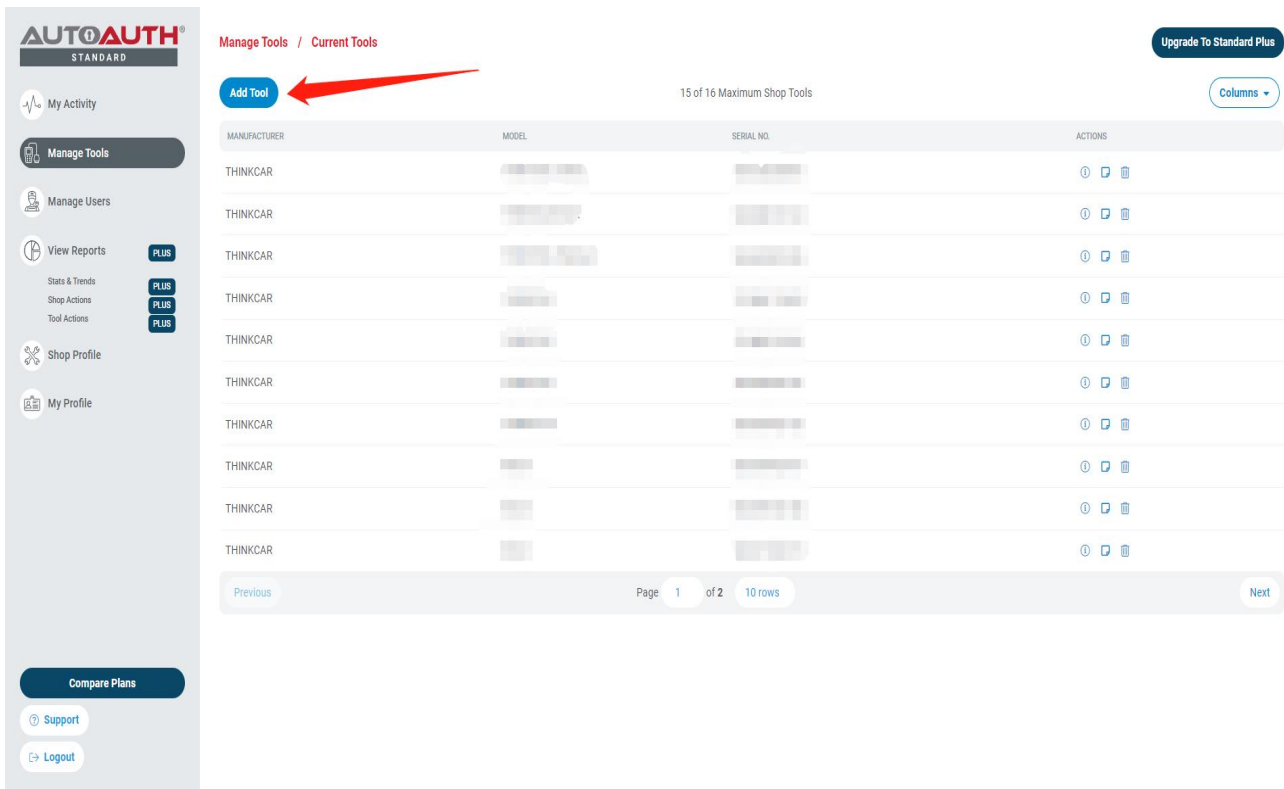
10. Click "MANUFACTURER" and select "THINKCAR"
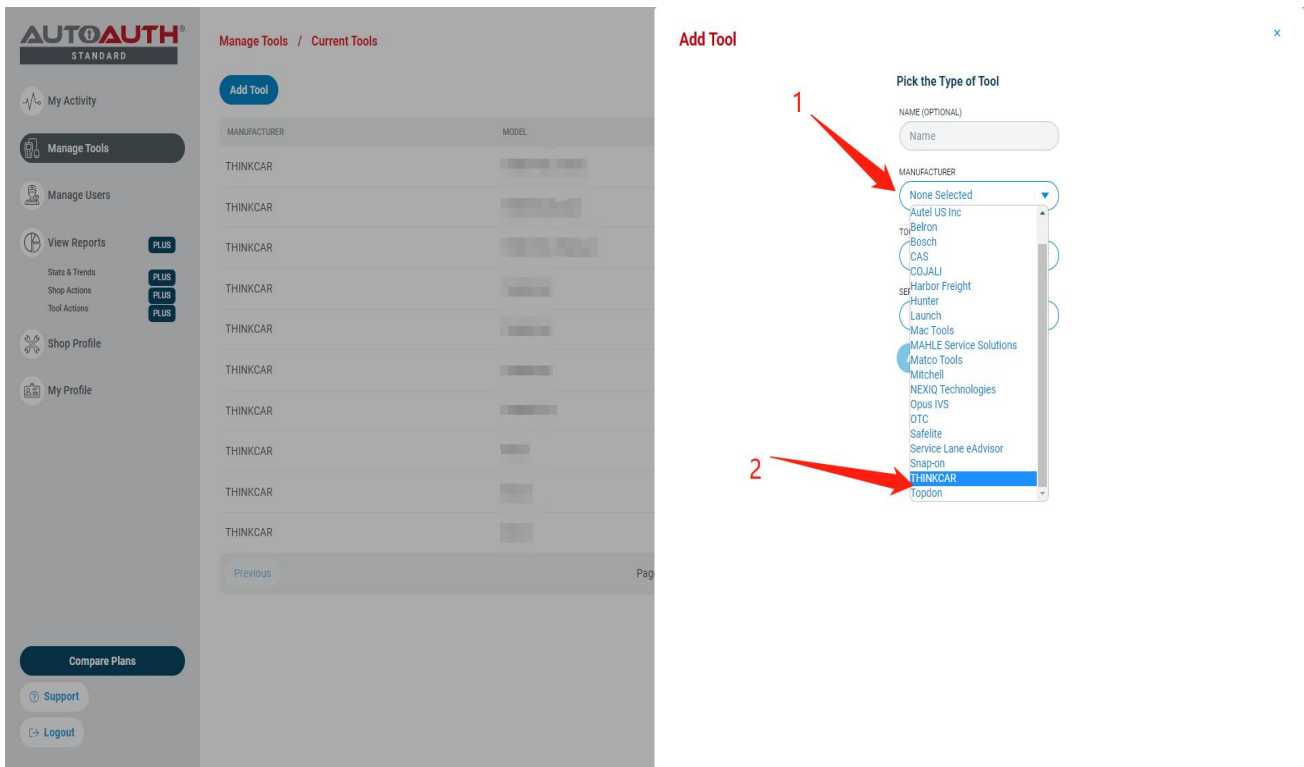
11. Select the corresponding device menu according to the device you are using (if you don't know which menu to choose, please refer to the "Device Add FCA Corresponding Options" table at 8-10 pages) Note: If the option is incorrect, the gateway will not be able to unlock.
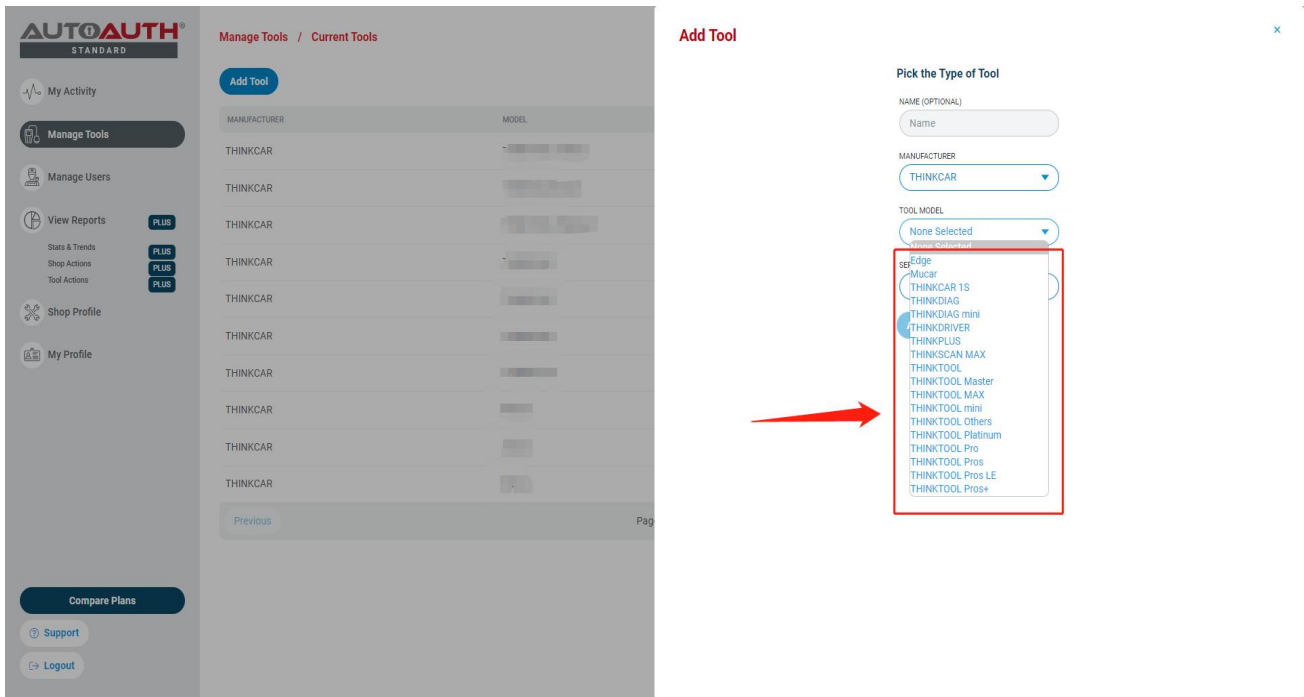
12. After selecting the menu, enter the device SN number and click "Add Tool"
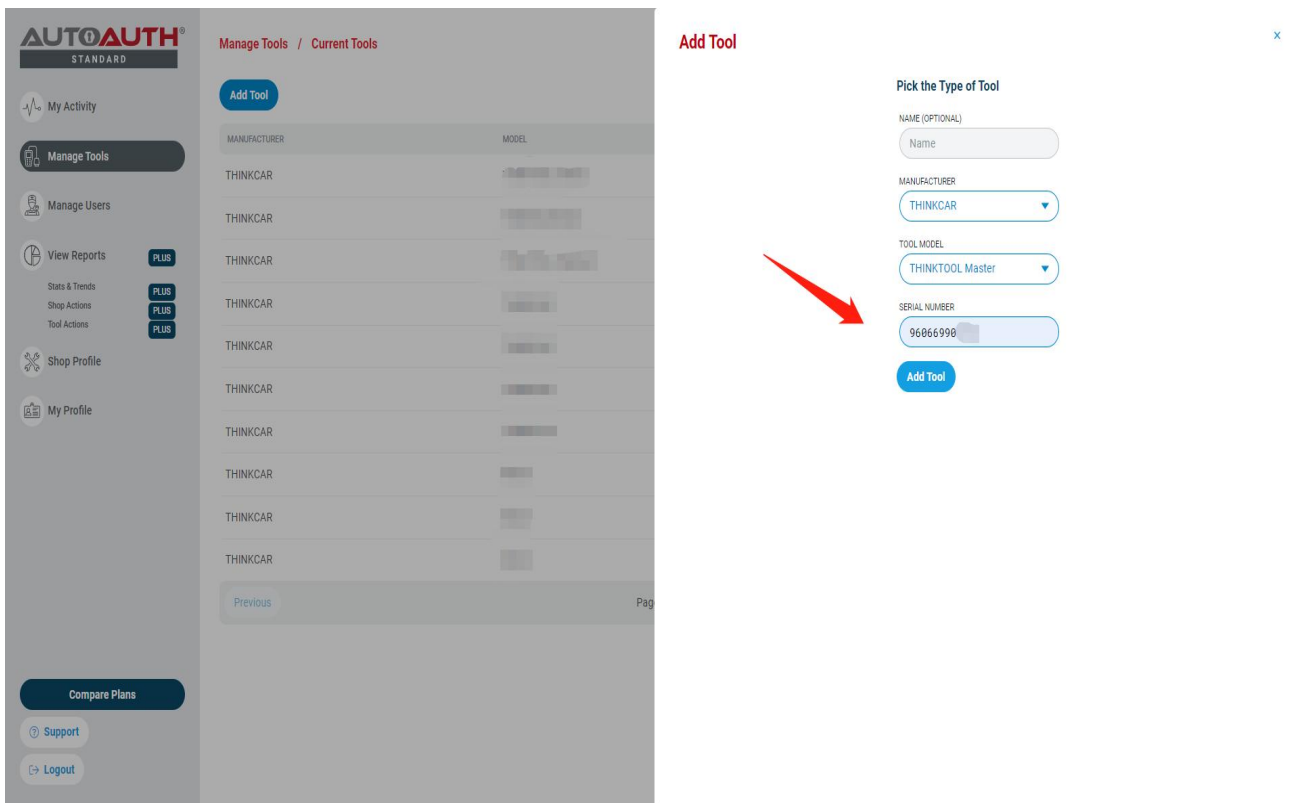
13. The device is successfully added and displayed in the list. After the process is completed, log in to the FCA account on your device to unlock the vehicle security gateway.
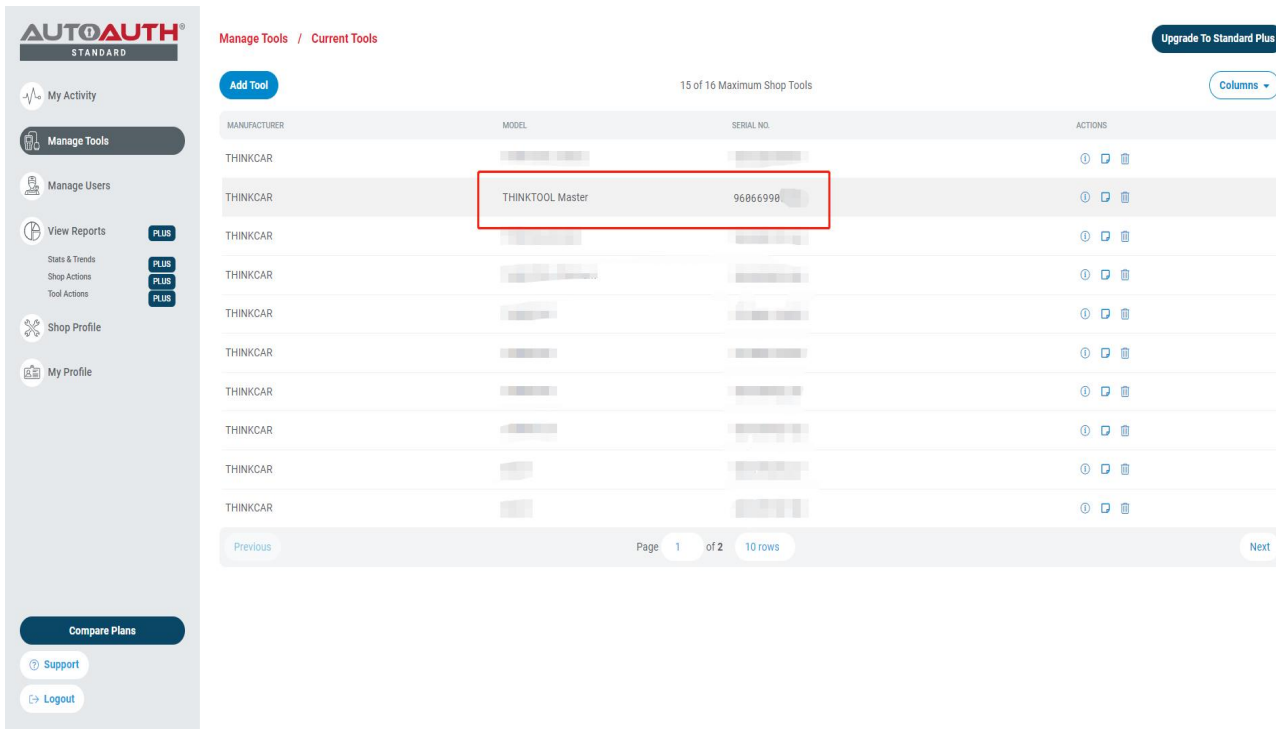
FCA unlock failure solution

1. Confirm whether the version number of the diagnostic software is the latest, if not, please go to the upgrade center to upgrade the software to the latest version.

2. If the software is the latest version, the SGW still fails to unlock with the error notice "Failed to unlock SGW. Please check the network connection is working." Please confirm whether the device's SN type is selected correctly (refer to Device Add FCA Corresponding Option selection at 9-10 pages) and whether the device's used location corresponds with the FCA area or not.

3. Confirm that the software version is the latest, the device SN type selection and region selection are correct, while the error notice prompts "User authentication failed". Please contact AutoAuth customer service to check whether the account is normal.
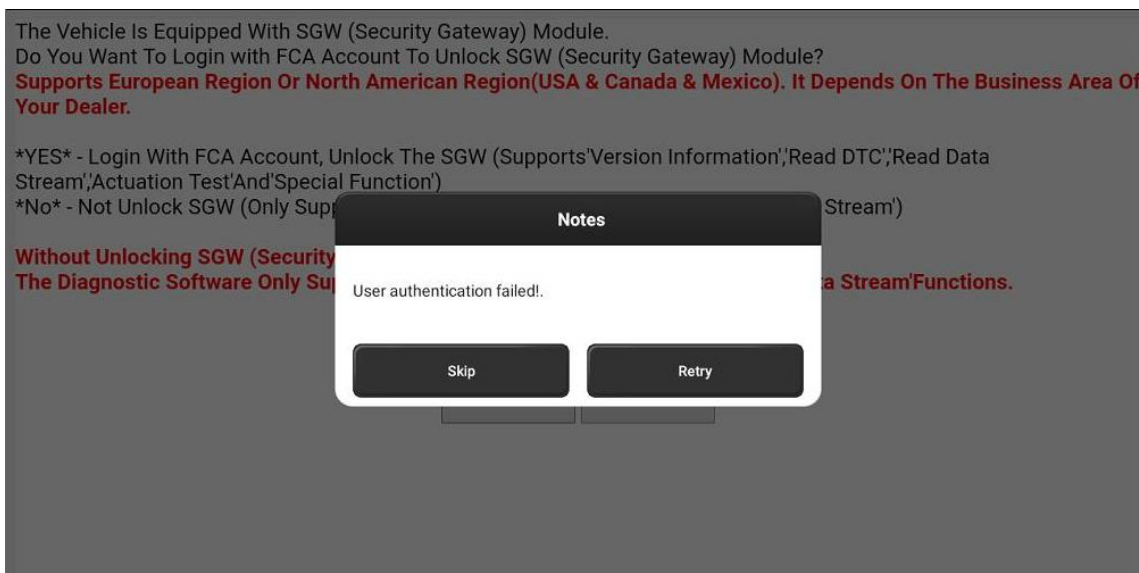
Note：If the gateway still cannot be unlocked after following the above methods, please contact THINKCAR customer service to confirm the problem.

Device Add FCA Corresponding Option

device ownership	device name	FCA corresponding options		SN
American offline	THINKTOOL Platinum S12	THINKCAR	THINKTOOL Platinum	9882290
	THINKTOOL Platinum J2534			9888899
	THINKTOOL Platinum S10			9606696
	THINKTOOL Platinum S10 Pro			9888890
	THINKTOOL Platinum HD			9888798
	THINKTOOL Platinum S8 Pro			9885692
	THINKTOOL Platinum S8			9606499
	THINKTOOL Platinum S6			9606898