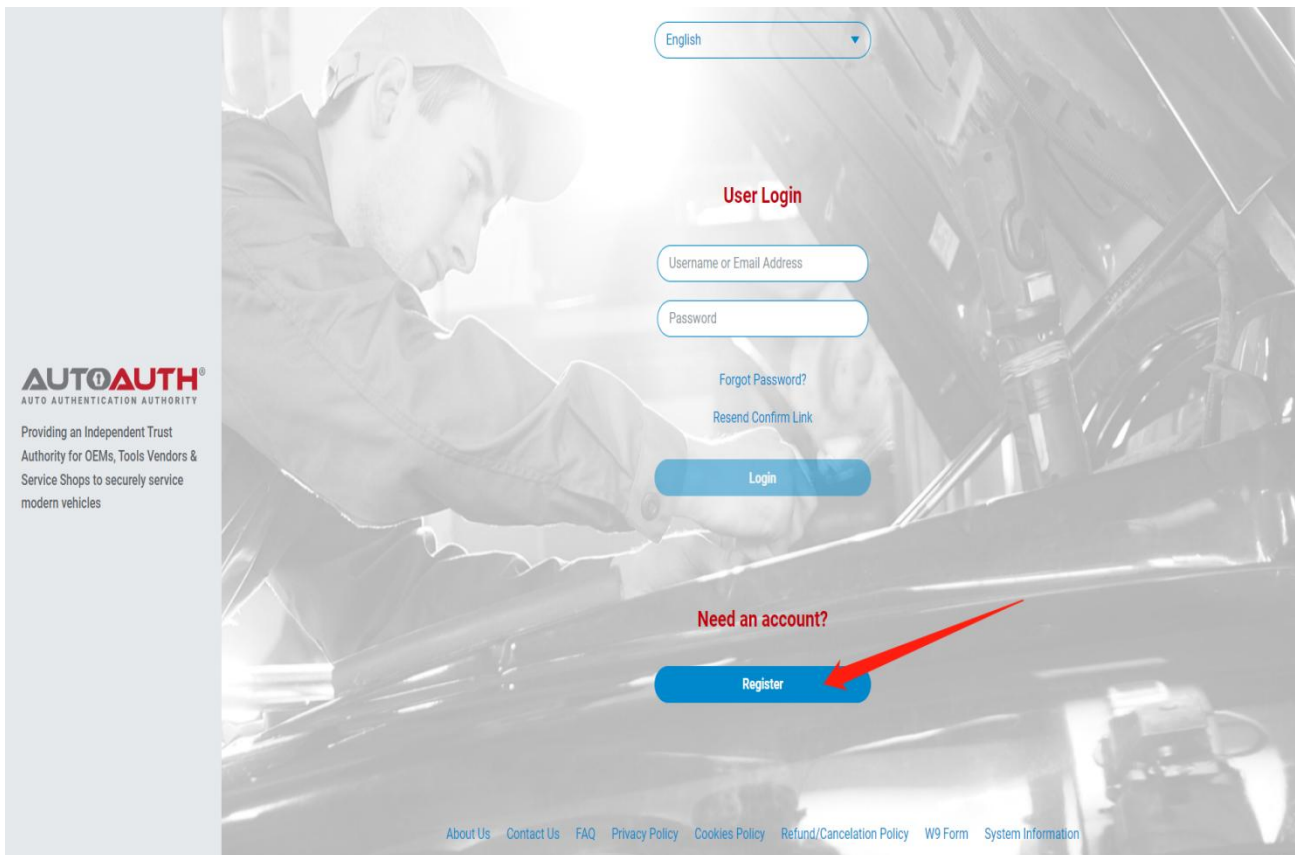


Title	FCA account purchase and device addition		
Writer	Blue	No.	KFGN-BLUE20221021
Product	Thinkcar full range of equipment	Brand	/
Key Word	FCA, SGW, Security Gateway		

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) .



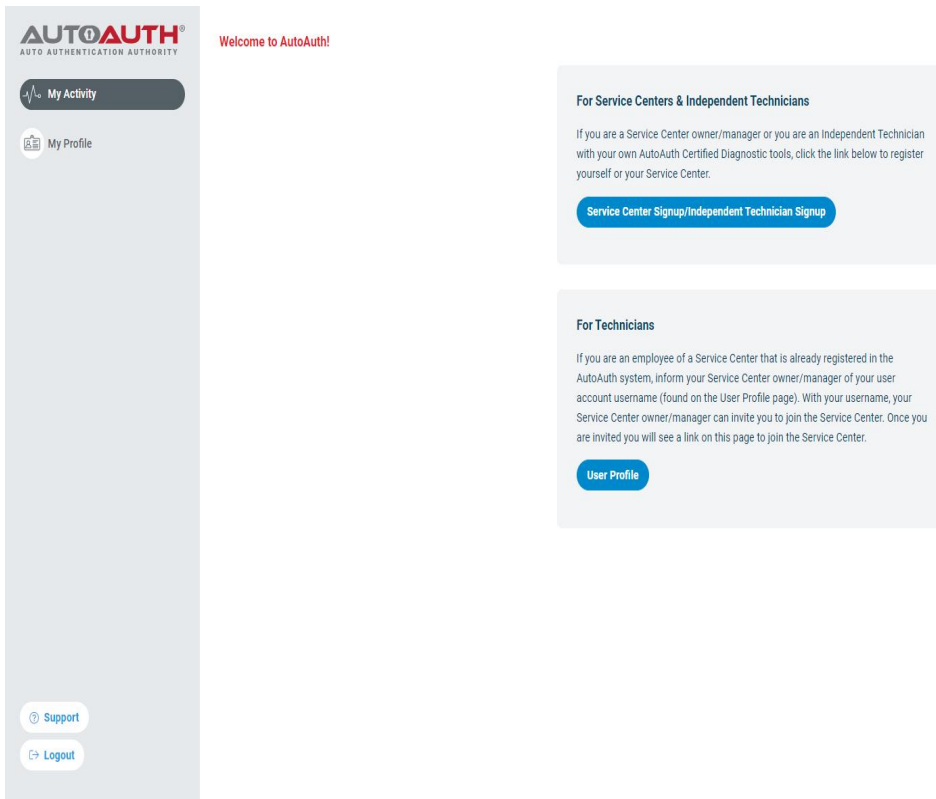
2. Finish the registration form shown below:

The screenshot shows the 'User Signup' form on the thinkcar website. On the left, there is a vertical grey sidebar with the 'AUTOAUTH' logo and text: 'AUTO AUTHORITY AUTHORITY', 'Providing an Independent Trust Authority for OEMs, Tools Vendors & Service Shops to securely service modern vehicles'. At the top right of the form area is a language dropdown menu set to 'English'. The form title is 'User Signup'. It contains several input fields: 'USERNAME' (Username), 'EMAIL' (Email), 'FIRST NAME' (First Name), 'CONFIRM EMAIL' (Confirm Email), 'LAST NAME' (Last Name), 'PASSWORD' (Password), and 'CONFIRM PASSWORD' (Confirm Password). Below the fields is a checkbox for 'Terms & Conditions' with the text 'ACCEPT'. A small grey box contains the text: 'THIS SITE IS PROTECTED BY RECAPTCHA AND THE GOOGLE PRIVACY POLICY AND TERMS OF SERVICE APPLY.' At the bottom of the form is a blue 'Signup' button. At the very bottom of the page, there is a horizontal menu with links: 'About Us', 'Contact Us', 'FAQ', 'Privacy Policy', 'Cookies Policy', 'Refund/Cancelation Policy', 'W9 Form', and 'System Information'.

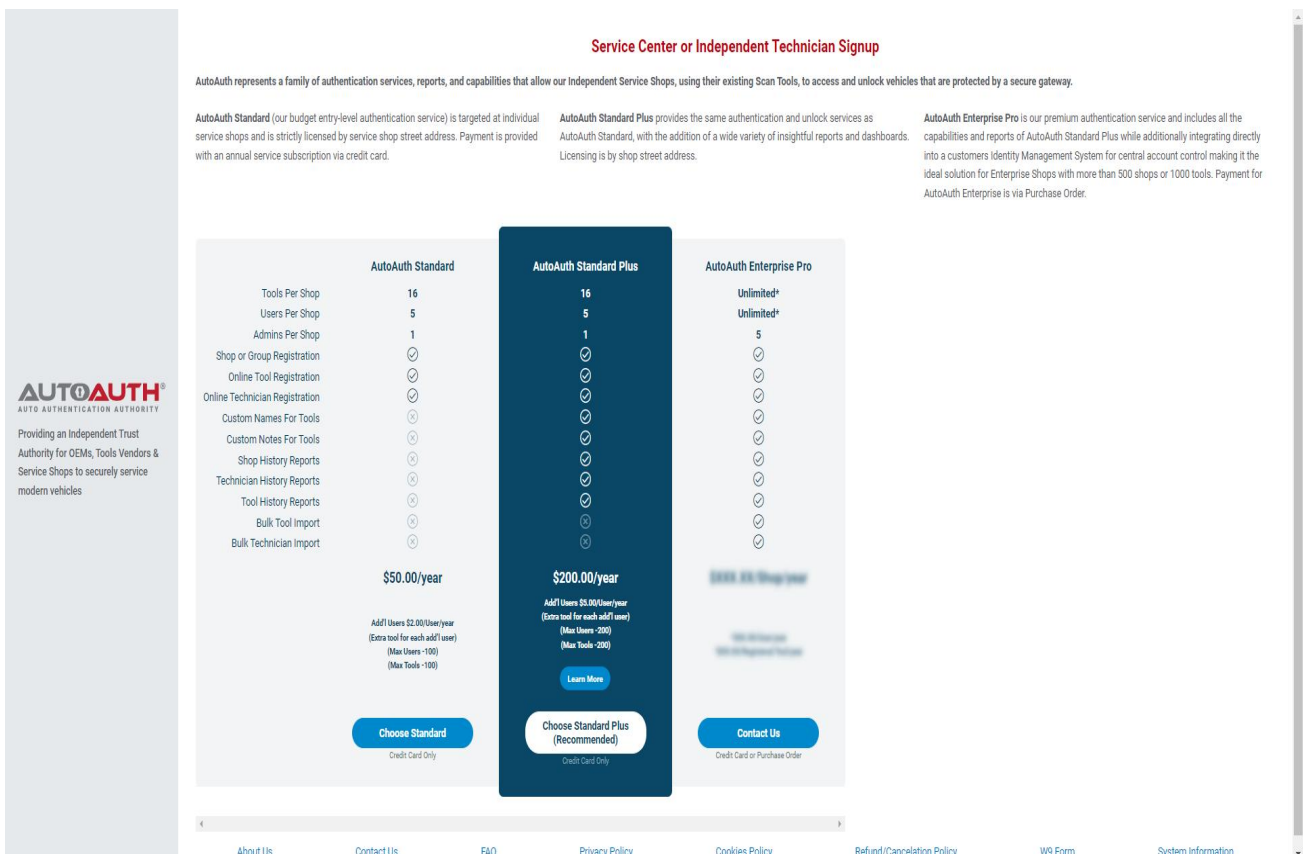
3. Verify the account in the mailbox, enter the username and password then click the “Login” button.

The screenshot shows the 'User Login' form on the thinkcar website. On the left, there is a vertical grey sidebar with the 'AUTOAUTH' logo and text: 'AUTO AUTHORITY AUTHORITY', 'Providing an Independent Trust Authority for OEMs, Tools Vendors & Service Shops to securely service modern vehicles'. At the top right of the form area is a language dropdown menu set to 'English'. A green notification box in the top right corner contains the text: 'An Account Validation link has been sent to lanshangjing@mythinkcar.com'. The form title is 'User Login'. It contains two input fields: 'Username or Email Address' and 'Password'. Below the fields are links for 'Forgot Password?' and 'Resend Confirm Link'. At the bottom of the form is a blue 'Login' button. Below the login form is a section titled 'Need an account?' with a blue 'Register' button. At the very bottom of the page, there is a horizontal menu with links: 'About Us', 'Contact Us', 'FAQ', 'Privacy Policy', 'Cookies Policy', 'Refund/Cancelation Policy', 'W9 Form', and 'System Information'.

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.

Service Center or Independent Technician Signup

(*) FIELD CANNOT BE BLANK

LOGIN
ENTER AUTOAUTH USER CREDENTIALS

* USERNAME OR EMAIL ADDRESS
Username or Email Address

* PASSWORD
Password

Need an account?

* SERVICE CENTER NAME
Service Center Name

* COUNTRY
United States of America

* STREET ADDRESS 1
Street Address 1

STREET ADDRESS 2
Street Address 2

* CITY
City

* STATE * ZIP CODE
AL - Alabama Zip Code

* PHONE NUMBER
(201) 555-0123

CURRENT PLAN
AutoAuth Standard
REGISTRATION FEE
\$50.00/year

Pay with card

CARD NUMBER
**** * * * *

EXPIRATION DATE (MM/YY)
MM/YY

CVV (3 DIGITS)

POSTAL CODE
Postal Code

OEM and Region: FCA-STELLANTIS - NORTH-AMERICA

Terms & Conditions ACCEPT

Signup

- ⓧ USERNAME
- ⓧ PASSWORD
- ⓧ SERVICE CENTER NAME
- ⓧ STREET ADDRESS 1
- ⓧ CITY
- ⓧ STATE
- ⓧ ZIP CODE
- ⓧ COUNTRY
- ⓧ PHONE NUMBER
- ⓧ CARD NUMBER
- ⓧ EXPIRATION DATE
- ⓧ CVV
- ⓧ POSTAL CODE
- ⓧ ACCEPT TERMS & CONDITIONS

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

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

AUTOAUTH
STANDARD

Welcome to AutoAuth!

Shop ThinkCar My Role OWNER

Upgrade To Standard Plus Standard Plus will give you, the Owner, a log of all your past shop actions. **Upgrade Now**

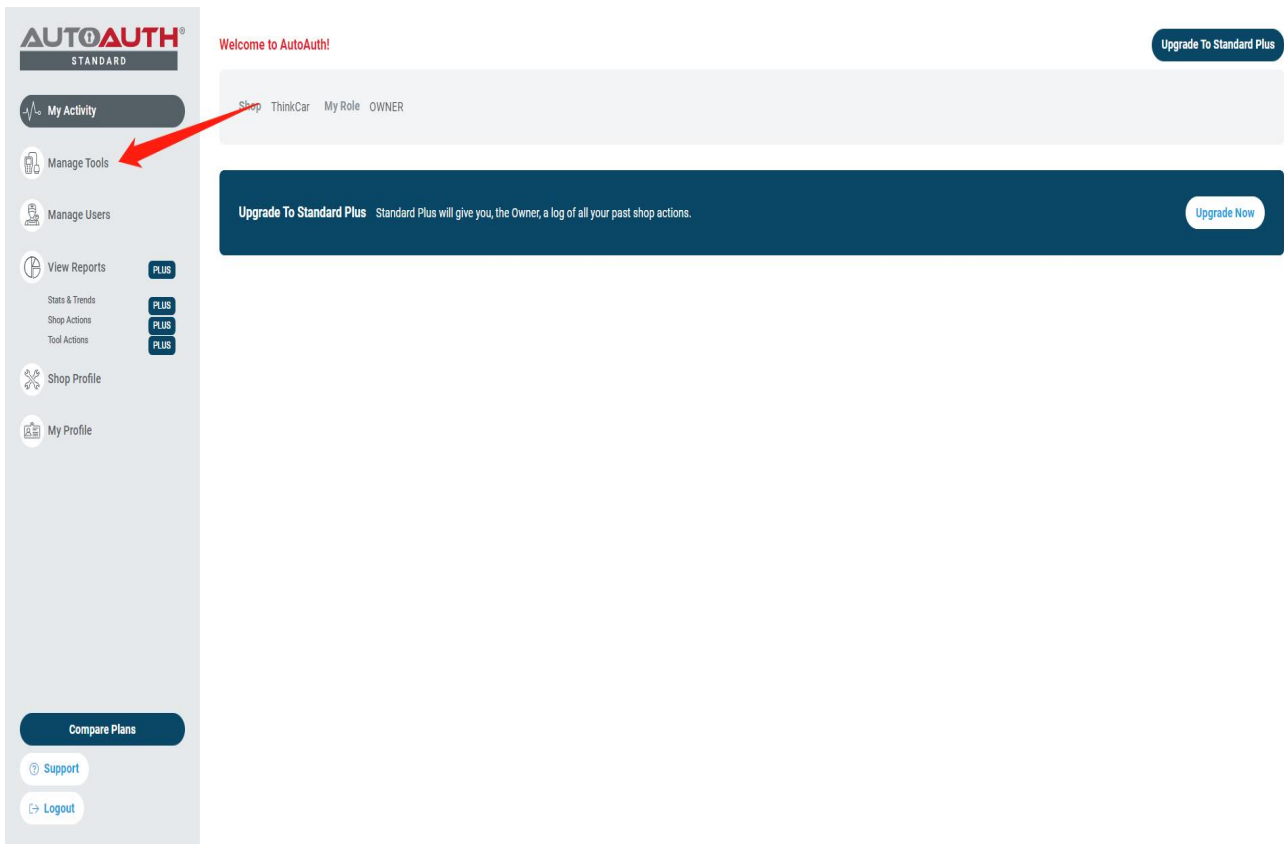
My Activity

- Manage Tools
- Manage Users
- View Reports **PLUS**
 - Stats & Trends **PLUS**
 - Shop Actions **PLUS**
 - Tool Actions **PLUS**
- Shop Profile
- My Profile

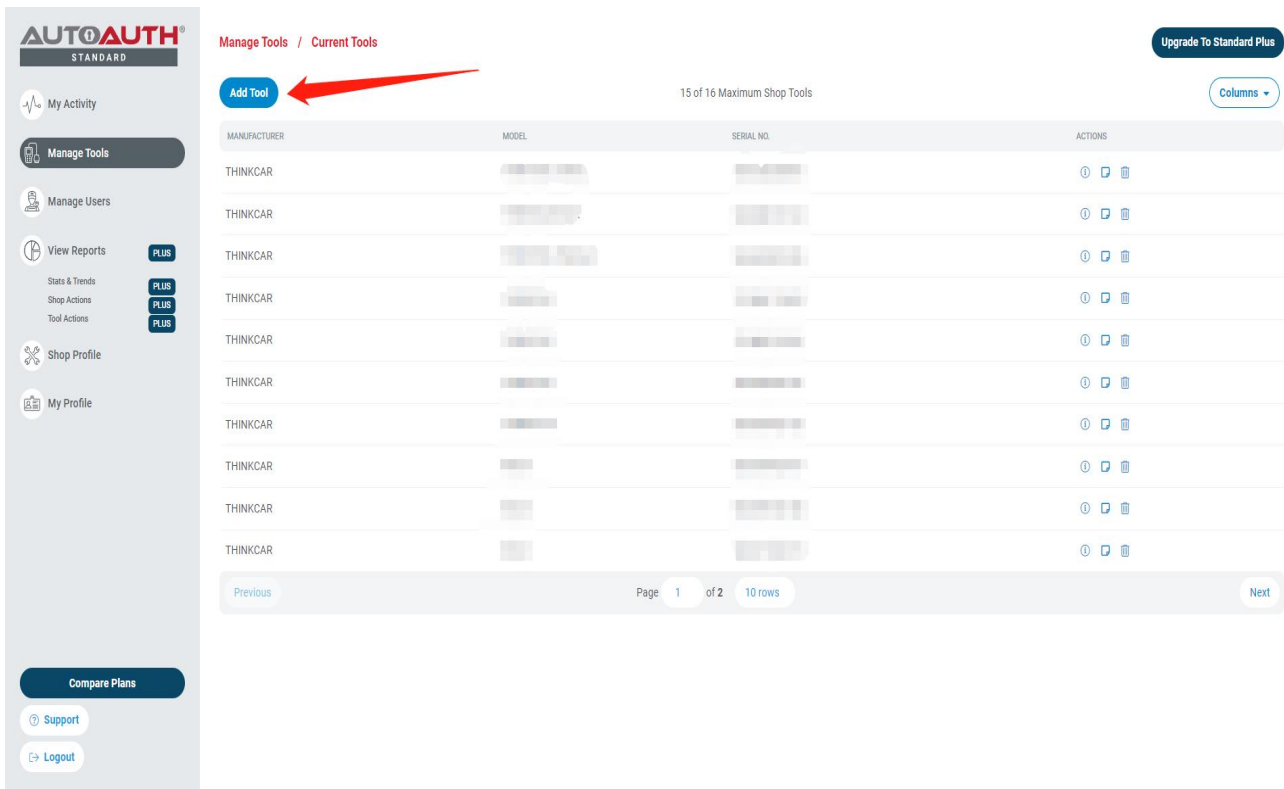
Compare Plans

Support Logout

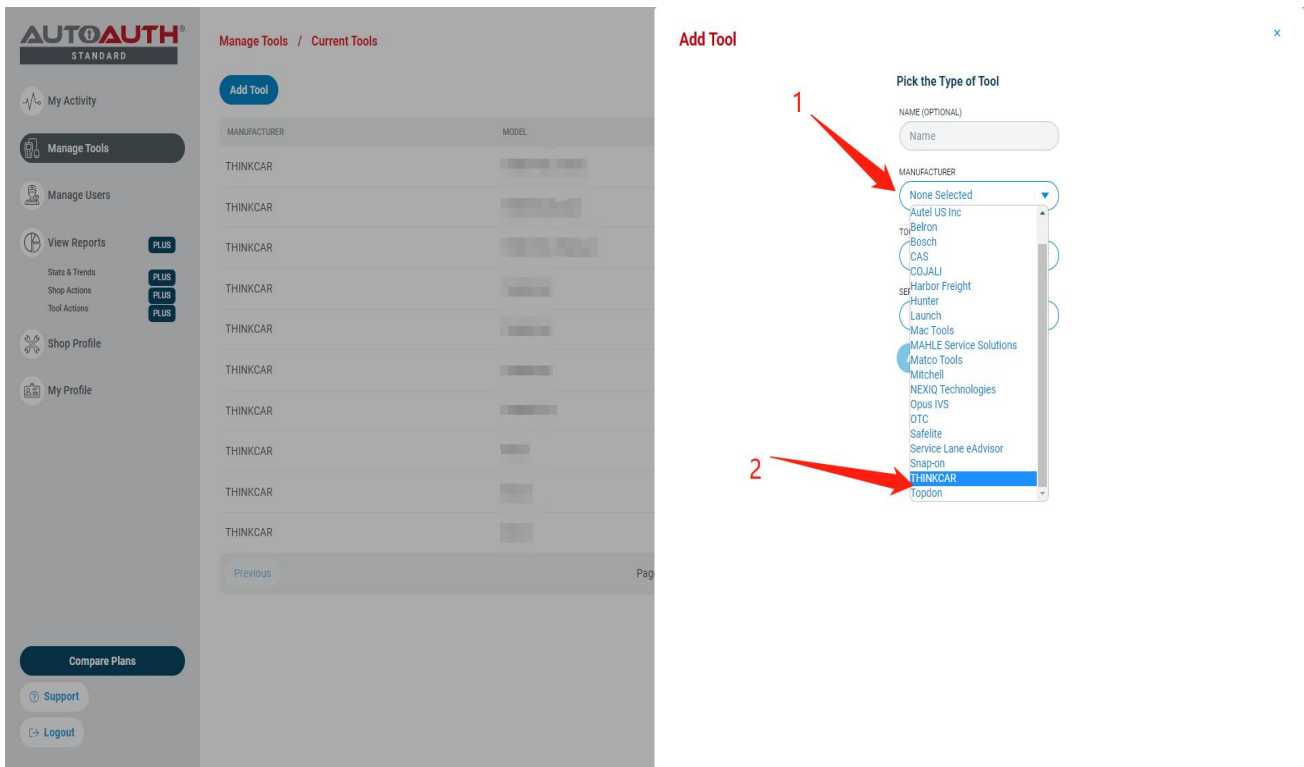
8. Select "Manage Tools".



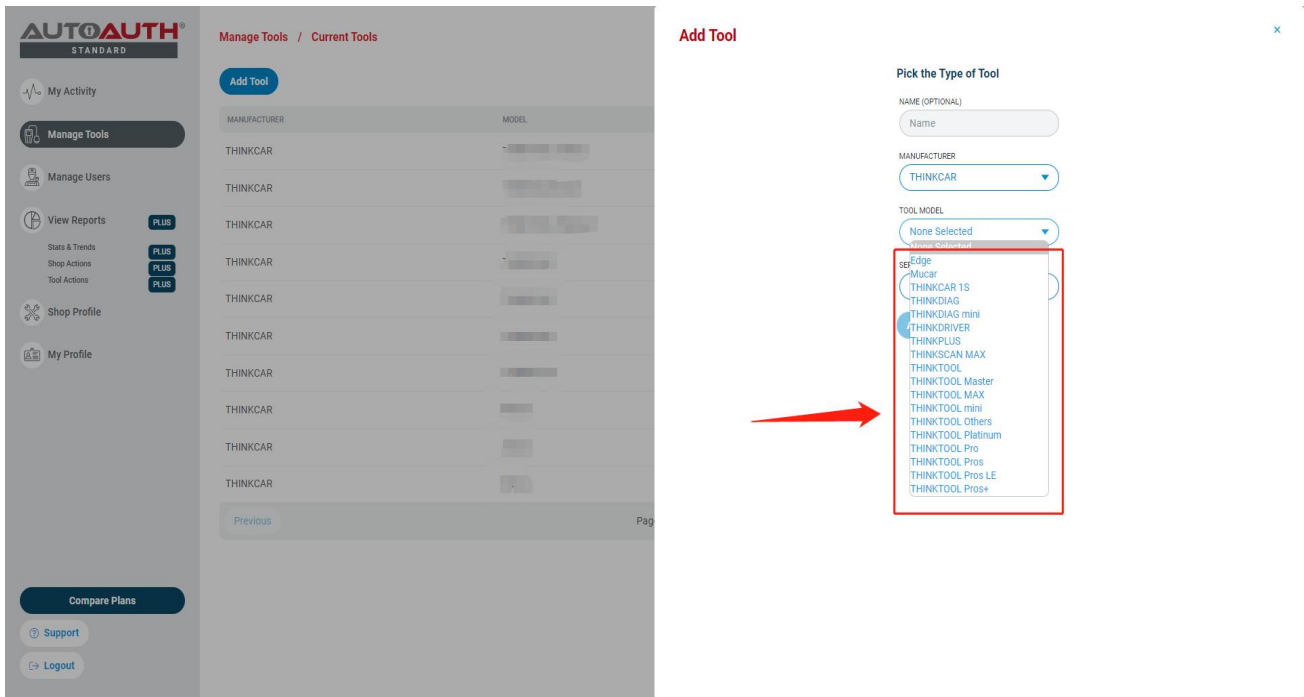
9. Tap "Add Tool" to add the device.



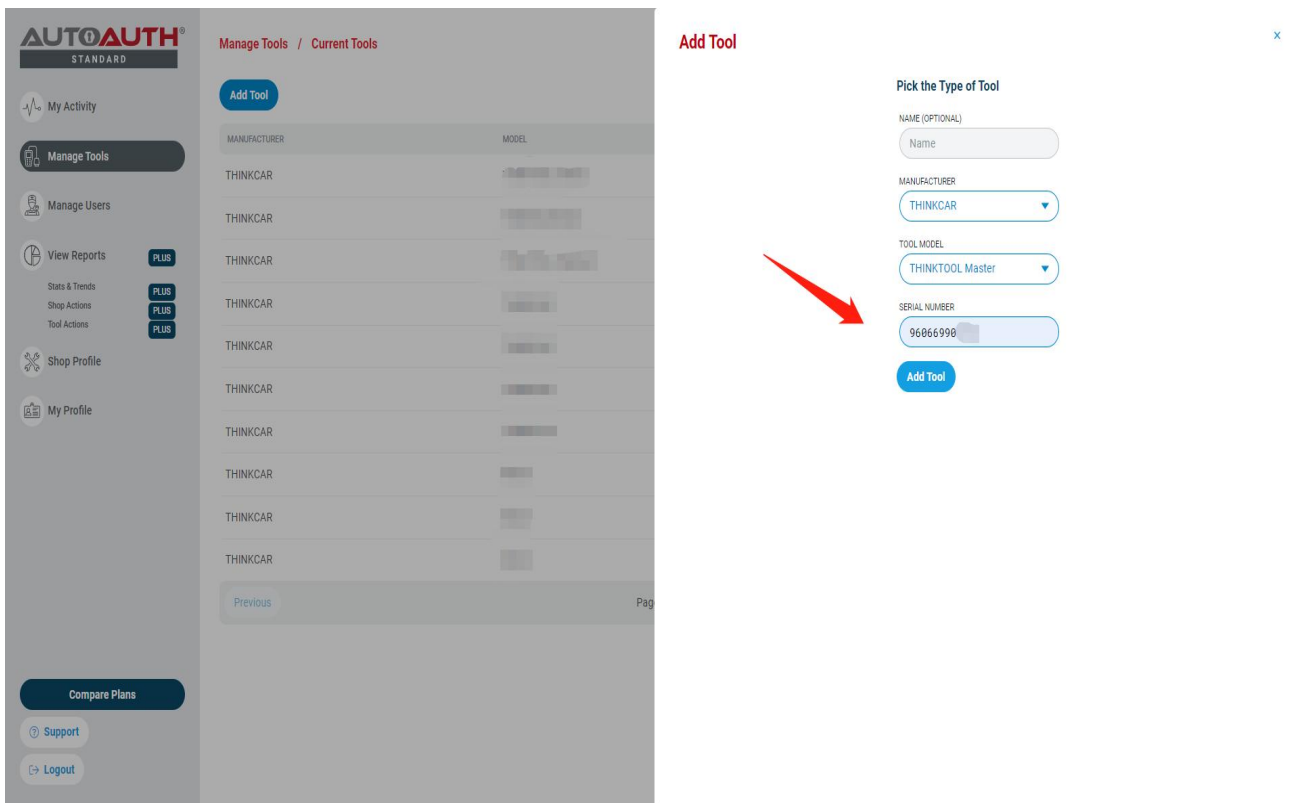
10. Click "MANUFACTURER" and select "THINKCAR"



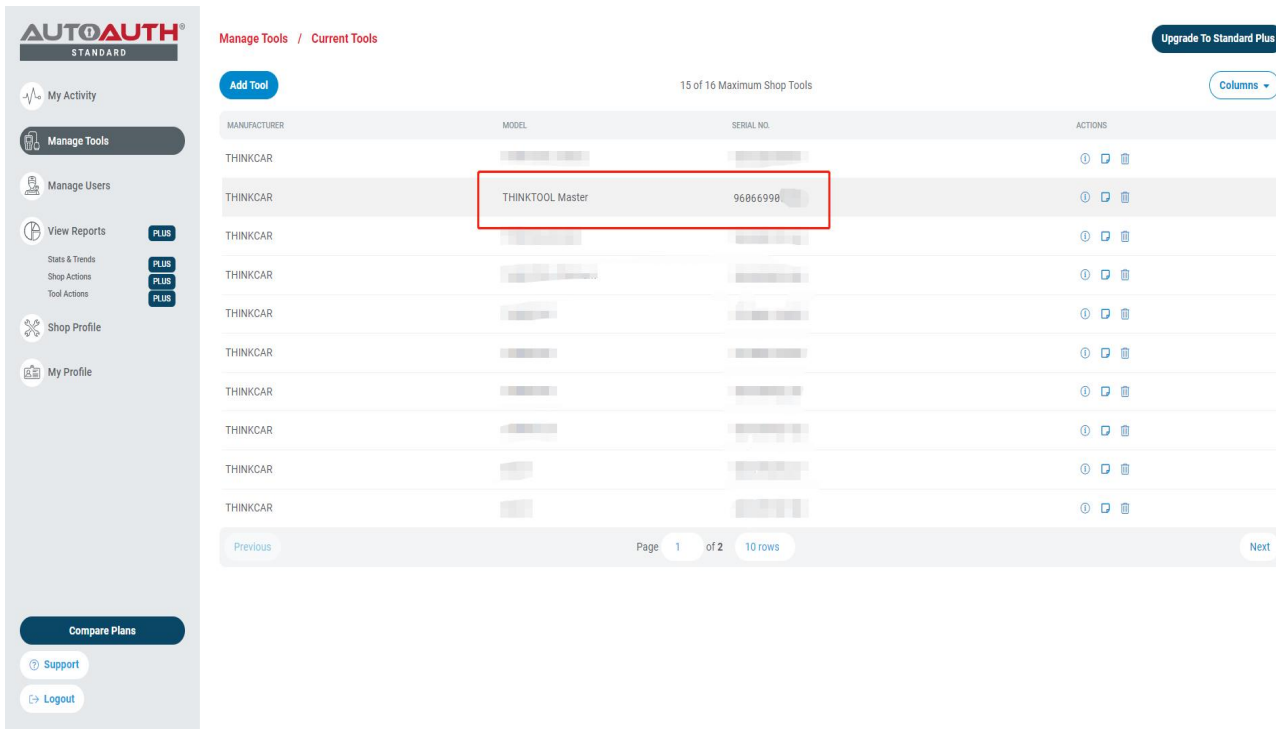
11. Select the corresponding device menu according to the device you are using (if you don't know which menu to choose, please refer to the "Device Add FCA Corresponding Options" table at 8-10 pages) **Note: If the option is incorrect, the gateway will not be able to unlock.**



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.

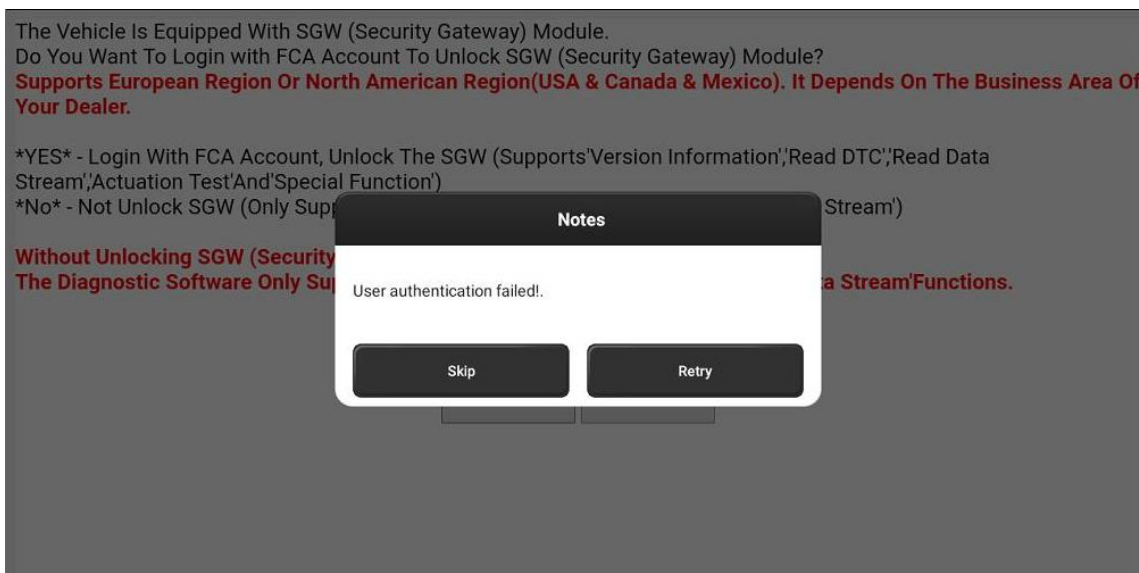


FCA unlock failure solution

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