



# Telematics Service Portal (TSP)

Telematics activation

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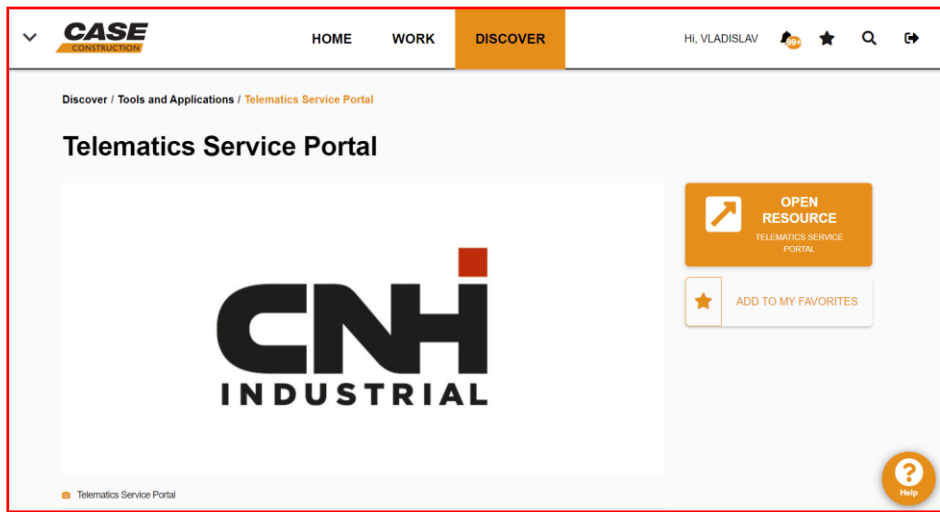
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# How to access



## DEALER PORTAL

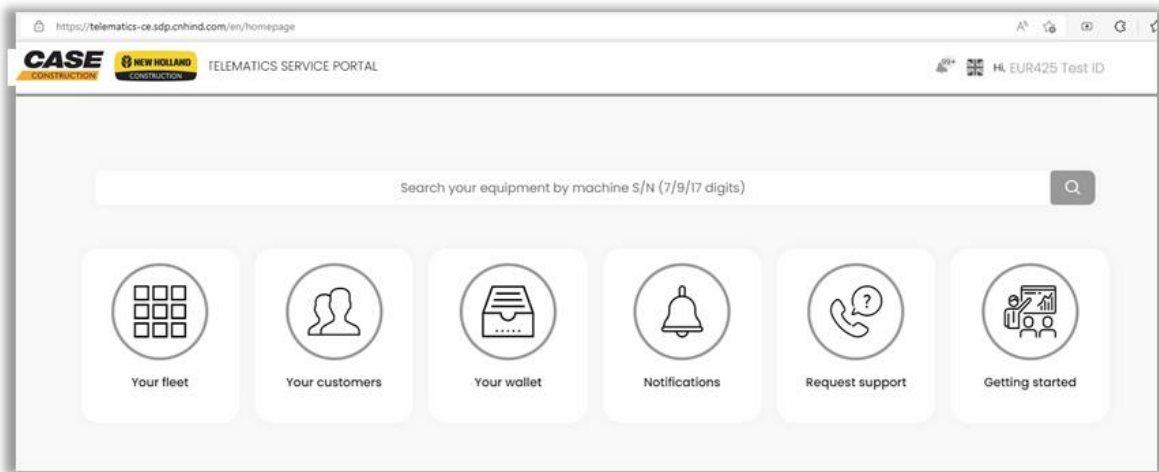
- Access via link on the dealer portal  
<https://portal.cnh.com>
- Telematics Service Portal (TSP) for activation.
- SiteWatch for adjusting settings (if needed) and create a user/customer access.

# Home page

With the Telematics Service Portal the **dealer** is able to manage telematics subscriptions. The dealer can activate, de-activate, renew subscriptions as well as switch subscriptions after modem replacement.

The TSP has 5 different sections:

- **Your fleet:** displays all activated units and their status
- **Your customers:** to check and create customer company information
- **Your wallet:** to check the subscriptions purchased in aftermarket
- **Notifications:** to check the status of each action performed
- **Request support:** to ask support to the support team if any problem occurs
- **Getting started:** TSP tutorial video



# Activation process

Two steps to activate the subscription



**TIP:** Prepare before you start

You need:

1. Machine serial number (to search for the certain machine)
2. Customer company details (name, address)
3. Modem serial number (for retro fit activation)
4. Subscription available in the virtual SiteWatch wallet. Check before starting the activation.

# Add a company

Click on button to add  
you customer company  
(if not already existing)

## Add new Company

Company name \*

Company name is required

Company description

Email \*

Email is required

Re-enter email \*

Email confirmation is required

VAT Code

Address \*

City \*

Zip code \*

Phone Number \*

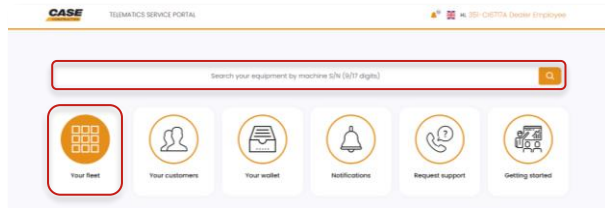
Fax number

Country \*

Currency \*

Brand \*

# Activation



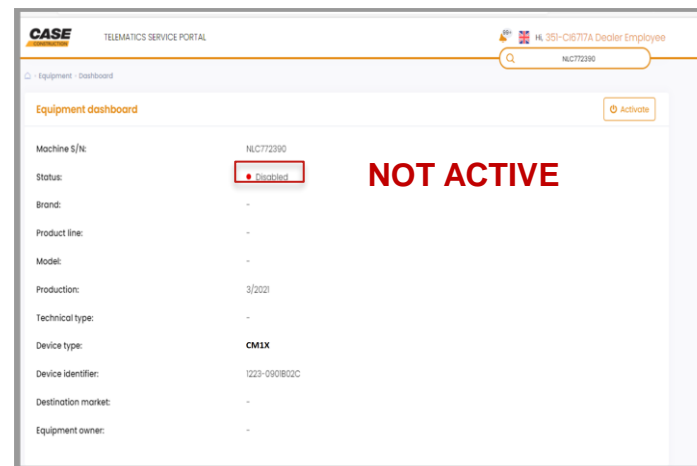
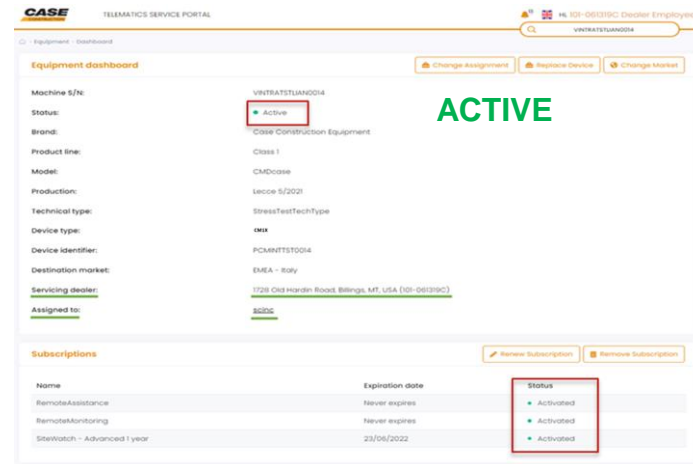
By accessing the **Your Fleet** section or, by **filling in the machine serial number** in the search bar, you will land into the equipment dashboard.

The following machine related information is available:

- Modem status
- Brand, type and model
- Modem serial number
- Equipment owner
- Region

And functionalities like:

- **Change Assignment**
- **Replace device**
- **Change Market**
- **Activate**



# Device activation

- **Factory fit activation:** the device serial number is entered automatically
- **Aftermarket activation:** the device serial number needs to be entered manually (and is mandatory to proceed).

Note: It's required to select:

- The servicing dealer
- The visibility to a customer

## SERVICING DEALER SELECTION

User can select one of the servicing dealers belonging to the dealer group (SAP group).

## ASSIGN TO CUSTOMER

Dealer can choose to give visibility of the data to only the dealer (select NO) or also to a customer (select yes). When "yes", the dealer needs to select an existing customer or create a new one by clicking on the add user icon.

## NOTE

When the dealer is activating a machine with factory fit telematics and the device identifier (s/n) is not filled automatically, it means something went wrong. Check the machine order to confirm if the machine should be equipped with telematics. After confirmation use the 'Get Support' button in the main menu to report the issue.

The screenshot displays the 'Activation Procedure - Information entry' form in the CASE Telematics Service Portal. The form includes fields for Machine S/N, Device Identifier (Device S/N), Brand, Product line, Model, and Destination market. The 'Servicing dealer' field is highlighted with two green arrows, showing a dropdown menu with two options: '1728 Old Hardin Road, Billings, MT, USA (101-061319C)' and 'Other location'. The 'Do you want to assign the equipment to a customer?' field is also highlighted with a red box, showing two radio button options: 'No' and 'Yes'. The 'Add user' icon is also highlighted with a red box.

Field	Value
Machine S/N:	VINRATSTJUAN004
Device Identifier ( Device S/N ):	PCAMNTTSD004
Brand:	Case Construction Equipment
Product line:	Class 1
Model:	CMDCase
Destination market:	Italy
Servicing dealer:	1728 Old Hardin Road, Billings, MT, USA (101-061319C) Other location
Do you want to assign the equipment to a customer?	No Yes



# Subscription activation

## Factory fit activation

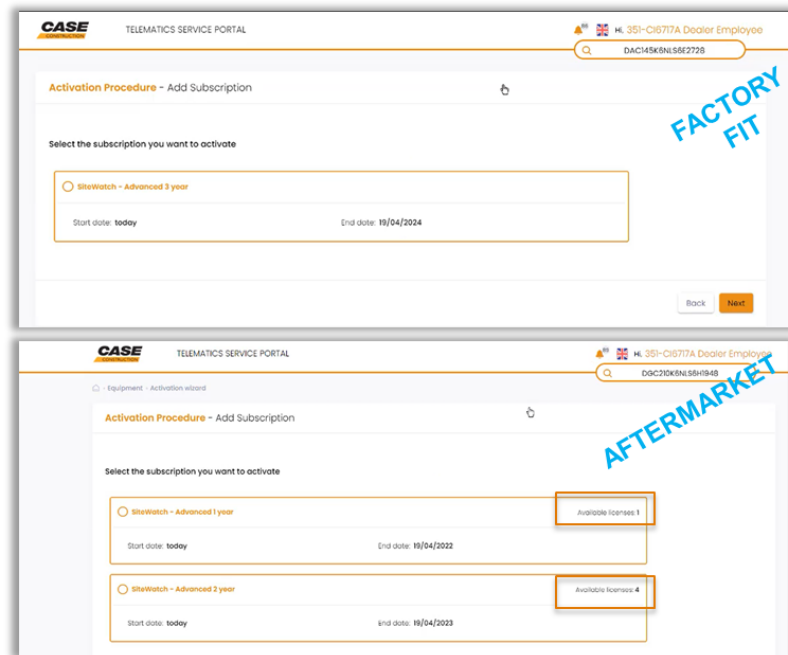
- One subscription can be selected

## Aftermarket activation

- The dealer can pick one of the **subscriptions available in the wallet**. (The expire date, after activation, and number of available licenses are indicated within the subscription box)

### Note:

- Aftermarket subscriptions can be ordered via the CNHi parts system.
- After activation it is necessary to switch ignition ON at least for 15 minutes for mapping with machine.



# Activation

Two ways to check successful activation:

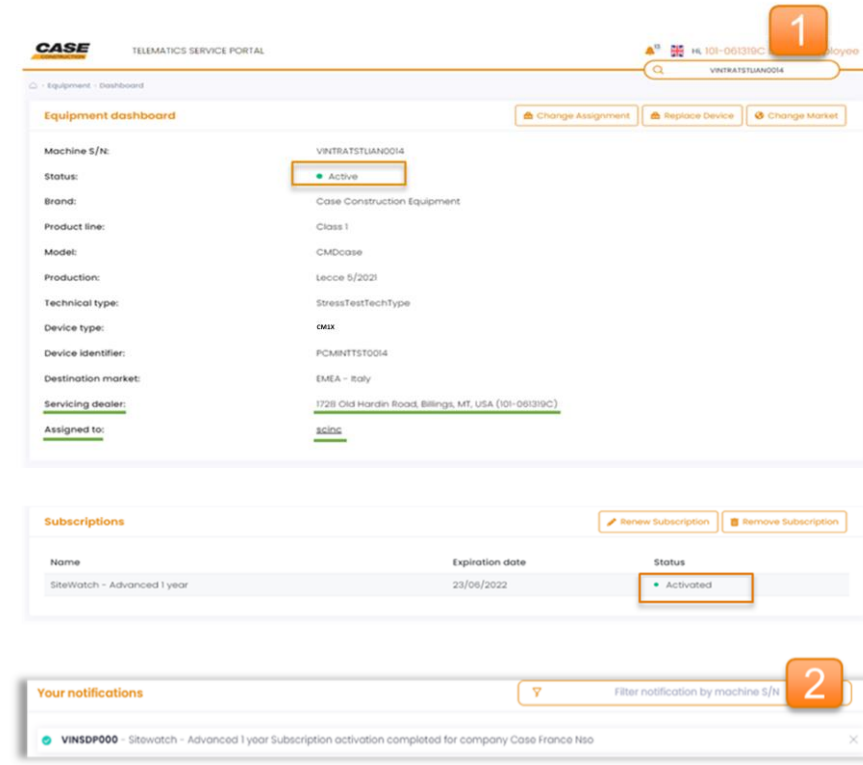
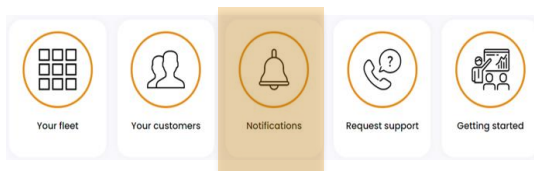
1. Wait till the status changes to 'Activated' in the 'Equipment dashboard'.

## NOTE

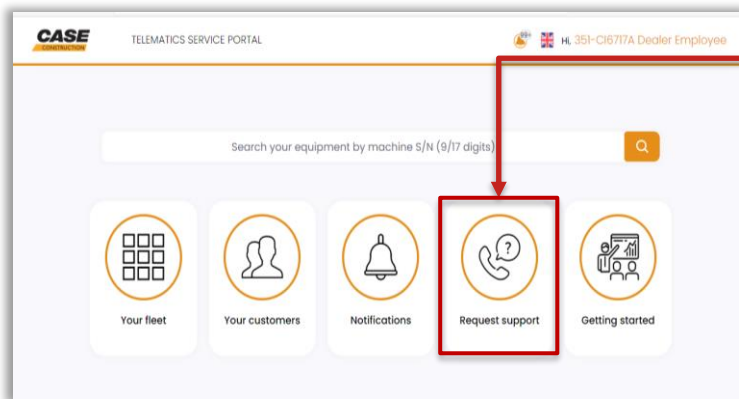
The status showed on the top of the 'Equipment dashboard' indicates the status of modem. The **subscription status** is indicated in the 'subscription' section of the screen.

**! Telematics is fully activated when both status icons are green.**

2. Open the **Notifications** section and wait for the message that the subscription has been activated.



# How to request support



Click here to open the folder to request support

## Minimum info to be provided:

- Machine SN / device SN
- Dealer code (available in your profile at the top right of the website)
- User ID in case of problem of visibility
- Issue description: in case of activation issue also the subscription associated

## How can I help you?

Ask for more information or send us a comment or give us some advice about the services offered. We will get in touch with you on the provided email address.

Your email:

xxx@gmail.com

Contact reason: \*

Your request: \*

Feedback is essential

- Device activation
- Subscriptions
- Change equipment owner
- Your fleet

0/1000

# Backup