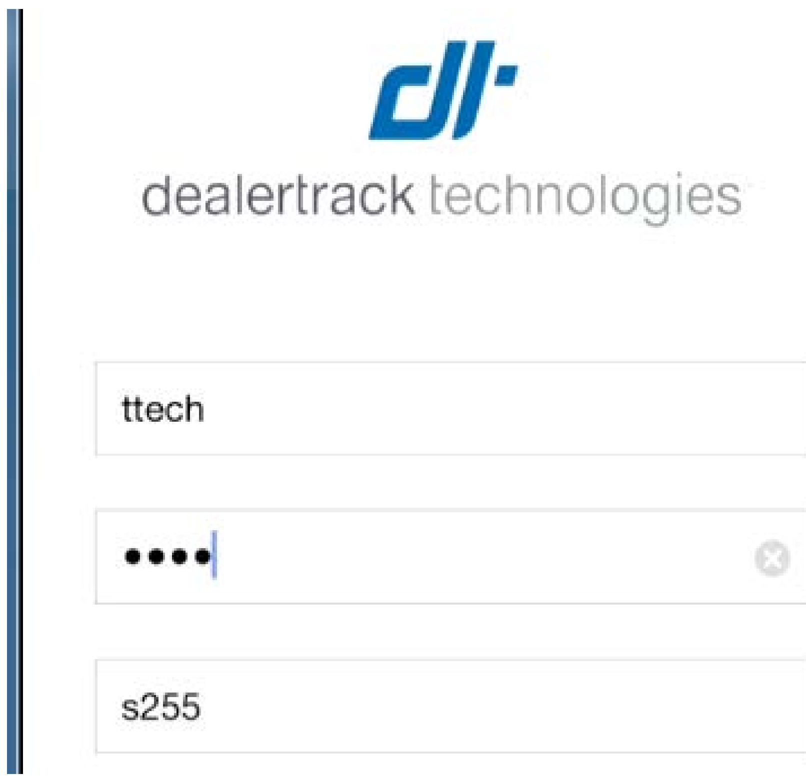
Service Pro
Mobile Mechanic

dealertrack technologies

Login



Your login credentials are identical to the desktop version of Service Pro.

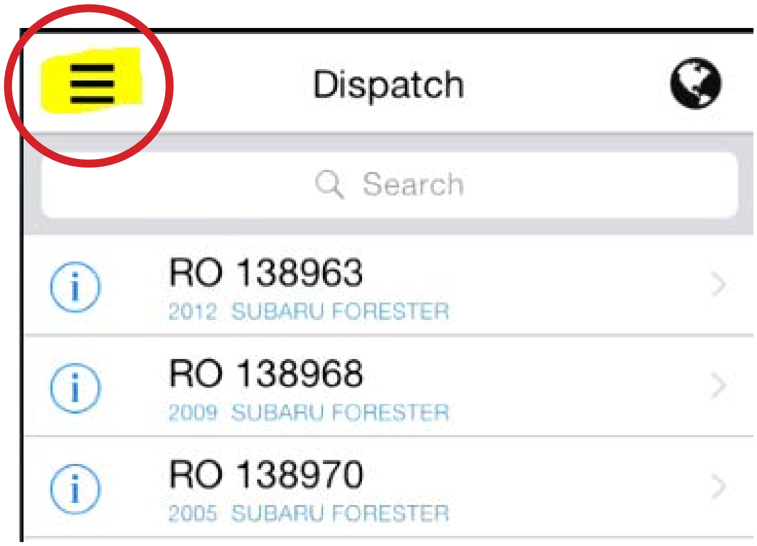
Standard format:

First initial followed by last name (case irrelevant, no spaces)

Employee ID

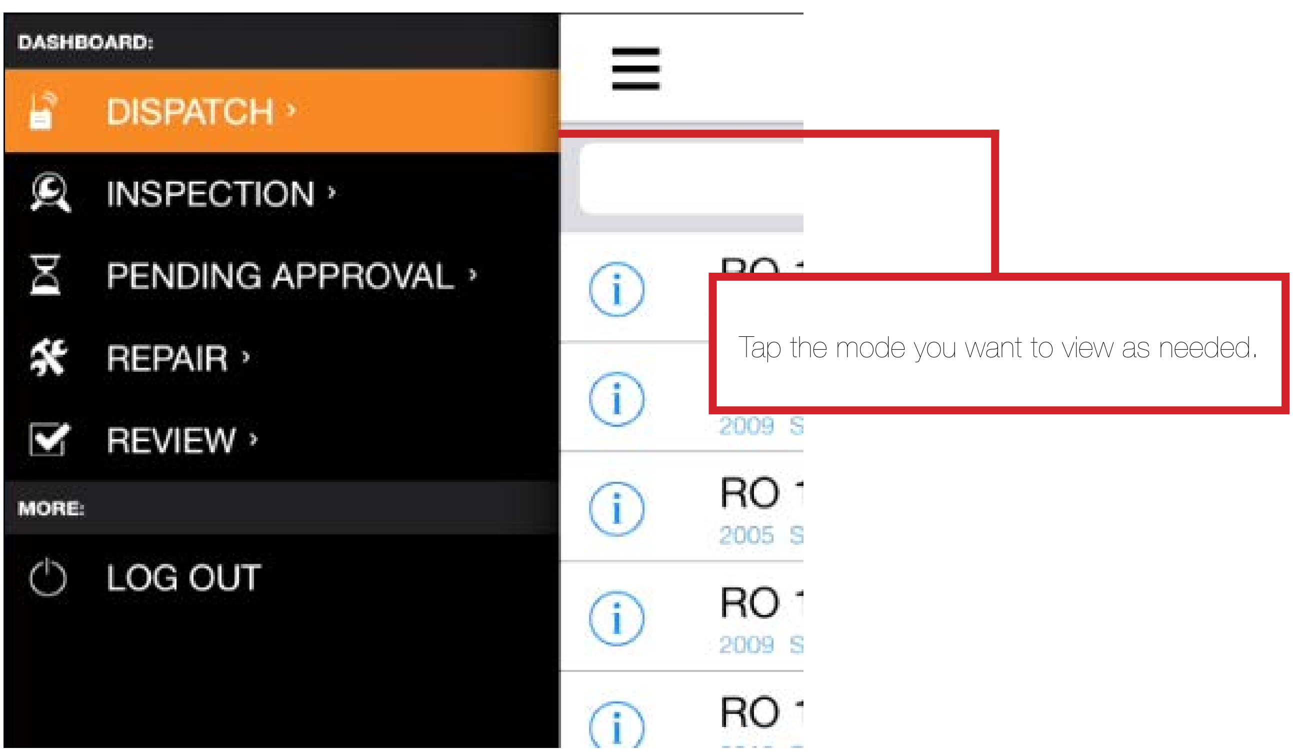
sXXX (where XXX is your store number for Service Pro)

Dashboard

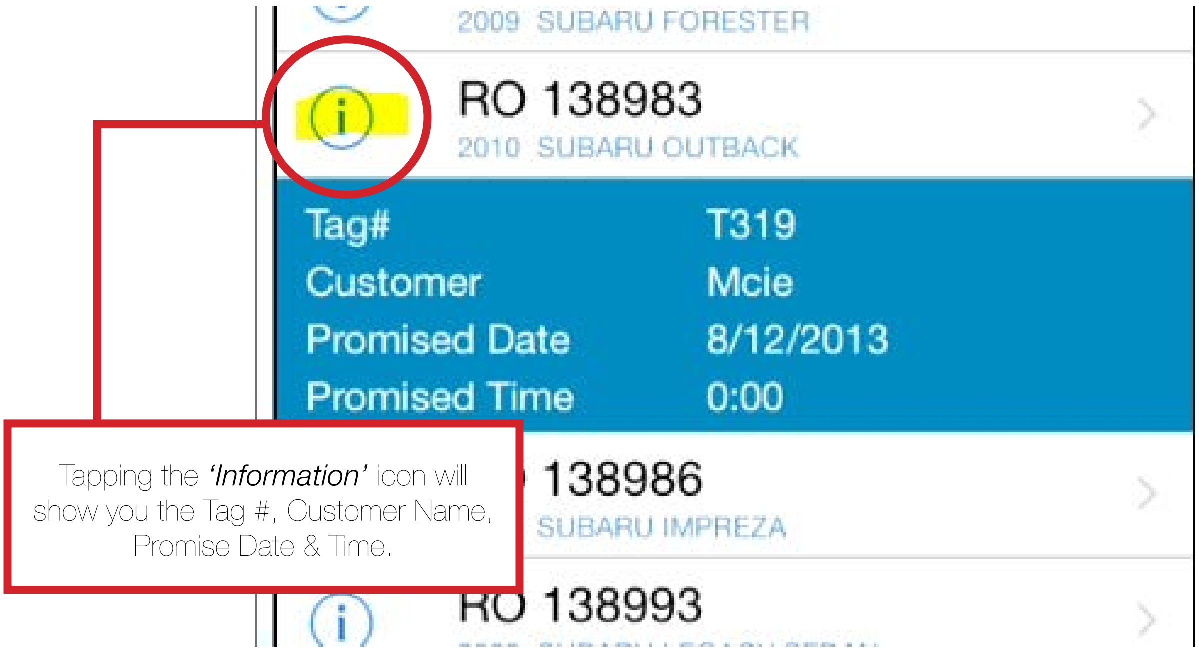


You will have access to one mode at a time in Mobile Mechanic. Notice the highlighted icon in the top left of the screen. This allows you to access the other modes. Swiping to the right will perform the same function. In any menu in Mobile Mechanic, you may drag down to refresh the list of ROs.

Dashboard- Menu

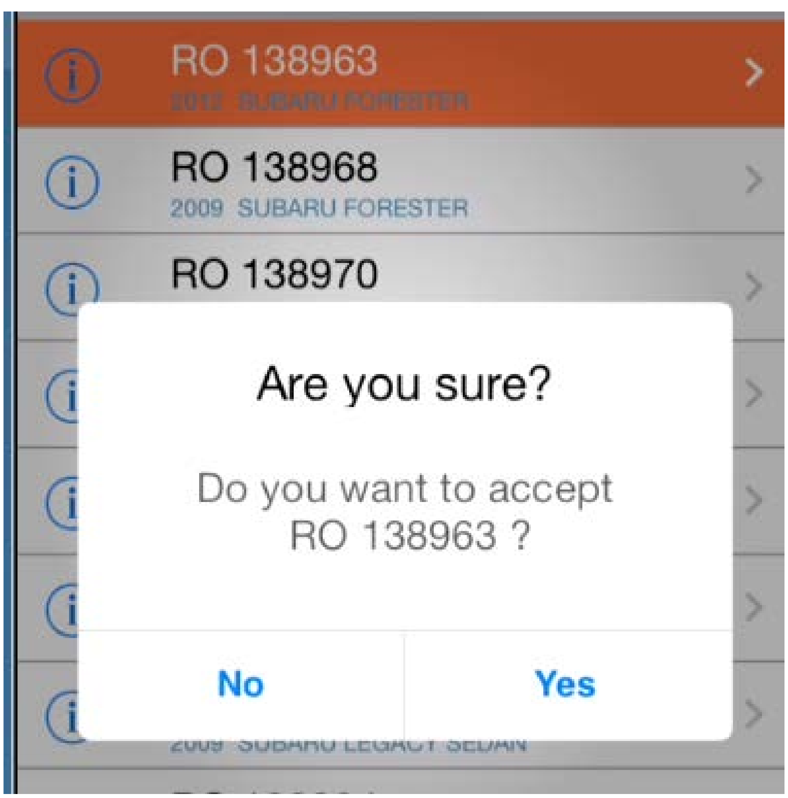


RO Info



Tapping the *'Information'* icon will show you the Tag #, Customer Name, Promise Date & Time.

Accept an RO

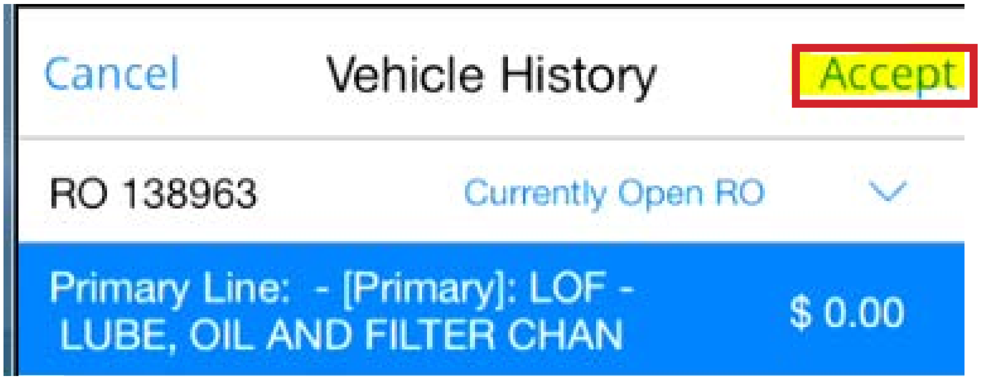


Tap an RO # and you will be asked to confirm if you wish to accept the RO.

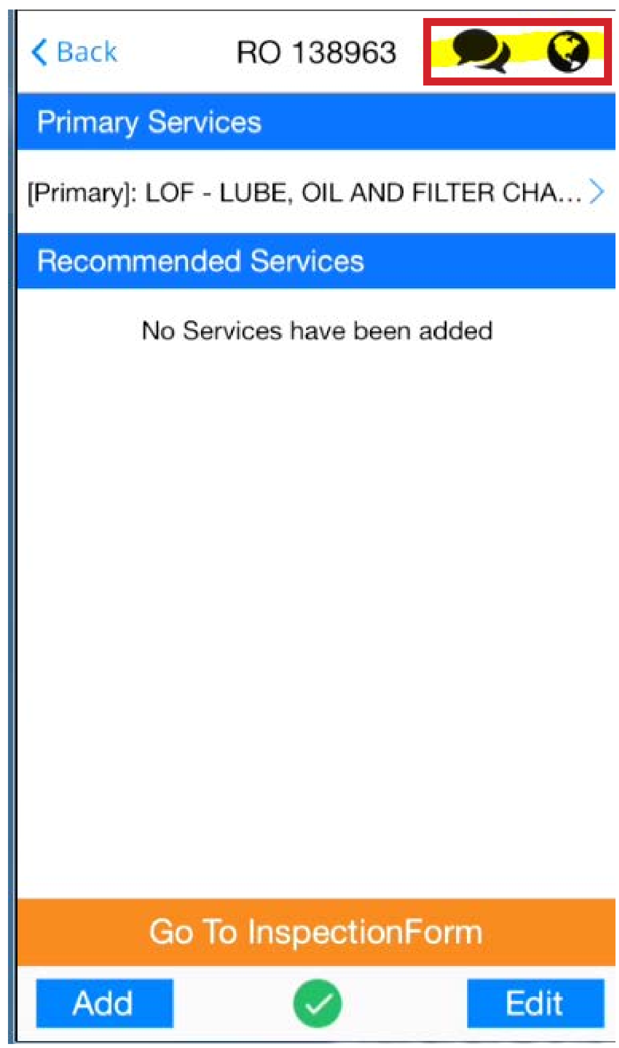
Tap Yes.

Vehicle History

You are now in Vehicle History. Tap *'Accept'* to begin the inspection.



RO Details



Notice the highlighted areas at the top of the screen.

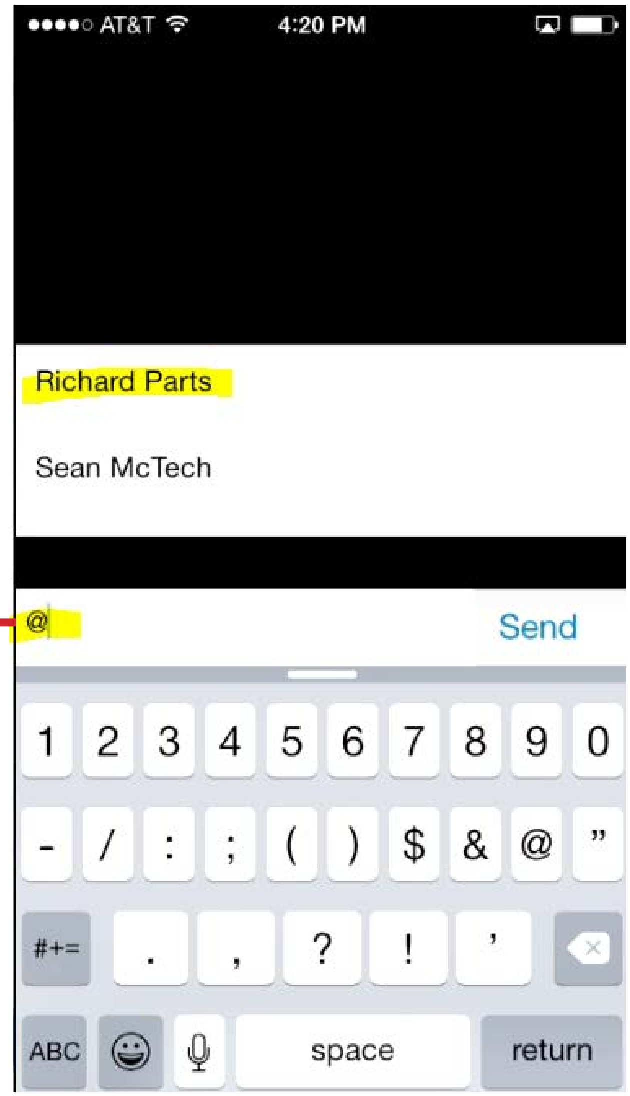
The icon on the left allows access to the *Chat* feature for this RO.

The icon on the right allows access to your *user notifications.*

Chat Window

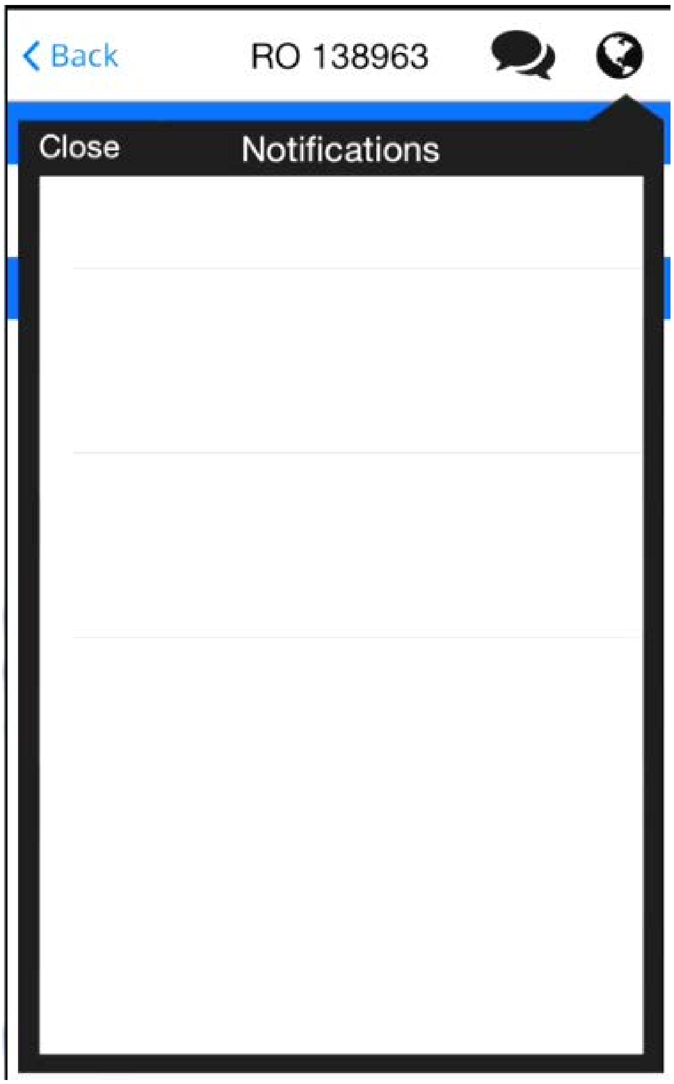
Type a message in the bottom text field to attach a message to this RO. Select the user, type your message, and press *Send*.

You can use the **'@'** symbol to send messages directly to other users in Service Pro.



Notifications

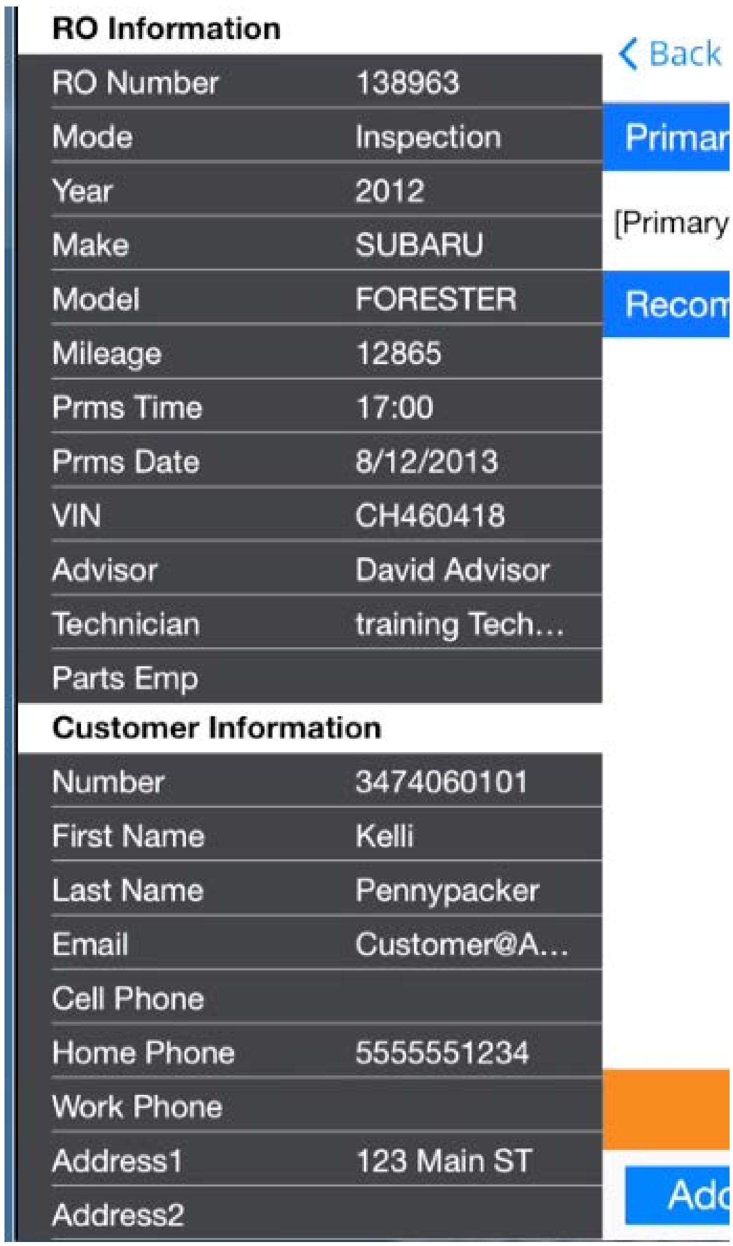
When you have work approved or declined, you will receive a notification here.



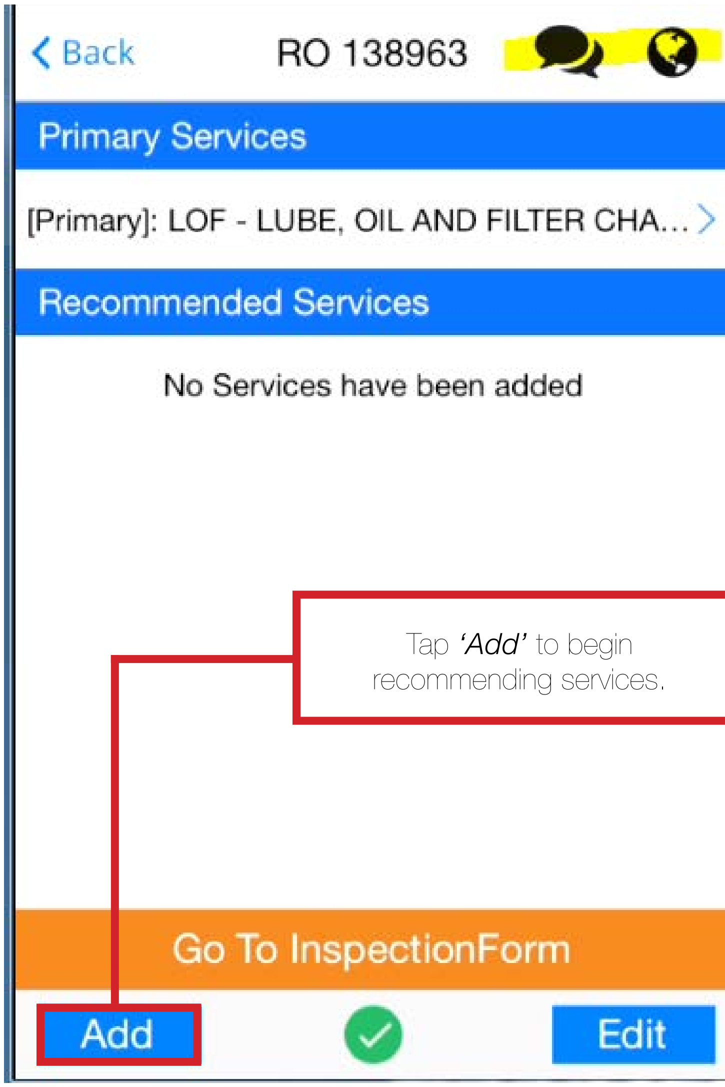
RO Info

Swipe to the right in the RO Details screen to view *RO* and *Customer information.*

Swipe left to return to the *RO Details.*



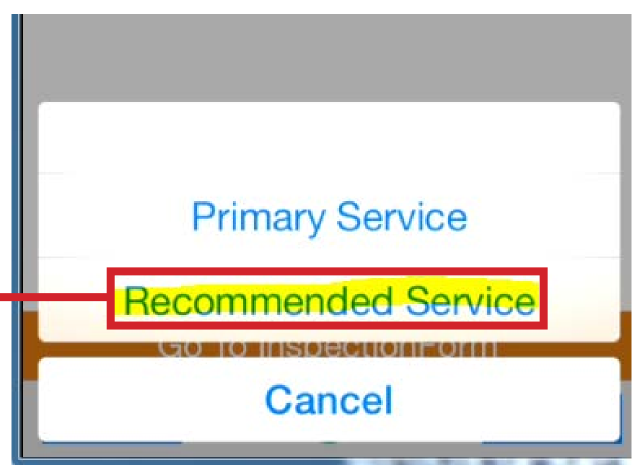
Add Service



Tap *'Add'* to begin recommending services.

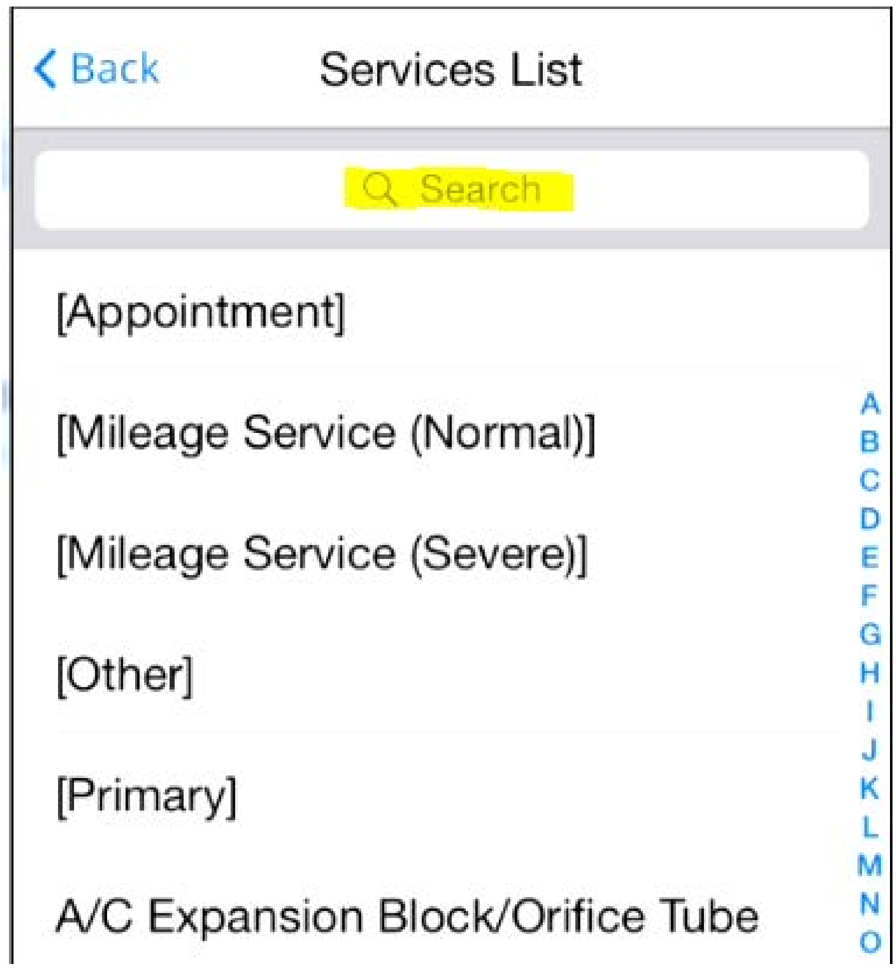
Recommended Service

Tap *'Recommended Service'* to add an Additional Service Recommendation.



Service Selection

Note the *'Search'* bar at the top of your screen. Remember we do an *'Exact'* match rather than a *'Best'* match. It is recommended when searching for services, begin with the noun rather than adjectives.

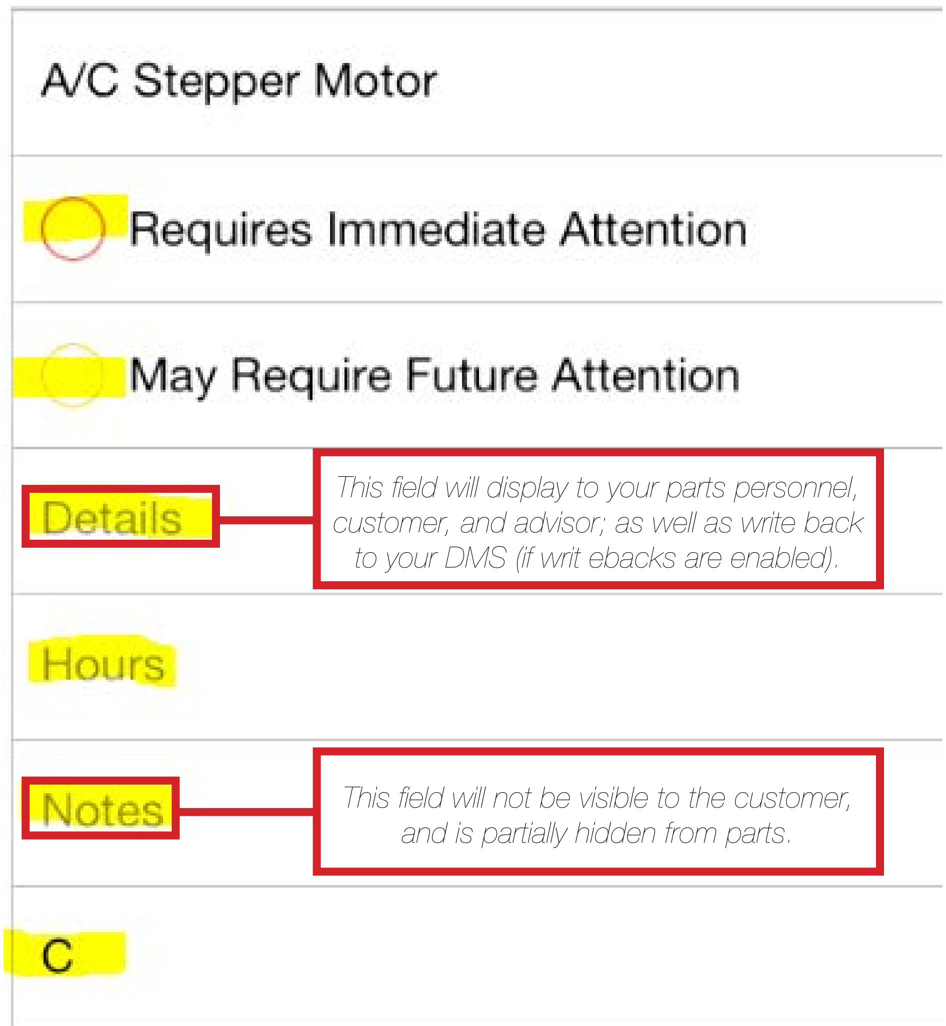


For example:
If you want to recommend a left inner tie rod end, type *'tie rod end'* rather than *'left inner tie rod end'.*

Tap the service you wish to recommend.

Add service

Tap the circle to designate whether this is a *Fail* or *Caution* service.



Details: Do you need additional parts for this repair beyond what is described in the title of the service? Why are you recommending this service?

Hours: Labor time estimate.

Notes: Do you need to relay additional information to your advisor?

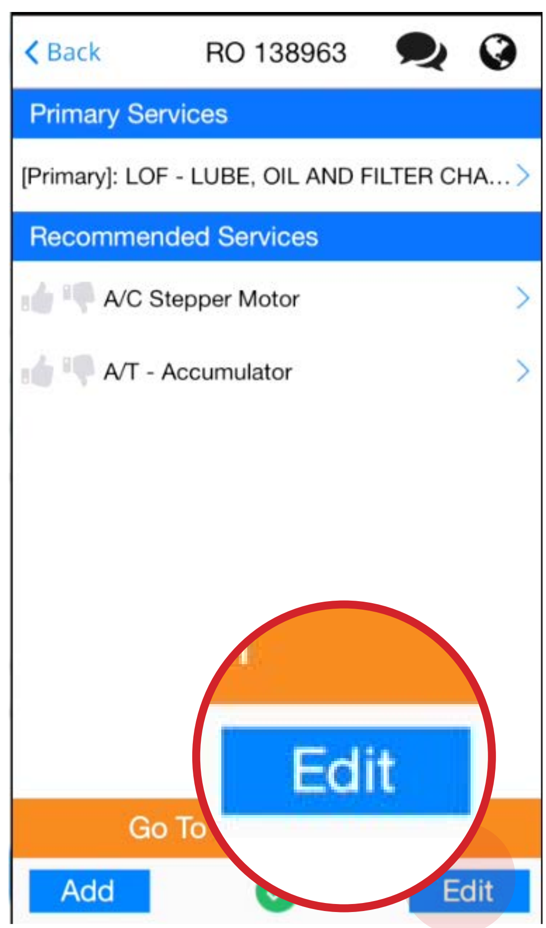
Add Photo

Tap *'Add Photo'* to add a photo of the customer's vehicle. This photo will appear in the RO Details page for your Advisor, as well as the ASR Book for your customer.

Associate Lines

Once you have finished recommending services:

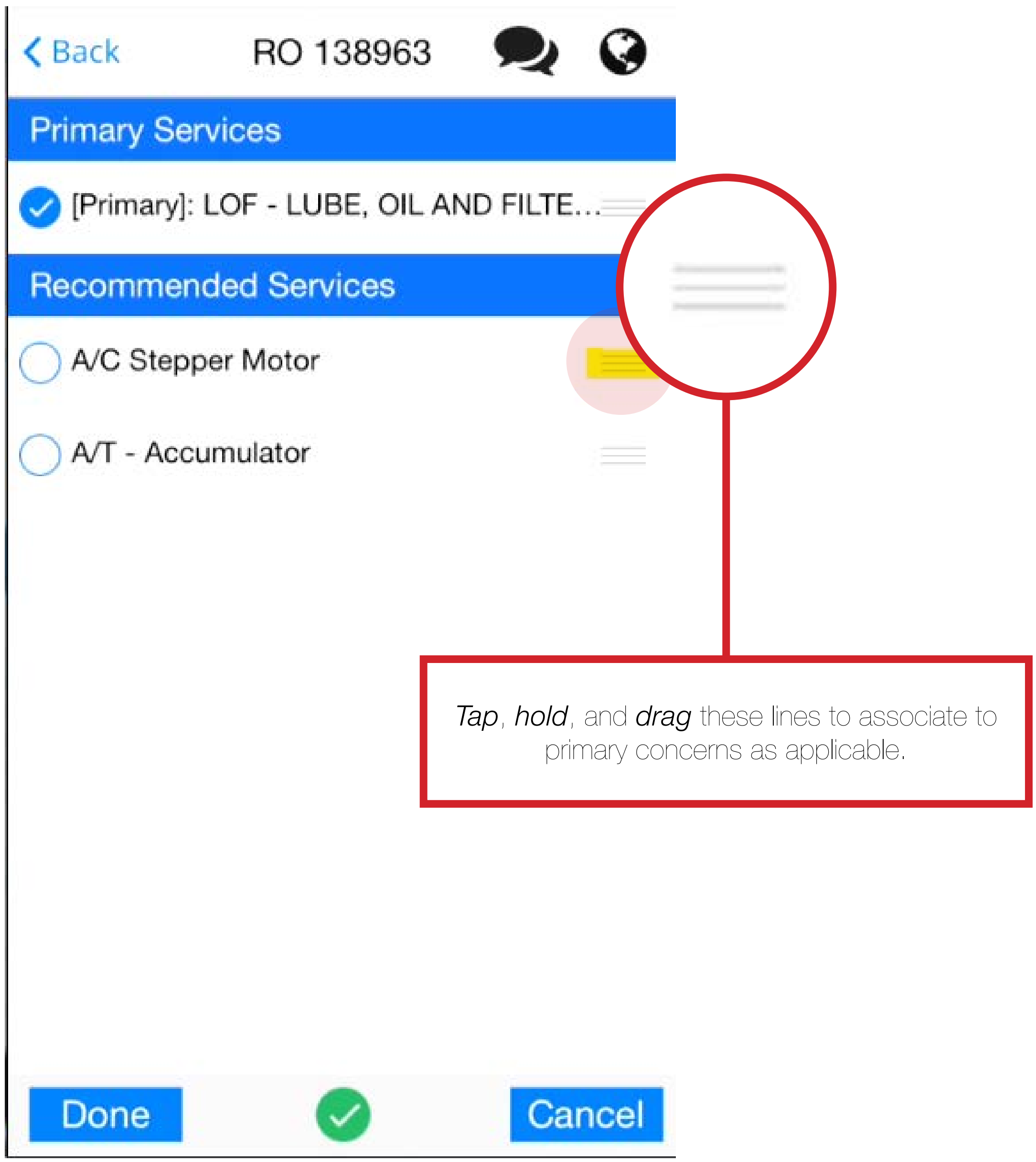
Tap the *'Edit'* button in the lower right hand corner.



Associate Lines

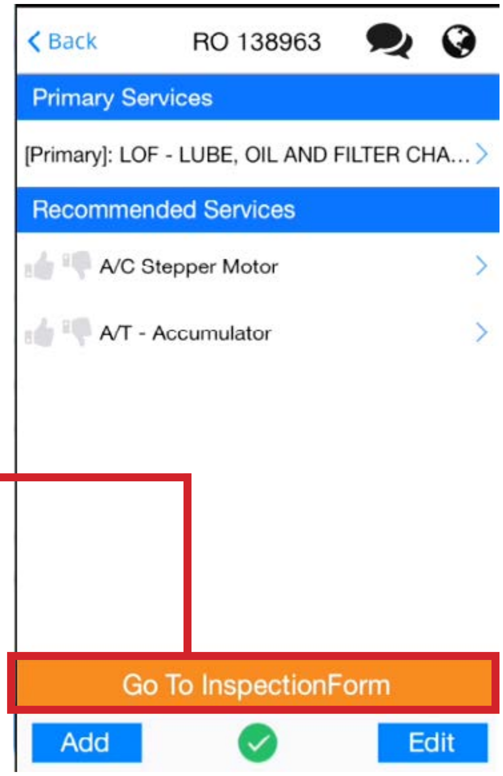
Notice the *'Associate'* icon on the right side of each service line.

This is how you recommend corrections to your customer's concerns.



Begin Inspection

Tap *'Go to Inspection Form'* to begin your vehicle inspection.

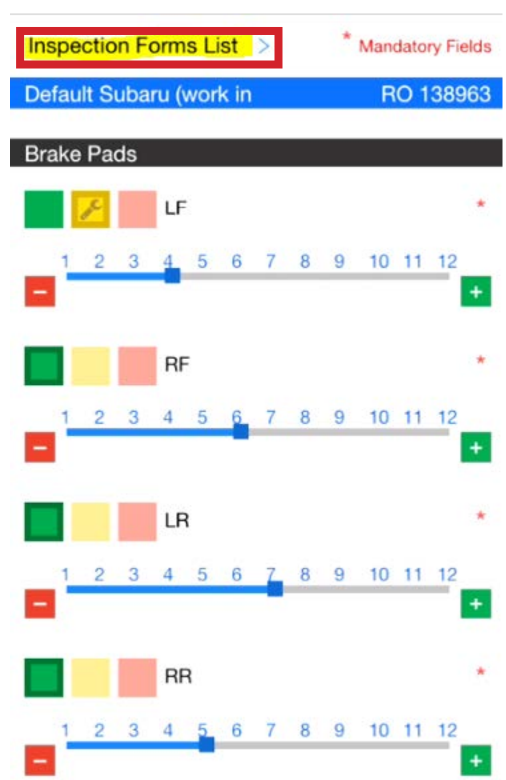


Inspection Form

Tap the ***green***, ***yellow***, or ***red*** boxes on each inspection form line as needed. For inspection items that require a measurement, drag the small blue box to the right until it lands on the appropriate measurement.

Remember items with a red **'*'** are mandatory; you will not be able to finish your inspection/request a parts quote until these fields are completed.

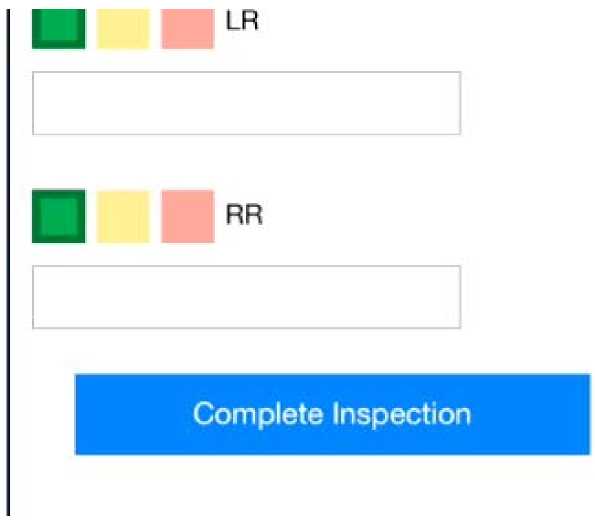
Note the *'Inspection Forms List'* highlighted at the top. You can change inspection form here if required by management.



Complete Inspection

Tap *'Complete Inspection'* after all inspection form items have been marked appropriately.

Remember you will not be able to modify this form once it is *'Complete'*. *Double check!*



Approved Services

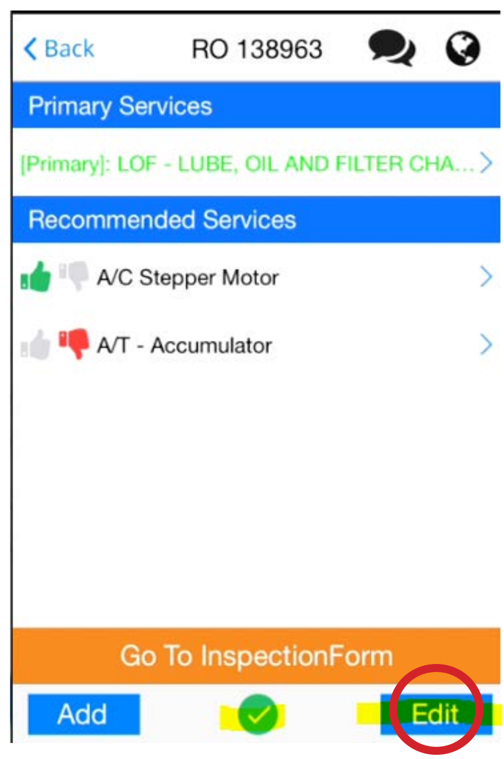
If you had recommended services, the RO is now being sent to Parts *(if applicable)* then onto your advisor for approval.

Once they approve the RO, you should receive a notification. That RO will now be in the *'Repair'* mode.

Tap the RO…

There is a *'Decision'* icon on the left side of each line that you recommended. A green thumbs up means the service was approved, a red thumbs down means the service was declined.

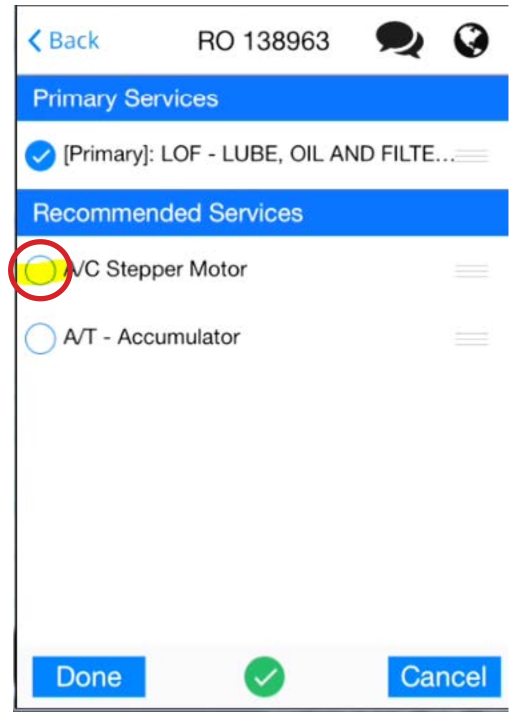
Tap the *'Edit'* button to flag services as *'Done'.*



Complete Services

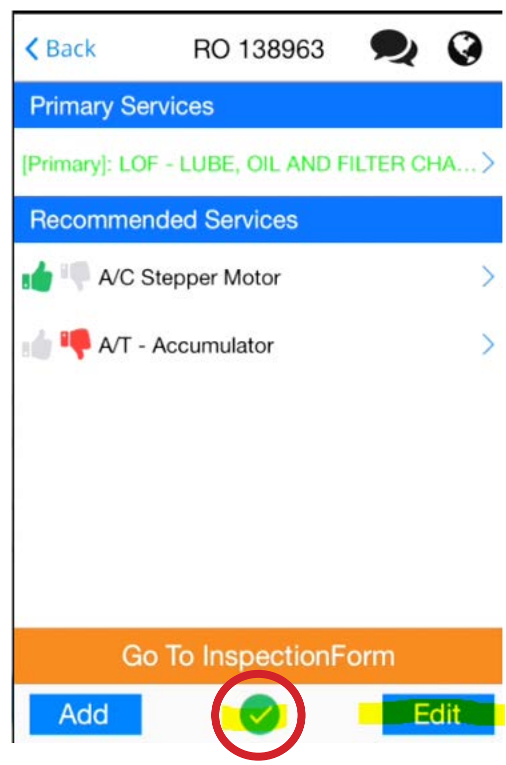
Notice the circles to the left of each approved service line. Tap the blank circle to turn it blue. This designates that service as completed.

Tap *'Done'.*



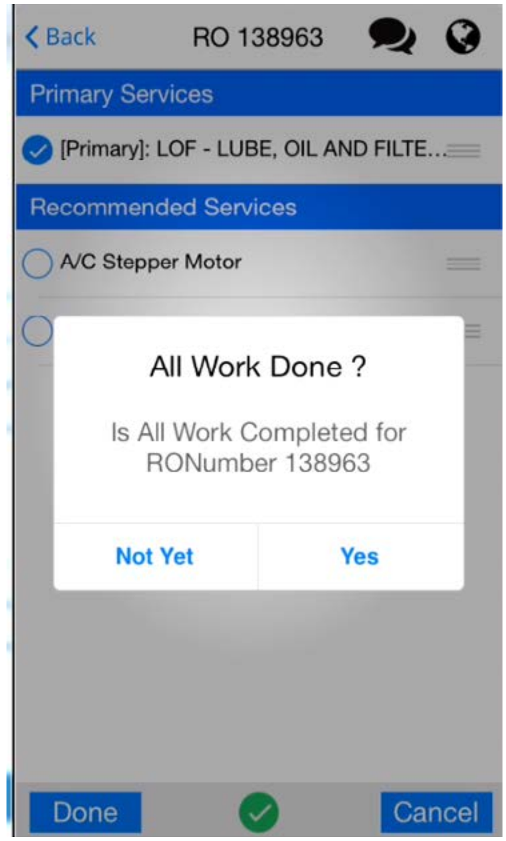
All Services Done

Alternatively, you could tap the *green check mark* in the bottom center of your screen.



Finish

Tap *'Yes'* to send the RO to review.



Send to Review

You will be notified that the RO has been sent to Review. There is nothing more you can do with this RO. Your advisor has been notified the RO is completed.