



# ŠKODA CONNECT

REGISTRATION & ACTIVATION

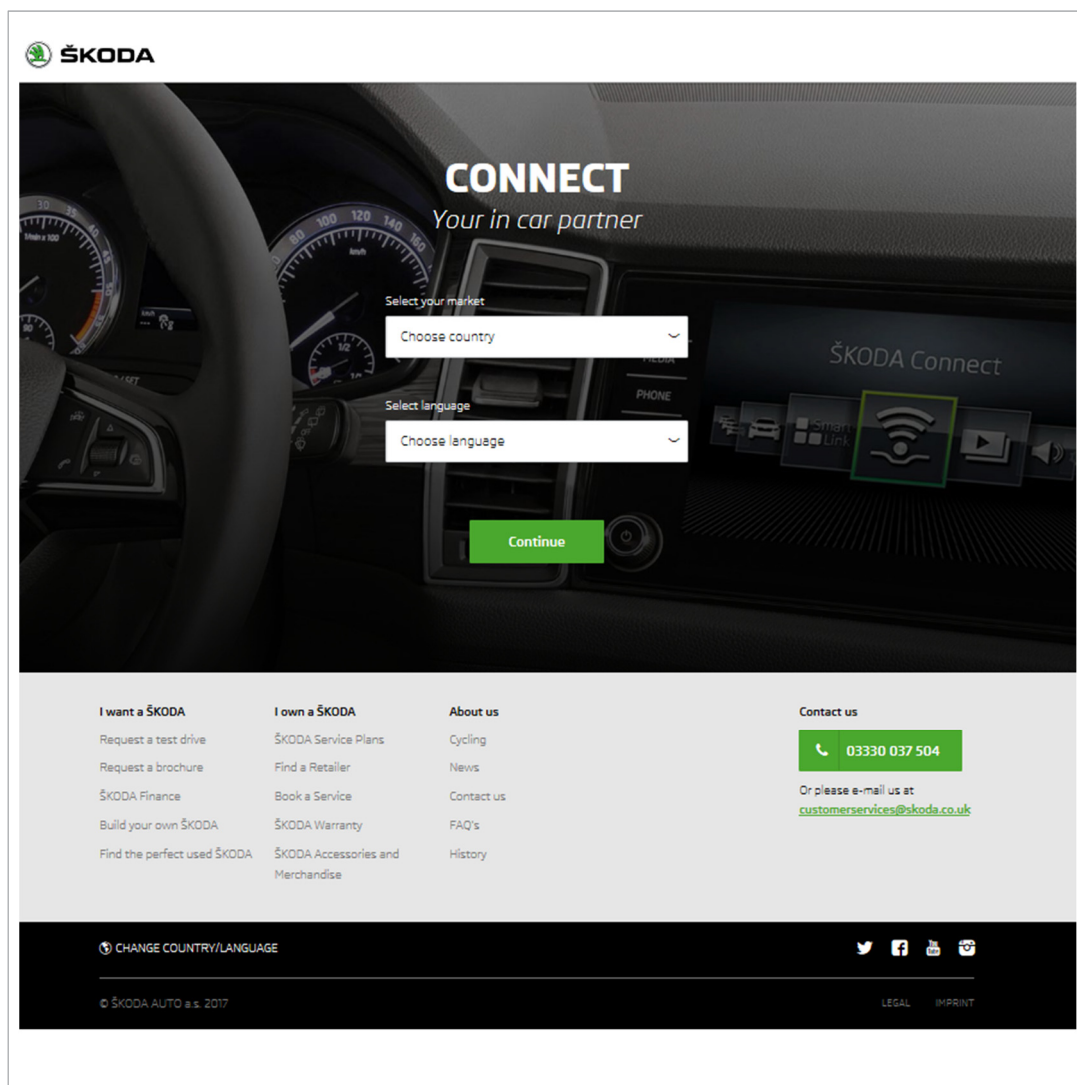


ŠKODA



## Connect Portal

The use of online services **ŠKODA Connect** requires a previous user and the vehicle registration on the **Connect Portal** website as well as an activation of the online services in the vehicle infotainment. The Connect Portal is available on the **websites of the ŠKODA importer**. After successful registration and activation it is possible to control the online services fully using the Connect Portal website or the mobile phone ŠKODA Connect application.



The screenshot displays the ŠKODA Connect Portal website. At the top left is the ŠKODA logo. The main header features the text "CONNECT Your in car partner" over a background image of a car's dashboard. Below this, there are two dropdown menus: "Select your market" with "Choose country" and "Select language" with "Choose language". A green "Continue" button is positioned below these menus. The footer contains four columns of links: "I want a ŠKODA" (Request a test drive, Request a brochure, ŠKODA Finance, Build your own ŠKODA, Find the perfect used ŠKODA), "I own a ŠKODA" (ŠKODA Service Plans, Find a Retailer, Book a Service, ŠKODA Warranty, ŠKODA Accessories and Merchandise), "About us" (Cycling, News, Contact us, FAQ's, History), and "Contact us" (03330 037 504, Or please e-mail us at customerservices@skoda.co.uk). At the bottom, there is a "CHANGE COUNTRY/LANGUAGE" link, social media icons for Twitter, Facebook, YouTube, and Instagram, and copyright information "© ŠKODA AUTO a.s. 2017" along with "LEGAL" and "IMPRINT" links.

### What does the Connect portal do?

User and vehicle registration

User account management

Setting up / using the online services

Extended use of the online services



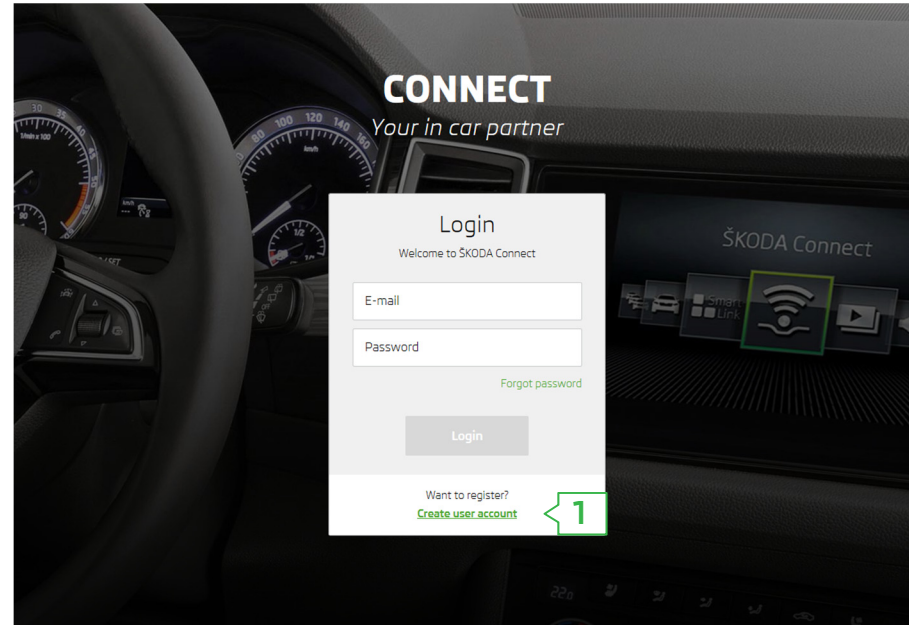
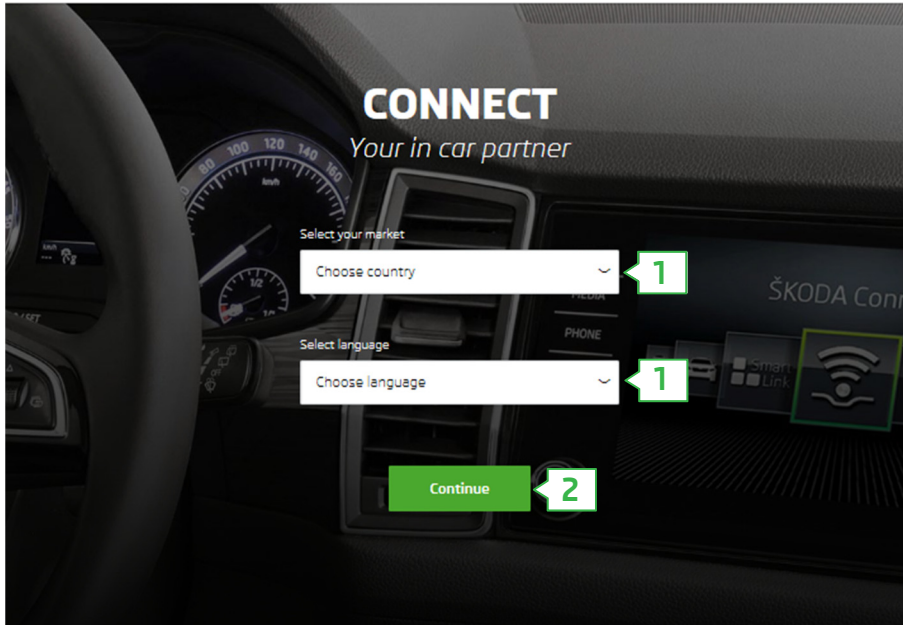
## Connect Portal > Registration process > Step by step

Create account

Registration

Activation

Completion



Open the ŠKODA Connect Portal.

1. Select your **country** and the preferred **language**.
2. Click on "**Continue**".

1. Click on "**Create user account**".

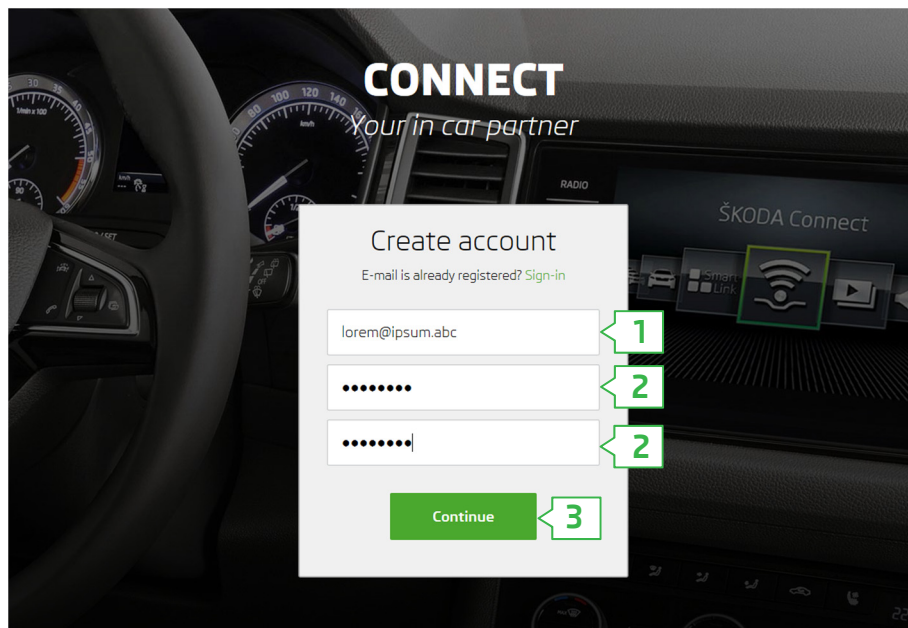
## Connect Portal > Registration process > Step by step

### Create account

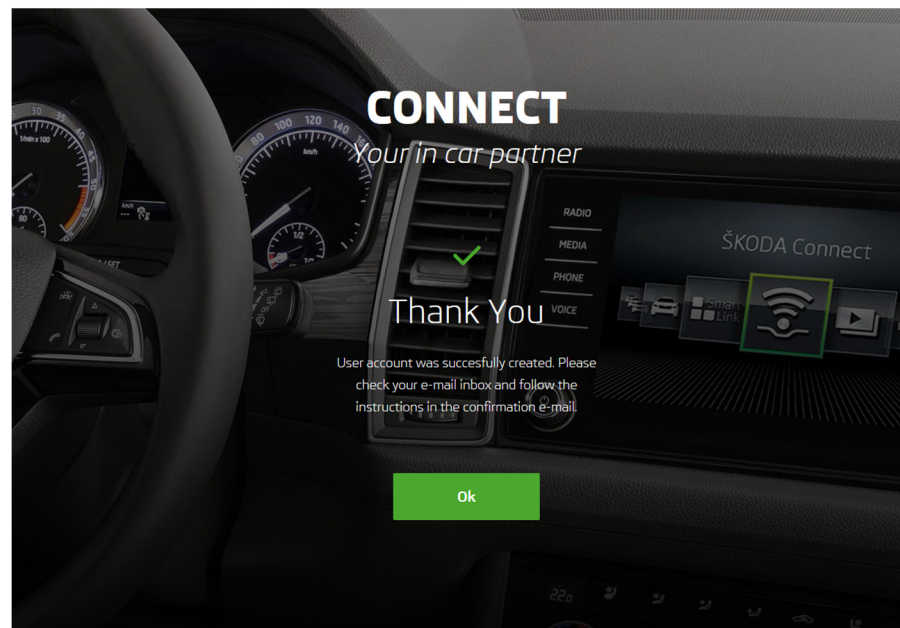
### Registration

### Activation

### Completion



1. Enter the **e-mail** address for registration to the Connect Portal.
2. Enter the **access password** and **repeat** this for the verification.
3. Click on "**Continue**".



A confirmation e-mail will be sent to the specified address. Check your inbox, and in the confirmation e-mail click on the **Reference for verification**. The reference is valid for 24 hours. Check the spam folder if you cannot find the confirmation e-mail.



#### Password requirements:

- > At least eight characters
- > A combination of digits, upper case and lower case letters



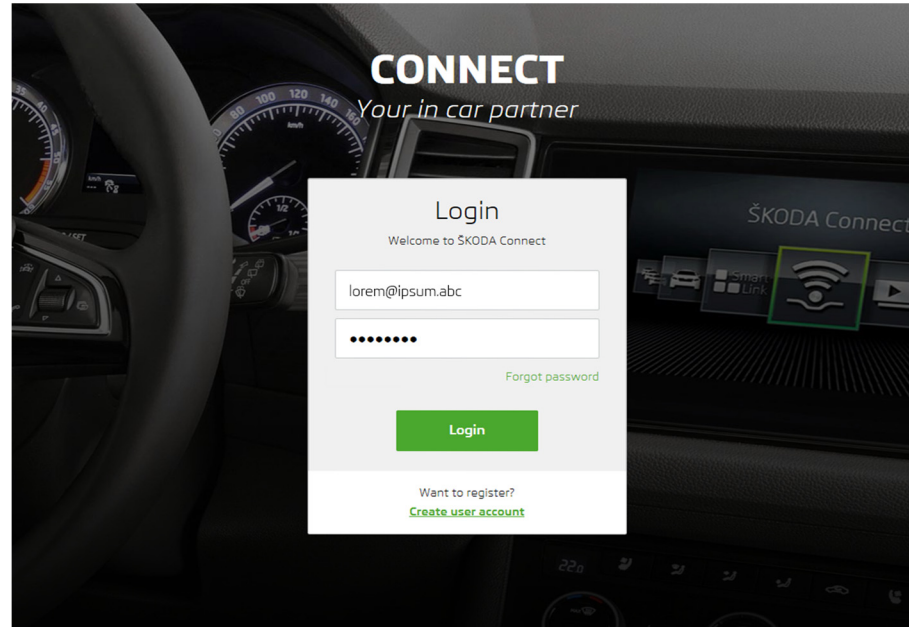
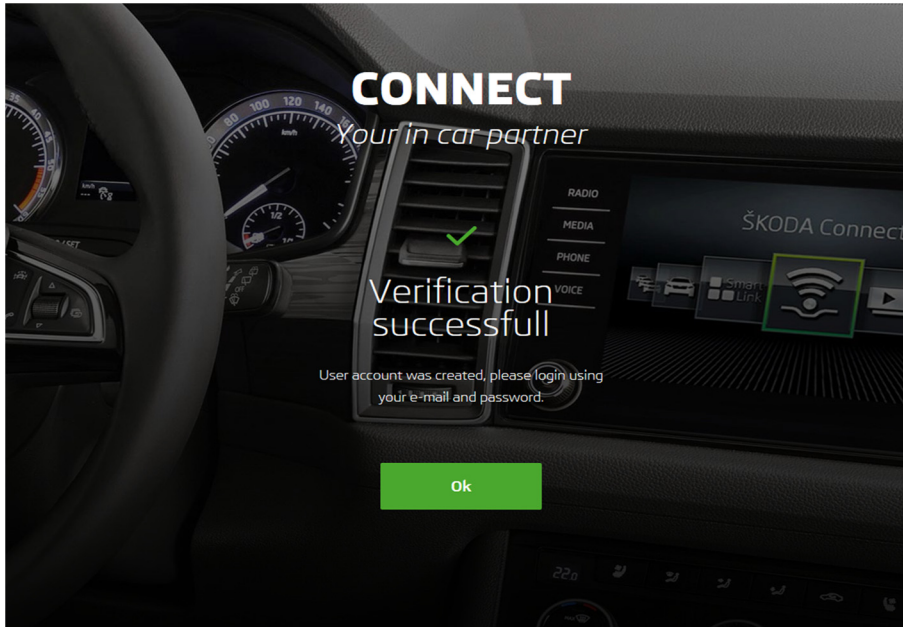
## Connect Portal > Registration process > Step by step

Create account

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Completion



After clicking on the link for the verification, a page is displayed with information about the successful verification.

Click on "OK" to continue.

Log in to your user account.

## Connect Portal > Registration process > Step by step

Create account

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Completion

The screenshot shows the 'User profile' registration page. At the top, there is a navigation bar with the SKODA logo, 'My Vehicles', 'SKODA SERVICE PARTNER', 'USER PROFILE', and 'HELP'. Below this is a banner with the word 'CONNECT' and icons for phone, smart link, and Wi-Fi. The main heading is 'User profile', followed by two steps: '1. Create account' and '2. Personal data'. Under 'Your personal details', there are input fields for 'Salutation\*' (with a dropdown menu showing 'Mr'), 'Title', 'First name\*', 'Middle name', 'Last name\*', and 'Date of birth'.

This screenshot shows the continuation of the registration form. It includes fields for 'Country code' (a dropdown menu) and 'Mobile phone no.'. Below these is a 'Time zone\*' dropdown menu set to 'Central European Time (UTC+1)'. A 'Declaration of Consent' section contains two checked checkboxes: 'I have taken note of Terms of Use for the user account and accept it.\*' and 'I have taken note of Privacy Policy and accept it.\*'. A question 'How would you like to be contacted?' is followed by a 'Data protection-related declaration of consent' section with a checked checkbox 'I agree that my above personal data, including my' and three sub-options: 'e-mail address', 'telephone number', and 'mobile phone number'. At the bottom, there is a 'Continue' button. Green callout boxes with numbers 1, 2, and 3 point to the checkboxes, the 'Continue' button, and the 'Continue' button respectively.

After logging in, a registration form appears.

Please enter your **personal details and contact information**.

1. **Confirm** that you have read the terms of use for the user account and the information regarding the collection and use of personal data and related vehicle data, and that you consent to this.
2. If you would like to be **contacted** by ŠKODA AUTO for advertising purposes and market research, confirm your consent and select the preferred form of contact. You can change this consent and the type of contact in your user profile at any time.
3. Click on "**Continue**".

Create account

Registration

Activation

Completion

CONNECT

### Activate Services

1. Insert Vehicle 2. Order Connect 3. Activate Connect

Enter your vehicle's VIN

T M B 1 2 3 4 5 6 7 8 9 L O R E M

Where can I find my vehicle's VIN?

VIN, Vehicle Identification Number can be found [this manual](#) in your Vehicle Registration Document, at the bottom of the windscreen and in your vehicles owner manual.

Continue

1. Enter the 17-digit vehicle identification number (**VIN**) of your vehicle.
2. If you do not know where to find the VIN for your vehicle, please use the help function. This is displayed by clicking on the highlighted text "**this manual**".
3. Click on "**Continue**".

# Connect Portal > Registration process > Step by step

Create account

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Completion

ŠKODA My Vehicles

ŠKODA SERVICE PARTNER USER PROFILE HELP

## CONNECT

### Activate Services

1. Insert Vehicle 2. Order Connect 3. Activate Connect

Connect services - Order Confirmation

#### INFOTAINMENT ONLINE

Use online services to enhance your vehicle journey and achieve the maximum comfort on the road.

**GBP 0,-**

Package includes these services:

- Petrol Stations
- News
- Online Map Update
- Parking Spaces
- My Points of Interest
- Online POI-Search (text)
- Online POI-Search (voice)
- Google Earth
- Online Route Import
- Online Traffic Information

Package includes these services:

- Parking Position
- Area Notification
- Speed Notification
- Driving Data
- Online Anti-Theft Alarm
- Vehicle Locator
- Vehicle Status

#### EMERGENCY CALL

Safety is our primary concern.

**GBP 0,-**

Package includes these services:

- Emergency Call

**1**

I have taken note and accept Terms and Conditions.

**Continue** **2**

Having entered the VIN number, an overview of the ordered packages for the ŠKODA Connect online services is displayed.

1. Read and confirm your consent to the terms and conditions for ŠKODA Connect online services.

2. Click on "Continue".



Create account

Registration

Activation

Completion

**CONNECT**

### Activate Services

1. Insert Vehicle 2. Order Connect 3. **Activate Connect**

Enter registration PIN into the vehicle's infotainment

**51615305** Refresh

This PIN is valid for 14 days. After entering the PIN in the vehicle's infotainment click refresh to check that activation was successful.

[How to enter the registration pin on the Infotainment system?](#)

**SKODA** I own a **SKODA** About us Contact us

test drive SKODA Service Plans Cycling 03330 037 50

brochure Find a Retailer News

The following page displays a **registration PIN**.

To verify the vehicle owner as well as to create a connection between the vehicle and your user account, this must be **entered in your vehicle's infotainment**.



Make a note of the registration PIN.



Before entering the registration PIN code, ensure that you have an Internet connection with the vehicle. Refer to the Owner's Manual for information regarding the Internet connection.

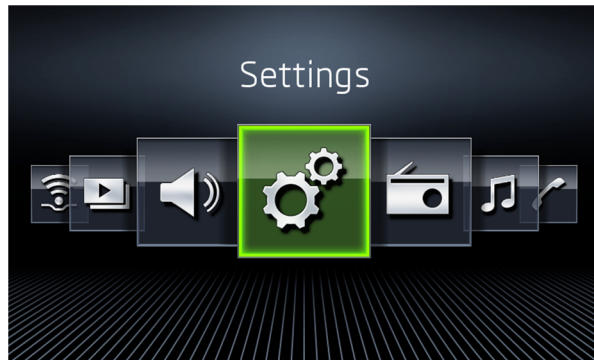
## Connect Portal > Registration process > Step by step

Create account

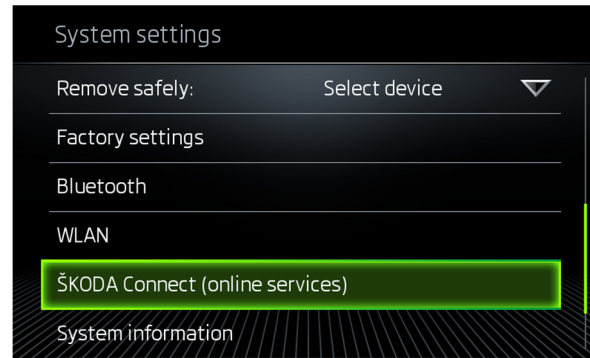
Registration

Activation

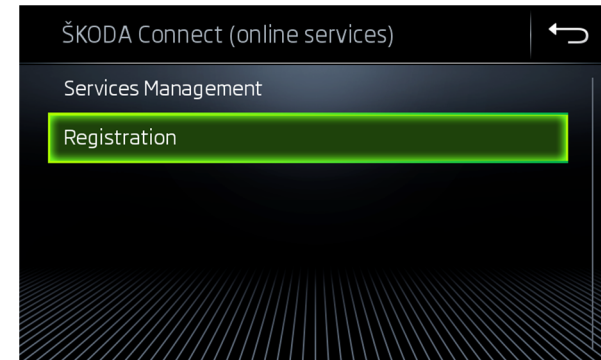
Completion



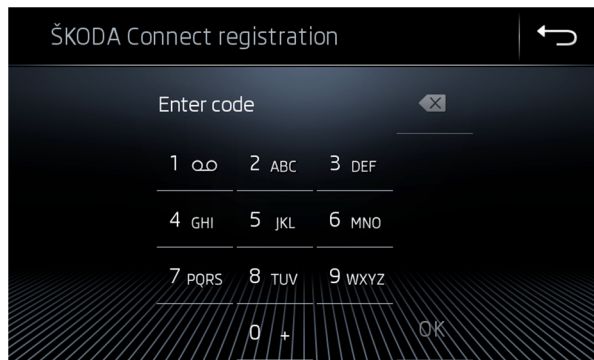
1. Tap on **"MENU"** in the infotainment and select the option **"Settings"**.



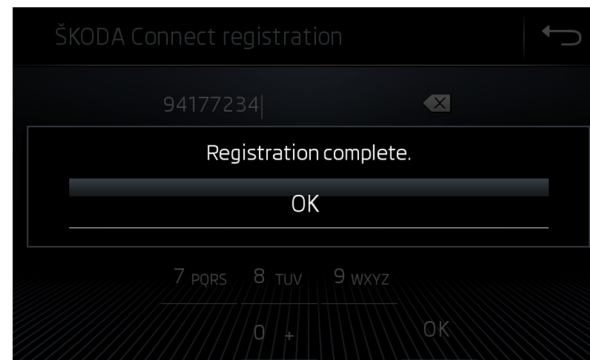
2. Scroll down the menu and select the **"ŠKODA Connect (online services)"** option.



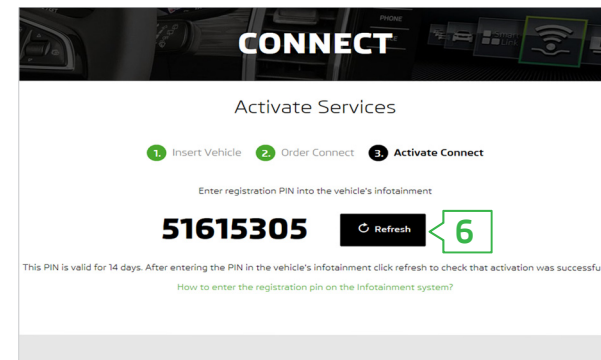
3. Select the **"Registration"** option.



4. Enter the registration PIN and tap on **"OK"**.



5. **Wait** until the registration is confirmed by the infotainment. This may take several minutes.



6. Return to the Connect Portal. If the page with the registration PIN is still showing or this continues to be displayed after the registration, then click on **"Refresh"**.

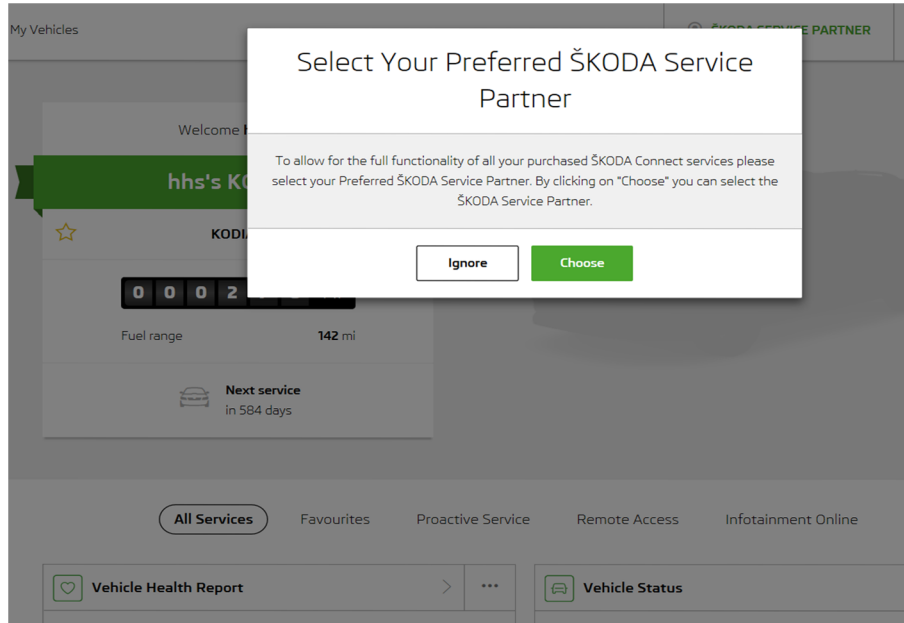
## Connect Portal > Registration process > Step by step

Create account

Registration

Activation

Completion



If you are a new user, you will be prompted to select your preferred service partner. If you decide not to make a selection at this time, click on **"Ignore"**.

If you click on **"Choose"**, then the service partner is selected. The procedure for this is described in detail on the following pages of this document.



If you do not select a preferred service partner, it will not be possible to activate the **"Service scheduling"**.

## Connect Portal ▶ Select the preferred service partner

Create account

Registration

Activation

Completion

Find your preferred

To search for your preferred service partner type in location, name of service partner or ZIP code and click search.

1 London

2 Search ŠKODA servi...

3 Norton Way

4 60-62 West Hill Road Wandsworth SW18 SHT

5 Select ŠKODA Service partner

6 Preferred ŠKODA Service Partner

7 Norton Way

8 60-62 West Hill Road Wandsworth SW18 SHT

Telephone number null

Opening hours

Monday	Not Available
Tuesday	Not Available
Wednesday	Not Available
Thursday	Not Available
Friday	Not Available
Saturday	Not Available
Sunday	Not Available

Contact preferences

Select your contact channel for communication with your ŠKODA service partner.

7  E-mail  Telephone No

8 Save

1. To search for a service partner, enter the location or the name of the service provider.
2. Click on the **Search** button.
3. The results based on the specifications are **displayed**.
4. Click on the small arrow to view the details.
5. Confirm your selection by clicking on "**Select ŠKODA Service partner**".

6. Detailed information about the selected service partner is shown.
7. Choose the channel for communication with the service partner.
8. Confirm the selection of the service partner by clicking on "**Save**".



## Connect Portal > Select the preferred service partner

Create account

Registration

Activation

Completion

1

ŠKODA SERVICE PARTNER

USER PROFILE

HELP

### CONNECT

#### Preferred ŠKODA Service Partner

Norton Way  
60-62 West Hill Road Wandsworth SW18 5HT

**Telephone number**  
null

**Opening hours**

Monday	Not Available
Tuesday	Not Available
Wednesday	Not Available
Thursday	Not Available
Friday	Not Available
Saturday	Not Available
Sunday	Not Available

2

3

After confirming the selection of the preferred service partner, information about the selected service partner is displayed.

You can display information or make a change to or delete the preferred service partner as follows.

1. Button to **display information** about the preferred service partner.
2. Button to **change** the preferred service partner.
3. Button to **delete** the preferred service partner.

## Connect Portal > Service scheduling

Create account

Registration

Activation

Completion

The screenshot displays the ŠKODA Connect Portal interface. At the top, the 'My Vehicles' section is highlighted with a green box containing the number '1'. Below this, the user's profile 'Lorem's KODIAQ' is shown with a green bar. A car image is displayed to the right. The 'Next service' section is visible below the car image. In the bottom navigation bar, the 'Proactive Service' option is highlighted with a green box containing the number '2'. Below this, the 'Service Scheduling' section is shown, featuring a map with a location marker and an 'Activate' button highlighted with a green box containing the number '3'. The 'Vehicle Health Report' section is also visible on the left side of the bottom navigation bar.

The "**Service scheduling**" gives the option for your vehicle to notify your preferred service partner about the due service appointment. The service partner will then contact you to arrange the service appointment.

To use the service, it must be **activated** as follows.

1. Click on the "**My vehicles**" button.
2. Click on the "**Proactive Service**" button.
3. Click on the "**Activate**" button.

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