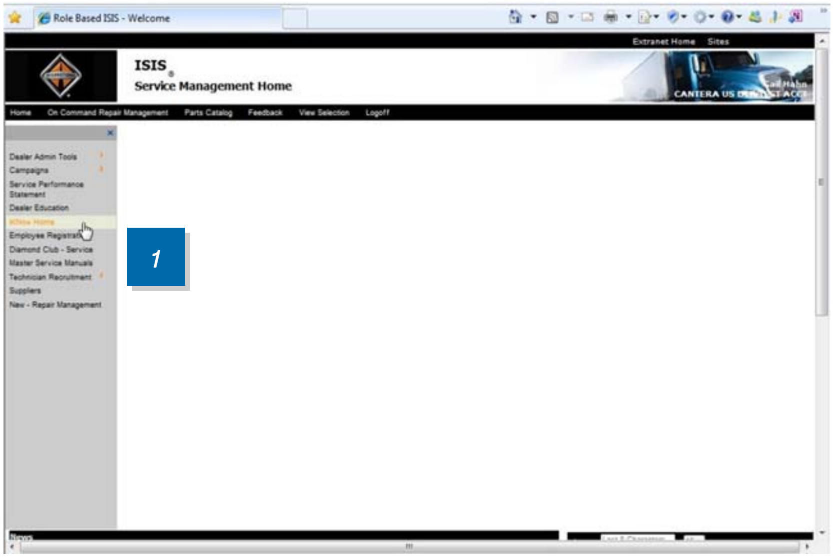
Quick Start Guide for iKNow

What's New in iKNow?

Navigating to iKNow

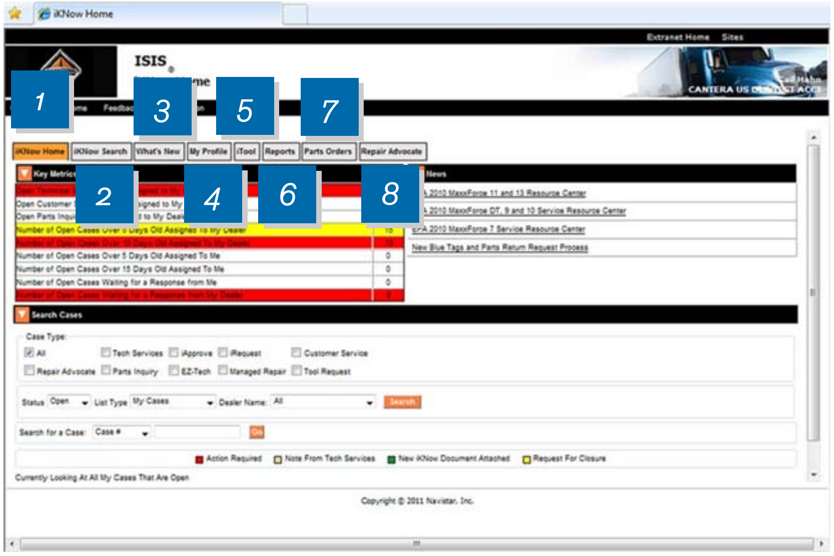
1. *From the ISIS home page select the iKNow Home menu option.*



iKNow Tabs

There are now eight tabs on the iKNow Home screen:

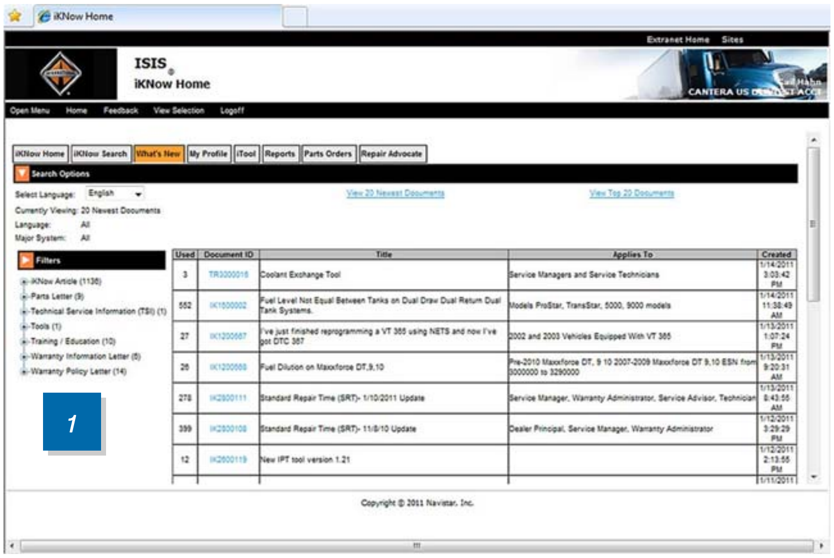
1. *iKNow Home – Displays Key Metrics, News and your Case listings*
2. *iKNow Search – Allows you to search the iKNow knowledgebase*
3. *What's New – Lists the latest articles added to the iKNow knowledgebase*
4. *My Profile – Allows you to maintain contact information and set up notifications*
5. *iTool – Used to borrow special tools; under construction*
6. *Reports – Used by Service Manager to generate reports*
7. *Parts Orders – Used by parts personnel to manage critical parts orders*
8. *Repair Advocate – Used by dealership personnel to manage repairs on vehicles in the Repair Advocate program*



Filtering Articles on the What's New Tab

The Filters section allows you to filter on article categories.

1. *Click on the category to limit listings to articles in that category.*



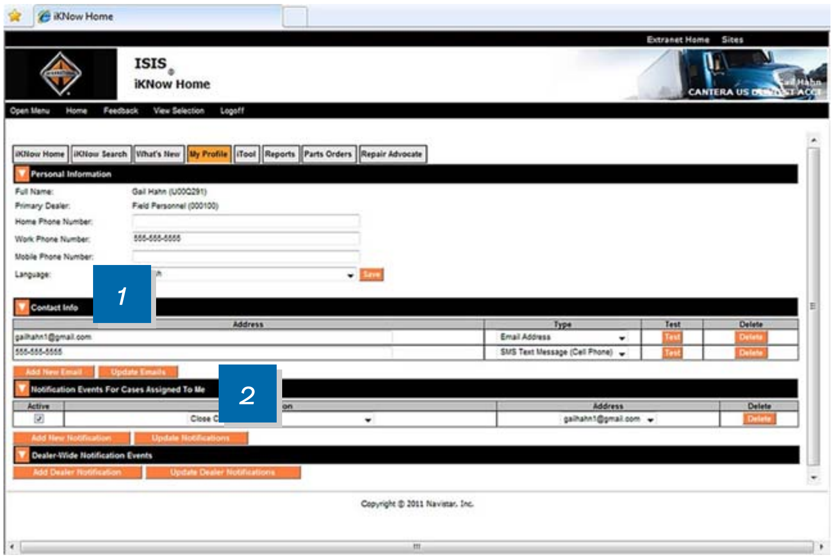
Articles can be further limited by Major System within the category.

2. *Click on the plus sign in front of the category to display related Major Systems.*
3. *Click on the Major System to limit listings to articles related to that system within the category.*

Setting up Event Notifications

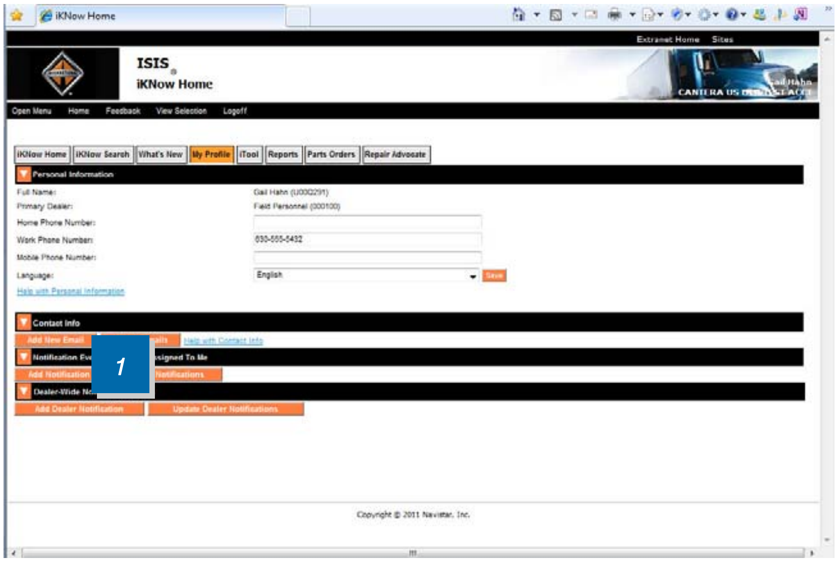
To be notified when an action occurs, you must:

1. *Set up your contact information (email address or cell phone number) in the Contact Info section*
2. *Select actions that you want to be notified about in the Notification Events for Cases Assigned to Me section (or Dealer-wide Notification Events section)*



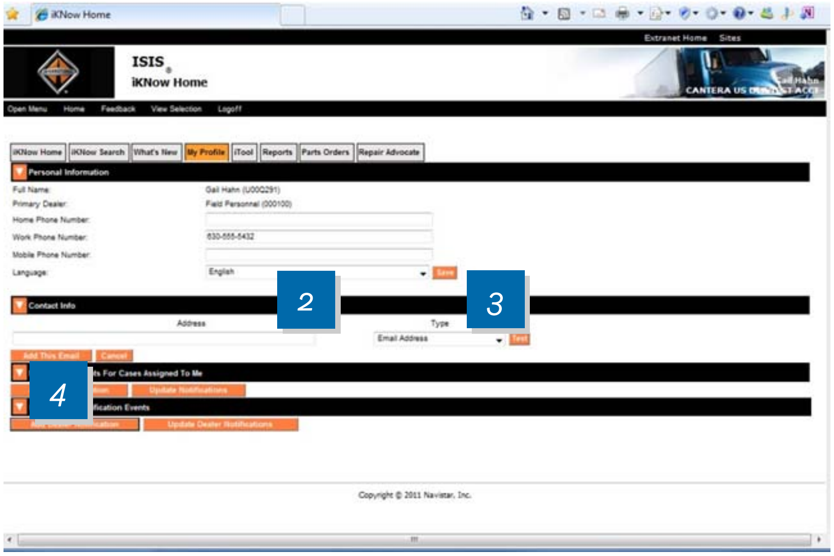
To set up your contact information:

1. *Click on the Add New Email button (for email or cell phone number)*



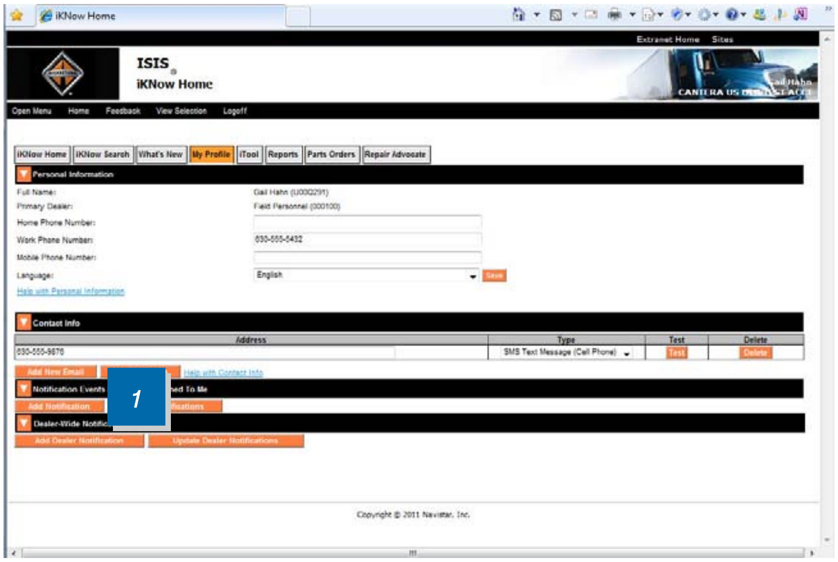
Setting up Event Notifications (cont)

2. *Enter your email address or cell phone number in the Address field*
3. *Select Email Address or SMS Text Message (cell phone) from the Type drop-down list*
4. *Click the Add This Email button*



To add a notification:

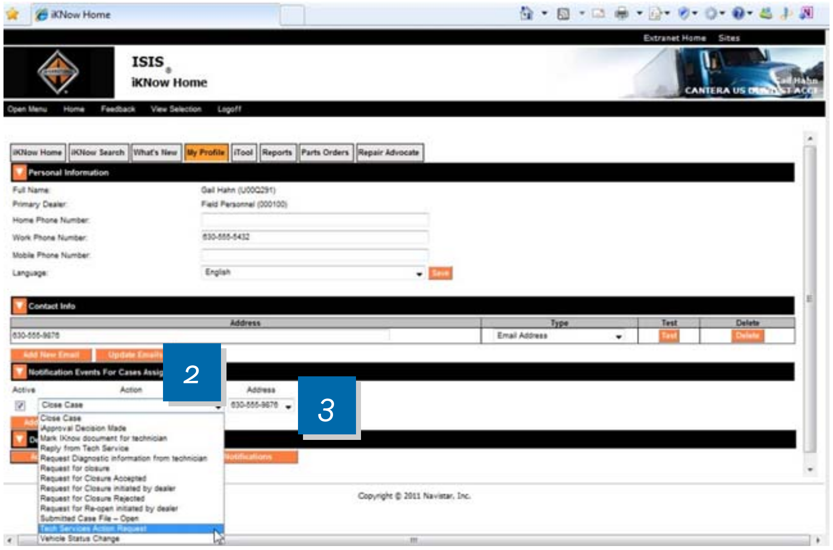
1. *Click the Add Notification button in the Notification Events for Cases Assigned to Me section (or the Dealer-Wide Notification events section)*



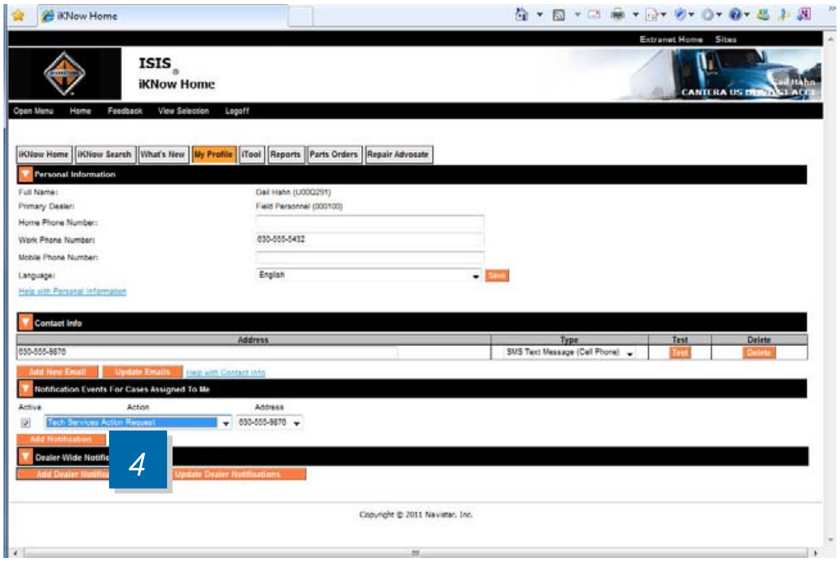
Setting up Event Notifications (cont)

To add a notification:

2. *Select the Action you want to know about from the Action drop-down list*
3. *Select the Address to associate this notification with from the Address drop -down list*



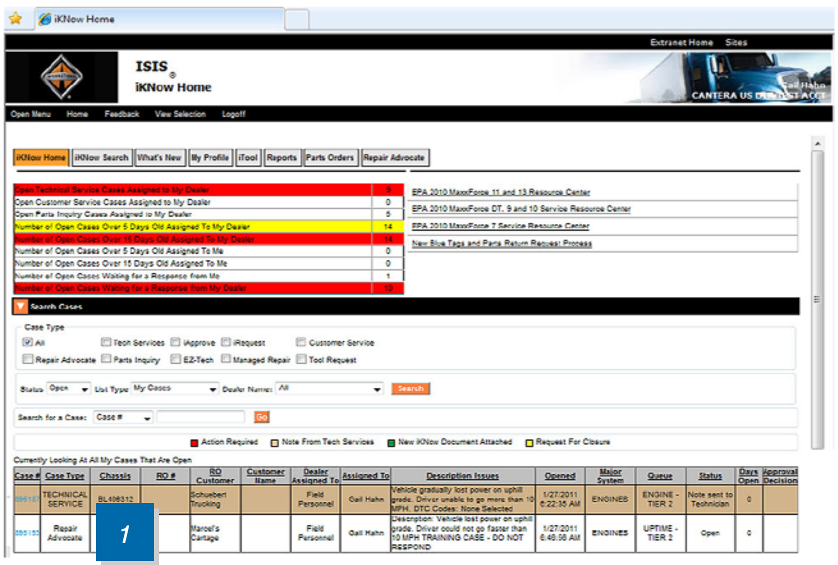
4. *Click the Add Notification button*



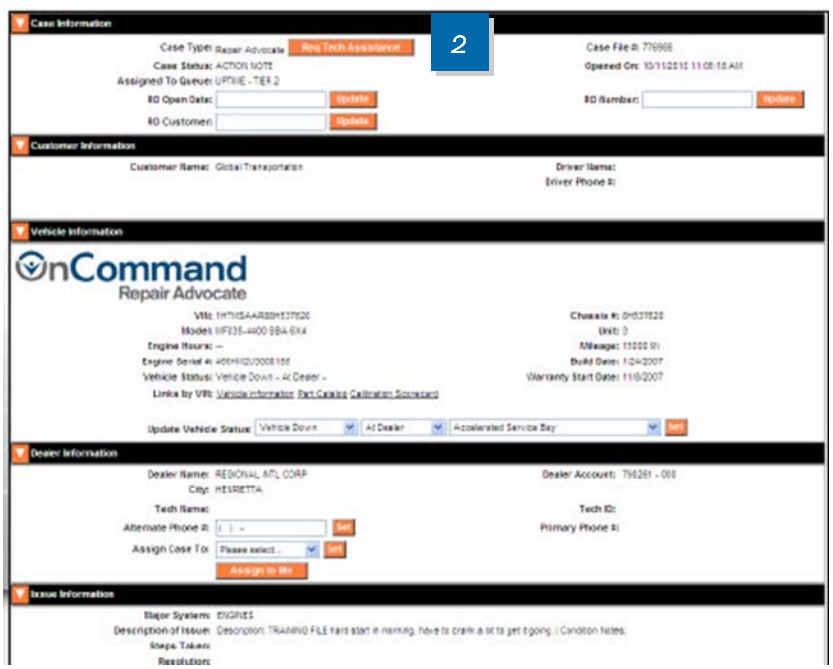
Requesting Tech Services Assistance for a Repair Advocate Vehicle

You can access your cases for vehicles in the Repair Advocate program from the iKNow Home tab or the Repair Advocate tab.

1. *Double-click on the case to open it*



2. *Click the Req Tech Assistance button at the top of the case file*



Requesting Tech Services Assistance for a Repair Advocate Vehicle (cont)

3. *Complete the Case Submission form.*