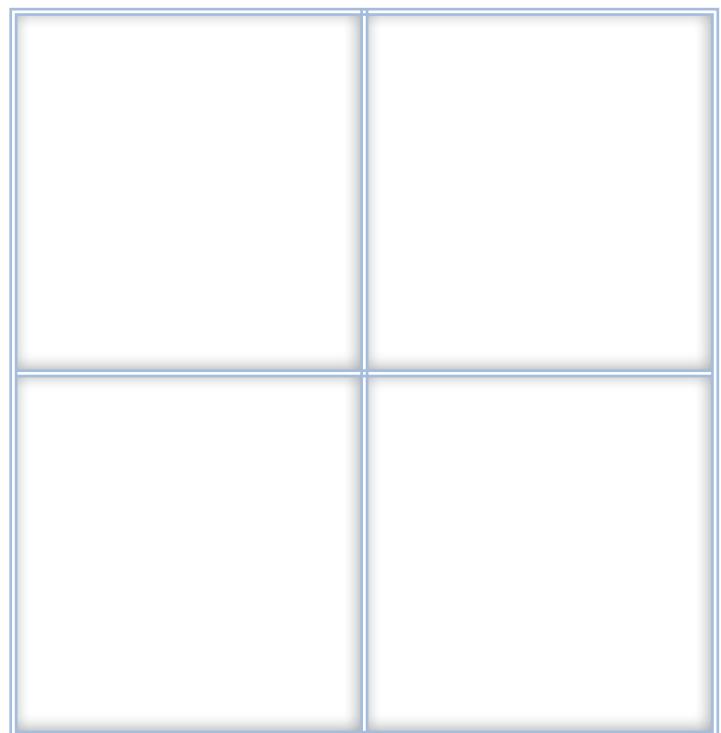
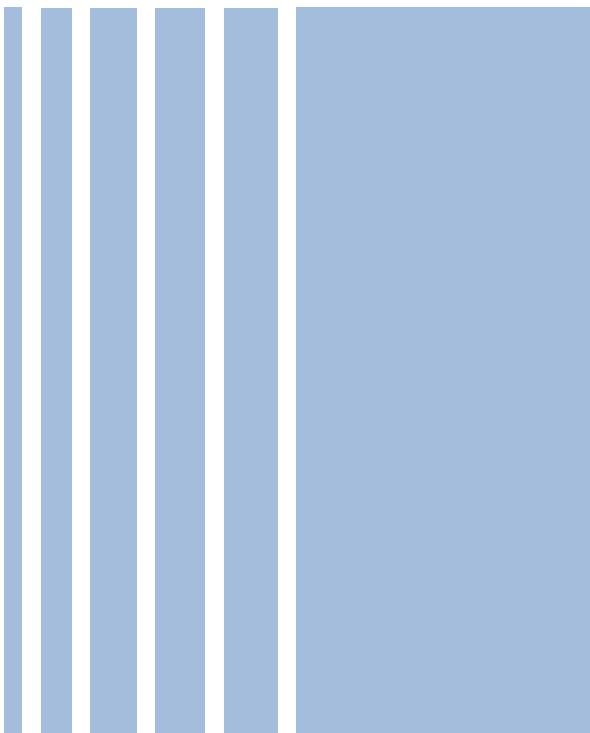


# **Service Portal**

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TMT - 101215  
Class Course Code: SK1210  
First Edition, July 2012

## **Tech Services and Other Resources for Technicians Study Guide**





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# INTRODUCTION

Welcome to the Navistar Service Portal training program – Tech Services and Other Resources for Technicians. In this program, you'll learn about the tools and resources you may use to communicate with Tech Services regarding a troubleshooting issue and other resources that are available to you.

To receive credit for completing this program, you must take the post-test. This is the last item in the online course grade book for this program.

## LESSON 1: INTRODUCTION

As you know, the Service Portal is your online resource for the most up-to-date service and technical information.

In this lesson you'll learn about additional resources that are available to you as you do your job.

### Learning Objectives

In this program, you'll learn to:

- Submit and manage Tech Services support requests
- Recognize other resources that you may need to access

The *Service Portal Quick Start Guide for Technicians* is available to assist you while completing this program and as a resource on the job.

There is also a *Glossary*, which provides a brief description of each menu feature.

## NOTES

## LESSON 2: TECH SERVICES SUPPORT

During the course of repairs, you may need to request support from the Tech Services team.

- In the previous program, you learned that a request for assistance from Technical Services may be submitted. This creates a case file that is used for communicating about the repair.
- If a vehicle is in the Repair Advocate program, a case is created immediately. If you have difficulty troubleshooting such a vehicle, you can then request Tech Services assistance through this case file.
- You'll use the iKnow system to manage cases and communicate with Tech Services about the repair.

### Submitting a Request for Tech Services Support

In the previous program, you learned that, if you are having difficulty troubleshooting a vehicle repair, you can request assistance from Tech Services.

#### Repair Advocate Vehicles

If a vehicle is in the Repair Advocate program, a case should already have been created. Assistance can be requested through the existing case file by opening the case from the iKnow Home screen.

You'll find detailed training about requesting Tech Services assistance for repair advocate vehicles in the course catalog.

#### “Typical” Vehicles

Most vehicles you will repair are not in the Repair Advocate program. You will create a case file for the repair only if you need assistance from Tech Services.

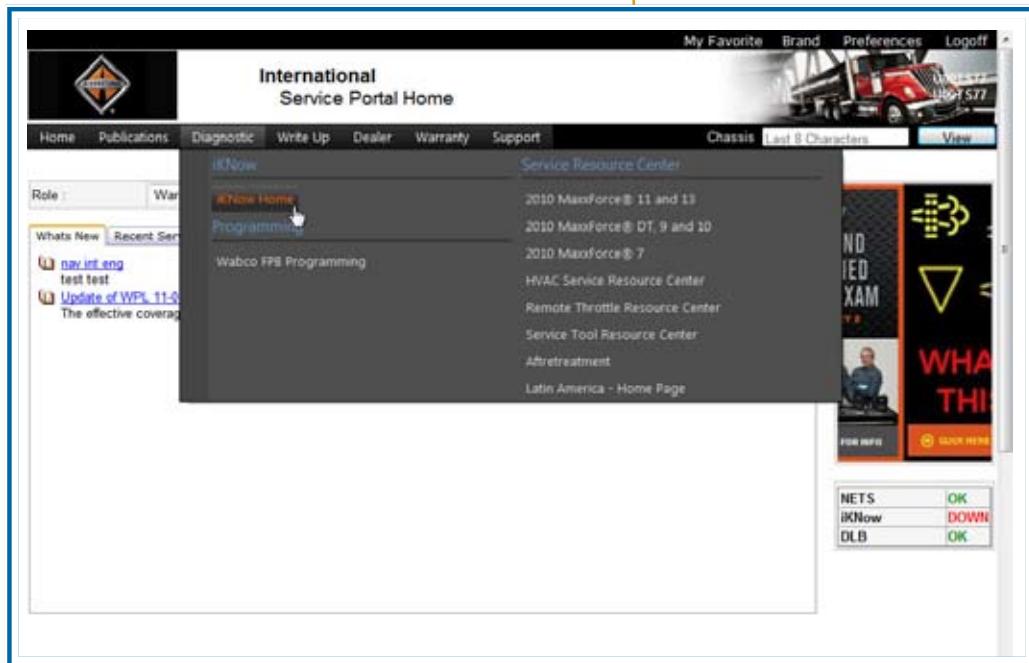
You'll find detailed training about this process in the iKnow training programs available in the course catalog.

## LESSON 2: TECH SERVICES SUPPORT

### Managing Cases with iKNow

You'll manage your repair troubleshooting cases using the iKNow System. We'll briefly overview key features of this system.

#### Navigating to iKNow Home

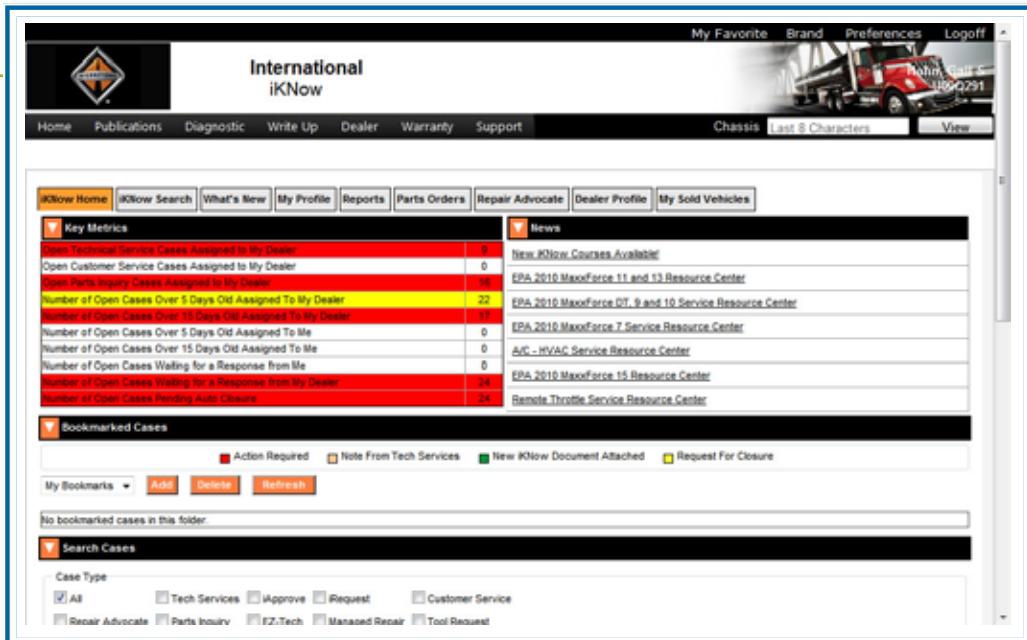


You'll find the iKNow Home link in the Diagnostic menu. Hover over Diagnostic in the menu bar to open the menu. Then click on iKNow Home.

## LESSON 2: TECH SERVICES SUPPORT

- **iKNow Home**

iKNow stands for “International® Knowledge Now” and provides a platform for researching and communicating about service issues between service personnel and Navistar’s various support functions.



The screenshot shows the iKNow Home page with the following sections:

- Key Metrics:**
  - Open Technical Service Cases Assigned To My Dealer: 9
  - Open Customer Service Cases Assigned To My Dealer: 0
  - Open Parts Inquiry Cases Assigned To My Dealer: 58
  - Number of Open Cases Over 5 Days Old Assigned To My Dealer: 22
  - Number of Open Cases Over 15 Days Old Assigned To My Dealer: 17
  - Number of Open Cases Over 5 Days Old Assigned To Me: 0
  - Number of Open Cases Over 15 Days Old Assigned To Me: 0
  - Number of Open Cases Waiting for a Response From Me: 0
  - Number of Open Cases Waiting for a Response From My Dealer: 24
  - Number of Open Cases Pending Auto Closure: 24
- News:**
  - New iKNow Courses Available
  - EPA 2010 MaxxForce 11 and 13 Resource Center
  - EPA 2010 MaxxForce DT, 9 and 10 Service Resource Center
  - EPA 2010 MaxxForce 7 Service Resource Center
  - A/C - HVAC Service Resource Center
  - EPA 2010 MaxxForce 15 Resource Center
  - Remote Throttle Service Resource Center
- bookmarked Cases:**
  - Action Required
  - Note From Tech Services
  - New iKNow Document Attached
  - Request For Closure
- Search Cases:**
  - Case Type:  All,  Tech Services,  Approve,  Request,  Customer Service,  Repair Advocate,  Parts Inquir,  FZ-Tech,  Managed Repair,  Tool Request

iKNow contains a database of articles which you and others at your dealership can search to resolve service issues. When the issue cannot be resolved after a thorough search of the knowledgebase, service personnel can request assistance from Technical Services, Technical Parts or Critical Parts.

Detailed training on the iKNow System is available in the Service and Knowledge Systems sections of the course catalog.

## LESSON 3: MONITORING REPAIRS

**iKNow Home Tab**

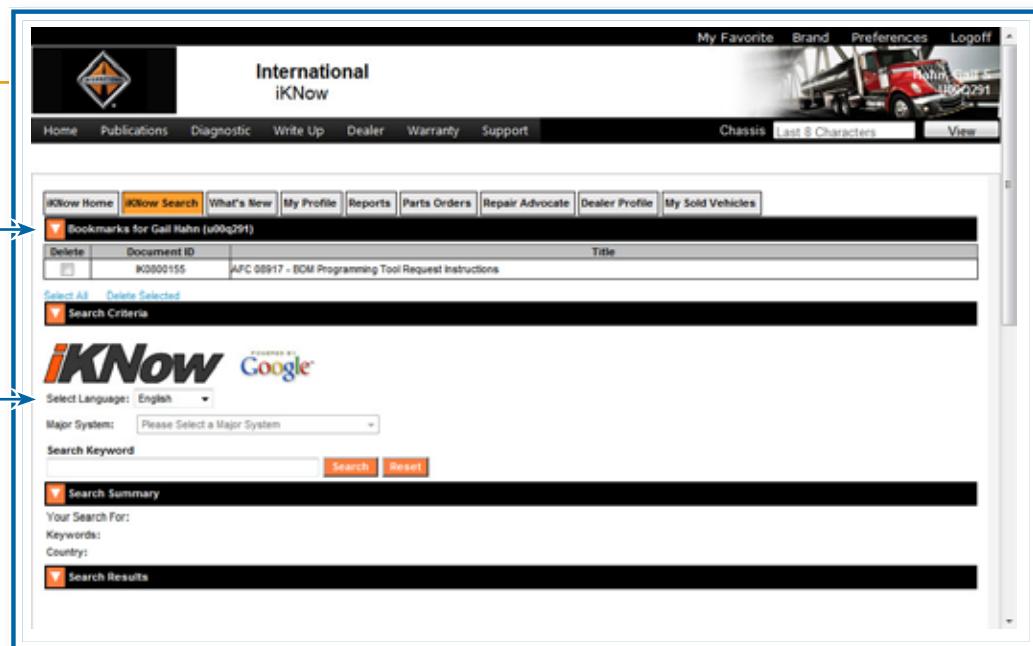
1. On the Home tab, you'll find information about key metrics for all cases in your dealership and for cases assigned specifically to you.
2. The News section contains the latest information about iKNow.
3. The Bookmarked Cases section displays any cases you have marked for follow-up.
4. And at the bottom of this tab the Search Cases section defaults to displaying all open cases assigned to you and allows you to conduct a search for specific cases.

In addition, information about the status of your cases is available to your dealership's management and will be displayed in the Dealer Monitor report.

## LESSON 2: TECH SERVICES SUPPORT

- **iKNow Search Tab**

The iKNow Search tab allows you to search the iKNow knowledgebase for articles that may help you troubleshoot a problem with a vehicle repair.

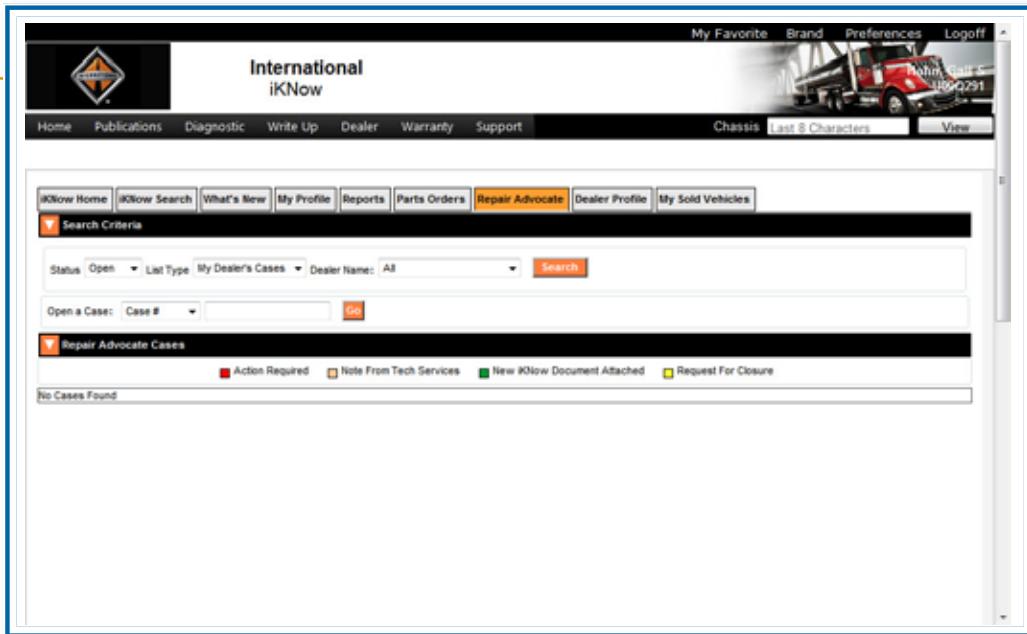


1. At the top of this tab is a listing of any articles you may have bookmarked for future reference.
2. In the Search Criteria section, you can specify the language of articles to be returned, limit your search to a specific system and enter keywords to search on. A Search Summary and Search Results appear below.

## LESSON 2: TECH SERVICES SUPPORT

- **Repair Advocate Tab**

The Repair Advocate tab is used primarily by service advisors who are responsible for vehicles in the Repair Advocate program.



If you are assigned to repair such a vehicle, the case will appear both on your Home tab and your Repair Advocate tab.

## NOTES

## LESSON 3: OTHER RESOURCES

There are several other Service Portal features that you may need as you perform your work:

- The Learning Management System provides access to various online training courses.
- There are a number of support features that you should know about.

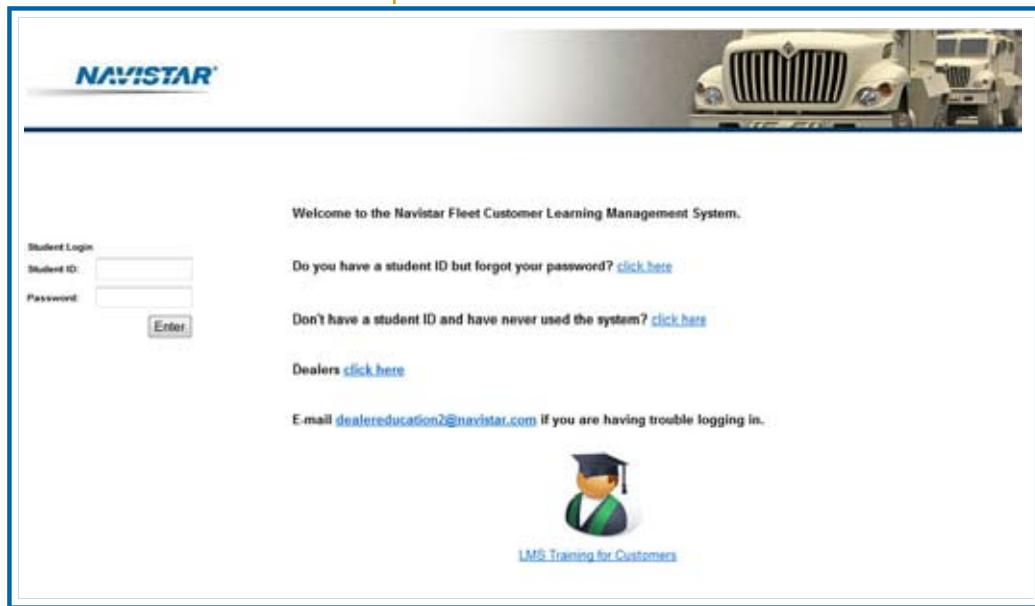
### • Navigating to the Learning Management System



You'll find the Learning Management System link in the Dealer menu. Hover over Dealer in the menu bar to open the menu. Then click on Learning Management System.

## LESSON 3: OTHER RESOURCES

### Learning Management System



Welcome to the Navistar Fleet Customer Learning Management System.

Student Login:

Student ID:

Do you have a student ID but forgot your password? [click here](#)

Password:

Enter

Don't have a student ID and have never used the system? [click here](#)

Dealers [click here](#)

E-mail [dealereducation2@navistar.com](mailto:dealereducation2@navistar.com) if you are having trouble logging in.

 [LMS Training for Customers](#)

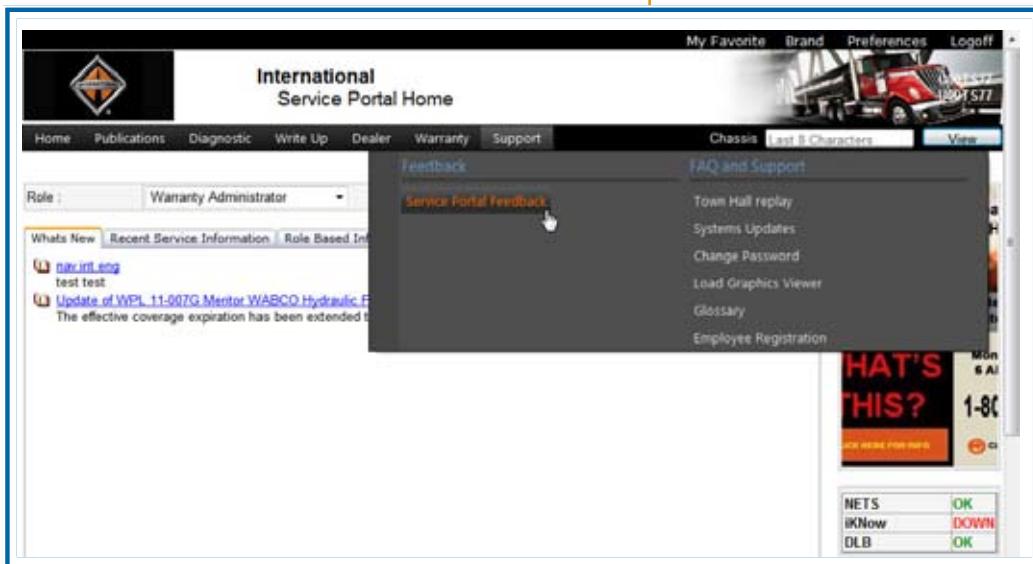
The Learning Management System feature takes you to the Student Login page, from which you can access the elearning courses that you have enrolled in.

## LESSON 3: OTHER RESOURCES

### Support Features

There are a number of features in the Support menu that you may need, including Service Portal Feedback, System Updates, Change Password, Load Graphics Viewer, and Glossary.

### Navigating to Feedback

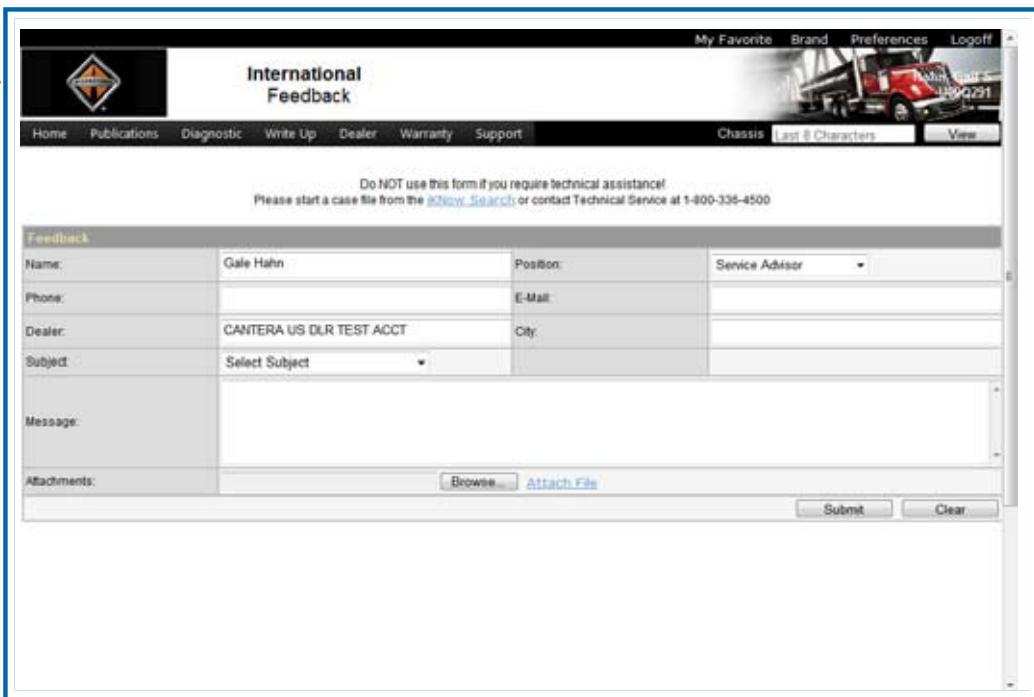


You'll find the Feedback link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Feedback.

## LESSON 3: OTHER RESOURCES

### Feedback

If you cannot find the answer to your questions in the FAQ & Support sub-section, use the Feedback feature to submit your suggestion, enhancement or concerns with Service Portal functionality. Simply select the appropriate subject, type your question or suggestion in the Message text box and click the Submit button. You will receive your answer within two days.



My Favorite Brand Preferences Logoff

International Feedback

Home Publications Diagnostic Write Up Dealer Warranty Support Chassis Last 8 Characters View

Do NOT use this form if you require technical assistance!  
Please start a case file from the [iKnow Search](#) or contact Technical Service at 1-800-336-4500

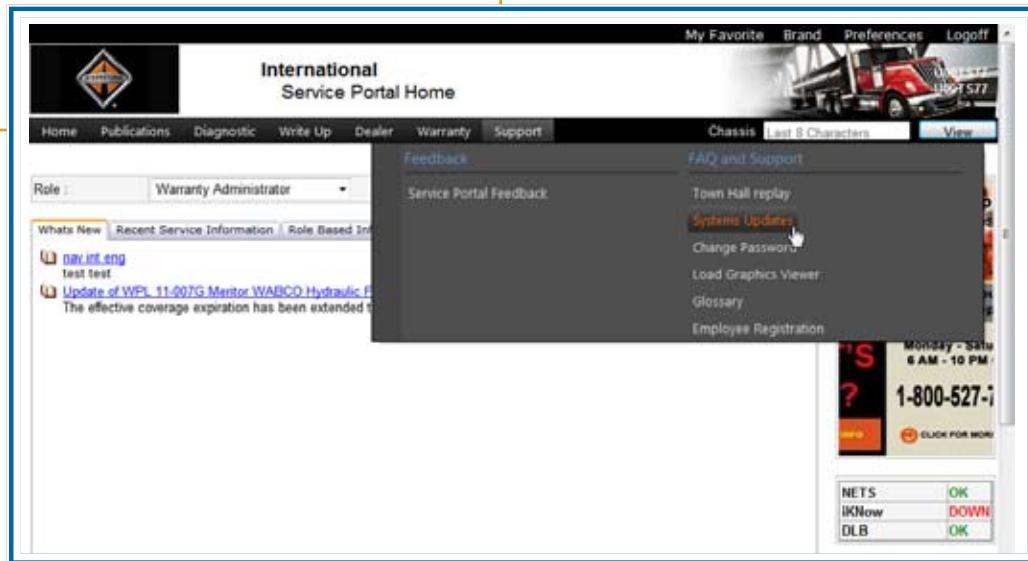
Feedback			
Name:	Gale Hahn	Position:	Service Advisor
Phone:		E-Mail:	
Dealer:	CANTERA US DLR TEST ACCT	City:	
Subject:	Select Subject		
Message:			
Attachments:	<input type="button" value="Browse..."/> <input type="button" value="Attach File"/> <input type="button" value="Submit"/> <input type="button" value="Clear"/>		

This form is meant for Service Portal information only.  
Do **not** use this form if you require technical assistance!  
Please start a case file from the iKnow Search tab of the Vehicle Information screen or contact Technical Service at 1-800-336-4500. Do **not** use this form if you have an issue with your User ID. Please contact the Dealer Support Help Desk at 800-527-7879.

## LESSON 3: OTHER RESOURCES

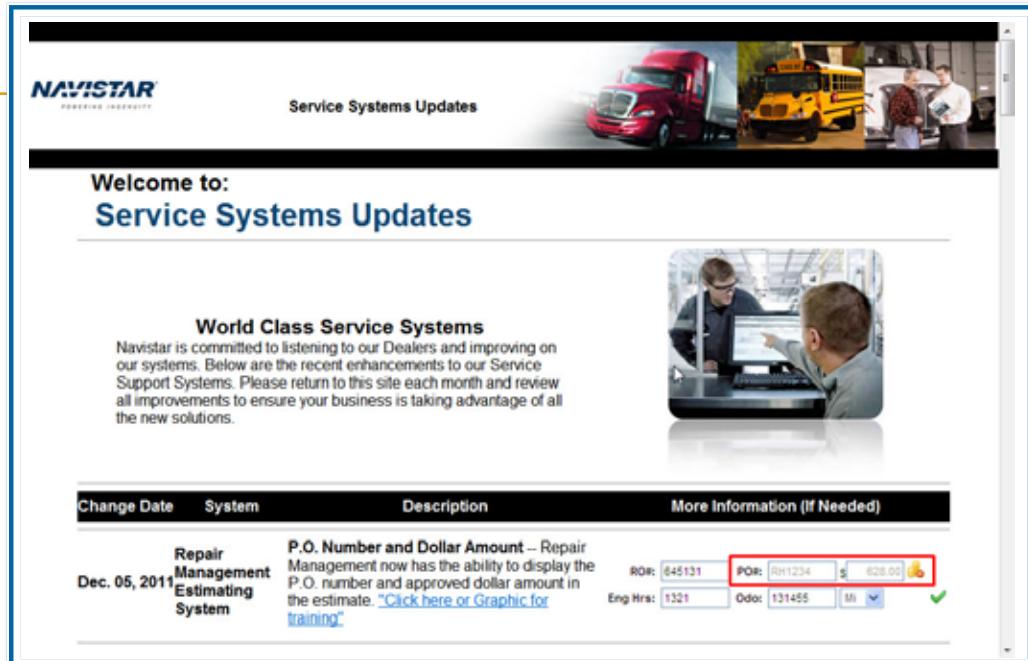
### Navigating to System Updates

You'll find the System Updates link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on System Updates.



The screenshot shows the International Service Portal Home page. The menu bar includes Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. The Support menu is open, showing options like Feedback, Service Portal Feedback, FAQ and Support, Town Hall reply, System Updates (which is highlighted with a yellow arrow), Change Password, Load Graphics Viewer, Glossary, and Employee Registration. The main content area displays 'What's New' and 'Recent Service Information'.

**System Updates**  
The System Updates feature lists the recent enhancements to all Service Support Systems.



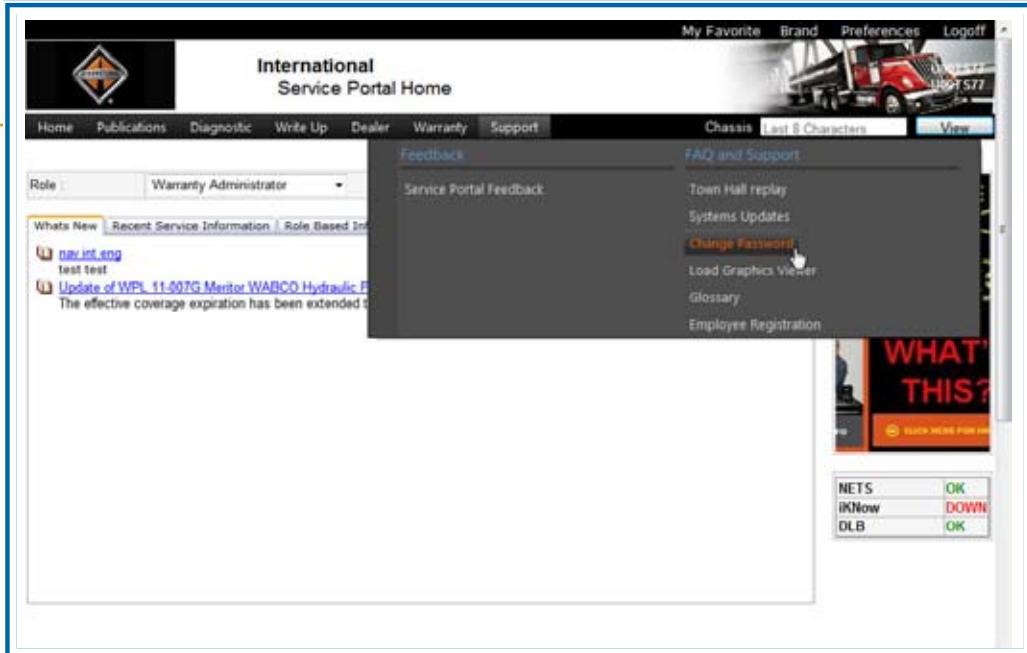
The screenshot shows the Service Systems Updates page. The header features the Navistar logo and the text 'Service Systems Updates' with images of a red truck and a yellow school bus. The main heading is 'Welcome to: Service Systems Updates'. Below it is a section titled 'World Class Service Systems' with a description of Navistar's commitment to listening to Dealers and improving their systems. To the right is a photo of two men working on a computer. The page includes a table of recent updates and a 'More Information (If Needed)' section with a red box highlighting a 'PO# RHT234' field.

Change Date	System	Description	More Information (If Needed)
Dec. 05, 2011	Repair Management Estimating System	P.O. Number and Dollar Amount -- Repair Management now has the ability to display the P.O. number and approved dollar amount in the estimate. <a href="#">Click here or Graphic for training.</a>	ROR: 845131 PO# RHT234 \$ 628.00  Eng Hrs: 1321 Odor: 131455 Mi 

You should return to this site each month and review all improvements to ensure your business is taking advantage of all the new solutions.

## LESSON 3: OTHER RESOURCES

### • Navigating to Change Password

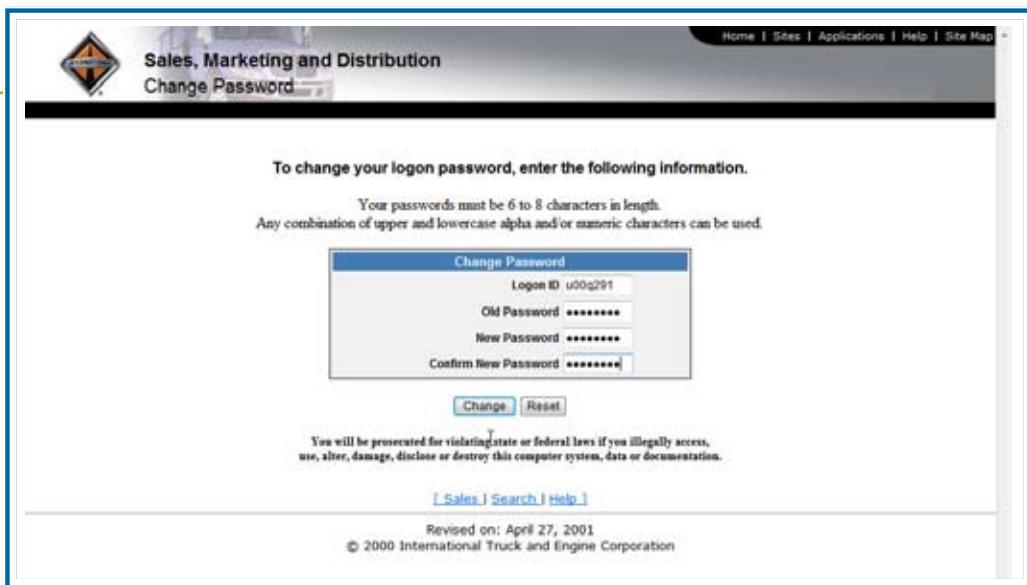


You'll find the Change Password link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Change Password.

## LESSON 3: OTHER RESOURCES

### Change Password

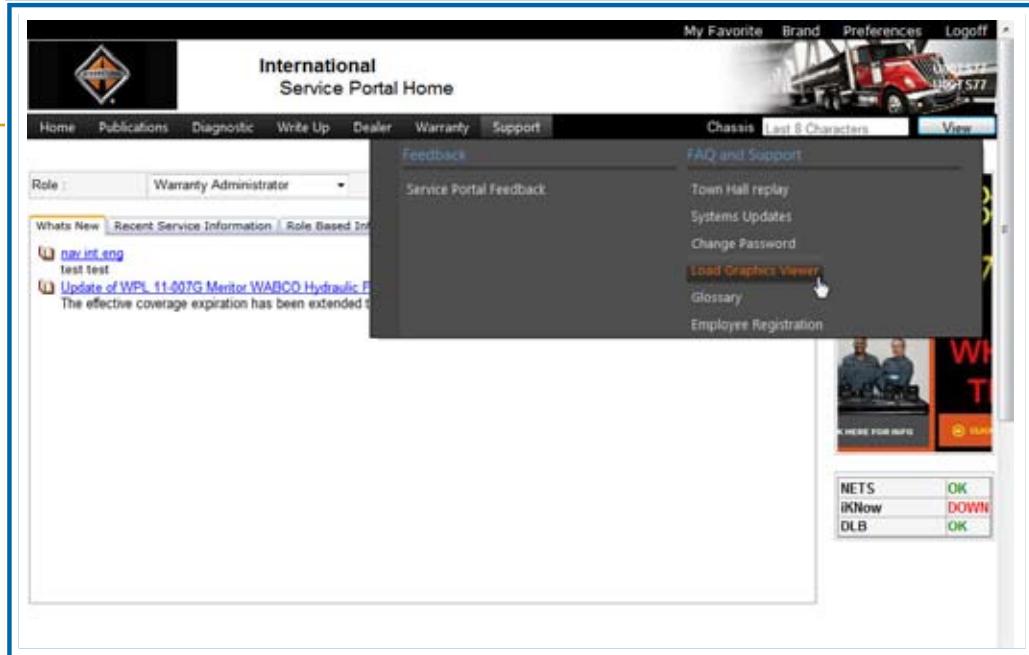
The Change Password link allows you to change your password to a new one.



Enter your logon ID, old password and your new password twice to confirm it. Then click the Change button.

## LESSON 3: OTHER RESOURCES

### • Navigating to Load Graphics Viewer



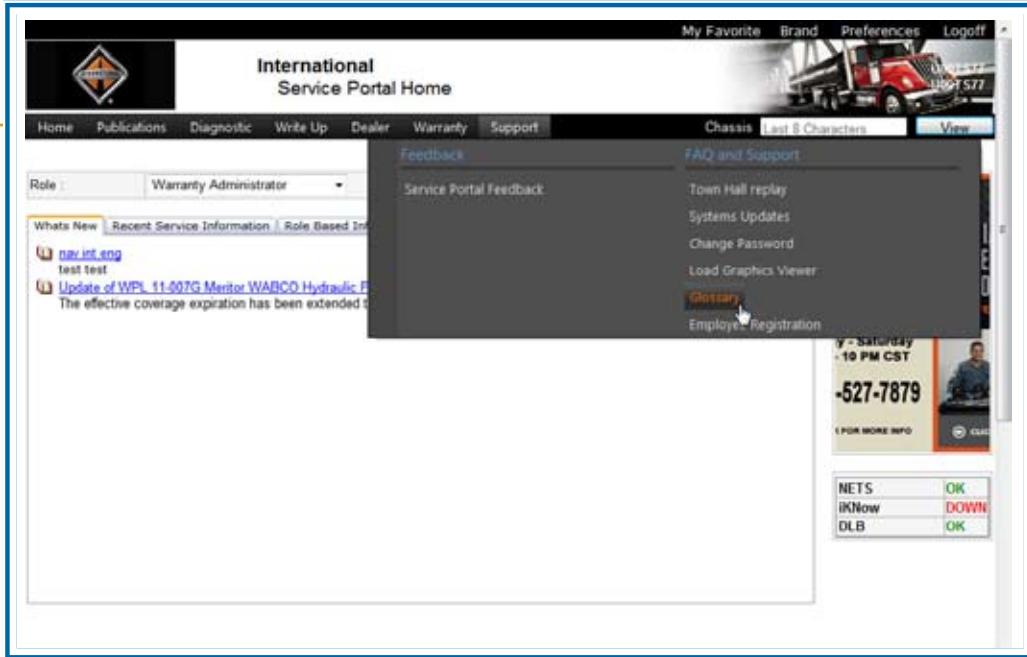
- You'll find the Load Graphics Viewer link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Load Graphics Viewer.

#### Load Graphics Viewer

The Load Graphics Viewer feature installs a graphics viewer on your computer so that you will be able to use all of the graphic features available in the Service Portal.

## LESSON 3: OTHER RESOURCES

### • Navigating to Glossary



You'll find the Glossary link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Glossary.

## LESSON 3: OTHER RESOURCES

### Glossary

Check the Glossary if you come across terms or acronyms that you don't recognize.

The glossary is arranged alphabetically, and each of the letters across the top is a link to the definitions that begin with that letter.

Clicking a letter takes you to the associated section of the glossary.

## NOTES

## **SUMMARY**

In this program, you learned about different ways to request Tech Services assistance and how you'll manage those cases. In addition, you learned about the features you'll use in the Support menu.

### **Troubleshooting Repairs**

During the course of repairs, you may need support from Tech Services. How you do this depends on whether or not the vehicle is in the Repair Advocate program.

If the vehicle you are working on is not in this program, you will use the iKNow Search tab of the Vehicle Information screen to search for relevant information and then, if necessary, submit a case.

### **Repair Advocate Vehicles**

If the vehicle you are working on is in the Repair Advocate program, a case should already have been created. You can request assistance through the existing case.

### **Managing Cases**

You can check the status of any repair cases you've submitted to Tech Services through your iKNow Home screen. This information is also available to others in your dealership, including the Dealer Monitor report.

## NOTES

