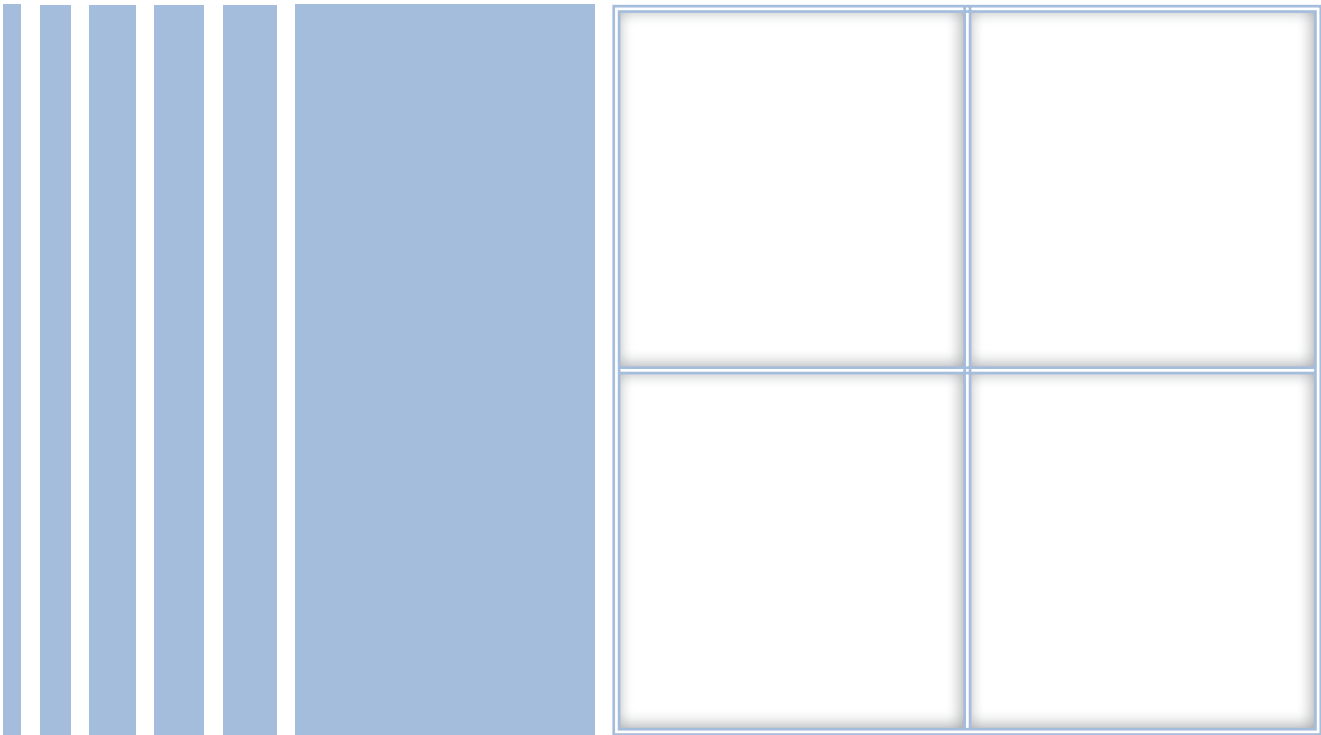


## Tech Services and Other Resources for Technicians

### Study Guide





©2012 Navistar, Inc.  
2701 Navistar Drive, Lisle, IL 60532.

All rights reserved.

No part of this publication may be duplicated  
or stored in an information retrieval system  
without the express written permission of  
Navistar, Inc.

TABLE OF CONTENTS

**LESSON 1: INTRODUCTION** ..... 3

    Learning Objectives..... 3

**LESSON 2: TECH SERVICES SUPPORT** ..... 5

    Submitting a Request for Tech Services Support ..... 5

    Managing Cases with iKNow ..... 6

    Navigating to iKNow Home..... 6

**LESSON 3: OTHER RESOURCES** ..... 12

    Navigating to the Learning Management System ..... 12

    Support Features ..... 13

    Navigating to Feedback ..... 14

    Navigating to System Updates ..... 16

    Navigating to Change Password..... 17

    Navigating to Load Graphics Viewer ..... 19

    Load Graphics Viewer ..... 19

    Navigating to Glossary..... 20

**SUMMARY** ..... 23

# 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

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

## 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



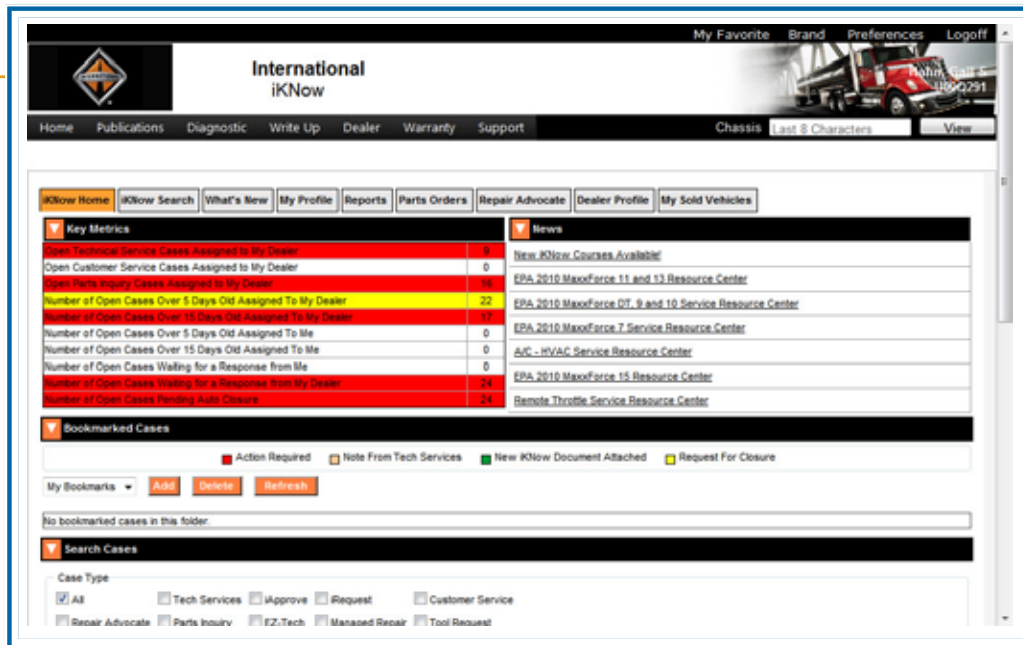
You'll find the iKNow Home link in the Diagnostic menu. Hover over Diagnostic in the menu bar to open the menu. Then click on iKNow Home.



## 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.



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

The screenshot shows the iKNow Home Tab interface. It features a top navigation bar with links like Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. Below this is a secondary navigation bar with links like iKNow Home, iKNow Search, What's New, My Profile, Reports, Parts Orders, Repair Advocate, Dealer Profile, and My Sold Vehicles. The main content area is divided into several sections: Key Metrics, News, Bookmarked Cases, and Search Cases. Callout 1 points to the Key Metrics section, which displays a table of open cases. Callout 2 points to the News section, which lists various iKNow courses and resource centers. Callout 3 points to the Bookmarked Cases section, which shows a list of bookmarked cases. Callout 4 points to the Search Cases section, which provides filters for case types and status.

Key Metrics	Value
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	16
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

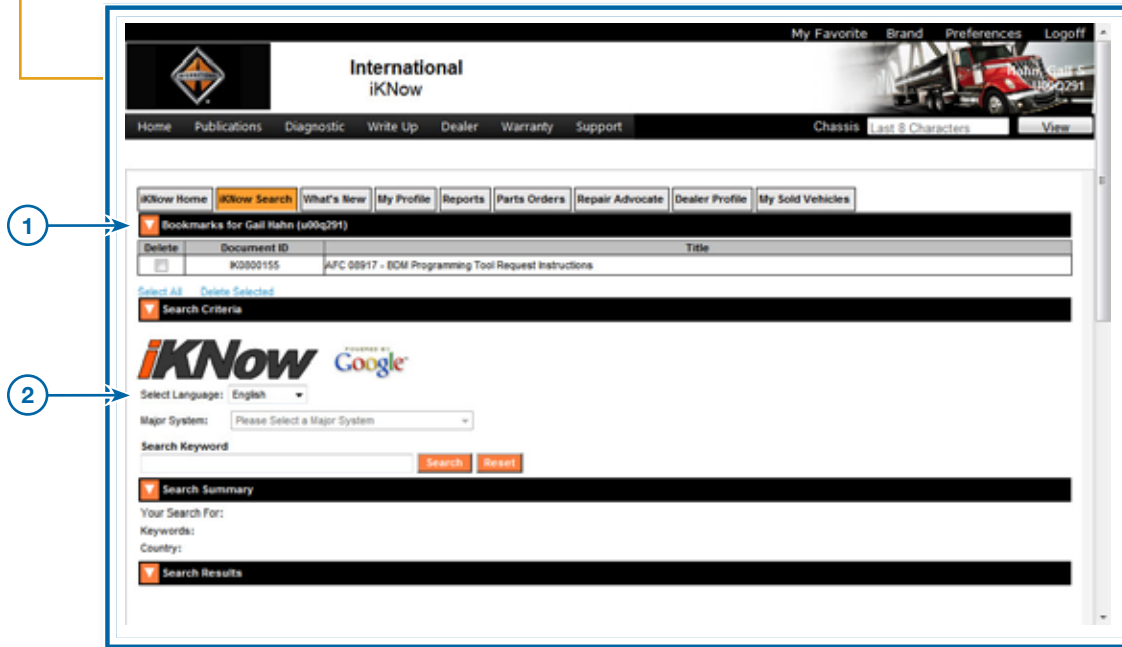
1. On the Home tab, you'll find information about key metrics for all cases in your dealership and for cases assigned specifically to you.
2. The News section contains the latest information about iKNow.
3. The Bookmarked Cases section displays any cases you have marked for follow-up.
4. And at the bottom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

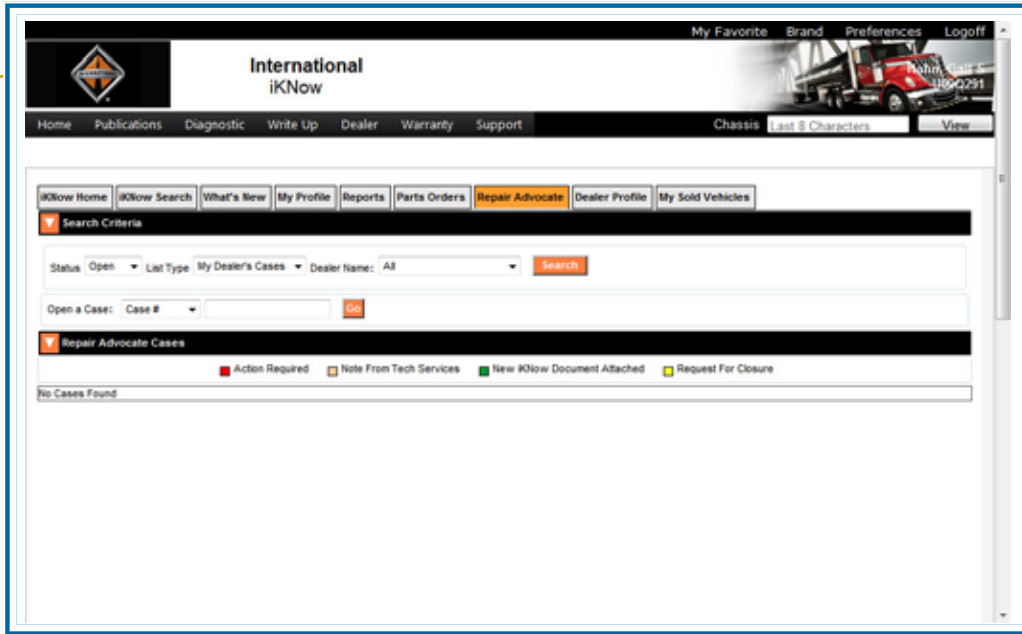


1. At the top of this tab is a listing of any articles you may have bookmarked for future reference.
2. In the Search Criteria section, you can specify the language of articles to be returned, limit your search to a specific system and enter keywords to search on. A Search Summary and Search Results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

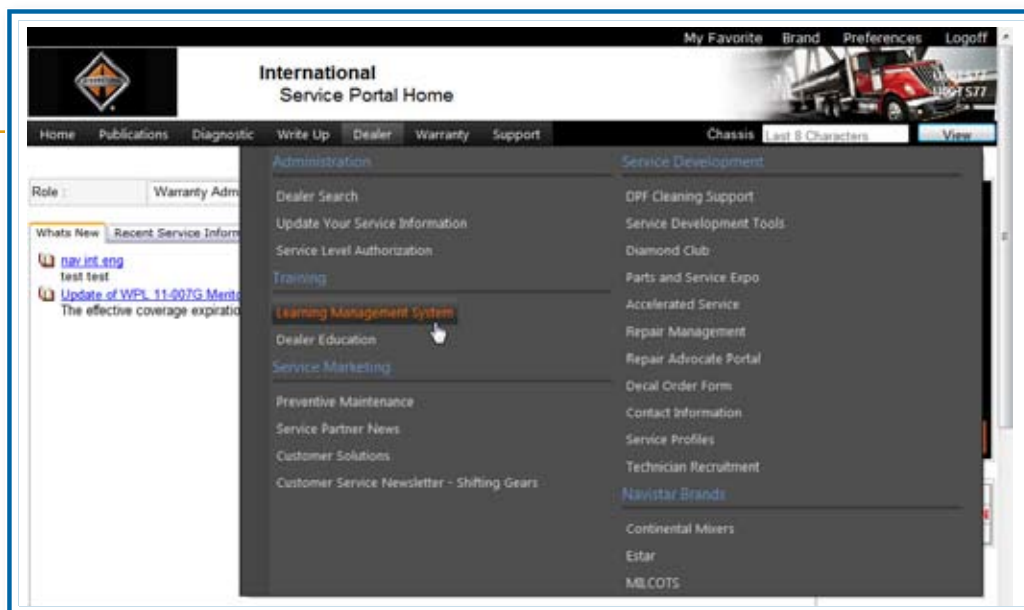
## This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

## 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.

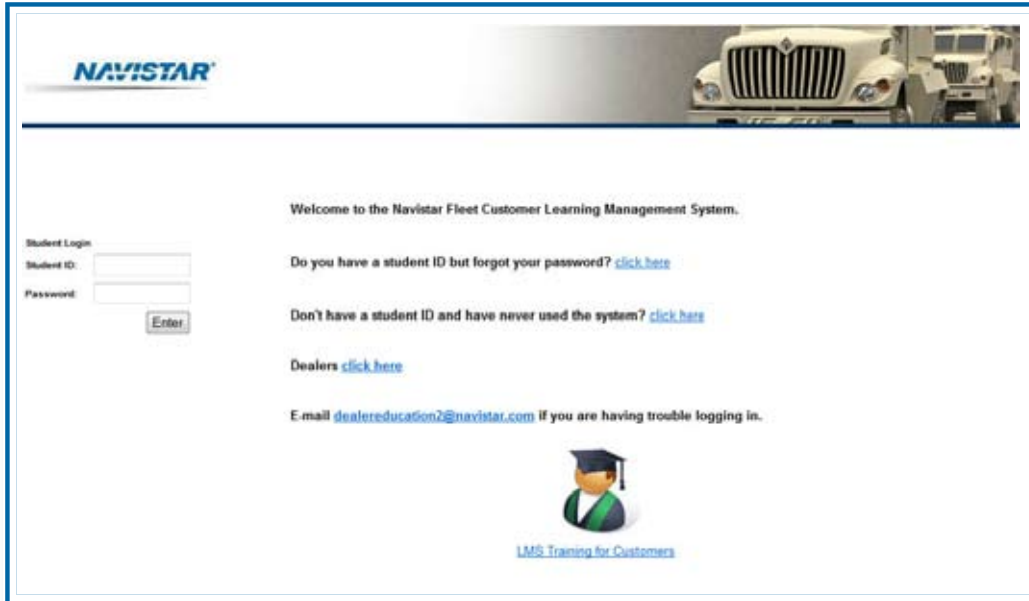
### Navigating to the Learning Management System



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



The screenshot shows the Navistar Fleet Customer Learning Management System login page. At the top, there is a banner with the Navistar logo on the left and a photograph of a white commercial truck on the right. Below the banner, the page has a white background. On the left side, there is a 'Student Login' section with two input fields: 'Student ID:' and 'Password:'. Below the 'Password:' field is a small 'Enter' button. To the right of the login fields, there is a welcome message: 'Welcome to the Navistar Fleet Customer Learning Management System.' Below this, there are three lines of text with links: 'Do you have a student ID but forgot your password? [click here](#)', 'Don't have a student ID and have never used the system? [click here](#)', and 'Dealers [click here](#)'. At the bottom of this section, there is a line of text: 'E-mail [dealereducation2@navistar.com](mailto:dealereducation2@navistar.com) if you are having trouble logging in.' Below this text is a small cartoon character of a person wearing a graduation cap and gown. At the very bottom, there is a link: '[LMS Training for Customers](#)'.

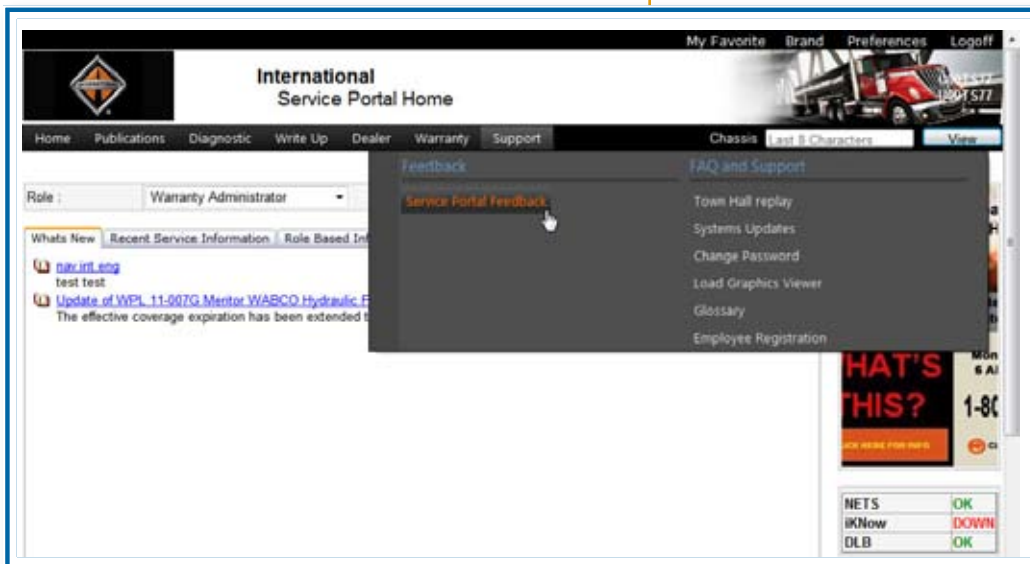
The Learning Management System feature takes you to the Student Login page, from which you can access the elearning courses that you have enrolled in.

## 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.

International Feedback

My Favorite Brand Preferences Logoff

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

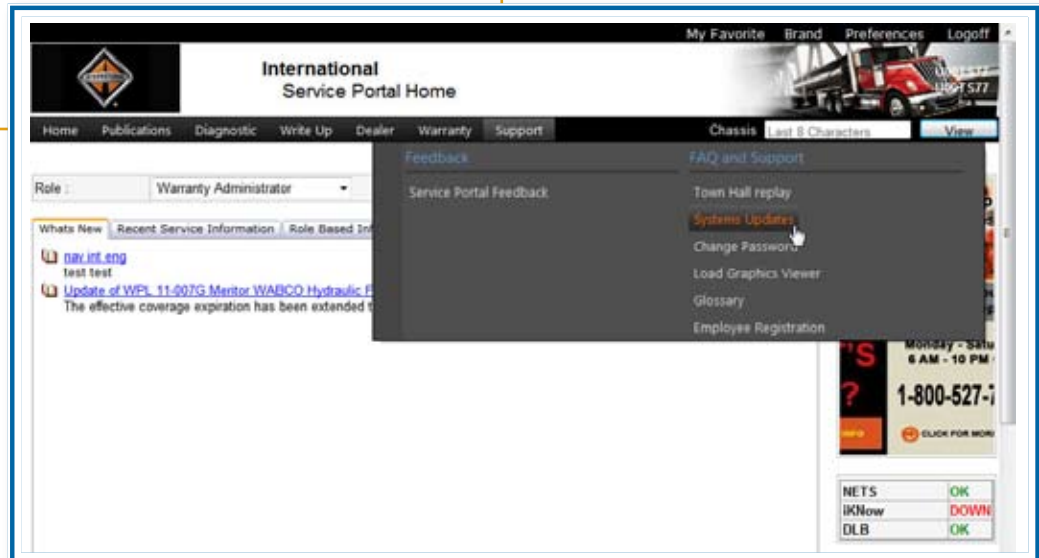
Name:	Gale Hahn	Position:	Service Advisor
Phone:		E-Mail:	
Dealer:	CANTERA US DLR TEST ACCT	City:	
Subject:	Select Subject		
Message:			
Attachments:	Browse Attach File		
Submit Clear			

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

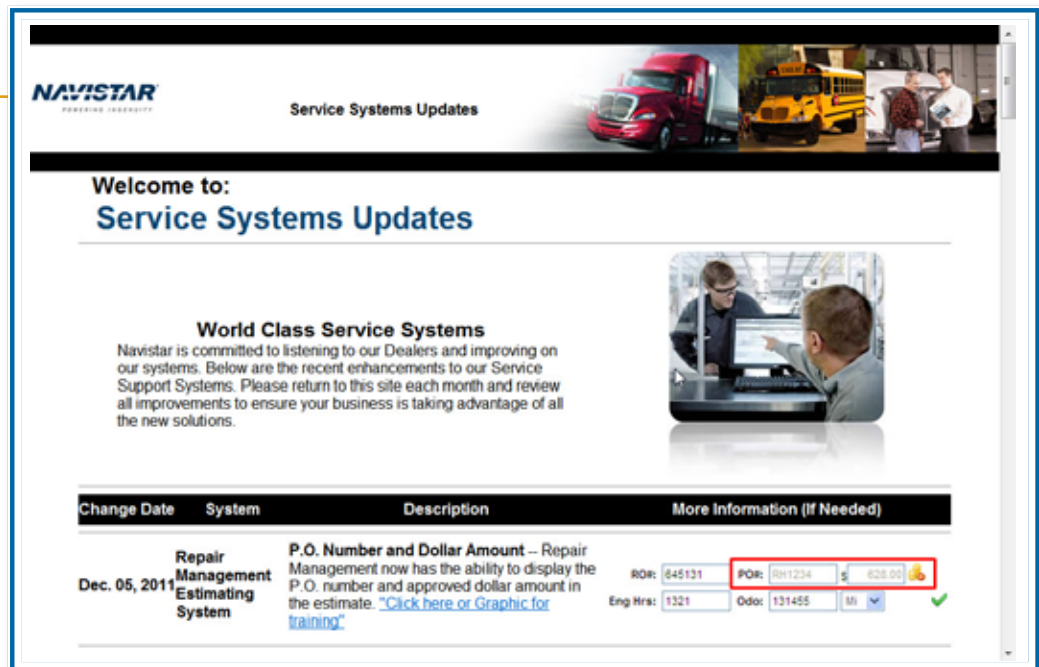
### Navigating to System Updates

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.



#### System Updates

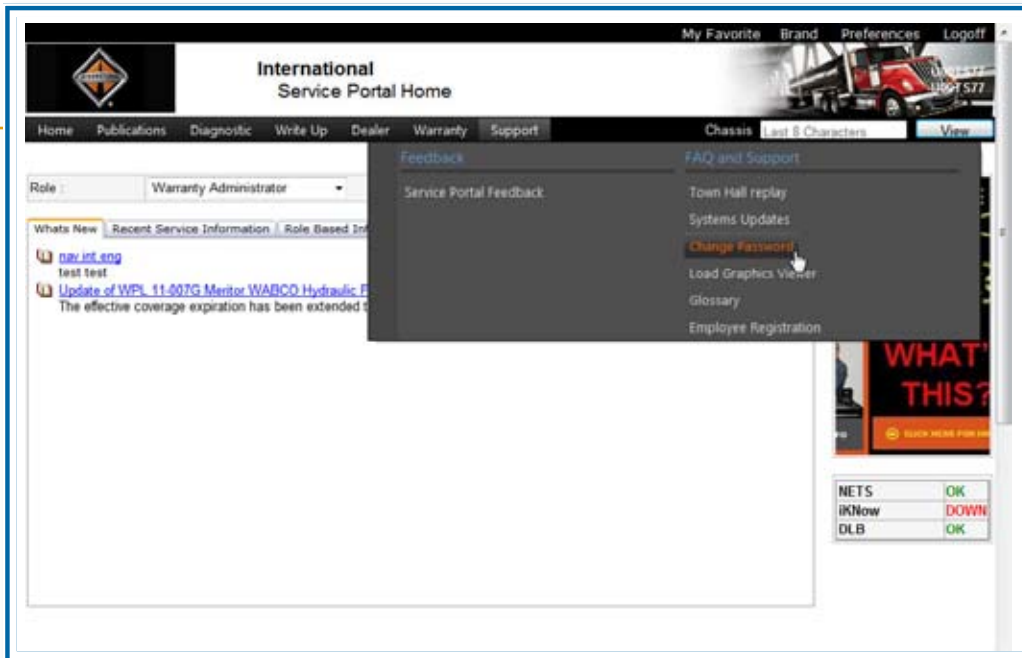
The System Updates feature lists the recent enhancements to all Service Support Systems.



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

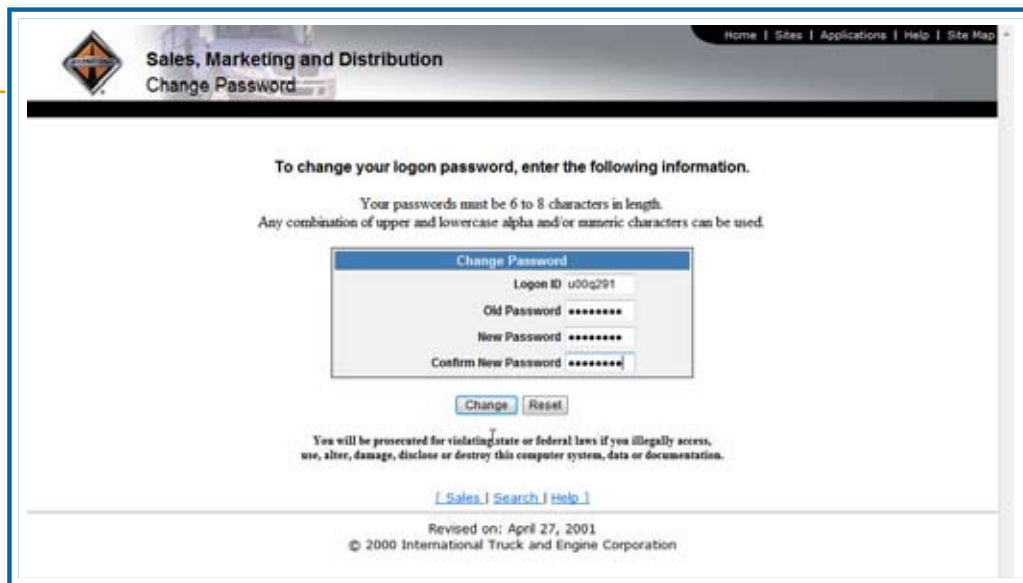


You'll find the Change Password link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Change Password.

## LESSON 3: OTHER RESOURCES

### Change Password

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



The screenshot shows a web browser window with the title "Sales, Marketing and Distribution Change Password". The page has a navigation bar at the top with links: Home | Sites | Applications | Help | Site Map. The main content area contains the following text:

To change your logon password, enter the following information.

Your passwords must be 6 to 8 characters in length.  
Any combination of upper and lowercase alpha and/or numeric characters can be used.

Below this text is a form titled "Change Password" with the following fields:

- Logon ID: u00q291
- Old Password: [masked with asterisks]
- New Password: [masked with asterisks]
- Confirm New Password: [masked with asterisks]

At the bottom of the form are two buttons: "Change" and "Reset".

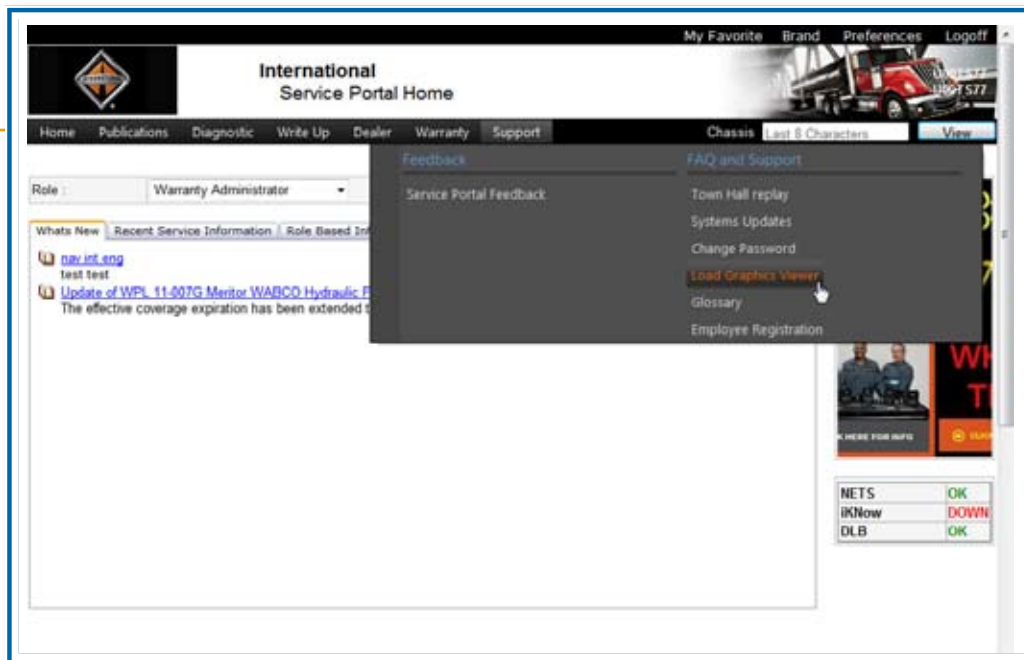
Below the form, there is a disclaimer: "You will be prosecuted for violating state or federal laws if you illegally access, use, alter, damage, disclose or destroy this computer system, data or documentation."

At the bottom of the page, there are links: [ Sales ] [ Search ] [ Help ] and a footer: Revised on: April 27, 2001 © 2000 International Truck and Engine Corporation.

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



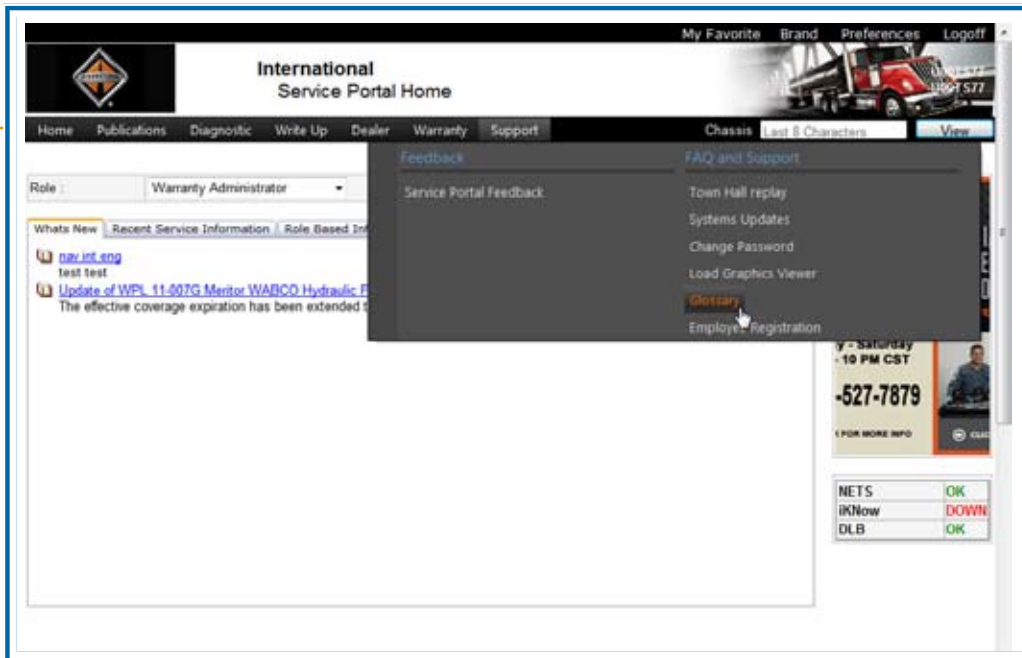
• You'll find the Load Graphics Viewer link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Load Graphics Viewer.

### 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

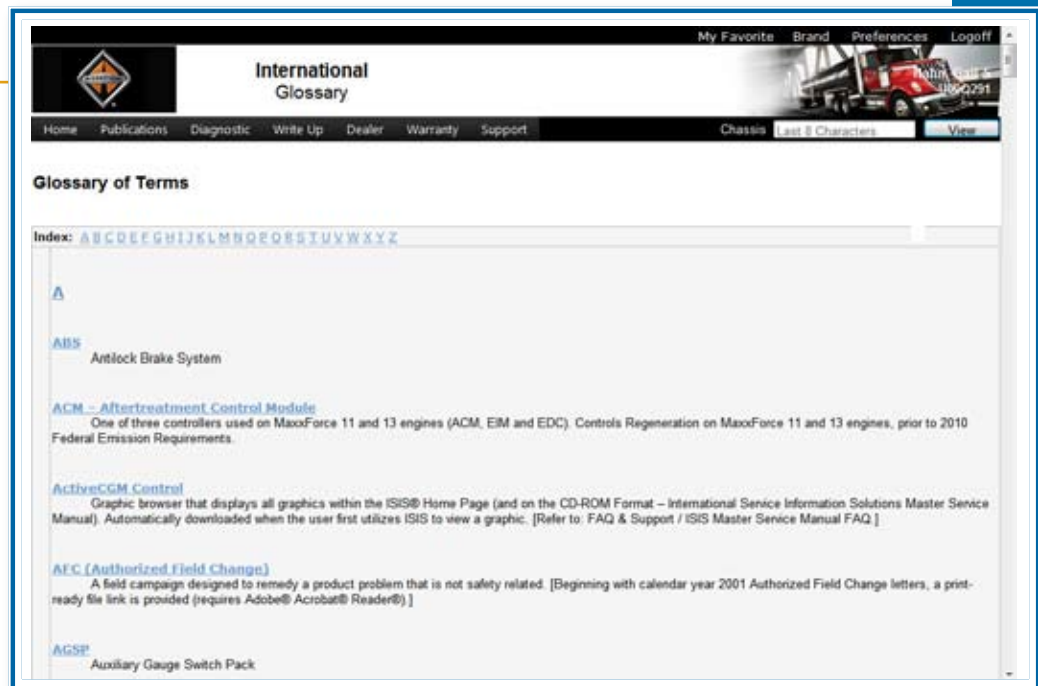


You'll find the Glossary link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Glossary.

## LESSON 3: OTHER RESOURCES

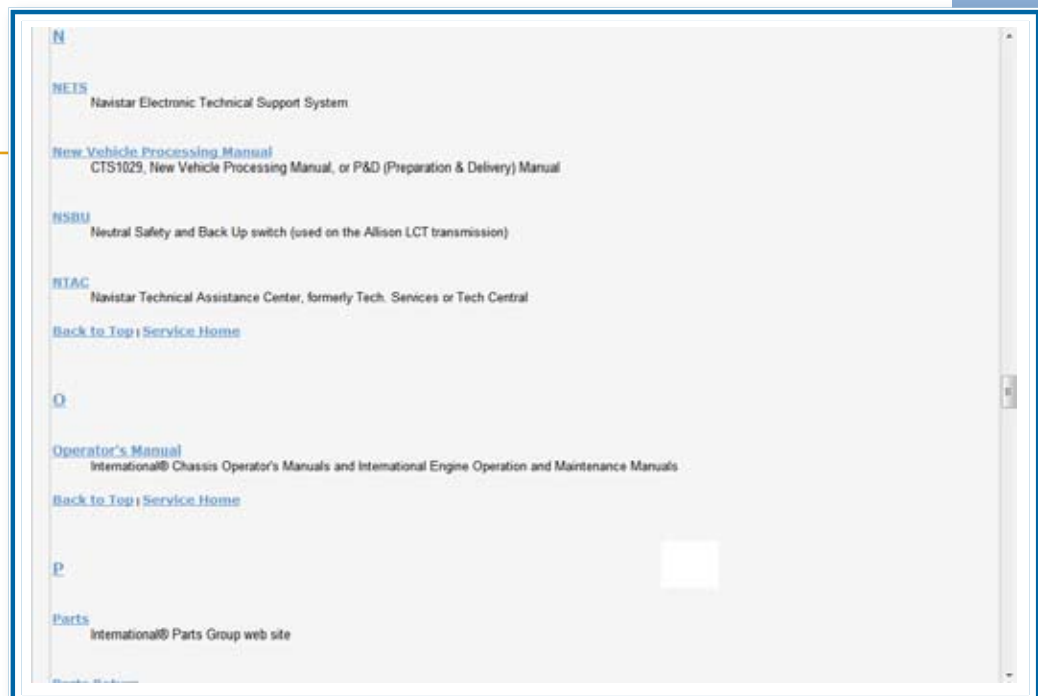
### Glossary

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

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## 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

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

