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THE INFORMATION PROVIDED WITHIN THIS COURSE IS FOR TRAINING PURPOSES ONLY. ALWAYS CONSULT THE LATEST SERVICE, DIAGNOSTIC, AND TOOL INFORMATION, LOCATED ON NAVISTAR'S SERVICE PORTAL, PRIOR TO PERFORMING SERVICE ON NAVISTAR ENGINES, VEHICLES, AND EQUIPMENT.

Introduction

Welcome to the Navistar® training course for: OnCommand™ Connection How to use the portal. This course is designed to walk you through the usage of the OnCommand™ Connection portal.

If you have questions or concerns regarding the playback of this program, please contact Navistar Service Education by submitting a case file (Dealer Personnel); or by calling 1-800-365-0088.

Objectives

Upon completion of this course the student will be able to: Log In to the OnCommand™ Connection portal, Use the Self Service features that OnCommand™ Connection provides, Use Administrative features, Set up the Dashboard and its Filters, And navigate the OnCommand™ Connection Dashboard.

Logging in

To log in to OnCommand™ Connection, enter info.OnCommandConnection.com into your web browser's address bar. Click the Log In button and enter your user name and password.

Self Service

Once you have successfully logged into OnCommand™ Connection the Fleet dashboard will appear. Near the top of the Dashboard is a Menu Bar with several menu options. In order to set up your account for the first time hover over the "Menu" tab, then over "Account Admin", and then select "Self Service". The Self-Service page has six tabs along the left side of the page, these tabs allow you to update your account information, update vehicle identification numbers or VIN's, update user information, update dealer information, and manage telematics information.

**NOTE**

Once a fleet location is created, it cannot be deleted from the location dropdown. The location may be updated by changing the location name and information, but the Account/RTL # cannot be edited.

Account Info

The Account Info tab allows you to create and manage multiple fleet locations called fleet profiles. Fleet managers can use this feature to break up one large fleet into multiple small locations and then assign specific VINs to those smaller locations as well. These locations can be easily found on the Dashboard under My Fleet Profiles.

Fleet Location

To set up a new fleet location, first select the new fleet location button. Next enter the fleet location information into the empty text boxes. For the location name, enter a name that describes the fleet that will be located here. It could be a fleet name, your own name or a title.

Vehicles

The "Vehicles" tab allows you to add, edit, or delete VINs for saved fleet locations. The VINs that are uploaded will appear on your Fleet Dashboard when selecting the appropriate fleet location.

Create/Upload a Custom VIN List

To upload new VIN's or manage previously uploaded VIN's select a location from the drop down menu. Any new VINs that are uploaded will then be associated with the selected location.

**NOTE**

To successfully add a vehicle to a location, a 17 character VIN and a 5 character Unit Number must be entered into the VIN Template. If either number is incomplete or missing, an email will be sent notifying you of the issue.

Upload VIN Template

To add a vehicle, first click on the upload VINs button and then click "Download VIN Template", once the template has finished downloading open the VIN Template. Enter the VIN's and Unit numbers for the vehicles that should be added to the current fleet location. If the vehicle doesn't have a five character Unit number you can enter your own, Unit numbers can be edited later. Once the template is filled in, save and close the template. Then click the "browse" button and find the template that you would like to upload, and then click the "upload file" button to upload the VIN and Unit numbers. Once the VINs have been successfully uploaded, return to the "Vehicle" tab and click the "Search" button to refresh the page. The updated VIN list should then appear. The "First scan" and "Last Scan" columns will be blank until a Health Report is generated by a dealership or telematics device, once the vehicle has been scanned these columns will be populated. The "Last Scan" column can also be highlighted in yellow if the vehicle has not been scanned within the last 72 hours, or highlighted in red if the vehicle has not been scanned within the last 7 days.

Search

Vehicles can be searched by entering a whole or partial VIN or vehicle Model into the "Search By Text" field, and then clicking the "Search" button. OnCommand™ Connection will pull up vehicles with matching VINs or Models so they can be edited.

Users

The "Users" tab allows you to add or manage users assigned to specific locations. In order to add a User to a fleet location first select the correct fleet location from the drop down menu shown here. The location selected is where you will be adding or managing users. There are also three tabs along the top of the "Users" page. These tabs are "Current Users", "Add Known Users", and "Request New Users". The "Current Users" tab is the default selection, and automatically populates when a location is selected. The "Current Users" tab allows you to view which users are currently assigned to a location, and their access levels. There is also an option to remove a user from a location. To add a user who is already affiliated with your company such as a user of Repair Advocate or Service Partner, but does not have access to the selected Fleet Location within OnCommand™ Connection, click the "Add Known Users" tab. From this page you can add a user from the list or conduct a user search. To add a user from the list select the users access level and then click the "Add" button. In order to manually add a user enter their User ID number, full name, Email Address, and phone number into the appropriate fields. You can also decide if the new user should have Admin access as well. Once all of the information has been entered, click the "Submit" button. A message will appear letting you know whether or not the user was added successfully. If you submit a user who does not have a valid User ID, you will need to request that a new user be added. To add a new user, click the "Request New Users" tab and enter the user's information into the appropriate fields. If the new user requires administrative access, the appropriate checkbox will need to be selected. Once all of the information has been entered, click the "Submit" button to submit the changes. The new user will be asked to confirm the request via email before they are added.

Dealers

Within the "Dealers" tab you will find tools to manage a dealership's ability to view your fleet's OnCommand™ Connection portal. To add a dealer, ensure the account that you want to manage is selected in the drop down menu at the top of the screen. Enter the dealer's name, abbreviated state, or dealer account number in the "Search By Text" field, and then click the "Search" button.



Dealerships cannot be manually added to the database.

Once the search results appear, you can add dealers from the list by clicking the "Add" button. To remove a current dealer, click the "X".

Telematic

The "Telematic" tab allows you to enroll, edit, or delete telematics accounts and devices within OnCommand™ Connection. To enroll a device, select the correct location from the "Currently Administering Account" drop down menu. Next select the "Device/Account Type", this is the brand of telematics device you are enrolling. It is possible to enter more than one brand of telematics device to your OnCommand™ Connection account. Next enter the necessary telematic account information in the "Telematic Account Information" text boxes and click the "Save" button. You will then see a confirmation that the account was successfully saved. Once a telematics account has been created the account information can be edited or deleted by clicking either the "Edit" or "Delete" buttons.

Your Profile

In the "Your Profile" tab you can edit information about your personal account. You can edit your name, phone numbers, addresses, email address, preferred language, preferred time zone, and preferred measurement system. Once you have finished editing your profile click the "Save User Profile Information" button, a pop up confirmation will appear letting you know that your changes have been saved.

Admin Features

Geo-Fence

Using the Geo-Fence Admin page you can create, edit, and delete custom geofences. Depending on the size of a custom geofence it could be considered a "Landmark" or a "Zone". A "Landmark" is a geofenced area that occupies less than one tenth (0.1) of a square mile, and a "Zone" is anything larger. Landmarks

are used in the fleet dashboard to mark buildings or parking lots to determine dwell time. For example you could use a landmark to determine when a vehicle enters or leaves a repair facility or lot. A "Zone" is used to determine if a vehicle is within a larger area such as a state. For example you could use a "Zone" to have a notification sent if a vehicle enters or leaves a zone. To create a custom geofence first select the "Zone Parent Company" and then click the "Create New" button. Then enter an address in to the "Address Search" window. If you don't know the exact address you can type in a general location, such as Chicago City Hall. Next click the "Find Address" button. The map will take you to the general location allowing you to zoom and move to find your exact address.



OnCommand™ Connection will only allow 16 anchor points to be used for a geofence.

Create a Geo-Fence

To create a geofence start by clicking on the map around the place you would like to have geofenced. An anchor point will be added to each point you select on the map. As you work your way around the area being geofenced be careful not to allow the lines of the fence to intersect. If the lines intersect, an error message will appear when you try to save the "Landmark/Zone". If you would like to move parts of the geofence click and drag an anchor point to the desired location. If you would like to delete an anchor point just click on the anchor point you would like to delete. If you would like to add an extra anchor point to the map just click on the map and a new anchor point will be added to the map at the end of the chain of anchor points. Once it is complete, name the geofenced area by entering a name in the "Name" text box. Then enter any comments you would like to add in the "Comments" box below the name text box. Use the "Geo-Fence Area" to determine if your geofenced area is going to be considered a "Landmark" or a "Zone". If the area is smaller than 0.1 or one tenth of a square mile it will be considered a "Landmark". If the geofence contains more than 0.1 square miles then it is considered a "Zone". Check the "Landmark" check box if the geofenced area is smaller than 0.1 or one tenth of a square mile, and then click the "Save Fence" button. The new "Landmark" or "Zone" will be available on the "Fleet Dashboard" under the "Zone/Landmark" filter once the page has been refreshed. To delete a custom geofenced area, go to the "Custom Zones & Landmarks" window and click the red "X".

To edit a custom geofenced area click the "Geo-Fence" button next to the location you would like to edit, the saved geofence will appear on the map; you can create a new geofence or move, add, and delete markers. When finished editing the geofence click the "Save Fence" button. Using the "Fault Family Administration" page allows you to create and remove fault family filters. Fault family filters enable you to quickly identify vehicles with one or more pre-determined fault codes.


NOTE

When accessing the "Fault Family Administration" page using the "Add New Family" button, The "Fault Family Administration" page will open in a new tab. This tab will have to be closed before any changes will be available in the fleet dashboard.

The "Fault Family Administration" page can be accessed multiple ways. Either by clicking the "Add New Family" button on the Fleet Dashboard or by hovering over "Menu" then "Account Admin" and then by clicking on the "Fault Family Admin" button.


NOTE

Anyone that has access to your OnCommand™ Connection portal can view and use the fault family filters that you create.

To add a new fault to the fault family first click the "Add New" button, next enter a name for the new fault family. Once the fault family has been named click the "Save" button. Next, use the "Fault Family" drop down menu to find a fault family to edit. Then select a "Source Address" from the "Source Address" drop down menu. Source addresses are used to identify which module on the vehicle's network is communicating. For instance, messages or fault codes generated by the ECM will have a source address of zero. Therefore, when selecting engine related fault codes, a source address of zero should be selected. If you know the SPN of the fault code you would like to add, then select the "SPN / FMI" option in the "Filter Criteria" drop down menu and enter the number in the corresponding text box. If the SPN number is not known, then select "Fault Description" from the drop down menu, enter a keyword into the text box, and then click the "Search/Filter" button. It may take some time for results to appear. A list of fault codes will be generated based on the search criteria. You can then select as many faults from the list as needed. Once you have selected the fault codes you would like to add click the "Save Faults to Family" button to save the fault family. The new fault family will then be available to use under the "Fault Family" filter within the OnCommand™ Connection fleet dashboard.

Removing a saved fault

To remove a saved fault family, find and select the fault family in the "Fault Family" drop down menu. Next click the "Remove" button next to each of the faults in the list, and then click the "Remove" button next to the "Fault Family" drop down menu. A pop up window should appear asking if you are sure you

would like to delete this item; click yes to finish deleting the "Fault Family". To set up a new email notification hover over the "Menu" button and then click "Manage Notifications".

Email Notifications

Email Notifications can be set up to send customized scheduled reports to users of OnCommand™ Connection. Email notifications can be setup using the same search criteria used on the "Fleet Dashboard". To set up a new email notification hover over the "Menu" button and then click "Manage Notifications". On the left are all of the same filters found on the "Fleet Dashboard". To create a custom report, use the filter panel to select the relevant check boxes. Once the filters have been selected, select the "Duration", "Report Name", and "Report Description".



When entering information in the report name and description fields, verify the information has been entered correctly because the report cannot be edited after creation.

The report duration determines how far back the report will reach for vehicles that meet the selected search criteria. You may choose to have the report search for all applicable vehicles in the last "24 Hours", "One Week", "Two Weeks", or "One Month". The "Report Name" can be any name that will help you remember what report you are receiving. The "Report Description" can be any brief description of the report you are creating. Once the "Report Duration & Name" panel has been completed click the "Create Custom Report" button.

Subscription

To create a "New Report Subscription" select a report to receive from the drop down menu. Once you choose a report the report description will appear below the drop down menu. Next choose how frequently you would like the report to run from the drop down menu, and whether you would like the report run only on weekdays or every day.



Notifications are sent using Central Time.

Next choose the time you would like the report sent. Clicking on the time will open a menu with various options. Click the "Now" button to select the current time, or if you would like to choose a different time click and drag the slider bars to change the time in fifteen minute intervals. Once a time is selected, enter a subject for the email notification. Next, enter the email address that will receive the report. If

the report will be sent to multiple email addresses, ensure they are separated by commas. Next select the type of report you would like to receive, "HTML", "Spreadsheet", or "Both". "HTML" reports are shown within the email; if the report is large it may take a while for the report to load. The "Spreadsheet" opens within excel and is attached to the email. Next click either "Create Subscription" or "Send One-Time Report". "Create Subscription" will send a reoccurring report that will be sent on the day and time selected previously. "Send One-Time Report" sends one report a few minutes after the button is clicked. To remove a subscription, click the "Remove" button. Removing a subscription will not delete the report that is attached to it; the report will still be available in the "Choose the report to receive" drop down menu. To delete a report from the "Choose the report to receive" drop down menu, find the report in the drop down menu and click the "Delete Report" button.

Setting up Filters

Depending on the number of vehicles in a fleet, the OnCommand™ Connection Dashboard can fill up quickly. In order to improve search functions, the Fleet Dashboard has a number of filters that can be applied to the list. There is a "Search/Refresh" button located at the top and bottom of the filter panel.

Fault Severity or Fault Family

The "Fault Severity or Fault Family" section allows you to filter search results based on the types of fault codes a vehicle has in it's latest Health Report. The icons in this menu will also appear next to certain fault codes in the search results. Multiple check boxes can be selected or a Fault Family can be selected.

Fault Family

In order to track specific types of faults, the Fault Family filter allows the user to search for vehicles based on predetermined groups of fault codes.

Other Filters

In the "Other Filter" section, there are options to view vehicles with 1 or more Active fault codes from any source, vehicles with 1 or more Active Engine related fault codes, or vehicles at a known location. The "1+ Active Code (Any Source)" check box is used if you would like to see any vehicle within your fleet that has one or more active codes. The "1+ Active Engine Code" check box is used if you would like to see any vehicle within your fleet that has one or more Active engine related fault codes. The "Vehicle At Known Location" checkbox is used if you would like to only see vehicles that are at a Known Landmark such as a service location.



Any geofenced locations added on this page will appear only under your customer profile.

Zone/Landmark

Most known service locations have been mapped in OnCommand™ Connection, or geofenced, and can be used to locate vehicles by selecting the "Vehicle at Known Location" check box.

Report Source

The Report Source filter pane allows the user to filter vehicles based on Dealer Scans and Telematics Scans. If "Dealer Scans" is selected, only applicable vehicles scanned with dealer service equipment will be shown. The Telematics Scans checkbox only displays applicable vehicles that were scanned by a telematics device. It is possible to select both options to view all applicable vehicles.

Date Range

The Date Range filter allows you to view scans from a specified period of time. A check box is available to select scans from the last 24 hours. A date range can be selected as well, by entering a "Start Date" and an "End Date". If no dates are entered and the Last 24 Hours check box is unchecked, scans from the last 7 days will appear. The Refresh Rate can also be changed within the Date Range filter Pane. The Refresh Rate is the rate in which the search results automatically refresh and can be changed to five minute, fifteen minute and thirty minute time frames. The Results per page allows you to change the number of results shown per page.

Vehicle Make & Engine Family

Search results can also be filtered by vehicle make or engine family. To search using Vehicle Make or Engine Family, use the drop down menus to find and select vehicle make and engine family.

My Fleet Profiles

The "My Fleet Profiles" pane allows you to select one or all of your available fleets.

Unit/Chassis

The "Unit/Chassis" number filter gives you the ability to sort through vehicles by using the Unit number or Chassis number. If searching for an International® vehicle you only need the last eight characters of the VIN, for all other makes of vehicles the full 17 character VIN must be used.

Dashboard Navigation

The filter pane can be hidden by clicking the light blue bar. The "Report" column displays a link to each vehicles health report. The "Unit Number" column displays the unit number of the vehicle for easy identification. The "Vehicle Model" column displays the vehicle model of the listed vehicles. The "Customer" column displays the name of the fleet that the vehicle belongs to. The "Scanner" column displays the device used to create the last scan. The "Chassis" column displays the last eight digits of the vehicle identification number. The "Location" column displays the vehicles location as either GPS coordinates or a physical address. When the location is clicked, a new tab will open with a map of the

vehicles location and other useful tools and filters to help locate nearby dealerships, towing, rental, and lodging. If "No GPS location Provided" is displayed instead of a location or address the telematics provider isn't providing the GPS location at the moment. The "All DTCs" column displays active and inactive fault codes as well as fault severity. If the fault codes lettering is bold the fault is active, If the fault codes lettering is not bold the fault code is inactive. To the left of the fault codes are the fault severity icons. These icons let you know at a glance the level of severity for each fault. If there is no icon the fault severity has not yet been determined for that fault. The "Actions" column displays VIN Notes. VIN Notes are notes that can be added to a vehicle and are visible to anyone with access to the portal. Circled numbers on the sticky note indicate there are notes present. A linked number above the VIN note indicates a case file has been created for this vehicle. Clicking the icon allows you to view the case file. A file icon next to the note symbol indicates an open Repair Management Estimate on the vehicle, clicking the icon will take you to the estimate if you are subscribed to Repair Management/Service Partner. Clicking the "Export Results" button allows you to have an Excel file emailed to you with all of your specific search results. If the file is too large to send you will receive an email and the file will be available for download in the portal inbox. Each page within OnCommand™ Connection has a link to "Page Training" in the upper right corner. It is full of useful information to help navigate and manage the portal.

CONCLUSION

You have now completed the OnCommand™ Connection How to use the portal.

Thank you for your participation.

