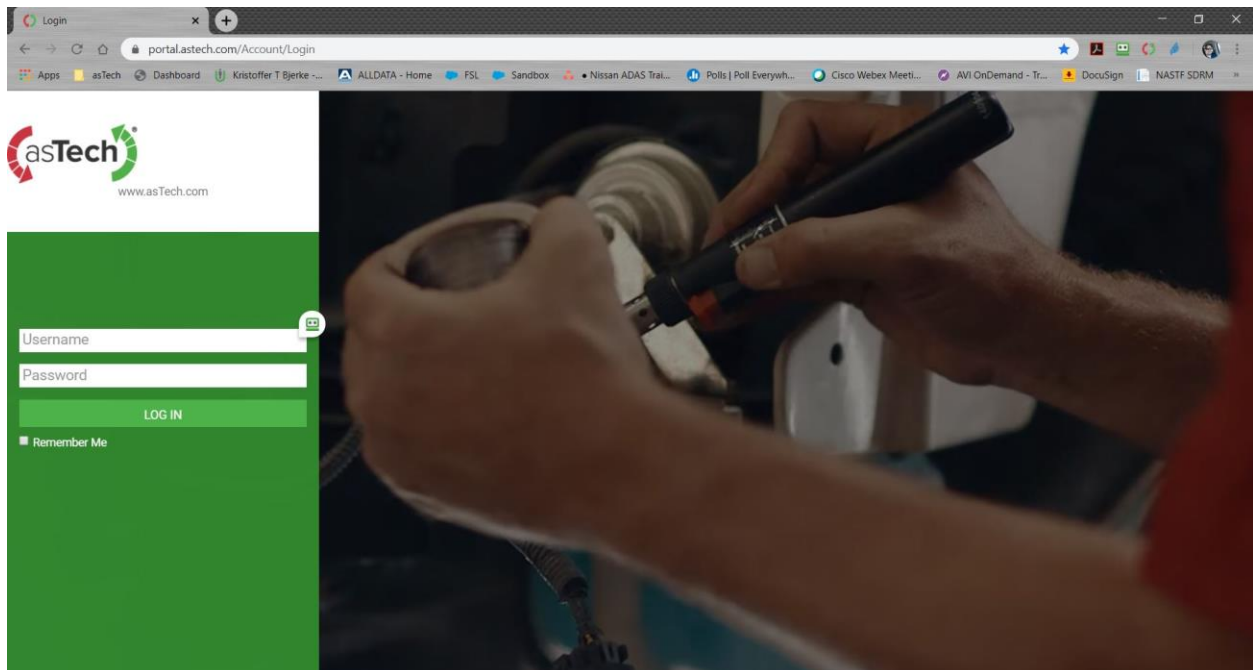




## Submitting a Service Request from your Desktop

Step 1: Plug asTech® Device into vehicle

Step 2: Open the asTech portal at <https://portal.astech.com>



Step 3: Using the numbers from the back of your asTech device, log into the asTech Portal.

Username = S/N

Password = Key

## For a vehicle that has NOT been previously scanned:

Step 1: Click on the word "Service Requests"

Step 2: Click on the "Pending" Tab

Step 3: Click on the "Pending Review" button next to the vehicle you want to submit

The screenshot shows the asTech portal interface. At the top, the navigation bar includes 'Home', 'Shops', 'asTechs', 'Service Requests' (circled in red), 'Issue Tracker', and 'Messages'. A 'SUBMIT SERVICE REQUEST' button is also visible. Below the navigation bar, there is a search bar for 'Service Requests' and a 'CREATE SERVICE REQUEST' button. The main section is titled 'MANAGE SERVICE REQUESTS' and features several tabs: 'ALL', 'PENDING' (circled in red), 'SUBMITTED', 'SCHEDULED', 'COMPLETED', 'VOIDED RO', and 'CANCELLED'. A table below the tabs displays service request records. The first record is highlighted, showing a 'Pending Review' button (circled in red) next to it. A 'Step 2' label points to the 'PENDING' tab, and a 'Step 3' label points to the 'Pending Review' button.

Step 4: Fill out the dialog box and press "OK"

The screenshot shows a 'REVIEW' dialog box overlaid on the portal. The dialog box contains the following information:  
- Title: REVIEW  
- Message: Please review/update prior to submitting your request. You may close this dialog, if you wish to update any of the other fields.  
- Fields: Standard Pre-repair Scan (dropdown), Select a Contact (dropdown), RO # (1234), Odometer (5678), Insurance (AAA).  
- Text Area: Key on Engine off, Battery supported, no dash lights, no deployments, fully assembled, light damage to front.  
- Button: OKAY (circled in red).

Step 5: Verify information and fill out additional blanks in the submission form and press the Green "Submit Service Request" button.

The screenshot displays the 'Vehicle Details' section of a service request form. The form includes the following fields and options:

- Vehicle ID:** 1GC1KWEY3HF240684 (with 'Lookup' and 'Reset' buttons)
- Service Type:** 2826 - asTech Training... x Standard Pre-repair Scan 1234
- Year/Make/Model:** 2017 Chevrolet Silverado 2500 HD Submodel
- Engine/Transmission/Drive Type/Other:** (Dropdown menus)
- Warning Light?:** 64083 miles No
- SRS Deploy?:** No
- Is Drivable?:** Yes
- Description:** Key on Engine off, Battery supported, no dash lights, no deployments, fully assembled, light damage to front.
- Buttons:** 'LookUp', 'Reset', and a large green 'SUBMIT SERVICE REQUEST' button (circled in red).

On the right side of the form, there are additional options: 'Select Damage Point', 'DAMAGE PRIORITY' (set to None), 'DAMAGE GAUGE' (a scale from 1 to 4), 'Additional Areas', and a 'Schedule Scan (Optional: 2 Hour Notice)' button.

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## For a vehicle that HAS been previously scanned:

Step 1: Click on the word "Service Requests"

Step 2: Click on the "Completed" Tab

Step 3: Find the vehicle you have previously scanned and are looking to scan

Step 4: Click on the "New Scan" button next to the vehicle you want to submit

The screenshot shows the asTech portal interface. At the top, the 'Service Requests' tab is highlighted with a red circle and labeled 'Step 1'. Below the navigation bar, the 'MANAGE SERVICE REQUESTS' section has a 'COMPLETED' filter tab highlighted with a red circle and labeled 'Step 2'. A table of service requests is displayed, with one entry for '2017 Chevrolet Silverado 2500 HD' having a 'New Scan' button highlighted by a red circle and labeled 'Step 4'. The page also shows a search bar, a 'SUBMIT SERVICE REQUEST' button, and a 'LOGOUT' button.

Step 5: Verify the vehicle information and the comments are still accurate and press "OK"

The screenshot shows a 'REVIEW' dialog box overlaid on the portal. The dialog box contains the following information: 'Standard Pre-repair Scan' (dropdown), 'Select a Contact' (dropdown), 'RO #' (1234), 'Odometer' (5678), and 'Insurance' (AAA). A text area contains the comment: 'Key on Engine off, Battery supported, no dash lights, no deployments, fully assembled, light damage to front'. The 'OKAY' button at the bottom right of the dialog box is highlighted with a red circle.

Step 5: Verify information and fill out additional blanks in the submission form and press the green "Submit Service Request" button.

The screenshot shows a web browser window with the URL `portal.astechn.com/workorder/newscan/2184784`. The page displays a service request form for a vehicle. The form includes the following fields and options:

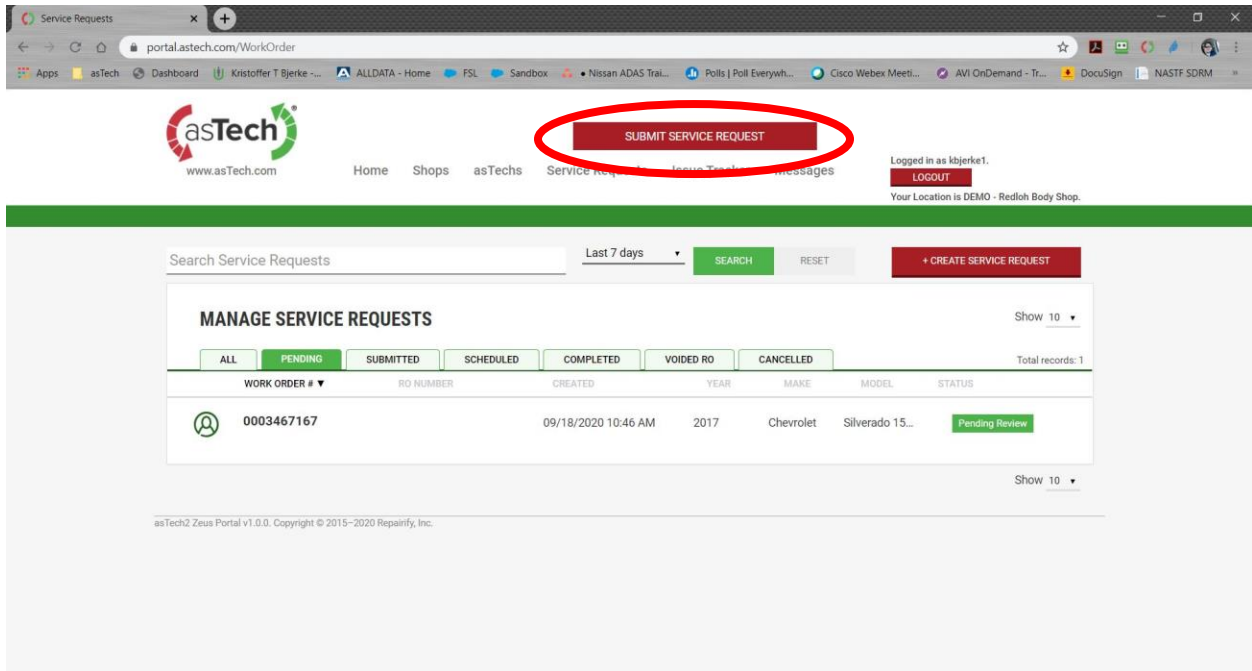
- Vehicle Details** section with a green plus icon.
- Vehicle ID: `1GC1KWEY3HF240684` with `Lookup` and `Reset` buttons.
- Service type: `2826 - asTech Training...` and `Standard Pre-repair Scan` with a value of `1234`.
- Year: `2017`, Make: `Chevrolet`, Model: `Silverado 2500 HD`, and `Submodel`.
- Engine, Transmission, Drive Type, and Other dropdown menus.
- Additional fields: `64083 miles`, `WARNING LIGHT? No`, `SRS DEPLOY? No`, and `IS DRIVABLE? Yes`.
- Notes field: `Key on Engine off, Battery supported, no dash lights, no deployments, fully assembled, light damage to front.`
- A prominent green `SUBMIT SERVICE REQUEST` button at the bottom, which is circled in red.

On the right side of the form, there are sections for `Select Damage Point`, `DAMAGE PRIORITY` (set to `None`), `DAMAGE GAUGE` (a scale from 1 to 4), `Additional Areas`, and a `Schedule Scan (Optional: 2 Hour Notice)` button.

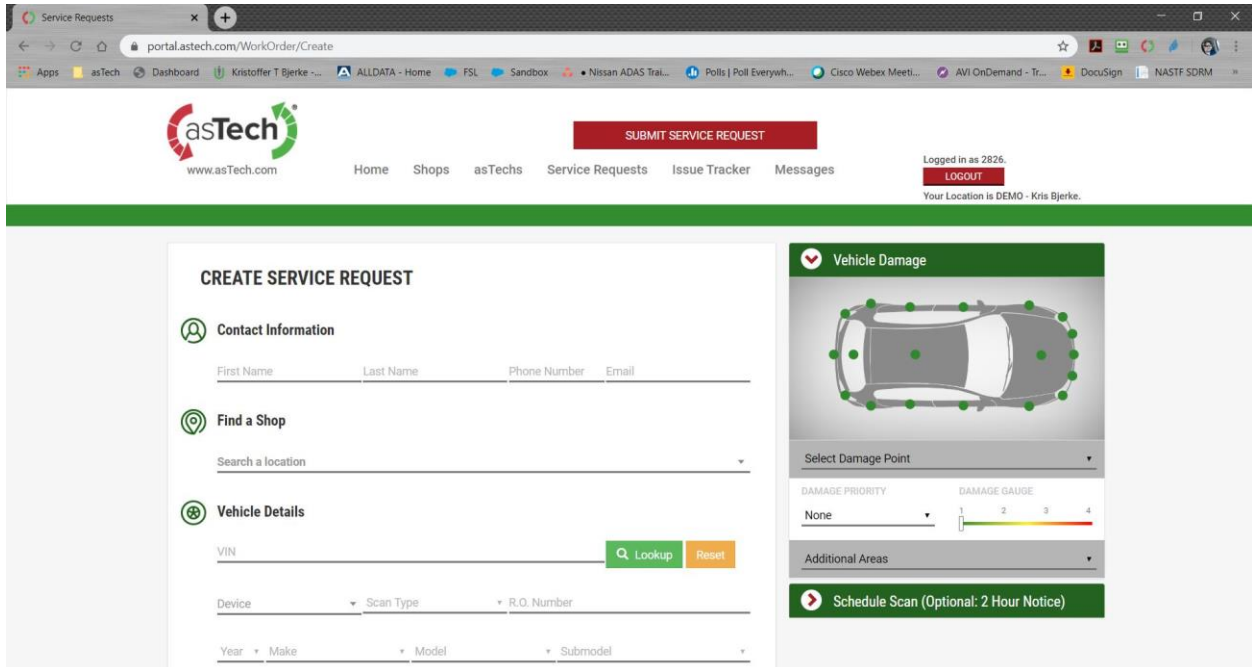
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# For a vehicle that is not in your Pending or Completed Tab:

Step 1: Click the Red "Submit Service Request" Button



Step 2: Fill out the information on the Submit Service Request form



Step 3: Select the Red "Finalize Service Request" button to submit your scan

