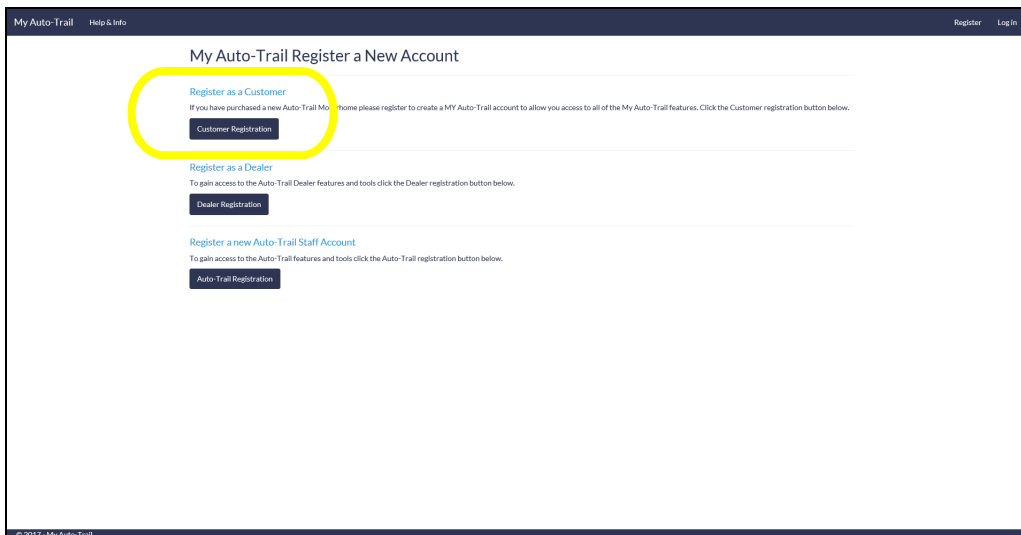


### My Auto-Trail Customer Account walkthrough.



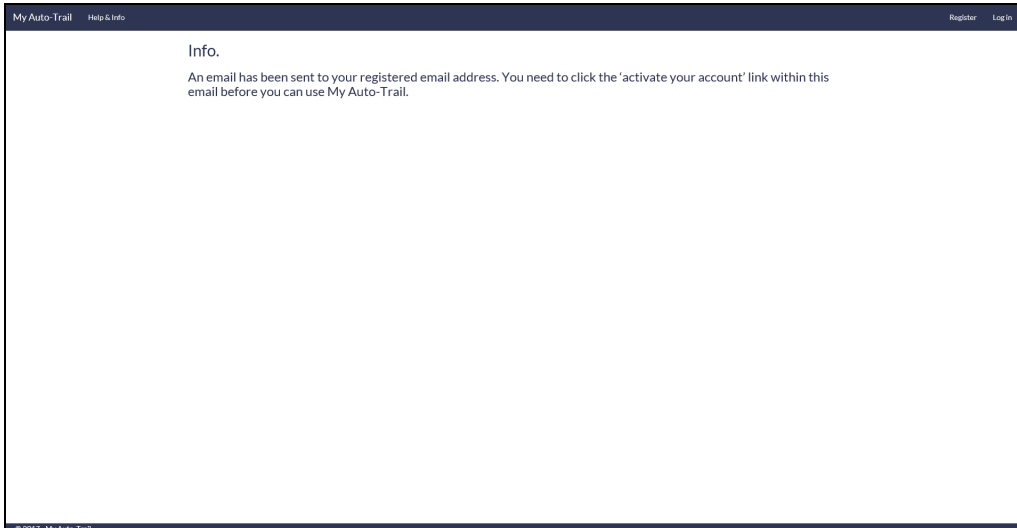
Click Register top right and then click the Customer Registration button.



Enter your details, read and agree to the terms & conditions of use.



Activate the account.



Click the 'My Auto-Trail' link top left to return to the home page then click login top right.

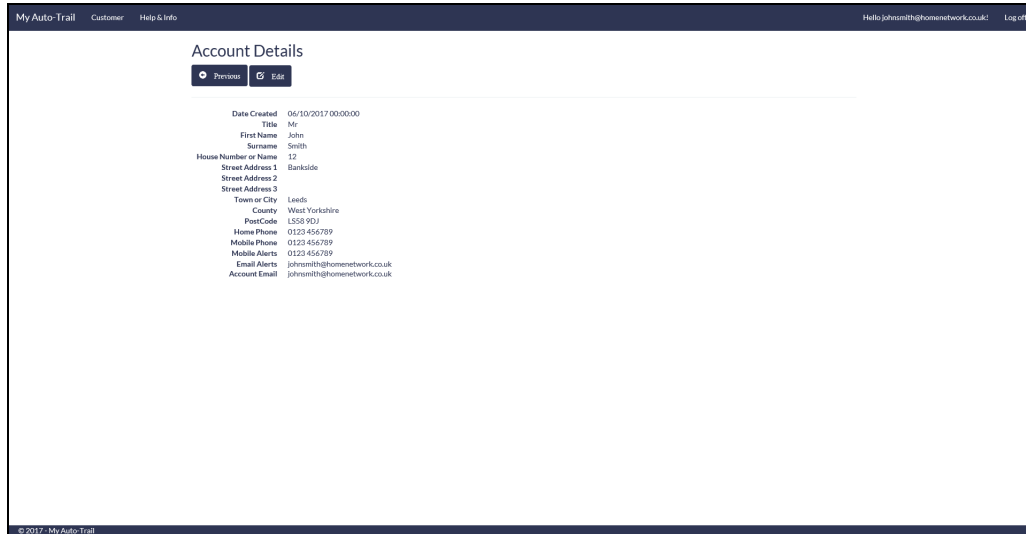


When logged in go to the Customer menu top left.

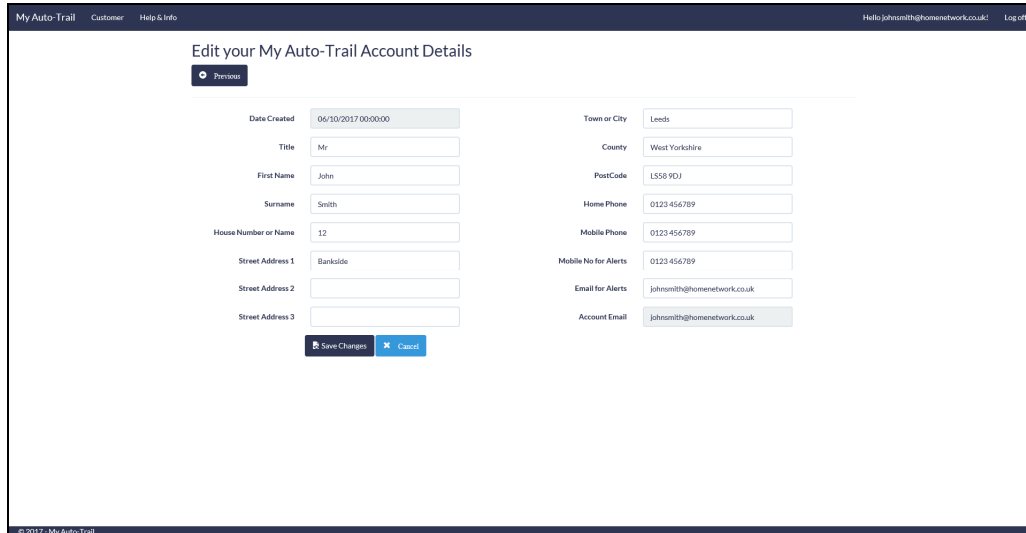


You can return to the Customer menu at any time from any screen.

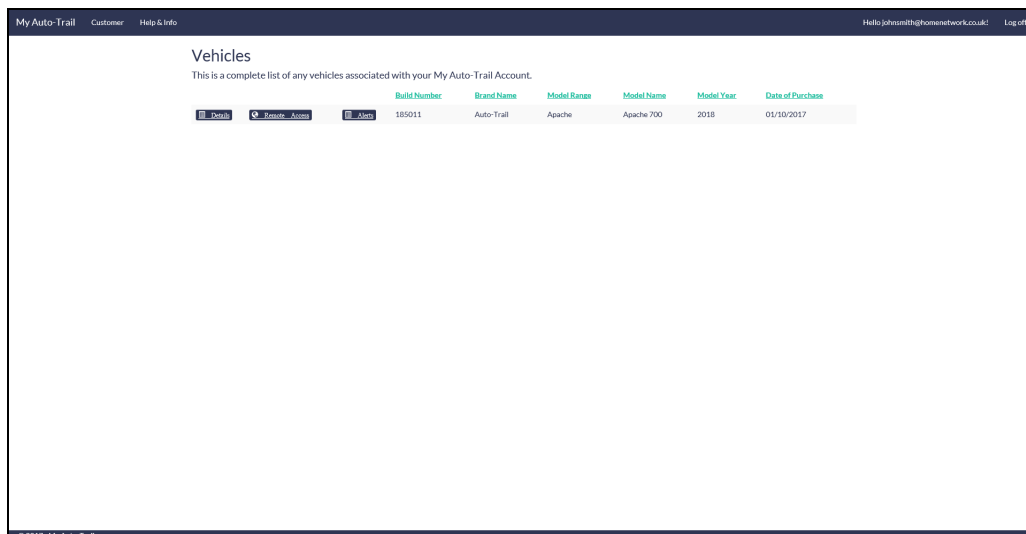
The Accounts screen let you view or edit your account details.



Click the Edit button to edit details. Click the Save Changes button to save any changes.

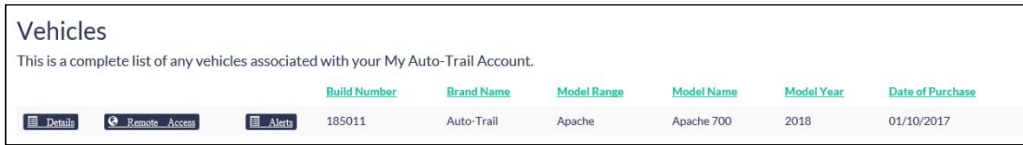


Click the Vehicles menu item to view vehicle information.

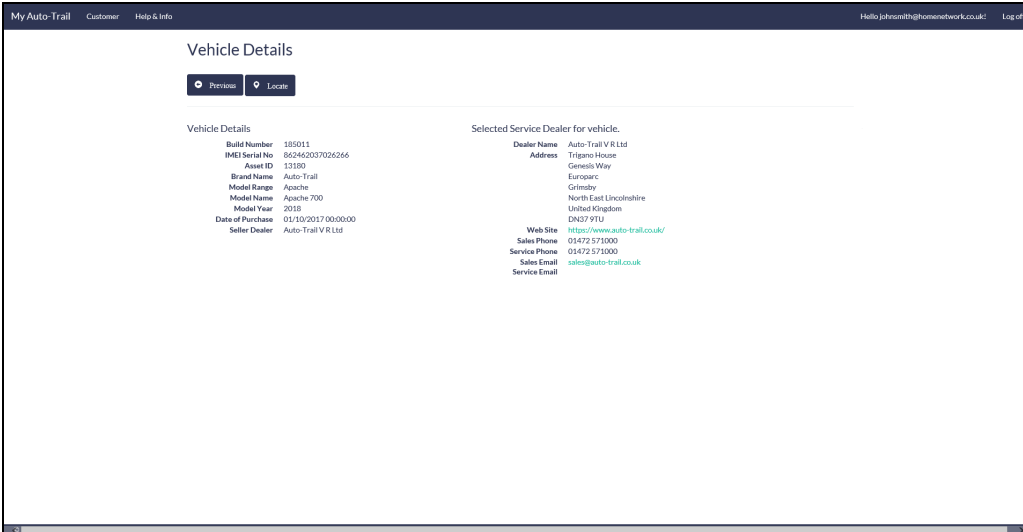


If no vehicle is listed please contact your dealer who will be able link your new vehicle to your account.

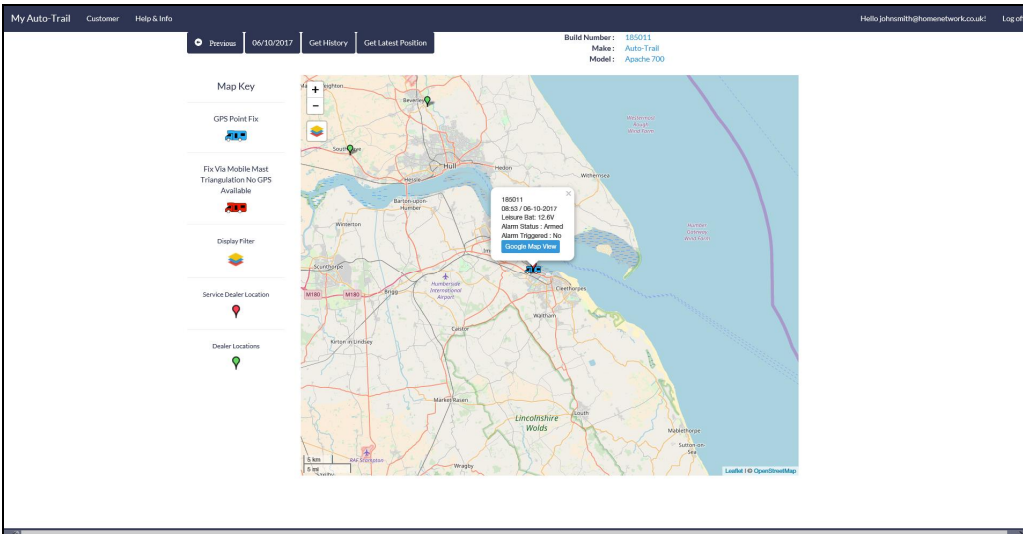
On the vehicles screen, click the Details button to view vehicle details.



Click the Locate button to show the vehicle location.

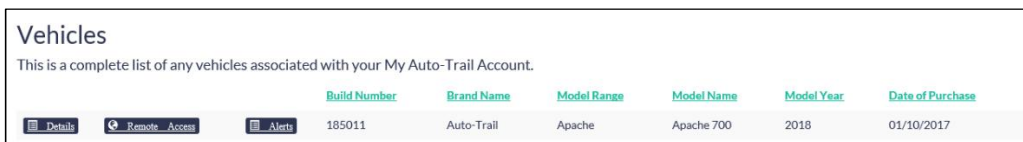


Click the motorhome icon to show the latest data from the vehicle.

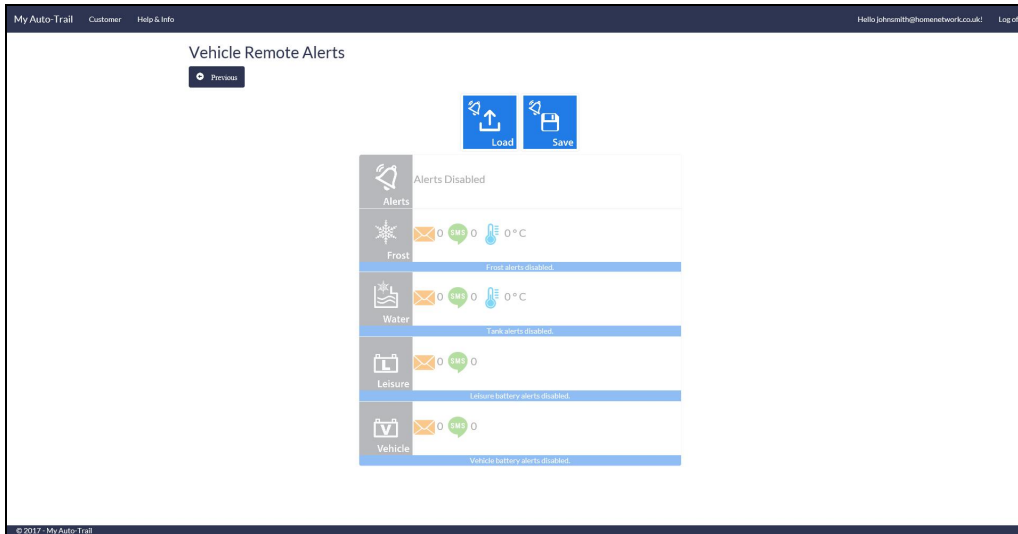


Please note that the vehicle communicates every 6 hours so the location is at the time / date shown.

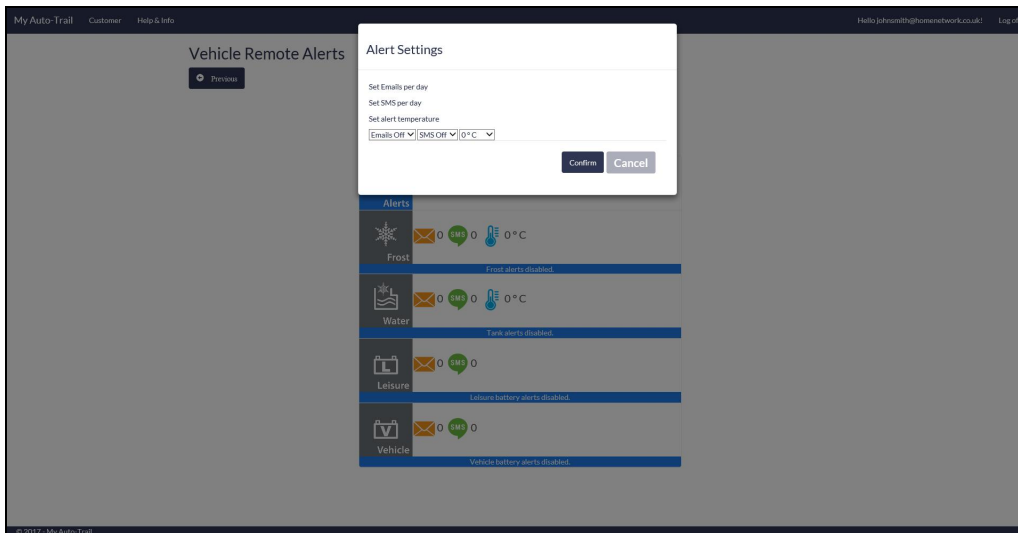
On the vehicles screen, click the Alerts button to view vehicle details.



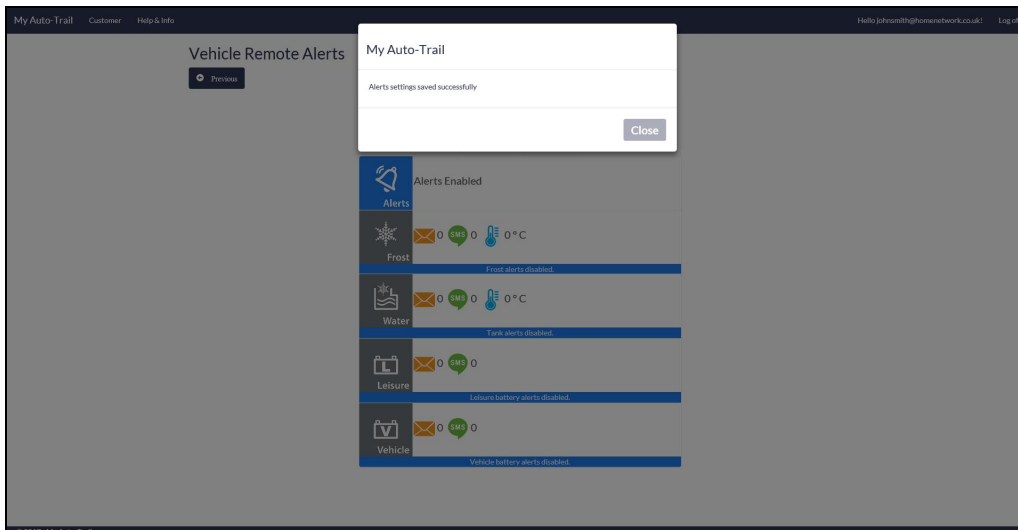
On the Alerts screen you can set and enable several alerts. These are; Vehicle battery voltage low, Leisure battery voltage low, Frost warning and Frost warning when water is still in either tank.



Click the Load button to load the alerts, then click on an alert to set it. Select the number of emails and / or text (SMS) messages you would like per day, and on alerts with a temperature option set the trigger temperature.



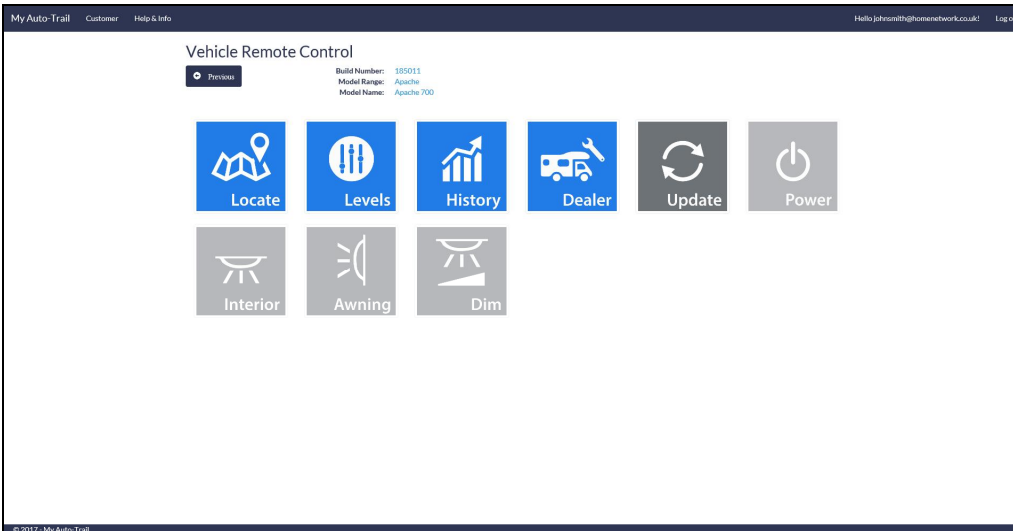
Use the top Alarm / Alert item to enable or disable all alerts, then click the save button to save the settings.



On the vehicles screen, click the Remote Access button to go to the remote control screen.

Vehicles								
This is a complete list of any vehicles associated with your My Auto-Trail Account.								
	Build Number	Brand Name	Model Range	Model Name	Model Year	Date of Purchase		
<a href="#">Details</a>	<a href="#">Remote Access</a>	<a href="#">Alerts</a>	185011	Auto-Trail	Apache	Apache 700	2018	01/10/2017

Click the Locate button to locate your vehicle (this works in the same way as the locate feature discussed above).

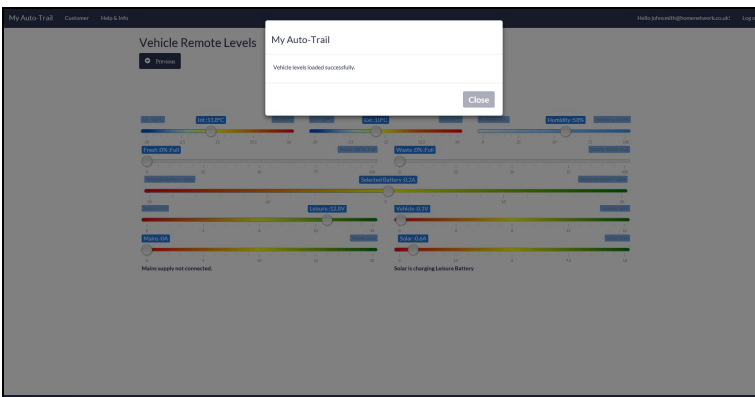


Click the Levels button to view vehicle system levels.

Click the Download button to contact your vehicle and request the current levels.



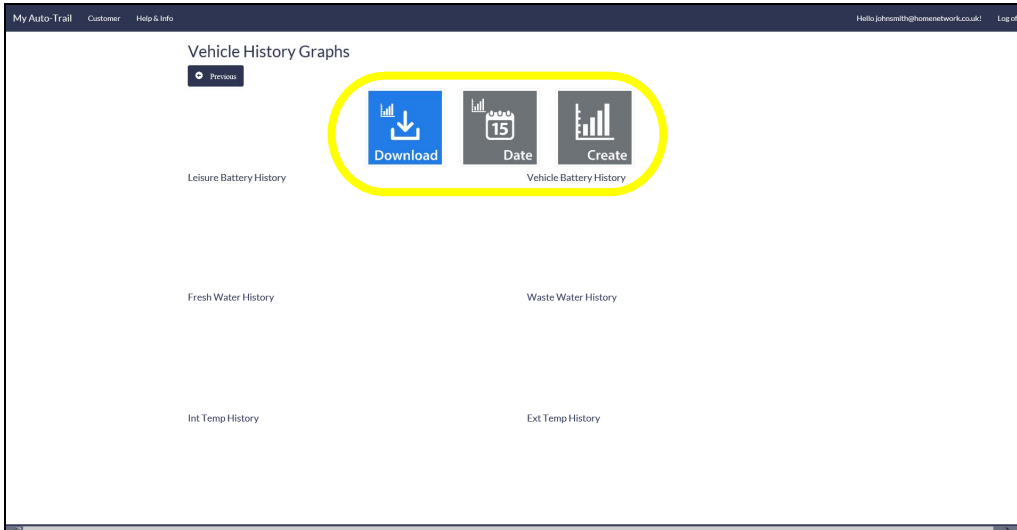
The system confirms that data has been loaded.



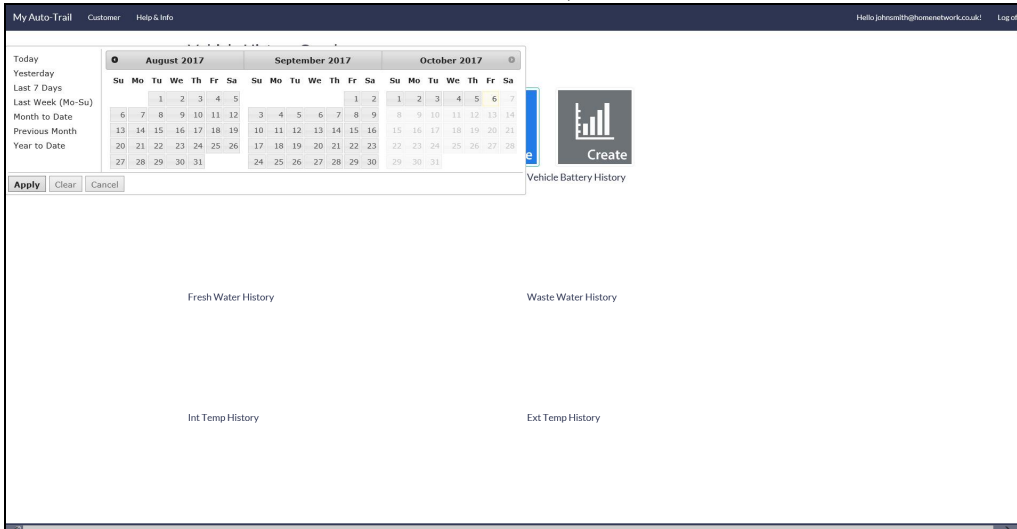
Information is show on a series of bar gauges.



Click the History button to show historical data for your vehicle. Here there are 3 steps;



Click the download button to download the data, then click the date button to select a data range.

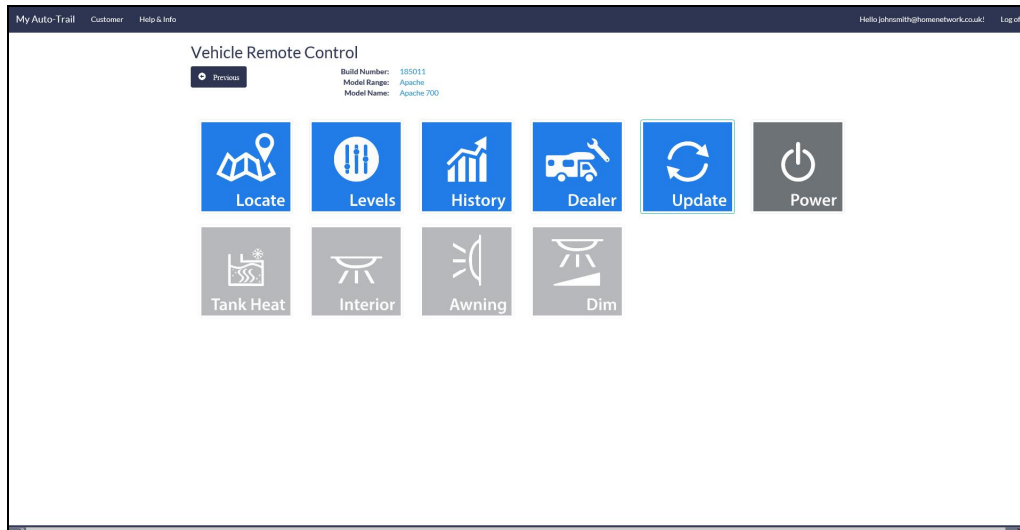


Select the required data range then click Apply. Finally click the Create button to create the charts.

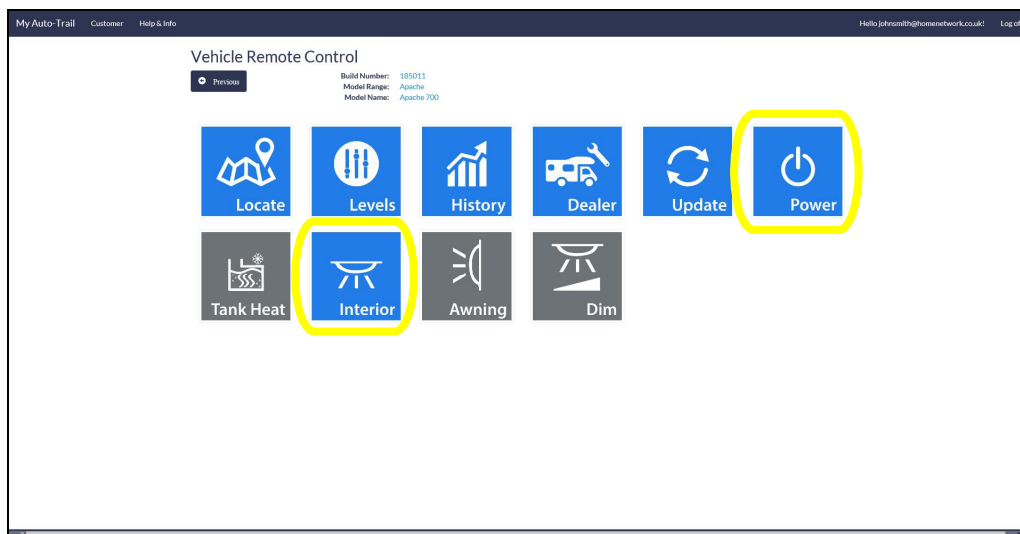
You can 'pinch' on a touchscreen or use a mouse to zoom in if required.



Click the Update button to connect to your vehicle ready to use the remote control buttons (Power, Tank Heaters [when fitted], Interior lights, Awning light and Dimmer controlled interior lights).



After the update is completed the buttons change to show the current status of the vehicle (in this example the Power is on and the Interior lights are on).



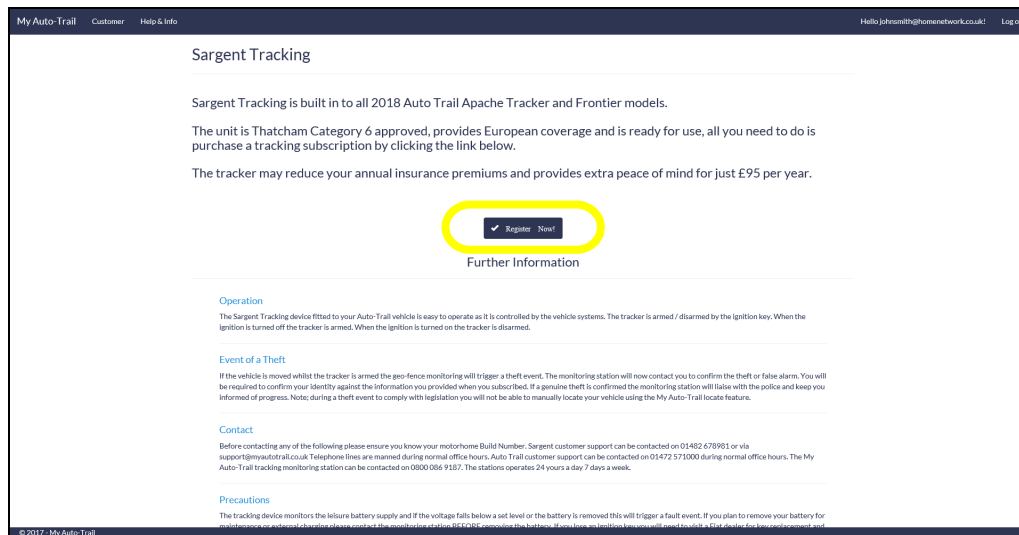
Click the buttons to turn the required item on or off. A blue 'lit' button indicates on.



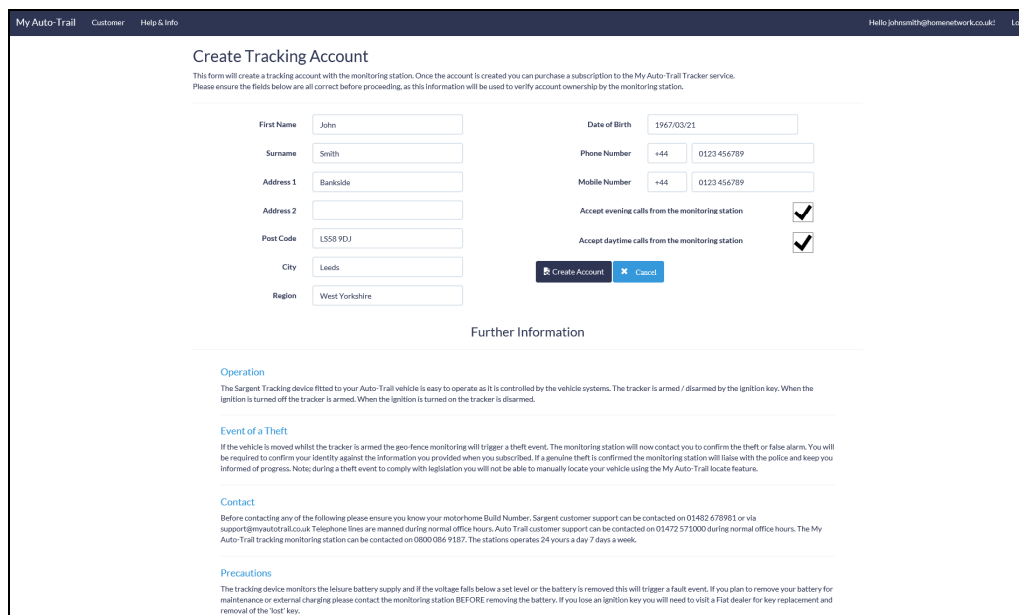
To add Tracking to your account select the Tracking menu item.



Click the Register Now button to purchase a tracking subscription.



Most of your details are entered automatically. Fill in the missing information, read the further information and then click Create Account.



Review your details, edit or add extra contact numbers, then click the Purchase button to purchase a subscription.

**Tracking Account Details**

The tracking account details are shown below. To purchase a tracking subscription please click the Purchase button next to the required vehicle below. After confirming your contact details you will be taken to our payment site.

Personal Details		Contacts			
First Name	John	Note	Phone	Accept Day Calls	Accept Evening Calls
Surname	Smith	No Note	+44 123 456789	True	True
Address 1	Bankside				
Address 2					
City	Leeds				
Region	West Yorkshire				
Post Code	LS58 9DJ				
Date of Birth	22/03/1967				

Subscription Ends	Build No.	Make	Model	Year
	185011	Auto-Trail	Apache 700	2018

**Further Information**

**Operation**  
The Sargent Tracking device fitted to your Auto-Trail vehicle is easy to operate as it is controlled by the vehicle systems. The tracker is armed / disarmed by the Ignition key. When the Ignition is turned off the tracker is armed. When the Ignition is turned on the tracker is disarmed.

**Event of a Theft**  
If the vehicle is moved whilst the tracker is armed the geo-fence monitoring will trigger a theft event. The monitoring station will now contact you to confirm the theft or false alarm. You will be required to confirm your identity against the information you provided when you subscribed. If a genuine theft is confirmed the monitoring station will liaise with the police and keep you informed of progress. Note: during a theft event to comply with legislation you will not be able to manually locate your vehicle using the My Auto-Trail locate feature.

**Contact**  
Before contacting any of the following please ensure you know your motorhome Build Number. Sargent customer support can be contacted on 01482 678981 or via support@myautotrail.co.uk. Telephone lines are manned during normal office hours. Auto Trail customer support can be contacted on 01472 571000 during normal office hours. The My Auto-Trail tracking monitoring station can be contacted on 0800 066 9187. The stations operates 24 hours a day 7 days a week.

**Precautions**  
The tracking device monitors the leisure battery supply and if the voltage falls below a set level or the battery is removed this will trigger a fault event. If you plan to remove your battery for maintenance or external charging please contact the monitoring station BEFORE removing the battery. If you lose an Ignition key you will need to visit a Fiat dealer for key replacement and removal of the 'lost' key.

Choose the subscription contract length, available options are 1 (£95), 2 (£190) or 3 years (£285).

**Confirm Payment Details**

Please check the details below and amend if required before proceeding to the checkout  
If you receive an error: "The Email field is not a valid e-mail address," check that you have no spaces before or after the email address.

Vehicle Details	
Build Number	185011
Brand Name	Auto-Trail
Model Range	Apache
Model Name	Apache 700
Model Year	2018
Date of Purchase	01/10/2017 00:00:00

**Account Details**

First Name	John	Address Line 1	12
Surname	Smith	Address Line 2	Bankside
Email	johnsmith@homenetwork.co.uk	Town or City	Leeds
Phone Number	123 456 789	Postcode	LS58 9DJ

Proceed through the Sargent checkout, choosing your preferred payment method.

**SARGENT**

How do you want to pay?

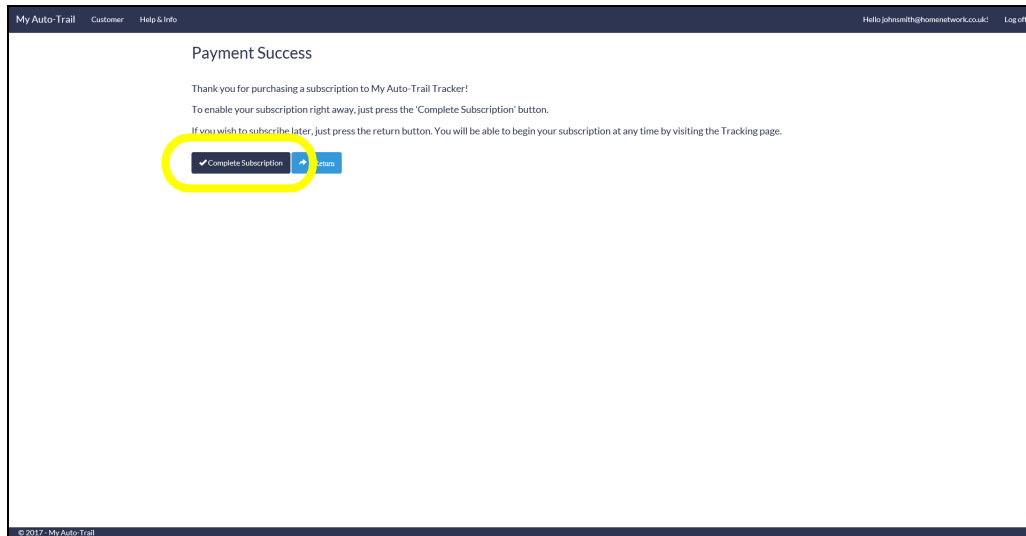
sargentelectri  
Order description: Sargent Tracking - 1 Year  
Subscription

To pay  
**£95.00**

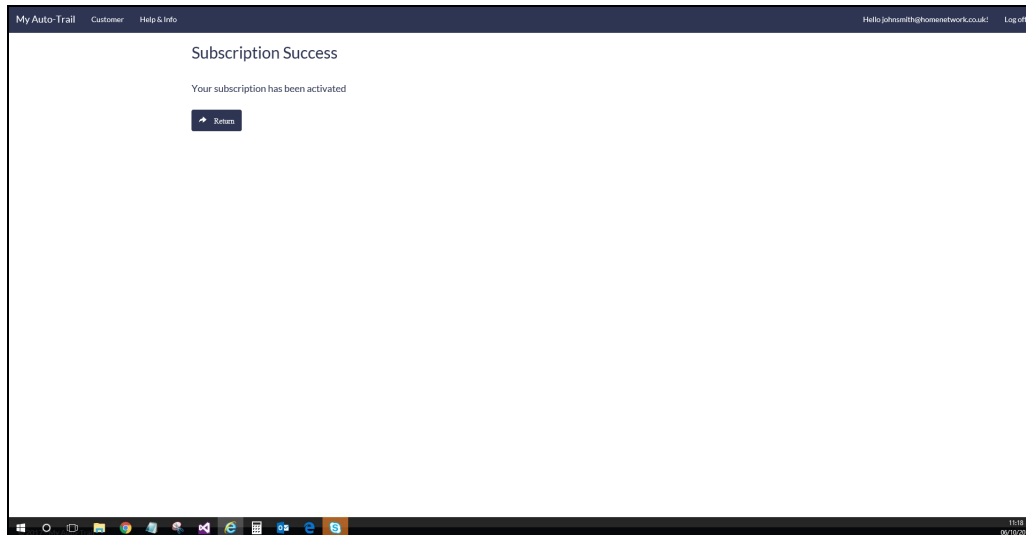
- Pay with PayPal
- VISA Visa
- VISA Visa Debit
- VISA Visa Electron
- MasterCard
- Debit MasterCard

Your payment is secured by **sepa pay**

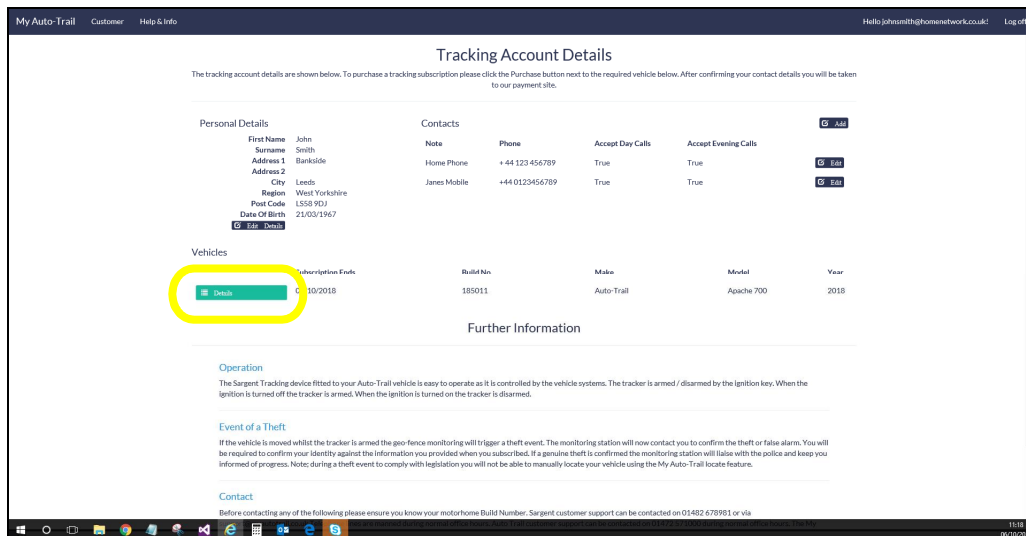
When the checkout process is complete you are returned to the screen shown below. Click the Complete Subscription button to activate the subscription.



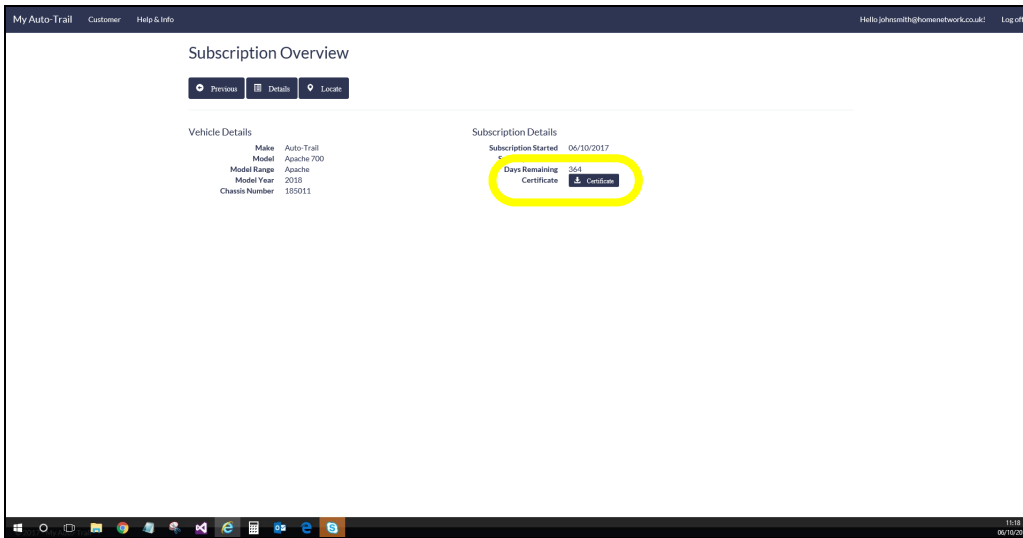
Subscription activated.



You can view the new subscription, click the Details button for more information.



Click the Certificate button to download a subscription certificate if required by your insurance.



Here is an example of the certificate.

