This document provides instructions on how to enroll in Subscription from a platform currently or previously on a Prepaid Plan using ScanBay. Customers may be moved to a subscription within 14 days of the original Prepaid Plan's expiration date and the subscription won't take effect until the current plan has expired. These instructions apply ONLY to Snap-on diagnostic tools using an SMX operating system with Intelligent Diagnostics.

Make sure your customer is never without the vehicle data and features they need to get their job done quickly and accurately.

Note: As this instruction sheet is intended for multiple markets, these instructions may apply to other diagnostic tools not listed. All images and illustrations used in this document are intended as examples, and are for reference only.

IMPORTANT: The diagnostic tool must be powered by the AC power supply during these procedures.

Changing to Subscription

Instructions:

1. From your Chrome sales system, select “Subscription” from the Account Type dropdown menu (Figure-1).

2. Select Yes, when prompted if you would like to start a subscription (Figure-2).

3. Select “Subscription” from the list of promotions displayed, then select OK (Figure-3).

4. From your Chrome sales system, select “Scanbay” (Figure-4).

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5. Select the applicable product or product family, then select Next (Figure-5).

6. Boot up the customers diagnostic tool, then from the home screen select Tools, then Connect-to-PC.

7. Connect a USB cable between the tool and your Chrome laptop PC.

8. After your Chrome laptop scans the device and the onscreen “completed” message displays, select Next (Figure-6).

9. Select Next to see the qualifying software (Figure-7).

10. Confirm the subscription is for an individual or for a business, select Next to continue (Figure-8).

NOTE: Use the Back button at anytime within the process to make changes.
11. Read and confirm you have the information listed on the screen before you continue, customer contact information, bank routing numbers, etc. (Figure-9).

12. Connect the electronic signature pad to your Chrome laptop, then select Next to continue.

13. Select “Renew Subscription” (Figure-10).

14. Select Next (Figure-10).

15. Review and confirm the Subscription upgrade, then select Next (Figure-11).

16. Review and confirm the pricing details of the Subscription upgrade, then select Next (Figure-12).
17. Before continuing on to sign the contract, confirm the details of the Subscription upgrade are correct (Figure-13).

18. Select Finish to continue to the Subscription contract signing process (Figure-13).

19. From your Chrome sales system, select Print Contract (Figure-14). This displays the contract form onscreen.

20. Fill in all the required fields as highlighted on the onscreen contract, scroll down to view all the fields (Figure-15).

21. To complete the contact, have the customer sign the contract using the electronic signature pad (Figure-16).

22. Select OK to approve the contract, exit the process and return to Chrome (Figure-16).