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 ZEUS Snap-on diagnostic tools 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).
5. Select the applicable product or product family, then select **Next** (Figure-5).

6. Turn on the customers diagnostic tool and allow it to boot up and open the diagnostic suite; then Insert your ScanBay USB (memory stick) into the diagnostic tool (Figure-6).

7. Remove the USB stick after the USB stick scans the device and the onscreen “completed” message displays.

8. Insert the USB stick into your Chrome laptop PC, and then select **Next** to continue (Figure-6).

   **NOTE:** If applicable, disregard step “3” in the onscreen image. There is no need to reinsert the USB stick into the diagnostic tool (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 Connect Device to Continue.

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Changing from a Prepaid Plan to a Subscription ZEUS® Diagnostic Tools

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).