

Installing iCertify™

iCertify™ is a web-based platform for completing and managing the Audi Certified *plus* Inspection Checklist. iCertify™ can be run from most browsers on a desktop, tablet or smartphone. On tablets and smartphones, it can be installed as a Home Screen icon.

iCertify is designed to work in the latest versions of the Google Chrome, Microsoft Edge, Mozilla Firefox or Apple Safari browsers.

Please note it does not work in Microsoft Internet Explorer.

Desktop Computers

Open your browser and visit: <https://audi.icertify.carcannon.com>

Apple iPhone or iPad

Open the Safari browser and visit: <https://audi.icertify.carcannon.com>

To add a Home Screen icon, after opening in Safari, tap the share icon,



, at the bottom of the screen.

A menu will appear in the bottom of the screen. Scroll through the menu items and tap "Add to Home Screen"

Add to Home Screen



After a confirmation prompt, you will see the iCertify™ icon, , added to your home screen. You can now start iCertify™ by clicking this icon instead of using the browser.

Android Smartphone or Tablet

Open the Chrome browser and visit: <https://audi.icertify.carcannon.com>

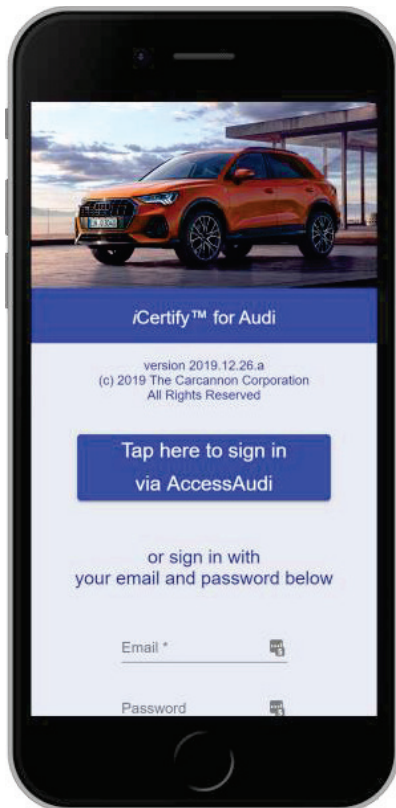
To add a Home Screen icon, after opening in Chrome, tap the menu

icon  in the upper right corner.

A menu will open. Scroll through the menu items and tap "Add to Home Screen"

After a confirmation prompt, you will see the iCertify™ icon, , added to your home screen. You can now start iCertify™ by clicking this icon instead of using the browser.

Sign into iCertify™



iCertify™ integrates with AccessAudi to provide secure access.

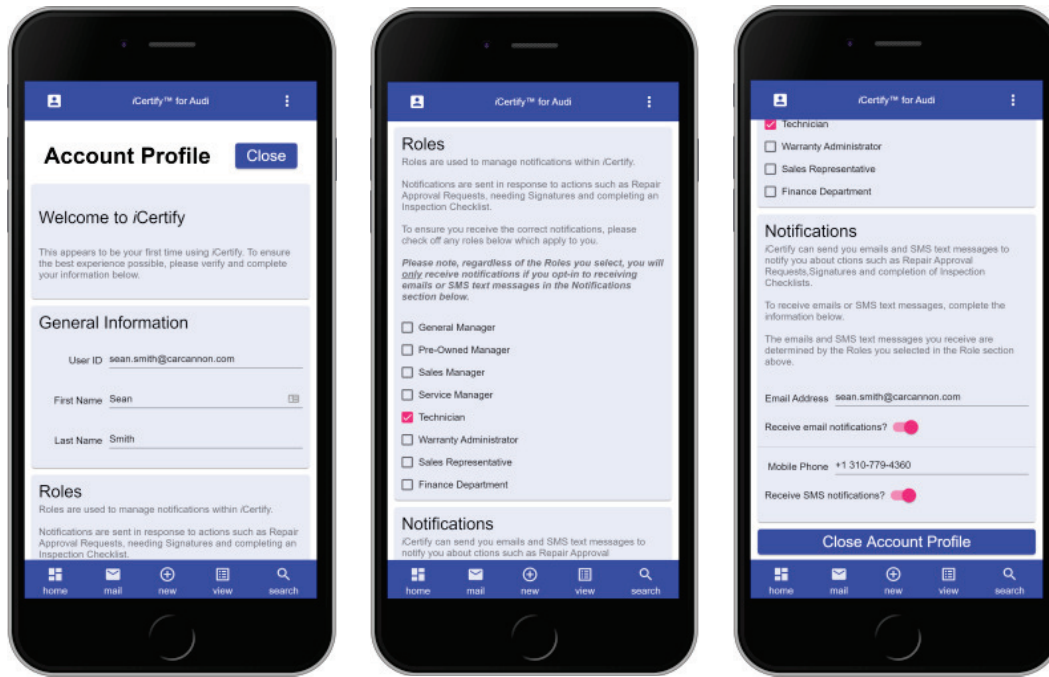
When you start iCertify™ you will see a login screen with a button titled **"Tap here to sign in via AccessAudi"**. Tap this button and you will be directed to the AccessAudi login page.

Once you have logged into AccessAudi, you will be directed back to iCertify™.

☀ If this is your first time using iCertify™, you will be at the Account Profile setup page (see next section).

If you have previously used iCertify™, you will be taken to the dashboard page.

Set up your Account Profile



Account Profile determines the email and SMS notifications you can receive within iCertify™. When you access iCertify™ for the first time you will be asked to check off the Role(s) you are responsible for.

Manager Roles

Users assigned to the General Manager, Pre-Owned Manager, Sales Manager, or Service Manager roles will receive notifications when repair work needs approval and when an inspection checklist is completed and registered.

Technician Role

Users assigned to the Technician role will receive notifications when repair work has been approved or rejected.

Warranty Administrator Role

Users assigned to the Warranty Administrator Role will receive notifications when a completed inspection checklist is registered.

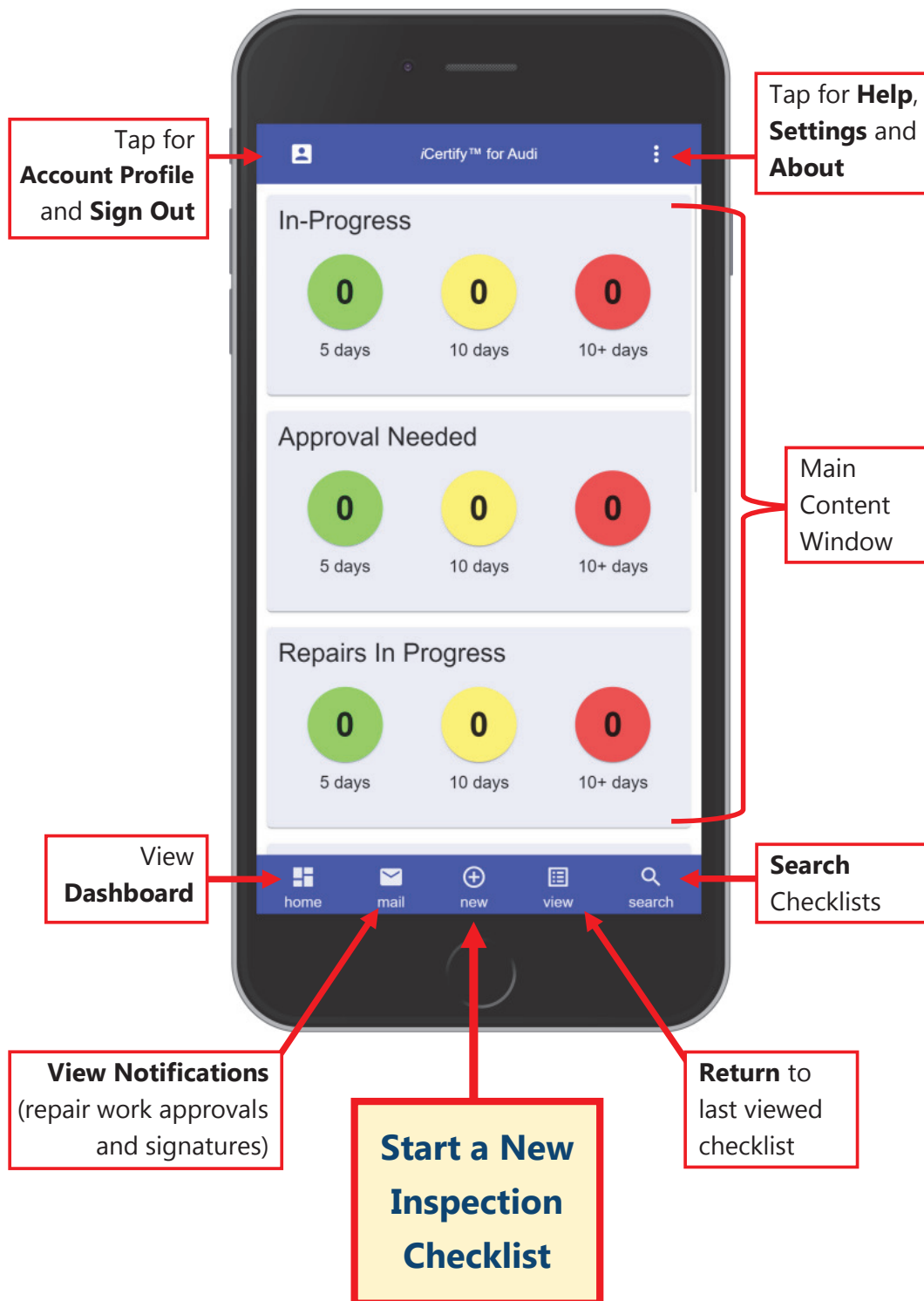
Sales Representative and Finance Department Roles

Users assigned to the Sales Representative or Finance Department roles have access to the Customer App section of iCertify™, which can be used to collect a customer signature and print the completed inspection checklist.

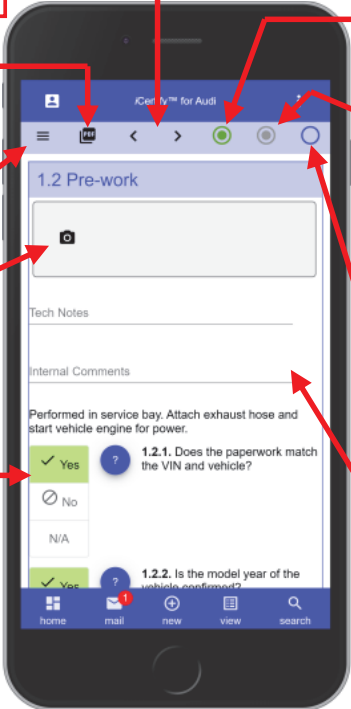
Notifications

To receive any notifications, you must opt-in to them. At the bottom of the Account Profile page is the option to opt-in to receiving email notifications and SMS notifications. Provide your email address and phone number and tap the appropriate toggle to opt-in.

Layout of iCertify™ App



Entering an Inspection Checklist



Tap arrow buttons to move to **previous** or **next** section

View/**Print PDF** of checklist

Section **Navigation** Menu

Tap to take **photo**

Toggle questions:
Yes: Meets Standards
No: Does Not Meet Standards
N/A: Not Applicable

Tap to **mark "Yes"** for all unanswered toggle questions in section

Tap to **mark "N/A"** for all unanswered toggle questions in section

Tap to **clear all** toggle questions

Tap in **text field** to open keyboard and type text



Tap to draw **signature**



In Section 1 of the checklist, take an **Avatar photo** of the vehicle. This is used on search screens to show image of vehicle.

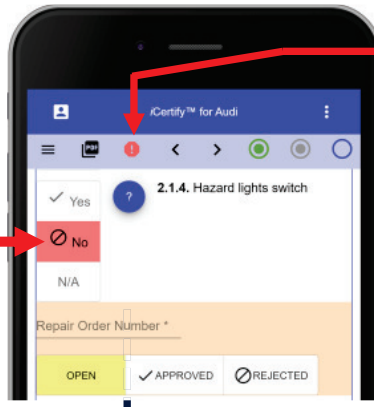
Tap a photo for **enlarged view** and option to **delete**

Stop Controls (Repair Work Needed on Checklist)

Step 1 : Tap "No"

Tapping "No" indicates an item needs repair work. The "Stop Control" block appears below the toggle with a status of "OPEN".

Technician can go through checklist and toggle "No" on all items needing repair work.

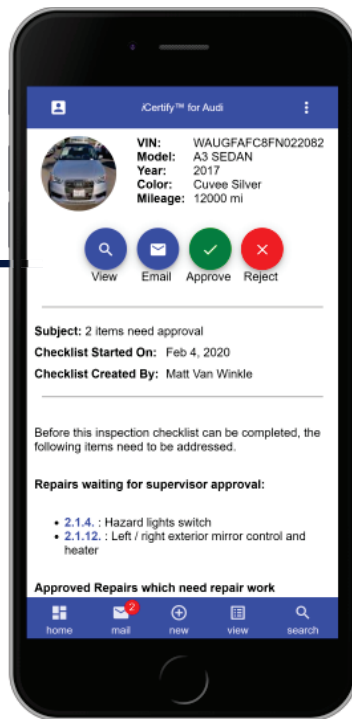


Step 2: Tap Stop Sign

When a Stop Control is entered, a red stop sign appears in the top button bar to indicate an open "Stop Control". When Technician is ready to send an email to managers, tap the red stop sign.

Step 3: Send Email

Tapping the **stop sign** will open the mail message showing all the repairable items. Tap **"Email"** button to send email and SMS notifications to managers



Step 4: Manager Approval

Managers can click the link in the email/SMS notification to open the mail message in iCertify. Manager can tap **"Approve"** or **"Reject"** buttons to approve or reject the repair work. After approving items, Manager can tap **"Email"** to send the technician a notification the repair work is approved.

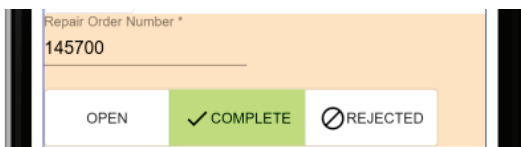
Step 5: Perform Repair Work

iCertify now shows the Stop Control as Approved. Yellow color indicates repair work is not yet completed. After repair work is done, Technician **enters the Repair Order Number**.



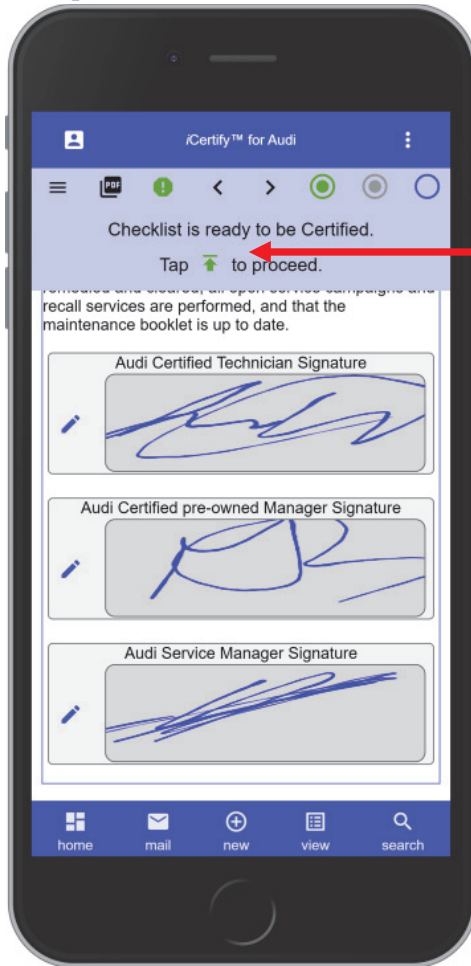
Step 6: Repairs Complete

Once Technician has entered the Repair Order Number, the Stop Control shows as Completed. Green color indicates repair work is done.



Note: Manager Approval is optional. If a dealership's processes allow technicians to perform some repair work without needing manager approval, the technician can tap the "Approve" button in the Stop Control after tapping "No" on the question. Technician performs repair work and enters the Repair Order Number into the Stop Control to complete the repairable item.

Steps to do after Checklist has been Completed



1. Checklist Completed

When a checklist is complete and all signatures have been collected, a green arrow appears to signify that the Checklist is ready to be registered in VCAS. Tap the **green arrow** to view the Summary page which includes VCAS registration information.

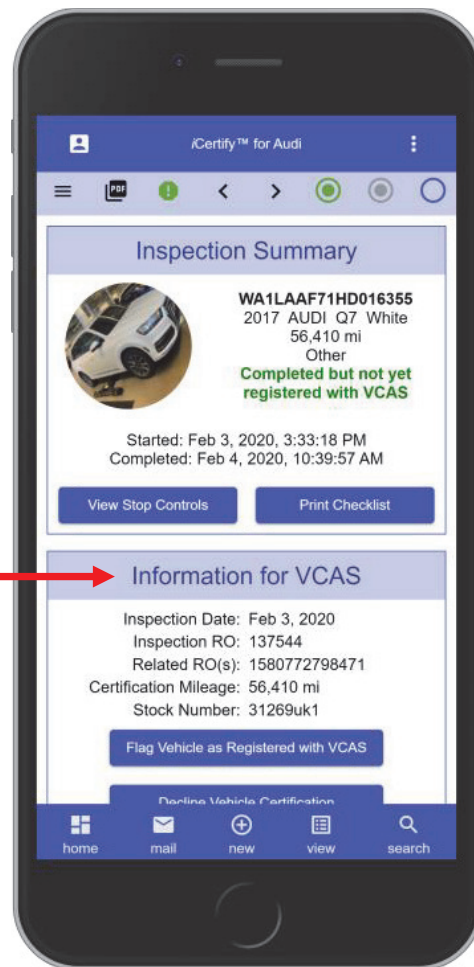
2. Summary Page

The Summary page includes buttons to print the **Inspection Checklist PDF** and the to print the **Tech Notes PDF**.

Information for VCAS:

The box shows the information necessary to register the vehicle in VCAS. Once the vehicle has been registered in the VCAS website, tap the **"Flag Vehicle as Registered with VCAS"** button to inform iCertify the vehicle is ready to be sold.

"Decline Vehicle Certification" button: Tap this if you choose not to certify a vehicle after checklist has been started.



3. Report Vehicle Sale

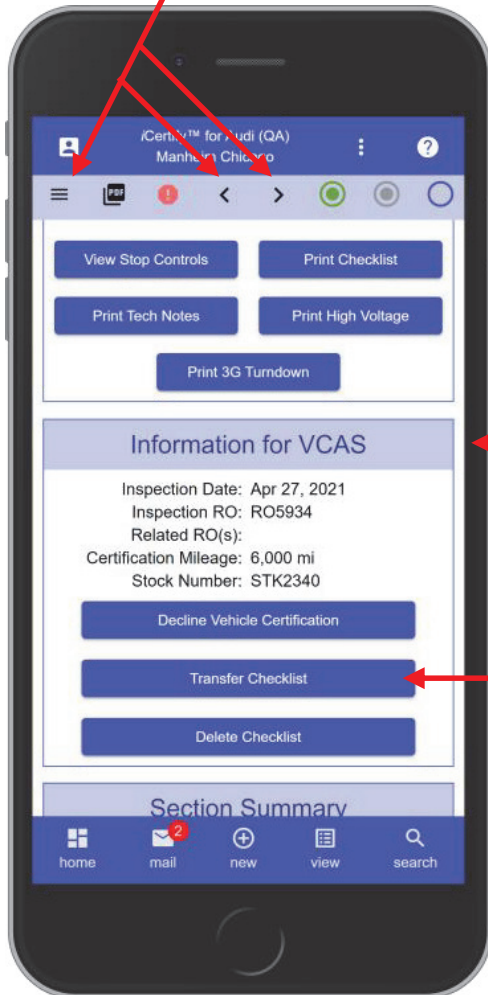
Once vehicle flagged as registered in VCAS, the Summary page will show a **"Report Vehicle as Sold"** button. Tap this when a vehicle has been sold so iCertify can track your current inventory.

Transferring a Checklist to Another Dealership

When a vehicle is sold to another dealership, the Inspection Checklist can be transferred to that dealership using the Transfer function.

1. Open the Summary Page of the Inspection Checklist

This can be done using the Navigation Menu or using the Previous and Next Navigation Buttons



2. Scroll down do the "Information for VCAS" section

3. Tap the Transfer Checklist button

When tapped, you will be shown a list of dealers. Tap the dealer you wish to transfer the Checklist to. You will be shown a confirmation warning. Tap "Yes" to complete the transfer.

WARNING: Once an Inspection Checklist is transferred, you will no longer have access to the Inspection Checklist.

Dashboard

Tap the "Home" button on the bottom navigation to open the Dashboard screen

The Dashboard shows the aging of the inspection checklists in the system. There are category boxes showing checklists in the various stages of completion. The category boxes are as follows:

In Progress:

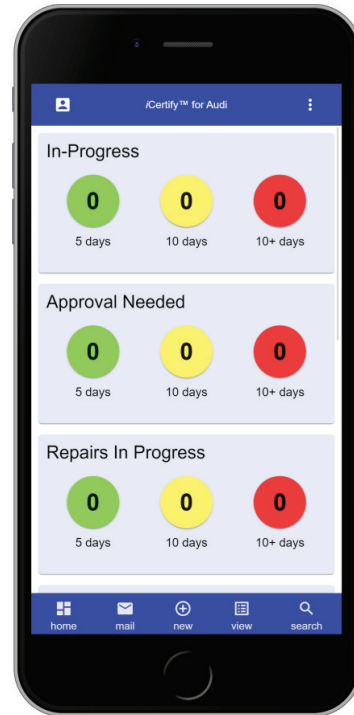
Checklist has been started by technician, is not yet complete and does not need any repair work approvals.

Approval Needed:

Checklist has been started by technician and is awaiting manager approval for needed repair work.

Repairs In Progress:

Checklist has approved repair work and technician has not yet completed the repair work.



Signatures Needed:

Checklist has been completed except for required signatures.

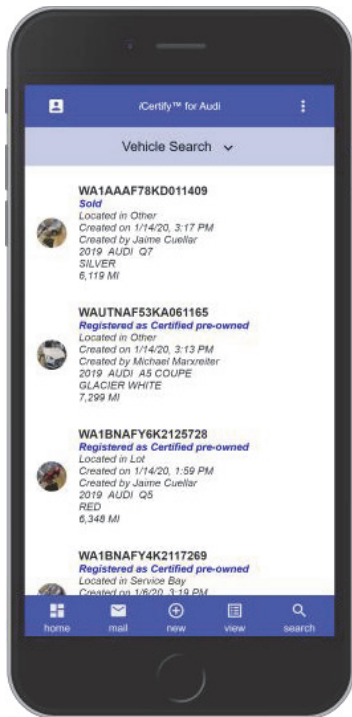
Ready to be Registered: Checklist has been completed and the signatures have been entered. Checklist is ready to be registered in VCAS.

CPO Inventory:

Checklist has been completed and flagged as registered in VCAS and not yet sold.

Each colored circle can be tapped to open the Search page, filtered to the checklists within that aging category.

Search for Checklists



Tap the **"Search"** button on the bottom navigation to open the Checklist Search screen

The Search page allows you to find an inspection checklist. When you tap the **"Search"** button on the bottom navigation, it will show all checklists that have been started but not yet registered in VCAS. In other words, these are the checklists which are still in the process of being completed.

Search Options

Checklist Status

- ☐ In Progress
- ☐ Approval Needed
- ☐ Repairs in Progress
- ☐ Signatures needed
- ☐ Ready to be Registered
- ☐ Registered
- ☐ Declined

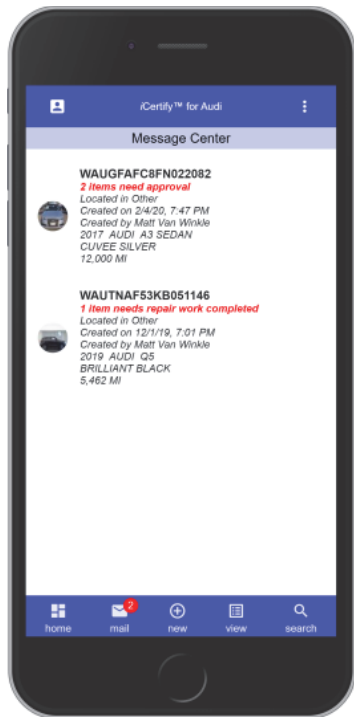
Aging

- ☐ 5 Days
- ☐ 10 Days
- ☐ 10+ Days

Search Clear Cancel

Tap the **"Vehicle Search"** button on the top bar to open a filter criteria popup where you can enter criteria to find specific checklists.

Message Center



Tap the "Mail" button on the bottom navigation to open the Message Center screen

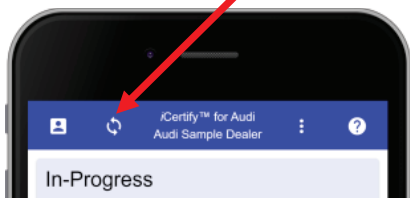
The Message Center shows all checklists which have an open Stop Control on them. These checklists need either a manager approval for repair work or the inspection has been performed but a signature is required before the checklist is complete.

You can tap on a vehicle in the list to open the Stop Control Message notification as described in Step 3 of the Stop Controls section.

Please note that the Mail icon in the bottom navigation menu includes a red badge showing the number of messages. If there are no messages in the system (i.e., no checklists waiting for repair work approval or signatures) the badge will disappear.

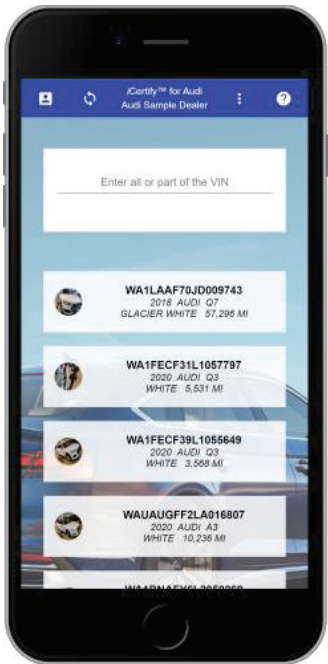
Using the Customer App (i.e. Customer Signature)

The Customer App is used to collect a customer signature and/or email a PDF of the completed Inspection Checklist to the customer.



1. Open the Customer App

Tap the "**Switch**" button in the header to switch between the Main App and the Customer App.



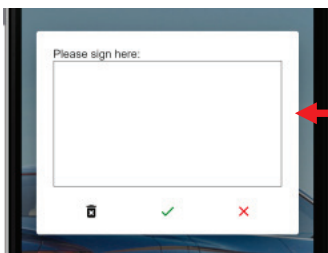
2. Find the VIN

The main screen of the Customer App shows a list of VINs for checklists in a Completed or Registered status.

You can enter part of the VIN in the search box to filter the results. Tap the vehicle in the list to open the checklist for collecting a customer signature and/or emailing a PDF of the checklist to the

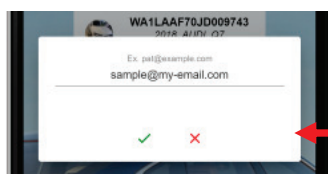
3. Customer Signature and PDF Delivery

On the Customer Checklist screen, there are buttons for viewing the checklist, collecting a customer signature, printing the checklist, and emailing a PDF of the checklist to the customer.

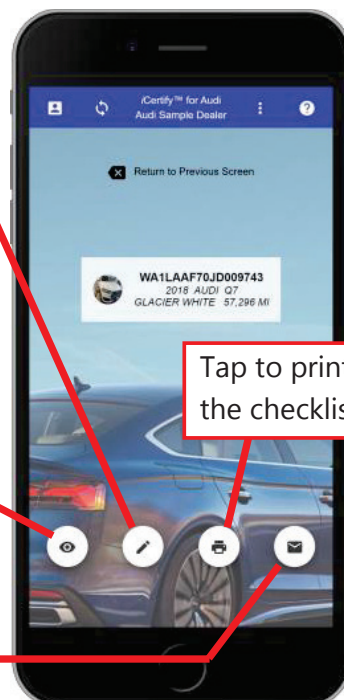


Tap to collect the customer signature

Tap to view the checklist



Tap to email a PDF of the checklist



Tap to print the checklist

Contact Support

For questions or support, please contact The Carcannon Corporation at:

Email: help@carcannon.com

Phone: +1-310-414-0000

Office hours are Monday through Friday 8:30 AM ET to 8:00 PM ET