

Premium Tech Tool – User Authorization Guide

Definitions

Partner ID (PID): Defined as the address of the location where the hardware (Tech Tool PC) should be physically located. Each location is defined by their address. If you have a company with multiple address locations there may be multiple PIDs, unless otherwise requested. In case of this exemption, the company will need to be reviewed by Volvo to ensure there are no performance issues with the request.

User ID (UID): Defined as the person who will have access to the Tech Tool Application. By default only one UID is created per PID unless specifically requested, but you may have multiple UIDs under each PID.

Client ID (CID): Defined as the piece of hardware (PC) that will be using Tech Tool. This can be thought of as a License Key. Each PC must use a unique CID.

Rules

- You may have multiple User IDs assigned to a single Partner ID. Each user can be customized for specific access (ex. Tech Tool, Impact, Diagnostics and Programming or only Diagnostics).
- You may have multiple Client IDs assigned to a single Partner ID. A PID (shop location) could have multiple bays in order to diagnose and fix vehicles. Each bay could have a Tech Tool PC for diagnostics, but each PC would need their own CID.
- Any User ID associated with a Partner ID can log in to any Client ID (PC) associated with that same PID. A User ID cannot sign in to a Client ID (PC) that belongs to a different PID.

Troubleshooting Tips

- User ID not authorized message received:

- If you have access to <http://www.truckscustomerportal.com>, TCP, then you can attempt to use your ID and password there to verify if you have a password issue.
 - If you get an accessed denied, then the password would need to be reset.
 - If you access a blank web page, then the user id/password works, but you do not have access to the TCP page to view the content.
- The Volvo DBS IT Help Desk can be contacted to reset passwords, unlock accounts or verify that the User ID, Client ID and Partner ID are associated correctly.

Links

To ordering Tech Tool or New Client IDs, visit one of the following locations:
Select “Premium Tech Tool” left panel.

MACK - <http://www.macktrucksemedia.com/>

Prevost - <http://www.prevostemedia.com/>

Volvo - <http://www.volvotrucksemedia.com/>