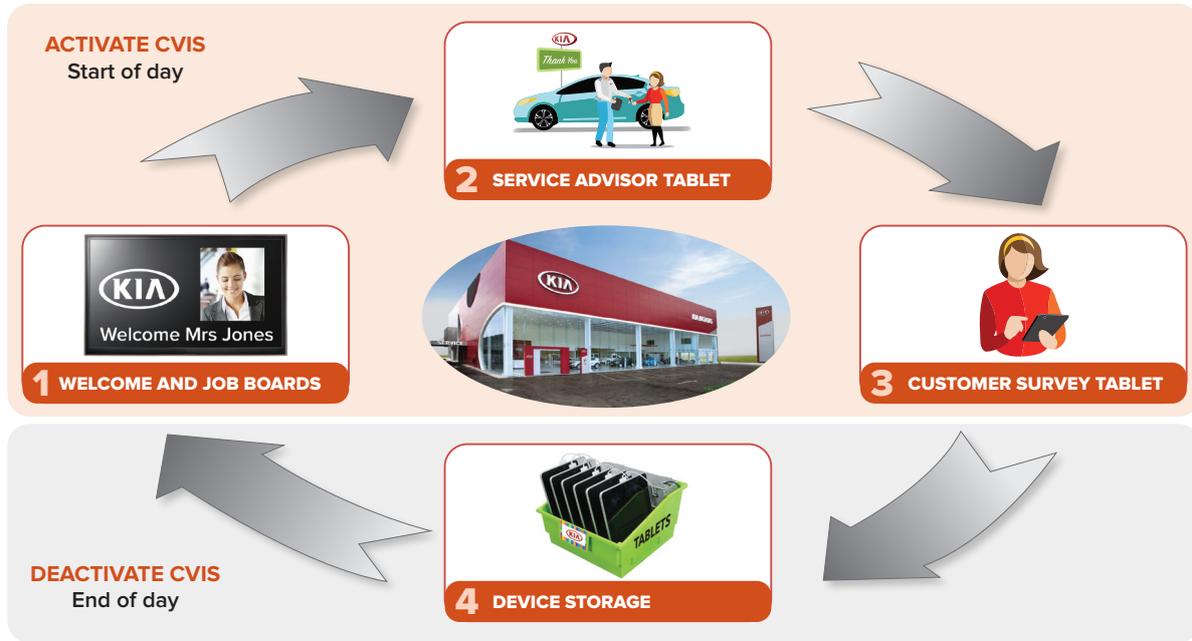


## SERVICE ADVISOR GUIDELINES

Follow these guidelines to ensure CVIS keeps running smoothly on a daily basis.



### ACTIVATE CVIS

Follow these steps to activate the main components of the system each day.

- 1 Welcome and Job Boards**
  - Turn on the welcome board and the job board.
  - Log in to the computers that control each of the boards.
  - Use the applicable user name and password.

- 2 Service Advisor Tablet**
  - Tap the Kia CVIS icon on the tablet.
  - Log in using the applicable user name and password.
  - On the CVIS start screen, tap **Job Manager**.
  - The Jobs Today screen will be displayed.

- 3 Customer Survey Tablet**
  - Tap the Kia CVIS icon on the tablet.
  - Log in using the applicable user name and password.
  - On the CVIS start screen, tap **Take Survey**.
  - The first page of the customer survey will be displayed.

- ▶ Record the applicable login details in the CVIS Login Summary table in this guide.

## DEACTIVATE CVIS

Follow these steps to deactivate the main components of the system each day.

### 4 Device Storage

- Turn off the welcome and job boards.
- Log out of all tablets used for CVIS.
- Return all tablets to their charging station.
- Store all tablets in a safe and secure location.
- All hardware is the responsibility of the dealership.

## TROUBLESHOOTING TIPS

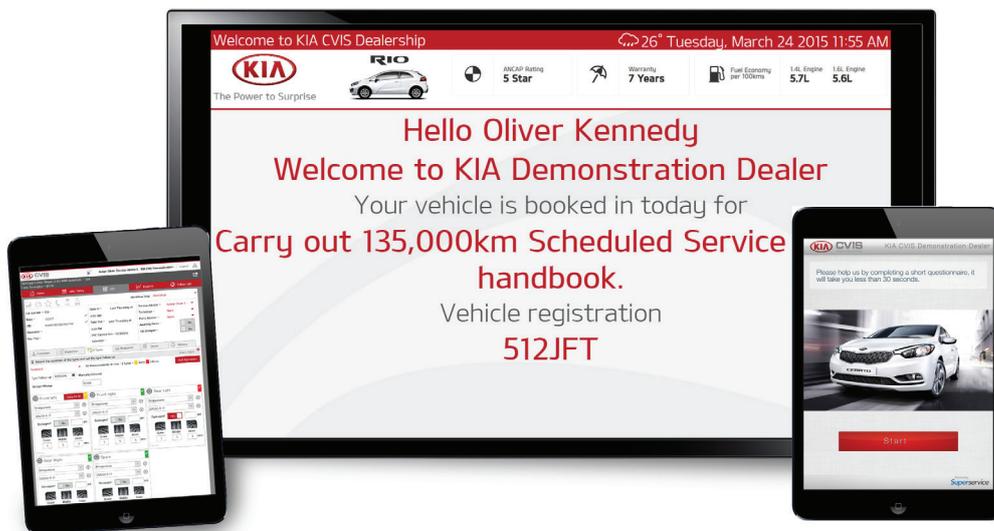
Refer to these troubleshooting tips to assist operating the job boards and tablets.

### Welcome / Job Board

**Issue:** The welcome or job board is not working properly.

To reset the computer that controls the welcome or job board:

- Access and use the computer and keyboard.
- Press **F5** on the keyboard to refresh the computer.
- If required, re-enter the applicable user name and password.
- On the CVIS start screen, tap **Job Manager**.
- Tap the Settings  icon and select **Job Boards**.
- Click the welcome or job board.
- Click the URL at the top of the screen.



### Service Advisor or Survey Tablet

**Issue:** The Service Advisor or survey tablet is not responding.

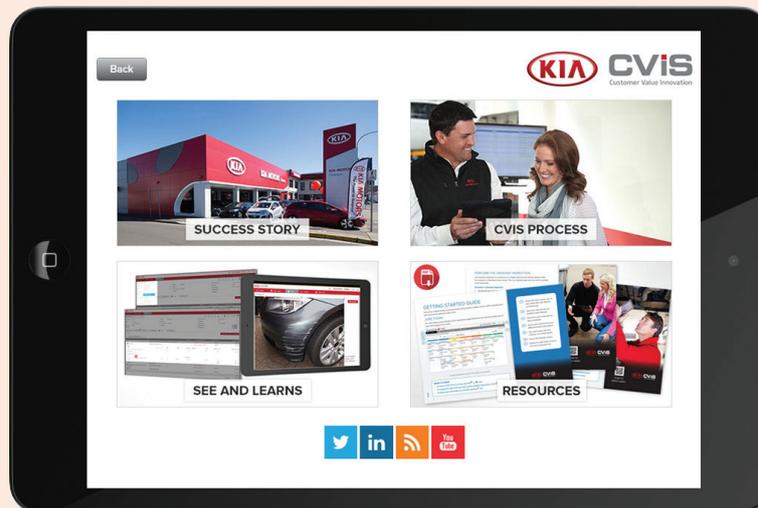
To reset and log into the tablet:

- ❑ If the tablet is kept in a kiosk stand, remove the tablet from the stand.
- ❑ Press and hold the **Sleep/Wake** button on the tablet.
- ❑ Hold the button down for 3-4 seconds and slide or tap the power off icon.
- ❑ Wait for the tablet to completely shut down.
- ❑ Press and hold the **Sleep/Wake** button to turn the tablet back on.
- ❑ Log in using the applicable user name and password.
- ❑ Tap the Kia CVIS icon on the tablet.
- ❑ On the CVIS start screen, tap **Job Manager** or **Take Survey**.

### LEARN MORE

Check out our online videos and support resources.

[www.superservice.com/media/cvis](http://www.superservice.com/media/cvis)



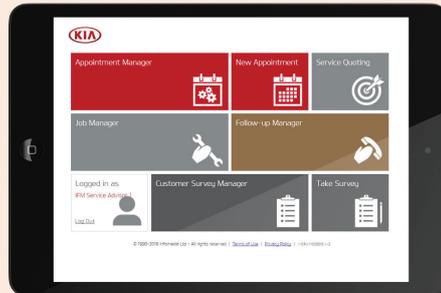
### CVIS LOGIN SUMMARY

Record the login details for quick and easy access to CVIS applications.

#### Service Advisor Computer/Tablet

User name: \_\_\_\_\_

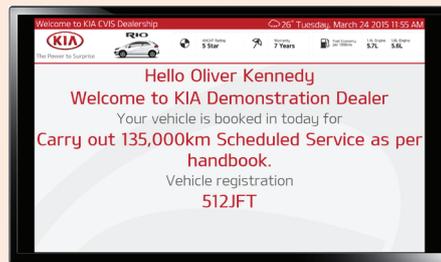
Password: \_\_\_\_\_



#### Welcome Board

User name: \_\_\_\_\_

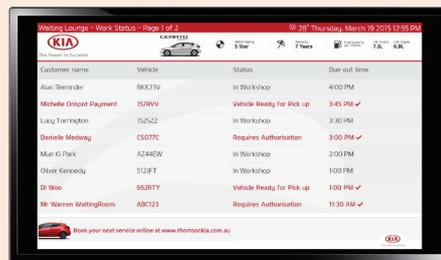
Password: \_\_\_\_\_



#### Job Board

User name: \_\_\_\_\_

Password: \_\_\_\_\_



#### Customer Survey Tablet

User name: \_\_\_\_\_

Password: \_\_\_\_\_

\* Please ignore this row if your implementation of CVIS does not use the Customer Survey feature.

