

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

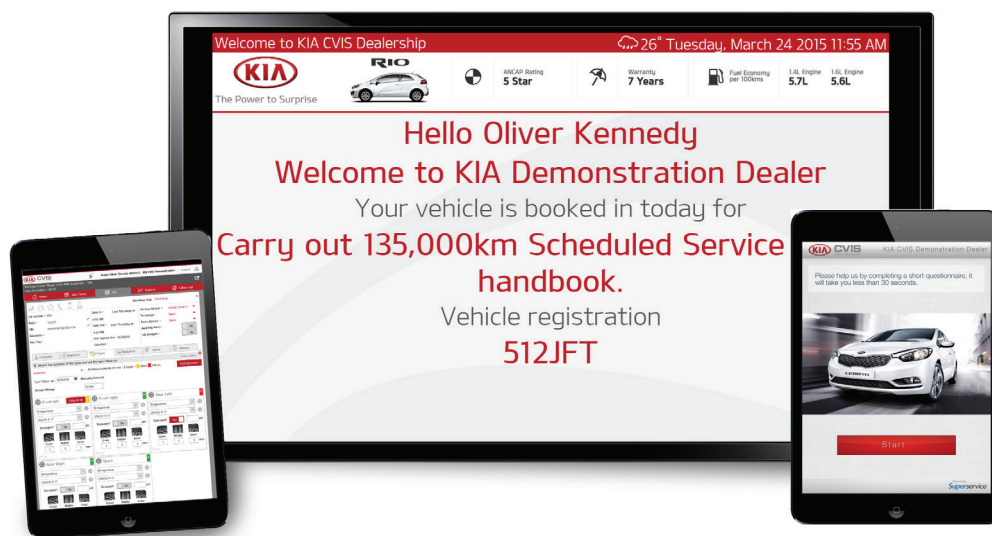
Refer to these troubleshooting tips to assist operating the job boards and tablets.

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.

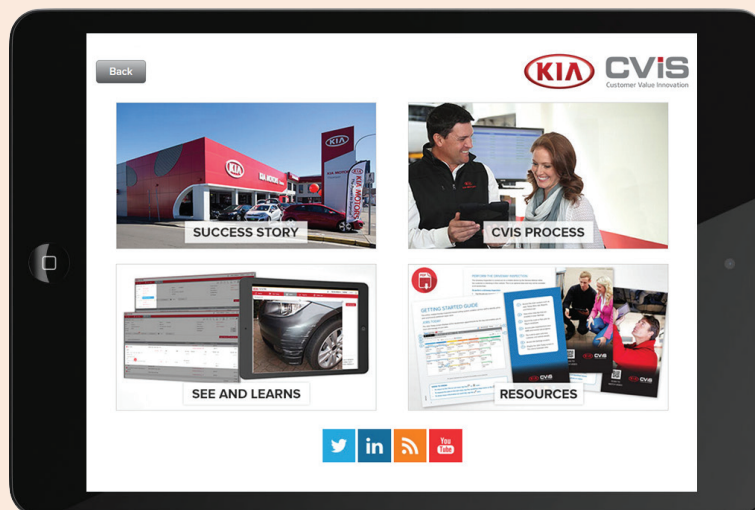
To reset and log into the tablet:

- ❑ 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



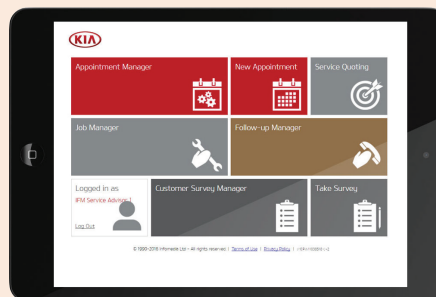
CVIS LOGIN SUMMARY

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

Service Advisor Computer/Tablet

User name: _____

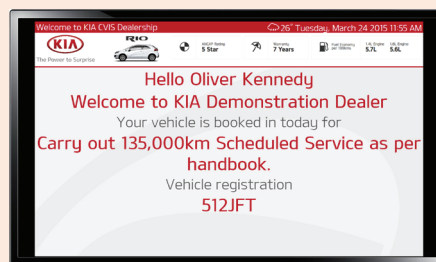
Password: _____



Welcome Board

User name: _____

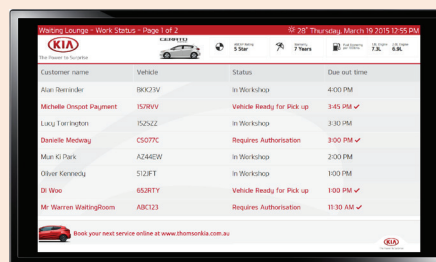
Password: _____



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.

