

## Why do we have access to the new Microcat Tablet EPC?

The new Microcat Tablet EPC offers unrivalled flexibility for your parts department and dealership. The web-responsive application empowers parts staff to be untethered from the parts counter, so you can look up parts while you're next to the vehicle or out on the road.

## Can my whole team have access to the new Microcat Tablet EPC?

Yes, anyone in your team can request access to the new Microcat Tablet EPC. Please contact our Customer Service team [here](#) to request access for any additional team members.

## How do I access the new Microcat Tablet EPC?

Please log in with your existing Microcat EPC user name and password on your tablet through [login.superservice.com](http://login.superservice.com) or your portal, then select the Microcat EPC tile to open the application.

## Is the vehicle, part and pricing information in the new Microcat Tablet EPC up-to-date?

Yes, the same vehicle, part and pricing information available in Microcat EPC is published in the new Microcat Tablet EPC.

## Can I search for parts in the new Microcat Tablet EPC?

Yes, you are able to search for parts by simply selecting the search icon .

## Can I view vehicle details in the new Microcat Tablet EPC?

Yes, vehicle details can be viewed by simply selecting the car icon .

## Will the new Microcat Tablet EPC contain all of my Customer Tags, Notes and Quotes?

Yes, the application is synced across all devices, so all of your Customer Tags, Notes, Saved Orders and Quotes will be available in the new Microcat Tablet EPC.

## Will Active Jobs created in the new Microcat Tablet EPC be available in Microcat EPC on my desktop computer?

Yes, each Active Job created on your tablet is available in Microcat EPC on your desktop computer and vice versa.

## Can I page through the EPC to the illustration that I need to see in the new Microcat Tablet EPC?

Yes, the new Microcat Tablet EPC is touch-friendly and allows users to scroll through illustrations by swiping left and right with their finger(s).

## Can I look up parts onsite with my customer next to the vehicle being repaired?

Yes, the new Microcat Tablet EPC works on the road with Wifi or with a SIM card in your tablet.

## Can I send information back to my dealership or to customers in the new Microcat Tablet EPC?

Yes, illustrations, quotes and vehicle information can be emailed back to your dealership or directly to a customer. Photos taken on your tablet and illustrations can also be sent back to your dealership or to a customer using Microcat Messenger\*.

(\*Please note: Microcat Messenger is an add-on and must be purchased, if available for your franchise/market)

### **Can I look up Service and Repair information in the new Microcat Tablet EPC when I'm visiting a customer?**

Yes, Service and Repair\* information can be accessed when a VIN has been loaded and by selecting the blue banner displayed above the Illustration Index.

(\*Please note: Service & Repairs is an add-on and must be purchased, if available for your franchise/market)

### **How does the new Microcat Tablet EPC connect with my DMS?**

The new Microcat Tablet EPC only supports server installations for DMS integration using batch and MMP connections. For other types of DMS connections, go to your desktop computer and access Active Jobs or Saved Orders to transfer parts to your DMS. Please contact our Customer Service team if you need assistance with DMS integration.


### **Which tablets and software versions are recommended?**

We recommend using an Apple iPad or Samsung Tab S with an 11" screen or larger. For optimum performance, please use the latest version of the Apple iOS or Android operating system. Full recommended specifications for the new Microcat Tablet EPC can be viewed [here](#).


### **What training resources are available for the new Microcat Tablet EPC?**

There is a Getting Started Guide and a short tutorial video available [here](#).

### **How do I provide feedback on the new Microcat Tablet EPC?**

You are able to provide feedback by using the 'Submit Feedback' form or you can get in touch with our Customer Service team. Both options are available in the Cog menu  in the top right-hand corner of the new Microcat Tablet EPC.

### **Who do I contact if my team needs support?**

Please contact our customer service team. Their contact details are contained in the Cog menu , in the top right-hand corner of the new Microcat Tablet EPC.