Service Technical Information

I. Communication Tag

Communication subject: TIS User Manual

Related vehicle models: ALL **Related vehicles:** ALL

II. Communication content

Foreword

This manual introduces the basic usage methods of the service technical information system (TIS), which is divided into six parts: environment preparation, system login, technical information, diagnostic software, and vehicle configurations. Each Service Center should pay attention to the manual.

Version Information

Version	Date	Author	Revision Record
1.0	2023-11-2		Introduction of general information and TIS cases
1.1	2023-12-26		Add introduction of technical information

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1. Environment Preparation

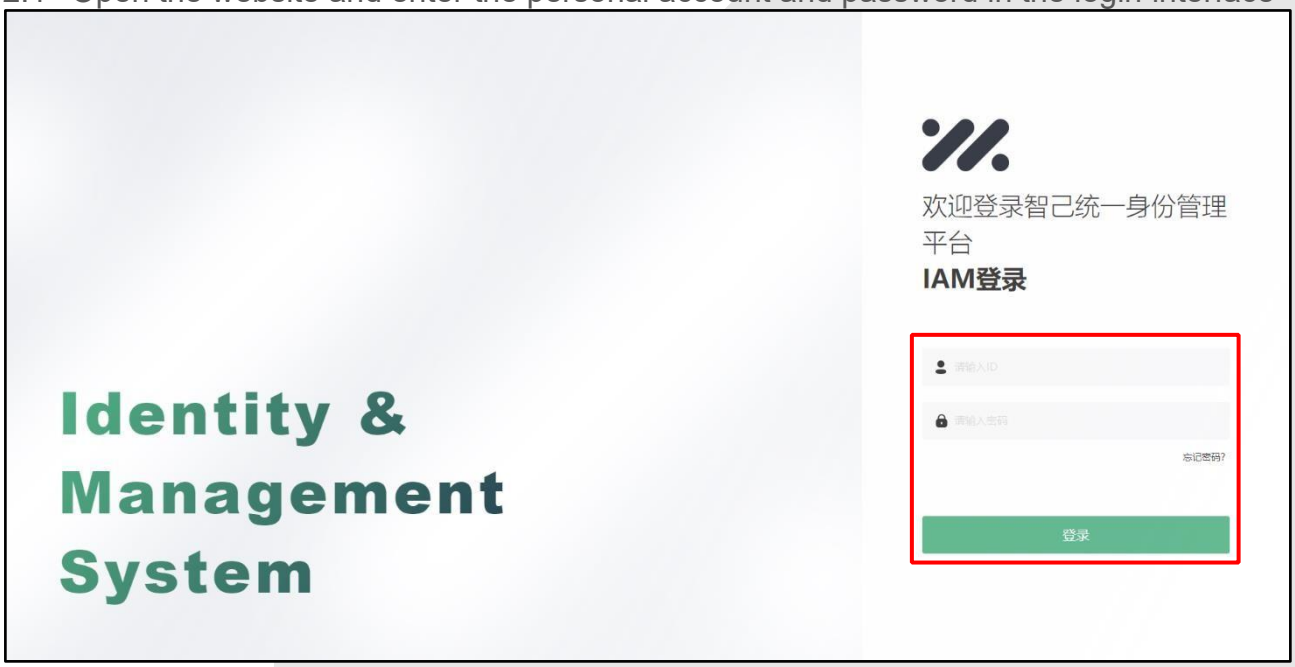
1.1 Website: https://iam.immotors.com/login/

1.2 Browser: Recommended Microsoft Edge and Google Chrome

*TIP – right click anywhere on the screen and choose “Translate to English”.

2. System Login

2.1 Open the website and enter the personal account and password in the login interface



Caution

- For the first login, please follow the prompts to modify the login password
- Account and password should be kept confidentially and only for personal use The password is valid for 90 days, please follow the prompts to modify in time

Item	Action
	Please enter account in this text box
	Please enter password in this text box
忘记密码	Please click here to reset the password if forgotten
登录	Please click this button to log in

2.2 Login and come to the portal webpage, click the application named 售后技术支持

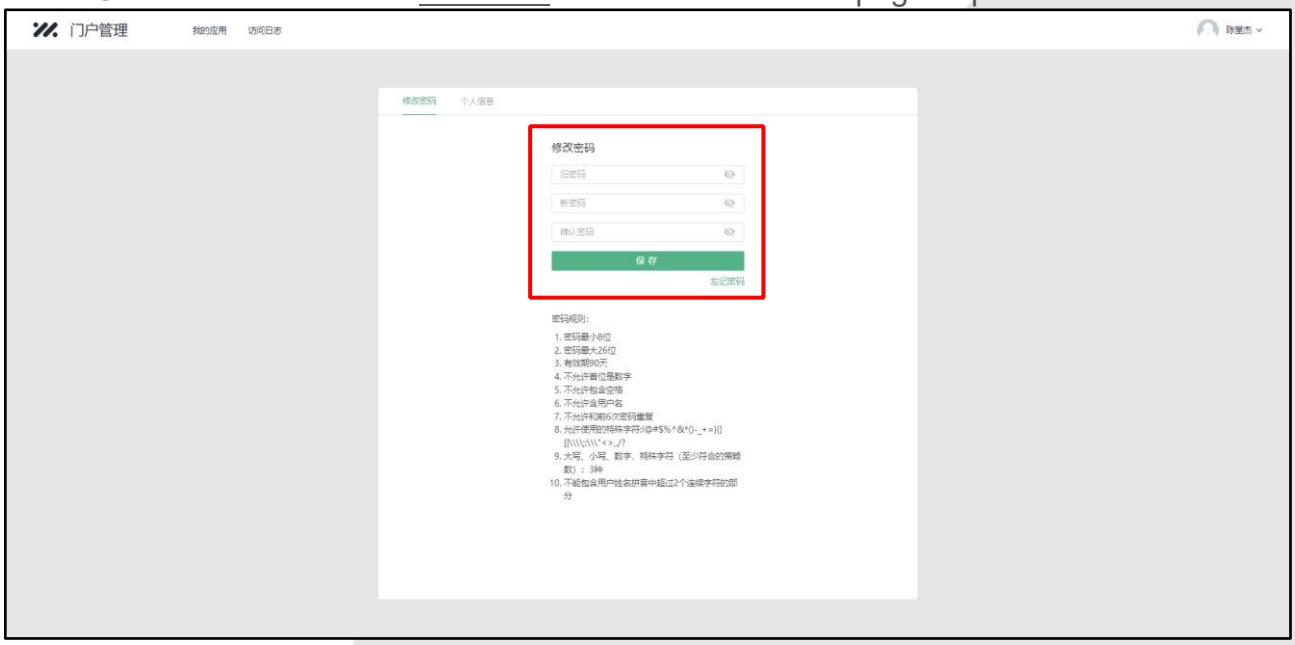
Caution

- The quantity and sort of applications depending on individual permissions
- Click the avatar in the upper right corner of this webpage, the menu will be unfolded.

Item	Action
售后技术支持	Please click here to open TIS
修改密码	Please click here to modify the password
个人信息	Please click here to view personal information
退出账号	Log out

2.3 Password modification

2.3.1 Click the menu named 修改密码 and come to the webpage of password modification



2.3.1.1 Input your old password into the box named 旧密码

2.3.1.2 Input your new password into the box named 新密码, and repeat it into the box named 确认密码

2.3.1.3 Press the 【保存】 button to save

Caution

The password should follow the following rules:

- The length should not be less than 8 digits
- The length of password should not be more than 26 digits
- The period of validity is 90 days
- The first character is not allowed to be a number
- The blank space is not allowed
- The username is not allowed to be contained
- The new password should not be the same as any of the lastest 6 in history
- The special characters are permitted in the range of “!” and “@”
- Uppercase, lowercase, numbers and special characters should be contained with more than 3 types

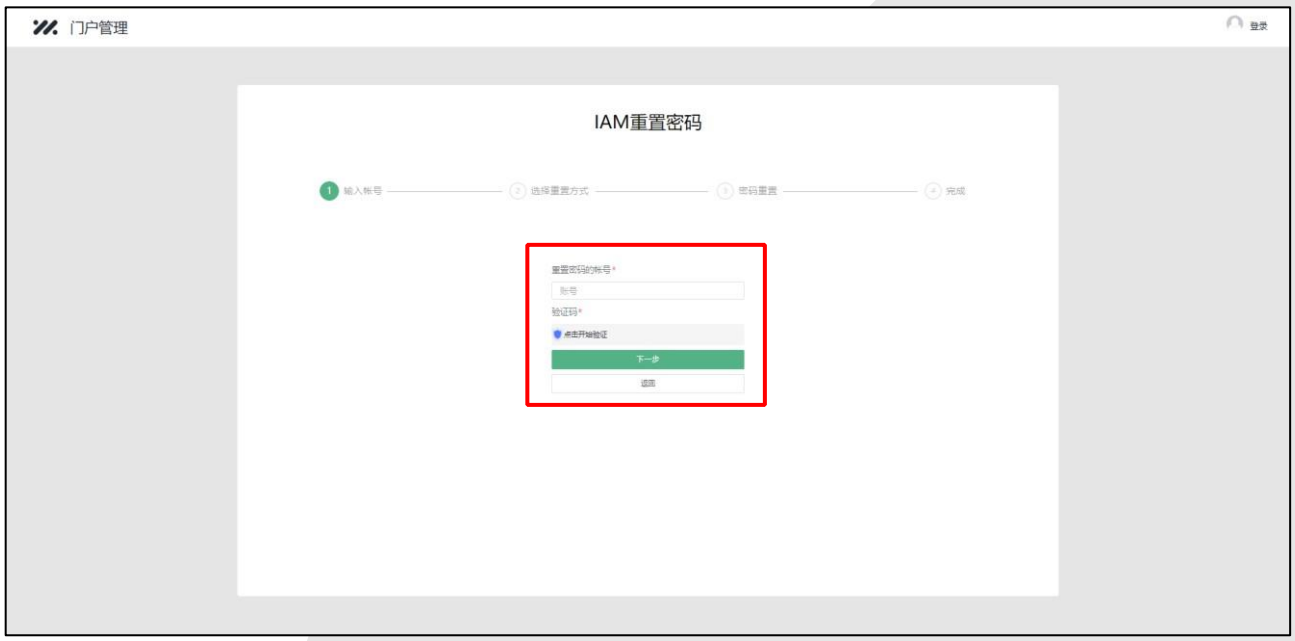
2.4 Password reset

2.4.1 Click the menu named 忘记密码 and come to the webpage of password reset

2.4.2 Step1: confirm the account

2.4.2.1 Input your account in the box named 重置密码的账号

2.4.2.2 Click the box named 验证码 to verify



2.4.2.3 Drag the 【>】 icon to the right to complete the puzzle for verification

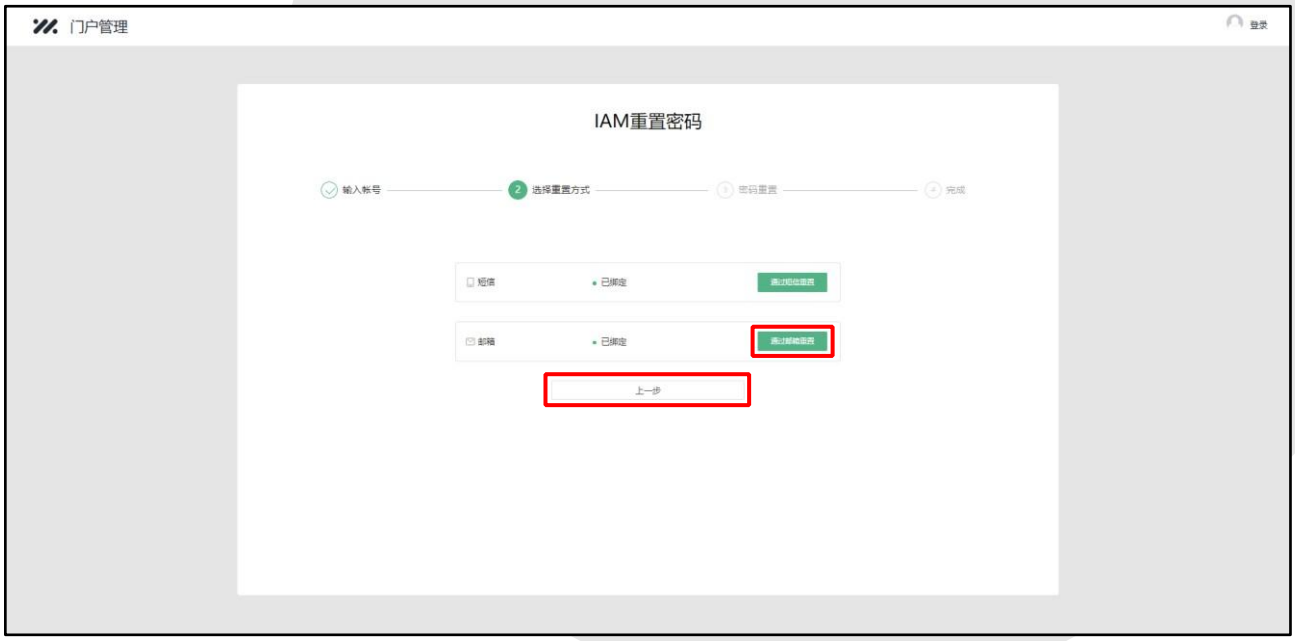
2.4.2.4 Press the【下一步】button to the next step

2.4.2.5 The【返回】button means return to the previous webpage

2.4.3 Step2: select the mode to reset the password

2.4.3.1 Press the【通过邮箱重置】button to reset the password by e-mail

2.4.3.2 The【上一步】button means back to the previous step



2.4.4 Step3: reset the password

2.4.4.1 Press the 【获取验证码】 button and the verification code will be sent to the email address displayed

2.4.4.2 Input the verification code into the box **验证码** named

2.4.4.3 Input your new password into the box **新密码** named , and repeat it into the box named **确认密码**

2.4.4.4 Press the【确认】button to confirm

2.4.4.5 The【上一步】button means back to the previous step

Caution

The password should follow the following rules:

- The length should not be less than 8 digits
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- The period of validity is 90 days
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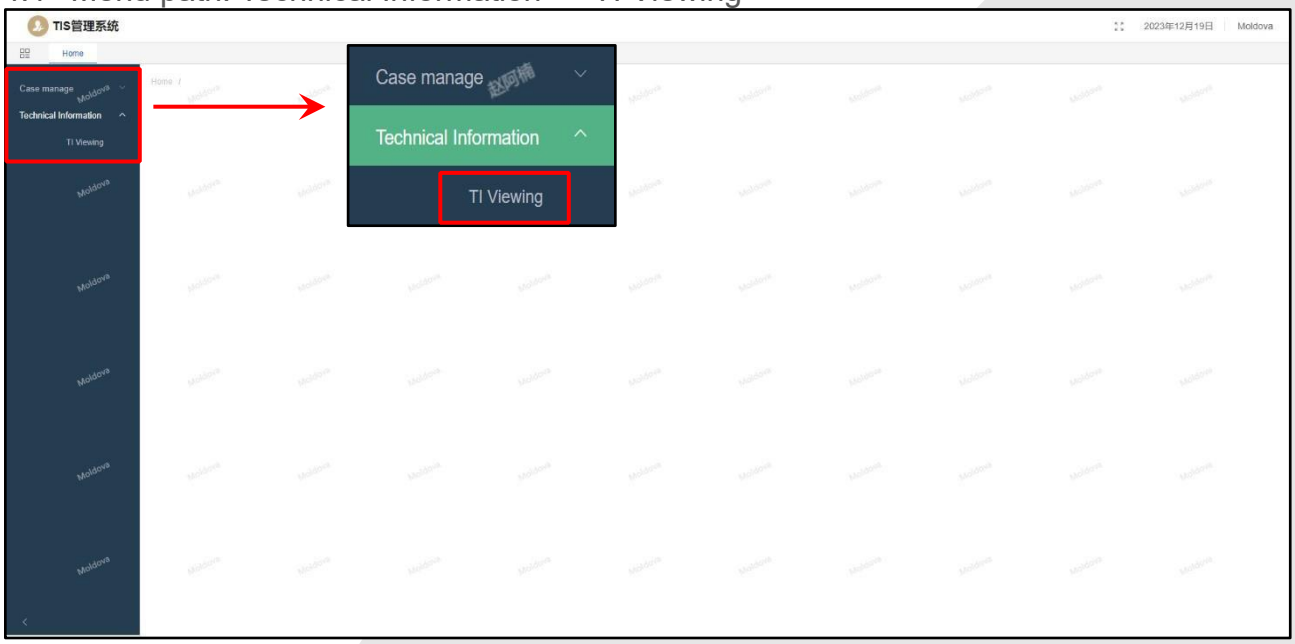
- Uppercase, lowercase, numbers and special characters should be contained with more than 3 types

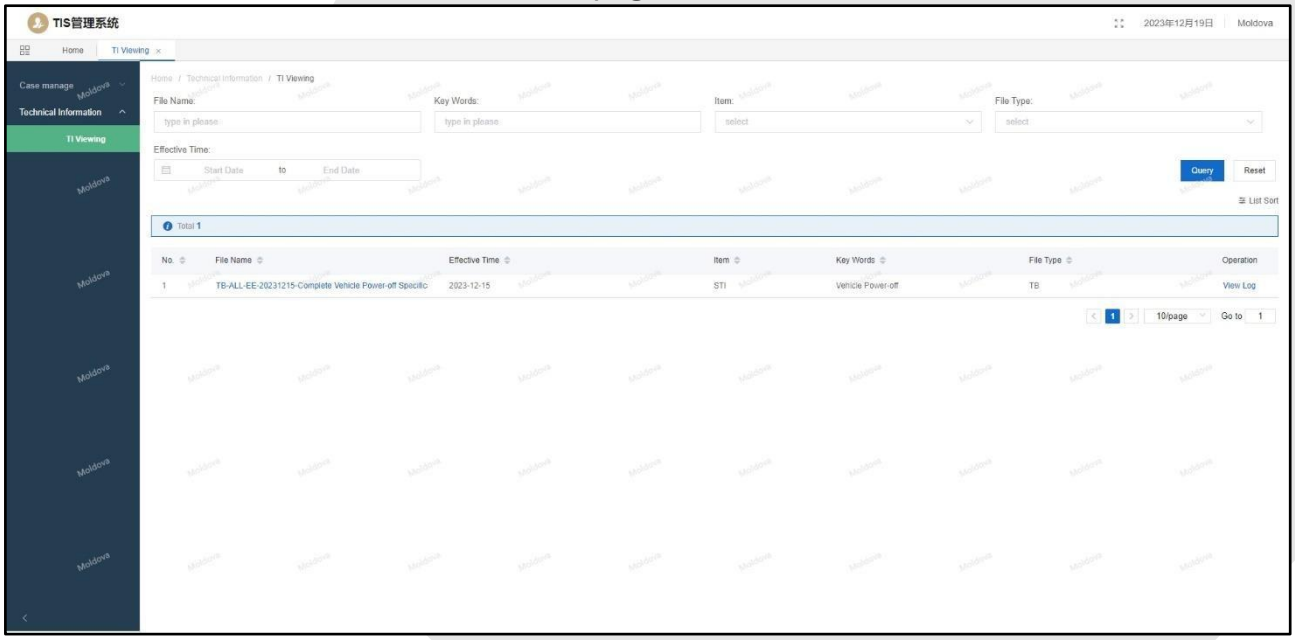
3.1.1 Click the menu to enter the function page

4. Technical Information

4.1 Menu path: Technical Information -> TI Viewing



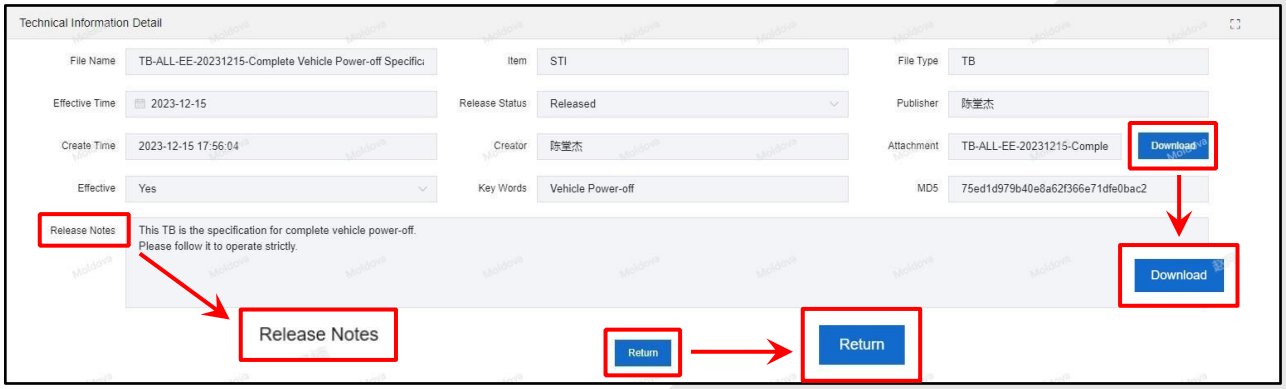
4.1.1 Click the menu to enter the function page



4.2 Click the file name to open the Technical Information Detail page

4.2.1 View the release notes of this technical communication

4.2.2 Click the【Download】button to download the technical communication document 4.2.3 Click the【Return】button to close the Technical Information Detail page



5. Other Matters

5.1 Any questions, please contact with IM Oversea Business Department

Name	Email
TAC Team	Ausr2renquiries@smil.com