

# Ryans Automotive Online Customer Support User Guide



**We have just launched a new website. The support area from our old website has been moved over and is completely redesigned with the following features:**

- Product support broken down into different categories so easier to find
- Users can submit a request /ticket online
- Can attach files to tickets e.g. images, pdf files etc.
- Online chat option
- Remote support for PC based products
- This support area will be continually evolving with new information added constantly.

All of the above is an addition to our ongoing phone and email support

**The information on this support area will have some of the following information depending on which products you have purchased from us:**

- Videos on how to install and update diagnostic and scope software.
- Downloads for Diagnostic software installation and update software
- Videos on how to perform some diagnostic procedures
- User manuals
- Some manual service resets
- Some general technical Information
- Some vehicle specific common faults
- Some scope sample waveforms.

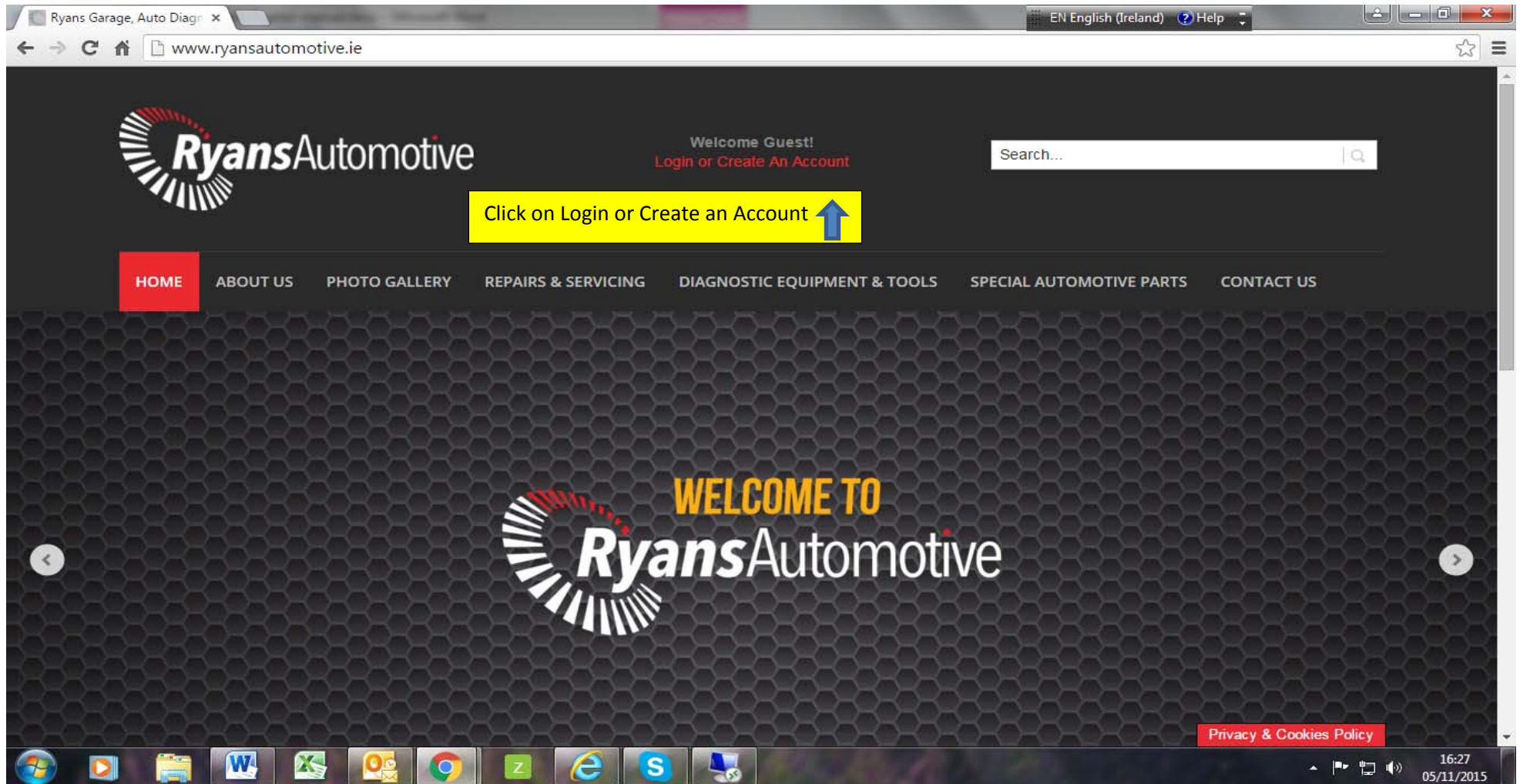
This is a general product support area to give our customers extra support. It is **not** a replacement for Vehicle Technical Information Systems such as AUTODATA, ALLDATA ect

For vehicle specific technical information we can help with this subject to fair use but are not committing to this and if a customer needs such information on a regular basis there may be small fee for it.

Conditions for access to support area:

- Must have purchased the relevant product from Ryans Automotive.
- Be on a current subscription.
- Be registered on our website.

The new support area is designed in a way that the customer must register on our website themselves and inform us when registration is complete. We will then set it up so they have access to the relevant areas depending on which products you have. Once registered the customer will have to take responsibility for their own specific username and password themselves. If you lose or forget your password there is a link to change it on the website.



To register an account on Ryansautomotive.ie. The following steps must be followed.

1. Go to [www.ryansautomotive.ie](http://www.ryansautomotive.ie).
2. Click on the Login or Create an Account link as shown above or if you already have an account let us know and we will turn on the relevant support sections for you
3. You will then be directed to the next stage as below.

The screenshot shows a web browser window with the URL [www.ryansautomotive.ie/my-account/](http://www.ryansautomotive.ie/my-account/). The page features a 'Login' and 'Register' section. The 'Register' form includes fields for 'Email address \*' and 'Password \*', a 'Register' button, and a 'Remember me' checkbox. A yellow callout box with a blue arrow points to the 'Register' button, containing the text: 'Enter your email address and a password of your choice. Click on **Register**.' The right sidebar contains sections for 'BASKET' (No products in the basket), 'FEATURED PRODUCTS' (VSI - 2534, Tecnomotor Socio 310 Premium, Digital Turbo charger Tester), and 'TOP RATED PRODUCTS' (Autoland Scientech VeDis II OBD Kit, Timing Tools Set 1.6, 2.0 CR VAG Diesel Engines, Variable Camshaft Timing Ford 1.0 EcoBoost). A 'Help' button is visible in the bottom left, and a 'Privacy & Cookies Policy' link is in the bottom right. The Windows taskbar at the bottom shows various application icons and the system clock indicating 16:37 on 28/10/2015.

4. Enter your email address
  5. Enter a password of your choice.
  6. Click on Register.
- You will now be registered and directed to the **My Account** page.

My Account - RyansAutomotive.ie Cust... how to print screen on wii... EN English (Ireland) Help

www.ryansautomotive.ie/my-account/

# My Account

Hello **maryw868** (not maryw868? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#).

## My Addresses

The following addresses will be used on the checkout page by default.

**Billing Address** [Edit](#)

You have not set up this type of address yet.

**Shipping Address** [Edit](#)

You have not set up this type of address yet.

### BASKET

### FEATURED PRODUCTS

- [Tecnomotor Socio 310 Premium](#)
- [Digital Turbo charger Tester](#)
- [VSI - 2534](#)

### TOP RATED PRODUCTS

- [Autoland Scientech VeDis II OBD Kit](#)

[Privacy & Cookies Policy](#)

Help

Windows taskbar: Internet Explorer, Word, Excel, Outlook, Chrome, Z, Edge, Skype, File Explorer, VLC, Windows Start, System Tray: 16:52, 28/10/2015

7. Enter your account details on this page by clicking on the link above.
8. You will also now receive an e-mail with a direct link to this page where you can edit passwords or account information at any time by clicking on the link as shown above. .

You have now completed registration. Please inform us now by email to [info@ryansautomotive.ie](mailto:info@ryansautomotive.ie) or phone us on 051-424799. We will then activate the support area for your products. When this has been done for you, you can then login.

www.ryansautomotive.ie/my-account/

**RyansAutomotive**

Welcome Guest!  
[Login](#) or [Create An Account](#)

Search...

HOME ABOUT US PHOTO GALLERY REPAIRS & SERVICING DIAGNOSTIC EQUIPMENT & TOOLS SPECIAL AUTOMOTIVE PARTS CONTACT US

RYANSAUTOMOTIVE.IE > MY ACCOUNT

## My Account

### Login

Username or email address \*

Password \*

Login

Remember me

[Lost your password?](#)

### Register

Email address \*

Password \*

Sign Up To Our Newsletter

Register

### BASKET

No products in the basket.

### FEATURED PRODUCTS

VSI - 2534

Digital Turbo charger Tester

Tecnomotor Socio 310 Premium

### TOP RATED PRODUCTS

Autoland Scientech VeDis II OBD Kit   
★★★★★

[Privacy & Cookies Policy](#)

[Help](#)

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To access support click on the link below

www.ryansautomotive.ie/my-account/

Logged In As:  
My Account | My Basket | Support | Logout

Search...

↑ Click here for support

HOME ABOUT US PHOTO GALLERY REPAIRS & SERVICING DIAGNOSTIC EQUIPMENT & TOOLS SPECIAL AUTOMOTIVE PARTS CONTACT US

RYANSAUTOMOTIVE.IE > MY ACCOUNT

## My Account

Hello **susanryan767** (not susanryan767? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and edit your password and account details.

### My Addresses

The following addresses will be used on the checkout page by default.

Billing Address	<a href="#">Edit</a>	Shipping Address	<a href="#">Edit</a>
Susan Ryan Ballindoney, Ballywilliam Enniscorthy Co Wexford NA		Susan Ryan Ballindoney, Ballywilliam Enniscorthy Co Wexford NA	

#### VAT Number

[Save](#)

#### BASKET

- ✘ Boost Leak Tester  
1 x €189.80

Subtotal: €189.80

[View Basket](#) [Checkout](#)

#### FEATURED PRODUCTS

- Tecnomotor Socio 310 Premium
- VSI - 2534
- Digital Turbo charger Tester

[Help](#)

[Privacy & Cookies Policy](#)

Click proceed to Get Access to our Support Library

**RyansAutomotive**

Logged In As:  
[My Account](#) | [My Basket](#) | [Support](#) | [Logout](#)

Search...

HOME ABOUT US PHOTO GALLERY REPAIRS & SERVICING DIAGNOSTIC EQUIPMENT & TOOLS SPECIAL AUTOMOTIVE PARTS CONTACT US

RYANSAUTOMOTIVE.IE > CUSTOMER SUPPORT

## Customer Support

What Do You Need Help With? [Search](#)

### Browse Our Knowledgebase

View our common answers to frequently asked questions from our customers as well as articles that we have created to help you when you are using our brand new website.

[Proceed](#)

### Get Access To Our Support Library

This section contains support information that we have created to support some of the more technical products that we sell on our website. Permission may be required.

[Proceed](#)

### BASKET

✕ **Boost Leak Tester**  
1 × €189.80

Subtotal: €189.80

[View Basket](#) [Checkout](#)

### FEATURED PRODUCTS

## Remote Support Available!

Our support staff can connect to your laptop if needed.

If you need us to see what is going on with your diagnostic laptop or just need help

[Download](#)

[Privacy & Cookies Policy](#)

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You will now be able to see our support area (you may need to click Sign in at the top right hand side of your screen). Then there will be various options here depending on the products you have.

[My activities](#)

[Submit a request](#)

[Sign in](#)



Search



You may need to click sign in here. ↑

## RYANSAUTOMOTIVE.IE CUSTOMER SUPPORT

[About Our Customer Support](#)

[General Help items](#)

[ALLDATA](#)

[J2534 Pass Thru](#)

zopimchat

Chat with us



RECENT ACTIVITY

No recent activities yet

Now that you have logged in you can see the various support topics in the below boxes for you products or you can search using keywords or phrases

https://ryansautomotive.zendesk.com/hc/en-us

My activities [Submit a request](#) susanryan767

RyansAutomotive Search

Search our support library here using keywords or phrases.

### RYANSAUTOMOTIVE.IE CUSTOMER SUPPORT

About Our Customer Support	General Help items	Manual Diagnostic Procedures
ALLDATA	Autoland Diagnostic Tools	Autoland CA15 Scope Meter
Tecnomotor Diagnostic Tools	Tecnomotor TPMS Tester	J2534 Pass Thru

[Leave a message](#)

https://ryansautomotive.zendesk.com/hc/en-us/requests/new

Also from here you can submit a request/ticket for support on topics that may not be in our support library. Click here to submit a request/ticket

## RYANSAUTOMOTIVE.IE CUSTOMER SUPPORT

About Our Customer Support

General Help items

ALLDATA

J2534 Pass Thru

### RECENT ACTIVITY

No recent activities yet.

zopimchat

Chat with us

Type your message here

Enter your request on this page.

The screenshot shows a web browser window with the URL <https://ryansautomotive.zendesk.com/hc/en-us/requests/new>. The page header includes navigation links for "My activities" and "Submit a request", and a user profile for "susanryan767". The main header features the Ryans Automotive logo and a search bar. The main content area is titled "SUBMIT A REQUEST" and contains the following form fields:


- Type of support \***: A dropdown menu with a hyphen (-) selected. Below it is the instruction: "Pick the type of support required".
- Subject \***: A text input field with the placeholder text "Please enter your subject title".
- Description \***: A large text area with the instruction: "Please enter the details of your request. A member of our support staff will respond as soon as possible. If you request is for diagnostic tool support please add as much detail as possible like current software version, serial number. For vehicle related diagnostic support please add the following details as well make, model, year, fuel, engine code."
- Priority \***: A dropdown menu with a hyphen (-) selected. Below it is the instruction: "Request priority".
- Did you buy this product from Ryans Automotive**: A checkbox that is currently unchecked, with the instruction: "Tick the box if yes".
- Attachments**: A section header for adding files.

A yellow callout box with a blue arrow pointing to the form fields contains the text: "Fill in these fields with as much detail as possible and submit your request." In the bottom right corner, there is a "Leave a message" button with an envelope icon.

When we reply to your request/ticket you will get an email and the reply will also be in the my activities section when you login.

[My activities](#)

[Submit a request](#)

 [susanryan767](#) ▾



↑ The reply for you request/ticket will also appear here

Search 

### My activities

[Requests](#) | [Contributions](#) | [Following](#)

**My requests** | [Requests I'm CC'd on](#)

Search requests Status: [Any](#) ▾

Id	Subject	Created	Last activity	Status
28	<a href="#">Where is my order</a>	2 hours ago	1 hour ago	<a href="#">SOLVED</a>
11	<a href="#">Purchase</a>	2 months ago	1 month ago	<a href="#">SOLVED</a>



 [Leave a message](#)