
NAE NWAN CONNECT MOBILE APP USER GUIDE

CUSTOMER

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THE WAY IT SHOULD BE.®



CUSTOMER USER GUIDE



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LOGIN

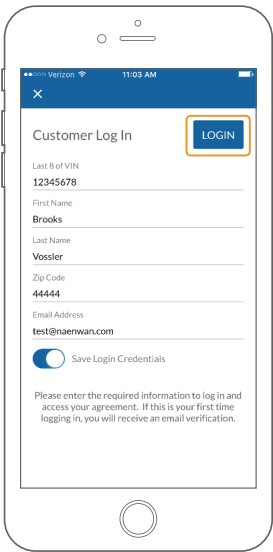
From the Login screen you can enter your credentials to login as a Customer or an Agent / Dealer.

This guide will cover Customer portion of the NAE NWAN CONNECT app.



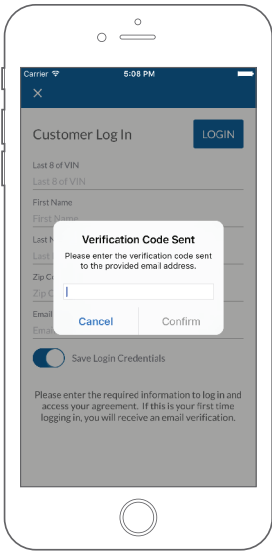
CUSTOMERS

After selecting the Log in now button you will be presented with the Customers login screen. Here you are able to enter the Last 8 of the VIN of the desired vehicle, your First Name, Last Name, Zip Code, and the Email Address associated with the account.



If this is the first time that you are attempting to login as a customer, you will be sent a Verification Code to the email address that you entered on the previous screen.

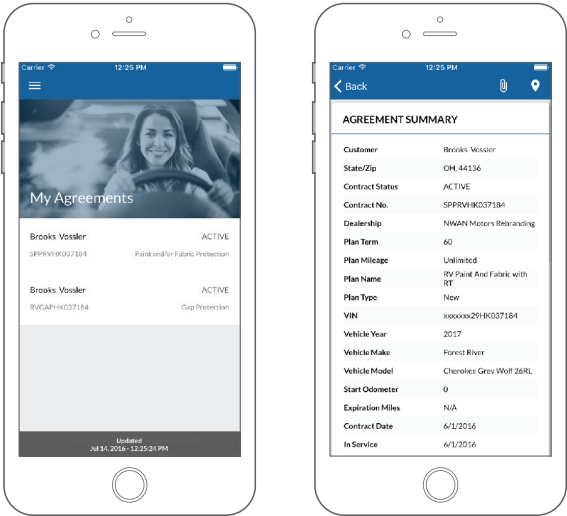
You will need to enter the code that was sent to your email address on this screen to verify the account. After entering the code that was sent to your email address select the Confirm button to continue.



AGREEMENTS

After logging in successfully, you will be brought to the Agreements screen and all of the agreements that are associated with the account will be displayed.

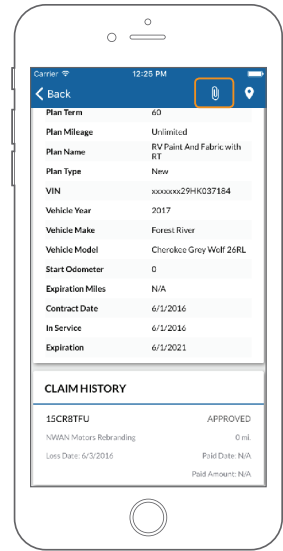
Selecting an agreement will take you to the Agreement Summary screen. The Agreement Summary screen contains Customer Information, Plan, Vehicle, and Contract Details.



If there is a claim on the agreement, there will be a list of claim history at the bottom of the Agreement Summary screen. You can view details about the claim including, the Status of the Claim, Mileage, Paid Date, Paid Amount, and the Dealer Name.

Selecting the paper clip icon will bring you to the Agreement Attachments screen. Any attachments to the agreement will display here. You can also upload a new attachment by selecting the plus icon at the top right of the screen.

Selecting an attachment will display the attached file if the device is able to do so.

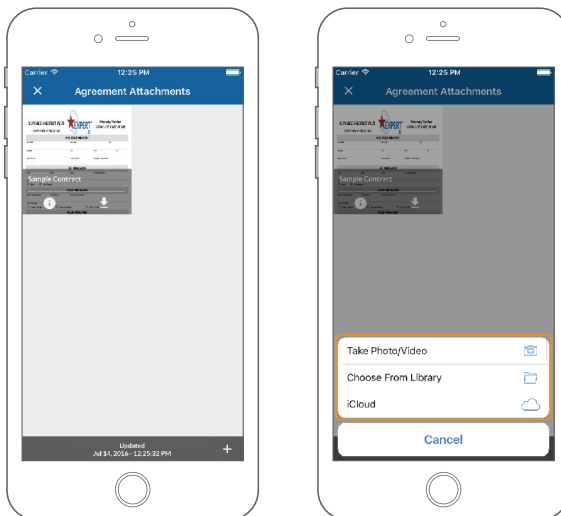


☆ The sample contract will display by default in the attachment section for all agreements.

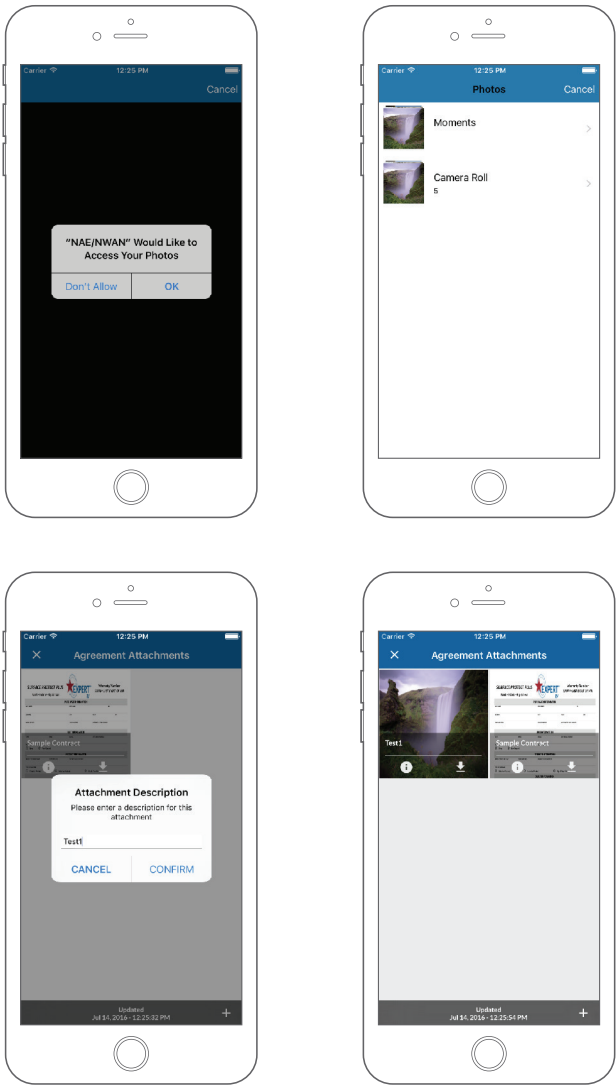
After selecting the add new attachment icon from the Agreement Attachments screen a pop-up on the lower portion of the screen will display. You will be given the options to Take a Photo, Choose From Library, or iCloud Drive. You can also access files from any document management app such as Google Drive or Dropbox.

There is no file size limit on what can be uploaded using the app. You can upload any file type but, your device will need to be able to display it if you wish to view it.

☆ Be aware that this may require the use of cellular data and a larger file will take more time to upload.



If you select “Choose From Library” you will be prompted to allow access if it wasn’t given prior. After selecting the desired file you will need to provide an Attachment Description.



If you desire to take a photo to upload as an attachment, you will need to make sure that the application has access to your camera. You can do this by navigating to the NAE/NWAN CONNECT application settings. From the main screen of your device, select Settings.

On the Settings screen you will need to scroll down the page until you find the NAE/NWAN CONNECT application.

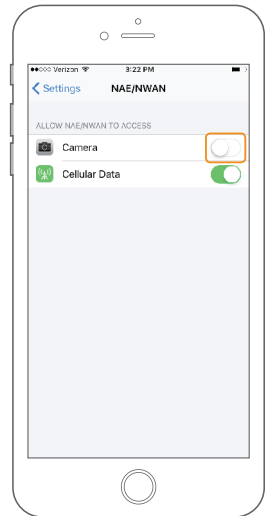
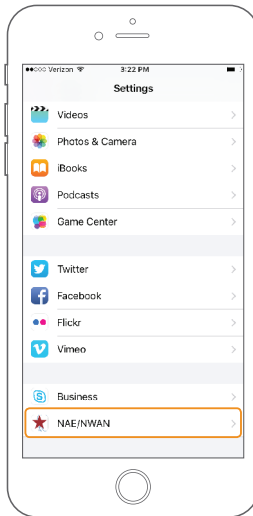
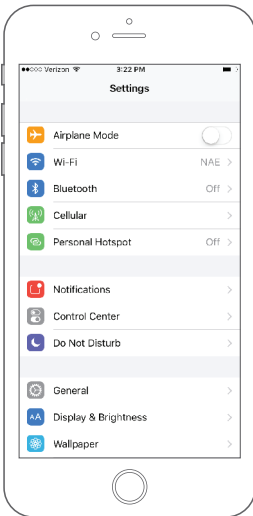
Select the NAE/NWAN CONNECT application icon from the list.

You are presented with the settings for the application. If the Camera toggle appears to be off, the application won't allow you to take a photo to upload as an attachment.

Enable the toggle for Camera and the application can now access your device's camera.



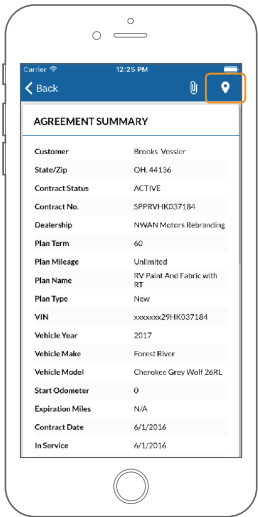
☆ Again, be aware that this application may use cellular data while the “Cellular Data” option is enabled.



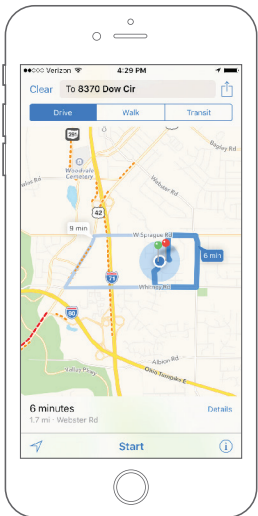
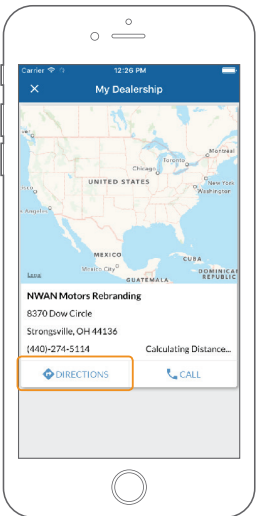
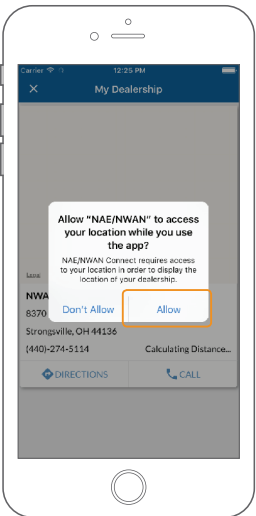
DEALERSHIP LOCATION

From the Agreement Summary screen, you can also select the Location Icon in the upper right-hand corner of the screen to view the location of your dealership.

If this is the first time you are accessing this portion of the application, you will be prompted with a pop-up to allow the NAE/NWAN application access to use your location. Select the Allow option to permit the application to use your location to display the location of your dealership.

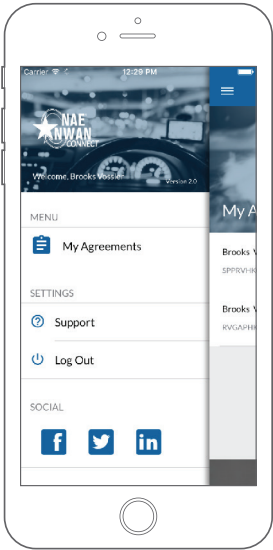


☆ If you do not enable location services, the application will still function, however, you will not be able to get directions to your dealership from your current location.



SETTINGS MENU

The Settings menu has additional links, one that will take you to the Support screen and another to Log Out from the application.



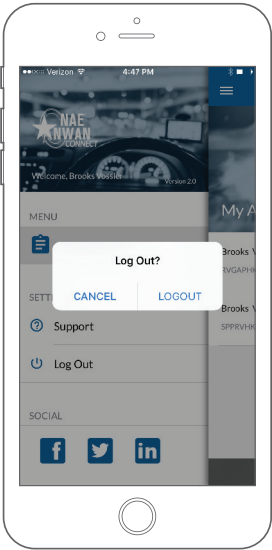
SUPPORT

The Support menu option will provide some basic contact information on how to become an Agent/Dealer, contact Claims, and Supply Orders.



LOG OUT

Selecting Log Out will log your user account out of the application and return you to the login screen.



Our Mission

Our mission is to be a professional, passionate organization, driven to be adaptable and responsive to our partners' needs. We provide industry leading products, services and support that will assist our clients in exceeding their goals. Our continued growth is built on a foundation of innovative solutions that our partners can rely on, by experts they can trust.

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