

CAR PROS

AUTOMOTIVE GROUP

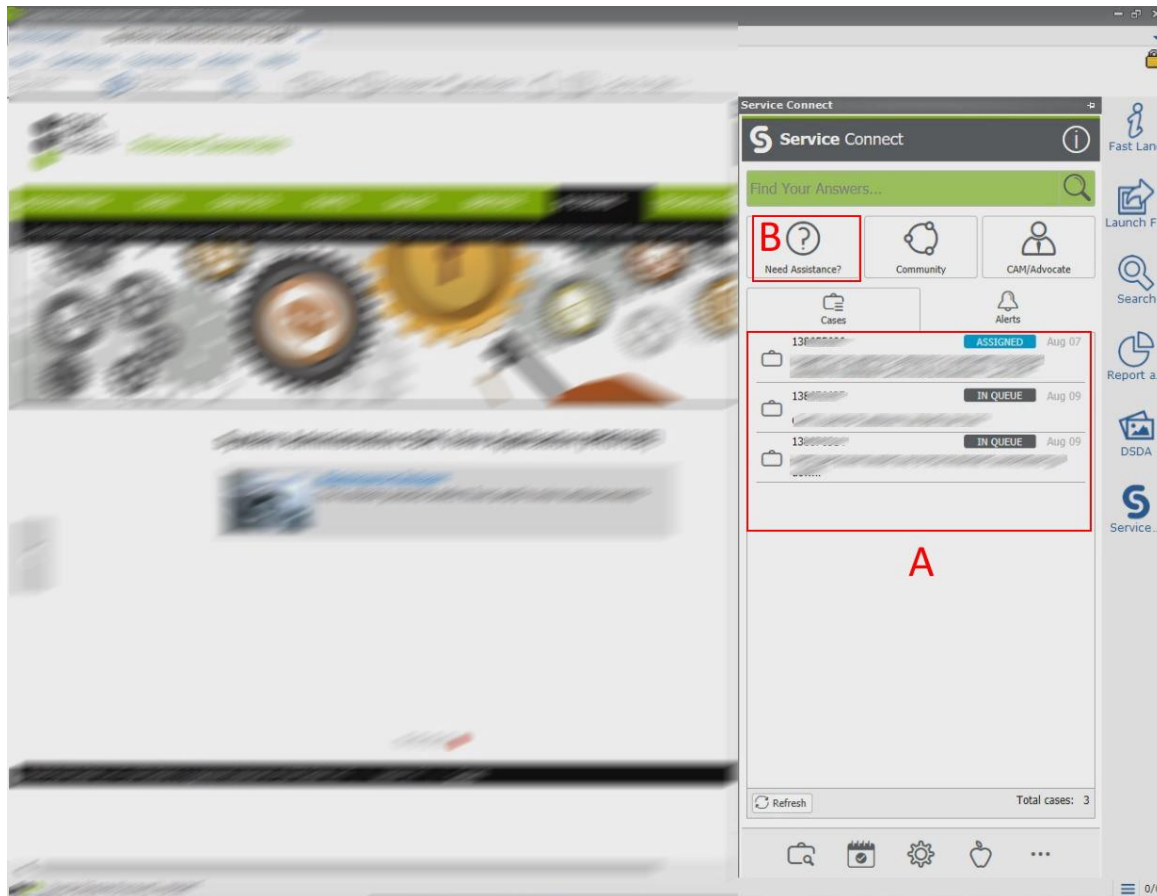
Are you experiencing an issue with CDK? Do you have a question about a function in CDK? Do you have a CDK printer problem? Or maybe you are not able to scan a document to CDK? Here is how to get all your CDK issues resolved using CDK Service Connect. Simply submit a ticket using the following simple steps and a CDK professional will reach out to you to help.

When you use the Service Connect system for the first time, it will ask you to enter your information so CDK support staff can communicate with you. This only needs to be done the first time you start using Service Connect:

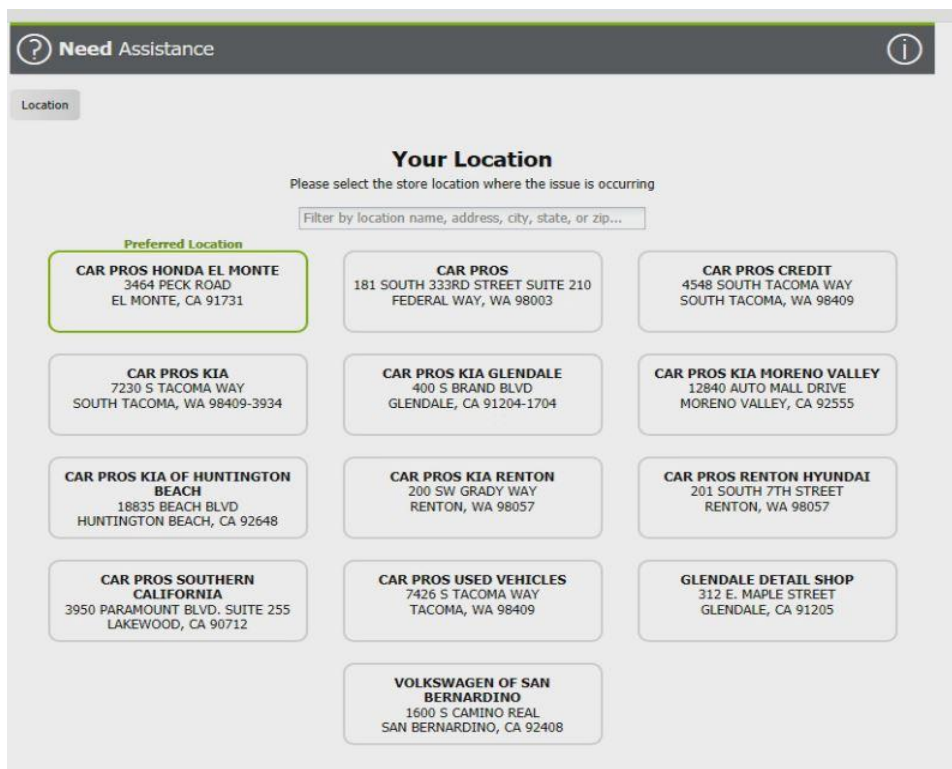
1. Open CDK and click on the Service Connect button on the right sidebar.
2. Enter your full name
3. Enter your phone number so you can initiate a call back for faster support
4. Enter your email address to receive case updates
5. Select your job title from the drop-down menu
6. Select your location from the drop-down menu

The screenshot shows the CDK Drive interface with a 'Service Connect' form open on the right sidebar. The form is titled 'Service Connect' and includes a message: 'To ensure the best communication options with CDK Support, a requirement of Service Connect is valid contact information including email. Once submitted, you will receive an email with a validation code.' The form fields are: Name (text input), Direct Phone Number for Callbacks (text input with a note 'Enter your direct phone number (avoid the switchboard)'), Work Email Address (text input with a note 'Please enter your email address'), Job Title (dropdown menu with a note 'Please select your Job Title'), and Location (dropdown menu with a note 'Please select your Location'). A 'Submit' button is at the bottom of the form. Red numbers 1 through 6 are overlaid on the form to indicate the steps: 1 points to the Service Connect button in the sidebar, 2 to the Name field, 3 to the Direct Phone Number field, 4 to the Work Email Address field, 5 to the Job Title dropdown, and 6 to the Location dropdown.

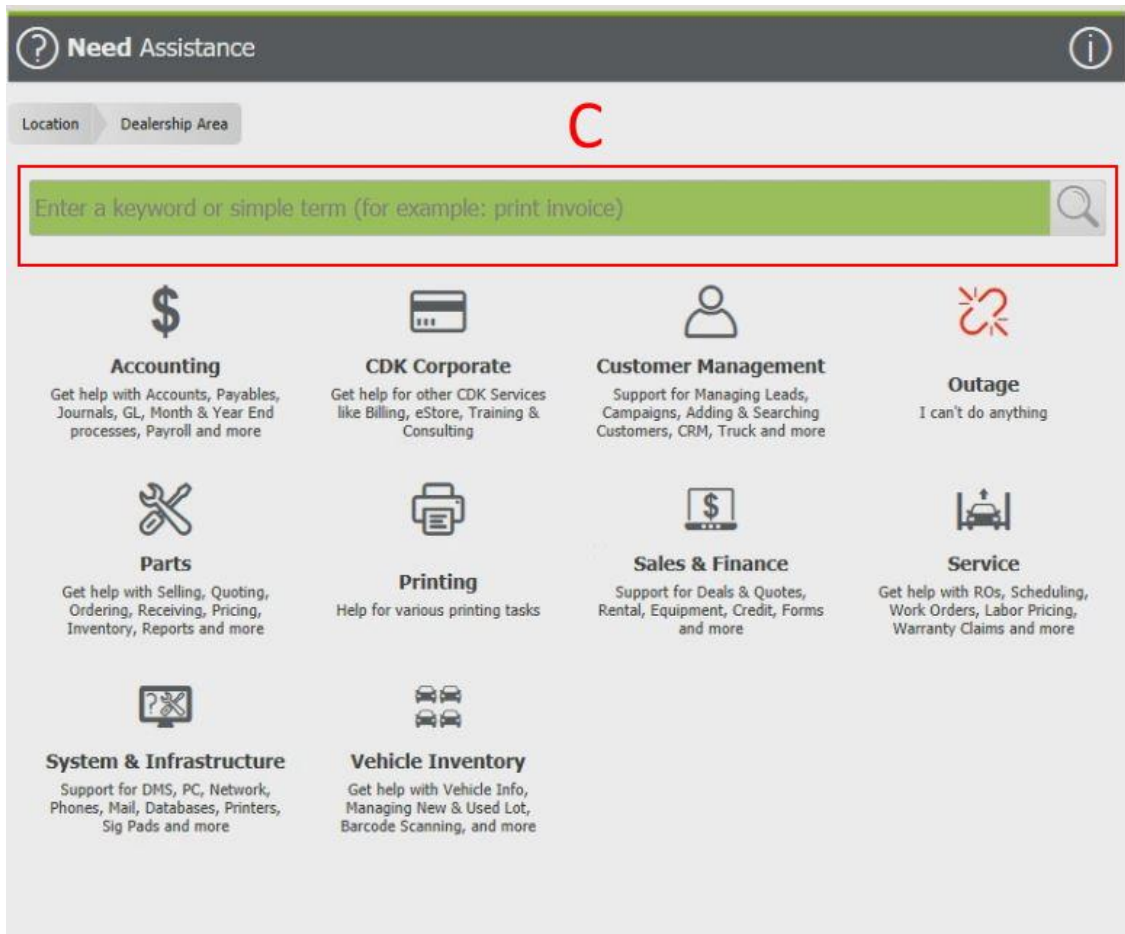
Once the initial setup is complete, you will be redirected to the main Service Connect panel. Here you can see all your active cases (A). To open a new ticket, click on the “Need Assistance?” button (B)



On the next screen, select your location.



Then you can select the category of your request. Remember, you can type to search for the issue type on the top green search bar as well. (C)



Follow the on-screen steps to find the topic you need help with and then describe the issue/question in the ticket details and submit your case. Once submitted, you will be given the option to call CDK support and speak with a support representative. When you call the number, you can enter the case number provided upon submitting the case.

YOU CAN ALSO CALL CDK SUPPORT DIRECTLY

(866) 668 5394