



FordPass Manual

APP TRAINING

Chastang Ford Houston TX FordPass Manual
Learn More At: <https://www.chastangford.com/ford-pass-rewards.htm>



COMPANY CONFIDENTIAL

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FordPass® — A Smarter Way to Move.®

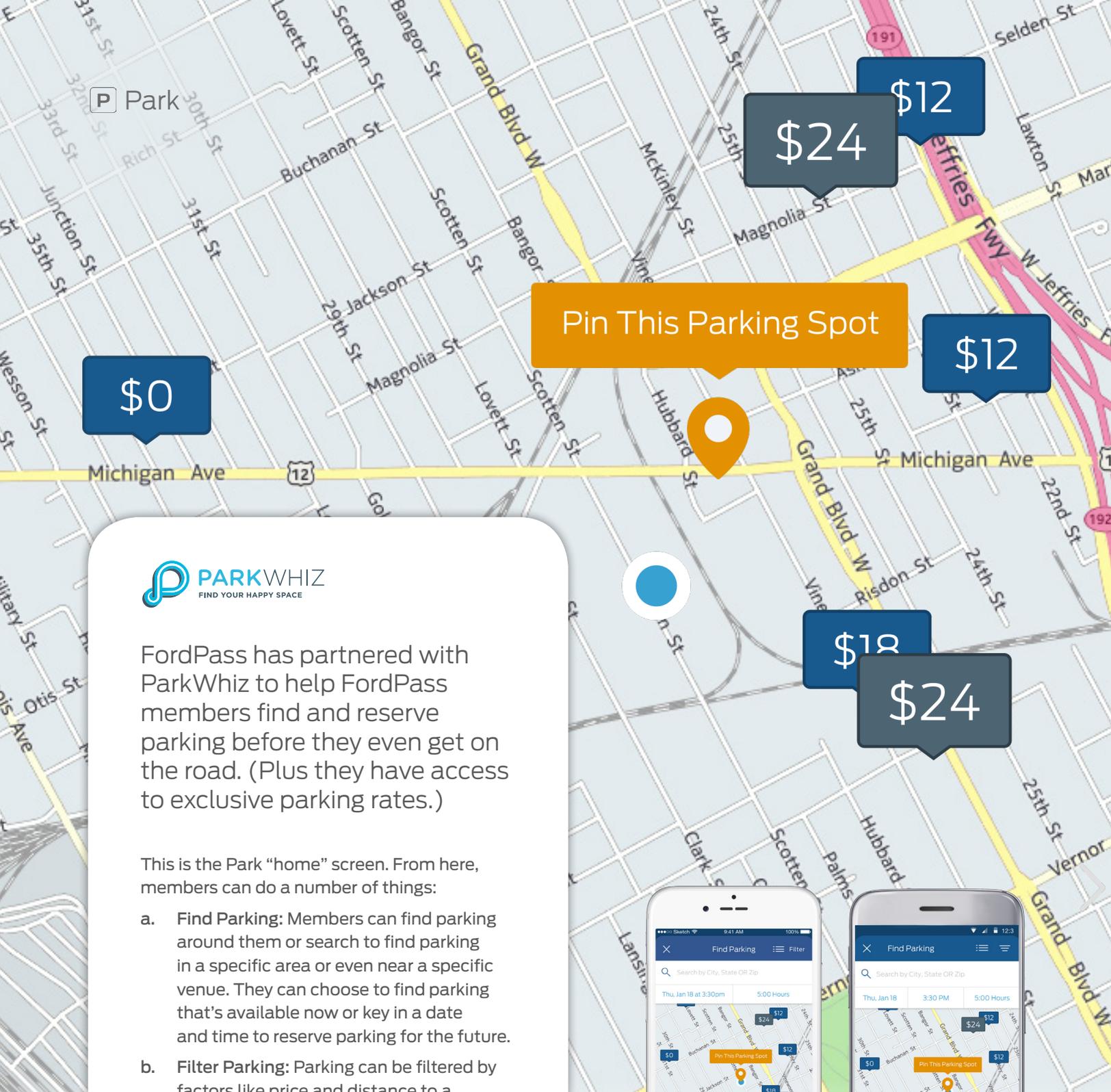
FordPass is a digital, physical, and personal platform that reimagines the relationship between automaker and consumer.

It is also part of Ford's transformation into an auto and mobility company. FordPass will feature four elements to benefit members: FordPass Marketplace includes mobility services; FordGuides help consumers move more efficiently; FordPass Appreciation, where members are recognized for their loyalty; and FordHubs, where consumers can experience Ford's latest innovations. The FordPass Marketplace is available through the FordPass app and now your customers can go further

than they ever thought possible. Available for both iOS and Android, the FordPass App helps members get from point A to point B seamlessly, control their vehicle remotely², set their preferred dealer and find parking all from the palm of their hand. Use this guide to familiarize yourself with the FordPass Marketplace and help your customers understand how this app can help them move smarter.

01 What's New

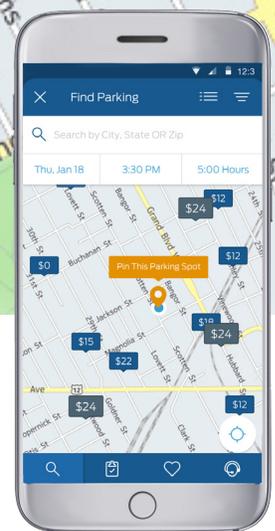
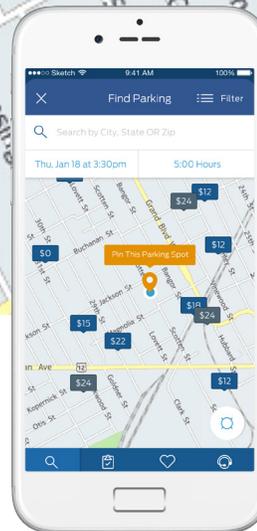




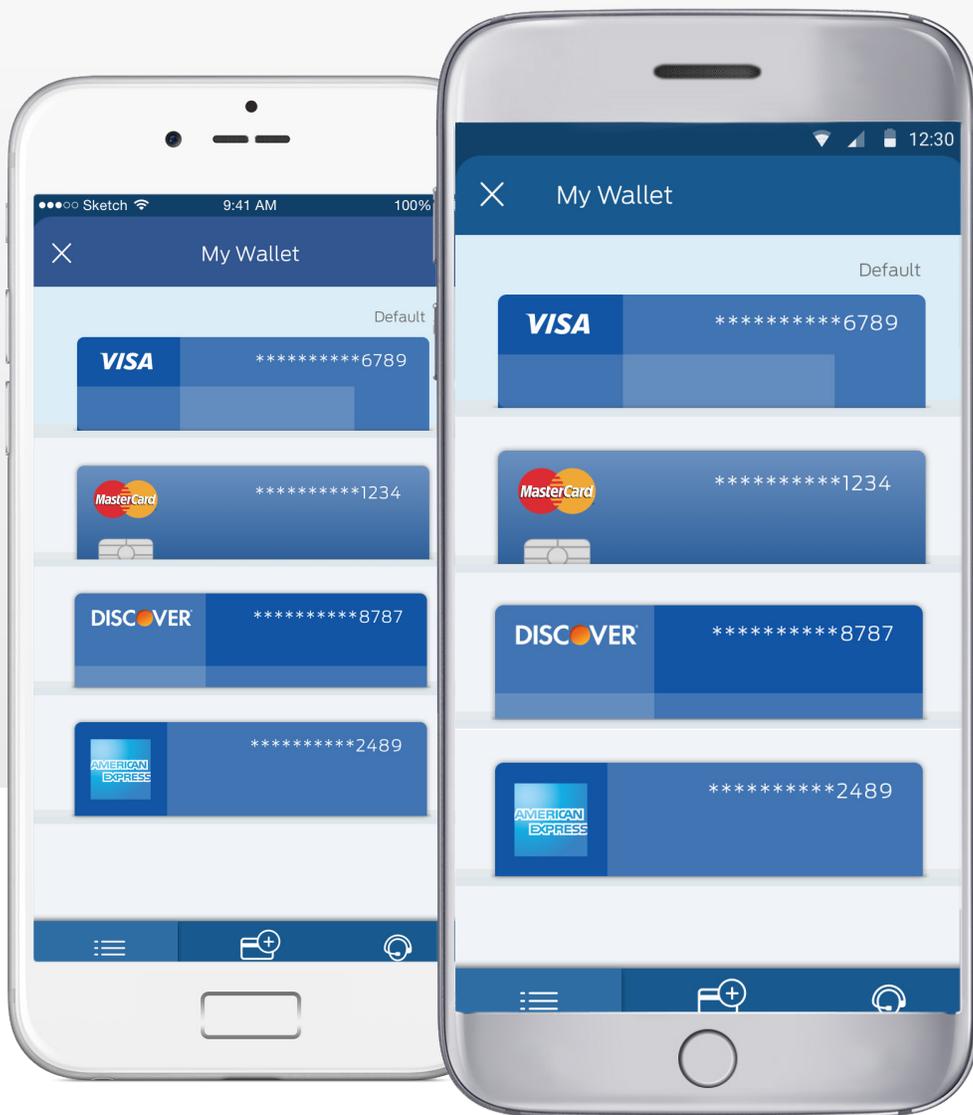
FordPass has partnered with ParkWhiz to help FordPass members find and reserve parking before they even get on the road. (Plus they have access to exclusive parking rates.)

This is the Park “home” screen. From here, members can do a number of things:

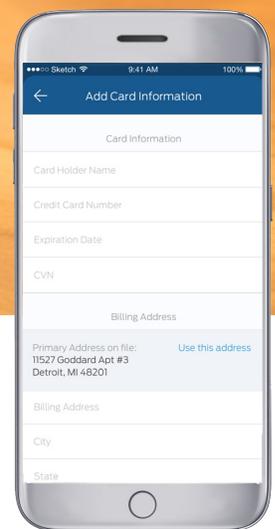
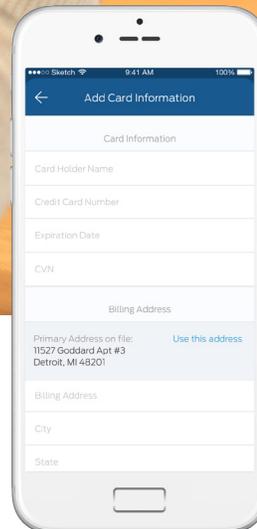
- a. **Find Parking:** Members can find parking around them or search to find parking in a specific area or even near a specific venue. They can choose to find parking that’s available now or key in a date and time to reserve parking for the future.
- b. **Filter Parking:** Parking can be filtered by factors like price and distance to a destination so members can find the best parking based on their needs.
- c. **Pin a Spot:** If a member pins their parking location, they can get step-by-step guidance back to their spot.
- d. **Pay for Parking:** Once the member has found a parking spot, they can securely pay for it within the app



FordPay makes it easy and secure to pay for FordPass services.



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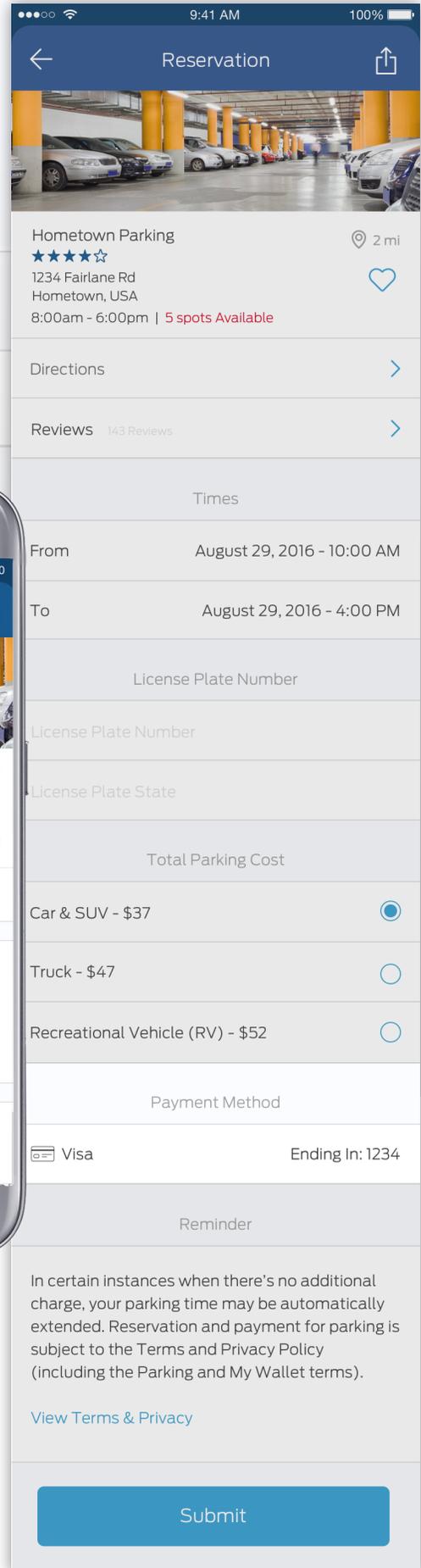
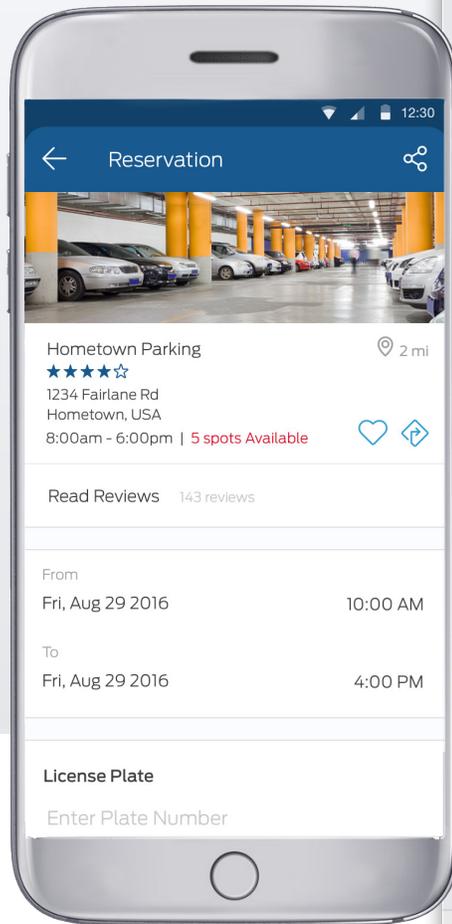


FordPass members can add multiple debit and credit cards so they can pay their way.

Payment Method

 Visa

Ending In: 6789



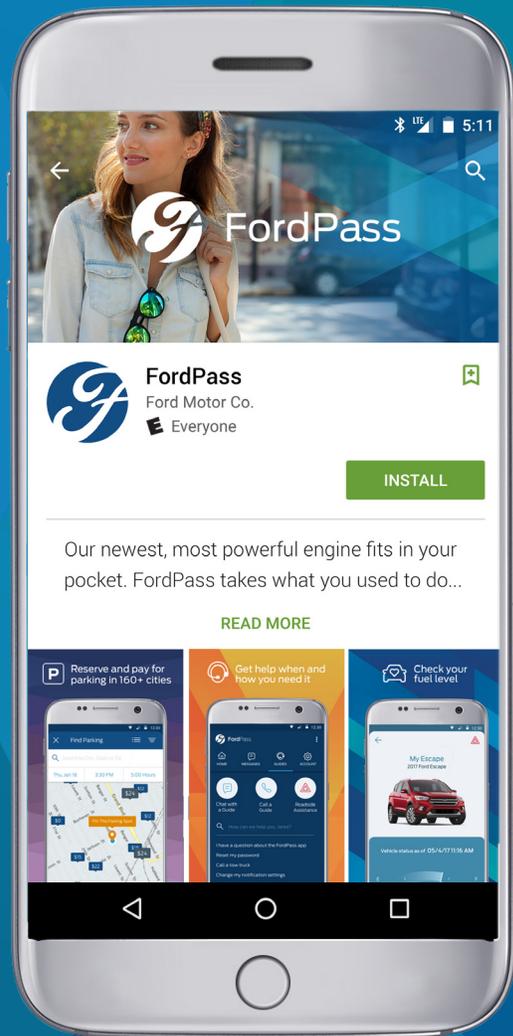
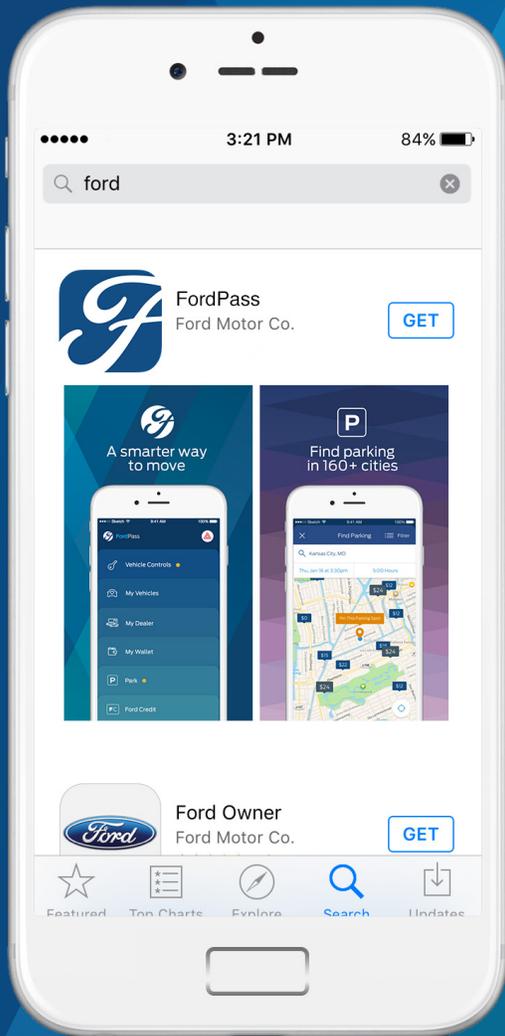
FordPass will assume members want to use their default payment method, but they can easily switch to another account.

02

How to Get
FordPass

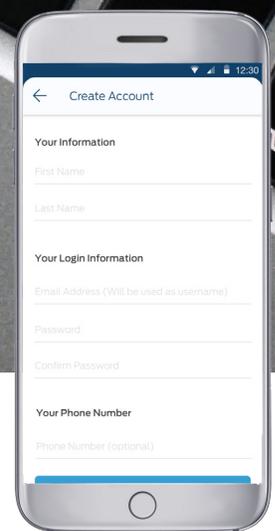
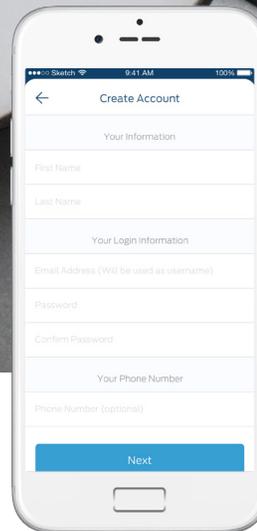
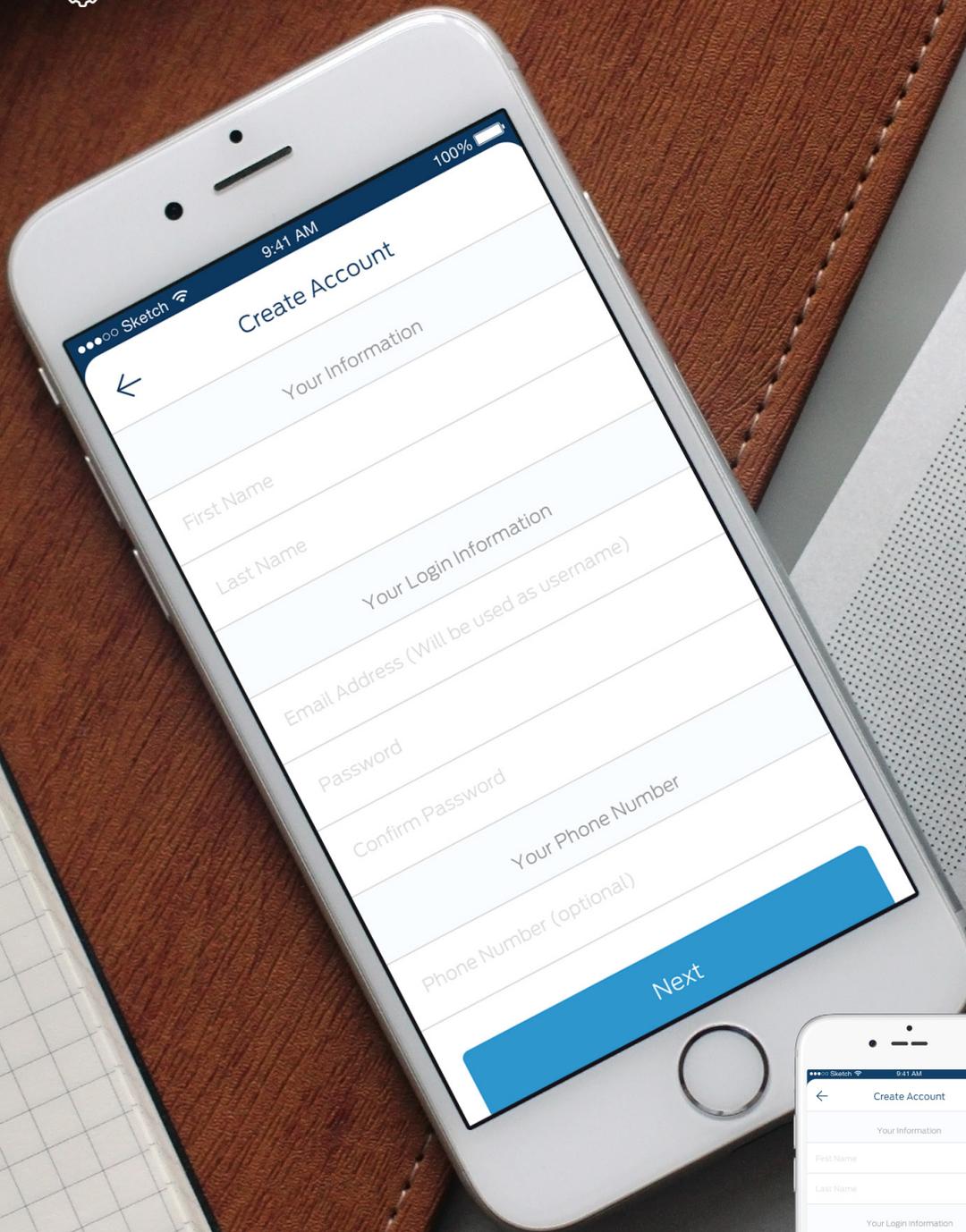


Download from Google Play™ and the App Store.®



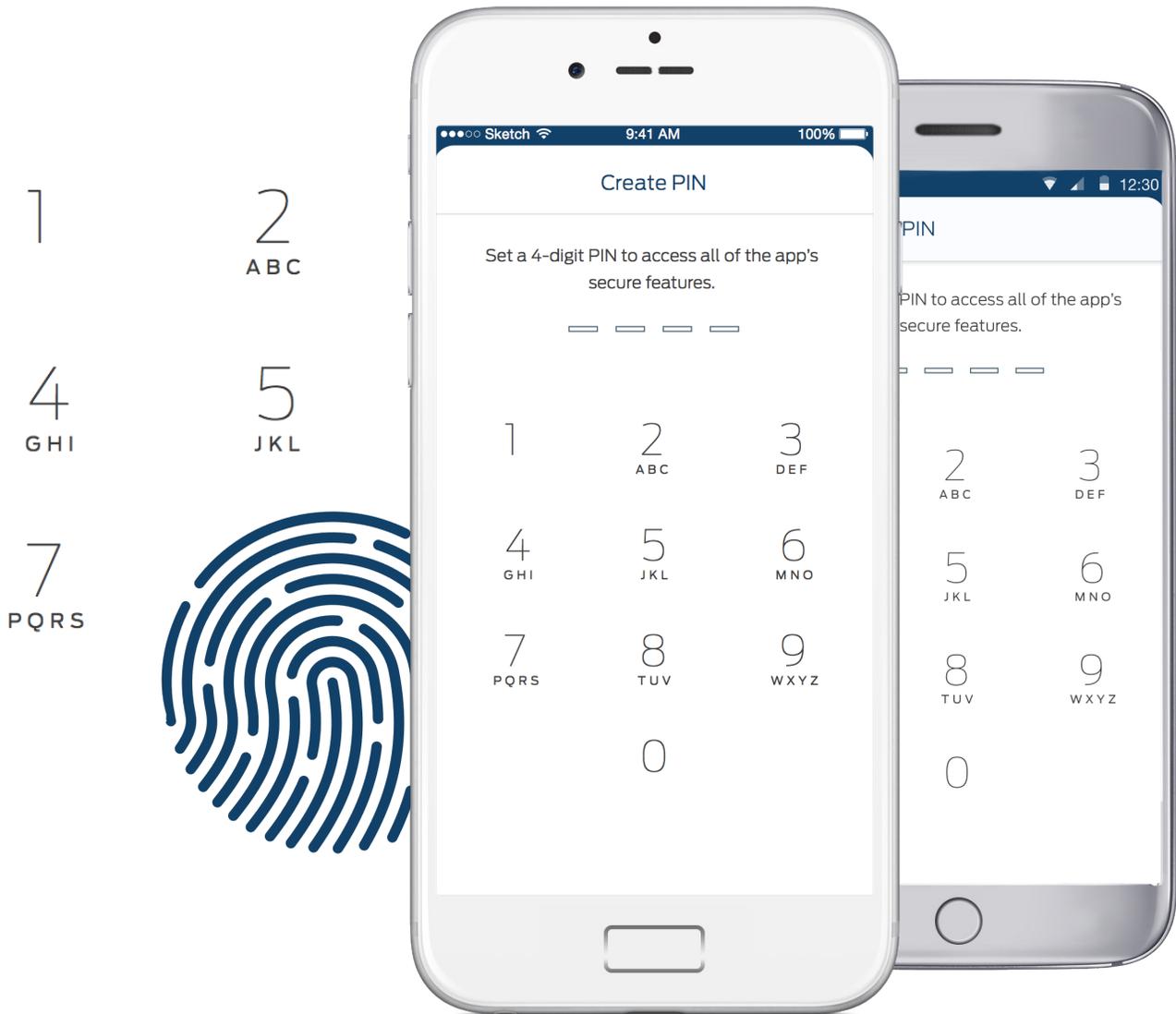
03 Enrollment





FordPass membership is available² to everyone and registration is simple.

To get started, the user should create an account by downloading the app and filling out a form with basic information. Or, they can access FordPass using their existing Owner account credentials.



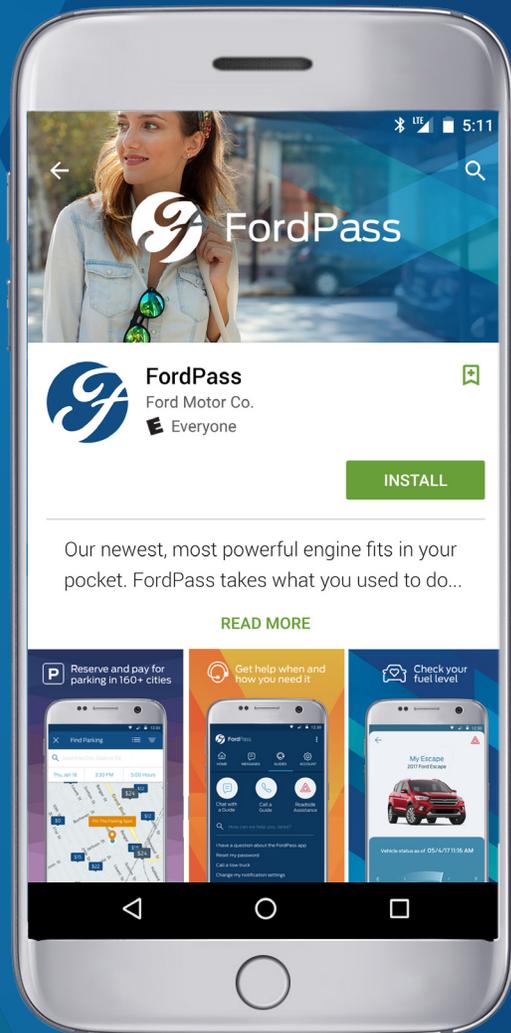
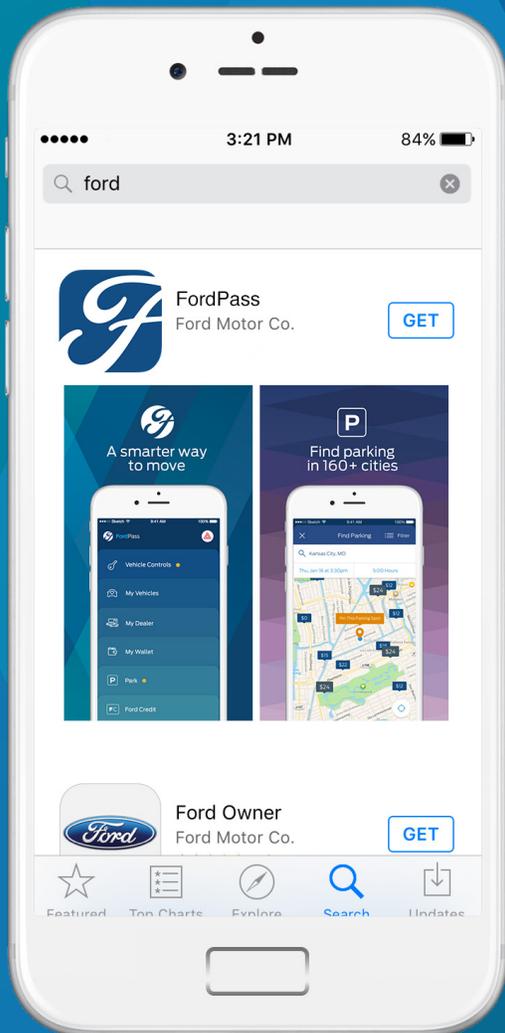
A personal 4-digit PIN number keeps the member's information safe and secure. Additionally, iPhone users can choose to use Touch ID.

04 Dealer
Activation



The best way to become a FordPass advocate is to become a member yourself.

Download the app from the App Store or Google Play.





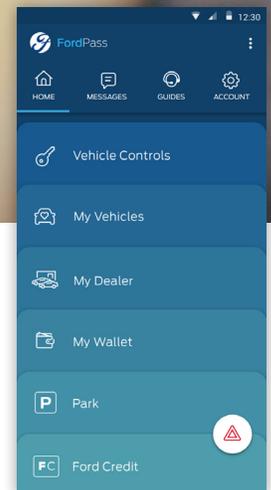
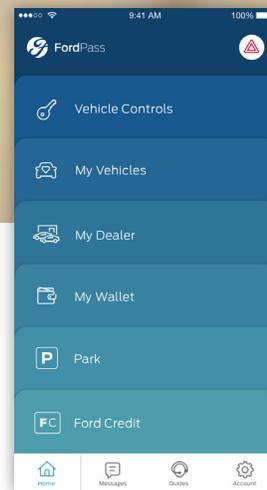
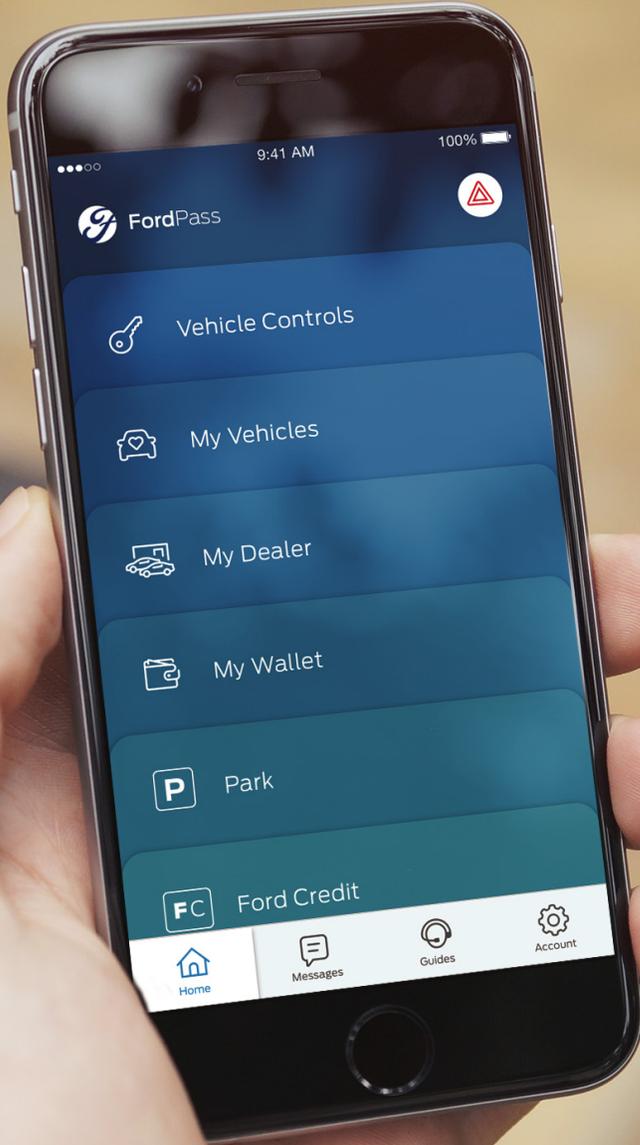
Encourage your customers to download FordPass while they are in your dealership. Make FordPass a part of your new and used vehicle delivery and service redelivery processes.

Explain the linkage to your dealership through FordPass by having your customers go into “My Dealer” or “My Vehicles” and set your dealership as the “preferred dealer” so they have access to the following:

- Click to call access
- Link to easier service appointment scheduling (SMARTT)
- Link to dealership website and inventory
- Link to “How to videos”
- View dealership hours and available services
- View maintenance schedule, service history and recall information

05 Dashboard





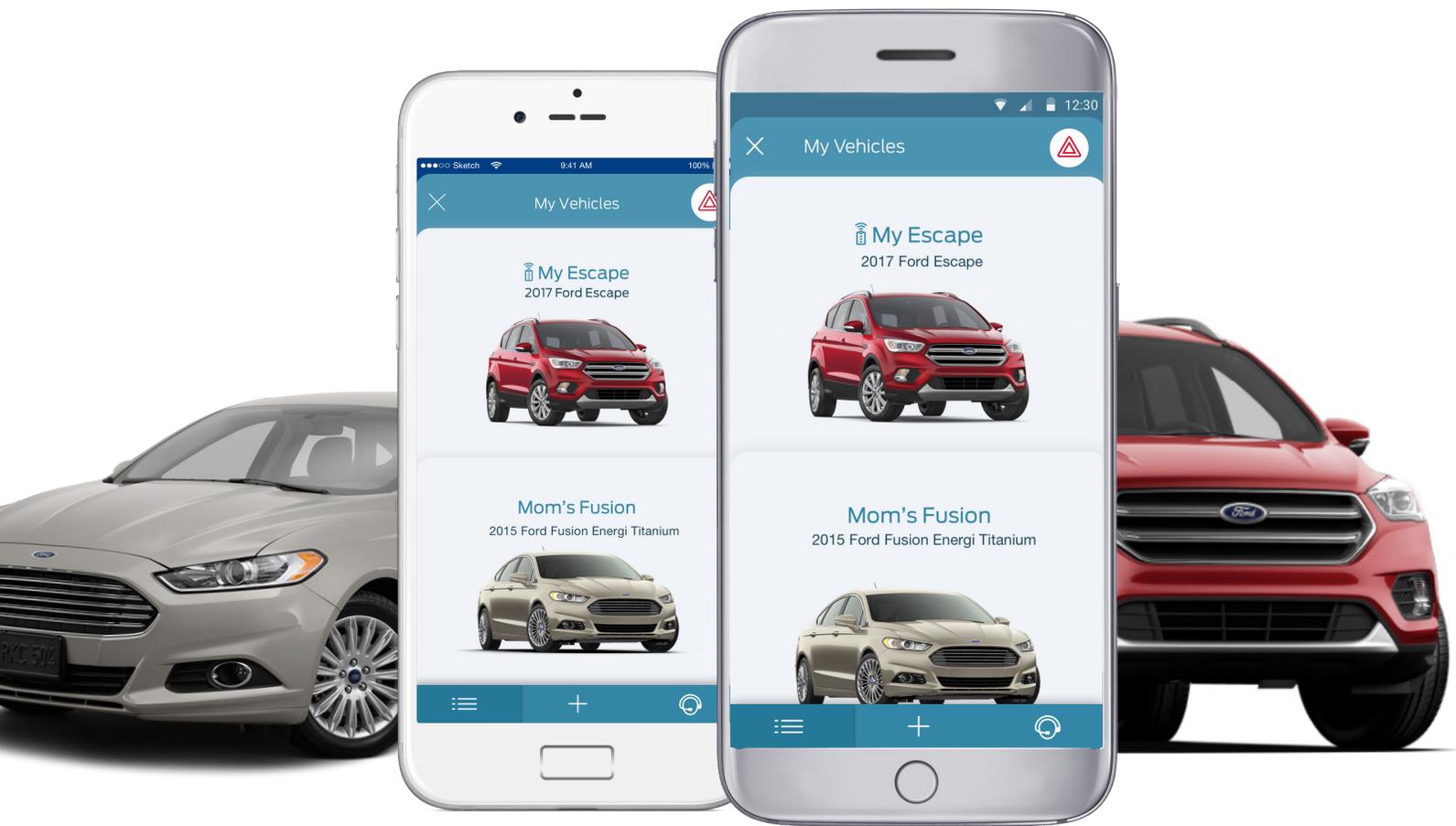
The Dashboard will be the first screen members see when they log in.

This is where all their journeys begin — their smarter way to move. From here, they can access all of the individual FordPass features². Each feature has its own card, and the user can rearrange the cards by holding and moving them to their liking. From the tab bar, FordPass members can check their messages, contact a FordGuide or edit their account settings.

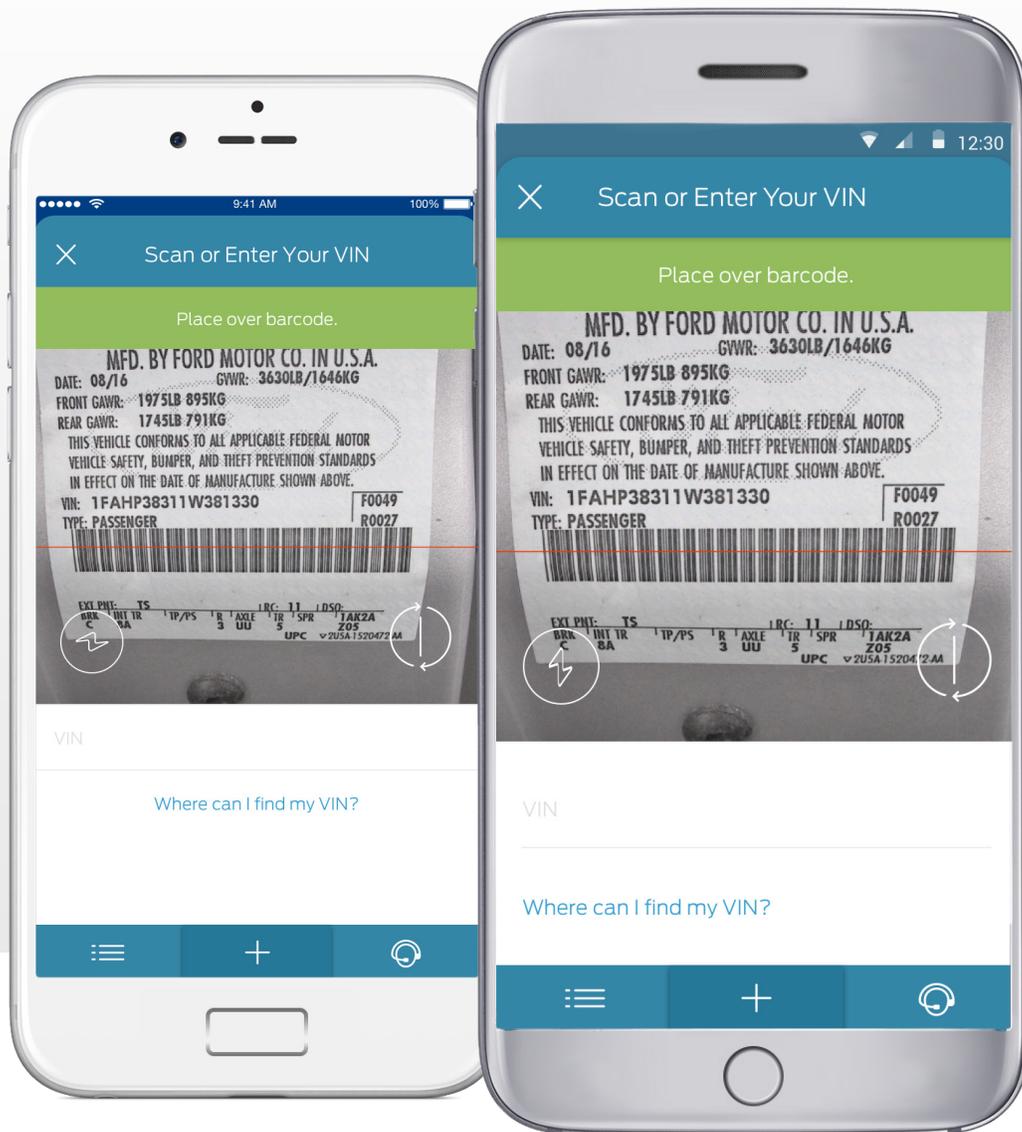
06 My Vehicles



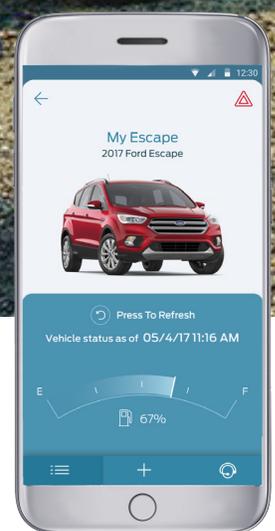
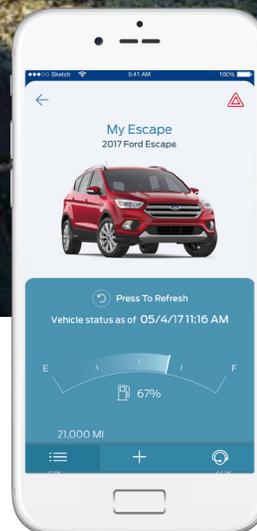
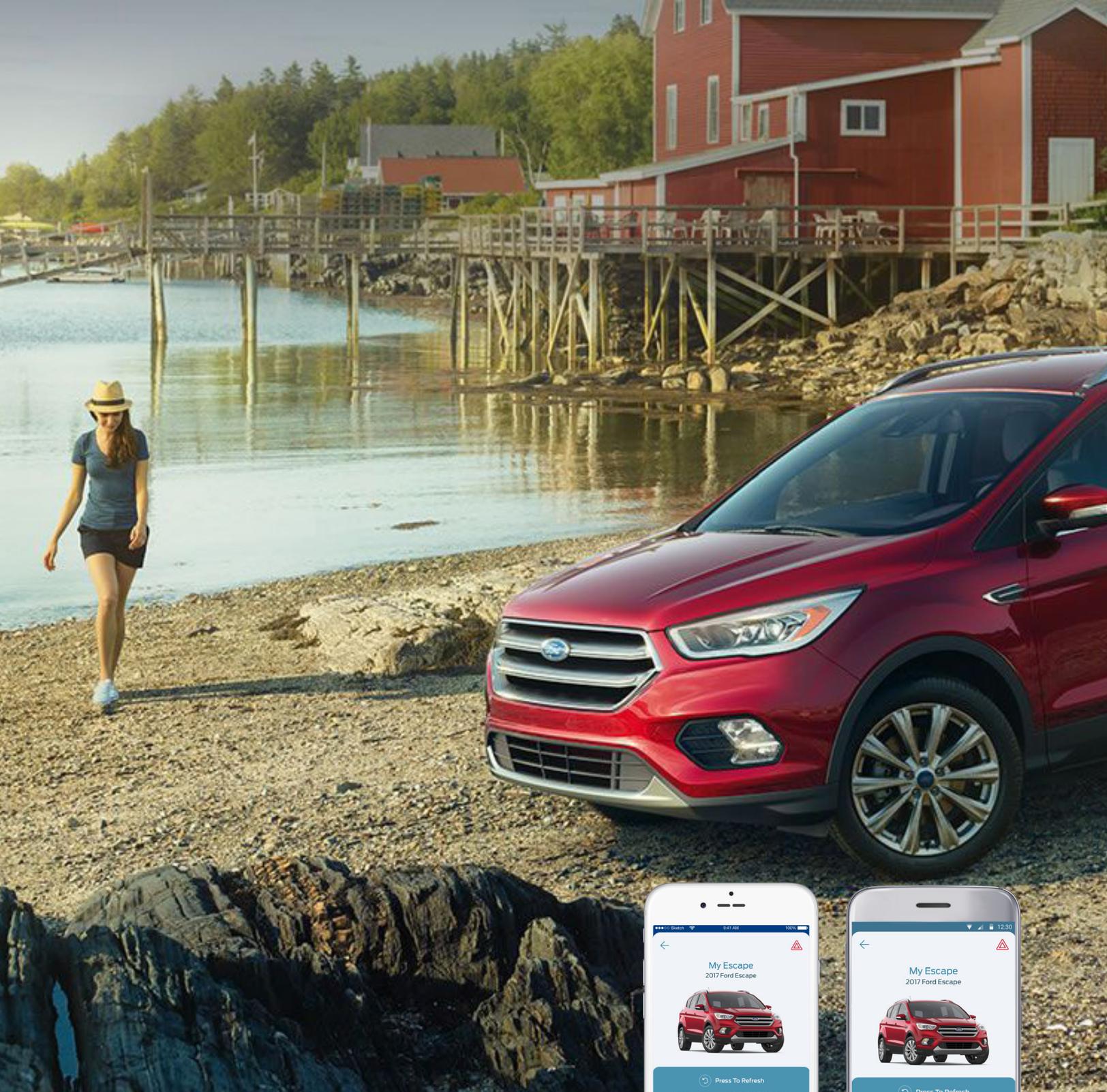
Vehicle ownership has never been easier. My Vehicles stores vehicle information in one spot and makes keeping up with regular maintenance easy.



The home screen is like a virtual garage with FordPass members' vehicles. From here they can choose a vehicle, add a vehicle, or shop for a new Ford vehicle.



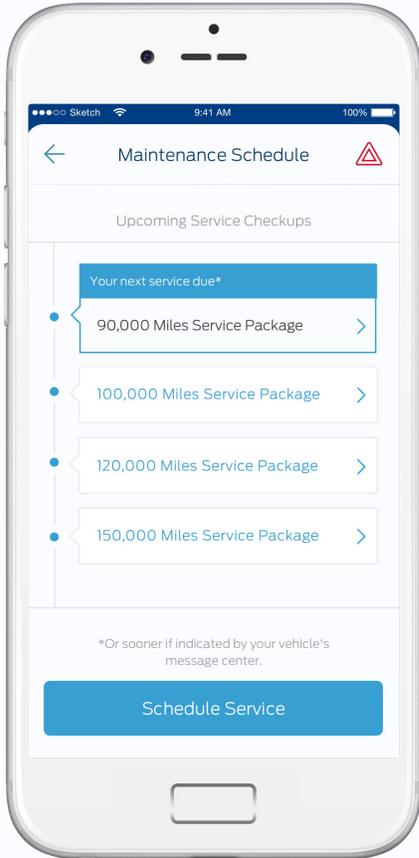
Adding a vehicle is as simple as scanning or manually entering a VIN. (Users with Ford Electric Vehicles should access the MyFord[®] Mobile app.)



Ford owners will be able to see their preferred dealer, their maintenance schedule and other vehicle information.

Owners with SYNC® Connect-equipped or AppLink™-enabled vehicles will see their fuel level and approximate mileage.

My Vehicles



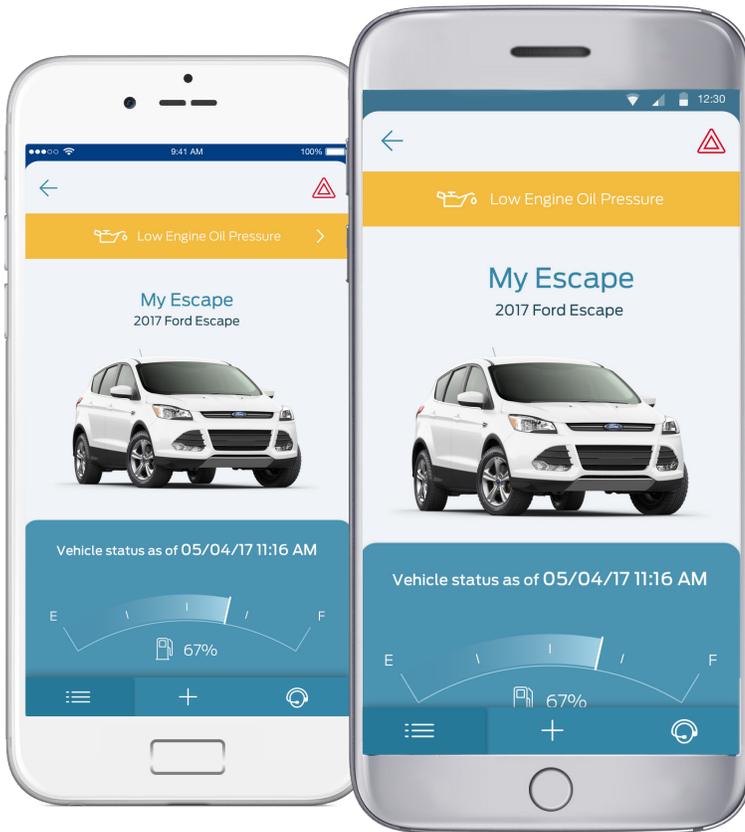
Ford owners can keep tabs on their maintenance schedule and easily call their dealer to schedule their next service.

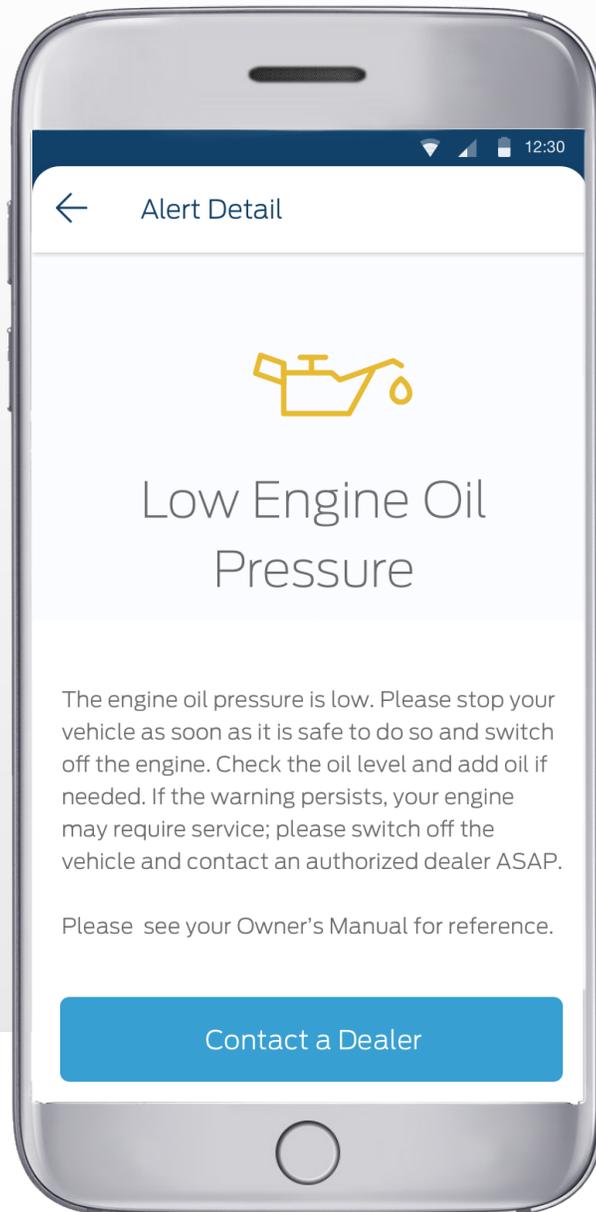
FordPass members can even book appointments with dealers who have online booking capabilities right from the app.

- 5,000 Miles Service Package >
- 10,000 Miles Service Package >
- 15,000 Miles Service Package >
- 20,000 Miles Service Package >
- 25,000 Miles Service Package >
- Your next service due*
- 30,000 Miles Service Package >
- 35,000 Miles Service Package >
- 40,000 Miles Service Package >
- 45,000 Miles Service Package >
- 50,000 Miles Service Package >
- 55,000 Miles Service Package >
- 60,000 Miles Service Package >
- 65,000 Miles Service Package >
- 70,000 Miles Service Package >



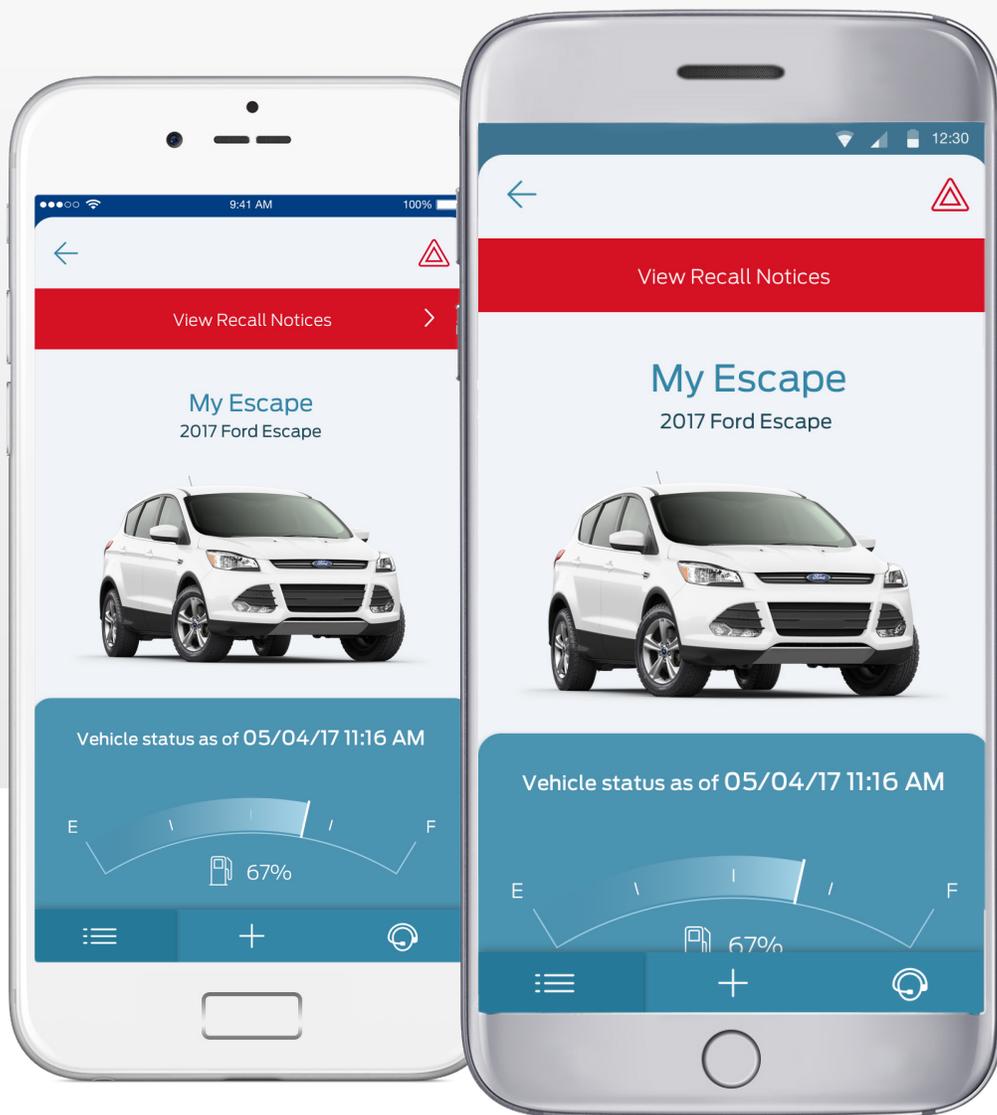
A vehicle alert will let them know if their AppLink™-enabled vehicle requires their attention.





A vehicle alerts guide lets them know what the alert means and how serious the issue is for their AppLink-equipped vehicle.

If there's a recall on the Ford owner's vehicle, they will receive an alert that details the issue so they can take quick action.

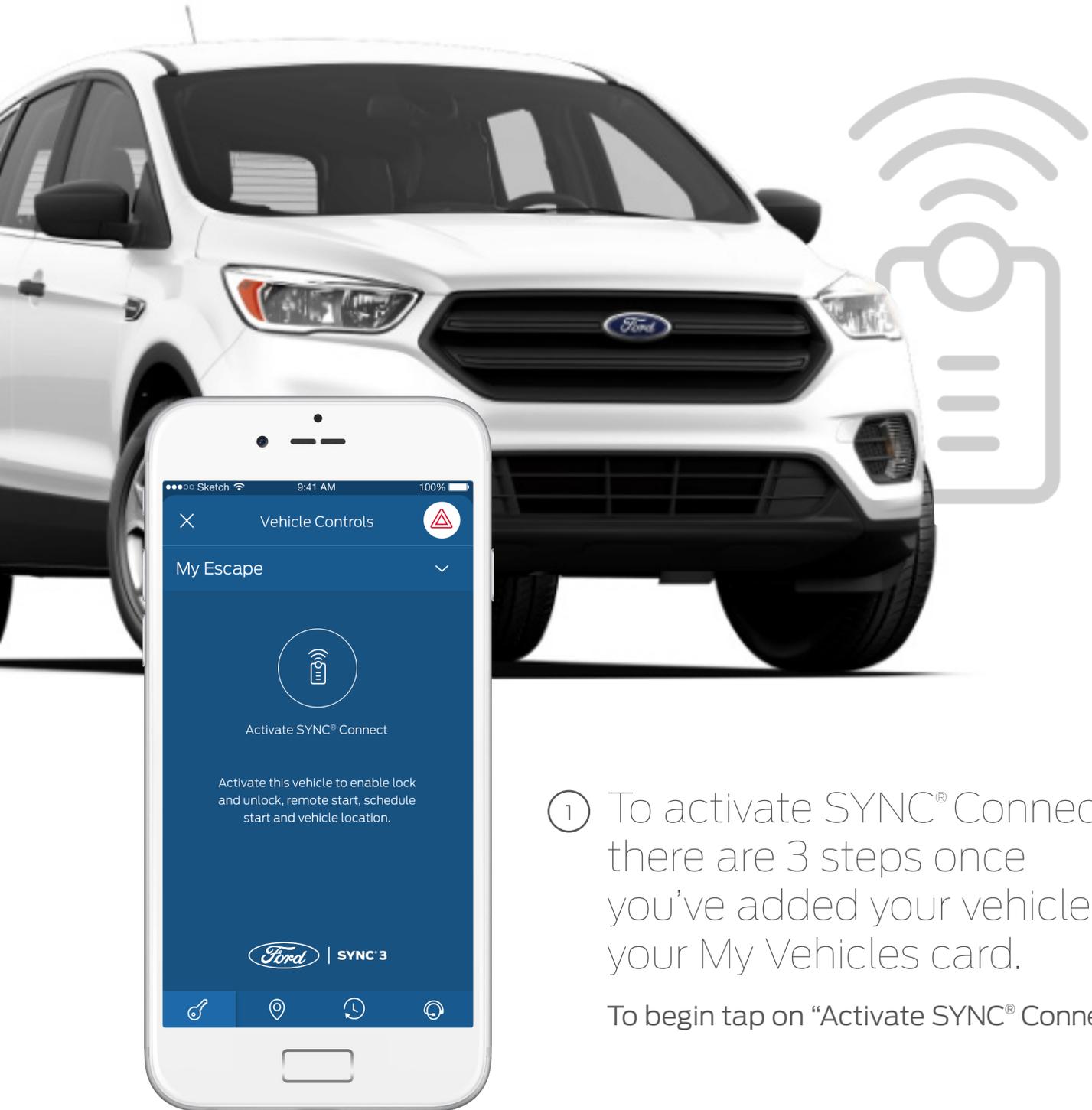


07

How to Activate SYNC®
Connect Using FordPass



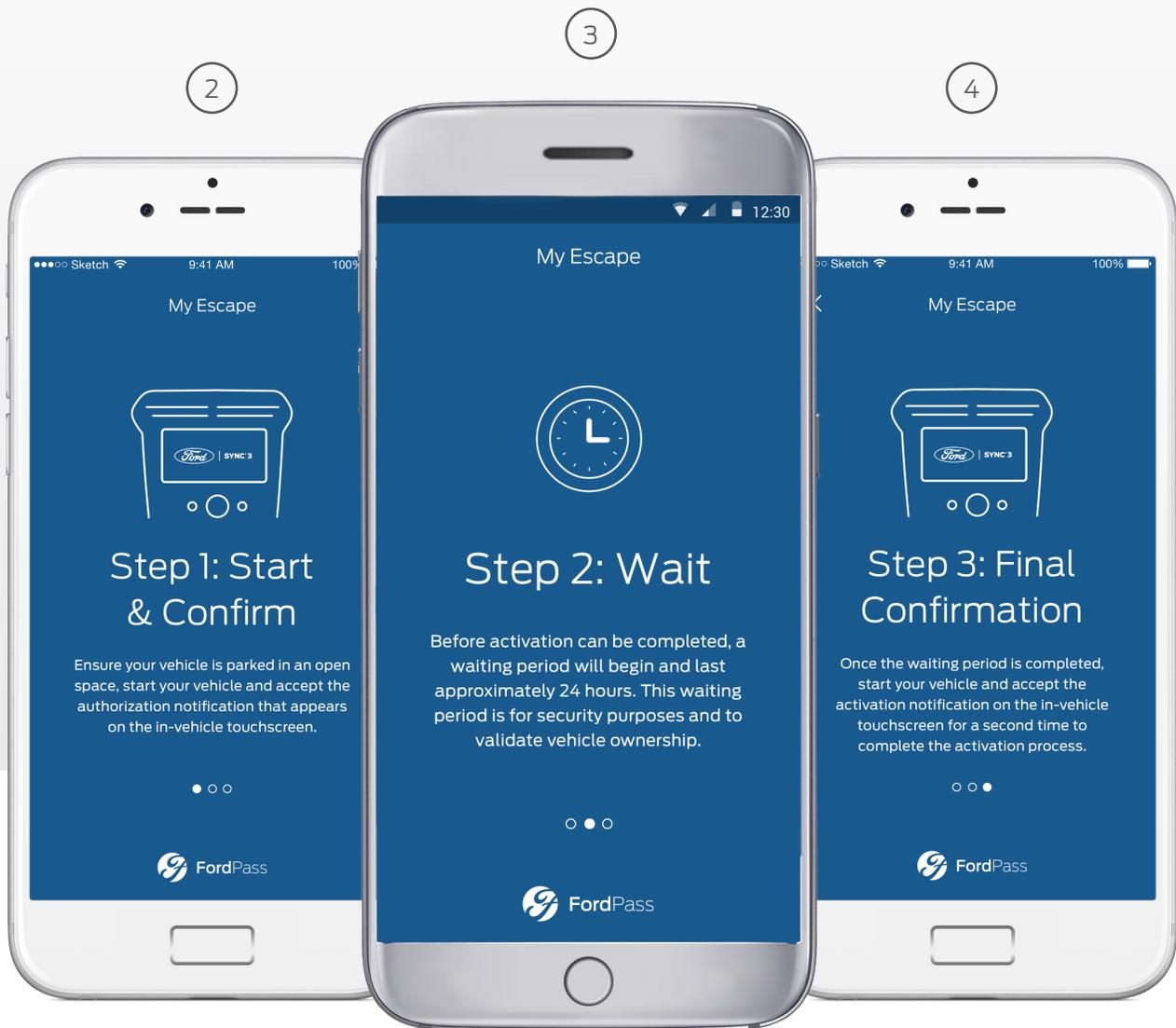
How to Activate SYNC® Connect Using FordPass



- ① To activate SYNC® Connect, there are 3 steps once you've added your vehicle to your My Vehicles card.

To begin tap on “Activate SYNC® Connect”

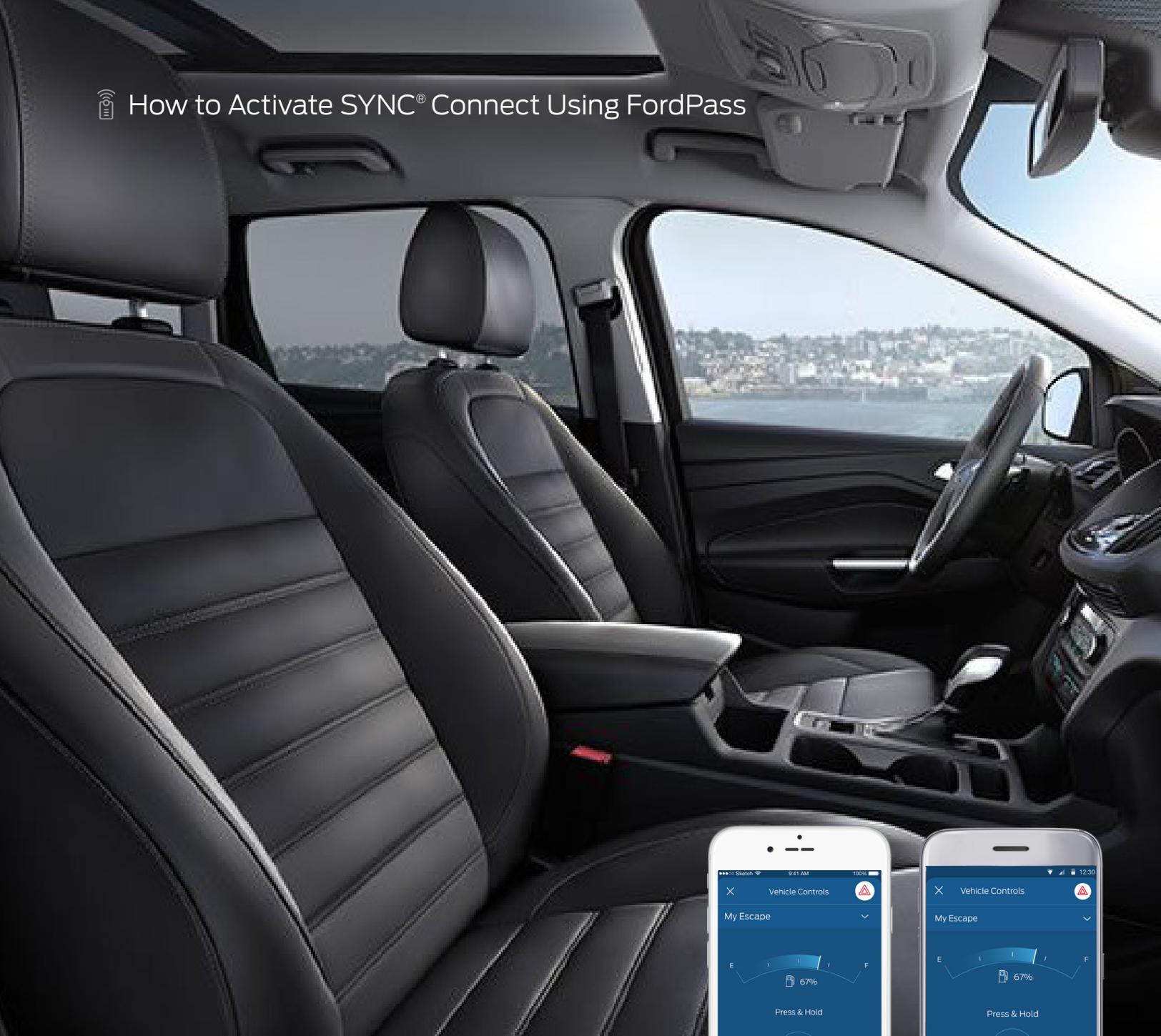
How to Activate SYNC® Connect Using FordPass



The owner of a SYNC® Connect-equipped vehicle will follow a series of guided steps on the in-vehicle screen to authorize and connect it to their FordPass app.

Once the third step is complete, the user will be brought back into the experience.

 How to Activate SYNC® Connect Using FordPass



5

Once a FordPass member has activated their SYNC® Connect-equipped vehicle, they'll see their fuel level and be able to access the keyless controls from the Vehicle Controls card including start, stop, lock and unlock their vehicle using keyless controls.





SYNC® Connect-equipped
Vehicle Controls



SYNC® Connect-equipped Vehicle Controls



Unlock

To unlock their vehicle, they must press and hold "Unlock" until the circle is complete.



Start

To start their vehicle they must press and hold "Engine Start" until the circle is complete.

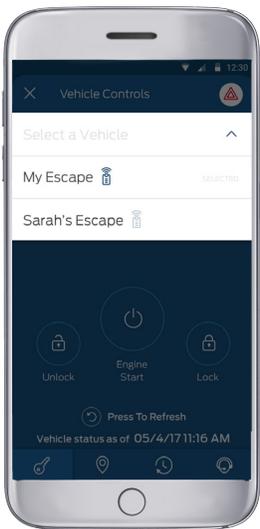


Lock

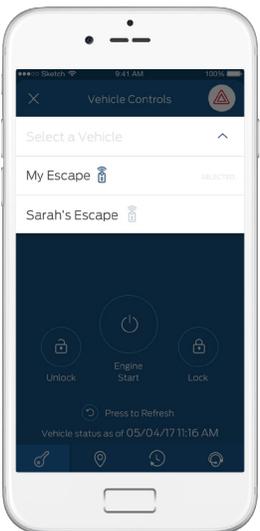
To lock their vehicle, they must press and hold "Lock" until the circle is complete.

🔑 SYNC® Connect-equipped Vehicle Controls

If a FordPass member owns more than one SYNC® Connect-equipped vehicle, they can switch between vehicles using the dropdown menu.

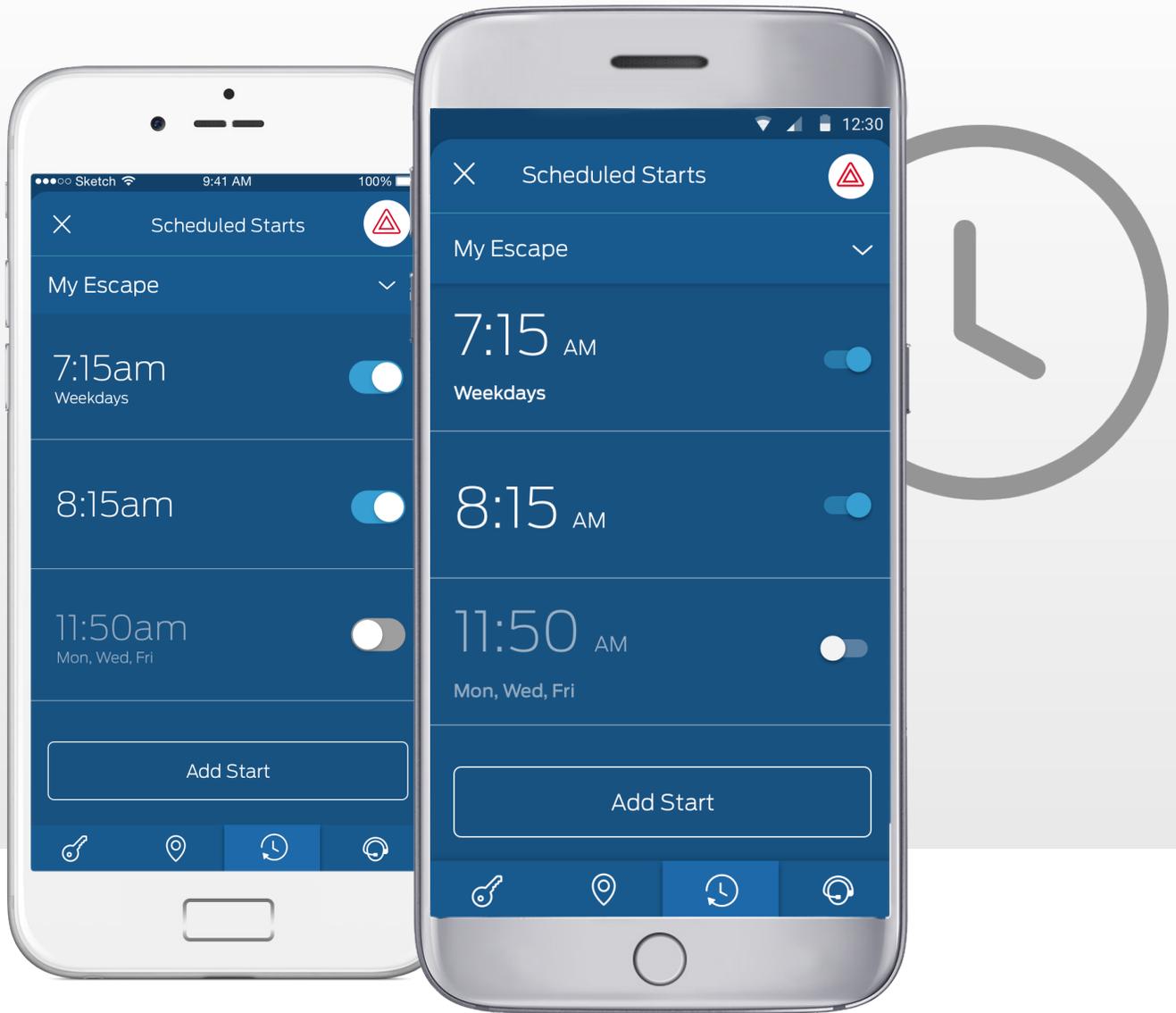


My Escape 📶



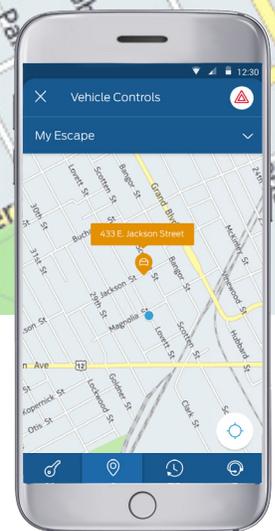
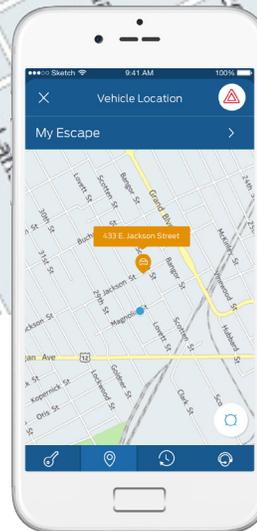
Sarah's Escape 📶

🔑 SYNC® Connect-equipped Vehicle Controls



Owners of SYNC® Connect-equipped vehicles can schedule automatic starts so their vehicle will be ready when they are by tapping the clock icon in the lower tab bar. (Automatic transmission only.)

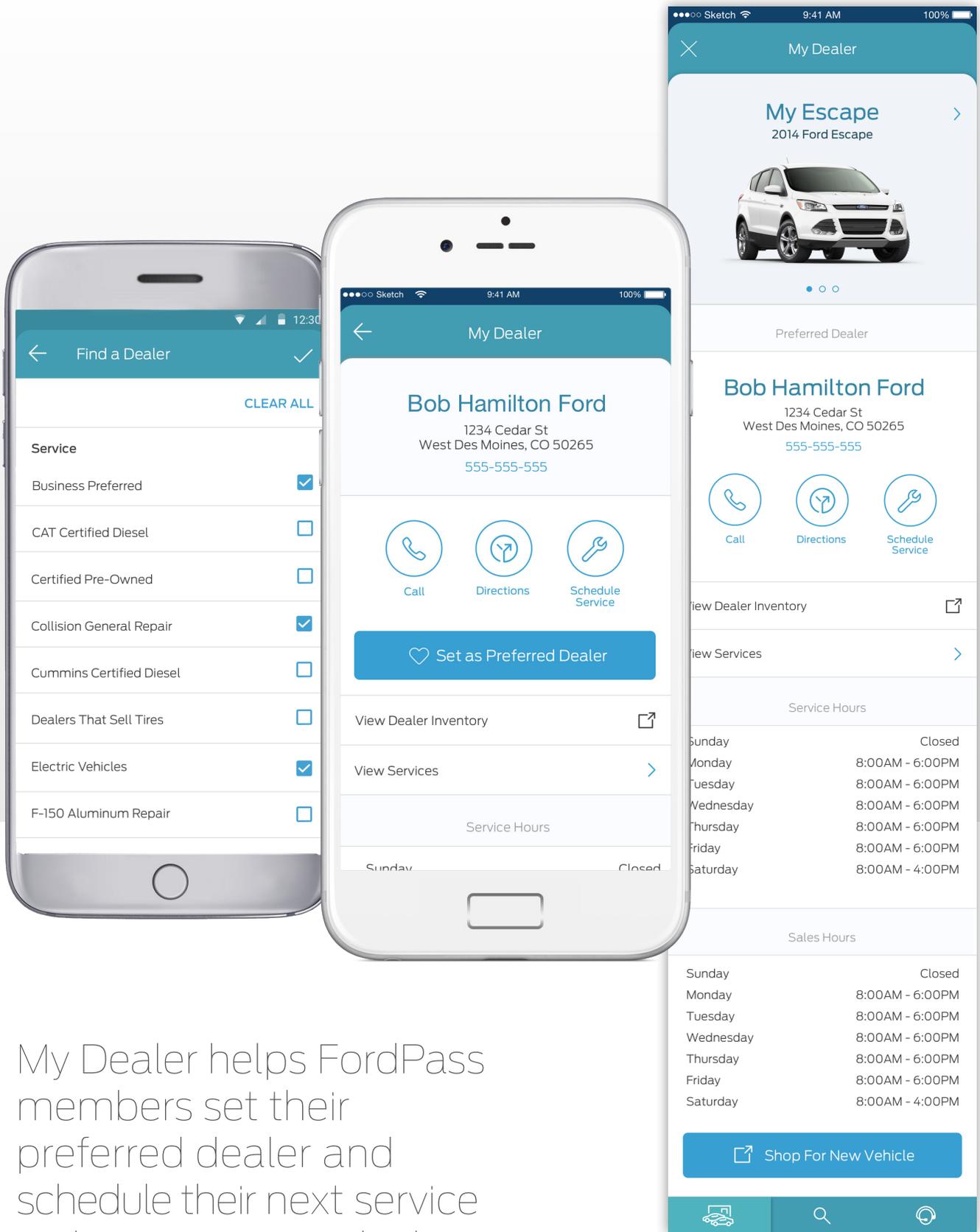
433 E. 14th Street



If an owner of a SYNC® Connect-equipped vehicle wants to see the current location of their vehicle, they can click on the drop pin icon in the lower tab bar (owner must have completed full activation).

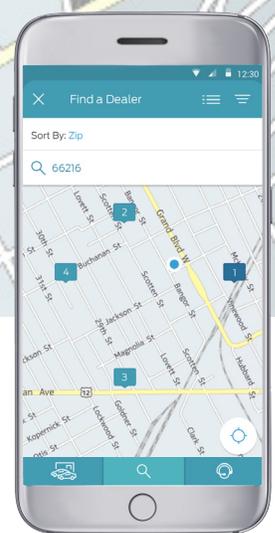
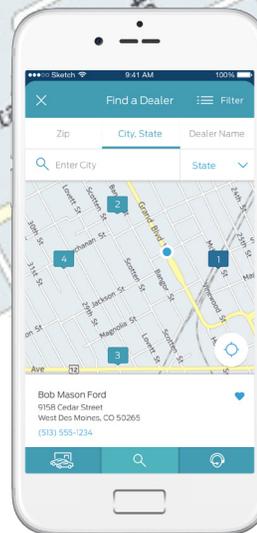
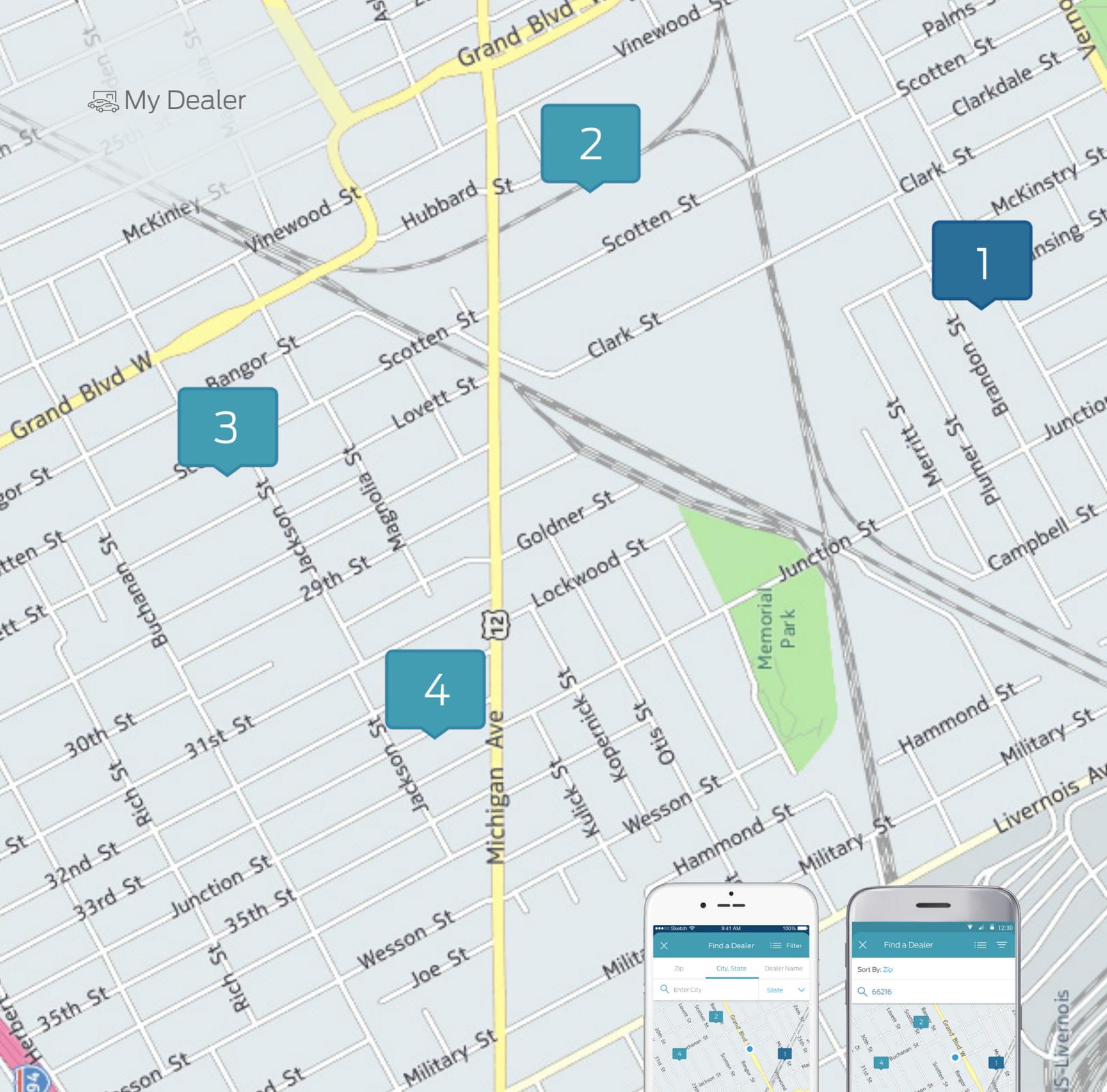
09 My Dealer





My Dealer helps FordPass members set their preferred dealer and schedule their next service with participating dealers.

 My Dealer

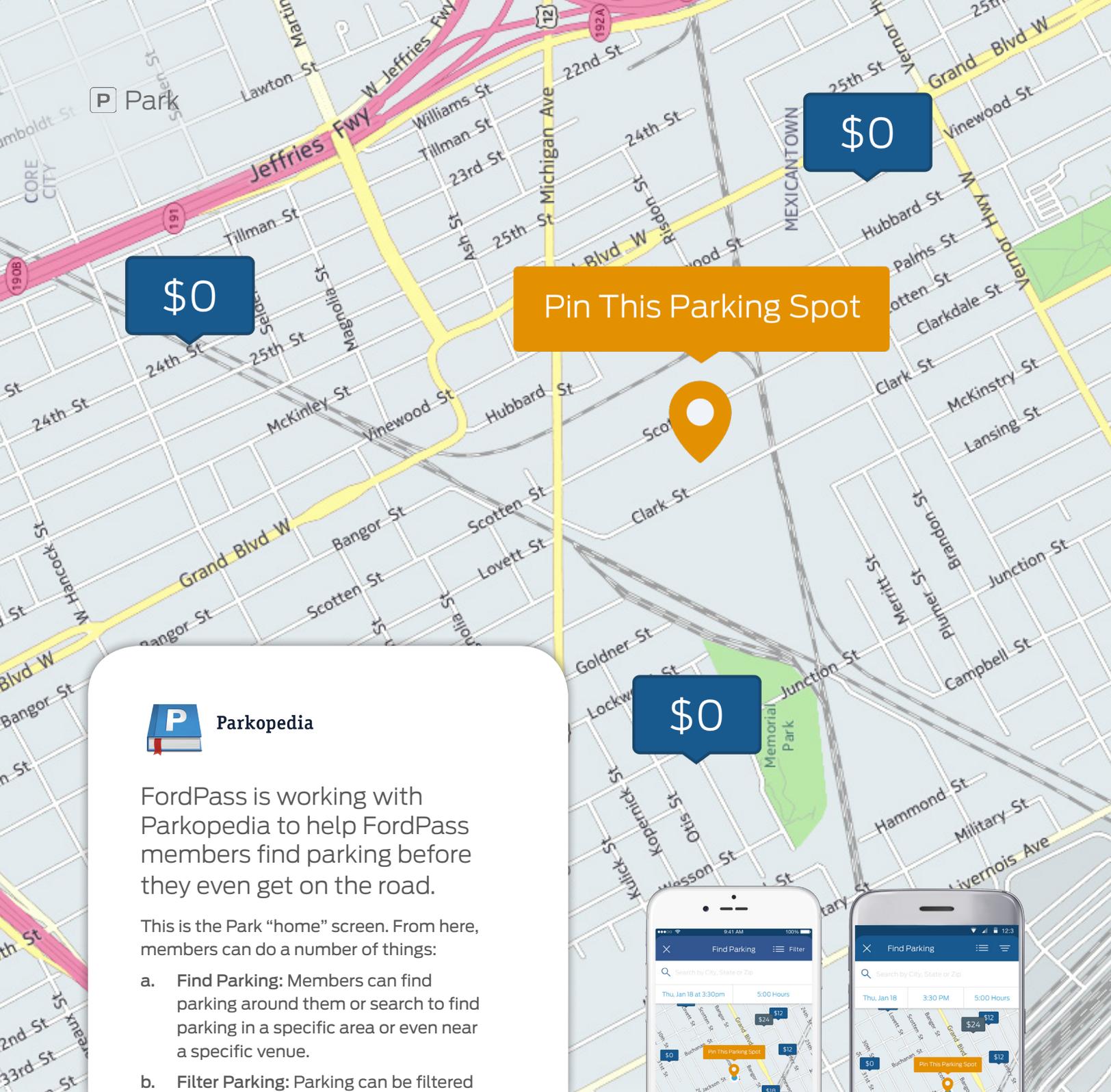


FordPass members can also find dealers by name, location or based on service and product offerings.

Once they find their dealer, they'll be able to access directions and contact information, a link to dealer inventory and a list of services and hours making it easy for them to interact with their dealer.

10 Park



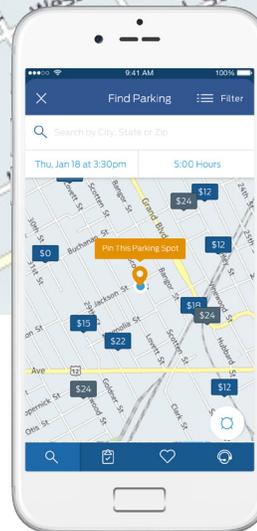


Parkopedia

FordPass is working with Parkopedia to help FordPass members find parking before they even get on the road.

This is the Park “home” screen. From here, members can do a number of things:

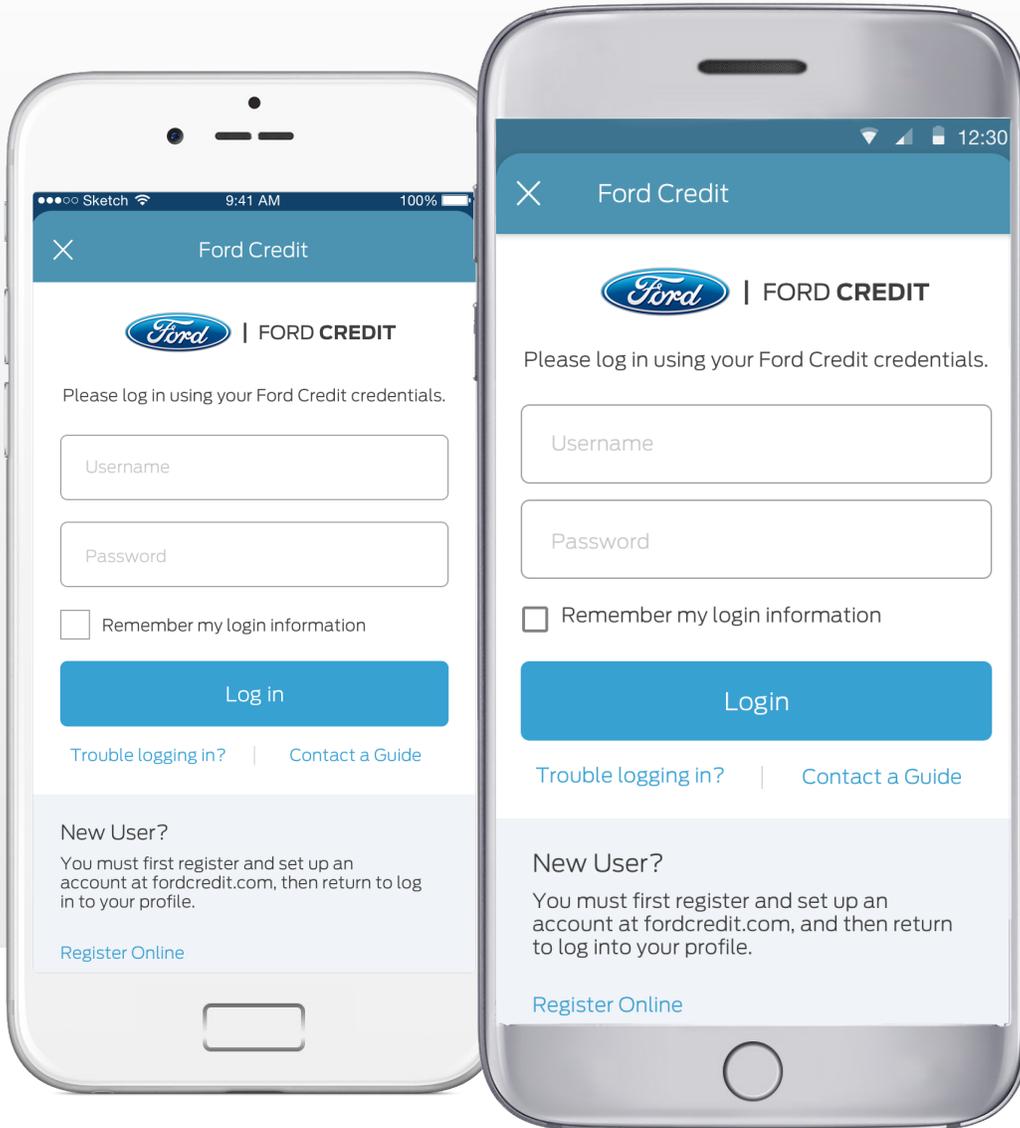
- a. **Find Parking:** Members can find parking around them or search to find parking in a specific area or even near a specific venue.
- b. **Filter Parking:** Parking can be filtered by factors like distance to a destination so members can find the best parking based on their needs.
- c. **Pin a Spot:** If a member pins their parking location, they can get step-by-step guidance back to their spot.





Ford Credit



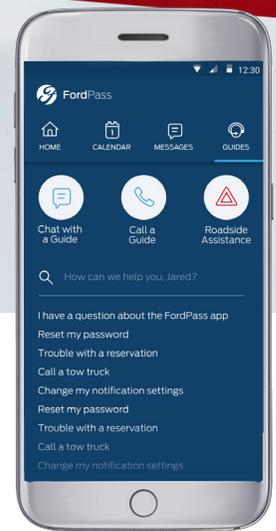
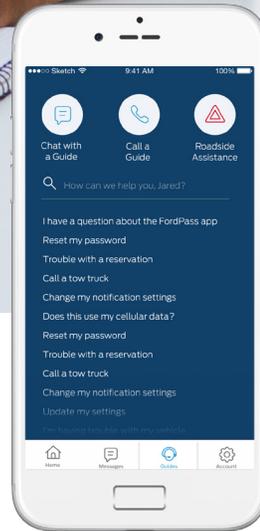


FordPass members who have bought or leased a vehicle using Ford Credit can access their account from the Ford Credit Mobile Site within FordPass.

Ford Credit users must log in using their secure Ford Credit credentials (which may be different from their FordPass credentials). If they haven't yet registered their Ford Credit account, they must register online at FordCredit.com.

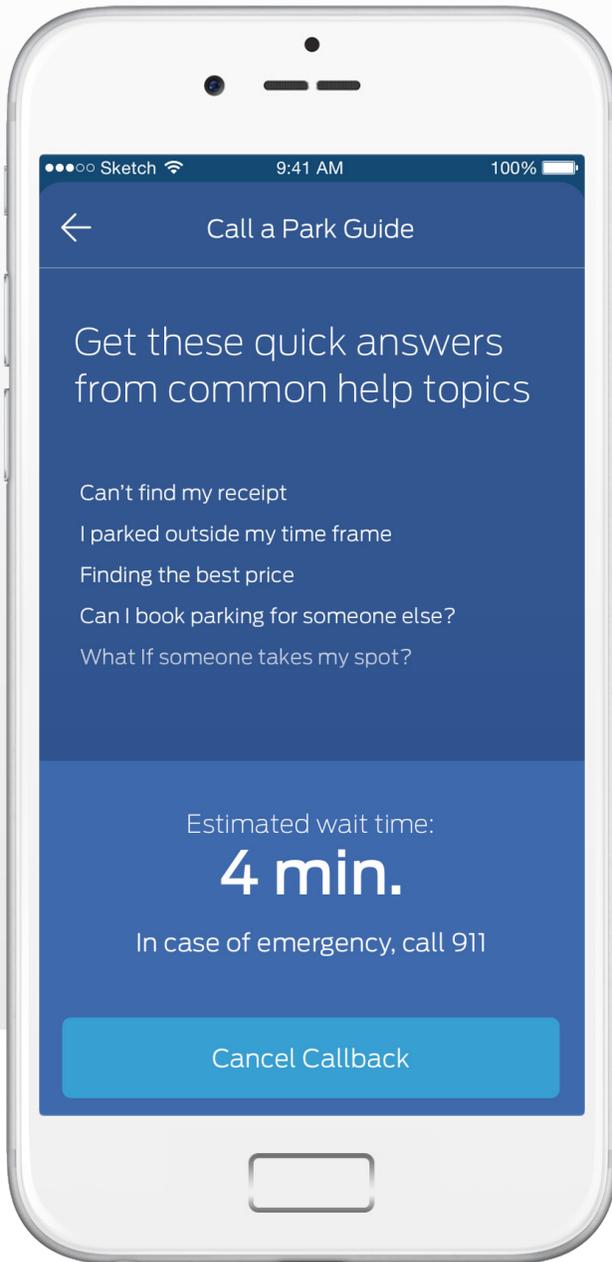
12 FordGuides





All FordPass members can quickly get one-on-one help from specially-trained FordGuides via chat or phone.

From the FordGuides home screen, members can choose to search a knowledge base of self-help articles, call a FordGuide, live chat with a FordGuide or call for roadside assistance.



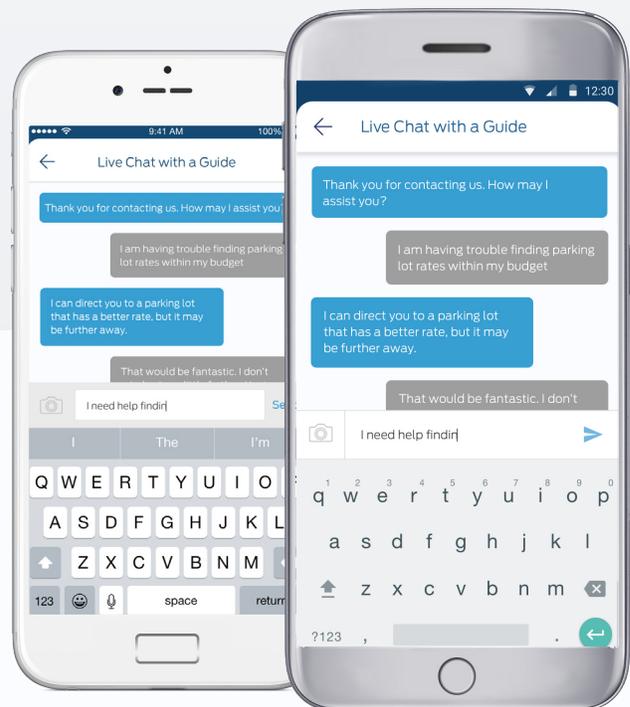
If all FordGuides are busy, the FordPass member can browse popular self-help articles while they wait.

*Callback functionality currently available on iOS (coming soon on Android!)

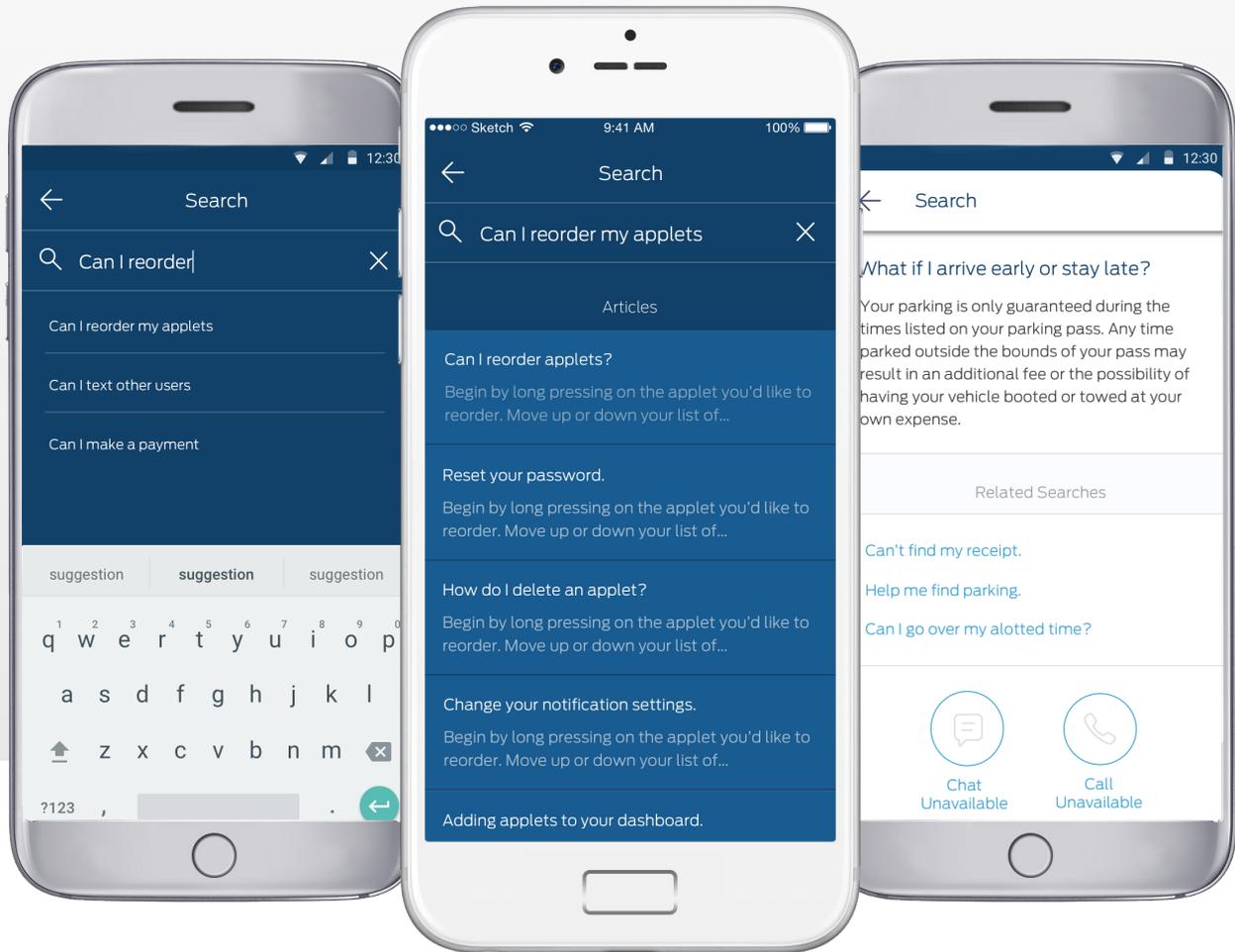
Thank you for contacting us. How may I assist you?

I am having trouble finding parking lot rates within my budget .

I can direct you to a parking lot that has a better rate, but it may be further away.



Or FordPass members can choose to live chat with a FordGuide.



Search Terms

When searching for a self-help article, popular search terms will help FordPass members quickly find what they need.

Related Articles

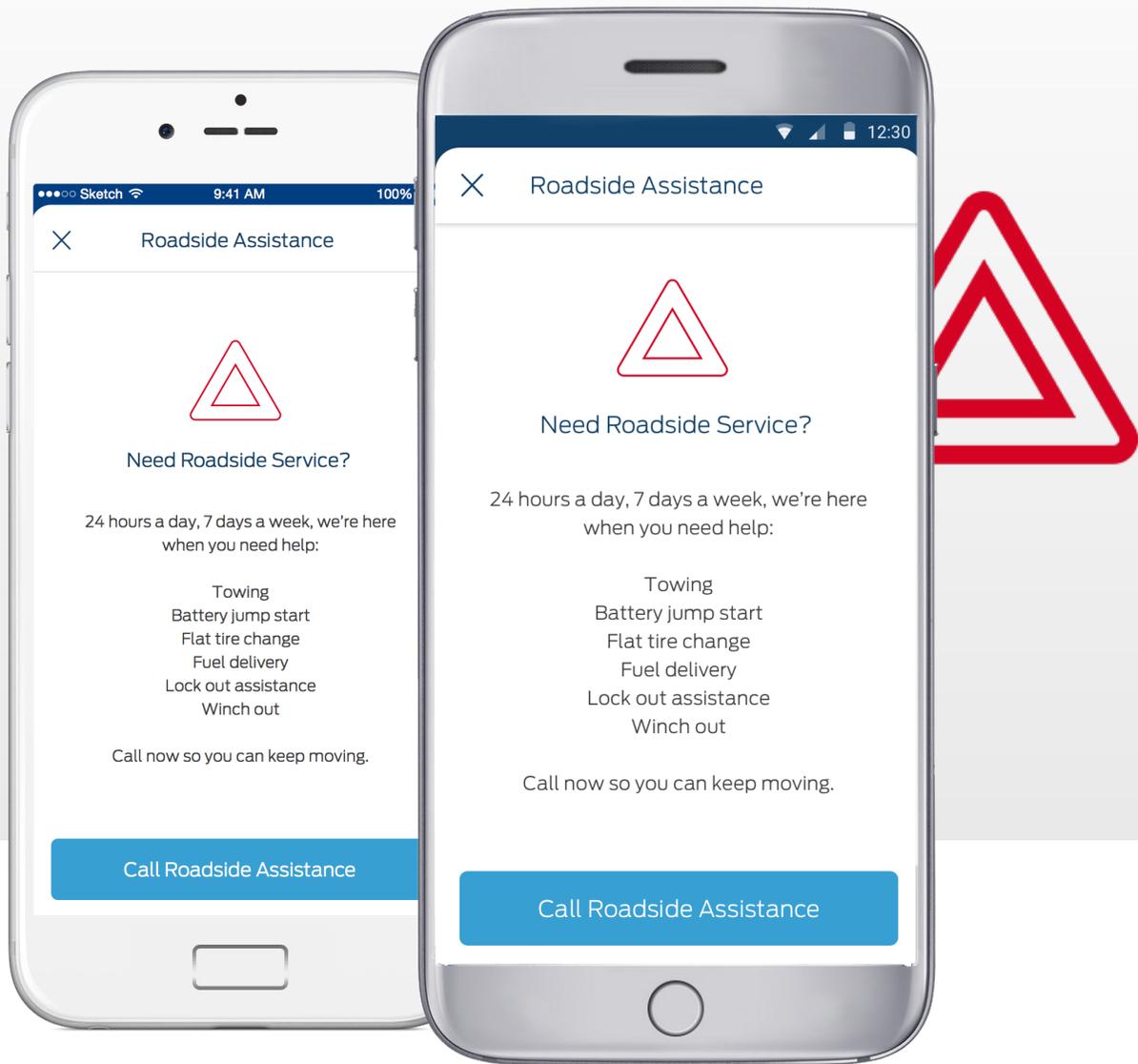
All articles related to their search will appear once they enter their search terms.

Chat Directly

If the self-help article they choose does not answer their question, related searches will be displayed or they can choose to call or chat directly with a FordGuide.

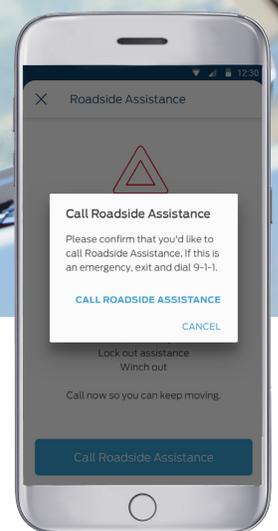
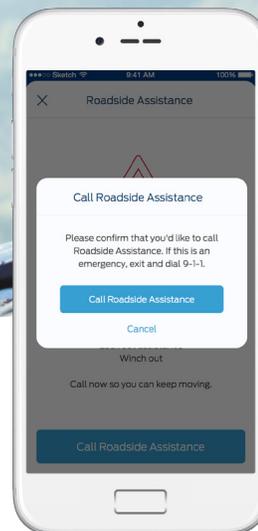
13 Roadside Assistance





The service is included for some Ford owners in the Roadside Assistance Program, and those outside the program will pay a per-use fee for each service.

A list of Roadside Assistance services and a tap-to-call button enables the FordPass member to receive help quickly.



A confirmation message confirms that the driver intends to call for Roadside Assistance.

14 Appendix



FordPass Disclaimers

01. **FordPass Overall**
FordPass, compatible with select smartphone platforms, is available via a free download. Message and data rates may apply.

02. **FordPass & SYNC® Connect**
SYNC® Connect, an optional feature on select 2017 model year vehicles, is required for certain features.

03. **Apple & Google**
Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play and the Google Play logo are trademarks of Google Inc.

04. **Roadside Assistance**
Roadside assistance is included for certain Ford owners and available to everyone for a per-service fee.

