

# FordPass Connect™<sup>(1)</sup> — Activation



With a FordPass Connect-equipped vehicle (4G embedded modem), owners can use the FordPass app to remotely access vehicle features such as start, lock and unlock, vehicle status including fuel level and approximate mileage, and locate their parked vehicle. Drivers can also schedule specific times to remotely start their vehicle so it's ready to hit the road as soon as they are.

FordPass Connect also features a 4G LTE Wi-Fi hotspot that allows users to connect laptops, tablets, smartphones and more. Users can connect up to 10 devices at a time and maintain a connection up to 50 feet from the vehicle. The hotspot uses a powerful vehicle antenna that provides better coverage than a cell phone in spotty areas. Every new vehicle comes with a free 3-month or 3GB data trial.

FordPass Connect enhances convenience by allowing customers to connect to and control their vehicles using the FordPass app on their smartphones.<sup>(2)</sup> The Wi-Fi hotspot allows passengers to stay connected and entertained while on the go.



Follow these activation steps with your customers during New Vehicle Orientation prior to them leaving the dealership:



iPhone® requires the password to download apps. To recover, use this link: [Apple ID](#).

## 1 DOWNLOAD FORDPASS<sup>(2)</sup>

- Go to the App Store® or Google Play™ Store
- Download FordPass



## 2 ENROLL — CREATE OR LOG IN

### Create

- Customers can create an Owner Account through FordPass by filling out a form with basic information

### Log In

- If customers already have an Owner Account, they can simply log in using their existing Owner Account credentials
- Enter username and password

## 3 CREATE A PIN

- Customers enter and confirm a 4-digit PIN for added security
- Additionally, iPhone users can choose to use Touch ID

## 4 ADD FORDPASS CONNECT™-EQUIPPED VEHICLE (4G EMBEDDED MODEM)

- Customers must add their vehicle to FordPass by scanning the VIN (Vehicle Identification Number) barcode, and then assigning a vehicle nickname. That name will show up on the start-up screen to personally welcome them

**Note:** Customers also can manually type their VIN to add the vehicle. Customers may be asked to allow access to the camera prior to scanning the VIN.

## 5 ACTIVATE FORDPASS CONNECT-EQUIPPED VEHICLE (4G EMBEDDED MODEM)

### In FordPass

- To begin the activation process, customers select Vehicle Details after a FordPass Connect-equipped vehicle is added
- Press Activate Vehicle and follow the steps to continue the process

### In-Vehicle

- Customers must start their vehicle and touch Allow on the in-vehicle pop-up that appears on the SYNC 3 touchscreen
- After a few minutes, customers can now access remote on the Move screen

## 6 SIGN-UP AND START WI-FI HOTSPOT

- Select Vehicle Details, Vehicle Hotspot button and follow the steps to sign up for the free trial, set up a data plan and continue the process
- A link to AT&T is provided within FordPass to activate the trial period
- No credit card is required to activate the complimentary Wi-Fi hotspot data trial

## MASTER RESET

Owners should perform a Master Reset to deactivate FordPass Connect when transferring ownership of the vehicle. This resets SYNC® 3 and FordPass Connect to factory default settings. All changes made, including paired Bluetooth® devices, contact lists, and saved points (if the vehicle is equipped with Navigation) will be lost.

- Touch Settings in bottom feature bar on the SYNC 3 touchscreen
- Touch General
- Scroll down to Master Reset
- Touch Master Reset
- Touch Continue on the pop-up message

(1) FordPass Connect is an optional feature. Includes complimentary 1-year subscription for remote features, excluding Wi-Fi hotspot, and starts with vehicle sale date. Subscription is subject to compatible 4G network availability. Evolving technology/cellular networks may affect future functionality. Certain restrictions, 3rd-party terms, or message/data rates may apply. Wi-Fi hotspot includes complimentary wireless data trial that begins upon AT&T activation and expires at the end of 3 months or when 3GB of data is used, whichever comes first, but cannot extend beyond the complimentary 1-year subscription period for remote features. To activate, go to [www.att.com/ford](http://www.att.com/ford). Learn more at [fordpass.com](http://fordpass.com). App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google Inc.

(2) FordPass, compatible with select smartphone platforms, is available via a download. Message and data rates may apply. FordPass Connect, an optional feature on select 2019 model-year vehicles, is required for certain features.

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The Bluetooth word mark is a trademark of the Bluetooth SIG, Inc.

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