

1. Visit http://www.autel.com



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Sign in or join Autel now.

If you already have a registered account, please sign in with your Autel ID and password. If you are an user from http://www.maxdas.com,please sign in with your original account ID and password. If you are a new user, please create an Autel ID first.

2. Click on **Sign In**

(upper right corner of display)

3. In the spaces provided,

Enter your **Autel ID** (this is the email associated with your account and used to register your tool/s.) Enter the **Password** for your Account.

Don't forget to enter the unique code displayed and click the **Sign In** button (under the code field) AUTEĽ 🎜 🦒 United States | Sign in | Register | **Diagnostic Software** TPMS Support & Updates About Aute Sign in or join Autel now. If you already have a registered account, please sign in with your Autel ID and password. If you are an user from http://www.maxdas.com,please sign in with your original account ID and password. If you are a new user, please create an Autel ID first. Join Autel now Sign in Create an Autel ID Autel ID gene@geniusauto.com Free to register. Get full access to: Forgot your Autel ID? Password ******** · Software renewals Community forums Forgot your password? Downloads · On-demand trainings Code x3w4 x3w4 Try a different image Sign in

On the *Welcome* screen, click **Your Devices** (in the left-hand column)





All the devices listed under your account will display.

Note, if you have many tools, the list may extend to multiple pages.

If you don't see the tool you submitted, advance to the next page by clicking on Next on the bottom of the display.



RGA Status Screen

Once you locate the

tool submitted for

repair, click on the

letters **RGA** under

the tool's heading.

The RGA status screen displays information about your tool including the RGA number and the tool's repair status at the present moment. In this example:

• The *Solution* field displays the resolution of the issue. In this example, the tool was deemed unable to be repaired and was replaced with a new tool.

Solution	replacing MD802 old S/N: MD8315001	669 new S/N: MD8315004844 F	PW(284850)
Returned Date	2016-02-18	Tracking Number	782407976910
Status	Open Oclose		

• The *Status* field at the bottom of the form displays **Closed**. Closed signifies that the tool has either been repaired or replaced and has shipped back to the customer.

• In another instance, or at a different time during the RGA repair process, the *Status* might be marked **Open** and the *Solution* field might display "Testing" or "Processing." The "testing, processing and repairing stage" may take up to five (5) business days.

• The field above *Status* lists the date the tool left Autel's facility and the tracking number of the package. *This form is updated as the repair process progresses, so please re-visit the site to monitor status.*