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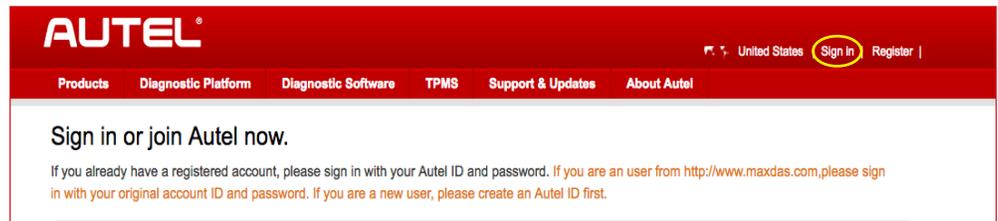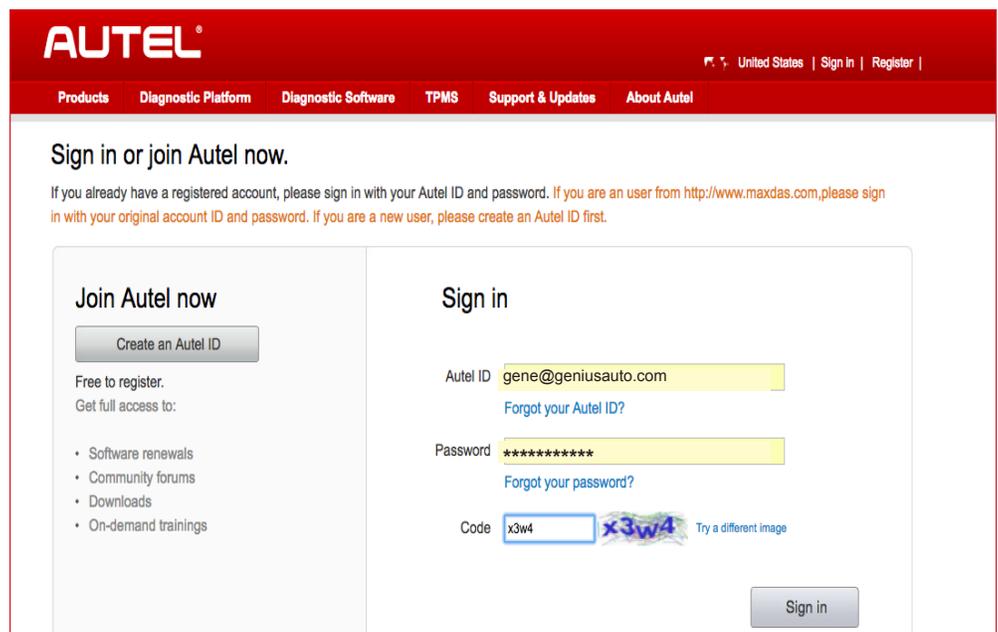

2. Click on **Sign In**
(upper right corner of display)
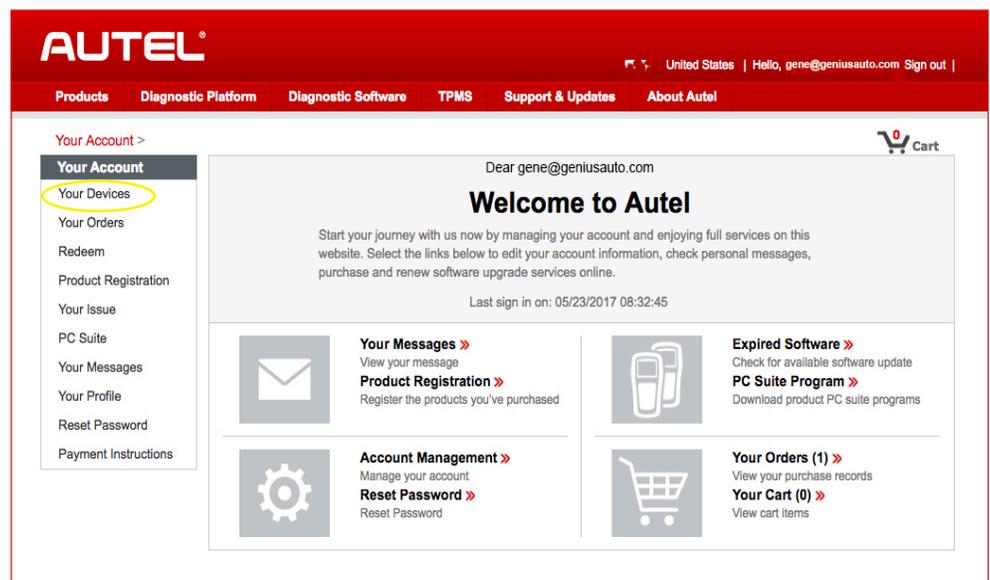
3. In the spaces provided,

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)

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.

Once you locate the tool submitted for repair, click on the letters **RGA** under the tool's heading.

RGA Status Screen

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: MD8315001669 new S/N: MD8315004844 PW(284850)		
Returned Date	2016-02-18	Tracking Number	782407976910
Status	◯ Open ⦿ Close		

• 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.