



ŠKODA CONNECT

REGISTRATION & ACTIVATION

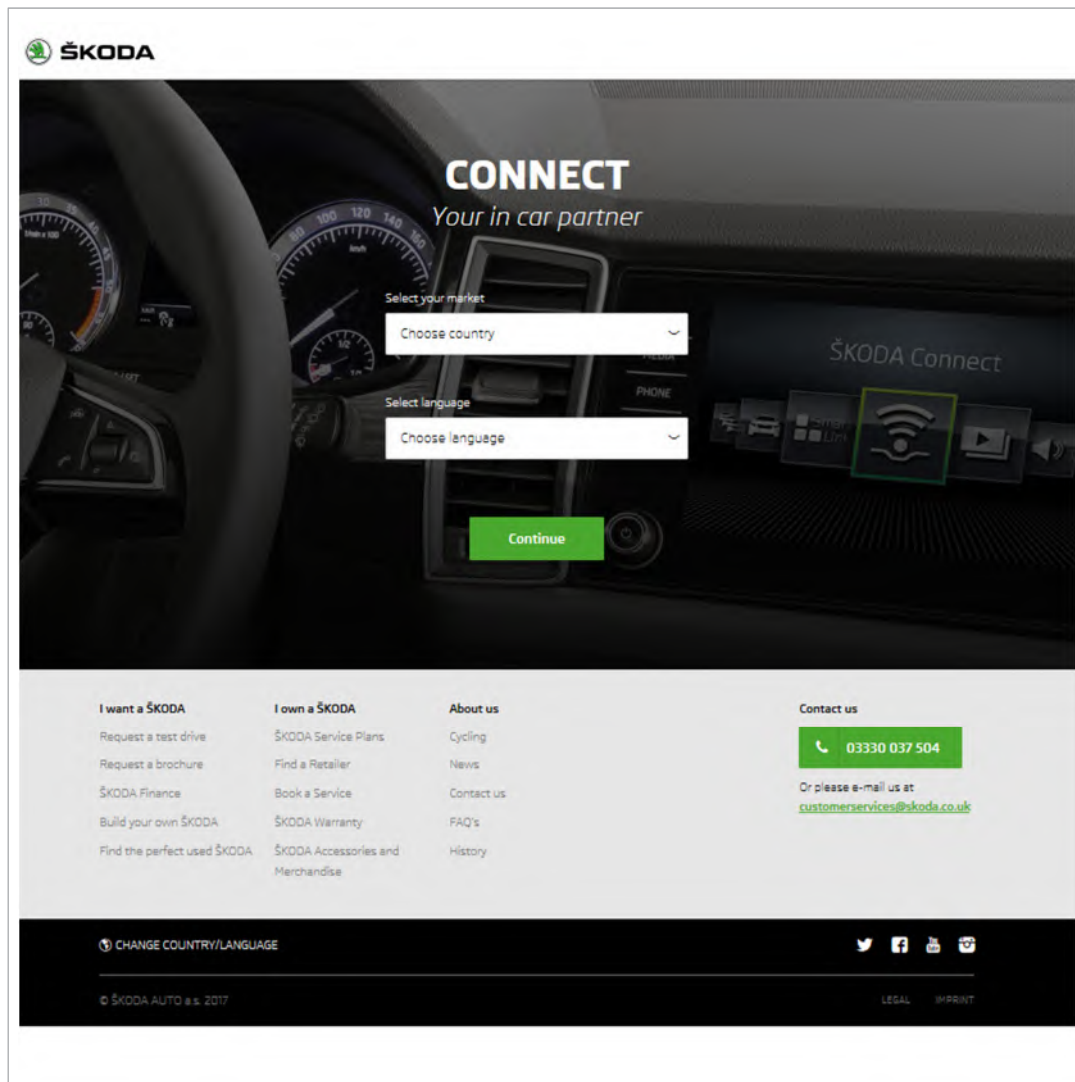


ŠKODA



Connect Portal

The use of online services **ŠKODA Connect** requires a previous user and the vehicle registration on the **Connect Portal** website as well as an activation of the online services in the vehicle infotainment. The Connect Portal is available on the **websites of the ŠKODA importer**. After successful registration and activation it is possible to control the online services fully using the Connect Portal website or the mobile phone ŠKODA Connect application.



What does the Connect portal do?

User and vehicle registration

User account management

Setting up / using the online services

Extended use of the online services

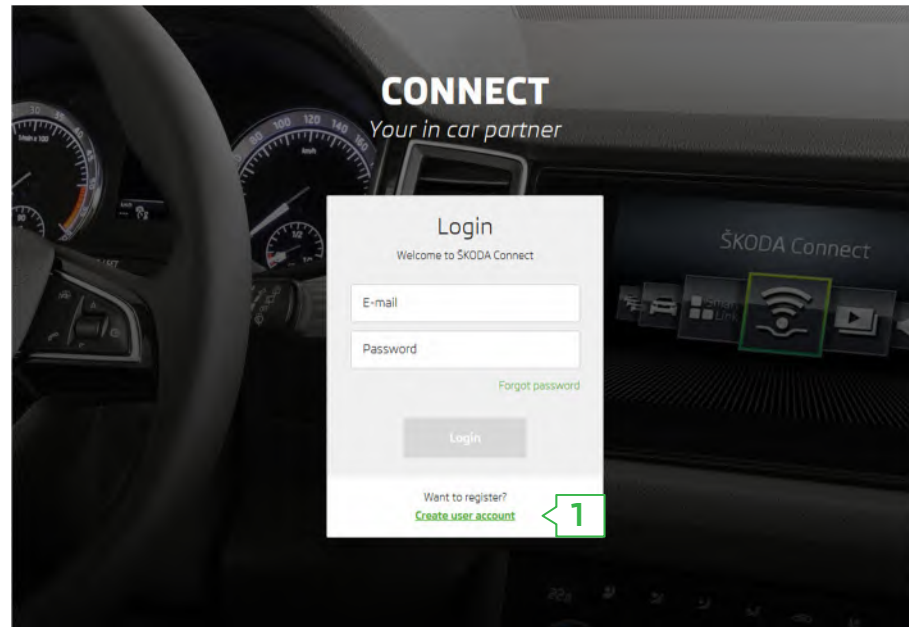
Connect Portal > Registration process > Step by step

Create account

Registration

Activation

Completion



Open the ŠKODA Connect Portal.

1. Select your **country** and the preferred **language**.
2. Click on "**Continue**".

1. Click on "**Create user account**".

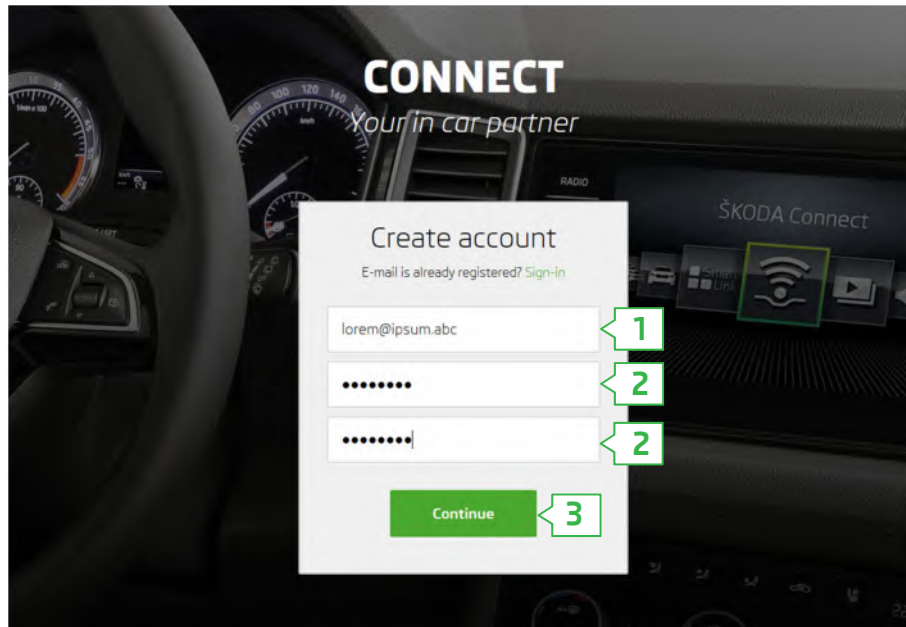
Connect Portal > Registration process > Step by step

Create account

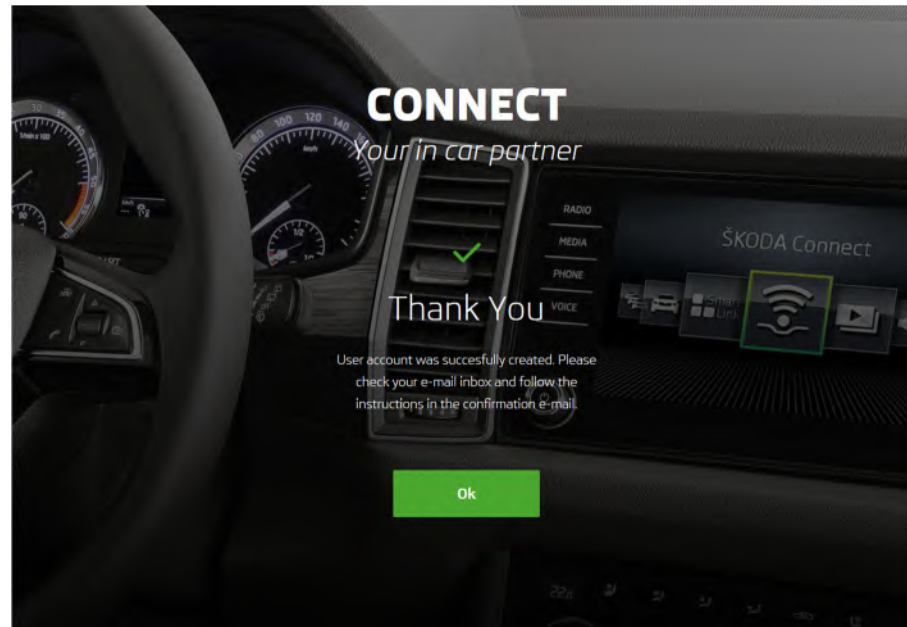
Registration

Activation

Completion



1. Enter the **e-mail** address for registration to the Connect Portal.
2. Enter the **access password** and **repeat** this for the verification.
3. Click on "**Continue**".



A confirmation e-mail will be sent to the specified address. Check your inbox, and in the confirmation e-mail click on the **Reference for verification**. The reference is valid for 24 hours. Check the spam folder if you cannot find the confirmation e-mail.



Password requirements:

- > At least eight characters
- > A combination of digits, upper case and lower case letters



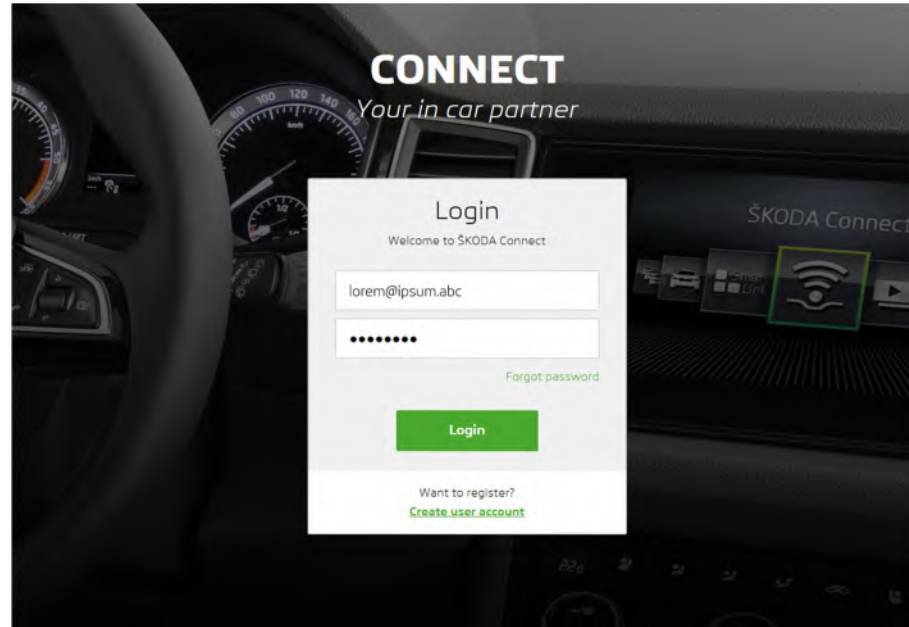
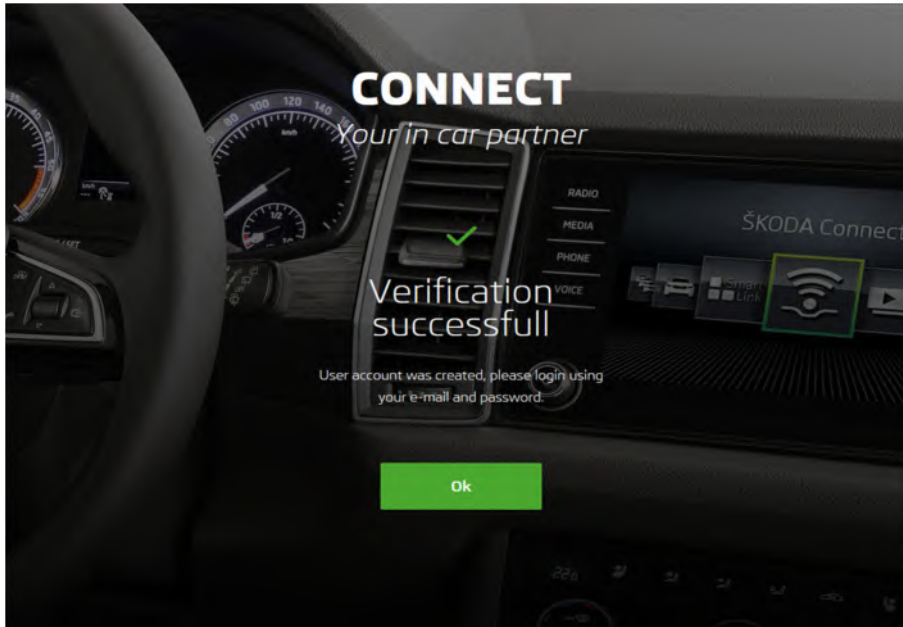
Connect Portal > Registration process > Step by step

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After clicking on the link for the verification, a page is displayed with information about the successful verification.

Click on "OK" to continue.

Log in to your user account.

Connect Portal > Registration process > Step by step

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The screenshot shows the 'User profile' registration page. At the top, there is a navigation bar with the SKODA logo, 'My Vehicles', 'SKODA SERVICE PARTNER', 'USER PROFILE', and 'HELP'. Below this is a banner with the word 'CONNECT' and a Wi-Fi icon. The main heading is 'User profile'. There are two steps: '1. Create account' (highlighted in green) and '2. Personal data'. Under 'Your personal details', there are fields for: Salutation* (dropdown with 'Mr' selected), Title (dropdown), First name* (text input), Middle name (text input), Last name* (text input), and Date of birth (calendar icon).

This screenshot shows the continuation of the registration form. It includes fields for 'Country code' (dropdown), 'Mobile phone no.' (text input), and 'Time zone*' (dropdown with 'Central European Time (UTC+1)' selected). Below these is a 'Declaration of Consent' section with the text: 'Please read and accept our terms of use of the user account, and the information regarding our privacy policy.' There are two checked checkboxes: 'I have taken note of Terms of Use for the user account and accept it.*' and 'I have taken note of Privacy Policy and accept it.*'. A question 'How would you like to be contacted?' is followed by a 'Data protection-related declaration of consent' section with a checked checkbox: 'I agree that my above personal data, including my'. Below this are three checked checkboxes: 'e-mail address', 'telephone number', and 'mobile phone number'. At the bottom, there is a 'Continue' button. A small text at the bottom reads: 'may be collected, processed and used by SKODA Auto a.s. and Volkswagen Group United Kingdom Limited for the purposes of custom advertising and ma'.

After logging in, a registration form appears.

Please enter your **personal details and contact information**.

1. **Confirm** that you have read the terms of use for the user account and the information regarding the collection and use of personal data and related vehicle data, and that you consent to this.
2. If you would like to be **contacted** by ŠKODA AUTO for advertising purposes and market research, confirm your consent and select the preferred form of contact. You can change this consent and the type of contact in your user profile at any time.
3. Click on "**Continue**".

Connect Portal > Registration process > Step by step

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CONNECT

Activate Services

1. Insert Vehicle 2. Order Connect 3. Activate Connect

Enter your vehicle's VIN

T M B 1 2 3 4 5 6 7 8 9 L O R E M 1

Where can I find my vehicle's VIN?

VIN, Vehicle Identification Number can be found 2 this manual in your Vehicle Registration Document, at the bottom of the windscreen and in your vehicles owner manual

Continue 3

1. Enter the 17-digit vehicle identification number (**VIN**) of your vehicle.
2. If you do not know where to find the VIN for your vehicle, please use the help function. This is displayed by clicking on the highlighted text "**this manual**".
3. Click on "**Continue**".

Connect Portal > Registration process > Step by step

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The screenshot shows the 'Activate Services' page for ŠKODA Connect. At the top, there are navigation links for 'SKODA SERVICE PARTNER', 'USER PROFILE', and 'HELP'. Below the navigation is a 'CONNECT' banner with icons for PHONE, VOICE, and a Wi-Fi symbol. The main heading is 'Activate Services' with a progress indicator showing three steps: 1. Insert Vehicle, 2. Order Connect (highlighted), and 3. Activate Connect. Below this is the text 'Connect services - Order Confirmation'. The main content area is titled 'INFOTAINMENT ONLINE' with a price of 'GBP 0,-'. A sub-heading reads 'Use online services to enhance your vehicle journey and achieve the maximum comfort on the road.' Underneath, it says 'Package includes these services:' followed by a list of services: Petrol Stations, News, Online Map Update, Parking Spaces, My Points of Interest, Online POI-Search (text), Online POI-Search (voice), Google Earth, Online Route Import, and Online Traffic information.

The screenshot shows the 'EMERGENCY CALL' package confirmation page. At the top, it says 'Package includes these services:' followed by a list of services: Parking Position, Online Anti-Theft Alarm, Area Notification, Vehicle Locator, Speed Notification, Vehicle Status, and Driving Data. Below this is the heading 'EMERGENCY CALL' with a price of 'GBP 0,-'. A sub-heading reads 'Safety is our primary concern.' Underneath, it says 'Package includes these services:' followed by a list of services: Emergency Call. Below this is a 'Right of cancellation' section with the text 'You have the right to cancel this contract within 14 days without having to specify a reason. Please see Cancellation policy in Appendix of Terms and Conditions.' A checkbox is checked and labeled '1', with the text 'I have taken note and accept Terms and Conditions.' Below this is a green 'Continue' button with a '2' next to it.

Having entered the VIN number, an overview of the ordered packages for the ŠKODA Connect online services is displayed.

1. Read and confirm your consent to the terms and conditions for ŠKODA Connect online services.

2. Click on "Continue".

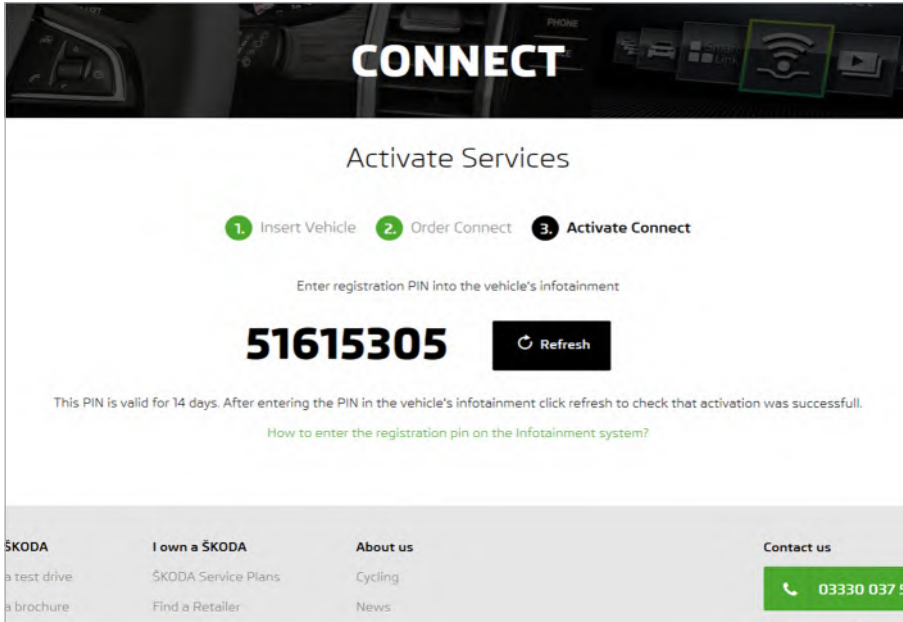
Connect Portal > Registration process > Step by step

Create account

Registration

Activation

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CONNECT

Activate Services

1. Insert Vehicle
2. Order Connect
3. **Activate Connect**

Enter registration PIN into the vehicle's infotainment

51615305 [Refresh](#)

This PIN is valid for 14 days. After entering the PIN in the vehicle's infotainment click refresh to check that activation was successful.

[How to enter the registration pin on the Infotainment system?](#)

SKODA | **I own a SKODA** | **About us** | **Contact us**

[a test drive](#) | [SKODA Service Plans](#) | [Cycling](#)

[a brochure](#) | [Find a Retailer](#) | [News](#)

[03330 037 50](#)

The following page displays a **registration PIN**.

To verify the vehicle owner as well as to create a connection between the vehicle and your user account, this must be **entered in your vehicle's infotainment**.



Make a note of the registration PIN.



Before entering the registration PIN code, ensure that you have an Internet connection with the vehicle. Refer to the Owner's Manual for information regarding the Internet connection.

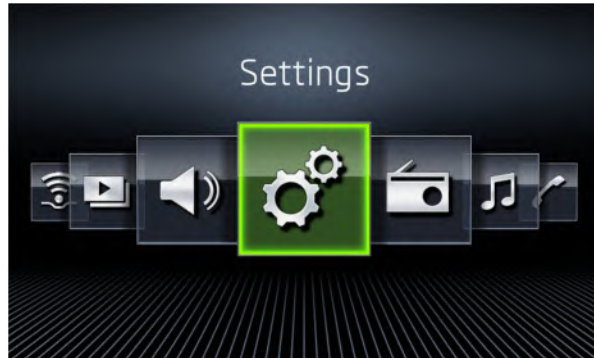
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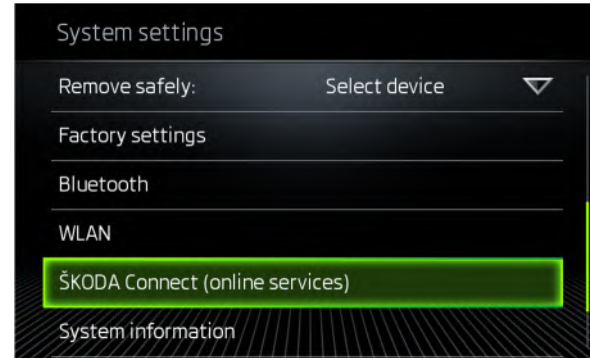
Registration

Activation

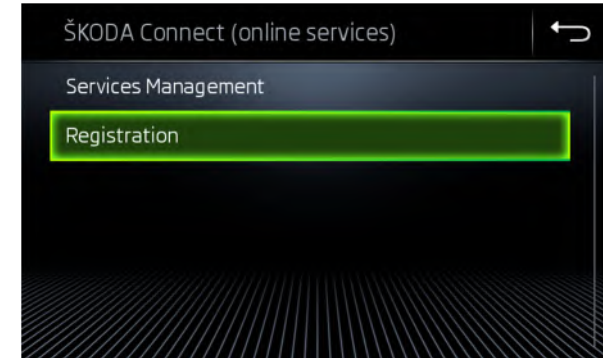
Completion



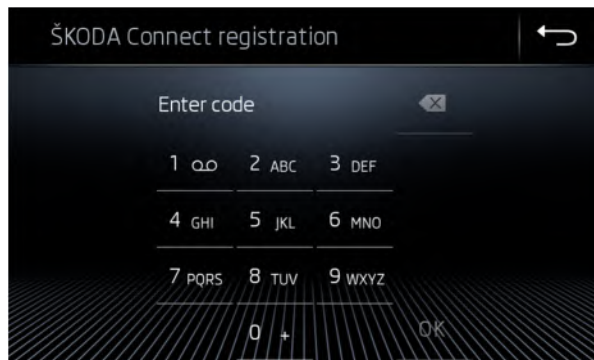
1. Tap on **"MENU"** in the infotainment and select the option **"Settings"**.



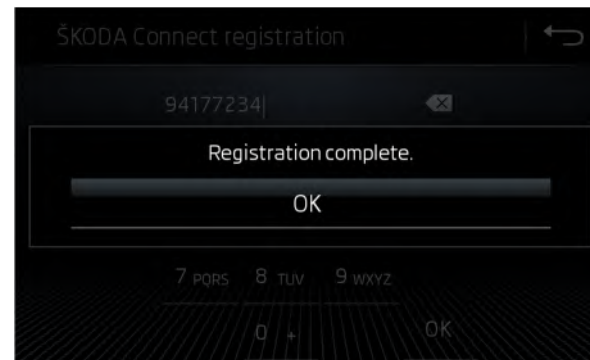
2. Scroll down the menu and select the **"ŠKODA Connect (online services)"** option.



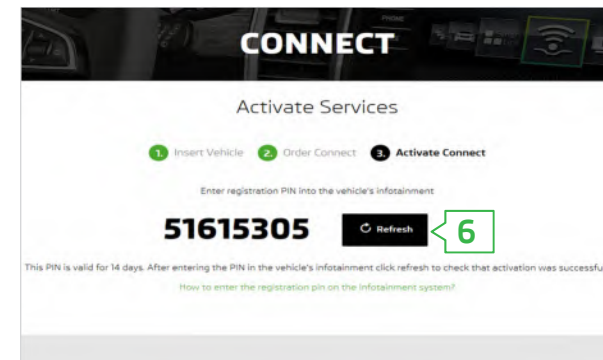
3. Select the **"Registration"** option.



4. Enter the registration PIN and tap on **"OK"**.



5. **Wait** until the registration is confirmed by the infotainment. This may take several minutes.



6. Return to the Connect Portal. If the page with the registration PIN is still showing or this continues to be displayed after the registration, then click on **"Refresh"**.

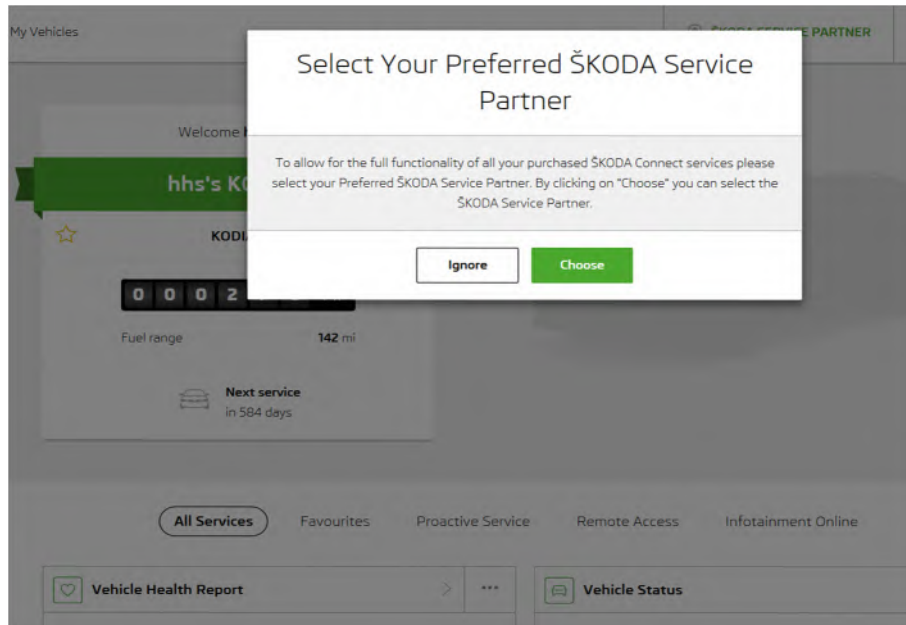
Connect Portal > Registration process > Step by step

Create account

Registration

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Completion



If you are a new user, you will be prompted to select your preferred service partner. If you decide not to make a selection at this time, click on "**Ignore**".

If you click on "**Choose**", then the service partner is selected. The procedure for this is described in detail on the following pages of this document.



If you do not select a preferred service partner, it will not be possible to activate the "**Service scheduling**".

Connect Portal › Select the preferred service partner

Create account

Registration

Activation

Completion

Find your preferred

To search for your preferred service partner type in location, name of service partner or ZIP code and click search.

1 London

2 Search ŠKODA servi...

3 Norton Way

4 60-62 West Hill Road Wandsworth SW18 5HT

5 Select ŠKODA Service partner

6 Telephone number

7 Opening hours

Monday	Not Available
Tuesday	Not Available
Wednesday	Not Available
Thursday	Not Available
Friday	Not Available
Saturday	Not Available
Sunday	Not Available

Preferred ŠKODA Service Partner

6 Norton Way

60-62 West Hill Road Wandsworth SW18 5HT

6 Telephone number

null

6 Opening hours

Monday	Not Available
Tuesday	Not Available
Wednesday	Not Available
Thursday	Not Available
Friday	Not Available
Saturday	Not Available
Sunday	Not Available

7 Contact preferences

Select your contact channel for communication with your ŠKODA service partner.

7 E-mail Telephone No

8 Save

1. To search for a service partner, enter the location or the name of the service provider.
2. Click on the **Search** button.
3. The results based on the specifications are **displayed**.
4. Click on the small arrow to view the details.
5. Confirm your selection by clicking on "**Select ŠKODA Service partner**".

6. Detailed information about the selected service partner is shown.
7. Choose the channel for communication with the service partner.
8. Confirm the selection of the service partner by clicking on "**Save**".

Connect Portal > Select the preferred service partner

Create account

Registration

Activation

Completion

SKODA My Vehicles

1 SKODA SERVICE PARTNER USER PROFILE HELP

CONNECT

Preferred SKODA Service Partner

Norton Way
60-62 West Hill Road Wandsworth SW18 5HT

Telephone number
null

Opening hours

Monday	Not Available
Tuesday	Not Available
Wednesday	Not Available
Thursday	Not Available
Friday	Not Available
Saturday	Not Available
Sunday	Not Available

2 3

Google Map data ©2017 Google Terms of Use Report a map error

After confirming the selection of the preferred service partner, information about the selected service partner is displayed.

You can display information or make a change to or delete the preferred service partner as follows.

1. Button to **display information** about the preferred service partner.
2. Button to **change** the preferred service partner.
3. Button to **delete** the preferred service partner.

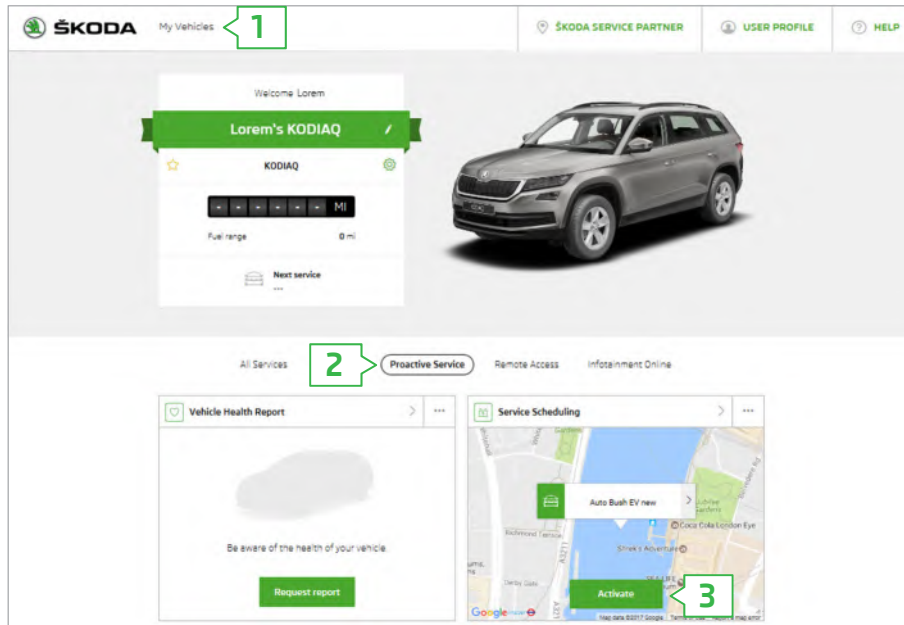
Connect Portal > Service scheduling

Create account

Registration

Activation

Completion



The "**Service scheduling**" gives the option for your vehicle to notify your preferred service partner about the due service appointment. The service partner will then contact you to arrange the service appointment.

To use the service, it must be **activated** as follows.

1. Click on the "**My vehicles**" button.
2. Click on the "**Proactive Service**" button.
3. Click on the "**Activate**" button.

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