

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-17-08

Subject: New Security Certificate Request and Approval Process Date: Feb. 23, 2017

1.0 – Introduction

Effective February 26, 2017, authorized dealership personnel are responsible for requesting and approving ODIS Service security certificate requests for new and soon-to-expire certificates.

Security is achieved through **dealership management** approval of certificate requests, and a function where request “approvers” cannot be the same as the “requestor”.

With this change it is **NOT** necessary to print, sign and fax a request approval form to VWGoA.

2.0 – Request and Approval Process - Overview

Following is a summary overview (only) of the new process.

While anyone with eCRMS access can **request** a certificate, **approvers** are restricted to **dealership managers** with the following job titles and **Unified Dealer Extranet (UDE – vwhub access)** roles:

- Dealer Principal (DLR-PRIN)
- Dealer Principal/General Manager (DLR-PRGM)
- General Manager (GEN-MGR)
- Service Director (SVC-DIR)
- Service Manager (SV-SM)
- Parts & Service Manager (PTSV-MGR)

1. **Any dealership eCRMS user** logs on to eCRMS and **requests** a new or replacement certificate.
2. **The Requestor** notes the **request number** and logs out of eCRMS.
3. **The Requestor** supplies the **request number** to a designated **Approver**.
4. **The Approver** logs on to eCRMS and locates the pending request via its **request number**.
5. **The Approver** approves the request and logs out of eCRMS. (An approval notification email is automatically sent to **The Requestor**.)
6. **The Requestor** logs on to eCRMS, locates, downloads, and imports the approved certificate to the applicable diagnostic device.

From February 26th onward - Notes:

- For detailed instructions on new certificate requests as part of new diagnostic device setup, refer to **Service Information – ODIS Service** document title: **Installation Phase 1 – Preparation, License and Security Certificate Process Instructions**
- For detailed instructions on renewing soon-to-expire certificates, refer to **Service Information – ODIS Service** document title: **Security Certificate Renewal Instructions**