SIB 00 11 20 2021-07-08

TECHCONNECT APP Version 2.0.9 Released

This Service Information Bulletin (Revision 7) replaces SI B00 11 20 **dated May 2021.**

What's New:

- Biometric Login – Login to the app using your phone's face or fingerprint id system
- Updated in-app browser for cross linked applications
- Redesign of the More tab
- Improved functionality of the AIR application in the mobile environment
- Home Page Search bug fixed
- Improved authentication across applications

MODEL

ALL

SITUATION

TechConnect version 2.0.9 is now available in the Dealer APP Store (iOS), or Google Play Store (Android).

What's new in this release:

- Biometric Login – Login to the app using your phone's face or fingerprint id system (after initial S-Gate login)
- Updated in-app browser for cross linked applications
- Redesign of the More tab
- Improved functionality of the AIR application in the mobile environment
- Home Page Search bug fixed
- Improved authentication across applications

Information about Biometric Login:

The biometric login function allows you to use fingerprint ID or face recognition to log into the app. Functionality and availability is based on your specific mobile phone.

New Login Screen Layout:

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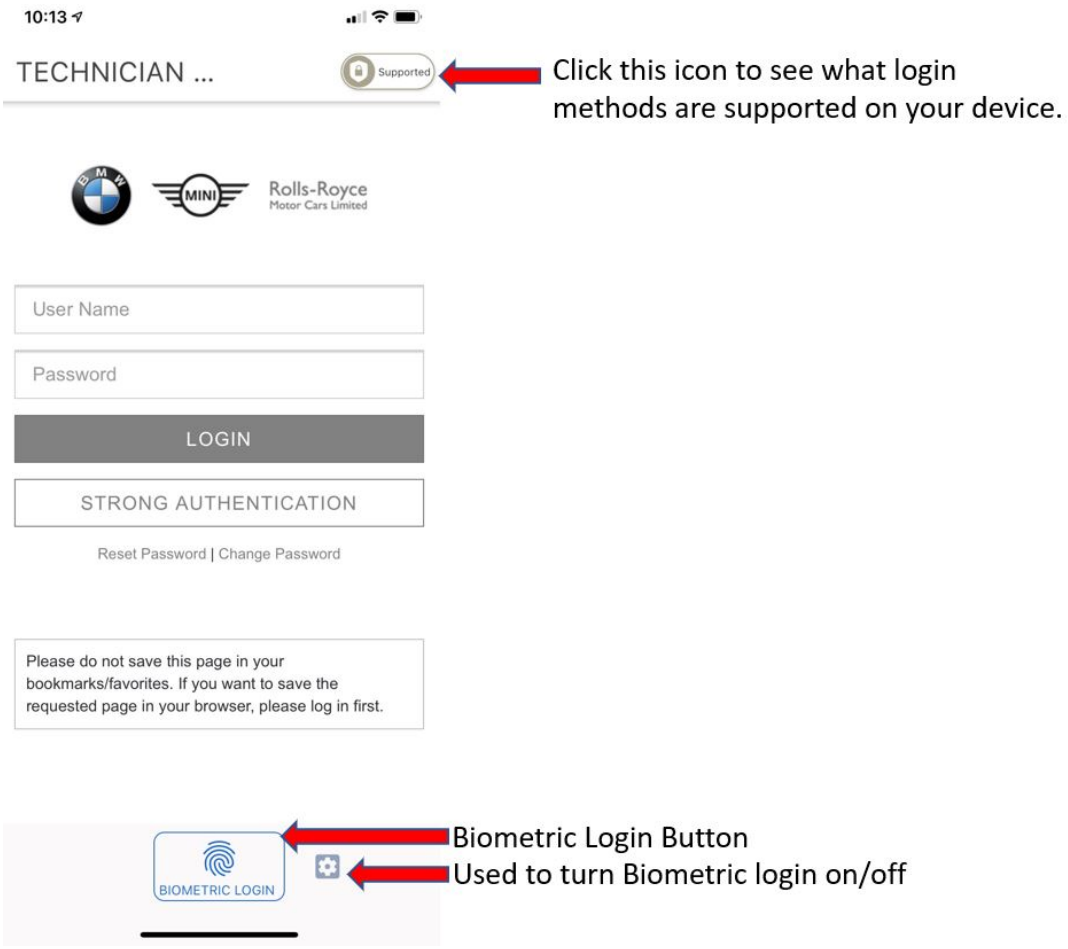
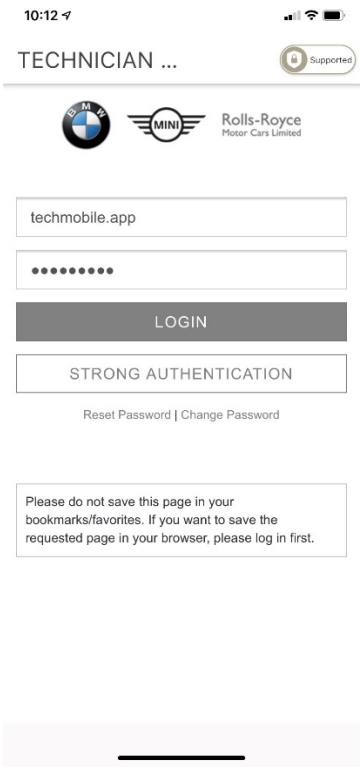


1. After you install the update, you will be asked to type in your S-Gate user ID and password.



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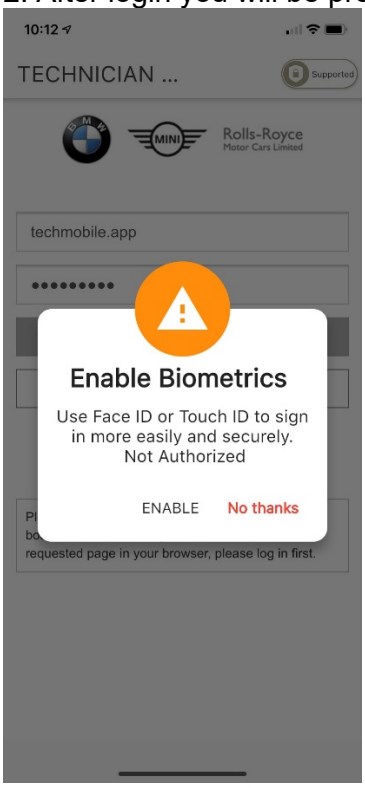
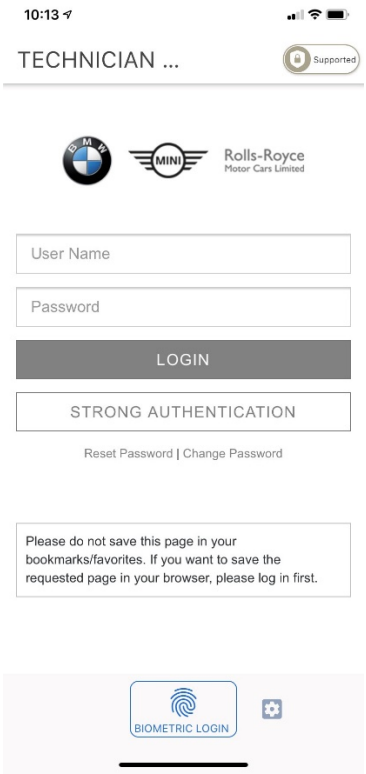
2. After login you will be prompted to enable biometric login.



3. From this point forward you can use the biometric login button for future login to the app.



Note about password changes in S-Gate:

If you change your S-Gate password you must input the new password into the app. Once you do this it will update your biometric profile.

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Note about cross application linking within the app:
The app contains links to other systems such as TIS, TSARA, TMSI and AIR. These links were made available as requested by you, our users. While we have developed our in-app browser to provide the best user experience possible it must be noted that some apps, such as TMSI, and AIR are not designed for mobile use so functionality may be limited. This is not a fault or bug with the app.

Installation / Update of the App

Android Users:

Download the app directly: https://play.google.com/store/apps/details?id=com.bmw.techniciannconnect

Or search the Google Play store for BMW Group Technician Connect

- Login using your DealerSpeed (migrated S-Gate) credentials

iOS Users:
Refer to the attached document to install / update the app from the BMW Dealer App Store.

Technical Support
For App login issues:
BMW Group Dealer Systems Help Desk:

- Phone Number: 800-877-8144
- Email address: DCSHelpDesk@bmwna.com

Please send all feedback to: Techconnect@bmwna.com

Supporting Materials
picture_as_pdf B001120 Attachment1_V3.pdf

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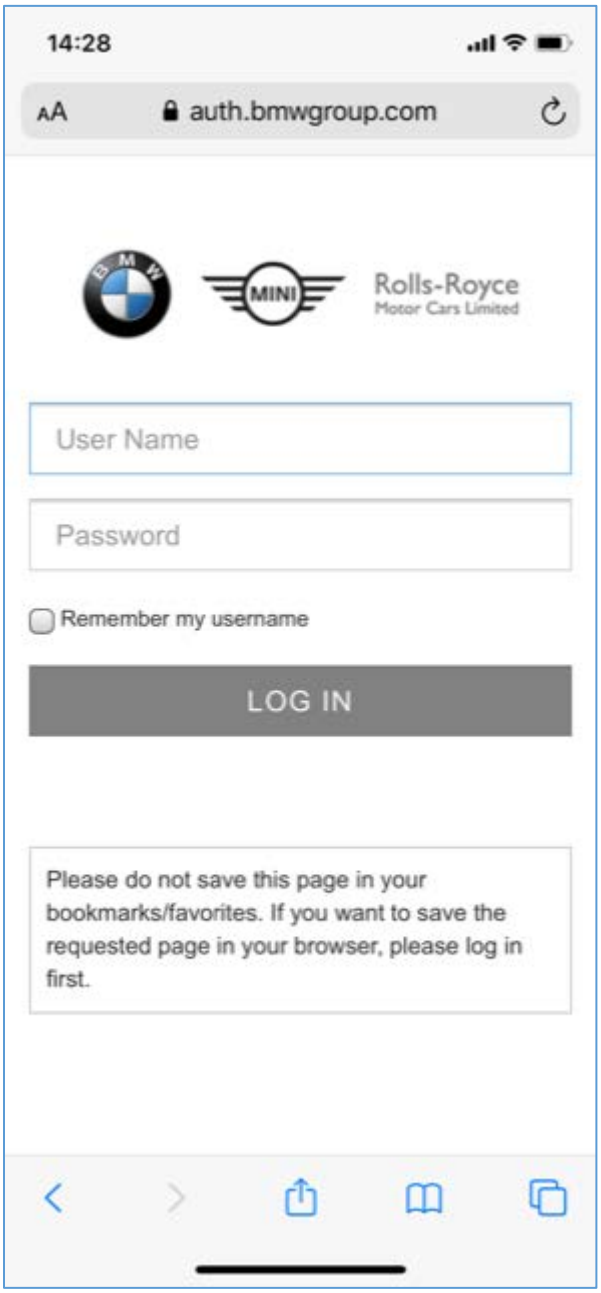
BMW Group TechConnect App

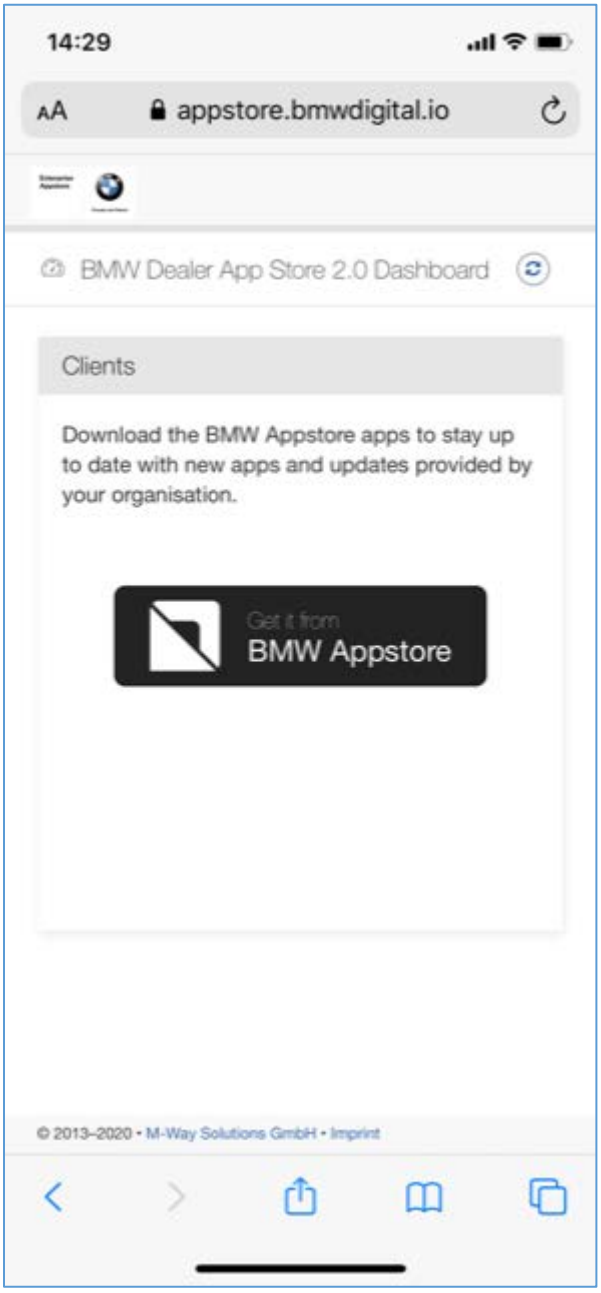
iOS Technician Connect app install procedure.

Due to restrictions imposed by Apple, the Tech Connect App is only available via the BMW Dealer APP store. The App can not be found in the public Apple store.

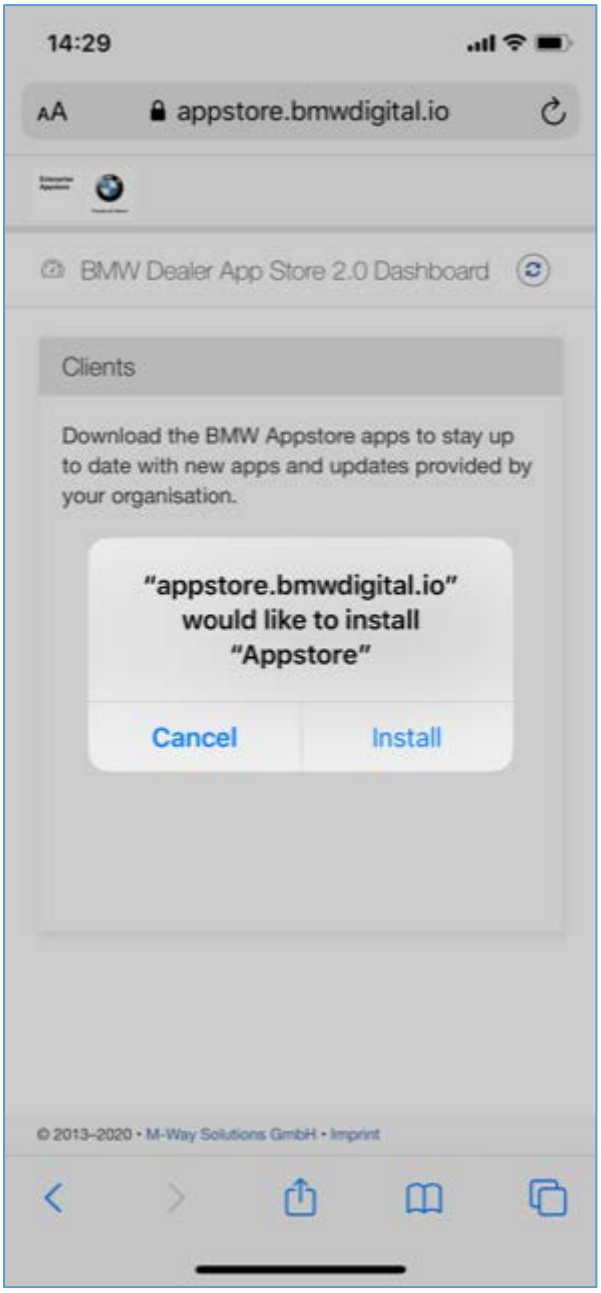
1. Go to: https://appstore.bmwdigital.io
2. Login with your S-Gate credentials. If you have not already done so, you must migrate your DealerSpeed account to an S-Gate account to proceed.

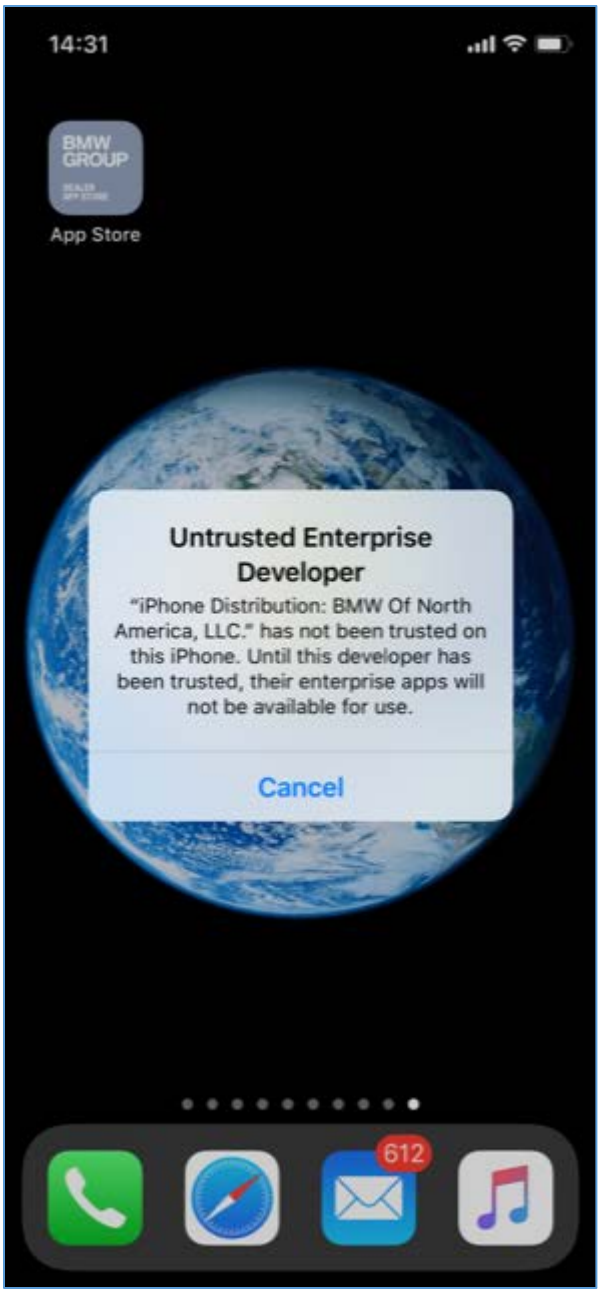


3. Once logged in you will be prompted to install the BMW Appstore app.
4. Click on the BMW Appstore logo/link.

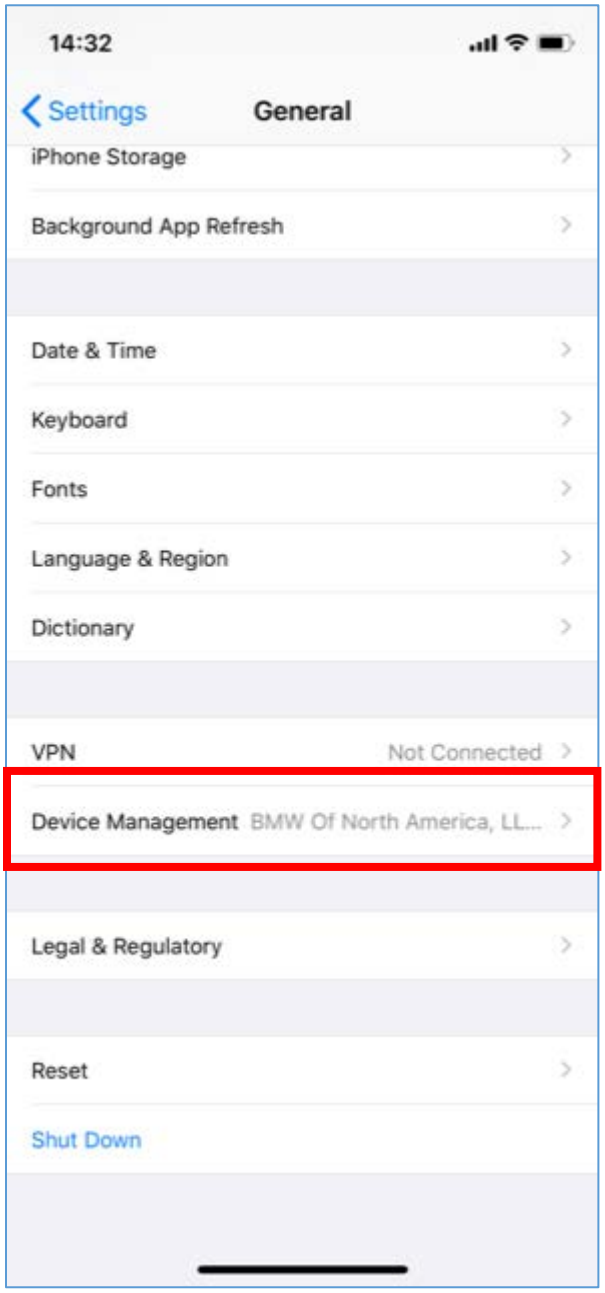


5. The install will start, and a popup alert will inform the user of a Untrusted Enterprise Developer.

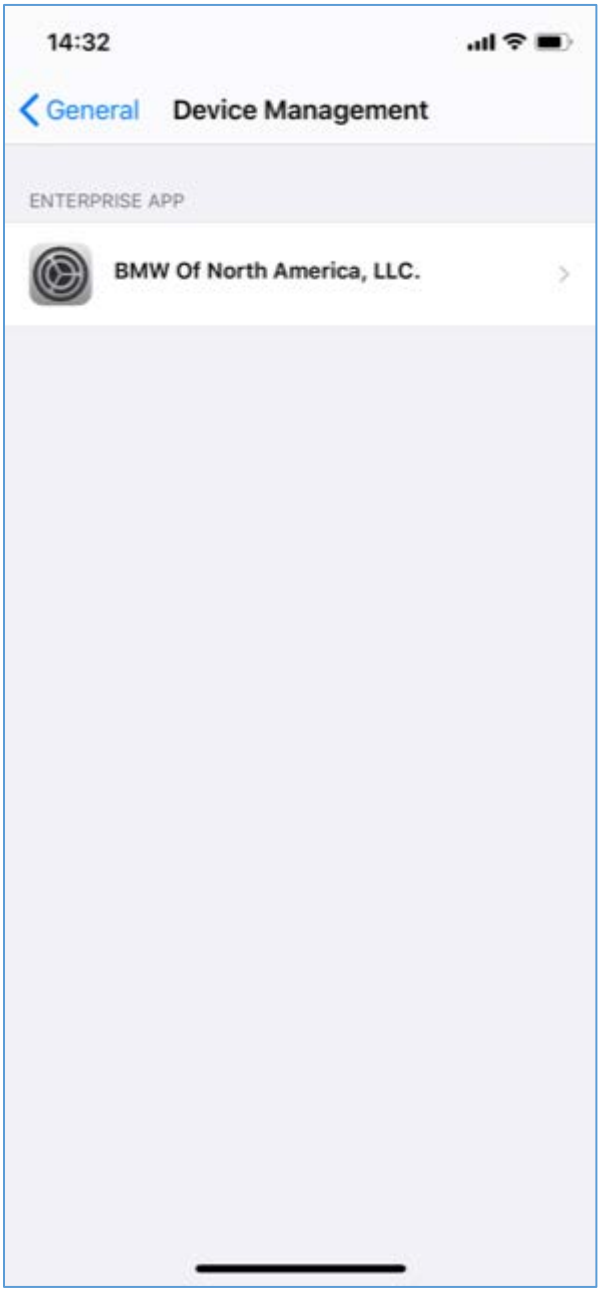



14:31
BMW GROUP
App Store
Untrusted Enterprise Developer
"iPhone Distribution: BMW Of North America, LLC." has not been trusted on this iPhone. Until this developer has been trusted, their enterprise apps will not be available for use.
Cancel
612

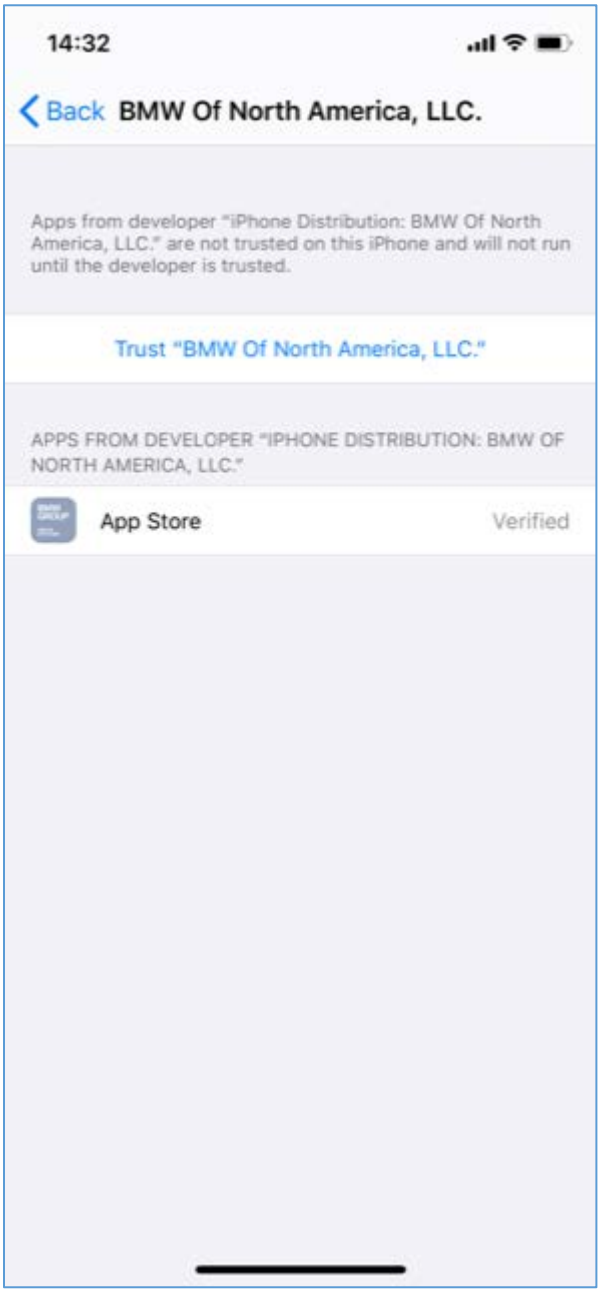
6. Go to iPhone Settings -> General -> Device Management



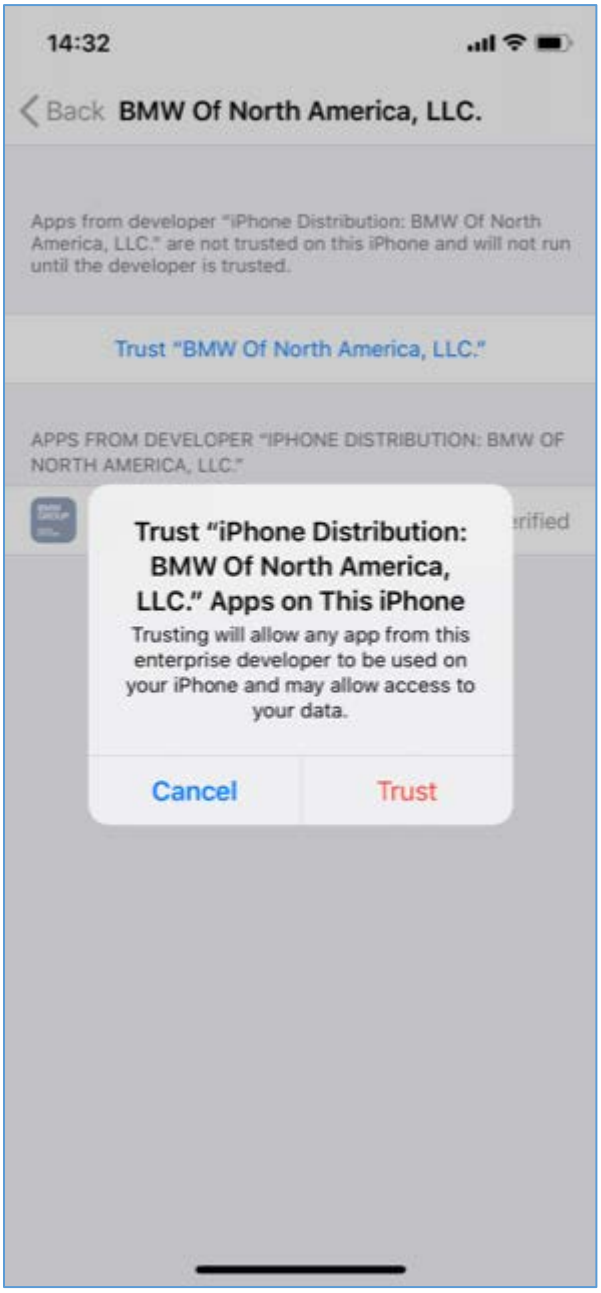
7. Under device management the ENTERPRISE APP will show as BMW Of North America, LLC



8. Click on the Enterprise App and click Trust "BMW Of North America, LLC."

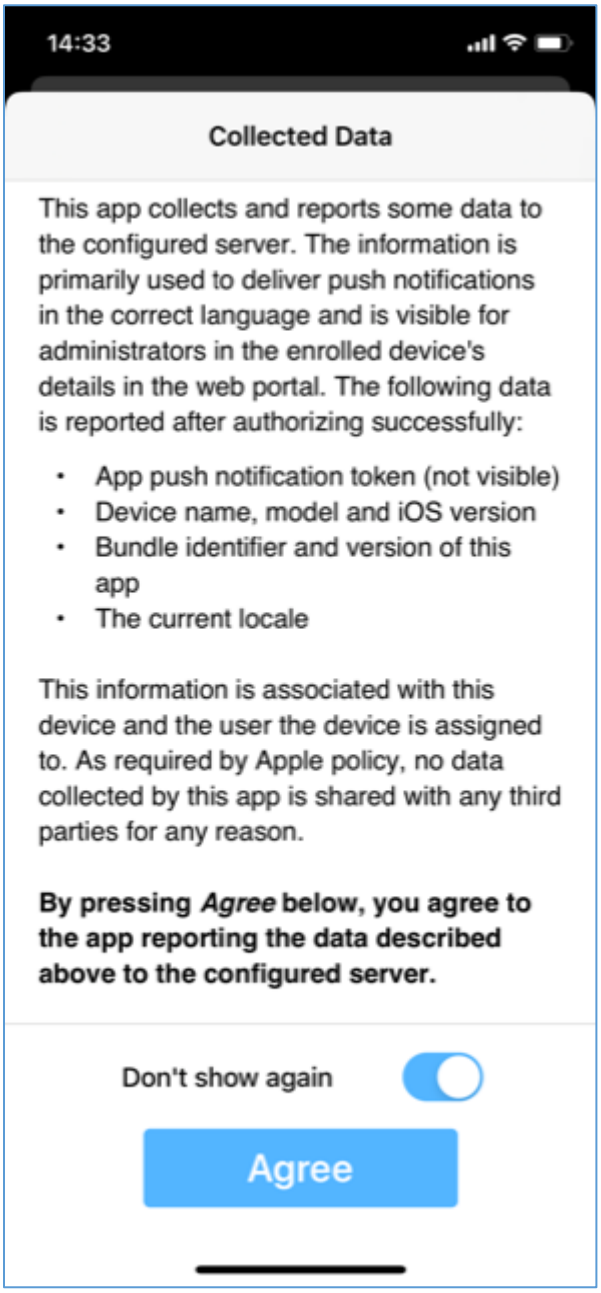


9. Confirm Trust on the Popup

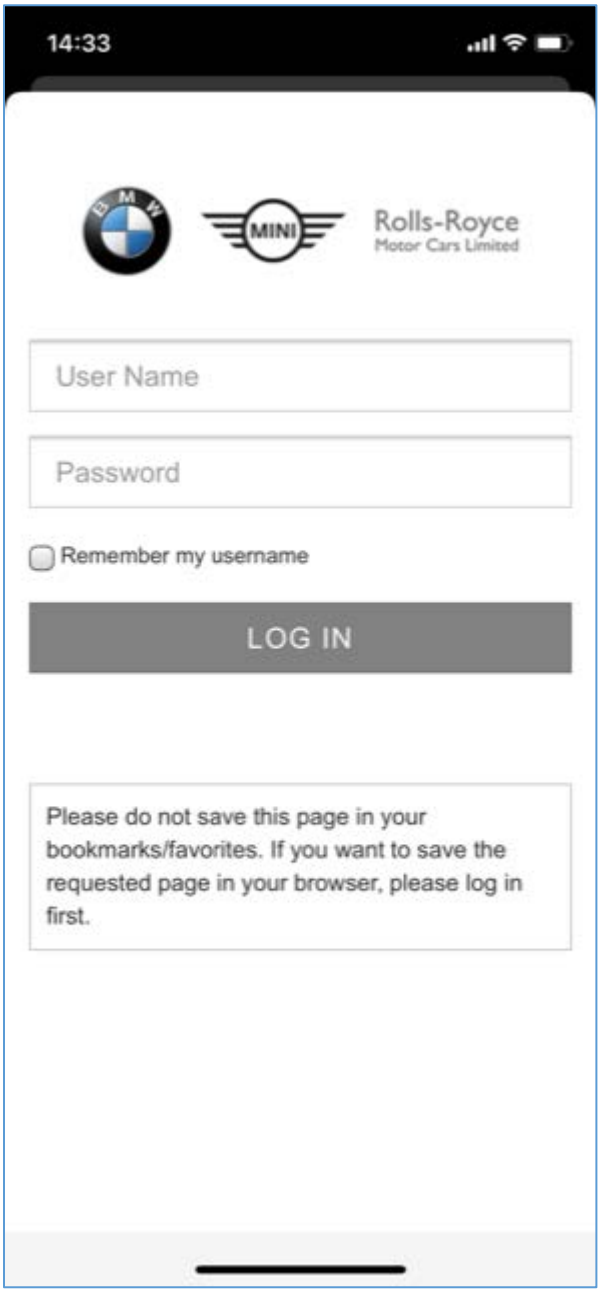


10. Locate the BMW Group Dealer Appstore app on the iPhone.

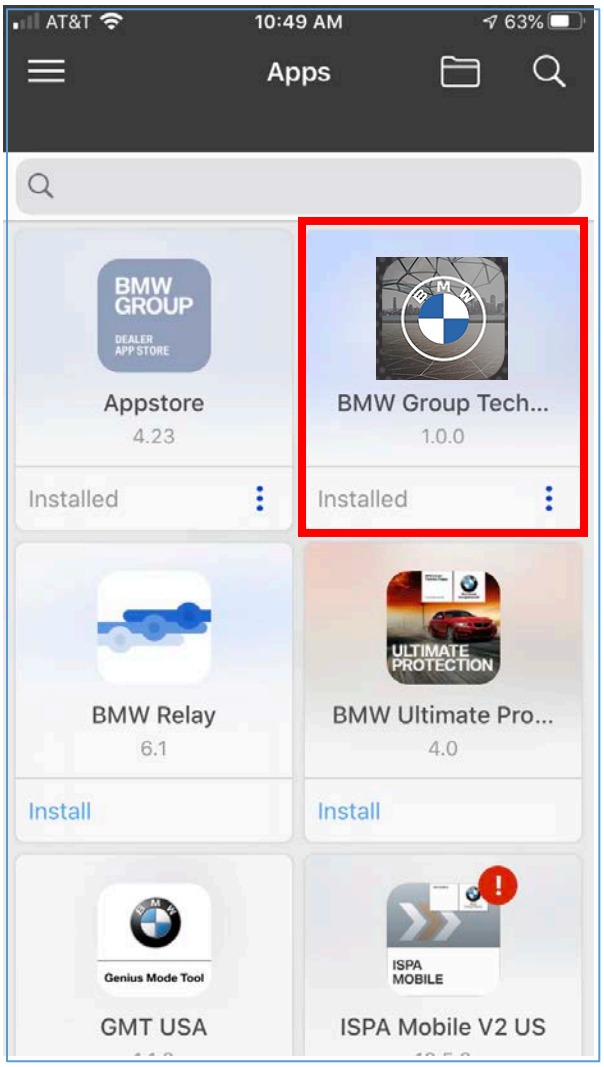
11. Once opened the user will be asked to Agree to certain collected data.



12. The S-Gate login screen will require another login.



13. A list of dealer apps will be displayed.



14. Click on BMW Group TechConnect app.
15. On the next screen click install.
16. BMW Group Technician Connect app will install now.
17. Once the app is installed you can login using your **DealerSpeed (Migrated S-Gate) credentials.**

App Support

For DealerSpeed account, or S-Gate migration issues:
BMW Group Dealer Systems Help Desk:

- Phone Number: 800-877-8144
- Email address: DCSHelpDesk@bmwna.com

For questions or feedback about App content please email us at TechnicalServiceCommunications@bmwna.com.