



SIM 00 05 20

2021-11-01

TECHCONNECT APP Version 2.2.0(iOS) 2.2.1(Android) Released

This Service Information Bulletin (Revision 9) replaces SI B00 11 20 **dated September 2021**.

**What's New:**

- Bug Fixes

**MODEL**

ALL

**SITUATION**

TechConnect version 2.2.0 for iOS / 2.2.1 for Android is now available in the Dealer APP Store (iOS), or in the Google Play Store (Android).

What's new in this release:

- New Push Notification Microservice to improve stability
- Various backend enhancements to improve the user experience

**Bugfixes**

- Resolved a bug where sharing a post would result in the body and subject of the email being reversed
- Resolved a bug when sharing a post, removed text box, replaced with email button
- Resolved a bug where Android users could not open attachments in TIS
- Resolved a bug when replying to a post, the text box was blocked by keyboard

**Note about password changes in S-Gate:**

Recently there have been some reports of issues with the biometric login function of the app. After a brief investigation we have uncovered an issue with the S-Gate login system. The S-Gate system is the user authentication system used worldwide by BMW. It is not a TechConnect APP specific system.

Users may experience a scenario where they are able to log into the app but when they try to access AIR or TSARA via the app you get a message that your password is expired and are prompted to change it. The TIS and TMSI app links do not experience this error.

If you attempt to change your password from within the app it causes the biometric login function to fail. This is a bug in S-Gate that has been reported to the proper support teams.

In order to continue a smooth experience in the app while the problem is under review we ask that you do not change your password in the app. You should only be changing your password from the DealerSpeed login page.

When you change your password from the DealerSpeed page then manually enter your user ID and new password into the app it will automatically update the biometric profile for your next login.

**Note about cross application linking within the app:**

The app contains links to other systems such as TIS, TSARA, 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 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.technicianconnect>

Or search the Google Play store for BMW Group Technician Connect

### **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](mailto:DCSHelpDesk@bmwna.com)

Please send all feedback to: [Techconnect@bmwna.com](mailto:Techconnect@bmwna.com)

Supporting Materials

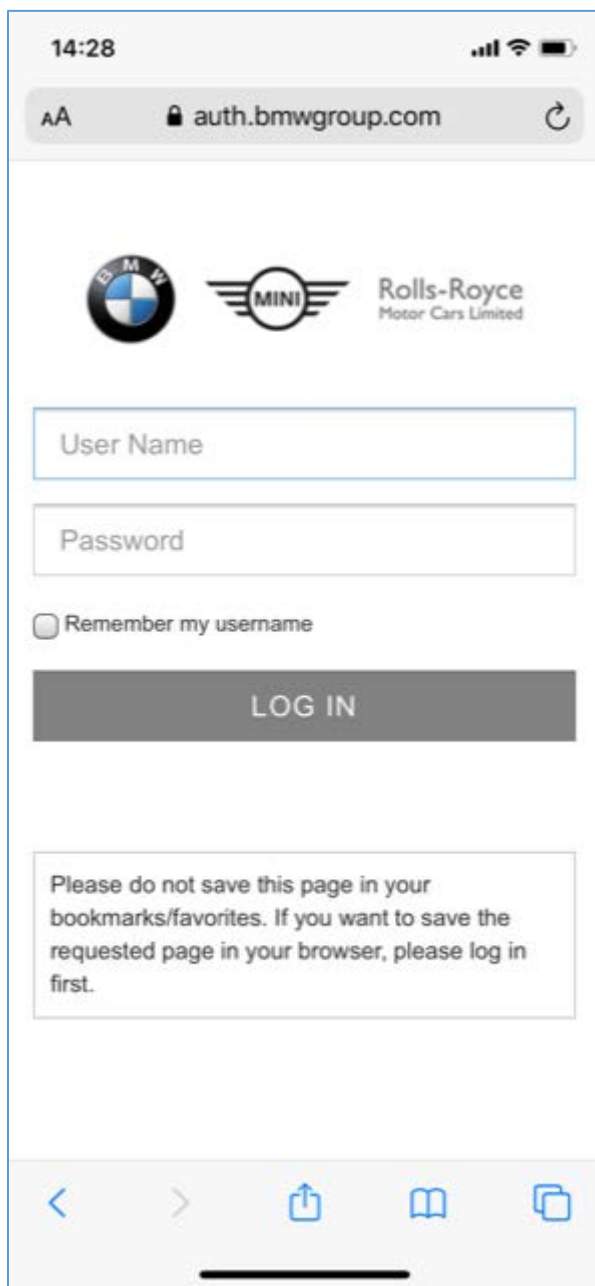
[picture\\_as\\_pdf M000520 Attachment1\\_V3.pdf](#)

## BMW Group TechConnect App

### iOS Technician Connect app install procedure.

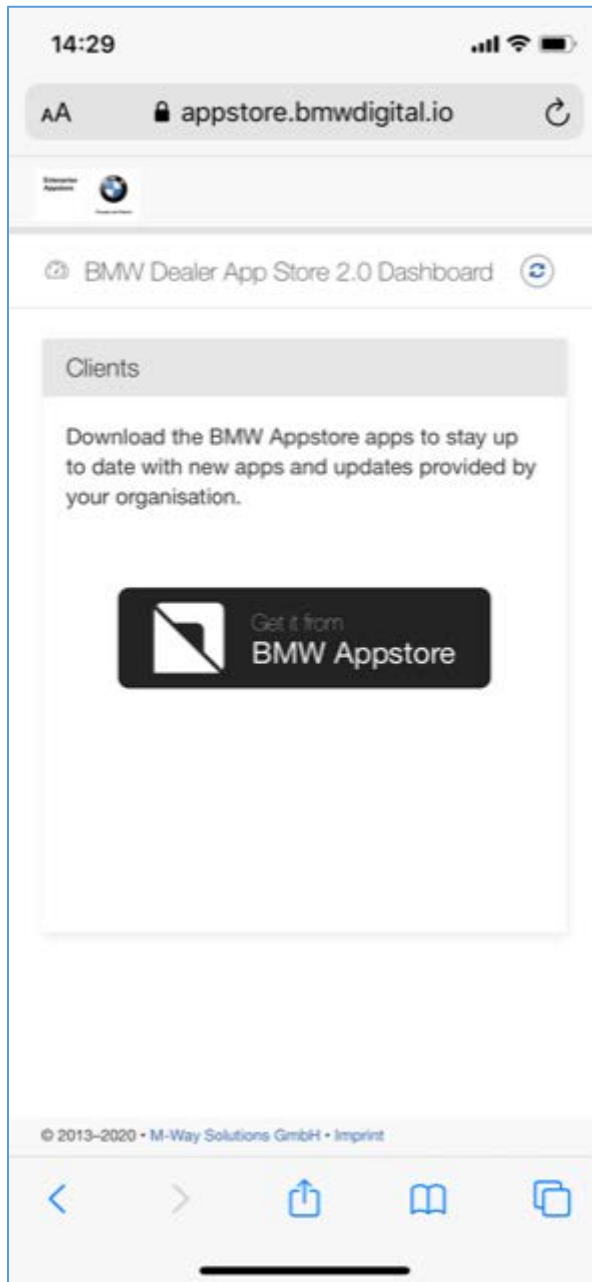
Due to restrictions imposed by Apple, the Tech Connect App is only available via the BMW Dealer APP store. The App can not be found in the public Apple store.

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.

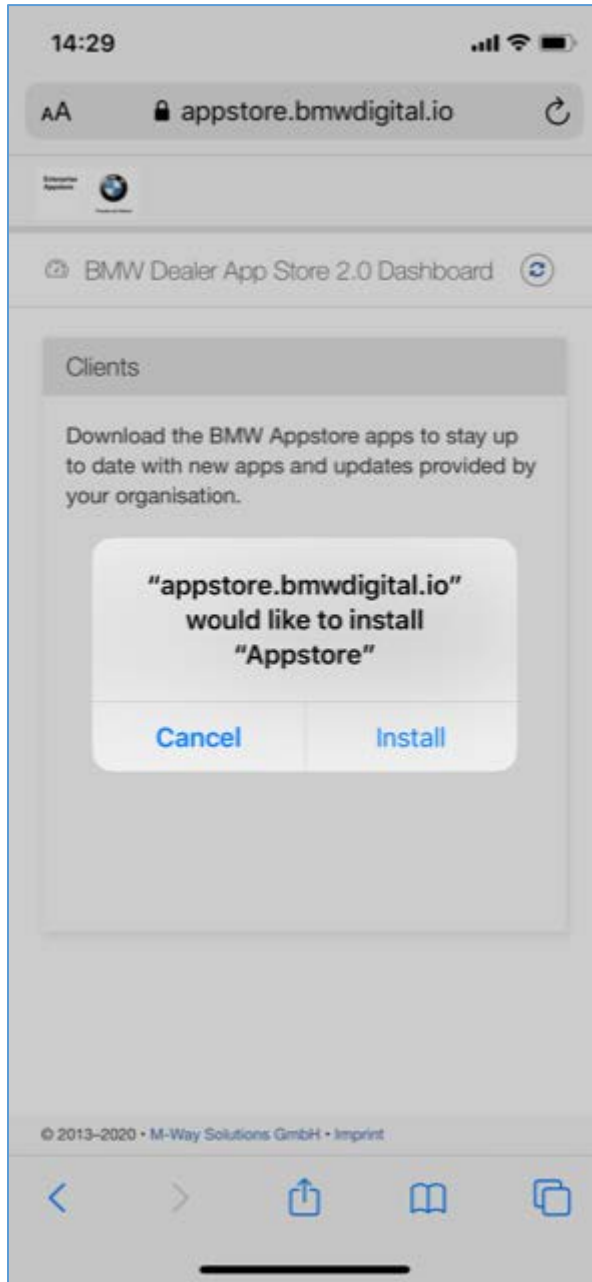


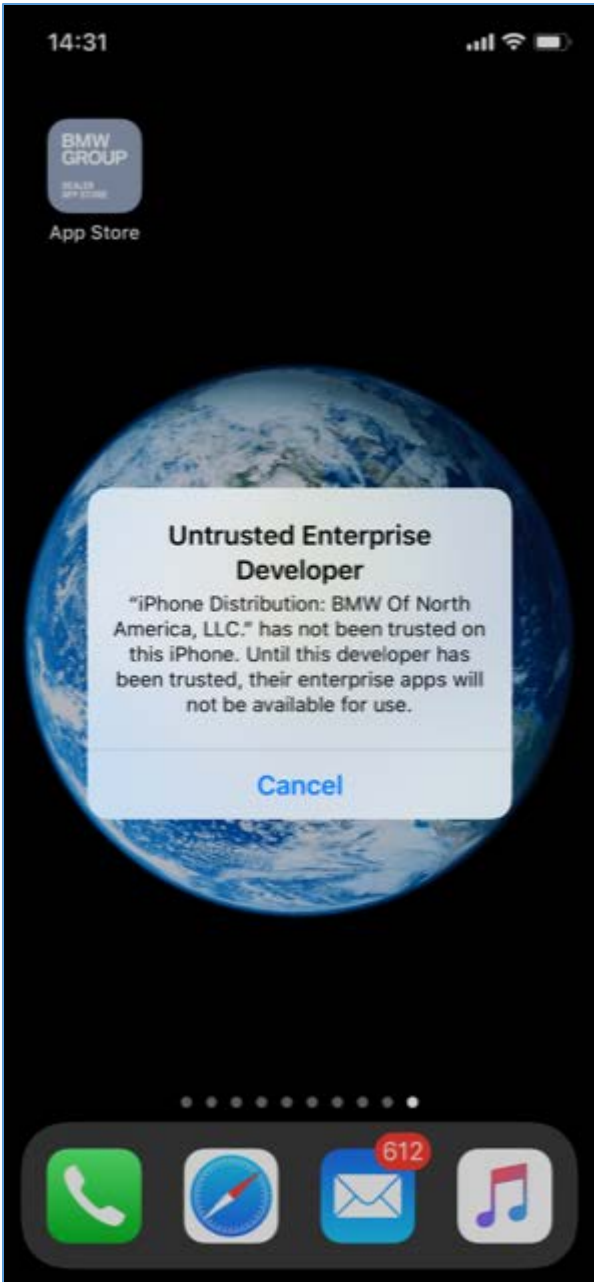
The screenshot shows a mobile browser interface for the authentication page. At the top, the time is 14:28 and the URL is auth.bmwgroup.com. Below the URL are the logos for BMW, MINI, and Rolls-Royce Motor Cars Limited. There are two input fields: 'User Name' and 'Password'. Below the password field is a checkbox labeled 'Remember my username'. A large grey button labeled 'LOG IN' is positioned below the checkbox. At the bottom of the page, there is a warning box that reads: 'Please do not save this page in your bookmarks/favorites. If you want to save the requested page in your browser, please log in first.' The bottom of the screen shows the standard iOS browser navigation bar with back, forward, share, and tabs icons.

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

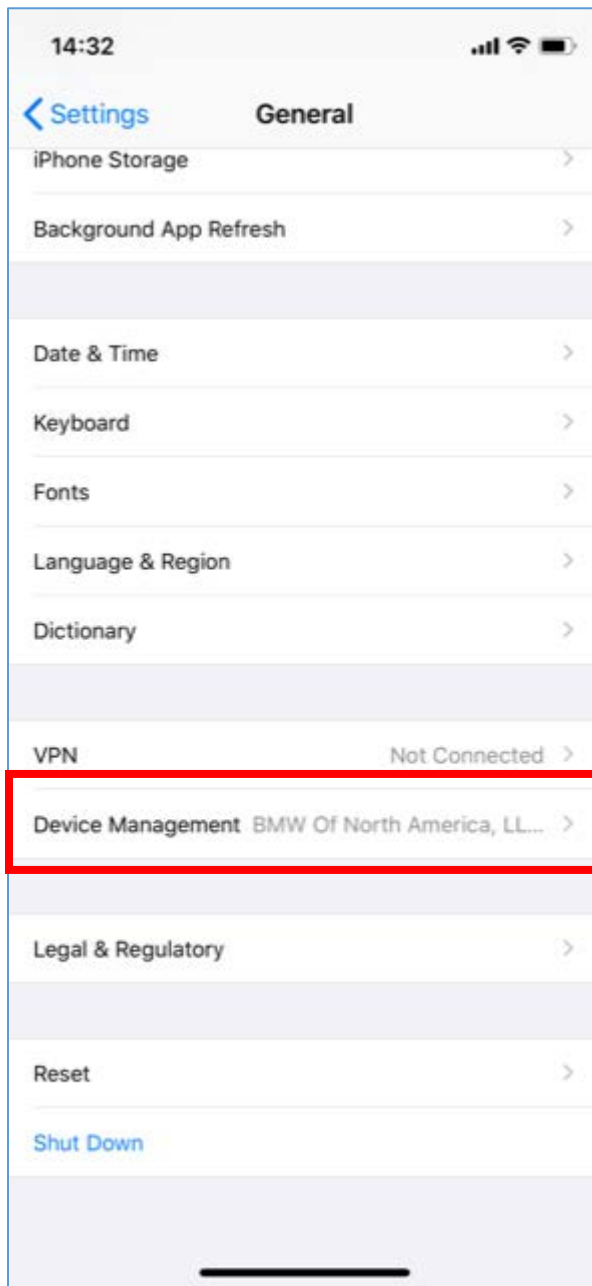


5. The install will start, and a popup alert will inform the user of a Untrusted Enterprise Developer.

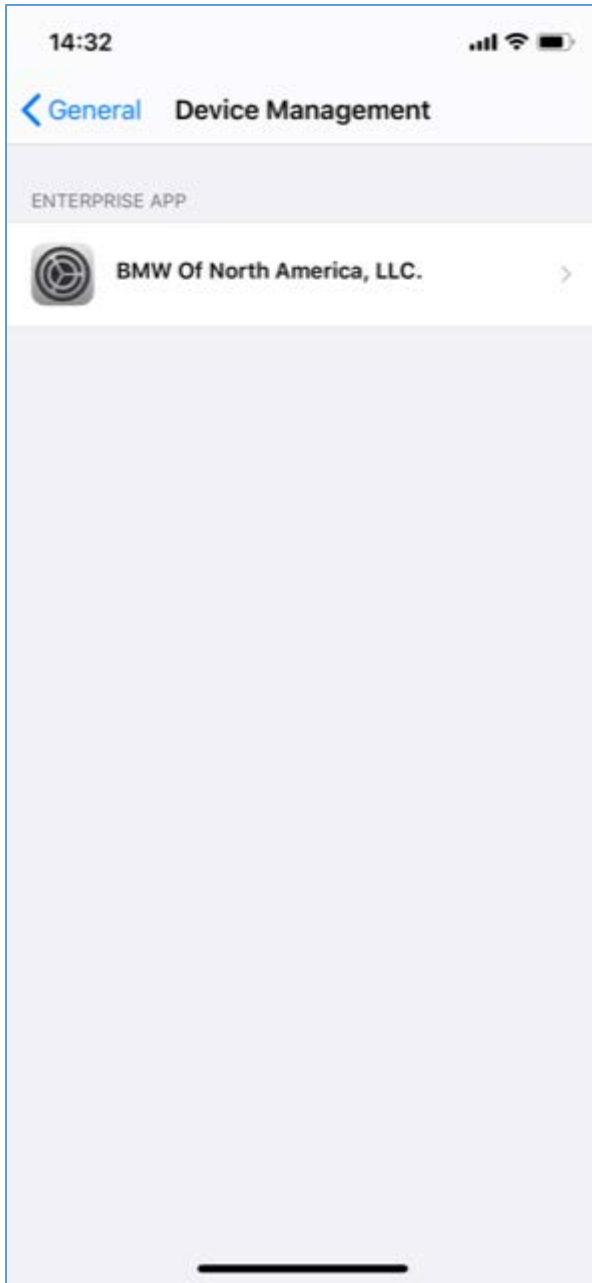




6. Go to iPhone Settings -> General -> Device Management

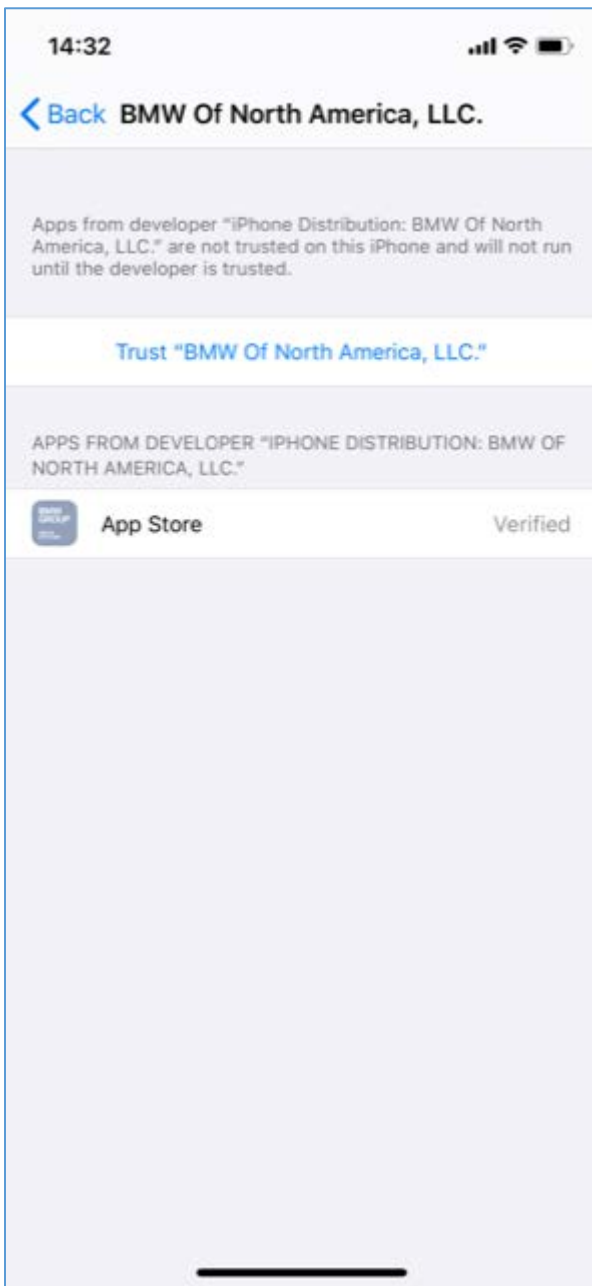


7. Under device management the ENTERPRISE APP will show as BMW Of North America, LLC

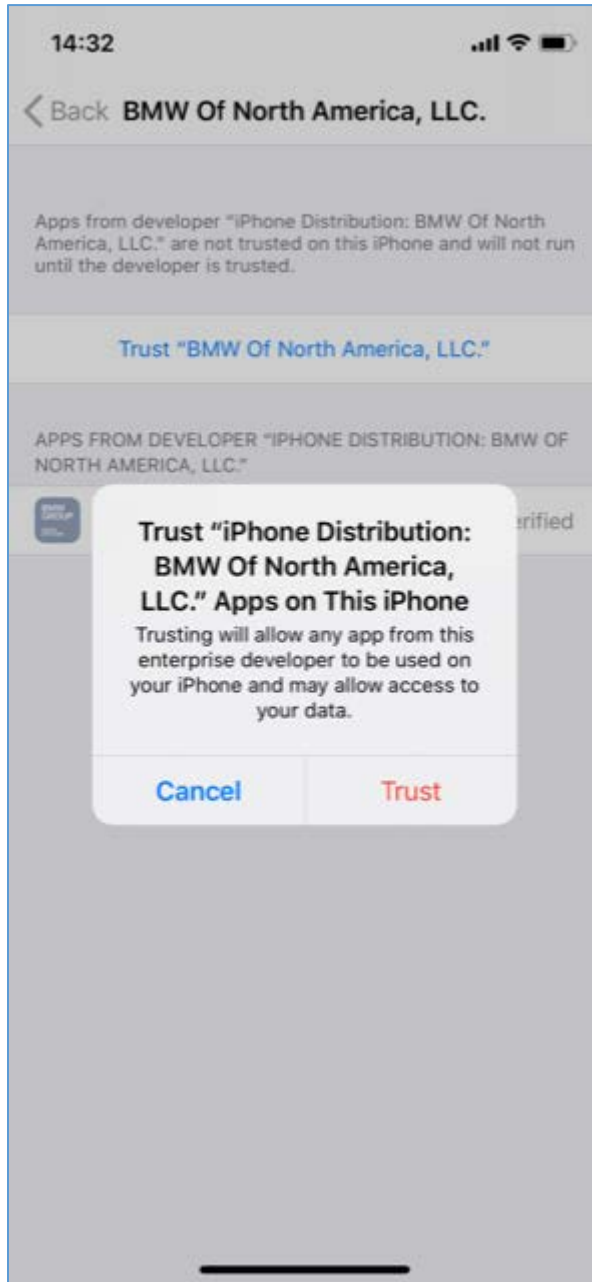




8. Click on the Enterprise App and click Trust "BMW Of North America, LLC."



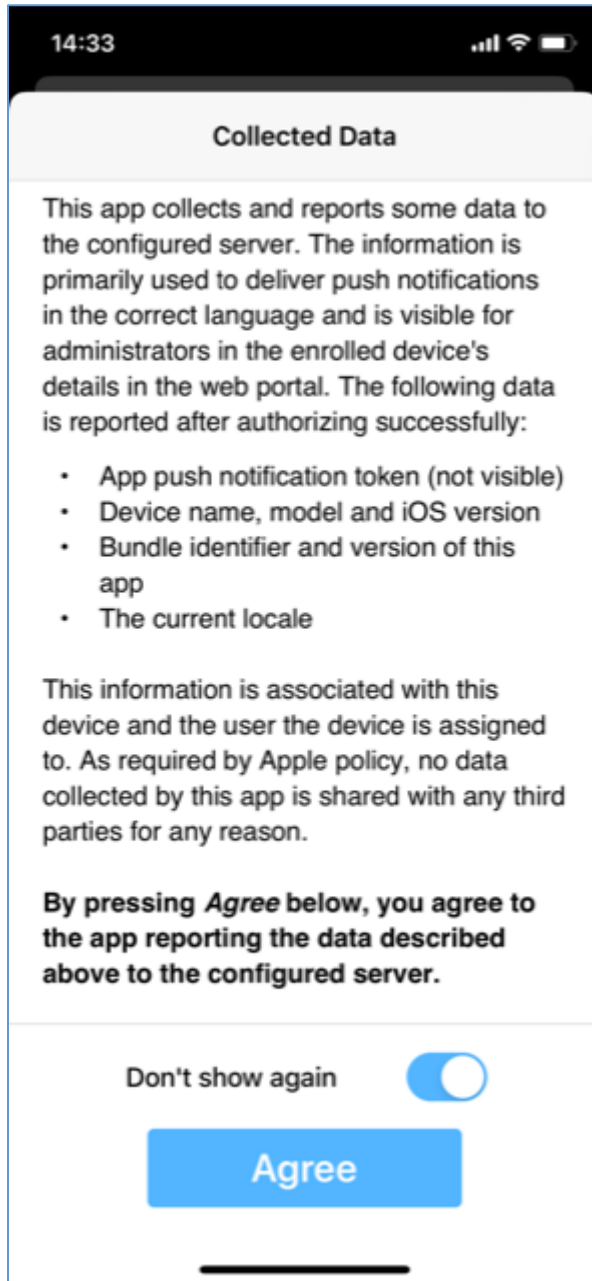
9. Confirm Trust on the Popup



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.

14:33

  **Rolls-Royce**  
Motor Cars Limited

User Name

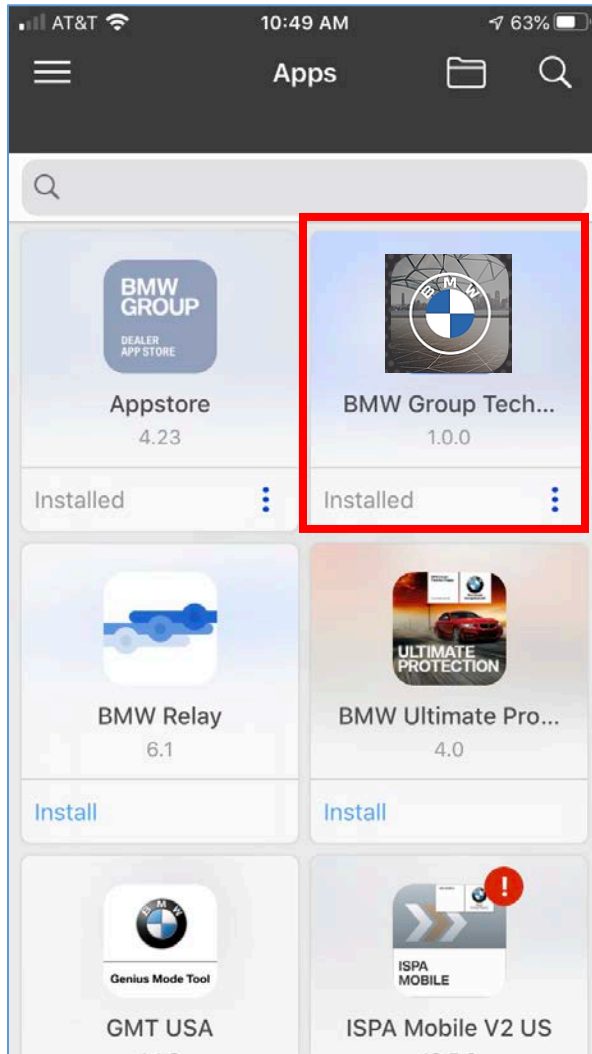
Password

Remember my username

LOG IN

Please do not save this page in your bookmarks/favorites. If you want to save the requested page in your browser, please log in first.

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](mailto:DCSHelpDesk@bmwna.com)

For questions or feedback about App content please email us at [TechnicalServiceCommunications@bmwna.com](mailto:TechnicalServiceCommunications@bmwna.com).