

Service Manager Bulletin

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Polestar VIDA Access

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Polestar VIDA

Polestar vehicle information, vehicle diagnostics, parts information, workshop instructions, standard labor times and warranty information is available through Polestar VIDA.

Access to Polestar VIDA requires a separate user log-in to that used for your Volvo VIDA access. If a VIDA user requires 2 separate VIDA accounts, one for Volvo and one for Polestar, then they will need two separate CDS-ID's, one to register each VIDA account to. In order to generate 2 separate CDS-ID's for the same user it is required that the user has 2 separate email addresses, one for each of the CDS-ID's.

Adding a New User to an existing Polestar Service Point Site License

An additional CDS-ID and corresponding Polestar VIDA access can be requested by logging a Service Point Support Request in Nebula. Click on the link below.

[Nebula > Service, Parts and Warranty > Request Support > Service Point Support](#)

To complete the request select "VIDA" from the drop down menu, "Add New User" and provide your Polestar Retailer Code, the users name and unique email address in the "Description" text box, hitting "Next" will submit your request. The next page is a summary of your request, including a Case Number so you can come back into Nebula and check on your requests progress.

Once a new user is set up in VIDA they will receive an email to their registered email address with a link to download the software and set a password.

Note: For Polestar VIDA access it is preferred if an official Polestar type, @PolestarAnytown.com email address is used.

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Service Point Support

Please select a system and issue that you are inquiring about

System

VIDA

System Issue

Add new user

Please enter support request details, such as the name and email of the user requesting access or requiring a password reset

* Description

John Smith - John.Smith@PolestarAnytown.com

Next

Polestar VIDA Licenses and Subscription

The annual cost of a Polestar VIDA Site License is \$5,000. Each site license comes with 3 VIDA subscriptions. If additional VIDA subscriptions are required they are billed to the Polestar Service Point at \$400 per subscription per year. When completing an 'Add New User' request in Nebula the Support Team will assign the new user to any unused subscriptions for that Site License. If no Subscription is available then they will automatically add a new Subscription to the Service Points Account which triggers the \$400 charge.

Note: The Polestar VIDA Admin at the Service Point can also manage the available Subscriptions at the Polestar Service Point. They can pair and unpair VIDA users with the available subscriptions using the VIDA Admin software. If the VIDA Admin user requires more subscriptions without creating a new user they can request this through Service Point Support by selecting "Additional VIDA Subscription".

Note: The first time that a user logs onto a new/different computer with their Polestar VIDA username it will be required for the VIDA Admin to log in and approve the log-in attempt prior to the user being able to access Polestar VIDA on that computer.

Polestar VIDA Administrator

At least one person at the Service Point will be given VIDA Admin permissions when the Site License is created. It is possible to have more than one Admin on a Service Point Site License if required. The VIDA Admin user can pair and unpair the existing licenses with VIDA users and also pair users to new licenses added by Polestar Support.

To request an additional VIDA Admin user submit a "Service Point Support" Request and select VIDA > Other. In the Description text box provide the users existing CDS-ID for their Polestar Vida account and request VIDA Admin permissions.

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VIDA Site License

If you are a new Polestar Service Point and you do not think that you have yet had your Polestar VIDA site license created submit a “Service Point Support” request, select VIDA > Other and provide the following information, stating that a New VIDA Site license is required.

- Polestar dba, i.e., Polestar Anytown
- Polestar Retailer Code
- Company trading name i.e. Home Town Motors llc.
- Registered Trading Address
- Admin User Name
- Admin User email address
- Number of subscriptions required.
- Name and email addresses of any required Polestar VIDA users identified at this point.

VIDA Password Reset

If you need to have your Polestar VIDA Password reset submit the request by “Service Point Support” > VIDA > Password Reset and provide the CDS-ID in the Description Text Box. The reset password email link will come through to your email address registered to that CDS-ID.

VIDA Technical Issues

If you are experiencing technical issues with VIDA submit a request by “Service Point Support” > VIDA > Technical Issue. Provide your CDS-ID and as much information as possible about the issue in the Description text box.

Reviewing existing Service Point Support requests

For each status change of a “Service Point Support” request you submit you will receive a notification email to your email address registered to Nebula. Alternatively to check on the status of a request navigate to “My Cases” in Nebula and search for the case in the list of cases presented. Click on link below to access “My Cases”.

[Nebula > Service, Parts and Warranty > My Cases](#)

VIDA NAS Server (Network Attached Storage)

The Service Point does not need a unique NAS drive if they are an existing Volvo workshop and already have one, but the VIDA admin does need to point (map) Polestar VIDA to that existing NAS drive by configuring the NAS drive path used for large software and for wiring diagrams to match what is in place for your Volvo VIDA.