
Tech Live Look Information

TLLI 2502

Tech Live Look Transition to Dynamics 365 Remote Assist

USA Only

Vehicle Type: **All Porsche**

Subject: **Tech Live Look Transition to Dynamics 365 Remote Assist**

Information: On June 1st, 2025, the Tech Live Look program will be transitioning support applications from Dynamics 365 Guides to Dynamics 365 Remote Assist. Dynamics 365 Remote Assist is a mixed reality application similar to Dynamics 365 Guides that enables users to collaborate during video calls using built-in Microsoft Teams functionality. This change will allow for a more streamlined experience for both technicians and remote collaborators.

Due to the transition of one Microsoft product to another, your credentials used to log into Guides will be the same credentials used for Remote Assist. If Dynamics 365 Remote Assist is not already installed on your HoloLens 2, you can find instructions on how to install it below. Prior to the transition, a Tech Live Look Bulletin will be provided that details how to navigate the Dynamics 365 Remote Assist application.

REQUIREMENTS

- **All Porsche Centers must log into their device and verify they have the Dynamics 365 Remote Assist application.**
- **All Porsche Centers will be tracked for completion**

LOGGING IN PRIOR TO JUNE 1st 2025

When opening the Dynamics 365 Remote Assist application before June 1st, 2025, you will receive an error stating "Azure Active Directory account, we had trouble signing you in, make sure you have a valid work or school account". Please disregard this error until the licenses have been transferred over.



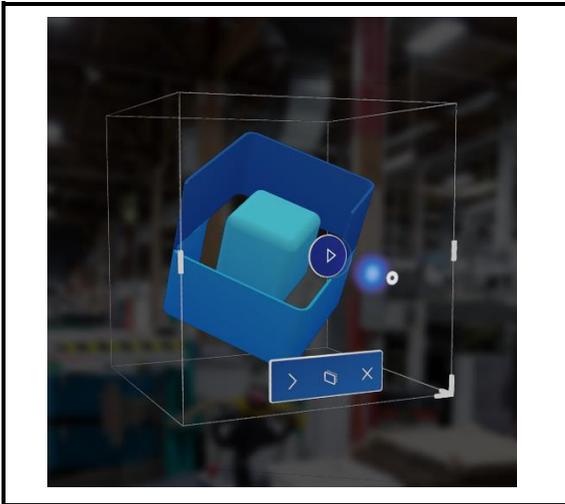
Step 1 – Open the Microsoft Store from the Main Menu

- After opening the HoloLens main menu, find and open the Microsoft Store application
- If you don't see the Microsoft Store on your main menu, select all apps on the right side of the main menu and find the application there.



Step 2 – Install the Dynamics 365 Remote Assist App

- Using the search bar on the top, search for "Dynamics 365 Remote Assist"
- Once you find the application, select it and then select download.
- If prompted to put in your log in information, use the same credentials you use to log into the device (i.e. PorscheCenter@techlivelook.com)



Step 3 – Launching Dynamics 365 Remote Assist

- Once installed, you can open the Dynamics 365 Remote Assist application from the HoloLens main menu
- After launching the app, a 3D cube will appear. Press the play button to finish launching the app.
- If prompted, use the same credentials you use to log into your device (i.e. PorscheCenter@techlivelook.com)

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Support Process:

If you have any questions regarding this update, please submit a PRMS ticket under **Special Tools** --> **Tech Live Look**

For updated versions of this document or other TLL documentation, please visit this link on PPN:

https://ppn.porsche.com/portal/community/porsche_cars_north_america/after_sales/service/tech-live-look