

AudaSync User Guide

## Introduction

**AudaSync** is a program that runs in the background on the computer and uploads estimates to AutoWatch. From these estimates add a vehicle or repair order (RO) in AutoWatch. Adding a vehicle from an estimate saves keystrokes and ultimately time.

A one-time installation and setup are outlined below.

The information in this guide is complete and current as of January 9, 2020. Content is subject to change.

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### Installation

The installation and setup should take about five minutes. When there are questions during the installation or setup, reach out to **AutoWatch Support** at **877-977-6473** or <u>support@autowatch.com</u>

- 1. Download the installation file from <u>http://autowatch.com/install/audasync/AudaSyncSetup.msi</u>.
- 2. Click the **Save File** button.



- 3. Double click the installation file, AudaSyncSetup.msi, to launch the install process.
- 4. Click the **Run** button, when prompted.



5. Click the Next button on the AudaSync Setup Wizard window.



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6. Leave the default settings as is and click the **Next** button on the **Select Installation Folder** window.



- 7. Click the **Next** button on the **Confirm Installation** window.
- 8. Click the Yes button on the User Account Control window, when prompted.
- 9. Click the **Close** button.

# Setup

Now that AudaSync is installed on the computer, there are a few steps to complete the setup process.

- 1. Click the Start menu.
- 2. Click All Programs.
- 3. Hover over AutoWatch and select AutoWatch AudaSync Settings.





4. Click the **Yes** button on the **User Account Control** window, when prompted. The **AutoWatch EMS Settings** window opens.

| W AutoWatch EMS Settings       |                                  |
|--------------------------------|----------------------------------|
| EMS Directories                |                                  |
| C:\temp\Autowatch.EMS.Tmp\EMS\ |                                  |
|                                |                                  |
|                                |                                  |
|                                |                                  |
|                                | Add Remove                       |
| Transfer Settings              |                                  |
| Shop UID                       |                                  |
|                                | Get ShopUID                      |
| AutoWatch AppToken             | d56789147ac711e69dfe001422103c96 |
| AutoWatch AppPassword          | W1nd0wS3rv1c3\$Pr0d              |
| Ignore Files Older Than Days   | 90                               |
| Retry Queue Interval (Sec)     | 120 💌                            |
| Max Retry Count                | 100                              |
| Wait Before Processing (Sec)   | 5 💌                              |
| Last Successful Upload         | No Uploads                       |
| Service Status                 | Running                          |
| Start Stop View Logs           |                                  |
|                                | Save Cancel                      |

- 5. Click the **Add** and Remove buttons in the **EMS Directories** section to set the EMS Directories. **Note**: *These are the directories where completed estimates are saved.*
- 6. Click the **Get ShopUID** button.
- 7. Type the Shop BackRoom or GoTime Repair **Username** (email address) and **Password**. **Note**: A successful login will close the dialog and populate the Shop UID.
- 8. Click the Save button.
- 9. Click the **Cancel** button.

## **GoTime Repair**

Once **AudaSync** is installed and configured the user can begin creating vehicles from estimates in the **GoTime Repair** mobile app. You can find the GoTime Repair App by tapping your **App Icon** on your smart phone or go to **Play.Google.com** to find the app in the **Google Play Store**. Users can also upload photos and update the vehicle status from the GoTime Repair app. For GoTime Repair App training, please click on <a href="http://gotimerepair.com/">http://gotimerepair.com/</a>.

#### Add a new RO from an Estimate

- 1. Log into the GoTime Repair App with your Username (email address) and Password.
- 2. Tap on the Menu hamburger icon in the top left.

|   | Repair Orders |
|---|---------------|
| Q |               |

3. Tap on an **Estimate** to create a RO from.

| <b>GoTime</b> Repair | <b>ا</b>                    |
|----------------------|-----------------------------|
| AutoWatch            | Joe Smith<br>Test Insurance |
| 🛞 Repair Orders      | RO 45458<br>2015 C-CLASS C: |
| Assignments          |                             |
| Estimates            |                             |
| 📩 Upload Queue       |                             |
|                      |                             |
| Settings             |                             |
| Support              |                             |
| 🕣 Logout             |                             |
|                      |                             |



4. Tap on the **Menu** hamburger icon in the bottom right and tap on **Create RO**.

| =   | Estimates   |
|---|---|
| ٩   |   |
| Frank Jones<br>ESURANCE<br>656565454<br>2014 CHEVROLET MALIB  | > V   |
| John Smith<br>NATIONWIDE<br>434343-GG<br>2016 TOYOTA CAMRY  | >   |
| Richard C Hawkins<br>PEERLESS INSURANCE C<br>604440260-201<br>2009 VENZA AWD  | OMPANY >  |
| Sara Simons<br>LIBERTY MUTUAL<br>AB56DD-01<br>2009 MERCEDES BENZ  | >   |
| Tom Lieblien<br>NATIONWIDE<br>678123-BB<br>2012 FORD FUSION   | >   |
|   |   |
| \$  | • <b>E</b>  |
|   |   |
| Estimates   | Estimate Info   |
| <pre>   Estimates   Claim Info </pre>   | Estimate Info   |
| <pre>   Estimates   Claim Info   Insurer </pre>   | Estimate Info<br>ESURANCE   |
| Estimates       Claim Info       Insurer       Claim Number   | Estimate Info<br>ESURANCE<br>656565454  |
| Estimates          Claim Info         Insurer       Claim Number         Owner Info   | Estimate Info<br>ESURANCE<br>656565454  |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoName  | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones   |
| Estimates          Claim Info         Insurer       Claim Number         Owner Info       Name         Phone       Phone              | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones<br>6093980263   |
| Estimates          Claim Info         Insurer         Claim Number         Owner Info         Name         Phone         Vehicle Info | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones<br>6093980263   |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoNamePhoneVehicle InfoYear   | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones<br>6093980263   |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoNamePhoneVehicle InfoYearMake   | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones<br>6093980263<br>2014<br>CHEVROLET  |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoNamePhoneVehicle InfoYearMakeModel  | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones<br>6093980263<br>2014<br>2014<br>2014<br>CHEVROLET<br>MALIBU                            |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoNamePhoneVehicle InfoYearMakeModelVIN   | Estimate Info<br>ESURANCE<br>656565454<br>656565454<br>CFrank Jones<br>6093980263<br>2014<br>2014<br>CHEVROLET<br>MALIBU<br>4T3BK11A894021638 |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoNamePhoneVehicle InfoYearMakeModelVIN   | Estimate Info<br>ESURANCE<br>656565454<br>656565454<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7<br>7 |
| EstimatesClaim InfoInsurerClaim NumberOwner InfoNamePhoneVehicle InfoYearMakeModelVINCarrowRemo                                       | Estimate Info<br>ESURANCE<br>656565454<br>Frank Jones<br>6093980263<br>2014<br>CHEVROLET<br>MALIBU<br>4T3BK11A894021638<br>reate RO           |

- 5. Complete the required information.
- 6. Tap on Create Repair Order.

| Estimate Info | Add Repair Order        |
|---------------|-------------------------|
| VEHICLE INFO  |                         |
| 4T36K11A894   | 021636                  |
| Vehicle:      | 2014 CHEVROLET MALIBU > |
| Color:        | GREEN >                 |
| 5140H         |                         |
| CUSTOMER INFO |                         |
| FRANK         |                         |
| JONES         |                         |
| 405-398-326   | 5                       |
| Send SMS Not  | ifications              |
| Email Address |                         |
| REPAIR INFO   |                         |
| RO Number     |                         |
|               | Create Repair Order     |

## Shop BackRoom Utility

While the **GoTime Repair app** is the preferred method, the user can also create vehicles from estimates and upload photos in **Shop BackRoom** (<u>www.shopbackroom.com</u>).

#### Add a new RO from an Estimate

- 1. Type <u>www.shopbackroom.com</u> in your browser.
- 2. Log in with your GoTime Repair Username (email address) and Password.
- 3. Click the **Utility** tab.
- 4. Click the **Estimates** tab.





5. Click the Key icon.

| ome Clain              | 15 Reports  | Email Utility          | Estimating              | Settings Logout    |                                 |               |
|------------------------|-------------|------------------------|-------------------------|--------------------|---------------------------------|---------------|
| Assignment             | s Estimates | Add Vehicle            | Print Queue             | Upload Photos Sett | ings                            |               |
| First Name:            | Last N      | ame:                   | Claim Number:           | VIN:               | License:                        |               |
| Estimates<br>Page: 1 2 |             |                        |                         |                    |                                 |               |
| Add Vehicle            | Owner       | Vehicle                |                         | Insur              | er Estimate Date                |               |
|                        | Tom Jones   | 11 HONDA<br>VIN: 1234  | ACCORD<br>5678912345678 |                    | Estimate<br>07/26/2017 03:03 PM | <u>Remove</u> |
|                        | Sam Jacobs  | 11 HONDA<br>VIN: 12345 | ACCORD<br>5678912345678 |                    | Estimate<br>07/26/2017 03:03 PM | <u>Remove</u> |
|                        |             | 10 100004              | ACCORD                  |                    | Ectimate                        |               |

- Complete the required information.
   Click the Add Vehicle button.

#### Upload Photos for a RO

1. Click the Claims tab.

| Home Claims Reports E | mail Utility Settings |
|-----------------------|-----------------------|
|-----------------------|-----------------------|

2. Click the Admin icon to view the Claim Details for the vehicle to upload photos for.

|   | Estimate | Ins. Approval | Dis-assembly | Order Parts | Structure Repair | Body Repairs | Paint | Re-Assembly | Detailing | Delivery | Days In System | Days Idle | Promise<br>Date | Keys<br>Out | Message                                 | Complete | Admin                                    |
|---|----------|---------------|--------------|-------------|------------------|--------------|-------|-------------|-----------|----------|----------------|-----------|-----------------|-------------|---|----------|--|
| 5 | 0        | 0             | 0            | 0           | 0                | 0            | 0     | 0           | 0         | 0        | 22             | 16        | 07/17/2018      |             | Use Default v<br>Working on the estir 🛃 |          | I al |
| 5 | 0        | 0             | 0            | 0           | 0                | 0            | 0     | 0           | 0         | 0        | 22             | 16        | 07/18/2018 🛄    |             | Use Default v<br>Working on the estir   |          | Ŀ  |

3. Click the Upload Photos tab.

| Claim Details for F |
|---------------------|
| Vehicle Info        |
| Notes               |
| Alerts              |
| Emails              |
| Delay Dates         |
| Photos (2)          |
| Upload Photos       |





4. Follow the on-screen instructions to upload photos of the vehicle.

### **Contact Us**

24/7 Training & Technical Support

Email Support

Contact Us

MySupportGarage.com

support@AutoWatch.com

(877) 977-6473

