CUSTOMER PORTAL GUIDE

Keep moving. Stay in control.

Roadside support, service bookings, trusted providers and your vehicle history, together in one portal.

Start at autorescuenz.com

Select Customer portal to sign in. For urgent assistance without an account, use Request help online on the home page. For phone support, use the current number shown on the website Contact page.

01 Your vehicles, together

Add vehicles, check WOF and rego dates, and see your next service date and odometer target on the dashboard and in My Garage.

02 Clear bookings and prices

Choose an approved workshop or mobile technician. Review the appointment and accept the final itemised service quote before work starts.

03 A useful service history

Authorised providers record completed work, checklist findings and the next service schedule in your digital service book.

Use this guide

Pages 2-6 explain customer tasks. Page 7 is a separate provider and Main Admin reference for checklist completion and servicing commission.

GETTING STARTED

Set up your vehicle space

A few minutes of setup makes future bookings and service records easier to manage.

1

Create and confirm your account

Choose Customer portal and sign up with your email and password. Open the confirmation email and select Confirm my email. Continue to the portal after confirmation. Returning customers use the same email to sign in.

2

Add a vehicle in My Garage

Select Add vehicle. Enter its registration, make/model and the available odometer, WOF, rego, CoF or RUC details. Add more than one vehicle if needed.

3

Choose the vehicle on your dashboard

Use the vehicle selector to switch vehicles. The dashboard shows odometer, WOF, rego and the next service details recorded by your provider.

Next service: date OR distance

The next service is due when either its date or its odometer target is reached, whichever comes first. Due soon appears within 30 days or 1,000 km. Mileage status uses the odometer stored in your vehicle profile; it is not live vehicle telemetry.

When no schedule is available

Not set means no service record with a next-service schedule is available. Ask your authorised provider to add the date and/or kilometre target when recording your service. Customer vehicle setup does not create a service schedule.

WHEN YOU NEED HELP

Roadside assistance & towing

Share clear information and review the final price before work proceeds.

1 Request roadside help

Open Roadside Help. Choose the vehicle and assistance type, describe the problem and share GPS or the correct address. Keep your contact phone reachable.

2 Follow dispatch and the price

Watch request updates as AutoRescue coordinates an available technician. Review the quote, discount if applicable, any GST shown and the final total. Approve the price before the provider proceeds.

3 Arrange a tow

Choose Towing under Roadside Help. Provide both pickup and destination. Enter the estimated towing kilometres when requested. Review and approve the towing price. Special recovery conditions may require manual price confirmation.

Promotion codes

If you have a valid code, apply it to the relevant quote before approval. Check whether the offer covers roadside assistance or towing and confirm the revised total.

Urgent or unsafe location

Move to safety if possible and call for immediate help using the contact number shown on the website. New customers can use Request help online without an account and receive a callback before dispatch. Describe difficult access and recovery conditions clearly.

PLAN YOUR NEXT VISIT

Book a service with confidence

Appointment approval and price approval are separate steps.

1

Choose your provider and service

Open Service Bookings and choose an approved workshop or mobile technician. Select your vehicle and the service package where offered: Essential, Standard or Comprehensive. Read the listed scope. Starting from prices are estimates.

2

Provide your visit details

Choose the preferred date/time. For mobile servicing, enter the service address or share GPS, add a contact phone and useful access instructions. Select any requested add-ons.

3

Accept the appointment

The provider can accept, decline or suggest another slot. Accept or decline a proposed new time in Service Bookings. A preferred time is a request until accepted.

4

Review the final itemised quote

Check package work, add-ons, labour, parts, travel and any tax shown. Confirm whether each part is supplied by you or by the provider. Accept the final quote before work starts. A revised quote needs your approval again.

After the service

Your provider completes the checklist, records work and sets the next service date and/or kilometres. Open Service Book for the completed record. The dashboard and My Garage then show the latest recorded next-service schedule.

KEEP TRUSTED HELP CLOSE

Quotes, Quick Pick & records

Use the right screen for repairs, repeat bookings and verified history.

Request and accept a repair quote

Open Repair Requests, describe the problem or WOF failure and choose approved workshops or mobile technicians from their separate lists. Review the quote in My Quotes, accept it when ready and follow progress in Repair Tracking.

Save a provider in Quick Pick

Scan an approved provider QR pointing to autorescuenz.com while signed in, or save a provider in Find Providers. It appears in dashboard Quick Pick. Scanning does not create a booking automatically; select Book service to request a visit.

Read the digital service book

Choose a vehicle in Service Book to see recorded work, parts, notes, author details and completed checklists. Authorised technicians, workshops and admins record updates. The system records who made each entry.

Where next-service details come from

The displayed schedule comes from the most recent service date with a next-service date or kilometre target. If records share a service date, the newest recorded entry wins. Records without a schedule do not erase the existing one. Date and kilometres stay together from the same record.

Fleet and business customers

If your account has My Business / Fleet access, use that workspace for assigned business vehicles and relevant requests. Keep personal vehicles in the personal customer workspace.

HELP & REFERENCE

Know where to go

A quick map of the main customer tasks.

Roadside help or a tow

Roadside Help; select Towing when you need a tow.

Vehicle dates and next service

Dashboard vehicle selector or My Garage. Open Service Book for the source record.

Planned appointments and service prices

Service Bookings: review appointment responses and the itemised service quote.

Find or save a provider

Find Providers; saved providers also appear in dashboard Quick Pick.

Repair prices and progress

Repair Requests, My Quotes and Repair Tracking.

Read this guide again

Customer Guide > Download PDF guide.

If something does not load

Refresh the page and check your connection. If confirmation fails, request a fresh confirmation email. If you still need help, share the visible error with support and hide passwords, confirmation tokens and private links.

PROVIDER & MAIN ADMIN REFERENCE

Finish the service correctly

This page explains the servicing record and Finance workflow; it is not a customer payment instruction.

1

Authorised provider: complete the checklist

Find the customer or registration, select the accepted booking and fill the checks, completed work and notes. Enter Next service date and/or Next service km. Complete the record to update the service book and booking.

2

View, print or email the report

Use the checklist print action when a paper or PDF copy is needed. Email opens the device email app for review and sending. Scan attachments are handled separately; the checklist does not upload a scan file or automatically send an email.

3

Main Admin: review the Finance entry

A completed servicing booking with a customer-approved current quote enters Subscriptions & Commissions once. Review parts and actual pass-through expenses. Separately itemised parts and explicit tax lines are copied; materials bundled in a package need manual review.

4

Main Admin: calculate and post commission

Select Finish job & calculate commission after checking the deductions. The provider completing a checklist does not post commission automatically. The system applies the provider terms and configured GST option. Approved service totals cannot be changed through Finance.

Calculation example - illustrative only

For a $280 approved service, no GST or deductions, and a 10% rate: commission is $28. If $80 is recorded as parts/expenses, the commission base is $200 and commission is $20. Actual rates and deductions depend on the provider terms and job. Record commission payments separately to update outstanding balances and issue receipts.