



Signing Up for Ford Pro™ Telematics Essentials

Improve uptime on business vehicles with the complimentary, easy-to-use Ford Pro Telematics Essentials. Signing up takes only minutes and provides:

- Vehicle Health monitoring
- Ford Pro Telematics Essentials Dashboard
- In-app Dealer scheduling
- Remote lock/unlock capability

Commercial customers with embedded modem-equipped vehicles (2020 model year and newer) can sign up for this free program.

How to Sign Up

You can sign up by first navigating to the New Customer Sign-Up form at:

<https://fleetaccount.ford.com/customer-signup>.

1. The form is available in several languages, which you can select from the dropdown menu.
2. Enter company information, including company name and address. FIN code and fleet size are optional.
3. Enter contact information.
4. Click the “Sign Up” button at the bottom of the form.
5. A screen will appear thanking you for signing up.
6. Ford Pro Intelligence Business Center will review and verify the account within 24 hours. When the account is ready, you will receive an onboarding email which will prompt you to create a username and password.

NEW CUSTOMER SIGN UP

Using a different service provider? [Sign Up Here](#)

1 Language Preference
English (US)

Tell us more about your fleet to begin your account setup process for Ford Telematics Essentials*. We will review and verify your account as soon as possible. You will receive an email when your account is ready.

COMPANY INFORMATION

Company Name

FIN Code (Fleet Identification Number) (optional)

Approximate Fleet Size (i.e. 150) (optional)

Address Line 1

Address Line 2 (optional)

City

Country

State/Province/Region

ZIP/Postal Code

CONTACT INFORMATION

First Name

Last Name

Email Address

Re-enter Email Address

Phone Number

*Disclaimer: Complimentary product. Available on vehicles with embedded modem. Requires modem activation. Terms and conditions apply. Telematics service and features, and access to vehicle data depend on compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.

4 Sign Up

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NEW CUSTOMER SIGN UP

Using a different service provider? [Sign Up Here](#)

5 Thank you for signing up!

Our FCS Business Center is reviewing your account information. You will receive a welcome email after your account is verified.

Feel free to browse all of our FCS products while you wait.

If you have any questions, please contact us by phone or email.

Welcome to Ford Commercial Solutions

Hi Libby! Hi!

Set up your account to begin exploring your Ford Commercial Solutions Services. By creating a password, you acknowledge and accept the [Terms & Conditions](#) as well as the agreement of use.

For the best experience, please use Google Chrome or Mozilla Firefox.

6 Create Password

Your privacy is important to us. Our [Privacy Policy](#) contains more information.

You have received this notification because you have been specified as an account administrator of xxxxxxxxxxxx.

Thank you,

Brent West

Brent West
Chief Operating Officer
Ford Commercial Solutions.



Getting Started

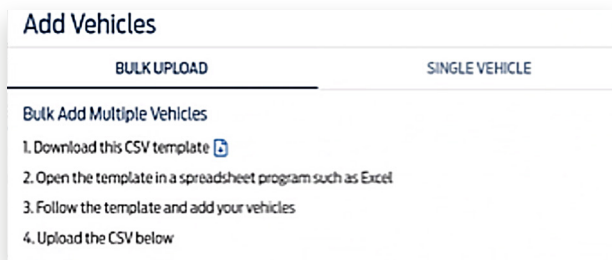
Once you have received an invitation email, please follow the link to establish your credentials. Next, simply complete the set up of your account and password, and you can begin enjoying the benefits of increased vehicle uptime and Fleet optimization.

Add Fleet VINs

Before adding new VINs, review the checklist Vehicle Readiness for Enroll and Unenroll. You should have received this document attached to the Welcome email from your Ford Pro Intelligence Account Manager.

If you did not receive it, contact the Ford Pro Intelligence (FPI) Business Center at 833-811-FORD (833-811-3673) or email FCS1@ford.com. Then, add your Fleet VINs (Vehicle Identification Numbers) to Ford Pro Telematics Essentials*.

1. Log in to Ford Fleet Marketplace and click Vehicles on the left navigation bar.
2. On the Vehicles tab, click the +Add Vehicles button in the upper-right corner.
3. You'll see a popup with two tabs (see below), one for a Bulk Upload and one to add a Single Vehicle. Select one and continue with the instructions below.



Add Bulk Vehicles

- Download the CSV template and populate it with your vehicle information, following instructions
- Upload the completed CSV file to Ford Fleet Marketplace
- Check the box to confirm vehicle ownership
- Click the Add Vehicles button

Add a Single Vehicle

- Fill in the VIN field (required)
- Check the box to confirm vehicle ownership
- Click the Add Vehicle button

Check Customer Connectivity Settings

If you receive an enrollment error notification, usually a reminder email, from the system, first recheck the connectivity settings for each of the fleet vehicles in error.

1. Start vehicle. SYNC® screen appears on monitor.
2. Press Settings (lower-right corner).
3. Press FordPass™ Connect button.
4. Press Connectivity Settings link. This takes you to the Connectivity Settings menu.
5. On the Connectivity Settings menu, ensure that the following selections are enabled:

- Vehicle Connectivity
- Location
- Vehicle Data & Remote Control



Once you've added vehicles, they will immediately appear on the Vehicles tab with an Action status. When FPI receives the information, the status will change to Processing, and when processing is completed, the status will change to Subscribed.

* Complimentary product. Available on vehicles with embedded modem. Requires modem activation. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.



Driving Vehicles/Vehicle Verification

Once your fleet's eligible VINs have been subscribed and uploaded to Ford Pro Telematics Essentials*, the vehicle must have been turned on and/or driven within 24 hours to complete registration.

For fleets assigned FIN (Fleet Identification Number) codes, VIN verification is automatic. There is also a quarterly attestation required in Ford Fleet Marketplace to confirm that your fleet still owns the vehicle. If the system sends a notification that a vehicle needs to be verified, you need to demonstrate that you have authorization to enter the vehicle.

There are two methods:



1. Upload a copy of the vehicle registration.



2. Take a photo of the VIN number plate on the driver's door (vehicle's B-pillar) and upload it as documentation.

Frequently Asked Questions

When I log in to Ford Pro Telematics Essentials*, why aren't all my vehicles showing on the list?

Ford Pro Telematics Essentials* is a complimentary service that helps you manage Vehicle Health details and more for Ford and Lincoln vehicles with factory-installed embedded modems. Vehicles manufactured by other automakers or Ford and Lincoln vehicles with other types of modems are not compatible with Ford Pro Telematics Essentials* but can be added by upgrading to Ford Pro Telematics**. For more information on upgrading, see the Ford Fleet Marketplace or contact the Ford Pro Intelligence (FPI) Business Center at 833-811-FORD (833-811-3673) or email FCS1@ford.com.

Is a contract required to upgrade from Ford Pro Telematics Essentials* to Ford Pro™ Telematics**?

Yes. When you enroll in Ford Pro Telematics** on Ford Fleet Marketplace, you will complete a contract for the additional service. The cost is \$20 per VIN per month.

What vehicles are eligible for Ford Pro Telematics Essentials*?

Ford and Lincoln vehicles in your fleet that are equipped with a factory-installed embedded modem (FordPass Connect modem) are compatible with Ford Pro Telematics Essentials*. This includes most 2020MY and newer vehicles and selected models from 2015MY.

Incompatible Vehicles:

- 2021 E-Series Cutaway/E-Series VN127
- 2021 F-650-F-750 Medium Duty
- 2020 F-59/53 (Motorhome)
- 2020 F-150 Workhorse (XL version)
- 2021 E-Series

There are a few 2020MY and newer vehicles that have factory-installed Plug-In Devices and are not compatible with Ford Pro Telematics Essentials*. These vehicles and their modems are compatible with Ford Pro Telematics**. We are currently working toward a solution to support these vehicles with Ford Pro Telematics Essentials* by Summer 2022.

If I decide to upgrade to a paid Ford Pro Telematics** subscription, how long will it take to complete?

Upgrading an active Ford Pro Telematics Essentials* subscription is a quick, easy process, usually completed and activated within 24 hours. Vehicles must be reenrolled. They require two ignition cycles to upgrade. This process might take longer depending on where the vehicle is located at and its current use.

For additional support, contact the Ford Pro Intelligence (FPI) Business Center:



Call: 833-811-FORD
(833-811-3673)



Email: Telematics@FordPro.com

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** Available on vehicles with embedded modem or equipped with approved Plug-In-Device (PID). May require modem activation. Ford Pro Telematics and Ford Pro™ Data Services require a purchased subscription. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on subscription and compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.