

# MyHyundai

Your Car's Digital Companion.





# SIM/Account Activation Procedure

## Activation Through MyHyundai App

- In order to activate MyHyundai application account, the user has to first install the application from the Apple App Store or Google Play store.
- User has to provide the required details of the user and vehicle to create the account.
- Once the registration process is completed, the user details and account creation will be notified to the contact center.
- Once the information and payment are verified, the user's account for MyHyundai will be activated.

## Activation Through Calling Contact Center

- The user can contact the customer service center at 0311-144-9999.
- The user will be assisted with details on packages, Payment process, etc.
- Once the information and payment are verified, the user's account for MyHyundai will be activated.
- After account activation, the user can sign up for MyHyundai application.

24/7 Customer center:  
UAN 0311-144-9999



# Registration/Sign Up Process

- The user will be required to download MyHyundai application from Google Play Store or Apple App Store.
- Once the application is downloaded, the user can open the application to begin the registration process.



# Registration/Sign Up Process

19:02

< Sign up

**Provide your information and create your account to start tracking.**

Full name

Phone Number

Password

Confirm Password

Register

You have an account?  
[Login here](#)

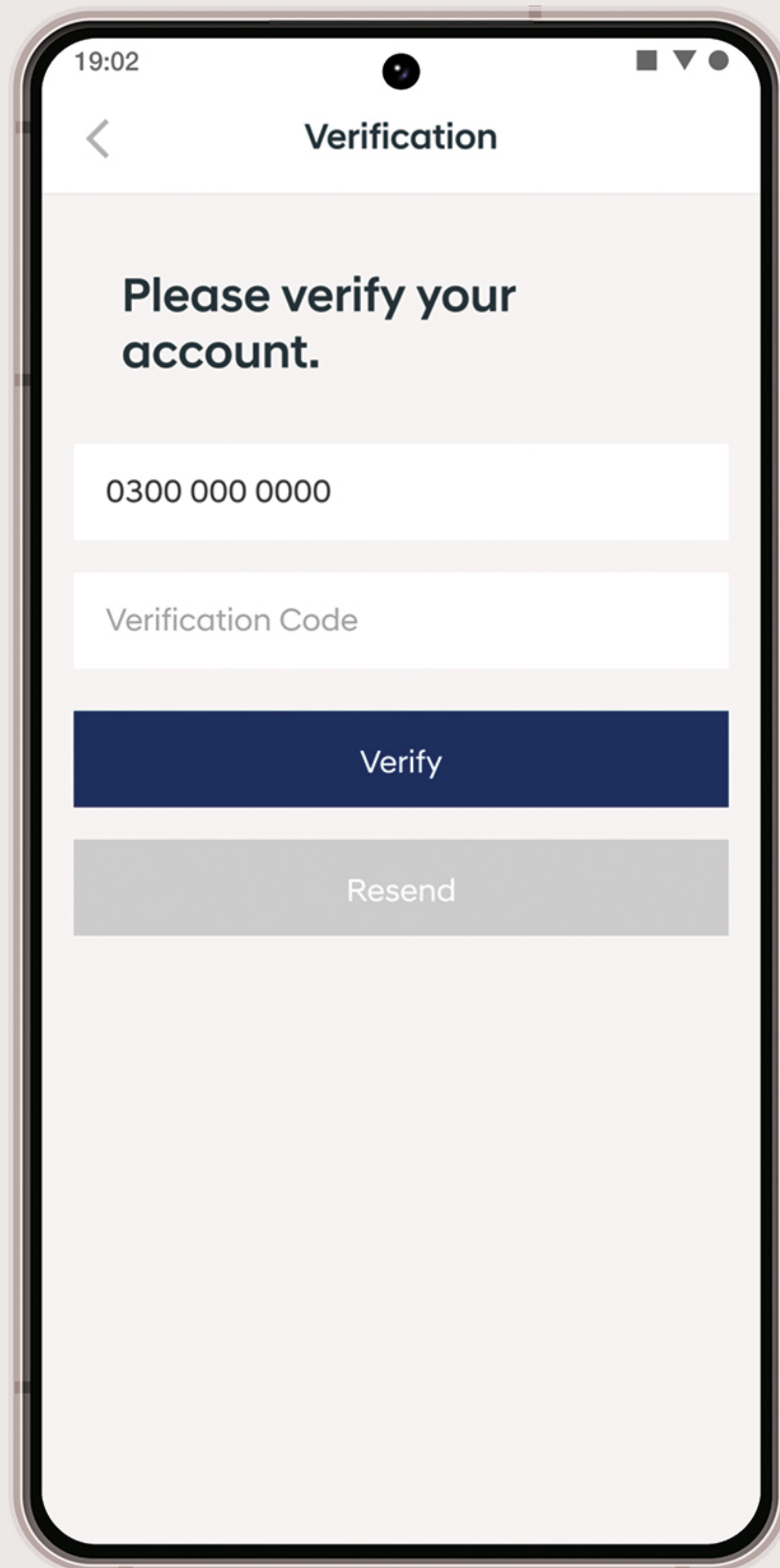
- The user will provide the required information by filling in the mandatory fields.
- Once the required details are filled in, press the Register icon. A verification code will be sent to the user's mobile number.
- Enter the verification code and press Verify to complete step 1 of the registration process.

## Points to note:

- If the user successfully enters all the valid data and then presses Verify button, it will navigate to the code verification screen, otherwise an error message will appear.
- While entering the password, Password & Confirm Password must be same.



# Verify Account

A mobile app interface for account verification. At the top, the status bar shows the time 19:02 and battery level. The app's header is white with a back arrow and the title 'Verification'. The main content area has a light beige background. It starts with the text 'Please verify your account.' followed by a white input field containing the phone number '0300 000 0000'. Below this is another white input field labeled 'Verification Code'. At the bottom are two buttons: a dark blue 'Verify' button and a light gray 'Resend' button.

19:02

< Verification

Please verify your account.

0300 000 0000

Verification Code

Verify

Resend

- The user has to enter the verification code sent on their mobile number.
- Tap on Resend button in case the code is not received upon tapping the Verify button.
- Tapping on the Resend button will show confirmation, and the user will receive the code again to input.
- The verification code will expire after 15-30 minutes or if it has been used already (whichever comes first).
- Once the code has been verified, the user will be navigated to Registration Information to complete step 2 of the registration process.
- An error message will appear if the wrong code is entered.



# Registration Information (QR-Code)

- After completing step 1 of registration, the user will be asked to scan the QR code by tapping on the MyHyundai application in the car's infotainment system.
- Once the QR code is scanned from mobile, the application will be synced with the vehicle's infotainment system and the user will be redirected to step 2 of the registration process.





# Registration Information (Vehicle Information)

19:02

< Registration

**Warranty Registration**

This information will be filled by Hyundai Dealership when the vehicle is delivered to the vehicle owner/customer.

Serial Number

Vehicle Model

Select Variant ▼

Key Number

Engine Number

Frame Number

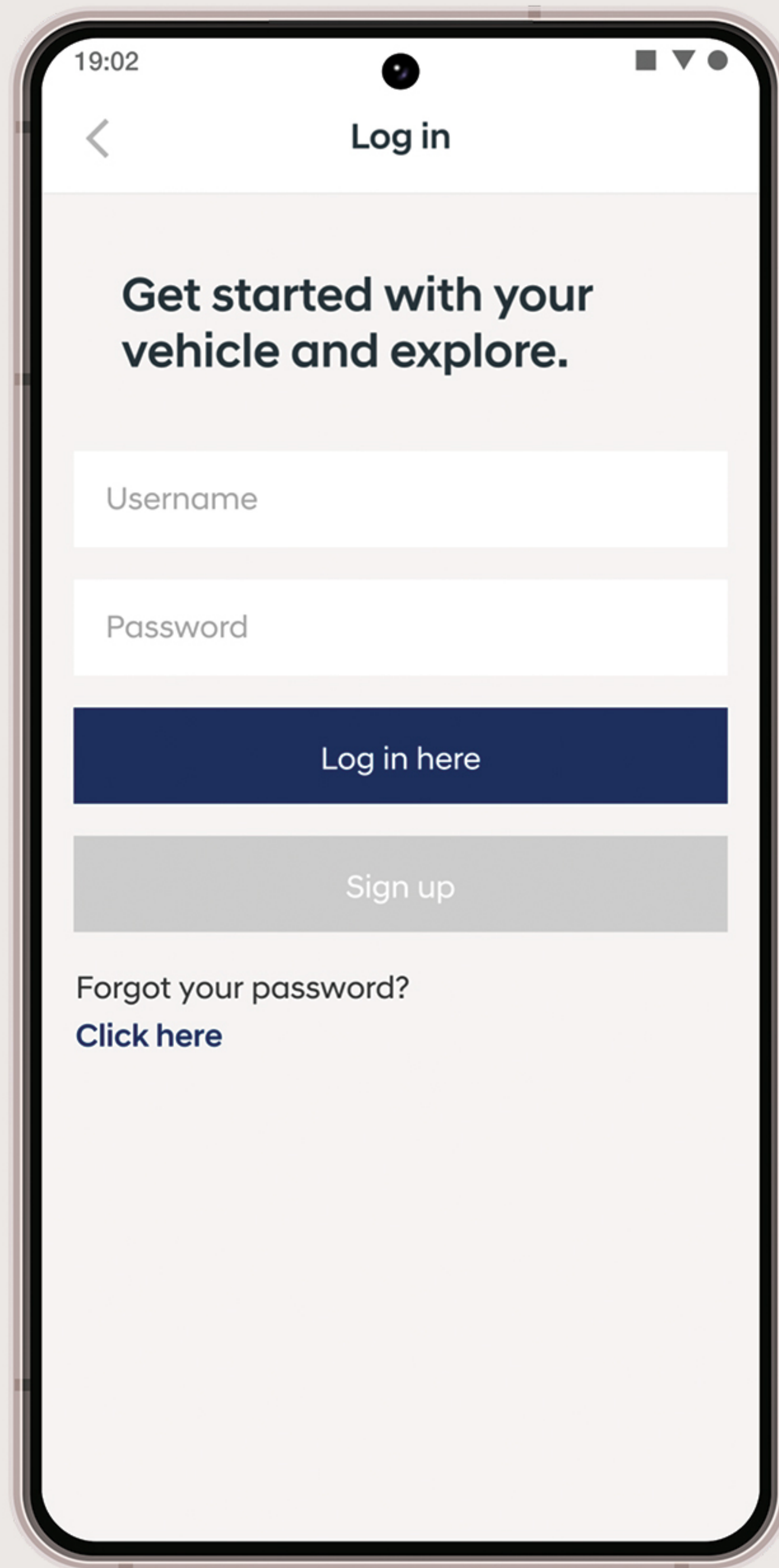
Select Dealership ▼

Delivery Date 📅

ODO Readings

- This section will require the user to provide details of the vehicle (all fields are mandatory).
- Once all the information is provided, tap on Add Vehicle to complete the registration process.
- An error message will appear if any fields have been left empty.
- After tapping Add Vehicle, the user has successfully registered their vehicle on the MyHyundai app and can now use the app to monitor the vehicle and its performance.

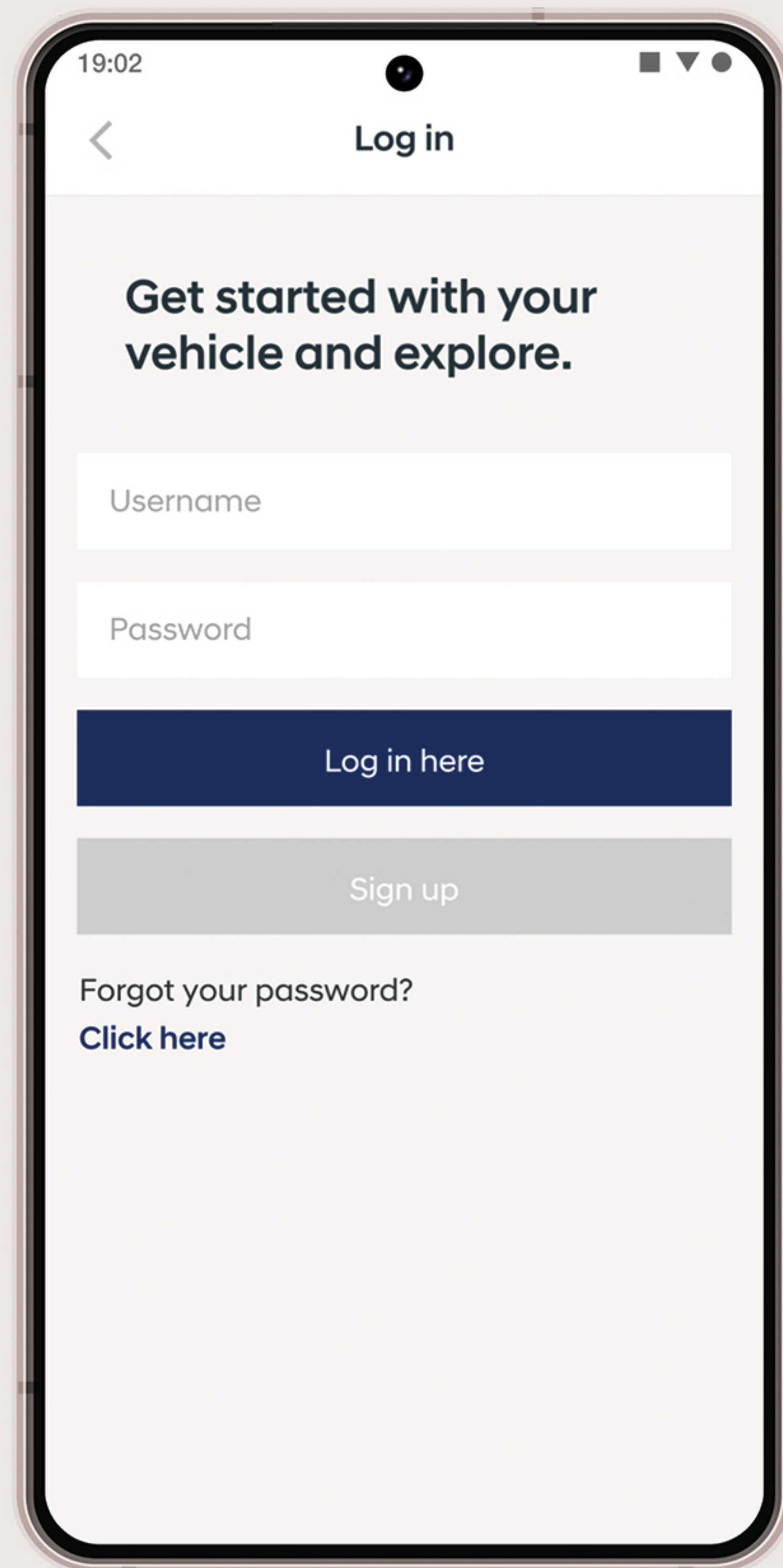




# Login

- In order to use the MyHyundai app, the user is required to provide a username and password created at the time of registration.
- In case a user logs out from the app, it will automatically ask for credentials when the user opens the app again.
- Once the username and password are provided, the user will be redirected to the main screen of the MyHyundai app.
- An error message will appear if the wrong credentials are entered.





# Login

- In case of a new user, the MyHyundai app must be downloaded from Google Play Store or Apple App Store and the user must tap Sign Up to create an account.
- One sign-up can be created against one vehicle. Users may add more vehicles to the app. No other user/app will be able to sign-up with the vehicle which is already signed up.



# Forgot Password

19:02

< Forget Password

Please enter your mobile number to receive a verified password.

Phone Number

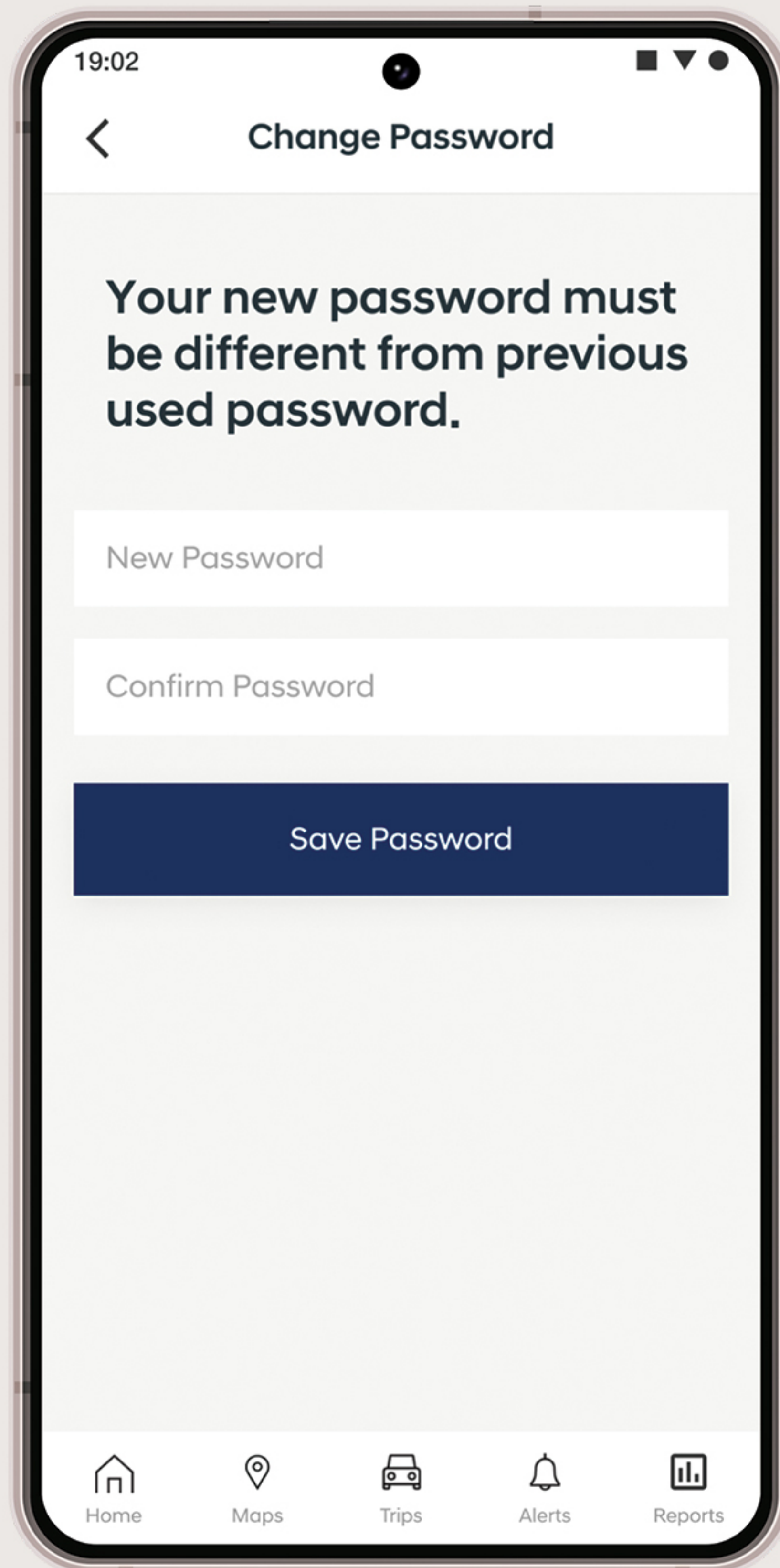
Submit

You have an account?  
[Login here](#)

- In case a user does not remember the password, tapping on the Click Here link will redirect the user to set a new password.
- The user will have to enter the mobile number that was used at the time of sign-up.
- A code will be sent to the user via SMS, which will expire once used or after 15 to 30 minutes (whichever comes first).
- The user can log in with the new password received on the mentioned mobile number.
- After logging in, the user is required to create a new password through the Change Password option in the settings tab.
- The application will ask for a new password and PIN code on the next screen.



# Change Password



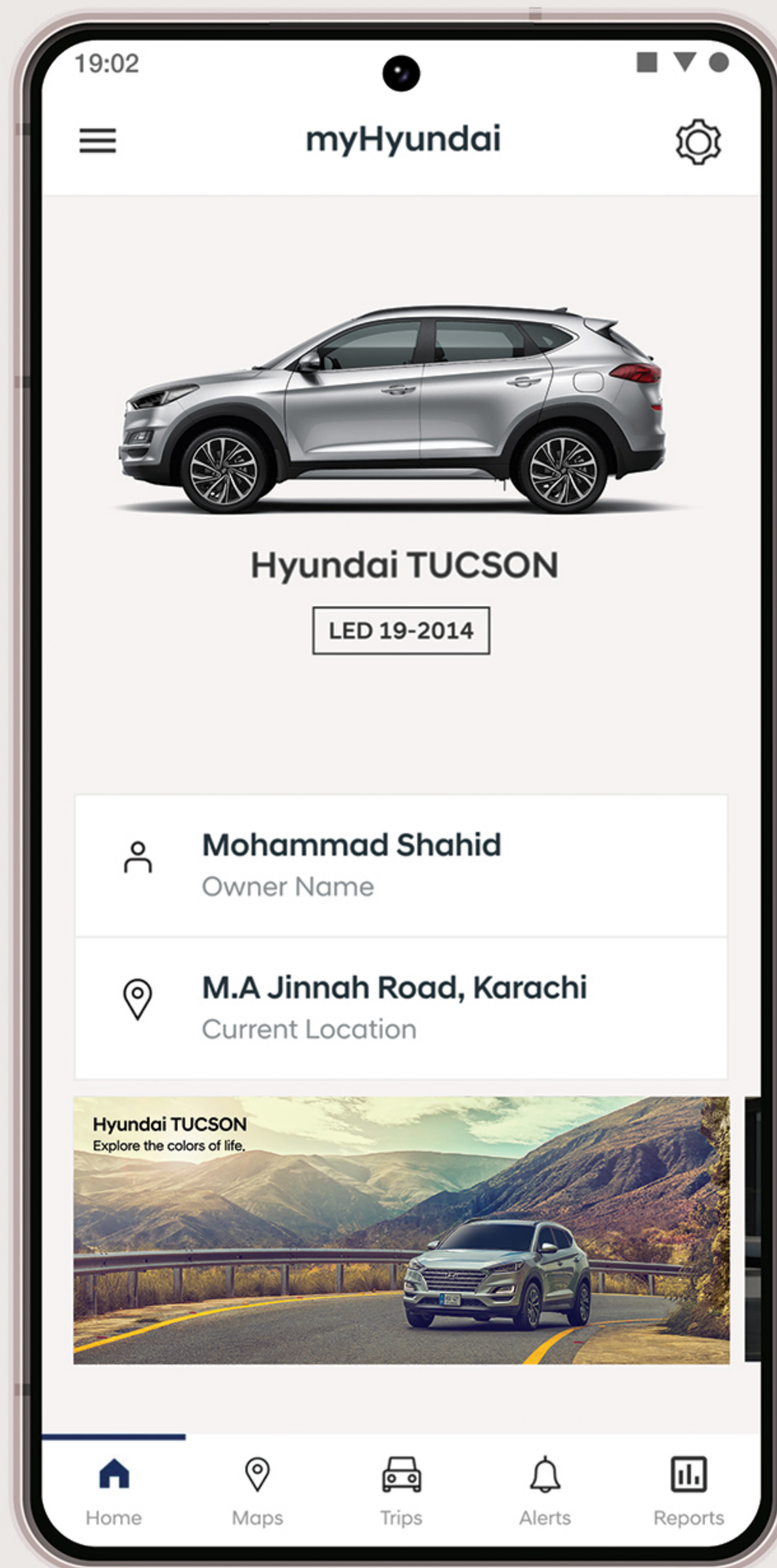
The image shows a mobile application interface for changing a password. At the top, the status bar shows the time 19:02. The app's header bar has a back arrow and the title "Change Password". Below the header, a message states: "Your new password must be different from previous used password." There are two input fields: "New Password" and "Confirm Password". Below these fields is a dark blue button labeled "Save Password". At the bottom of the screen is a navigation bar with five icons and labels: "Home" (house icon), "Maps" (location pin icon), "Trips" (car icon), "Alerts" (bell icon), and "Reports" (bar chart icon).

- The user can also change their password by going to settings and selecting Change Password.
- The following steps would be required to change the password:
  - 1) User will enter the current password
  - 2) User will enter a new password
  - 3) User will confirm new password entered
  - 4) User will tap on Save Password to apply the change



# Home Screen

- The application's home screen will provide the following information:
  - 1) Username
  - 2) Vehicle Number
  - 3) Current location of the car
- The bar at the bottom provides access to different features of the MyHyundai application.



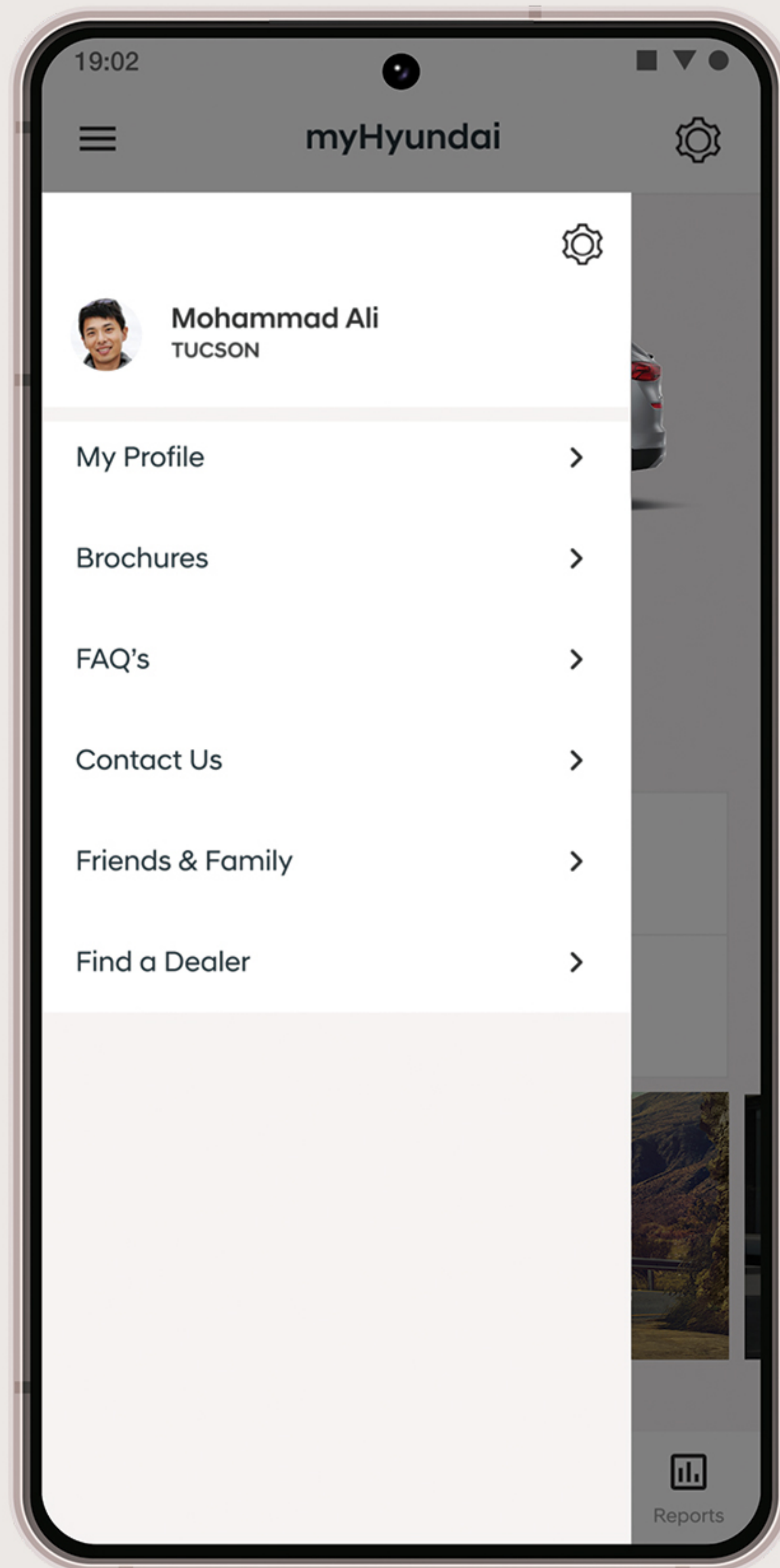


# Side Bar Menu

- The sidebar will be accessible to the user by tapping the icon on the top left corner of the application.

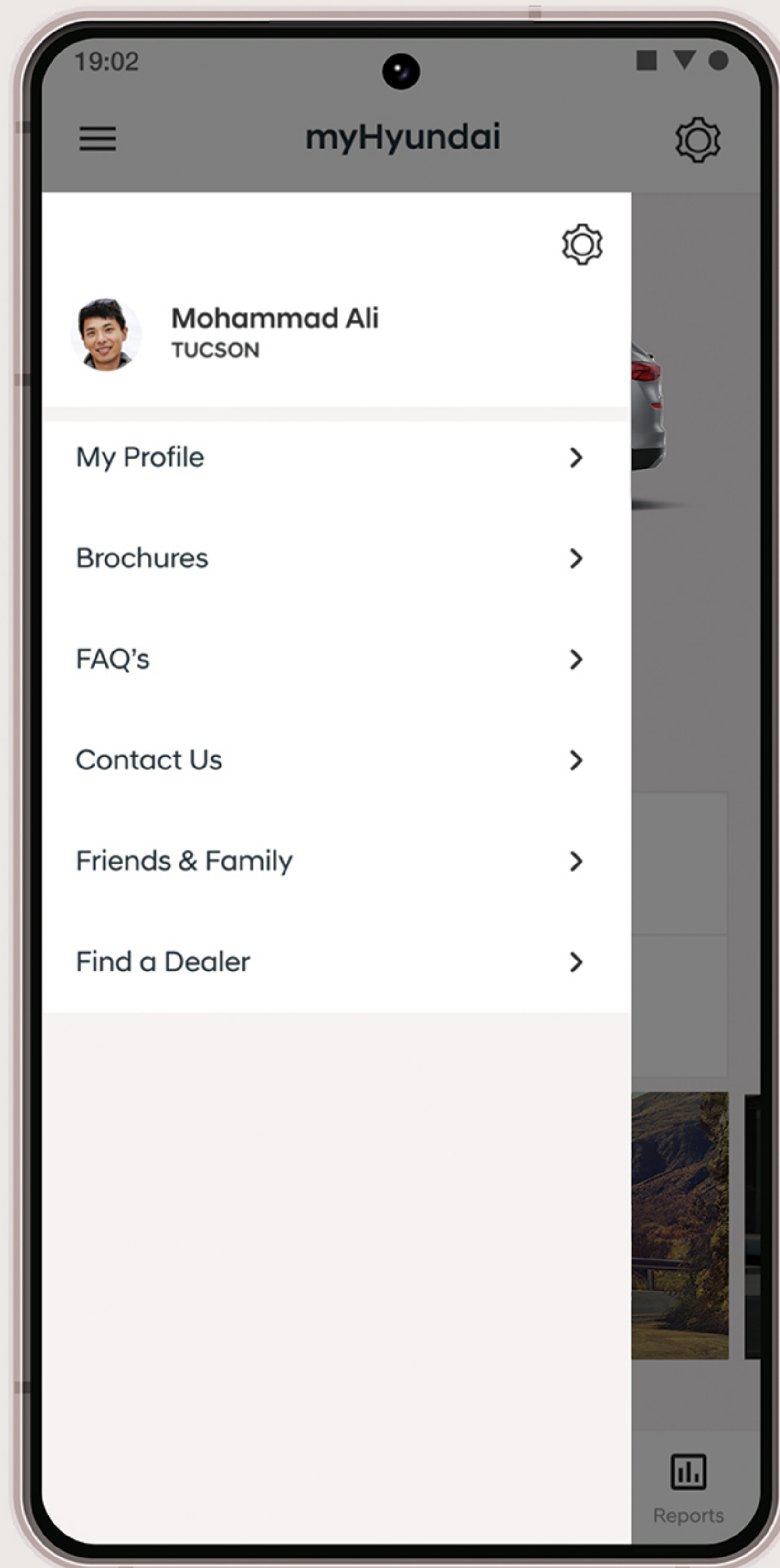
**Under the sidebar, the user can access the following:**

- 1) My Profile: The user can make changes to their existing profile such as uploading pictures, adding email, etc.
- 2) Brochure: Users can access the brochures for Hyundai Pakistan products.
- 3) FAQs: Users can access FAQs to get information on how to use the MyHyundai app and its features.



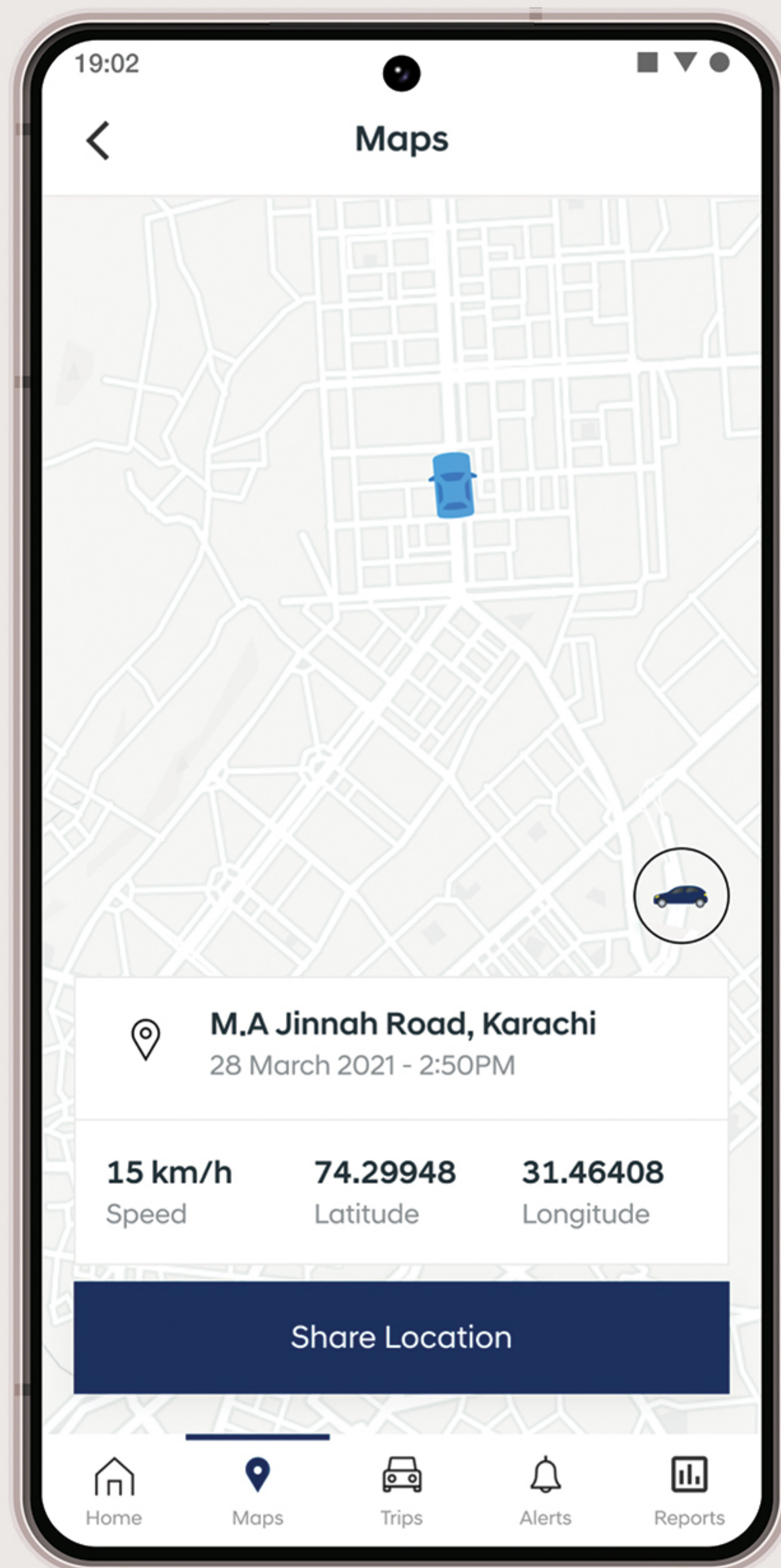


# Side Bar Menu



- 4) Contact Us: Users can call or email the contact center for any assistance.
  - 5) Friends & Family: Users can also add vehicles of their friends and family who are registered on the MyHyundai app. Up to 10 vehicles can be added.
  - 6) Find a Dealer: Users can access the Find a Dealer feature to explore nearby dealerships and get their information.
- At the top right corner, the Settings icon can be tapped to change user settings.



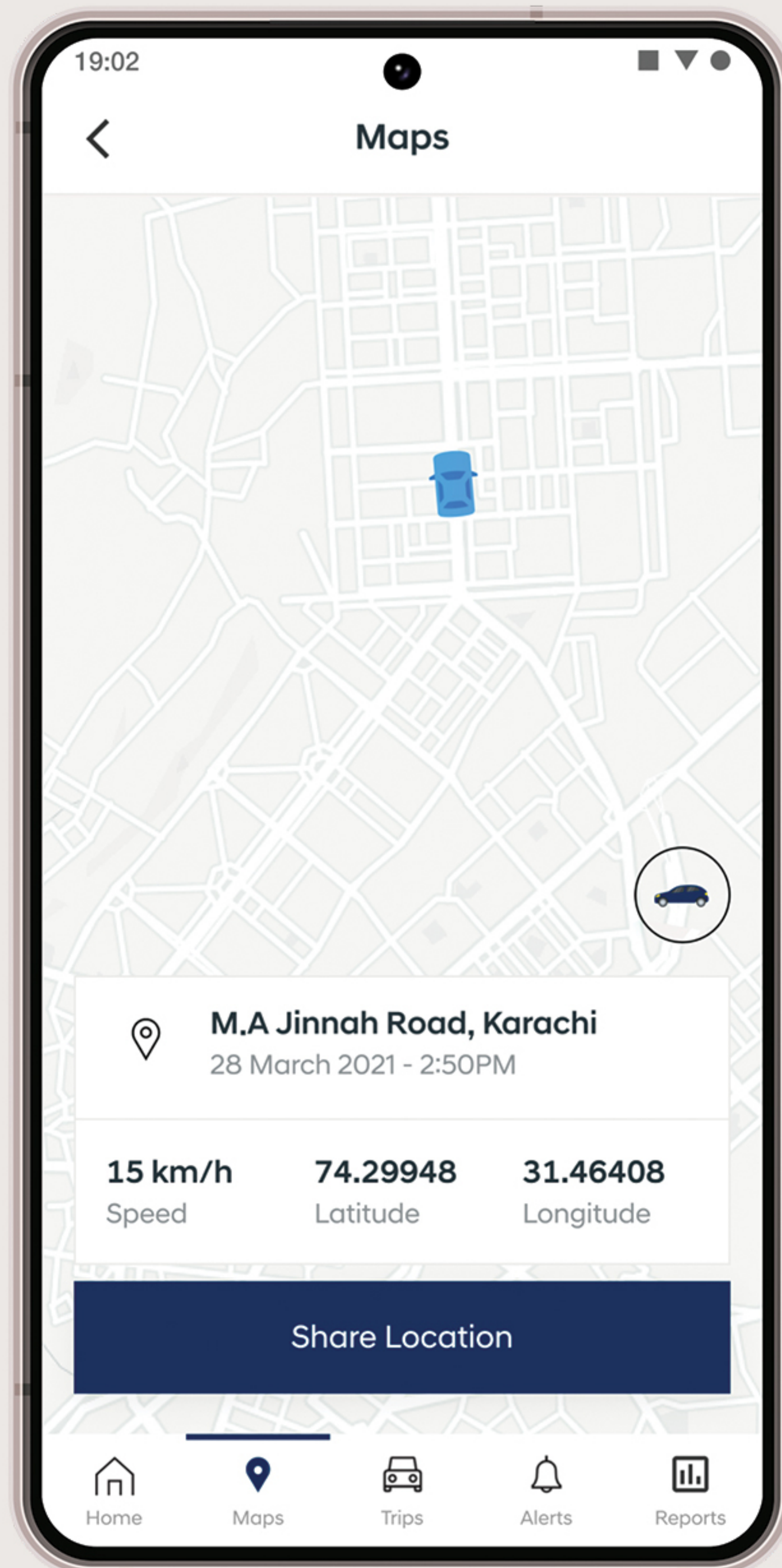


# Map

- The Map feature allows the user to view the vehicle's current location.
- To see the vehicle's number, tap on the vehicle showing on the screen.
- The details on the Map screen also includes the address of the current location, speed, latitude and longitude.
- To refresh the Map, users can tap the map icon at the bottom.
- Users can also share their vehicle's location by tapping the Share Location option at the bottom.



# Share Location

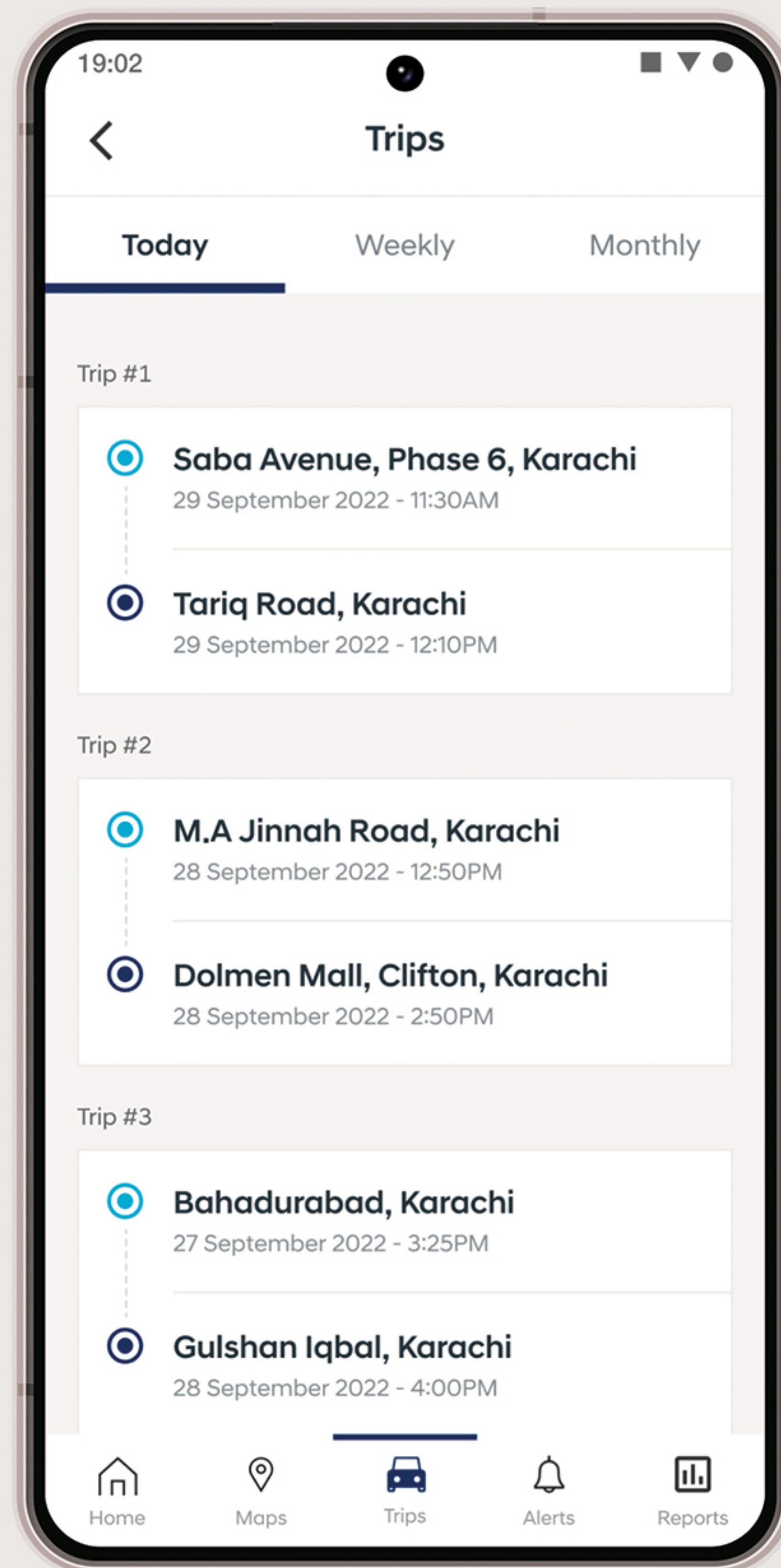


- Users can share their vehicle's current location by tapping on the Share Location option.
- To refresh the location, the user can tap on the map icon at the bottom (if the vehicle is moving or if the vehicle is parked).
- By tapping on the Share Location icon, a user can share the current location with anyone via installed mobile applications such as WhatsApp, Messenger, Email, etc.
- Upon selecting one of the mobile applications, a link will be generated that the user can share with the recipients. The receiver can open the link and the location of the vehicle will be shown on Google Maps.



# Trips

- The Trips feature will provide details about the movement of the vehicle.
- Trip-by-trip monitoring will provide the user with information on the vehicle's movement on a daily, weekly, and monthly basis.
- A trip is counted when the vehicle's ignition starts and will end when the vehicle's ignition stops.
- The most recent trip (daily/weekly/monthly) will appear on the top.





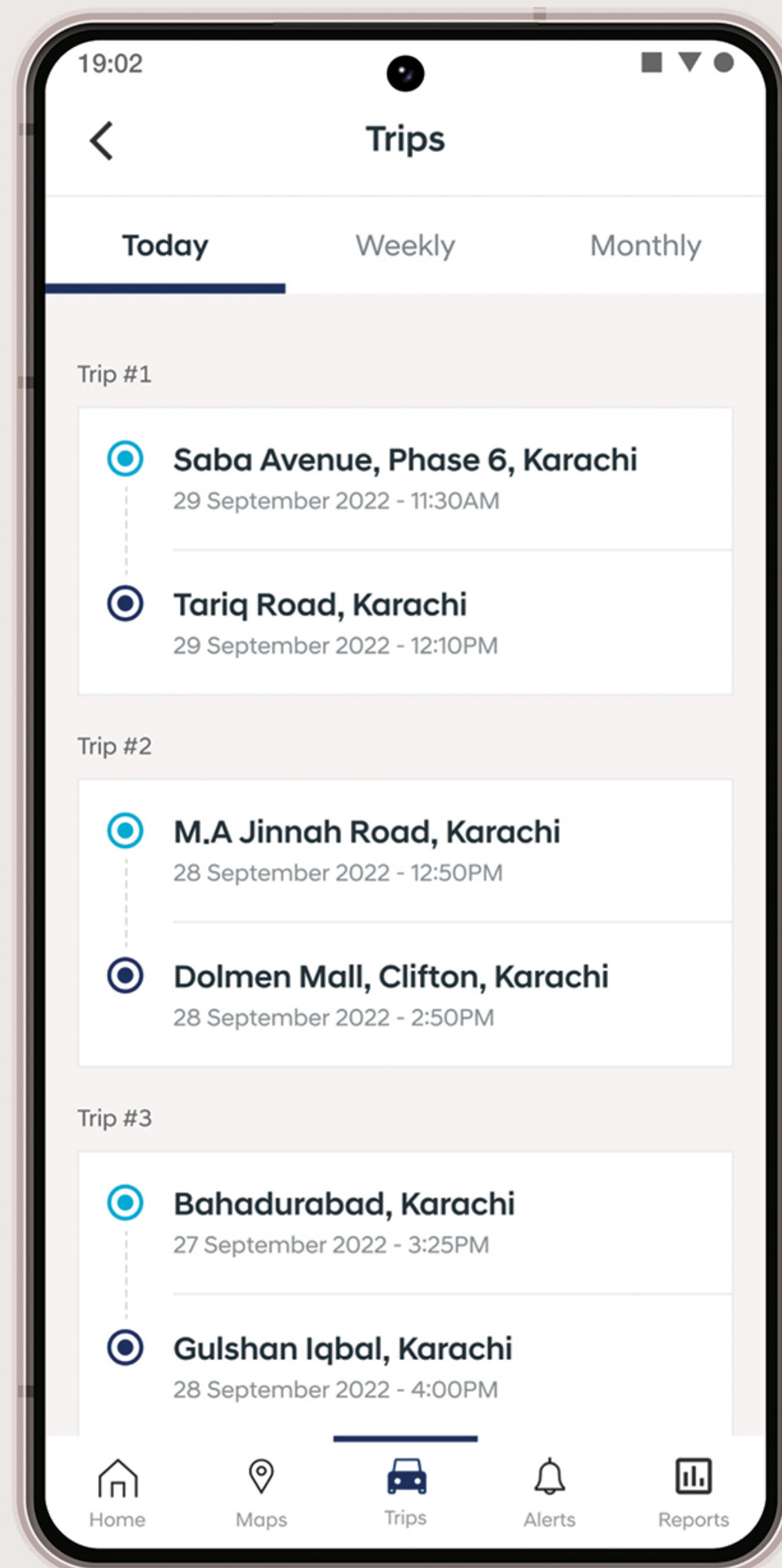
# Trips

- Users can see details under each trip that include: the start time, the location where the trip started, the ending time of the trip, the location where the trip ended, date, time, and address.
- Tapping on the individual trip will show users the route of the trip on the map, total kilometers driven, traveled time, and speed for that particular trip.

Today: Shows trips from the last 24 hours

Weekly: Shows trips taken during the last 7 days

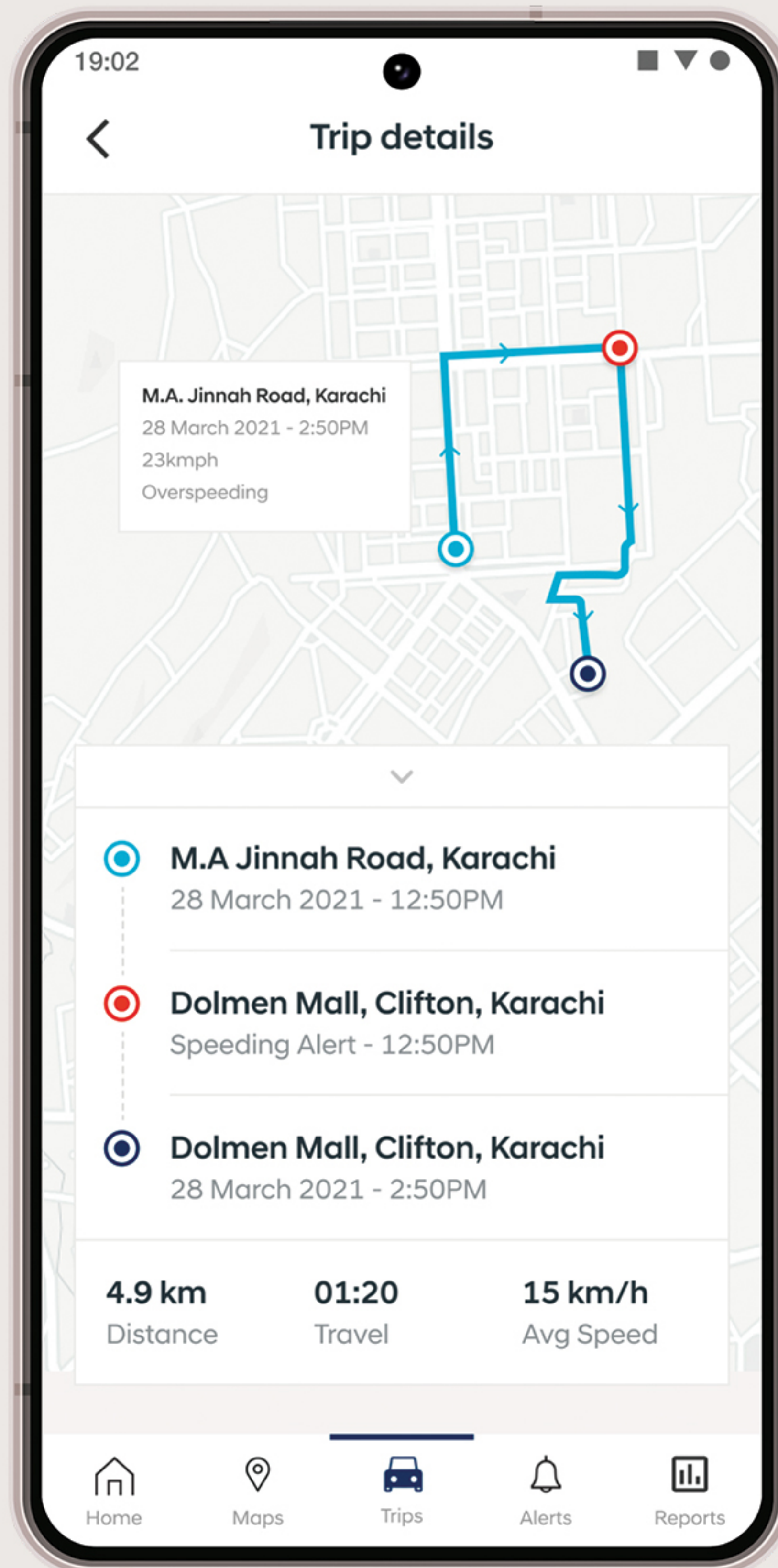
Monthly: Shows trips taken during the month





# Trip Details

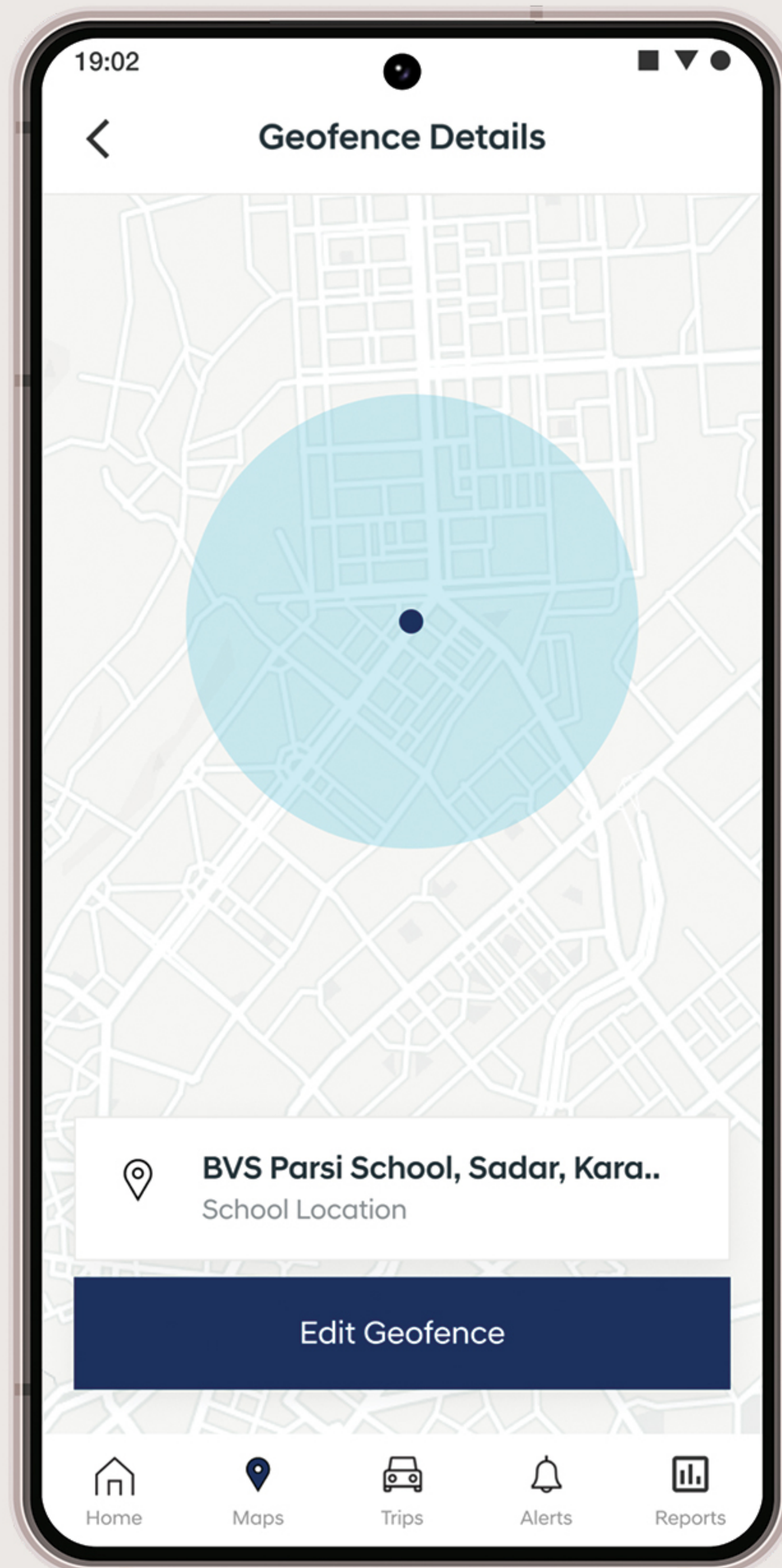
- Users can view the trip details on the map with the help of arrows along with the start point and stop point.
- Tapping on each arrow will show the user information about the vehicle as per the stats of the vehicle at that particular point. Users may close the info to return to the screen.





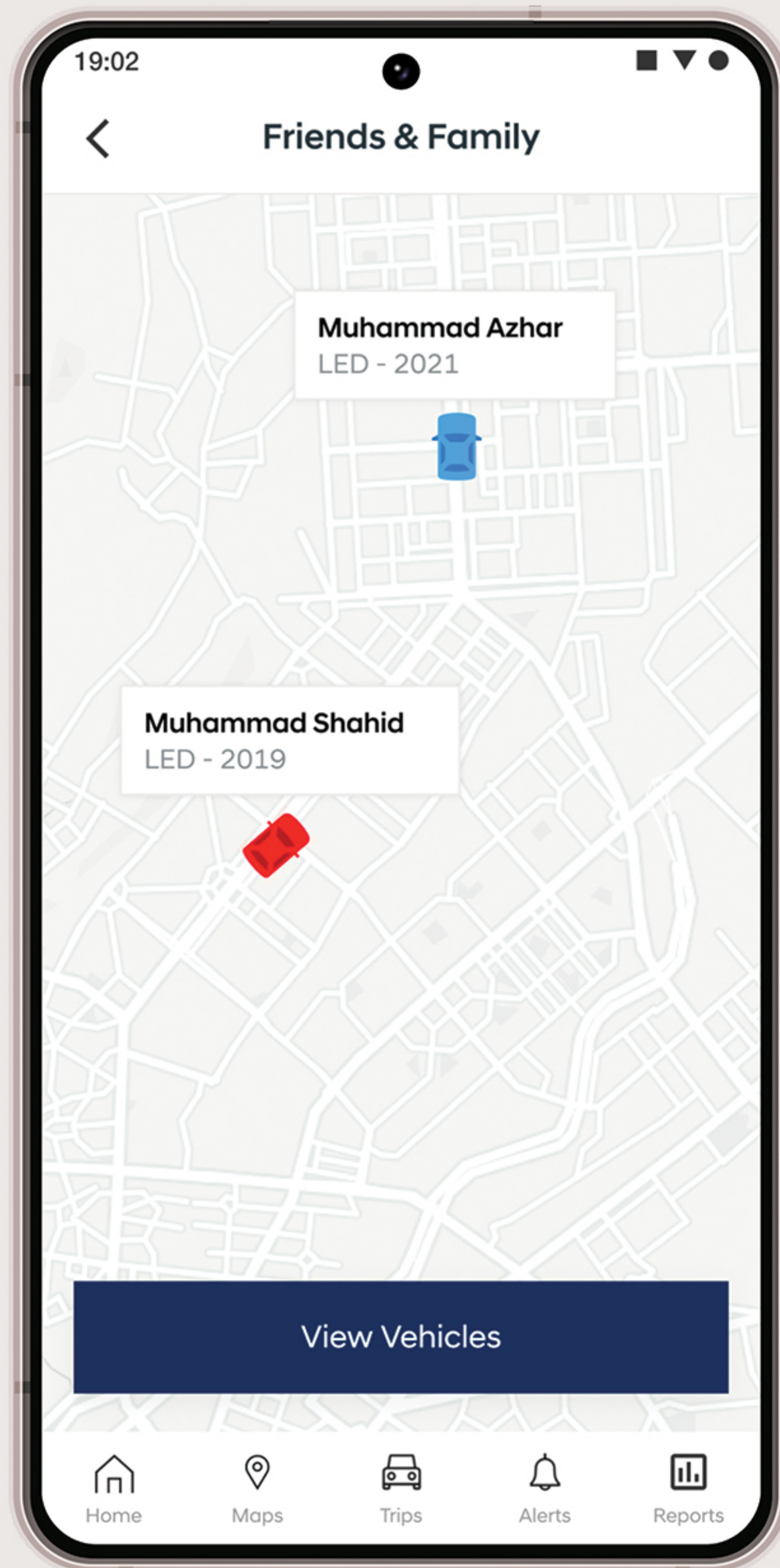
# Geofencing

- Geofencing will allow users to set a parameter for the entry and exit of their vehicle for a specific geographical radius.
- Users can go to Map, and tap the blue icon on the right to proceed toward creating a geofence.
- The Geofencing screen will allow the user to first set the radius by dragging the meter line.
- Upon pressing save, the app will ask the user to provide a name to the selected geofence.
- Users can draw up to 5 geofences.
- The Geofencing page will show all the geofences created by the user.





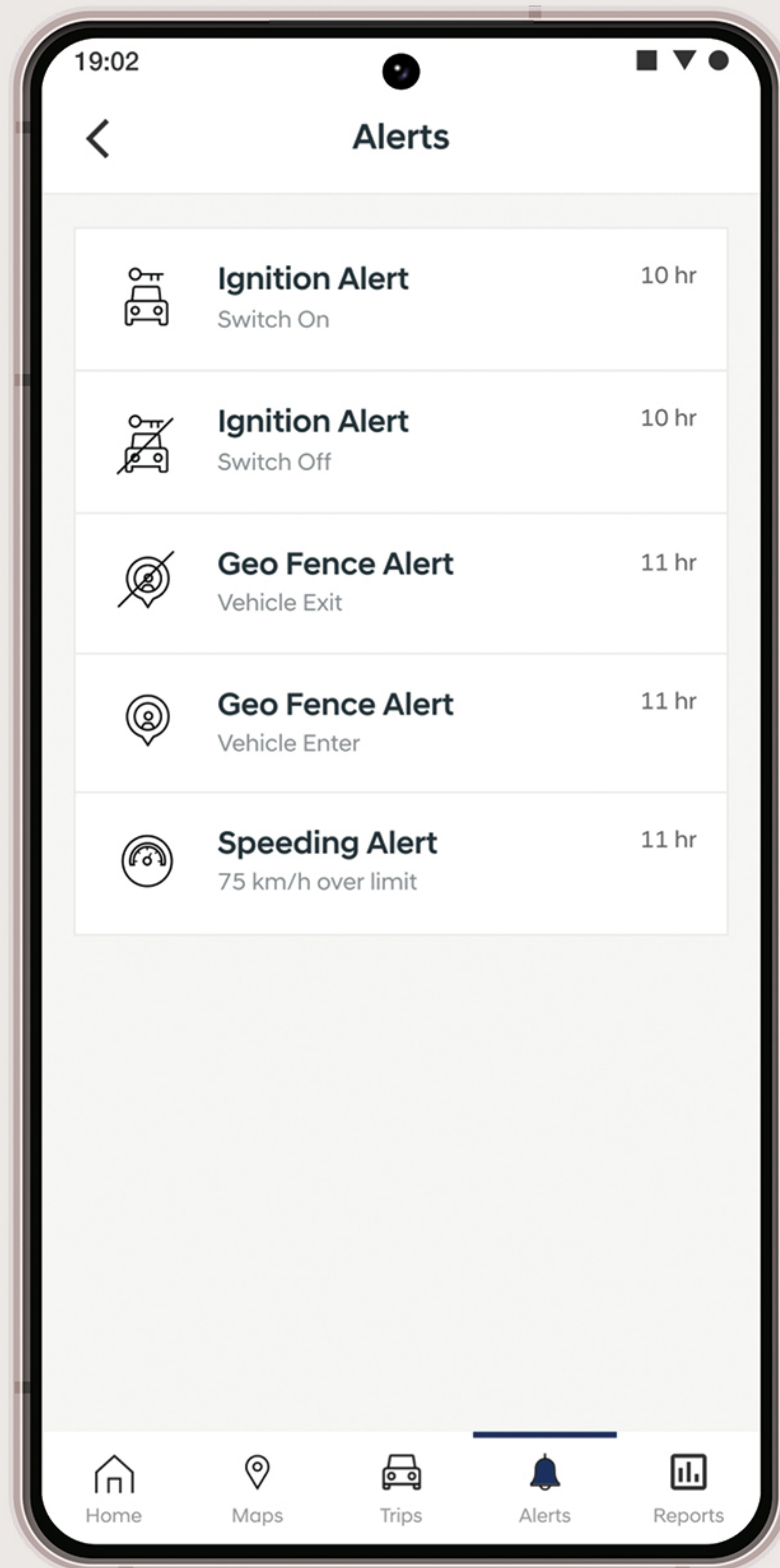
# FnF Cars on Map



- Users can also add vehicles of their friends and family (FnF) who are using the MyHyundai app.
- To add FnF, users can navigate to the sidebar of the application on the left and tap the Friends & Family tab.
- The user can send requests to other users of the MyHyundai application by entering their number and tapping submit.
- Users can see friends' & family's vehicles in the app along with their own vehicle.
- Users can get the live location of the vehicles under All Vehicles in FnF.
- Users can accept or reject the request received for FnF under the Requests option.



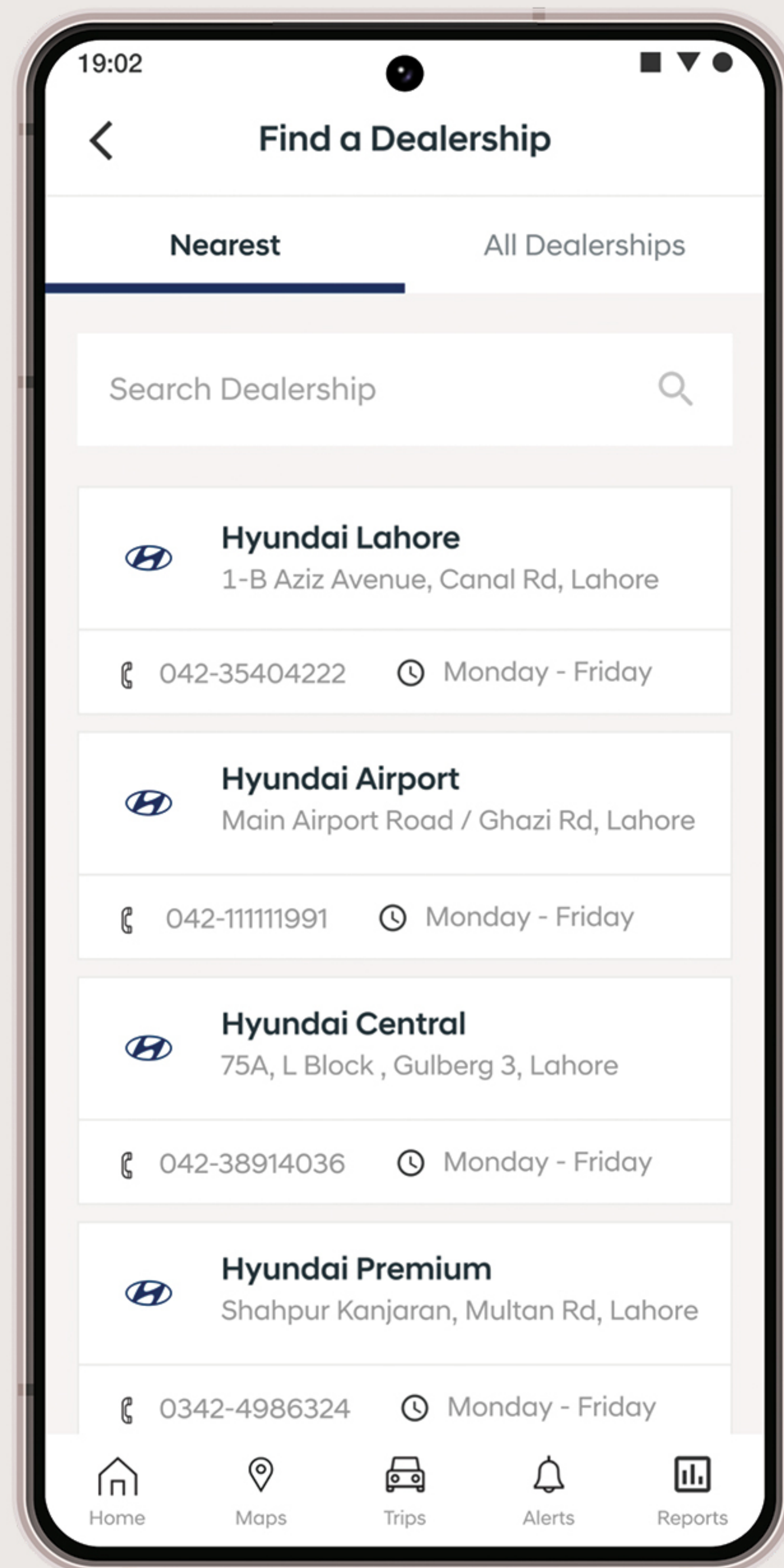
# Alerts



- The Alerts section of the app provides user details about different notifications pertaining to the vehicle's movements.
- The user is able to see all notifications listed under this section.
- By tapping on each alert, the user can view details of the alert such as date, time, event, vehicle details, nearest area, and address for the particular alert.
- By tapping on the notification, the application will navigate the user to the Map screen showing the selected alert's notification on the Map.
- Main alerts include ignition on, ignition off, geofence entry, geofence exit, and overspeeding.
- The latest notification will appear on top.



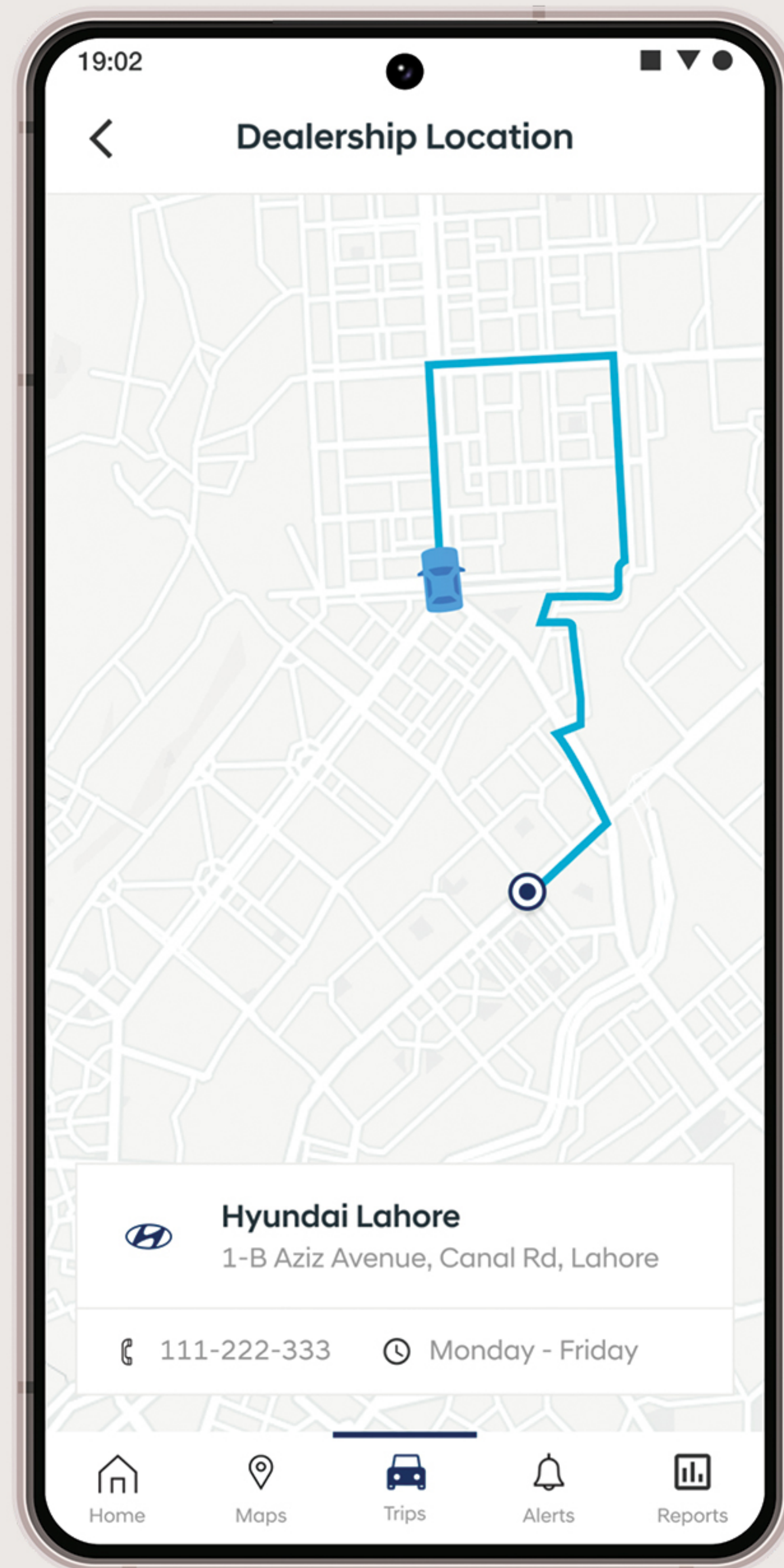
# Find A Dealership



- Users can also find nearby dealerships and view their information by simply tapping Find A Dealership.
- By tapping on Nearest, users can find the dealership nearest to their current location.
- By tapping on All Dealerships, users can access nationwide dealerships.
- Users can select any dealership and request a route from their location to the selected dealership. The route will be shown on the Map.
- Users can contact the dealership by tapping on the call button.
- Users can also book appointments with a specific dealership through this app.



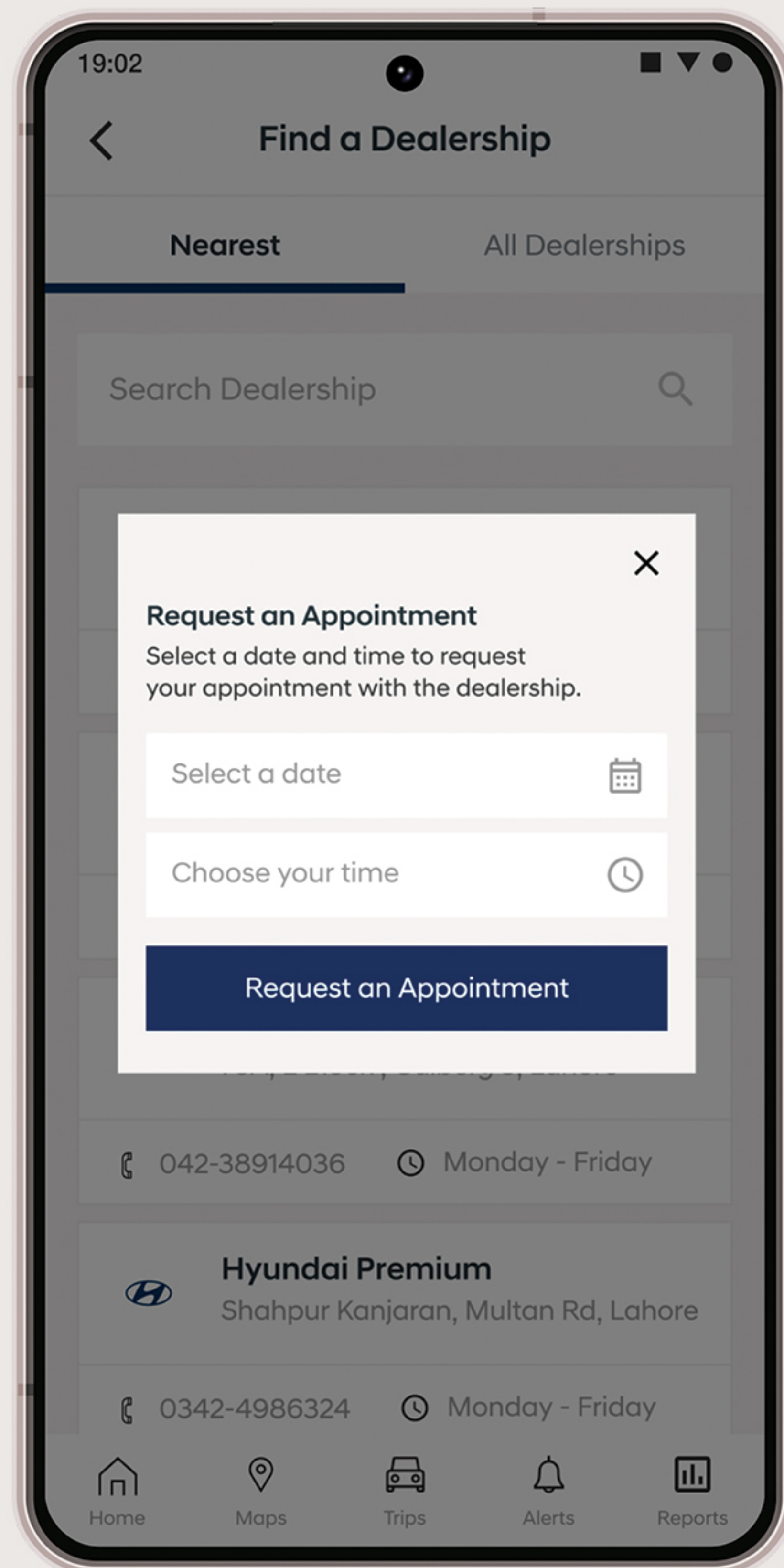
# Dealership Locator



- When a user taps on the selected dealership, a pop-up box will open providing the user with the option to either call the dealership or view the route to the dealership.
- To view the location of dealerships from the user's current location, select View Route.
- The user will be redirected to a map showing the distance from the user's current location to that of the selected dealership.



# Request Appointment

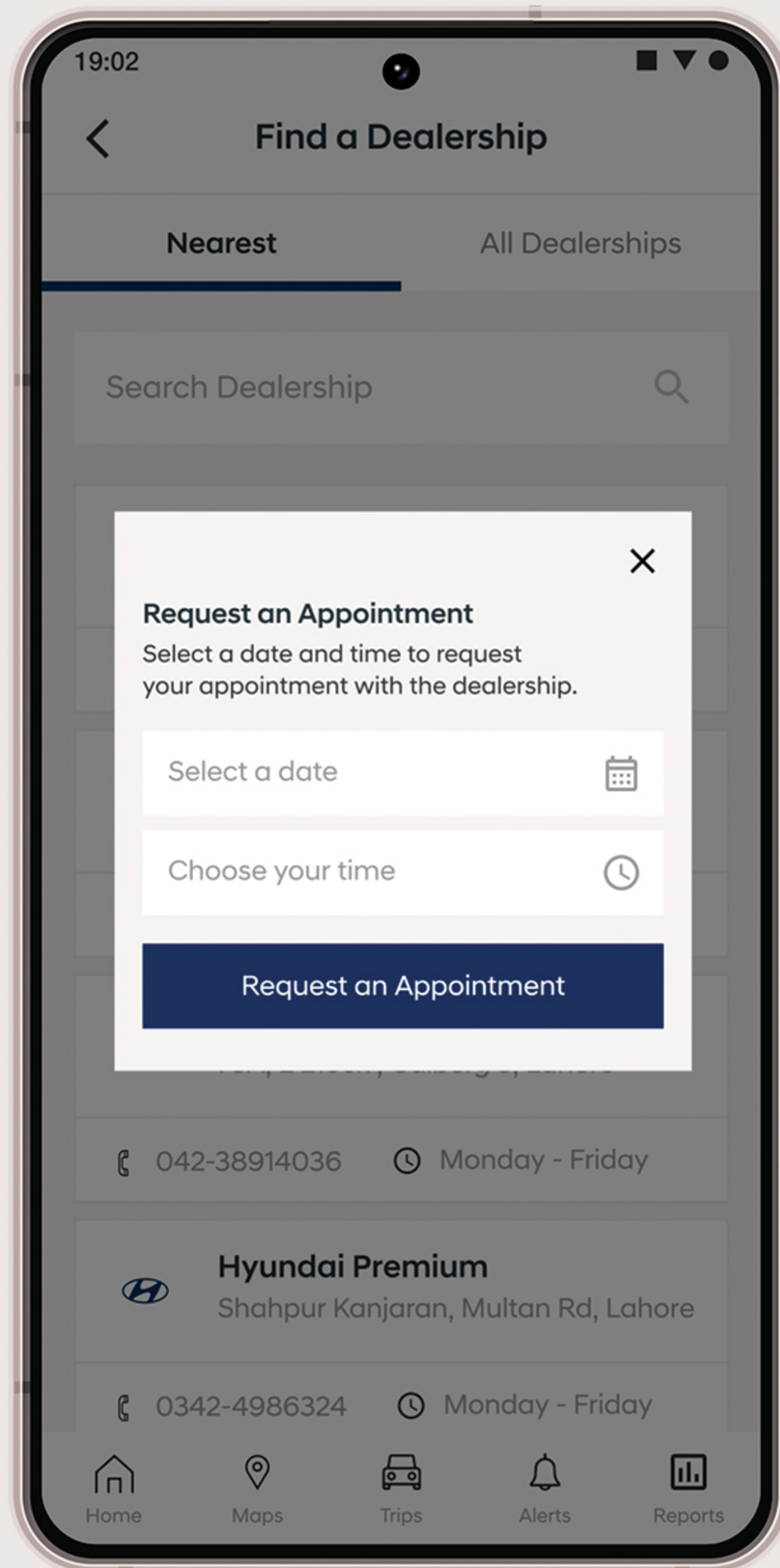


- Users can request an appointment with their selected dealership simply through the MyHyundai application.
- To request an appointment, users can go to find My Dealer, select the dealership where the customer would like to request an appointment, and tap Request an Appointment.
- Upon tapping Request an Appointment, users can select a date and choose time for their appointment.
- Once the user confirms, a message will pop up indicating that “Your request for an appointment has been received; you will receive the confirmation from the dealership soon.”



# Request Appointment

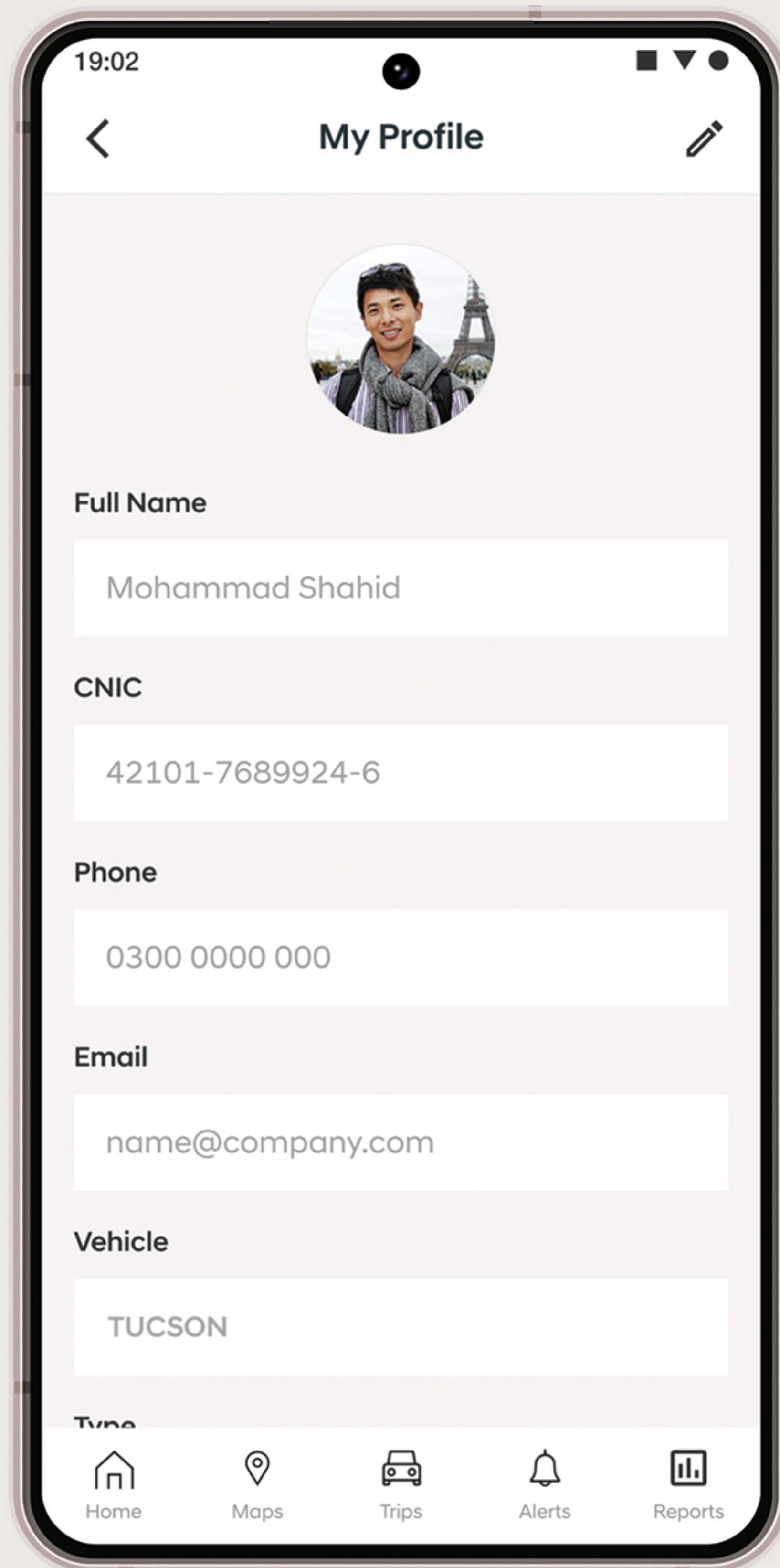
- An email will be sent to the respective dealership of the appointment requested by the user.
- Dealership will contact and confirm the appointment.
- Appointments can be made from 9 am to 4 pm. Users will be unable to select “Sunday” or a previous date on the calendar.





# My Profile

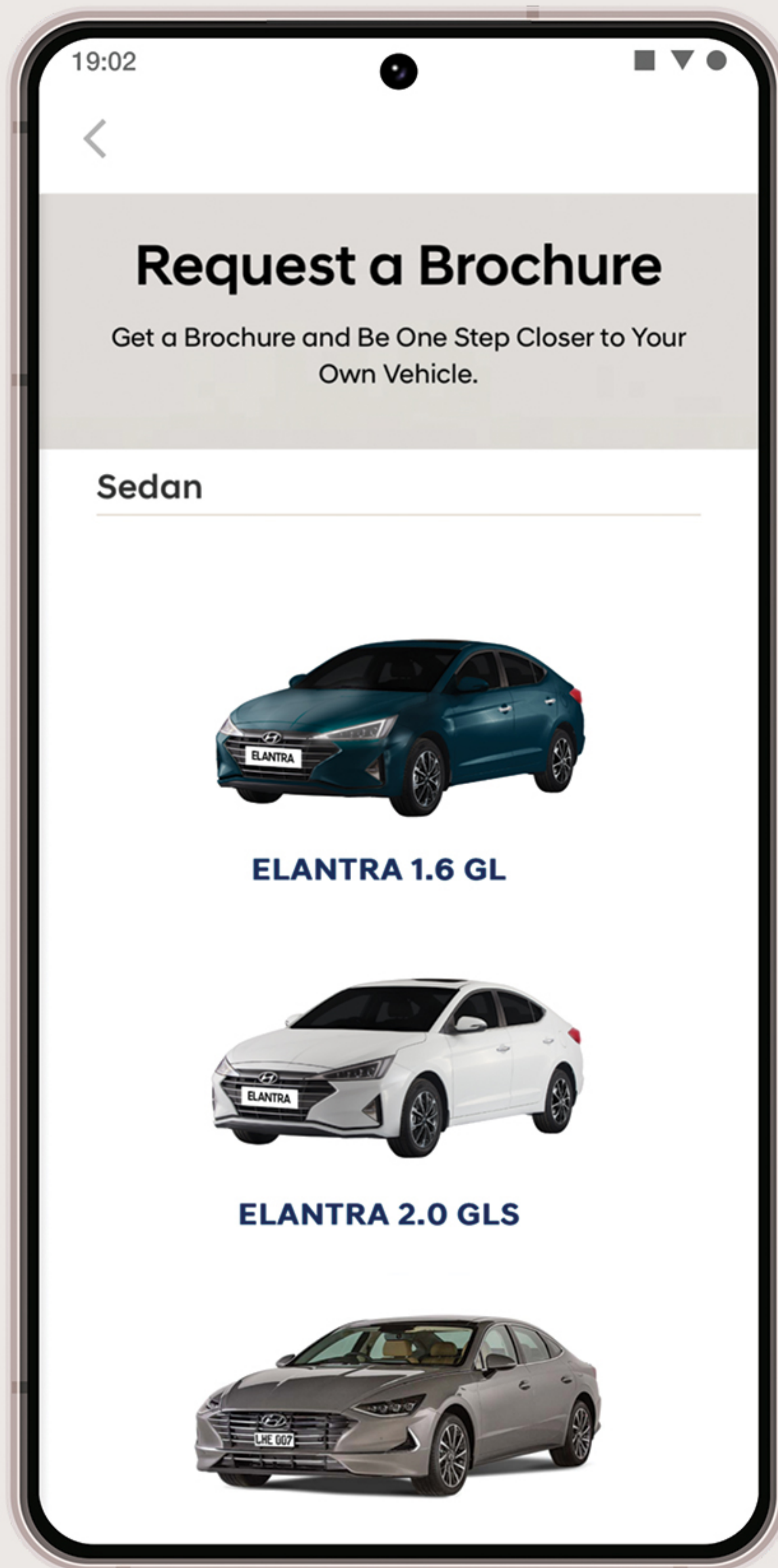
- My Profile section will show the user's information such as Name, CNIC, Phone Number, Email, Vehicle details, etc.
- Users can edit their information and update/save their information.
- On tapping Save Changes, the user's profile will be updated.





# Brochures

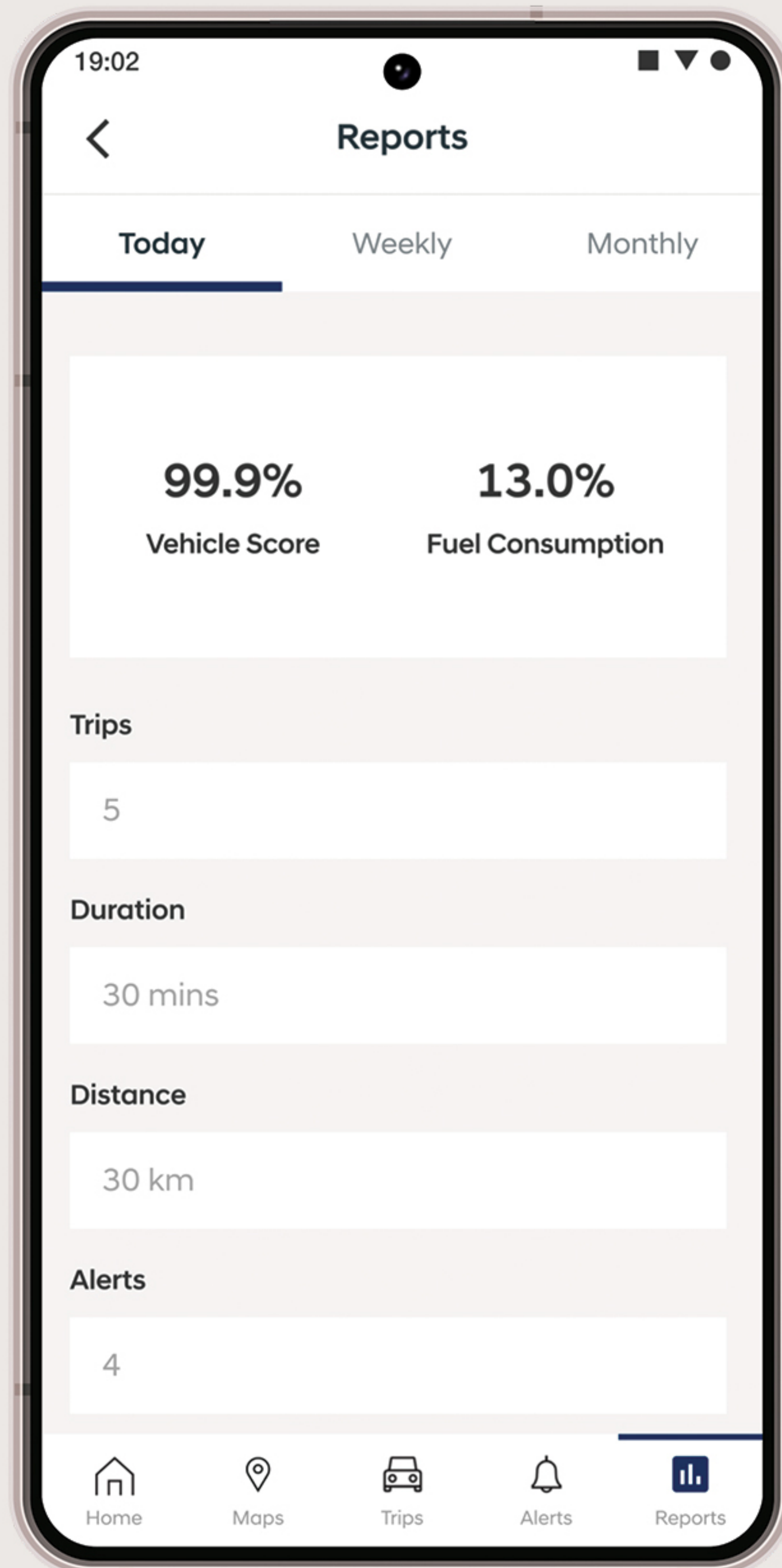
- Users can also access the brochures for Hyundai Pakistan products by accessing the Brochures tab.
- In the sidebar menu, select Brochures. The user will be navigated to Hyundai's website to download the particular product's brochure.



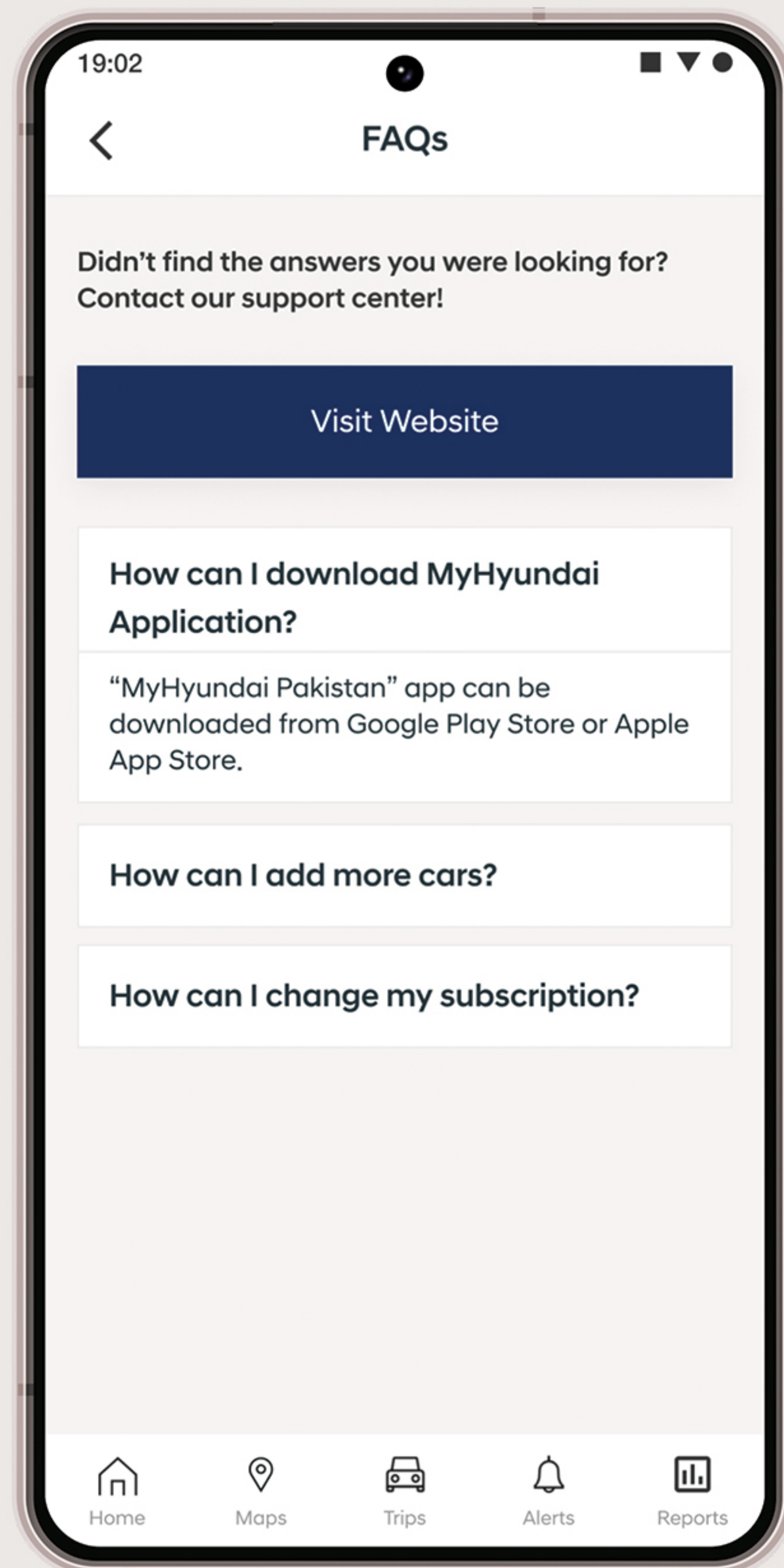


# Reports

- Users can use the feature of Reports to track the overall driving performance of the vehicle/driver.
- Vehicle Score will show the score on the basis of trips and violations of alerts.
- Users can see the daily, weekly or monthly summary of their trips, duration, distance, and alerts that occurred during the selected time frame.



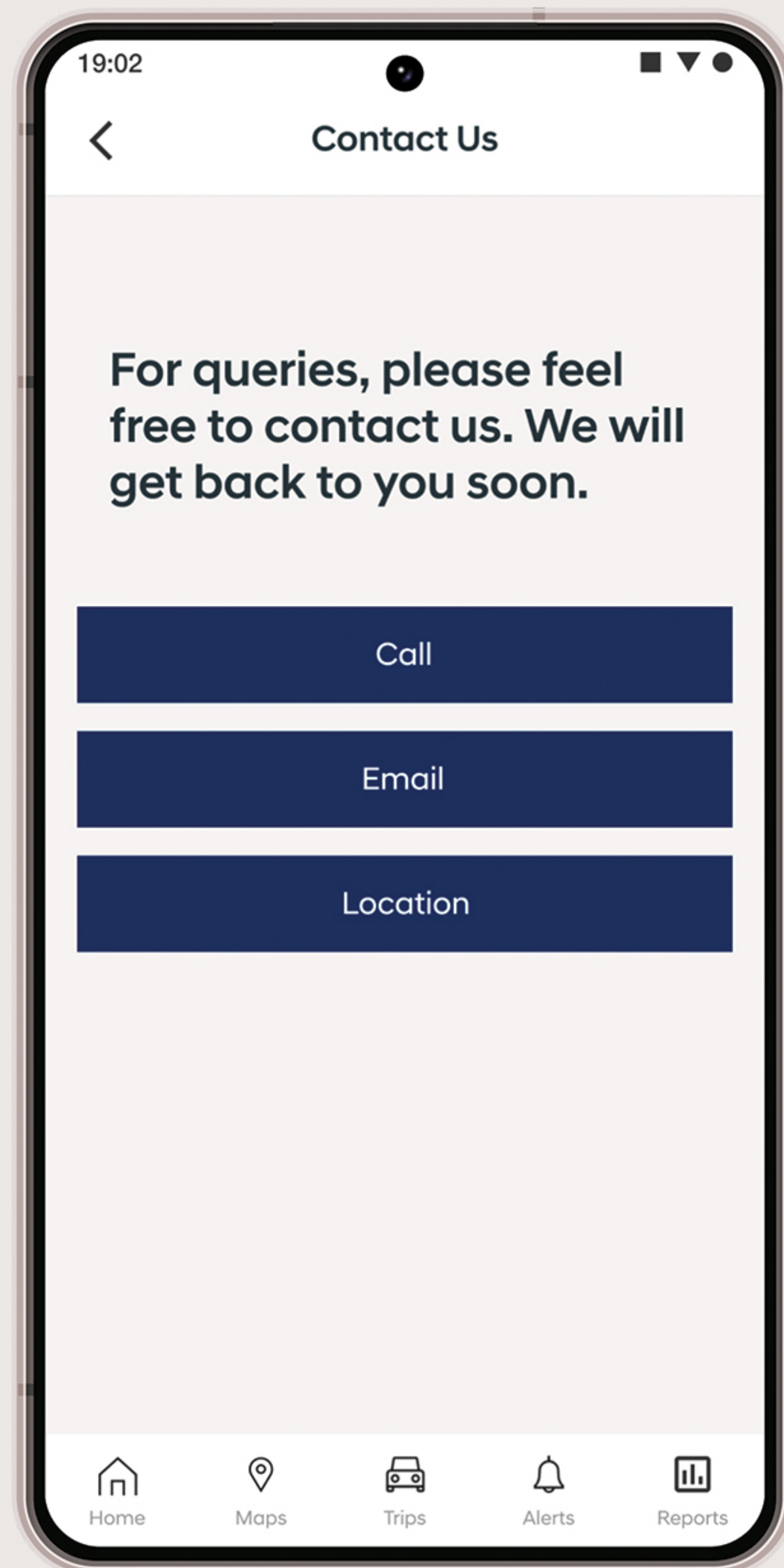




# FAQs

- Users can view the FAQs by clicking the menu bar on the top left corner.
- FAQs will assist the user in case of any queries pertaining to the application and its use.





# Contact Us

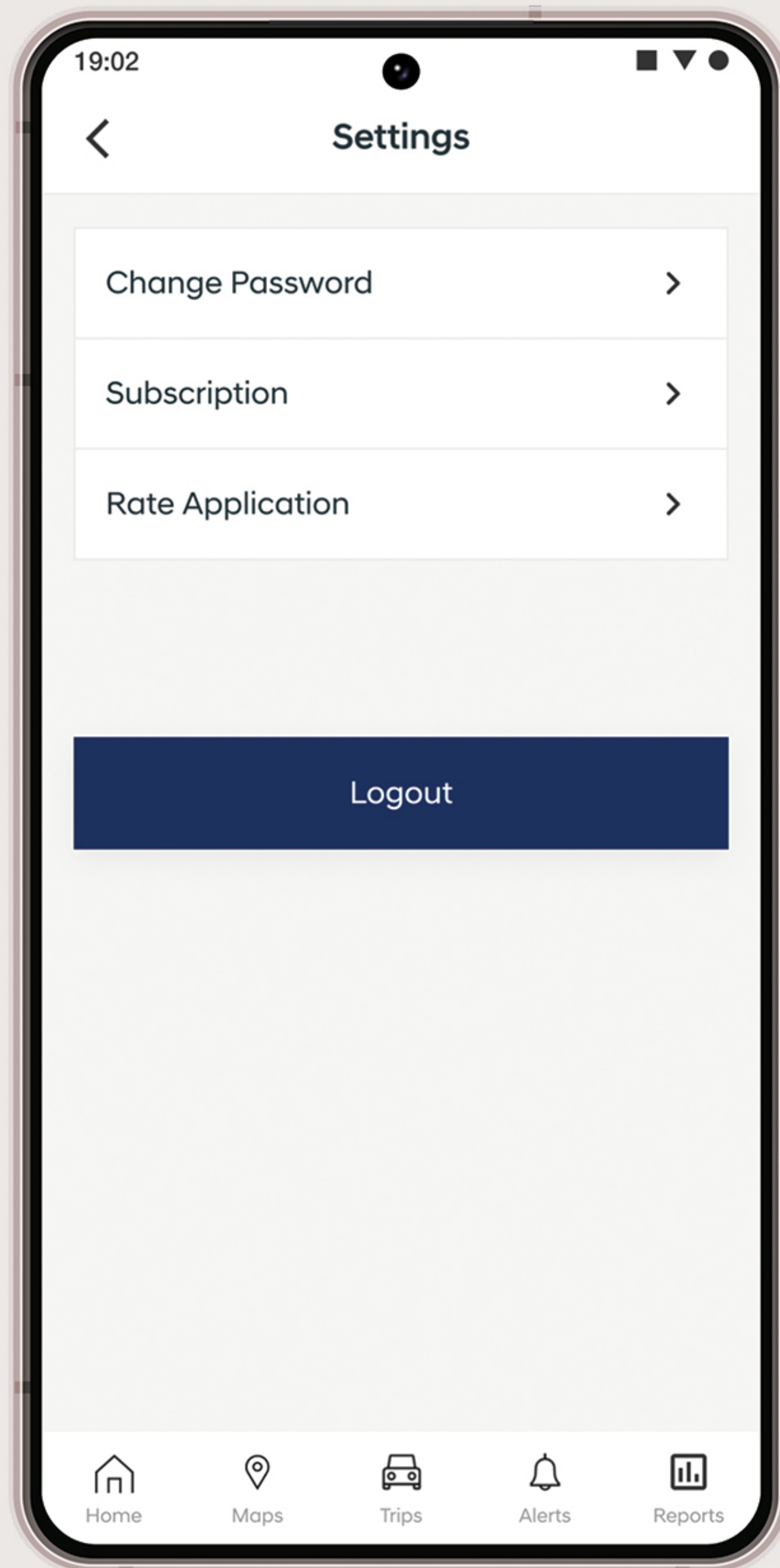
- In this screen, the user can contact the control room regarding any query/assistance.
- The user can contact the control room through phone and email as well.



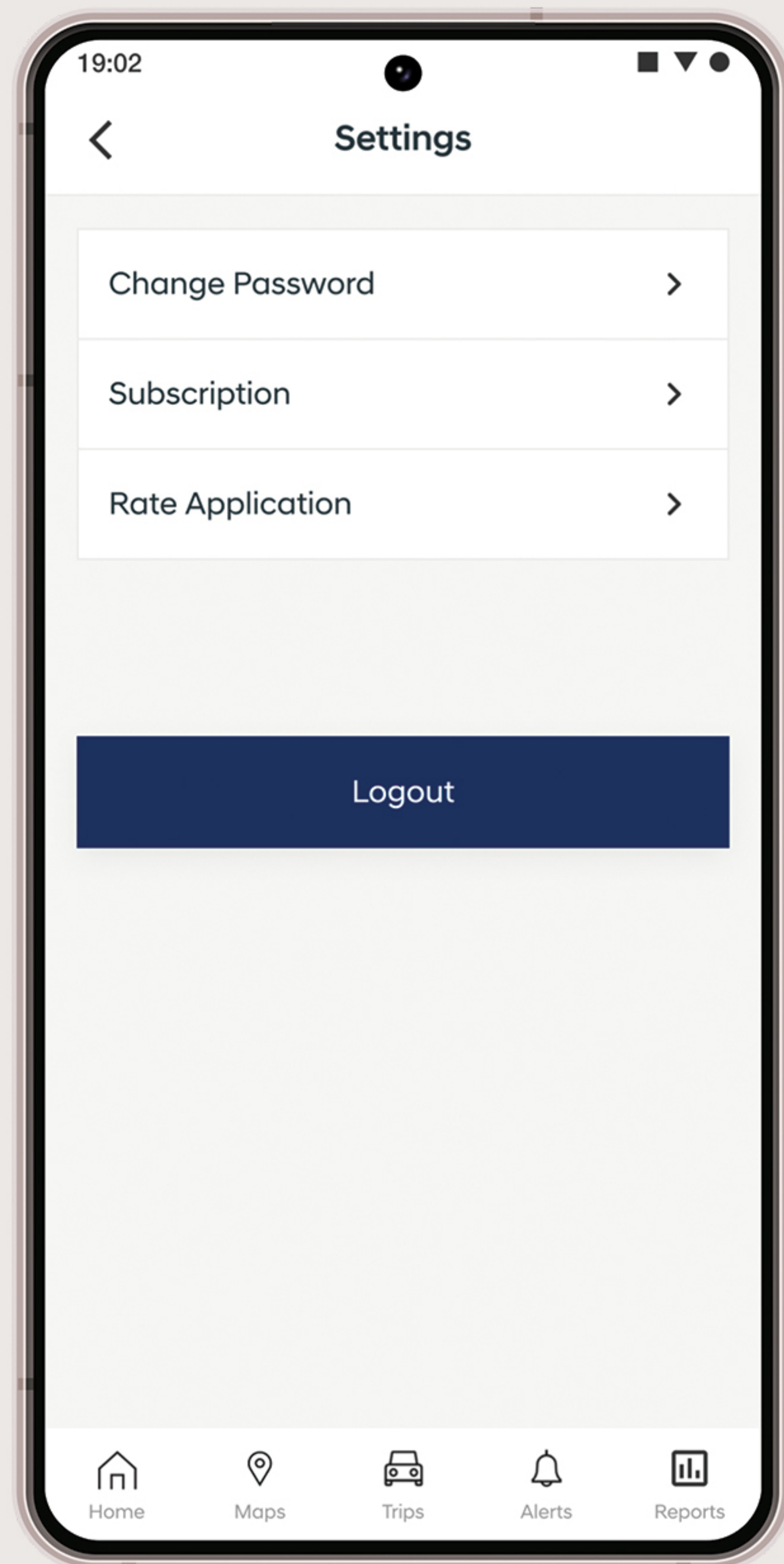
# Settings

- Under the settings section, a user can do the following:

- 1) Change the password
- 2) Subscribe to a package
- 3) Rate the application







# Logout

- In settings, the user can tap on Logout to exit from the application.



my  
Hyundai



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