

Alientech Dashboard

User Guide

This User Guide has been specially designed to illustrate how to use Alientech Dashboard, the new platform from which you can access the several services provided by Alientech srl to its customers through the ALIEN_id.

We suggest you carefully read this User Guide before registering and start using the Dashboard, and to keep it always at hand.

Version	Release date	Release Notes	Ref. Page
1.0	06/12/2019	New User Guide introduced for Alientech Dashboard	All
1.01	20/01/2020	Modified some screenshots	11,15
1.02	24/01/2020	Added new notices concerning the registration email address	7,16
1.03	10/03/2020	Modified some screenshots	5,6,7,8,9, 10,19,20



Please think about the environment before printing this document: save it to your computer.

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Important notices regarding the use of Alientech Dashboard

- The Internet connection costs for accessing the Alientech Dashboard and for the provision of all the related services are at your expenses.

Important notices about the contents in this Guide

- Alientech srl owns and administers some or all the rights to the images and other copyrighted content in this User Guide. Use of the images and other copyrighted content (including, but not limited to, copying, reproducing, modifying, translating, uploading on a network, displaying, transmitting, distributing, licensing, selling and publishing) except as used herein, is prohibited to the extent allowed by law.
- This User Guide and the screen images representing the Alientech Dashboard used throughout this guide are subject to change without notice.
- The screen images used throughout this Guide may be fictitious or may differ from actual screen images.

About trademarks

- K-Suite, KESSv2, K-TAG, Powergate3+ and ECM Titanium are either registered trademarks or trademarks of Alientech srl.
- All other trademarks are the properties of their respective owners.

Glossary

Before you begin, you should become familiar with some terms used in this guide.

Term	Explanation
Organization	<p>An organization is the firm that will be registered in the Alientech Dashboard. It can be either a single person, or a company which can create many users, as to manage the access rights of its staff to the various services and areas.</p> <p>For example:</p> <ul style="list-style-type: none">• “Workshop” is a company with several employees, who have different roles and responsibilities. Workshop registers an account, that will act as an Organization, then creates as many Users as needed for each member of its staff that will need to use the Alientech Services, giving them the access rights according to their roles.• John Doe is a single user, or company in which works only its owner. In this case John Doe will act as the Organization and will not need to create other users.
User	<p>A user is the member of an Organization that can have limited or unlimited access to the various services and areas, according to rights granted them by the administrator of the Organization.</p>

By creating an ALIEN_id you will be able to access all Alientech services with a single set of credentials (i.e. username and password), manage the access rights of all your staff, manage your subscriptions, consult the User Guides, and many more features as explained in the following sections.

- The first person of your company that makes the registration will be assigned with unlimited access rights to all services and areas. For this reason, we suggest that the first registration is made by the person who manages your company, so that he will be able to create and manage user accounts dedicated to each individual functions of your company staff.
- It is very important that the members of your staff don't create an ALIEN_id on their own: once an ALIEN_id is created independently it cannot be associated with an organization, and the only solution will be to delete this account. The correct procedure is that the members of your team wait until your Organization has registered all the User ALIEN_ids needed before accessing the Alientech Dashboard.

If you need to review the explanation of the difference between "Organization" and "User", please refer to the [Glossary](#) section.

How to create an ALIEN_id for your organization

1. Login to Alientech Data Bank <https://databank.alientech.to/> with your current login credential.
2. Click on *OK* in the message displayed to be redirected to Alientech Dashboard.



Figure 1: Message in Alientech Data Bank requesting the registration of an ALIEN_id

Important notice

In case you have more than one Customer Code, you just need to register to Alientech Dashboard once: when you login to Alientech Data Bank with the old login credential of another Customer Code of yours, just click on the <OK> button in **Figure 1** and login to Alientech Dashboard with your ALIEN_id. By doing so all your Customer Codes will be associated with your ALIEN_id.

Figure 2: Alientech Dashboard – Login page

3. Click on *Register now*.
4. Fill in all the fields of the proposed form with the login information you desire.
Note: All fields are mandatory, as indicated by the red asterisk.
Make sure not to make any typo on your name and surname since it will not be possible to change them.
 - a. Please select “Private customer” only if you don’t use Alientech products and services for working purposes.
 - b. Enter a password that is at least 8 characters, includes both letters and numbers, and has at least one special character (&, %, @, #, etc.).
 - c. Select the language in which you wish to experience the Dashboard, among the ones proposed.

For the purposes of this User Guide, the creation of “company account” will be used as an example.

Create your ALIEN_id

Customer type * ▼
Specify if you are a private customer or a company.

Company name *
Enter your business or company name.

First Name *

Surname *

E-mail *

Re-enter your e-mail *

Password * 👁
Password must be at least 8 characters, include both letters and numbers and have at least one special character.

Re-enter your password *
Re-enter your password.

Language * ▼
Choose your language.

Figure 3: Registration form – page 1

You must enter a valid and active email address in order to register for an ALIEN_id.

5. Click on *Next* to proceed.
6. Fill in the fields of the proposed form with your contact and fiscal info.
Note: the mandatory fields are indicated by the red asterisk.

Create your **ALIEN_id**

Address *	<input type="text" value="Via dei Cordari 1"/>
City *	<input type="text" value="Trino"/>
Province / State	<input type="text" value="Vercelli"/>
Postal code *	<input type="text" value="13039"/>
Nation *	<input type="text" value="Italy"/>
Legal representative	<input type="text" value="John Doe"/>
Cell phone *	<input type="text" value="+39 123456789"/>
Phone	<input type="text" value="+39"/>
Fax	<input type="text" value="+39"/>
Certified e-mail address (PEC)	<input type="text"/>
Enter your certified e-mail address.	
SDI code	<input type="text"/>
For Italian companies only.	
Tax code	<input type="text"/>
VAT identification number	<input type="text" value="02007510023"/>
Website	<input type="text" value="www.alientech-tools.com"/>

Figure 4: Registration form – page 2

7. Click on *Next* to proceed.

Note: If you click on *Back* you will go back to the previous form, to revise and/or change your login information.

8. Mark the checkbox to agree to Alientech srl privacy policy.

9. Complete the reCAPTCHA challenge to confirm you are not a robot.

10. Click on *Confirm registration* to complete the procedure.

Create your **ALIEN**_id

Main info

First Name: John
Surname: Doe
E-mail: info@alientech.to
Company name: Alientech
Language: English

Additional information

Address: Via dei Cordari 1
City: Trino
Province / State: Vercelli
Postal code: 13039
Nation: Italy
Legal representative: John Doe
Certified e-mail address (PEC):
SDI code:
VAT identification number:
Tax code:
Cell phone: 123456789
Phone:
Fax:
Website: www.alientech-tools.com

I have read the [Privacy Disclosure](#) and agree to the treatment of my personal data as therein described.

I'm not a robot 
reCAPTCHA
Privacy - Terms

Figure 5: Registration form – summary page

11. Once the registration is complete, a confirmation message is displayed, and you will receive an activation e-mail to the address entered in the registration form.

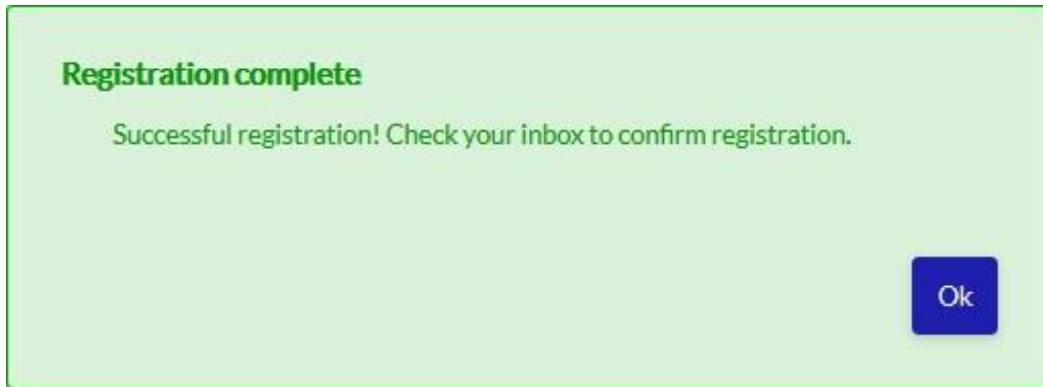


Figure 6: Message confirming successful registration

12. Go to your inbox and click on the **<Activate now>** button contained in the e-mail received from Alientech to validate and activate your ALIEN_id.

Hello,

Your ALIEN_id has been successfully created!

We remind you that your login credentials are as follows:

Username info@alientech.to

Please click on this link to activate your ALIEN_id:

Activate now

As an alternative, you can copy / paste the following link directly into your browser:

<https://>

Alientech S.r.l. - Società unipersonale

Figure 7: Activation e-mail

13. Once your ALIEN_id is activated, you can login to the Alientech Dashboard and start working.

Once you created an ALIEN_id, you can use the new login credentials set for Alientech Dashboard to access to the Alientech Data Bank and the Help Desk.

Alientech Dashboard menu and main features

Once you are logged in the Alientech Dashboard, you have at your disposal a sidebar navigation menu on the left side of the page, and quick service access tabs in the center of the page.

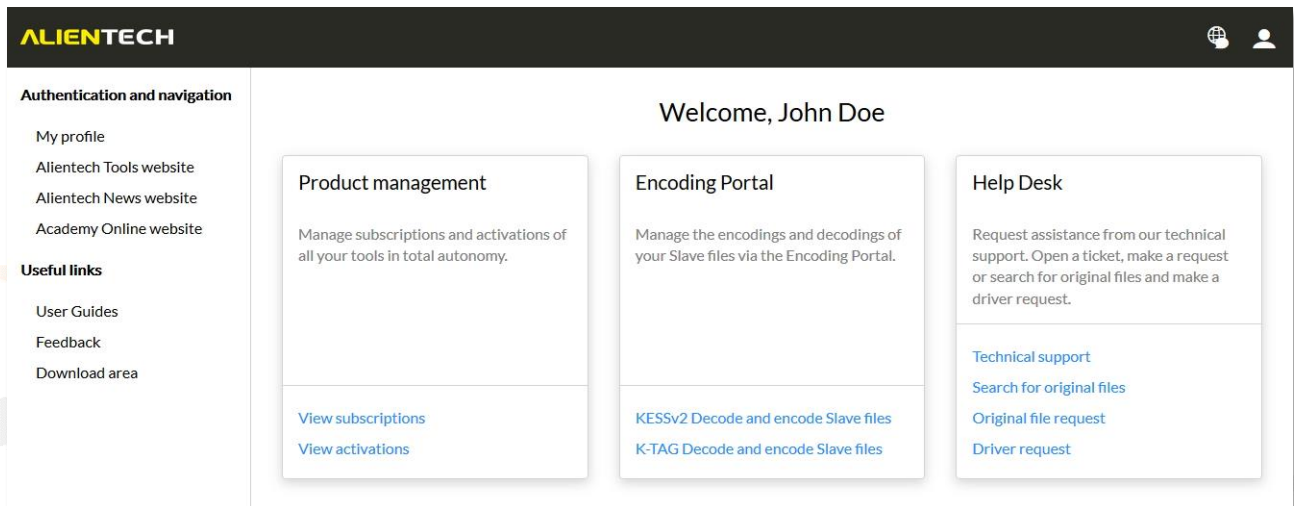
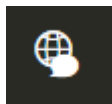


Figure 8: Alientech Dashboard – main page

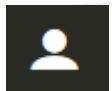
Icons in Alientech Dashboard



To go to the main page of Alientech Dashboard.



To change the language of use of Alientech Dashboard.



To manage your ALIEN_id, your user ALIEN_ids and logout.

Sidebar navigation menu

On the left side of Alientech Dashboard there is a sidebar navigation menu, where you can manage your ALIEN_id, get in touch with Alientech websites, and download Alientech documentation and software.

Authentication and navigation

My profile

Alientech Tools website

Alientech News website

Academy Online website

Useful links

User Guides

Feedback

Download area

Figure 9: Alientech Dashboard – sidebar navigation menu

My profile

Click on *My profile* in the sidebar navigation menu if you need to change your profile information, or if you wish to add a new user. For further information on how to add a new User to your Organization, see section [How to create a User ALIEN id for your staff](#).

MY PROFILE

Personal info Edit

General info		Contact info	
FIRST NAME	John	E-MAIL	info@alientech.to
SURNAME	Doe	PHONE	
LANGUAGE	English	CELL PHONE	+39123456789

Address

ADDRESS	Via dei Cordari 1
CITY	Trino
PROVINCE / STATE	Vercelli
NATION	Italy
POSTAL CODE	13039

Figure 10: Alientech Dashboard – My profile section

Alientech Tools website

Click on *Alientech Tools website* in the sidebar navigation menu to open a new page in your browser and navigate Alientech institutional website.

Alientech News website

Click on *Alientech News website* in the sidebar navigation menu to open a new page in your browser and navigate Alientech website dedicated to all the news concerning Alientech world.

Academy Online website

Click on *Academy Online website* in the sidebar navigation menu to open a new page in your browser and navigate Alientech website dedicated to the training courses.

User Guides

Click on *User Guides* in the sidebar navigation menu to display a new page in Alientech Dashboard, where you can find all the User Guides currently available for Alientech tools and services.

ALIENTECH USER GUIDES

Help Desk

- [Help Desk - User Guide](#)
- [Kundendienst-Portal - Benutzerhandbuch](#)
- [Portail Ticket - Guide de l'utilisateur](#)
- [Portal Ticket - Guia de Usuario](#)
- [Portale Assistenza Clienti - Guida Utente](#)
- [Portale Ticket - Guia do Usuario](#)
- [Портал Техподдержки Клиентов Руководство Пользователя](#)

ECM Titanium

- [ECM - Driver Maker \(EN\)](#)
- [ECM - Driver Maker \(IT\)](#)
- [ECM - Guia Pratico \(PT\)](#)
- [ECM - Guida Rapida \(IT\)](#)
- [ECM - Guía Rápida \(ES\)](#)
- [ECM - Kurzanleitung \(DE\)](#)
- [ECM - Manuel Rapide \(FR\)](#)
- [ECM - Quick User Guide \(EN\)](#)

KESSv2

- [KESSv2 - Manuale Master \(IT\)](#)
- [KESSv2 - Manuale Slave \(IT\)](#)
- [KESSv2 - Master Guide \(DE\)](#)
- [KESSv2 - Master Guide \(EN\)](#)
- [KESSv2 - Slave Guide \(DE\)](#)
- [KESSv2 - Slave Guide \(EN\)](#)

K-TAG

- [K-TAG - Manuale Master \(IT\)](#)
- [K-TAG - Manuale Slave \(IT\)](#)
- [K-TAG - Master Guide \(DE\)](#)
- [K-TAG - Master Guide \(EN\)](#)
- [K-TAG - Master Guide \(PT\)](#)
- [K-TAG - Master Guide \(ES\)](#)
- [K-TAG - Slave Guide \(DE\)](#)
- [K-TAG - Slave Guide \(EN\)](#)
- [K-TAG - Slave Guide \(PT\)](#)

K-Suite

- [K-Suite 3.0 - Quick Start \(DE\)](#)
- [K-Suite 3.0 - Quick Start \(EN\)](#)
- [K-Suite 3.0 - Quick Start \(ES\)](#)
- [K-Suite 3.0 - Quick Start \(FR\)](#)
- [K-Suite 3.0 - Quick Start \(IT\)](#)
- [K-Suite 3.0 - Quick Start \(PT\)](#)
- [K-Suite 3.0 - Quick Start \(RU\)](#)

Powergate3+

- [Powergate3 - Decoder \(EN\)](#)

Figure 11: Alientech Dashboard – User Guides section

Feedback

Click on *Feedback* in the sidebar navigation menu to send an e-mail with your experience report, any useful suggestions or appreciations on Alientech Dashboard.

Download area

Click on *Download area* in the sidebar navigation menu to open a new page in your browser with the Alientech institutional website page containing all the links to download software, vehicle lists, EC declarations of conformity and User Guides.

Quick service access tabs

In the center of Alientech Dashboard there are quick service access tabs to reach all Alientech services.

Access to the services is bound to the rights set by the organization for each user. For example, a user entitled only to the Product Management tab will not be able to use the links listed in the Encoding Portal and Help Desk tabs. For more information about User's rights, see section [Key of rights and roles](#).



Figure 12: Alientech Dashboard – Quick service access tabs

Product management

By clicking on *View subscriptions*, the entitled user will be readdressed to the Alientech Data Bank page where it is possible to renew the subscriptions of all the tools associated with your Customer Code.

By clicking on *View activations*, the entitled user will be readdressed to the Alientech Data Bank page where it is possible to manage the activations of all the tools associated with your Customer Code.

Encoding portal

By clicking on the links *KESSv2 Decode and encode Slave files* and *K-TAG Decode and encode Slave files*, the entitled user will be readdressed to the Encoding Portal, the new online service to manage the file from your Slave tools.

Note: Access to this portal is bound also to the possession of a Master tool with at least one Slave tool associated.

Help Desk

By clicking on *Technical support*, the entitled user will be readdressed to the Help Desk, the Ticket Portal to ask for technical support.

By clicking on *Search for original files*, the entitled user will be readdressed to the Alientech Data Bank page dedicated to the Automatic search and download of original files (service available 24/7).

By clicking on *Original file request*, the entitled user will be readdressed to the Alientech Data Bank page dedicated to the Original file request processed by an operator of Alientech Technical Support Service (thus available only during the days and opening hours of Alientech Srl).

By clicking on *Driver request*, the entitled user will be readdressed to the Alientech Data Bank page dedicated to the Driver request processed by an operator of Alientech Technical Support Service (thus available only during the days and opening hours of Alientech Srl).

How to create a User ALIEN id for your staff

1. Click on *My profile* in the left sidebar navigation menu.
2. Scroll down the page until the Company Info frame, then click on the <Add team member> button.

Company info Edit

General info		Contact info	
COMPANY NAME	Alientech	E-MAIL	info@alientech.to
LEGAL REPRESENTATIVE	John Doe	PHONE	
TAX CODE		FAX	
VAT IDENTIFICATION NUMBER	02007510023	WEBSITE	www.alientech-tools.com
CERTIFIED E-MAIL ADDRESS (PEC)			
SDI CODE			

Registered office address		Operational headquarters address	
ADDRESS	Via dei Cordari 1	ADDRESS	Via dei Cordari 1
CITY	Trino	CITY	Trino
PROVINCE / STATE	Vercelli	PROVINCE / STATE	Vercelli
NATION	Italy	NATION	Italy
POSTAL CODE	13039	POSTAL CODE	13039

[Add team member](#)

Figure 13: Alientech Dashboard – Add team member button in the *My profile* section

3. Fill in the fields of the proposed form with information of the member of your staff for which you wish to create an ALIEN_id.
Note: the mandatory fields are indicated by the red asterisk.

You must enter a valid and active email address in order to register for an ALIEN_id.

4. Set the access rights you wish to grant to your staff member by marking the box next to the right you want to assign. For a detailed list of rights and roles, please refer to the following section [Key of rights and roles](#).
5. Click on *Create user*.
Note: If you click on *Back* you will exit the procedure and go back to the *My profile* page.

User rights

Administrator ADMIN, FILE, MANAGE, SUB	<input type="button" value="+"/>	<input type="button" value="-"/>
Company manager MANAGE	<input type="button" value="+"/>	<input type="button" value="-"/>
Technical department FILE	<input type="button" value="+"/>	<input type="button" value="-"/>
All rights All rights of all roles	<input type="button" value="+"/>	<input type="button" value="-"/>

<input type="checkbox"/> ADMIN - Administration	i
<input type="checkbox"/> FILE - File management	i
<input type="checkbox"/> MANAGE - Company management	i
<input type="checkbox"/> SUB - Subscription management	i

Figure 14: User rights and roles

6. Once the registration of the User ALIEN_id is complete, a confirmation message is displayed, and the member of your staff for which you just created an ALIEN_id will receive a validation e-mail to the address you entered in the registration form.



Figure 15: Message confirming successful user creation

7. By clicking on *OK* in the confirmation message (*Figure 15*) you will be redirected to the User Management page of Alientech Dashboard, where you can create another User.

USER MANAGEMENT

Users associated with the company:

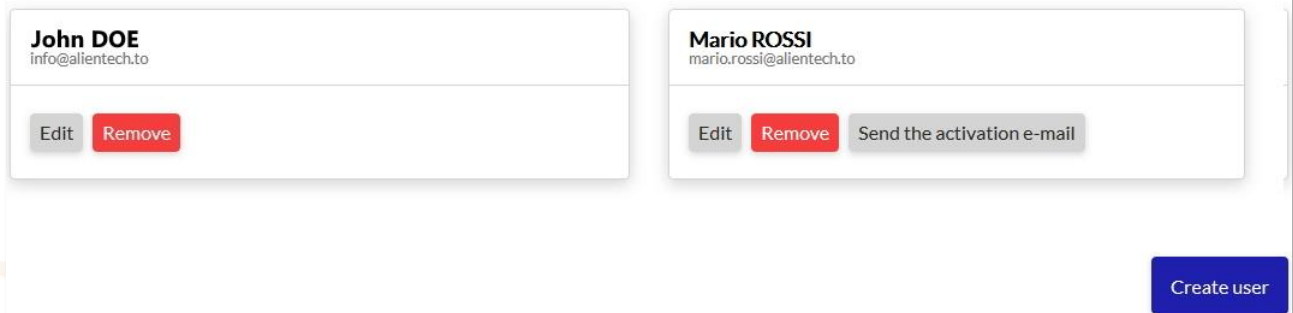


Figure 16: Alientech Dashboard – User Management section

Your user just has to go to their inbox and click on the **<Activate now>** button contained in the e-mail received from Alientech to activate their ALIEN_id and set a personal password.


If your user did not receive the activation e-mail, you can send it again by clicking on the **<Send activation e-mail>** button in the appropriate user frame (*Figure 16*). Once the user has activated their ALIEN_id, this button will no longer be available.


Key of rights and roles

- **ADMIN – Administration:** This right grants the user the complete control of your company. It is usually reserved to the manager of the company and encompasses all the rights listed below.
- **FILE – File management:** This right will grant the user access rights to the driver request and original file request sections, and to the encoding portal.
- **MANAGE – Company management:** This right will grant the user permission to add, modify and remove other users, as well as edit the data of your company.
- **SUB – Subscription management:** This right will allow the user access rights to renew the subscriptions of the tools associated with your Customer Code, configure products that have not yet been initialized by purchasing protocol groups or single protocols, and changing the type of tool (for example, upgrading a tool from Slave to Master).

How to manage the User ALIEN ids associated with your organization

If you wish to add new User to your Organization, you can either:

- Click on *My Profile* in the left sidebar navigation menu, or
- Click on the  icon and then click on *User Management* (option available only if you have previously already created a User through the *My profile* link).

If you wish to change the access rights of an already existing user, click on the  icon and then click on *User Management*.

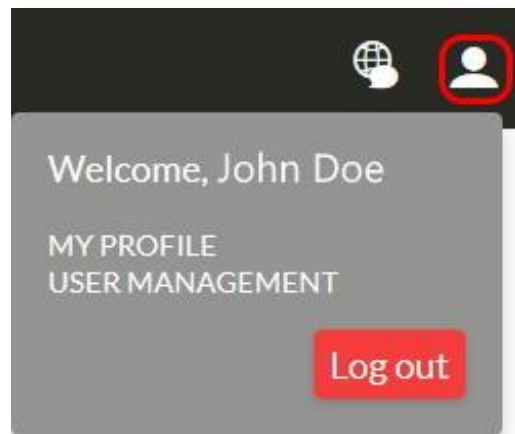


Figure 17: Alientech Dashboard - Quick User management link

Mark or unmarked the boxes next to the right you want to add / remove to the user (*Figure 14*), and then click on the <Update> button.

How to login to the Alientech Dashboard

To access the Alientech Dashboard, either as the manager of the Organization or as a User, enter your login credentials on the Login page and click on the <Login> button (*Figure 18*).



Figure 18: Alientech Dashboard – Login page

You have forgotten your login password or is not recognized

Alientech srl does not know your personal password. If you forgot the password for accessing the Alientech Dashboard or if the password is not recognized, you have to set a new one following the procedure below.

1. Click on the *Forgot your password?* link in the Login page:

Figure 19: Alientech Dashboard – Login page

2. Enter the e-mail address associated with your ALIEN_id and then click on the **<Retrieve password>** button.

Figure 20: Alientech Dashboard – Password recovery form

3. You will receive an e-mail containing the link to set a new password:

Click on the following link to set a new Alientech password:

Set a new password

As an alternative, you can copy / paste the following link directly into your browser:

<https://>

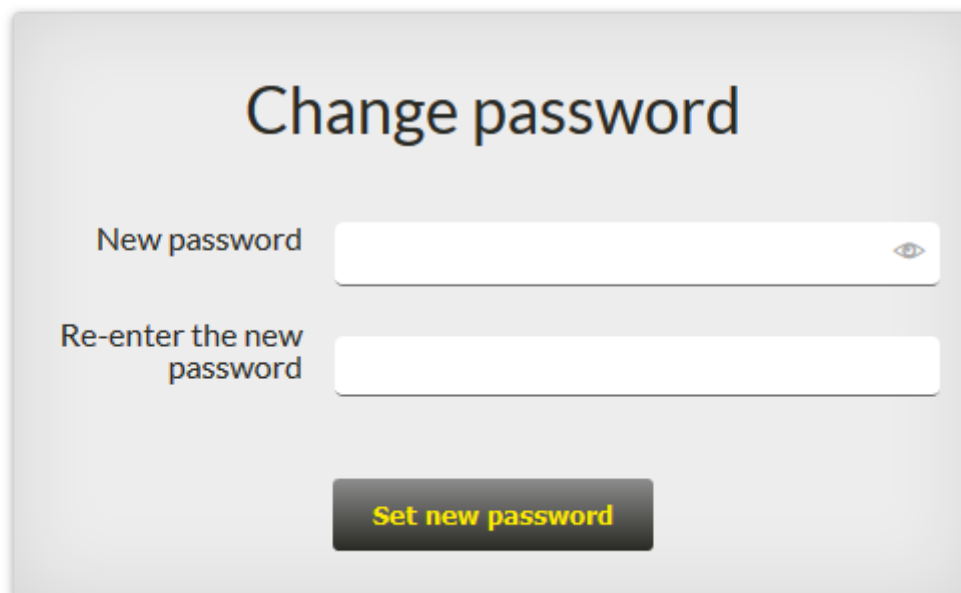
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Figure 21: E-mail to set a new password

4. Click on the **<Set a new password>** button contained in the e-mail: a new page in your browser will be opened, where you can set a new personal password.
5. Enter your new password, which must meet the security requirements listed in **Figure 22**:

For security reasons, your password must meet the following requirements:

- » To be at least 8 characters long.
- » To include both letters and numbers.
- » To have at least one special character (&, @, #, ...).



Change password

New password

Re-enter the new password

Set new password

Figure 22: Alientech Dashboard – form to set a new password

6. Click on the **<Set a new password>** button to save your new password.

Technical Support Service

Alientech srl provides its customers with a Technical Support Service through the Help Desk.

Alientech Technical Support Service is available according to the country in which the service is supplied.

France and Francophone countries

SAS Alientech France

Contact language: French

Official website: <https://databank.alientech.to/ticket/>

Working hours: From Monday to Friday, from 9:00AM to 12:00PM CET and from 2:00PM to 07:00PM CET

Spain and Spanish speaking countries

Alientech Iberica SLU

Contact language: Spanish

Official website: <https://databank.alientech.to/ticket/>

Working hours: From Monday to Friday, from 10:00AM to 2:00PM CET and from 3:00PM to 7:00PM CET

Italy - Rest of the world

Alientech S.r.l.

Contact language: Italian, English

Official website: <https://databank.alientech.to/ticket/>

Working hours: From Monday to Friday, from 8:30AM to 12:30PM CET and from 2:00PM to 6:00PM CET

For more information on how to submit a technical support request, please refer to the Help Desk User Guide available in the User Guides section of the Dashboard.

Useful links

To get more information on software and services offered by Alientech srl, you can refer to the following resources:

For information on	What to do
Help Desk User Guide	See the User Guides section of the Dashboard.
Original File Request Terms and Conditions	See the webpage https://www.alientech-tools.com/legal/
Technical support service Terms and Conditions	See the webpage https://www.alientech-tools.com/legal/
Latest news about Alientech's world	See the website https://www.alientech-news.com
Alientech's authorized dealers	See the webpage https://www.alientech-tools.com/dealers/

Specifications

Compatible Browsers	Latest version of Chrome, Opera, Firefox, Edge or Safari
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