

# BULLETIN

MAKE / MODEL: <b>All</b>	YEAR: <b>All</b>	ENGINE CODE: <b>All</b>
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SUBJECT / SYMPTOM / TROUBLE CODE:  
**TEXA - myTEXA Security clearance/validation + 2-factor authentication via Authenticator App**

**SOLUTION:**

**This validation is requisite in order to be approved to open the security gateway (SGW) in car brands that require it in the future. For example, VAG or Mercedes-Benz.**

**This bulletin deals with the set-up of a workshop manager profile.**

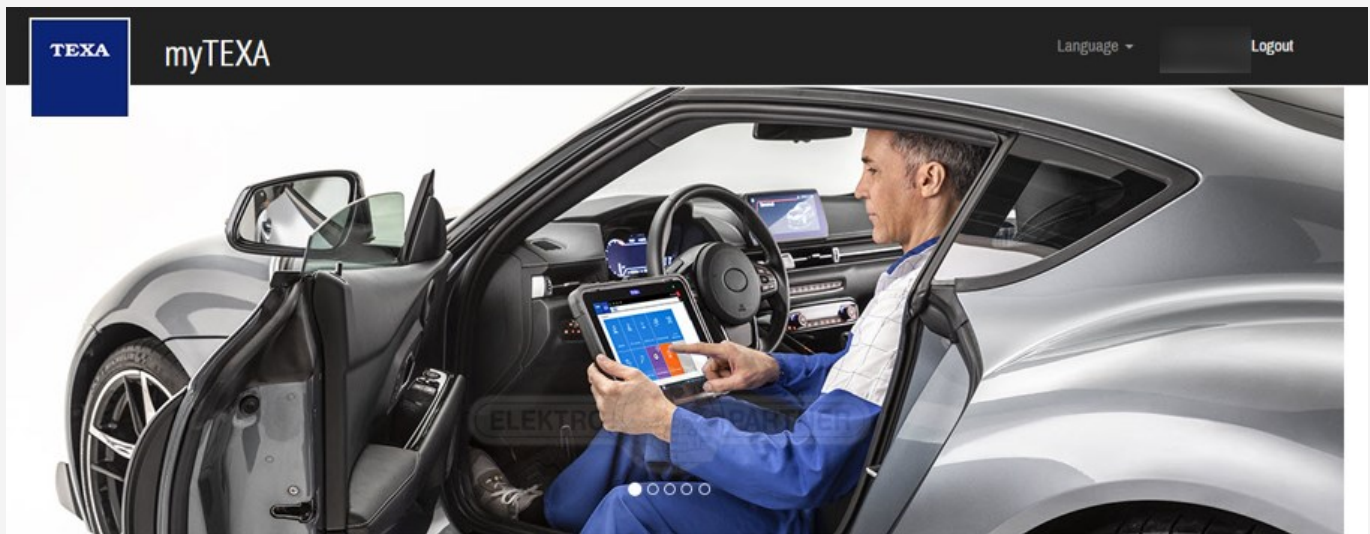
**If there are several users of the diagnostic tool, they must each be invited by the workshop manager via myTEXA. See bulletin 9676.**

**Start by completing a user profile set-up in myTEXA. See guide to this in bulletin No. 8911.**

**If one is already set-up to use myTEXA, the following steps must be performed:  
Go to:**

[www.mytexa.com](http://www.mytexa.com)

**Press Enter.**



## myTEXA

myTEXA is the portal that allows TEXA customers to create a personal profile, enabling them to access all specially dedicated services, even outside the workshop.

First of all, via a link within this portal, the user can access the dedicated area of DOWNLOAD MANAGER, the new application specifically developed to make procedures for downloading the diagnostic software easier, quicker and even more protected.

Furthermore, it will be possible to subscribe to the newsletter and receive all the latest news, regarding the company, its products and relative updates and upgrades, as well as the TEXAEDU calendar of their courses, and much more.

## Login

Registering is quick and easy and gives you access to everything that regards the world of "TEXA".

[Privacy](#)
[Retrieve Password](#)
[Sign up](#)

# BULLETIN

SOLUTION CONTINUED:

Follow the steps:

**1** Sign in screen with fields for email and password, and a 'Sign in' button. A red arrow points to the 'Sign in' button.

**2** myTEXA dashboard showing 'PURCHASED EQUIPMENT' with details for 'NanoClag for PC' and 'NAVIGATOR NANO S'. A red arrow points to the 'New profile page' link in the top navigation bar.

**3** Consent form titled 'Consent to the processing of personal data'. It includes a 'I agree' radio button selected, and a 'Confirm' button at the bottom right. A red arrow points to the 'Confirm' button.

Press (arrows) and check if the information is correct.

**4** myTEXA dashboard with a notification banner: 'New profile page: here you can edit and confirm your personal data and workshop data! Click here to access'. A red arrow points to the 'Click here to access' link.

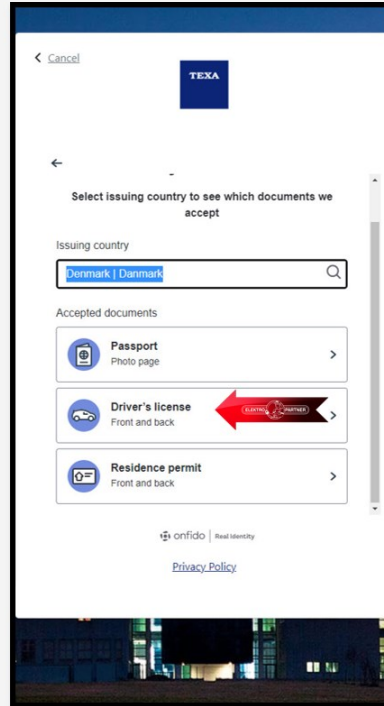
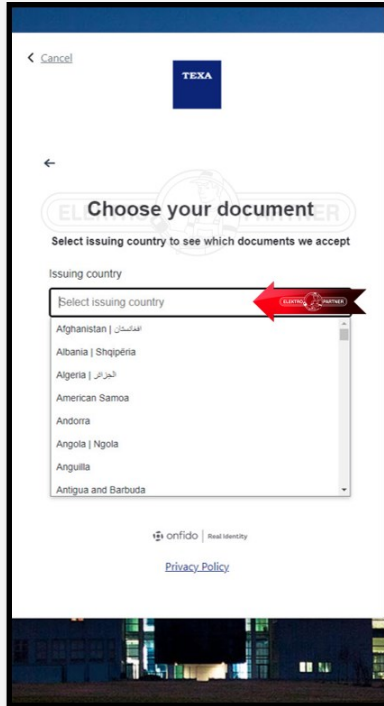
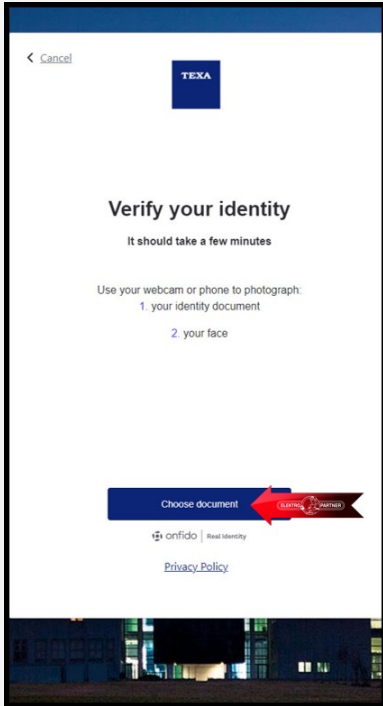
**5** 'Personal profile' management screen. It shows a 'Profile completion' bar and a list of profile sections: 'Personal profile', 'Company profile', and 'Company profile validation'. A red arrow points to the 'Identity check' button.

**6** ID proofing form with fields for 'First name', 'Last name', and 'Date of birth'. Below the fields is a note: 'Perform the ID Proofing procedure to confirm the workshop data, required to carry out the protected diagnostic operations.' A red arrow points to the 'Save profile and validate' button.

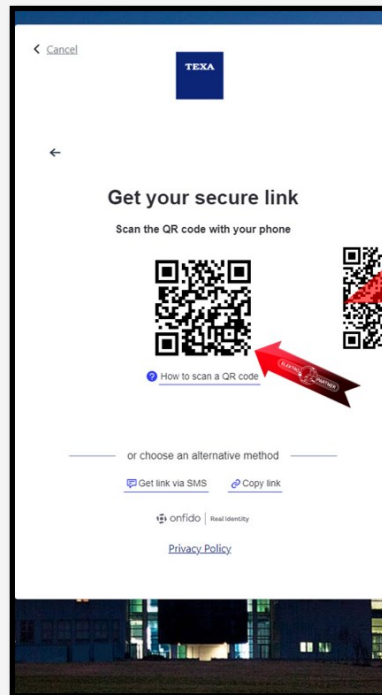
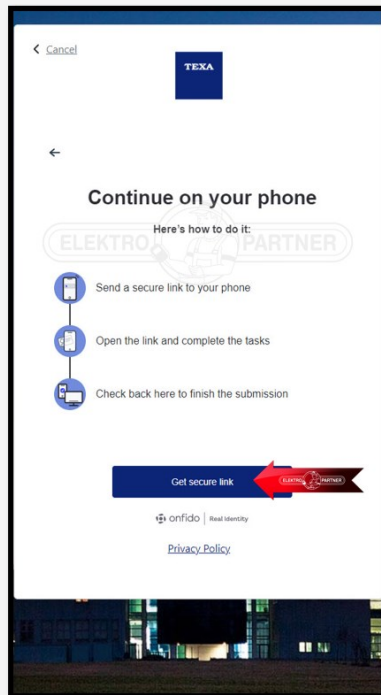
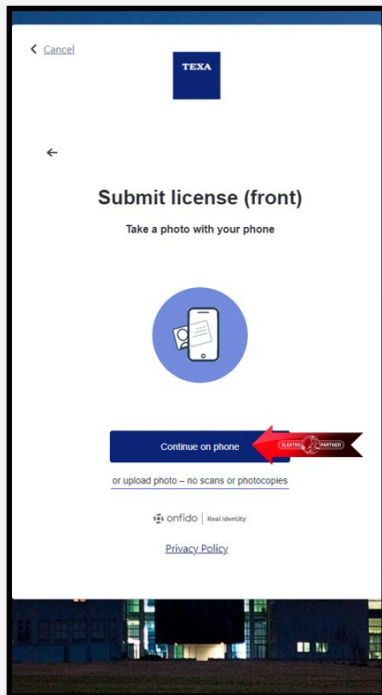
# BULLETIN

SOLUTION CONTINUED:

**Select country.**  
**Choose whether you want to be verified via passport, driver's license or residence permit.**  
**In this example, driver's license is selected.**



**Press the arrows and scan the QR code with smartphone camera.**

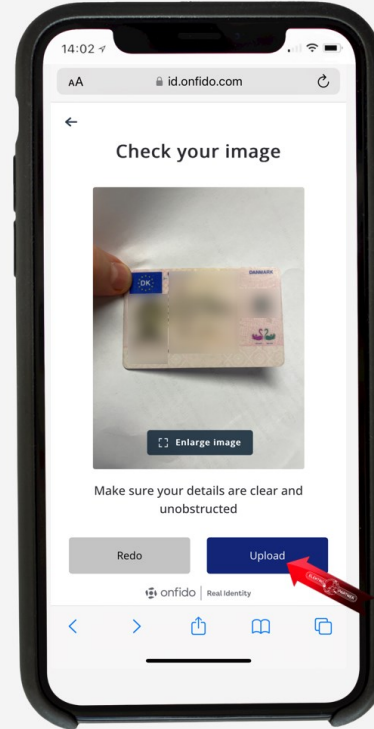
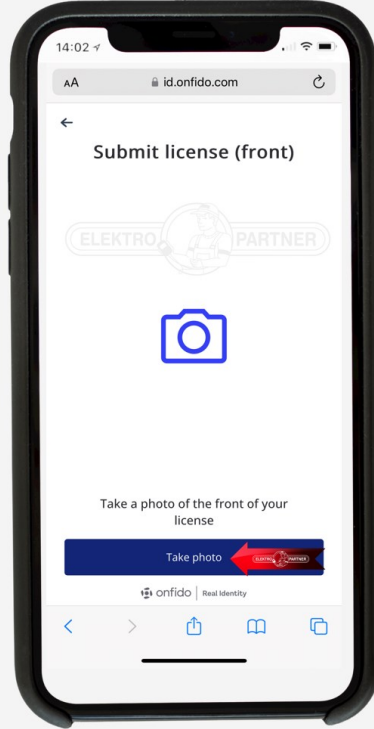
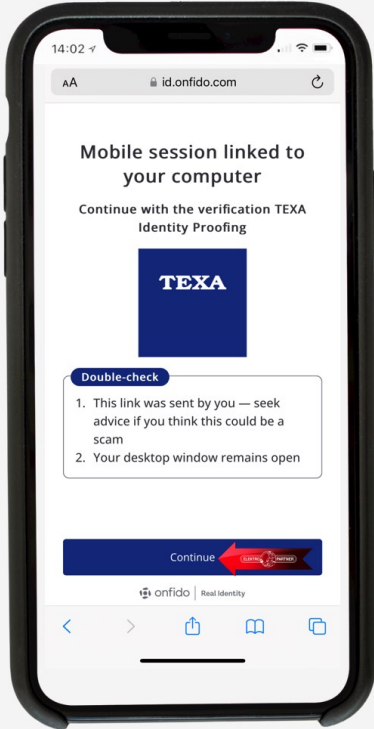


# BULLETIN

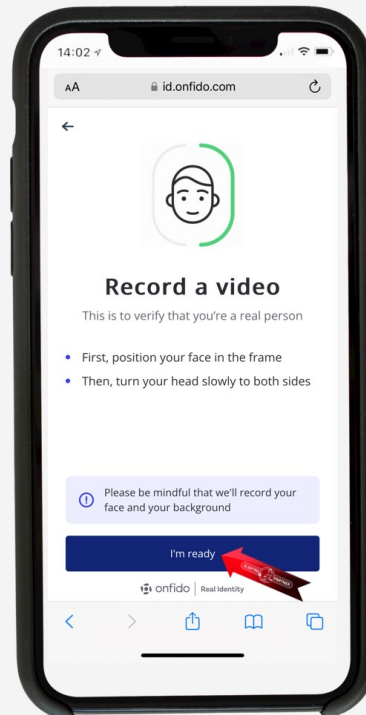
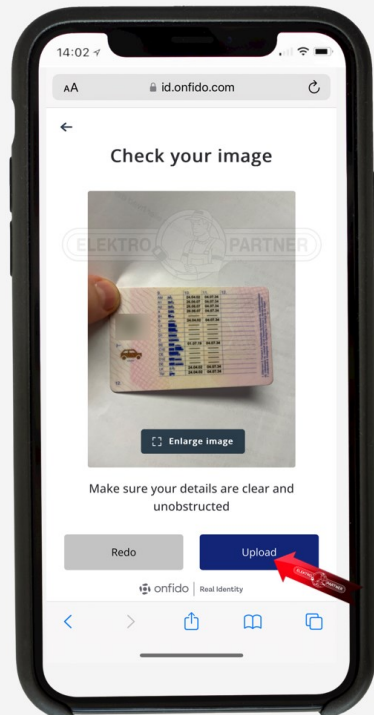
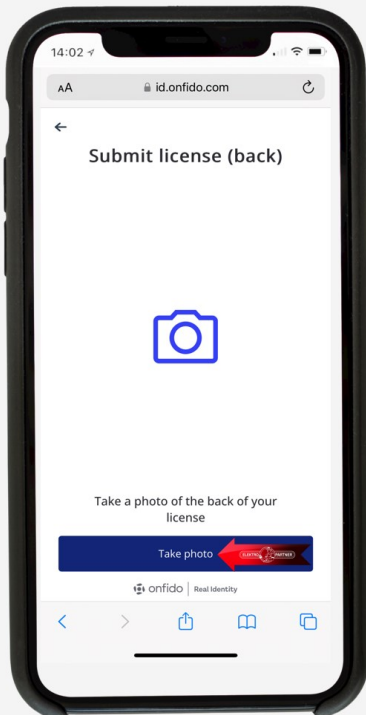
SOLUTION CONTINUED:

**It is important that the illumination of the driver's license is clear and that the photo is clear and not blurred.**

**If the photo is not clear, the verification will be rejected.**



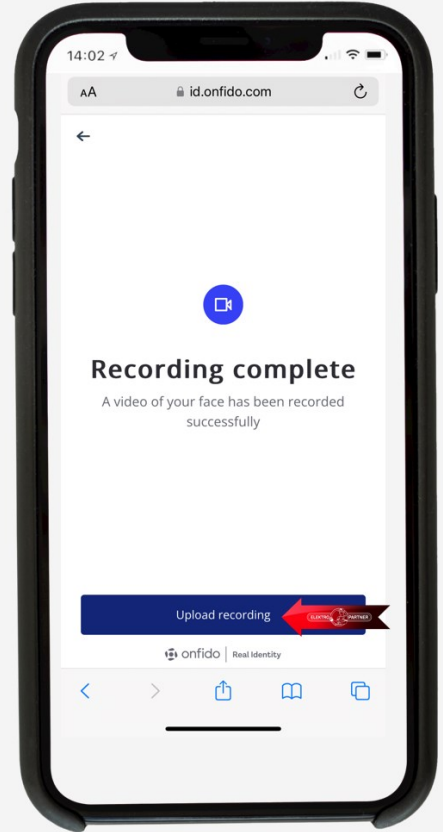
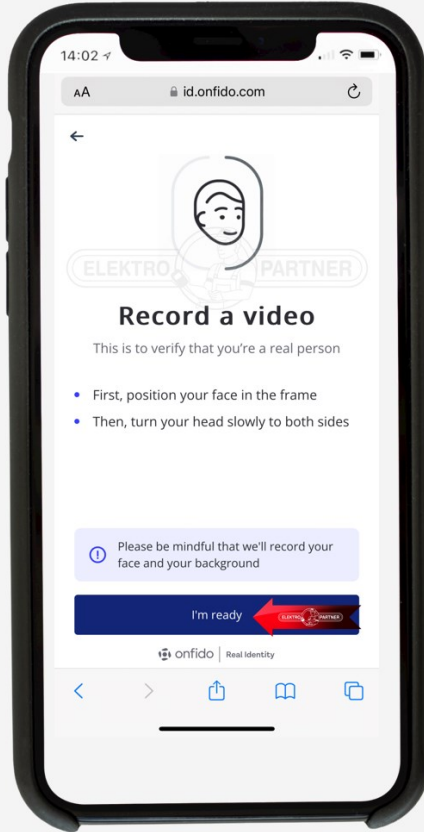
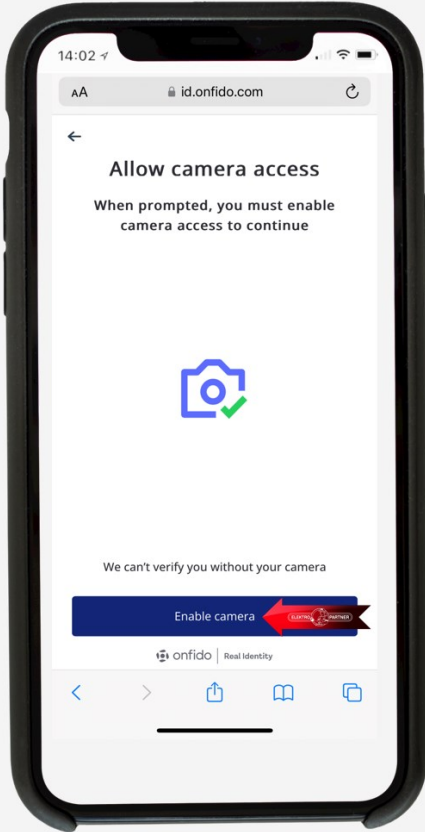
**Also take a photo of the back of the driver's license. Then record a short video where the face is turned from side to side (follow instructions).**



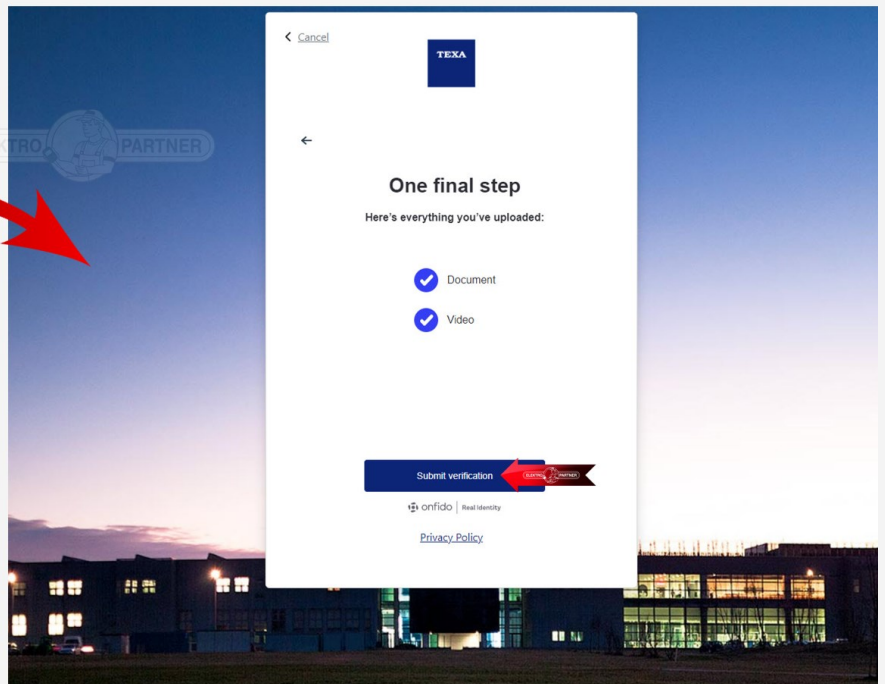
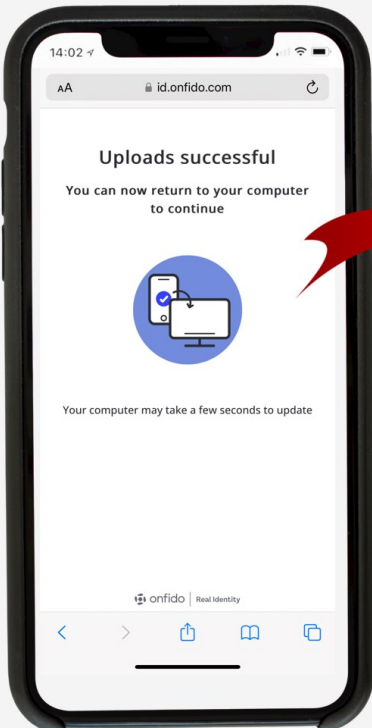
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# BULLETIN

SOLUTION CONTINUED:



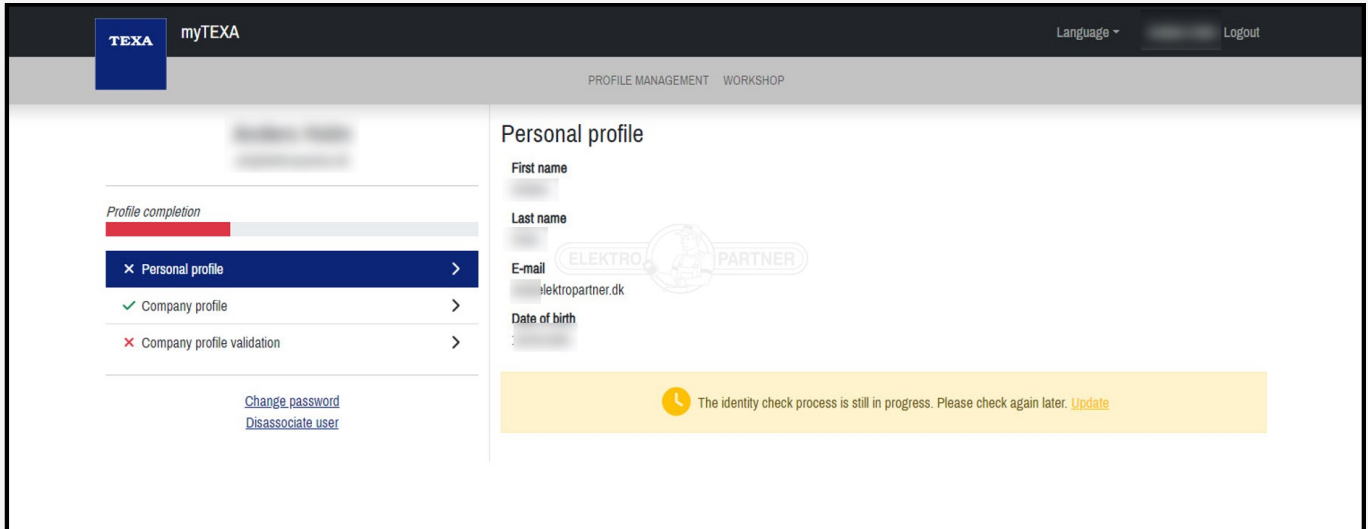
Once photos and video have been uploaded, press "Submit".



# BULLETIN

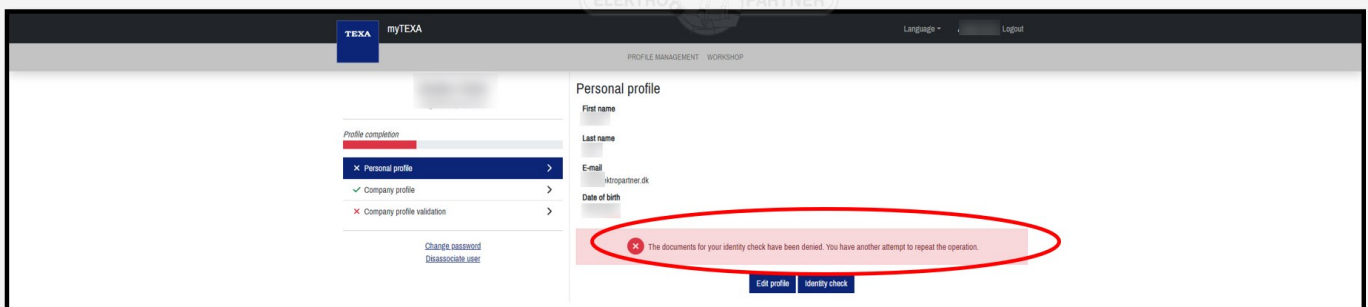
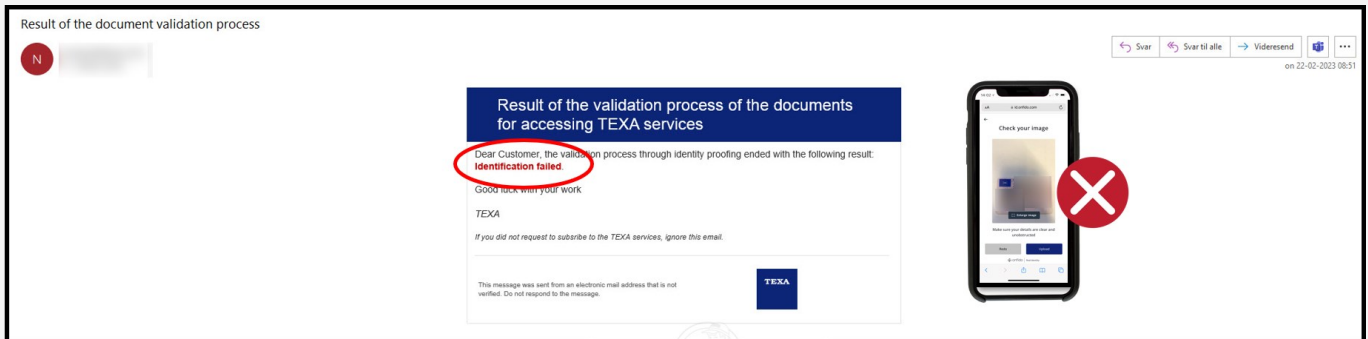
SOLUTION CONTINUED:

The validation is processed and you have to wait to receive a confirmation email (typically 10-20 minutes).



If the photo or video is not clear enough, the validation will not be approved and you will receive the below message by email.

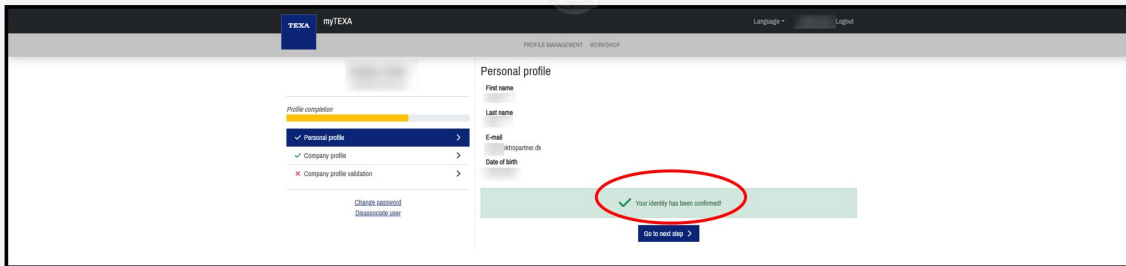
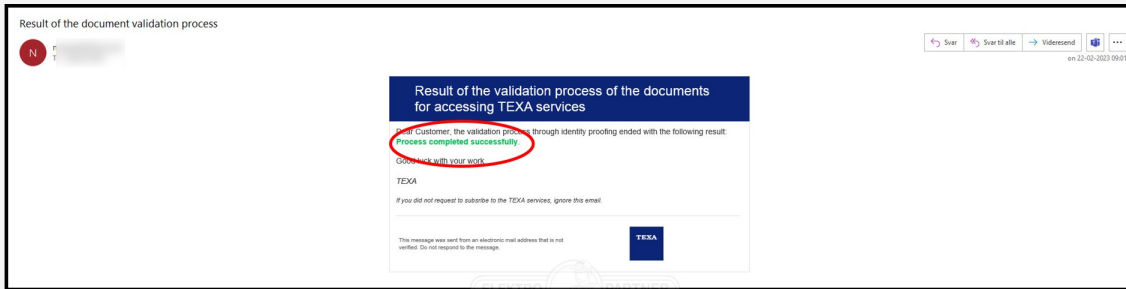
Then you have to make a new validation with photo and video.



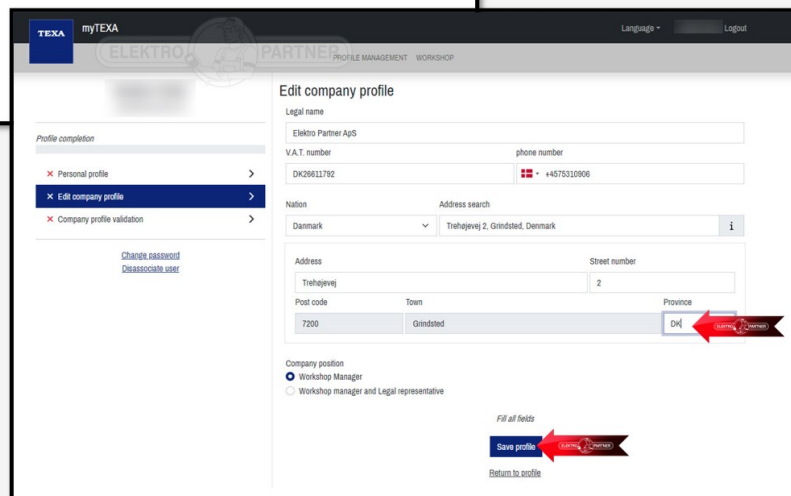
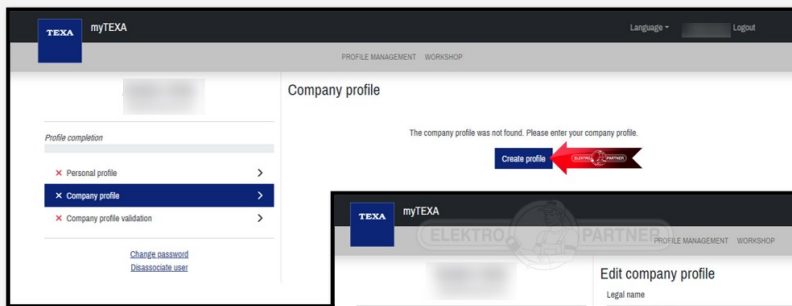
# BULLETIN

SOLUTION CONTINUED:

**The validation is now approved.  
You will receive an email.  
Press the button for the next step.**

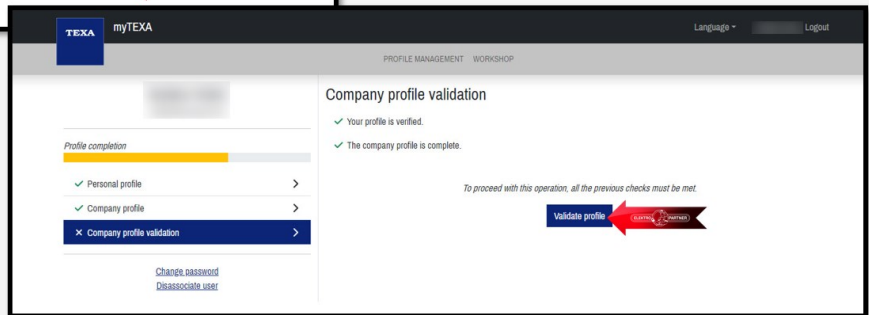
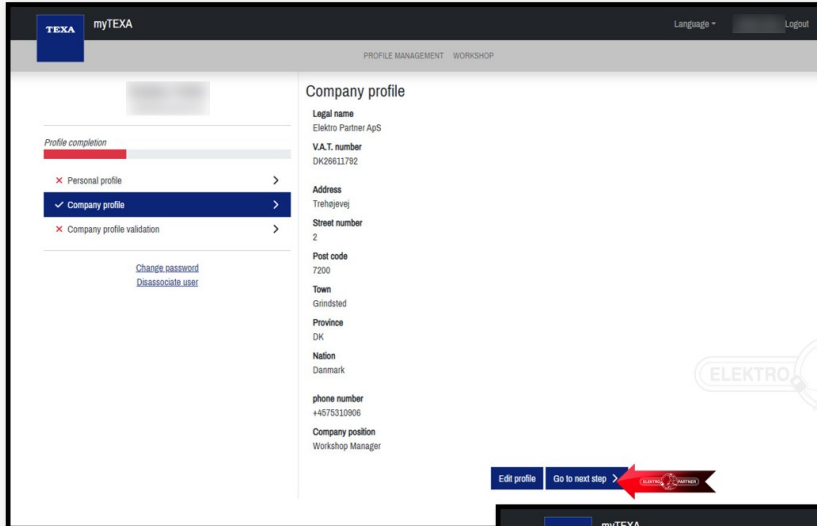


- Press "Create profile"
- Fill in the fields
- You cannot proceed until all fields have been filled in
- In the province field, type DK

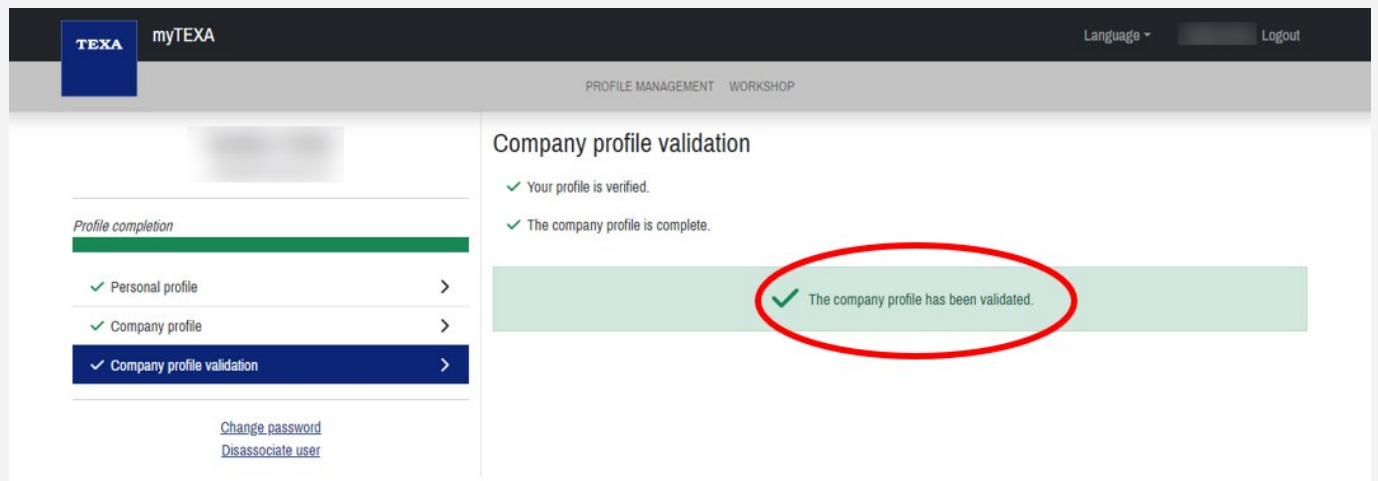


# BULLETIN

SOLUTION CONTINUED:



The validation is now complete.  
The browser can now be closed.



TEXA has made a video showing this process:  
<https://www.youtube.com/watch?v=IyQZB73oSmA>



## BULLETIN

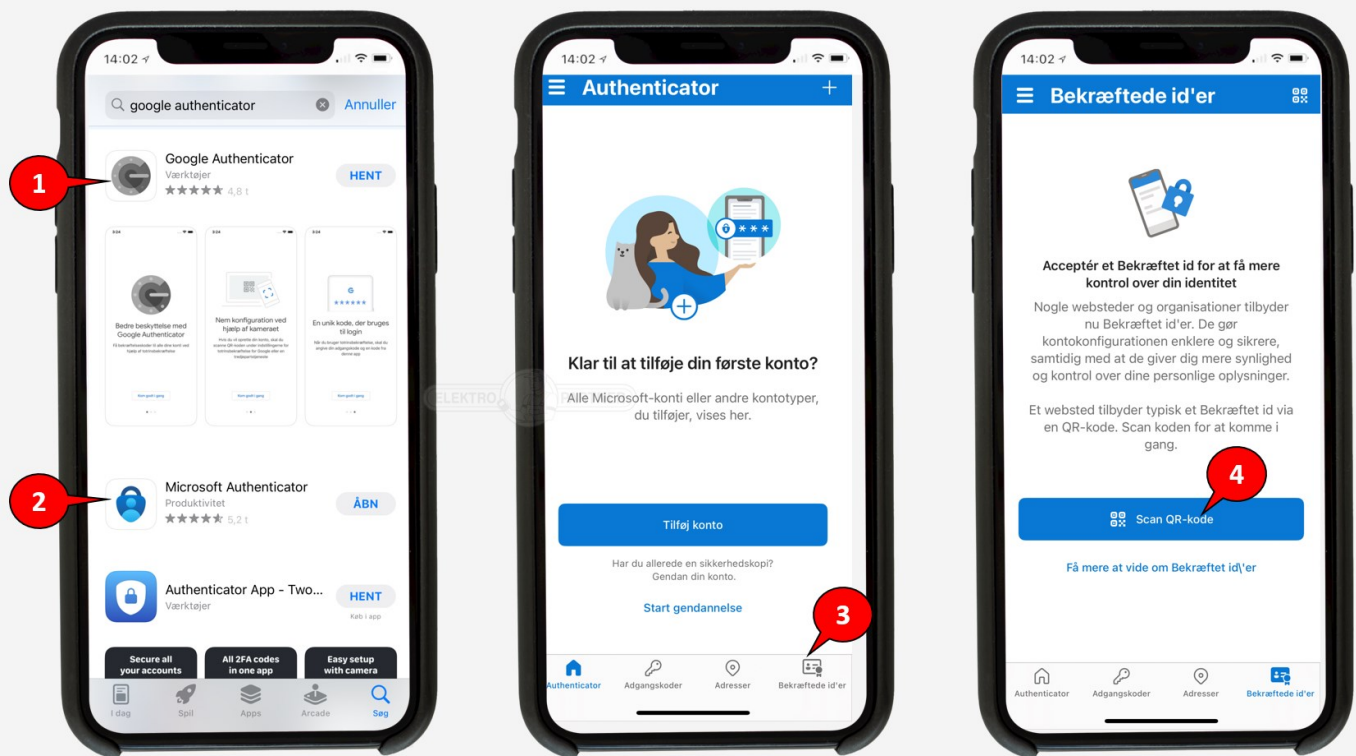
SOLUTION CONTINUED:

**Log in via 2-factor authentication on smartphone.**

If you do not already have an "Authenticator App" from either Google or Microsoft, they can be downloaded from the App store or Google store.

**This example uses the Authenticator App from Microsoft.**

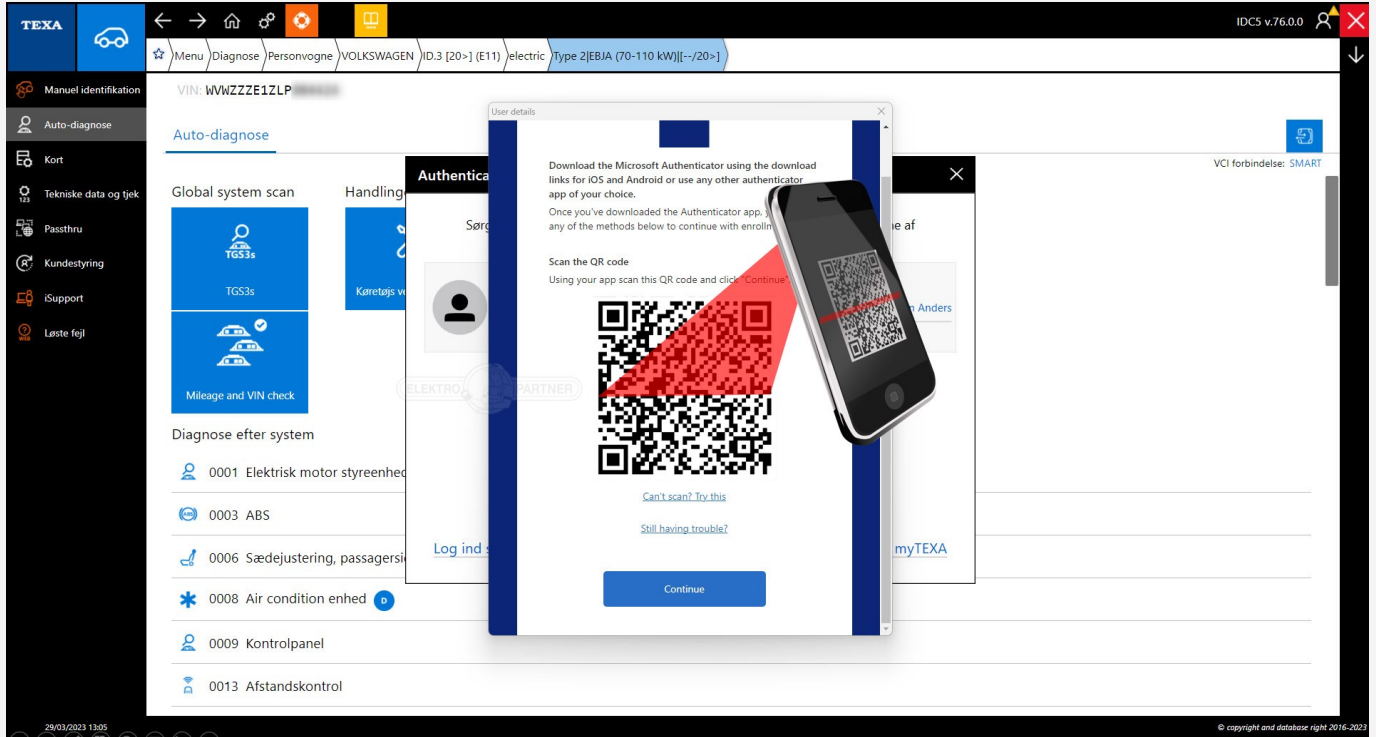
1. Google Authenticator
2. Microsoft Authenticator
3. Once the application is installed on the Smartphone, one must select verified IDs
4. Press Scan QR Code



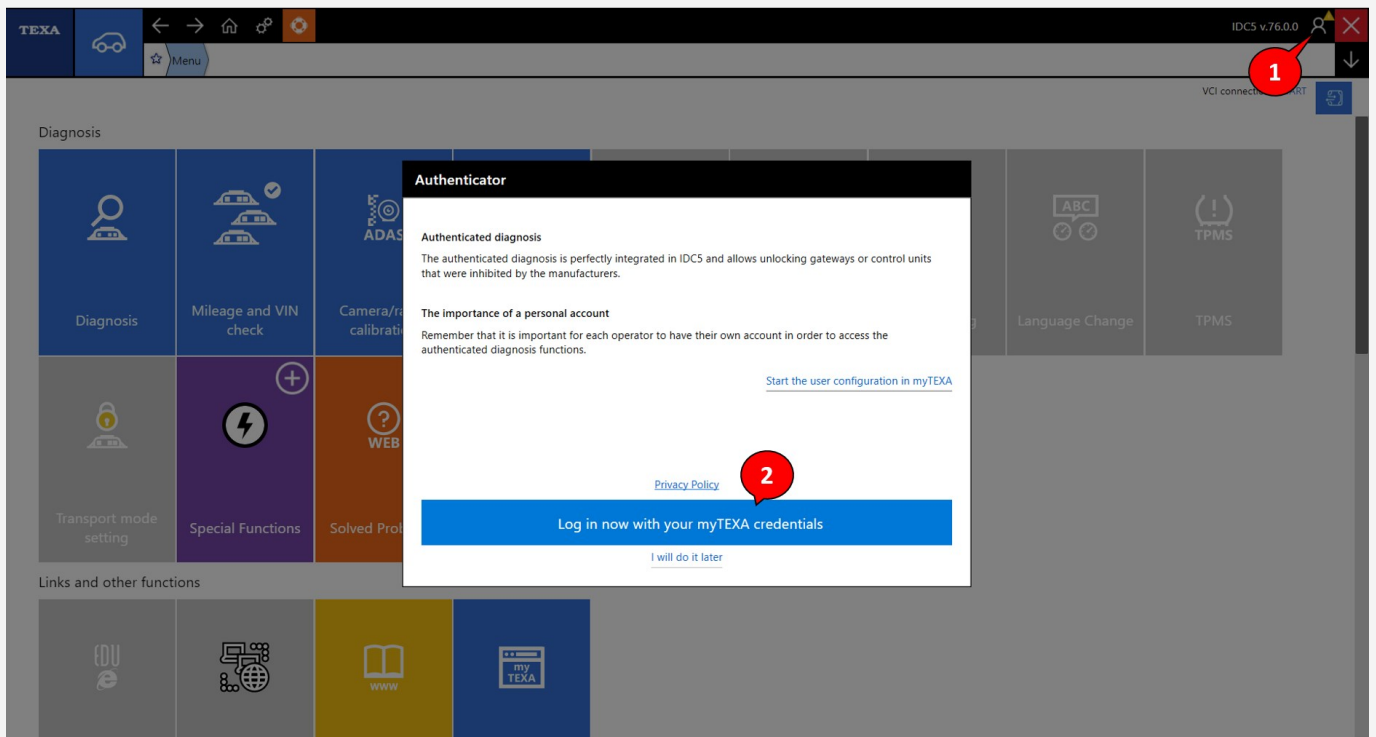
# BULLETIN

SOLUTION CONTINUED:

**Restart TEXA diagnostic tool.**  
**Tap the (person) icon in the right corner (1).**  
**Then tap the blue field (2).**



**Log in with myTEXA email and password.**



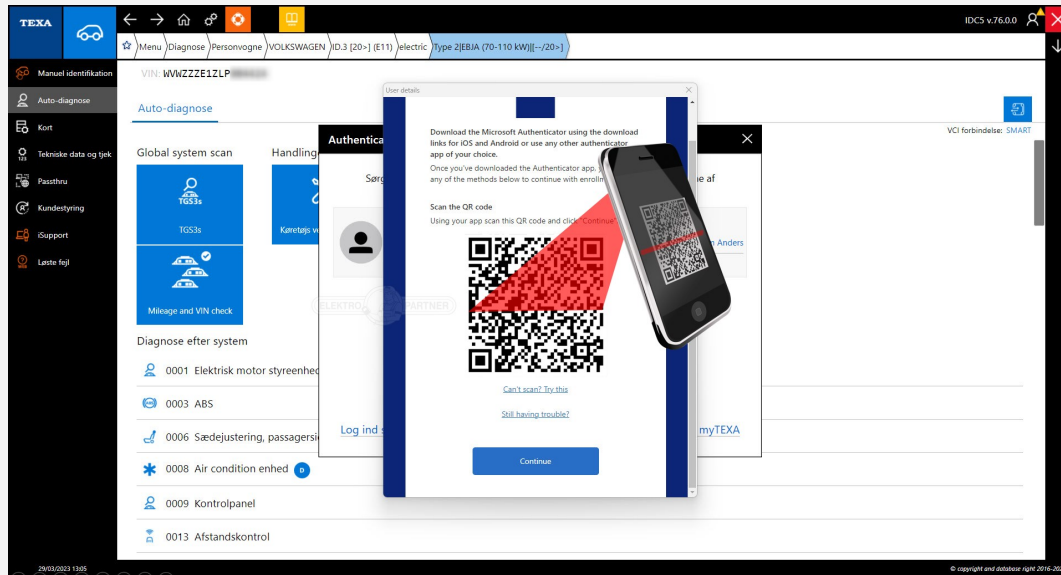
**A QR code will then appear.**



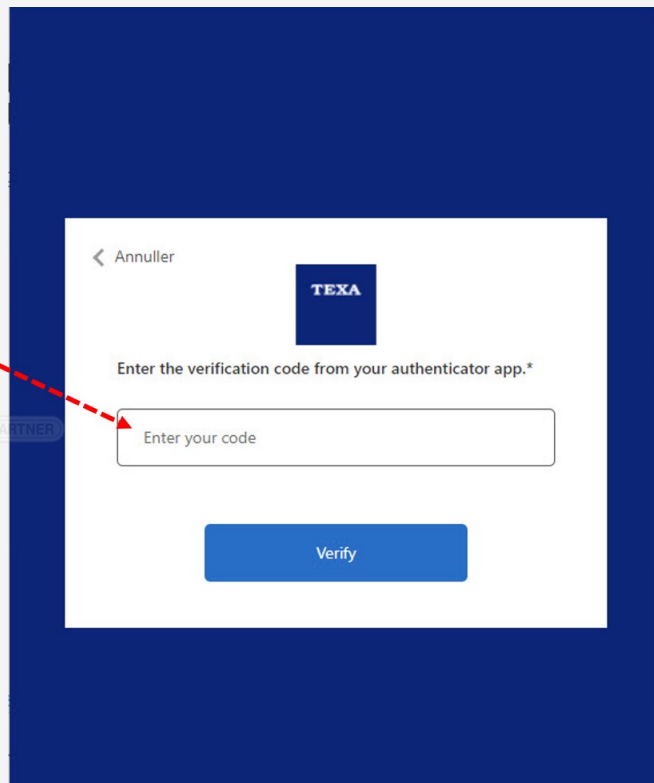
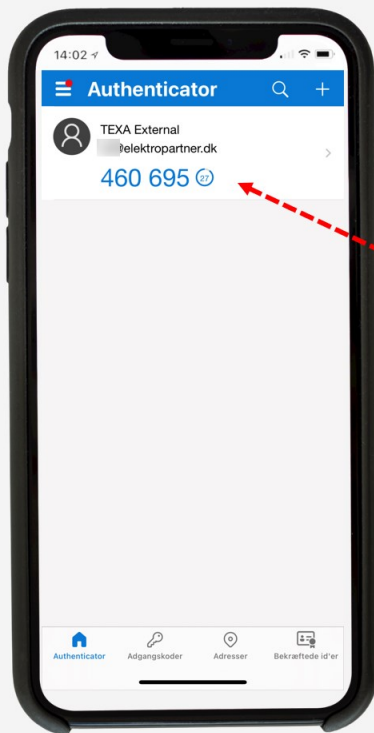
# BULLETIN

SOLUTION CONTINUED:

**The QR code from TEXA is scanned with the Authenticator App.**



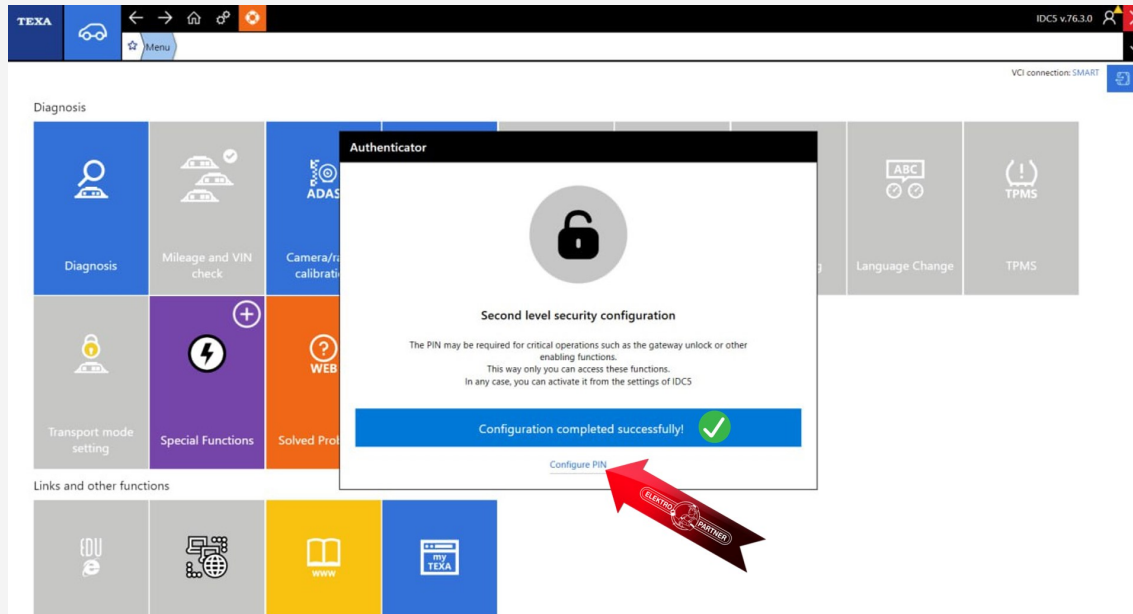
**Authenticator App will now show a rolling code that changes every 30 seconds. Enter the code in TEXA and then log in.**



# BULLETIN

SOLUTION CONTINUED:

**The first time, this screen display is shown. Press "configure PIN".**



**You yourself can select 6 numbers, which are saved for this pin code. Save the pin code in a secure place so that you can always find it. Even though you are logged in via 2-factor authentication, some car manufacturers insist that you also use a security code like this.**

