

Customer User Guide

Simple instructions for personal customers using the Midwest Speedometer Portal

Updated August 2026

Use this guide if you are a personal customer

This guide is intentionally short. Shop/business users should use the Shop User Guide. If you get stuck, use Contact Us in the portal.

1. Create your account

- 1. Open the Midwest Speedometer portal and choose Create Account.
- 2. Leave “I am a Shop” unchecked.
- 3. Enter your name, address, phone number, email, and password.
- 4. Create the account and sign in. Your saved contact information automatically fills new work orders.

2. Home screen

Item	What it means
Needs Action	Something on a work order needs your next step.
Active	Work orders that are still open.
Scheduled	Upcoming service appointments.
Completed	Finished work orders.
Create Work Order	Starts a new vehicle request.

3. Create a Programming work order

- 5. Select Create Work Order. Confirm your Customer information.
- 6. Enter or scan the VIN, then confirm year, make, and model.
- 7. Select Programming.
- 8. Complete Vehicle State, Programming Requested, Type of Programming Needed, and Module Information.
- 9. If a Ford/Lincoln or GM-family transmission selection needs special information, complete Transmission Information.

10. Add photos or documents if they help explain the request.
11. Use Create / Save Work Order if you want to stop and return later.
12. When everything is ready, open the saved work order and choose Request Programming.

Programming does not use Scrub

Scrub and Request Calibration belong only to ADAS Calibration work orders.

4. Create an ADAS Calibration work order

13. Enter the Customer and vehicle information.
14. Select ADAS Calibration.
15. You can use Create / Save Work Order to save a draft before you are finished.
16. Add at least one Customer photo and one Customer document.
17. Select Request Scrub. Midwest Speedometer is notified.
18. When the completed Scrub appears, download/review it.
19. Select Request Calibration and complete the repair checklist.
20. Watch Home or the work order for the appointment.

5. Return to a draft

21. Open Home or Work Orders.
22. Select the saved work order.
23. For an unsubmitted Programming draft, choose Edit Programming Work Order.
24. For an ADAS draft that has not requested Scrub, choose Edit ADAS Work Order.
25. Make changes and save again.

6. Photos and documents

- On a phone, use Take Photo/Open Camera when you want to photograph a module label, document, or vehicle condition.
- Use Choose Files or Photo Library for existing files.
- Customer documents are limited to 10 files per work order; Customer photos are limited to 12.
- Tap a saved file preview to open it. Download buttons appear when completed Midwest documents are available.

7. Appointments and email updates

- The portal shows scheduled appointments on Home and inside the work order.
- The email on the work order receives appointment, Programming review, and completed-job updates when Midwest sends them.

- Automatic emails are unmonitored. Use Contact Us in the portal for questions or schedule changes.

8. Signature and completed work

26. When Midwest marks the job ready for completion, the signature section unlocks.
27. On a phone/tablet, sign with your finger. On a computer, type the authorized name when that option is shown.
28. After completion, open the work order to download available Midwest documents and the Summary PDF.

9. Quick troubleshooting

Item	What it means
Camera will not open	Allow camera permission, reload, or use Choose Files/Photo Library.
Cannot Request Scrub	Attach at least one Customer photo and one Customer document.
Cannot Request Calibration	Wait for Midwest to upload the completed Scrub.
Cannot Request Programming	Make sure at least one module and one Programming Type are selected.
Need help	Use Contact Us at the top of the portal.