

Shop User Guide

Daily portal workflow for repair shops and business customers

Updated August 2026

Shop accounts

Create Account → check “I am a Shop.” Shop information and locations are stored with the account and populate work orders automatically.

1. Portal navigation

Item	What it means
Home	Dashboard with Needs Action, active work, appointments, and recent work orders.
New Work Order	Creates ADAS, Programming, combined, or Other requests.
Work Orders	Search/filter all work orders for your organization.
Guides	Opens the Shop User Guide.
Contact Us	Shows Midwest Speedometer contact information.

2. New work order basics

1. Confirm Customer/Shop Information and location.
2. Scan or enter the 17-character VIN and confirm decoded vehicle information.
3. Select the requested service.
4. Complete the service-specific sections and attach supporting files.
5. Save a draft when needed; submit the actual service request only when ready.

3. Programming workflow

- 9 sections: Customer/Shop, Vehicle, Vehicle State, Programming Requested, Module Information, Pre-Programming Check, Programming Session, Results/Verification, Photos/Documents.
- Shop users complete the intake sections; Midwest-only technician sections are completed by Midwest staff.
- Create / Save Work Order creates a draft without sending a Programming request.
- Open the saved draft later and choose Edit Programming Work Order.

- Request Programming is the submission step that notifies Midwest.
- Scrub/Calibration controls never appear on Programming-only jobs.

4. ADAS workflow

6. Create or save the ADAS work order as a draft.
7. Attach at least one Shop photo and one Shop document.
8. Request Scrub.
9. Download the completed Scrub after Midwest uploads it.
10. Request Calibration and select all completed repairs that apply.
11. Review the scheduled appointment and preparation notes.
12. Provide the authorized signature when the work order is ready to complete.

5. Work Orders and Needs Action

- Use Needs Action to find drafts that still need Programming submission, ADAS requests, or signatures.
- Use service/status filters to narrow the list.
- Open any card for the full-page work order.
- Completed work orders remain available for records and downloads.
- Voided tickets remain in the system and are read-only.

6. Files

Item	What it means
Shop photos	Up to 12; mobile camera or existing images.
Shop documents	Up to 10; PDFs, Word/text, or images.
Completed Scrub	Download from the saved ADAS work order.
Midwest documents	View/download reports, calibration results, invoices, or completed-work files uploaded by Midwest.
Summary PDF	Available after the job reaches the completion requirements.

7. Appointments and notifications

- Scheduled appointments display on Home and the work order.
- The work-order email receives appointment, Programming-review, and completion notifications.
- Have the vehicle ready at least 15 minutes before the appointment, required alignment completed, and keys available.
- Use Contact Us for any requested appointment change.

8. Account information

- Shop administrators can maintain the business/location information allowed by their role.
- Midwest staff controls account creation and broader account management.
- Use Change Password/Account controls for your own login.

9. Common issues

Item	What it means
Draft missing information	Open the work order and choose the appropriate Edit button.
Request button locked	Read the helper text directly under the button for the missing requirement.
File rejected	Check file count, file type, and 15 MB per-file maximum.
Email not received	Check the work-order email and spam folder, then use Contact Us.
Portal looks outdated	Use Refresh; installed apps may also need to be reopened after a deployment.