MY JAGUAR LAND ROVER INCONTROL WEBSITE

FREQUENTLY ASKED QUESTIONS

TABLE OF CONTENTS

1. OVERVIEW & SUPPORT

The main purpose of the "My InControl" website is to enable you to set up your InControl account, manage your account and to find help and support. You can also access key functionalities found on the InControl Remote smartphone app, such as being able to view and download journeys, set preferences and enable certain vehicle features. This document is designed to represent both the Jaguar and Land Rover brands.

The InControl features that are relevant for this document include (*optional features):

- InControl® Remote & Protect™:
    - SOS Emergency Call
    - Optimized Roadside Assistance
    - InControl® Remote Smartphone App
    - Stolen Vehicle Locator
- Live Apps*

Once the InControl services have been activated, you can use the My InControl website to:

- Change personal details
- Modify vehicle settings
- Check/export/manage your Journeys
- Turn off/on the Journeys function
- Access legal documents
- Change the communications preferences
- See which InControl subscriptions are active on the vehicle and their expiration date
- Add or remove vehicles
- Access the Live settings if equipped

INCONTROL SUPPORT

To discover more about the features and functionality of InControl, please visit the InControl Support section of the Jaguar or Land Rover website:

Land Rover - www.landrover.com/incontrol

Jaguar - www.jaguar.com/incontrol

For further technical assistance regarding InControl, please contact your retailer or local Customer Relations Centre (CRC).

2. REGISTER, CONNECT AND ACTIVATE

What are the stages of setting up an InControl account?

There are three steps to setting up an account on InControl.

1. Register with a User Account
2. Connect the User Account to an InControl capable vehicle
3. Activate InControl services for the vehicle

Is it my responsibility to perform this process?

Once the vehicle is delivered to the retailer, the retailer will call you to arrange a date for collection. The retailer most probably will pre-register you, connect your vehicle to the account and support you with the activation process whilst you are still at the retailer premises.

To finish the process, please click on the single use link from the InControl email sent by your retailer which takes you to the My InControl website and follow the simple steps indicated on the screen. Please see section 2c for assistance. If you have not received the activation email from your retailer, please check your Spam folder or contact your retailer.

Can I perform this process myself?

You may prefer to register, connect and activate your InControl services at home without the assistance of the retailer. Other circumstances such as purchasing a used vehicle outside of the retailer network may require self-activation of InControl services.

How long does the entire process take?

The process should take no longer than 15 minutes provided the vehicle is nearby in an area of good mobile network connectivity. It is recommended that once you complete the Register step, you complete the Connect and Activate steps in the same sitting.

What do I need to complete the process?

- Access to the internet and an active email account.
- The last 8 characters of your Vehicle Identification Number (VIN), which you will find on the left-hand side of the windscreen or in the vehicle handbook.
- Your vehicle parked outside and close by in an area with good mobile network connectivity.
- The registration number to hand.

What if I sign out during the process?

If for any reason you sign out during the InControl set up process (e.g. closes web browser), upon signing in again, you will be presented the opportunity to resume the set up process.

2a. SELF SETUP OF INCONTROL SERVICES - REGISTER

How do I register InControl at home?

You need to use the website address provided below or on the global website to create the account. You can also access the "My InControl" website via the sign in page of the InControl Remote smartphone app.

Land Rover - incontrol.landrover.com

Jaguar - incontrol.jaguar.com

Start the registration process by clicking on the "Create Account" button on the sign in page. You will be asked to enter your email address and complete the captcha. An account activation email will be generated and sent to your email account.

How do I enter my contact details?

Open the account activation email and click on the secure link which will take you to the "Setup Your Account" screen. You will be asked to fill in your contact details. All mandatory fields marked with a red asterisk (*) need to be filled in before you can click the "Next" button.

What if I have already registered for an InControl account?

If the email address entered on the sign in page is already linked to an existing account you will be presented with an error message and be asked to sign in. If you have forgotten your password, you can click on the "Forgotten Your Password" link to reset the password.

How do I set my security details?

After entering your contact details you will then be asked to complete the following items. You need to fill in all the required fields before being able to connect the vehicle.

- Choose a password which should be at least 8 characters long
- Choose a 4 digit PIN
- Accept the Terms and Conditions
- Accept the Privacy Policy
- Choose Marketing Preferences
- Choose Vehicle Health Alerts

2b. SELF SETUP OF INCONTROL SERVICES - CONNECT

How do I "CONNECT"?

You will be asked to connect your account with the vehicle to confirm you are the owner or an authorized user of the vehicle. This connects the vehicle to your contact and security details provided in the Register step.

Where can I find vehicle VIN?

The location of the VIN can be found in the vehicle's Owner's handbook or the bottom left of the windscreen.

How do I "Identify my Vehicle"?

Enter the last 8 characters of the vehicle's VIN and search for the vehicle. Once the system has identified the vehicle you can add it to the account by pressing the "Next" button.

Why is my vehicle not being recognized correctly?

If you encounter any of the issues listed below you should check the VIN and ensure you have typed it correctly. If the VIN entered was correct you should contact the retailer for assistance.

- Vehicle not found
- Vehicle registered to another customer (The retailer may require a proof of ownership)
- Vehicle and/or InControl subscription details incorrect
- No InControl subscription linked to vehicle

How do I "Confirm Access to the Vehicle"?

Click the Get Started button. Once you clicked the Get Started button, you have a window of 60 minutes to complete this step. After 60 minutes you will be required to click the Get Started button again.

Go to your vehicle and start the engine. Press the Optimized Assistance button for 10 seconds*. Connection is confirmed when the button flashes at a slower rate. Return to your device and wait for confirmation. This can take a few minutes. The page will automatically refresh once this step is complete.

*If fitted, please ensure the Wi-Fi setting is turned off. This can be found in the Connectivity settings of the Infotainment menu.

Where do I find the "Optimized Roadside Assistance" button?

The Optimized Roadside Assistance button is located on the left hand side of the overhead console.

How long should I press the "Optimized Roadside Assistance" button for?

Press and hold the "Optimized Roadside Assistance" button. After a couple of seconds the button will flash amber quickly. Continue holding the button for 10 seconds until the button flashes at a slower rate. Release the Optimized Assistance button which will continue to flash slowly for a short period of time. After two seconds the button will go out completely.

How long can I take to connect my vehicle?

This action must be completed within 60 minutes of when you press the "Get Started" button. A countdown clock will be displayed on the screen. If this process is not completed within 60 minutes you will be presented with an error message and will be given the option to try again by pressing "Cancel" and the "Get Started" button.

The vehicle is not connecting, what should I do?

If the vehicle was not successfully connected to the account, you will be given the option to try again. Any of the following problems may have occurred:

PROBLEM	REASON	ACTION
The Optimized Roadside Assistance button was held for 10 seconds and slowly flashed amber for 5 minutes but the web browser did not refresh and no confirmation message was displayed, meaning that the vehicle could not be connected to the account.	This may be due to a lack of cellular coverage.	You should move the vehicle to another location and repeat the action.
The Optimized Roadside Assistance button was held for 10 seconds and slowly flashed amber. The vehicle was successfully connected to the account but the web browser did not refresh and no confirmation message was displayed on the screen.	This may be due to the PC or device internet connection.	You should sign out of the "My InControl" website, sign in again and click on "Continue Setup" to resume the set up process.
The flashing did not start.	This may be because the Optimized Roadside Assistance button was held for less than 10 seconds.	You should repeat the action, following the instructions provided and make sure that the button slowly flashes amber before releasing the button.
The SOS Emergency Call button light was not lit when you checked the overhead console.	This may be due to the fact you have not used the vehicle in the last 24 hours. This may be due to an InControl system or overhead console fault or PDI not being completed.	You should switch the engine on and off and try again. You should contact the retailer for assistance.
The Optimized Roadside Assistance button was held for 10 seconds but did not flash.	This may be due to an InControl system or overhead console fault.	You should contact the retailer for assistance.

2c. SELF SETUP OF INCONTROL SERVICES - ACTIVATE

How do I "ACTIVATE"?

Once the vehicle is successfully connected to the account, you will be asked to fill in the following vehicle details.

- Vehicle nickname (alternative name for the vehicle of your choosing)
- Registration number
- You will also be given the option to turn on Journeys

The InControl services will then be activated and a system generated confirmation email will be sent to you.

If my retailer has already registered me what do I do?

This is the scenario when the retailer has pre-registered you, connected your vehicle to the account and where you have decided to complete the final step of activating the InControl services without the assistance of the retailer.

You need to open the activation email sent by the retailer, click on the secure link. If the process is not finalized after using the link provided, please contact your retailer to generate a new email invitation.

You will be asked to confirm the contact details. If any of the details are incorrect you can edit the relevant fields. You will also be asked to select your security credentials. The InControl services will then be activated and a system generated confirmation email will be sent to you.

I cannot access the link provided to me by my retailer?

If the link has already been used, you will be presented with an error message. You should contact the retailer and ask them to resend the activation email.

How can I tell my vehicle has been activated in-car?

Next time you start the engine the lights on the SOS Emergency call and Optimized Roadside Assistance buttons located in the overhead console of the vehicle will both be illuminated.

How can I access the InControl Remote smartphone app?

Once complete, you will be presented with the option on the "My Jaguar Land Rover InControl Website" to download the InControl Remote Smartphone App by clicking on "Get it on the App store" or "Get it on Google Play" button, which will direct you to the relevant app store. A system generated confirmation email will containing these links will also be sent to you. These links are also available on the Jaguar and Land Rover website.

You will use the same sign in details to access the "My InControl" website and the InControl Remote Smartphone App.

3. GETTING STARTED

How do I sign in?

You can also access the "My InControl" website via the links below, entering your account credentials (email and password) and selecting the "Sign In" button.

Land Rover - incontrol.landrover.com

Jaguar - incontrol.jaguar.com

How do I "Get Started" directly after activating my vehicle?

Click "Home" to access the vehicle dashboard and account details or leave the account by signing out or closing the web browser.

How do I reset my password?

If you have forgotten the password, you can request a new one from the sign in page by clicking on the "Forgotten your password" link. An email address linked to the account has to be inputted before clicking "Continue". A system generated email containing a single-use link which can be used to set a new password for the account, will be sent to you. After clicking on the link provided in the email, you will be asked to enter a new password.

How do I sign in if I have forgotten my email address?

If you have forgotten the email address associated with the account you should call the retailer.

4. ACCOUNT MANAGEMENT

How do I access my account details?

Click on "My Account" tab at the top of the vehicle dashboard page.

How do I change contact details?

You can view and edit the contact details listed below by clicking on the "Contact Details" section.

- Title/First name/Surname
- Contact Address
- Phone number/Mobile number/Alternative number

Once the details are updated, you can click on "Save Changes" to save the changes.

How do I change my email address?

You can view and edit the email address by clicking on the "Email address" section and filling in the following fields.

- New email
- Repeat new email

Once the details are updated, you can click on "Save Changes" to save the changes.

How do I change security details?

You can change their password and PIN by clicking on the "Security Details" section and filling in the following fields.

- Current password
- New password/PIN
- Repeat new password/PIN

How do I change preferences?

You can view and edit the preferences listed below by clicking on the "Preferences" section.

- Language
- Time zone
- Date format
- Units of measurement (Imperial, US Customary, metric)

You can change any of these preferences by clicking on the relevant drop down list available and selecting the new option of your choice. Once the preferences are updated, you should click on "Save Changes" to save the changes.

How do I remove my account?

Select the "Remove Account" section within "My Account" tab. Click on the "Remove Account" button. A popup window will appear asking you to enter the password and confirm the decision by clicking on the "Remove Account" button. You will be automatically signed out and redirected to the sign in page.

Please note that an account cannot be removed whilst it has vehicle(s) associated to it. You need to make sure that all the vehicles are first removed from the account. You will not be able to sign into the account and all your details will be deleted from the portal, including journeys history. You will have to create a new account if you subscribe to any of the InControl services again.

Live Apps

What is the Live tab*?

The Live tab displays the apps available and enabled for your vehicle's infotainment system.

It also allows you to invite friends or family to use the Live services in your vehicle.

*Available only for vehicles fitted with a Pro Services subscription.

5. VEHICLE SETTINGS

Where can I see the vehicles associated with my account?

Upon signing in to the "My InControl" website, you will be presented with the vehicle dashboard page which is the homepage of the portal. This is where all the information related to the vehicle(s) can be accessed from.

You can view the vehicles associated with your account at the left side of the vehicle dashboard menu bar.

If the vehicles do not all fit on the menu bar they will all be merged into a drop down list ordered in alphabetical order.

To see information about a particular vehicle (journeys, services etc.) you will have to select its nickname from the menu bar or drop down list. The vehicle dashboard will always display information about the vehicle selected.

Note: If you have not selected a vehicle, the vehicle dashboard will display the first vehicle on the list by default.

How do I edit my vehicle settings?

You can edit the vehicle details by clicking on "Vehicle Settings" in the vehicle menu bar on the right side. You will be able to edit the nickname of the vehicle and the registration number and will have to click on "Save" to save the change.

How do I add a vehicle?

You can add another vehicle to the account by clicking on the "Add Vehicle" tab at the top of the vehicle dashboard page and follow the steps described. You can add up to 7 vehicles to your account.

How do I remove a vehicle?

Click on "Vehicle Settings" in the vehicle menu bar on the right side. Click on "Remove Vehicle". A popup window will appear asking you to confirm your decision.

The account will remain active even if no vehicle is connected to it.

Note: Ensure the vehicle is parked outside and has good mobile network coverage. The engine should have been switched on at least once in the 12 hours prior to removal.

Note: Any remaining InControl subscription period will be available to the new owner.

How do I view the services linked to my vehicle?

The services linked to the vehicle are displayed on the right side of vehicle dashboard page e.g. InControl® Remote & Protect.

You can click on the "About This Service" link to view more information about a specific service.

How can I tell the subscription length of the vehicle?

The subscription expiry date is shown on the right side of vehicle dashboard page under the service title.

What should I do if I sell my vehicle?

If you sell your vehicle, please remove it from your account by following the steps mentioned above.

6. JOURNEYS

What is Journeys?

Journeys enable you to record, save and export journey information. Journey information can be viewed, deleted or exported into excel for expenses purposes. Journeys functionality is available in the InControl Remote Smartphone App and through the "My InControl" website and can be switched off, if you prefer.

How do I enable or disable Journeys?

Click on "Vehicle Settings" on the dashboard page.

Switch the Journeys toggle to on if you want to enable Journeys or off if you want to disable it.

How do I view Journeys?

The last journey will be displayed on the left side of the vehicle dashboard page. If you have more than one vehicle connected to the account, you can select the vehicle you would like to view from the vehicle menu bar to see its last journey.

You can view all the journeys for the vehicle by clicking on the "View All Journeys" button on the vehicle dashboard page.

You will be able to select another date interval by clicking on the calendar icon. You can also sort the journeys by clicking on one of the column titles e.g. on Arrival Time, Duration or Distance.

You can see more information about a specific journey by clicking on the relevant journey row. This will expand the row and the information will be displayed.

How do I export Journeys?

You can export your journeys by selecting the relevant journey row and clicking on the "Export Selected" button.

Details of the selected journey(s) will be sent to the email address associated with your account in a .csv (Comma Separated Values) format which can be opened in Microsoft Excel and other commonly used spread sheet programs. A confirmation of this should appear on the screen.

How do I delete Journeys?

You can delete a specific journey by selecting the relevant journey row and clicking on the "Delete Selected" button. A popup window will appear asking you to confirm your decision.

You can also delete the entire journey history by clicking on the check box on the header and click on "Delete Selected".

What Journeys information can I retrieve?

- Distance
- Duration
- Average speed
- Efficiency
- Map

- Destination (From/to)
- Start time and end time

Is my location tracked in real time?

Vehicles cannot be actively tracked unless an SOS Emergency call or Optimized Assistance call is made or triggered, in such event the vehicle's location will be sent automatically to the emergency services and breakdown services. The previous Journeys made by the vehicle will only be visible to you through the Remote Smartphone App and InControl website.

7. STOLEN VEHICLE LOCATOR

What is Stolen Vehicle Locator?

Stolen Vehicle Locator utilizes GPS tracking technology to help police locate and recover your vehicle.

What happens if my car is stolen?

There is a simple 3-step process to follow if you believe your vehicle has been stolen:

1. Contact the police and file a police report.

2. Contact the Stolen Vehicle Monitoring Center via the Assistance screen in the InControl Remote™ app and provide them with the police report number.

3. The Stolen Vehicle Monitoring Center will work with the police to pinpoint the exact location of your vehicle (note: the Monitoring Center will not provide the vehicle location to the customer, only to the police and once reported, the InControl Remote app will be unable for use until the vehicle is recovered).