

Frequently Asked Questions (FAQs)

Note: This FAQs provide the answer to the common questions about GREAT Auto Assist, the mobile application for digital roadside assistance.

1.GENERAL

Q1: Where can I download GREAT Auto Assist?

A: You can download the app from Apple App Store or Google Play on your mobile device.

Q2: What are the requirements to download and install GREAT Auto Assist?

A: For Android, please ensure you are on version 11 and above. For Apple, please ensure you are on iOS version 13 and above.

Q3: Can I use GREAT Auto Assist on a jail broken or rooted mobile device?

A: No.

2.REGISTRATION

Q4: How do I register for GREAT Auto Assist account?

A: Download the app on your mobile device and follow the instruction during the sign-up process. You will be asked for phone OTP and email OTP to complete the sign-up process.

Q5: How long will the OTP be kept?

A: One (1) hour.

Q6: How can I change my password?

A: Launch the **GREAT Auto Assist** app and click on “Forgot password Click here”.

Q7: What if I forgot my password?

A: Launch the **GREAT Auto Assist** app and click on “Forgot password Click here”. Follow the instructions to reset your password.

Q8: Can I change my email address after I have created an account?

A: No, if there is a change of email address, you need to create a new account.

3.LOG IN

Q9: Why can't I log in to my GREAT Auto Assist account?

A: Please make sure you have an active internet connection. Connect to Wifi or ensure mobile data is allowed in the app settings.

Double check that you have keyed in the correct Username and Password. If you suspect your Password is incorrect, click on “Forgot Password” and follow the instructions to reset your Password. If the issue persists, kindly contact our contact center to log your service request.

Q10: If I had deleted GREAT Auto Assist account before and sign up again after that, can I see my previous record(s) in new account?

A: No, you will not previous record(s) in the new signed up account.

Q11: Can I use my friend's phone to login to GREAT Auto Assist?

A: Yes, for as long as your friend's phone has the app installed and is a compatible device.

Q12: I am in an emergency, and I failed to login, what should I do?

A: At the bottom of the login screen, under Contact Us, click on "Call". It will launch the Phone Call to our contact center. Our agent will attend to you.

4.SHARE MY VEHICLE

Q13: Can I setup vehicle details that does not belong to me?

A: Yes, you can maintain the vehicle details under "My Vehicle".

Q14: Can I share my vehicle to my spouse or family members?

A: You may also share the profile setup with your family members under Vehicle details, "My Connection" and click on Add Connection.

Q15: What does it mean by sharing connection?

A: Upon acceptance of the shared vehicle, customer can inherit the vehicle details from the sender. When a case is created under the same vehicle number, all the shared connection will be able to see the case details and tracking of it.

Q16: Can I log in the same user's account via two different devices at the same time?

A: Yes, you can.

5.REQUEST

Q17: Can I search for my nearest panel workshop?

A: Yes, when you start requesting for a service, you may click on "Destination". Panel workshops within 5KM radius from your current location will be displayed.

Q18: If I stay at condominium, do I need to select "basement/multilevel car park" or "condominium" for assistance?

A: You must select "basement/multilevel carpark" to ensure agent assigning equipped provider to incident location.

Q19: How do I check the status of my service request using GREAT Auto Assist?

A: Click on "My Ongoing Case" details, and Status "View All". You may also request for a service (accident towing or breakdown repair) via your GREAT Auto Assist app. However, the service request acceptance is subject to your policy terms, conditions and eligibility.

Q20: Can I request service for another vehicle, when I have an on-going case?

A: Yes, you can.

Q21: Do I necessarily need to upload the vehicle photo during a service request?

A: It is optional to upload the vehicle photo; however, it is also recommended that you keep a copy of the broken parts/damage area during the case request or in your local Photo Gallery

6.TRACKING

Q22: How would I know how long it takes for the assistance to arrive?

A: Once a mechanic/tow truck driver is dispatched, the Google Map will display an indicator of the distance and ETA to arrive.

Q23: Can I reach out the to mechanic / tow truck driver dispatched?

A: Yes, you can. Scroll down to the screen and refer to Driver Details column. You may also reach out to the driver via Whatsapp or Phone Call.

Q24: Why can't I see the mechanic / tow truck driver moving in the tracking map?

A: Most likely there is no connection at mechanic / tow truck driver side, hence there is no GPS detected.

Q25: What if I want to change the Destination location?

A: You may call our contact center agent to discuss, and our agent will update the location on your behalf. The updated location will reflect in your **GREAT Auto Assist** app.

Q26 :What if I want to cancel the request?

A: You may cancel the request given a brief reason, and our agent will attend to it by calling you to verify the cancellation. Alternatively, you may also call our contact center agent to discuss, and our agent will cancel the request on your behalf.

Q27 :I received a notification that indicates case completion, what should I do?

A: You may refer to the Status "View All" column for proof of completion (status update and photo that indicates vehicle arrived at the workshop). You may click on the Verify Completion button to close the case. Should you have overlooked this step, our agent will try reach out to you after 10min to verify and close the case on behalf.