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NO QUESTIONS WITHOUT ANSWER

1. RECORDING

1.1. Which profiles are allowed to register on the site?

The regulations define the profiles that can access the site, if your profile matches the definition below, you can register.

"independent operator": a natural or legal person, other than an authorized dealer or repairer, who is directly or indirectly engaged in the repair and maintenance of vehicles, including repairers, manufacturers or distributors of repair equipment, tools or spare parts, as well as technical information publishers, automobile clubs, repair service operators, inspection and test service operators and operators offering a repair training for installers, manufacturers and repairers of alternative fuel vehicle equipment; repairers, dealers and distributors authorized within the distribution system of a particular vehicle manufacturer, to the extent that they provide repair and maintenance services for vehicles for which they are not part of the manufacturer's distribution system, shall also be referred to by that term.

1.2. What number should be entered in the tax code or VAT number or equivalent field?

This field is reserved for the company's registration number, issued by the country's chamber of commerce or tax authority. For verification purposes, this number must also appear on the official document provided when the account is created.

1.3. I'm a technical control center what should I do?

As a manager or employee, you must apply the different common processes (registration, migration, reconciliation, validation) according to your situation.

When you register or migrate, choose the activity: "Service and Test Inspection Staff", your account will be validated by a central team.

1.4. I'm an administration without a VAT code what should I do?

When you register choose: "You do not have a VAT number"

If you represent the relevant government, you must create a site. It will provide a delivery address for the delivery of your parts orders.

Your account will be validated by Stellantis teams. You will then be responsible for validating the accounts of the users who will be linked to this site.

If you are not the legal representative of the administration, you can search for your administration from the list of sites, if it does not exist, contact a representative of that administration to create it.

You can also contact the Technical Information site administrators in case of a particular need (e.g. purchasing documentation in Service Box Independent Operators) via the contact form.

1.5. I'm a first aid center what should I do?

As a manager or employee, you must apply the different common processes (registration, migration, reconciliation, validation) according to your situation.

When you register or migrate, choose the activity: "Assistance and first aid", your account will be validated by a central team.

If you do not have VAT, refer to the chapter: **"I am a VAT-free administration what should I do"**

1.6. I am a repairer without VAT code what should I do?

This case is planned, just click on: "You do not have a VAT number", you will be able to:

- Choose a site (if you are the employee of this site)
- You will be declared as an employee of FCA, this will give you access to public service box PR catalogs but not to order
- If you need to place orders to a distributor, you will need to create a site.
- You can also contact the Technical Information site administrators in case of a particular need (e.g. purchasing documentation in Service Box Independent Operators) via the contact form.

In any case your request will be submitted for validation.

1.7. I'm an individual what should I do?

The Technical Information and Service Box Independent Operators sites are reserved for automotive professionals, so you do not have access to them.

1.8. Can I choose my ID?

When you migrate or save, you will be asked to define a user name in the first step, this data replaces the identifier for the connection to Service Box Independent Operators.

1.9. How to update my account information

To keep your account running, it is important that your account is up to date

- **Before migrating your account:**

From Independent Operator Service Box, you can edit only the following data:

- Email address
- The VAT code.

- **After migrating your account:**

The changes to your data will only be made from the Stellantis module. Access is made from the "my personal data" screen of Service Box Independent Operators. You can change all information except company data.

- **I no longer have access to my email address:**

You can fill in a valid email address at any time in the Service Box Independent Operators portal

- **My email address already exists** (message: there is already an account with this email address):

If this message appears during migration or registration, you must use the existing account and not create another one.

- You know no account: Make a request to the email address: Admin_TI@stellantis.com by communicating the data you know, at least the email address used for the account.

- **How to update VAT number**

[VAT code can only be changed before migration. After the migration, send an email to Admin TI@stellantis.com](#)

1.10. I didn't receive an email

If you do not receive an email after registration,

Verify that the email address entered is valid

- [If so, send a message to Admin TI@stellantis.com](#) specifying your username and the date of your registration.

- If you are not able to verify this: with all your data entered deleted after 24 hours, a new account will need to be created

1.11. Should my account be validated?

All new accounts, as well as those that have been migrated, require validation. This rule applies to all types of accounts, with one exception: accounts associated with a distributor are automatically pre-validated. However, it is important to note that even for these pre-validated accounts, users must still migrate their accounts.

1.12. I signed up a few days ago, but my account is not yet validated

You can do a recovery from the TI site.

There are two ways to access it.

- [By direct url: www.technicalinformation.fiat.com](http://www.technicalinformation.fiat.com),
- Via the Independent Operator Portal: go to: "my personal data" and click on modify, you will be redirected to the portal "Technical information,"

From the Technical Information portal, go to the "Contact Us" window at the bottom of the page. Click on the new message and choose "Independent Operator"

2. PROFILES

2.1. What is a Stellantis account?

A Stellantis account has an ID to navigate between the MOPAR Technical Information portal and the Service Box Independent Operators portal with the same user name.

The account is Stellantis if:

- It was created from 1 August 2023 in MOPAR Technical Information
- It has been migrated from Service Box Independent Operators or MOPAR Technical Information
- It was created in Service Box Independent Operators from 14 October 2024.

2.2. Am I the legal representative?

The legal representative of the Independent Operator is a natural person authorized to represent the Independent Operator legally.

2.3. I'm a legal representative what should I do?

You are in charge of creating your company in the stellantis system, your account will be created at the same time.

When registering your company, you must be able to prove that you are the legal representative by attaching an official document to your account

a. You already have an account (migration case):

After clicking on the pop-up offering the migration, then setting a user name, the message "By continuing, you will become the legal representative of the company" appears. By clicking on ok, you confirm that you are the legal representative of the company.

You will need to attach to your profile an official document from the Chamber of Commerce or the tax administration justifying the activity of your business, and enter your full identity (Name, First Name, Address, Phone, Email).

At the end of the registration, a validation process begins (unless you are connected to a distributor).

Standardized Navigation: Chapter 1.1.2

b. You do not have an account (Account Creation):

After you set a user name and click "save O.I. ", the message "By continuing, you will become the legal representative of the company" appears. By clicking on ok, you confirm that you are the legal representative of the company.

You will need to attach to your profile an official document from the Chamber of Commerce or the tax administration justifying the activity of your business, and enter your full identity (Name, First Name, Address, Phone, Email).

At the end of the registration, a validation process begins (unless you are connected to a distributor).

Standardized Navigation: Chapter 1.1.1

2.4. I'm an employee, what should I do?

You must ensure that the legal representative has created a company and that your home site exists.

a. You already have an account (migration case):

If after clicking on the pop-up offering the migration, the message "you are a legal representative, do you want to migrate?" appears and you are not a legal representative, please proceed as follows:

Make sure that the VAT number (or equivalent) recorded in your personal data is the same as that of the company: to check it, go to: My Account > My Personal Data.

- If not, update your personal data (VAT number, email)
- If so, contact your legal representative or legal site manager to ensure that they have created the company and/or site.

Then you can migrate your account.

b. You do not have an account (Account Creation):

After entering the Stellantis module the company registration number provided by the competent authority (VAT number - intra-Community / Tax number / Registration number or equivalent) or the name of your company, you will be asked to choose a site, select it and continue the registration.

If you do not find the company or site account, please contact the legal representative of the company to create it (only a legal representative has permission to create a company in Stellantis systems)

Once the company is created, you can either create or migrate your account under this company.

2.5. I'm a website manager, what should I do?

You must make sure that the legal representative has created a company

a. You already have an account (migration case):

If after clicking on the pop-up offering the migration, the message "you are a legal representative, do you want to migrate?" appears and you are not a legal representative, please proceed as follows:

Make sure that the VAT number (or equivalent) recorded in your personal data is the same as that of the company: to check it, go to: My Account > My Personal Data.

- If not, update your personal data (VAT number, email)
- If so, contact your legal representative or legal site manager to ensure that they have created the company and/or site.

Then you can migrate your account.

b. You do not have an account (Account Creation):

Only a legal representative is authorized to set up a company in Stellantis systems. If you are an employee or legal representative of a site, you must contact the legal representative of the company in order for a company to be created.

Once the company is created, you can either create or migrate your account under this company.

Once you have entered the company registration number provided by the competent authority (VAT number - intra-Community / Tax number / Registration number or equivalent) or the name of your company in the Stellantis module, a specific step in the process is proposed.

When the list of sites is displayed, yours is not present, you must save it:

- a. **Click on "Can't find your company's website? Record it!"**
- b. Confirm that you have the right to register as a legal representative of the site, click on "Continue".
- c. Enter information about your site (Country*, Site Name*, Address*, City*, CP*, Department, information with an asterisk is required) and then
- d. Click "Next"

Your site is then created, it must be validated by the company's legal representative. You will be responsible for validating the employees who register on your site.

2.6. I'm a legal representative or site manager, how do I validate my employees' accounts?

When a new employee or site manager of your company registers, you will receive an email notification. It is your responsibility to validate these new accounts. To perform these validations, you will need to use the Technical Information application.

There are two ways to access it:

- By direct url: www.technicalinformation.fiat.com,
- Via the Independent Operator Portal: go to: "my personal data" and click on modify, you will be redirected to the portal "Technical information,"

In the Technical Information portal click on "sign in" and then fill in your username and password.

Once logged in, the validations are made in the part: administrative function > User validation

The detailed procedure can be found in the Standardized Navigation in paragraph: 1.4.1

2.7. Why create a site when I am a legal representative of a site?

The creation of a site allows the identification of a different delivery address, which is essential for the purchase of spare parts.

Note that employees attached to the site will have this delivery address.

3. CONNECTION

3.1. I have an account in Service Box Independent Operators, what should I do?

1. I click the login button
2. You are redirected to a new login page
3. I enter with my current identifiers,
4. At the opening of the page you will be asked to migrate your account

3.2. I have an account in Mopar Technical Information, what should I do?

1. I click the login button
2. You are redirected to a new login page
3. I enter with my current Mopar Technical Information IDs
4. You can choose to browse one of the sites: Technical Information or Service Box Independent Operator

3.3. I have an account in Service Box Independent Operators and Mopar Technical Information, what should I do?

Case 1: Both accounts have the same email address

Both accounts have the same email address, they were automatically linked. You can connect to both systems with the user name.

1. I click the login button
2. You are redirected to a new login page
3. I enter with my current Mopar Technical Information IDs

Case 2: Both accounts have different email addresses

Accounts have different email addresses. Perform a manual reconciliation. Navigate to the Manual Reconciliation screen and enter the POI ID you want to reconcile. This action can be repeated for each account with a different email address.

1. Sign in with your Mopar account
2. From the manual reconciliation screen enter your POI ID

The next time you sign in with your Mopar Technical Information user name, you will find your subscriptions, your chips.

3.4. I have several accounts in Service Box Independent Operators, what should I do?

Case 1: Accounts have different email addresses

You must choose an account to migrate (§ 3.1), it will become the main account

Then perform a manual reconciliation: This action retrieves subscriptions and active chips to the primary account. Accounts will have to have different email addresses (§ 3.1.2.3). This procedure can be done successively on several accounts.

1. I choose one of the accounts that will become the main account
2. I click the login button

3. You are redirected to a new login page
4. I enter with my current identifiers,
5. At the opening of the page you will be asked to migrate your account
6. After you migrate your main Service Box account, you can reconcile your other accounts with the main account by going to the manual reconciliation screen. You can enter the POI ID you want to reconcile (this can be done as many times as there are accounts with different email addresses)

The next time you sign in with your Mopar Technical Information user name, you will find your subscriptions, your chips.

Case 2: accounts have identical email addresses:

Before migration, you have access to all your accounts with your current Service Box Operators Independent IDs, you can consume subscriptions, modify your email address and your VAT code (tax number or equivalent). Each time you sign in, a reminder message to migrate your account will be displayed.

Since you have multiple accounts with the same e-mail address, we recommend that you change the e-mail addresses so that you can have accounts with different e-mail addresses.

You can then migrate one of these accounts and then manually reconcile to retrieve all subscriptions from the other accounts.

For reminders, a single account is sufficient in Service Box Independent Operators to access the vehicle of the brands Peugeot, Citroën, DS and Opel

3.5. I don't know if I already have an account

If an account in Service Box Independent Operators (POI) or Technical Information (TI) is linked to your email address, you will not be able to create a new account,

Two possibilities:

- You know at least one of the accounts (TI or POI): Forgot your password by entering your IT username or your POI ID. You will receive an email to reset your password
- **You know no account:** Make a request to the email address: Admin_TI@stellantis.com by communicating the data you know, at least the email address used for the account.

3.6. I can't connect:

Identifier problem:

- **I don't know my ID, how do I find it?**
- [If this is the Service Box ID Independent Operators \(starting with AC, AP or AN\), you can find it from the email received when you created your account, or send an email to: \[servicebox-contact@stellantis.com\]\(mailto:servicebox-contact@stellantis.com\) specifying the email address used for this account.](#)
- **The message "Invalid ID or Password" appears what should I do?**

This message is common to password and username problems, we advise you to check the data entered starting with the username.

- I entered the Service Box Independent Operators ID (starting with AC, AP or AN: 10 characters)
- You have already migrated your account: You must use the user name set during migration
- You did not migrate: check your input (capital characters, no space...).
- If your input is correct: make password forgotten
-

- My password does not work: Click on "forgotten password", enter the username or username concerned, you will receive an email immediately to the address linked to this account.

3.7. With which ID to connect me?

There are three types of identifiers:

- **Independent Service Box Operator Identifier (POI):** it starts with AP/AC/AN with 10 characters. You must continue to use this ID until your account is migrated. This ID gives you access to POI only. Please note that this identifier should continue to be used for connecting to DIAG tools.
- **MOPAR Technical Information (TI) ID:** they start with W and have 7 characters: You must continue to use this ID until your account is migrated. This identifier gives you access only to MOPAR Technical Information.
- **Stellantis ID or username:** When creating or migrating, the user chooses the ID, it will give you access to Service Box Independent Operators and MOPAR Technical Information.

3.8. I have a problem with my password:

- I don't remember my password anymore: Click on "forgotten password", enter the username or username concerned, you will receive an e-mail immediately on the address linked to this account.
- My password no longer works: For security reasons, the password expires every 3 months and must be changed.

3.9. What is the login to connect to DIAGBOX?

As stated in this document, the connection to the Service Box Independent Operators portal is now made with a user name. Diag Box can be connected with:

- The POI ID: this identifier can be found in "my personal data" (it starts with AC/AP/AN and has ten characters).
- User Name: the one used to connect to the portal

4. DATA ACCESS

4.1. I can't find my subscription /my subscription /my tokens

Subscriptions, subscriptions and tokens are linked to your Service Box Independent Operators ID:

- If you created a new account, subscriptions, subscriptions, and chips remained available on your old account. To recover them, manually reconcile the new account created with the old POI account.
- If you are using the existing Service Box Independent Operators account, send an email to servicebox-contact@stellantis.com.

4.2. I can't find my Diagnostic license

The Diagnostic Licenses are linked to your site and not your ID. You may not find it in the following cases:

- You have created a new account:

This action generated a new site code, the license on the previous account is not deferred.

- You have an account in Mopar Technical Information and one or more POI accounts with the same email address

As the system has collected the accounts, it is possible that the account retained is not the one with the license.

- You are an employee:

As an employee, you inherit the site code of the legal representative or legal representative of the site to which you are attached.

You are a legal representative of a site: The license must be retained

- You are a legal representative of the company: The license must be retained

In any case described above, you can send an email to servicebox-contact@stellantis.com to request the recovery of your license.

4.3. I'm no longer attached to a Parts Distributor

Attaching to a distributor is done at the site (site code), the loss of connection may occur in the following cases:

- You have created a new account: This action generated a new site code, so you lose your current connection
- You have multiple POI accounts with the same email address:

As the system has collected the accounts, it is possible that the account retained is not the one attached to the distributor

- You are an employee:

As an employee, you inherit the site code of the legal representative or legal representative of the site to which you are attached. Attachment may have been lost if your representative is not attached to a distributor

- You are a legal representative of a site: Attachment must be retained
- You are a legal representative: Attachment must be retained

In all cases described above, a legal representative of the company or a legal representative of the site must contact the distributor in order to proceed with the linking of the new site code.

4.4. I have migrated or just logged in and I have no access to anything

The migration process includes a validation step performed either by the distributor you have chosen or by a central team.

Until this step is completed, access is limited to your "personal data" and "standardized navigation".

[A retry can be made at Admin_TI@stellantis.com](mailto:Admin_TI@stellantis.com), for information the average processing time is 72 hours.

4.5. I just registered and I have access to nothing

The registration process includes a validation step performed either by the distributor you have chosen or by a central team.

Until this step is completed, access is limited to your "personal data" and "standardized navigation".