Overview for Managers Using
RSS Digital Vehicle Inspection (DVI) System

Our Digital inspections are designed to be used on any device, Android or IOS. The use of a tablet about 7-8" is optimal and will save you a lot of time over using your phone. A camera is a must; a flash is useful for some shops with poor lighting or non-reflective floors when taking undercar photos.

Updated 10/20/2025

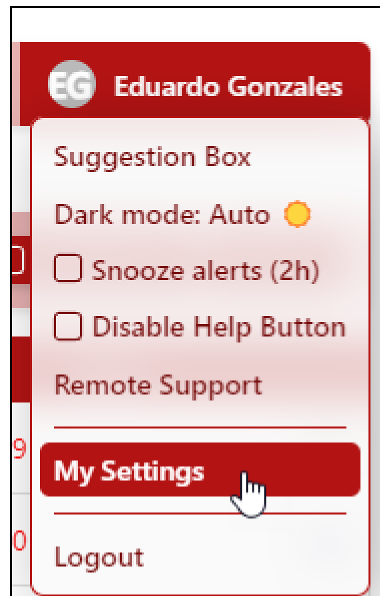
Contents

1. Signing in to the system

When you are first added to our system, you will receive a login link via email to the email address you used to sign up. On the web page that opens, you will be able to set a unique username and your password. The password must consist of numbers, letters, and special characters.

Once you have your password set and email verified, open a browser on your device and go to repairshopsolutions.com. In the upper right, choose the login for DVI. Enter either your email address, your cell number, or your username and the password that you generated. If you have forgotten your information, you can use your email address to recover or set a new password. If you were given a "shop email," such as "greg@myautoshop.com," that you cannot access, you will have to contact your manager to change it to a working email address. We suggest you use an email address that you have access to and use often.

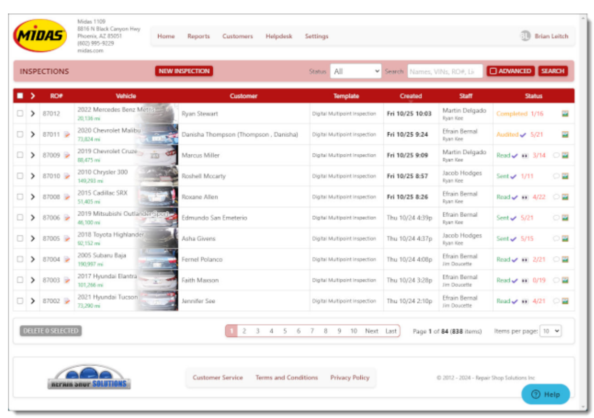
2. Changing your preferences



Once you get logged in, we recommend checking your credentials immediately and setting them to your liking. Click on your name in the upper right corner of the page and select "My Settings":

From your settings, you can change your name, username, email address, mobile phone number, and password. We will never use your mobile phone number to contact you unless you ask us to. It is used for logging in and recovering your password. Always set your email address to the one you use most frequently. On the options tab, you have other options to help adjust the views to your liking. The Biography and Assets are used to set an avatar or a biography for the report sent to the customer. It is optional.

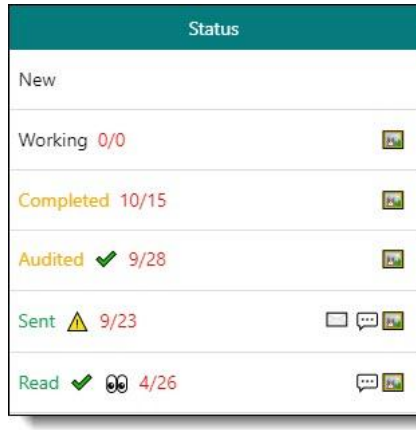
3. The home screen



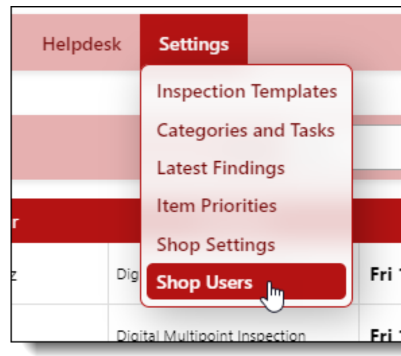
The home screen is what you see when you first log in or after clicking the shops icon in the upper left corner. It is simply the listing of the last 10 inspections in your shop. You can control your settings to see only the inspections assigned to you and decide how many show on the screen. We recommend just the last 10 to keep the system quick and simple.

4. The status column

On the right side is the status column. It indicates where each inspection is in the process. New, Working, Completed, Audited, Sent, and Read. The numbers indicate how many items were recommended and how many were checked on the checklist. A good inspection should include around six recommended items and an average of 35 checked items to give the customer a clear idea of the car's needs without sending too much info. You can hold your mouse or touch any of those numbers/icons to see information about them.

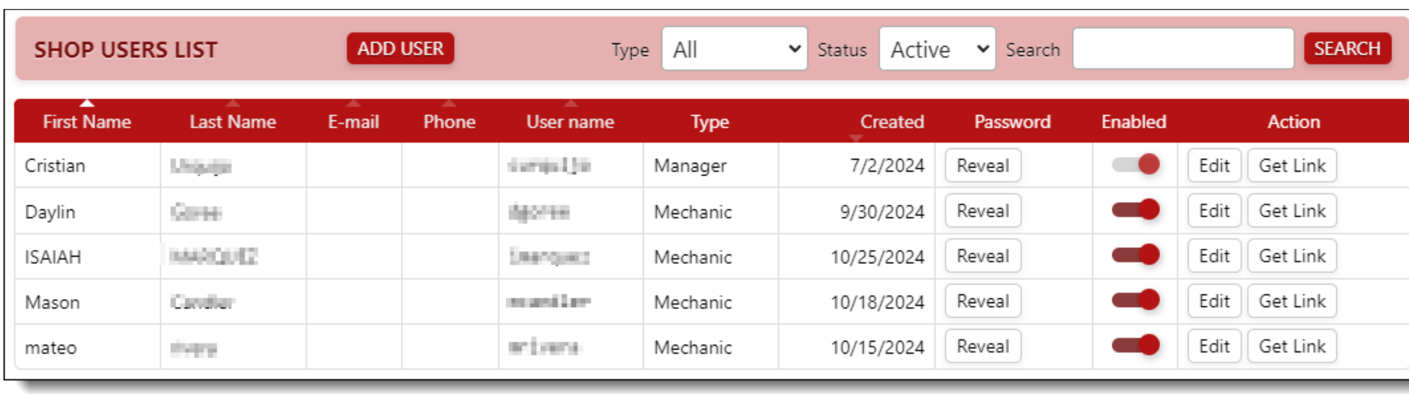


5. Setting up your employees



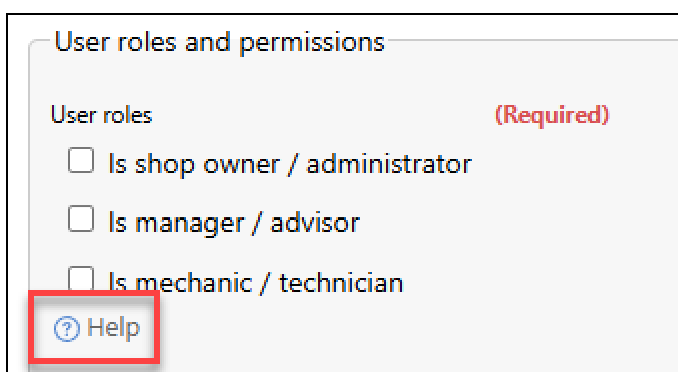
Before you can start using the system, your technicians need to be set up in the program. It may be your responsibility to add them. Before you get started, you will need their full name, an email address (so we can send their login info), their cell # (so they can text themselves a link to an inspection on their phone if needed), and a username (optional).

Click on Settings/Shop Users to get to the section for editing your employees. This will show a current list of everyone in your shop's account. You can edit them, remove their ability to log in, reveal their passwords, or get a temporary login link you could email them if needed.

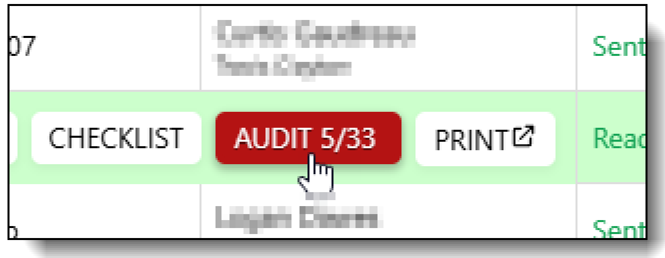


First Name	Last Name	E-mail	Phone	User name	Type	Created	Password	Enabled	Action
Cristian					Manager	7/2/2024	Reveal		Edit Get Link
Daylin					Mechanic	9/30/2024	Reveal		Edit Get Link
ISAIAH					Mechanic	10/25/2024	Reveal		Edit Get Link
Mason					Mechanic	10/18/2024	Reveal		Edit Get Link
mateo					Mechanic	10/15/2024	Reveal		Edit Get Link

When you choose to add an employee, enter their information on the left and then select if you would like to email or text them (or both) their new user information. Each section of this form has help buttons that will open and explain each option.



6. Auditing an inspection



When a Tech finishes an inspection on a vehicle and you are listed as the Manager, you should receive a pop-up notification letting you know the inspection has been completed. If you're not getting notified, check the settings in your browser to make sure that notifications are turned on. Techs should know that the inspection should be completed as soon as possible and marked as completed. This will allow you time to audit (review) the information and get it to the customer for approval before the vehicle is completed with servicing. In our shop, the Techs are instructed to finish the inspection before the drain plug goes in, the tires are put back on the car, or it is let down off the rack.

The Audit process begins by clicking the Audit button while your mouse hovers over the row containing the inspection you want to work with. You'll see numbers, like **5/33,** on the button. These indicate that five items were checked as recommendations, and in total, 33 items were checked on the car, as mentioned earlier. Remember, the sweet spot numbers for customers to understand that you did a good, thorough inspection and that there are a few items that need to be dealt with are **6/35**. If you can get that as an average, the guys are doing great inspections. When you click the Audit button, we display only the items marked as needing service, so you don't have to go through the entire checklist and aren't bothered by unnecessary information.

The Audit screen is where you can really polish this presentation before sending it to your customers. Here's what you need to know regarding the Audit screen:

- ### Check spelling/grammar

Whenever someone adds their own text, you have a significant opportunity for things to get spelled wrong. All web-based programs have spell check by default. If you place your mouse in a text box, it will show you anything that is misspelled with a red underline. Just click right and choose the correct spelling.

- ### Check for acronyms

We all know what an SRS, TPMS, or MIL Light is, but your customers may not. To make sure your customers are well informed, spell these out for them if your Tech has used them. It's also imperative that a customer knows that safety functions, such as airbags and anti-lock brakes, may be completely disabled if the light is on.

- ### Check for complete sentences

Anything that you send to the customer should include a finding and a recommendation. When a Tech says something like "Trans pan lking", take the time to spell it out so the customer understands it and include a recommendation. If you were to replace that with "Transmission oil pan is leaking, we recommend replacing the gasket", the customer will be much more likely to understand and buy the recommendation

- ### Check capitalization

We all have that one tech who types in all caps, capitalizes each word, or uses random letters. There's a "Fix Capitalization" button at the top of the Audit screen that will fix all those for you. Use it.

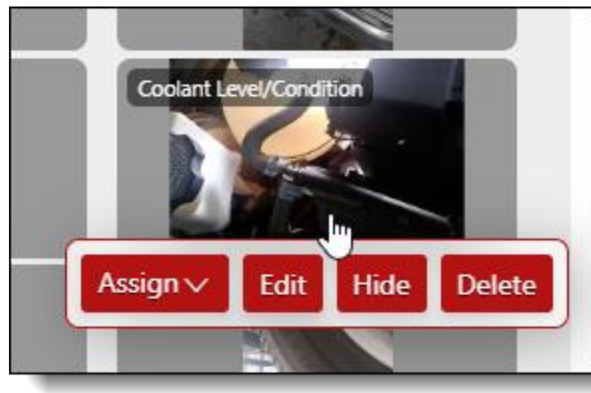
- ### AI-Generated Explanation

On each task that has findings and recommendations, you'll see a small lightbulb icon with "AI" in it. When you press that icon, we quickly find a one-sentence explanation that helps the customer easily understand what you're trying to convey. Written in simple terms, it will help them make that buying decision.

- ### Priorities

Anything recommended should have a priority set to it. Without priorities, the crucial recommendations drop to the bottom of the report you'll be sending to your customer. Try viewing the report before and after setting it, and you'll see exactly what we mean. A prioritized list is much easier for the customer to understand what is important today and what can be put off. Roll your mouse over any of the priorities to see the wording the customer will see. **Every recommendation must have a priority set; otherwise, the system will not mark the inspection as audited**.

7. Adjusting photos/videos



With the Audit screen open, there are tabs at the top that will allow you to switch between different functions. Click on the "Reports and Images" tab to see all the photos and videos the Tech added. Inspect each one to ensure they convey the story of what the car needs and that the customer will understand them. You can see an overlay of the task it is associated with on each photo. You have the options to move a photo to a different task, edit the photo (crop, rotate, add text, draw, etc.), delete it, or hide it from the customer's view. I'd suggest you take a few photos and practice cropping and writing on them. That can add a lot of value to an otherwise useless photo in a few seconds. There's also an option to "Add Existing" photos; you have a library of samples you can use or add to.

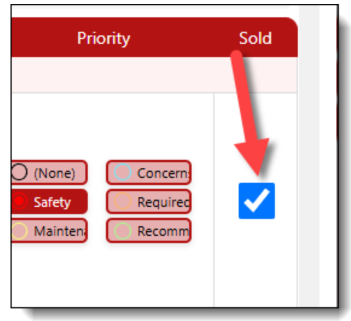
8. Final review

Before you send this off to the customer, there's another tab on the audit screen, "View Report," which will show you precisely what the customer will get when you text it to them. Please take a few seconds and give it a final review before sending it.

9. Sending it to the customer

Opening the details of the inspection (clicking on the row of the inspection you are working on) brings up all your options to print, email, or text the inspection details to the customer. The details section will also show you all the images again and give you a chance to review them if needed. There's also a Carfax button if you want to review recent work the car may have had before you make all the recommendations of services required by age/mileage. It's there to help you not have an embarrassing conversation with the customer by recommending work that may have been done recently. When you're ready to send it to the customer, the email and cell numbers from the repair order are available for you to use now. Text the inspection report to the customer before calling them, giving them a chance to review it and understand what the car needs at their leisure. You will get a pop-up notification letting you know when the customer is looking at the report. They will usually call you within a few minutes; if not, call them within 5 minutes of sending the text message. Emailing an inspection is a waste of time unless you have told the customer that you're sending it right now. And printing should only be done if it is requested. The texted option is a live document that will update the customer's view as you make changes to the inspection.

10. After the sale is made



Once you've made the sale to the customer, you should reopen the audit screen and mark off the items that were sold. That information will appear on their texted report as "Resolved," and the next visit will show the recommended items and what was done/not done.

11. Reports

▪ Recommendation percentage

This report will show you how often your Techs recommend each item on the checklist. It's a good tool to see if they are recommending the same thing repeatedly, which can lead to forming bad habits. It can also point out items that are not being recommended. For instance, a tech who recommends Brake Fluid Service on 95% of the vehicles is probably not really paying attention to the condition and recommending it on every car based on mileage alone. They're probably not checking for recent services in CarFax either. On the other hand, you may find a Tech who has not recommended a set of shocks for a few months, which could lead to some training.

▪ Recent images

This report shows you the average number of images or videos a Tech is adding to inspections. It also gives you a quick look at recent images to see how good they are at taking photos.

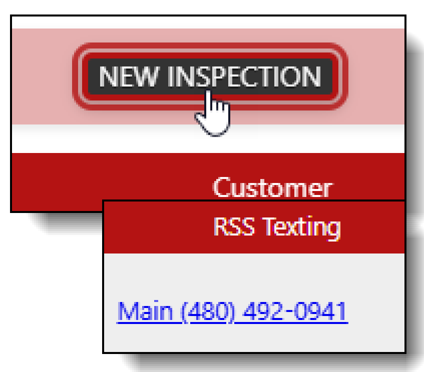
▪ Manager performance

The system will look for the number of inspections, compare it to the number of repair orders completed, and provide you with a percentage of ROs that were inspected. It also monitors to ensure they are being audited, texted to customers, and checks how quickly this is being done.

12. Using RSS Texting (if enrolled)

The program you are using allows you to send the inspection to the customer by text message. We have also included a full-featured, two-way texting platform to use for communicating with your customers. This includes asking for approval, requesting a Google review, informing them when the car is ready, and scheduling messages for future release. We've automated the system so you can click a customer's phone number in RSS, and it will open the texting program in a new tab, ready to send a templated message with just one click. To log in to the texting program, click the bookmark in your browser or go to app.rsstexting.com. Your login info should have been sent to you already.

▪ Start a message



To start a message to a customer, there are several ways to begin the process. From the New Inspection button, the list used to start a new inspection displays the customer's phone numbers. Just click the number you want to send to, and that opens the program with all the details. This list shows all the open repair orders in the shop, so it should include anyone you want to send to.

The other option is the “Open RSS Texting” button directly under the “Send Texted Report” option in the inspection details. Either option will perform the same function.

Detailed instructions on the platform, including using and editing templates and scheduling messages, can be found at https://www.repairshopsolutions.com/about/resources/rss-texting-help-pages, or by selecting the Help menu option from the dropdown in the upper left of your screen.

Notes:

- If you’re Techs are working on a tablet and are having difficulty getting images to upload, 99% of the time it is a bad connection between their device and our servers. This can usually be fixed by restarting the device, and if needed, restarting the wireless access point in your shop. Check the device to ensure you’re running the latest version of either Android or iOS and that your browser is up to date. We are constantly updating our programs to take advantage of new technology, and that requires up-to-date equipment on your end.
- If you need help, there are articles to look through by clicking the “Helpdesk” button at the top of the screen, or you can contact us directly by clicking the help button in the lower right of your screen. If you need to contact us, please ensure your email address is correct, as that is where we will respond to you. If you need a callback, let us know that. Try to be as detailed as possible in describing the issue, so we don’t have to go back and forth with you asking which page you’re looking at or which button you pushed that gave unexpected results. That results in longer times fixing the problem. Screenshots or full error descriptions are a big help. If you’d like one-on-one training, go to rssdemo.com and grab a timeslot on the calendar. An invitation to a Zoom meeting will be sent to your email address.