



Overview for Technicians 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 helpful for some shops with poor lighting or non-reflective floors when taking undercar photos.

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1. Signing in to the system

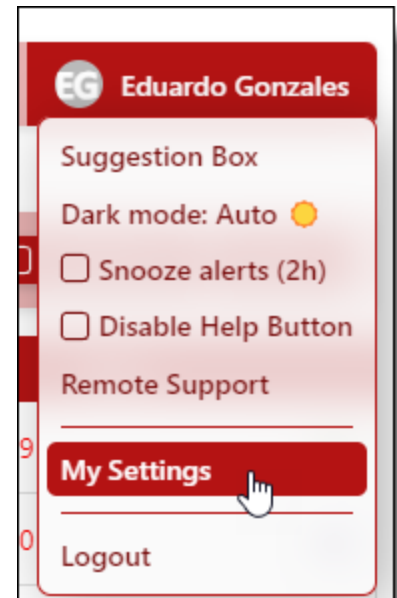
When you are first added to our system, you will receive a login link via email to the email address you used to sign up. On the web page that opens, you will be able to set a unique username and your password. The password must consist of numbers, letters, and special characters.

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. Setting up a tablet with an icon

Once your tablets are turned on and ready to work, we recommend adding a shortcut to the home screen after logging in to our system. This will make it function like any other app, but with all the functionality of the web. To add a shortcut to the home screen, open a browser on your device, go to repairshopsolutions.com, and click the login/DVI link. Enter the credentials for the user to whom the device will be assigned. Once logged in, follow these instructions:

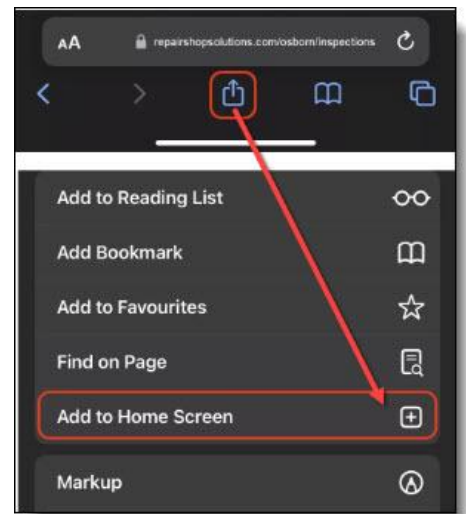
▪ iPad or iPhone:

After going to the website, tap the Share menu button

In the menu, scroll down and select Add to Home Screen

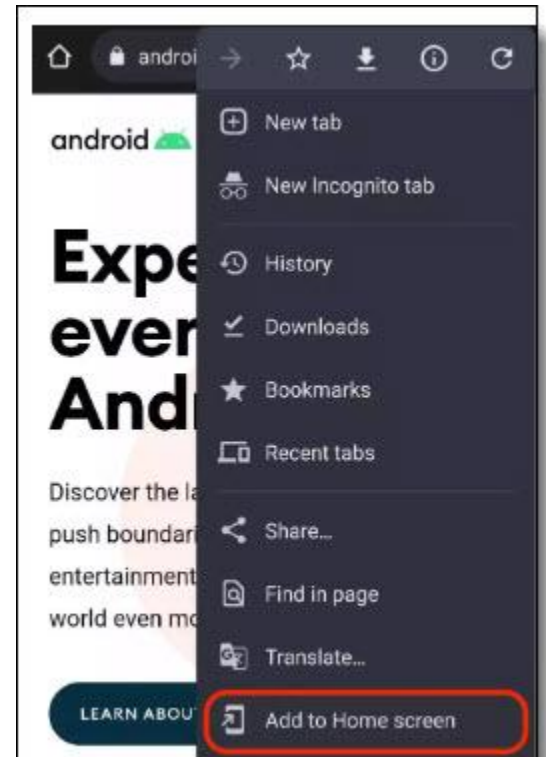
If you want, edit the title of the site as it will appear on your screen. When everything is to your satisfaction, tap Add

The icon is now on the home screen, ready to use



▪ Android: (or using Chrome on an iPad)

- To add a website to an Android home screen, open Google Chrome and go to the website
- Drop down the menu by tapping the three-dot icon at the top right-hand corner of the screen
- Select **Add to Home** screen
- Next, you can edit the title of the icon. Once the title looks fine, tap **Add** to transfer it to the home screen
- If you go back to your home screen, you will see the icon. It will have the Chrome icon



4. The home screen

The home screen is what you see when you first log in or after completing an inspection. It is simply the listing of the last 10 inspections in your shop. You can control your settings to only see inspections assigned to you and to decide how many shows on the screen. We recommend just the last 10 to keep the system quick and simple. If you use a laptop or desktop computer, there is a button at the top, "Send to my Phone," that will send a text link to your phone (if you added your phone number to the system) to open the inspection on your phone. Makes it handy to add photos from your phone but use a larger screen to write up the checklist.



▪ 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 info about them.

Status	
New	
Working 0/0	
Completed 10/15	
Audited ✓ 9/28	
Sent ⚠ 9/23	
Read ✓ 👁 4/26	

5. Starting an inspection

Starting an inspection is simple. If we integrate with your shop management system (over 20), then all you must do is click the “New Inspection” button at the top of the list. You will see a current list of all the cars in the shop that have a current repair order. On the right side, there's a button that says “Create” (you may have to slide over there to see it). That grabs the customers’ info, the car's info, and you can add mileage if needed. You may need to add a manager assigned to the inspection and then press the “Create Inspection” button at the bottom of the page. You may notice that your management system has also brought in any inspection/vehicle/or customer notes. Those will show up in various places throughout the program. At the bottom of this screen, you can add a photo of the vehicle or upload one that you had taken outside before you brought the car in. We only need one clear photo of the car from a side or corner view. This will stay with the car for future inspection. Try to get the photo outside to use the best lighting. No open hoods, and you don't have to focus on the license plate; it's just for reference.



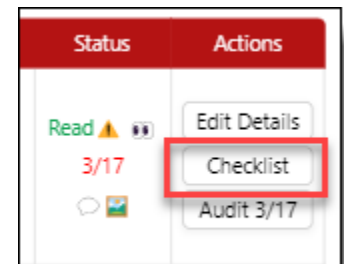
Vehicle Image

[Upload...](#) [Take photo ▾](#) [Add existing ▾](#)

No images have been added for this vehicle yet.
Images added here will appear at the top of the customers copy of the inspection. This photo remains with the vehicle, even into future inspections.

6. Working with the checklist

Once you've created a new inspection, it will be at the top of the list. To open the checklist, press the checklist button. If you find it difficult to see all the options on the checklist, **flip your tablet or phone onto its side to see more on the screen.**



▪ Vehicle photos

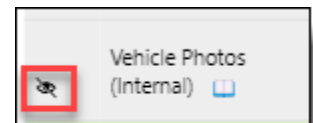
If you haven't already added a photo of the vehicle, you can also add one from within the checklist. Remember, it should be a good photo taken from an angle that shows the entire car. This will stay with the car until it is replaced. If it doesn't look good, you can always delete it and try again. The hood should be closed, and the car should be on the ground. You are not concentrating on just the license plate.

▪ Categories/Tasks/Findings/Recommendations

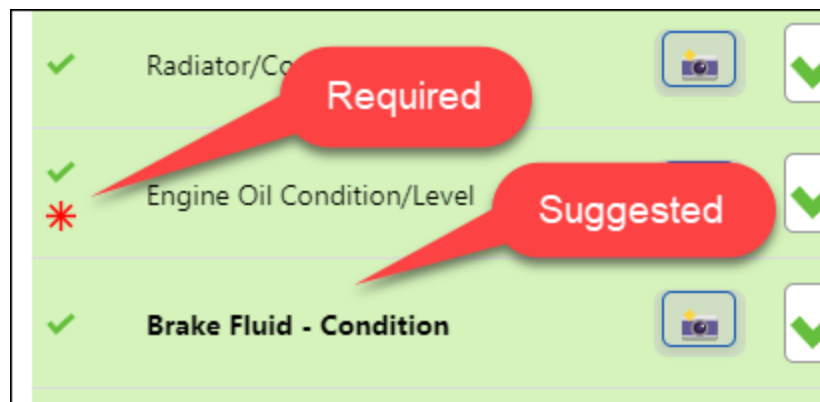
The checklist is broken down by categories, then tasks. There are several types of tasks, too. The most common option is to check Green (Good), Yellow (needed in the future), and Red (now required). Once you click either yellow or red, you are given a list of the most common **findings** and **recommendations**, along with a place to enter text **IF NEEDED**. A finding is simply what you noticed wrong with the vehicle. A recommendation is how you suggest the problem gets fixed. It is essential that every finding has a recommendation. Without both, you're asking the customer to guess the other. So, simply stating that the brakes are worn does not provide a recommendation; it should suggest that they be replaced. If the finding is something like "The wipers are streaking/worn out", there is no reason for you to write in the text that they are streaking. That has already been said. Don't add unnecessary text.

The other types of tasks are either green or red options only. That is like answering a yes or no question. Yes, it means it is fine; no means it needs attention. You will have a chance to explain, if needed, in the text box. Some tasks are notes only and do not have a check option.

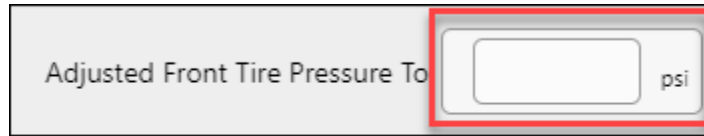
Some of the tasks have an icon on them of an eye with a line through it. That means the task and any notes are not visible to the customer. These are intended to provide extra information for your shop's records.



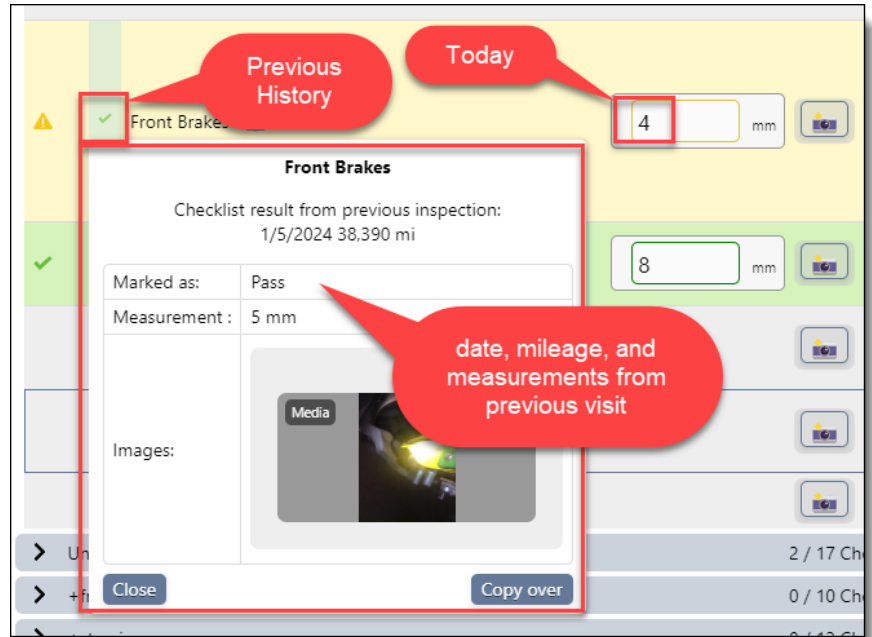
Some of the tasks are marked as mandatory with a red asterisk, and some are in **bold** text. Many have a "Units" section to be filled in. The required section is necessary to save the inspection, and bold type indicates something that should be done on every inspection.



If you mark a task off and it has a units option, be sure to add those details, as they will show up the next time the customer comes in. This will help with consistency between inspections.



If you see an extra column with checkmarks in it, that shows you what was selected the last time the car was in. By clicking the icon, you will see the option to copy it over the last inspection results. This helps us avoid issues like not checking off the power steering fluid this time. Last time, we warned them that it was getting bad and should be serviced on the next visit, which is today. It will also show previous results like brake thickness, battery measurements, etc.



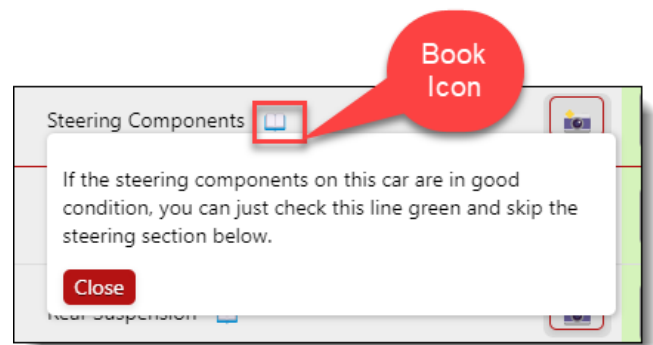
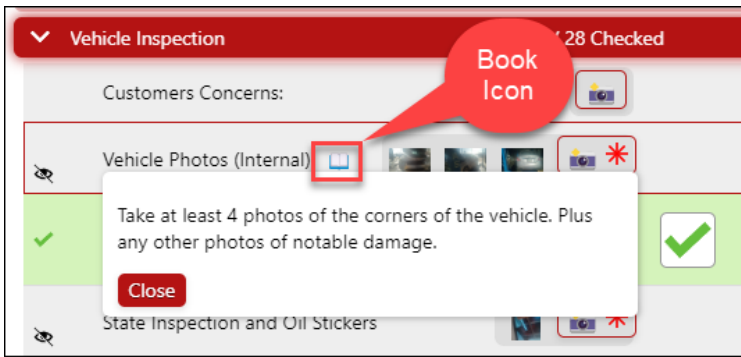
▪ Describing findings and adding recommendations

Try to remember that you are putting together a presentation that will be texted to the customer almost immediately after you press the complete button at the end of the checklist. It's important to note that the customer will see your writing unless it is for an internal task. That means it's essential to spell out your findings in clear English, properly spelled, and in complete sentences for the best results. Never leave a customer having to ask questions if you can help it. Writing something like under the dashboard light section, like the "TPMS is on", does not explain a finding and recommendation to the customer. Writing it properly would be more like "The TPMS light is on, indicating the tire pressure warning system is sensing a low tire or there is a fault in one or more of the sensors. We have adjusted the tire pressure. If the light returns, we recommend having the sensors tested." That tells a story, helps sell the job, and leads to safer cars on the road.

Also, try not to use shortcuts like "Rec replace" or acronyms that are common in the shop, like SRS, ABS, ECM, etc. The customer most likely does not understand them and may skip over needed repairs.

▪ Helpful hints

On many of the tasks, there are small book icons. Those indicate helpful hints or instructions on what is expected for that task or hints on how to make the process quicker. Please read these as they will help guide you through the system.



▪ Adding pictures

Most tasks have an icon for you to add pictures. Photos help make the sale. A photo that tells a story is worth 15 minutes of explaining something over the phone. This is our opportunity to shine by adding a good photo. Be aware of lighting conditions, try not to point a flashlight directly at what you're trying to show, as it will wash out the photo. Practice to ensure you're showing what you need to show, without being too close or too far away. This really makes a difference. An icon with a red asterisk indicates that adding photos is mandatory. You'll find that if you turn your device into landscape mode (on its side instead of up and down), you'll take better photos and get more information to help the customer decide.

▪ Adding videos

Videos are a great way to show things that have excessive movement, like bushings, ball joints, tie rod ends, u-joints, etc. BUT, if you're going to add a video, it means nothing if you don't talk to the customer in the video and tell them what you should or should not see. Simply showing the movement of a U-joint up and down does not mean to the customer that it's bad. But saying, "This is the u-joint in your driveshaft, and it should not have any play in it," while showing them the play, will help them understand. Be aware of background noise, music, etc. Always review the video before the final upload and try to keep videos short, as the customer will probably not watch anything more than 5-10 seconds of it.

▪ Average 35 items per inspection. Don't overwork yourself

After lots of study, we've found the sweet spot for most inspections is about 35 points unless you're working on a pre-purchase or any other inspection that is sold to the customer. Think about that, your average car is 11-12 years old with about 120,000 miles on it. A 35-point inspection, with an average of 5-7 recommended items, lets the customer know you've done a thorough job of inspecting their car. The inspection shows that it's generally in good shape, but there are a few items to catch up on. Of course, if you're working on a 20-year-old car with 240,000 miles on it, you may need to have a longer inspection. The point is that there are many shortcuts, such as skipping the steering, front, and rear suspension sections, if you have thoroughly checked them in the undercar category (Read the helpful hints). You also don't want to send the customer a short 15-point inspection because it will leave a lot of questions unanswered, like "How were my fluids?" or "Did you look at the brakes?"

▪ Completing the inspection

If you can try to have the inspection done before the drain plug goes back in the car or before you put the wheels back on, your manager can send this text to the customer and discuss what's needed before the car comes off the rack—saving you valuable time by not having to bring the car back in later to perform sold work. When you reach the end of your inspection, simply push the "Complete Inspection" button at the bottom of the checklist. If, for some reason, you need to postpone that, it's always a good idea to press the "Save and Continue" button to ensure your work is saved. When completed, we send the manager a notice letting them know it's done, and they know how to review it and text it to the customer asap.

Notes:

- If you're working on a tablet and find yourself having difficulty getting images to upload, 99% of the time it is a bad connection between your 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 your device to ensure you're running the latest version of 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 telling us the issue, so we don't have to go back and forth with you asking what page you're looking at or what button you pushed and got unexpected results. That just 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.