Users and accounts

setup and settings · https://www.diagnostic-assistance.com/docs/users-and-accounts/

How can I become a diagnostic assistance user?

When you purchase a license for diagnostic assistance software you will automatically be given one site license and one user license. This is the smallest license array that can be purchased.

It is possible to add multiple technicians to a single site. This is a different type of license.

I have Multiple Sites - how does this work?

It is also possible for larger multi site garages to purchase multi site licenses with multiple technician users. In this case technicians from within the same business can be assigned to a different site at a different time, subject to their working location. Technicians are free to move across the different sites of that business, however, they can only be registered to one site at one time.

account settings.

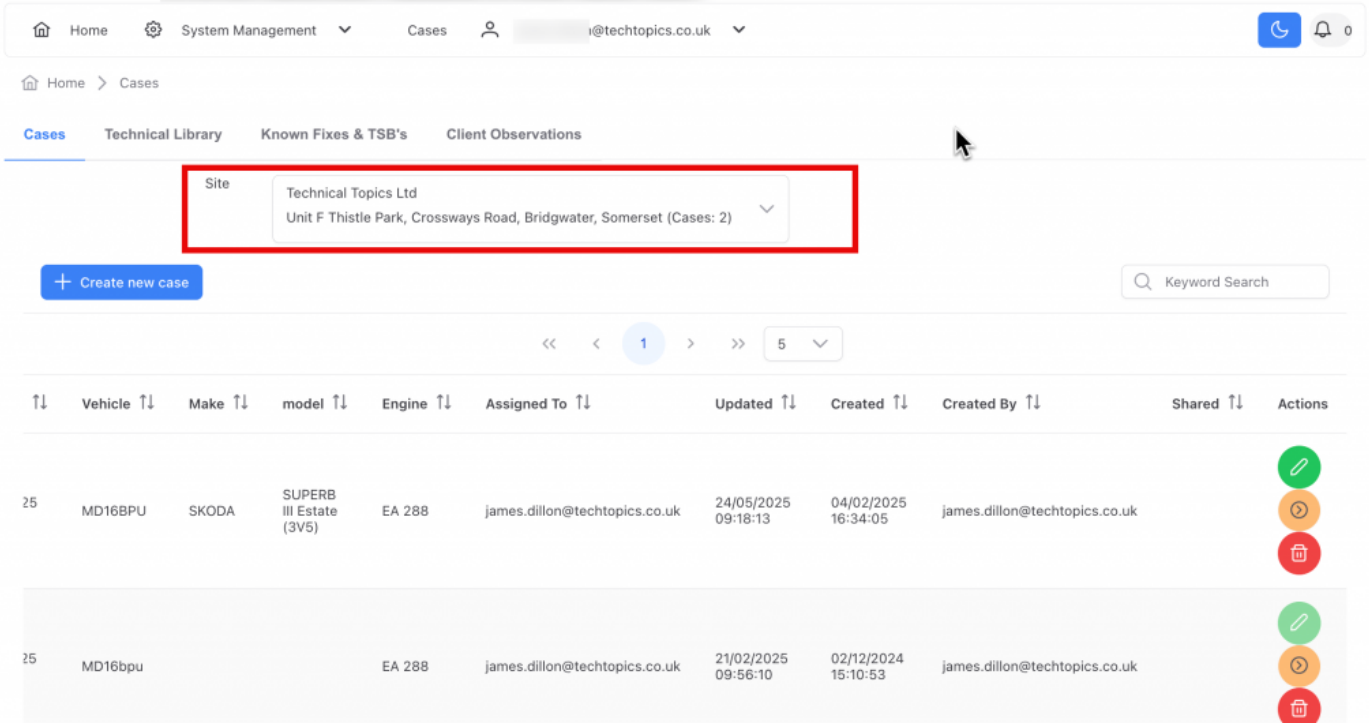
Every user in diagnostic assistance has to belong to a business. This is known as a site.

The site account is the Garage that the technician works in. Even if a technician works for themselves, their own one-man band will be the site account. This is because technicians have to work somewhere as far as diagnostic assistance is concerned.

Every user technician will also have their own 'personal' account. Personal accounts must be associated to a site account.

Here you can see, in the cases page, the site account.

DAVO System :


Home
System Management
Cases
@techtopics.co.uk
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Home > Cases
Cases
Technical Library
Known Fixes & TSB's
Client Observations
Site
Technical Topics Ltd
Unit F Thistle Park, Crossways Road, Bridgwater, Somerset (Cases: 2)
Create new case
Keyword Search
1
5
Vehicle
Make
model
Engine
Assigned To
Updated
Created
Created By
Shared
Actions
25
MD16BPU
SKODA
SUPERB III Estate (3V5)
EA 288
james.dillon@techtopics.co.uk
24/05/2025 09:18:13
04/02/2025 16:34:05
james.dillon@techtopics.co.uk
25
MD16bpu
EA 288
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02/12/2024 15:10:53
james.dillon@techtopics.co.uk