



Volkswagen

# We Connect registration with the app and your vehicle keys

This is how to get mobile online services in your Volkswagen.



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## Dear Driver,

Here you can find out the steps you need to follow to use We Connect.

However, this brochure does not describe all functions and therefore is not a suitable replacement for the service wallet belonging to the vehicle with many important explanations and warnings.

You can find frequently asked questions on We Connect on the Volkswagen We Connect website [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) under the menu option 'Help/FAQ'.

# Conditions.

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As well as the conclusion of a separate agreement with Volkswagen AG, use of We Connect requires equipment with a We Connect-ready navigation system. Please note that only the owner, keeper or users of the vehicle who are not only temporarily authorised (lessees, company car users, etc.) may activate the mobile online services and be authenticated as the primary user. If the vehicle already has a primary user, they are removed when a new primary user is authenticated.

The availability of the We Connect services and their conditions may differ according to the vehicle and state. You can find more details on We Connect at **[www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com)** and your Volkswagen dealership.

## Activation.

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**Here's how to activate We Connect in five easy steps.**

Have your vehicle key ready and ensure that you can access your emails.

### 1. Download the We Connect app

You can download the free We Connect app from the Apple App Store or the Google Play Store. This is available for Apple and Android smartphones.

Alternatively, you can take the following steps in the portal:

**[www.portal.volkswagen-we.com](http://www.portal.volkswagen-we.com)**

### 2. Create your Volkswagen ID

Gain access to the world of Volkswagen online services.

- 2.1 Open the We Connect app. If you already have a Volkswagen ID, continue with step 3 (complete user account).
- 2.2 Select 'Register' and enter your email address and a password of your choice.
- 2.3 In the next step, confirm the Volkswagen ID Terms of Use and Privacy Policy.
- 2.4 You are asked to consent to the optional marketing agreement. The agreement may be cancelled at any time in your Volkswagen ID user account where necessary.
- 2.5 You will receive a confirmation email. Click on the link in the email to activate your Volkswagen ID.



## 3. Complete your user account

The We Connect app will take you through all the necessary steps to complete your personal user account.

- 3.1 Log into the We Connect app with your Volkswagen ID.
- 3.2 Confirm access to the personal data shown to be able to use the We Connect app. The agreement may be cancelled at any time in your Volkswagen ID user account.
- 3.3 The We Connect app takes you through the completion of your user account in just a few steps.
- 3.4 Choose a 4-digit security PIN (S-PIN) to protect your We Connect user account. The PIN must be entered to use security-related services.
- 3.5 Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services.

## 4. Add your vehicle

Add your vehicle in the app using the vehicle identification number (VIN). On completion of this step, a separate agreement on the use of the selected service packages is established with Volkswagen AG.

- 4.1 Navigate to the 'Add vehicle' menu option in the We Connect app.
- 4.2 Now add your vehicle using the VIN scanner or by manually entering the VIN.
- 4.3 Once your vehicle has been added successfully, your selected service packages are shown.
- 4.4 When registration is completed by clicking on 'Order' and on receipt of order confirmation, a separate agreement on the use of selected service packages is established with Volkswagen AG.



## 5. Activate We Connect

Activate the We Connect services via a key identification in your vehicle.

- 5.1 Go to your vehicle with your vehicle keys.
- 5.2 Log in under 'Menu' → 'Users' in your infotainment system with your Volkswagen ID and select under 'Settings' → 'Become primary user'.
- 5.3 Follow the steps shown in the infotainment system to become primary user and activate We Connect using your vehicle key.
- 5.4 You have now completed registration and can take advantage of the benefits of the mobile online services.

Subject to change • Version: May 2019 [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com)

# Legal notices.

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\*To use the We Connect services, you need a Volkswagen ID user account and to log in to We Connect with your username and password. A separate We Connect or We Connect Plus contract for the use of mobile online services must also be concluded with Volkswagen AG. On initial order of We Connect Plus for a new vehicle, you have 90 days following delivery of the vehicle to conclude the We Connect contract for the vehicle at [www.portal.volkswagen-we.com](http://www.portal.volkswagen-we.com) (initial order period). Otherwise, a free initial contract period offered for We Connect Plus is reduced by the number of days between the end of the initial order period and the actual conclusion of the contract.

The use of We Connect mobile online services is enabled by means of an integrated internet connection. Volkswagen AG will be liable for the associated data costs incurred within the EU, with the exception of the 'Streaming & Internet' services. For the use of the "Streaming & Internet" services and for the Wi-Fi hotspot, data packages can be purchased from Cubic Telecom, our mobile communications partner, and used in the network coverage area within many European countries. You can find information on prices and supported countries at <https://vw.cubictelcom.com>. Alternatively, you can use the Internet Radio, Hybrid Radio and media streaming services with a mobile device (e.g. smartphone), provided it has the ability to function as a mobile Wi-Fi hotspot. In this case, the corresponding services are only available subject to an existing or separate mobile phone contract between you and your mobile network operator and only within the coverage area of the respective mobile network. Additional fees (for example, roaming charges) may arise when receiving data from the internet, depending on your particular mobile phone rate and especially when using the service abroad.

A smartphone with a suitable iOS or Android operating system and SIM card with data option with a mobile data contract already in existence or to be agreed separately between you and your mobile data provider is required to use the free We Connect app. A smartphone compatibility overview can be found at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com). For information on mobile data charges, please consult your mobile data provider.

The availability of the individual We Connect and We Connect Plus services described in the packages may differ between states. These services are available for the agreed contract period. You can find more details at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) and your Volkswagen dealership.