



**AirPro**  
**DIAGNOSTICS**

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# Operations Tutorial: ORION Management System

[APP.AIRPRODIAG.COM](http://APP.AIRPRODIAG.COM)

Section 1

# Logging into ORION & Accessing Your Shops' Dashboard



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Visit [app.airprodiag.com](http://app.airprodiag.com) in your web browser and log-in to your ORION account using the credentials your AirPro representative gave to you.

Note: we recommend using Google Chrome



## Login

Login with an Orion account

Email

Password

Remember Me?



**Need Assistance? (904) 717-1711**

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Software Solution by  UniMatrix Designs



APP.AIRPRODIAG.COM

When you log in, save to favorites  
and **save your password.**  
Save to the unit tablet, desktop  
and/or phone for quick access.



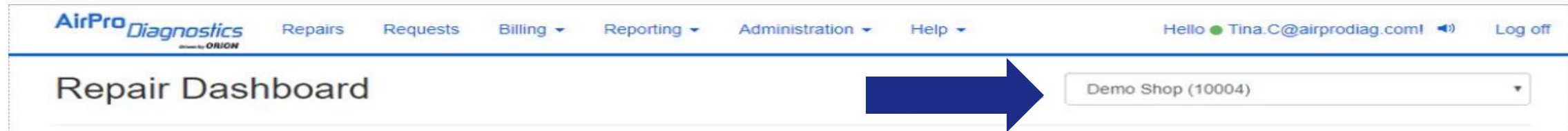
# AirPro

## DIAGNOSTICS

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Your **shop name** will appear in the drop-down box. If you have access to more than one shop, select the shop you want to see.



The screenshot shows the top navigation bar of the AirPro Diagnostics application. On the left is the logo "AirPro Diagnostics" with "powered by ORION" underneath. The navigation menu includes "Repairs", "Requests", "Billing", "Reporting", "Administration", and "Help", each with a dropdown arrow. On the right, it says "Hello Tina.C@airprodiag.com!" with a user icon and a "Log off" link. Below the navigation bar, the main heading "Repair Dashboard" is visible. To the right of the heading is a dropdown menu currently displaying "Demo Shop (10004)". A large blue arrow points from the heading area towards the dropdown menu.



Section 2

# Importing Data From CCC



You will be able to transfer data from CCC.

When in a "Workfile" in CCC, you can send vehicle information to AirPro by choosing "**Secure Share**" and selecting "**ORION**"

The screenshot shows the CCC software interface. The 'WORKFILE' menu is open, and the 'Secure Share' button is circled in red. Below the menu, the 'Estimate' tab is selected, and a table of vehicle parts is visible.

Lines		Other Charges	Totals		Description			
A	N	*	O	Est	Line	Oper		
		<input type="checkbox"/>			1			<b>REAR BUMPER</b>
		<input type="checkbox"/>			2			O/H rear bumper
		<input type="checkbox"/>			3	Repl		Bumper cover w/dual exh
		<input type="checkbox"/>			4			Add for Clear Coat
		<input type="checkbox"/>						



The imported information will appear on your **open dashboard** as shown below:

	Repair ID	Repair Status	Shop Name	Vehicle VIN	Vehicle Make	Vehicle Model	Created Date
	588562	Active	Demonstration Shop #1 (10262)	111111111111111111	Bentley		07/14/2021 03:07 PM

« < 1 > »

Showing 1 to 1 of 1 entries





Section 3  
**Creating a Repair**



## Repair Dashboard

Schedule Service (24/7/365)

APD Demo Shop (10004) ×

Repairs

[+ Add Repair](#)Active ▾

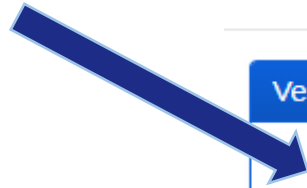
Search

50 ▾

If you are unable to transfer your data from CCC, or need to add a repair manually, click the **'+ Add Repair'** button



Enter the VIN # in this field.  
This is a copy and paste  
field from your Desktop.



Create Repair



Vehicle Info

Vehicle VIN

Enter VIN # here



Cancel



This VIN has been decoded correctly



Create Repair

Vehicle Info

Vehicle VIN

Vehicle Make

Vehicle Model

Vehicle Year

Vehicle Transmission

This VIN has not been entered correctly



Create Repair

Vehicle Info

Vehicle VIN

Vehicle Make

Vehicle Model

Vehicle Year

Vehicle Transmission

Vehicle Make field is required

If an error message appears, re-check your VIN #. If it is correct, there may be a concern with the NHTSA for decoding the VIN #.



Vehicle information will transfer over from certain Estimating Systems. If you do transfer over, **check to make sure all the information is correct.**

Vehicle Info

Vehicle VIN	11111111111111111111
Vehicle Make	Toyota
Vehicle Model	Camry
Vehicle Year	2019
Vehicle Transmission	Automatic

Fill out 'Repair Info' drop downs.

Repair Info

Shop	Demo Shop (10004)
Shop RO Number	1234
Insurance Company	Other
Insurance Company Other	Type the Insurance Company Here
Claim Number	if you do not have can leave blank
Odometer	0
Air Bags Deployed	<input checked="" type="checkbox"/>
Describe Visual Deployments	you are our eyes-Describe Deployments
Vehicle Drivable	<input checked="" type="checkbox"/>

If the Air Bags are **Deployed** check the appropriate box.

Click '**Vehicle Drivable**' if appropriate, leave unchecked if not.

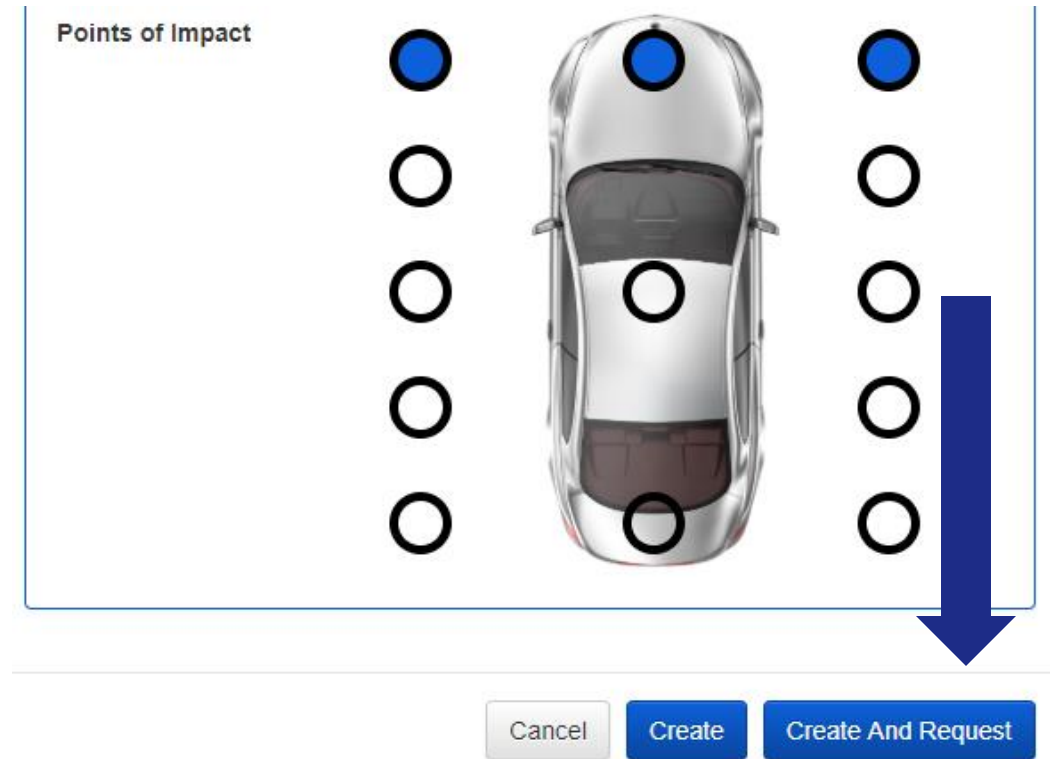


Next, select your **Points of Impact**

- Verify correct points were transferred

After selecting your points of impact, click the '**Create**' or '**Cancel**' button to Exit.

If you are at the vehicle with the tool connected you can select '**Create And Request**'.



**NOTE: vehicle on -engine off**




Section 4

# Understanding Your Dashboard



After you have created the repair, you will be directed back to your **active dashboard**. The information you just entered will show below.

	Repair ID	Repair Status	Shop Name	RO Number	Vehicle VIN	Vehi...	Vehicle Model	Created Date
	66881	Active	Demo Shop (10004)	12345	12345678998765432	Chevrolet	TEST TEST TEST	03/01/2019 12:31 PM

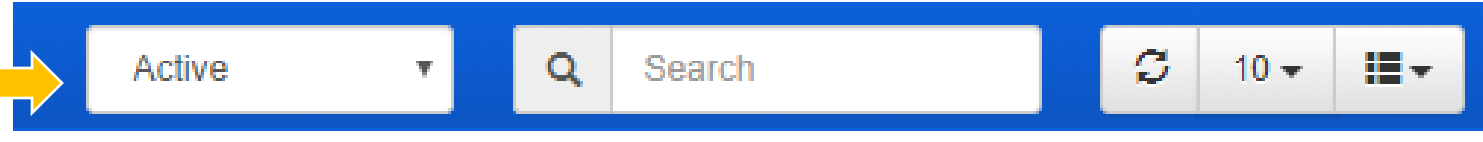



If this information was transferred over from your estimating system, click the **orange icon ('Edit' button)** to make sure all the information was entered correctly.



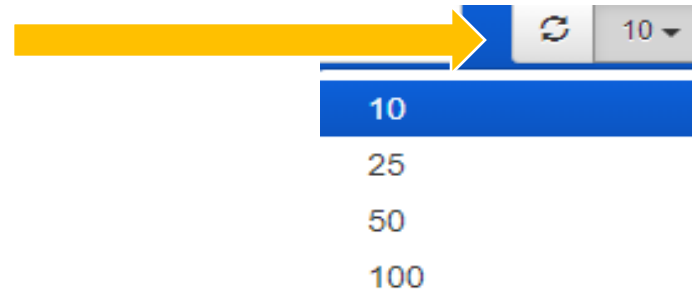


To look at your **active, cancelled, completed, invoiced and/or paid repairs** select the drop down as shown here:





You can search by VIN, Make, Model or RO #. Just enter info into the search bar hit enter or click 

You can use the '**Refresh**' button on the dashboard to refresh from your desktop. You can customize to 10, 25, 50, 100 scans showing per page.



You will now see a **blue wrench icon**, your **orange edit icon** and the **red check mark**.

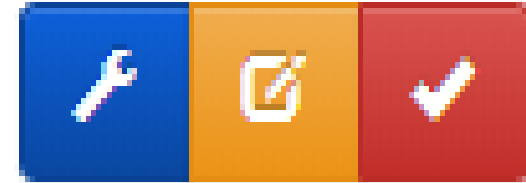
 When you are ready to request your scan, click the **blue wrench** (after the AirPro Tool is plugged into the OBD2) and the vehicle on, engine off.


 This is your **edit repair** icon. You can edit your repair from this icon.

For example: update the RO#, Insurance Company, Miles, Points of Impact etc. You can change this information even after the scan has been performed. It will update your report automatically. If you have already printed it or saved it, you may need to re-due that to keep your report correct.

 This is your **completion check**.

If the insurance company calls and says “We are going to total this vehicle and no further action required.” You will select this.



Once you have clicked the red check mark  a survey will appear.

Surveys are very important to us. We take these just as seriously as any shop would.

- 1 being Poor
- 5 being Great

If you do not have time to complete you may click **'Skip and Complete'**.

If you complete the survey, click **'Complete'** when you are done.

To cancel, just click **'Cancel'**.

## Complete Repair ✕

Please tell us how we did with your Repair.

	<i>Poor</i>				<i>Great</i>
	1	2	3	4	5
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technician Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report Completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns Addressed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technician Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Additional Feedback

Thank you AirPro for your quick scan process. |

Cancel

Skip and Complete

Complete

After completing a repair, you will find it under the **'Completed'** repairs section. You can access this by selecting 'Completed' from the drop-down menu on your dashboard as mentioned earlier.

## Repair Dashboard

 Schedule Service (24/7/365)


If you hover over the icons the description will appear.

As you can see you now have a few new icons.

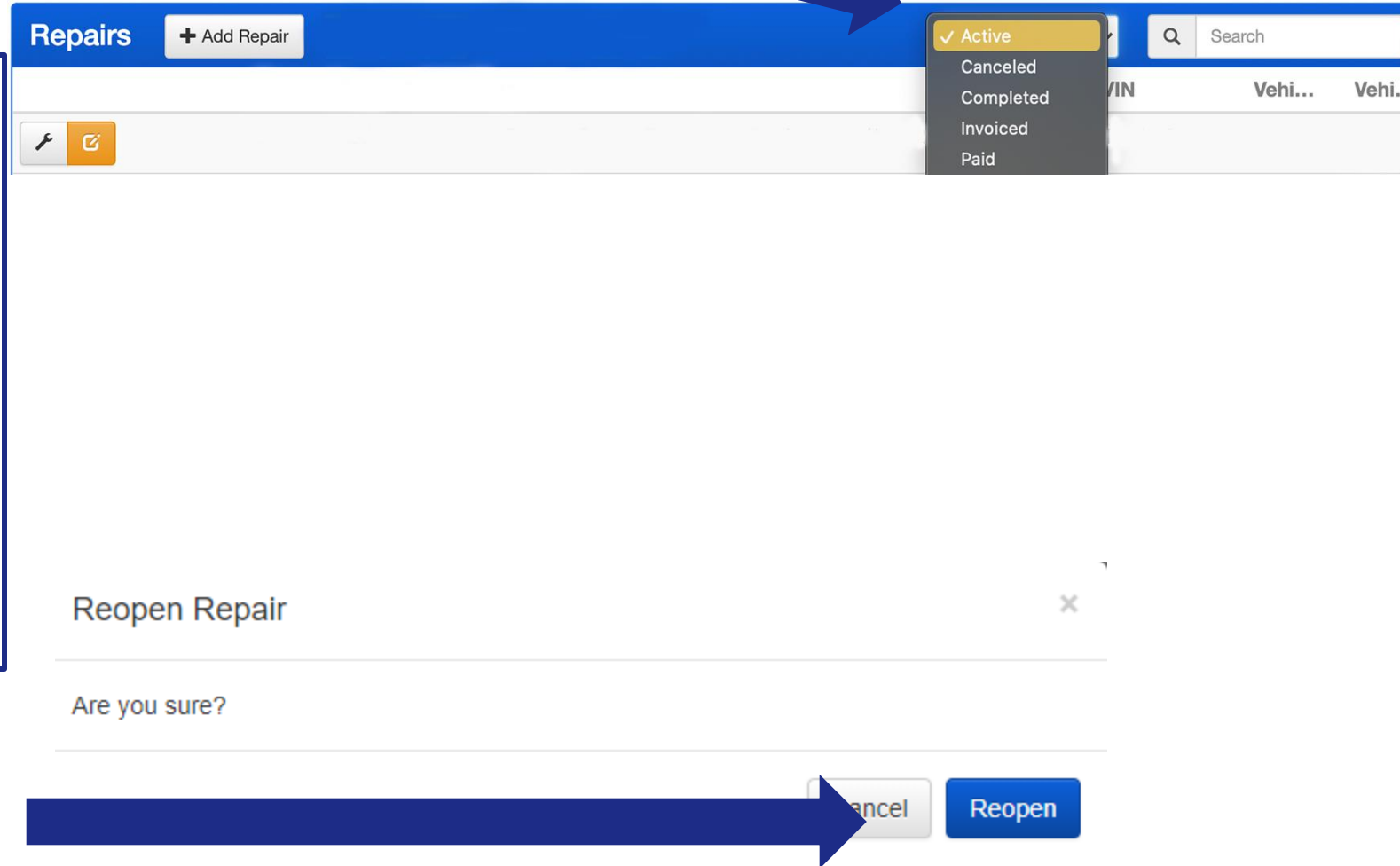
 This is your **re-open icon**.

For example: The insurance company wants to go ahead with repairs you just click this icon and it will automatically go back to your active dashboard.

 This is your **'Repair Info' icon**.  
You can review information.

 This is your **'Clone' icon**.  
You can clone the repair if needed.

Once you have selected to re-open the repair, this window will appear. Click **'Re-Open'** or **'Cancel'**.




The screenshot shows the 'Repairs' section of a dashboard. At the top, there is a '+ Add Repair' button and a search bar. A dropdown menu is open, showing options: 'Active' (selected), 'Canceled', 'Completed', 'Invoiced', and 'Paid'. Below the menu, there are two icons: a wrench and a document with a plus sign. A modal dialog box titled 'Reopen Repair' is displayed, containing the text 'Are you sure?' and two buttons: 'Cancel' and 'Reopen'. A large blue arrow points from the top-left text box to the 'Completed' option in the dropdown menu. Another large blue arrow points from the bottom-left text box to the 'Reopen' button in the dialog box.



# Great! You're ready to request a scan

- Take the tool to the vehicle.
- Connect the tool to the vehicle OBD2 Port
- Vehicle on/engine off.

Click the **blue wrench** next to the correct vehicle information.



Repair ID	Repair Status	Vehicle Make	Vehicle Model
601486	Active	Toyota	Camry




Section 5  
**Requesting a Scan**



# Request Scan

- 1. Request Category:** Select pre or post-scan option
- 2. Request Type:** This will automatically select depending on your above selection
- 3. Device:** This will auto-select unless you have multiple units, if so you will select the unit in use for this scan.
- 4. Warning Indicators:** Select which warning indicators appear on the vehicle, if any. If there are none, select 'None'
- 5. Other Warning Info:** Detail any additional issues that may not be described above
- 6. Damage Description:** Write a description of the damages
- 7. Notes:** Any additional notes you think may be useful
- 8. Contact:** Select contact person for this scan. If they're not listed, select 'Other' and enter their name and phone number

1. Request Category	Pre-Scan
2.  Request Type	Inspection Scan
3. Device	AP00103
4. Warning Indicators	<input type="checkbox"/> ABS <input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/> Airbag <input type="checkbox"/> Security <input checked="" type="checkbox"/> Check Engine <input type="checkbox"/> Stability <input type="checkbox"/> None <input type="checkbox"/> TPMS
5. Other Warning Info	driver door ajar message on, blind spot detection message on. Enter any message that are on the cluster display. If there are none leave blank.
6. Damage Description	you are our eyes the more descriptive you are the better we can help you. EX: front bumper hanging off front radiator support damage.
7. Notes	anything you type in this section will appear on your report. So DON'T PUT anything that you don't want anyone to see.
8. Contact	<-- Select Contact -->



[Submit](#)

[← Back](#)



Once the AirPro Professional Tech has accepted the scan, your **blue wrench** will turn **orange**. If you hover over the icon it will show who the tech is for this scan request. As shown here:

Request In Progress  
Tech: Rich C - Ext 1591  
Tool: AP16119

	Repair ID	Repair Status	Vehicle Make	Vehicle Model
  	602388	Active	Mercedes-Benz	E-Class

Once the tech has completed the scan the wrench will go back to blue so when you are ready to do your post scan just click the blue wrench.

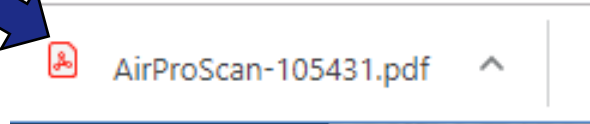
You now have a new icon, the **green paper**:

 This is your **scan report icon**.

	66881	Active	Demo Shop (10004)	12345	12345678998765432	Chevr...
   						

Inspection Scan Report (105431)

Your report will download on the bottom left of your screen.





When you are ready to perform a **Completion Scan** simply hit the blue wrench and perform steps.

Once you have performed the completion scan, the AirPro Professional Technician will complete the scan report. Once the report is completed, it will automatically be sent over to your selected personnel. It will then go into '**Completed**' and then into '**Invoiced**'. See here:



A screenshot of a web application interface showing a table of repairs. The table has columns for Repair ID, Repair Status, RO Number, Vehicle VIN, Vehicle Make, Vehicle Model, and Created Date. The status filter is set to 'Completed'. A blue arrow points to the 'Completed' dropdown menu.


Repair ID	Repair Status	RO Number	Vehicle VIN	Vehicle Make	Vehicle Model	Created Date
-----------	---------------	-----------	-------------	--------------	---------------	--------------

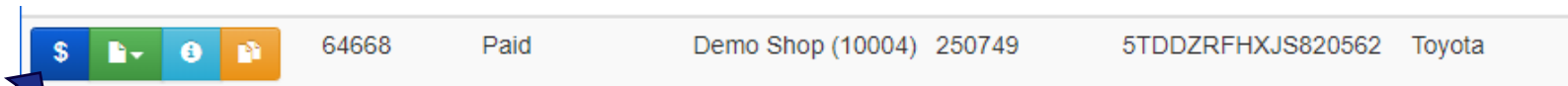


A screenshot of the same web application interface, but the status filter is now set to 'Invoiced'. A blue arrow points to the 'Invoiced' dropdown menu.





Repair ID	Repair Status	RO Number	Vehicle VIN	Vehicle Make	Vehicle Model	Created Date
-----------	---------------	-----------	-------------	--------------	---------------	--------------

Once you have paid the bill it will be sorted into the '**Paid**' selection.

By clicking , you can review your invoice and it will automatically download on the bottom left-hand side of your screen (in Google Chrome).



A screenshot of a single repair record in the table. The record has a status of 'Paid' and a dollar sign icon in the first column. A blue arrow points to the dollar sign icon.

				64668	Paid	Demo Shop (10004) 250749	5TDDZRFHXJS820562	Toyota
---	---	---	---	-------	------	--------------------------	-------------------	--------



# Some reminders & helpful tips

- ⚙️ You can hover the icons and see more information at-a-glance
- ⚙️ You can customize your Repairs Dashboard
- ⚙️ You are our eyes for the repairs, the more information you supply the better we can assist you.



Section 6

# Administrator/Manager Access



**AirPro**  
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If you are an Admin, you can **change** and **add** account users.

**AirPro** *Diagnostics*  
Driven by ORION

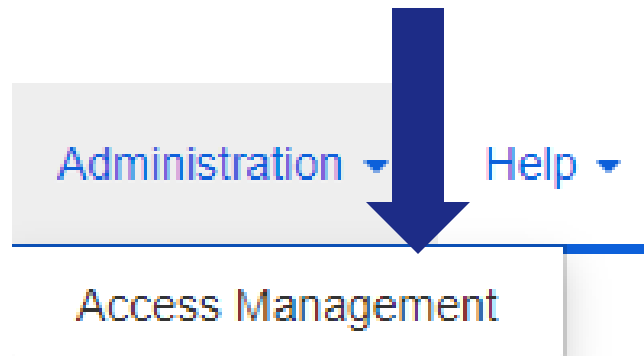
Repairs

Billing ▾

Administration ▾

Help ▾




Click '**Administration**' then '**Access Management**'



To Edit a users' info click the orange 'Edit' icon.

## Access Management

Users

User Administration						Q Search	↻	10 ▾	☰ ▾
Email	Phone Number	Contact Number	Last Name	First Name	Job Title				
cj@example.com	904-222-1022		Smith	CJ					
sean@example.com	904-222-2221		King	Sean					

To block a user select . It will ask if you want to block this user select 'Confirm' or 'Cancel'.



# We are ALWAYS here to help!

**Customer Support Email:** [support@airprodiag.com](mailto:support@airprodiag.com)

**Customer Support #:** 904-717-1711 Option 1

**IT #:** 904-717-1711 EXT 1713

**Tech Support Email:** [techsupport@airprodiag.com](mailto:techsupport@airprodiag.com)

• For repair set up and Brand Specialists support



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