



# Activation of We Connect Start for your ID.

Bring the mobile  
Online services in your ID.

Dear driver, Here you can find out which steps you need to take to activate the mobile online services from We Connect Start in your ID. to be able to use. However, this document does not describe all the functions and does not replace the logbook belonging to the vehicle with many important explanations and warnings. You can find frequently asked questions about We Connect Start on the Volkswagen We Connect website [connect.volkswagen-we.com](https://connect.volkswagen-we.com) under "Questions & Answers".

In addition to concluding a separate contract with Volkswagen AG, the prerequisite for using We Connect Start is an online-enabled vehicle prepared for We Connect Start. Please note that only the authorized user (owners, holders, lessees, company car drivers, etc.) may activate the mobile online services and identify themselves as the main user.

The availability of the We Connect Start services and their conditions may vary depending on the vehicle, model, equipment and country. You can find more information about We Connect Start at [connect.volkswagen-we.com](https://connect.volkswagen-we.com) and at your Volkswagen partner.



# How to activate with some simple steps We Connect Start

## **1. Connect to We Connect .**

You can simply connect to We Connect in your vehicle's infotainment system and then follow the steps to activate We Connect Start.

**1.1** Navigate to Connect to We Connect either with the help of the wizard: Use online -> We Connect (globe symbol) -> Connect to We Connect or manually via: Settings -> Connect to We Connect

**1.2** Click Connect

**1.3** Scan the code to get the We Connect ID. Download and install the app.

## **2. We Connect ID. App download.**

Download the free We Connect ID. Download the app from the App Store or Google Play Store. This is available for Apple and Android smartphones. Here you will also find information about the version of your smartphone's operating system required for the app.



### **3. Create Volkswagen ID.**

Get access to the world of Volkswagen online services.

**3.1** Open the We Connect ID. apartment If you already have a Volkswagen ID, log in with it and continue with step 4 (Add vehicle).

**3.2** If you don't have a Volkswagen ID yet: Select "Register" and enter your e-mail address and a password of your choice.

**3.3** In the next step, confirm the Volkswagen ID terms of use and take note of the Volkswagen ID data protection declaration.

**3.4** You will receive a confirmation via email. Click on the link contained in the email to activate your Volkswagen ID.

### **4. Add vehicle.**

Add your vehicle to your Volkswagen ID user account in the app using the vehicle identification number (VIN).

**4.1** Navigate in the We Connect ID. App to the "Add vehicle" menu item.

**4.2** Now add your vehicle to the user account using the VIN scanner or by entering the VIN manually. The VIN can be found behind the windscreen of your vehicle or in the vehicle registration document.



## **5. Complete Volkswagen ID user account.**

The We Connect ID. The app now guides you through all the necessary steps to complete your personal Volkswagen ID user account. Additional information is collected here that is used to activate your We Connect Start services and use them with the We Connect ID. app are needed.

**5.1** Confirm your Volkswagen ID's access to the personal data displayed. Consent can be revoked at any time in your Volkswagen ID user account.

**5.2** Agree to the We Connect Start General Terms and Conditions and take note of the data protection declaration for the mobile online services.

**5.3** Complete your user account now in just a few steps. Enter your country of residence, your first and last name and a nickname.

## **6. Order the We Connect Start service package.**

**6.1** After successfully adding your vehicle and completing your Volkswagen ID user account, the service packages available for your vehicle are displayed.

**6.2** By clicking on "Order now for €0", as well as agreeing to the General Terms and Conditions of We Connect Start and acknowledging the data protection declaration for the mobile online services, a separate contract with Volkswagen AG for the selected "We Connect Start" service package.



## **7. Activation via code in the vehicle.**

We want to ensure that only you are an authorized user within the meaning of the agreed General Terms and Conditions of We Connect Start and have digital access to your vehicle.

**7.1** In your vehicle's infotainment system, please use the assistant to select: **Use online -> We Connect (globe symbol) -> Connect to We Connect or manually: Settings -> Connect to We Connect**

**7.2** Please scan the code displayed in your vehicle's infotainment system with your smartphone by clicking the "Scan Code" button in your We Connect ID. press App.

**7.3** Your vehicle is now connected to the internet and you can take advantage of the mobile online services from We Connect Start in your ID. to use.

Subject to change · Version: July 2021 · [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com)



# Legal Notice

To use the We Connect Start services, you need a Volkswagen ID user account and have to log in to We Connect Start with your user name and password. Furthermore, a separate We Connect Start contract must be concluded online with Volkswagen AG. After the vehicle has been handed over, you have 90 days to register the vehicle at [myvolkswagen.net](http://myvolkswagen.net) or via the We Connect ID. app (available in the App Store and Google Play Store) and to use the services of We Connect Start for the full duration of the agreed free term.

The use of the mobile online services from We Connect Start is made possible via an integrated internet connection. The associated data costs incurred within Europe are covered within the framework of the network coverage with the exception of "Web radio" and "WLAN hotspot" supported by Volkswagen AG. To use the "Web radio" and "WLAN hotspot" services, data packages can be purchased from the external mobile communications partner "Cubic Telecom" and used in the area of network coverage in numerous European countries. The data volume of these packages can be used by all users and vehicle occupants. For pricing and supported countries, see <https://vw.cubictelcom.com>. Alternatively, the use of "web radio" and "WLAN hotspot" is possible via a mobile device (e.g. smartphone) with the ability to act as a mobile WLAN hotspot. In this case, the corresponding services are only available with an existing or separately concluded mobile phone contract between you and your mobile phone provider and only within the coverage of the respective mobile phone network. Additional costs (e.g. roaming charges) may arise as a result of data exchange via the Internet, depending on your mobile phone tariff and particularly when operating abroad.

To use the free We Connect ID. App requires a smartphone with a suitable iOS or Android operating system and a SIM card with data option with an existing mobile phone contract or one to be concluded separately between you and your mobile phone provider.

The availability of the individual services described in the packages may vary depending on equipment, vehicle and country. The services are available for the agreed contract period and may be subject to changes in content during the contract period. You can find more information at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) and from your Volkswagen partner. You can obtain information on cell phone tariff conditions from your cell phone provider.