

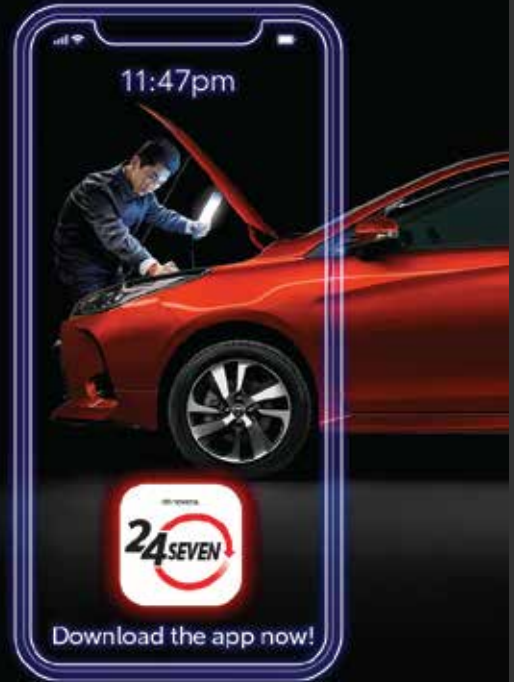


**TOYOTA**  
ALL ABOUT THE DRIVE

# PEACE OF MIND

AT YOUR FINGERTIPS 

Anytime, Anywhere.



## Toyota 24SEVEN User Guide

v2.0 - 2022 May

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App Store



GET IT ON  
Google Play



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## Quick Guide

The 24SEVEN app is designed to give you access to more of Toyota services at your fingertips.

Such as Roadside Assist, Service Booking, Insurance services, Toyota VTS\*, Hybrid\* and more.

### Step 1 : Download 24SEVEN App

Scan the QR code to download the 24SEVEN app from the Apple Store and Google Play app stores.



### Step 2 : Register

Register your account using your NRIC number (for personal cars) or business registration number (for business accounts) as provided when purchasing your Toyota. As well as your vehicle registration number. Continue with the process.

### Step 3 : Add Vehicle

Select the vehicles available under your account.

### Step 4 : Enjoy

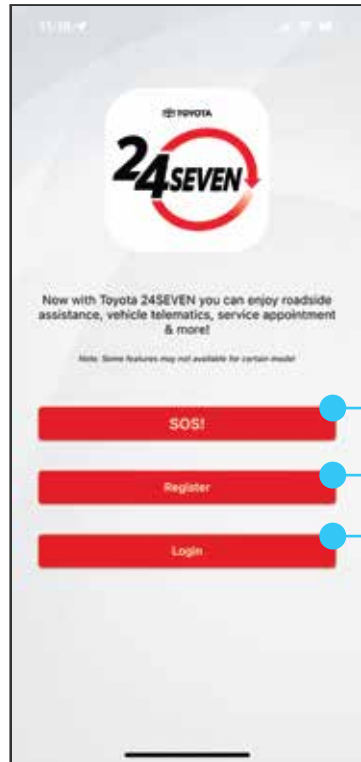
Enjoy the excitement of Toyota services.

Please continue with this user guide for further details.

\* Some models may not be applicable to these features.

# Home Screen

Start your 24SEVEN journey here.  
New users can proceed to register for an account.



**SOS**  
Emergency call (E-call) to Toyota's 24SEVEN call center for assistance through your device.\*

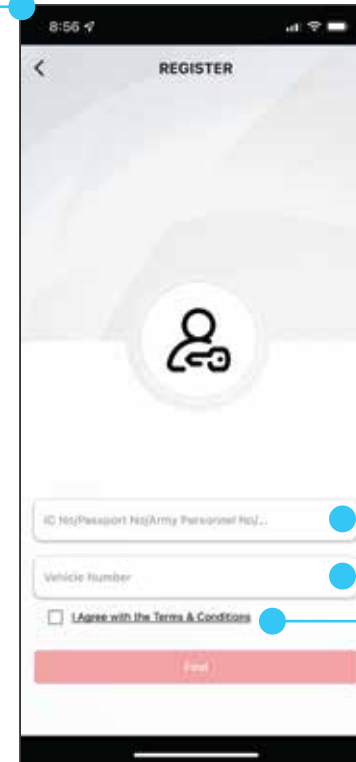
**REGISTER**  
New users proceed to register for an account.

**LOGIN**  
Existing users can login here.

\* SOS E-call only available if device has ability to make phone calls.

# Register

The 24SEVEN app is designed to give you access to more of Toyota services at your fingertips.



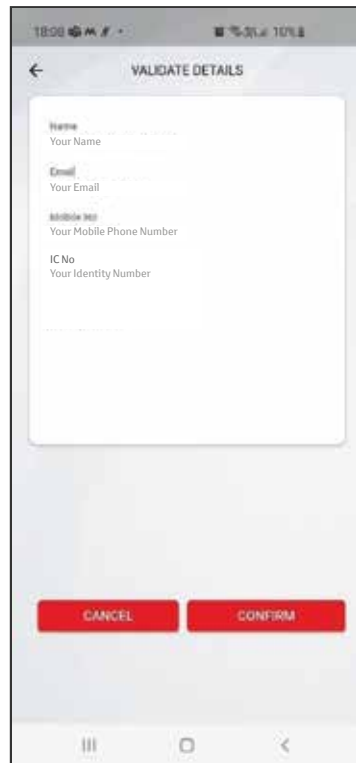
**Customer ID number**  
Enter your IC, Passport, Business registration number as given when car was purchased.

**Vehicle Number**  
Enter your vehicle's registration number.

**Terms & Conditions**  
Read and agree to T&C

## Validate Details

Your details will be displayed for your review. If your information is not correct, kindly contact Toyota Care at 1800-888-247



## Create Password

Create your own unique password



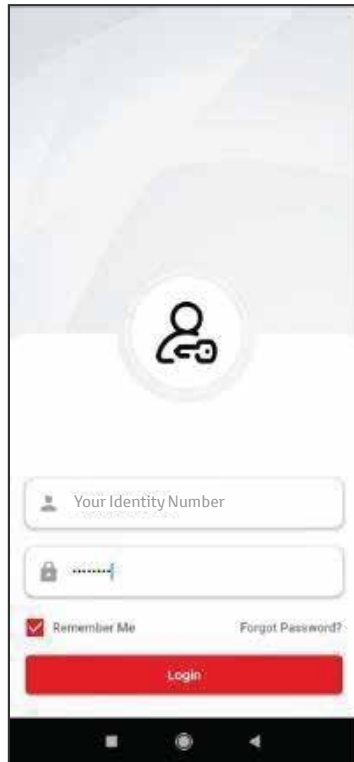
## Register Complete

Registration is complete!  
A welcome email will be sent to your registered email.



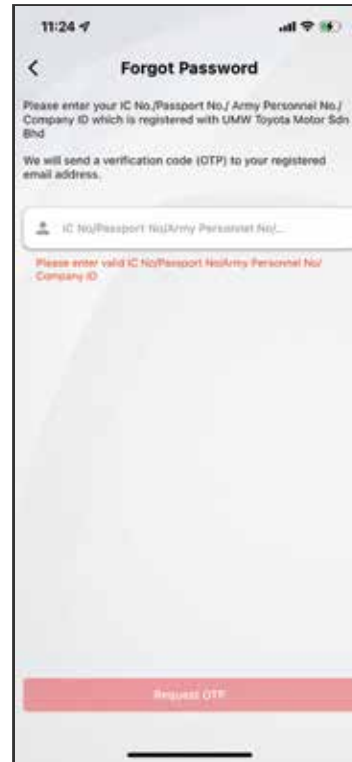
## Login

Login using your Identity Number as registered with Toyota and the password that you set during the Registration step.



## Forgot Password

If you forgot your password, enter your registered IC/Company number and request for an OTP.



## Change Password

Enter the 4-digit OTP that was sent to your registered email address and set your new password.

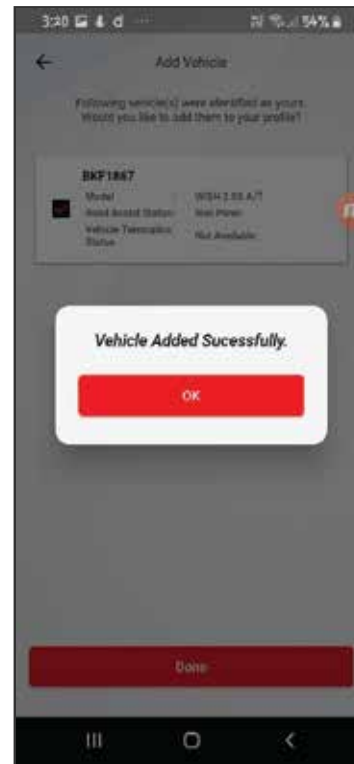


## Add Vehicle

New users will be shown all vehicles purchased under this account. User can select which vehicle to add to the app.

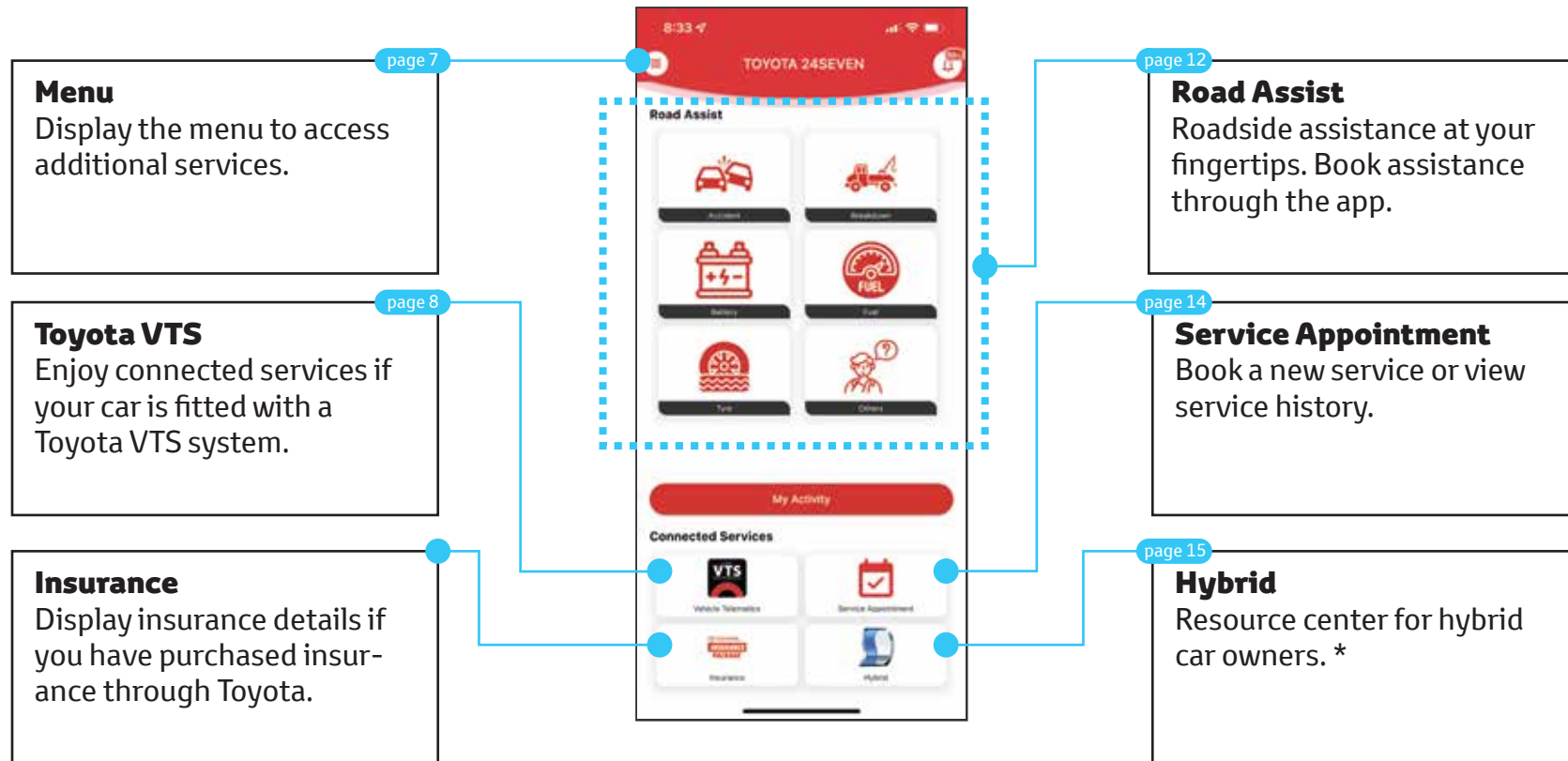
## Add Success

Confirmation message.



# Main Screen

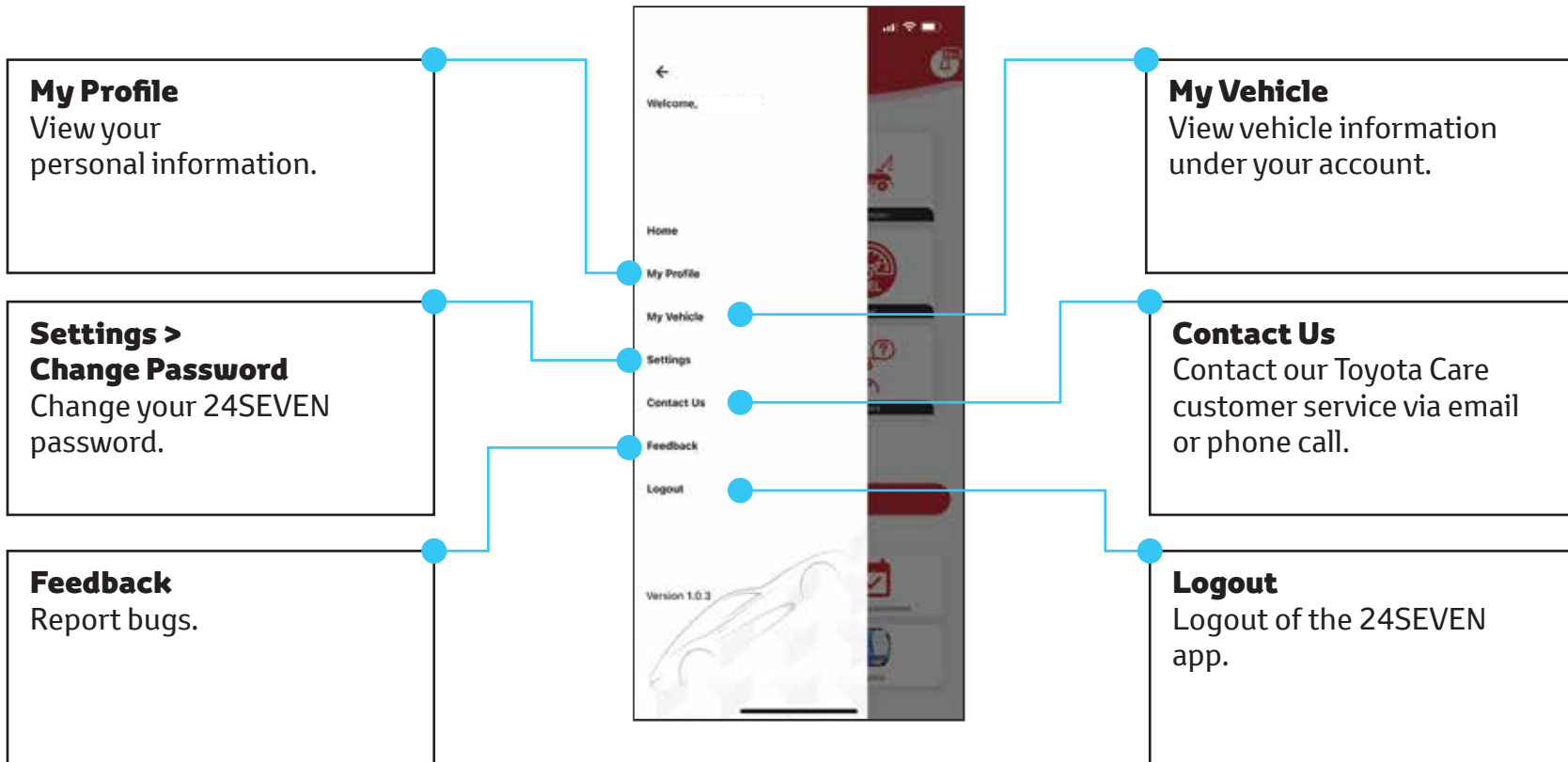
Access Toyota Services from the main screen.



\* Available only for Hybrid cars.

# Menu

Access your profile and settings.





## Toyota VTS

Toyota VTS is a telematics device that provides connected services.

## Important Notice

Available only for cars with a Toyota VTS installed with an active subscription. You may check your subscription status from the My Vehicles page.

## Annual Renewal

Toyota VTS is a paid service with an annual renewal fee. Your Toyota car may come with 1 or 3 years paid depending on model.

### Vehicle List

Display any vehicles under your account with a Toyota VTS.

### Last Trip

Quick display of last trip recorded.

### Map View

Displays the map view onto the main screen.



page 9

### Trips

View trips made.

page 10

### Alerts

View alerts history and manage your VTS alerts settings.

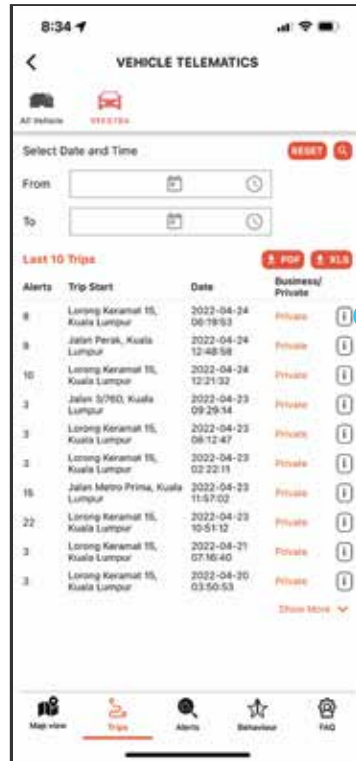
page 11

### Behaviour

Display your driving behaviour and better understand how you drive.

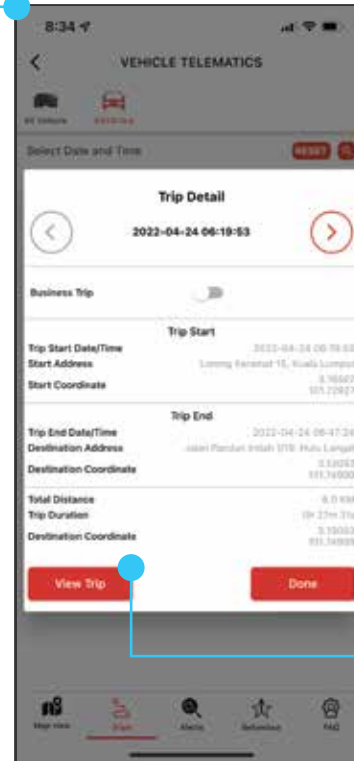
## Trip List

View the last 10 trips made or search by date. A Trip is recorded from ignition ON to OFF.



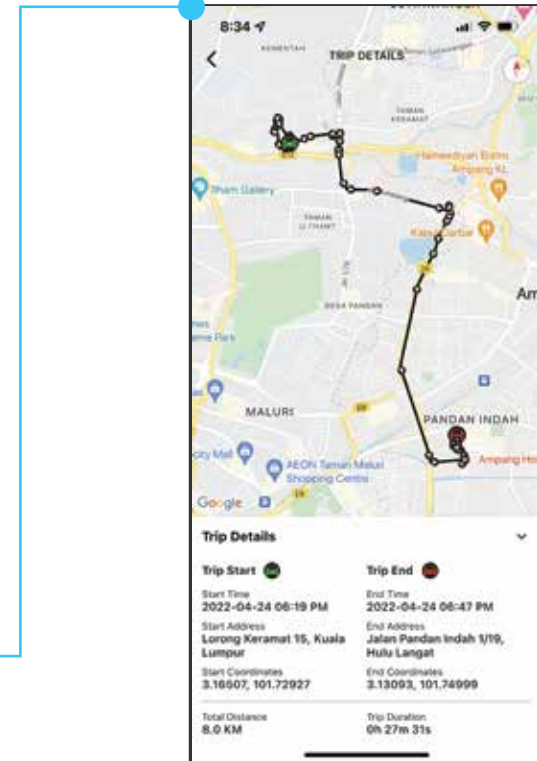
## Trip Detail

View details of each trip such as trip duration and distance.



## Trip Replay

Display your trip from start to end on the map.\*



\* Map data is dependant on Map Provider ability and phone device.

## Alert Search

View the last 10 alerts triggered or search by date range. Alerts must be set prior to trigger.



## Alert Management

View the list Alerts that you have created. You can add / edit or delete alerts set here.



## Create New Alert

Create and set your rules to receive alerts via email and/or push notification.



## Behaviour

The Toyota VTS allows you to monitor your driving behaviour and provides a score based on 5 criteria. The higher your score, the safer driver you are.

1. Harsh Cornering
2. Harsh Braking
3. Harsh Acceleration
4. Speeding
5. Impact

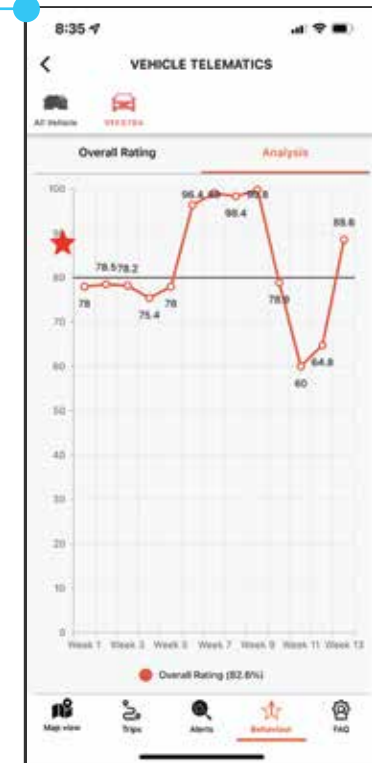
## Overall Rating

Displays the blended score of your behaviour out of 100%. The score is blended over the last 12 weeks.



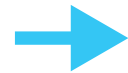
## Analysis

Weekly breakdown of behaviour scoring.



## Road Assist

Need help? Select the type of assistance you require from the icons below.



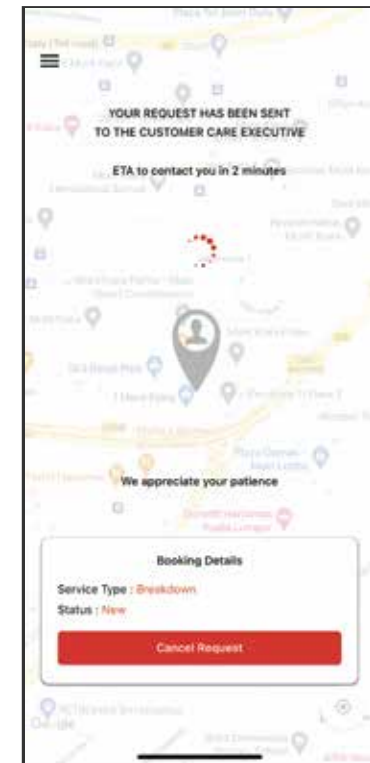
## Select Drop Point

Choose the Toyota service center you wish to go to. The closest center will be displayed first.



## Confirm Request

Confirm your request and a Toyota Care executive will contact you to continue your request.



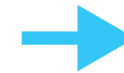
## Driver Tracking

Once job is assigned, the driver details and ETA will be displayed. You can track the driver's location in real-time to your location.



## Driver Validation

Once the driver arrives, the driver will scan your QR code to validate the driver for your safety.



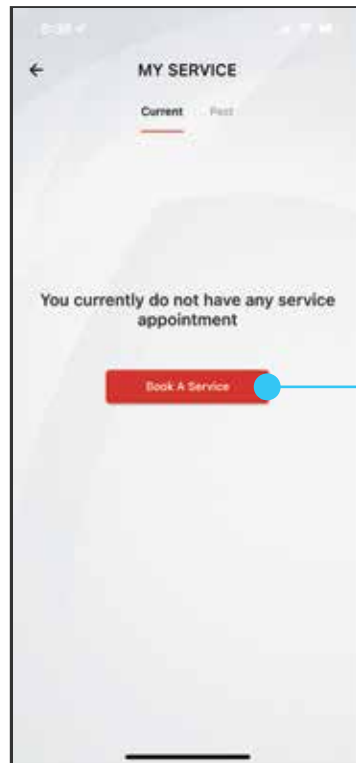
## Driver Rating

Once the job is complete, kindly rate the driver and service. We are always dedicated to serve you better.



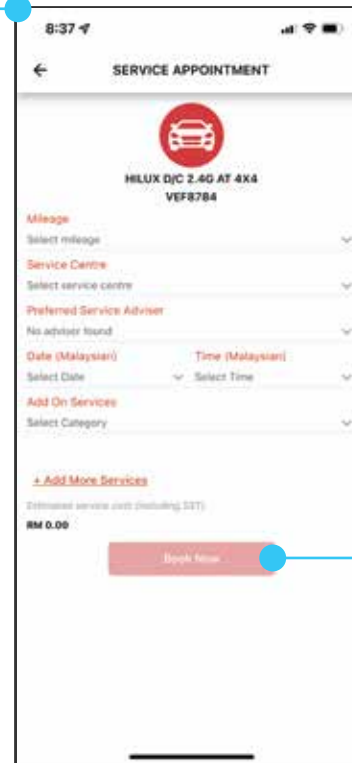
## Service Booking

Click on Book a Service



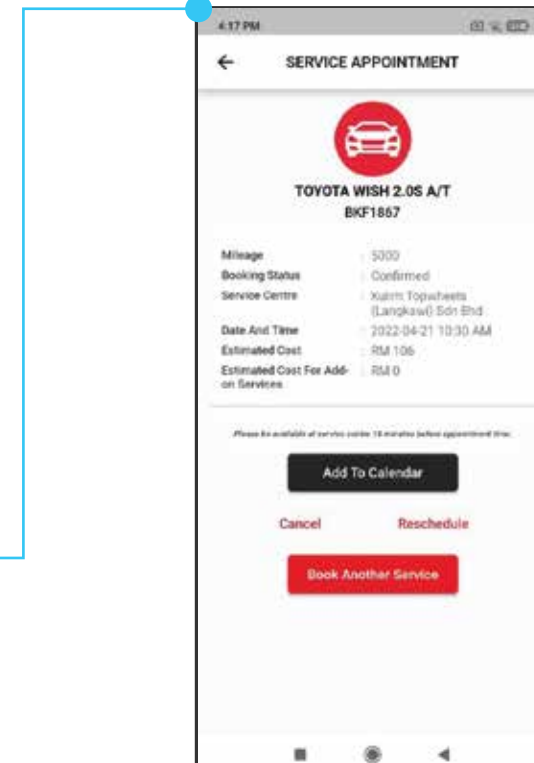
## Service Details

Fill in the service details required and an estimated price will be displayed. Continue to Book Now.



## Service Appointment

Your confirmed appointment details with the ability to add to calendar. You may also reschedule if required.

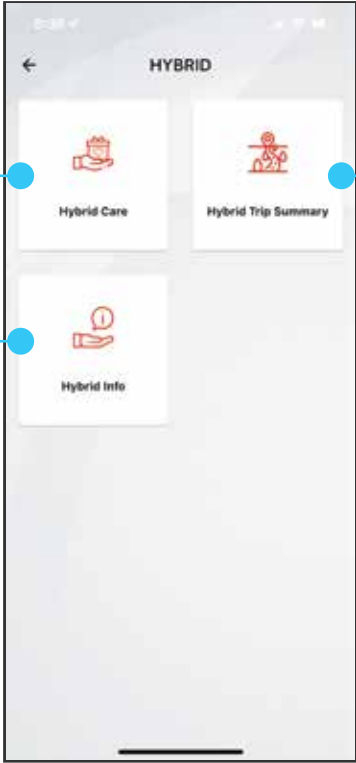


# Hybrid

If you own a Toyota hybrid vehicle, you can access additional hybrid information here.

**Hybrid Care**  
Displays the services required to for optimal Hybrid care.

**Hybrid Info**  
Learn more about your Toyota hybrid.



# Hybrid Trip Summary

If your hybrid has a Toyota VTS installed, you may access this feature, which displays your trips and the trip ratings.





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