

ELEKTRO PARTNER BULLETIN

MAKE / MODEL:

All

YEAR:

All

TYPE:

All

SUBJECT / SYMPTOM / TROUBLE CODE:

TEXA - myTEXA Security clearance/validation + 2-factor authentication via Authenticator App

SOLUTION:

This validation is requisite in order to be approved to open the security gateway (SGW) in car brands that require it in the future. For example, VAG or Mercedes-Benz.

This bulletin deals with the set-up of a workshop manager profile.

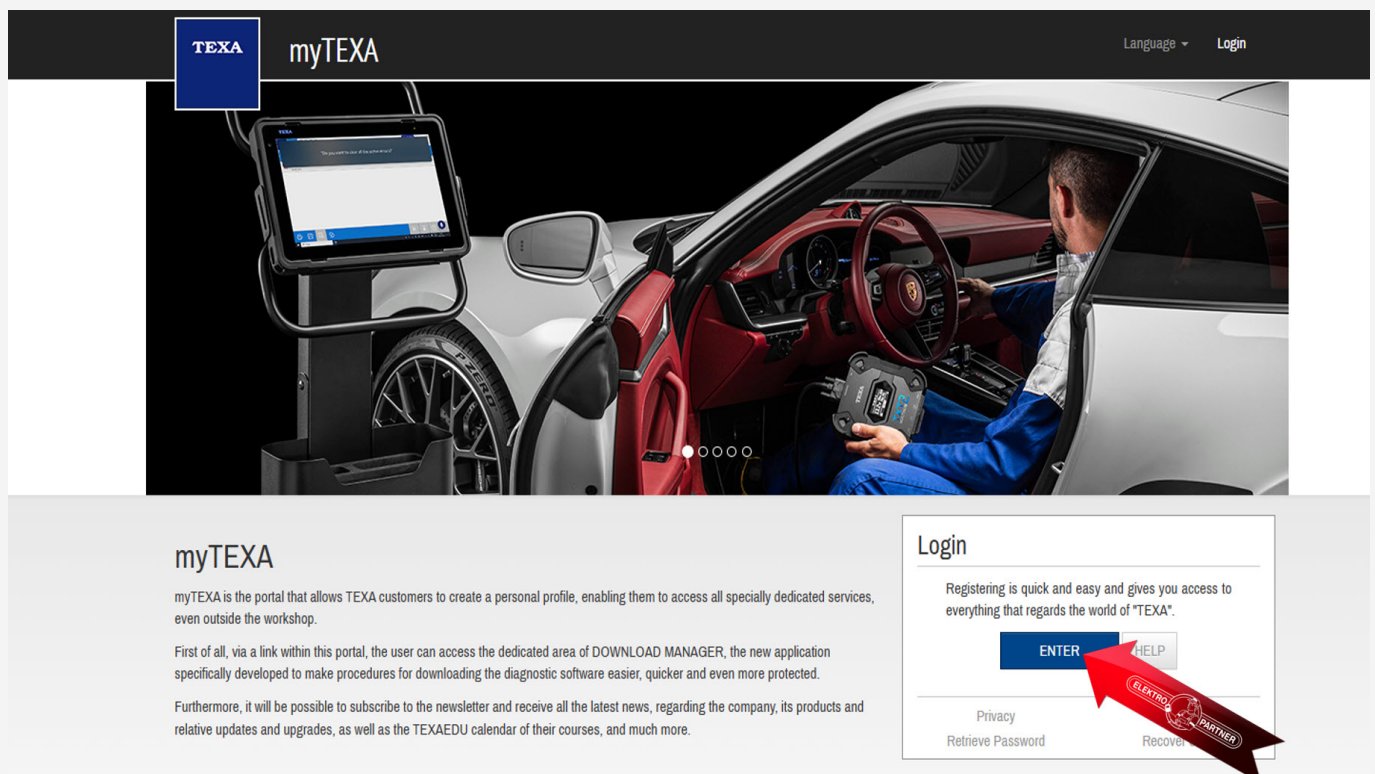
If there are several users of the diagnostic tool, they must each be invited by the workshop manager via myTEXA. See bulletin 9676.

**Start by completing a user profile set-up in myTEXA.
See guide to this in bulletin No. 8911.**

**If one is already set-up to use myTEXA, the following steps must be performed:
Go to:**

www.mytexa.com

Press Enter.



myTEXA

myTEXA is the portal that allows TEXA customers to create a personal profile, enabling them to access all specially dedicated services, even outside the workshop.

First of all, via a link within this portal, the user can access the dedicated area of DOWNLOAD MANAGER, the new application specifically developed to make procedures for downloading the diagnostic software easier, quicker and even more protected.

Furthermore, it will be possible to subscribe to the newsletter and receive all the latest news, regarding the company, its products and relative updates and upgrades, as well as the TEXAEDU calendar of their courses, and much more.

Login

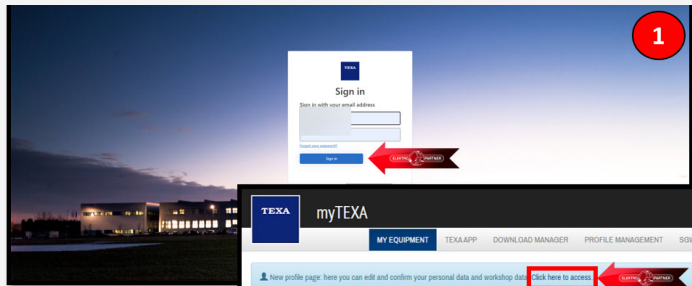
Registering is quick and easy and gives you access to everything that regards the world of "TEXA".

ENTER **HELP**

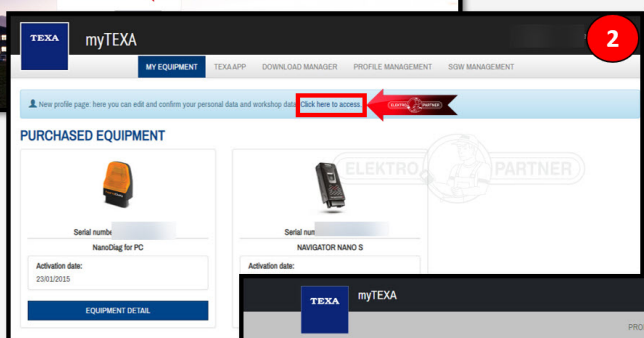
[Privacy](#)
[Retrieve Password](#)

[Recover](#)

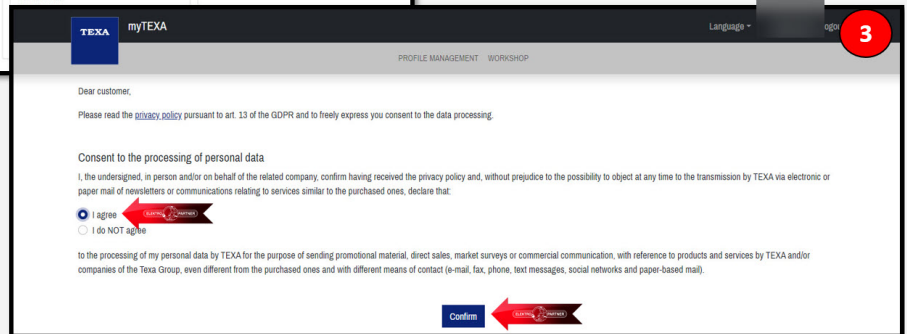
SOLUTION CONTINUED:

Follow the steps:


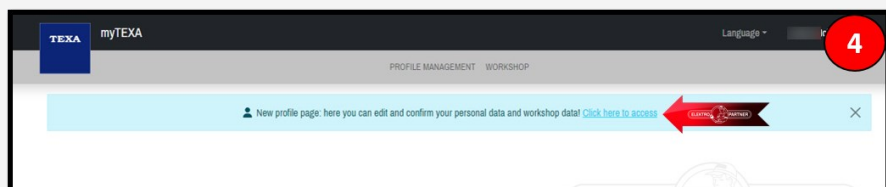
1. Sign in page. Enter your email address and password. Click **Sign in**.



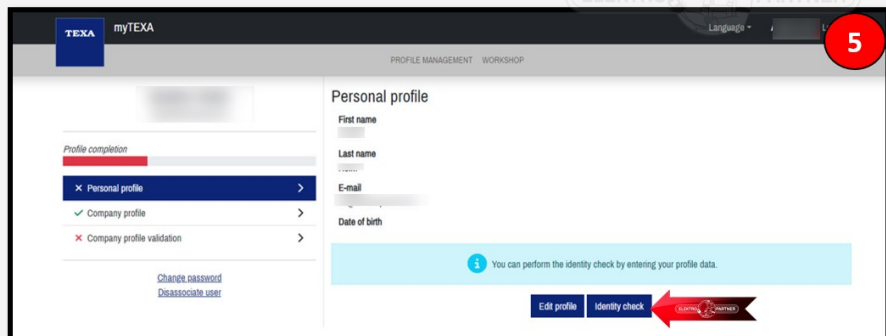
2. myTEXA dashboard. Click **Click here to access** under 'New profile page: here you can edit and confirm your personal data and workshop data'.



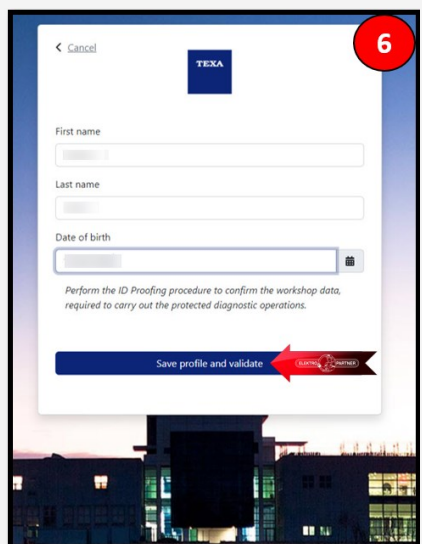
3. Consent to the processing of personal data. Select **I agree**. Click **Confirm**.

Press (arrows) and check if the information is correct.


4. myTEXA dashboard. Click **Click here to access** under 'New profile page: here you can edit and confirm your personal data and workshop data'.



5. Personal profile page. Check the information (First name, Last name, E-mail, Date of birth). Click **Edit profile** or **Identity check**.



6. ID Proofing page. Enter First name, Last name, and Date of birth. Click **Save profile and validate**.

SOLUTION CONTINUED:

Select country.

Choose whether you want to be verified via passport, driver's license or residence permit.
In this example, driver's license is selected.

Verify your identity
It should take a few minutes
Use your webcam or phone to photograph:
1. your identity document
2. your face
Choose document
onfido | Real Identity
Privacy Policy

Choose your document
Select issuing country to see which documents we accept
Issuing country
Select issuing country
Afghanistan | افغانستان
Albania | Shqipëria
Algeria | الجزائر
American Samoa
Andorra
Angola | Ngola
Antigua
Antigua and Barbuda
onfido | Real Identity
Privacy Policy

Select issuing country to see which documents we accept
Issuing country
Denmark | Danmark
Accepted documents
Passport
Photo page
Driver's license
Front and back
Residence permit
Front and back
onfido | Real Identity
Privacy Policy

Press the arrows and scan the QR code with smartphone camera.

Submit license (front)
Take a photo with your phone
Continue on phone
or upload photo – no scans or photocopies
onfido | Real Identity
Privacy Policy

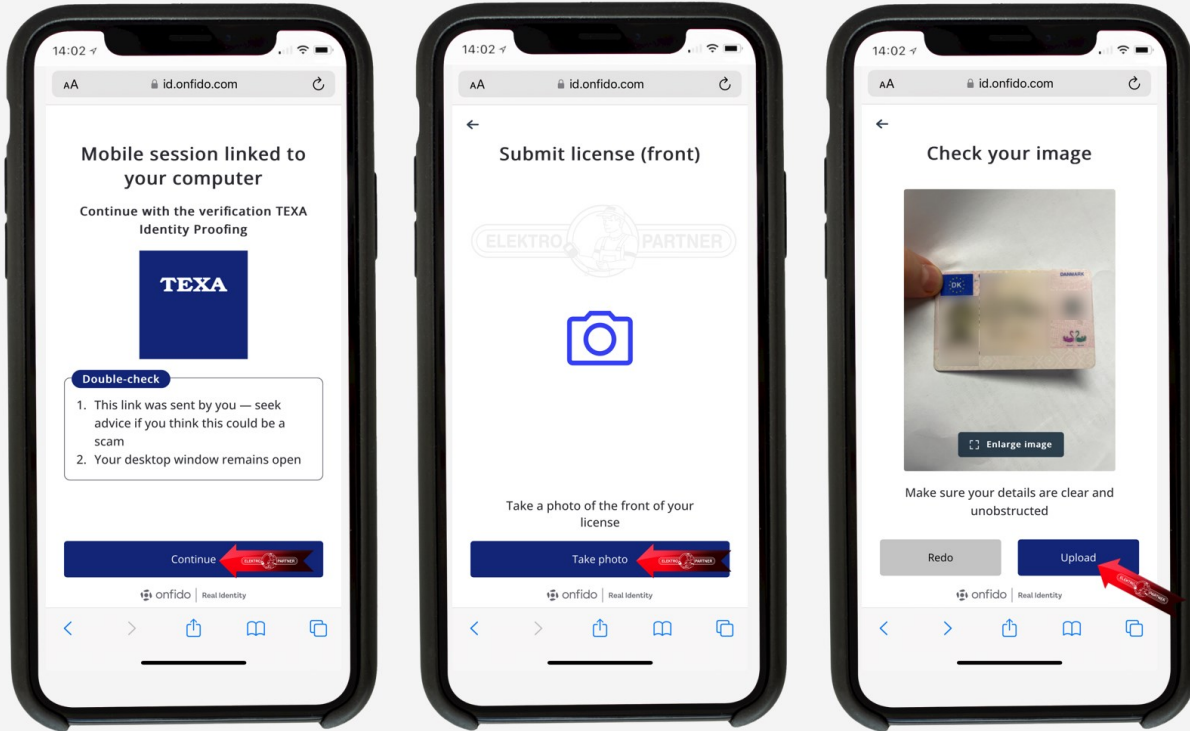
Continue on your phone
Here's how to do it:
Send a secure link to your phone
Open the link and complete the tasks
Check back here to finish the submission
Get secure link
onfido | Real Identity
Privacy Policy

Get your secure link
Scan the QR code with your phone
How to scan a QR code
or choose an alternative method
Get link via SMS
Copy link
onfido | Real Identity
Privacy Policy

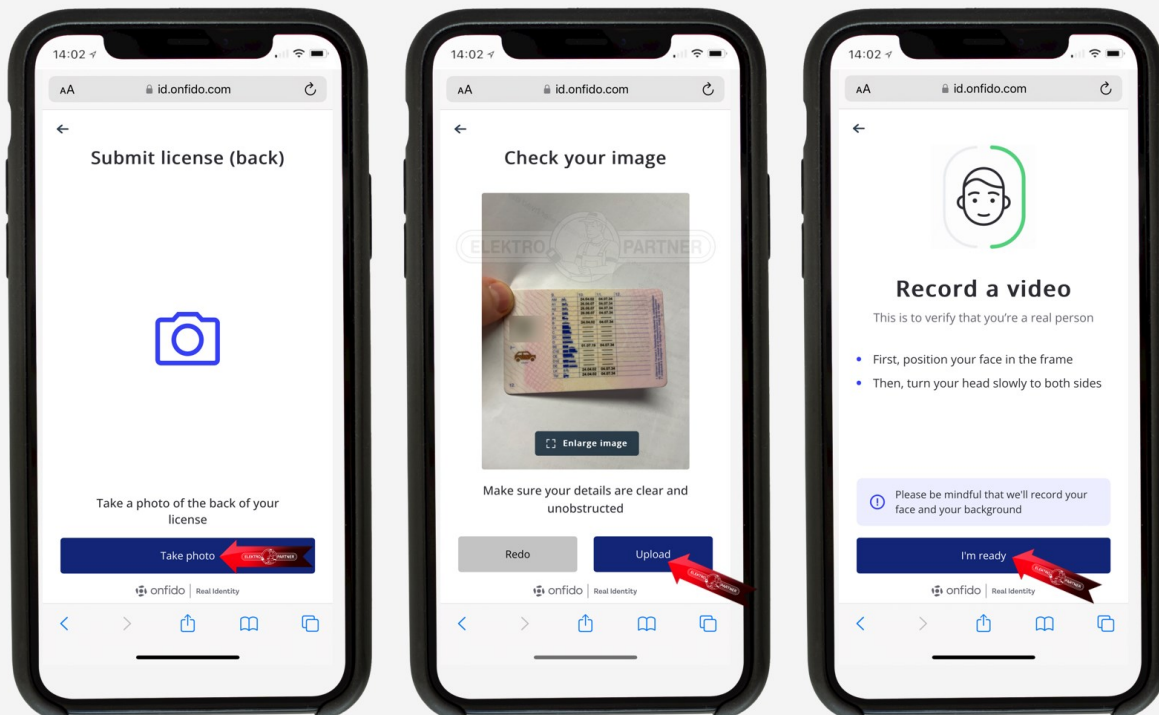
SOLUTION CONTINUED:

It is important that the illumination of the driver's license is clear and that the photo is clear and not blurred.

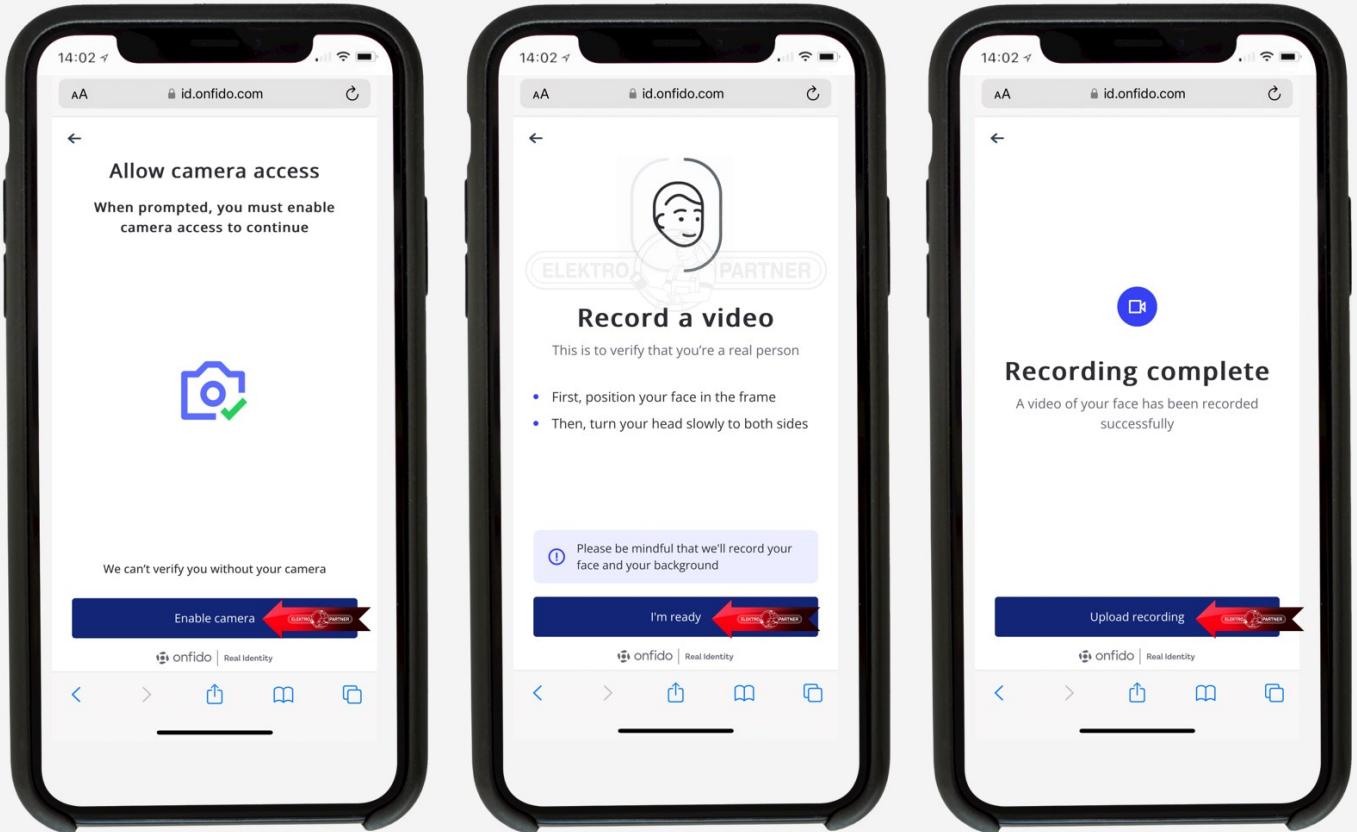
If the photo is not clear, the verification will be rejected.



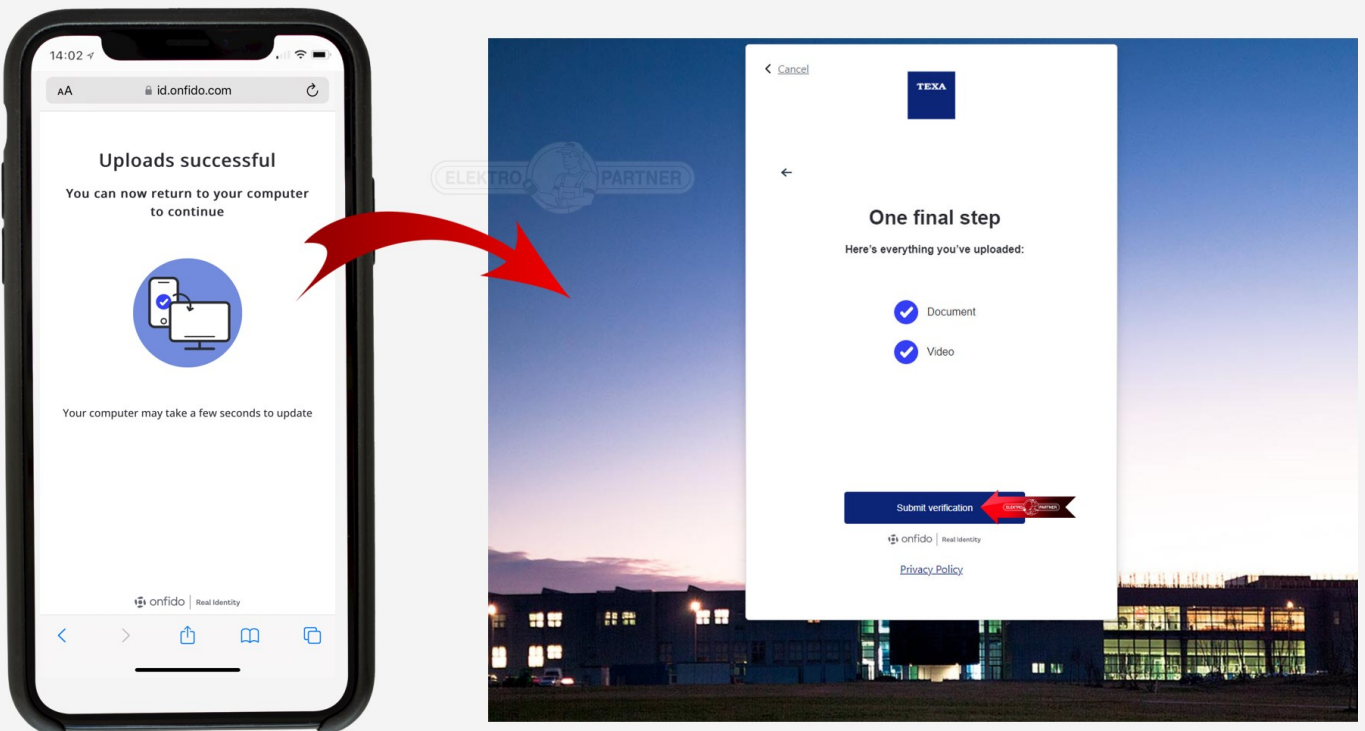
**Also take a photo of the back of the driver's license.
Then record a short video where the face is turned from side to side (follow instructions).**



SOLUTION CONTINUED:



Once photos and video have been uploaded, press "Submit".



SOLUTION CONTINUED:

The validation is processed and you have to wait to receive a confirmation email (typically 10-20 minutes).

TEXA myTEXA

Language Logout

PROFILE MANAGEMENT WORKSHOP

Personal profile

First name

Last name

E-mail elektropartner.dk

Date of birth

Profile completion

- × Personal profile
- ✓ Company profile
- × Company profile validation

[Change password](#)
[Disassociate user](#)

The identity check process is still in progress. Please check again later. [Update](#)

If the photo or video is not clear enough, the validation will not be approved and you will receive the below message by email.

Then you have to make a new validation with photo and video. The same problem may also occur, if the name written in the field is not identical with the name on the document (driving licence/passport).

If the validation fails, feel free to contact the Elektro Partner IT hotline.

Result of the document validation process

N

Result of the validation process of the documents for accessing TEXA services

Dear Customer, the validation process through identity proofing ended with the following result:
Identification failed.

Good luck with your work.

TEXA

If you did not request to subscribe to the TEXA services, ignore this email.

This message was sent from an electronic mail address that is not verified. Do not respond to the message.

TEXA

Check your image

TEXA myTEXA

Language Logout

PROFILE MANAGEMENT WORKSHOP

Personal profile

First name

Last name

E-mail elektropartner.dk

Date of birth

Profile completion

- × Personal profile
- ✓ Company profile
- × Company profile validation

[Change password](#)
[Disassociate user](#)

The documents for your identity check have been denied. You have another attempt to repeat the operation.

[Edit profile](#) [Identity check](#)

SOLUTION CONTINUED:

**The validation is now approved.
You will receive an email.
Press the button for the next step.**

The top screenshot shows an email from TEKA with the subject 'Result of the document validation process'. The email body states: 'Dear Customer, the validation process through identity proofing ended with the following result: **Process completed successfully**. Go back with your work.' Below this, it says 'TEKA' and 'If you did not request to subscribe to the TEKA services, ignore this email.' The bottom screenshot shows the 'myTEXA' profile management page. On the left, a 'Profile completion' bar shows 'Personal profile' as complete. In the main area, under 'Personal profile', a green bar with a checkmark says 'Your identity has been confirmed!'. A red circle highlights this message, and a red arrow points to the 'Go to next step' button below it.

- Press "Create profile"
- Fill in the fields
- You cannot proceed until all fields have been filled in
- In the province field, type DK

The first screenshot shows the 'Company profile' page with a message: 'The company profile was not found. Please enter your company profile.' A red arrow points to the 'Create profile' button. The second screenshot shows the 'Edit company profile' page. It contains several input fields: 'Legal name' (Elektro Partner ApS), 'V.A.T. number' (DK26611792), 'phone number' (+4575310908), 'Nation' (Denmark), 'Address search' (Trehøjvej 2, Grindsted, Denmark), 'Address' (Trehøjvej), 'Street number' (2), 'Post code' (7200), 'Town' (Grindsted), and 'Province' (DK). A red circle highlights the 'Province' field, and a red arrow points to the 'Save profile' button at the bottom. The 'Company position' section has 'Workshop Manager' selected.

SOLUTION CONTINUED:

myTEXA

PROFILE MANAGEMENT WORKSHOP

Company profile

Legal name
Elektro Partner ApS

V.A.T. number
DK2611792

Address
Trehøjvej
Street number
2

Post code
7200

Town
Grindsted

Province
DK

Nation
Denmark

phone number
+4575310906

Company position
Workshop Manager

Profile completion

- ✗ Personal profile
- ✓ Company profile
- ✗ Company profile validation

Change password
Disassociate user

Edit profile Go to next step

myTEXA

PROFILE MANAGEMENT WORKSHOP

Company profile validation

✓ Your profile is verified.
✓ The company profile is complete.

To proceed with this operation, all the previous checks must be met.

Validate profile

Change password
Disassociate user

The validation is now complete.
The browser can now be closed.

myTEXA

PROFILE MANAGEMENT WORKSHOP

Company profile validation

✓ Your profile is verified.
✓ The company profile is complete.

✓ The company profile has been validated.

Change password
Disassociate user

TEXA has made a video showing this process:
<https://www.youtube.com/watch?v=IyQZB73oSmA>

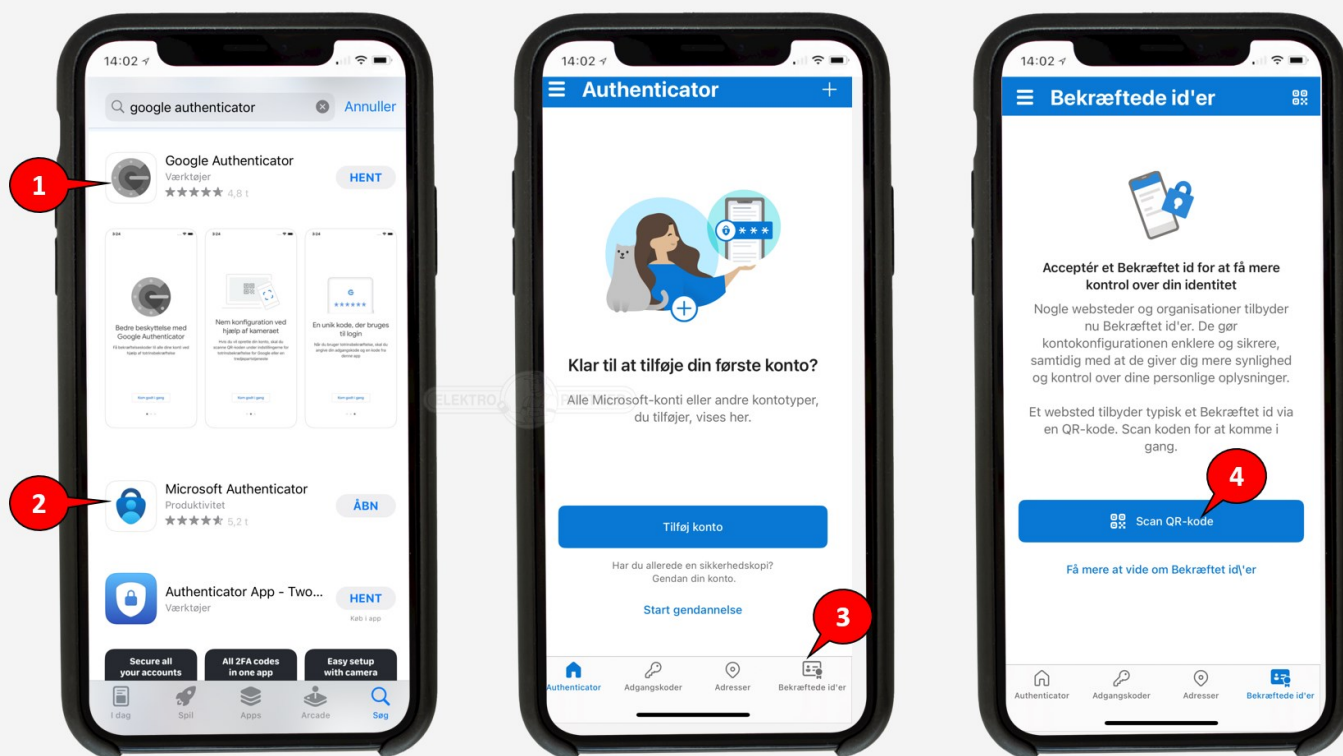
SOLUTION CONTINUED:

Log in via 2-factor authentication on smartphone.

If you do not already have an "Authenticator App" from either Google or Microsoft, they can be downloaded from the App store or Google store.

This example uses the Authenticator App from Microsoft.

1. Google Authenticator
2. Microsoft Authenticator
3. Once the application is installed on the Smartphone, one must select verified IDs
4. Press Scan QR Code

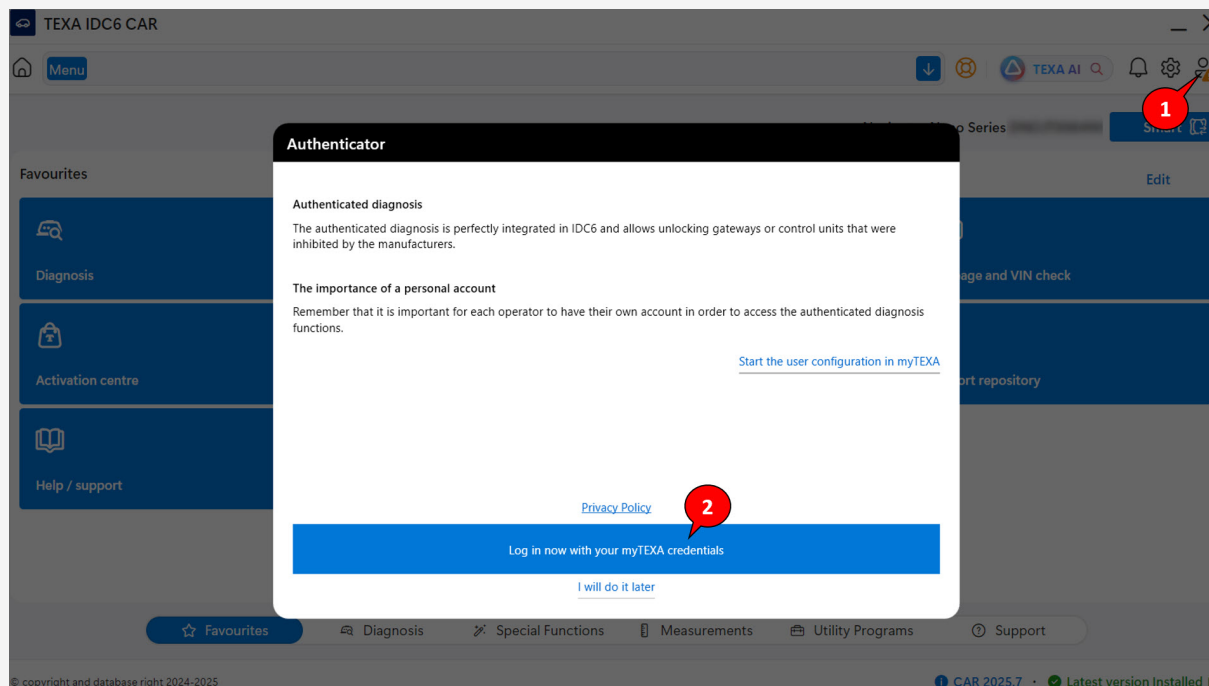


SOLUTION CONTINUED:

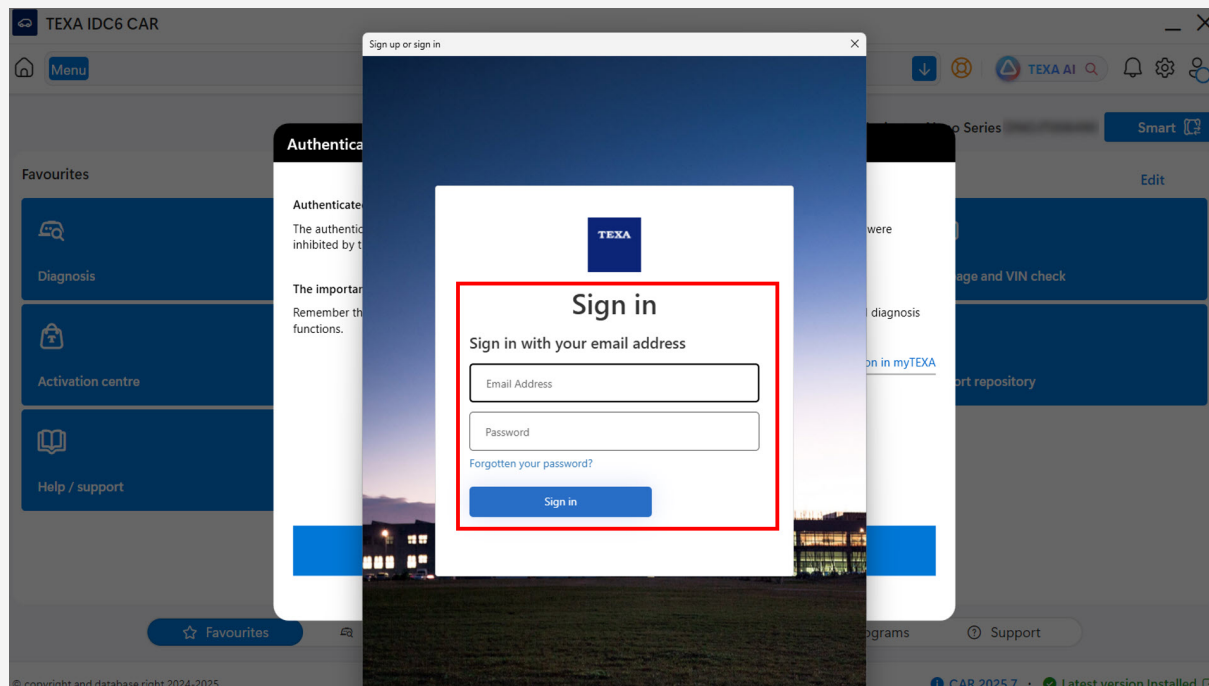
Restart TEXA diagnostic tool.

Tap the (person) icon in the right corner (1).

Then tap the blue field (2).



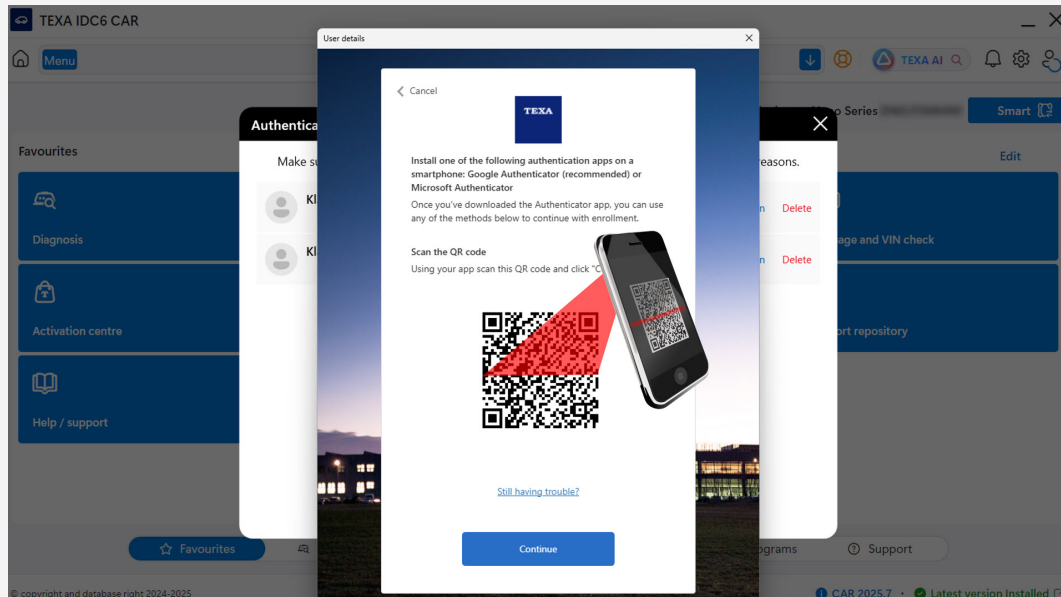
Log in with myTEXA email and password.



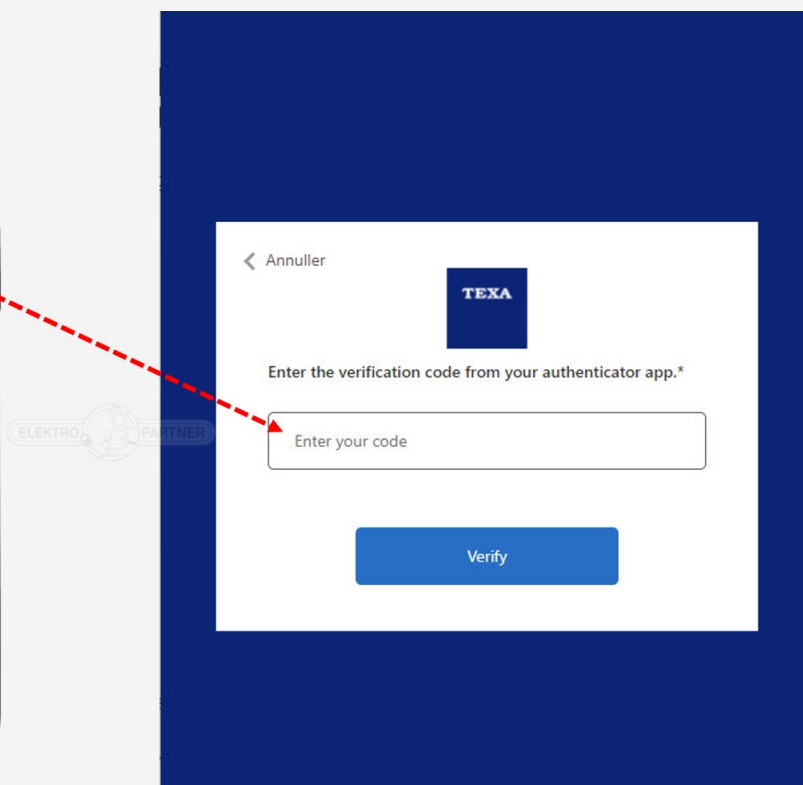
SOLUTION CONTINUED:

A QR code will then appear.

The QR code from TEXA is scanned with the Authenticator App.



**Authenticator App will now show a rolling code that changes every 30 seconds.
Enter the code in TEXA and then log in.**



SOLUTION CONTINUED:

When you are correctly logged in, the icon below will appear in the right corner.

TEXA IDC6 CAR

Menu

Support

Makers link Passthru

Link Partners

myTEXA portal

Activation cent

iSupport

Help / support

KK

myTEXA account settings

Logout

Favourites

Diagnosis

Special Functions

Measurements

Utility Programs

Support

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CAR 2025.7

Latest version Installed

