

From: AA-AS oetech (AA-AS/TSS1-NA) <oetech@service-solutions.com>
Sent: Thursday, November 30, 2023 2:16 PM
To:
Subject: Re: Motorcraft Service Contact Us Form

Hi,

For FDRS login issues, please first try logging into the [website](#). You may need to verify your email address or change your password. Before you will be able to log into FDRS with your account.

Effective immediately there has been a log-in change to the [FSI/MCS site](#). When you click on 'Log In' you will see the pop-up message below.

Any accounts created before **November 5th**, will log in with their username and password the first time only, and during this process you will be prompted to follow the on-screen email verification process. Once the email address has been verified, you will be required to log-in using your unique email address instead of User ID.

All users will now log-in using their email address and password.

The screenshot shows the Ford Service Info website. At the top right, there are links for "Log In", "Contact Us", and "Cart (0)". The main navigation bar includes "Home", "Service Info", "Training", "Key Code", "Diagnostic Tool Support", and "Free Resources". A large banner image shows two Ford cars. A modal window is open in the center with the title "The Account Login Process is in Transition". The message inside the modal states: "Effective Immediately - We have updated the way you sign-in to your account. For accounts created after 6 November 2023, please use your EMAIL and password to log in. For accounts created before 5 November 2023, please use your USERNAME and password to Log in first time - during this process, you will be prompted to follow the on-screen email verification process. Once your email address has been verified, you will use your unique email address for future sign-in to this site. If you continue to have problems logging in, please request help available on the contact us page." There is an "OK" button at the bottom of the modal. To the right of the modal, there is a "Log In" button and a "New To FordServiceInfo?" section with buttons for "Register Today", "Have a Discount Code?", and "Have Registration Code?". At the bottom of the page, there are sections for "Our Brands" (Ford, Motorcraft), "Site" (Pricing Information, Diagnostic Tool Support), and "Company" (Log In, Register, Ford Vehicles, Lincoln Vehicles, Contact Ford, Warriors in Pink).

The following information is being provided for assistance with the proper configuration of a computer running IDS/FIDS/FDRS software.

Configuring Internet Options

From your computers Control Panel open "Internet Options" and to the Advanced Tab. Click "Restore Advanced Settings" (Click Apply) then click the "reset..." button and then "reset" again on the new window.

Open Internet Options again and go to the security tab, then click on "Trusted Sites" and then "Sites". Uncheck the box for "Require server verification". Then use the box to add the following sites they all must include the * so type them exactly as below, one at a time, and click "add".

- *.ford.com
- *.motorcraftservice.com
- *.dealerconnection.com
- *.fordservicecontent.com

Firewall

The same domains listed above should also be added to a whitelist for any software based or hardware/Network based firewall/Web-filter

Anti-Virus

Though we do not officially support the usage of any anti-virus software or make any recommendations of any to use. **It is advisable to either Disable, configure, or remove them from a computer using any programming software.** You may try creating exceptions for the following directories on the computer.

C:\Program Files (x86)\Bosch\
C:\Program Files (x86)\Ford Motor Company\

C:\ProgramData\Bosch\
C:\ProgramData\Ford Motor Company\

Please note it is still recommended to disable the anti-virus software when installing, as the installer will run from the computers "downloads" folder which should NOT be added to any exception list.

Web browsers

Finally, make sure you are using the Microsoft Edge web browser. Google Chrome And Mozilla Firefox are not supported on the website or as being the **default browser** on the computer.

Best regards

Motorcraft Service Support
Ryan