

PRIXCAR TRANSPORT PORTAL - USER GUIDE

Prixcar's transport portal is accessed at <https://elvis.prixcar.com.au>; this user guide specifically covers 'Track & Trace' functionality and unattended surveys.

Getting Started	2
Usernames	2
Passwords	2
Multi-Factor Authentication (MFA)	3
Troubleshooting MFA	3
Navigating the Site	5
Vehicle Tracker	6
Using Different Search Terms	6
Tracking - Details	7
Vehicle Statuses	8
Vehicle Surveys	10
User Administration	13
Users	13
My Profile	13
Change Password	18
Contact Us	19

Getting Started

This section of the guide covers how to request usernames, create passwords, and setup MFA initially.

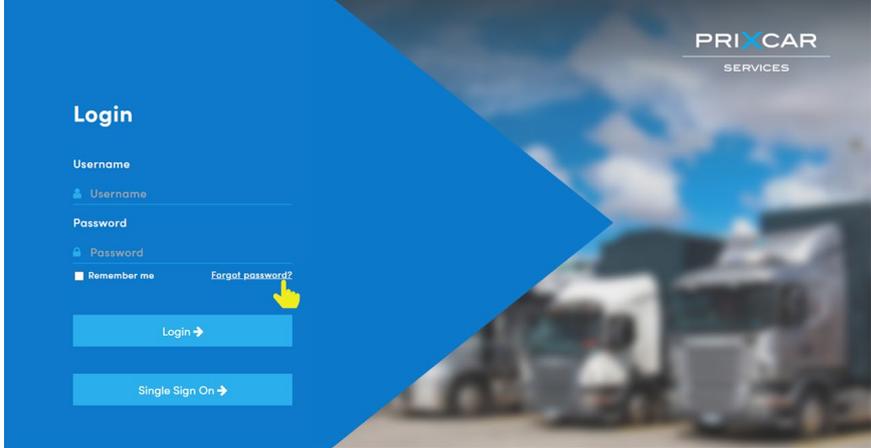
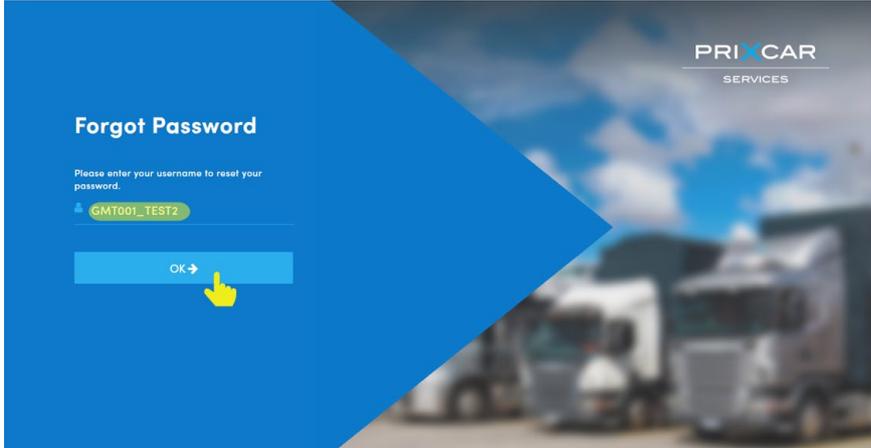
Please note: ELVIS requires users to set-up Multi-Factor-Authentication (MFA). MFA adds an extra layer of protection over passwords and reduces the risk of any unauthorised access to systems. Users can use whichever authenticator they prefer but do need an app installed on their phone to complete the login process.

Usernames

New usernames can either be created by a local admin (OEM or Dealer contact with admin permissions) or alternatively can be requested by sending an email to your regular Prixcar contact or support@prixcar.com.au.

Passwords

To generate an initial password:

1		<p>Click on “Forgot password?” on the ELVIS homepage.</p>
2		<p>Then enter your username and click “OK”.</p>

3 An email will then be sent to the email address associated with the username with a new password. Enter your username and then copy and paste this password into <https://elvis.prixcar.com.au> and click "Login".

Please note:

- Take care when copying the password from the email - make sure not to include an extra space accidentally. If your password is rejected try pasting again and hitting backspace once.
- If you click "Single Sign On" you will receive a message saying "Sorry, but we're having trouble signing you in". This button only works for Prixcar users as it can connect to our identity platform.

Multi-Factor Authentication (MFA)

To secure ELVIS, MFA has been enabled for all users. MFA is a layered approach to securing data where users are required to provide two verifications to establish their identity. When logging into ELVIS, use your username and password as normal.

On first login you will be prompted to set up your MFA and you can use the authenticator of your choice (e.g., Google Authenticator, Microsoft Authenticator, Okta Verify, which are all free to use).

- On your phone, download your chosen app from the 'Apple App Store' or 'Google Play Store'.
- Enter your username and password into <https://elvis.prixcar.com.au> and click "Login". You should then see a QR code on the screen (1st screenshot).
- Open the authentication app on your phone. Choose to add an account (is normally a '+' symbol) and then proceed until you are prompted to scan the QR code and press "Next".
- On the next screen, enter the current validation code with no spaces and click "Verify" (2nd screenshot).
- You do not need to worry about backup codes. MFA on profiles can be reset by local admins or by request to support@prixcar.com.au.
- Going forward you will need a new PIN from the authenticator app when logging in. These PINs change every few seconds and are unique to each login.

Troubleshooting MFA

Users may receive an error message saying that the "verification code is invalid" for a couple of different reasons:

- Code is entered incorrectly - there should be no spaces when entering the code;
- The time on the user's phone isn't synced correctly. Below are instructions to fix this issue for Google Authenticator on Android and also on Apple iOS.

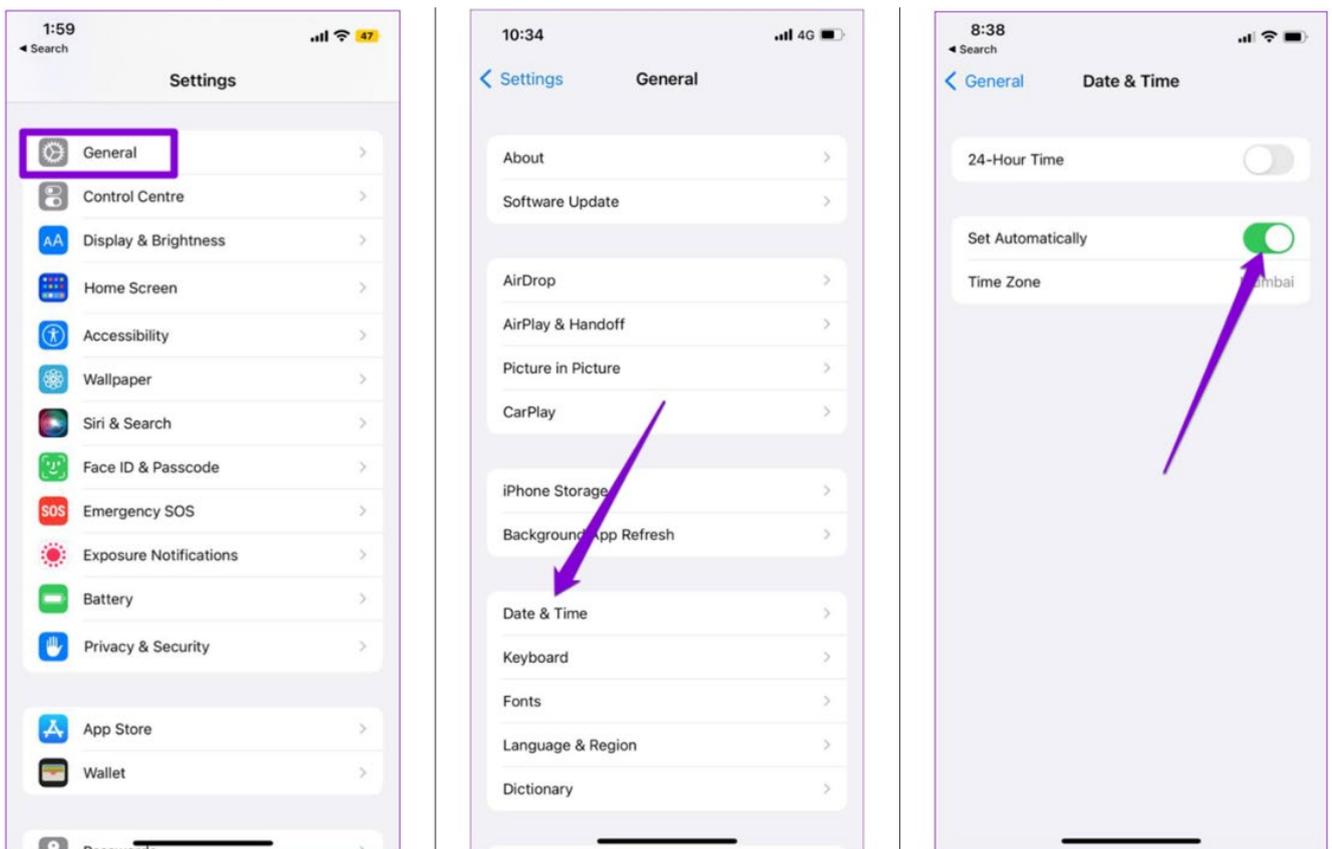
Android - Google Authenticator

On Android settings are accessed via the app and so steps may vary across authentication applications.

- Open Google Authenticator app
- Tap on the three dots in top right corner
- Tap on “Settings”
- Tap “Time correction for codes”
- Tap “Sync now”
- For further assistance please contact support@prixcar.com.au

Apple iOS

Steps for setting 'Auto Time Zone Settings' as follows:



- Go to Settings > General
- Under that tap on Date & Time
- Enable the toggle beside “Set Automatically”
- After updating, restart your iPhone and try logging in again
- For further assistance please contact support@prixcar.com.au

Navigating the Site

The Vehicle Tracker is the default landing page for the customer portal.

The screenshot shows the PRIXCAR SERVICES interface. At the top left is the PRIXCAR SERVICES logo. On the top right, there is a navigation menu with links for Vehicle Surveys, Tracker, Users, My Profile, Change Password, Help, and Log Off. Below the navigation is a blue header bar with the text 'Vehicle Tracker - Search'. Underneath the header bar is a search form with the following fields: Vehicle ID, VIN, Customer Reference, Order No., Deliver To (a dropdown menu), Delivery Date (with sub-fields for 02 Jan 2024 and 10 Jan 2024), and Status (with a dropdown menu showing 'Not Delivered'). There are two buttons: a green 'SEARCH' button and an orange 'RESET' button. The main content area below the search form is currently empty.

From here users can access the following functions:

Vehicle Surveys	Applicable to Dealers to complete unattended delivery surveys
Tracker	Track vehicle movements
Users	Applicable to “Admins” only. Allows user to add, edit or deactivate contacts
My Profile	Edit own profile and subscriptions
Change Password	Update password or reset multi-factor authentication
Help	Release notes and user guides
Log Off	Log out of system

Vehicle Tracker

The Vehicle Tracker is the default landing page for the customer portal and allows you to search for the current delivery status of vehicles. There are a number of fields that you are able to use to refine your search:

- Vehicle ID
- VIN
- Customer Reference
- Order No.
- Deliver To Code/Name
- Delivery Date / Agreed Date
- Status

Please note:

- The date filter will work off either the actual delivery date if delivered, or the 'agreed delivery date' if undelivered.
- Filters do not all work the same. Read the following section on 'broad' search terms and 'specific' search terms to understand the differences.

Using Different Search Terms

As shown, ELVIS uses a combination of 'broad' and 'generic' search terms.

The screenshot shows the 'Vehicle Tracker - Search' interface. It features a search bar with several input fields: 'Vehicle ID', 'VIN', 'Customer Reference', 'Order No.', 'Deliver To', 'Delivery Date', and 'Status'. The 'Delivery Date' field is pre-populated with '02 Jan 2024' and '10 Jan 2024', and the 'Status' field is pre-populated with 'Not Delivered'. Below the search bar, there are two arrows pointing to the search fields. The left arrow points to the 'Vehicle ID', 'VIN', 'Customer Reference', and 'Order No.' fields, which are labeled 'SPECIFIC SEARCH TERMS'. The right arrow points to the 'Deliver To', 'Delivery Date', and 'Status' fields, which are labeled 'BROAD SEARCH TERMS'. There are also 'SEARCH' and 'RESET' buttons below the search bar.

Broad Search Terms

- Refer to screenshot A
- "Delivery Date" and "Status" will always be pre-populated - this is to limit users running large open queries;
- Broad search terms will query all vehicles that you have access to view in ELVIS, and that meet the criteria specified. Depending on the criteria, there may be a large number of search returns.
- Note: ELVIS will restrict returns to the first 50 results

A

PRIXCAR SERVICES

Vehicle Surveys Tracker Users My Profile Change Password Help Log Off

Vehicle Tracker - Search

Vehicle ID VIN Customer Reference Order No. Deliver To Delivery Date Status

SEARCH RESET

Vehicle ID	VIN	Model	Colour	Customer Ref.	Order No.	Order Type	Available Date	Estimated Delivery	Actual Delivery Date	Pickup	Delivery	Status
GENERIC0001		1600	BLUE	NA	11707980	Stock	02/01/2024	03/01/2024		PLAV - PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GMPM - GENERIC MOTORS (PORT MELBOURNE), KOORINGA WAY, Port Melbourne, VIC 3207	Final Transit
GENERIC0002		1600	BLACK	NA	11707980	Stock	02/01/2024	03/01/2024		PLAV - PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GMPM - GENERIC MOTORS (PORT MELBOURNE), KOORINGA WAY, Port Melbourne, VIC 3207	Final Transit
GENERIC0003		1600	WHITE	NA	11707980	Stock	02/01/2024	03/01/2024		PLAV - PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GMPM - GENERIC MOTORS (PORT MELBOURNE), KOORINGA WAY, Port Melbourne, VIC 3207	Final Transit
GENERIC0004		1600	WHITE	NA	11707980	Stock	02/01/2024	03/01/2024		PLAV - PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GMPM - GENERIC MOTORS (PORT MELBOURNE), KOORINGA WAY, Port Melbourne, VIC 3207	Planned For Pickup
GENERIC0008		Charade	SILVER	NA	11707980	Stock	02/01/2024	05/01/2024		PLAV - PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GMEF - GENERIC MOTORS (ESSENDON FIELDS), WIRRAWAY RD, Essendon Fields, VIC 3041	Available

Specific Search Terms

- Refer to screenshot B
- In this case users are entering a specific value associated with a vehicle rather than broadly searching all vehicles that meet certain criteria;
- As shown, if a specific search term is used, ELVIS will return all records regardless of what is specified in the broad search terms. In this case a "Delivered" vehicle is shown despite Status being set to "Not Delivered";
- These are exact searches. If you incorrectly enter a value, or put a Vehicle ID in the VIN field for example, you will not get search returns (i.e., it does not do partial matches).
- If you click on any line in a search return you can pull up more tracking details.

B

Vehicle Tracker - Search

Vehicle ID VIN Customer Reference Order No. Deliver To Delivery Date Status

SEARCH RESET

Vehicle ID	VIN	Model	Colour	Customer Ref.	Order No.	Order Type	Available Date	Estimated Delivery	Actual Delivery Date	Pickup	Delivery	Status
GENERIC0005		Applause	BLUE	NA	11707980	Stock	02/01/2024	03/01/2024	03/01/2024	PLAV - PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GMEF - GENERIC MOTORS (ESSENDON FIELDS), WIRRAWAY RD, Essendon Fields, VIC 3041	Delivered

Tracking - Details

Tracking information will update as vehicles are added to manifests or moved. A few things to be aware of on this screen include:

- A - Pickup Details:- This box shows the origin point for the order and the date the vehicle was available to be moved;

- B - Delivery Details: - This box shows the final delivery point as well as the original ETA or "Expected Date". Note: this date does not change and is what was initially calculated. The "Estimated Date" shown on the search return is the current ETA.
- C - Tracking Updates:- This section will update as a vehicle is manifested. The ETP and ETA times shown are directly from the planned manifest. Once a vehicle has been moved, times will update to reflect actuals.

Prixcar Services Vehicle Tracker - GENERIC0004

Customer Reference: NA Order: 11707980 Vehicle ID: GENERIC0004 VIN: Make: Datsun Model: 1600 Colour: WHITE [BACK](#)

Progress: **Processing** → Queued → In Transit → Delivered

Pickup
A Available Date: 02 Jan 2024
 Location: PRIXCAR ALTONA, 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025

Delivery
B Expected Date: 05 Jan 2024
 Location: GENERIC MOTORS (PORT MELBOURNE), KOORINGA WAY, Port Melbourne, VIC 3207

Tracking Updates
 1600 (Datsun) - GENERIC0004 Details ^

#	From	To	ETP	ETA	Status
C 1	PRIXCAR ALTONA 810-848 KOROROIT CREEK ROAD, Altona North, VIC 3025	GENERIC MOTORS (PORT MELBOURNE) KOORINGA WAY, Port Melbourne, VIC 3207	03/01/2024 2:34 PM	03/01/2024 3:18 PM	🕒

Last vehicle location:
 Map Satellite

Map showing Melbourne area with a red pin indicating the vehicle's location near Altona North.

Vehicle Statuses

The following table defines what each of the different vehicle statuses means.

Status	Description	Notes
NYA	Vehicle is 'Not Yet Available' to be moved.	
Available	Availability date on the transport order is equal to or less than today (i.e., date the vehicle can be moved from).	
Planned for Pickup	Vehicle has been manifested for collection from the order's origin point.	

In Transit to Compound	The vehicle has departed its previous location and is on route to an “in-transit” location (i.e., not its final destination).	
At Compound	The car has arrived at an “in-transit” location.	If a vehicle is transiting through multiple locations, the status will flip between “At Compound” and “In transit to Compound” up until it is manifested to it's final destination.
Planned Delivery	Vehicle has been manifested for delivery to its final destination.	If there is only a single leg from Pickup > Dealer, the status will be “Planned for Pick Up”.
Final Transit	Vehicle has departed its current location and is in transit to its final destination.	
Delivered	Vehicle has arrived at its final destination on the transport booking.	
Failed Pickup	Failed pickup noted on a manifest. Customer Service action is pending.	Vehicle will revert to a different status once removed from the incomplete manifest.

Vehicle Surveys

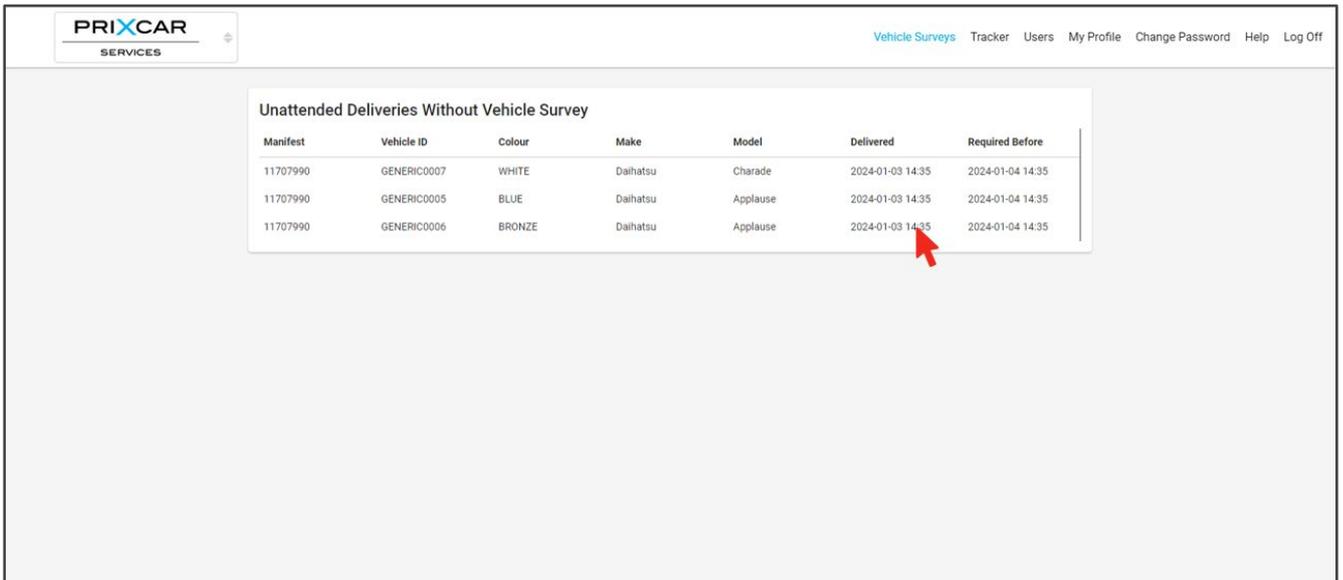
This is where users should go if they have received vehicles that were unattended deliveries and they want to lodge a survey. Please note:

- This screen is only applicable to a delivery location / Dealer and will not be visible to OEM users.
- If contacts are subscribed to “Delivery Notifications”, they will receive emails notifying them when there has been unattended deliveries.
- Users will only be able to see surveys for ship-to codes associated with their profile.

Please note: Users can update the notifications they receive via the user administration screens in ELVIS.

When you initially click on “Vehicle Surveys” you will see a table with all of the vehicles that can have surveys added. This table displays the actual delivery date & time, and based on that, when the record will expire and surveys can no longer be added. Dealers have one working day to add a survey before vehicles are no longer available on this screen.

Click on a row within the table to start a survey.



The screenshot shows the PRICAR SERVICES interface. At the top left is the PRICAR SERVICES logo. At the top right are navigation links: Vehicle Surveys, Tracker, Users, My Profile, Change Password, Help, and Log Off. The main content area displays a table titled "Unattended Deliveries Without Vehicle Survey". The table has the following columns: Manifest, Vehicle ID, Colour, Make, Model, Delivered, and Required Before. There are three rows of data. A red arrow points to the "Delivered" column of the third row.

Manifest	Vehicle ID	Colour	Make	Model	Delivered	Required Before
11707990	GENERIC0007	WHITE	Daihatsu	Charade	2024-01-03 14:35	2024-01-04 14:35
11707990	GENERIC0005	BLUE	Daihatsu	Applause	2024-01-03 14:35	2024-01-04 14:35
11707990	GENERIC0006	BRONZE	Daihatsu	Applause	2024-01-03 14:35	2024-01-04 14:35

This brings up a survey sheet for you to note any damages and add comments to the vehicle. Click “ADD” to keep adding damages and when finished, click “Submit” to finalise the survey.



[Vehicle Surveys](#) | [Tracker](#) | [Users](#) | [My Profile](#) | [Change Password](#) | [Help](#) | [Log Off](#)

New Vehicle Survey

Vehicle ID:	GENERIC0007	VIN:	
Manufacturer:	Daihatsu	Model:	Charade
Colour:	WHITE	Delivered:	2024-01-03 14:35

Damages

Area	Location	Damage Type	Severity
------	----------	-------------	----------

New Damage

Area	Location
Damage Type	Severity

ADD

Survey Notes

Notes

Presets

- 2nd hand vehicle - minor blemishes consistent with age
- Bird droppings
- Car in poor condition - too much minor damage to record individually
- Car in very poor condition - too much minor damage to record individually
- Damage due to poor fitment
- Damage under plastic (plastic not damaged)
- Delivered with VCR

SUBMIT
CANCEL

The vehicle will disappear from the Vehicle Surveys table and if users are subscribed to 'Delivery Notifications', they will receive an email that lists the damages added and any notes.

Delivery Unattended Survey

E

elvis@prixcar.com.au

To [REDACTED]

i If there are problems with how this message is displayed, click here to view it in a web browser.

----- Auto generated message. Please do not reply to this message -----

A VSR has been entered for the following vehicle.

MANIFEST DETAILS	
Manifest No	11102841
Location	[REDACTED]
Delivered	
VEHICLE DETAILS	
Vehicle ID	[REDACTED]
VIN	[REDACTED]
Model	[REDACTED]
Colour	SAPPHIRE BLACK
Charged To	[REDACTED]
Surveyed	28-Aug-2023 15:31
Surveyed By	[REDACTED]
Survey Notes	there is a stone chip on the front bumper bar as well it has chipped the windscreen
Damages	
Location	N2 GLASS, WINDSHIELD
Type	22 GLASS CHIPPED
Severity	1 DAMAGES LESS THAN 2cm IN LENGTH or DIAMETER
Location	N9 BUMPER/COVER, FRONT
Type	35 CHIPPED ADJACENT EDGES
Severity	1 DAMAGES LESS THAN 2cm IN LENGTH or DIAMETER

If no survey is entered before the expiry date/time, the survey will close off with no damage noted. An email will also be sent to contacts that are subscribed to 'Delivery Notifications' to inform them that the survey window has expired.

User Administration

The “Users”, “My Profile” & “Change Password” menu items allow for editing of different aspects of a user's profile.

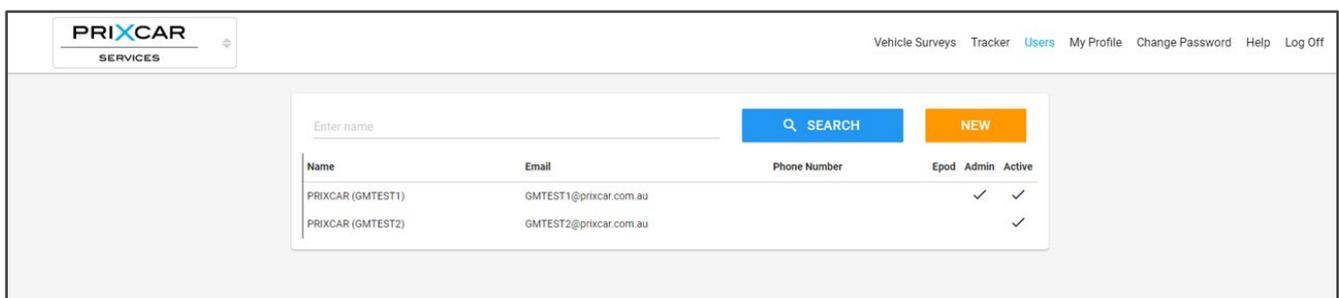
- “Users” - visible to Admins only and allows them to edit, deactivate or add new users.
- “My Profile” - allows users to edit their own profile, including updating EPOD PINs and subscriptions to notifications.
- “Change Password” - allows users to change their passwords or reset MFA.

Users

As per the screenshot shown, Admins can see everyone that is active against a Dealer location or OEM account, along with whether they are setup for EPOD and if they are an Admin.

Click “New” to create a new user or click on a row within the table to pull up an existing user’s profile for editing.

Please note: If you cannot see the "Users" menu option, you don't have Admin permissions for your Dealership or Company.



Name	Email	Phone Number	Epod	Admin	Active
PRiXCAR (GMTEST1)	GMTEST1@prixcar.com.au		✓	✓	
PRiXCAR (GMTEST2)	GMTEST2@prixcar.com.au				✓

My Profile

In this example a profile for a Dealer location has been opened.

Please note: Notifications and EPOD will be shown for all users but are not applicable to OEM contacts (so subscriptions will be blank).

Contact: **PRIXCAR (GMTEST1)**

General Edited

CONTACT DETAILS

Username: * GMTEST1 Name: * PRIXCAR (GMTEST1)

Portal groupings:

- GMPPM - GENERIC MOTORS (PORT MELBOURNE)
- GMEF - GENERIC MOTORS (ESSENDON FIELDS)
- P - GENERIC MOTORS (GROUP)

Email: * GMTEST1@prixcar.com.au

PIN: Mobile:

Phone:

Notes:

Active:

ROLES

Admin:

EPOD:

NOTIFICATIONS

Notification Type	Subscribed	Locations
Delivery	<input type="checkbox"/>	None
Planned For Delivery	<input type="checkbox"/>	None
Planned For Pickup	<input type="checkbox"/>	None
Pickup Completed	<input type="checkbox"/>	None
Despatched	<input type="checkbox"/>	None

EPOD LOCATIONS

Enabled	Locations
<input type="checkbox"/>	None

On this screen you have a number of options:

- Update contact details
- Change EPOD PIN
- Deactivate user
- Update permissions (Admin function)
 - Set "Portal groups" and assign "Admin" or "EPOD" permissions
- Subscribe to email notifications.
 - Delivery - notification sent when a delivery has been completed
 - Planned for Delivery - notification sent when a delivery has been planned/manifested
 - Planned for Pickup - notification sent when a pickup has been planned/manifested
 - Pickup Completed - notification sent when a pickup has been completed
 - Despatched - notification sent after manifested vehicles have been despatched
- Set EPOD locations
- Portal Groupings
- Refer to screenshot A;

- These groups relate to the locations or companies/accounts that you are associated with. Groups are maintained by Prixcar;
- Admins can assign users any of the groups that they themselves have access to. If no group is assigned, users will not be able to search for any vehicles;
- To see what locations you have or are giving access to, click on the "None" hyperlink under "Notifications". This will show the available locations. NOTE: not applicable to OEM users.

Contact: **PRIXCAR (GMTEST1)**

General Edited

CONTACT DETAILS

Username: * GMTEST1 Name: * PRIXCAR (GMTEST1)

Portal groupings: GMPM - GENERIC MOTORS (PORT MELBOURNE)
GMEF - GENERIC MOTORS (ESSENDON FIELDS)
P - GENERIC MOTORS (GROUP) Email: * GMTEST1@prixcar.com.au

PIN: Mobile:

Phone:

Notes:

Active:

ROLES

Admin:

EPOD:

NOTIFICATIONS

Notification Type	Subscribed	Locations
Delivery	<input type="checkbox"/>	None
Planned For Delivery	<input type="checkbox"/>	None
Planned For Pickup	<input type="checkbox"/>	None
Pickup Completed	<input type="checkbox"/>	None
Despatched	<input type="checkbox"/>	None

EPOD LOCATIONS

Enabled	Locations
<input type="checkbox"/>	None

Enrol for EPOD

Refer to screenshot B. To setup a contact to be able to sign-off pick-ups & deliveries on EPOD:

1. An Admin must tick the EPOD check-box in the "ROLES" section;
2. A PIN must be set and saved; and
3. Locations must be selected in the "EPOD LOCATIONS" section.
 - a. To select "All" locations, tick the checkbox
 - b. To select specific locations, click the [None](#) hyperlink to bring up options

Contact: **PRIXCAR (GMTEST1)**

General Edited

CONTACT DETAILS

Username: * GMTEST1 Name: * PRIXCAR (GMTEST1)

Portal groupings: GMPM - GENERIC MOTORS (PORT MELBOURNE) Email: * GMTEST1@prixcar.com.au
 GMEF - GENERIC MOTORS (ESSENDON FIELDS)
 P - GENERIC MOTORS (GROUP)

PIN: **2** Confirm Mobile:

Phone:

Notes:

Active:

ROLES

Admin:

B EPOD: **1**

NOTIFICATIONS

Notification Type	Subscribed	Locations
Delivery	<input type="checkbox"/>	None
Planned For Delivery	<input type="checkbox"/>	None
Planned For Pickup	<input type="checkbox"/>	None
Pickup Completed	<input type="checkbox"/>	None
Despatched	<input type="checkbox"/>	None

EPOD LOCATIONS

Enabled	Locations
<input type="checkbox"/>	None 3

Reset Password Save & Close Close Save

Setup Notifications

Refer to screenshots C & D. To subscribe to a notification:

- Tick the box next to the notification type you want to receive. If you do this you will receive notifications for ALL locations.
- Alternatively, click on the [None](#) hyperlink to bring up options. Then tick all of the locations you want to subscribe to.

Contact: PRIXCAR (GMTEST1)

General Edited

CONTACT DETAILS

Username: * GMTEST1 Name: * PRIXCAR (GMTEST1)

Portal groupings: GMPM - GENERIC MOTORS (PORT MELBOURNE) Email: * GMTEST1@prixcar.com.au
GMEF - GENERIC MOTORS (ESSENDON FIELDS)
P - GENERIC MOTORS (GROUP)

PIN: Confirm

Phone:

Mobile:

Notes:

Active:

ROLES

Admin:

EPOD:

NOTIFICATIONS

Notification Type	Subscribed	Locations
Delivery	<input type="checkbox"/>	None
Planned For Delivery	<input type="checkbox"/>	None
Planned For Pickup	<input type="checkbox"/>	None
Pickup Completed	<input type="checkbox"/>	None
Despatched	<input type="checkbox"/>	None

EPOD LOCATIONS

Enabled Locations

Reset Password

Save & Close

Close

Save

Contact: PRIXCAR (GMTEST1)

General Edited

CONTACT DETAILS

Username: * GMTEST1 Name: * PRIXCAR (GMTEST1)

Portal groupings:

PIN:

Phone:

Notes:

Active:

ROLES

Admin:

EPOD:

NOTIFICATIONS

Delivery	<input type="checkbox"/>	None
Planned For Delivery	<input type="checkbox"/>	None
Planned For Pickup	<input type="checkbox"/>	None
Pickup Completed	<input type="checkbox"/>	None
Despatched	<input type="checkbox"/>	None

EPOD LOCATIONS

Enabled Locations

Reset Password

Save & Close

Close

Save

CHOOSE LOCATIONS TO SUBSCRIBE TO:

Filter:

Subscribe	Name	Code	Address
<input type="checkbox"/>	GENERIC MOTORS (PORT MELBOURNE)	GMPM	GENERIC MOTORS (PORT MELBOURNE), KOORINGA WAY, 3207 3207 VIC
<input type="checkbox"/>	GENERIC MOTORS (ESSENDON FIELDS)	GMEF	GENERIC MOTORS (ESSENDON FIELDS), WIRRAWAY RD, 3041 3041 VIC

Save & Close Close

Change Password

On this pop-up, you will have the option to do the following:

1. Update your password. If you select this option you will be prompted to enter your current password and then specify a new password.
2. Show MFA codes - these are the backup codes to reset your MFA if you were to lose your authentication. Alternatively you can contact support@prixcar.com.au for assistance should this happen.
3. Disable MFA - this option resets your MFA so you can set up on a new device (Note: MFA cannot be turned off).

Contact Us

If you need assistance, you can contact us via email at support@prixcar.com.au and we will assist as soon as we are able.