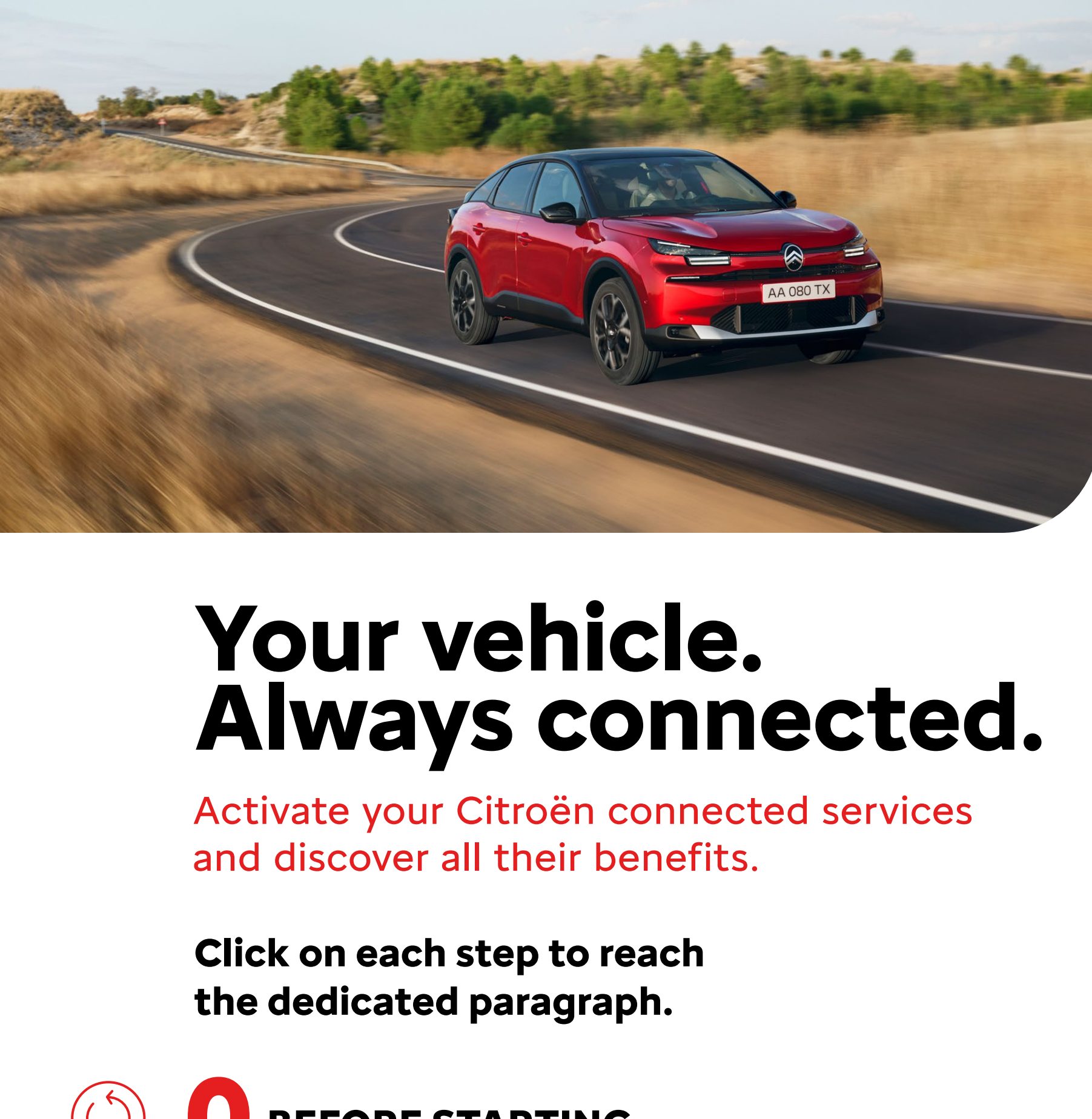




CITROËN



Your vehicle. Always connected.

Activate your Citroën connected services and discover all their benefits.

Click on each step to reach the dedicated paragraph.



0 BEFORE STARTING



1 CREATE YOUR ACCOUNT



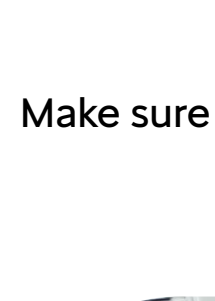
2 ACTIVATE CONNECT ONE



3 ACTIVATE CONNECT PLUS



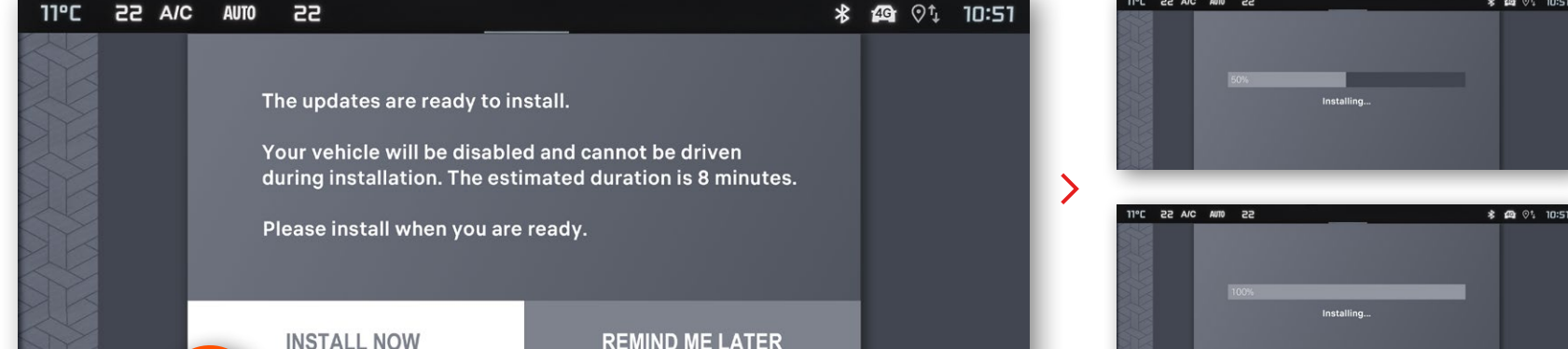
4 VEHICLE ASSOCIATION



Before Starting.

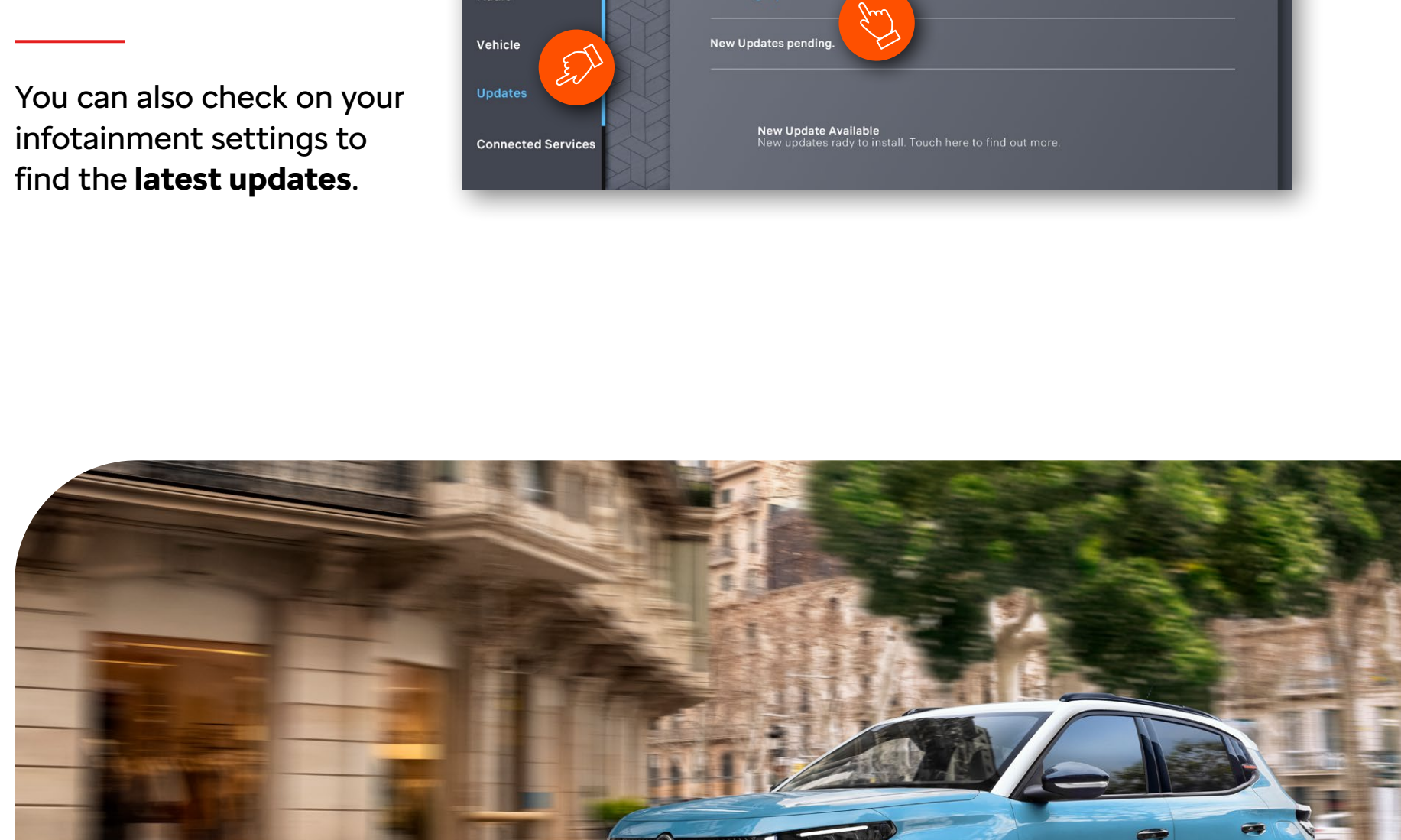


Go to settings on your infotainment system and make sure that your vehicle is **sharing its data and position**.

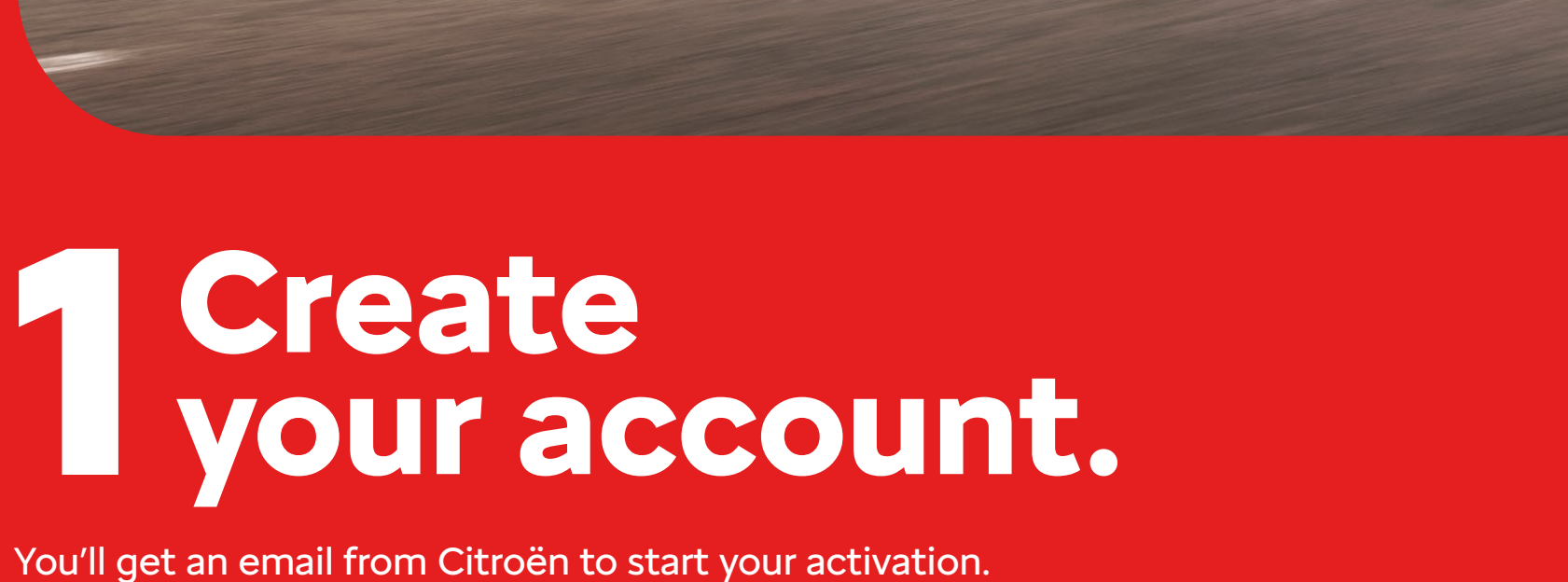


Sharing vehicle data is **necessary for your Connected Services to work**.

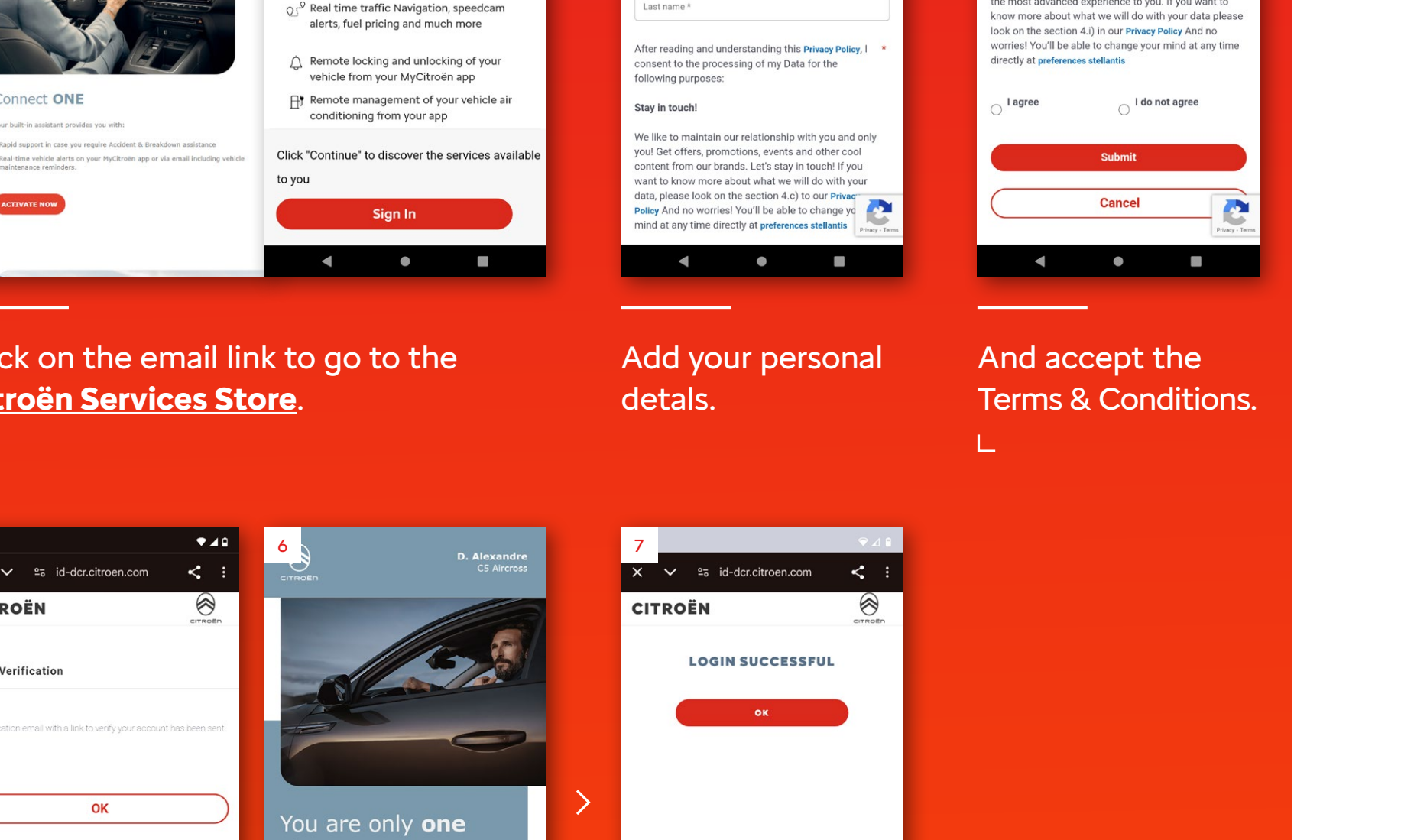
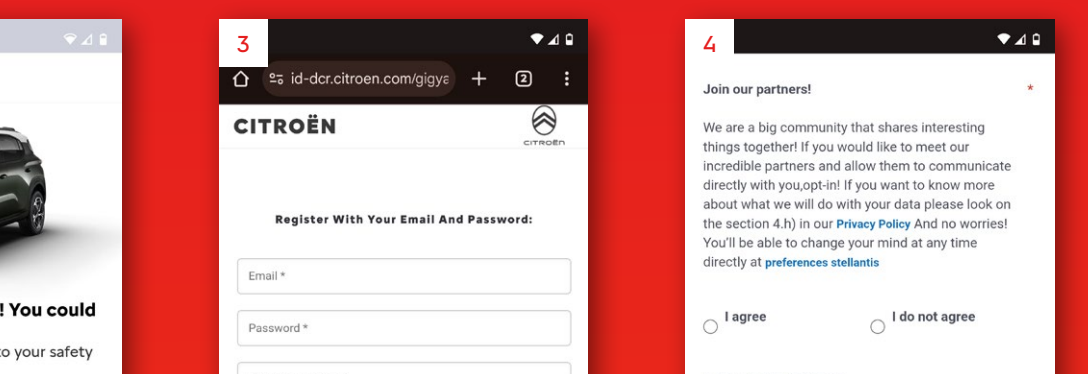
Make sure that the **latest updates** are installed on your infotainment system.



If a software update is available, you may also see a **pop-up or notification** asking you to install.

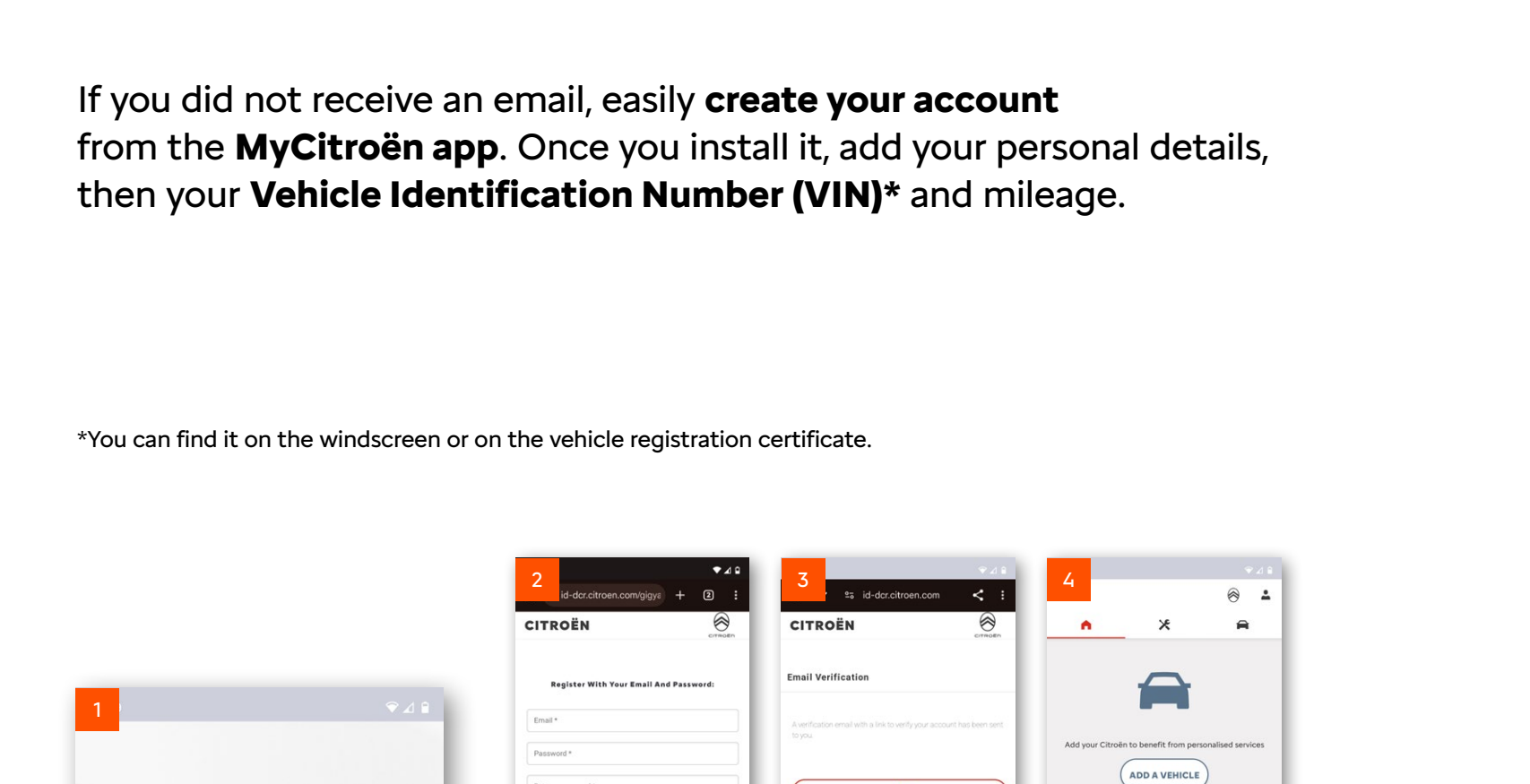


You can also check on your infotainment settings to find the **latest updates**.



1 Create your account.

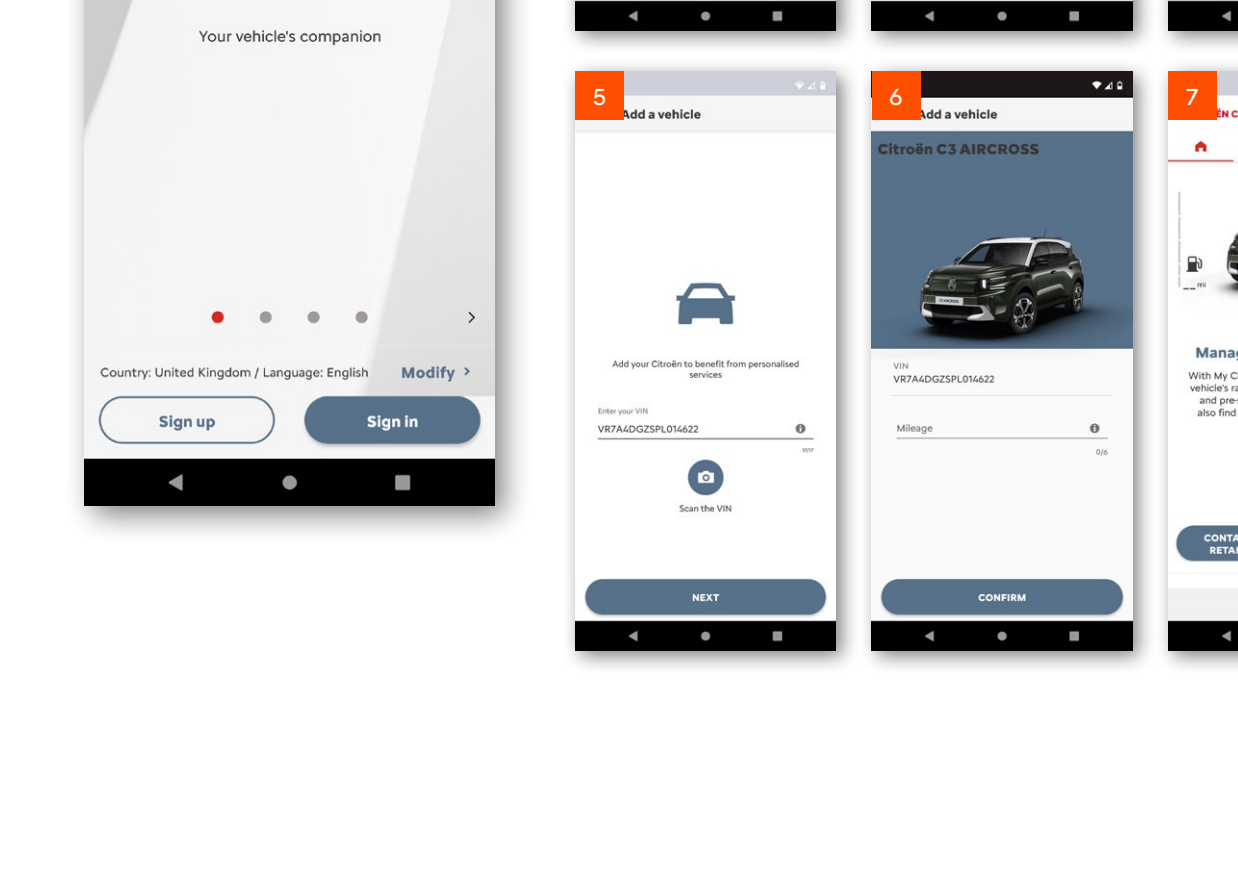
You'll get an email from Citroën to start your activation.



Click on the email link to go to the **Citroën Services Store**.

Add your personal details.

And accept the **Terms & Conditions**.



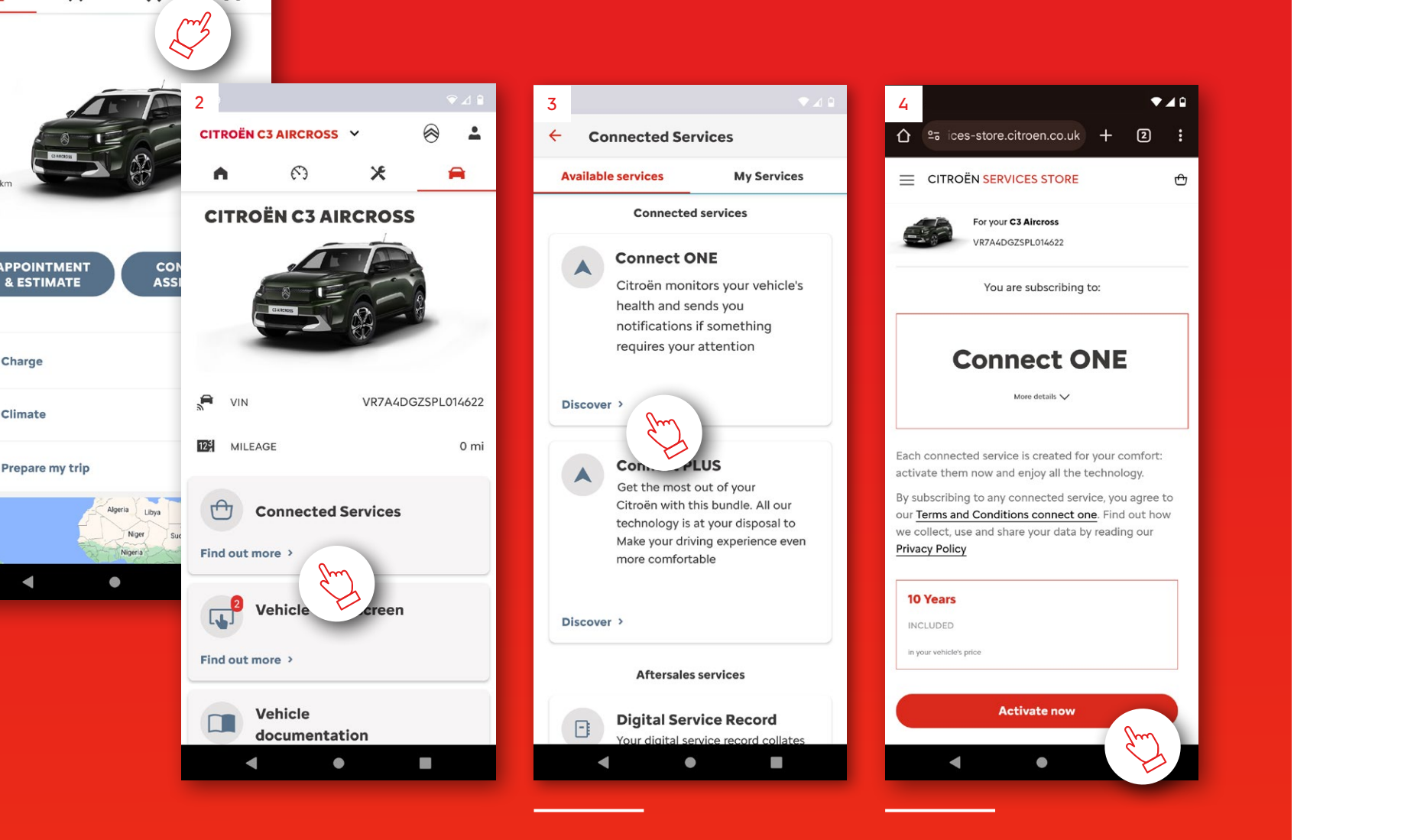
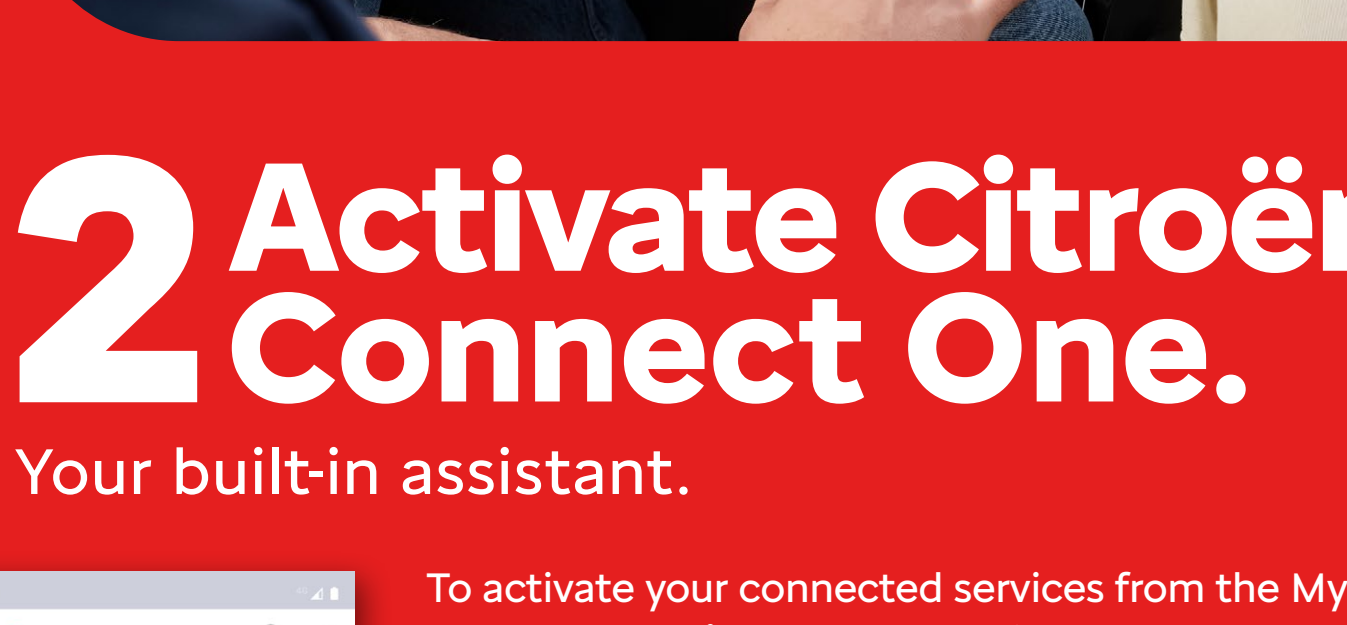
Check your inbox, open the confirmation email and click on the button to activate the account.

Now your account is active.

If you followed the initial email from Citroën upon your vehicle delivery and you already created or logged into your account, you'll find Connect ONE already active. For electric or plug-in hybrid vehicles, additional activation steps are required.

If you did not receive an email, easily **create your account** from the **MyCitroën app**. Once you install it, add your personal details, then your **Vehicle Identification Number (VIN)*** and mileage.

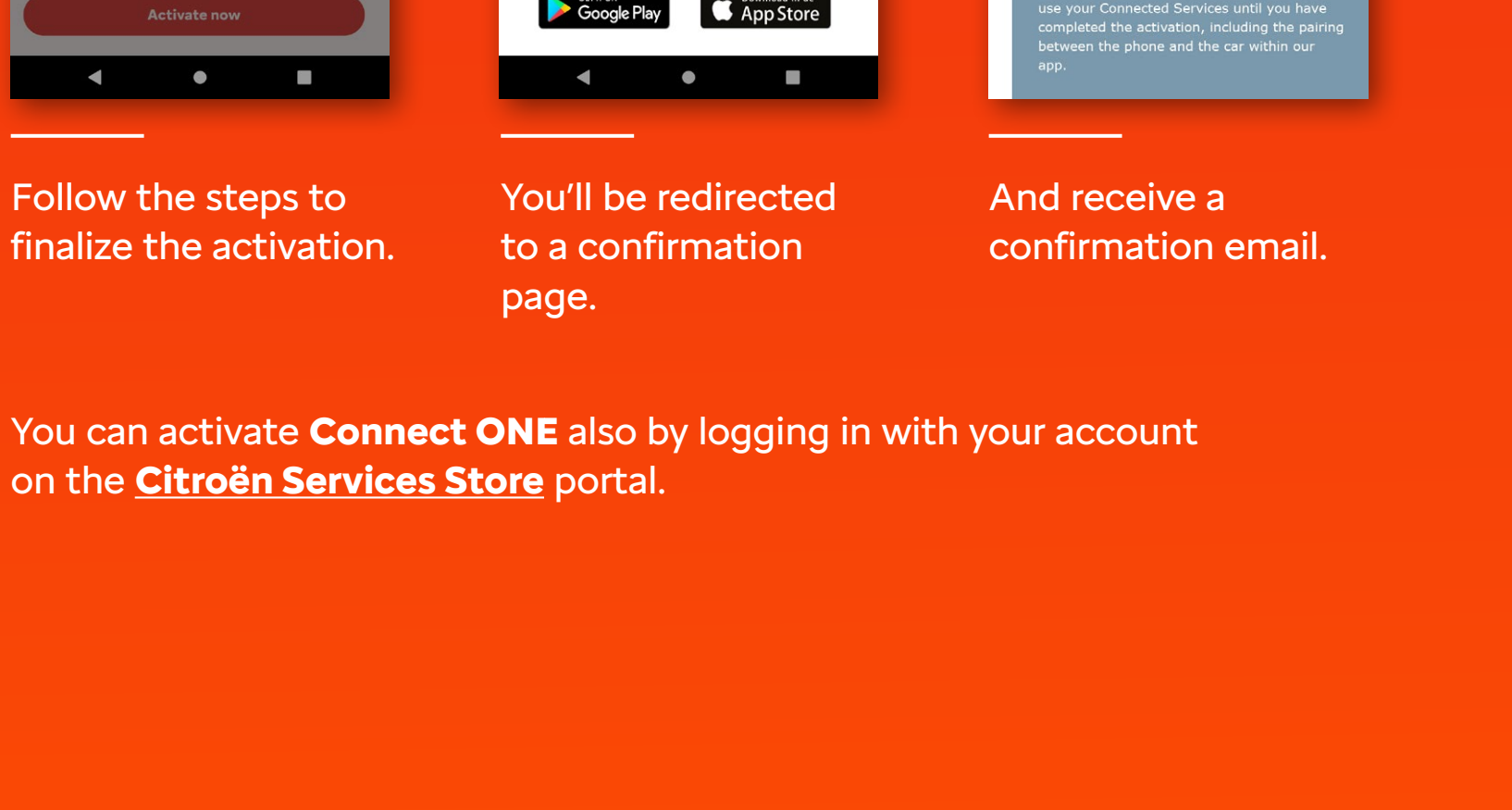
*You can find it on the windscreen or on the vehicle registration certificate.



2 Activate Citroën Connect One.

Your built-in assistant.

To activate your connected services from the MyCitroën app, go to the **"Vehicle"** tab, then click on **"Connected Services"**.



You will find there your **Connect ONE** and **Connect PLUS** packs. Tap on **"Discover"**.

Select **Connect ONE** and push the **"Activate now"** button.

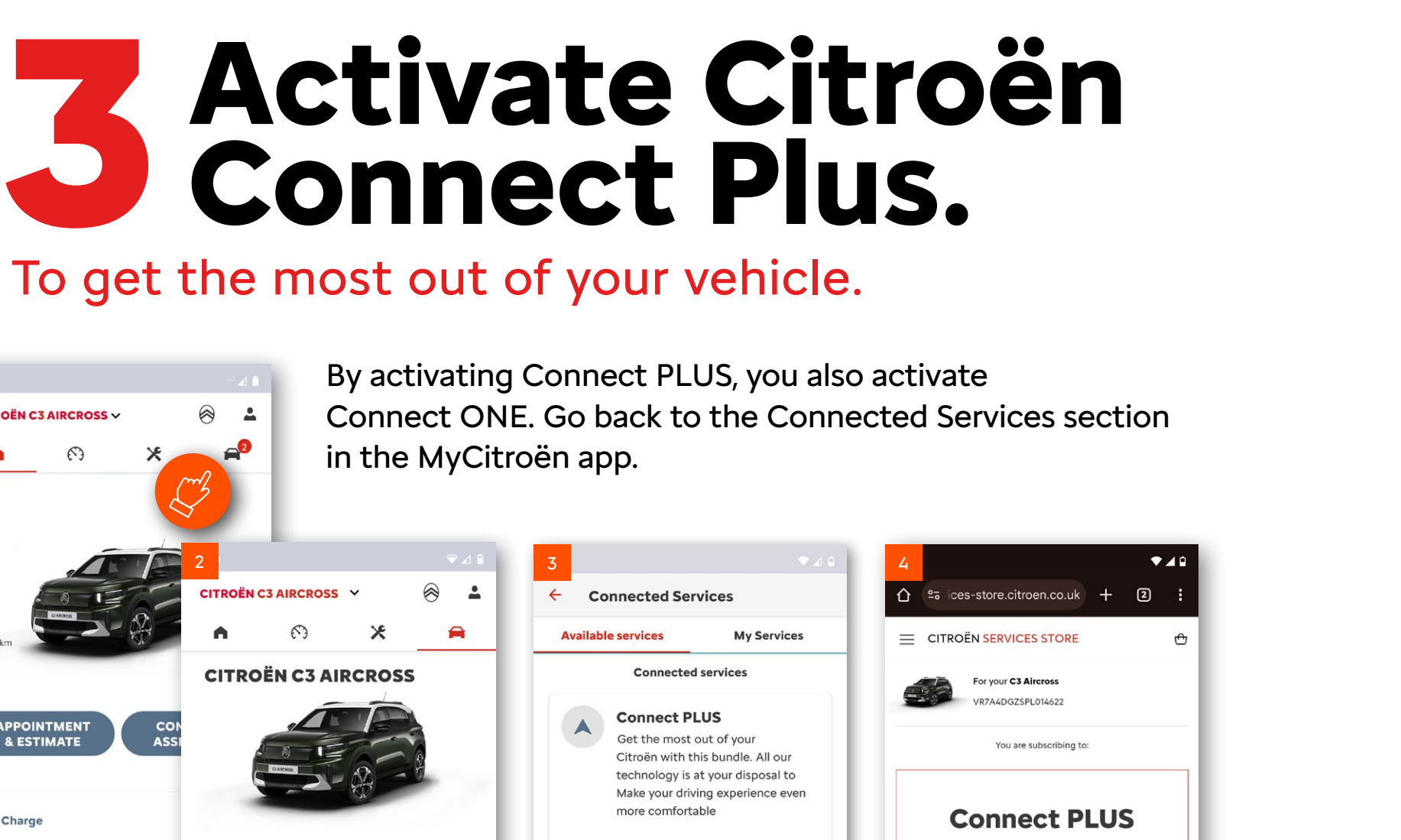


Follow the steps to finalize the activation.

You'll be redirected to a confirmation page.

And receive a confirmation email.

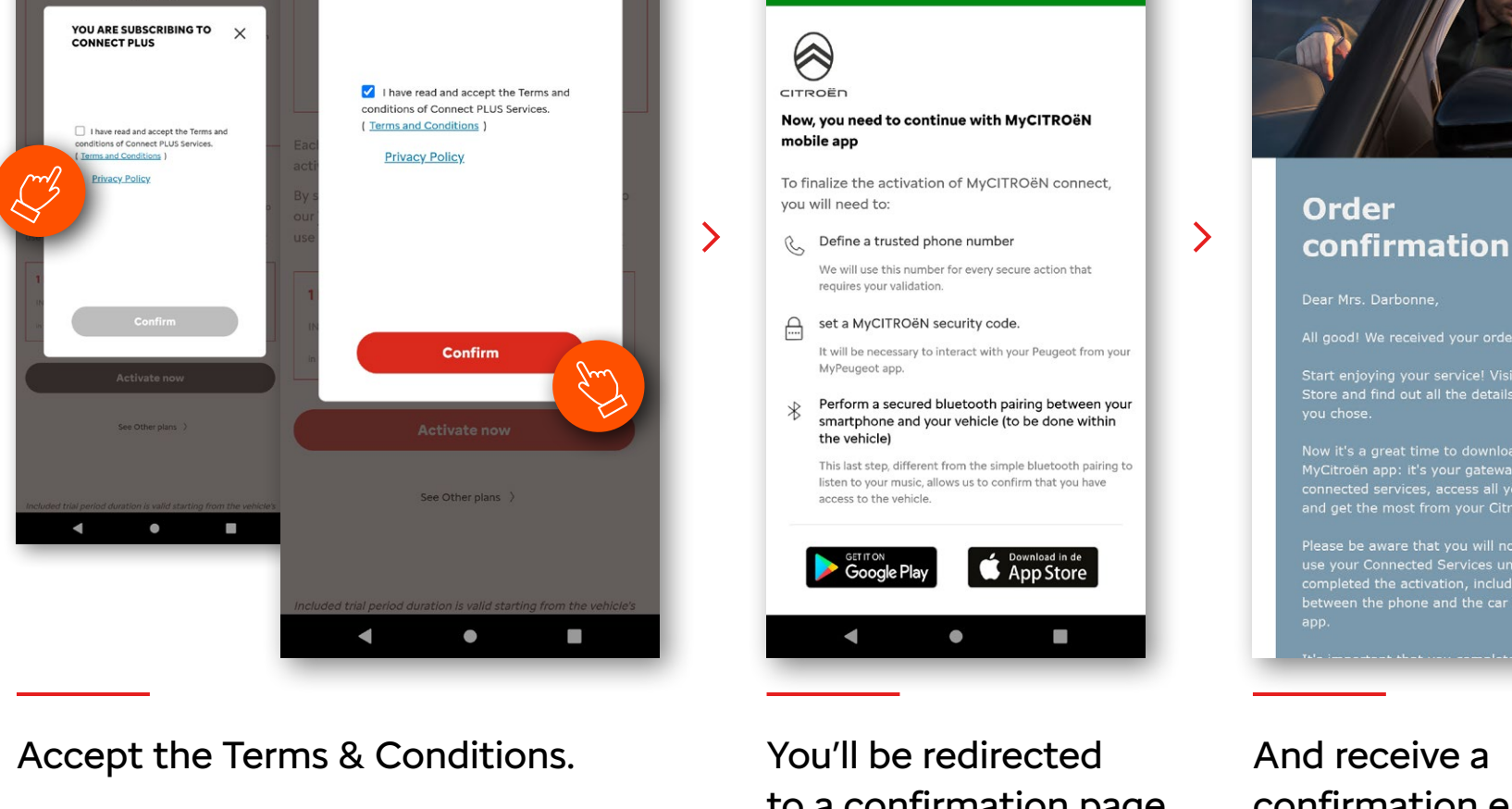
You can activate **Connect ONE** also by logging in with your account on the **Citroën Services Store** portal.



3 Activate Citroën Connect Plus.

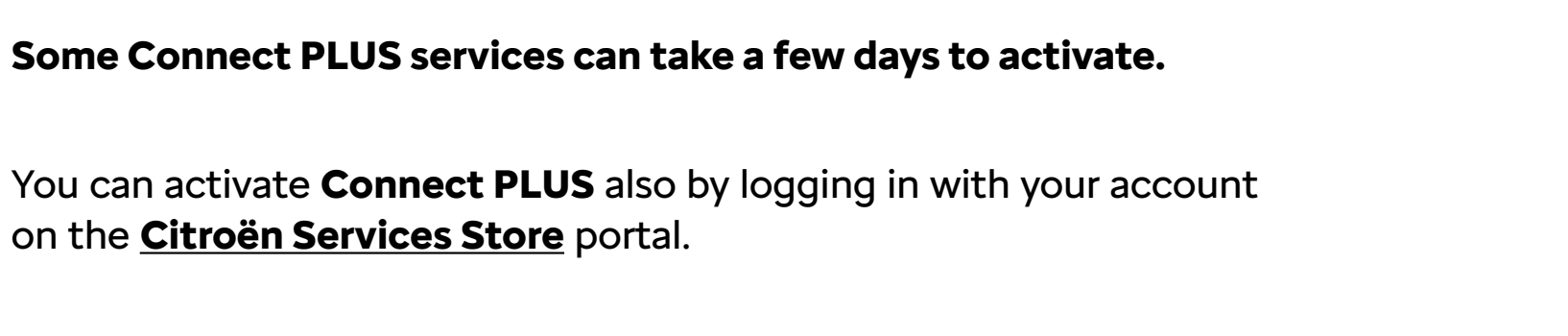
To get the most out of your vehicle.

By activating Connect PLUS, you also activate Connect ONE. Go back to the Connected Services section in the MyCitroën app.



You will find there your **Connect ONE** and **Connect PLUS** packs. Tap on **"Discover"**.

Select **Connect PLUS** and push the **"Activate now"** button.



Accept the **Terms & Conditions**.

You'll be redirected to a confirmation page.

And receive a confirmation email.

Some Connect PLUS services can take a few days to activate.

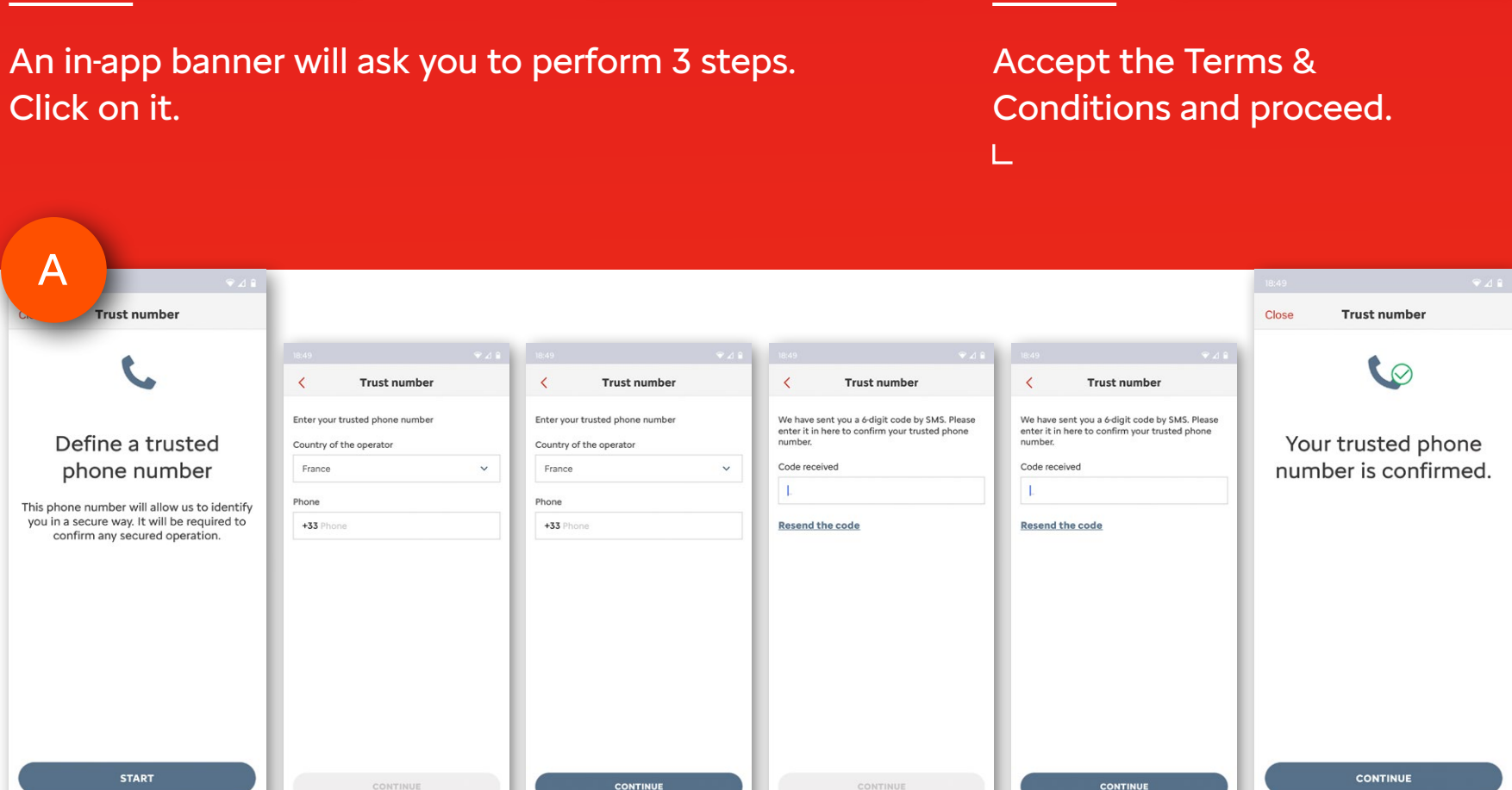
You can activate **Connect PLUS** also by logging in with your account on the **Citroën Services Store** portal.



4 Vehicle association.

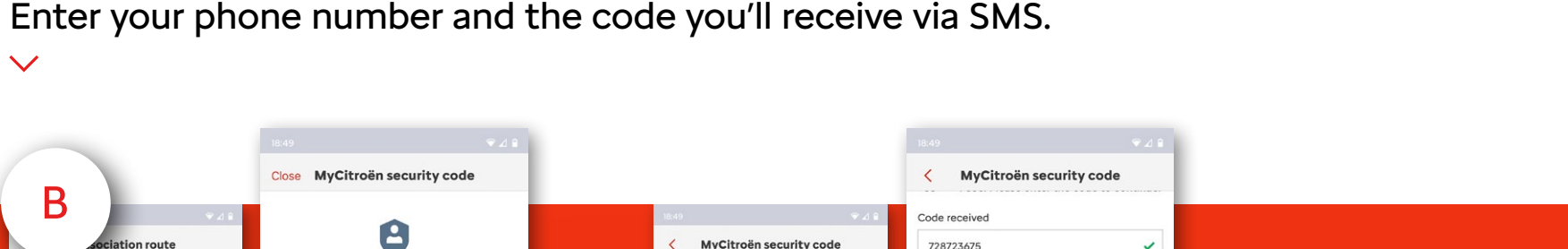
Follow these steps in the MyCitröen app. If you already paired your smartphone with your vehicle via bluetooth, skip this last step.

Go on board your vehicle and turn the engine on. Access the MyCitröen app.

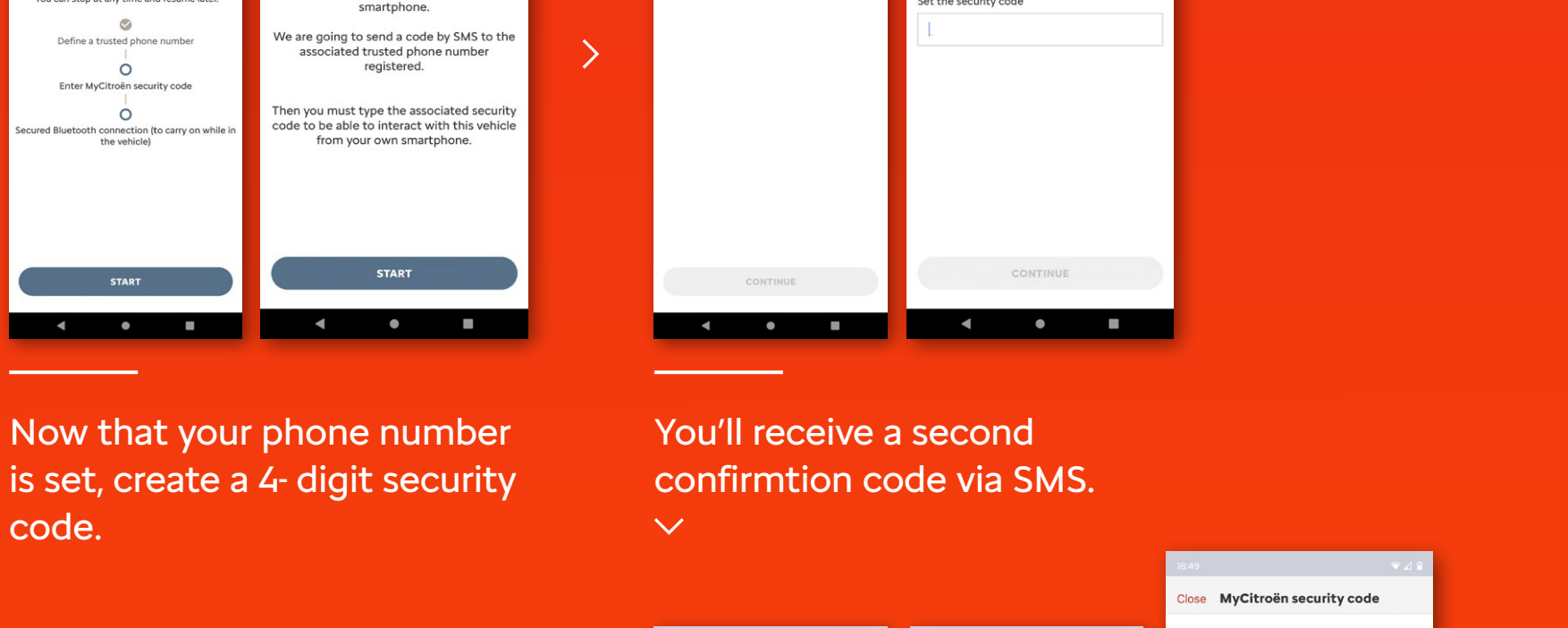


An in-app banner will ask you to perform 3 steps. Click on it.

Accept the Terms & Conditions and proceed.

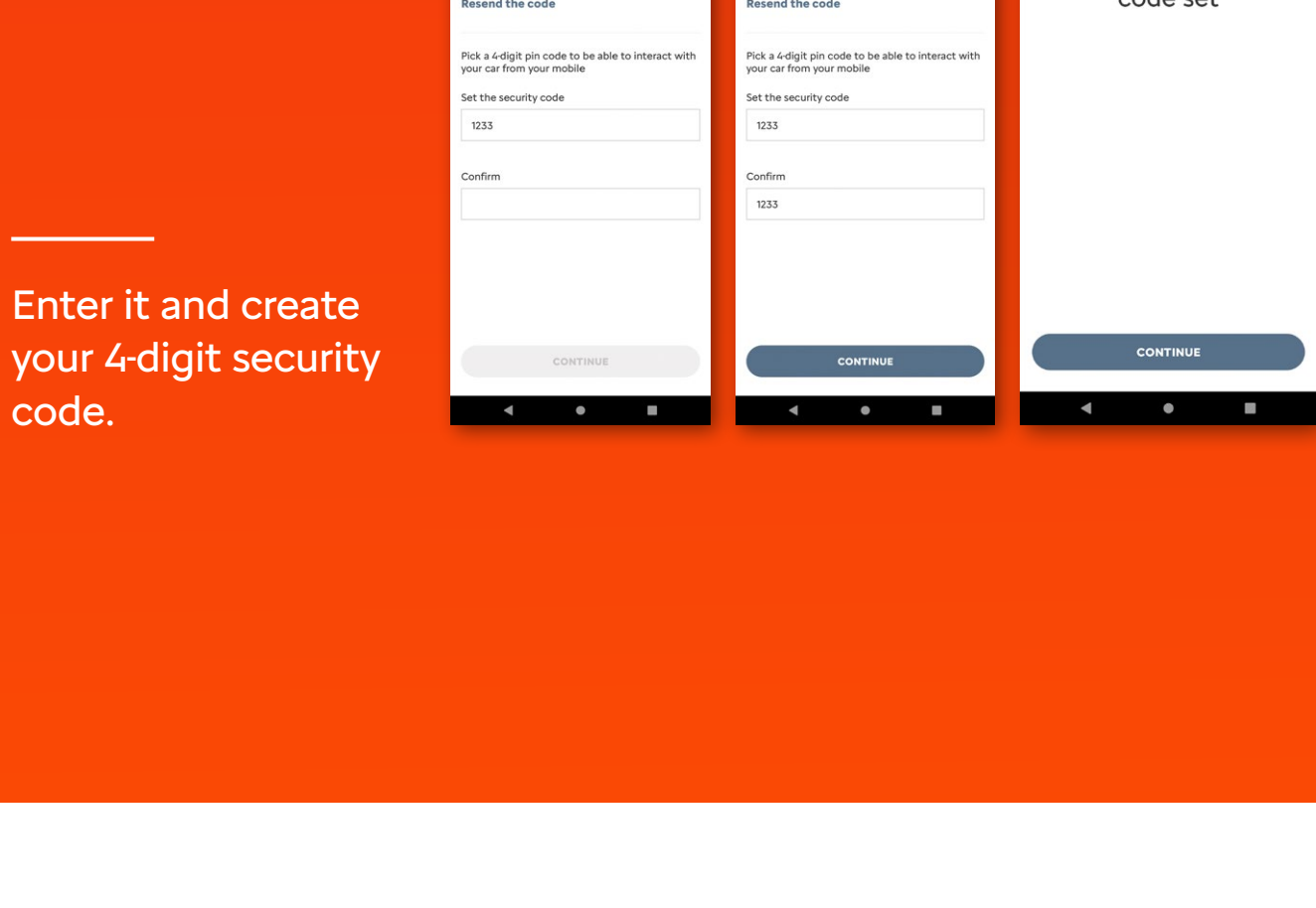


Enter your phone number and the code you'll receive via SMS.



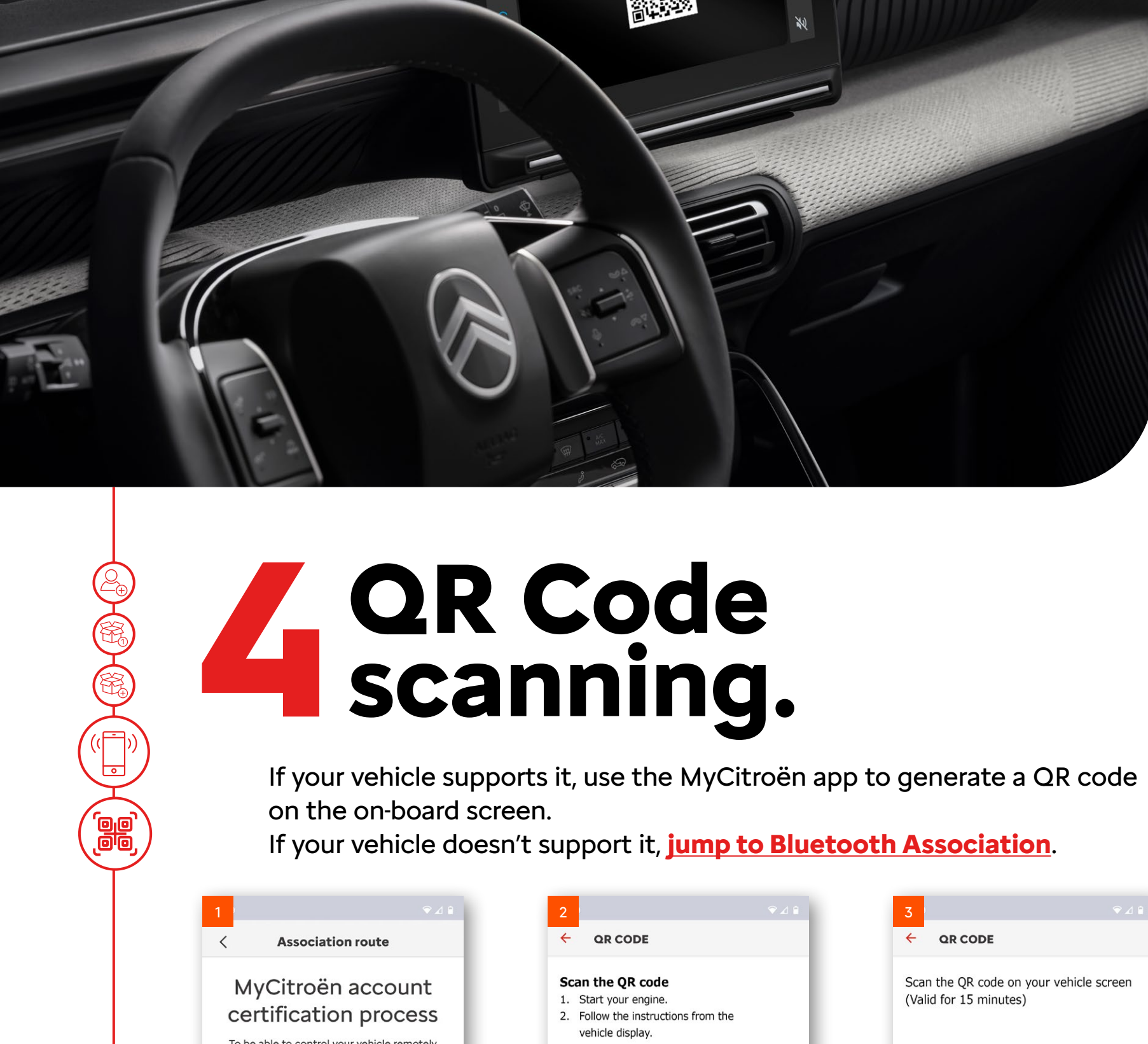
Now that your phone number is set, create a 4- digit security code.

You'll receive a second confirmation code via SMS.



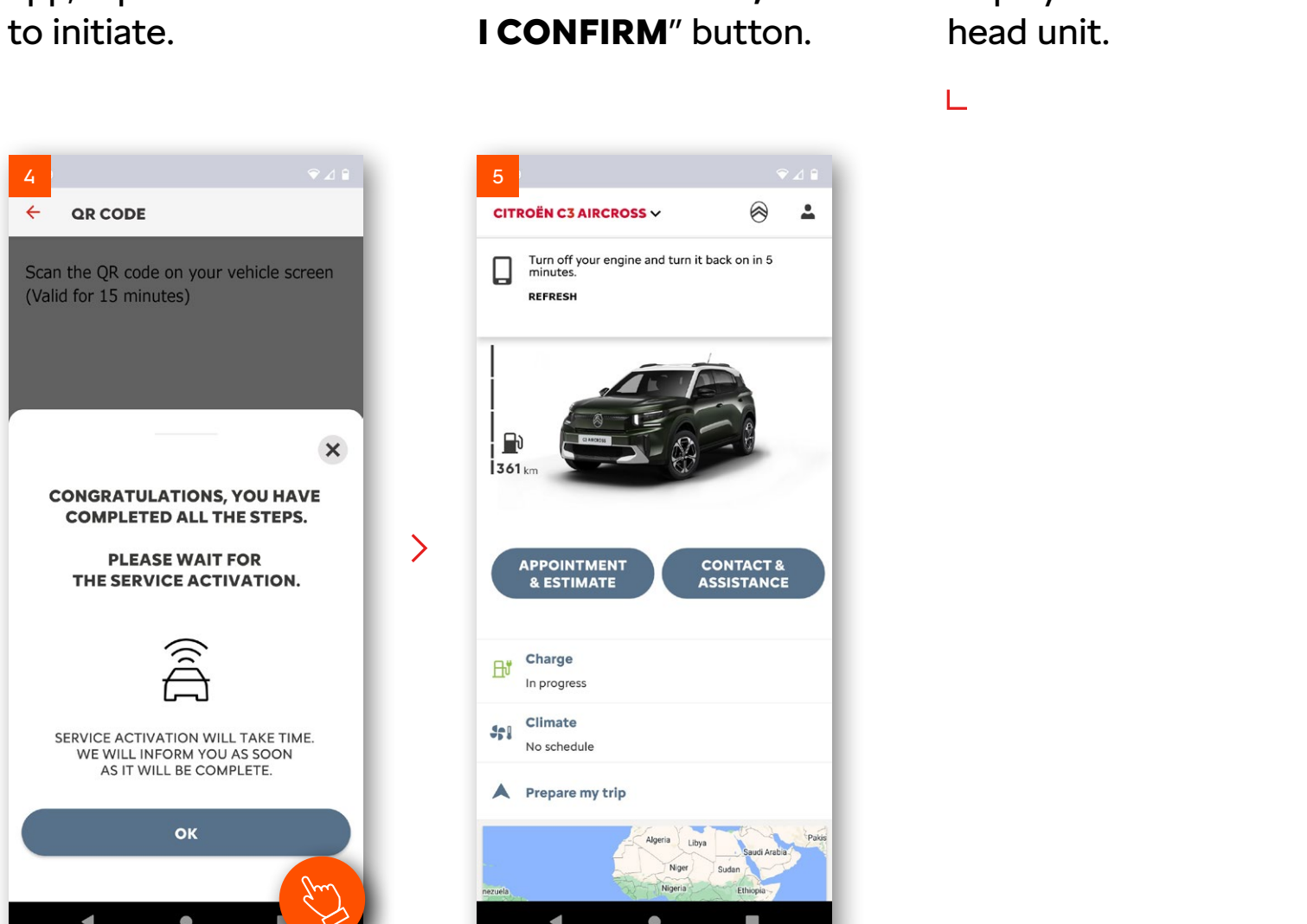
Enter it and create your 4-digit security code.

NOW, PERFORM THE LAST STEP ON BOARD.



4 QR Code scanning.

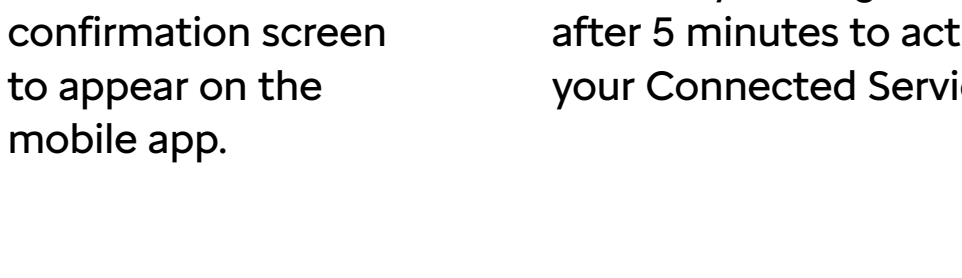
If your vehicle supports it, use the MyCitröen app to generate a QR code on the on-board screen. If your vehicle doesn't support it, [jump to Bluetooth Association](#).



On the MyCitröen app, tap "START" to initiate.

Then tap on the "CAR INITIATED, I CONFIRM" button.

Scan the QR code displayed on the head unit.



Wait for the confirmation screen to appear on the mobile app.

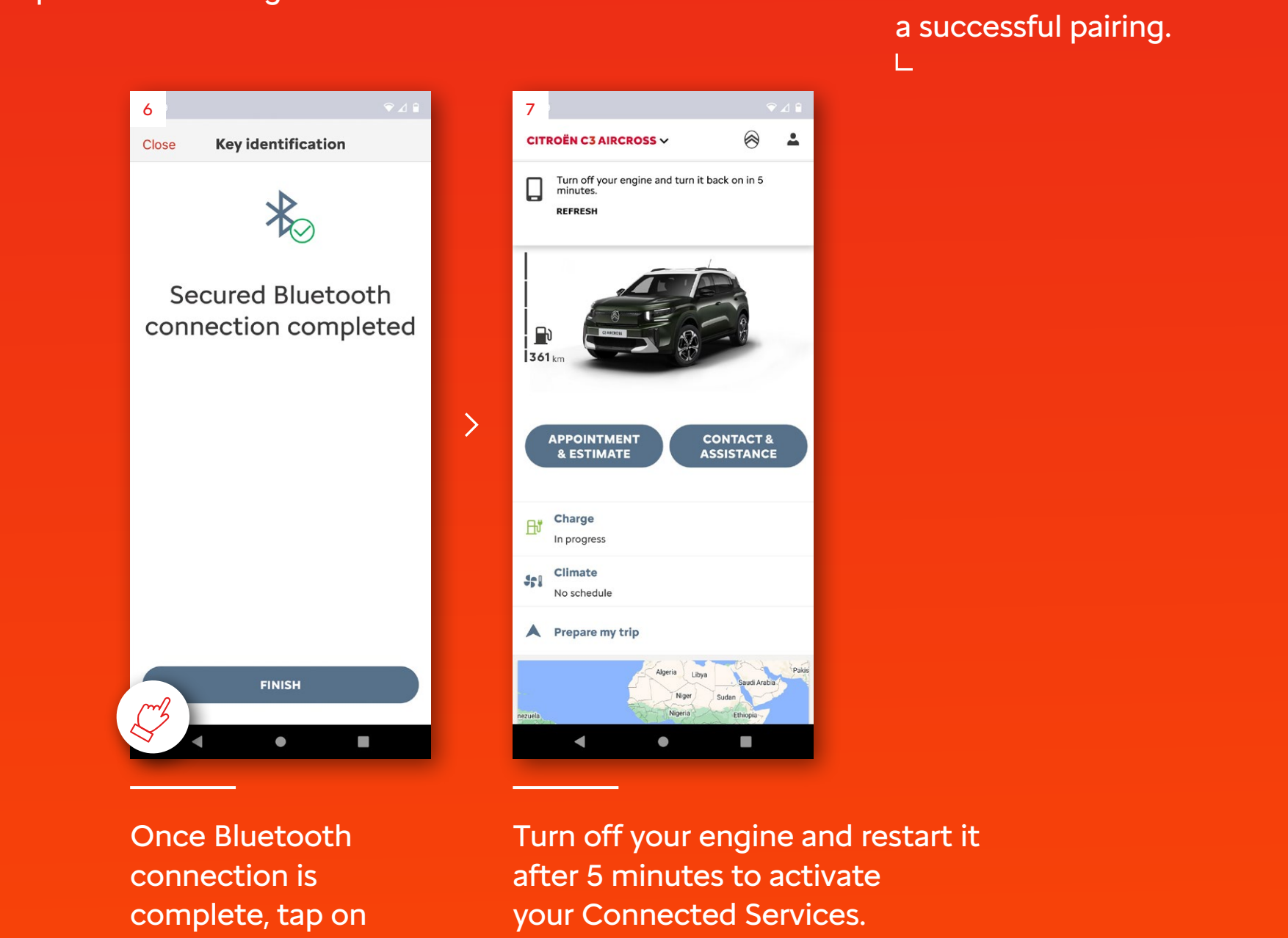
Turn off your engine and restart it after 5 minutes to activate your Connected Services.



4 Bluetooth.

Make sure bluetooth is active and visible on your phone.

Follow the procedure on your vehicle infotainment system to connect it with your phone.



On the MyCitröen app, tap "START" to begin.

Now tap on "PAIR".

Follow the in-app instructions to ensure a successful pairing.

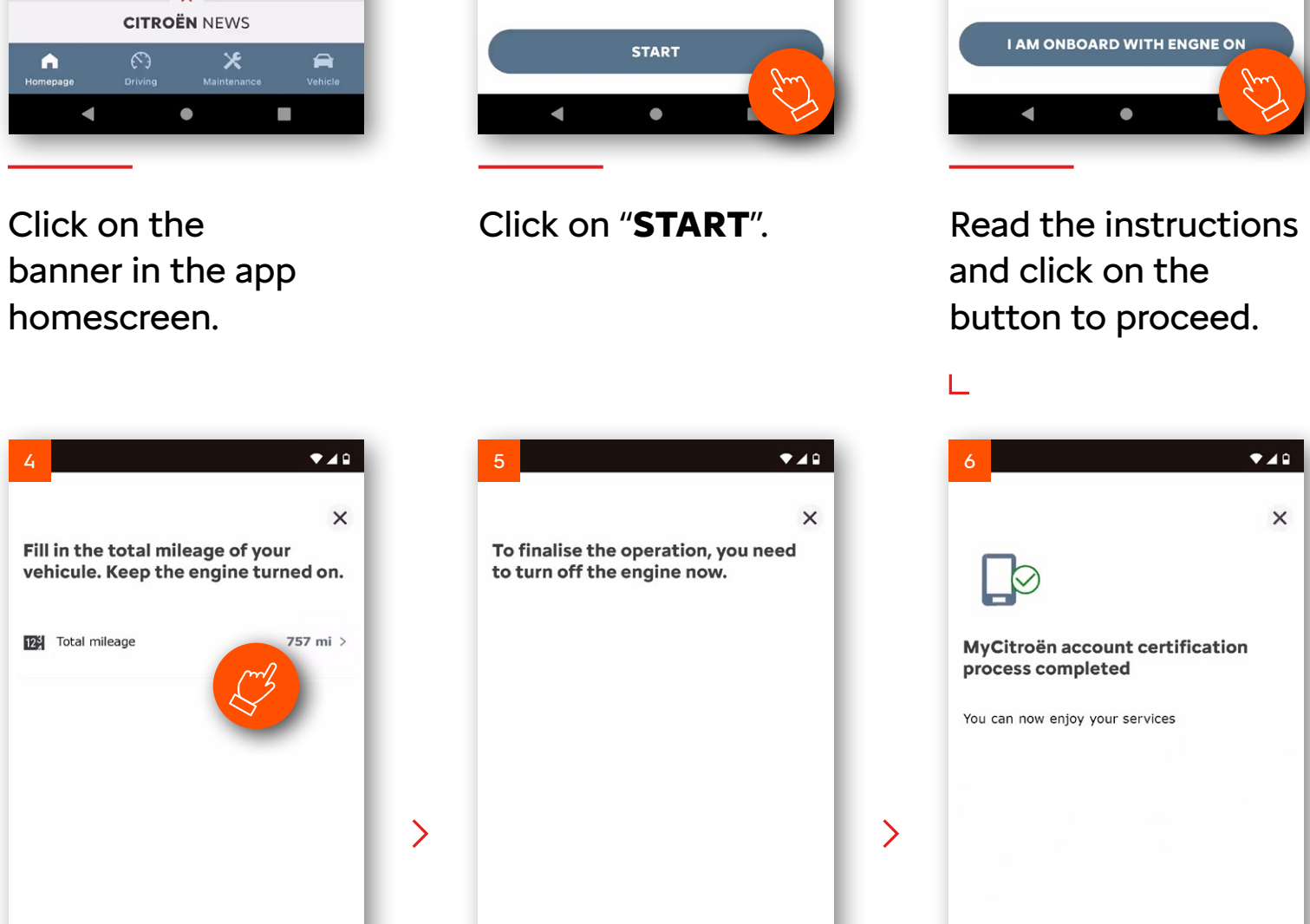


Once Bluetooth connection is complete, tap on "FINISH".

Turn off your engine and restart it after 5 minutes to activate your Connected Services.

Odometer Association.

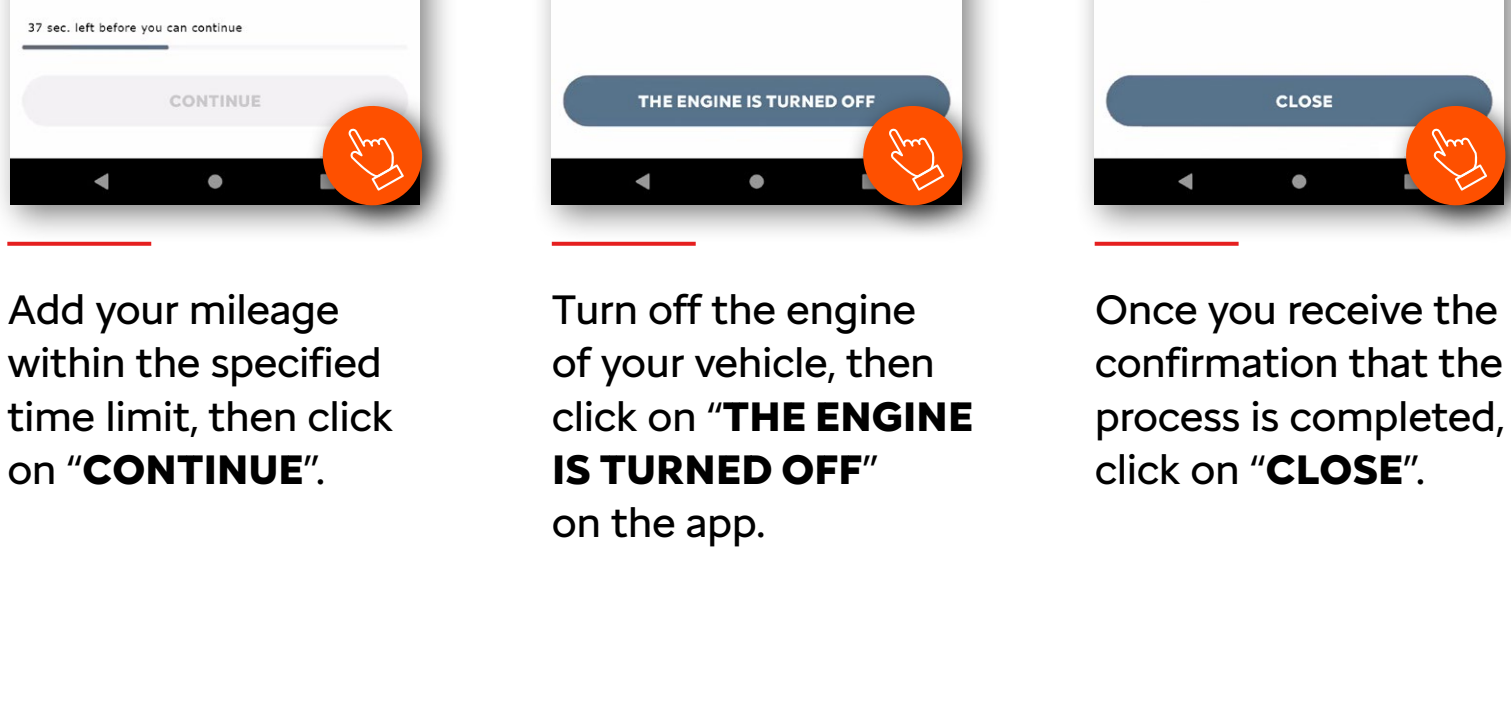
Instead of the bluetooth association, some vehicle models may require to **input your mileage** to connect your phone.



Click on the banner in the app homescreen.

Click on "START".

Read the instructions and click on the button to proceed.



Add your mileage within the specified time limit, then click on "CONTINUE".

Turn off the engine of your vehicle, then click on "THE ENGINE IS TURNED OFF" on the app.

Once you receive the confirmation that the process is completed, click on "CLOSE".

