



Movement that inspires

Kia Account - UVO Manuals and Troubleshooting Guides

Background

Kia Account / One ID is a project led by KME CQ and KME IT, aiming to provide one single account for multiple Kia services, including UVO.

Kia Account will be launched in UVO on 14.01.2021.

General Instructions:

Request related account arrived to UVO mailboxes will be forwarded to EU account mailbox kia-account@kia-uvo.eu until further update.

General Questions:

1. What is Kia Account?

A Kia Account is the personal account you use to access Kia services. It includes the information you use to sign in, as well as the basic contact information. With Kia Account you will be able to link all of your services / applications under one ID, represented by an email address and use it to login to.

2. What is the advantage of having a Kia Account?

Kia Account allows you to combine all your existing and future Kia's services under a single credential, eliminating the need to keep track of all your services credentials.

3. Which kind of information is necessary to create my Kia Account?

1. In order to create a Kia Account, please read and accept the contents of the Kia Account Terms of Use and Privacy Statement.
2. Upon registration, you will be asked to enter information such as your first name, last name, country and email address into a form.
3. You will need to provide a strong password and confirm by re-entering it. You will use this password to log in with your new Kia Account. The password will need to be at least 8 or max 20 characters long and contains a combination of small and capital letters, numbers and symbols.

At the end you will have 30 minutes to activate your account by clicking on the Activate Account link in received email from Kia Account on the email address you provided before.



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4. When is Kia Account available in UVO and what are the actions customers need to do?

Starting from 14.01.2021 Kia Account will be available in the UVO App for UVO users.

For UVO users with account created before 14.01.2021: customers have an option to UPGRADE account to Kia Account or SKIP the upgrade process and continue using UVO Account.

After the transition phase (till March 2021), UPGRADE ACCOUNT is required in order to continue using UVO.

For new users who would like to use UVO: simple create a Kia Account and continue with UVO registration.

For users who already have a Kia Account created using other Kia Applications available in the country (e.g. KiaCharge ...): log in with your KIA ACCOUNT and continue with UVO registration.



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Manuals for New Customers

New UVO customers

Create account will lead to Kia Account creation page

- If the user has already Kia Account (created by other Application e.g. KiaCharge).
- **KIA ACCOUNT LOGIN** button will lead to the Log in page of Kia Account.

- Step 1: Log In Page
- Step 2: Kia Account Registration
- Step 3: Email verification
- Step 4: Allow access of Privacy items
- Step 5: Log in to Kia Account
- Step 6: Find UVO Account or Continue with UVO registration
- Find Current UVO Email (only if customer has UVO account already)
 - Step 7a: Find Current UVO Email and Upgrade it
 - Step 8a: Back to Login -> Kia Account Login → Authorized to UVO
- Continue UVO registration (new customers)
 - Step 7b: Accept UVO App Terms of Use and Privacy Notice
 - Step 8b: Set Date of birth, Set Password
 - Step 9b: Verify phone number (verification code sent to our phone, enter the code)
 - Step 10b: Set PIN

NOTE: Log in with KIA ACCOUNT



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Step 1: Log In Page

Click Create account → lead to Kia Account environment

The image shows the Kia Account login page. It features the Kia logo at the top. Below it, there's a section for signing in with email, with fields for 'Email address' and 'Password'. A dark blue button labeled 'CURRENT ACCOUNT LOGIN' is below these fields. Underneath, there's a link for 'Did you forget your email or password?' and a link for 'Have no account yet? Create account >'. Below this is another dark blue button labeled 'KIA ACCOUNT LOGIN'. At the bottom, there's a language selector set to 'English' and a copyright notice: 'COPYRIGHT © KIA MOTORS CORP. ALL RIGHTS RESERVED.'

Step 2: Kia Account Registration

- Accept Kia Account Terms of Use and read Privacy Notice
- Fill in customer information including Email address, First Name, Last Name
- Country is set based on the country used in existing UVO Account
- Set a Password
- SIGN UP

The image shows the 'Terms of Use and Privacy Notice' page. It features the Kia logo and the title 'KIA ACCOUNT'. Below it, there's a section for 'Terms of Use and Privacy Notice'. The 'Terms of Use' section includes an 'Introduction' and a list of services. The 'Privacy Notice' section includes a 'Controller' section and a 'Contact Details' section. At the bottom, there's a list of contact numbers for different countries: Belgium, France, United Kingdom, Germany, and Sweden.

The image shows the 'Privacy Notice' page. It features the title 'Privacy Notice - KIA Account'. Below it, there's a section for 'Privacy Notice' which includes a 'Controller' section and a 'Contact Details' section. At the bottom, there's a section for 'Accept' with a red box around the 'ACCEPT' button. Below the button, there's a copyright notice: '© 2020 KIA MOTORS Europe GmbH' and a link for 'Legal Notice Terms of use & Privacy notice'.

The image shows the 'Kia Account' registration form. It features the Kia logo and the title 'KIA ACCOUNT'. Below it, there's a section for 'Create your Kia Account - (HAAE Stage)'. The form includes fields for 'Email', 'First name', 'Last name', 'Country', 'Password', and 'Confirm password'. At the bottom, there's a 'SIGN UP' button.



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Step 3: Email verification

Email verification is sent to the entered address.

Enter the code in the verification email to the App screen

10:50

KIA
KIA ACCOUNT

Verification Email

A verification code has been sent to your e-mail. Check the code in your mailbox and enter it in the input box below.

Four empty boxes for entering the verification code.

[Back to Login](#)

VERIFY >

RE-SEND VERIFICATION CODE >

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KIA

Kia Account - (HAEE Stage)

Kia Account - (HAEE Stage) Verification Code

Use the below code to continue your verification process

Verification Code : 8667

For any questions contact us at kia-account@kia-uvo.eu
Your Kia Team

Kia UVO Connected GmbH
Theodor-Heuss-Allee 11
60486 Frankfurt, Germany
Email: info@kia-uvo.eu
Phone: +44 3332022990

EMAIL VERIFICATION SENT

Step 4: Allow access of Privacy items

Allow → directed back to LOGIN page

KIA
KIA ACCOUNT

Allow access

UVO (STG) - ccsp would like to access the following information, provided this is available in your Kia Account - (HAEE Stage)

Phone number

User profile

Email address

You can revoke this access anytime with future effect in your Kia Account - (HAEE Stage) Portal.

ALLOW >

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KIA

* Sign in with email

Email address

Password

CURRENT ACCOUNT LOGIN

Did you forget your email or password?
Have no account yet? [Create account](#) >

KIA ACCOUNT LOGIN

English

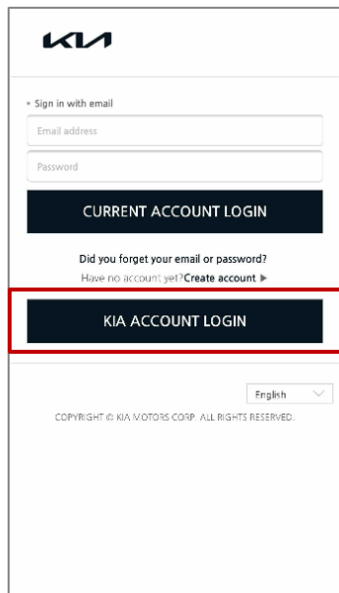
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KIA ACCOUNT is created.



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Step 5: Log in to Kia Account



Sign in with email

Email address

Password

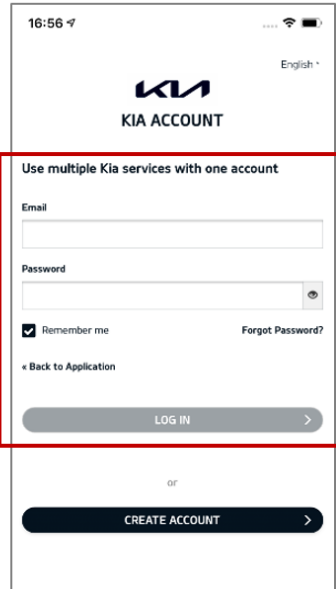
CURRENT ACCOUNT LOGIN

Did you forget your email or password?
Have no account yet? [Create account](#)

KIA ACCOUNT LOGIN

English

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16:56

English

KIA ACCOUNT

Use multiple Kia services with one account

Email

Password

☒ Remember me [Forgot Password?](#)

[Back to Application](#)

LOG IN

OR

CREATE ACCOUNT

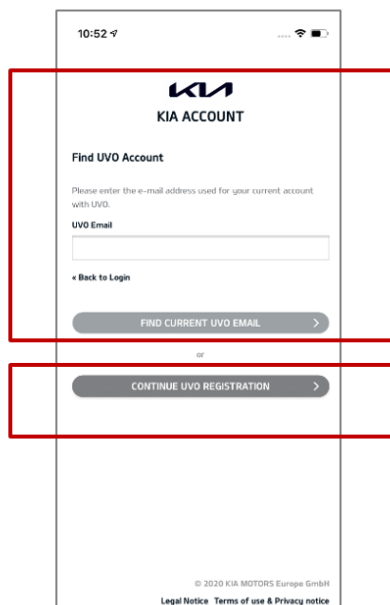
- Click KIA ACCOUNT LOGIN
- Enter Kia Account credentials

Step 6: Find UVO Account or Continue with UVO registration

After logging in, you will find the page FIND UVO ACCOUNT

if you have a UVO account created before, use this button to find and verify your UVO email.
Email verification will be sent to UVO Email with a

If you don't have UVO account → Click CONTINUE UVO REGISTRATION



10:52

KIA ACCOUNT

Find UVO Account

Please enter the e-mail address used for your current account with UVO.

UVO Email

[Back to Login](#)

FIND CURRENT UVO EMAIL

CONTINUE UVO REGISTRATION

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Click **Find Current UVO Email** if you have a UVO account already created before 14.01.2021 (continue with **Step 7a-8a**).



Click **Continue with UVO registration** if you don't have UVO account yet (continue with **Step 7b-10b**).



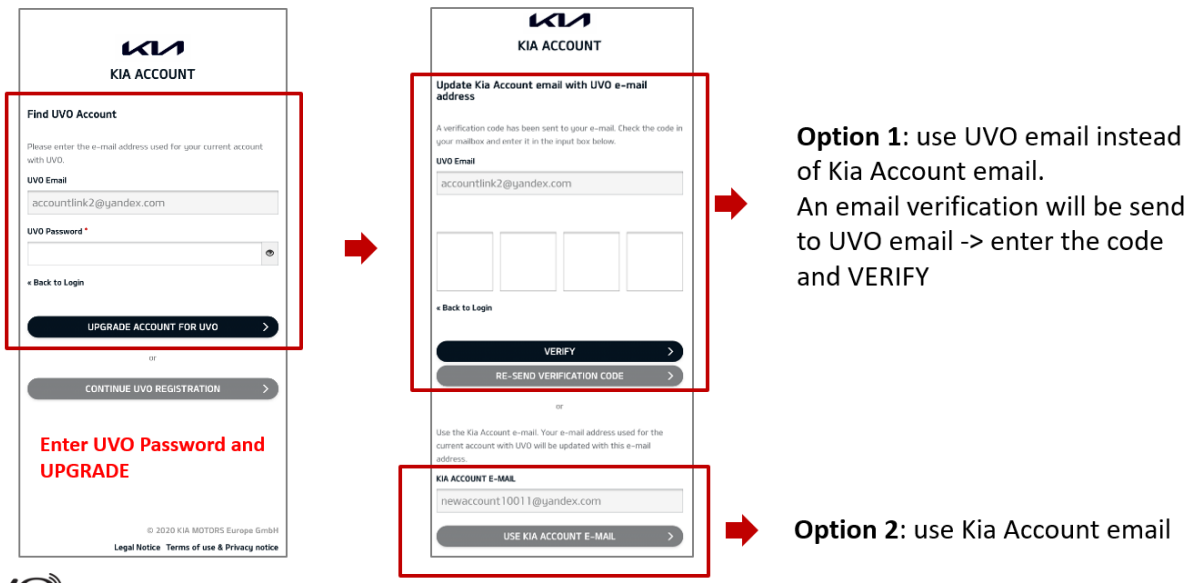
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Find Current UVO Email (only if customer has UVO account already)

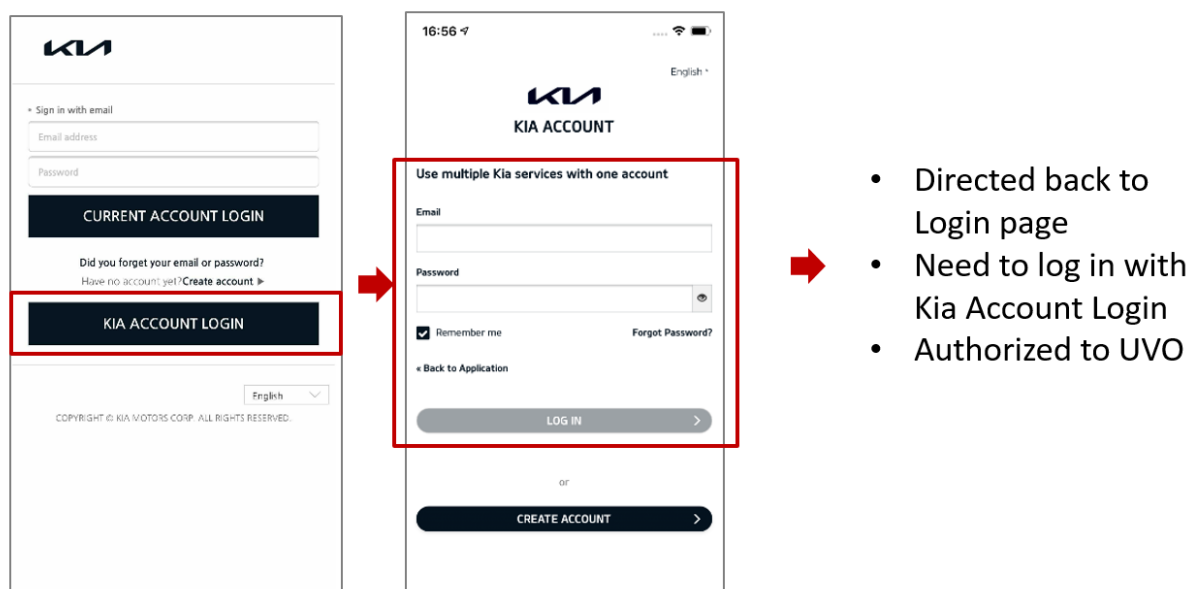
Step 7a: Find Current UVO Email and Upgrade it

If you have a UVO account already, you can find it and verify.

A code will be sent to the UVO Email. Two options are possible as below.



Step 8a: Back to Login -> Kia Account Login → Authorized to UVO





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Continue UVO registration (new customers)

Step 7b: Accept UVO App Terms of Use and Privacy Notice

Step 8b: Set Date of birth, Set Password

Step 9b: Verify phone number (verification code sent to our phone, enter the code)

Step 10b: Set PIN

→ **Completed, logged in to UVO App.**

The screenshots show the following steps:

- 7b: Create UVO Account** - Accepting terms and conditions.
- 8b: Create a new account** - Entering email address, password, name, and date of birth.
- 9b: Mobile number verification** - Entering mobile number and verification code.
- 10b: Set up your PIN** - Creating a 4-digit PIN.

→ **Completed / Logged in UVO**

NOTE: Log in with KIA ACCOUNT

The first screenshot shows the login screen with the text "CANNOT USE THIS" overlaid on the email and password fields. The "KIA ACCOUNT LOGIN" button is highlighted with a red box. A red arrow points to the second screenshot.

The second screenshot shows the KIA ACCOUNT login screen with the following elements:

- Time: 16:56
- Language: English
- Header: KIA ACCOUNT
- Text: Use multiple Kia services with one account
- Fields: Email, Password
- Options: Remember me, Forget Password?
- Buttons: LOG IN, CREATE ACCOUNT

Always make sure customers with new KIA ACCOUNT use the button **KIA ACCOUNT LOGIN** after the Upgrade.



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Manuals for Existing Customers - UPGRADE process

Note

If customers stay logged in with the App → no impact at the moment

If customers log out or try to log in using a different device, they will see the new Login page in the UVO App.

- Step 1: Login page
- Step 2: UPGRADE message
- Step 3: Create a New Kia Account or Link with Kia Account
- Create a new Kia Account
 - Step 4a : Enter Kia Account Registration Process
 - Step 5a: Create New Kia Account - Email verification
 - Step 6a: Create New Kia Account - Allow access of Privacy items
- Link with Kia Account
 - Step 4b: Link with Kia Account – Log in to Kia Account
 - Step 5b: Link with Kia Account – Update email
 - Step 6b: Link with Kia Account - Allow access of Privacy items

NOTE: Login after the UPGRADE



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Step 1: Login page

CURRENT ACCOUNT LOGIN is dedicated for UVO users which account created before Kia Account launch on 14.01.2021

The screenshot shows the Kia login interface. At the top is the Kia logo. Below it, there's a section for signing in with email. A red rectangular box highlights the text "Use this if you have UVO account created before 14.01.2021" and the "CURRENT ACCOUNT LOGIN" button. Below this box, there's a link for "Did you forget your email or password?" and a "Create account" link. Further down is the "KIA ACCOUNT LOGIN" button. At the bottom, there's a language selector set to "English" and a copyright notice for Kia Motors Corp.

Step 2: UPGRADE message

- Optional for now - CANCEL button will skip the process and logs customers in using the old UVO account
- UPGRADE button will start the UPGRADE process to Kia Account

This screenshot shows the same login page as before, but with an overlay message. The message box contains the text: "Please upgrade your current account to the new KIA account." followed by "The system will be updated to the KIA account portal, which will allow you to use multiple KIA services with one single account. Please upgrade your current account to the new KIA account to continue accessing the UVO app." At the bottom of the message box are two buttons: "CANCEL" and "UPGRADE". The background login form is dimmed.

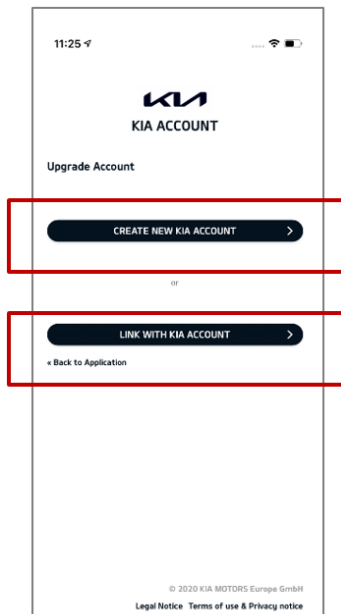


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Step 3: Create a New Kia Account or Link with Kia Account

→ Click **Create New Kia Account** if you don't have Kia Account yet (continue with **Step 4a-6a**).

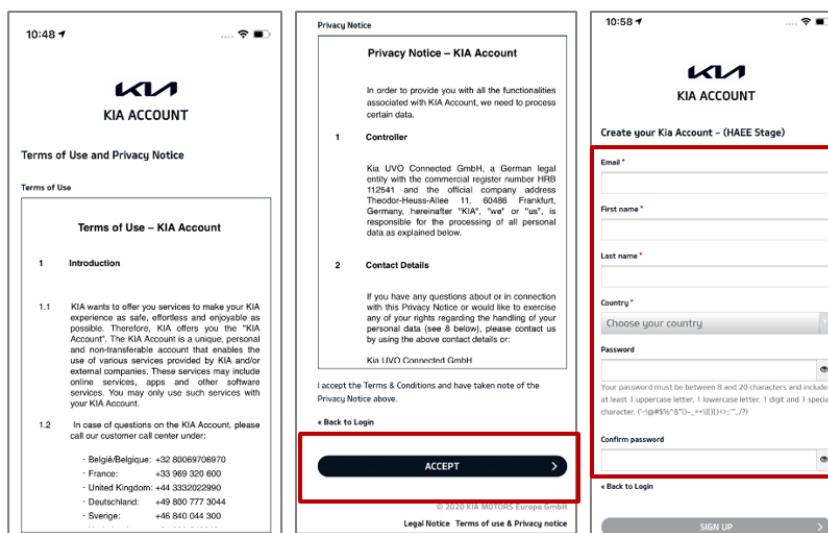
→ Click **Link with Kia Account** in case you have already a Kia Account e.g. created via Kia Charge (continue with **Step 4b-6b**).



Create a new Kia Account

Step 4a: Enter Kia Account Registration Process

- Accept Kia Account Terms of Use and read Privacy Notice
- Fill in customer information including Email address, First Name, Last Name
- Country is set based on the country used in existing UVO Account
- Set a Password
- SIGN UP





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Step 5a: Create New Kia Account - Email verification

Email verification is sent to the entered address. Enter the code in the verification email to the App screen.

10:50

KIA ACCOUNT

Verification Email

A verification code has been sent to your e-mail. Check the code in your mailbox and enter it in the input box below.

← Back to Login

VERIFY >

RE-SEND VERIFICATION CODE >

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Kia Account - (HAEE Stage)

Kia Account - (HAEE Stage) Verification Code

Use the below code to continue your verification process

Verification Code : 8667

For any questions contact us at kia-account@kia-uvo.eu
Your Kia Team

Kia UVO Connected GmbH
Theodor-Heuss-Allee 11
60486 Frankfurt, Germany
Email: info@kia-uvo.eu
Phone: +44 3332022990

EMAIL VERIFICATION SENT

Step 6a: Create New Kia Account - Allow access of Privacy items

Allow → Finish UPGRADE Process → Customer is logged in

KIA ACCOUNT

Allow access

UVO (STG) - ccsp would like to access the following information, provided this is available in your Kia Account - (HAEE Stage)

Phone number

User profile

Email address

You can revoke this access anytime with future effect in your Kia Account - (HAEE Stage) Portal.

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Link with Kia Account

Step 4b: Link with Kia Account – Log in to Kia Account

- If you have a Kia Account created with other application e.g. KiaCharge and chose Link with Kia Account at Step 3 -> You will be directed to the Kia Account log in page
- Please log in with the existing Kia Account credentials

English

KIA ACCOUNT

LINK WITH KIA ACCOUNT

Email
accountupgrade1@yandex.com ✓

Password

☒ Remember me [Forgot Password?](#)

[« Back to Application](#)

LOG IN >

or

CREATE ACCOUNT >

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Step 5b: Link with Kia Account – Update email

KIA ACCOUNT

Update Kia Account email with UVO e-mail address

A verification code has been sent to your e-mail. Check the code in your mailbox and enter it in the input box below.

UVO Email
accountupgrade2@yandex.com

[« Back to Login](#)

VERIFY >

RE-SEND VERIFICATION CODE >

or

Use the Kia Account e-mail. Your e-mail address used for the current account with UVO will be updated with this e-mail address.

KIA ACCOUNT E-MAIL
kiaaccountlink@yandex.com

USE KIA ACCOUNT E-MAIL >



Option 1: use UVO email instead of Kia Account email.

An email verification will be send to UVO email -> enter the code and VERIFY



Option 2: use Kia Account email



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Step 6b: Link with Kia Account - Allow access of Privacy items

Allow → Finish UPGRADE Process → Customer is logged in

The screen displays the Kia logo and 'KIA ACCOUNT' header. Below is the 'Allow access' section, which states: 'UVO (STG) - ccsp would like to access the following information, provided this is available in your Kia Account - (HAE Stage)'. It lists three items: 'Phone number', 'User profile', and 'Email address', each with a corresponding input field. A note at the bottom says: 'You can revoke this access anytime with future effect in your Kia Account - (HAE Stage) Portal.' At the bottom of the screen, there is a red rectangular box highlighting a dark button with the text 'ALLOW' and a right-pointing arrow. Below the button, the footer contains '© 2020 KIA MOTORS Europe GmbH' and links for 'Legal Notice', 'Terms of use & Privacy notice'.

NOTE: Login after the UPGRADE

The diagram illustrates the login process after an upgrade. On the left, a login screen is shown with a red box around the 'KIA ACCOUNT LOGIN' button. A red arrow points from this button to the right, where a detailed login screen is shown. The left screen has the Kia logo, a 'Sign in with email' section with fields for 'Email address' and 'Password' (with a red 'CANNOT USE THIS' overlay), a 'CURRENT ACCOUNT LOGIN' button, a 'Did you forget your email or password?' section with a 'Create account' link, and a 'KIA ACCOUNT LOGIN' button highlighted by a red box. The right screen shows the 'KIA ACCOUNT' header, a 'Use multiple Kia services with one account' message, and input fields for 'Email' and 'Password'. It includes a 'Remember me' checkbox, a 'Forgot Password?' link, a 'Back to Application' link, and 'LOG IN' and 'CREATE ACCOUNT' buttons at the bottom.

Always make sure customers use the button **KIA ACCOUNT LOGIN** after the Upgrade.