

FDRS Log In Guide



1. Download and install the FDRS software from the MotorcraftService.com website if you have not already done so
2. Upon launching the software you will see the following log in screen

The screenshot shows the FDRS Log In window. At the top left is the Ford logo and text: 'Ford Diagnosis and Repair System © 2017-2018 FORD MOTOR COMPANY'. The main title is 'Log In'. Below it is a instruction: 'Select the appropriate User Type and then enter your existing ETIS, PTS or Motorcraft Service User ID and Password.' There are three input fields: 'User Type' with a dropdown menu showing 'Non-Dealer Motorcraft', 'User ID', and 'Password'. Below these fields are several buttons: 'License' (orange), 'Network Settings', 'Network Diagnostics', 'Language', 'Log In' (green), and 'Cancel'. Below the buttons is a large white area with the text 'Searching...' and a vertical scrollbar on the right. At the bottom of the window, there is a status bar with 'FDRS 21.5.8' on the left and 'Not Connected: Click the icon to connect.' followed by three small icons on the right.

3. Select the correct User Type (Non-Dealer Motorcraft) and enter the User ID and Password you created on the Motorcraft Service website. If you have not yet created a Free Motorcraft Service login please continue with steps 4 through 9.
4. To create a Motorcraft Service log in click the Log In link in the upper right corner of the MotorcraftService.com homepage (shown below)



Click Log In button to go to Secure Login Page.

[Log In](#)

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5. Click the Register link in the lower left corner to create a new account (shown below)

Log In

* User Name

* Password

Remember me?

☐

Security Check

Type the characters you see in the picture below



[Refresh](#)

Letters are not case-sensitive

[Submit](#)

[Forgot Password?](#) click here to reset your password.

[Register](#) if you don't have an account.

6. Complete all of the required fields (shown below)

Register

Create a New Account

* User Name

* First Name

* Last Name

Country

* Email

* User Type

* Password

* Confirm Password

* Required Fields

7. Agree to the terms and conditions and then click the Submit button at the bottom of the page (shown below)

Collection and Use of Personal Information

When you visit www.motorcraftservice.com we will not collect any additional personal information about you unless you provide it to us voluntarily. Personal data includes information that is particular to you such as name, street address, telephone number, email address, country and user type. If you opt not to provide us with personal information you can still access our website, however you may be unable to subscribe to web-based technical service information and training.

Our primary goal in collecting personal information from you when you visit www.motorcraftservice.com is to provide you the functionality and services that you need to have a meaningful and customized experience while using the site features.

☒ I agree ☐ I do not agree

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www.motorcraftservice.com does not share, sell, or rent personally identifiable information with independent companies for their own use without providing you a choice.

Personal information that you provide to us in the course of using our site features or requesting a product or service through this website may be gathered and stored in one or more of our corporate databases.

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Processing of Personal Data – Consent to Provision of Personal Data Across Country Borders

By visiting this site and by providing your personally identifiable information to us, you understand and consent to the collection, use, processing, transfer, and disclosure of your personally identifiable and non-personally identifiable information globally --- including to the United States - in accordance with this Privacy Statement. Therefore, by visiting this site and by providing such information, you consent to the transfer of such information across country borders, and to the use, processing, and disclosure of such information in global locations. Your consent shall be deemed to include your consent to transfer of the personally identifiable or non-personally identifiable information to locations that may have different levels of privacy protection than in your own country.

☒ I agree ☐ I do not agree

☒ I certify that I have read and agree to the site terms and privacy statement.

Submit

8. You should be redirected back to the Motorcraft Service login screen with a banner at the top saying Success! (shown below)

Success! User have been created successfully!!

Log In

* User Name

* Password

Remember me? ☐

Security Check

Type the characters you see in the picture below



[Refresh](#)

Letters are not case-sensitive

[Submit](#)

[Forgot Password?](#) click here to reset your password.

[Register](#) if you don't have an account.

9. Now launch the FDRS software and return to step 2 in this FDRS Log In Guide.