



Detailed Installation Guide

ShopOps is a human resource, process management, and organizational system. As an easy to use web-based application, focused on the infrastructure of your business. ShopOps represents a revolution for some and a missing tool for others.



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Overview:

Assured Performance ShopOps: Exclusive Benefit for Certified Repairers

ShopOps* is the electronic business "tool box" filled with key features that help organize, improve, and manage your body shop business operations. Assured Performance's "**ShopOps**" and the electronic tool-set included are provided as exclusive benefit of Assured Performance Certification. ShopOps was designed around the key components of the Certified Collision Repair Provider business operations and the OE-CRP Model including:

- Certification management,
- Quality assurance,
- Data management,
- Business process and procedures,
- Customer relationship management,
- eMarketing and Certified promotional tools,
- Business development, and
- Rebate rewards.

***NOTE: ShopOps is cloud-based, password protected, and accessible through any desktop or mobile device.**

ShopOps is totally unique within the collision repair industry and includes hundreds of innovative features that are not available anywhere else. Combined, they give Certified Collision Care Providers a distinct competitive advantage in their marketplace. It is key to adopting and adapting to the new OE - CRP Model and evolving beyond the old DRP model. ShopOps currently features several major tools categorized under the applications tabs. More features, functions, and content will be added over time.

NOTE: ShopOps incorporates and replaces many of the existing feature functionality of "certifymyshop.com," "Members Only," and other sites into a single, secure application available at your fingertips. The login credentials you need to access your new "ShopOps" application are the same as you have used to log-in in the past. If you need assistance with login information to start using your new ShopOps, just call your Account Manager or one of our IT specialist. We can provide you with a temporary password sent to the e-mail address.



Download Installer

To download the ShopOps Windows Application, please access Google Chrome, then use the following instructions:

- Navigate to assuredperformance.net
 - Hover over "Services"
 - Under Business Improvement click "ShopOps"
 - Click Download ShopOps Now
 - *See figure 1.1 for reference*

Figure 1.1.A

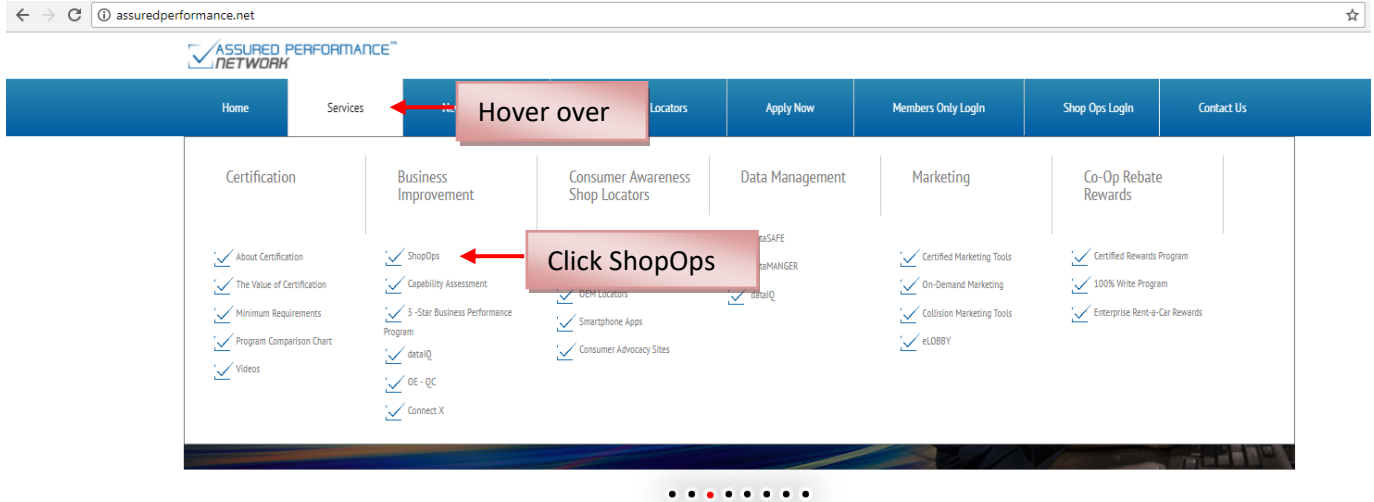
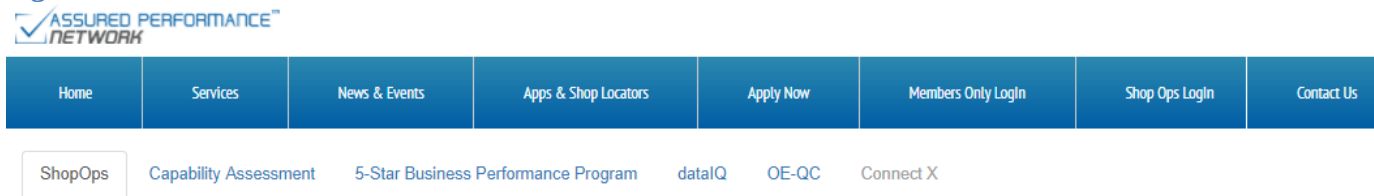


Figure 1.1.B



ShopOps is a human resource, process management and organizational system. As an easy to use web-based application, focused on the infrastructure of your business (filling the voids), ShopOps represents a revolution for some and a missing tool for others.

ShopOps addresses several critically functional areas in your shop including:

- ✓ Customer Relations Management
- ✓ Process Management
- ✓ Checklists, Company Forms, Job Descriptions
- ✓ Collision Care Marketing
- ✓ Quality Assurance
- ✓ Human Resources Management
- ✓ Training and Development
- ✓ Business Improvement
- ✓ Benchmark Comparison
- ✓ Financial Forecasting

ShopOps addresses the neglected aspects of your business that are paramount to achieving the highest levels of success. Additionally, ShopOps provides a portal to manage and maintain all of the resources related to OEM Certification, Rebate Rewards, and leveraging all of the OEM tools provided as exclusive benefit of Assured Performance Certification.

ShopOps includes hundreds of innovative features making it the most comprehensive small business management tool offered today. ShopOps is cloud-based, password protected and accessible through any desktop or mobile device.



[DOWNLOAD SHOPOPS NOW](#)

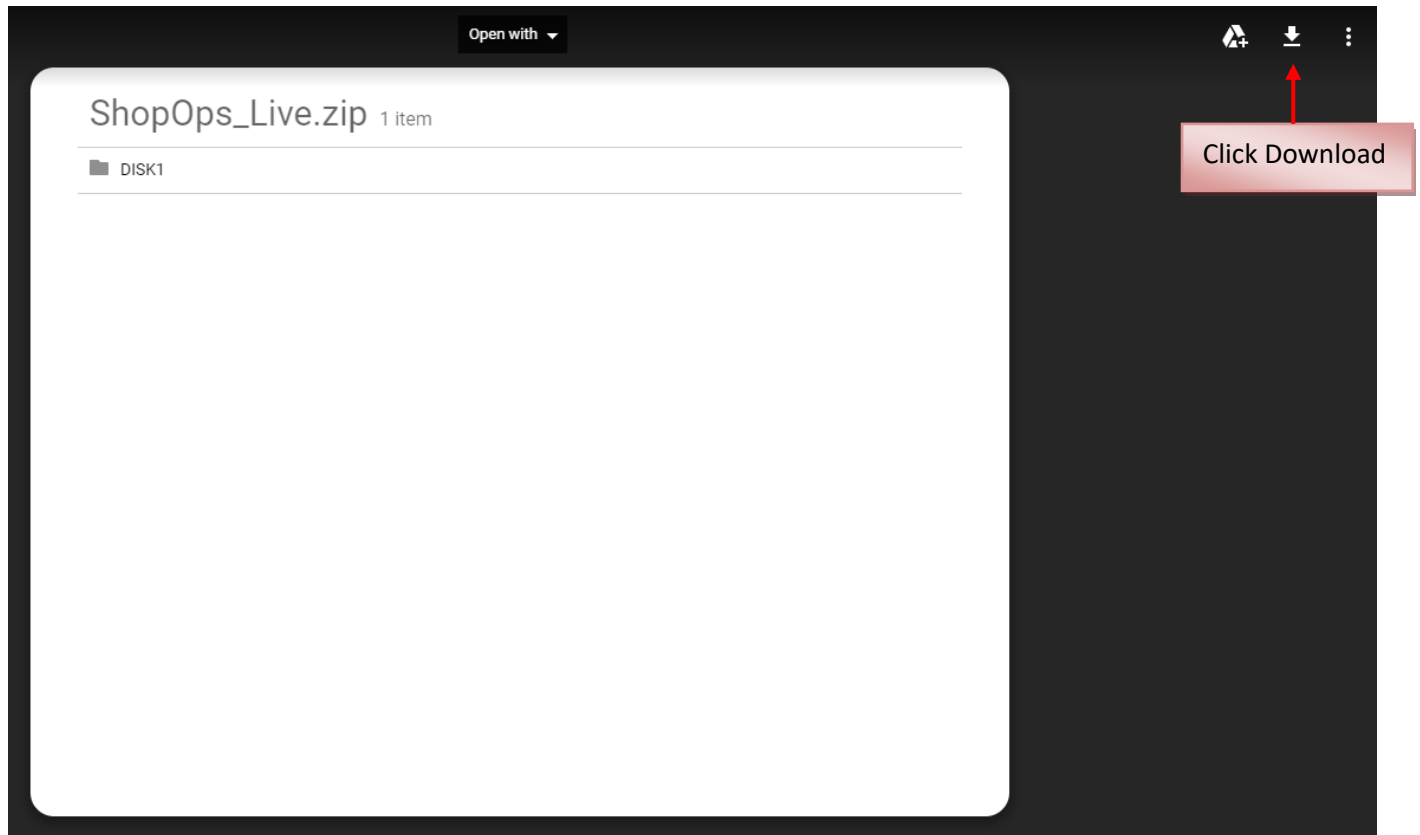
Click Download ShopOps Now

[APPLY NOW](#)



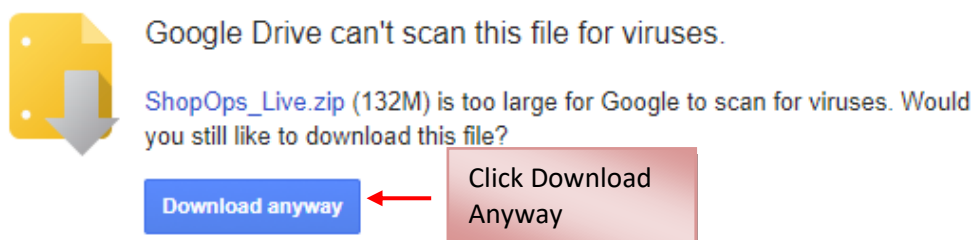
- A new tab in Chrome will appear, click **Download** on the top right of the screen.
 - *See figure 1.2 for reference*

Figure 1.2



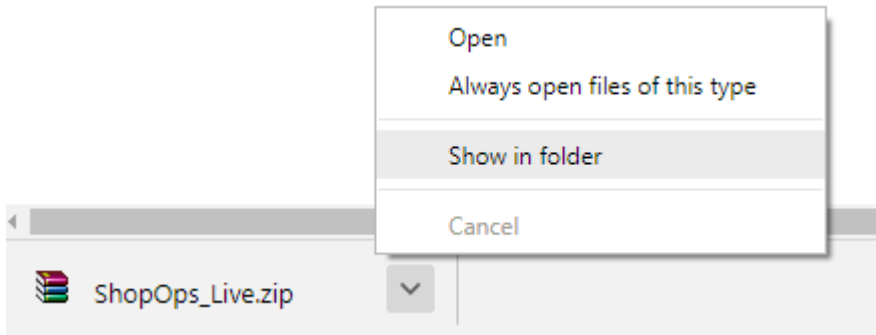
- *Note: another notification may pop up saying the file cannot be scanned due to size. In this instance, click **Download Anyway***
- *See figure 1.3 for reference*

Figure 1.3



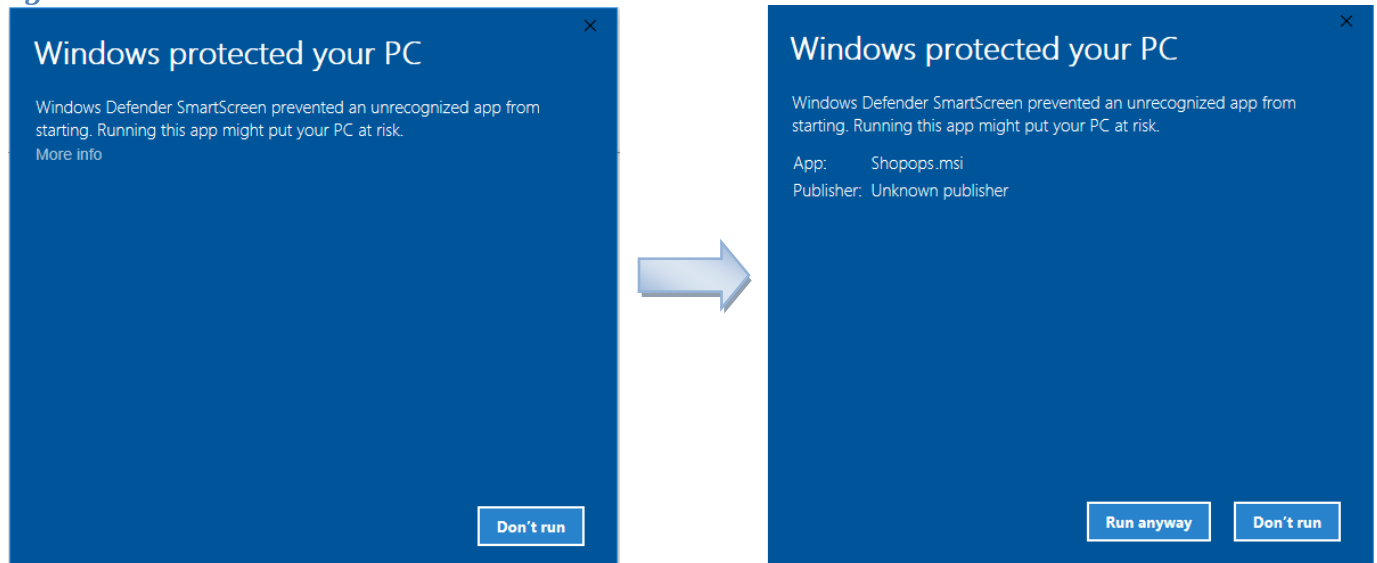
- Once allowed, click **ShopOps_Live.zip** at the bottom of the screen
 - *See figure 1.4 for reference*

Figure 1.4



- Once clicked, a warning **may** pop up indicating you may need to update your Microsoft Visual C++ 2010 Redistributable Package (x64) (x86). Windows then may display an additional pop up that Windows is protecting the PC. In this instance, click "**More Info**" and click run anyway.
 - **Note: If this warning does not display, move on to next direction**
 - *See figure 1.5 for reference*

Figure 1.5



- Once ShopOps_Live.zip is open perform the following:
 - 1) Right click the folder **ShopOps_Live.zip**
 - 2) Click "Open With" > Windows Explorer
 - 7) Double click "DISK1"
 - 8) Double click "setup"
 - **Note: This may read as "setup.exe"**
 - **Note: Double click the setup with a lowercase "s"**
-
- Once open, click the first "setup"
 - **Note: click the "setup" that is all lowercase**
 - **See Figure 1.6, 1.7, & 1.8 for reference**

Figure 1.6

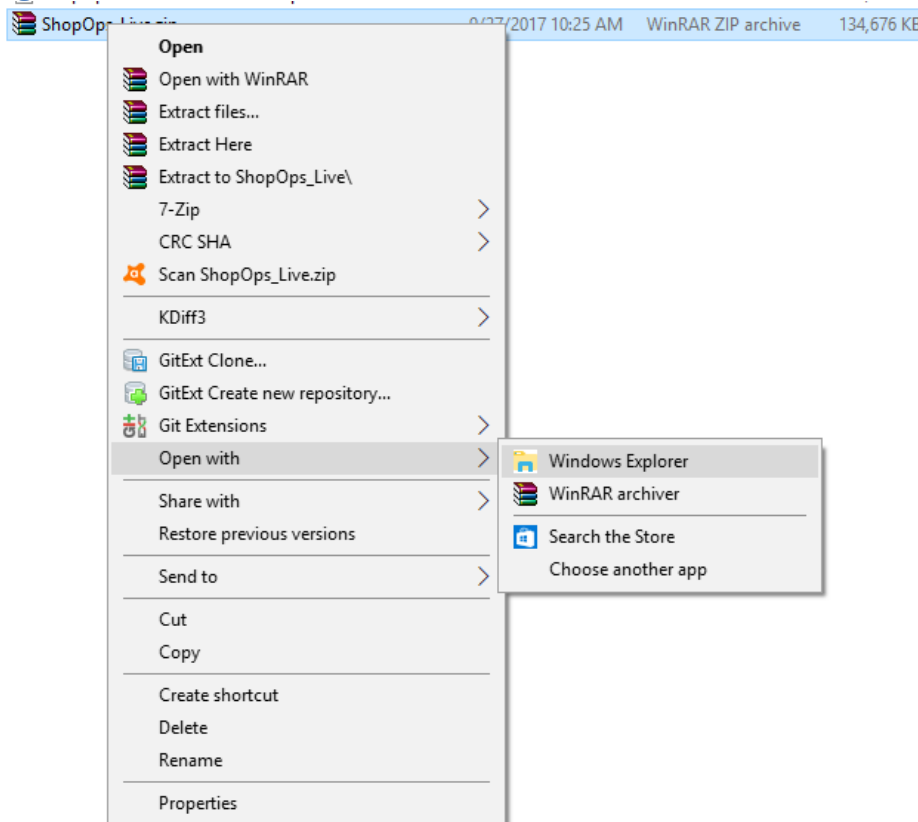
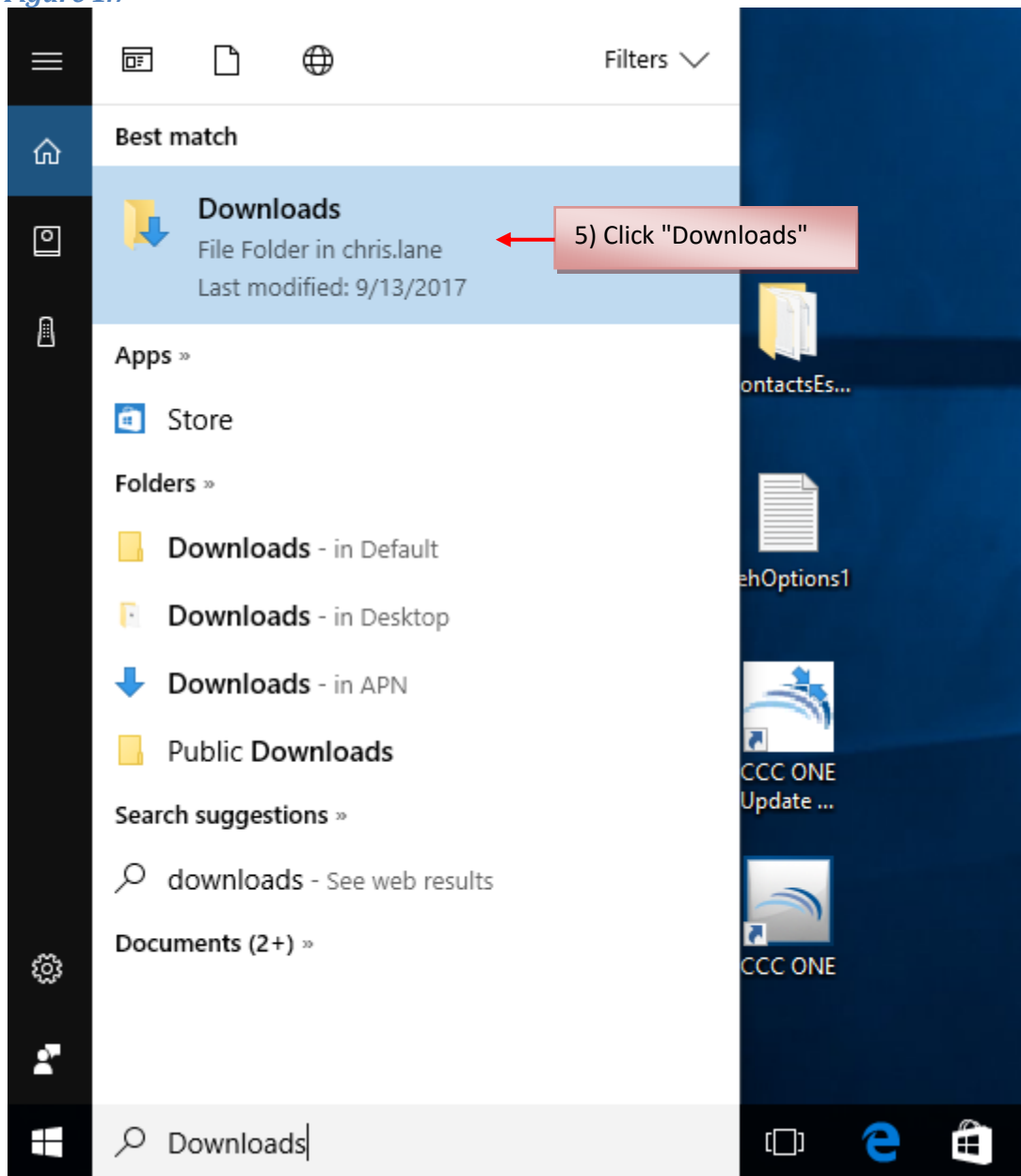
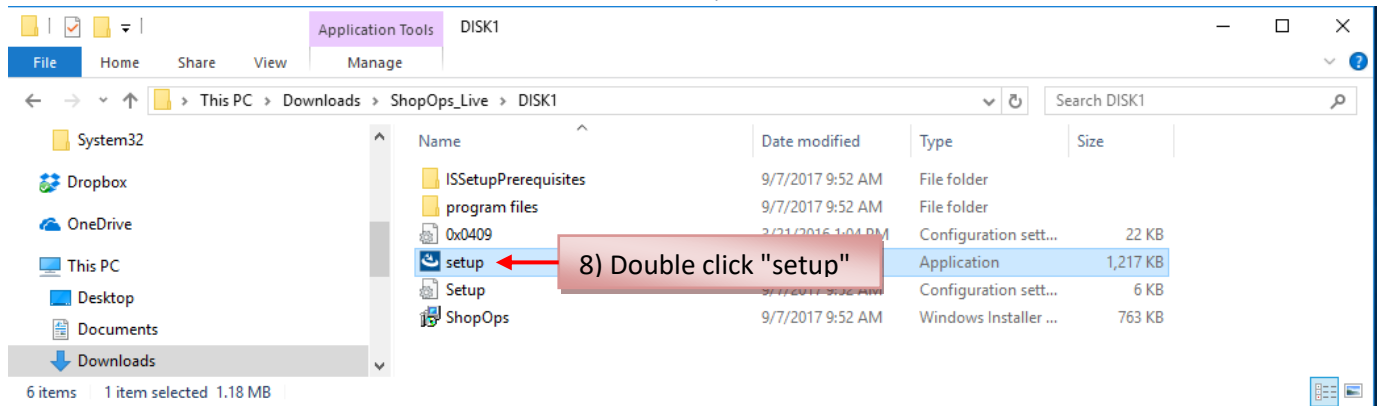
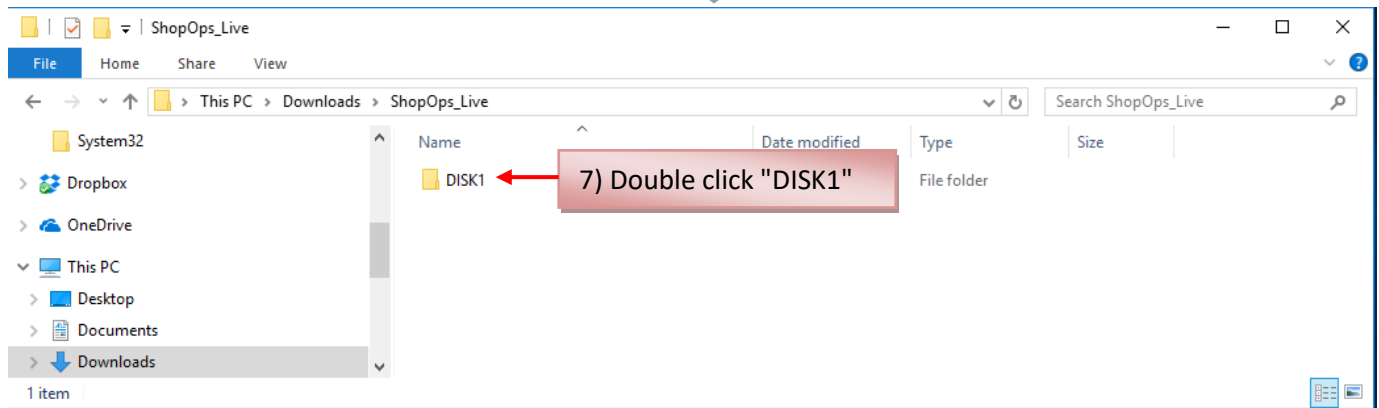
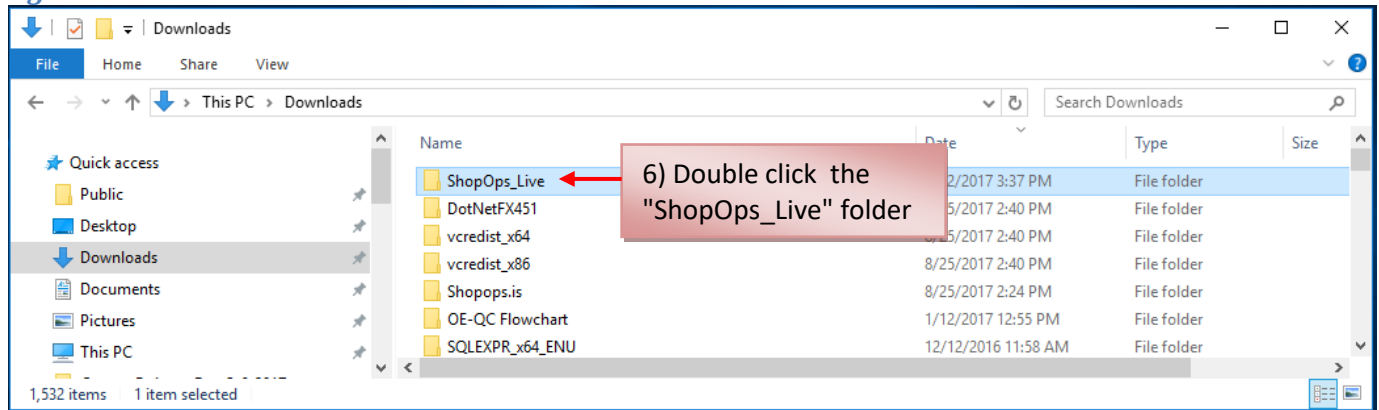


Figure 1.7



3) Click Start Menu
4) Type "Downloads" in
search box

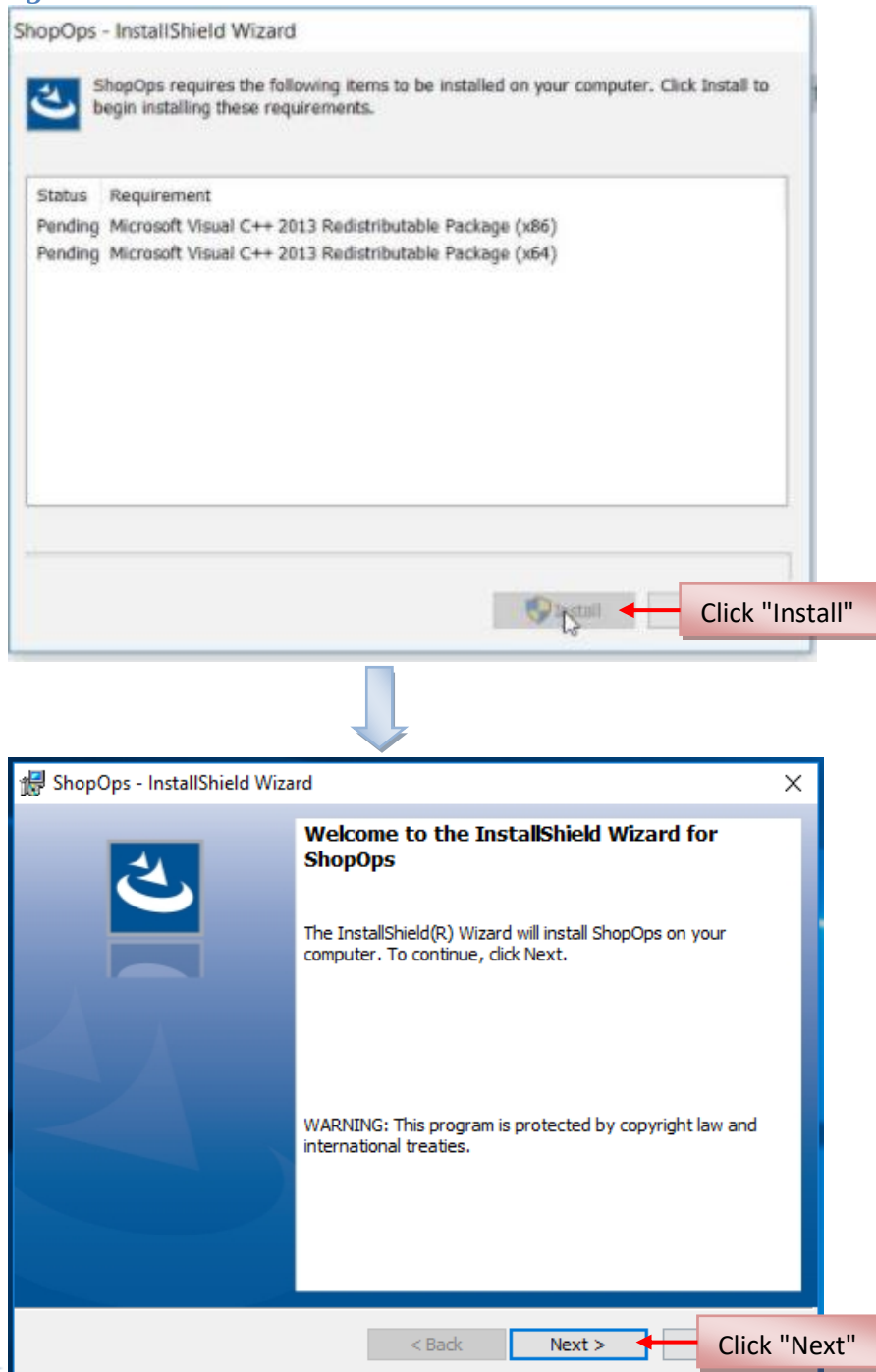
Figure 1.8



Install ShopOps

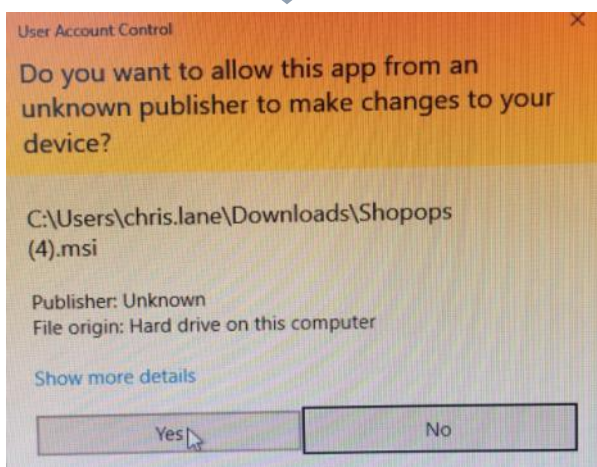
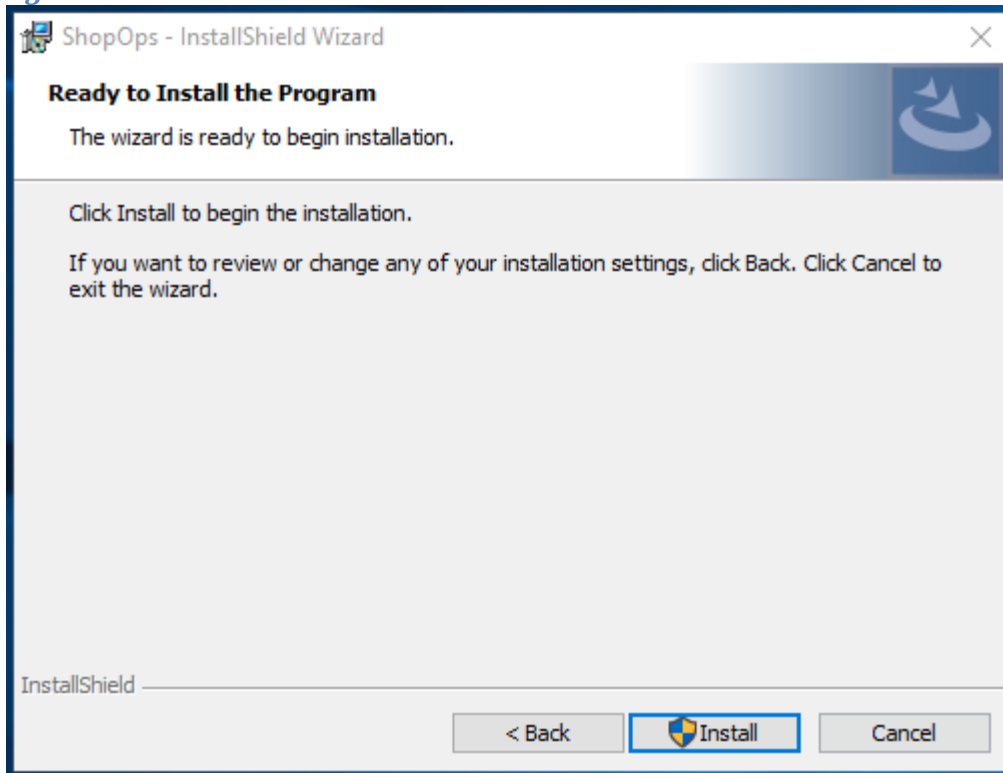
- The ShopOps - Installation Wizard *may* require the installation of Microsoft Visual C++ 2013 Redistributable Package (x86) and (x64). If prompted, click "**Install**".
- Once clicked, the first page of the ShopOps Windows Installer should appear. When this happens, click "**Next**"
 - See figure 2.1 for reference

Figure 2.1



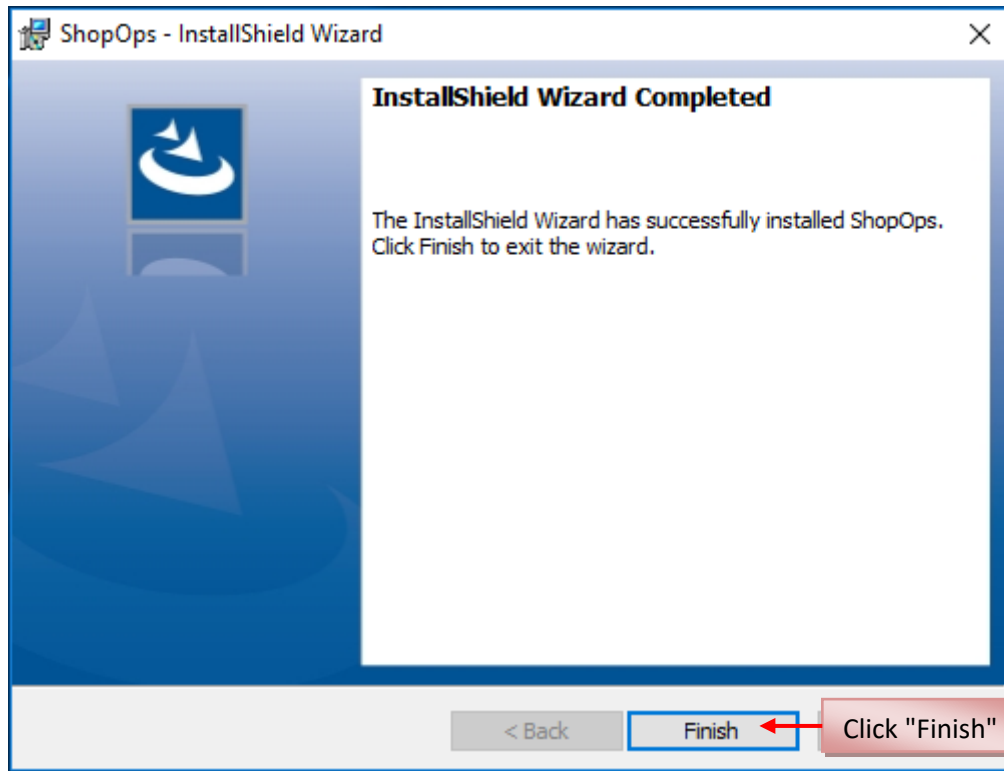
- Once *Next* is clicked, the program should be ready to install. To do so, click "**Install**"
- If prompted, click "**Yes**" to allow this app to make changes to your device
 - **See figure 2.2 for reference**

Figure 2.2



- The installation will now commence. Once the "Installation Complete" page appears, click **Finish**.
 - *See figure 2.3 for reference*

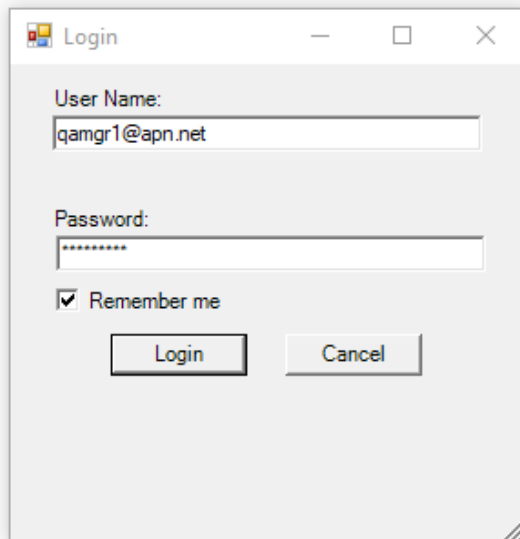
Figure 2.3



Accessing ShopOps

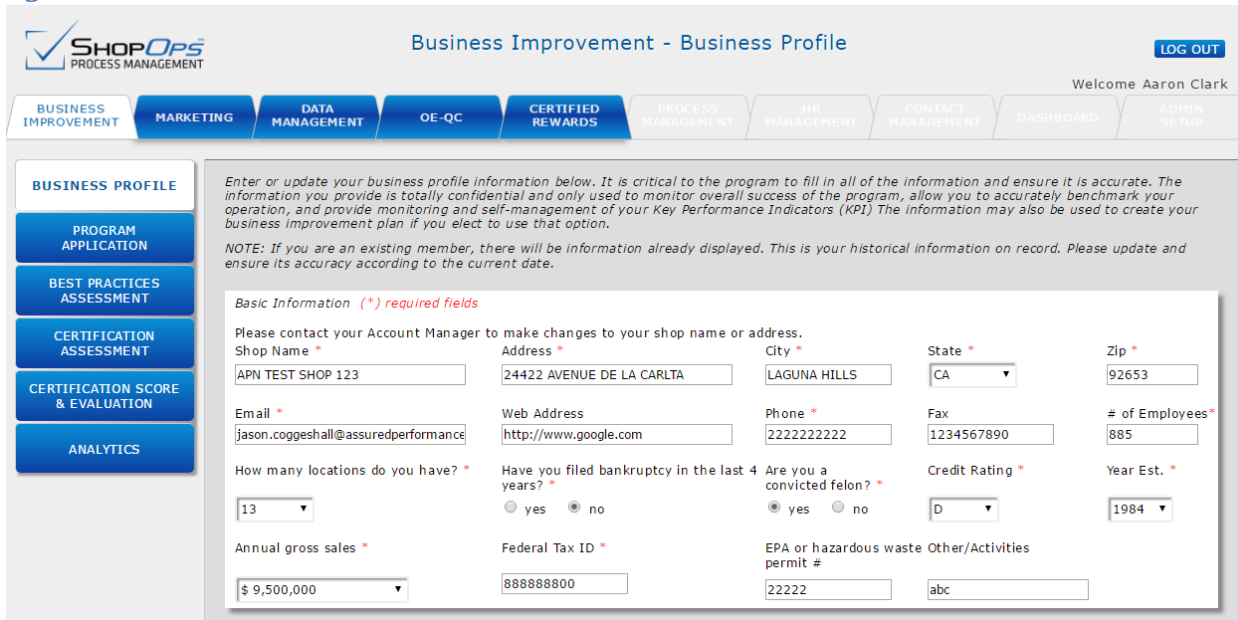
- To access ShopOps, locate the **ShopOps Icon** on the Desktop of your computer and **double click**
 - The ShopOps login page will appear.
 - Input your shop's username and password (same credentials used for accessing certifymyshop.com)
 - Once your credentials are entered, click "Login"
 - **See figure 3.1 for reference**

Figure 3.1



- **Welcome to ShopOps!**
 - Once Login is clicked, the ShopOps home screen will appear.
 - You will notice; IT'S ALL HERE!
 - Enjoy
 - **See figure 3.2 for reference**

Figure 3.2



SHOPOPS
PROCESS MANAGEMENT

Business Improvement - Business Profile

LOG OUT

Welcome Aaron Clark

BUSINESS IMPROVEMENT | MARKETING | DATA MANAGEMENT | OE-QC | CERTIFIED REWARDS | PROCESS MANAGEMENT | HR MANAGEMENT | CONTACT MANAGEMENT | DASHBOARD | ADMIN SETUP

BUSINESS PROFILE

PROGRAM APPLICATION
BEST PRACTICES ASSESSMENT
CERTIFICATION ASSESSMENT
CERTIFICATION SCORE & EVALUATION
ANALYTICS

Enter or update your business profile information below. It is critical to the program to fill in all of the information and ensure it is accurate. The information you provide is totally confidential and only used to monitor overall success of the program, allow you to accurately benchmark your operation, and provide monitoring and self-management of your Key Performance Indicators (KPI) The information may also be used to create your business improvement plan if you elect to use that option.

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.

Basic Information (*) required fields

Please contact your Account Manager to make changes to your shop name or address.

Shop Name *	Address *	City *	State *	Zip *
APN TEST SHOP 123	24422 AVENUE DE LA CARLTA	LAGUNA HILLS	CA	92653
Email *	Web Address	Phone *	Fax	# of Employees *
jason.coggeshall@assuredperformance	http://www.google.com	2222222222	1234567890	885
How many locations do you have? *	Have you filed bankruptcy in the last 4 years? *	Are you a convicted felon? *	Credit Rating *	Year Est. *
13	<input type="radio"/> yes <input checked="" type="radio"/> no	<input checked="" type="radio"/> yes <input type="radio"/> no	D	1984
Annual gross sales *	Federal Tax ID *	EPA or hazardous waste permit #	Other/Activities	
\$ 9,500,000	888888800	22222	abc	