

# Customer Service ADVISOR™ Account Set Up & Activation



JOHN DEERE

## Important

If you purchased web Customer Service ADVISOR or downloaded Customer Service ADVISOR, follow the steps below to activate your account.

### Step 1: Create a MyJohnDeere™ account

**NOTE:** If you already have MyJohnDeere account you proceed to step 2.

Steps:

Watch a video: [JohnDeere.com/CUSTOMERSERVICEADVISOR](http://JohnDeere.com/CUSTOMERSERVICEADVISOR).

1. Navigate to MyJohnDeere.com.
2. Select "Create New Account".
3. Under "Sign-In Information", enter a Username. This will be your username for your Customer Service ADVISOR Login.
  - Note: When activating your account in Step 2, this will allow for up to 3 additional Customer Service ADVISOR logins.
4. Under "Personal Information" fill in required fields.
  - Note: Your email address used will be tied to this MyJohnDeere account.
5. Select "Continue". This will create your MyJohnDeere account.
  - Note: Your email address used will be tied to this MyJohnDeere account.
6. Validate your profile.
  - You should have received an email containing instructions on how to validate your user profile. You will need to follow those instructions in order to have full access to your account and online John Deere applications.
  - If you did not receive an email, we can resend the validation email.
  - If you are having difficulty getting the email, try checking your spam or junk mail folder. You can also verify you have the correct email address listed in your user profile.
  - for further assistance please contact your dealer or Customer Contact Center.
7. Once you receive confirmation email, select "Validate Profile". Follow prompts to:
  - Set your password.
  - Set your challenge question.
  - Verify your account information
8. Review and agree to Terms of Use and Privacy
9. Click "Submit". Password and challenge questions saved.
10. Click "Continue". Profile validation complete.
11. Click "Continue" to proceed to your MyJohnDeere account
12. Proceed to Step 2 to activate your Customer Service ADVISOR account.

## **Step 2: Activating your Customer Service ADVISOR account with your MyJohnDeere account information**

NOTE: Please have your purchase invoice number and MyJohnDeere account and email address available.

Activate account: [JohnDeere.com/CUSTOMERSERVICEADVISOR](http://JohnDeere.com/CUSTOMERSERVICEADVISOR)

## **Step 3: Continue to Customer Service ADVISOR**

NOTE: Once you receive email confirmation your account has been activated, you can continue to login to Customer Service ADVISOR:

[johndeere.com/sa5](http://johndeere.com/sa5)