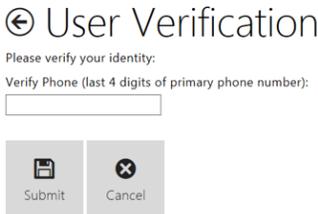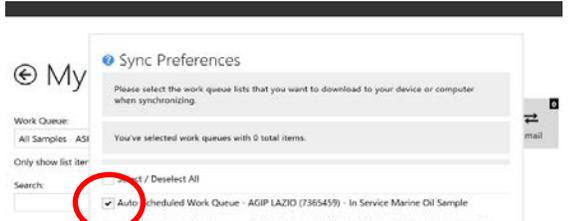# Mobil Serv™ Lubricant Analysis – Account setup

The purpose of this document is to provide instructions to setup your new Mobil Serv Lubricant Analysis account. Before you begin:

- Please ensure you are constantly connected to the internet (i.e. staying connected for 5 – 10 minutes)
- Check your mailbox to ensure you have received 2 emails for account activation (See **Steps 1 & 2**)

Step	Action	Example. Ref
1	Click on the user log-in link in the 'Welcome to Mobil Serv' email • If have not received it, check your junk email folder • Add to your email Safe Sender list: noreply@mobilserv.mobil.com • If you still do not have the email, send an email to mobilservmarine@exxonmobil.com to obtain a new Welcome email	
2	• Verify your User ID by entering the last four digits of your phone number. • The last four digits of your phone number we have registered was sent in a second Log-In, User Verification email. • If you have not received a second email (Log-In, User Verification) check your junk email folder or send an email to mobilservmarine@exxonmobil.com to review your user profile.	
3	Please review and accept Terms & Conditions to activate your User ID by clicking on the checkbox and click "**Save**"	
4	Update your password – The system will automatically redirect new users to personalize their password Please enter your new password and remember for future reference.	
5	You will see the 'Dashboard screen' The system will take a few minutes for updates Congratulations! You have activated your account and you can access it through your PC, smart phone or tablet, anytime, anywhere.	

If you are working onboard a vessel, please complete the next few steps to enable working offline:

Step	Action	Example. Ref
6	Login to Mobil Serv if you have not done so already • Use your email address and the password you have created	
7	Click on the tile – **My Work**	
8	Click on the tile '**Config**'	
9	Select your vessel(s) by clicking on the checkbox	
10	Click on the tile "**Save & Sync**" Congratulations! You can now work offline to process your used oil samples.	