

Setting up your Mercedes me account made easy.

May 2022

Mercedes  keeps you moving





Welcome to Mercedes me.

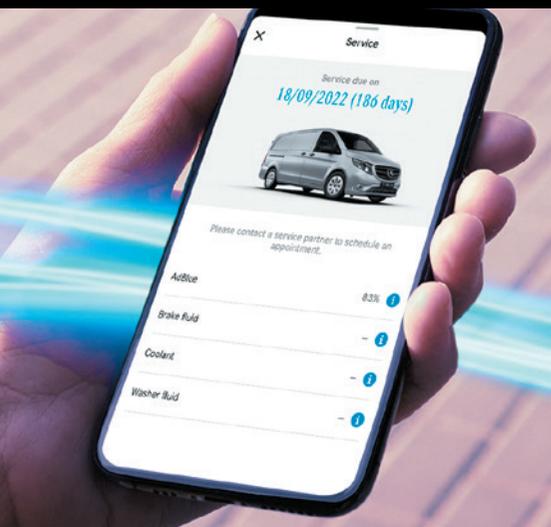
This quick document will tell you everything you need to know to set up your account. You'll be on the road in a few simple steps.

Let's get you moving...

Start >



Important note: This guide presumes your Dealer has already set up your Mercedes me profiles on your behalf. They should have set up your personal profile - which allows you to keep any private vehicles separate and enables you to become a company administrator when they set up your business profile.

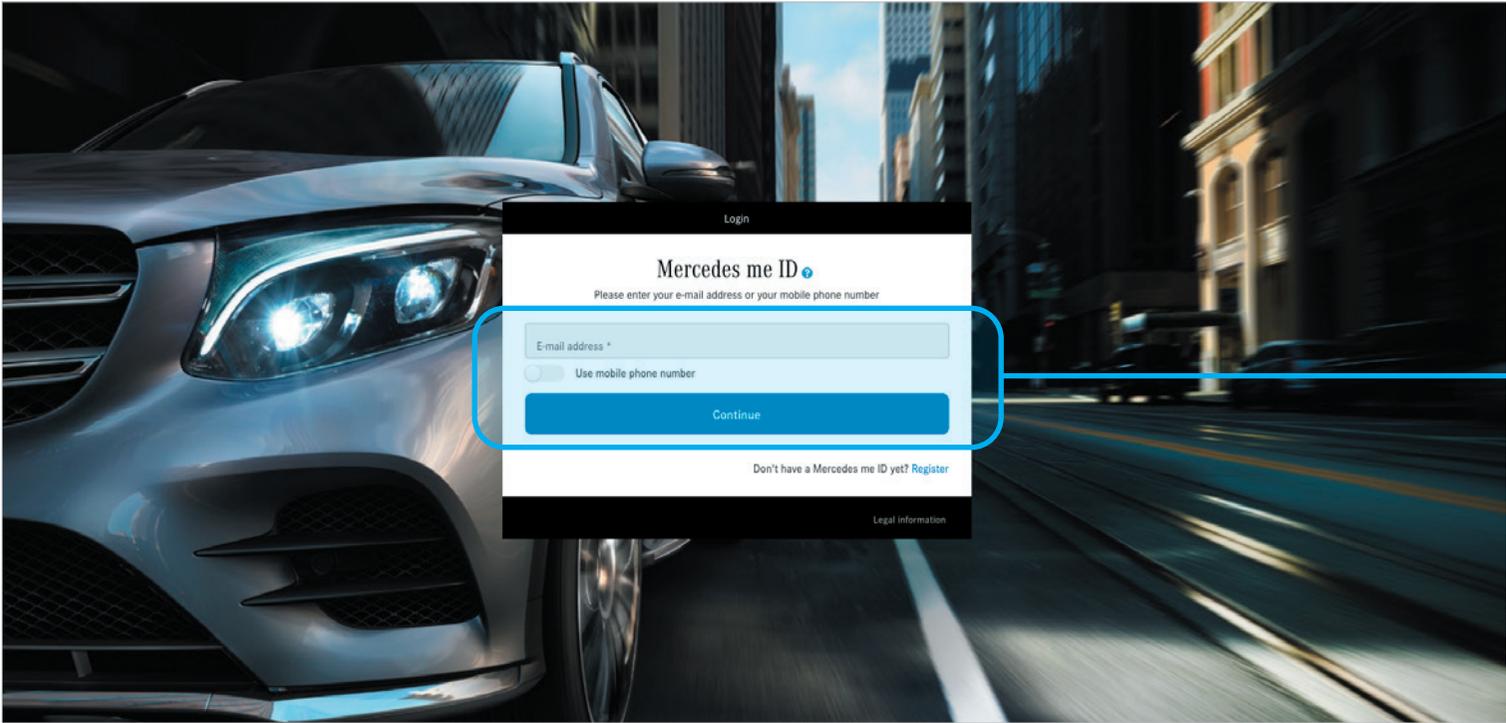


Step 1:

You need to accept the Terms of Use on your personal and company profile.

Continue >

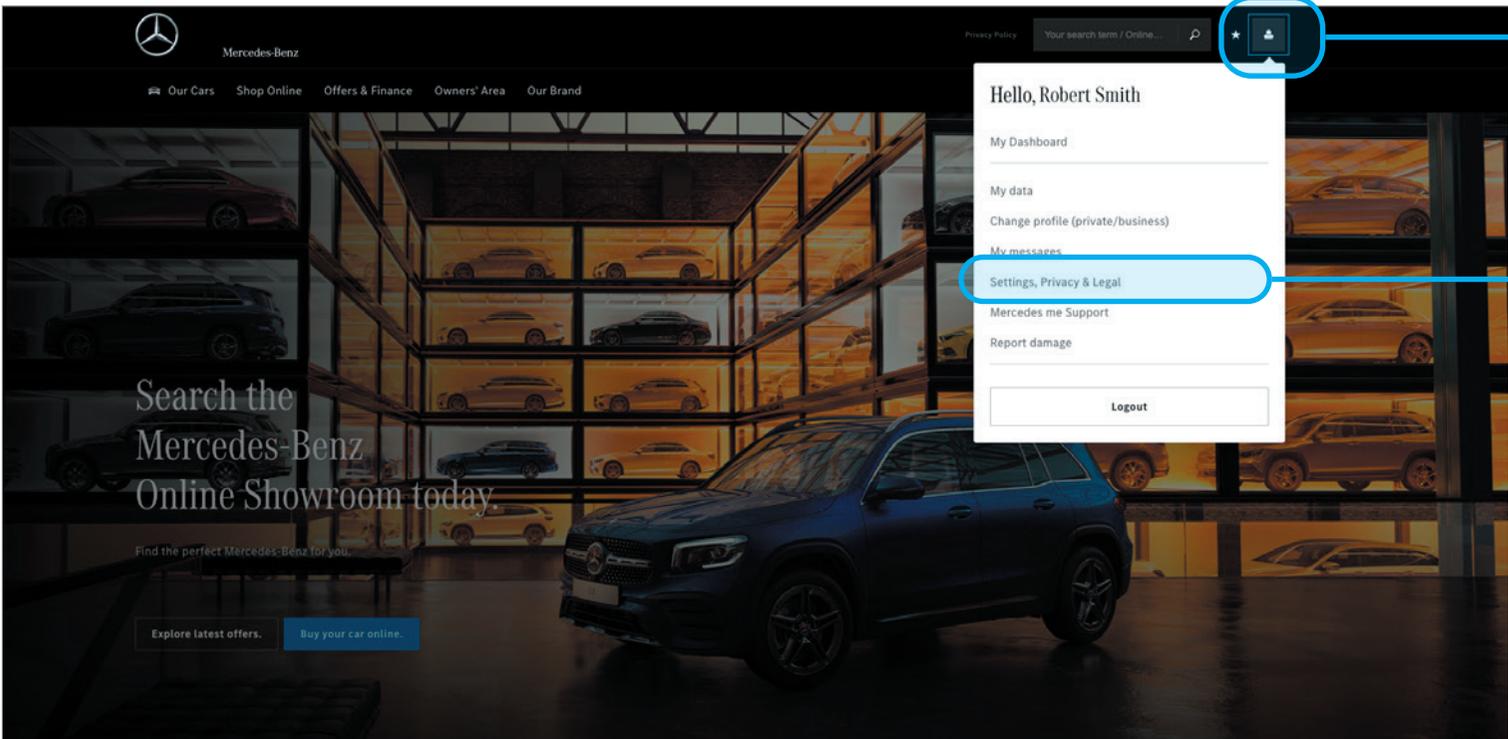
Step 1.1 - Log in



Log in to the **Mercedes me portal** on your desktop device.

Continue >

Step 1.2 - Personal account - Terms of Use

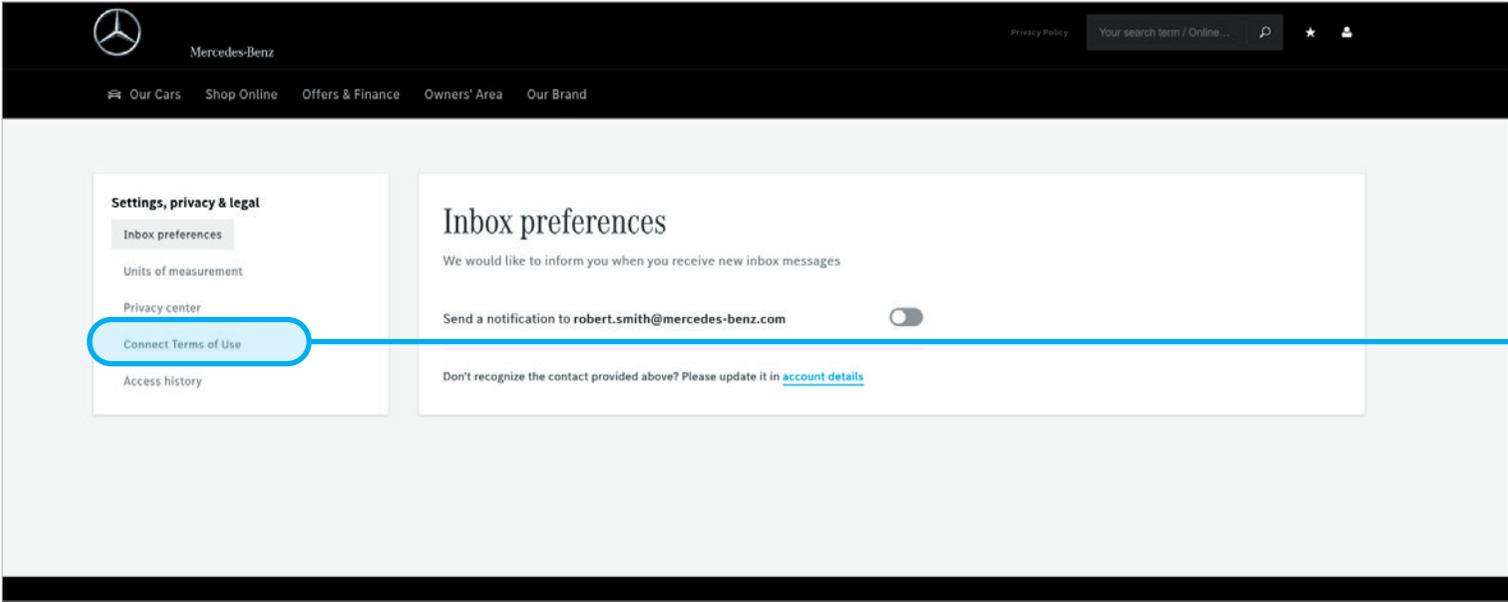


Open the drop down menu.

Click on **Settings, Privacy & Legal**

Continue >

Step 1.3 - Connect Terms of Use



Click on **Connect Terms of Use**

Continue >

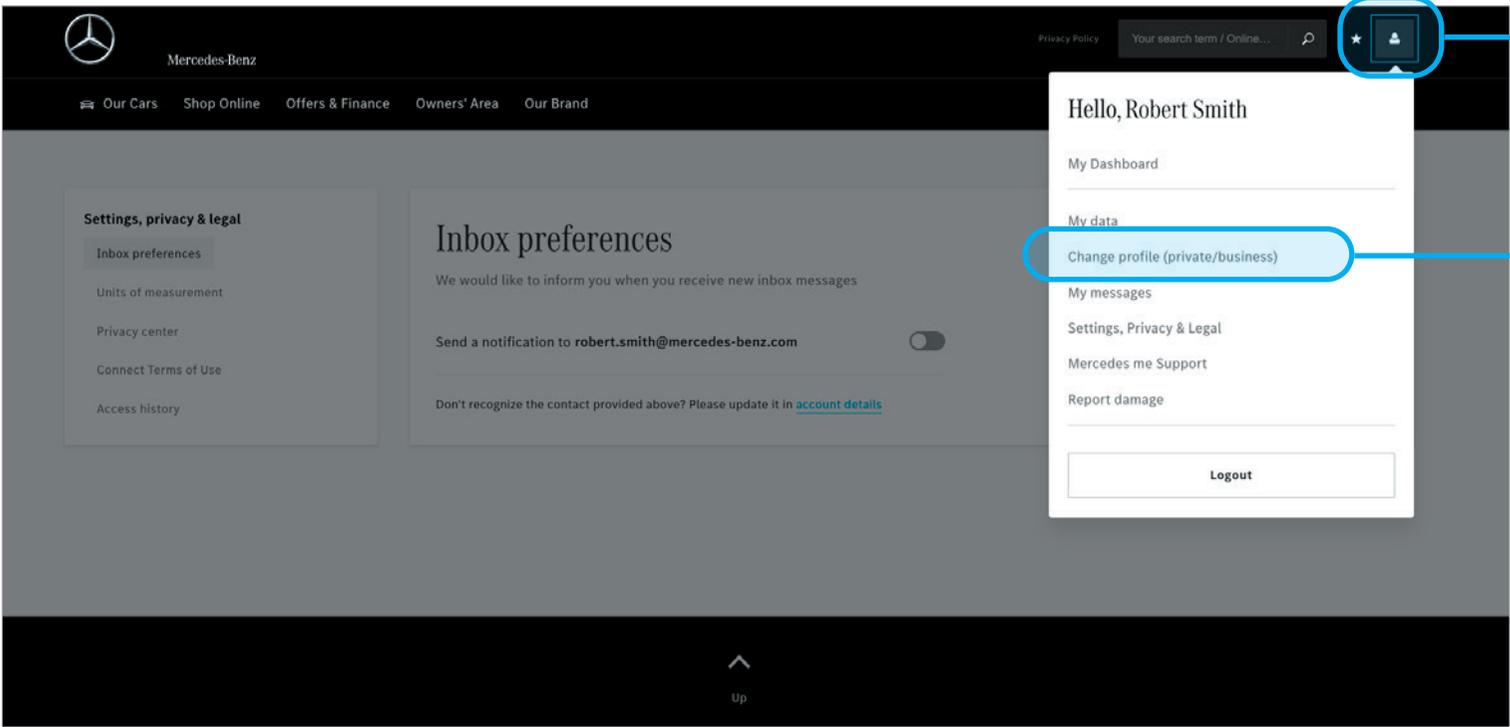
Step 1.4 - Personal account - Accept Terms of Use

Accept the Terms of Use and Permissions by ticking the individual boxes.

Click the **Save** button.

Continue >

Step 1.5 - Company account - Terms of Use

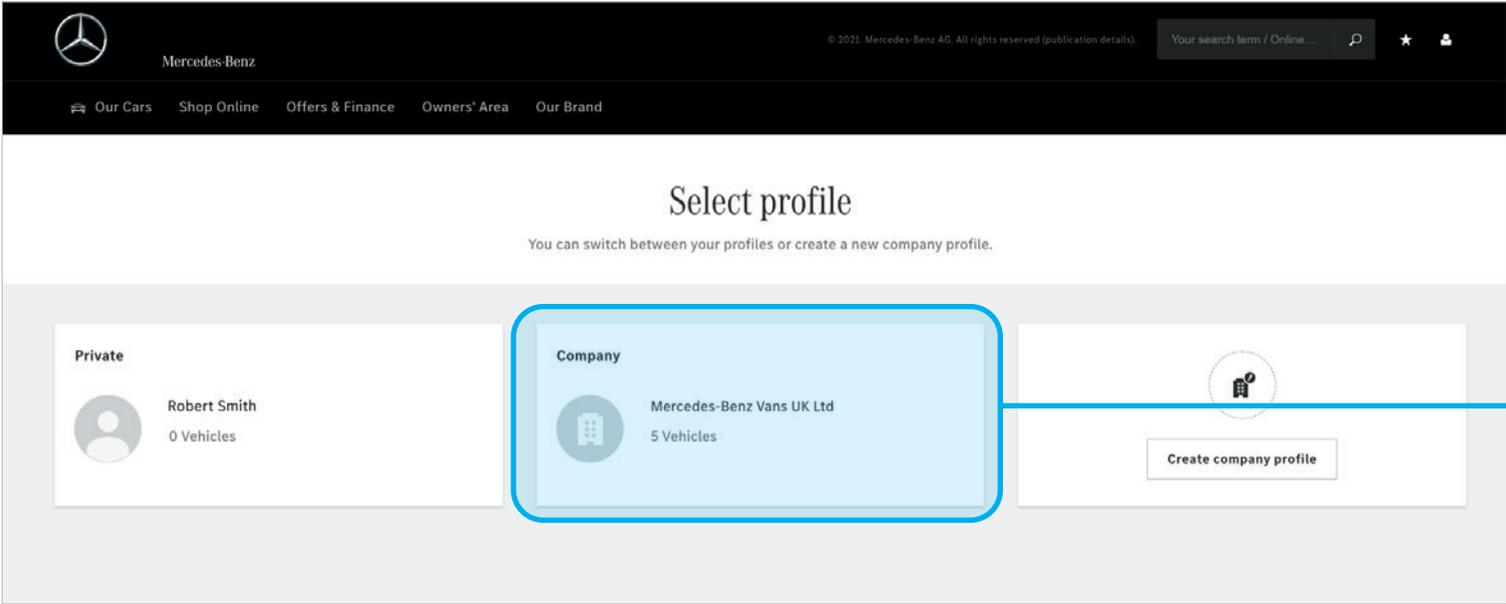


Open the drop down menu again.

Choose the option to **Change profile (private / business)**.

Continue >

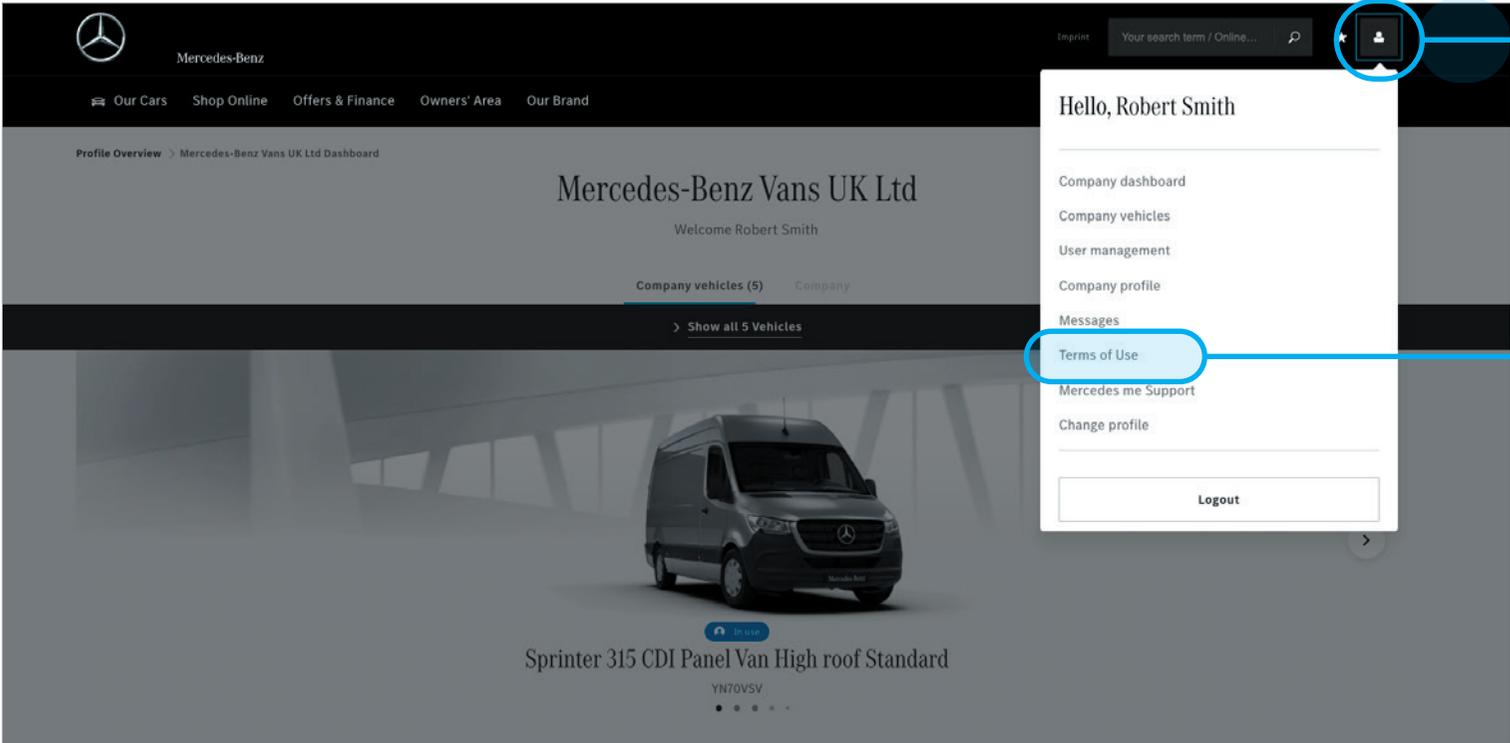
Step 1.6 - Company account - Terms of Use



From the options, select your **company** account.

Continue >

Step 1.7 - Company account - Terms of Use



Click on the  icon in the top right corner of the window.

Select **Terms of Use** on the drop down menu.

Continue 

Step 1.8 - Company account - Accept Terms of Use

Mercedes-Benz

Our Cars Shop Online Offers & Finance Owners' Area Our Brand

Terms of Use and Permissions

Use of the Mercedes me connect Services requires your prior agreement to the Terms of Use and declarations of consent under data protection law, and your acknowledgement of the Data Protection notices.

Please note that the scopes may vary according to model series and year of construction or between private and business customer accounts.

You can modify your acceptance of the Terms of Use or your permission(s) at any time.

I accept the Terms of Use for the Mercedes me connect services. Information about data processing in connection with Mercedes me connect can be found in the data protection information below.

[Terms of Use of Mercedes-Benz Cars UK Limited](#)

I consent to the agreement on data processing.

[Agreement on Data Processing on Behalf](#)

■ Accept the Terms of Use and Permissions by ticking the individual boxes.

■ Click the **Save** button.

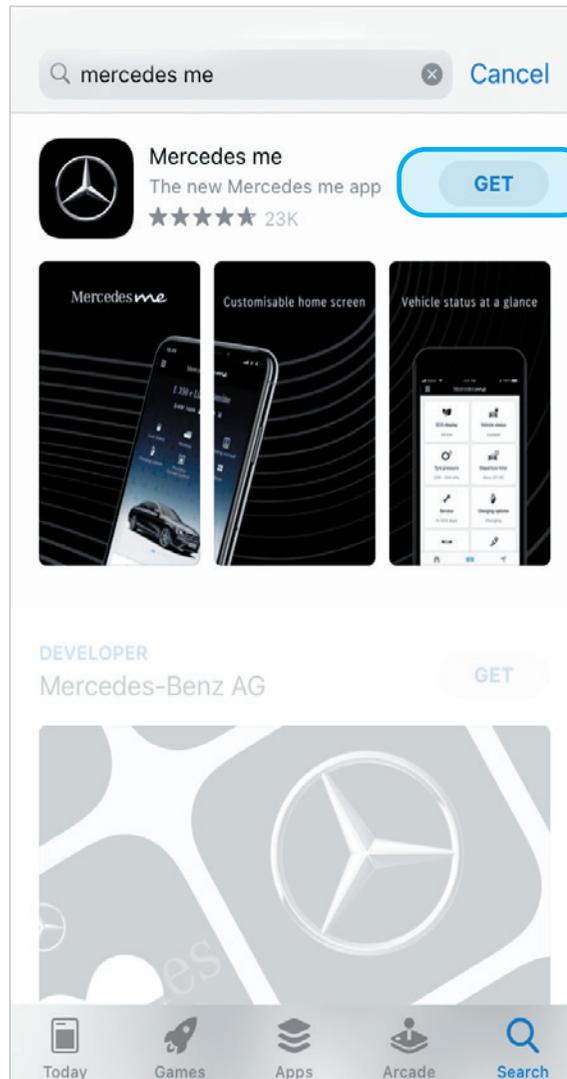
Continue >

Step 2:

Download the Mercedes me app
and set up on your smartphone.

Continue >

Step 2.1 - Download the Mercedes me app



Go to the App Store or Google Play icon on your phone

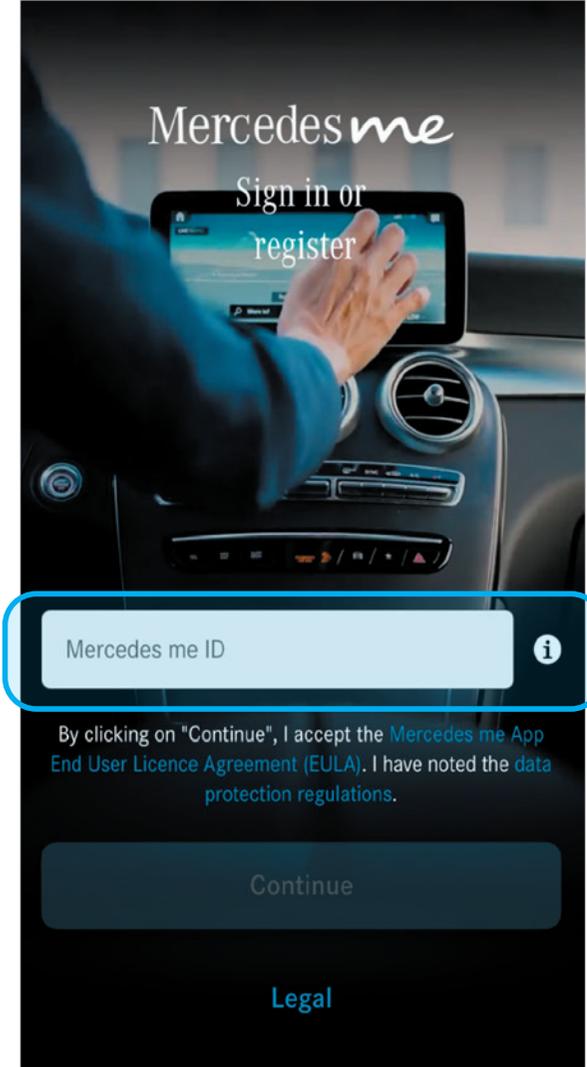


Search for '**Mercedes me**' and click the **GET** button.

Once the app has downloaded, you'll be able to click **OPEN** and launch the app.

Continue >

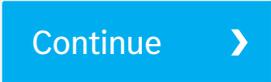
Step 2.2 - Setting up the Mercedes me app



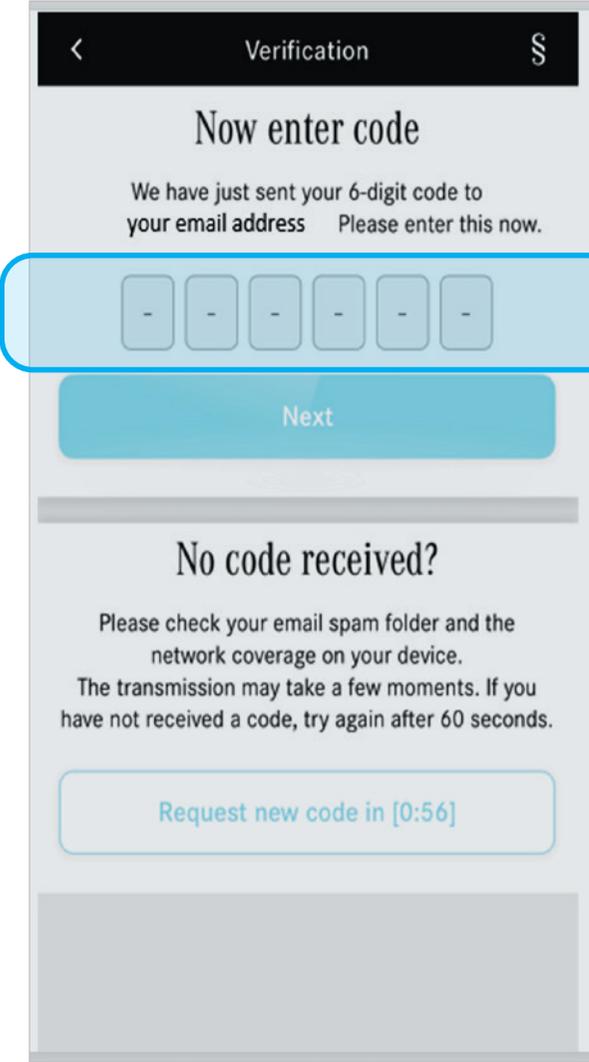
Once you're in the app, some on-screen instructions will guide you to the sign in page.

You'll then need to follow these steps to set the app up.

First, you'll need to enter the email address that your account is registered to in the **'Mercedes me ID'** box



Step 2.3 - Setting up the Mercedes me app

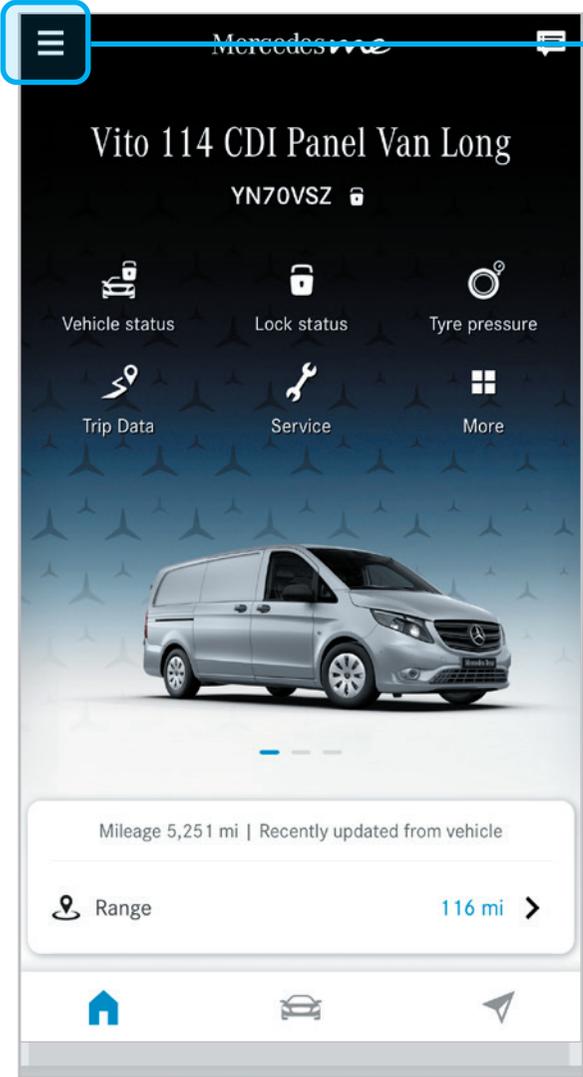


You'll then be sent a code to that email address which you enter into the next screen

Follow the on screen instructions until you get to your account.

[Continue](#) >

Step 2.4 - Setting up the Mercedes me app

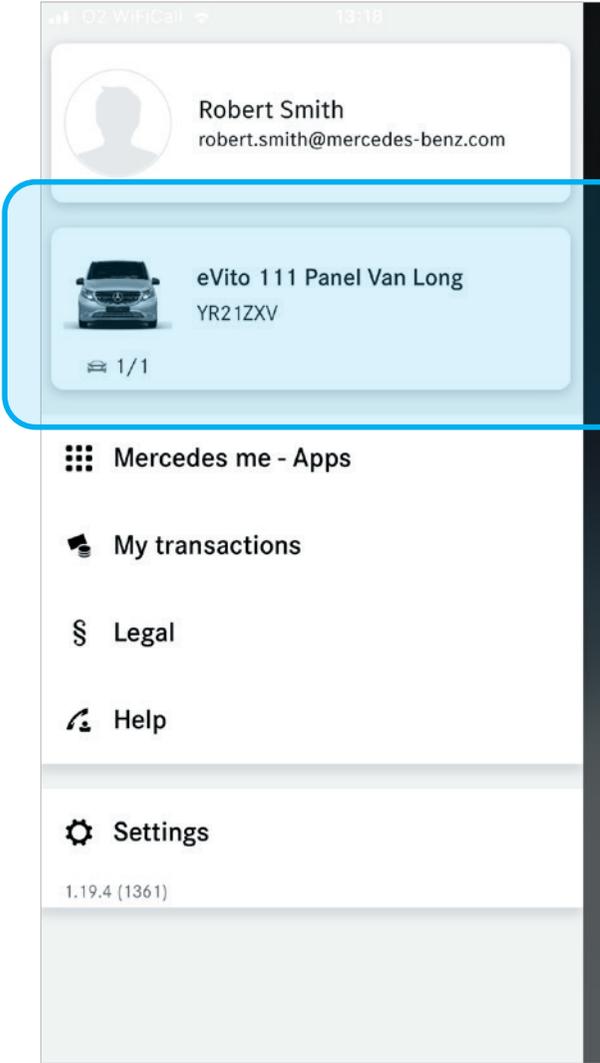


If you have a van assigned to your personal profile, it will be visible on the home screen.

To change to your company profile, click the  icon in the top left corner of the screen.

[Continue](#) 

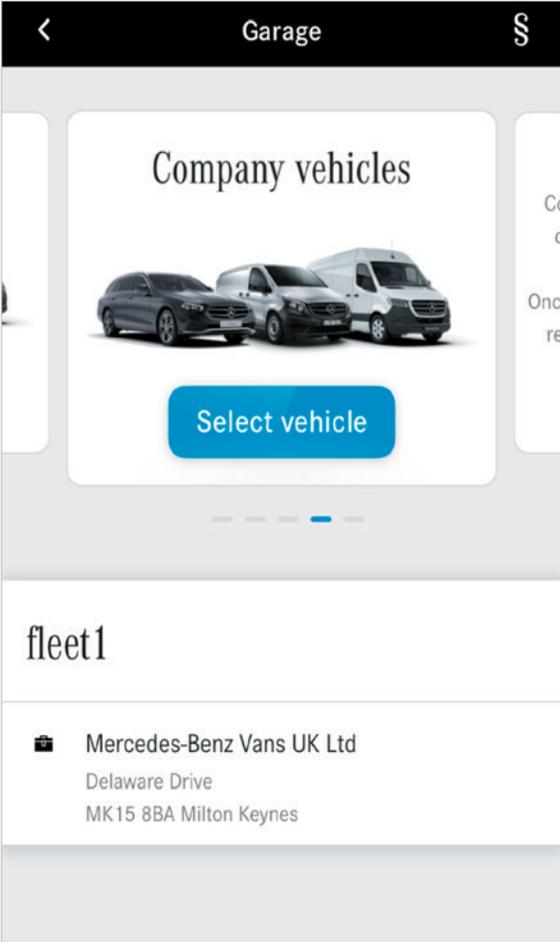
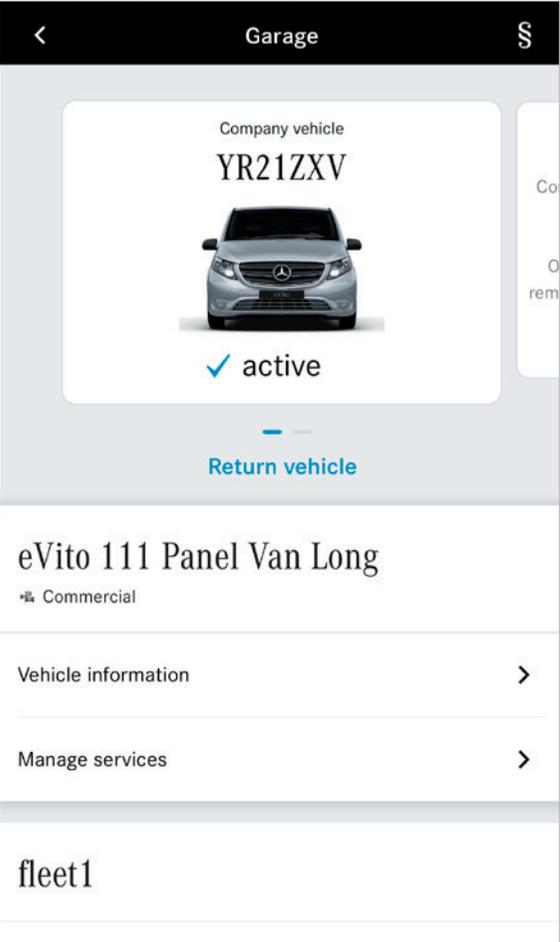
Step 2.5 - Setting up the Mercedes me app



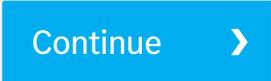
Find your van in the drop down list. Click on your van to open the **Garage**.

Continue >

Step 2.6 - Setting up the Mercedes me app



You can now scroll left to find more of your company vehicles.



Please note: Once you agreed to the Terms of Use, your Dealer should have paired your new vans to your business account and activated the Mercedes me services for you. If not, please speak to your Dealer to help.

Step 3: Activation

Get in the driving seat.

Most services available through the Mercedes me app will activate automatically. However, a few sometimes require action to get started.

To avoid any connection issues, please drive your van for 15 minutes and wait for 48 hours for all activated systems to become functional. If you have any questions about the Mercedes me app, speak to your Dealer.