VOLKSWAGEN GROUP
INFO SERVICES



HOW TO:

Registration for erWin

Last Update:
11.11.2026

How To: Registration for erWin

To use the erWin portal, you need an erWin account. This account is your own individual access to the Volkswagen Group's erWin portal for business customers.

These instructions are intended exclusively for use by companies registered in Australia, Israel, Japan, South Korea and Turkey.

A separate registration process applies to customers in these countries. This guide explains how to register your company, set up your account and complete organization verification. Please follow the steps below.

Please only register once your country has been activated for the new erWin portal.
Check current rollout dates at: drivesomethinggreater.com/erwininfo/transition

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If you have problems with the erWin portal, please visit our Support Center, where you will find answers to frequently asked questions:
https://erwin.vwgroup-datahub.com/en-DE/support-center

In case you want to contact us, please use the contact form at:
erwin.vwgroup-datahub.com/en-DE/contact

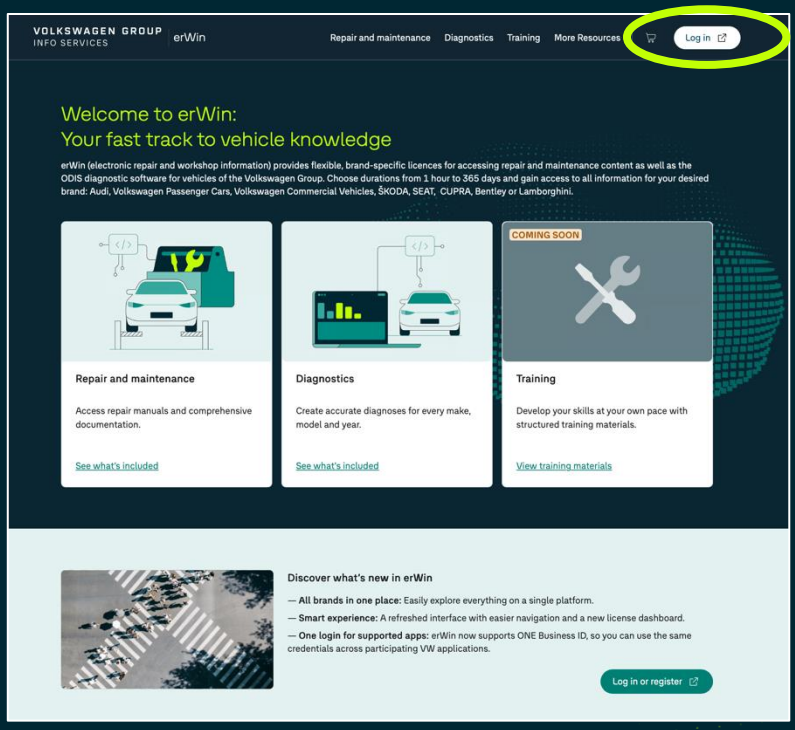
1. How To: Registration for erWin

Beforehand clarify responsibilities

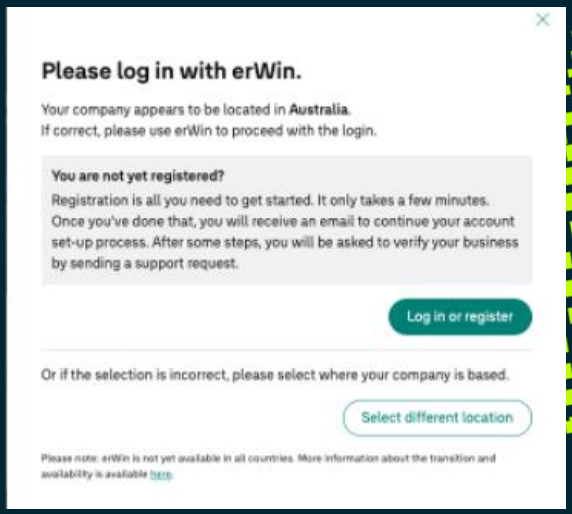
The first employee to register your company will automatically be granted administrator rights. Decide internally in advance who will handle this.

Then let's get started:

1) Go to erwin.vwgroup-datahub.com and click "Log in".



2) Please check if the shown country is correct. If yes, click "Log in or register" and continue on page 5.
If not, follow the instructions on the next page.

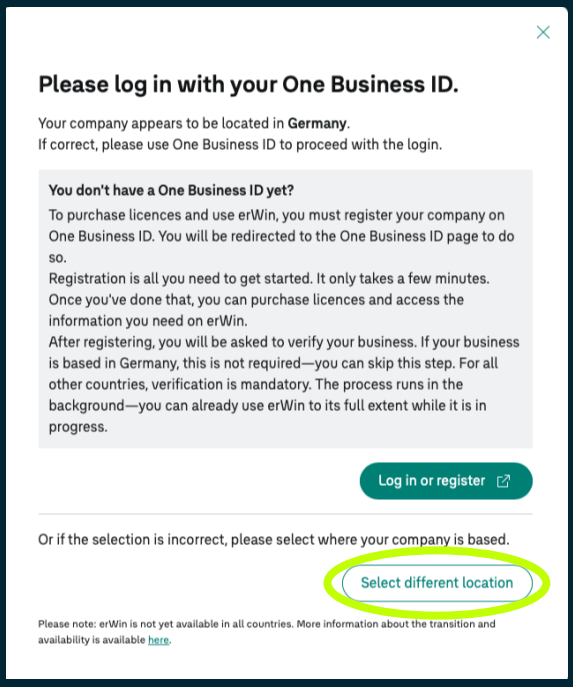


1. How To: Registration for erWin

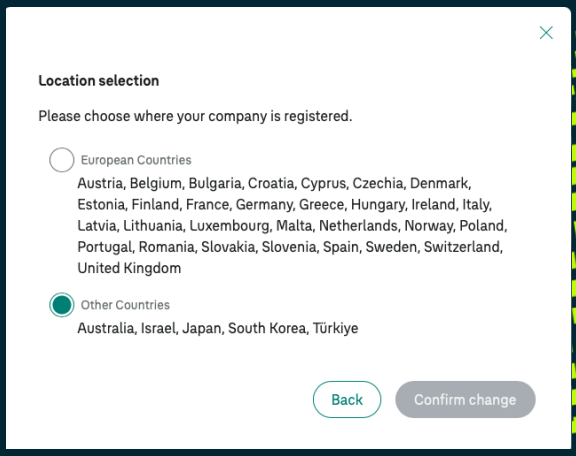
If the shown country is incorrect

The country shown in the pop-up should match the country where your company is registered. If it does not, follow the steps below to correct the location.

2a) Click “Select different location” in the pop-up window.

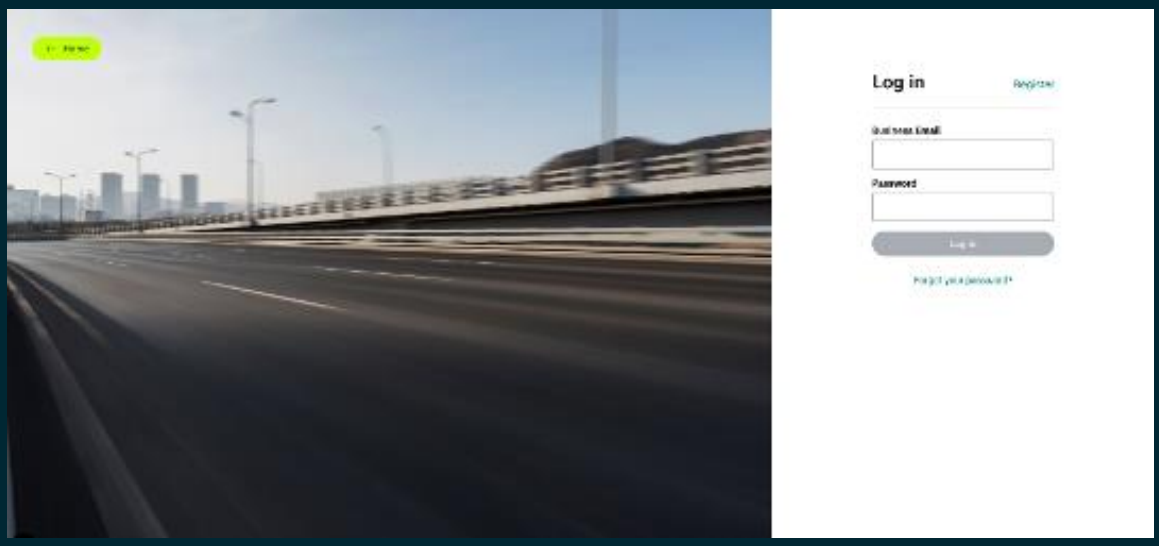


2b) Select “Other Countries” as the location of your company, then click “Confirm change”.

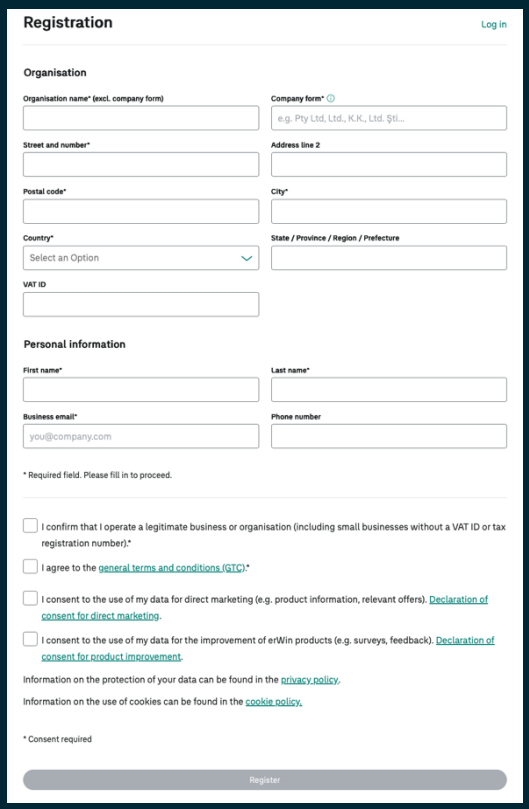


1. How To: Registration for erWin

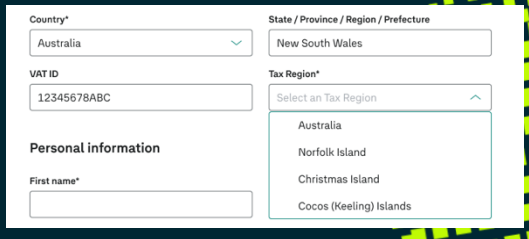
3) On the login page, click “Register”.



4) Fill in your organization's details and your personal information correctly. Automatic verification usually takes a few minutes; incorrect details may require a longer manual review. Complete the required confirmations and click “Register”.

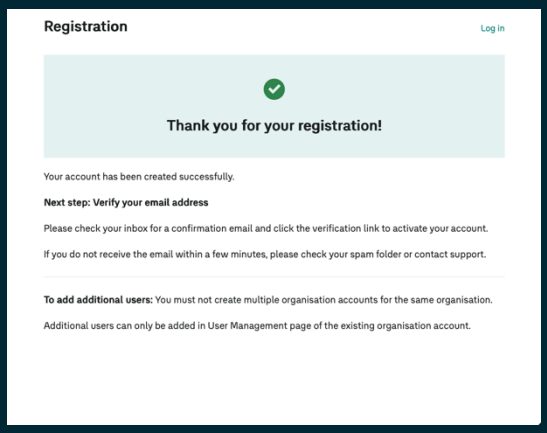


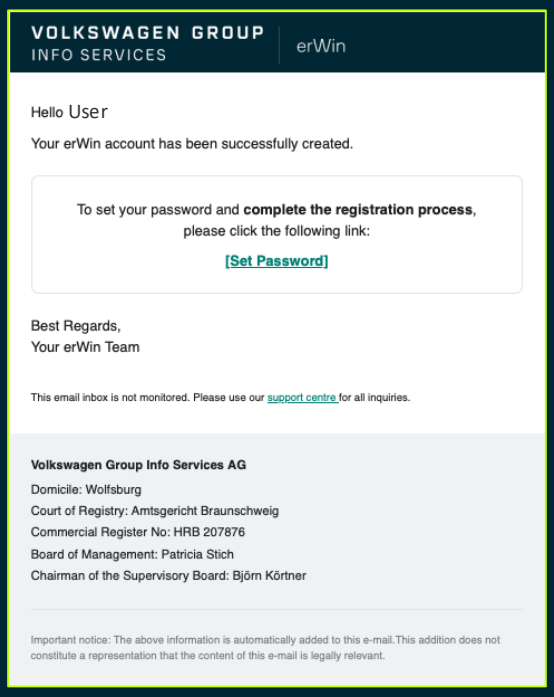
Please note:
If your company is based in Australia, please also select your tax region. This field is required.



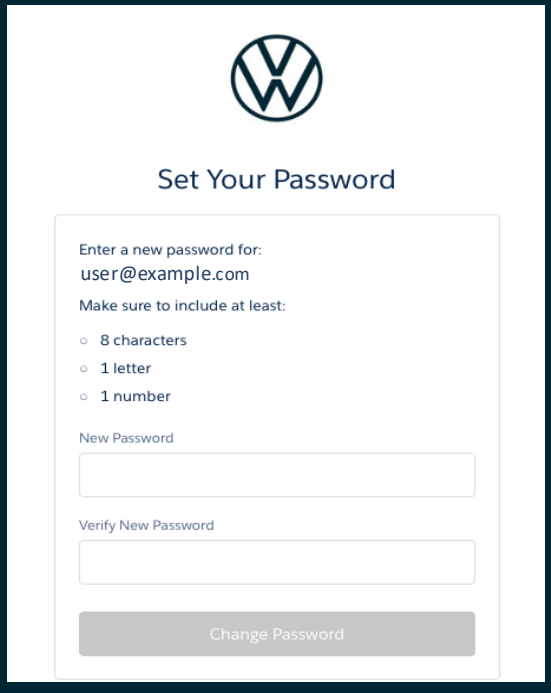
1. How To: Registration for erWin

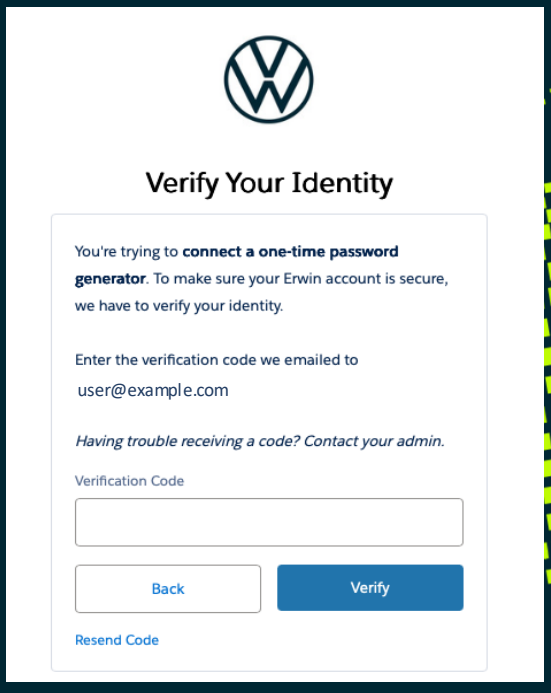
5) After registration, you will see a confirmation. Check your email inbox and click “Set Password” in the registration email.





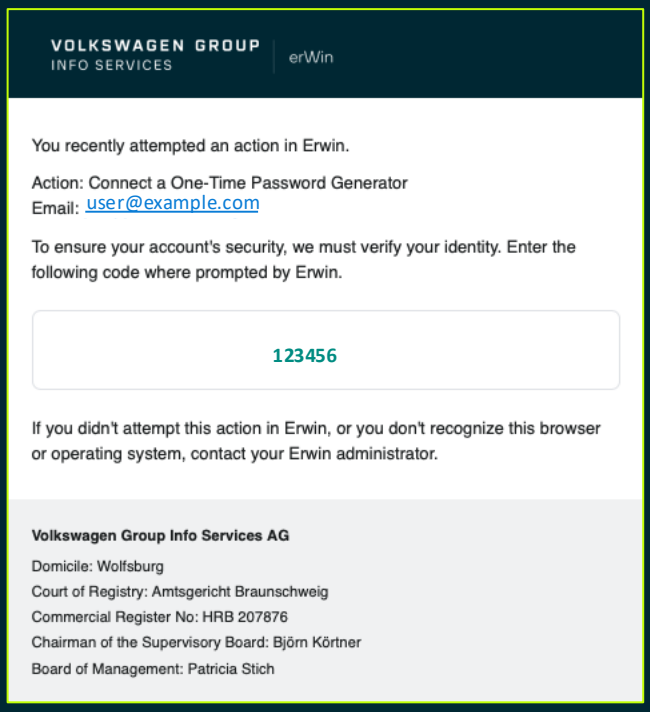
6) Set your password and click “Change Password”. You will then be asked to verify your identity using a code sent to your email address.



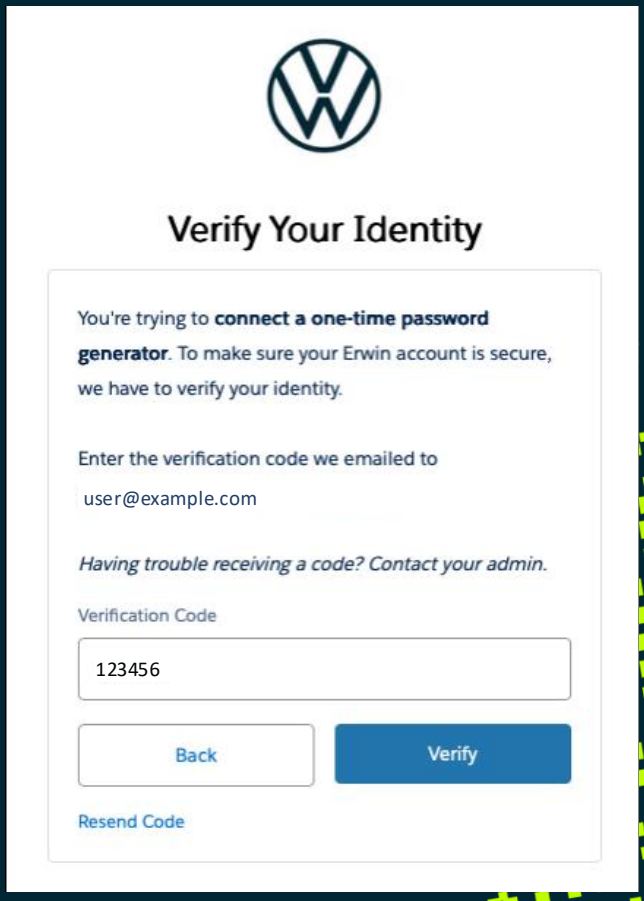


1. How To: Registration for erWin

7) Check your email inbox for the verification code.



8) Enter the verification code from the email and click “Verify”.

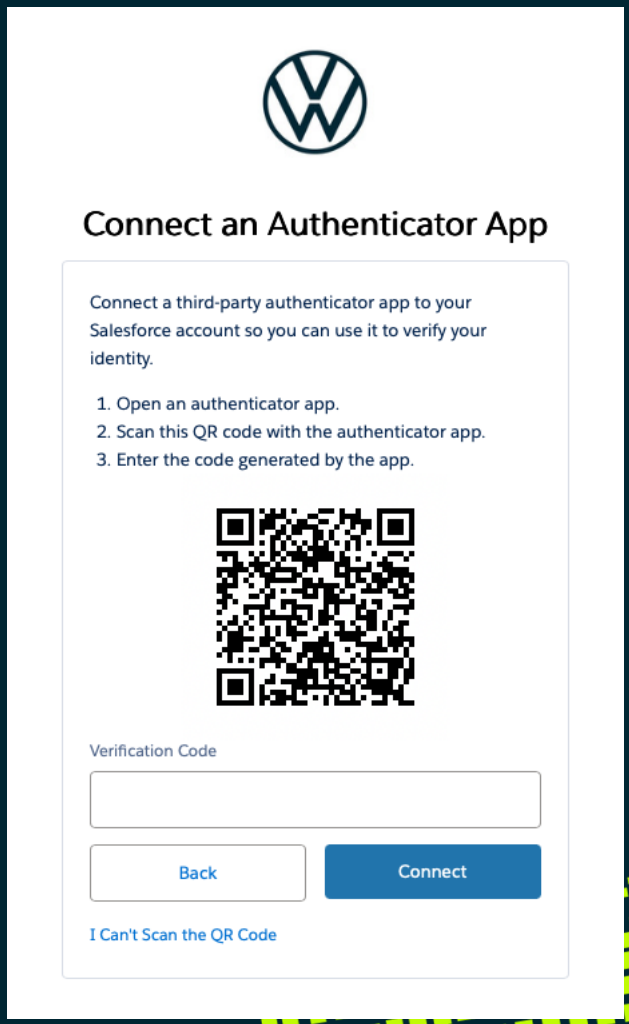


1. How To: Registration for erWin

9) Enter the code from your 2FA app and click “Connect”. You will then be logged in and see the organization type pop-up.

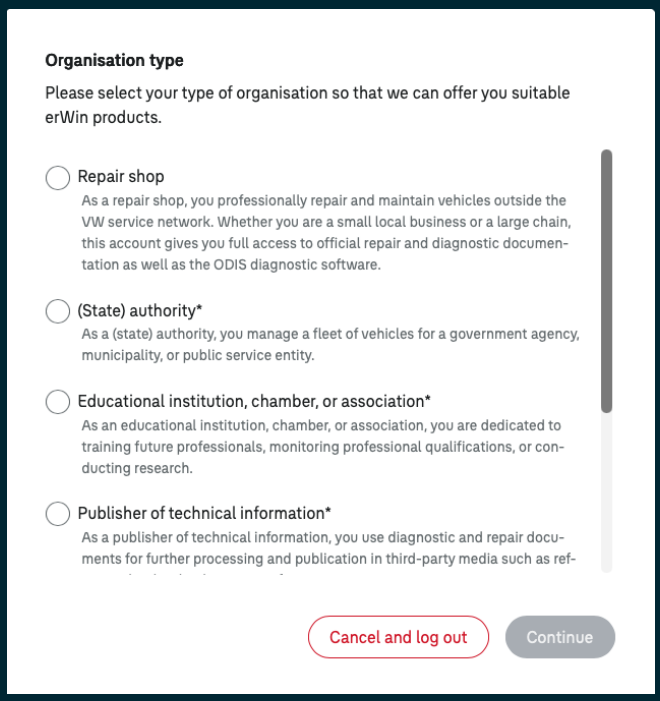
2-Factor Authentication

To set up the 2-factor authentication for your account, generate a one-time code (OTP) with applications such as “Google Authenticator”, “Microsoft Authenticator” or “Free OTP” on your computer or mobile device.

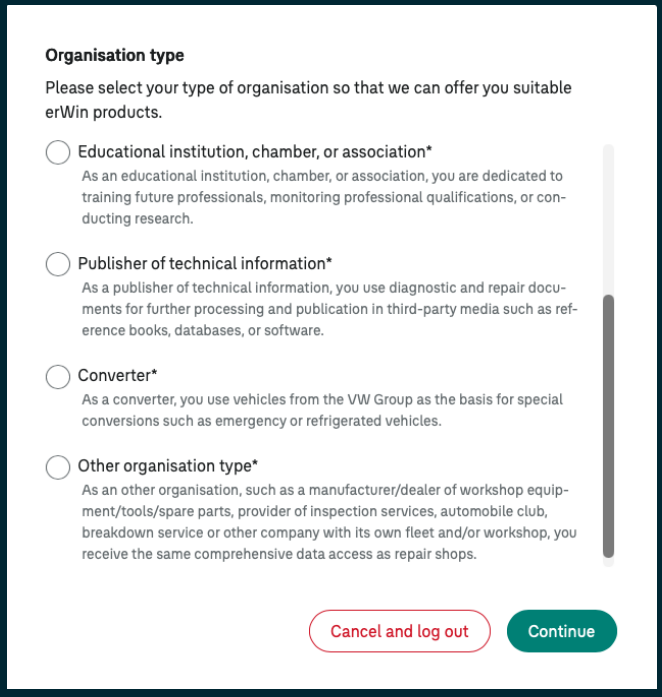


2. How To: Organization Verification

Select your organization type so that suitable erWin products can be shown to you.



Then click “Continue”.



Please note:

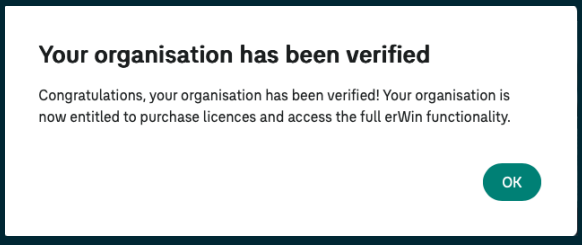
Depending on your organization type, additional steps may be required.

2. How To: Organization Verification

Please note: Your organization will be checked automatically.

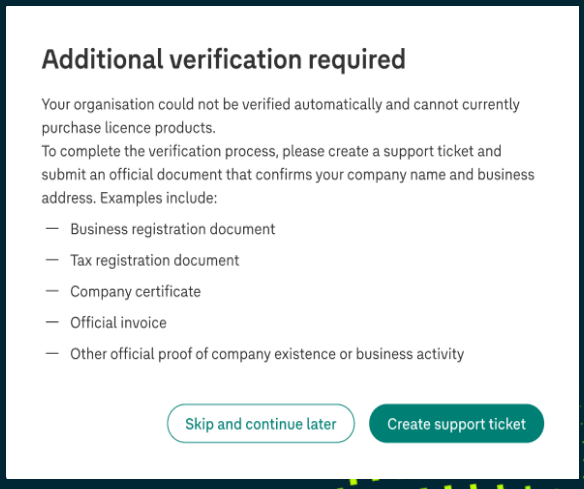
Your organization has been verified.
Click “OK”.

You can now start using the new erWin!



If additional verification is required, click “Create support ticket” and submit an official document confirming your company name and business address. Follow the instructions on the next page.

Alternatively, click “Skip and continue later” to continue using erWin with limited access.

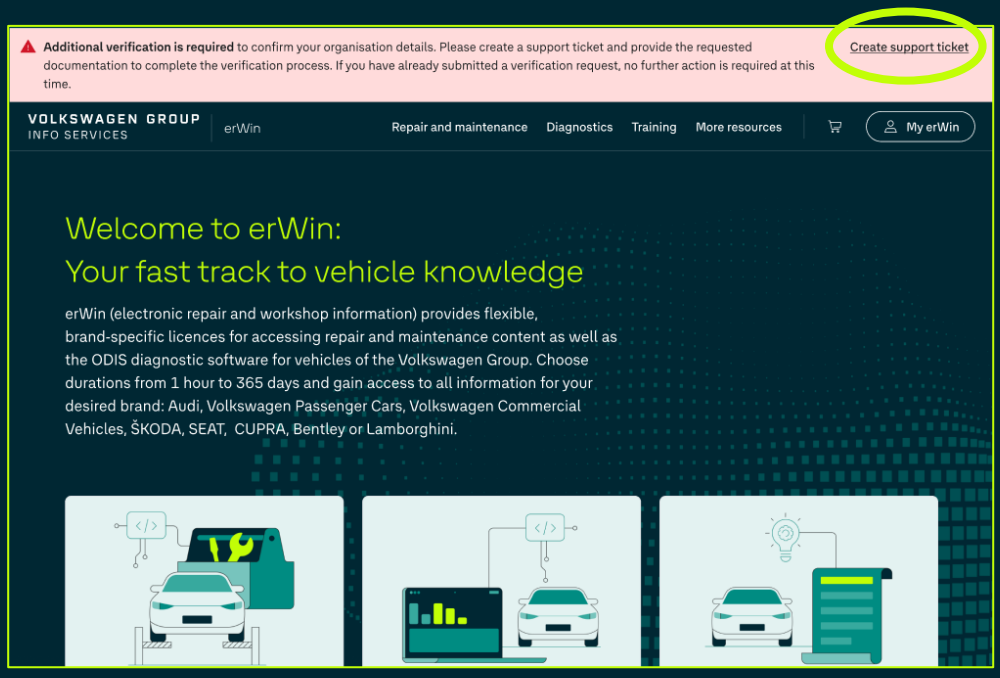


2. How To: Organization Verification

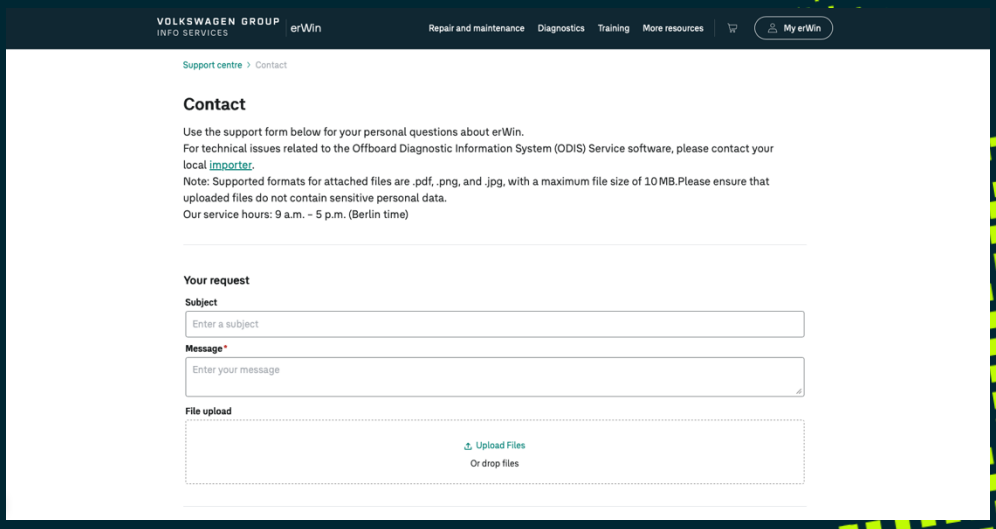
If additional verification is required, please create a support ticket and submit an official document confirming your company name and business address.

Please note: The banner remains visible while your verification request is being reviewed. If you have already submitted a request, no further action is required.

If you previously selected “Skip and continue later”, click “Create support ticket” in the banner.



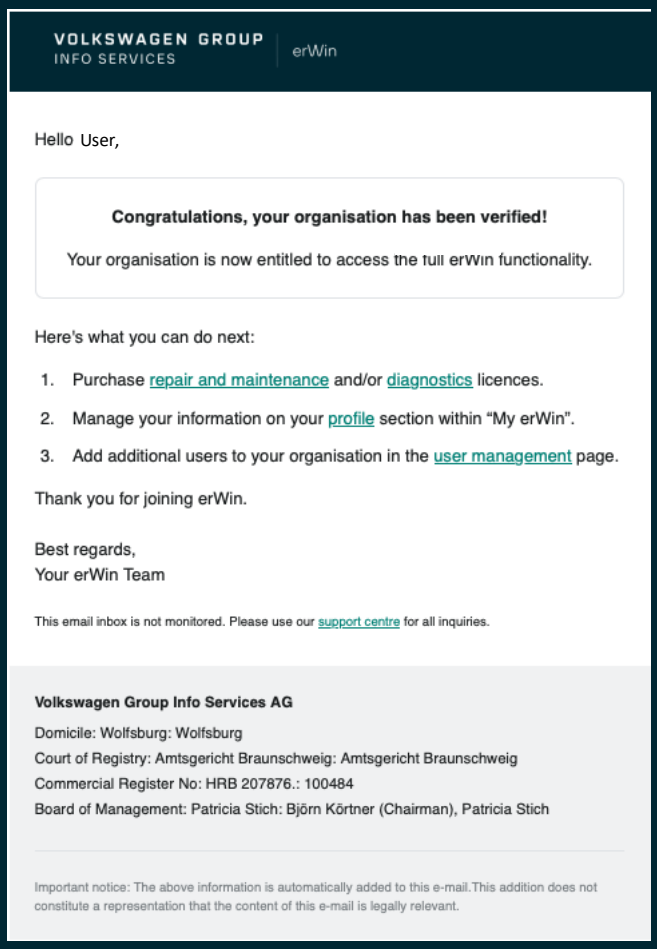
Complete the contact form and upload your document.



2. How To: Organization Verification

After your organization has been successfully verified, you will receive a confirmation email.

If your organization required manual verification, you can access the full erWin functionality the next time you log in.



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Hello User,

Congratulations, your organisation has been verified!

Your organisation is now entitled to access the full erWin functionality.

Here's what you can do next:

1. Purchase repair and maintenance and/or diagnostics licences.
2. Manage your information on your profile section within "My erWin".
3. Add additional users to your organisation in the user management page.

Thank you for joining erWin.

Best regards,
Your erWin Team

This email inbox is not monitored. Please use our support centre for all inquiries.

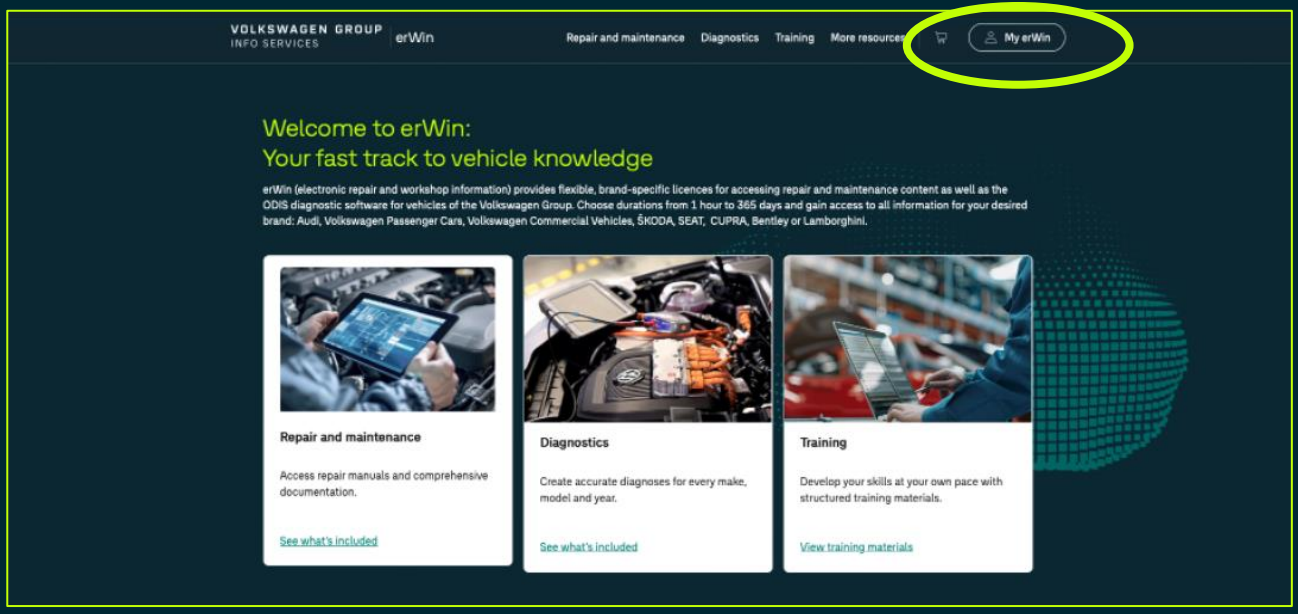
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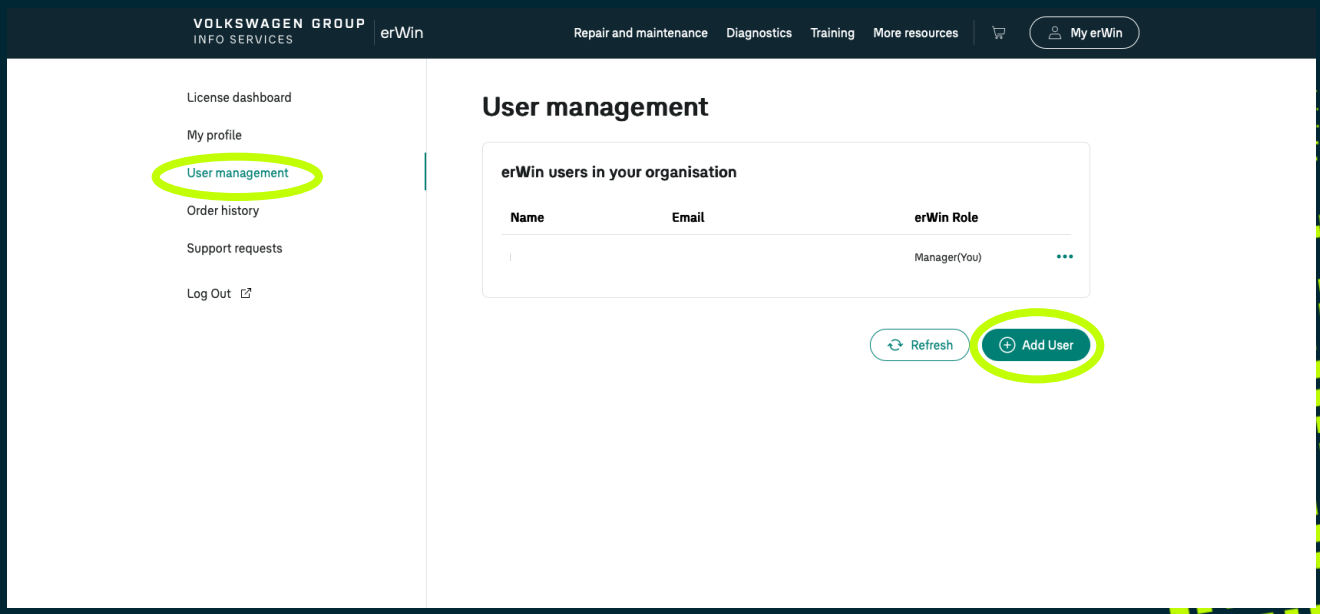
Done!

3. How To: Adding a New User

User management is available directly in the erWin portal. To add another user to your organization, click “My erWin”.

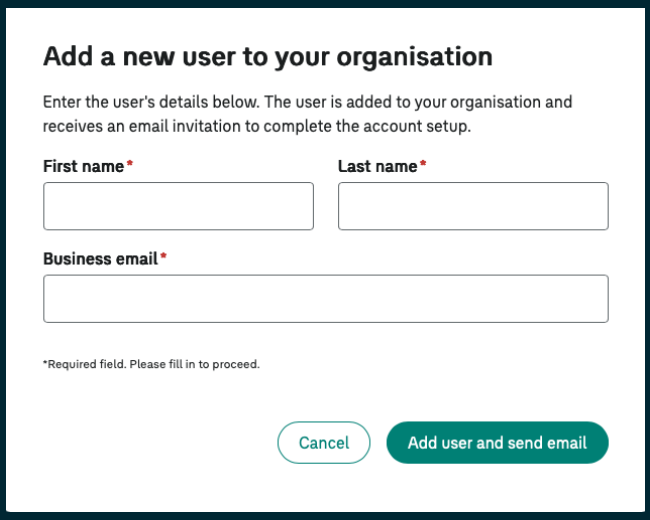


Add one or more users by selecting “User management” in the menu on the left, then clicking “Add user”.



3. How To: Adding a New User

Add one or more users by entering their first name, last name and business email address, then click “Add user and send email”.



The new user receives a welcome email and can set up their account as described in Chapter 1.

