New Driver Guide

Canada

Tesla App and Account

Your username is your employer-provided email address

Please click here to reset your password

After your vehicle delivery is complete, you can begin accessing your **Tesla App** for features such as: Keyless Driving, Range Status, Climate Control, GPS location, Valet Mode, Scheduling Service Appointments, etc.

Your Tesla.com account will not display your vehicle, as it is owned by your company / Lessor. However, you will have Tesla App access as a Driver. You should log-in to your Tesla App to save credit card details for any supercharging fees associated to your vehicle. In your Tesla App, please navigate to **Account Settings > Charging > Payment Method > Save a Credit Card.**

Please **DO NOT** request an Ownership Transfer or Claim Ownership in your Tesla.com Account Settings or Customer Support, as this could prompt removal of initial-owner benefits, vehicle warranties, etc. Rest assured, you have the proper accesses to your vehicle as a Driver.

Download on the App Store GET IT ON Google play

Video Guides

We urge you to view the video library – designed to educate you on your Tesla's features.

Meet your Tesla - Model S – Model X – Model 3 – Model Y

Home Charging

Home Charging is the most consistent, convenient, and efficient way to charge your New Tesla! Learn more about home charging by clicking here. Your Tesla's included mobile connector bundle comes with (1) adaptor for a standard wall outlet for home charging. Please click here to purchase additional adaptors for different or higher amperage outlets e.g. NEMA 14-50.

Maintenance and Warranty

Tesla Maintenance – Tesla Warranty

Your Tesla does not require annual maintenance and regular fluid changes. With over-the-air software updates, SmartAlerts, remote diagnostics and the support of our Mobile Service technicians, the need to visit a Service Center is reduced. For minor maintenance and repairs, step-by-step guidance is available. If additional service is needed, schedule a service appointment in the Tesla App.

For body or collision repair, login to the Tesla App and select 'Collision & Glass Repair' from the Service Menu. You will be prompted to describe the repair and upload photos to help us quickly assess the damage. If you are using insurance, please be sure to let us know your carrier and claim number. In the event we cannot perform your repair in service, we will refer you to a Tesla Body Repair Center or a Tesla Approved Body Shop.

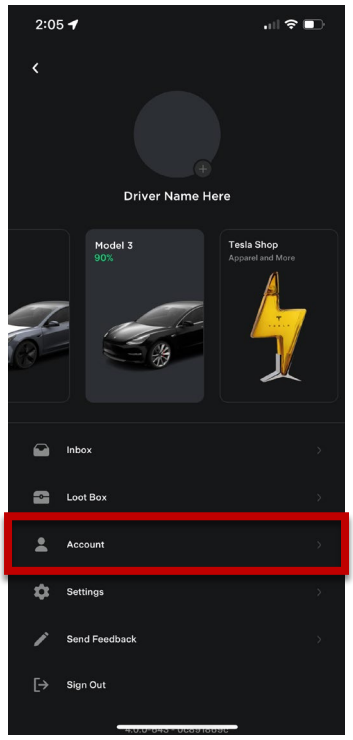
Tesla recommends checking your tires every 10,000 km for rotating, balancing, aligning, and/or replacement needs.

Please check your Owner's Manual for the latest maintenance recommendations for your Tesla. To find your Owner's Manual, simply tap the Tesla 'T' logo at the top of your touchscreen to access your digital Owner's Manual for more information about operating your Tesla, specific features and software updates.

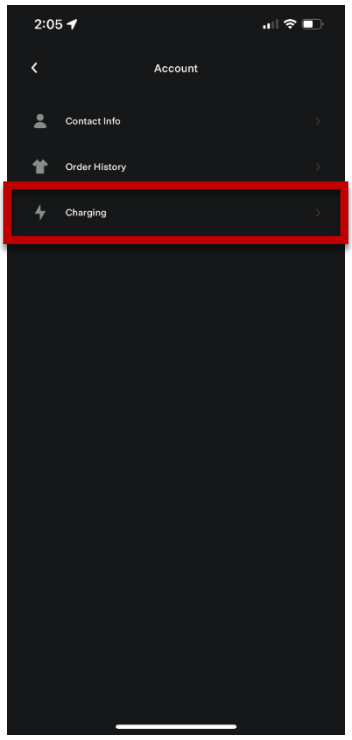
Tesla App

Saving a Credit Card for Supercharging

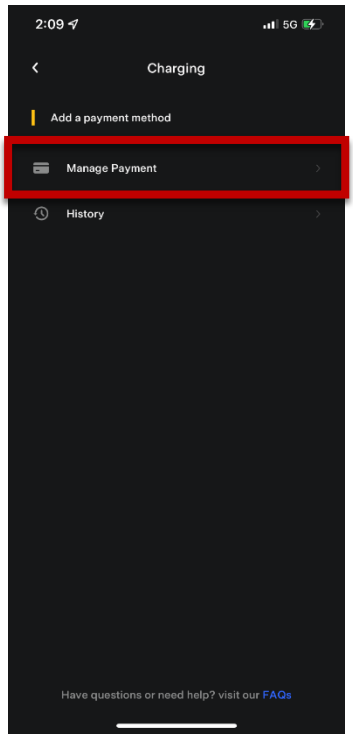
Using the Tesla App



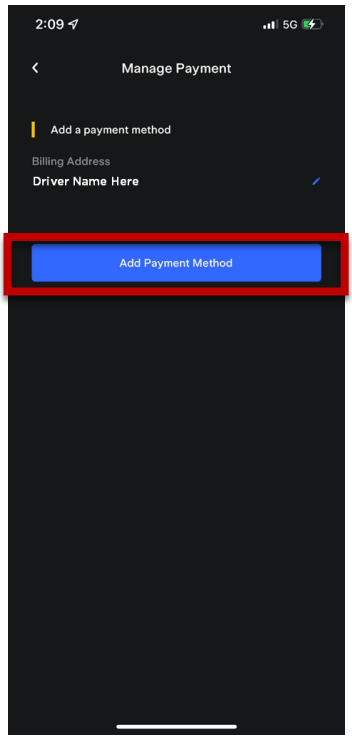
1. Account Settings



2. Charging Menu

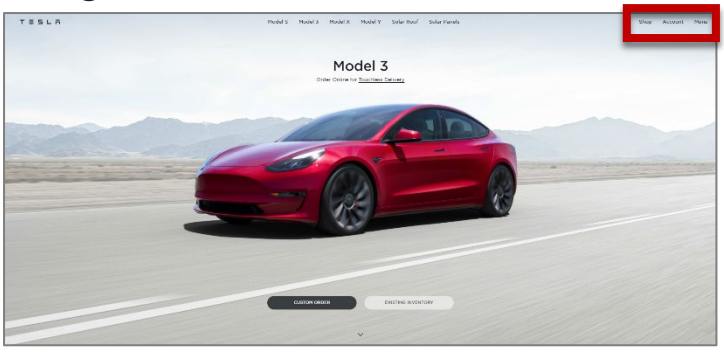


3. Manage Payment

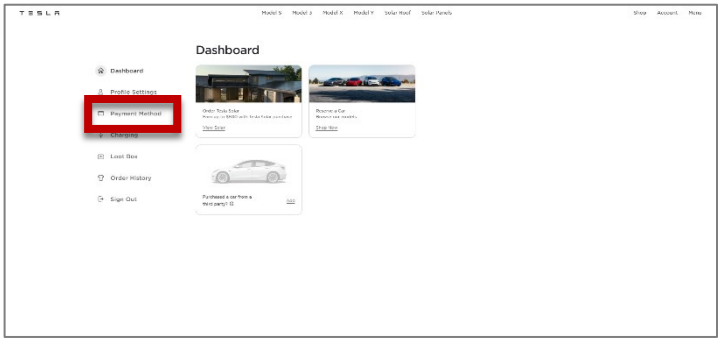


4. Add Credit Card

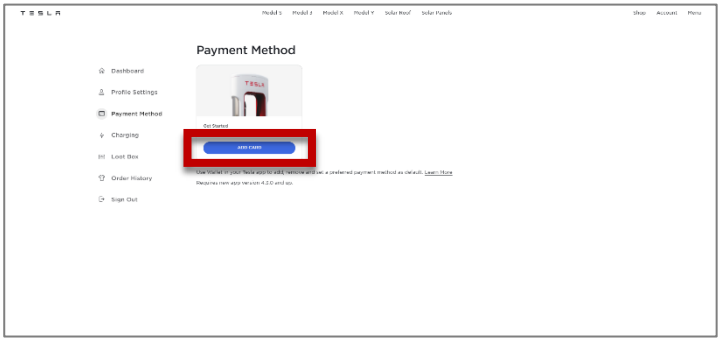
Using the Tesla Website



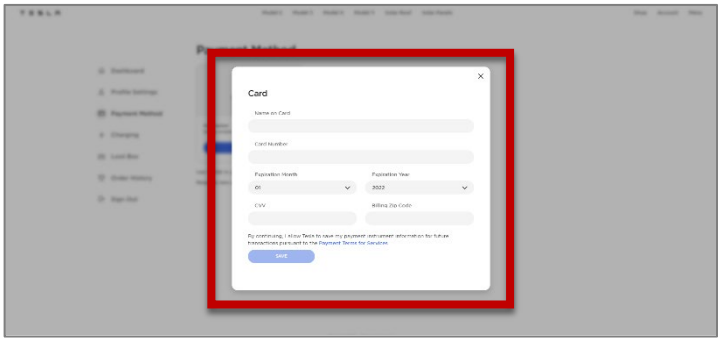
1. Log-In to your Tesla.com Account



2. Payment Method



3. Add Credit Card

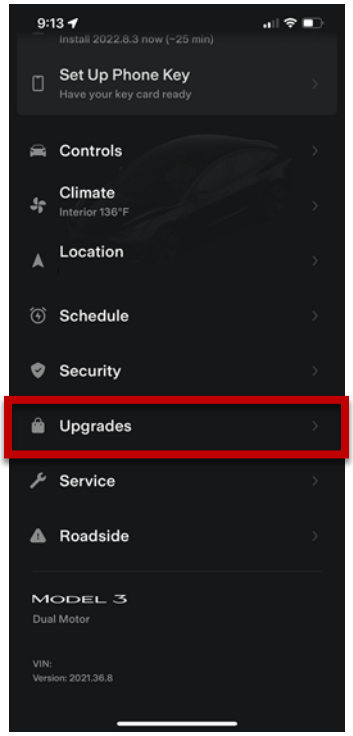


4. Save Credit Card Information

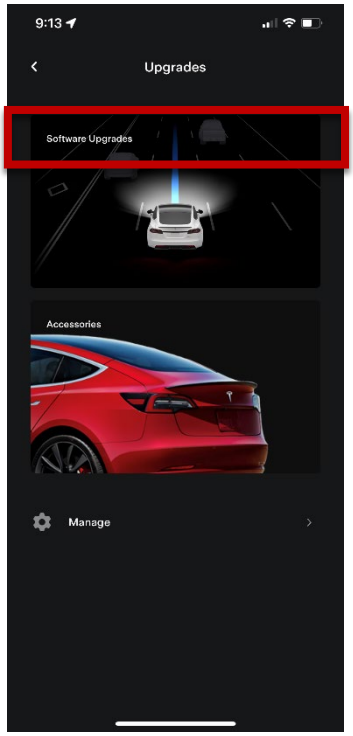
Tesla App

Subscribing to Premium Connectivity

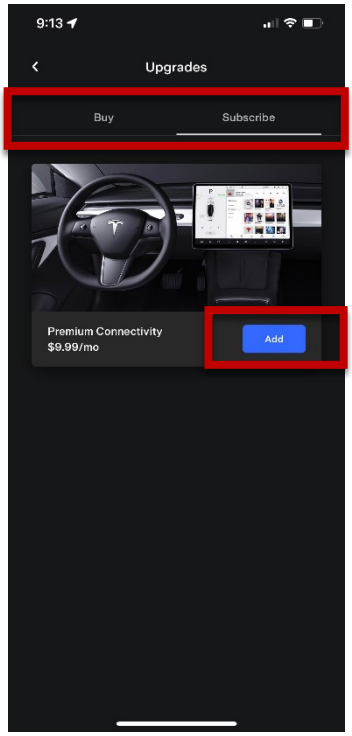
Using the Tesla App



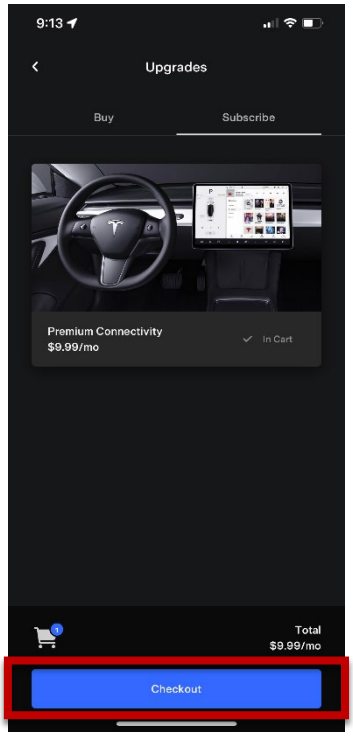
1. Upgrades



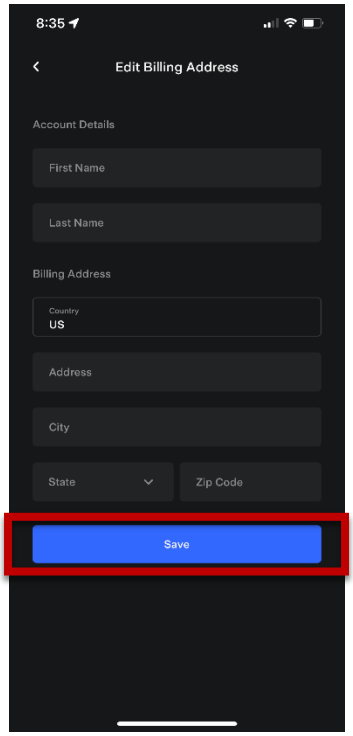
2. Software Upgrades



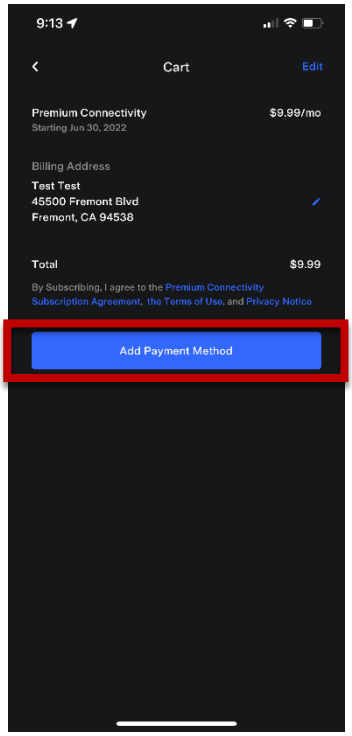
3. Subscribe and Add



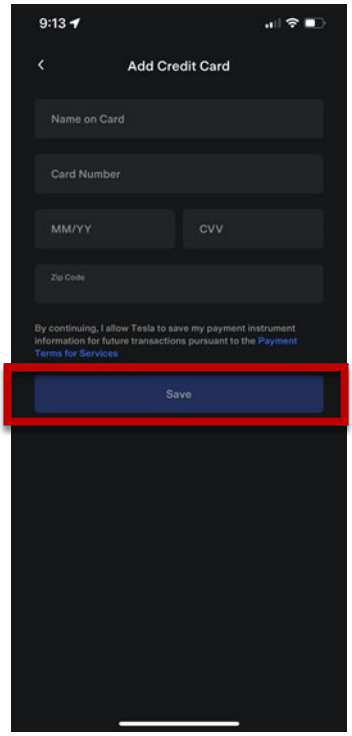
4. Checkout



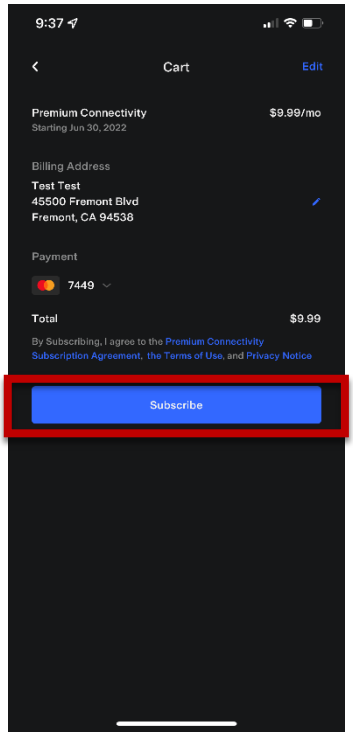
5. Billing Address



6. Add Payment Method



7. Add Credit Card



8. Subscribe