



TECHNICAL SERVICE PORTAL USER GUIDE

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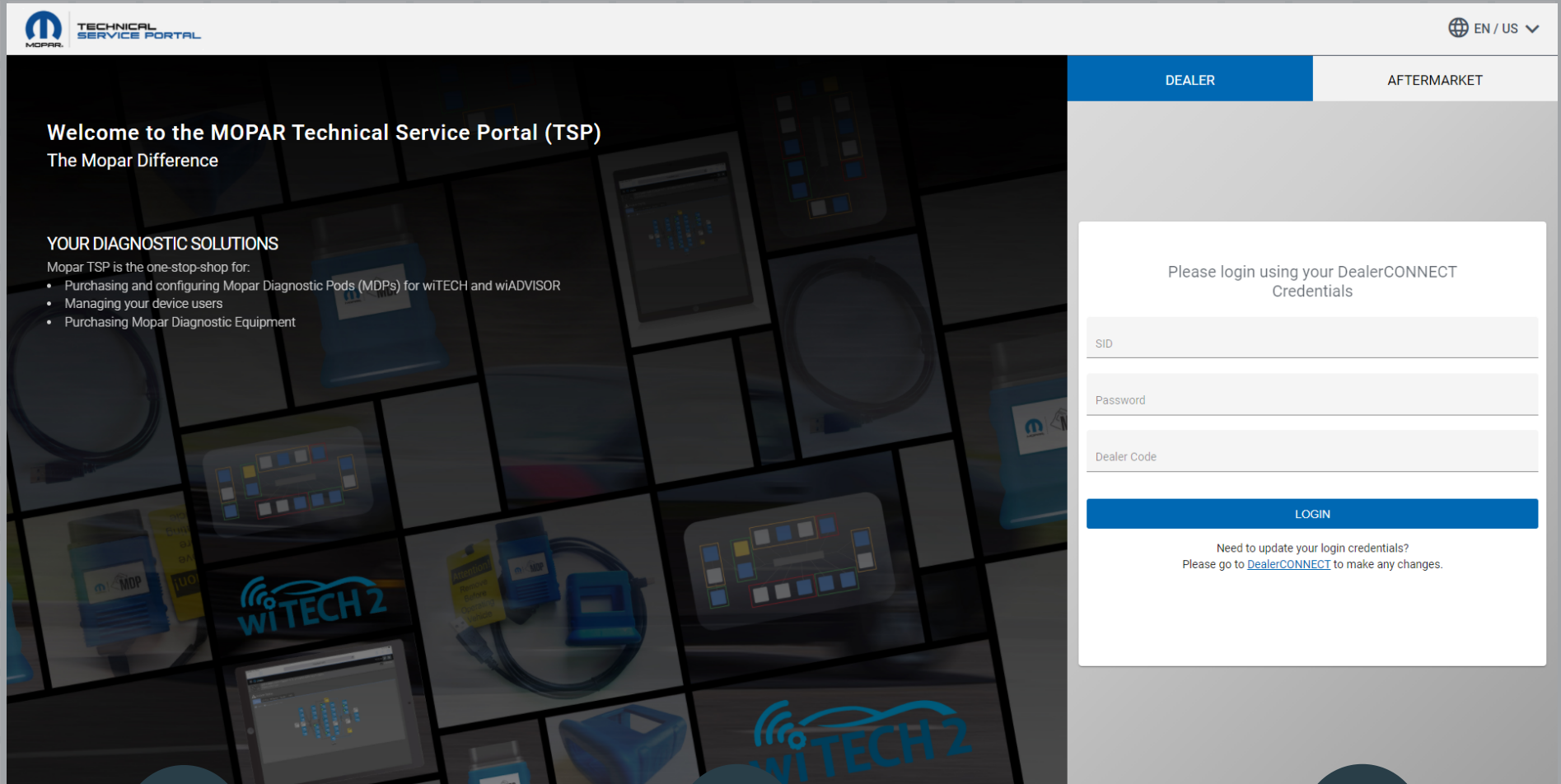
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LOG INTO THE MTSP

LOG INTO THE MTSP



WELCOME TO THE MOPAR TECHNICAL SERVICE PORTAL (TSP)
The Mopar Difference

YOUR DIAGNOSTIC SOLUTIONS
Mopar TSP is the one-stop-shop for:

- Purchasing and configuring Mopar Diagnostic Pods (MDPs) for wiTECH and wiADVISOR
- Managing your device users
- Purchasing Mopar Diagnostic Equipment

EN / US

DEALER AFTERMARKET

Please login using your DealerCONNECT Credentials

SID

Password

Dealer Code

LOGIN

Need to update your login credentials?
Please go to [DealerCONNECT](https://dealerconnect.chrysler.com) to make any changes.

1

Go to <https://mopartsp.com/login> and make sure you're on the Dealer login tab.

2

To log into the Mopar Technical Service Portal (MTSP), you will need your SID (or TID), DealerCONNECT password and Dealer Code. **Note:** Service Managers or higher will be able to log in. Please contact DealerCONNECT if you need to change a position code.

3

Need to change your login credentials? Please contact DealerCONNECT directly at <https://dealerconnect.chrysler.com>

DEVICES

MANAGING YOUR DEVICES

TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

DEVICES PERSONNEL

Diagnostic Devices

Filter

ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS
Bills Pod	S12345U	MPulse	1	06/05/20	ACTIVE
Velinda's Pod	S12345V	MPulse	2	02/25/20	ACTIVE
N/A	S12345W	MPulse	0	02/05/20	UNASSIGNED
N/A	S12345X	MPulse	0	01/24/20	UNASSIGNED

Items per page: 10 1 - 4 of 4

Warranty Expiration Date

06/05/20

Associate Users

Search

AVAILABLE USERS	
Patrick Pyite S12345U	+
Zachary Foam S12345V	+
Steven Zed S12345W	+
Mary Jo Joe Mary S12345X	+
Lance Yem S12345Y	+
John Doe S90137D	+

Status

Active

Select A Status

Active

Inactive

Defective

Lost

Search

CURRENTLY ASSIGNED USERS	
Eduardo Piper S12345T	-

1

2

3

4

5

Click on Dashboard in the side navigation bar, then Devices on the top bar.

Manage your devices. Any new devices that you purchase through the TSP will automatically populate here. If you don't see your device here, please contact the Support Team.

The users shown here are personnel populated from DealerCONNECT based on position code. Anyone on this list can be associated to your devices.

Give your device an alias to make it easier to remember which is which. Ex: Bill's Pod.

Assign your device a Status to help you keep track of your devices and whether they are being used or not.
Note: Please contact the Support Team to remove a device from your account.

ASSIGNING USERS TO A DEVICE

TECHNICAL SERVICE PORTAL 99970 - SolvIT John Doe EN / US

Diagnostic Devices

ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS
Bills Pod	S12345U	MPulse	1	06/05/20	ACTIVE
Velinda's Pod	S12345V	MPulse	2	02/25/20	ACTIVE
N/A	S12345W	MPulse	0	02/05/20	UNASSIGNED
N/A	S12345X	MPulse	0	01/24/20	UNASSIGNED

Items per page: 10 1 – 4 of 4

Warranty Expiration Date 06/05/20

Status Active

Associate Users

Search

AVAILABLE USERS	CURRENTLY ASSIGNED USERS
Patrick Pyite S12345U	Eduardo Piper S12345T
Zachary Foam S12345V	
Steven Zed S12345W	
Mary Jo Joe Mary S12345X	
Lance Yem S12345Y	
John Doe S90137D	

1

2

3

Click on the green plus button to add an available user to a specific device. Once you add the user, they will show up in the "Currently Assigned Users" column.

Click on the red minus button to remove a currently assigned user from a specific device. After you remove the user from the device, they will show up in the "Available Users" column.

Need to associate someone to a device but they're not listed here? Please go to DealerCONNECT to check or modify their position code.

PERSONNEL

MANAGING YOUR PERSONNEL

The screenshot shows the 'PERSONNEL' tab in the 'TECHNICAL SERVICE PORTAL'. A vertical sidebar on the left contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The top bar shows the user 'John Doe', language 'EN / US', and a shopping cart icon. The main content area is titled 'Personnel' and includes a 'Filter' dropdown. Below the filter is a table with columns 'SID', 'NAME', and 'POSITION'. The table lists seven personnel, all with the position 'Service Technician' except for 'John Doe' who is a 'Service Director'. At the bottom of the table, there is a pagination control showing 'Items per page: 10' and '1 - 7 of 7'. A dotted line with three numbered circles (1, 2, 3) points to specific elements: circle 1 points to the 'DASHBOARD' link in the sidebar; circle 2 points to the 'PERSONNEL' tab in the top bar; circle 3 points to the text 'Please make any changes to your personnel in the My Personnel section of DealerCONNECT.' on the right side of the page.

SID	NAME	POSITION
S12345T	Eduardo Piper	Service Technician
S12345U	Patrick Pyite	Service Technician
S12345V	Zachary Foam	Service Technician
S12345W	Steven Zed	Service Technician
S12345X	Mary Jo Joe Mary	Service Technician
S12345Y	Lance Yem	Service Technician
S90137D	John Doe	Service Director

Items per page: 10 1 - 7 of 7

Please make any changes to your personnel in the My Personnel section of DealerCONNECT.

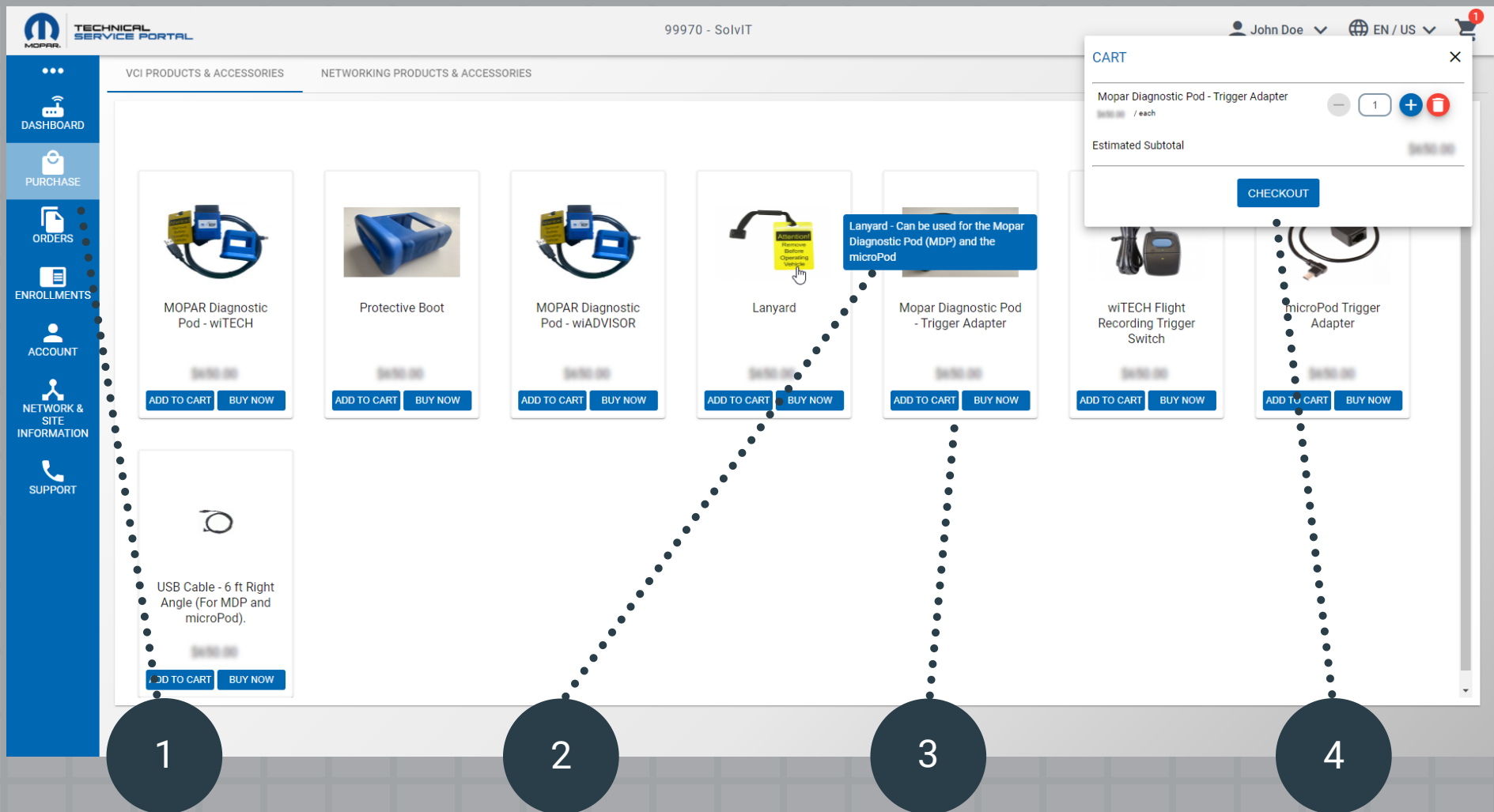
Click on Dashboard in the side navigation bar, then Personnel on the top bar.

The personnel shown in your account is populated from DealerCONNECT based on position code. Anyone on this list can be associated to your devices.

Need to associate someone to a device but they're not listed? Please go to DealerCONNECT to check or modify their position code.

PRODUCTS

VCI PRODUCTS & ACCESSORIES



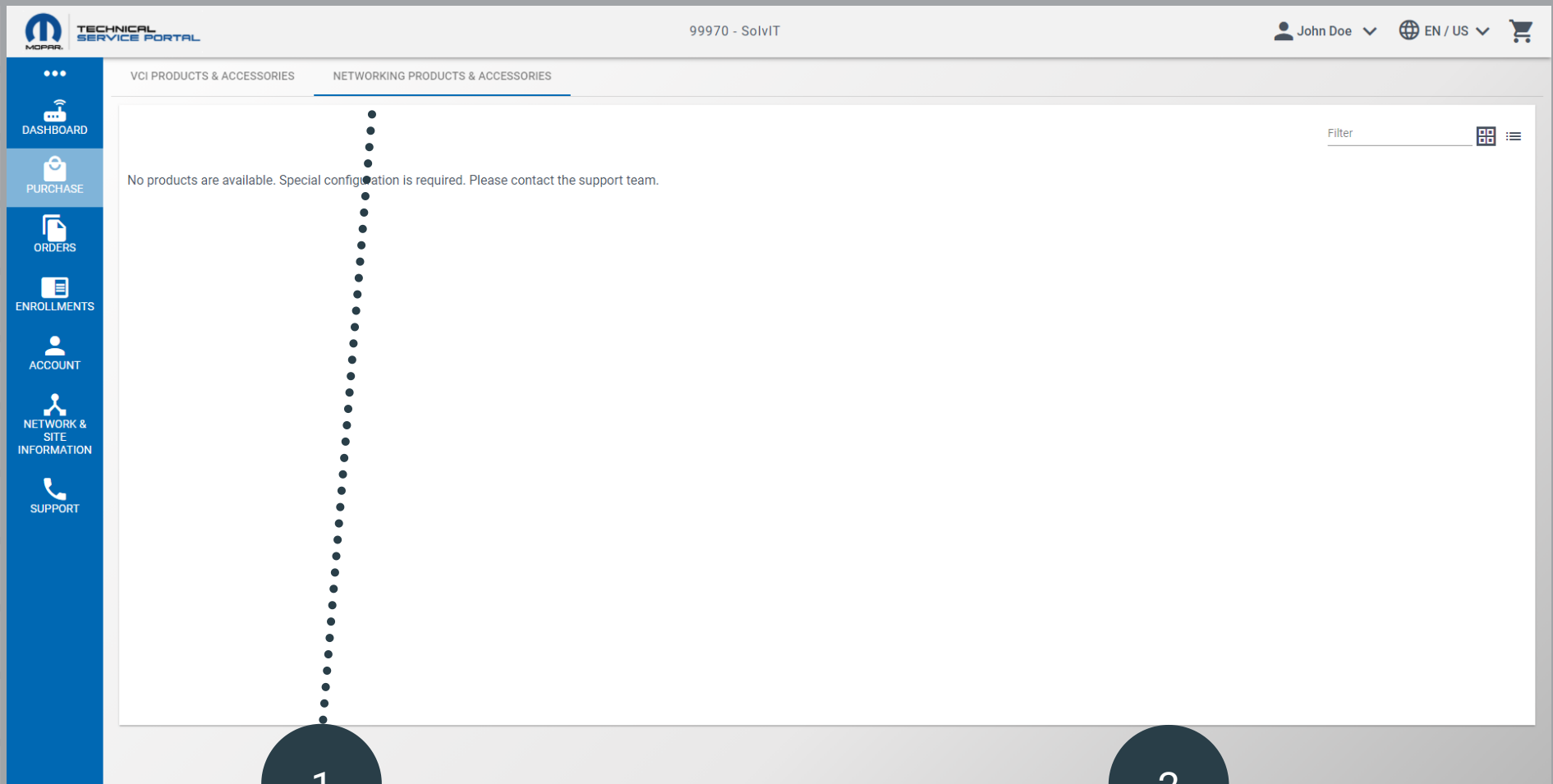
Click on Purchase in the side navigation bar, then go to VCI Products & Accessories on the top bar.

Hover your mouse over products to see details.

Click on Buy Now or Add to Cart on the products that you need.

When you're ready, click on the shopping cart and then click the Checkout button.

NETWORKING PRODUCTS & ACCESSORIES



1

Click on Purchase in the side navigation bar, then go to Networking Products & Accessories on the top bar.

2

Need to shop for Networking Equipment? Please contact the Support Team first. They will help you get started by reviewing the equipment needed, and then you may come back here to purchase what you need.

PURCHASING PRODUCTS

The screenshot shows the 'CHECKOUT' page of the Mopar Technical Service Portal. The page includes a sidebar with navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The main content area is divided into two sections: 'Shipping Address' and 'ORDER SUMMARY'.

Shipping Address:

- ☒ Shipping Address Is The Same As Primary Address
- Shipping To:
Test User
960 Pine St.
San Francisco, 94108

Shipping Method:

- ☒ UPS Ground
- ☐ UPS Three-Day Select
- ☐ UPS Second Day Air
- ☐ UPS Next Day Air
- ☐ UPS Next Day Air Early A.M.

ORDER SUMMARY:

Name	Price / Qty
Mopar Diagnostic Pod - Trigger Adapter	10.00 / each x 1

Payment Method:

- ☐ Dealer Parts Account Billing
- ☒ Credit Card

VISA ending in - 4242 exp. 5/2024

Charge To: VISA Visa ending in - 4242 exp. 5/2024

Subtotal
Discount
Shipping Cost
Tax
Total

CANCEL PLACE ORDER

Process Flow:

1. Select your Shipping Address and Shipping Method.
2. Review your Order Summary to make sure everything is correct.
3. Select your Payment Method.
4. If the Order Summary looks correct, go ahead and click the Place Order button. If you need to edit, click on the cart icon to edit.
5. Go to the Orders tab and/or your email inbox to review your receipt.

1

2

3

4

5

Select your Shipping Address and Shipping Method.

Review your Order Summary to make sure everything is correct.

Select your Payment Method.

If the Order Summary looks correct, go ahead and click the Place Order button. If you need to edit, click on the cart icon to edit.

Go to the Orders tab and/or your email inbox to review your receipt.

ORDERS

MANAGING YOUR ORDERS

TECHNICAL SERVICE PORTAL 99970 - SolvIT John Doe EN / US

ORDERS

Orders

Filter

ORDER #	DATE ORDERED	TOTAL	STATUS
100060012	10/6/21	Processing	PROCESSING
100060005	9/29/21	Pending	PENDING
000000113	9/7/21	Pending	PENDING
000000090	9/2/21	Pending	PENDING
000000089	9/1/21	Pending	PENDING
000000087	9/1/21	Pending	PENDING

Items per page: 10 1 - 6 of 6 < >

Order Number: 100060012

DATE ORDERED 10/6/21 TOTAL Processing STATUS Processing

Tracking Information

No Tracking Information Available

Order Summary

Mopar Diagnostic Pod - Trigger Adapter / each x 1

Shipping Address

John Doe
960 Pine St.
San Francisco, US 94108

Subtotal
Discount
Shipping Cost
Tax
Total Billed To Visa ending **** 4242

Return to the [Dashboard](#) to manage your devices, subscriptions, and users.

1

2

3


Click on Orders in the side navigation bar.

Click on an order to view the full details. Your order details will also be emailed to the primary email address on your account.

Tracking Information will be available here once the order has shipped.

ENROLLMENTS

THE WIADVISOR PROGRAM

 TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

DASHBOARD

PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK & SITE INFORMATION

SUPPORT

wiADVISOR PROGRAM

ONLINE SCHEDULER

Online Scheduler is an important component of the wiADVISOR program. When a customer books their appointment online, their concerns are automatically transmitted to the Service Advisor's tablet on the service drive - transforming the experience to be convenient, fast and frictionless.

APPOINTMENT MANAGER

The Appointment Manager enables service advisors and managers to review and source appointments to easily identify customers, their history and repair requirements -including recalls.

MOBILE CHECK-IN

Mobile Check-In is an innovative solution that provides you and your customers with a safe and contactless check-in alternative. With social distancing at the forefront, customers can now check in and sign for service using their mobile device, allowing for a safe, physically-distant drop-off experience.

WRITE-UP

wiADVISOR Write-Up is the most comprehensive service write-up tool on the market. Quickly identify Missed Recalls, RRTs and DTCs and increase sales opportunities.

SERVICE DASHBOARD

Service Dashboard provides an intuitive visual interface for displaying the status of all vehicles in the shop and service lane, along with projected completion times for each step of the service.

TECHNICIAN INSPECTION

Technician Inspection automates the digital vehicle inspection, eliminating paper and centralizing all collected data to share with the customer and for use elsewhere in the dealership. Inspection results are captured within the system and a Multi-point Inspection (MPI) document is generated showing the status of each inspection item (green, yellow or red) along with all recommendations made on the vehicle.

COMMUNICATIONS

This industry-leading communications tool is available within the wiADVISOR homepage. The tool enables dealership employees to communicate via SMS/chat in real-time with each other and their customers - regardless of their workflow.

CUSTOMER CONNECT

Provide your BDC with the ability to create, manage and track outbound campaigns leveraging DMS, OEM and customer service data to present targeted messages to the right customers at the right time. Customer Connect enables your BDC for both outbound and inbound communications through phone, email, and two-way text to maximize customer convenience and engagement.

Phone
+1 000-000-0000

E-mail

TEXTING

Enable Texting capabilities to improve and streamline communication with your customers. Used in conjunction with both the Service Dashboard and Customer Connect.

☒ Option A: 7,000 texts/month for \$50, each additional text will be charged \$0.10 per

☐ Option B: 40,000 texts/month for \$300, each additional text will be charged \$0.10 per

GOLD SUPPORT TRAINING

Enable Texting capabilities to improve and streamline communication with your customers. Used in conjunction with both the Service Dashboard and Customer Connect.

☒ Pay In Full

☐ Pay In 12 Monthly Installments

DMS

DMS

INSTALLER INFORMATION

Name

Position

1

The wiADVISOR program is the most comprehensive service write-up solution on the market. It provides Service Advisors with a simple tool to actively engage vehicle owners at their vehicle and provide an enhanced customer experience on the service drive. Online Scheduler is an important component of the wiADVISOR program. When a customer books their appointment online, their concerns are automatically transmitted to the Service Advisor's tablet on the service drive - transforming the experience to be convenient, fast and frictionless.

Note: For pricing and more information on the wiADVISOR program, please go to wiADVISOR Enrollments in the TSP. Select your DMS to see your pricing.

DEALER NETWORK ASSESSMENT

The screenshot shows the 'Dealer Network Assessment' form in the 'DNA' tab of the 'WIADVISOR' section. The form includes a description of the assessment, a section for 'On-Site Contact Information' with fields for Contact Name, Contact Position, Contact Phone, and Contact Email, a toggle for 'On Site It', a 'DMS' dropdown, a 'wiADVISOR Information' section with fields for Service Advisors, wiADVISOR Micropods, and Tablets, a 'wiTECH Information' section with fields for Service Technicians, wiTECH Micropods, and Service Bays, and a signature line with an 'I Agree' checkbox.

TECHNICAL SERVICE PORTAL 99970 - SolvIT John Doe EN / US

WIADVISOR DNA

Dealer Network Assessment

Are you experiencing Network connectivity issues at your dealership? The assessment will consist of a two-day on-site visit, as well as pre-visit checklist activities. The assessor will work with the dealer to identify any current network and/or hardware concerns. They will then inspect all dealer PCs, tablets, and printers and ensure the dealer's wired and wireless networks meet FCA requirements. The assessor will also conduct an analysis to certify that the dealer's internet connectivity meets FCA's Internet Connectivity Standards. The assessor will ultimately issue a final summary and scorecard of the dealer's network infrastructure.

On-Site Contact Information

Contact Name Contact Position

Contact Phone Contact Email

☐ On Site It

DMS

DMS

wiADVISOR Information

Service Advisors 0 wiADVISOR Micropods 0 Tablets 0

wiTECH Information

Service Technicians 0 wiTECH Micropods 0 Service Bays 0


☐ I Agree Signature

1

Are you experiencing network connectivity issues at your dealership? The Dealer Network Assessment (DNA) consists of a two-day on-site visit, as well as pre-visit checklist activities. The assessor will work with the dealer to identify any current network and/or hardware concerns.

Note: Dealer Network Assessment (DNA) is available once you are enrolled in wiADVISOR. For pricing and more information, please go to wiADVISOR Enrollments in the TSP. You will be able to view the other available enrollments once you enroll in the wiADVISOR Enrollment Bundle.


EPAY ENROLLMENT

**TECHNICAL
SERVICE PORTAL**

99970 - SolvIT

John Doe ▾

EN / US ▾



DASHBOARD

PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK &
SITE
INFORMATION

SUPPORT

ePAY

The ePAY application within the Service Dashboard allows Service Advisors to invoice the customer directly from their tablet. Customers can immediately pay on the drive on the Service Advisors tablet by entering credit card information through a PCI compliant secure portal, or with a payment device for tap, swipe or chip payments.

☐ By checking the consent box and signing below, you commit on behalf of your Dealership to have a fully engaged dealer management team that will support and drive the use of wiADVISOR amongst the Dealership's Service Department personnel and meet the minimum utilization requirements.

☐ By checking the consent box and signing below, you agree on behalf of your Dealership to enroll in the wiADVISOR and the optional program(s) selected above and consent to the applicable payments to FCA US LLC, including training fees in the event of failure to meet minimum utilization requirements. You also agree to receive training for wiADVISOR to be administered in a virtual format. In addition, the Dealer agrees to follow FCA's Privacy Statement, the End User License Agreement for wiADVISOR, and any applicable laws, rules, & regulations.

I certify that I have the authority to request the service and grant the approvals indicated in this Agreement. I agree to the conditions and commitments of this agreement, and will report any and all system concerns/issues to support@wiADVISOR.com or 1-855-942-3847 in a timely manner. I have read and hereby accept and agree to all provision, terms, and conditions as outlined. Selection of any of the above program add-ons supersedes any prior agreements; including but not limited to, SMARTech and Technician Dashboard.

CANCEL

ENROLL

1

The ePAY application within the Service Dashboard allows Service Advisors to invoice the customer directly. Customers can then immediately pay on the Service Advisor's tablet.

Note: ePAY is available once you are enrolled in wiADVISOR. For pricing and more information, please go to wiADVISOR Enrollments in the TSP. You will be able to view the other available enrollments once you enroll in the wiADVISOR Enrollment Bundle.

RECALL MANAGEMENT ENROLLMENT

The screenshot shows the 'RECALL MANAGEMENT' page in the 'TECHNICAL SERVICE PORTAL'. The page header includes the MOPAR logo, the user 'John Doe', and the language 'EN / US'. The left sidebar contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS (highlighted), ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The main content area is titled 'RECALL MANAGEMENT' and includes a description: 'Recall Management is an enhancement to the wiADVISOR Appointment Ledger tool which enables customers to reach out to the Stellantis Customer Assistance Center (CAC) in order to schedule an appointment with their preferred wiADVISOR dealership in an effort to have active recalls completed.' Below this, there are two consent checkboxes. The first checkbox is for committing to a fully engaged dealer management team. The second checkbox is for enrolling in the wiADVISOR program and agreeing to training fees and FCA's Privacy Statement. Below the checkboxes are input fields for 'Name' and 'Position'. A certification statement follows, stating that the user agrees to the terms and conditions. At the bottom, there are 'CANCEL' and 'ENROLL' buttons. A large black circle with the number '1' is overlaid on the bottom center of the page.

TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

DASHBOARD

PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK & SITE INFORMATION

SUPPORT

RECALL MANAGEMENT

Recall Management is an enhancement to the wiADVISOR Appointment Ledger tool which enables customers to reach out to the Stellantis Customer Assistance Center (CAC) in order to schedule an appointment with their preferred wiADVISOR dealership in an effort to have active recalls completed.

☐ By checking the consent box and signing below, you commit on behalf of your Dealership to have a fully engaged dealer management team that will support and drive the use of wiADVISOR amongst the Dealership's Service Department personnel and meet the minimum utilization requirements.

☐ By checking the consent box and signing below, you agree on behalf of your Dealership to enroll in the wiADVISOR and the optional program(s) selected above and consent to the applicable payments to FCA US LLC, including training fees in the event of failure to meet minimum utilization requirements. You also agree to receive training for wiADVISOR to be administered in a virtual format. In addition, the Dealer agrees to follow FCA's Privacy Statement, the End User License Agreement for wiADVISOR, and any applicable laws, rules, & regulations.

Name Position

I certify that I have the authority to request the service and grant the approvals indicated in this Agreement. I agree to the conditions and commitments of this agreement, and will report any and all system concerns/issues to support@wiADVISOR.com or 1-855-942-3847 in a timely manner. I have read and hereby accept and agree to all provision, terms, and conditions as outlined. Selection of any of the above program add-ons supersedes any prior agreements; including but not limited to, SMARTech and Technician Dashboard.


CANCEL ENROLL

1

Recall Management is an enhancement which enables customers to reach out to the Stellantis Customer Assistance Center (CAC) in order to schedule an appointment with their preferred wiADVISOR dealership in an effort to have active recalls completed.

Note: Recall Management is available once you are enrolled in wiADVISOR. For pricing and more information, please go to wiADVISOR Enrollments in the TSP. You will be able to view the other available enrollments once you enroll in the wiADVISOR Enrollment Bundle.

GOLD SUPPORT CONTINUOUS TRAINING

 TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

DASHBOARD

PURCHASE

ORDERS

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ACCOUNT

NETWORK & SITE INFORMATION

SUPPORT

GOLD SUPPORT CONTINUOUS TRAINING

The Continuous Training Program is a proactive approach to help your dealership achieve a consistent, high-level performance and leverage the latest wiADVISOR enhancements. This program offers 2, 4, 6, 8 or 10-day options. Training days will be delivered either as on-site, virtual or a combination of both. All options can be through a monthly subscription with a one-year commitment and must be utilized within that time period or risk being forfeited. In addition to the in-dealership/virtual training, you will be entitled to up to a 1-hour support call between visits with your assigned trainer. You can use the remote support to review your reports and progress.

	VISITS	MONTHLY FEE
<input checked="" type="radio"/>	2 visits per year	\$1,000
<input type="radio"/>	4 visits per year	\$2,000
<input type="radio"/>	6 visits per year	\$3,000
<input type="radio"/>	8 visits per year	\$4,000
<input type="radio"/>	10 visits per year	\$5,000

☐ By checking the consent box and signing below, you agree on behalf of your Dealership to: enroll in wiADVISOR Gold Support Continuous Training Program; adhere to the above requirements; the charge-back fees as outlined above should your Dealership fail to comply with any of the above requirements; and to pay the costs identified above.

CANCEL


ENROLL

1

The Continuous Training Program is a proactive approach to help your dealership achieve a consistent, high-level performance and leverage the latest wiADVISOR enhancements. Training days will be delivered either as on-site, virtual or a combination of both.

Note: Gold Support Continuous Training is available once you are enrolled in wiADVISOR. For pricing and more information, please go to wiADVISOR Enrollments in the TSP. You will be able to view the other available enrollments once you enroll in the wiADVISOR Enrollment Bundle.


FORTELLIS CHECK-IN ENROLLMENT

**TECHNICAL
SERVICE PORTAL**


99970 - SolvIT


John Doe ▾


EN / US ▾





...


DASHBOARD


PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK &
SITE
INFORMATION

SUPPORT

FORTELLIS CHECK-IN

Fortellis is an open technology platform developed by CDK to reduce friction points in the exchange of data for the automotive industry. Software providers, like wiADVISOR, can enable an integration that will result in data being automatically passed through wiADVISOR to CDK, eliminating double entry.

RO range	Monthly Fee/Unit Price
0 - 499 RO's	\$1500
500 - 999 RO's	\$1500
1,000 - 1,499 RO's	\$1500
1,500 - 1,999 RO's	\$1500
2,000+ RO's	\$1500

☐ By checking the consent box and signing below, you agree on behalf of your Dealership to: enroll in Fortellis; adhere to the above requirements; the charge-back fees as outlined above should your Dealership fail to comply with any of the above requirements; and to pay the costs identified above. Sales and other taxes are not included. Any applicable taxes are the responsibility of the Dealership and will be included on the wiADVISOR invoice.

CANCEL

ENROLL

1

Fortellis is an open technology platform developed by CDK to reduce friction points in the exchange of data for the automotive industry. Software providers, like wiADVISOR, can enable an integration that will result in data being automatically passed through wiADVISOR to CDK, eliminating double entry.

Note: Fortellis is only available to CDK dealers enrolled in wiADVISOR. For pricing and more information, please go to wiADVISOR Enrollments in the TSP. You will be able to view the other available enrollments once you enroll in the wiADVISOR Enrollment Bundle.

ACCOUNT

MANAGING YOUR ACCOUNT

The screenshot shows the MPAR Technical Service Portal interface. At the top, the header includes the MPAR logo, 'TECHNICAL SERVICE PORTAL', the user ID '99970 - SolvIT', and user details 'John Doe' with a dropdown arrow, language 'EN / US' with a dropdown arrow, and a shopping cart icon. A blue sidebar on the left contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT (highlighted with a white circle and a dotted line pointing to callout 1), NETWORK & SITE INFORMATION, and SUPPORT. The main content area is titled 'ACCOUNT INFO' and has tabs for ADDRESS, CONTACTS, PAYMENTS, and LOCATIONS. It displays account details in a table-like format. Callout 1 points to the 'ACCOUNT' link in the sidebar. Callout 2 points to an 'EDIT' button next to the 'TAX ID' field. Callout 3 points to the rest of the account information section.

DEALER CODE		DEALER NAME		
99970		SOLVIT		
STREET	CITY	STATE	ZIP	COUNTRY
960 Pine St.	San Francisco	California	94108	United States of America (the)
Primary Address				
NAME	MAIN NUMBER	E-MAIL	PREFERRED LANGUAGE	SPEAKS ENGLISH
John Doe	+555-555-1111	99970@example.org	English	True
Account Holder				
SALES GROUP SIZE	TAX ID	EDIT		
C	121212			

1

Click on Account in the side navigation bar.

2

Edit your Tax ID if needed.

3

The rest of the Account Info on this page is not editable through the TSP. If you need to make changes, please contact the Support Team.

ADDRESSES

MANAGING YOUR ADDRESSES

TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

ACCOUNT INFO ADDRESS CONTACTS PAYMENTS LOCATIONS

+ ADD ADDRESS

NAME	STREET	CITY	STATE	ZIP
Test User	960 Pine St.	San Francisco	California	94108
Research	2831 Research Drive	Rochester Hills	Michigan	48309

DELETE EDIT

1 2 3 4

Click on Account in the side navigation bar then on Addresses in the top bar.

Add new addresses to your account.

Addresses saved in your account show up here.

Note: The main address on your account is not editable through the TSP. If you need to make changes, please contact the Support Team.

CONTACTS

MANAGING YOUR CONTACTS

The screenshot displays the 'TECHNICAL SERVICE PORTAL' interface. The top navigation bar includes the user name 'John Doe', language 'EN / US', and a shopping cart icon. The main navigation bar has tabs for 'ACCOUNT INFO', 'ADDRESS', 'CONTACTS', 'PAYMENTS', and 'LOCATIONS'. The left sidebar contains links for 'DASHBOARD', 'PURCHASE', 'ORDERS', 'ENROLLMENTS', 'ACCOUNT', 'NETWORK & SITE INFORMATION', and 'SUPPORT'. The 'CONTACTS' tab is active, showing a list of contacts. A dotted line with numbered circles 1 through 5 highlights the workflow: 1. Click on Account in the side navigation bar then on Contacts in the top bar. 2. All of your contacts are listed here. 3. Set a contact as the Primary Contact. 4. Add new contacts to your account. 5. Edit or delete your contacts.

NAME	CONTACT TYPE	PRIMARY PHONE	SECONDARY PHONE	E-MAIL	PREFERRED LANGUAGE	SPEAKS ENGLISH	
John Doe	Administrator	555-555-1111	N/A	99970@example.org	English	True	EDIT
Primary Contact							
Bob Smith	Service Director	555-555-0198	555-555-0199	bob@smith.com	English	True	DELETE EDIT

☐ Set As Primary

1

2

3

4

5

Click on Account in the side navigation bar then on Contacts in the top bar.

All of your contacts are listed here.

Set a contact as the Primary Contact.

Add new contacts to your account.

Edit or delete your contacts.

PAYMENT METHODS

MANAGING YOUR PAYMENT METHODS

The screenshot shows the 'TECHNICAL SERVICE PORTAL' interface. The top navigation bar includes 'ACCOUNT INFO', 'ADDRESS', 'CONTACTS', 'PAYMENTS' (selected), and 'LOCATIONS'. The left sidebar has links for 'DASHBOARD', 'PURCHASE', 'ORDERS', 'ENROLLMENTS', 'ACCOUNT' (highlighted), 'NETWORK & SITE INFORMATION', and 'SUPPORT'. The 'PAYMENTS' section displays 'Saved Payment Methods' with two Visa cards and an '+ ADD CREDIT CARD' button. To the right is the 'ADD A NEW CREDIT CARD' form, which includes a 'Billing Address' dropdown, a 'No Address Selected' message, card logos (American Express, Discover, Mastercard, Visa), and input fields for 'Card Number', 'Month', 'Year', and 'Security Code'. 'CANCEL' and 'SAVE' buttons are at the bottom of the form. Four numbered callouts are present: 1 points to the 'ACCOUNT' link in the sidebar; 2 points to the 'Saved Payment Methods' list; 3 points to the '+ ADD CREDIT CARD' button; and 4 points to the 'SAVE' button in the credit card form.

1
Click on Account in the side navigation bar then on Payments in the top bar.

2
Your Saved Payment Methods are listed here.

3
Add a new credit card to your account.

4
After you click the Add Credit Card button, this form will come up. Enter your credit card information and save it as an available Payment Method.

LOCATIONS

WHAT ARE LOCATIONS?

The screenshot shows the Mopar Technical Service Portal interface. The top navigation bar includes the Mopar logo, 'TECHNICAL SERVICE PORTAL', the user ID '99970 - SolvIT', and user information 'John Doe' with a dropdown arrow, a language selector 'EN / US', and a shopping cart icon. The left sidebar contains a vertical menu with icons and labels: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT (highlighted with a dotted line and a circle labeled '1'), NETWORK & SITE INFORMATION, and SUPPORT. The main content area has a top navigation bar with tabs: ACCOUNT INFO, ADDRESS, CONTACTS, PAYMENTS, and LOCATIONS (highlighted with a dotted line and a circle labeled '2'). Below the 'LOCATIONS' tab, the 'Additional Locations' section is displayed. It features a filter input, a table with columns 'NAME' and 'LOCATION TYPE', and a single entry 'Building B' with 'Primary Location'. The table has a pagination control showing 'Items per page: 10' and '1 - 1 of 1'. To the right of the table, there is a detailed view for 'Building B' with fields for NAME, CITY, STREET, ZIP, STATE, and COUNTRY, each with an 'EDIT' button. The detailed view also includes a note: 'Please contact DealerCONNECT to make any changes to this address.'

NAME	LOCATION TYPE
Building B	Primary Location

Items per page: 10 1 - 1 of 1 < >

ACCOUNT INFO DIAGNOSTIC DEVICES NETWORK

NAME Building B EDIT

CITY San Francisco STREET 960 Pine St.

ZIP 94108 STATE CA

COUNTRY United States of America (the)

Please contact DealerCONNECT to make any changes to this address.

1

2

Click on Account in the side navigation bar then on Locations in the top bar.

Locations are other business locations that are closely associated to yours. These can be separate areas of the dealership or separate buildings associated with the dealership. These Locations exist under your Dealer Account to give you centralized control of the Location's devices.

ADDING LOCATIONS

TECHNICAL SERVICE PORTAL 99970 - SolvIT John Doe EN / US

ACCOUNT INFO ADDRESS CONTACTS PAYMENTS LOCATIONS

Additional Locations

Filter

NAME	LOCATION TYPE
Building B	Primary Location

Items per page: 10 1 - 1 of 1

ACCOUNT INFO DIAGNOSTIC DEVICES NETWORK

NAME [Building B](#) [EDIT](#)

CITY [San Francisco](#) **STREET** [960 Pine St.](#)

ZIP [94108](#) **STATE** [CA](#)

COUNTRY [United States of America \(the\)](#)

Please contact DealerCONNECT to make any changes to this address.

1

Need to add a Location to your Main Account? This cannot be done through the TSP. Please contact the Support Team for further assistance.

YOUR LOCATIONS

TECHNICAL SERVICE PORTAL 99970 - SolvIT John Doe EN / US

ACCOUNT INFO ADDRESS CONTACTS PAYMENTS LOCATIONS

Additional Locations

Filter

NAME	LOCATION TYPE
Building B	Primary Location

Items per page: 10 1 - 1 of 1

ACCOUNT INFO DIAGNOSTIC DEVICES NETWORK

NAME [Building B](#) [EDIT](#)

CITY [San Francisco](#) **STREET** [960 Pine St.](#)

ZIP [94108](#) **STATE** [CA](#)

COUNTRY [United States of America \(the\)](#)

Please contact DealerCONNECT to make any changes to this address.

1

2

Your existing Locations are listed here. Click on one to see more details on the right side of the page.

Details on the Location are listed here, including the name, email, phone number, devices, device users and network.

MANAGING LOCATIONS

The screenshot displays the 'Technical Service Portal' interface. The top navigation bar includes the user 'John Doe', language 'EN / US', and a shopping cart icon. The main navigation menu on the left lists: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT (highlighted), NETWORK & SITE INFORMATION, and SUPPORT. The top tabs are: ACCOUNT INFO, ADDRESS, CONTACTS, PAYMENTS, and LOCATIONS (selected). The 'Additional Locations' section shows a table with one entry: 'Building B' as the 'Primary Location'. Below the table, it indicates 'Items per page: 10' and '1 - 1 of 1'. The right sidebar shows the 'ACCOUNT INFO' tab for 'Building B', with fields for NAME, CITY (San Francisco), STREET (960 Pine St.), ZIP (94108), STATE (CA), and COUNTRY (United States of America (the)). An 'EDIT' button is present next to the name. A note at the bottom of the sidebar states: 'Please contact DealerCONNECT to make any changes to this address.'

1

Go to the Account Info tab to view a Location's account information.

Click the Edit button to edit the Location's Name in the TSP.

Note: To update the Location's address, please contact DealerCONNECT.

MANAGING A LOCATION'S DEVICES

The screenshot displays the Mopar Technical Service Portal interface. The top navigation bar includes the Mopar logo, 'TECHNICAL SERVICE PORTAL', the account ID '99970 - SolvIT', the user name 'John Doe', the language 'EN / US', and a shopping cart icon. The left sidebar contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The main content area is divided into two sections. The left section, titled 'Additional Locations', has tabs for ACCOUNT INFO, ADDRESS, CONTACTS, PAYMENTS, and LOCATIONS. It shows a table with one location: 'Building B' (Primary Location). The right section, titled 'Location Diagnostic Devices', has tabs for ACCOUNT INFO, DIAGNOSTIC DEVICES, and NETWORK. It shows a table with two diagnostic devices: 'WSP-81348' and 'WSP-78580', both of type 'MPulse'. A large blue circle with the number '1' is overlaid on the bottom center of the screenshot.

TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

ACCOUNT INFO ADDRESS CONTACTS PAYMENTS LOCATIONS

Additional Locations

Filter

NAME	LOCATION TYPE
Building B	Primary Location

Items per page: 10 1 - 1 of 1

ACCOUNT INFO DIAGNOSTIC DEVICES NETWORK

Location Diagnostic Devices

Filter

ALIAS	SERIAL NUMBER	DEVICE TYPE	EDIT
N/A	WSP-81348	MPulse	
N/A	WSP-78580	MPulse	

Items per page: 10 1 - 2 of 2

1

To manage your Location's devices, go to the Diagnostic Devices tab. All of the devices on your account are listed here as well as on your account's Dashboard. Click the Edit icon to assign or unassign a device user on a specific device.

MANAGING A LOCATION'S NETWORK

The screenshot displays the 'TECHNICAL SERVICE PORTAL' interface. The top navigation bar includes the user 'John Doe', language 'EN / US', and a shopping cart icon. The main navigation menu on the left lists: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The top tabs are: ACCOUNT INFO, ADDRESS, CONTACTS, PAYMENTS, and LOCATIONS. The 'LOCATIONS' tab is active, showing a table of 'Additional Locations' with one entry: 'Building B' as a 'Primary Location'. The right sidebar has tabs for ACCOUNT INFO, DIAGNOSTIC DEVICES, and NETWORK. The 'NETWORK' tab is active, displaying 'Dealer Network Information' with fields for WITECH ACCESS GATEWAY, SUBNET MASK, DEFAULT GATEWAY, PRIMARY DNS, and SECONDARY DNS. Below this is a section for 'wiTECH Access Gateway: IP Address Range' with three IP ranges listed. A note at the bottom of the sidebar states: 'Please contact the Support Team to make changes to Network Information.'

TECHNICAL SERVICE PORTAL

99970 - SolvIT

John Doe EN / US

ACCOUNT INFO ADDRESS CONTACTS PAYMENTS LOCATIONS

Additional Locations

Filter

NAME	LOCATION TYPE
Building B	Primary Location

Items per page: 10 1 - 1 of 1

ACCOUNT INFO DIAGNOSTIC DEVICES NETWORK

Dealer Network Information

WITECH ACCESS GATEWAY 10.2.153.11

SUBNET MASK 255.255.100.0

DEFAULT GATEWAY 10.2.153.11

PRIMARY DNS 10.2.125.33

SECONDARY DNS 10.2.161.20

wiTECH Access Gateway: IP Address Range

IP ADDRESS RANGE

0.0.0.0 - 0.0.0.0

1.1.1.1 - 1.1.1.1

2.2.2.2 - 2.2.2.2

Please contact the Support Team to make changes to Network Information.

1

Your Location's Dealer Network Information is listed here for reference. Need to make changes? Please contact the Support Team for further assistance.

NETWORK AND SITE INFORMATION

MANAGING YOUR NETWORK INFORMATION

The screenshot displays the Mopar Technical Service Portal interface. At the top, the header includes the Mopar logo, 'TECHNICAL SERVICE PORTAL', the user ID '99970 - SolvIT', and user details 'John Doe' with a dropdown arrow, language 'EN / US' with a dropdown arrow, and a shopping cart icon. A left-hand navigation bar contains icons and labels for 'DASHBOARD', 'PURCHASE', 'ORDERS', 'ENROLLMENTS', 'ACCOUNT', 'NETWORK & SITE INFORMATION' (highlighted with a blue background), and 'SUPPORT'. The main content area has three tabs: 'NETWORK INFORMATION', 'SITE INFORMATION', and 'PHOTOS'. Under the 'NETWORK INFORMATION' tab, there is a section titled 'Dealer Network Information' which contains a table with the following data:

WITECH ACCESS GATEWAY	SUBNET MASK	Dealer Network Information needs to be implemented on your equipment. Please contact the Support Center for further assistance.
10.2.153.11	255.255.100.0	
DEFAULT GATEWAY	PRIMARY DNS	
10.2.153.11	10.2.125.33	
SECONDARY DNS		
10.2.161.20		
<hr/>		
IP ADDRESS RANGE		
0.0.0.0 - 0.0.0.0		
1.1.1.1 - 1.1.1.1		

Below the table is a section titled 'Mopar Diagnostic Network' with the text 'No Mopar Diagnostic Networks Found' and a note: '** If You Would Like To Learn More Please Contact The Mopar Diagnostic Network Support Center (888)-948-3241. **'. A dotted line with a circle at the end points from the 'NETWORK & SITE INFORMATION' menu item to a circle labeled '1'. Another circle labeled '2' is positioned below the 'Dealer Network Information' table, and a third circle labeled '3' is positioned below the 'Mopar Diagnostic Network' section.

1

Click on Network & Site Information in the side navigation bar then on Network Information in the top bar.

2

Your Dealer Network Information is listed here, along with your Mopar Diagnostic Network (if applicable).

3

Need to make changes to your Dealer Network Information? Want more information about the Mopar Diagnostic Network? Please contact the Support Team for further assistance.

MANAGING YOUR SITE INFORMATION

The screenshot displays the 'TECHNICAL SERVICE PORTAL' interface. The top navigation bar includes the user 'John Doe', language 'EN / US', and a shopping cart icon. The left sidebar contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION (highlighted), and SUPPORT. The main content area has tabs for NETWORK INFORMATION, SITE INFORMATION (selected), and PHOTOS. Under 'SITE INFORMATION', there is a 'Network Overview' section with input fields for 'Internet Provider' (containing 'Internet Provider'), '# Of Technicians' (8), and '# Of Advisors' (3), with 'CANCEL' and 'SAVE' buttons. Below this is a 'Building Information' section with fields for 'BUILDING COUNT' and 'SERVICE AREA SIZE', and an 'EDIT' button. A dotted line with a circle labeled '1' points to the 'NETWORK & SITE INFORMATION' link in the sidebar. Another circle labeled '2' is positioned near the bottom right of the main content area.

Click on Network & Site Information in the side navigation bar then on Site Information in the top bar.

You are able to edit your Dealership's Site and Building Information here. This will be helpful information to have on hand if you need to contact the Support Team for help with your equipment.

UPLOADING PHOTOS OF YOUR EQUIPMENT

The screenshot displays the MOPAR Technical Service Portal interface. At the top, the header includes the MOPAR logo, the text 'TECHNICAL SERVICE PORTAL', the user ID '99970 - SolvIT', and user information 'John Doe' with a dropdown arrow, language 'EN / US' with a dropdown arrow, and a shopping cart icon. A left sidebar contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The main content area has three tabs: NETWORK INFORMATION, SITE INFORMATION, and PHOTOS (which is selected). Below the tabs is an 'UPLOAD' button with an upward arrow icon. Two photo thumbnails are displayed: the first shows a red Jeep SUV and is labeled 'Jeep'; the second shows a sunset scene with a magnifying glass icon and is labeled 'Test'. Each thumbnail has a blue download icon and a red delete icon at the bottom right.

1

Upload photos of your Dealership service area and diagnostic network equipment placement. This will be especially helpful if you need to contact the Support Team for help with your equipment.

SUPPORT

CONTACTING THE SUPPORT TEAM

TECHNICAL SERVICE PORTAL 99970 - SolvIT John Doe EN / US

SUPPORT

Support Team Photo

wiTECH
Email Address: support@witechtools.com
Hours Of Operation: Sunday 10:30PM through Friday 6:00PM EST
Help Desk Number: 1 (888) wiTECH1 or (1 (888) 948-3241)
[Launch wiTECH 2.0](#)

wiADVISOR
Email Address: support@wiadvisor.com
Hours Of Operation: Monday through Friday 7:00AM-7:00PM, Saturday 8:00AM-5:00PM EST
Help Desk Number: US: 1 (855) wiADVISOR or (1 (855) 942-3847)
Canada: 1 (844) wiADVISOR or (1 (844) 942-3847)
[Launch wiADVISOR](#)

Need to update your login credentials?
Please go to DealerCONNECT to make any changes.

1 **2** **3**

Click on Support in the side navigation bar.

Need help? Please contact the Support Team by phone or email.

Need to update your login credentials? Please go to DealerCONNECT to make any changes.