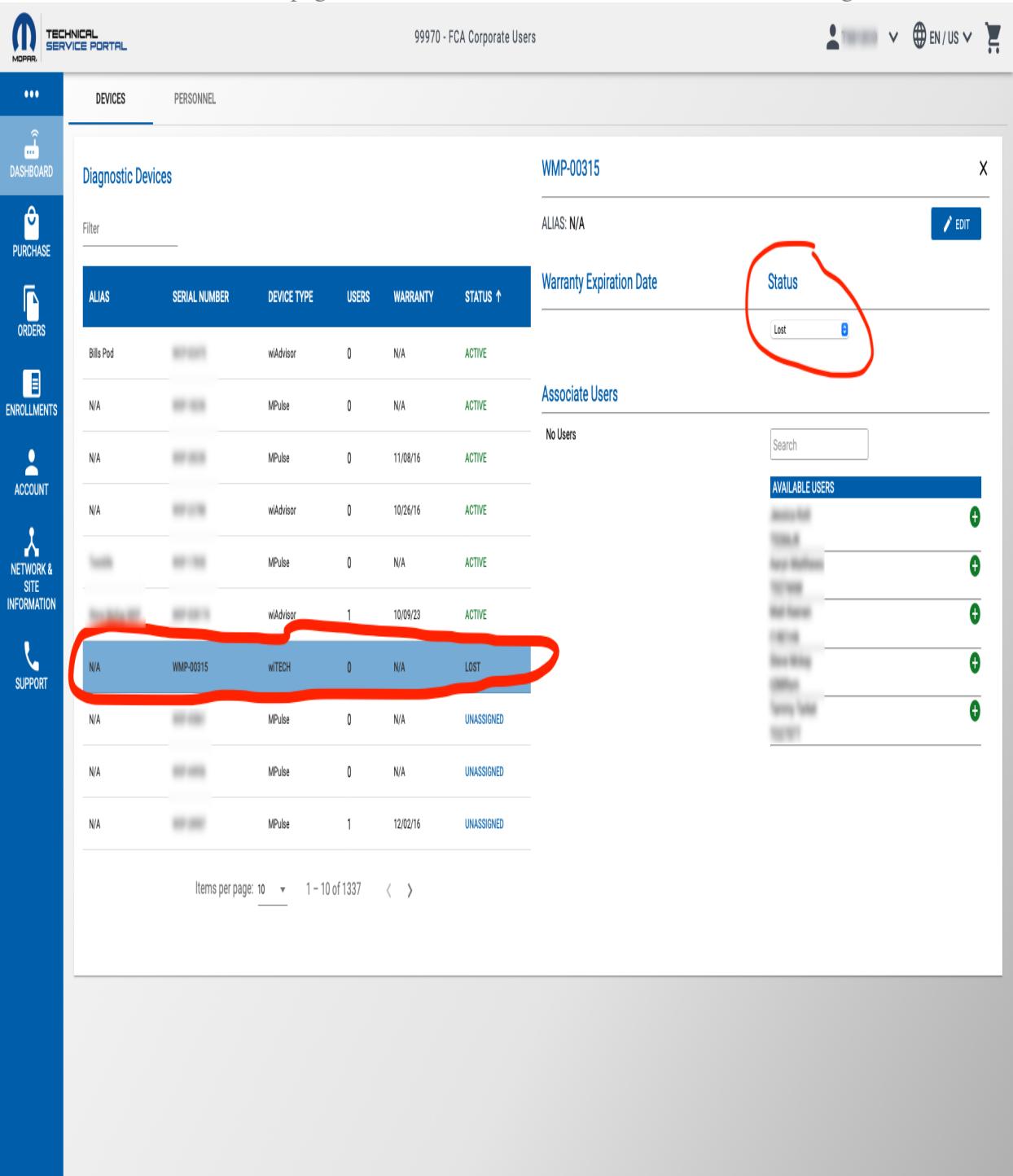


How-to set a VCI device to Lost or Defective in MTSP

1030 Chris Ordner Fri, Feb 3, 2023 [wiTECH 2.0 Public Articles - Aftermarket](#), [wiTECH 2.0 Public Articles - Dealers](#) 6529

1. The Mopar Technical Service Portal (MTSP) asset manager, typically the Service Manager or Shop Foreman, should log into the MTSP at <https://mopartsp.com>.
2. On the Dashboard, Devices page select the VCI device that has been lost or damaged.



The screenshot shows the MTSP interface with the following details:

- Header:** TECHNICAL SERVICE PORTAL, 99970 - FCA Corporate Users, EN/US
- Left Sidebar:** DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, SUPPORT
- Top Navigation:** DEVICES (selected), PERSONNEL
- Section:** Diagnostic Devices
- Device List:**
 - WMP-00315 (highlighted with a red box)
 - Alias: N/A
 - Serial Number: WMP-00315
 - Device Type: wTECH
 - Users: 0
 - Warranty: N/A
 - Status: LOST (highlighted with a red circle)
- Warranty Expiration Date:** N/A
- Associate Users:** No Users
- Available Users:** A list of users with '+' icons next to their names.
- Page Bottom:** Items per page: 10, 1 - 10 of 1337

3. Select the Status dropdown and select the new status of the device. The options are Active, Inactive, Defective, or Lost.
4. The Diagnostic Devices table can be sorted by the Status column, allowing users to view the devices in groups according to their status.

Online URL: <https://kb.fcawitech.com/article/how-to-set-a-vci-device-to-lost-or-defective-in-mtsp-1030.html>