

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

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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 Mopar Technical Service Portal (MTSP) interface. The top navigation bar includes the Mopar logo, 'TECHNICAL SERVICE PORTAL', the user '99970 - FCA Corporate Users', and language/region settings 'EN / US'. The left sidebar contains navigation icons for Dashboard, Purchase, Orders, Enrollments, Account, Network & Site Information, and Support. The main content area is titled 'Diagnostic Devices' and features a table of devices. The table has columns for Alias, Serial Number, Device Type, Users, Warranty, and Status. A red circle highlights the row for device WMP-00315, which has a status of 'LOST'. To the right of the table, there is a panel for device WMP-00315, showing 'Warranty Expiration Date' and a 'Status' dropdown menu. The 'Status' dropdown is currently set to 'Lost' and is also circled in red. Below the table, there is a pagination control showing 'Items per page: 10' and '1 - 10 of 1337'.

ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS ↑
Bills Pod		wiAdvisor	0	N/A	ACTIVE
N/A		MPulse	0	N/A	ACTIVE
N/A		MPulse	0	11/08/16	ACTIVE
N/A		wiAdvisor	0	10/26/16	ACTIVE
		MPulse	0	N/A	ACTIVE
		wiAdvisor	1	10/09/23	ACTIVE
N/A	WMP-00315	wITECH	0	N/A	LOST
N/A		MPulse	0	N/A	UNASSIGNED
N/A		MPulse	0	N/A	UNASSIGNED
N/A		MPulse	1	12/02/16	UNASSIGNED

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>