

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 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. One device, with Alias 'N/A', Serial Number 'WMP-00315', Device Type 'wiTECH', Users '0', Warranty 'N/A', and Status 'LOST', is highlighted with a red circle. To the right of the table, a detail view for 'WMP-00315' is shown, including an 'EDIT' button, 'Warranty Expiration Date', and a 'Status' dropdown menu. The 'Status' dropdown is also circled in red, showing 'Lost' as the selected option. Below the detail view, there is an 'Associate Users' section with a search box and a list of 'AVAILABLE USERS' with plus signs next to each name. The bottom of the page shows pagination information: 'Items per page: 10' and '1 - 10 of 1337'.

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