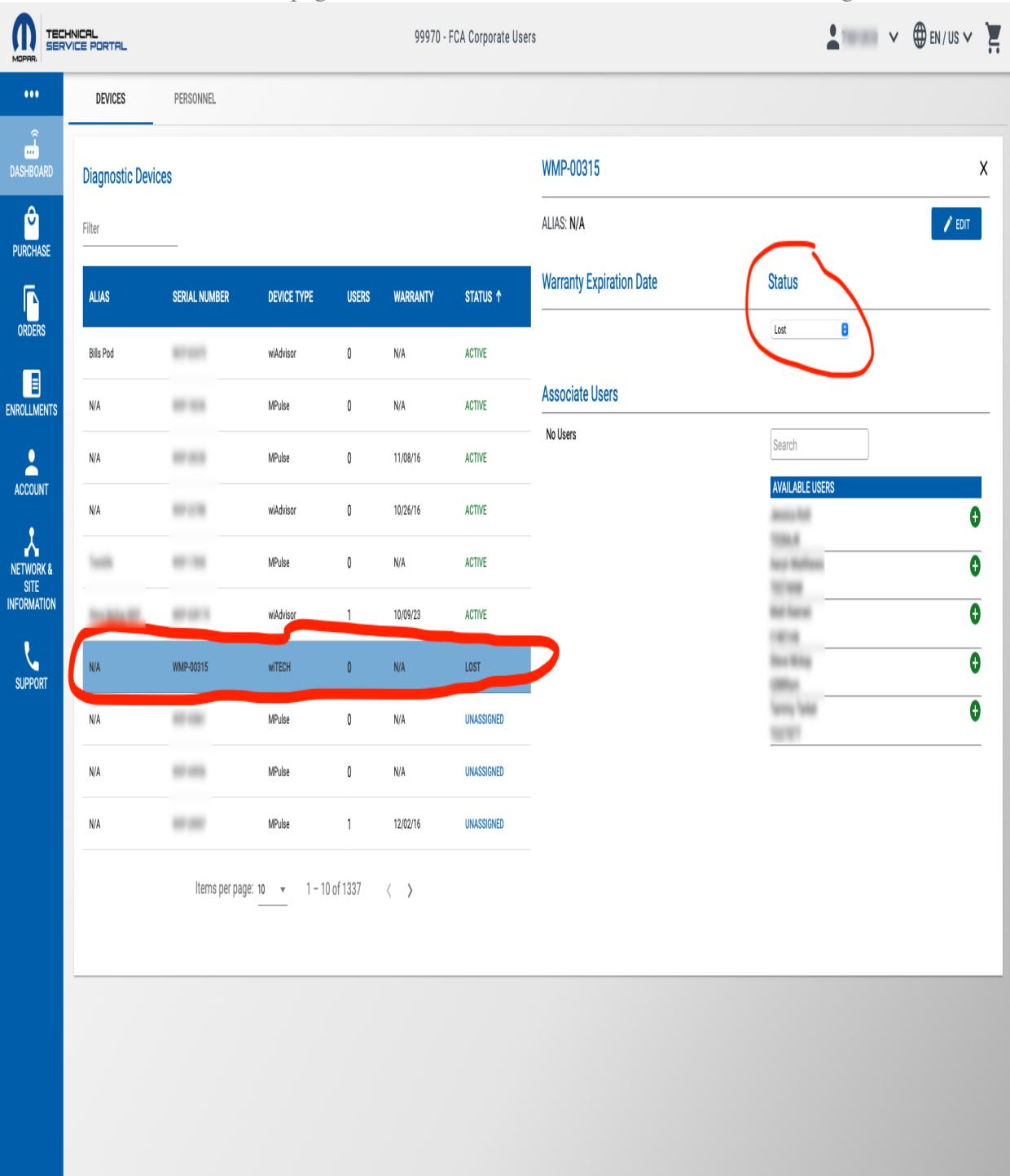


How-to set a VCI device to Lost or Defective in MTSP

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.
- Table Headers:** ALIAS, SERIAL NUMBER, DEVICE TYPE, USERS, WARRANTY, STATUS ↑.
- Table Rows:**
 - Bills Pod (wAdvisor, 0, N/A, ACTIVE)
 - N/A (MPulse, 0, N/A, ACTIVE)
 - N/A (MPulse, 0, 11/08/16, ACTIVE)
 - N/A (wAdvisor, 0, 10/26/16, ACTIVE)
 - N/A (MPulse, 0, N/A, ACTIVE)
 - WMP-00315 (wTECH, 0, N/A, LOST)** (highlighted with a red box)
 - N/A (MPulse, 0, N/A, UNASSIGNED)
 - N/A (MPulse, 0, N/A, UNASSIGNED)
 - N/A (MPulse, 1, 12/02/16, UNASSIGNED)
- Warranty Expiration Date:** ALIAS: N/A
- Status:** LOST (highlighted with a red circle)
- Associate Users:** No Users, Search input.
- Available Users:** List of users with '+' icons.
- Pagination:** 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>