

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 with the following data:

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

Below the table, the pagination shows 'Items per page: 10' and '1 - 10 of 1337'. On the right side, there is a detailed view for device 'WMP-00315' with fields for 'ALIAS: N/A', 'Warranty Expiration Date', and 'Status'. The 'Status' dropdown menu is highlighted with a red circle and currently shows 'Lost'. Below this, there is an 'Associate Users' section with a search box and a list of 'AVAILABLE USERS' with plus icons next to each name.

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>