

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](#) 4889

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, the text "TECHNICAL SERVICE PORTAL", the user ID "99970 - FCA Corporate Users", and language/region settings "EN / US". The left sidebar contains navigation links: DASHBOARD, PURCHASE, ORDERS, ENROLLMENTS, ACCOUNT, NETWORK & SITE INFORMATION, and SUPPORT. The main content area is titled "Diagnostic Devices" and shows a table of devices. The table has columns: ALIAS, SERIAL NUMBER, DEVICE TYPE, USERS, WARRANTY, and STATUS. The device WMP-00315 is highlighted in blue and marked as "LOST". A red circle highlights the "Status" dropdown menu for this device, which is currently set to "Lost". Another red circle highlights the row for WMP-00315 in the table. The right sidebar shows the "Warranty Expiration Date" and "Associate Users" sections.

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>