

# 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](#) 6939

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	wTECH	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 control shows 'Items per page: 10' and '1 - 10 of 1337'. To the right of the table, there is a detailed view for the device 'WMP-00315'. This view includes an 'Alias: N/A' field, a 'Warranty Expiration Date' field, and a 'Status' dropdown menu. The 'Status' dropdown is currently set to 'Lost' and is circled in red. Below the 'Status' dropdown, there is an 'Associate Users' section with a search box and a list of 'AVAILABLE USERS' with green 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>