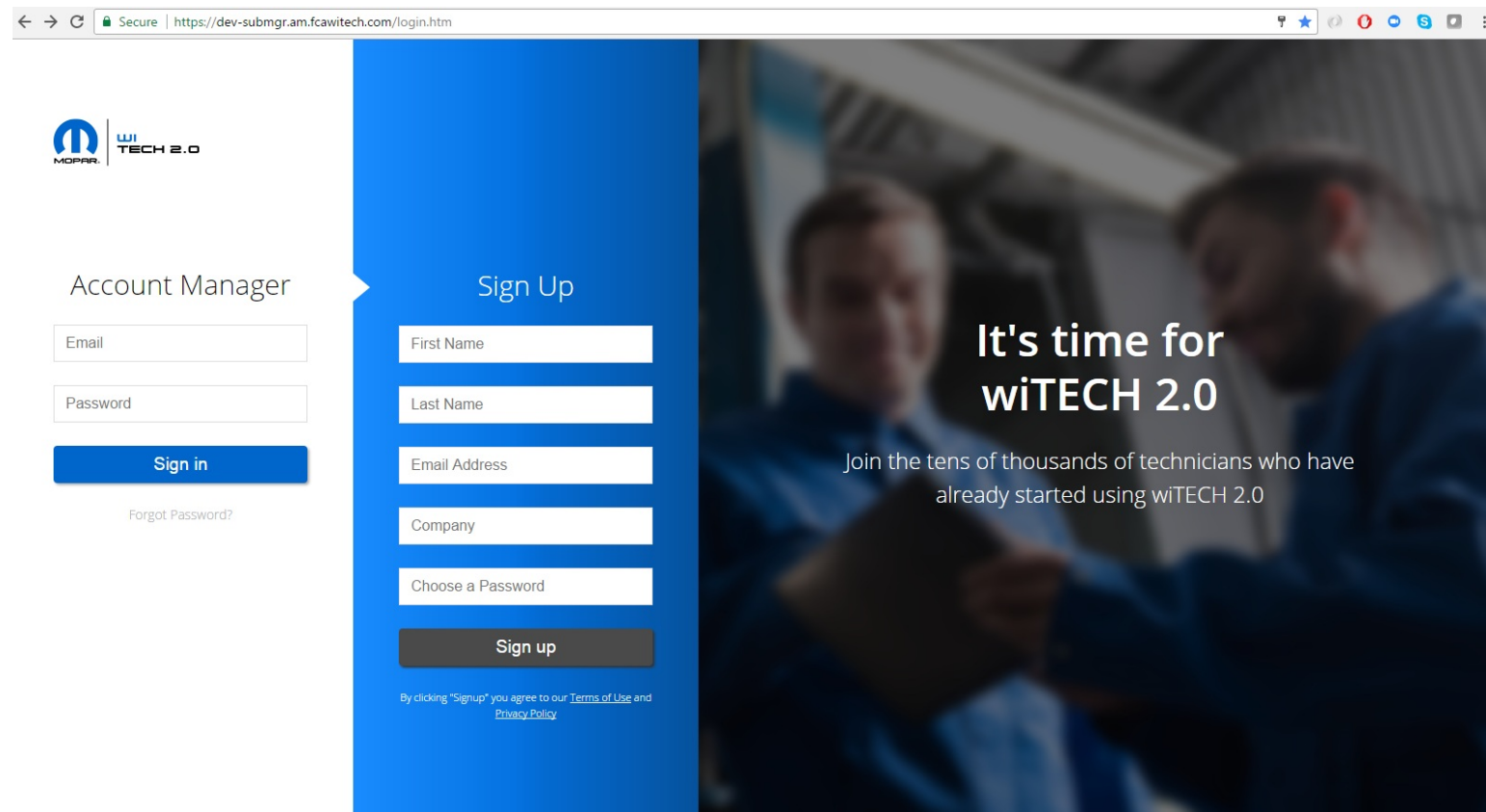


Registering a J2534 Device In Account Manager

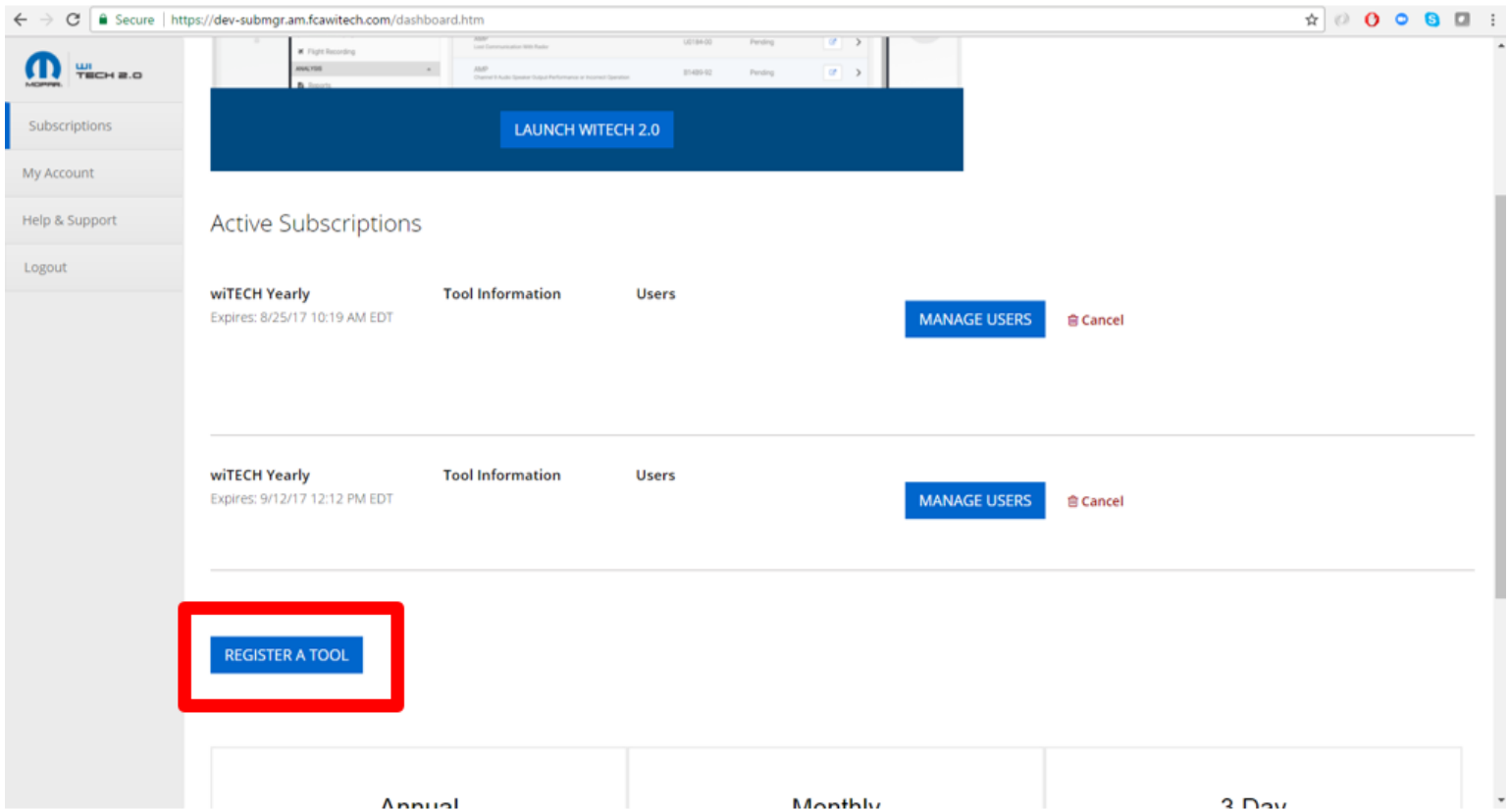
Article Number: 736 | Rating: Unrated | Last Updated: Mon, Sep 28, 2020 4:45 PM

For Aftermarket Users ONLY

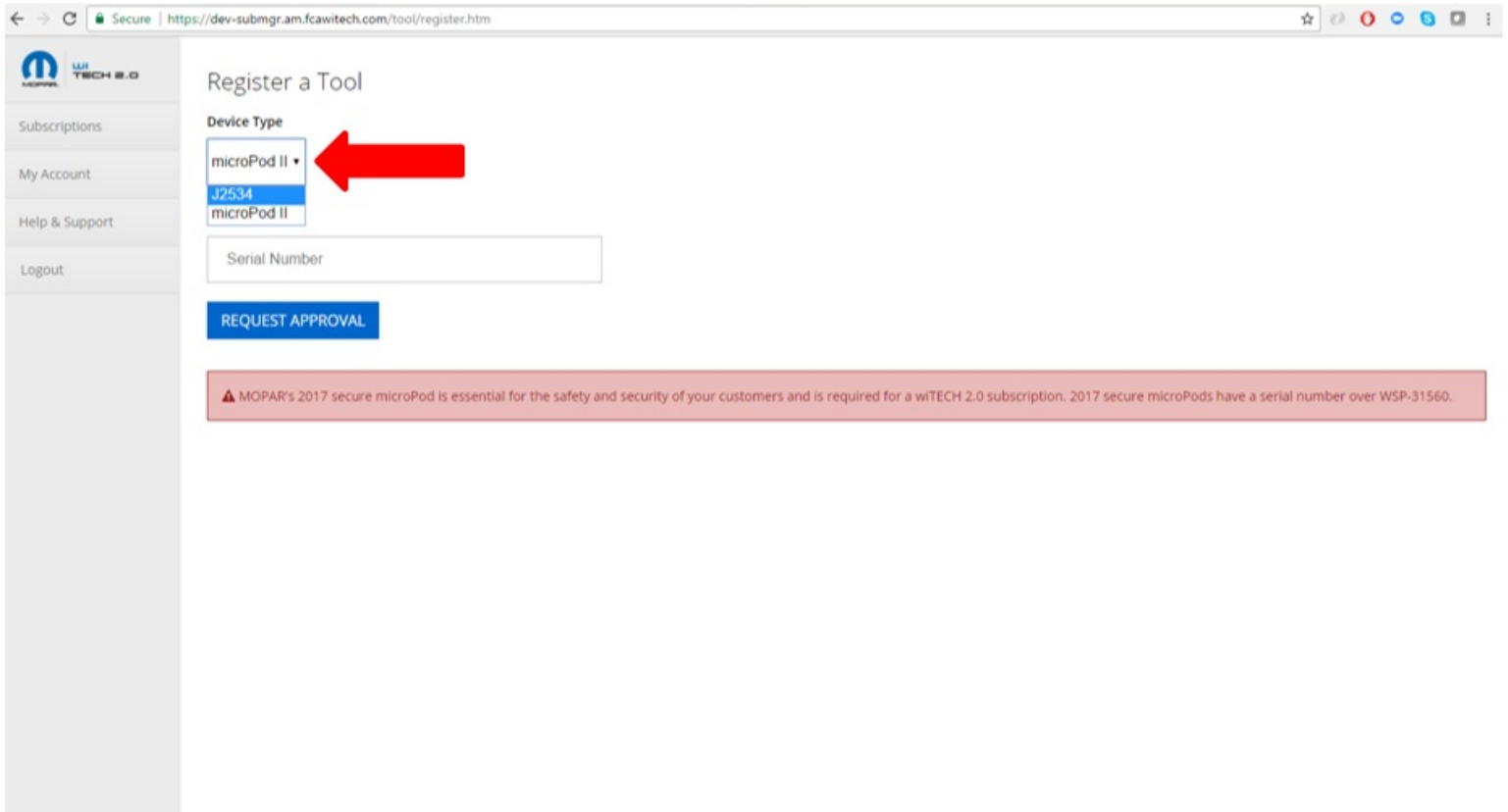
To register a J2534 device, navigate to the wiTECH Account Manager URL and login.
<https://submgr.am.fcawitech.com/login.htm>



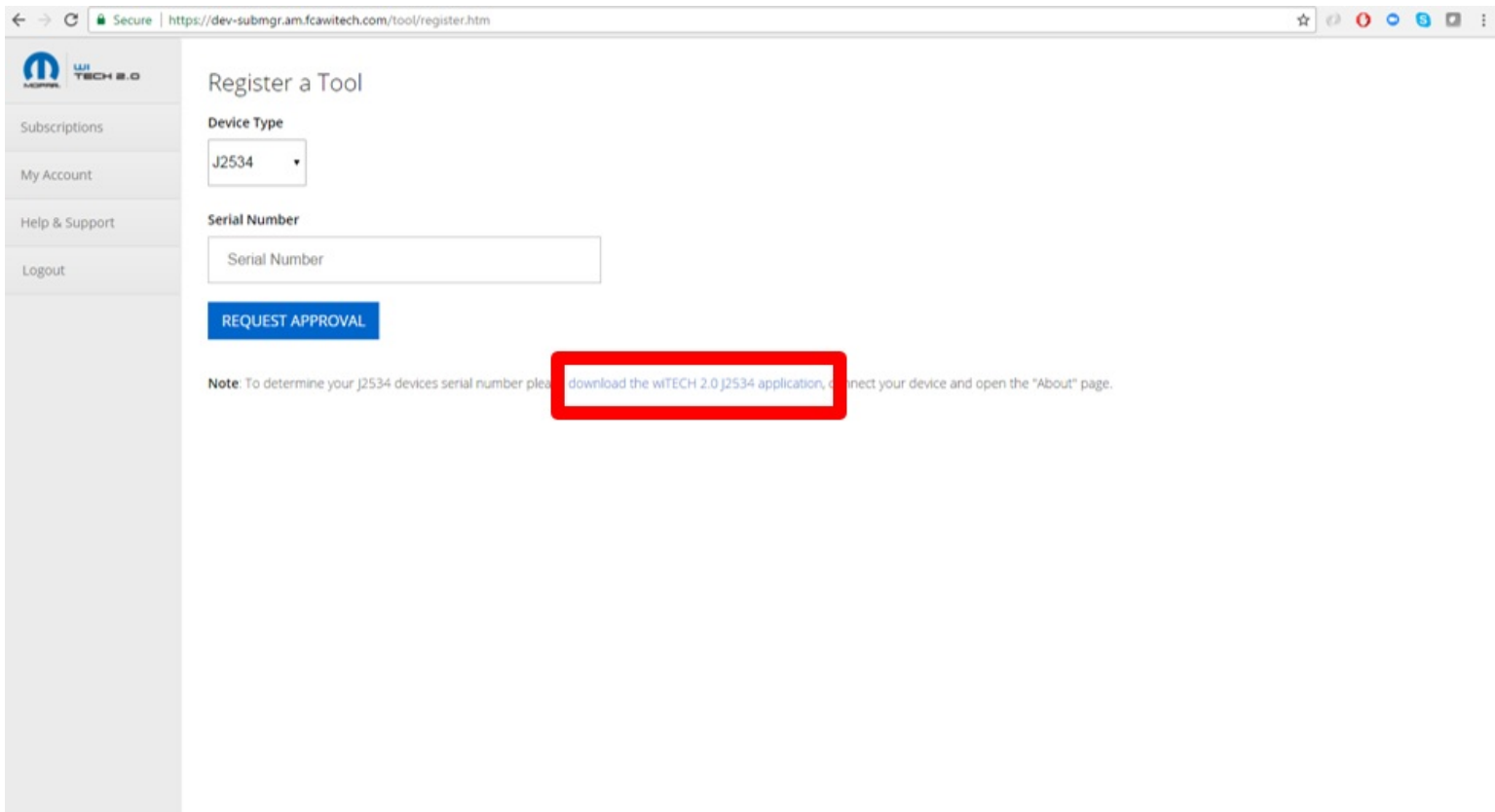
Navigate to the bottom of the Subscriptions page and select "Register a Tool"



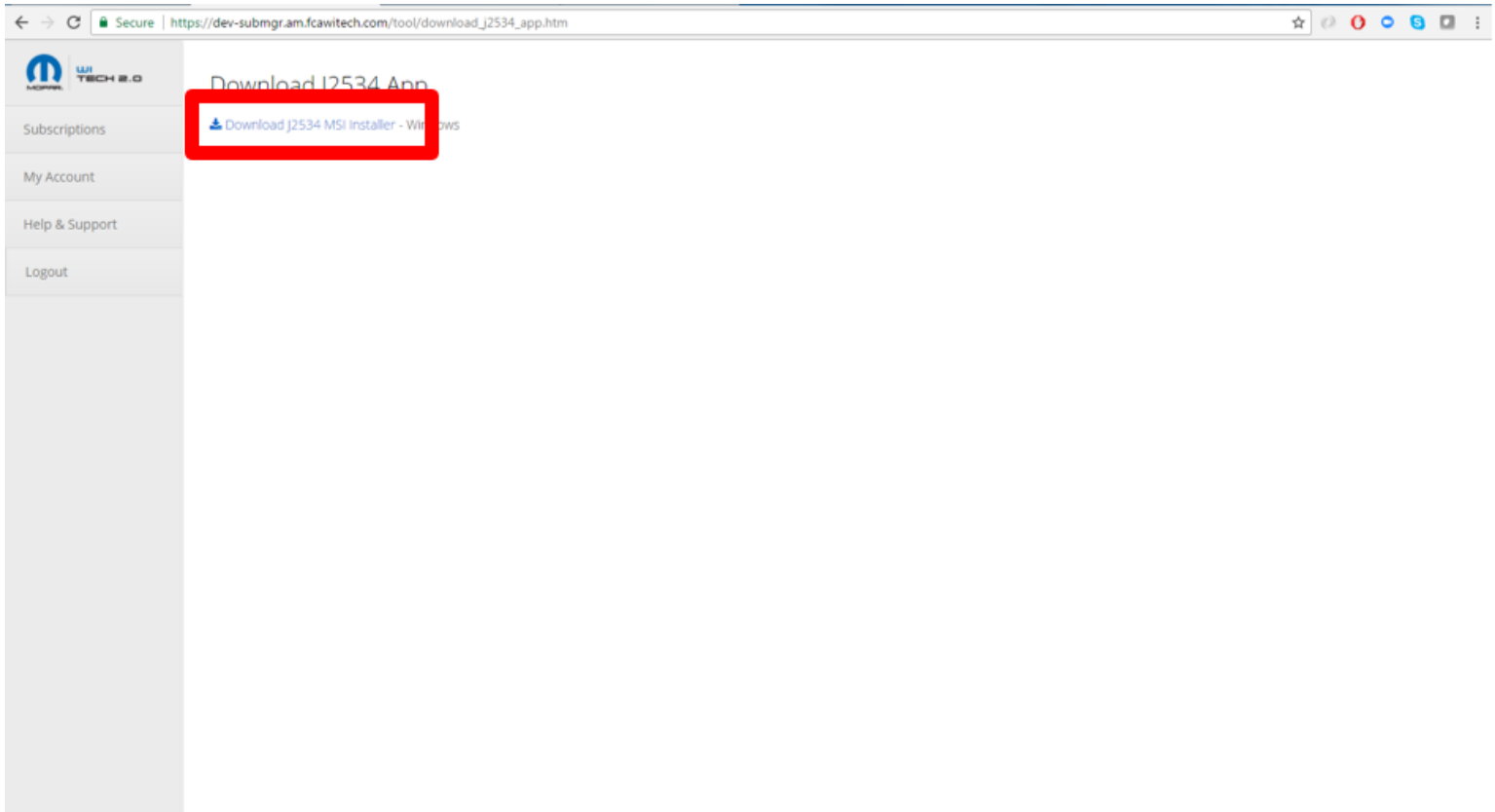
Select the dropdown arrow and select J2534.



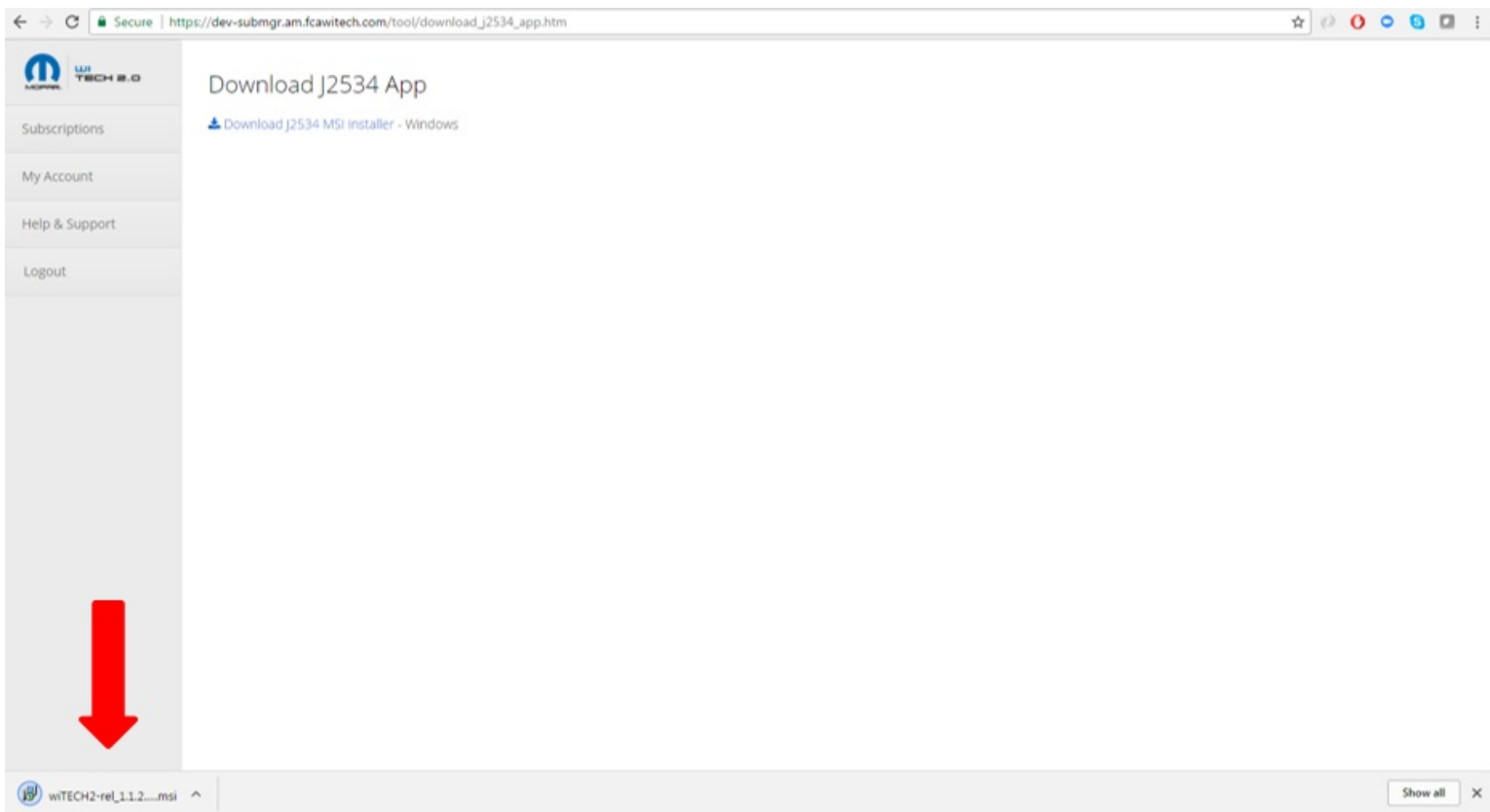
DO NOT enter your J2534 device serial number in this field. You must download the J2534 application to get the serial number of the J2534 application you want to register. Select the "download the wITECH 2.0 J2534 Application" link



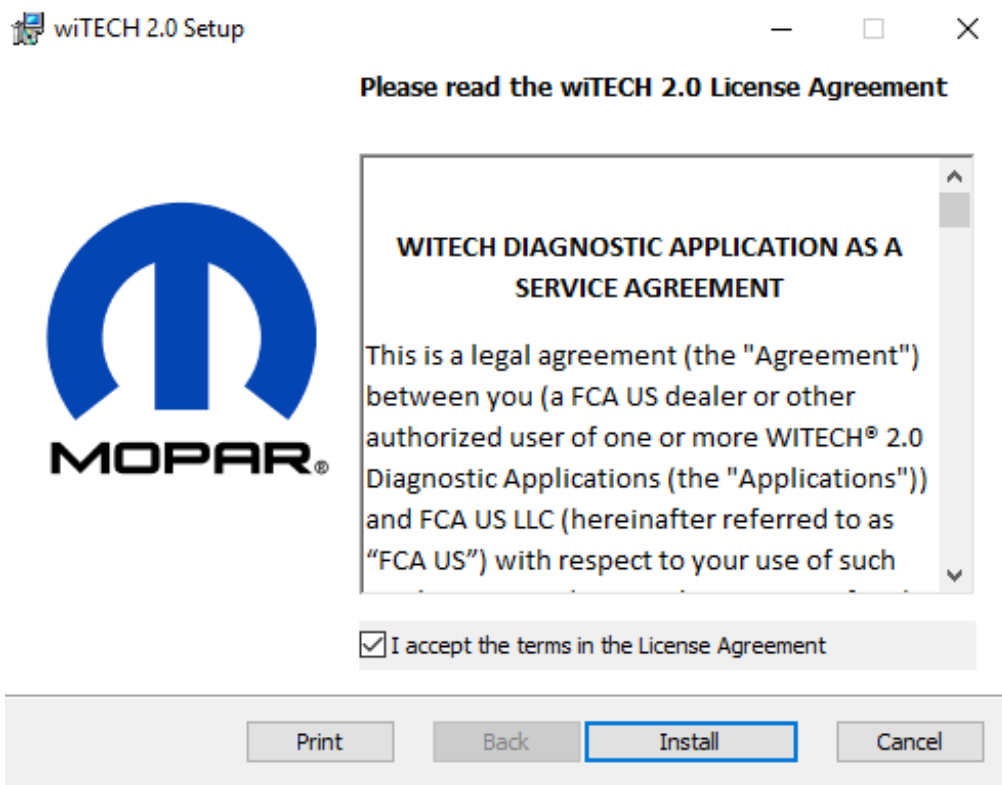
Select "Download J2534 MSI Installer" to download.



Once it is downloaded, run the J2534 install application. Windows 10 is currently the only officially supported operating system for the J2534 application.



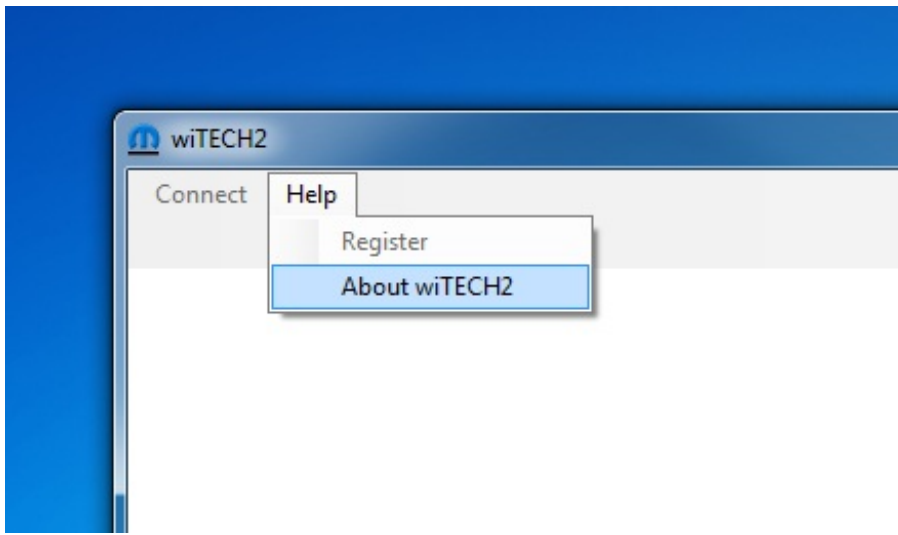
Follow the on-screen prompts to install the J2534 application.



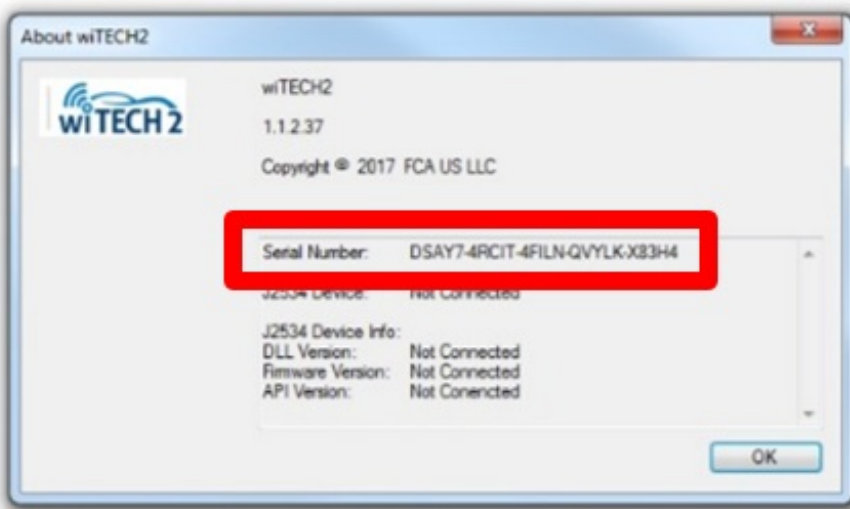
Once the install has completed, launch the wiTECH 2.0 J2534 application.



Select the "Help" tab and then "About wiTECH2."



Copy the serial number information.



Return to the **Register a Tool** page and enter the serial number in the serial number text box, then select "Request Approval."

Register a Tool

Device Type
J2534

Serial Number
Serial Number

REQUEST APPROVAL

Note: To determine your J2534 devices serial number please download the wTECH 2.0 J2534 application, connect your device and open the "About" page.

Once you submit for approval, you will receive a notification within 1 to 2 business days to confirm if the J2534 device has been approved.

If your device has been approved you will receive an email and it will then be associated to your account. It will be visible on the **Subscriptions** page upon purchase of a subscription.

You can now assign your J2534 device once you purchase a subscription and an Okta account activation email will be mailed to you for logging into wTECH 2.0.

Note: You are registering the computer serial number not the J2534 Device (if you switch computers with the same J2534 tool, you will have to re-register the serial number)

If you are experiencing any difficulties registering a device, file a support ticket at our [Help & Support](#) website.

1. Click the **Help & Support** link on the left side of the page of the account manager. This will navigate you to the wTECH 2.0 Aftermarket Support page.
2. Once you have logged in, you will need to create a new support ticket to have your J2534 device registered to your account.

Click the **New Support Ticket** button to create a new ticket.

3. Fill out the following fields:

Reason for Ticket: Select **Contact Support Staff**

Requester: This is you, enter in your Subscription Manager email if it is not already filled out.

Description: Enter the serial number of the J2534 application.

Enter in any additional information you would like us to know.

Send the message, and an agent will complete your request and contact you via email. This will happen within 1 to 2 business days of requesting.

Posted : **Nate Skutt** - Tue, May 30, 2017 7:20 PM. This article has been viewed 29947 times.

Online URL: <https://kb.fcawitech.com/article/registering-a-j2534-device-in-account-manager-736.html>