

1st - Associate Service Technicians to VCI Devices

971 Chris Ordner Thu, Jun 9, 2022 [MDP \(Mopar Diagnostic Pod\)](#), [VCI Device Setup](#), [wiTECH 2.0 Public Articles - Dealers](#) 47517

For North America Dealerships ONLY

NA Dealership VCI Setup Process:

For a video version of the North America Dealership wiTECH 2.0 setup process, please see [Video - How-to Setup a new device for wiTECH 2.0](#) .


[1st - Associate Service Technicians to VCI Devices](#) (this article)

[2nd - Setup a VCI for wiTECH 2](#)



[3rd - Configure Wi-Fi on a VCI](#)

Steps to Associate Service Technicians to VCI Devices

Log into the Mopar Technical Service Portal (MTSP) at <https://mopartsp.com/> using your DealerCONNECT credentials.



TECHNICAL
SERVICE PORTAL

 EN / US 

DEALER

AFTERMARKET

Welcome to the MOPAR Technical Service Portal (TSP)

The Mopar Difference

YOUR DIAGNOSTIC SOLUTIONS

Mopar TSP is the one-stop-shop for:

- Purchasing and configuring Mopar Diagnostic Pods (MDPs) for wiTECH and wiADVISOR
- Managing your device users
- Purchasing Mopar Diagnostic Equipment

Please login using your DealerCONNECT Credentials

SID


Password




Dealer Code


LOGIN

Need to update your login credentials?
Please go to [DealerCONNECT](#) to make any changes.


All VCIs shipped to your dealership will be shown on the Dashboard page.. From the Dashboard, select the device you'd like to add users.



**TECHNICAL
SERVICE PORTAL**




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DEVICES
 PERSONNEL



 DASHBOARD



 PURCHASE


 ORDERS


 ENROLLMENTS


 ACCOUNT


 NETWORK &
SITE
INFORMATION


 SUPPORT


Diagnostic Devices




Filter


ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS
N/A	WSP-62382	wiAdvisor	2	09/16/21	ACTIVE
N/A	WSP-614383	MPulse	14	07/28/23	UNASSIGNED
N/A	WSP-42605	MPulse	0	09/22/17	UNASSIGNED
N/A	WSP-64747	MPulse	0	N/A	UNASSIGNED
Removed Users 6:05PM	WSP-62384	wiAdvisor	0	11/11/21	ACTIVE
N/A	WSP-66721	wiAdvisor	2	03/03/21	UNASSIGNED
N/A	WSP-64712	wiAdvisor	3	06/03/21	UNASSIGNED
Remove user 5:33PM	WSP-76390	MPulse	0	12/13/19	ACTIVE
N/A	WSP-61406	MPulse	0	06/19/20	UNASSIGNED
N/A	WSP-67385	wiAdvisor	3	11/01/16	UNASSIGNED

Scroll down the page to the Associate Users section and select the "+" button next to any user you'd like to add to the selected VCI device.

NOTE: There is no user limit for each VCI device. An infinite number of users can be added to a VCI device.




**TECHNICAL
SERVICE PORTAL**



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DEVICES

PERSONNEL

N/A		MPulse	0	06/19/20	UNASSIGNED
N/A		wiAdvisor	3	11/01/16	UNASSIGNED

Items per page: 10
1 - 10 of 39



×

ALIAS: N/A

EDIT

Warranty Expiration Date

Status

06/19/20


Select A Status


Associate Users


No Users


Search

AVAILABLE USERS









Notice the selected users move to the "Currently Assigned Users" column.

TECHNICAL
SERVICE PORTAL

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DASHBOARD

PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK & SITE INFORMATION

SUPPORT

DEVICESPERSONNEL

N/A		MPulse	0	04/30/14	UNASSIGNED
N/A		MPulse	0	10/30/22	UNASSIGNED

Items per page: 101 – 10 of 39<>

WSP-81404

X

ALIAS: N/A

EDIT

Warranty Expiration Date

Status

06/19/20

Select A Status

Associate Users

Search

Search

AVAILABLE USERS

CURRENTLY ASSIGNED USERS

+


+




+

+

–

Also notice when you scroll back up and view the "Diagnostic Devices" table, the device now shows a user count.


TECHNICAL SERVICE PORTAL



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DASHBOARD

PURCHASE

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Diagnostic Devices

Filter

ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS
N/A		wiAdvisor	2	09/16/21	ACTIVE
N/A		MPulse	14	07/28/23	UNASSIGNED
N/A		MPulse	0	09/22/17	UNASSIGNED
N/A		MPulse	0	N/A	UNASSIGNED
Removed Users 6:05PM		wiAdvisor	0	11/11/21	ACTIVE
N/A		wiAdvisor	2	03/03/21	UNASSIGNED
N/A		wiAdvisor	3	06/03/21	UNASSIGNED
Remove user 5:33PM		MPulse	0	12/13/19	ACTIVE
N/A		MPulse	1	06/19/20	UNASSIGNED
N/A		wiAdvisor	3	11/01/16	UNASSIGNED

Note: DO NOT assign more than 26 users to the same VCI as wiTECH 2.0 System cannot handle more than that limit.

In order to remove users from a device, click the “-” button next to their name in the "Currently Assigned Users" column.

Note: Allow 30 minutes for the user associations to sync before the new user attempts to use the device in wiTECH.

Please contact wiTECH Premium Support at 1-888-948-3241 or via email at support@witechtools.com if you need further assistance on associating tools to the users.

Online URL: <https://kb.fcawitech.com/article/1st-associate-service-technicians-to-vci-devices-971.html>