1st - Associate Service Technicians to VCI Devices

971 Chris Ordner Thu, Jun 9, 2022 <u>MDP (Mopar Diagnostic Pod)</u>, <u>VCI Device Setup</u>, <u>wiTECH 2.0 Public Articles - Dealers</u> 42675

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 <u>Video - How-</u> to Setup a new device for wiTECH 2.0.

<u>1st - Associate Service Technicians to VCI Devices</u> (this article) <u>2nd - Setup a VCI for wiTECH 2</u> <u>3rd - Configure Wi-Fi on a VCI.</u>

Steps to Associate Service Technicians to VCI Devices

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

MOPAR.		🌐 en / US 🗸
	DEALER	AFTERMARKET
Welcome to the MOPAR Technical Service Portal (TSP) The Mopar Difference	Please login	using your
YOUR DIAGNOSTIC SOLUTIONS	Crede	ntials
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 	SID	
	Password	
	Dealer Code	
	LOC	GIN
	Need to update you Please go to <u>DealerC(</u> chan	r login credentials? <u>)NNECT</u> to make any ges.

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.

	NICAL ICE PORTAL					🗸 🌐 en / US 🗸 🤮	
•••	DEVICES PE	RSONNEL					
DASHBOARD	Diagnostic Devices						
PURCHASE	Filter						
	ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS	
ORDERS	N/A	1029-02202	wiAdvisor	2	09/16/21	ACTIVE	
ENROLLMENTS	N/A	MDP-016280	MPulse	14	07/28/23	UNASSIGNED	
.	N/A	107-42005	MPulse	0	09/22/17	UNASSIGNED	
ACCOUNT	N/A	102-04147	MPulse	0	N/A	UNASSIGNED	
NETWORK &	Removed Users 6:05PM	W5P-82536	wiAdvisor	0	11/11/21	ACTIVE	
INFORMATION	N/A	1027-00721	wiAdvisor	2	03/03/21	UNASSIGNED	
SUPPORT	N/A	859-94712	wiAdvisor	3	06/03/21	UNASSIGNED	l
	Remove user 5:33PM	1012-21200	MPulse	0	12/13/19	ACTIVE	l
	N/A	-	MPulse	0	06/19/20	UNASSIGNED	
	N/A	WSP-27985	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.

	ICAL CE PORTAL					~	🌐 en / Us 🗸	1
•••	DEVICES	PERSONNEL						
HBOARD	N/A	-	MPulse	0	06/19/20		UNASSIGNED	
≎	N/A	1001-07003	wiAdvisor	3	11/01/16		UNASSIGNED	
		ltems per	page: 10 👻 1 - 10	of 39 <	>			
	ALIAS: N/A						× EDIT	, , _
	Warranty Expirati	on Date	Status					
	06/19/20		Select /	A Status 🗸]			-
	Associate Users							_
	Search		No User	S				
	AVAILABLE USERS							
	1001101		U					
	Jacob Sagero		O					
	Million and		Đ					
	Array Taxanda		6					

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

HNICAL VICE PORTAL					✓ ⊕ EN / US ✓
DEVICES	PERSONNEL				
N/A	100-0001	MPulse	0	04/30/14	UNASSIGNED
N/A	1000-0000	MPulse	0	10/30/22	UNASSIGNED
	Items per	page: 10 👻 1 – 1	0 of 39 <	>	
1010-01-014					×
ALIAS: N/A					r Edit
Warranty Expira	ation Date	Stat	us		
06/19/20		Sele	ct A Status 🗸 🗸		
Accesiete Llea	r0				
Search		Sea	zch		
]	CUR		USERS	
				COLINO	•
AVAILABLE USERS		U			
AVAILABLE USERS			10 ¹⁷		
		0	67		
		0 0	87		

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

	INICAL VICE PORTAL					~	🌐 en / Us 🗸	ł
•••	DEVICES PI	ERSONNEL						
DASHBOARD	Diagnostic Devices							٦
PURCHASE	Filter							
	ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY		STATUS	
ORDERS	N/A	407-02302	wiAdvisor	2	09/16/21		ACTIVE	1
ENROLLMENTS	N/A	487-11080	MPulse	14	07/28/23		UNASSIGNED	
.	N/A		MPulse	0	09/22/17		UNASSIGNED	
ACCOUNT	N/A	-	MPulse	0	N/A		UNASSIGNED	
NETWORK &	Removed Users 6:05PM	-	wiAdvisor	0	11/11/21		ACTIVE	
INFORMATION	N/A	4014010	wiAdvisor	2	03/03/21		UNASSIGNED	
SUPPORT	N/A	407-00712	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	4627-17865	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