

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](#) 38596

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.

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


 EN / US
 

DEVICES PERSONNEL

Diagnostic Devices

Filter _____

| ALIAS | SERIAL NUMBER | DEVICE TYPE | USERS | WARRANTY | STATUS |
|----------------------|---------------|-------------|-------|----------|------------|
| N/A | WSP-62362 | wiAdvisor | 2 | 09/16/21 | ACTIVE |
| N/A | WSP-614380 | MPulse | 14 | 07/28/23 | UNASSIGNED |
| N/A | WSP-62005 | MPulse | 0 | 09/22/17 | UNASSIGNED |
| N/A | WSP-64147 | MPulse | 0 | N/A | UNASSIGNED |
| Removed Users 6:05PM | WSP-62336 | wiAdvisor | 0 | 11/11/21 | ACTIVE |
| N/A | WSP-64721 | 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-67865 | 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.



- DASHBOARD
- PURCHASE
- ORDERS
- ENROLLMENTS
- ACCOUNT
- NETWORK & SITE INFORMATION
- SUPPORT

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


Search



No Users

AVAILABLE USERS



| | |
|--|--|
| | |
| | |
| | |
| | |

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


TECHNICAL SERVICE PORTAL

DEVICES
PERSONNEL

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

Items per page: 10 1 - 10 of 39 < >

WSP-21-434 X

ALIAS: N/A [EDIT](#)




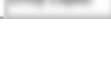
Warranty Expiration Date **Status**

06/19/20 Select A Status

Associate Users


Search

AVAILABLE USERS

| | |
|---|---|
|  | + |
|  | + |
|  | + |
|  | + |

Search

CURRENTLY ASSIGNED USERS

| | |
|--|---|
|  | - |
|--|---|

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

MOPAR TECHNICAL SERVICE PORTAL EN / US

DEVICES PERSONNEL

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>