

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.



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

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.



...



DEVICES

PERSONNEL

DASHBOARD



ENROLLMENTS

NETWORK &
SITE INFORMATION

Diagnostic Devices

Filter

ALIAS	SERIAL NUMBER	DEVICE TYPE	USERS	WARRANTY	STATUS
N/A	MSP-012345	wiAdvisor	2	09/16/21	ACTIVE
N/A	MSP-012346	MPulse	14	07/28/23	UNASSIGNED
N/A	MSP-012347	MPulse	0	09/22/17	UNASSIGNED
N/A	MSP-012348	MPulse	0	N/A	UNASSIGNED
Removed Users 6:05PM	MSP-012349	wiAdvisor	0	11/11/21	ACTIVE
N/A	MSP-012350	wiAdvisor	2	03/03/21	UNASSIGNED
N/A	MSP-012351	wiAdvisor	3	06/03/21	UNASSIGNED
Remove user 5:33PM	MSP-012352	MPulse	0	12/13/19	ACTIVE
N/A	MSP-012353	MPulse	0	06/19/20	UNASSIGNED
N/A	MSP-012354	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

EN / US   

...  

 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 

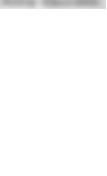
Warranty Expiration Date **Status**

06/19/20	Select A Status 
----------	---

Associate Users

Search  No Users

AVAILABLE USERS

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

MOPAR TECHNICAL SERVICE PORTAL

EN / US 1

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 < >

Warranty Expiration Date **Status**

06/19/20	Select A Status
----------	-----------------

Associate Users

AVAILABLE USERS	CURRENTLY ASSIGNED USERS
<input type="text" value="Search"/>	<input type="text" value="Search"/>
+	-
+	
+	
+	

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



...



ENROLLMENTS



DEVICES

PERSONNEL

Diagnostic Devices

Filter

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