

1st - Associate Service Technicians to VCI Devices

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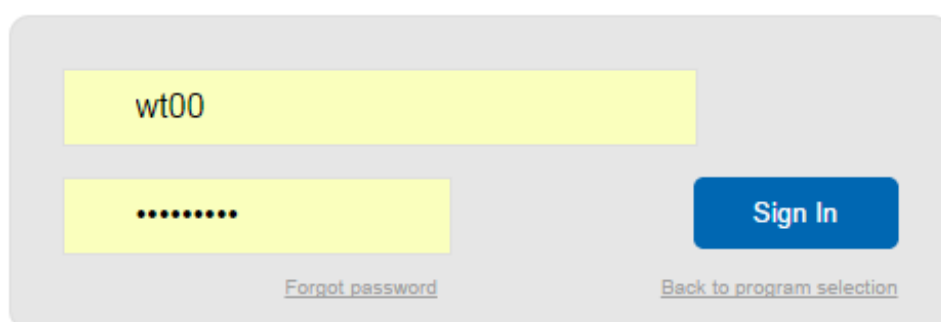
1st Step in new Vehicle Communication Interface (VCI) Device Setup.

For North America Dealerships ONLY

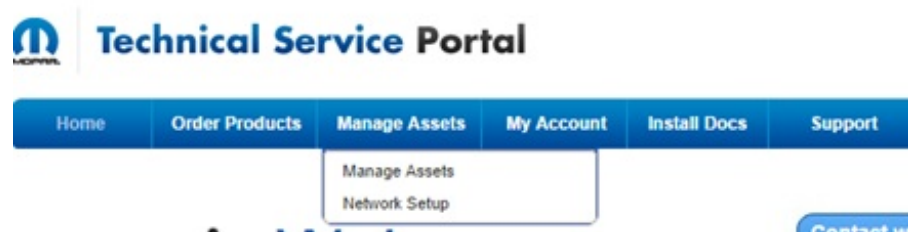
Steps to Associate Service Technicians to VCI Devices

For a video version Vehicle Communication Interface (VCI) devices, please watch [Video - How-to Setup a new device for wiTECH 2.0](#)

Log into the Technical Service Portal at www.witechsystem.com



Within the Manage Assets tab of the Menu Bar, select Manage Assets



All VCIs shipped to your dealership will be shown on the Asset Summary page.

Tool Type	Serial Number	Previously Owned?	Last Modified	User Count	Application
VCI Pod	WVP-98	No	8/26/13		wiTECH
VCI Pod	WVP-99	No	1/6/14	No Users!	Edit Users MPulse
wiTECH Access Gateway	1234	No	12/8/09		
wiTECH Diagnostic Extender microPOD	WSP-88	No	6/27/14	No Users!	Edit Users MPulse
wiTECH Diagnostic Extender microPOD	WSP-99	No	1/22/14	No Users!	Edit Users MPulse
wiTECH Diagnostic Extender microPOD	WSP-12	No	1/22/14	No Users!	Edit Users MPulse
wiTECH Diagnostic Extender microPOD	WSP-99	No	1/6/14	No Users!	Edit Users MPulse

To associate a Service Technician with a VCI:

1. Select **Edit Users** on the appropriate line showing the VCI **Serial Number** you are associating

2. If **No Users'** is shown, this VCI still needs to be associated
3. If a **number** is shown, it indicates how many Service Technicians are associated to that particular VCI

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VCI Pod	WVP-99	No	1/6/14	No Users!	MPulse

Locate the correct Service Technician from the drop-down menu and click "Map User" button.

(Note: only one Service Technician can be selected at a time)

A screenshot of a user selection interface. On the left is a scrollable list of users with their names and positions. On the right is a 'Map User' button. A blue arrow points from the text above to the dropdown menu.

Name	Position
Ashley	- Service Advisor
Adan	- Dealership Service Administration
Alfred	- Service Advisor
Alfred	- Service Advisor
Anni	- Service Technician
Ashley	- Service Advisor
Bill	- Service Technician
Brandon	- Dealership Service Administration
Chirs	- Sales Manager
Chris	- New Car Salesperson
Christopher	- Service Technician
CLINT	- Service Technician

2.0

You are finished!

- a. The associated Service Technician will then appear as a Mapped User
- b. Service Technicians and associated VCIs will appear in the wiTECH 2.0 User Interface screens

A screenshot of the 'Mapped Users' section in the wiTECH 2.0 interface. It shows a dropdown menu for selecting a user and a 'Map User' button. Below is a table of mapped users with columns for SID, Name, and Position, and a 'Delete' button.

Map WCP: 0 to user: Adan - Dealership Service Administration [Map User]

SID	Name	Position
S	Ashley	Service Advisor

If you wish to **add multiple users** onto a single VCI, click on the drop down box, select the employees name and click **Map User** .

- a. Continue to add all users as desired.
- b. All **Service Technician** and **associated VCIs** will appear in the **wiTECH 2.0 User Interface screens**

[Back to Assets](#)

Map WCP-01 to user: - Dealership Service Administration

Mapped Users

SID	Name	Position	
S	Alfred	Service Advisor	<input type="button" value="Delete"/>
S	Ashley	Service Advisor	<input type="button" value="Delete"/>

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 delete users, click the "Delete" button and the employee will be removed from the mapped list.

Note: Allow 30 minutes for the changes to complete before communication can be achieved.

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.

Posted : [Chris Ordner](#) - Fri, Oct 9, 2020 12:33 PM. This article has been viewed 157 times.

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