

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](#) 46452

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



 EN / US
 

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DASHBOARD

PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK & SITE INFORMATION

SUPPORT

DEVICES

PERSONNEL

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-62336 | 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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DASHBOARD

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SITE
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DEVICESPERSONNEL

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

Items per page: 101 – 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

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DASHBOARD

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ACCOUNT

NETWORK & SITE INFORMATION

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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-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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DEVICES

PERSONNEL

DASHBOARD

PURCHASE

ORDERS

ENROLLMENTS

ACCOUNT

NETWORK & SITE INFORMATION

SUPPORT

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>