

# 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](#) 35371

## **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](#)

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## 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
 

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DEVICES    PERSONNEL

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**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-62385	MPulse	0	09/22/17	UNASSIGNED
N/A	WSP-64147	MPulse	0	N/A	UNASSIGNED
Removed Users 6:05PM	WSP-62384	wiAdvisor	0	11/11/21	ACTIVE
N/A	WSP-64121	wiAdvisor	2	03/03/21	UNASSIGNED
N/A	WSP-64112	wiAdvisor	3	06/03/21	UNASSIGNED
Remove user 5:33PM	WSP-76386	MPulse	0	12/13/19	ACTIVE
N/A	WSP-614384	MPulse	0	06/19/20	UNASSIGNED
N/A	WSP-62385	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**

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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-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>