1st - Associate Service Technicians to VCI Devices

215 Emil Ghiurau Sat, Feb 1, 2025 VCI Device Setup, wiTECH 2 Public Articles 0 21120

CJDR (Chrysler Jeep, Dodge and RAM) ONLY Dealerships:

Steps to Associate microPods to Service Technicians

For a video version of Steps to Associate microPods to Service Technicians, please watch Video on Steps to Associate microPods to Service Technicians at CJDR Dealers (Note. Please ensure you are logged into the KB site via wiTECH 2.0 to view the video.) How-to View Private wiTECH 2.0 KB Articles

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

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

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

To associate a Service Technician with a microPod:

1. Select **Edit Users** on the appropriate line showing the microPod **Serial Number** you are associating
2. If **No Users'** is shown, this microPod still needs to be associated
3. If a **number** is shown, it indicates how many Service Technicians are associated to that particular microPod

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)

You are Complete!

a. The associated Service Technician will then appear as a Mapped User

b. Service Technicians and associated microPods will appear in the wiTECH 2.0 User Interface screens

If you wish to **add multiple users** onto a single microPod, 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 microPods** will appear in the **wiTECH 2.0 User Interface screens**

Note: DO NOT assign more than 26 users to the same microPOD II 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.

Converged (CJDR and FA vehicles) ONLY Dealerships:

FA (Fiat and Alfa) ONLY Dealerships:

Online URL: https://kb.e.fcawitech.com/article/1st-associate-service-technicians-to-vci-devices-215.html