Steps to Associate microPods to a Service Technician

312 Emil Ghiurau Mon, Jul 2, 2018 wiTECH 2 Public Articles 4019

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.) <u>How-to View Private wiTECH 2.0 KB Articles</u>

Log into the Technical Service Portal at <u>www.witechsystem.com</u>

Technical S	Technical Service Portal				
wt00					
•••••		Sign In			
Forgot passw	vord Bac	k to program selection			

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

M Technical Service Portal

Home	Order Products	Manage Assets	My Account	Install Docs	Support
		Manage Assets Network Setup			Contact w

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

Tool Type	<u>Serial</u> 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 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

Tool Type	<u>Serial</u> Number	Previously Owned?	Last Modified	<u>User</u> Count		Application
VCI Pod	WVP-98	No	8/26/13			WITECH
VCI Pod	WVP-99	No	1/6/14	No Users!	Edit 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)

Achley	Service Advisor	-	Map User
Ashley	- Service Advisor	•	Map User
Adan	 Dealership Service Administration 	-	
Alfred	- Service Advisor		
Alfred	- Service Advisor		
Anni	- Service Technician	E	
Ashley	- Service Advisor		
Bill	 Service Technician 		
Brandon	 Dealership Service Administration 		
Chirs	- Sales Manager		
Chris	- New Car Salesperson		
Christopher	 Service Technician 		
CLINT	- Service Technician		

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

Back to Asset	<u>Is</u>		
Map WCP-	0 to user: Adan	Dealership Service Administration Map User	
Mapped Us	ers		
SID	Name	Position	
S	Ashley	Service Advisor Delete	

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**

Back to Assets			
Map WCP-01	to user: Adam	Dealership Service Administration Map User]
Mapped Use	rs		
SID	Name	Position	
S	Alfred	Service Advisor	Delete
S	Ashley	Service Advisor	Delete

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: <u>https://kb.l.fcawitech.com/article/steps-to-associate-micropods-to-a-service-technician-312.html</u>