

# Steps to Associate microPods to a Service Technician

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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](http://www.witechsystem.com)



## Technical Service Portal

A screenshot of the login page for the Technical Service Portal. It features a light gray background with a white rounded rectangle containing the login fields. The first field is a yellow text box containing 'wt00'. The second field is a yellow text box containing a series of dots representing a password. To the right of the password field is a blue button with the text 'Sign In'. Below the password field is a link that says 'Forgot password'. Below the 'Sign In' button is a link that says 'Back to program selection'.

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



# Technical Service Portal



All microPods 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!	<a href="#">Edit Users</a> MPulse
wITECH Access Gateway	1234	No	12/8/09		
wITECH Diagnostic Extender microPOD	WSP-88	No	6/27/14	No Users!	<a href="#">Edit Users</a> MPulse
wITECH Diagnostic Extender microPOD	WSP-99	No	1/22/14	No Users!	<a href="#">Edit Users</a> MPulse
wITECH Diagnostic Extender microPOD	WSP-12	No	1/22/14	No Users!	<a href="#">Edit Users</a> MPulse
wITECH Diagnostic Extender microPOD	WSP-99	No	1/6/14	No Users!	<a href="#">Edit Users</a> 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	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!	MPulse

[Edit Users](#)

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)

The screenshot shows a dropdown menu with the following list of users and their roles:

- Ashley - Service Advisor
- Adan - Dealership Service Administration
- Alfred - Service Advisor
- Alfred - Service Advisor
- Anni - Service Technician
- Ashley - Service Advisor** (highlighted)
- Bill - Service Technician
- Brandon - Dealership Service Administration
- Chirs - Sales Manager
- Chris - New Car Salesperson
- Christopher - Service Technician
- CLINT - Service Technician

To the right of the dropdown menu is a button labeled "Map User".

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 Assets](#)

Map WCP- 0 to user: Adan - Dealership Service Administration

**Mapped Users**

SID	Name	Position	
S	Ashley	Service Advisor	<input type="button" value="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: Adan - 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 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.l.fcawitech.com/article/steps-to-associate-micropods-to-a-service-technician-312.html>