

# Steps to Associate microPods to a Service Technician

312 Emil Ghiurau Mon, Jul 2, 2018 [wiTECH 2 Public Articles](#) 3948

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 Technical Service Portal login interface. It features a light gray background with a white rounded rectangle containing the login fields. At the top left is the Mopar logo. Below it, the text 'Technical Service Portal' is displayed in a large, bold, blue font. The login form consists of two yellow input fields: the top one contains the text 'wt00', and the bottom one contains a series of dots representing a password. To the right of the password field is a blue button with the text 'Sign In' in white. Below the input fields are two links: 'Forgot password' and 'Back to program selection', both underlined.

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



## 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	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)

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

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:  - 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

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Map WCP-01 to user:  - 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.lfcaitech.com/article/steps-to-associate-micropods-to-a-service-technician-312.html>