



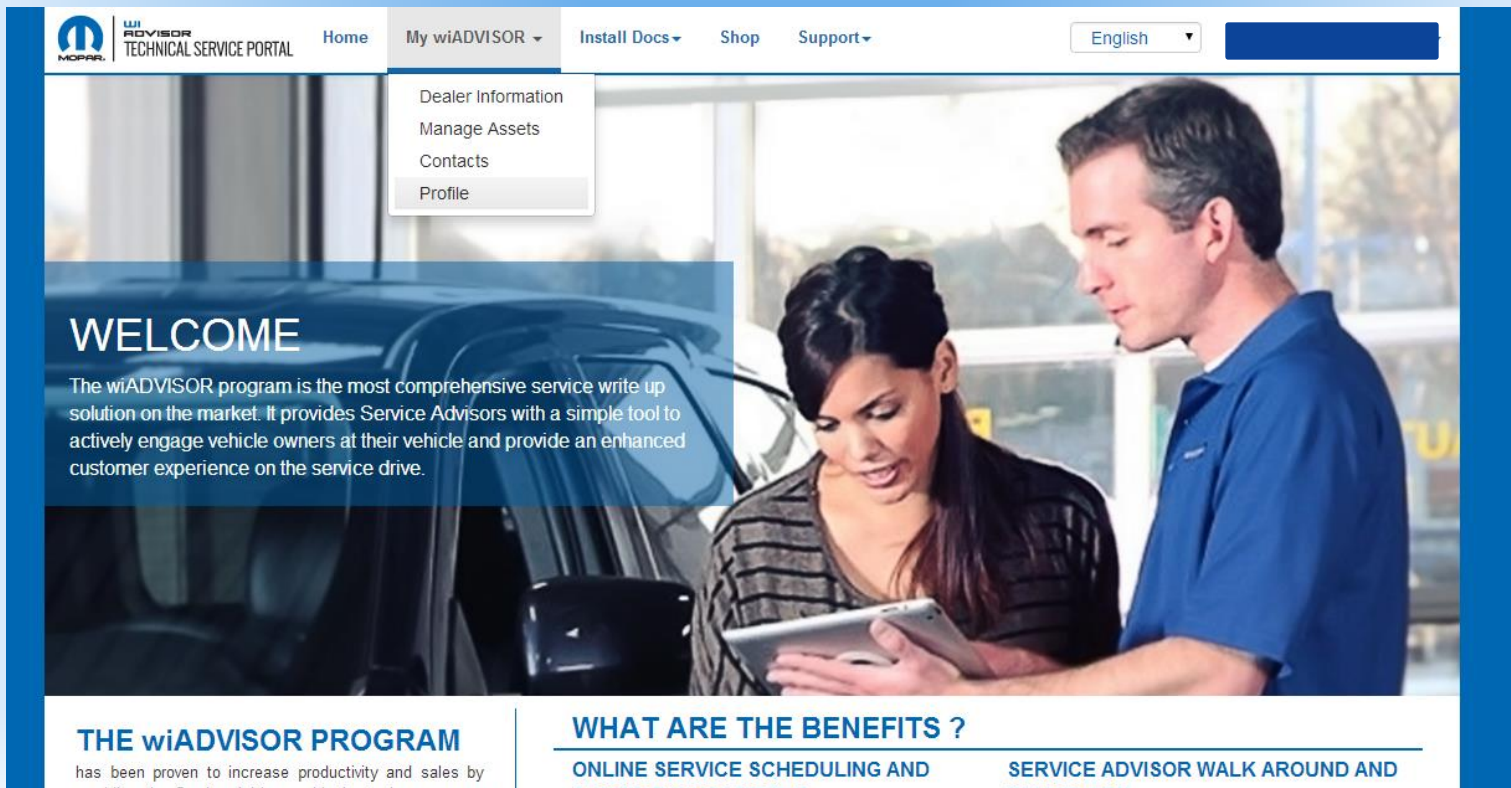
Keys to a Successful Hardware Installation for wiADVISOR

Prepare for the Scheduling Call

- Dealers will be completing information in the **wiADVISOR Technical Service Portal** to prepare for the Equipment Scheduling Call
 - Confirm **Physical & Shipping Addresses** are correct in the Portal
 - Confirm that all wiTECH/wiADVISOR **Assets** (microPods) in the Portal are correct
 - Complete the **Site Survey** in the Portal
 - Upload all required **photos and floor plans** to the Portal
 - Review the Technical Service Knowledgebase article on **recommended tablets**
 - Confirm the number of Service Advisors and those writing repair orders at your dealership in DealerCONNECT for use with wiADVISOR

Review Your Dealership Information

- Navigate to **My wiADVISOR** on the menu bar and select **Profile** from the dropdown menu



The screenshot shows the top navigation bar of the wiADVISOR Technical Service Portal. The 'My wiADVISOR' menu is open, displaying a dropdown list with the following options: Dealer Information, Manage Assets, Contacts, and Profile. The 'Profile' option is highlighted. Below the navigation bar, there is a large banner image of a service advisor and a customer looking at a tablet. The banner contains the text 'WELCOME' and a paragraph describing the program. Below the banner, there are two columns of text: 'THE wiADVISOR PROGRAM' and 'WHAT ARE THE BENEFITS?'. The 'WHAT ARE THE BENEFITS?' section lists 'ONLINE SERVICE SCHEDULING AND APPOINTMENT LEDGER' and 'SERVICE ADVISOR WALK AROUND AND INSPECTION'.

WELCOME

The wiADVISOR program is the most comprehensive service write up solution on the market. It provides Service Advisors with a simple tool to actively engage vehicle owners at their vehicle and provide an enhanced customer experience on the service drive.

THE wiADVISOR PROGRAM

has been proven to increase productivity and sales by providing the Service Advisors with the tools necessary

WHAT ARE THE BENEFITS ?

ONLINE SERVICE SCHEDULING AND APPOINTMENT LEDGER

SERVICE ADVISOR WALK AROUND AND INSPECTION

Review Your Dealership Information

- Review the **My Account** page and confirm your **Physical Address** and **Shipping Address** are correct. Click **Edit** to make any changes.

My Account

Profile

Physical Address

Address 1: 123 Main St
Address 2:
Address 3:
City: Auburn Hills
State/Province: MI
Country: United States
Postal Code/Zip: 12345

[Edit](#)

Change Password

Password: *****

[Edit](#)

Change Tax Id

Tax Id:

[Edit](#)

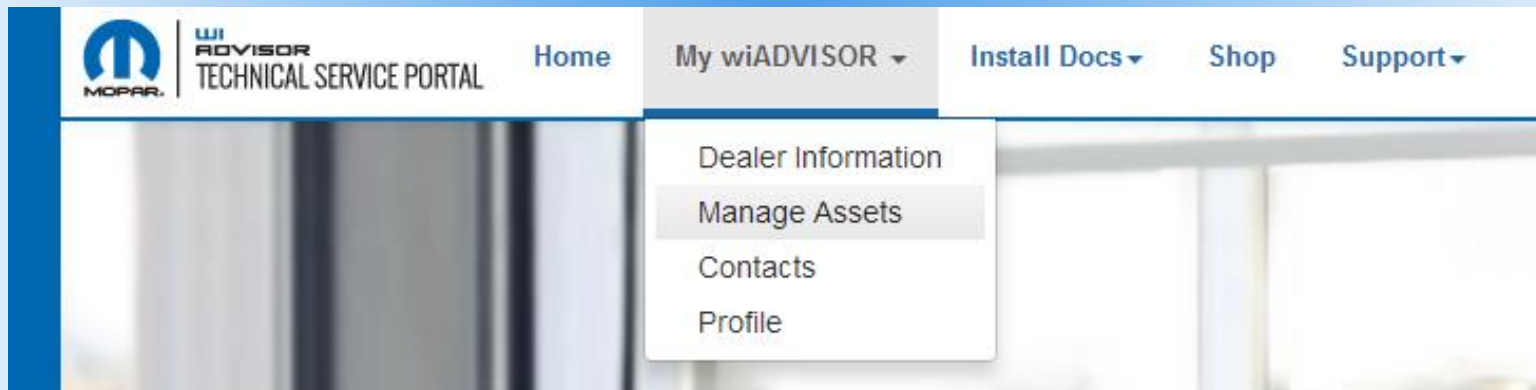
Shipping Address

Name: Rob Robertson
Company Name:
Street 1: 123 Main St
Street 2:
City: Auburn Hills
State/Province: MI
Country: United States
Postal Code/Zip: 12345
Title: Service Director
Email: Rob@dealership.com
Phone: 555-111-9999
Tax Id:

[Edit](#)

Confirm wiADVISOR Assets

- Navigate to **My wiADVISOR** on the menu bar and select **Manage Assets** from the dropdown menu



Confirm wiADVISOR Assets

- Review the **Asset Summary** page to ensure that all of your **wiADVISOR assets** (microPods) are accounted for
 - microPods are listed by **serial number**

Asset Summary

The assets below represent the wiADVISOR microPods currently registered to your account. Please review this information to confirm that all devices are registered. If you have any devices that are not included in this list, please contact the wiADVISOR Support Team at 1-855-wiADVISOR (1-855-942-3847) for registration assistance.

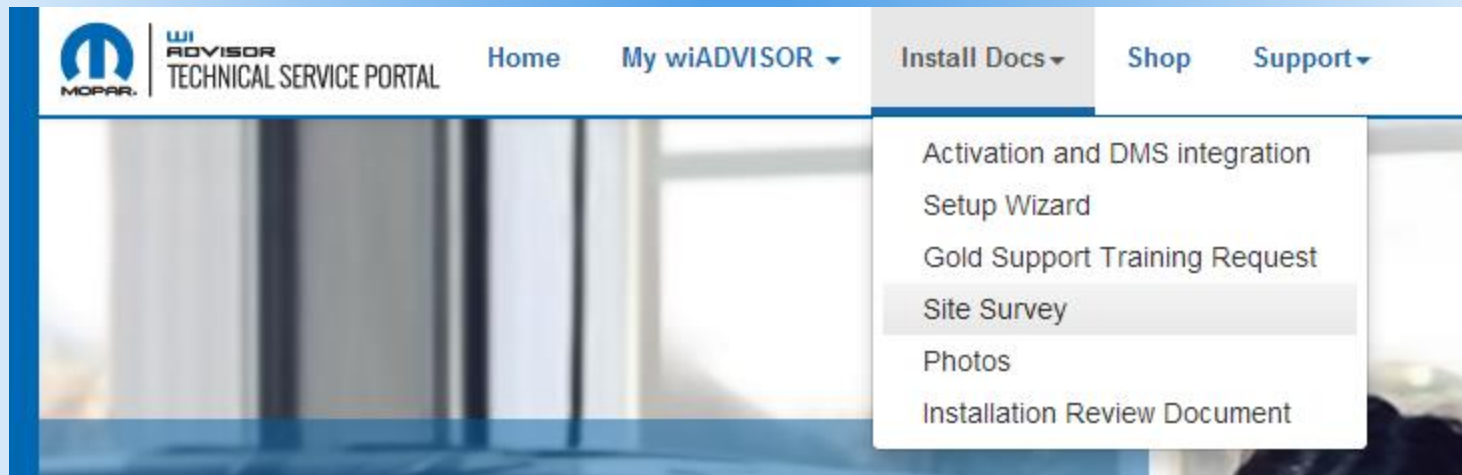
To associate Service Advisors to wiADVISOR microPods, click on Edit Users for that device and follow the instructions to assign Service Advisors to that device.



Tool Type	Serial Number	Last Modified	User Count	Edit
microPODII	WCP [REDACTED]	3/4/14	1	Edit Users
microPODII	WCP [REDACTED]	3/4/14	1	Edit Users
microPODII	WCP [REDACTED]	2/20/14	1	Edit Users
microPODII	WCP [REDACTED]	9/6/12	2	Edit Users
microPODII	WCP [REDACTED]	7/28/14	1	Edit Users
microPODII	WCP [REDACTED]	7/30/14	3	Edit Users
microPODII	WCP [REDACTED]	8/23/13	No Users!	Edit Users
microPODII	WCP [REDACTED]	12/6/13	No Users!	Edit Users
microPODII	WCP [REDACTED]	8/1/13	No Users!	Edit Users

Complete the Site Survey

- Navigate to **Install Docs** in the main menu bar and select **Site Survey** from the dropdown menu





Complete the Site Survey

- Complete the Site Survey to the best of your knowledge and click **Submit** at the bottom of the page

* All fields are required

Site Survey

1. How many buildings do you have?

2 ▾

a. What is the configuration of the service area?

Square ▾

b. How many service bays within the service area?

21+ ▾

c. What is the sq. ft. of the service area?

120 x 120

d. Do you have designated Quick Lube Bays?

4 ▾

2. Where is the Service Write Up area located in relation to the Service Area?

attached

a. What size is the write-up area?

45 x 18

Your Dealership Information

- Confirm that the number of Service Advisors who will use wiADVISOR is correct by navigating to **My wiADVISOR > Dealer Information**
- Service Advisor information is imported to the Portal **from DealerCONNECT**; if there is an error you must correct it in DealerCONNECT.

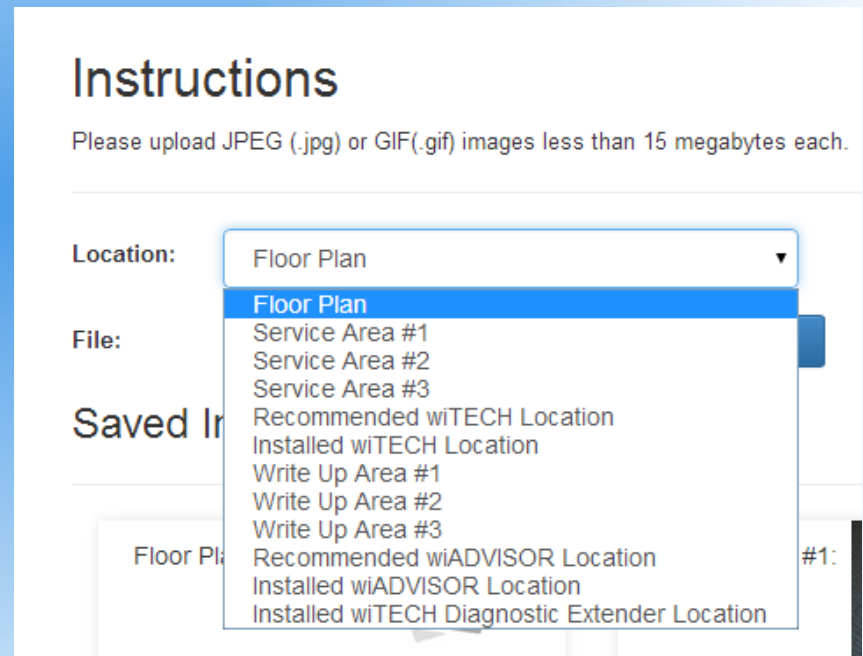
Dealer Information

Details

Dealer Name	JCD Dealer
Dealer Code	9999
Business Center	(63) Southwest
Sales Group Size	D
Number Of Service Advisors	9
DMS System	ADP DEALER SERVICES
Go Live Date	8/31/12
Activation agreement consented by	Rob Robertson
Activation agreement signed on	12/13/12
Enrollment Status	Enrolled

Uploading Photos to the Technical Service Portal

- On the Portal, navigate to **Install Docs** > **Photos** and open the **Location** dropdown menu to see what photos are required
 - Photos should include the **location of the mounted wiTECH Access Gateway in the Service area**
- To determine the correct mounting location of the wiADVISOR Access Point, dealers will need to provide **photos of their Service Write Up Area and the Service Area**
- After taking pictures, save them on a PC or laptop for easy uploading to the Portal



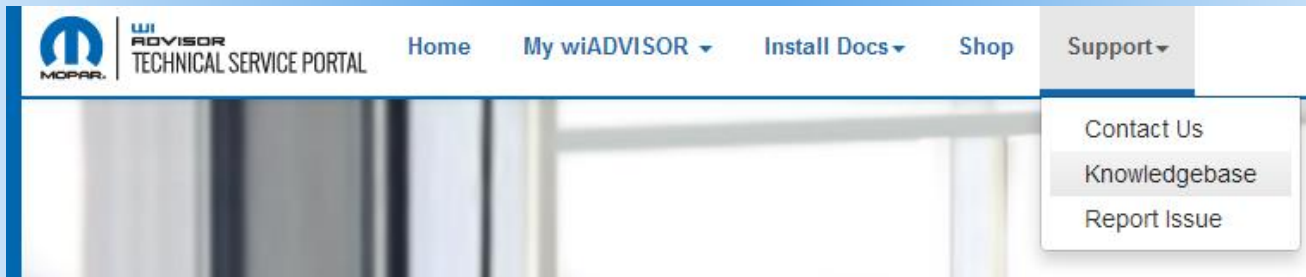
Uploading Photos to the Technical Service Portal

- After taking the pictures, select the photo you want to upload from the **Location** dropdown menu
- Click **Choose File** and navigate to the location where the saved photos are stored on your PC or laptop
- Select the appropriate photo, click **Open**, then click **Upload**

The screenshot shows the MOPAR Technical Service Portal interface on the left and a Windows File Explorer window on the right. In the portal, the 'Instructions' section states: 'Please upload JPEG (.jpg) or GIF(.gif) images less than 15 megabytes each.' Below this, the 'Location' dropdown menu is set to 'Service Area #2'. The 'File:' field shows 'Choose File' and 'No file chosen', with the 'Choose File' button circled in red. To the right of the 'File:' field is an 'Upload' button, also circled in red. The File Explorer window is open to 'Libraries > Pictures > Sample Pictures'. It displays a grid of image thumbnails with labels: Chrysanthemum, Desert, Hydrangeas, Jellyfish, Koala, Lighthouse, Penguins, and Tulips. The 'Open' button at the bottom right of the File Explorer window is circled in red.

Review the Mopar Technical Service Knowledgebase

- Navigate to **Support** on the menu bar, then select **Knowledgebase** from the dropdown menu

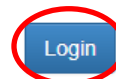


- On the **Knowledgebase** page, click **Login** next to the “Mopar Technical Service Knowledgebase” description

Knowledgebase

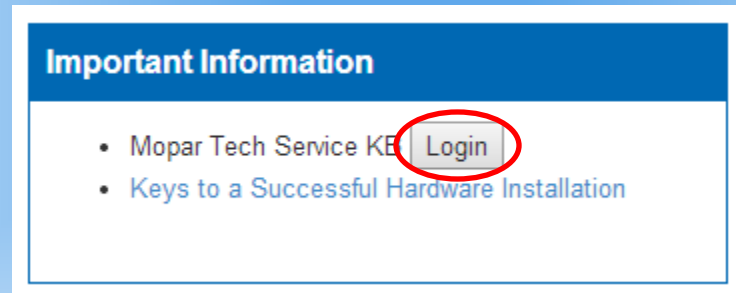
Mopar Technical Service Knowledgebase

The Mopar Technical Service Knowledgebase contains articles and helpful information relating to the wiADVISOR program. Topics include wiADVISOR Requirements & Components, Installation, Training and Releases. The Knowledgebase can be accessed through the wiADVISOR Technical Service Portal or via the wiADVISOR application.



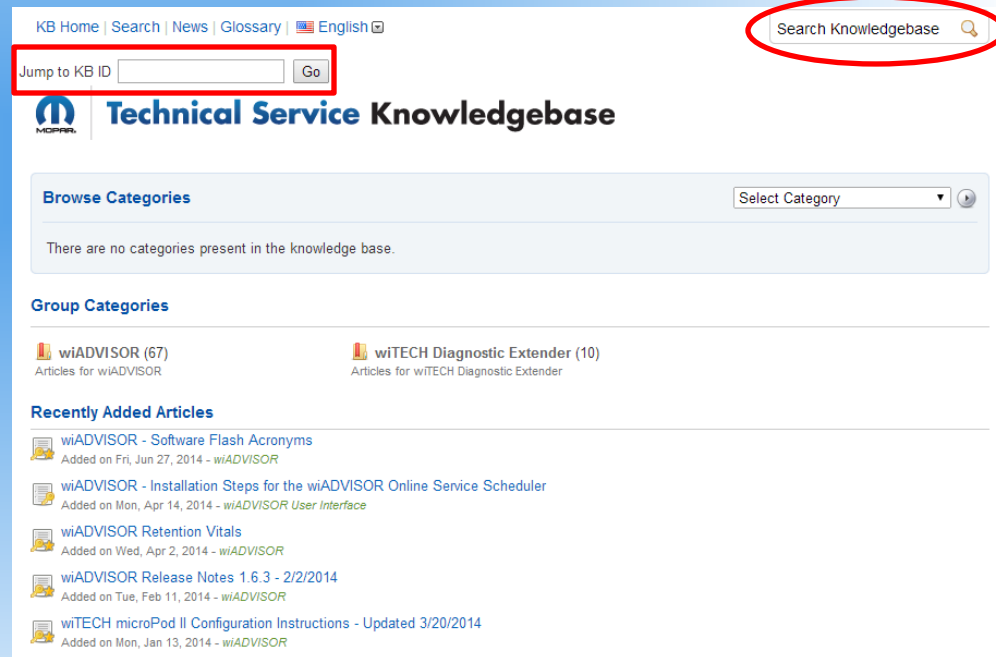
Review the Mopar Technical Service Knowledgebase

- Alternatively, on the Portal homepage, locate the **Important Information** box and click **Login** next to “Mopar Technical Service KB”



Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

- You can locate a KB article in two ways:
 1. Enter its article number in the **Jump to KB ID** field
 2. In the **Search** field in the upper right, search for an article by keyword
- Open KB ID 116, “Supported Tablets for Use with wiADVISOR”
- Also review KB ID 112, “Printing from an iPad with wiADVISOR”



KB Home | Search | News | Glossary | English

Jump to KB ID Go

Search Knowledgebase

Technical Service Knowledgebase

Browse Categories

There are no categories present in the knowledge base.

Group Categories

- wiADVISOR (67)
Articles for wiADVISOR
- wiTECH Diagnostic Extender (10)
Articles for wiTECH Diagnostic Extender

Recently Added Articles

- wiADVISOR - Software Flash Acronyms
Added on Fri, Jun 27, 2014 - wiADVISOR
- wiADVISOR - Installation Steps for the wiADVISOR Online Service Scheduler
Added on Mon, Apr 14, 2014 - wiADVISOR User Interface
- wiADVISOR Retention Vitals
Added on Wed, Apr 2, 2014 - wiADVISOR
- wiADVISOR Release Notes 1.6.3 - 2/2/2014
Added on Tue, Feb 11, 2014 - wiADVISOR
- wiTECH microPod II Configuration Instructions - Updated 3/20/2014
Added on Mon, Jan 13, 2014 - wiADVISOR

Installation of CAT5e Cable in Service Write-Up Area

- A **CAT5e cable** must be run from the wiTECH Access Gateway to the recommended mounting location of the wiADVISOR Access Point
- The wiADVISOR Access Point must be successfully mounted and cabled within your Service Write-Up Area
- For detailed cabling and mounting instructions, go to the Mopar Technical Service Knowledgebase and review **KB ID 36, “wiADVISOR Access Point Mounting Instructions”**

Associating microPods with Service Advisors

- Once microPods are shipped to your dealership, they will be listed by serial number on the Asset Summary page of the Portal
 - Navigate to **My wiADVISOR > Manage Assets**

Asset Summary

The assets below represent the wiADVISOR microPods currently registered to your account. Please review this information to confirm that all devices are registered. If you have any devices that are not included in this list, please contact the wiADVISOR Support Team at 1-855-wiADVISOR (1-855-942-3847) for registration assistance.

To associate Service Advisors to wiADVISOR microPods, click on Edit Users for that device and follow the instructions to assign Service Advisors to that device.



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microPODII	WCP [REDACTED]	7/28/14	1	Edit Users
microPODII	WCP [REDACTED]	7/30/14	3	Edit Users
microPODII	WCP [REDACTED]	8/23/13	No Users!	Edit Users
microPODII	WCP [REDACTED]	12/6/13	No Users!	Edit Users
microPODII	WCP [REDACTED]	8/1/13	No Users!	Edit Users



Associating microPods with Service Advisors

- To associate a Service Advisor with a microPod, click on **Edit Users** in the row of the microPod Serial Number you are associating
 - “**No Users**” in the **Edit** column means that the microPod has not been associated with any users
 - A **number** in the **Edit** column indicates how many Service Advisors are currently associated to the microPod

Tool Type	Serial Number	Last Modified	User Count	Edit
microPODII	WCP [REDACTED]	3/4/14	1	Edit Users
microPODII	WCP [REDACTED]	3/4/14	1	Edit Users
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microPODII	WCP [REDACTED]	7/30/14	3	Edit Users
microPODII	WCP [REDACTED]	8/23/13	No Users!	Edit Users
microPODII	WCP [REDACTED]	12/6/13	No Users!	Edit Users
microPODII	WCP [REDACTED]	8/1/13	No Users!	Edit Users



Associating microPods with Service Advisors

- Locate the correct Service Advisor from the dropdown menu
- Click on **Map User**

The screenshot shows the WI Advisor Technical Service Portal interface. At the top, there is a navigation bar with the MOPAR logo, the text 'WI ADVISOR TECHNICAL SERVICE PORTAL', and several menu items: 'Home', 'My wiADVISOR', 'Install Docs', 'Shop', and 'Support'. On the right side of the navigation bar, there is a language dropdown set to 'English' and a user profile for 'Allen Samuel... (41798)'. Below the navigation bar, there is a 'Back to Assets' button. The main content area is titled 'Map WCP [redacted] to user:'. Below this title, there is a dropdown menu showing a list of users. The first user, 'Alfred Garcia - Service Advisor - S [redacted]', is highlighted in blue. To the right of the dropdown menu is a 'Map User' button. Below the dropdown menu, there is a section titled 'Mapped Users' with a table. The table has a header row with 'SID' and a redacted value. The table body is currently empty.

WI ADVISOR TECHNICAL SERVICE PORTAL Home My wiADVISOR Install Docs Shop Support English Allen Samuel... (41798)

Back to Assets

Map WCP [redacted] to user:

Mapped Users

SID	[redacted]
-----	------------

Alfred Garcia - Service Advisor - S [redacted]

Adam Keele - New Car Salesperson - S [redacted]

Alfred Garcia - Service Advisor - S [redacted]

ALICIA NELMS - General Office Administration - S [redacted]

Andrew Gonnet - Dealership Service Administration - S [redacted]

Anni Hanson - Service Technician - S [redacted]

Anthony Medina - New Car Salesperson - S [redacted]

Ashley Schreck - Warranty Administrator - S [redacted]

Benedict Mbong - Sales Manager - S [redacted]

Bill Blackwood - Service Technician - S [redacted]

Braden Duncan - Dealership Service Administration - S [redacted]

Brandon Immel - Dealership Service Administration - S [redacted]

Carey Crane - Body Shop Manager - S [redacted]

Map User



Association of microPods in Technical Service Portal

- The associated Service Advisor will then appear as a **Mapped User**



Back to Assets

Map WCP [redacted] to user:

Adam Keele - New Car Salesperson - S [redacted]

Map User

Mapped Users

SID	Name	Position	
S [redacted]	Alfred Garcia	Service Advisor	Delete













Other Action Items Prior to Install

- 1) Purchase recommended tablet(s); review KB ID 116:
“Supported Tablets for Use with wiADVISOR”
- 2) **Set up accounts** on tablets (from IT Dept)
- 3) Obtain **login credentials for DealerCONNECT** to log into wiADVISOR

Monitoring Your Progress

SO ARE YOU READY FOR wiADVISOR ? OH NO You're not done yet!!! Fix these issues >>

The wiADVISOR Installation Readiness Checklist will help guide you through process to have a successful installation.

 wiADVISOR Activation	 wiTECH System	 Business Contact
 IT Contact	 Installation Contact	 wiADVISOR Introduction
 wiADVISOR Overview	 Setup Wizard	 DMS Integration
 Photos	 Site Survey	 wiADVISOR IRD

- To track your progress in completing the pre-installation activities, a **Readiness Checklist** is provided on the portal homepage.



If you need additional assistance, please contact the wiADVISOR Help Desk at:

- 1-855-wiADVISOR (1-855-942-3847)
- support@wiadvisor.com.