

Adding Viasat 360 Services

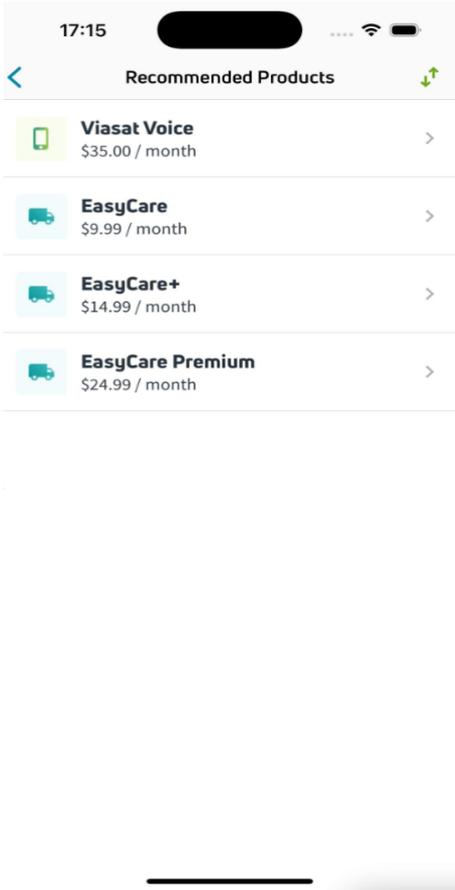
[Viasat 360 Services Guide](#)

The following job aid will walk you through adding VS360 products and services to a customer's account through the Viasat TechTools app.

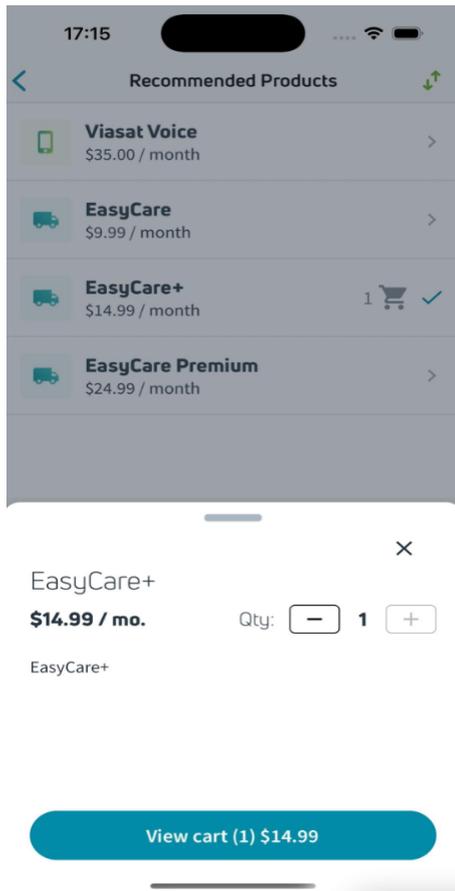
This process has been updated to include a Customer Verification Code.

IMPORTANT NOTE: A Customer Signature is required until the Customer Verification Code is available. Keep an eye out for follow-up communications when the Customer Verification Code is live.

Image	Description
	All EasyCare plans can be added in the Viasat TechTools App. Simply go to VS360 Products to add or upgrade.

Image	Description
 <p>The screenshot shows a mobile application interface titled "Recommended Products". At the top, the time is 17:15. Below the title, there are four product listings, each with a small icon, the product name, the price per month, and a right-pointing chevron. The products are: Viasat Voice (\$35.00 / month), EasyCare (\$9.99 / month), EasyCare+ (\$14.99 / month), and EasyCare Premium (\$24.99 / month). The background is white with light gray horizontal dividers between items.</p>	<p>Select the product or service from the list.</p> <p>Note: If a customer is not eligible for an EasyCare plan, it will not appear in VS360 Products.</p>

Image

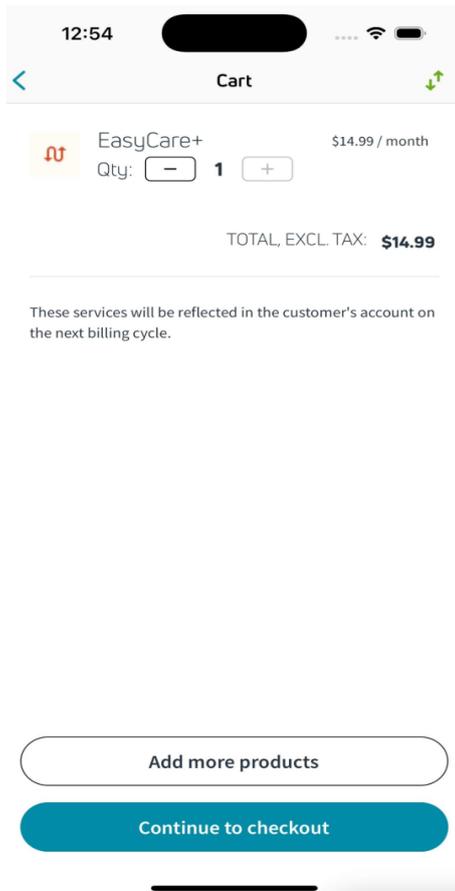


Description

Verify the selected product or service.

Click View cart

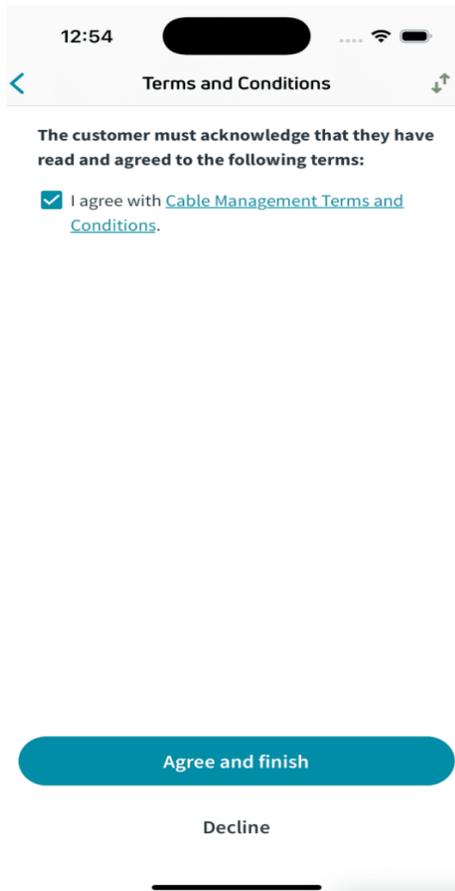
Image



Description

After adding the customer's requested item(s), click Continue to Checkout.

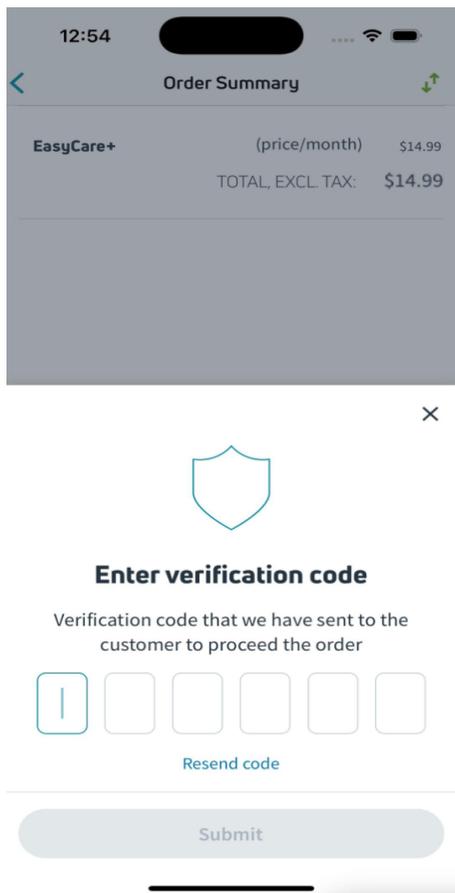
Image



Description

The customer will read the item's Terms and Conditions. Check the box and click Agree and Finish.

Image



Description

Now, the Enter Verification Code field will pop up.

This Message Is From an External Sender
This message came from outside your organization.



Your Viasat purchase verification code is 216592

Please share this code with your installer and he will process the transaction. If you did not make this order, please call 855-463-9333.

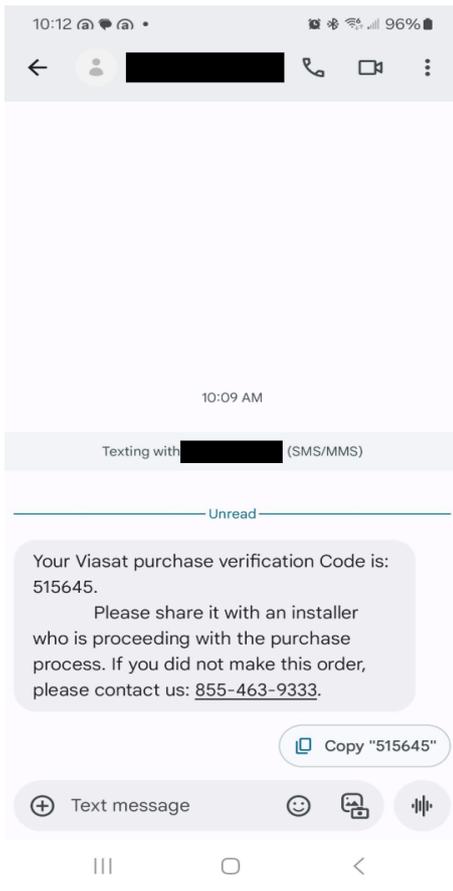
The Viasat Internet Team



Viasat, Inc., 6155 El Camino Real, Carlsbad, CA 92009-1699

The customer will receive a code through their email. They will need to provide you with this code so you can proceed.

Image

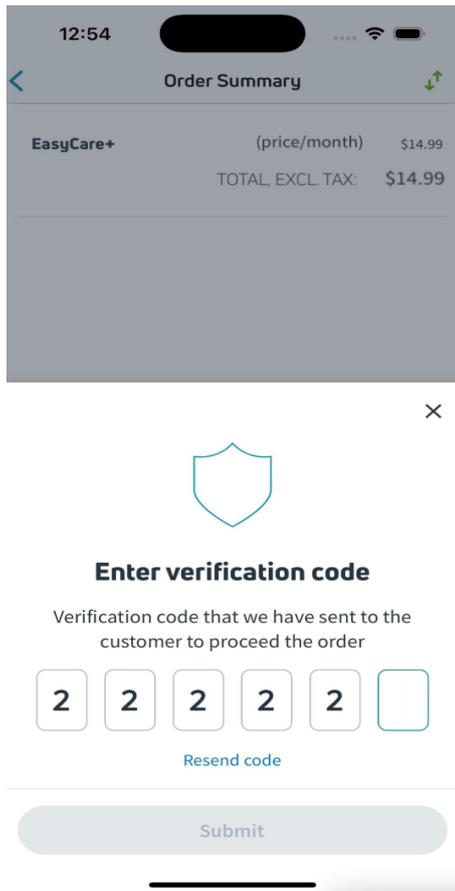


Description

The customer will also receive a code via text message to the phone number Viasat has on file.

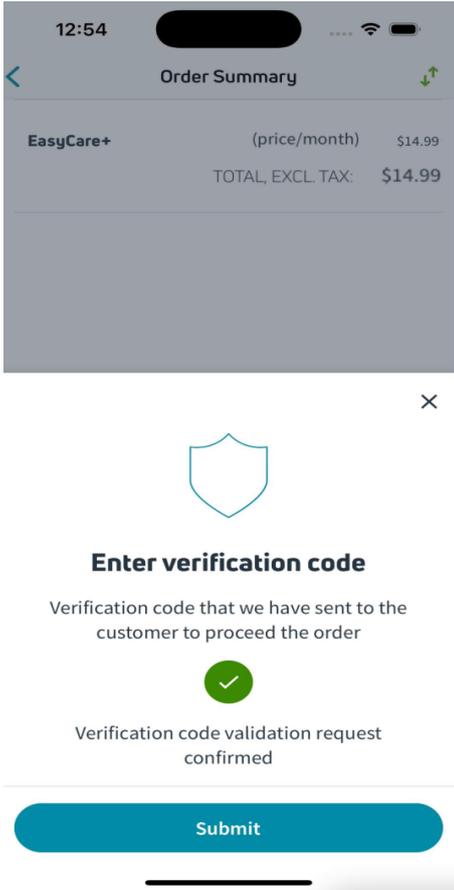
They will need to provide this code to proceed through VTT.

Image



Description

Simply enter the verification code. If it has timed out, hit Resend Code for a new code.

Image	Description
 <p>The image shows two screenshots from a mobile application. The top screenshot is an 'Order Summary' for 'EasyCare+' with a price of \$14.99 per month and a total of \$14.99. The bottom screenshot shows a verification code confirmation screen with a green checkmark and a 'Submit' button.</p>	<p>Once the Verification Code is confirmed in VTT, press Submit to confirm and complete the order as usual.</p>

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