

Completing the NRTC Installation Job Aid

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Release Date: August 2018

Summary

This Job Aid covers:

Setting 'Level 5'

This Job Aid supports the NRTC Technician audience.

Setting 'Level 5'

Following the installation, provisioning, email set-up and education of the Subscriber, the final step is bringing the install to a Level Five (5) in the AdminTool. This process may be performed at the Subscriber's location or at the member's office, by either the Technician or a Customer Service Representative (CSR).

Follow these steps to set Level 5 in the AdminTool

1. After logging into the AdminTool and locating the work order, click the **WildBlue tab**.

2. Click the **Installation tab** at the bottom of the page.

3. **Complete the fields** using information from the installation.

4. **Answer the three questions**

in the top right corner with Yes

- Subscriber can surf
- Subscriber can send/receive email
- Turn up for completion

5. Click **Save**, and confirm that **WildBlue Access** changes to **Level 5**.

The screenshot displays the WildBlue configuration page. At the top, there are tabs for 'Information' and 'WildBlue'. The 'Product' is set to 'Exede12-10'. The 'WildBlue Access' is shown as a row of five numbered boxes (1-5), with box 5 highlighted in green. The 'Status' is 'Active'. Account details include: Account OID: 1328294799460321-A, Wholesale Account Id: ShenTeldemo1@trueband.net, Ready for Installer: 02/03/2012 01:47:18 EST, and Account Activated: 02/10/2012 02:07:17 EST.

The 'Current Usage' section contains a text box with a progress bar showing 0.01 GB of 10 GB (0%) usage. A 'Within Normal Usage' button is present. The 'Usage Reset Date' is 10/10/2012, with a 'Usage Events' button.

The 'Access Policy' section includes a note about additional bandwidth available through the Buy More program at \$9.99 per GB. It features a 'Buy More' dropdown, 'IP Address' set to 'Dynamic', and 'Assigned Installer' set to 'Jeff Nordeen'.

Installation details include 'Installed By: Richard Frank' and 'Loain: SHENTELEMO1@TRUEBAND.NET'. Three dropdown menus are set to 'No': 'Subscriber can surf', 'Subscriber has the ability to send/receive e-mail', and 'Turn up for completion'. Three orange arrows point to these dropdowns.

The 'Installation' tab is active, showing fields for 'Cable Type', 'Cable Length', 'Mount Point', and 'Termination Point', each with a dropdown menu and an 'Other' input field. Three orange arrows point to these fields.

At the bottom, the 'Save' button is circled in orange, and the 'Cancel' button is also visible.