

Completing the NRTC Installation Job Aid

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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 shows a web interface for configuring WildBlue access. 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 buttons (1-5), with button '5' highlighted in green. The 'Status' is set to 'Active'. Account information includes: 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.

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

An 'Access Policy' section is expanded, showing 'Additional bandwidth available through the Buy More program at \$9.99 per GB.' The 'Buy More' dropdown is empty, and 'IP Address' is set to 'Dynamic'. The 'Assigned Installer' is 'Jeff Nordeen'. Three dropdown menus are set to 'No': 'Subscriber can surf', 'Subscriber has the ability to send/receive e-mail', and 'Turn up for completion'. Orange arrows point to these three dropdowns.

The 'Installation' section has three tabs: 'Equipment', 'Pointing Information', and 'Installation'. 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' button. Orange arrows point to these fields.

At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is circled in red.