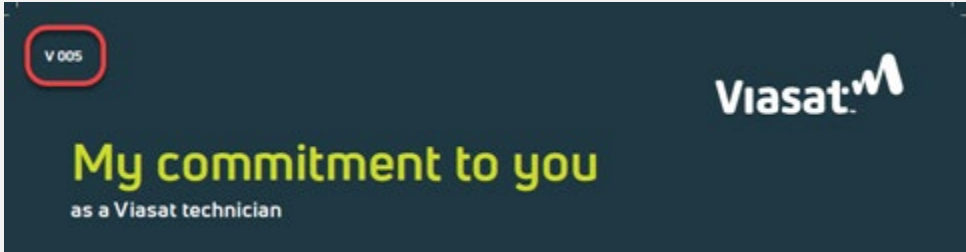# EasyStart 3.0

Frequently Asked Questions

1	What is EasyStart?	EasyStart is Viasat's customer on-boarding program that provides customers with a starting point for their new internet service. There are 2 tools you should use on every job to help complete the EasyStart process and its tasks: 1. **Viasat Technician Checklist** – use this job aid to help outline the installation and set expectations _with_ the customer. The checklist is dry-erase and designed to be used on each install then re-used used on future jobs. _Do not leave it with the customer._ The Checklist also outlines the 5 Easystart tasks to complete. 2. **Welcome Guide** – give it to customers on every install and upgrade order.
2	What are EasyStart's 5 required steps?	1. *Viasat Browser* – Help the customer download the Viasat Browser onto their computer or install the app on their mobile device and load a test website to ensure it is working. Use the pre-loaded icons—like the welcome video, the customer account portal, and mobile apps—to help complete the remaining EasyStart tasks. _This task must be completed after activation for accurate tracking and reporting._ 2. **Welcome video** – Show this to the customer, and then enter the FSM order # for tracking. 3. **Account registration** – Assist the customer with completing registration by helping them create a username and password at account.viasat.com. 4. **Account Login** – Ensure the customer can access their account by helping them login for the first time. 5. **MyViasat mobile app** – Formerly known as Viasat Internet. If the customer has a smart phone, help them install the app and login using the same login information they just created for their account registration.
3	Why do we do EasyStart?	To put it simply, EasyStart helps increase the value of our services for our customers. It provides them with multiple benefits, including access to their account and information and tools for support – all without them needing to call customer care!
4	Where do I get the materials?	There is no cost for EasyStart materials, and your retailer/manager should have both the Technician Checklist and Welcome Guide in stock for you to use.
5	When is this required?	EasyStart is required on _every_ install and upgrade order.
6	How are EasyStart tasks tracked for performance reporting?	EasyStart tasks are tracked through Viasat's backend systems except for the Welcome Video. Tasks should be completed _after_ activation for accurate tracking and reporting. **Remember to enter the FSM order # for the Welcome Video to be accurately tracked. A link titled, "FSM" will appear in the upper right corner after the video has played where the FSM order # can be entered.

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7	What do I do with my old EasyStart materials?	Please stop using them and give the old EasyStart materials to your manager or dealership for recycling.
8	How do I know I am using the current Technician Checklist and Welcome Guide?	The current version of the Technician Checklist is version 5: The current version of the Welcome Guide has this image on the cover: