EasyStart

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 must 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 EasyStart tasks to complete. 2. **Welcome Guide** – give it to customers on every install and upgrade order.
2	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!
3	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.
4	When is this required?	EasyStart is required on _every_ install and upgrade order.
5	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.
6	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.
7	How do I know I am using the current Technician Checklist and Welcome Guide?	The current version of the Technician Checklist is version 6. The current version of the Welcome Guide has this image on the cover: