

Requesting FSM Access

This Job Aid covers:

Requesting FSM access

This Job Aid supports the technician, FPM and QC audiences.

What is this form used for?

Field Service Management (FSM) is an order management system used by both ViaSat Retail and Fulfillment Partners. This Registration Form is used by the Retail Dealer and the Retail Installer to gain FSM access for Retail Order tracking and Retail Service call completion. This form is completed after Retail Dealer and their Installers complete the FSM system training.

Navigate to the request access for U.S. Self-Installing (SI) / Sales Only (SO) dealers' web page – <https://www.exede.com/FSM/>

Please note that every person in the Dealership will have a unique FSM account, so every person needing access to FSM needs to complete this form.

Example: A Dealership has the owner, one sales agent, one order scheduler/dispatcher, and three Installers. Each of the six people in the Dealership will need to complete this form.

For questions about completing this form contact the Partner Support team at **888-278-6829**.

After completing the form it can take up to 48 hours for the new FSM account to be created. For questions about your FSM account email fsmadministrator@viasat.com.

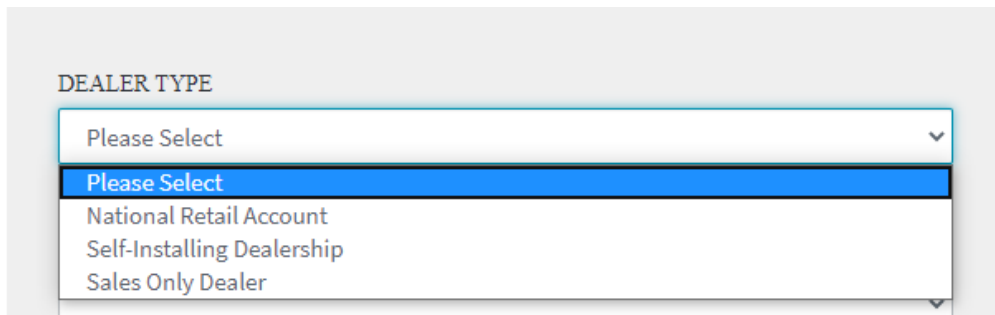
If you have questions about adding installers to a Home Service Provider (HSP) network, please contact the HSP for the necessary forms; **DO NOT USE THIS FORM** to add Installers to a HSP installation network.

How you plan on using FSM

- Select "**National Retail User**" if you are a National Retail Self-Installing Dealer, needing access to your work orders under your National Retail account
- Select "**Dispatcher**" if you are a Self-Installing Dealer and perform the following Dealership job functions: owner*, Sales agent, order Scheduler/Dispatcher
 - * Note: A Dealership owner who is also an installer will have two accounts in FSM – one for the Dealer Role and one for the Installer Role; therefore two separate forms must be completed.
- Select "**Installer**" if you are an Installer working in the Self-Installing Dealership
- Select "**Sales Only User**" " if you are a Sales Only Dealer and perform the following Dealership job functions: owner, Sales agent

Selecting the dropdown below "Dealer Type" will populate the

applicable/available roles:



DEALER TYPE

Please Select

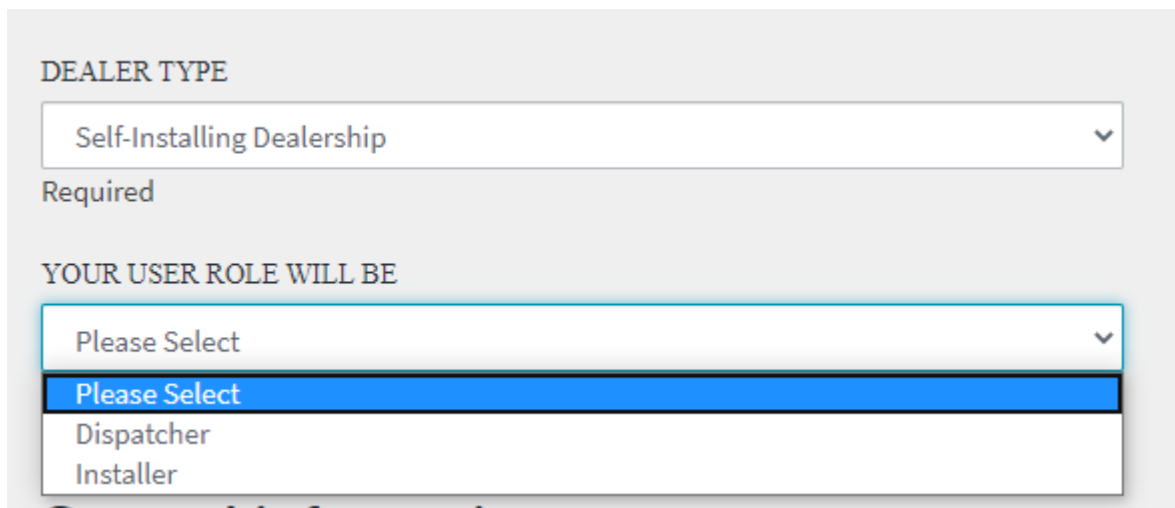
Please Select

National Retail Account

Self-Installing Dealership

Sales Only Dealer

SI users will have the **Dispatcher** or **Installer** User Role options



DEALER TYPE

Self-Installing Dealership

Required

YOUR USER ROLE WILL BE

Please Select

Please Select

Dispatcher

Installer

Selecting "Installer" will populate the following additional fields located below Employment Type:

YOUR USER ROLE WILL BE

Installer

Required

EMPLOYMENT TYPE

Contractor

Required

RETAIL (SI) INSTALLER ID

Required

EXTERNAL EMPLOYEE ID

Select the appropriate choice: contractor or employee and enter your Technician Installer ID.

If you haven't already memorized your 8 digit Technician Installer ID, please login to Viasat Discover – <https://bbs.viasatdiscover.com/learn>.

After you've successfully logged in your ID is on the homepage shown under My Profile



Discover

Your place for learning and discovery



My Profile



Sample User
youremailaddress@domain.com

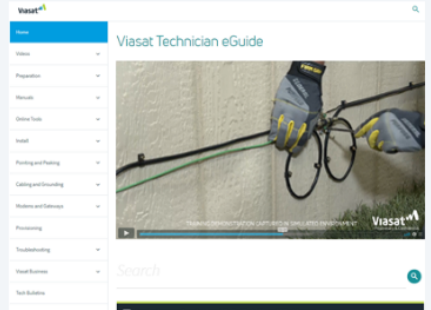
Installer ID 1 (LEAVE BLANK): 12345678
Installer ID Expiry (LEAVE BLANK): 1/30/2024

[CHANGE PASSWORD](#) [MY ACTIVITIES](#) [MY PROFILE](#)

Welcome Guide



eGuide



The remainder of the fields apply to both roles, Dispatcher or Installer:

General information

DEALERSHIP NAME

Required

SALES ID (EXAMPLE: 2000XXXXX OR 1060XXXXX)

Required

ADDRESS

Required

ADDRESS LINE 2

CITY

Required

STATE

Required

Personal information

Note A single person cannot be granted access to work orders in FSM without providing individual specific information. There can be multiple employees that work for a dealership. Each employee needs their own login credentials for compliance and security reasons.

FIRST NAME

Required

LAST NAME

Required

EMAIL

Required

This is the email address of the account user not the Dealership.
Each FSM account should have a unique email address.

PRIMARY PHONE

EMAIL

fsmadministrator@viasat.com

Required

This is the email address of the account user not the Dealership.
Each FSM account should have a unique email address.

PRIMARY PHONE

(123) 456-7890

Required

SECONDARY PHONE

(213) 456-7891



Heads Up! The fields marked RED had issues. Please update and try again.



Submit

After filling out required fields, click **Submit**.

After clicking Submit, any missing fields will result with the message shown above.

A request will be sent to FSMAdministrator@viasat.com to validate –

If information on the form is not accurate, a denial email will be sent with details as to reason for denial.

Denials can be due to

- invalid installer ID
- invalid name
- invalid dealer ID
- invalid dealership name

Example below:

Subject: FSM Access Request - Denied

Please Read Completely

Hello,

Your recent request for FSM access was denied for the following reason(s): **Invalid Sales ID**. The Sales ID you provided does not match our records. A Sales ID, also known as a Wildblue Sales ID, begins with 2000XXXX or 1060XXXX and is 9 digits long. If you don't know your dealership's Sales ID, please contact your Area Sales Manager (ASM) or Partner Support for assistance. Also, please keep in mind, if you are a Sales-Only Dealership (SO), Self-Installing Dealership (SI), and a National Retail; the Sales ID will differ between the three. Meaning those are three different Sales IDs. Please correct the information and request access again at www.exede.com/FSM. Access cannot be granted if the Request Form is not submitted.

Please scroll over all the way to view entire message:

| Status | Contact | Dealership Name | Sales ID | Address Line 1 | City | State | Zip | Dealership Phone Number | Role | Dealer Type | Installer ID/Username | Password |
|---|---------------|-----------------|----------|----------------|------|-------|-------|-------------------------|-----------|----------------------------|-----------------------|----------|
| Invalid Sales ID/ Dealership name does match. | FAKE@FAKE.COM | TEST DEALERSHIP | 2000XXXX | 123 test lane | test | TT | 12345 | (123) 123-123 | Installer | Self-Installing Dealership | 12345678 | |

*Please include FSMAdministrator@ViaSat.com on all inquiries related to FSM, or 'Reply All' to this email. Failure to do so may lead to a lengthier reply time.

Upon approval, FSM admin will send the credentials to the primary contact for the requested SI Office.

The office can then distribute the credentials to the appropriate users. This is used to prevent users from requesting access to office they want.

Dispatcher/technician approval example:

Subject: FSM Access Request - Self-Installing Dealership Access

Hello,

Per your request, we have given your Self-Installing dealership employees access to the new Field Service Management (FSM) tool. The employees listed below can now login for the first time using the login credentials provided. I have also provided below a list of tips and instructions. If you have any questions or concerns about the information below, please contact FSMAdministrator@viasat.com. **Reminder: Please complete any assigned FSM training if not completed already.**

- FSM URL: <https://fulfillment.wildblue.net/fsm-fe/login.page> (FSM can be used in most browsers, IE, FireFox and Google Chrome)
- The employees below have been granted access per your request, if this has changed, please email us and let us know.
- You will be responsible for providing the users below their login credentials, we have not contacted them with this information.
- Going forward, if there are new employees that need access to your dealership's work orders, please go to: <http://www.exede.com/FSM> and complete the request form.
- If anyone has questions about FSM functionality (Example: "How do I reschedule my customer in FSM?") Please first refer to the FSM training material. If you cannot find the answer to your question there, please then contact FSMAdministrator@ViaSat.com.

Important: Your dealership is responsible for notifying the FSM team when an employee's access to FSM needs to be terminated. In the event that a dealership employee's access needs to be disabled, please send an email request to FSMAdministrator@ViaSat.com so that we can promptly remove their access to your work orders and customer information in FSM.

Please scroll over all the way to view entire message:

| Contact | Dealership Name | Sales ID | Address Line 1 | City | State | Zip | Dealership Phone Number | Role | Dealer Type | Installer ID/Username | Password | First Name |
|--------------------|-----------------|----------|----------------|------|-------|--------|-------------------------|------------|----------------------------|-----------------------|---------------|------------|
| POC@Dealership.com | Dealership name | 2000XXXX | 123 test lane | test | TT | 123456 | (123) 132-4567 | Dispatcher | Self-Installing Dealership | X-XXX-SI | Test password | Test |

FSM Training Video: https://www.wildbluetools.com/training/D06008/story_html5.html