

# High Speed Internet Customer Portal – Super Agent

Summary

This Job Aid covers:

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[Password Shortcut](#)

[Username Shortcut](#)

[3xxxxxxx \(Account Number\) Shortcut](#)

This Job Aid supports **ConVergence Technologies** (Super-Agent) audience. This document details how to assist a Reseller with using the High Speed Internet Customer Portal.

# Admin View

The purpose of the Admin view of the High Speed Internet Customer Portal is to give a Reseller (or WISP) a tool for assisting their subscriber with their Viasat service. When the Reseller is logged into the Admin view, they are able to

- Log in as the Reseller and see the Customer Portal as the Reseller sees it
- Log in as Reseller's subscriber and see the Customer Portal as the Reseller's subscriber sees it
- Assist a Reseller on how to assist their subscriber with updating usernames, passwords and security questions
- Assist a Reseller on how to assist a subscriber with understanding their current data usage
- Assist a Reseller on how to assist a subscriber with purchasing additional data allowance with BuyMore
- View all account transactions for a Reseller's subscriber

During installation, the technician assists the subscriber as they create their account. Once it has been created, the subscriber appears in the Reseller's Admin view, assigned to their Reseller.

**Note:** Resellers cannot create subscriber accounts. If the account is not created during installation and a subscriber later requests assistance creating their account, follow the steps outlined in [Subscriber Training Job Aid for WISP/Reseller Technicians](#).

# Sign In

## The URL

`https://admin.satelliteinternetco.com`

## Username/Password

The Reseller's Admin view is created by ViaSat as part of their on-boarding process. The username and password are sent to the new super-agent via email, and is the same as the username/password for the Support Portal.

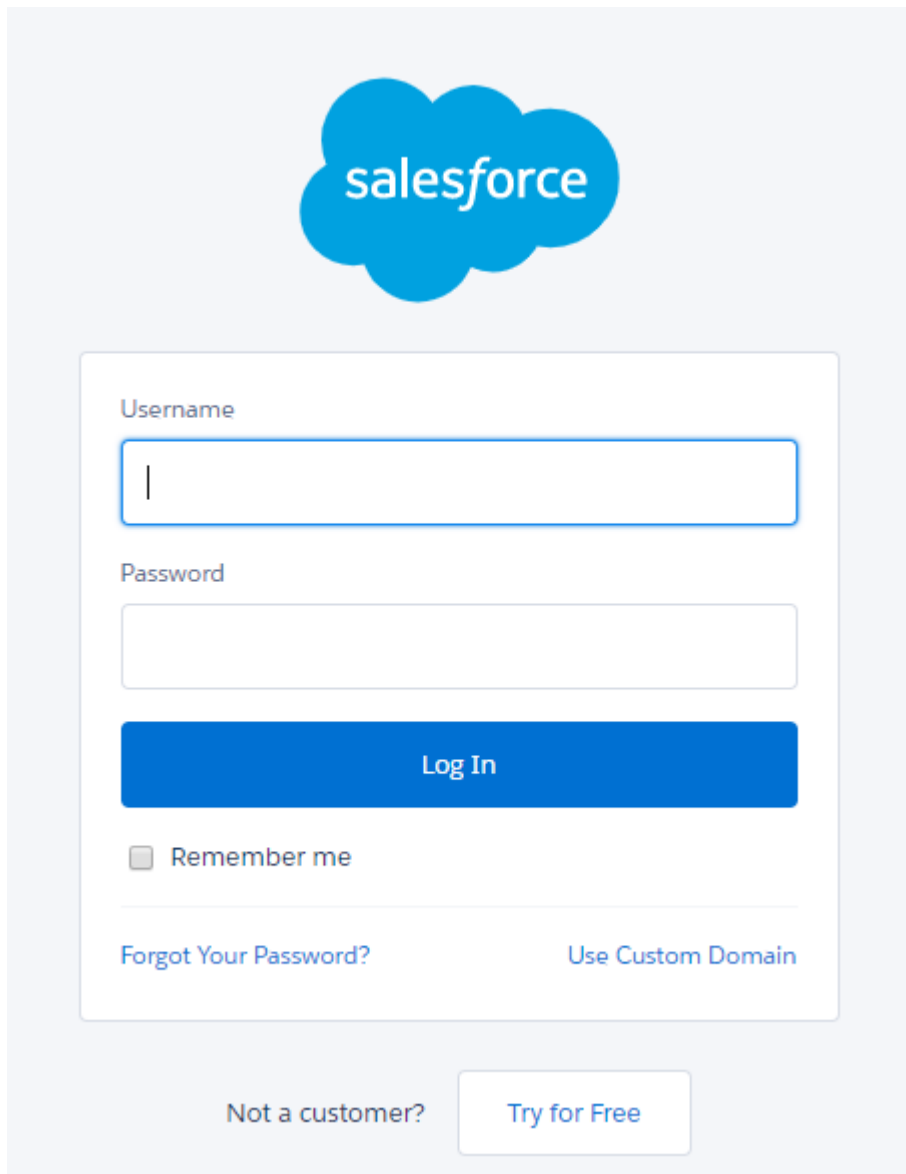
**Tip!** Log in now to practice while reviewing the rest of this desk reference.

### *First Time Sign in*

When logging in to Salesforce for the **first time**, a user will be required to activate or register their computer with Salesforce. The registration process is only required upon a user's first login. After registration is completed, the user can follow the standard sign in process.

Enter your user name and password and click the **Log in to Salesforce** button.

*(Actual site may appear slightly different)*



Click the **Email me a verification code** button.

**Activation Required**  
You're attempting to access salesforce.com from an unrecognized device. By activating this device, we can reduce the risk of security issues, and help keep your data safe.

[Email me a verification code](#)

An email containing a **5-digit** verification code will be sent

to the user's email address on file.

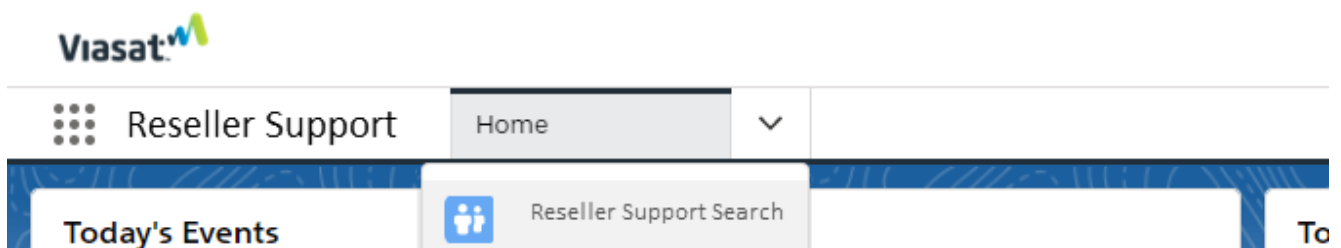
**Copy** the verification code.

Enter the **5-digit** verification code in the open field.

Click the **Verify my code and log me in** button.

**Note:** The verification code is only valid for **24 hours**. If an error message appears, validate the correct verification code was entered and return to **step 2** to request a new validation code.

You will default to the **Home** tab of Salesforce. Select the **Reseller Support Search** tab to access the super-agent Admin View.



The super-agent Admin View will populate.

Viasat  
 Reseller Support Reseller Support Search

User Admin Home

Search Agents

Partner Name:   
 First Name:

User Name:   
 Last Name:

Contact Email:   
 Phone:

Agents - (5)

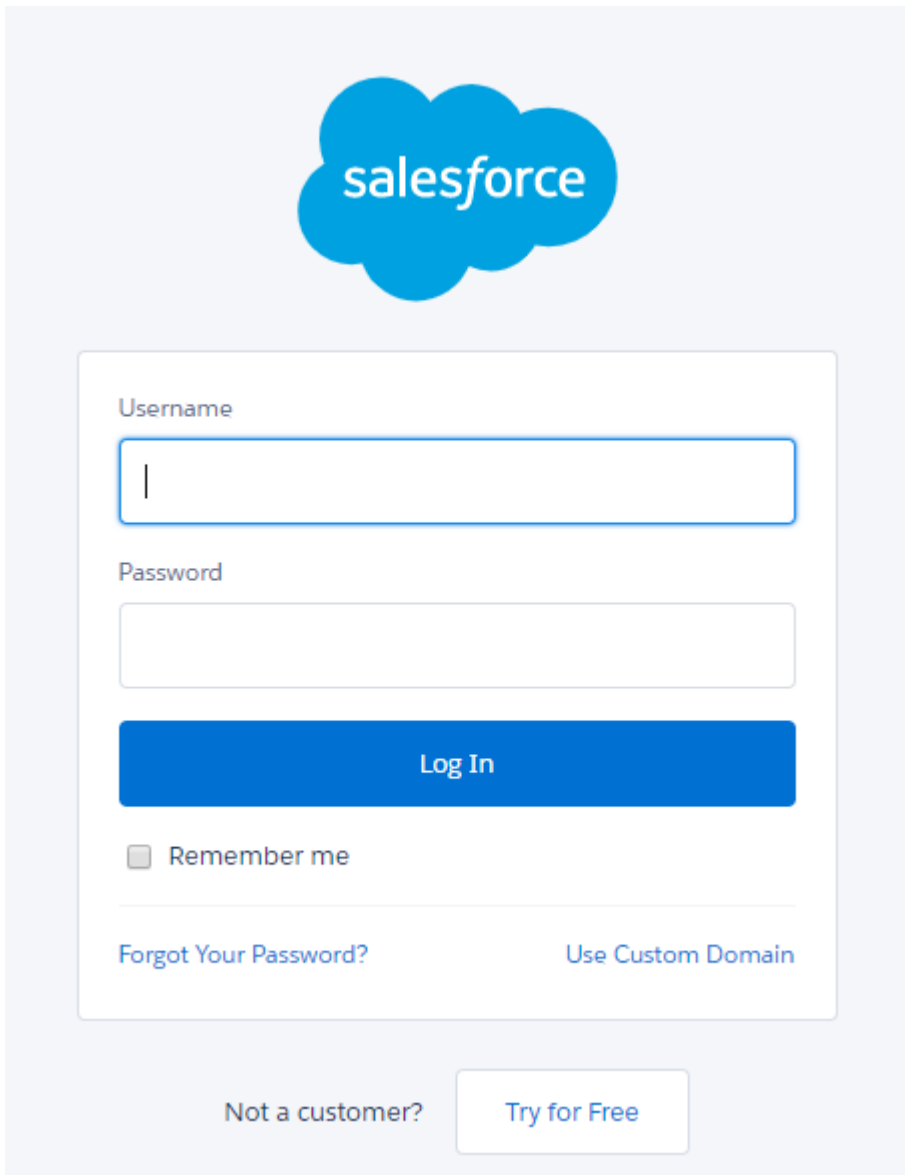
Action	Partner Name	Username	First Name	Last Name	Contact Email	Phone
<a href="#">Login As</a>	Reseller Partner 1	vwoolf	Virginia	Woolf	vwoolf@anydomain.com	760-884-9512
<a href="#">Login As</a>	Reseller Partner 2	mtwain	Mark	Twain	mtwain@anydomain.com	303-654-9873
<a href="#">Login As</a>	Partner Reseller	jtleon	Jana	DeLeon	jtleon@anydomain.com	408-951-3578
<a href="#">Login As</a>	Reseller Partner 2	lmontgomery	Lucy	Montgomery	lmontgomery@anydomain.com	602-312-0015
<a href="#">Login As</a>	Reseller Partner 3	teliot	Thomas	Eliot	teliot@anydomain.com	303-757-7210

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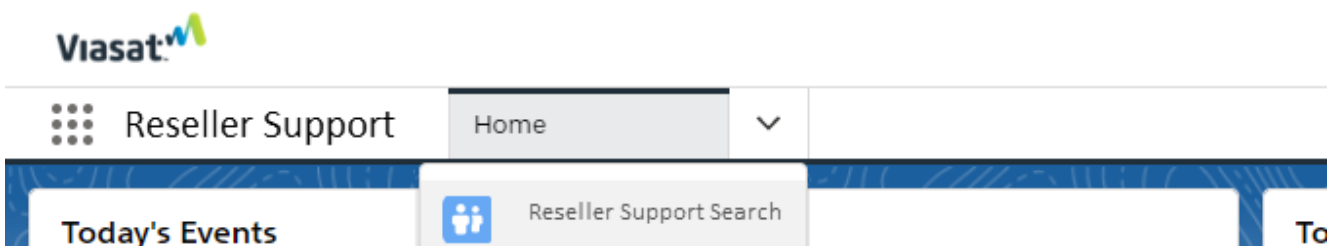
*Standard Sign in*

Enter your username and password and click the **LOG IN TO Salesforce** button.

*(Actual site may appear slightly different)*



You will default to the **Home** tab of Salesforce. Select the **Reseller Support Search** tab to access the super-agent Admin View.



The super-agent Admin View will populate.

The screenshot shows the Viasat Reseller Support interface. At the top, there is a navigation bar with the Viasat logo and a search bar labeled "Reseller Support Search". Below this, the user is logged in as "User Admin" and is on the "Home" page. The "Search Agents" section contains three input fields: "Partner Name" (with sub-fields for "First Name"), "User Name" (with sub-fields for "Last Name"), and "Contact Email" (with sub-fields for "Phone"). Below the search filters, there is a table titled "Agents - (5)".

Action	Partner Name	Username	First Name	Last Name	Contact Email	Phone
<a href="#">Login As</a>	Reseller Partner 1	vwoolf	Virginia	Woolf	vwoolf@anydomain.com	760-884-9512
<a href="#">Login As</a>	Reseller Partner 2	mtwain	Mark	Twain	mtwain@anydomain.com	303-654-9873
<a href="#">Login As</a>	Partner Reseller	jdeleon	Jana	DeLeon	jdeleon@anydomain.com	408-951-3578
<a href="#">Login As</a>	Reseller Partner 2	lmontgomery	Lucy	Montgomery	lmontgomery@anydomain.com	602-312-0015
<a href="#">Login As</a>	Reseller Partner 3	teliot	Thomas	Eliot	teliot@anydomain.com	303-757-7210

At the bottom of the table, there are navigation controls: "1 - 5 of 5" on the left and "<< < Previous Next > >>" in the center. The page number "Page 1 of 1" is located in the bottom right corner.

## Login as Reseller

*(Actual site may appear slightly different)*

This screenshot is identical to the one above, showing the Viasat Reseller Support interface with search filters and a table of agents. The table data is as follows:

Action	Partner Name	Username	First Name	Last Name	Contact Email	Phone
<a href="#">Login As</a>	Reseller Partner 1	vwoolf	Virginia	Woolf	vwoolf@anydomain.com	760-884-9512
<a href="#">Login As</a>	Reseller Partner 2	mtwain	Mark	Twain	mtwain@anydomain.com	303-654-9873
<a href="#">Login As</a>	Partner Reseller	jdeleon	Jana	DeLeon	jdeleon@anydomain.com	408-951-3578
<a href="#">Login As</a>	Reseller Partner 2	lmontgomery	Lucy	Montgomery	lmontgomery@anydomain.com	602-312-0015
<a href="#">Login As</a>	Reseller Partner 3	teliot	Thomas	Eliot	teliot@anydomain.com	303-757-7210

## Search Agents

When searching for a Reseller, the super-agent may use any of the available fields in this top section, with information provided by the Reseller. We recommend using the Reseller's **Partner Name**, **Phone Number** or **Contact Email** address, as these will return fewer results.



## Agents

This section provides a list of the Reseller account(s) that meet the requirements given in the **Search Agents** section. From here, the super-agent selects the **Login As** link to login as the Reseller.

A super-agent is unable to change any Reseller profile information in the Portal, including a username or password.

**Tip!** The Reseller's username and password are the same as the Support Portal. To reset a password, the Reseller must follow the Support Portal password reset process.

To assist a Reseller with performing an action for one of their subscribers, first **Login as** the Reseller. The super-agent will then be presented with reseller's User Admin page.

**Reseller admin** WISPUser [Logout](#)

### User Admin

**Search Criteria**

Username  Contact Email  Account Number   
First Name  Last Name  External Account Ref  Phone

**Search Results - (6)**

Action	Account Number	Username	First Name	Last Name	Contact Email	Phone	External Account Ref	Partner Name
<a href="#">Login As   Password   Username</a>	302255365	marlimama	Mariene	Bustamante	marleneisawesome@anydomain.com	408-357-9518	123MZMZ	WISP2
<a href="#">Login As   Password   Username</a>	302250353	kateL11	Kate	Loves	customercontactemail@anydomain.com	602-987-1234	14018726	WISP2
<a href="#">Login As   Password   Username</a>	302255793	sleaning	Stormy	Weathers	weatherornot@anydomain.com	408-357-9518	123MZMZ	WISP2
<a href="#">Login As   Password   Username</a>	302255379	RingoStarrs!	Ringo	Starr	pleasechangethisemail@wildblue.net	408-357-9518	123MZMZ	WISP2
<a href="#">Login As   Password   Username</a>	302243702	runninragged	Dale	Camp	customercontactemail@anydomain.com	408-357-9518	123MZMZ	WISP2
<a href="#">Login As   Password   Username</a>	302243724	holystone	Adonai	Churchman	blessingsabound@anydomain.com	408-357-9518	123MZMZ	WISP2

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# Search Subscribers

When searching for a subscriber(s), the Reseller may use any of the available fields in this top section, with information provided by the subscriber. We recommend using the **Phone Number** or **Contact Email** address, as these will return fewer results.

## Notes:

*Account Number:* This is the same as the Account Reference on the Quick Flash page of the Support Portal

*External Account Reference:* This is a number defined by the Reseller, added during Order Entry, and may reference the subscriber in another non-ViaSat system.

# Subscribers

This section provides a list of the account(s) that meet the requirements given in the Search Subscribers section. From here, the Reseller selects any of the short cut links to carry out the desired action:

- *Log In As:* Use shortcut link to **see the Customer Portal as the subscriber sees it**
- *Password:* Use shortcut link to **change the subscriber's account password**

- **Username:** Use shortcut link to **change the subscriber's account username**
- **3xxxxxxx (Account Number):** Use shortcut link to **view all of the transactions** on a subscriber's account

## Log In As Shortcut

The Log In As shortcut link loads the same dashboard of the Customer Portal that the subscriber sees.

Depending on the package the subscriber has purchased, there are either two or three widgets are available to help the subscriber manage his account. Review these widgets with the subscriber, and ensure they understand how to use the information they provide.

## Freedom Subscribers

The screenshot displays a dashboard for a Freedom subscriber. At the top left, it says "HIGH SPEED INTERNET". On the top right, there are links for "Your Profile" and "Logout". The main content is divided into two sections. The left section, titled "Current data usage", features a semi-circular gauge showing 12.4 GB used, which is 49% of a 25 GB allowance. Below the gauge, it notes "10 days remaining in the current billing period" and includes a "Details" button. The right section, titled "My Account", includes the text "Edit your username, password and security questions" and a prominent "Edit Account Info" button.

Because Freedom subscribers have virtually unlimited data allowance, their dashboard shows only two widgets.

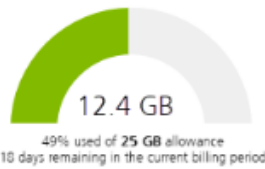
All other subscribers see three widgets, as described below.

## HIGH SPEED INTERNET

[Your Profile](#)

[Logout](#)

### Current data usage




[Details](#)

#### Video Data Extender:

The Video Data Extender is a free tool that streams Video at DVD quality, optimized for 480p, so you can watch more - while using less data.

ON

### Buy more data

 Please contact your internet service provider for your Buy More pricing.

+ 1 GB

+ 2 GBs

+ 3 GBs

All "Buy More" data purchases are transactions solely between you and your internet service provider, and are subject to the terms and conditions of your agreement(s) with your internet service provider.

### My Account

Edit your username, password and security questions

[Edit Account Info](#)

## Current Data Usage

This widget shows the subscriber how much of their data plan has been used, and how many days remain in current usage period.

- 0% to 69% – gauge shows **green**
- 70% to 99% – gauge show **yellow** turning **red**
- 100% – gauge shows **red**
  - When the gauge is red, the subscriber **may** see their speeds slow down, based on the package they have.

# BuyMore

## Buy more data



Please contact your internet service provider for your Buy More pricing.

**+ 10 GBs**

ⓘ All "Buy More" data purchases are transactions solely between you and your internet service provider, and are subject to the terms and conditions of your agreement(s) with your internet service provider.

The Buy More widget allows the subscriber to purchase additional data allowance when their usage has exceeded their normal limits.

- **Residential** subscribers see choices for **+1GB, +2GB, and +3GB.**
- **Business** subscribers see a **+10GB** choice.

**Note:** Pricing is determined by the Reseller.

## My Account

This widget allow the subscriber to change the following items on their account:

1. Username
2. Password
3. Security Questions

If they wish to make other changes, they must contact their Reseller.

## Password Shortcut

Follow these steps to reset the subscriber's password. **The Reseller must verbally convey the new password to the subscriber, as there is no email notification.** We recommend that the subscriber then login with this new generated password, and reset it again from their dashboard.

From the Password shortcut link, the **Reset Password** page appears.

**Confirm that this is the correct account** by asking the subscriber to validate their email address and phone number *or other validation process described by the Reseller.*

Click **Generate Password**.

Reseller admin		WISUser	[+] Logout
<b>Reset Password</b>			
User Information			
User Name	Dale Camp		
Email	customercontactemail@anydomain.com		
<b>Reset Password</b>		Generate Password	Reset Password Close
Login User Name	Dale Camp		
New Password	ad3#48099		
		Generate Password	Reset Password Close

**Note:** The user may not define the new password. The only option is for the system to generate it.

Click **Reset Password**

The screenshot shows the 'Reseller admin' interface. At the top right, it displays 'WISPUser' and a 'Logout' link. A yellow notification bar at the top states: 'Password was reset successfully! 95@7c%d5a4'. Below this, the 'User Information' section shows 'User Name: Dale Camp' and 'Email: customercontactemail@anydomain.com'. Two 'Reset Password' modal windows are visible. The first modal shows 'Login User Name: Dale Camp' and 'New Password: 95@7c%d5a4'. Both modals include 'Generate Password', 'Reset Password', and 'Close' buttons.

The confirmation message appears at the top of the page.

## Username Shortcut

Follow these steps to change the subscriber's username.

From the Username shortcut link, the **Change Login User Name** page appears

**Confirm that this is the correct account** by asking the subscriber to validate their email address and phone number *or other validation process described by the Reseller.*

Type a new username into the **Enter New Login User Name** field.

The subscriber may define this so long as it meets the requirements (minimum 6 characters, maximum 30 characters).

The screenshot shows a web interface for a Reseller admin. At the top, there is a dark header with 'Reseller admin' on the left, a user profile icon and 'WISPUser' in the center, and a 'Logout' button on the right. Below the header, the main content area is titled 'Change Login User Name'. Under this title, there is a 'User Information' section with a table showing 'User Name' as 'Dale Camp' and 'Email' as 'customercontactemail@anydomain.com'. Below the table is a 'Reset Password' section with two buttons: 'Change Login Name' and 'Close'. Underneath, there is a form with 'Existing Login User Name' set to 'runninragged' and 'Enter Login User Name' with an empty text input field. At the bottom of this form, there are again two buttons: 'Change Login Name' and 'Close'.

Click **Change Login User Name**.

The confirmation page appears.



## Change Login User Name

Login user name changed successfully!

## User Information

User Name	Dale Camp
Email	customercontactemail@anydomain.com

## Reset Password

Change Login Name Close

Existing Login User Name	runninragged
Enter Login User Name	rushinround4u

Change Login Name Close

# 3xxxxxxx (Account Number) Shortcut

Follow these steps to view all transactions on the subscriber's account

From the 3xxxxxxx (Account Number) shortcut link, the **Transaction History** page appears.

To search the list of transactions, select either the **Module** or **Type** drop down.

## Transaction History

Search Criteria				
Account Number	Customer Name	Module	Type	Status
<input type="text"/>	<input type="text"/>	--None--	--None--	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Back to Search"/>				

## Search Results - (6)

Account Number	Customer Name	Logged in User	Module	Type	Description	Status	Last Modified date
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Username	Username change	Success	2/12/2020 2:53 PM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Username	Username change	Success	2/12/2020 2:22 PM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Username	Username change	Success	2/12/2020 2:16 PM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Username	Username change	Success	2/12/2020 1:58 PM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Account Level Password	Password Reset	Success	2/12/2020 1:49 PM
302243702	Dale Camp	Wisp2User1 Last	Buy More	Buy More Data	Buy More Data - 1GB	Success	1/25/2020 9:05 AM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Username	Username change	Success	1/25/2020 8:53 AM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Account Level Password	Password Reset	Success	1/25/2020 8:49 AM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Account Level Password	Password Reset	Success	1/18/2020 3:38 PM
302243702	Dale Camp	Wisp2User1 Last	Customer Informaton	Account Level Password	Password Reset	Success	1/12/2020 11:16 AM
302243702	Dale Camp	Wisp2User1 Last	Buy More	Buy More Data	Buy More Data - 1GB	Success	12/15/2019 10:06 AM
302243702	Dale Camp	Wisp2User1 Last	Buy More	Buy More Data	Buy More Data - 2GB	Success	11/22/2019 4:17 PM
302243702	Dale Camp	Wisp2User1 Last	Buy More	Buy More Data	Buy More Data - 2GB	Success	11/10/2019 12:34 PM
302243702	Dale Camp	runninragged	Buy More	Buy More Data	Buy More Data - 2GB	Success	10/12/2019 9:41 AM

1 - 14 of 14

&lt;&lt; Previous Next &gt;&gt;

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**Note:** You may also use the Previous and Next arrows at the bottom of the page to see additional pages of transactions.

Select the appropriate filter, click **Search** and wait for the page to refresh.

Use the **Clear button** to show all transactions.