Residential Provisioning Portal Job Aid

This Job Aid supports all Viasat Technicians.

Introduction

This Job Aid provides steps for the Technician to follow for the Account Setup and Customer Agreement process for activating US **residential** service.

Accessing the portal

After pointing and peaking is completed and the software has been downloaded, the modem will reboot. Once the modem is online, open a web browser and navigate to any website.
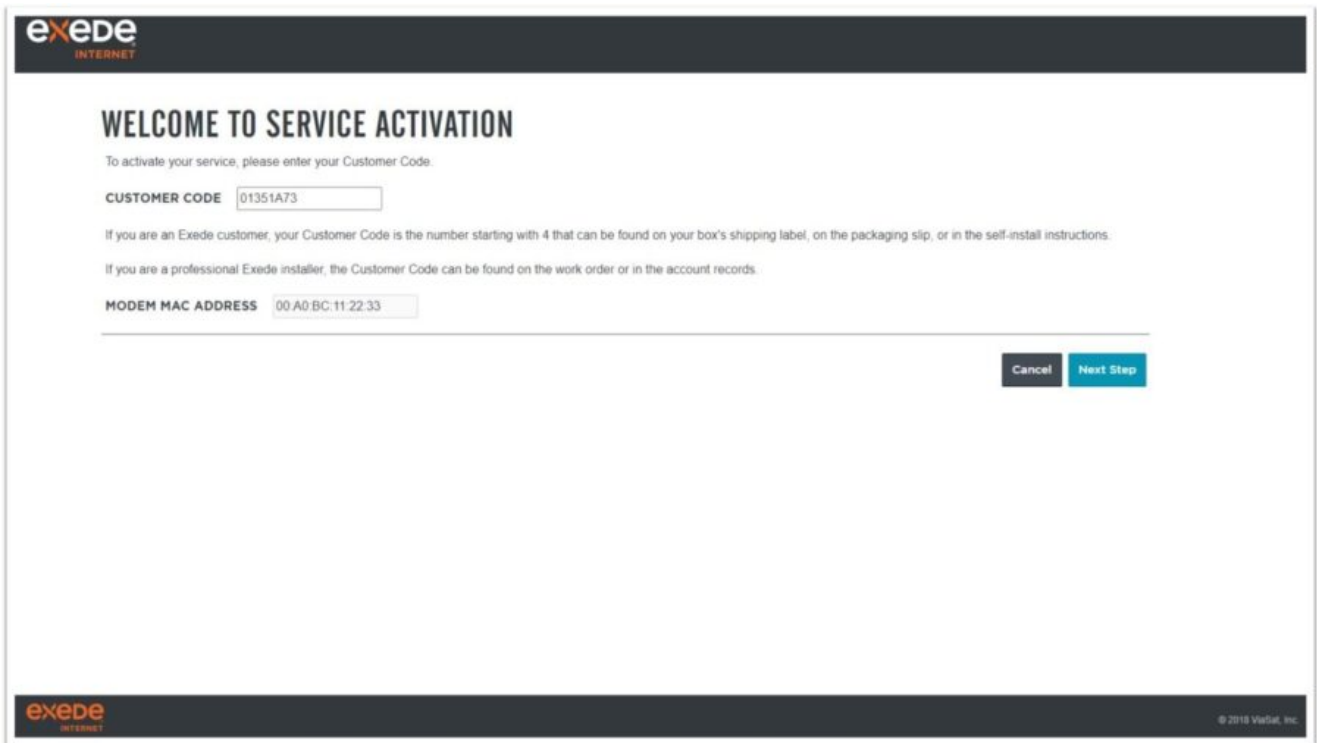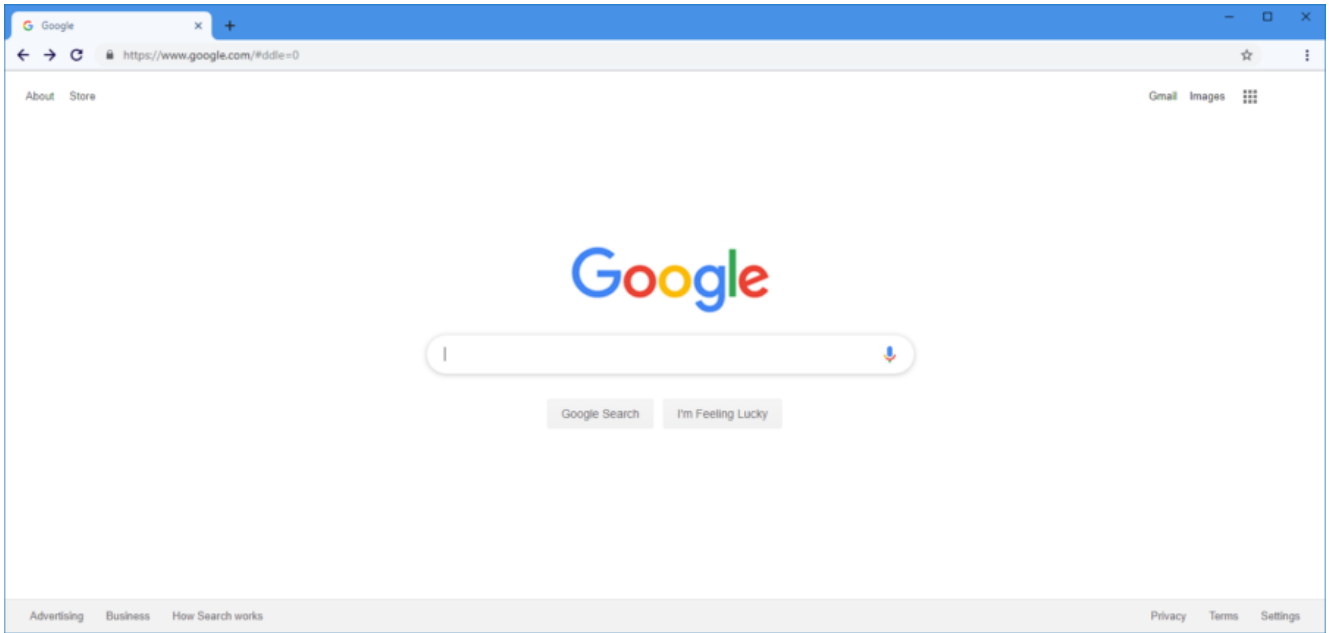
The activation portal will open. Click **Click Here to Continue.**
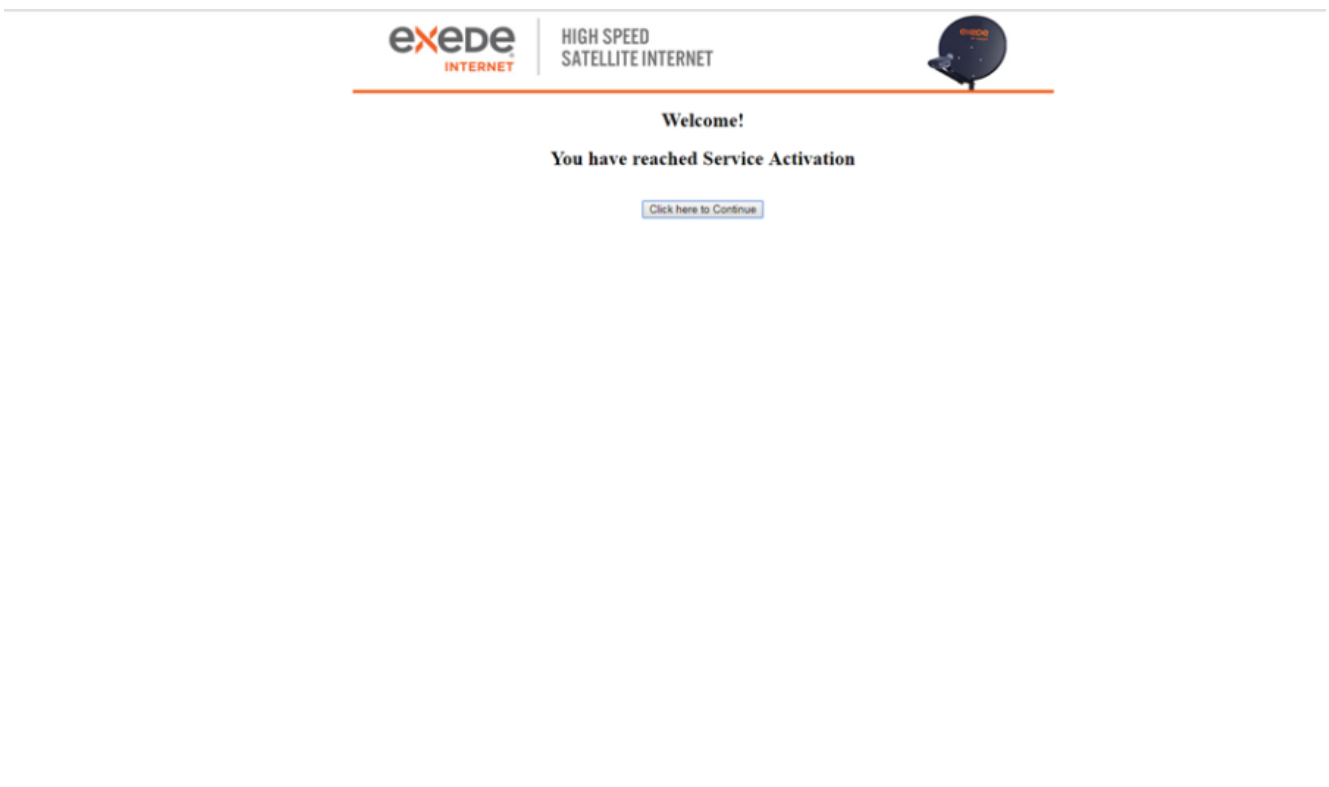
Note: This portal is for US residential installs only. For commercial activations, follow current procedures.

The activation portal will open. Enter in the **Customer Code** from the work order and click **Next Step**.

Using the portal

Once the new Installer Portal loads the initial welcome screen will display, this is the starting point of the service activation process.

To begin, you can choose the portal language:

Select **Satellite internet** from the Installation Type drop down menu:

Welcome to Service Activation

Please select installation type:

Residential

Satellite internet

VoIP

Upgrade

Equipment Swap

Viasat Community Internet

Latin America

Africa

Equipment Swap

Click **Continue**.

Welcome to Service Activation

Please select installation type:

Residential - Satellite Internet ▾

Please select country:

United States ▾

CONTINUE

In the Service Activation Code field enter the **Service Activation Code** associated with the installation being carried out. You can find this under Site Information on your FSM work order.

In the Installer ID field, enter your **installer ID**.

The Modem MAC Address field will be automatically filled for Residential installations, if it is not, enter it here.

Click **Continue**.

Welcome to Service Activation

If you are a Viasat customer, your "Service Activation Code" can be found on your box's shipping label, on the packaging slip, or in the self-install instructions. If you are a professional Viasat installer, the "Service Activation Code" can be found on the work order or in the account records.

To activate your service, please enter your "Service Activation Code".

Service Activation Code
556677AA

Installer ID

Modem MAC Address
11:22:33:44:55:66

CANCEL   CONTINUE

The customer details screen appears next.

Confirm with the customer that this information is correct.

Click the **confirmation checkbox**, and then click **Continue**.

Customer Details

If the Customer details below are incorrect please contact Installer Relations.

Please validate and confirm the customer details and location below.

Name
John Byrne

Address
349 Inverness Drive South

ZIP / Postal Code
51021

Latitude
39.558959

Longitude
-104.860925

Modem Equipment Type
AB_SPK_WIFI_IDU

☑ I confirm the customer details are correct

CANCEL   CONTINUE

Next, confirm the customer contact details. If this is a US residential install, ignore the WhatsApp field and click **Continue**.

Customer Contact Details

Please validate the Customer Contact details below, if incorrect contact Installer Relations.

Email
john@john.com

Primary phone number
+17204937000

WhatsApp number

CANCEL   CONTINUE

Enter in the last 4 digits of the customer's payment method on file and click **Continue**.

Payment Method Validation

In order to proceed, you need to request the last four digits of the credit card number the customer have chosen to use for this purpose and input it below.

If they don't match, please retry with a different card or contact Customer Care

To continue, please enter the last 4 digits of the credit on file

Last 4 digits

1111

CANCEL   CONTINUE

The validation screen displays, click **Continue**.

Payment Method Validation

In order to proceed, you need to request the last four digits of the credit card number the customer have chosen to use for this purpose and input it below.

If they don't match, please retry with a different card or contact Customer Care

The payment method has been successfully validated

CONTINUE

The quality of installation check will run, click **continue** when it is complete. If you receive a red value, you may need to troubleshoot the failure.

Quality of Installation

The Customer Agreement appears next. Click open ECA.

Electronic Customer Agreement

To complete the installation, the customer needs to sign the ECA.

Click the button below to open the Customer Agreement.

OPEN ECA   FINISH

After reviewing the agreement, have the customer type in their name in the field indicated. This must be done before the install is completed.

At the top of the page, when the customer has filled in the required signature areas as indicated, have the customer click the **Finish & Submit Electronically** button.

Customer Agreement

When the ECA is successfully signed and processed an option will display in the Sertifi window to print the signed document.

To complete the ECA submission process click the Close button in the top right section of the screen.

Thank you for signing

📄 Print Signed Document
▶ Learn how Sertifi can help your business get agreements
signed faster!

The confirmation screen will display, click **Activate**.
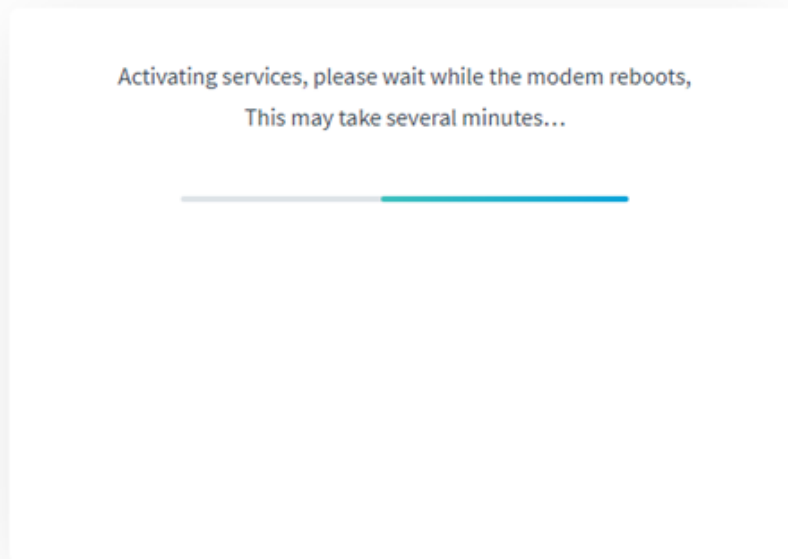
Electronic Customer Agreement

ECA Successfully signed

OPEN ECA   ACTIVATE

The Service Activation Process will begin, this could take
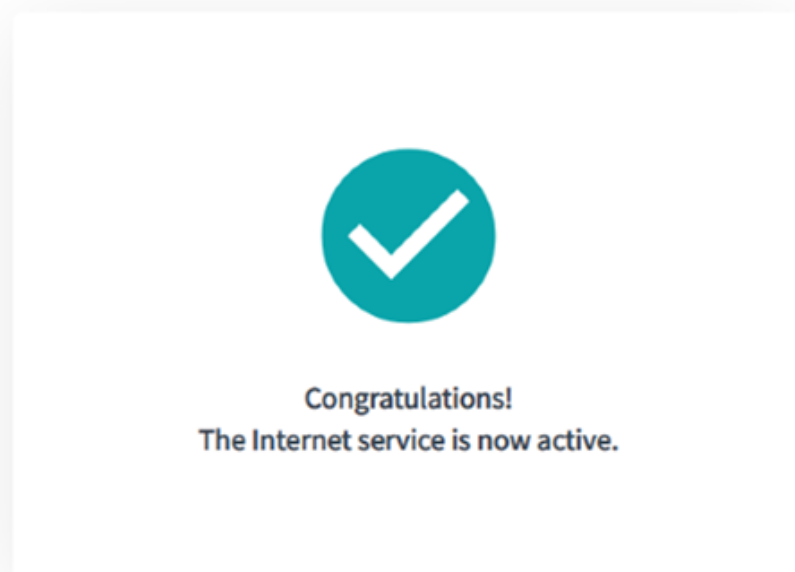several minutes to complete.

Service Activation

Activating services, please wait while the modem reboots,
This may take several minutes...

CANCEL

Verify the modem is online- the light should be solid blue.
Viasat service is now activated. Click **Let's Surf** to confirm.

Service Activation Status

Congratulations!
The Internet service is now active.

LET'S SURF

The modem and account are now activated, and the provisioning process is complete.