

Field Update: Photo Requirements for all Work Order Types



Live! Photo Requirements for all Work Order Types

Audience:



Live now! Viasat Tech Tools will require users to upload quality photos before updating the status of any work order as “Completed”. This will ensure all aspects of the visit are thoroughly completed and documented before departure.

Work order types:

- **Install, Service Call and Upgrade work order types**

- The 6-7 traditional photos are required to complete the work order. You can view a video of the photo upload process [here](#).

- **Lease Equipment Recovery Service Call work order types**

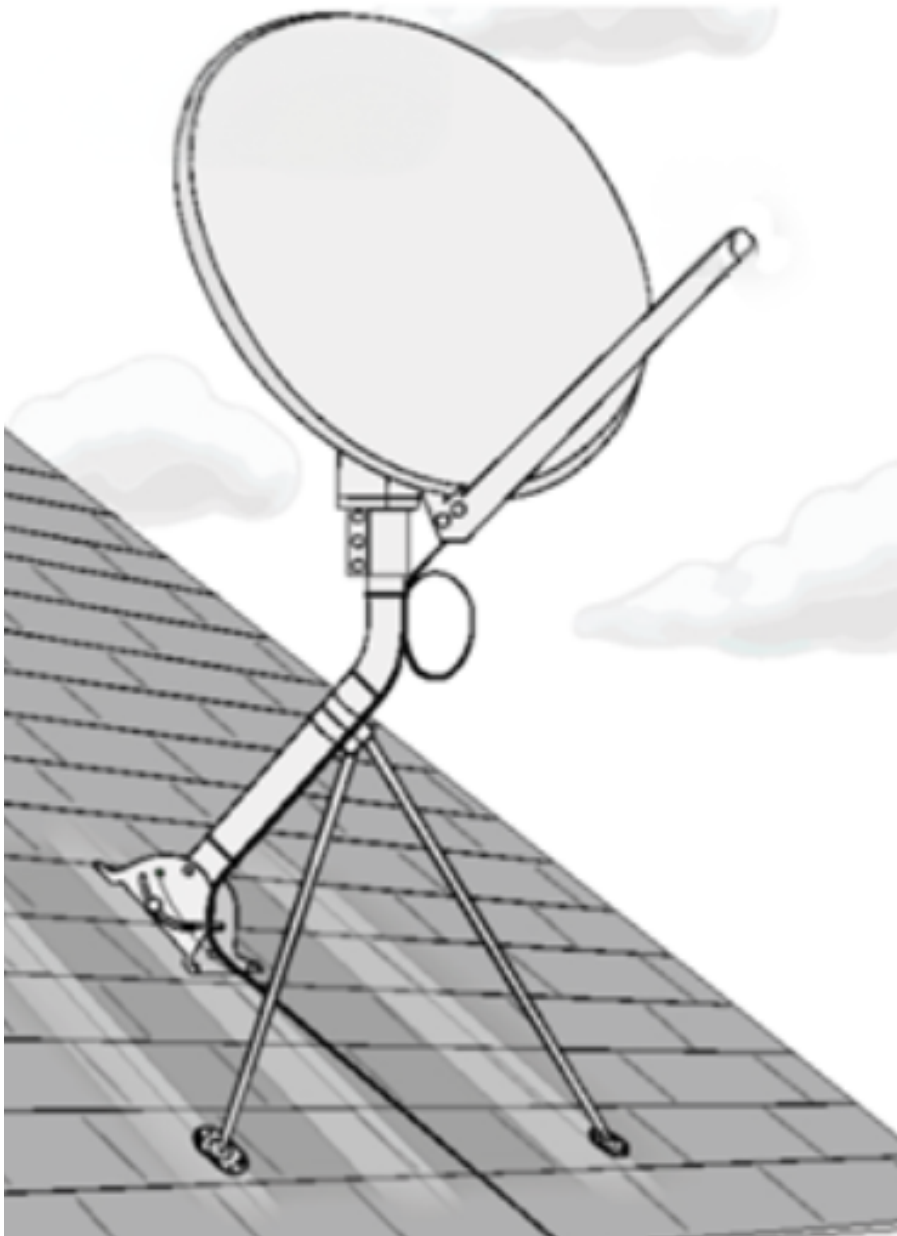
- You will need a minimum of 2 photos to complete the work order.

Location: Take a picture showing a full-frontal view of the home from the street:



Do not take pictures of the customer, customer documents, or customer vehicle/license plate.

- **Mount:** Take a picture of the ODU; once the tria has been removed.



- Once removed, **DON'T FORGET** to hand the tria off to the customer

You'll see this prompt if you try to complete any work order type without uploading the required photos:



Complete QC photos

Please add all QC photos before leaving the installation site.



QC photos can only be taken and added through the Tech Tools app and not your phone photo gallery

Continue