

Tech Bulletin: New Commercial Business Training Available



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Hello,

In preparation for the migration of our Commercial business to our new system starting in mid-November, we have new Commercial business training available!

For Commercially certified technicians, a required uptraining is now available in Viasat Discover. In order to continue to work on Commercial orders, technicians will need to complete the 20-25 minutes self-paced training.

This is leading to a Single ID for each tech for every work order. While we're in transition, though, keep track of your current IDs! More information is in the new uptraining.

You might see references to Small-Medium Business (SMB) in various systems, this still means Commercial.

As a reminder, keep an eye out for future updates on the launch of this migration! Self-Installing retailers will receive separate communications about new SMB sales training to learn about the service plans, add-ons, order entry in the Global Partner Portal, and more.