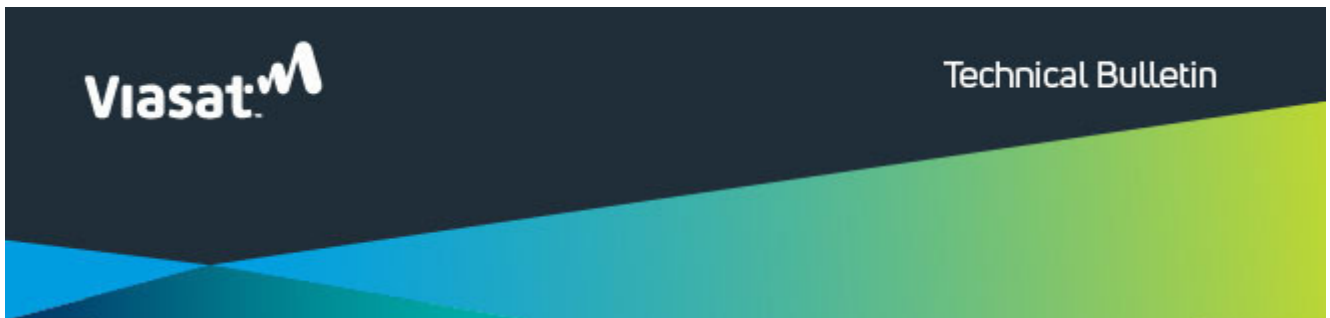


Tech Bulletin: New Commercial Installer ID Required for Provisioning



New Commercial Installer ID Required for Provisioning

Hello,

A Commercial Installer ID is now required to provision a commercial work order. This is due to changes in our provisioning systems.

To locate your Commercial Installer ID, log into [Viasat Discover](#) and check My Profile. Your ID is listed as **Installer ID – Commercial** and may be different than your **Installer ID – Residential**.



Installer ID - Residential: [redacted]

Installer ID - Commercial: [redacted]

Installer ID Expiry:

[CHANGE PASSWORD](#)

[MY ACTIVITIES](#)

[MY PROFILE](#)

If an expiration date is listed in your profile, it applies to **both** Installer IDs. If there is no expiry date, then both Installer IDs are permanent.

You **MUST** use the Commercial Installer ID when provisioning a commercial work order. Using the Residential Installer ID will cause a failure.

If your Commercial Installer ID is different than your Residential Installer ID, please request a new FSM account for the Commercial Installer ID.