

# Tech Bulletin: New eSVT URL for US Residential



## New eSVT URL for US Residential

Hello,

As we continue our back office updates for US Residential customers, we have also launched a new version of eSVT to support these changes. The URL has been updated to <https://esvt.viasat.com/>. You will need to use your SS0 login to access the site.

As a reminder, eSVT is a remote diagnostic site used for checking a customer's signal quality, data usage, as well as their account status.

1. When searching for a US Residential customer in eSVT, select **US** for the **Country** drop-down.

2. Select the appropriate **Search Type** from the drop-down.
  1. When searching by MAC, this can be in upper or lower case and the colons (:) are optional.
  2. When searching by Phone Number, you must enter the number **1** for the US country code before the rest of the phone number.
3. Click the **Search** icon.



US	▼	Phone Number	▼
17205551234			

More information about the changes on the new site can be found on the eGuide:  
<https://eguide.field.viasat.com/esvt-updates/>