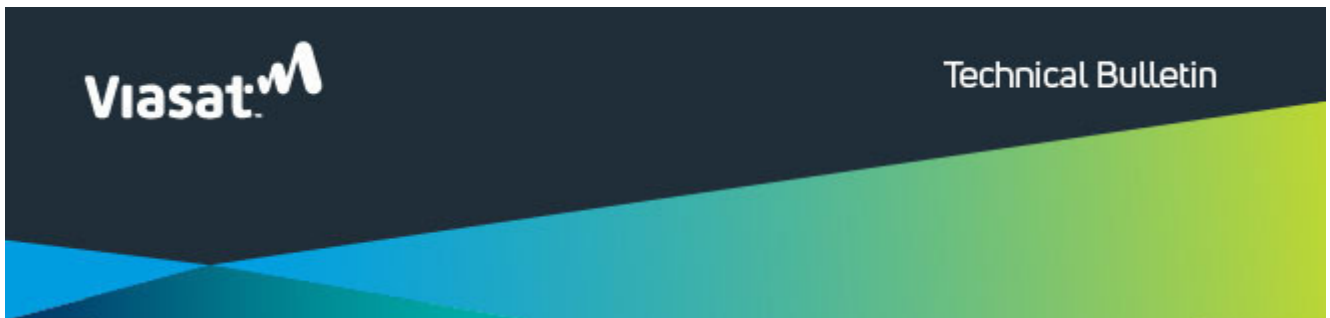


# Tech Bulletin: New FSM Requirement: Technician must be assigned to the work order



## New FSM Requirement: Technician must be assigned to the work order

Hello,

Starting on **July 22<sup>nd</sup>, 2020**, in support of the upcoming launch of the FSTech Support app as well as other new app development, a change is being made to FSM. All work orders will be “locked” by default until a technician is assigned to a work order to “unlock” it.

Locked Work Order:

Assign a technician and refresh page to unlock work order.

Order details Refresh Print Scheduling

Details Installer information SVT Audit Additional information History

Basic data

FSM ID	15013256	Address line 1	123 ABC Road
Dealer ID	000000001	Address line 2	
First name	my	City	Englewood
Last name	viasat	State	Colorado
Email	@viasat.com	ZIP+4	80112
Primary phone	720-493-6000	Latitude	39.5597
Secondary phone		Longitude	-104.8595
Type	Install	Expected modem	SB2PLUS_V1_IDU
Status	Unassigned	Expected tria	SB2_ODU

Change status

Unlocked Work Order:

Order details Refresh Print Scheduling

Details Installer information SVT Audit Additional information History

Basic data

FSM ID	15013256	Dealer ID	000000001
External order id	SFPORTAL/DP_29574464	Create date	06/01/2020 02:13:27 PM MDT
Service Plan		Completion Date	
Type	Install	Cancel Date	
Service type	Install	Cancel reason	
Account #	301402514	Office phone number	111-111-1111
Service Agreement #	401934866		
Status	Assigned		

Change status

After a technician is assigned to the work order, refresh the page and the **Details** section will be visible (“unlocked”) to view the **Site Information** to complete the work order as usual. Work orders **must** be assigned **before** a technician rolls to a customer’s location.

For more information on assigning a technician or adding additional technicians, see the [FSM page in the eGuide](#).

Also, for Dispatchers, see the course “*RUS2\_3000\_E FSM for Dealers*” in Viasat Discover.

Should you have any questions, please ask your Retailer or Distributor.