

# Tech Bulletin: Viasat Tech Tools 2.0 launch



## Viasat Tech Tools 2.0 launch

Hello,

The new and improved Tech Tools is finally here!

Please follow the instructions below to install the new Tech Tools app. The current version of Tech Tools will not work as of **Monday, March 15, 2021**. Starting on this date, Viasat 360 products are to be added through the new app.

1. Remove/Uninstall the current app from your mobile device.
2. Go to the [Google Play store](#) or the [Apple App Store](#) and search for **Viasat Tech Tools**.
3. Install and open the app.
4. Your credentials are the same as they were previously.
  1. Username = Tech ID

1. Password = eSVT Password
5. If you are unable to login using your credentials, click the Forgot Password option and answer your security questions.
6. If you cannot reset your password yourself, email [Agentlogin.request@viasat.com](mailto:Agentlogin.request@viasat.com) with your Tech ID and your request for a password reset.
  1. Be aware that the password reset link you are sent is only valid for 3 hours.

**DO NOT** use the save password or remember me feature. The application will not allow “cookies,” so selecting this option will disable your app.

You will begin seeing jobs in this new app on Monday, March 15<sup>th</sup>. You will have visibility on upcoming jobs that are within a 48-hour window.