# Tech Bulletin: Viasat Tech Tools Work Order "Complete" Process



## Viasat Techs Tools Work Order "Complete" Process

Starting at the end of September, following the FSM version 5 migration, technicians are required to Status and Complete **all** work order types using Viasat Tech Tools.

Install/Upgrade work orders will no longer "Complete" automatically upon activation, and technicians **must** manually complete the work order closure process.

If the work order closure screen is skipped, technicians can select "complete" on the **Status** bar within the work order details.

**Important:**

- To prevent order processing delays, ensure all Viasat work orders are marked as "Complete" while onsite.

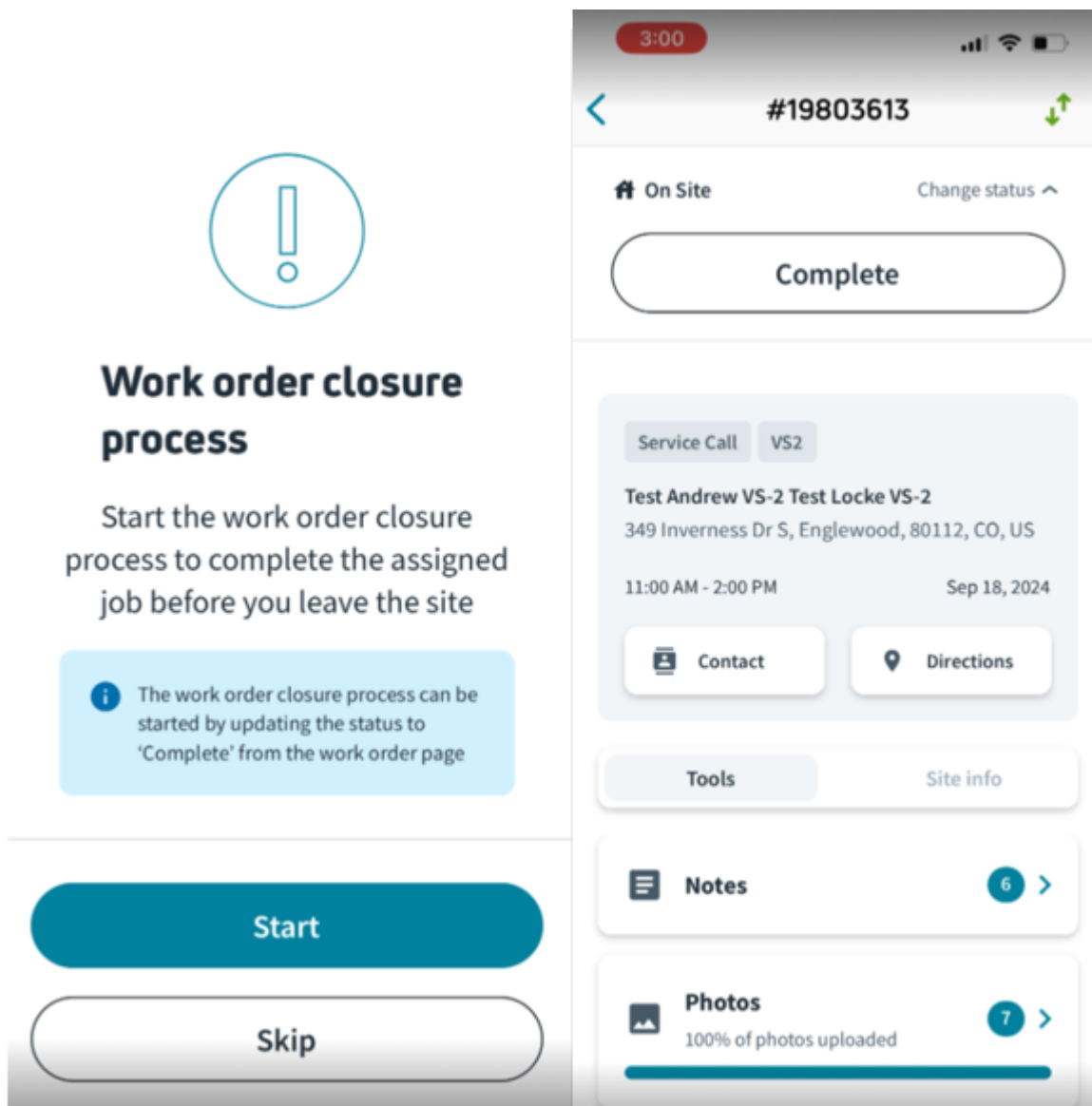- **Do not** leave work orders in a "Past Open" or "On Site" status.



**Image 1** — Work Order closure process screen. **Image 2** — **Complete** button on the **Status** bar.

Access the eGuide for more information on [how to use Viasat](#)

[Tech Tools](#).

We will be sending a follow-up tech bulletin when FSM version 5 launches, please keep an eye out for it!