Technician Welcome Guide



TECHNICIAN WELCOME PACKET

Hello!

Welcome to Viasat Technician certification! We are thrilled that you are interested in working with us. The work done by Viasat's technicians is both challenging and rewarding.

Our goal is to assist you as you develop into an outstanding technician who exhibits a high level of care in the work you do and the experience you provide to Viasat's customers.

Please take time to review this packet so that you will know what to expect during the certification process and be prepared for success. We look forward to seeing you progress as a professional while enhancing the lives of the customers entrusted to your care.

Sincerely,

Viasat Field Operations

ASSISTANCE DURING ANY STEP IN THE CERTIFICATION PROCESS

The Viasat Training Team

- viasatdiscover.bbs@viasat.com
 - Open Monday Friday, 9 AM 5 PM (MST)
 - Closed Saturday, Sunday, and most major holidays
 - Usually responds within 24 48 business hours

APPS REQUIRED TO COMPLETE A VIASAT INSTALLATION:

Viasat TechTools







The Viasat TechTools app will enable you to view your daily jobs, including satellite finder, pointing and peaking, and activation; add Viasat360 products and services, and more. You will learn more about the app during training.

The app is available for both iOS and Android devices.

Accessing Courses:

https://bbs.viasatdiscover.com

 Please use the most current version of your browser for security purposes.

Viasat Discover Home Page:

- This is the jumping-off page for all your training. The page also contains quick access to additional technician resources, such as your Installer ID and badges that you've earned completing courses.
- Part of the Home page is the Viasat Discover menu, located at the top left of the page next to the Viasat logo. This menu takes you to additional pages in your account.



The Technician Course Catalog

The best place to start is the Technician course catalog.

- Click the tile called Technician Certification learning plan, then click the Enroll button. You will be assigned all the courses needed to receive your Installer ID.
- The other courses in this catalog should be completed AFTER you have completed the Technician Certification learning plan.



Your Training

This widget helps you track your training progress.

- When you have enrolled in a course or learning plan, it appears under Your Training. If you enrolled in a learning plan, Your Training shows all the courses that make up the learning plan.
- You can click the tile to start the course.



Not Started

Shows the courses that you have not started a course.



In Progress

 Shows the courses that you have started but are incomplete. To continue the course, click on the course tile and select Resume where you left off.

Deadlines

• Shows any courses where a deadline date has been added.

- The Home page
- My Courses and Learning Plans displays all enrolled courses, learning plans, and the status of each (not started, in progress, or completed). If you want to review a completed course (without changing any scores), select this page, and find the course tile. Click the tile to start as you did previously.
- Resources Explore this page to find additional technician resources.





What If I Forget My Username or Password?

If you forget your Username or Password, select the Forgot Your Password link on the login page (<u>https://bbs.viasatdiscover.com</u>)

Sign In	
Please insert your username and p Note that by signing in, you agree	bassword to proceed to the use of the platform's cookies
Username *	
Password *	• Forgot your password?
Remember me	SIGN IN

Enter your username or email address, then select Send Message. You should receive an email with your Username and a link to reset the password within a few minutes. Please remember to check your Junk folder if you have not received the email.



- Participants are encouraged to take the assessment within 48 hours of completing the last course.
- A passing score of 80% is required.
- If you have any difficulties with the assessment, email: viasatdiscover.bbs@viasat.com



FInal Assessment Basic Technician Certification for US Techs E-Learning

After the Assessment - What's Next?

- By close of business on the next business day, your Installer ID will be activated and added back to your Viasat Discover account.
- To retrieve:
 - Log into Viasat Discover
 - Look for the 8-digit number in the profile tile (where you see your name)
 - The ID is active until the Expiration Date. You

must complete the Validation/Quality Assessment
steps before that date.

• If the Expiration Date shows "perm" then there are no additional Validation requirements for you.

After Training

When training is finished and you have completed the assessment with an 80% or better, you will receive a Viasat Tech ID and you may start working orders.

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