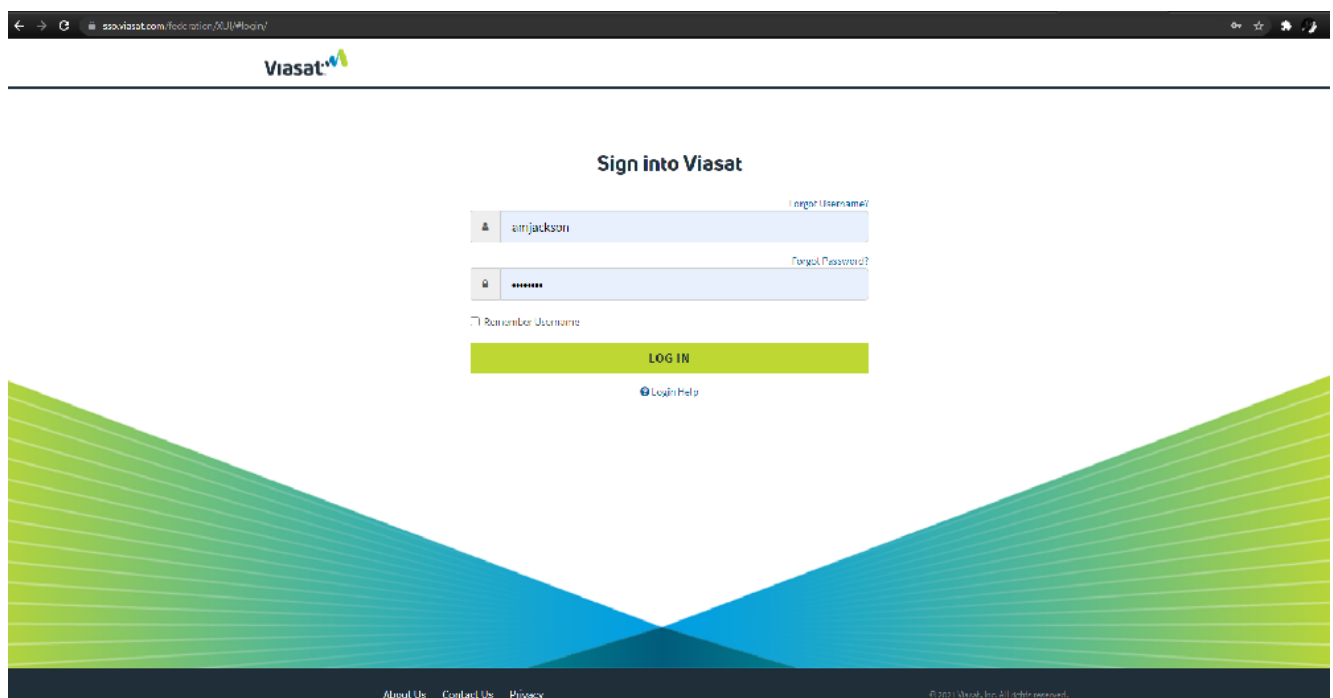


Using eSVT

eSVT is Viasat's tool that provides system health information and is available to all technicians. Within eSVT you can find a customer's data consumption, forward and return signal levels and other system health information.

All Accounts:

<https://esvt.viasat.com/>

A screenshot of a web browser showing the Viasat login page. The browser's address bar displays 'esvt.viasat.com/federation/MJH/Welcome'. The Viasat logo is at the top left. The main heading is 'Sign into Viasat'. Below it are two input fields: the first is labeled 'Username' and contains 'emjackson'; the second is labeled 'Password' and contains masked characters. A 'Remember Username' checkbox is checked. A green 'LOG IN' button is below the password field, with a 'Login Help' link underneath. The page features a decorative background with green and blue diagonal stripes at the bottom. The footer contains links for 'About Us', 'Contact Us', and 'Privacy', along with a copyright notice: '© 2013 Viasat, Inc. All rights reserved.'

The user name will be your Installer ID that is used when provisioning.

Also your user name and password would be the same as your

TechTools credentials.

If you have problems logging in, send an email to agentlogin.request@viasat.com. Explain your issue and be sure to include your Installer ID.

Once you are able to log in, you can search by Product Instance ID, MAC address or phone number. This eGuide link below will help with terminology and fields available: <https://eguide.field.viasat.com/esvt/>