

# Viasat Discover Help



Look below for solutions to our most frequent questions.

If you do not find help here, please send an email to [Viasat Discover Administrator](#).

## **Pop-up Blockers**

Getting your pop-up blocker configured for Viasat Discover is critical. Incorrect configurations can cause problems with your scores recording correctly, as well as impeding the course players.

Simply disabling the pop-up blocker while working in Viasat Discover oftentimes is not enough. The pop-up blocker must specifically permit (allow) <https://bbs.viasatdiscover.com>. Each browser does this in a slightly different manner.

Click the specific browser help document below for some hints.

[Chrome](#)

[Firefox](#)

## **How do I reset my password in Viasat Discover?**

Go to <https://bbs.viasatdiscover.com>

Click the **Forgot your password?** link

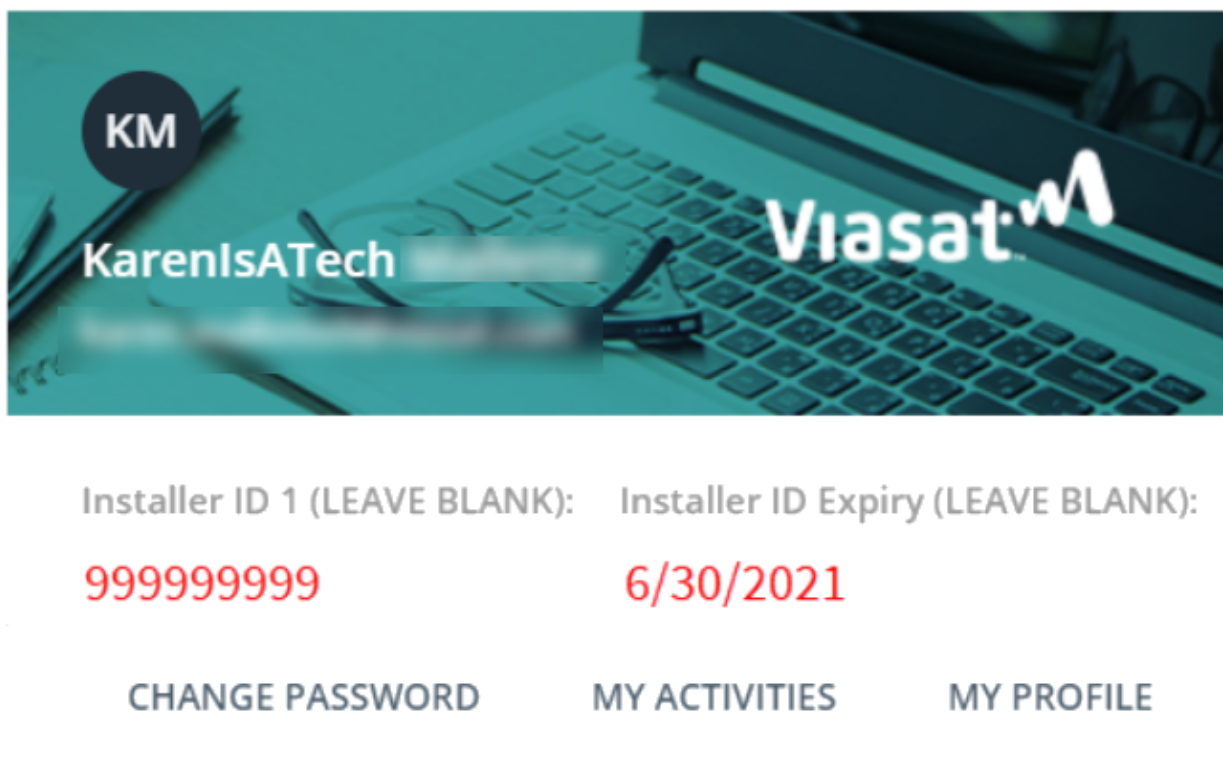
Enter in your username (usually the email on the account)

The hit/reset will come to that address

## **Where do I find my Installer ID?**

Your Installer ID will be located on your Home page under **My Profile**.

## My Profile



Installer ID 1 (LEAVE BLANK): 999999999

Installer ID Expiry (LEAVE BLANK): 6/30/2021

CHANGE PASSWORD MY ACTIVITIES MY PROFILE

**I need help viewing my course content...spinning, freezing, not running, etc.**

Here's what we have found works best:

1. Use the most current version of the Chrome browser.
2. Configure your browser as described in the Pop-up Blocker section.
3. Clear the browser's cache/cookies/history.
4. Use the Start Learning Now button on the course tile to begin again.

**I need to change my email and update my username. How do I do this?**

Please reach out to [viasatdiscover.bbs@viasat.com](mailto:viasatdiscover.bbs@viasat.com) with your First/Last Name, your current email address, and the new email address. We will get back to you within two business days.

**Where do I find my courses?**

Your courses will be located under the **Start Here!** section of your dashboard in Viasat Discover. Courses you've begun work on will be located under the **Courses You're Working On** section of your dashboard.

**I've completed courses and I'd like them to reset. What do I do?**

All you need to do is look at your dashboard under the **Courses You've Completed** section. Simply click on the course tile and click **Start Learning Now** to restart your course.