



Viasat Business Hotspots

User Guide

Management portal user guide

Viasat Business Hotspots allows business owners to provide, manage, and monitor Wi-Fi network access for business and customer use. It is comprised of two networks:

- › Your public Wi-Fi hotspot network that your customers access through your guest portal with unlimited usage
- › Your private Wi-Fi hotspot network secured for your internal business use that is restricted to only authorized users and devices

The Viasat Business Hotspots Management Portal allows you to check the status of your Wi-Fi equipment, view usage reports, customize your guest portal and network settings, add administrative users, and more.

Connect your devices

Your private business network comes pre-configured with a temporary network name and password. The network name is **BUSINESS**, and the network password is **private1**. Be sure to change these temporary settings on the management portal under **network settings** on the settings tab to help secure your private business network. Your temporary public network name is **GUEST WIFI** and may also be changed on the management portal to something that identifies your business with the service you're providing to your guests. When you update your private network password, ensure you only provide it to people you want to allow to access your private Wi-Fi network. Devices used on this network only need to register once using the network password.

To connect a wireless device, go to the network settings on your device and/or navigate to the list of available Wi-Fi networks. Find your secured Wi-Fi network and connect. When prompted, enter the temporary network password. Your device should now be connected to the internet.

Remove a device

If you want to remove a device from your business Wi-Fi network, navigate to the network settings or the list of available wireless networks on the device you want to remove. Select your business Wi-Fi network and, depending on your device's operating system (OS), choose to remove, forget, or delete the network profile. To reconnect your device, you can connect to your business Wi-Fi network and re-enter the network password.

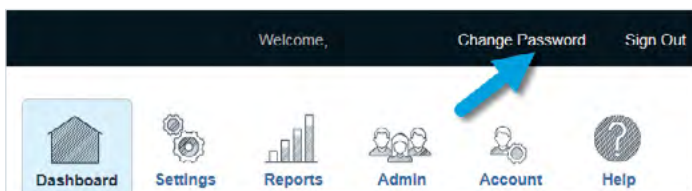
Sign in

The Viasat Business Hotspots Management Portal can be accessed by going to **MyHotspots.ViasatBusiness.com** in a supported internet browser (Chrome, Firefox, or Safari). To log in, enter the **username** included in your order confirmation email. Then select the **forgot password?** link to receive an email with a temporary password. When you click **sign in**, you will be prompted to change your password.

Change your password

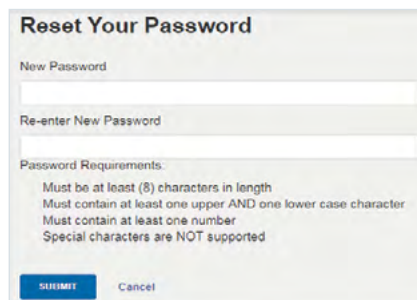
You can change your password at any time when logged in to the management portal by selecting **change password** located in the upper right corner. Enter your new password in both fields of the **reset your password** page, and then click **submit**. To exit this screen without changing your password, select **cancel**.

1 Select **change password**.



Note: The password entered in both fields must match and meet all of the listed requirements.

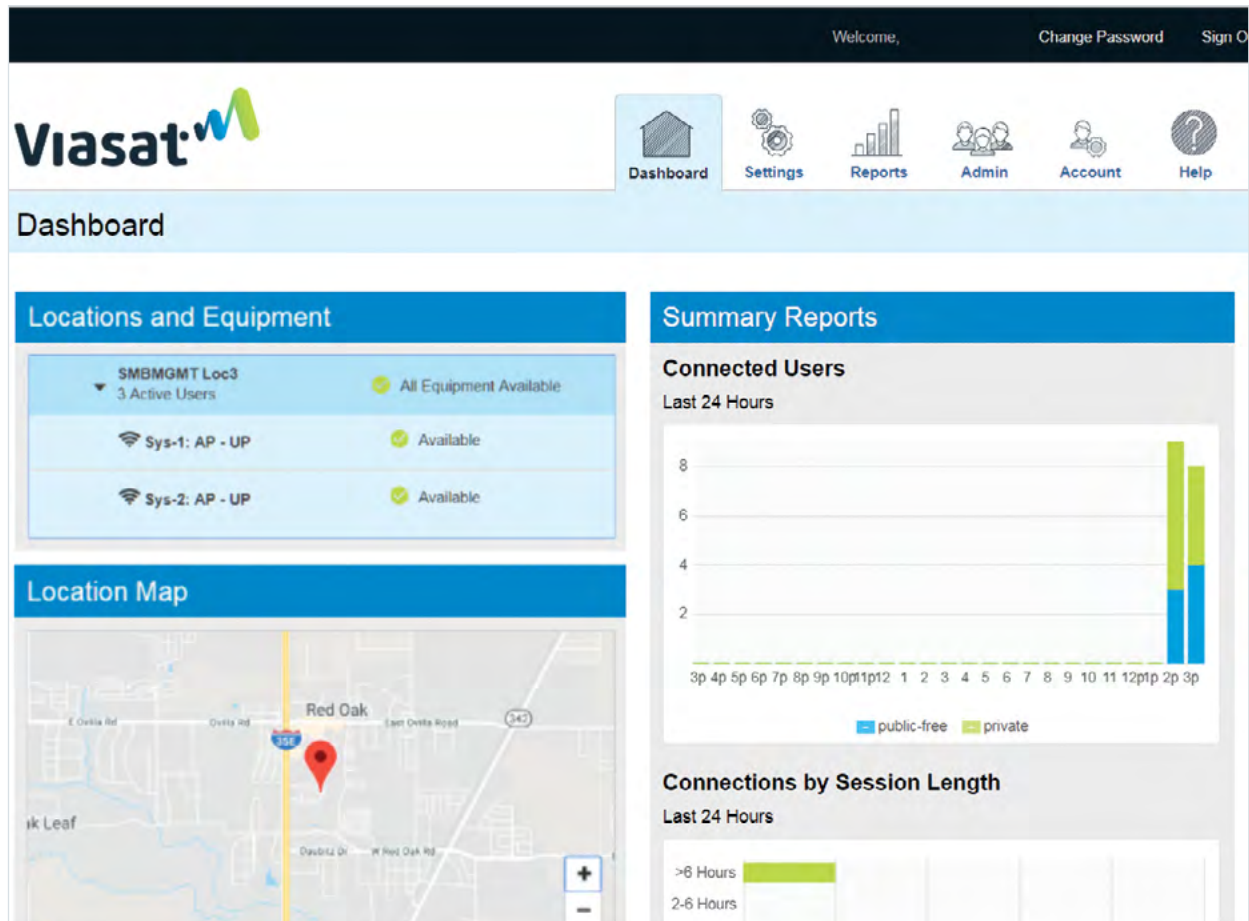
2 Enter your new password twice and click **submit**.

A screenshot of the 'Reset Your Password' form. The form has a title 'Reset Your Password' and two input fields: 'New Password' and 'Re-enter New Password'. Below the fields are 'Password Requirements' listed as: 'Must be at least (8) characters in length', 'Must contain at least one upper AND one lower case character', 'Must contain at least one number', and 'Special characters are NOT supported'. At the bottom are 'SUBMIT' and 'Cancel' buttons.

Dashboard tab

The management portal allows you to monitor the status of your Wi-Fi equipment, manage administrative user access for your management portal, run usage and email collection reports, customize your guest portal, update your network settings, and more.

Once logged in, the **dashboard tab** displays a snapshot of your account, including the location and status of your equipment, a map displaying your location, and summary reports for both your public and private network that show the number of connected devices and length of time connected over the past 24 hours. You can also see devices that are currently connected.



Locations and equipment

Your network equipment will be listed under **locations and equipment**. The location name is displayed, along with the most serious status of all the equipment and the number of active users currently accessing the Wi-Fi.



Click on the location to open the dropdown menu, which shows the list of your equipment. The status of each device displays to the right of the device name:

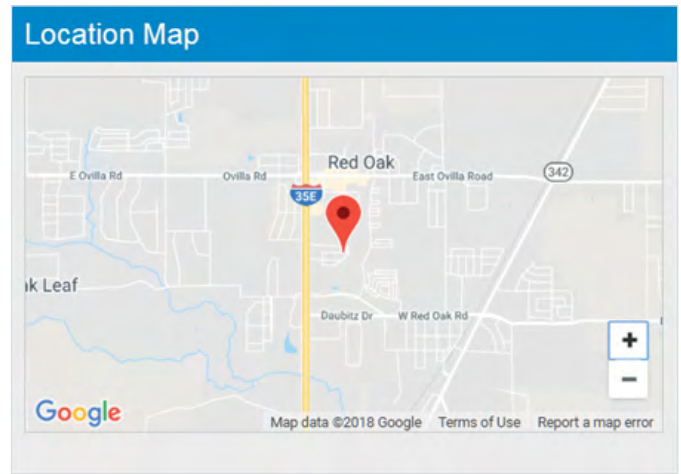
- ✓ **All equipment available:** Indicates all the network equipment for this location is available
- ✓ **Available:** Indicates an individual device is available
- ! **Equipment error:** Indicates an error exists for one or more devices at this location
- ? **Equipment status unknown:** Indicates one or more of the devices is in an unknown status, such as having never been powered on

Location map

The geographical location of your network equipment is shown on a Google-powered map. You can zoom in or out on the map by using the + and - keys.

Hover over the pin to view location information, including the location name and address.

If a location cannot be found, such as if the address is new or improperly formatted, a message displays below the map indicating the location cannot be displayed.

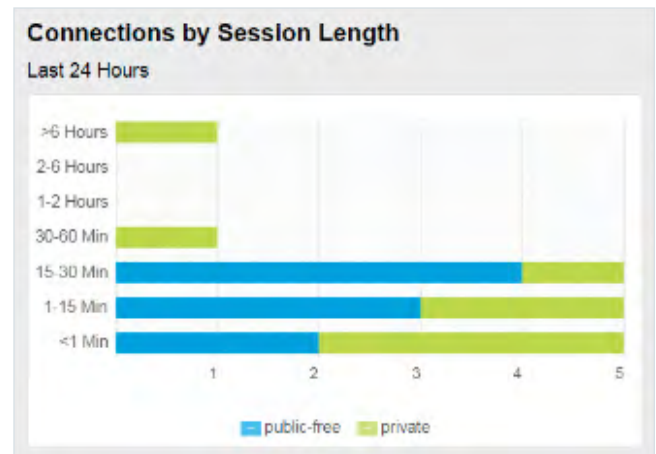
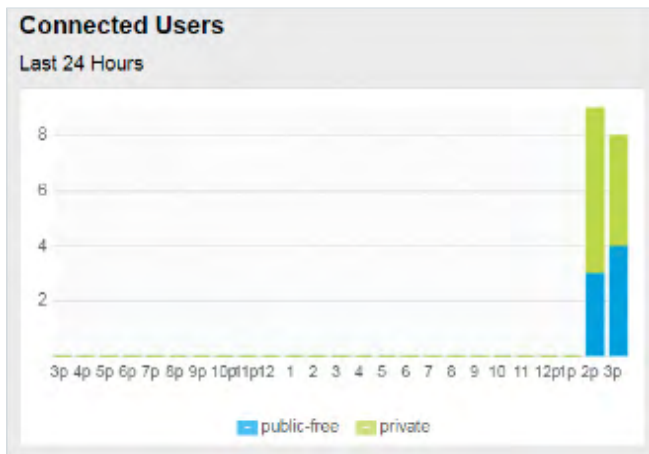


Summary reports


Three reports are displayed to provide a snapshot of connected devices.

The **connected users** report shows the number of devices connected per hour for each user type, private and public-free, over the previous 24 hours.







On the **connections by session length** report, the number of devices connected for specified durations is listed for each connection type, along with the total number of connected devices for each duration during the previous 24 hours.



The **currently connected** list shows the user type and the amount of time connected for each user. You can sort this information by clicking on the column heading.

If a user is connected longer than you desire, you can disconnect them by clicking the  icon for the corresponding user. This will disconnect them from the Wi-Fi service, and they will have to start a new session to access it. If the user is on the private network, their device will automatically reconnect to the network.

Note: By hovering over any data point on many of the graphs, you can see totals for each user type. Tool tips are also viewable by hovering over text.

User Type	Time Connected	Disconnect User
Private	4d7h2m	
Private	33m	
Free	21m	
Free	20m	
Free	18m	
Free	3m	

Settings tab

The **settings tab** defaults to the **portal design** page to customize the guest portal your customers will see when accessing your public Wi-Fi network. The header, body, and footer of the guest portal can be customized with your business logo, colors, and a background image. Here you can also enable and disable the email collection feature.

WiFi Hotspot Settings Portal Design Network Settings

Header

Header Background Color:

Header Background Opacity:

Business Name:

Business Logo: None

Logo Position:

Body

Background Image: None

Background Color:

Login Box Color:

Login Box Position:

Login Box Opacity:

Primary Accent Color:

Footer

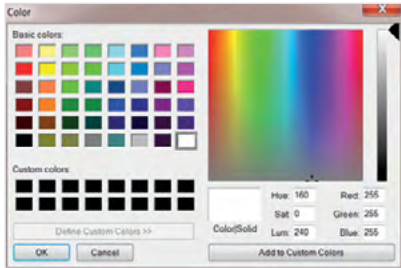
Background Color:

Email Collection Settings

Enable Email Collection: Off On

Color selection tool

To change the color of the background, text, login box, or accent color of the login button, select the associated colored box to open the color selection tool. Choose from basic colors, or customize to match your company brand. The color selection tool allows you to add custom colors to your **custom colors** palette for quick access as you customize your guest portal. Select **OK** to accept the color selection or **cancel** to reject changes.



Header

To customize the header, choose the **header background color** using the color selection tool. The **header background opacity** allows you to select the level of transparency from a drop-down menu:

- › **Dark:** The header is a solid color with no transparency
- › **Medium:** The header is 75% opaque with a small degree of transparency
- › **Light:** The header is 50% opaque with a high degree of transparency
- › **Transparent:** The header is 0% opaque with complete transparency

Enter the **business name** to be displayed as the window or tab title in the customer's browser. If none is added, the default name will display as Wireless Internet Access.

To add your logo, select **upload image** and follow the "click + upload" editor. If images have already been uploaded, a drop-down menu appears to select from. Choose **none** in the drop-down menu to prevent an image from displaying on your guest portal. Use the drop-down menu to select the **logo position:** left, center, or right.

Note: The maximum size of the logo image is 200 pixels by 60 pixels. If the image is too large, a pop-up box opens, where the image can be resized to fall within the required dimensions. If no business logo is selected, or if the uploaded business logo is cleared, the Viasat logo will display.

Body

The body can be customized by adding a **background image**. Select **upload image** to use the "click + upload" editor, or choose from the drop-down menu of images you have previously uploaded. The maximum file size is 200 MB. Choose **none** from the **background image** field to prevent it from displaying on your guest portal. If you prefer to not use a background image, you may select a **background color** using the color selection tool. If both a background image and a background color are defined, the background image setting takes precedence.

Choose the **login box color** using the color selection tool. Use the drop-down menu for the **login box position:** left, center or right. The **login box opacity** determines the degree of transparency, using the same percentages as the header background opacity: dark, medium, light, or transparent. Use the color selection tool to choose the **primary accent color** of your login button.

Footer

Use the color selection tool to choose the **background color** for the footer.

Email collection settings

The management portal offers the ability to collect the email addresses of your guests by enabling the **email collection** feature. Guests will then be required to enter an email address and accept the Terms & Conditions to use your public Wi-Fi. The captured email addresses can be downloaded to a CSV file from the **account tab** by administrative users with full-privilege level access.

The email collection feature is disabled by default, and guests will only be required to accept the Terms & Conditions before clicking the log in button to access your public Wi-Fi. To enable the feature, slide the toggle button to the right. The button will turn blue to indicate it is enabled; then click **save**. To disable, slide the toggle button back to the left and save your changes.

Preview, save, or cancel

Select **preview** to view your changes on the guest portal before saving. Publish your changes to the guest portal by clicking **save**. Choose **cancel** to return to your previously saved settings.

Network settings

The **network settings** page on the **settings tab** allows you to manage your network names and passwords, content filtering options, and redirect URL. The guest network can be turned off or password protected to limit access by patrons to this network, allowing business owners with metered internet service plans to better manage data usage.

The screenshot shows the Viasat WiFi Hotspot Settings page. At the top, there is a navigation bar with 'Welcome, [user]', 'Change Password', and 'Sign Out'. Below this is the Viasat logo and a menu with 'Dashboard', 'Settings', 'Reports', 'Admin', 'Account', and 'Help'. The main heading is 'WiFi Hotspot Settings' with sub-links for 'Portal Design' and 'Network Settings'. The 'Network settings' section is highlighted in blue. It contains the following fields and options:

- Private Wi-Fi network name (SSID)**: A text input field with a note: "Your private Wi-Fi network name may not contain special characters (e.g. @\$)".
- Private Wi-Fi network password**: A text input field with a note: "Passwords must be between 8 and 63 characters long and may not contain special characters (e.g. @\$)".
- Guest Wi-Fi network**: A toggle switch currently set to 'On'. Text: "Turning this off will prevent users from seeing or accessing your guest network."
- Guest Wi-Fi network name (SSID)**: A text input field with a note: "Guest Wi-Fi network names should be different from your private Wi-Fi network name, and may not contain special characters (e.g. @\$)".
- Password-protect your Guest Wi-Fi network**: A toggle switch currently set to 'On'. Text: "Turning this on will require guest users to enter a password when joining your Guest Wi-Fi network."
- Guest Wi-Fi password**: A text input field with a note: "Passwords must be between 8 and 63 characters long and may not contain special characters (e.g. @\$)".

Below the network settings is a section for 'Content Filtering'.

Private Wi-Fi network name (SSID)

When your service is first activated, your private network is assigned a temporary network name that should be changed. Enter your new network name in the field and click **save**. Remember to reconnect your wireless devices to the new network after it is changed.

Please note your network name may not contain any special characters (i.e., @\$).

Private Wi-Fi network password

When your service is first activated, your private network is assigned a temporary network password that should be changed to help secure the network. Enter your new network password in the field and click **save**.

Please note your network password must be between 8 and 63 characters long and may not contain any special characters (i.e., @\$).

You can change your private network password as often as needed (i.e., change in employee status, limiting access to fewer people, etc.). Each time you change your password, all devices connected to this network will be required to enter the new password to access the Wi-Fi network.

Guest Wi-Fi network name (SSID)

When your service is first activated, your guest network defaults to the **on** setting and is assigned a temporary network name. Enter your new network name in the field and click **save**.

Please note your network name may not contain any special characters (i.e., @\$).

If you have a metered internet service plan, you have the option to turn off your guest network by sliding the toggle button to the **off** position.

Guest Wi-Fi network password

The guest network can be password protected as another option to limit data usage by patrons. This setting is disabled by default. To enable the feature, slide the toggle button to the **on** position. The button will turn blue to indicate it is enabled, and the guest Wi-Fi password field will display. Enter the new password and click **save**.

Please note the guest password must be between 8 and 63 characters long and may not contain any special characters (i.e., @\$).

You can change your private network password as often as desired. Each time you change the password, all devices connected to this network will be required to enter the new password to access the Wi-Fi network.

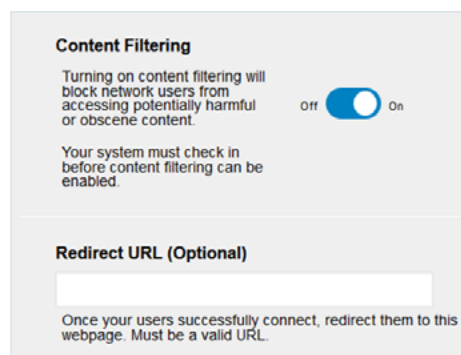
Content filtering

You may enable content filtering on both Wi-Fi networks to block users from accessing potentially harmful or obscene content. When enabled, the following categories will be filtered:

Action	Categories
Block	anonymizer compromised criminal skills/hacking hate speech illegal drugs mature nudity phishing/fraud pornography/sex spam spyware and malicious sites violence
Allow	everything else

Content filtering is disabled by default. To enable this feature, slide the toggle button to the **on** position. The button will turn blue to indicate it is enabled. This will provide filtering to both networks. To disable, slide the toggle button back to the **off** position. Click **save** after changing this setting.

Please note that this setting applies to both networks, whether on or off. Content filtering cannot be enabled for only one network.



Redirect URL

You have the option of adding a redirect URL to your guest portal that your guests will see when they access your public network. This URL can be a corporate webpage that you want them to see first. To use this feature, enter a valid URL in the field and click **save**.

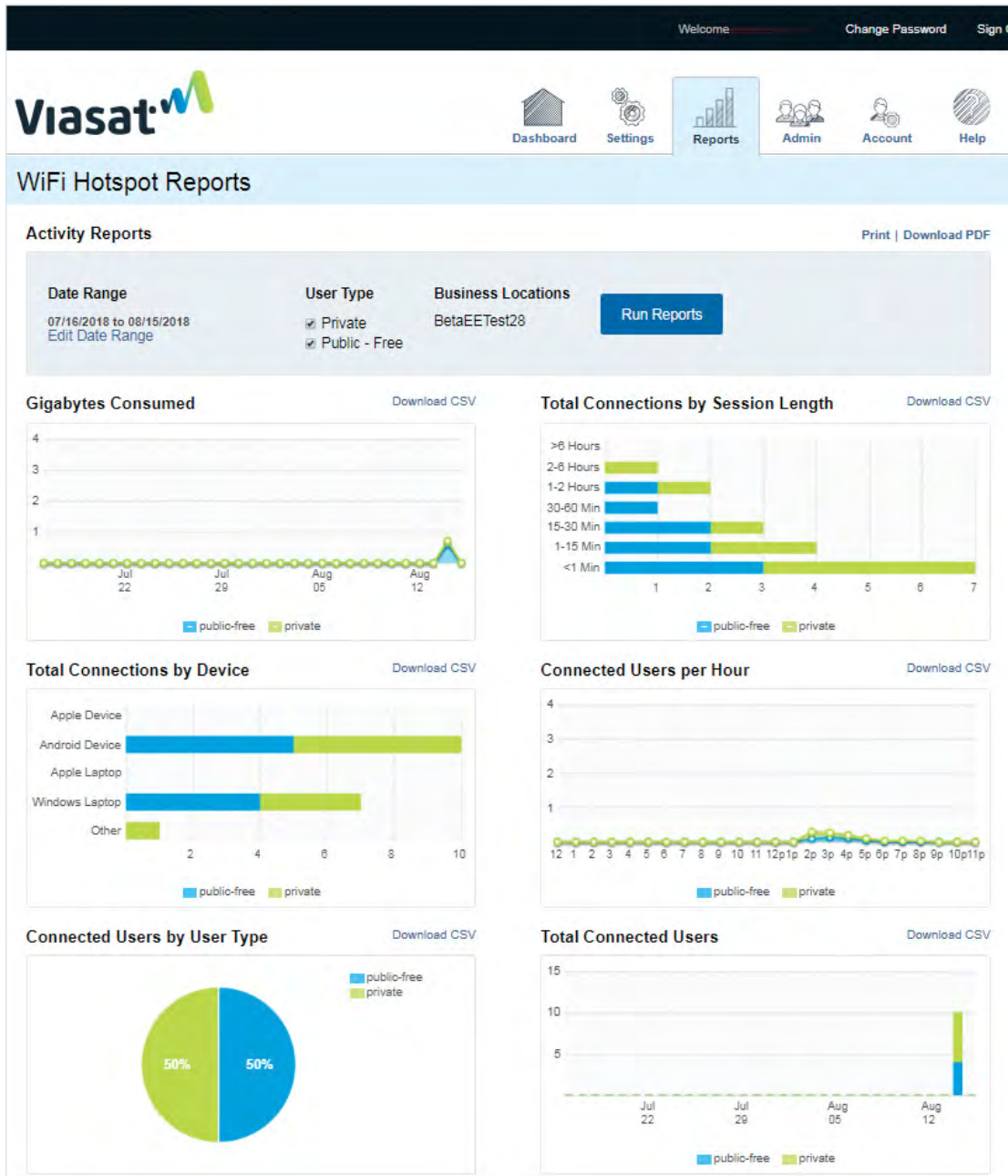
After your guests have accepted the terms and conditions on your guest portal page and entered an email address, if required, they will then see the webpage you added.

Save or cancel

Save all changes made to your network settings. When navigating from this page, if any settings were changed but not saved, you will be prompted to **continue without saving**, **save changes**, or **cancel**.

Reports tab

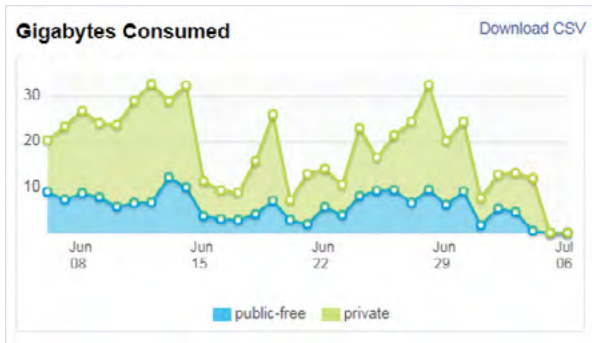
The **reports tab** provides access to six reports showing your network activity. When this page opens, the reports automatically run for all public network activity over the last 30 days. You can change the search criteria in the **activity reports** section. Select **edit date range** to view up to three months of data. The **user type** can include private, public-free, or both (public-free is selected by default). When the criteria are changed, a message displays indicating the reports are out of date because changes have been made. Click **run reports** to update all reports based on the newly-selected criteria. You can print the page of graphs or choose to download a PDF file of the reports.



The graphs show the amount of data consumed, how long users are staying connected, the numbers and types of devices used, peak usage times, the percentage of public and private users, and the number of connected users. There is no user-identifiable information contained in these reports. Your public and private networks are color-coded for easy identification. Each report may be downloaded as a CSV file, which can be imported into programs such as Microsoft Excel for analysis.

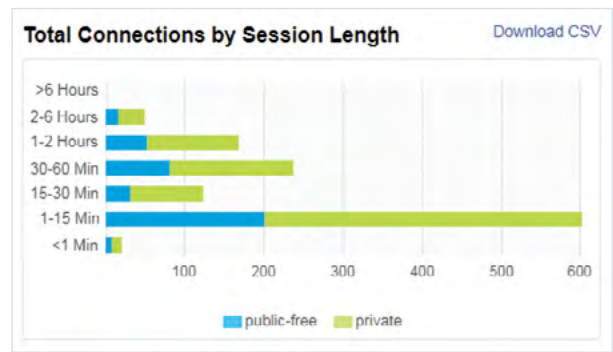
Gigabytes consumed

The **gigabytes consumed** report indicates the total data used in gigabytes (GB) over time (both upload and download). The date range selected determines the data increments displayed for the requested report.



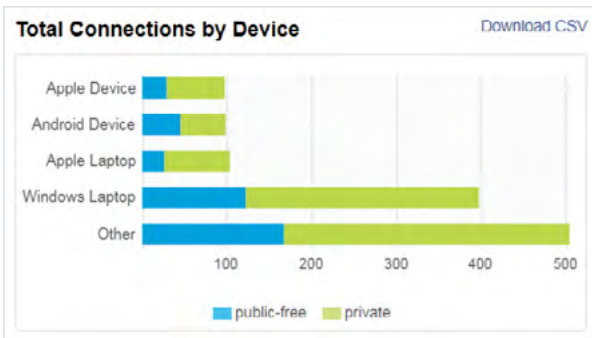
Total connections by session length

The **total connections by session length** report breaks down the connected sessions into specific increments of time. The count is based on the date range selected for the report and allows you to gauge how long your Wi-Fi users are staying connected.



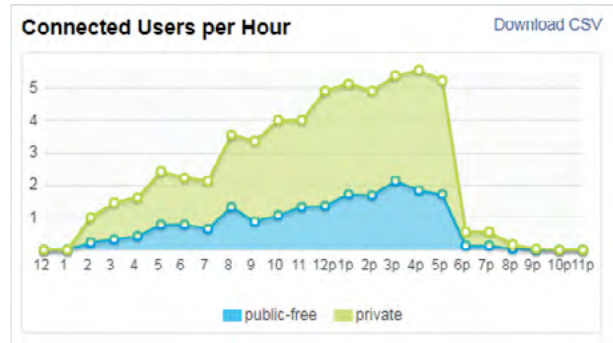
Total connections by device

The **total connections by device** report breaks down the sessions by the type of device connected based on operating system (Apple, Android, or Windows) and type (device or laptop) for the date range of the requested report.



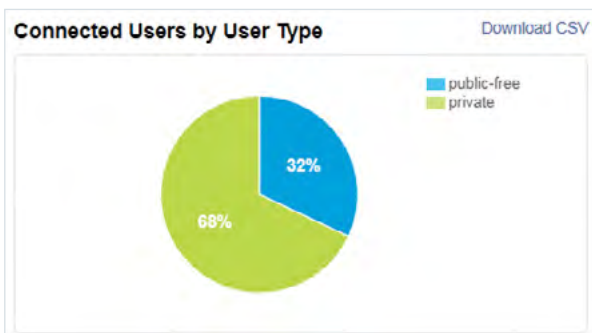
Connected users per hour

The **connected users per hour** report displays the average number of connected devices for each hour of the day for the date range selected (total number of devices connected for a specific hour divided by the total number of days included in the report). This allows you to view peak usage periods.



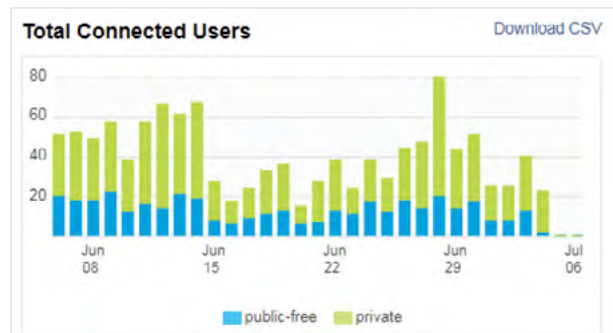
Connected users by user type

The **connected users by user type** report provides the percentage of connections for the public-free user type by default, showing as 100%. To see the percentage for each user type for the selected date range, select both the private and public-free user types, and then rerun the report.



Total connected users

The **total connected users** report shows the number of devices connected over time. The top of the bar shows the combined total of connected devices, and the individual colors represent each user type. The date range selected determines the time increments displayed: hours, days, weeks, or months.



Admin tab

The **admin tab** allows you to view and manage administrative user accounts for the management portal. The privilege level determines the amount of access given to individual users:

- › **Full:** Allows full view and edit capabilities, including adding and removing users and access to the account page
- › **Limited:** Allows full view and edit capabilities, with read-only access on the admin page and no access to the account page
- › **Read-only:** Allows read-only access, with no access to the admin or account pages

The screenshot shows the Viasat Administration interface. At the top, there is a navigation bar with the Viasat logo and icons for Dashboard, Settings, Reports, Admin (highlighted), Account, and Help. Below the navigation bar, the page title is "Administration". The main content area displays a list of users with the following fields: Full Name, Username, Email Address, and Privilege Level. The first user has a privilege level of "Full" and a greyed-out "REMOVE USER" button. The second user has a privilege level of "Read Only" and a red "REMOVE USER" button. The third user has a privilege level of "Limited" and a red "REMOVE USER" button. At the bottom of the list, there is a "+ Add New User" button. Below the list, there are "SAVE CHANGES" and "Cancel" buttons.

The admin page displays a list of existing users. The primary account will be listed first with full access. Remaining users are listed in alphabetical order by username after they are added.

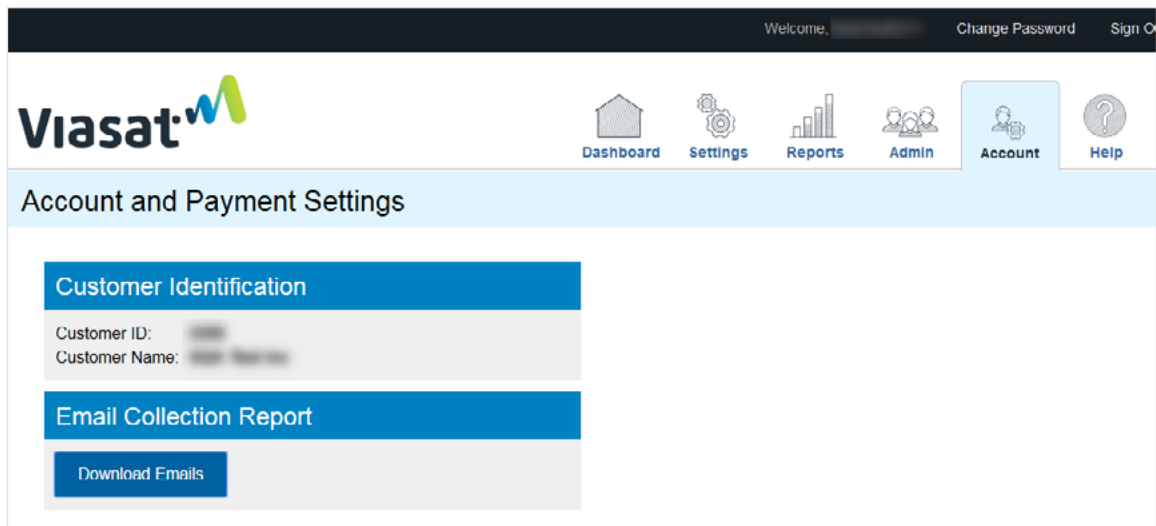
By selecting **add new user** and completing the fields, you can add an unlimited number of accounts. Obtain the user's preferred email address, which will be used to send their username and a temporary password. This email address is also used if they forget their password. Select the privilege level, and click **save changes** to add the user. Each new user will receive an email with their login credentials and instructions. To delete a user, click **remove user**. That account will be highlighted in red to signify it will be deleted; click **save changes** to complete the removal.

Users with full access can add, manage, and remove accounts, as well as access the account tab to download the email collection report. Therefore, it is recommended that employees be granted limited or read-only access.

Currently the full name and privilege level fields for added users can be updated. To change a username or email address, remove the user and add their user account again with the new information. The primary user's name can be updated; however, to change the username or email address, you must create a new user with the username and email address you want to use and select full access. After receiving the email and signing in with your new login credentials, you can delete the old account. Please note that this does not update your email address with Viasat; it only changes it on your management portal.

Account tab

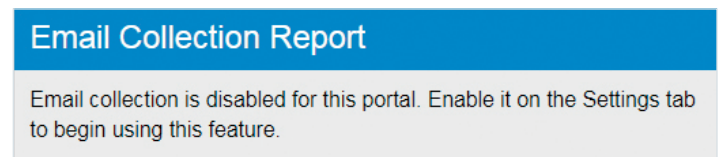
The **account tab** provides access to your customer identification. You can also download the emails collected from guests using your public Wi-Fi if you have this feature enabled.



When the email collection feature is enabled on the settings tab, the email addresses may be downloaded under the **email collection report** section by clicking **download emails**. A CSV file opens, which can be saved in programs such as Excel.

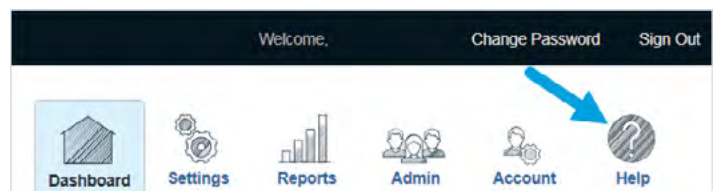
	A	B	C	D	E
1	Email				
2	j.smith@gmail.com				
3	jane.doe@gmail.com				
4	mary.jones@yahoo.com				

If the email collection feature is not enabled on the Settings tab, the “download emails” button is replaced by a notification that the feature is disabled. To use the feature, go to the **email collection settings** on the settings tab and enable it.



Help button

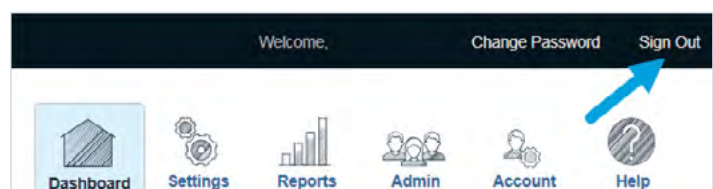
Clicking the **help button** opens an electronic version of this user guide for easy reference.



Log out of your account

To log out of your account and end your session, select **sign out** in the upper right corner.

You are now logged out of your management portal, and the sign in page displays.



Contact us

If you have any questions, please contact Business Care:

Telephone: 855-313-4111

Email: BusinessCare@Viasat.com



6155 El Camino Real | Carlsbad, CA 92009