Screen Shots

Login Page:

- **All users use same login page, Instructions for Installers**
- **Link to Forgot Password page**
- **Tries to determine Mobile Device/Screen Size (4 sizes supported)**

Small (<600px) Smart Phone
Medium (600-1000) Tablet
Large (1000-1400) PC/Laptop
XLarge (>1400) PC Wide Screen

- **New, Announcements section**

HUGHES. HughesNet.
Broadband Unbound.

Welcome to the HughesNet® Consumer and Commercial Installation Portal

Dist/Dealer/Sales Agent/ NEW! Installer - Log In

Enter your User Name: and Password: and click the "Log In" button

User Name: [_____] ❷ (Installers Account "IN" + Installer ID, example: IN1234) NEW!

Password: [_____] ❷ (Installers Password same as before, Will require immediate change)

[Log In] Forgot Password ❷

Mobile Dev: ☐ ❷ (Mobile Devices not fully supported)

Screen Size: [Large (1000-1400) PC/Laptop ▼] ❷ Actual Width: 1260px

Announcements   Date Format: (Eastern Time)
Last Update: Jan 23, 2012 13:08
Pre Authentication Note
on Login Page

System Information
▷ Please remember to read the New Work Order Process from the training website, http://elearning.hughes.net/lms/login
  "Dealers please check with your appropriate Distributor, if you have any further questions."
▷ You must have a valid unique user name and password to enter.
▷ Browser Recommendations: Microsoft Internet Explorer 7.x/FireFox 4.x or Higher (Requires JavaScript)

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Forgot Password

- Enter User Name
- And Either Phone/Email – Must match what is currently on your account
- Enter Random image text for Security Check
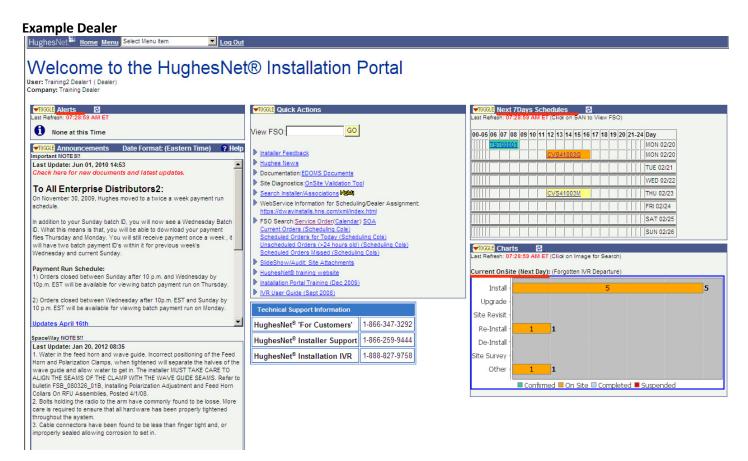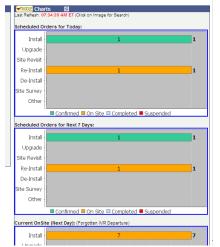- Reset password will be emailed to accounts email address

Forgot Password

Click Back to Login Page

Enter your User Name: and Verification Fields and click the "Reset Password" button
New Password will be emailed, to current email address for User Name.

User Name: [username] ❷ (Installers Account "IN" + Installer ID, example: IN1234)

One of the 2 Required Verify Phone: OR Verify Email:, Security Check: Required

Verify Phone: [5555555555]

Verify Email: [　　　　]

S43W84

Security Check: [S43W84]

[Reset Password]

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Home Page

- Is Dynamic based on Type of user, and screen size selected on Login page.
- Alerts, notify you of immediate actions (Password expires 10days, Installer Associations, Email/Phone number not setup, …
- Scheduling Chart, by the Hour **(Dealers/Installers)**
- Chart: Current OnSite (Next Day): (Forgotten IVR Departure) **(Dealers/Distributors/Installers)**
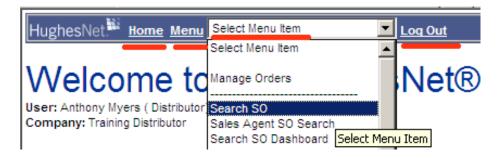- Note: We are looking into user configurable charts for Phase2

Example Dealer

Distributors – Get Stacked Bar chart, since there could be 100s of FSOs.
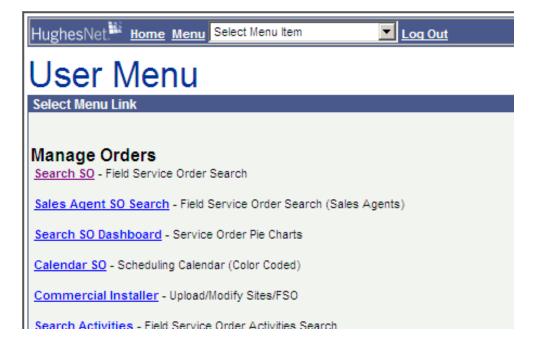
Standard Menu
- HughesNet Logo, Home, and Log Out – Same functionality
- Menus available by page, **Menu link** and/or **Single Menu dropdown** (Combined the previous 3 dropdowns)

Menu Page
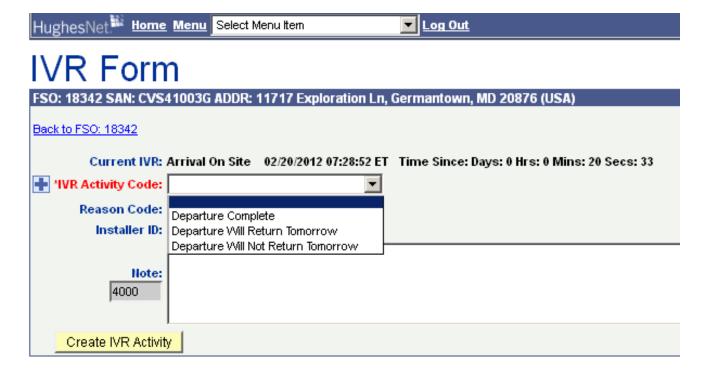- Shows all available menus with brief description

OVT- OnSite Validation Tool/IVR –Arrivals/Departures from View FSO form
- New Icons at top of View Service Order page **(Installers can see ReadOnly version)**
- **Installers – Can run OVT/IVR**

IVR Form

- Pick IVR Activity Code, Reason Code, and/or Note
- **Note: Required if Reason Code Required**
- Shows Time Since last IVR Activity, or Time OnSite if Departing

Estimate Schedule Time

- Collected on Consumer Service Orders Only
- Optional – Not required at this time
- Collected in Hour increments

MSG_SCHEDULE

- **(Optional)** XML also allows collection of Estimate Schedule Time

```
<ESTIMATE_SCHDEDULE_TIME>        <!-- Estimate Schedule Time (N/A with Enterprise), Optional (New
02/29/2012) -->
 <EST_SCHD_BEG_HR>8</EST_SCHD_BEG_HR>   <!-- Estimate Schedule Begin Time 0 to 11 (AM), 12 to 23 (PM) -->
 <EST_SCHD_END_HR>11</EST_SCHD_END_HR>  <!-- Estimate Schedule End Time 1 to 11 (AM), 12 to 24 (PM)   -->
</ESTIMATE_SCHDEDULE_TIME>
```

Assigning Installer to Service Order

- Existing Functionality, just more useful now
- Available in Form and XML Message

```xml
<?xml version="1.0"?>
<!-- SVN_VERSION=$Id: MSG_INSTALLER_ASSIGN.xml 1888 2009-08-05 18:38:24Z amyers $ -->
<!-- Installer Assignment: Example XML for msg=MSG_INSTALLER_ASSIGN -->
<HNS_Input xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="https://dwayinstalls.hns.com/xml/MSG_INSTALLER_ASSIGN.xsd">
<SO>
 <SO_ID>123456</SO_ID>   <!-- Service Order Number -->
 <INSTALLER_ID>789</INSTALLER_ID>   <!-- Installer ID to assign to, should be under your Distributor/Dealer
Hierarchy (or listed as Installer ID in our Database). -->
</SO>
<SO>                <!-- Can Assign more than 1 Service Order at a time -->
 <SO_ID>123457</SO_ID>
 <INSTALLER_ID>456</INSTALLER_ID>
</SO>
<SO>
 <SO_ID>123458</SO_ID>
 <INSTALLER_UNASSIGN>true</INSTALLER_UNASSIGN> <!-- UnAssign this Installer -->
</SO>
</HNS_Input>
```

Associating to an Existing Installer

- Dealer/Distributor – can make the association, without involving Hughes (If Installer provides Installer ID)
- Future phases will limit Installer use to only those with associations
- **Note**: we are also going to clean up/remove installers that are not being used.

Enter 1 Installer ID (Get from the Installer you want to associate to, no lookup)

After Association You'll see you have pending Associations

No.	Links	Installer ID	Assoc Status	First Name	Last Name	Installer Co Name	Installer Co Type	Assoc ID	Assoc Co Name	Assoc Co Type	Assoc Co Phone	Assoc Co Email	Office Phone	Alt Phone	Email
1		8417	Pending	Training	Installer1	N/A Until Active	TPM - Installer	42	Training Distributor	TPM - Distributor	222-3333333	bill@hns.co	N/A	N/A	N/A

Can remove existing/pending Associations, by checking this filter option and running a Search

Approve/Deny: ☑ (Check to Enable Installer Association (Approve/Remove) Collection)

Running Search, Check the Installers to remove and click Button

No.	Links	Remove	Installer ID	Assoc Status	First Name	Last Name	Installer Co Name	
1		☐	8417	Pending	Training	Installer1	N/A Until Active	TI In
2		☐	10250	Active	INST123	INST123	Test Installer	TI In

Home Page, Alert shows you have any Pending Associations

User: Anthony Myers (Distributor)
Company: Training Distributor

TOGGLE **Alerts**
Last Refresh: 08:02:09 AM ET

⚠ Notice: Pending Installer Associations (1)

Click To View

Now, the Installer must accept the Association, Similar alert on their Welcome page

HughesNet. **Home Menu** | Select Menu Item ▼ | **Log Out**

Welcome to the HughesNet®

User: Training Installer1 (Installer)
Company: Training Dealer (Installer)

TOGGLE **Alerts**
Last Refresh: 08:03:18 AM ET

⚠ Notice: Pending Installer Associations (1)

Click To View/Approve

Installer has option to Approve or Remove

Installer/Associations Search

TOGGLE **Selection Criteria**

Search Results

Approve/Remove Associations | Select All Approve Select All Remove | Clear All

Result Page(s) Previous Next [1] (1 - 2 of 2)

No.	Approve	Remove	Installer ID	Assoc Status	First Name	Last Name	Installer Co Name	Installer Co Type	Assoc ID
1	☑	☐	8417	Pending	Training	Installer1	Training Dealer (Installer)	TPM - Installer	42
2		☐	8417	Active	Training	Installer1	Training Dealer (Installer)	TPM - Installer	-8

After Approval, Dist/Dealer can now see Installer Information and use this Installer on Closure/Service Order Activities.

No.	Links	Installer ID	Assoc Status	First Name	Last Name	Installer Co Name	Installer Co Type	Assoc ID	Assoc Co Name	Assoc Co Type	Assoc Co Phone	Assoc Co Email	Office Phone	Alt Phone
1		8417	Active	Training	Installer1	Training Dealer (Installer)	TPM - Installer	42	Training Distributor	TPM - Distributor	222-3333333	bill@hns.co	11-111	888-8888888

Note: There are Still Installers that are Contacts to Distributor/Dealers (Have Dist/Dealer logins with Installer Flag set), these Installers cannot be used by other Dist/Dealers, and must be setup by Hughes.

You can tell these apart, by their Company Type.
TPM – Dealer/Distributor – Are direct Contact
TPM – Installers, are independent contractors

Installer Co Name	Installer Co Type	Assoc ID
Training Dealer	TPM - Dealer	-3
Training Distributor	TPM - Distributor	-2
Training Dealer (Installer)	TPM - Installer	42