

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: ? (Installers Account "IN" + Installer ID, example: IN1234) **NEW!**

Password: ? (Installers Password same as before, Will require immediate change)

[Forgot Password](#) ?

Mobile Dev: ? (Mobile Devices not fully supported)

Screen Size: ? 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: ⓘ (Installers Account "IN" + Installer ID, example: IN1234)

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

Verify Phone:

Verify Email:



Security Check:

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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

Welcome to the HughesNet® Installation Portal
 User: Training2 Dealer1 (Dealer)
 Company: Training Dealer

Alerts
 Last Refresh: 07:28:59 AM ET
 None at this Time

Announcements Date Format: (Eastern Time) ? Help
Important NOTE!!
 Last Update: Jun 01, 2010 14:53
 Check here for new documents and latest updates.
To All Enterprise Distributors2:
 On November 30, 2009, Hughes moved to a twice a week payment run schedule.
 In addition to your Sunday batch ID, you will now see a Wednesday Batch ID. What this means is that, you will be able to download your payment files Thursday and Monday. You will still receive payment once a week, it will have two batch payment ID's within it for previous week's Wednesday and current Sunday.
Payment Run Schedule:
 1) Orders closed between Sunday after 10 p.m. and Wednesday by 10p.m. EST will be available for viewing batch payment run on Thursday.
 2) Orders closed between Wednesday after 10p.m. EST and Sunday by 10 p.m. EST will be available for viewing batch payment run on Monday.
 Updates April 16th
SpaceWay NOTES!!
 Last Update: Jan 01, 2012 08:35
 1. Water in the feed horn and wave guide. Incorrect positioning of the Feed Horn and Polarization Clamps, when tightened will separate the halves of the wave guide and allow water to get in. The installer MUST TAKE CARE TO ALIGN THE SEAMS OF THE CLAMP WITH THE WAVE GUIDE SEAMS. Refer to bulletin FSB_080326_01B, Installing Polarization Adjustment and Feed Horn Collars On RFU Assemblies, Posted 4/1/08.
 2. Bolts holding the radio to the arm have commonly found to be loose. More care is required to ensure that all hardware has been properly tightened throughout the system.
 3. Cable connectors have been found to be less than finger tight and, or improperly sealed allowing corrosion to set in.

Quick Actions
 View FSO: GO
 ▶ Installer Feedback
 ▶ Hughes News
 ▶ Documentation:EDOMS Documents
 ▶ Site Diagnostics:OnSite Validation Tool
 ▶ Search Installer/Associations **NEW!**
 ▶ Webservice Information for Scheduling/Dealer Assignment: <https://dvwainstalls.hns.com/xml/index.html>
 ▶ FSO Search:Service Order(Calendar) SOA
 Current Orders (Scheduling Cols)
 Scheduled Orders for Today (Scheduling Cols)
 Unscheduled Orders (>24 hours old) (Scheduling Cols)
 Scheduled Orders Missed (Scheduling Cols)
 ▶ SlideShow/Audit: Site Attachments
 ▶ HughesNet@training website
 ▶ Installation Portal Training (Dec 2009)
 ▶ IVR User Guide (Sept 2008)

Next 7 Days Schedules
 Last Refresh: 07:28:59 AM ET (Click on SAN to View FSO)

00-05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21-24	Day
																	MON 02/20
																	MON 02/20
																	TUE 02/21
																	WED 02/22
																	THU 02/23
																	FRI 02/24
																	SAT 02/25
																	SUN 02/26

Charts
 Last Refresh: 07:28:59 AM ET (Click on Image for Search)
Current OnSite (Next Day): (Forgotten IVR Departure)

Install	5	5
Upgrade		
Site Revisit		
Re-Install	1	1
De-Install		
Site Survey		
Other	1	1

 Legend: Confirmed (Green), On Site (Orange), Completed (Blue), Suspended (Red)

Technical Support Information

HughesNet® 'For Customers'	1-866-347-3292
HughesNet® Installer Support	1-866-259-9444
HughesNet® Installation IVR	1-888-827-9758

Scheduled Orders for Today:

Install	1	1
Upgrade		
Site Revisit		
Re-Install	1	1
De-Install		
Site Survey		
Other		

Scheduled Orders for Next 7 Days:

Install	1	1
Upgrade		
Site Revisit		
Re-Install	1	1
De-Install		
Site Survey		
Other		

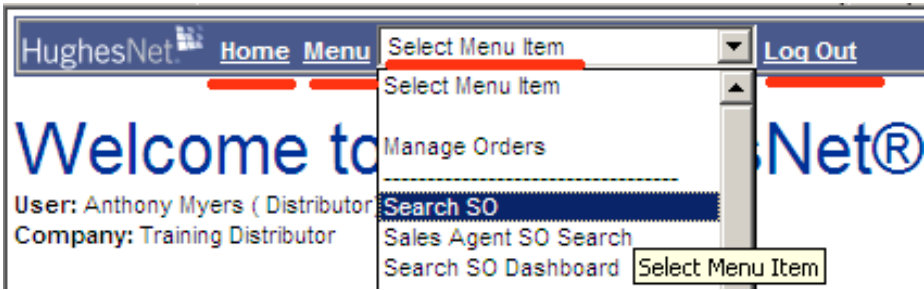
Current OnSite (Next Day): (Forgotten IVR Departure)

Install	7	7
---------	---	---

Distributors – Get Stacked Bar chart, since there could be 100s of FSOs.

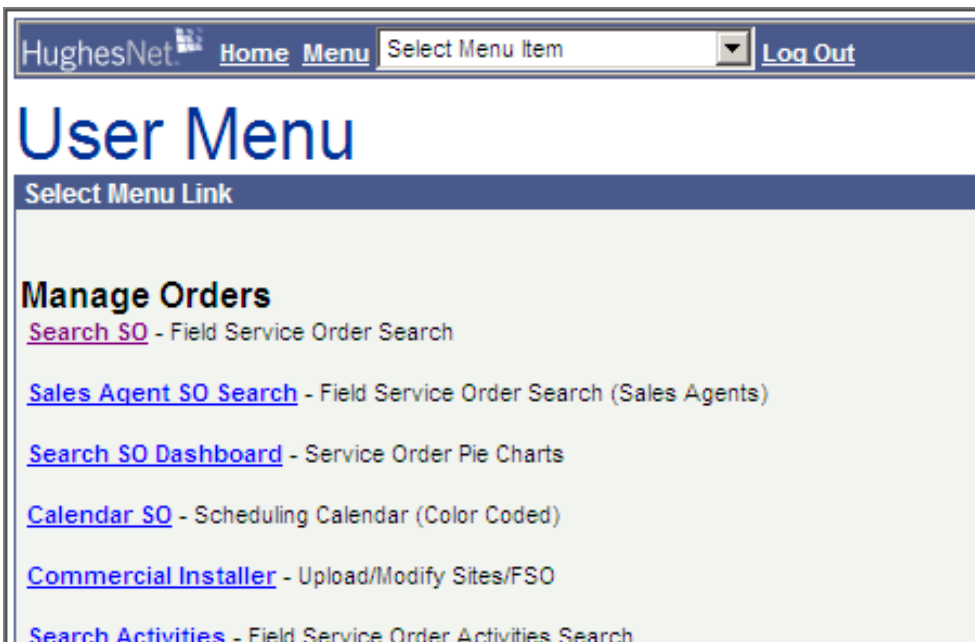
Standard Menu

- HughesNet Logo, Home, and Log Out – Same functionality
- Menus available by page, **Menu link** and/or **Single Menu dropdown** (Combined the previous 3 dropdowns)



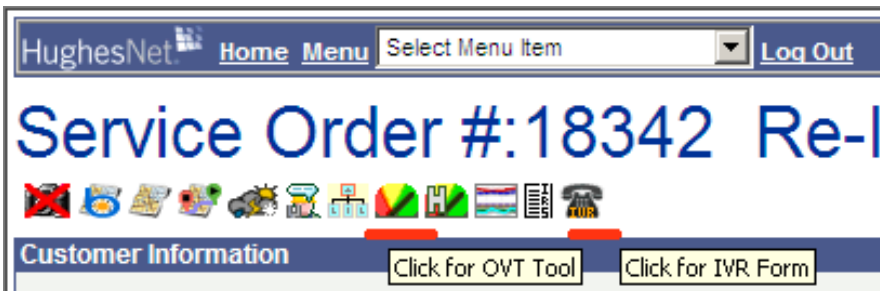
Menu Page

- 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

HughesNet [Home](#) [Menu](#) [Log Out](#)

IVR Form

FSO: 18342 SAN: CVS41003G ADDR: 11717 Exploration Ln, Germantown, MD 20876 (USA)

[Back to FSO: 18342](#)

Current IVR: Arrival On Site 02/20/2012 07:28:52 ET **Time Since: Days: 0 Hrs: 0 Mins: 20 Secs: 33**

IVR Activity Code:

Reason Code:
Departure Complete
Departure Will Return Tomorrow
Departure Will Not Return Tomorrow

Installer ID:

Note:
4000

[Create IVR Activity](#)

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Estimate Schedule Time

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

Last Schedule Change Requested By: Installer **Last Schedule Change Reason Code:** Customer HQ Requested

Tentative Schedule Date: 10/29/2009 **Tentative Schedule Time:** PM

Confirm Schedule Date: 02/20/2012 **Confirm Schedule Time:** AM **Next Day Confirm:**

Schd Est. Begin Time: 06:00 (24hr) **Schd Est. End Time:** 09:00 (24hr) **Schd Est. Duration:** 3hrs


MSG_SCHEDULE

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

```
<ESTIMATE_SCHEDULE_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_SCHEDULE_TIME>
```

Assigning Installer to Service Order

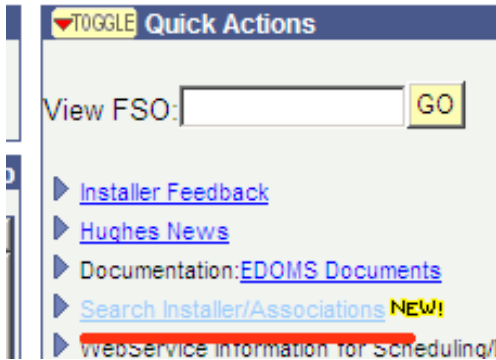
- Existing Functionality, just more useful now
- Available in Form and XML Message

Order Assignment Information		
Distributor: Training Distributor - 51	Dealer: <input type="text" value="52"/> <input type="text" value="Training Dealer - 52"/>	Installer: <input type="text" value="8417"/> Installer1  Training
Dist Phone: (222) 3333333 Dist Email: bill@hns.co	Dealer Phone: (999) 9999999 Dealer Email: anthony.myers@hns.co	Instlr Phone: (11) 111 Instlr Email: abc@xvz.com

```
<?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**)

Installer/Associations Search

Enter ONE Installer ID

After Association You'll see you have pending Associations

Search Results																
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


Search Results																
<input type="button" value="Remove Associations"/> Select All Remove Clear All																
No.	Links	Remove	Installer ID	Assoc Status	First Name	Last Name	Installer Co Name	In C								
1		<input type="checkbox"/>	8417	Pending	Training	Installer1	N/A Until Active	TI In								
2		<input type="checkbox"/>	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](#) [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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8417	Pending	Training	Installer1	Training Dealer (Installer)	TPM - Installer	42
2	<input type="checkbox"/>	<input type="checkbox"/>	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.

Search Results														
Result Page(s) Previous Next [1] (1 - 9 of 9)														
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
1	Training Dealer (Installer)	TPM - Installer	42