

General:

Q1: What is the website link for OSQRE?

A: [osqre.pt.viasat.us](https://osqre.pt.viasat.us)

Q2: What does OSQRE stand for?

A: Operations Supplier Quality Record Exchange.

Login:

Q3: What Domain Name do I need to use to login to OSQRE?

A: For internal users, the Domain Name is Viasat. For external users, the Domain Name is ViaExt.

Q4: I do not know my credentials to login to OSQRE. What do I do?

A: Call the Viasat IT Service Desk at 760-476-2345 (Mon-Fri 4:00am PT - 7:00pm PT) or for after-hours service: 866-894-1806 to have your password reset. OSQRE accounts expire after three months of inactivity so the IT team may need to reset your account. For additional troubleshooting, contact [OSQRE@viasat.com](mailto:OSQRE@viasat.com)

Q5: I have the correct credentials for OSQRE but still cannot login. What do I do?

A: OSQRE accounts need to be given permission to specific entities within OSQRE before a user can login to the system. If your account has not been assigned to any entity, you will be unable to login. Contact [OSQRE@viasat.com](mailto:OSQRE@viasat.com) to have your permissions updated.

File Upload:

Q6: Why is my file upload failing?

A: Every file type in OSQRE has a required file naming convention that verifies the file's meta-data prior to allowing a file to be uploaded. Ensure you are following the file naming convention for the file you are trying to upload. Hovering over the file type will show the expected file naming pattern for that file type.

Q7: I am following the file naming convention but my file still will not upload.

A: OSQRE requires every field to follow specified formats. Sometimes that format is configured incorrectly. Contact [OSQRE@viasat.com](mailto:OSQRE@viasat.com) with a screenshot of the error you are seeing and the filenames of the files you are trying to upload for additional help.

Q8: Can I see all the files I have uploaded into OSQRE?

A: Due to security concerns, external users are not able to view or download files uploaded into OSQRE. Users can manually enable email notifications to get a record of the files they have uploaded.