AT&T

Testing Environment Staging Tool (TEST)
User Training Guide
Date: 08/12/12 – Version: 6.0

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About This Manual

Objective

This document is designed to be a self-training user guide for the AT&T Testing Environment Staging Tool (TEST). The objective is to facilitate the user's understanding of how to use TEST for the Internet-based submission implementation and testing requests.

Audience

The *AT&T Testing Environment Staging Tool User Training Guide* is intended for Competitive Local Exchange Carriers (CLECs) who order local exchange products and services, Wireless Service Providers (WSPs) who are using local ordering systems for wireless local number portability (WLNP) orders, and software vendors who provide OSS products and services to CLECs and WSPs doing business in the AT&T Southeast region and who are certified under the Software Vendor Process (SVP) program.

Whenever the word "customer" appears in this guide it refers to CLECs, WSPs, and SVP vendors, except when specifically referencing "end user customers."

How to Use This Guide

The *AT&T Testing Environment Staging Tool User Training Guide* contains screen shots of each screen available to the end user in the application, and step-by-step instructions on how to fill out the fields on each screen. The guide may be used both for initial training and as a follow-up reference tool. We recommend that during initial training, the sections be studied in the order given. The latest copy of the TEST user guide can be found at http://wholesale.att.com/clectest/birt.html.

TEST System Requirements

Hardware and Software Requirements

The following hardware and software are required for TEST Access: PC
with Microsoft® Windows 98 or higher Microsoft® Internet Explorer Version
5.5 or higher Monitor with screen area of 1024 x 768 Internet connection

Browser Settings

In order for TEST users to be able to click the 'Back' button without losing data, the following options
should be selected in Microsoft® Internet Explorer:
1. Open Internet Explorer
2. From the toolbar, go to Tools � Internet Options
3. Click on the Advanced tab
4. Scroll down to the Security section
5. Confirm that the checkbox for "Do not save encrypted pages to disk" is unchecked

Printing from TEST

Print Friendly Option

A Print Friendly Version option on all profile screens will enable the user to print out a text-only version of the screen. With this option the user can see all of the characters in unrestricted comment fields. This option is available only in 'View' mode after the profile has been submitted. To access the Print Friendly Version option use the "Print Friendly Version" option hotlink at the top of the profile screens.

Printing directly from a Web page

If the user wants to print the full graphics webpage from TEST using the 'File – Print' process, for best results we recommend the following printer settings:

- Paper Size – Letter
- Page Orientation – Landscape
- Left Margin – 0.75"
- Right Margin – 0.75"
- Top Margin – 0.5"
- Bottom Margin – 0.5"

Passwords

The AT&T Testing Environment Staging Tool is a password-protected website. All authorized TEST users within a company will have access to all of that company's information stored in the application. Each CLEC/WSP/Vendor should designate a System Administrator as a single point of contact to request new passwords, changes, and deletions. To ensure security for sensitive information, AT&T highly recommends that the CLEC/WSP/Vendor System Administrator issue passwords only to those individuals with a need to see and/or modify the information in the system.

 In order to obtain a password, CLECs/WSPs/Vendors must do the following:

1. Select an authorized System Administrator who will be the official contact with AT&T for obtaining, deleting, and modifying passwords. *NOTE:* It is highly recommended that there be at least one backup administrator.

2. Download the AT&T Testing Environment Staging Tool User Access Request Form from the AT&T Interface Implementation and Testing website:
   http://wholesale.att.com/clectest/birt.html

3. Complete and re-save the document, and e-mail to your Wholesale Support Specialist. If you are not certain who your Wholesle Support Specialist, e-mail the form to: electronic.interfaces@att.com

4. The Wholesale Support Specialist manager will send the requested password(s) via e-mail to the authorized CLEC/WSP/Vendor representative. NOTE: *Only* the authorized CLEC, WSP, or Vendor System Administrator and backup(s) may request and receive copies of user names and passwords from AT&T. Requests from unauthorized personnel will be rejected.

5. The first time a user logs in, TEST will ask the user to create a new password known only to the user. Users will be instructed to create a new password every 60 days.

6. TEST will not lock out a user following password expiration; the system will simply wait until the next login to request that the user change the password.

7. Users who forget their password may ask their Wholesale Support Manager to create a new one, or they may send an e-mail requesting a new password to electronic.interfaces@att.com. Users should include name, company name, and TEST User ID in the e-mail. Whenever the TEST Administrator creates a new password for a user, the user will be required to create another new password after logging in with the Administrator-created password. AT&T reserves the right to request verification of user privileges with the customer's System Administrator before re-creating a password.

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Password Protocol

The following password protocol must be followed:

1. The password must have at least 6 characters.
2. The password cannot have more than 8 characters.
3. The password must contain at least 1 alpha character.
4. The password must contain at least 1 numeric character.
5. The password must contain at least 1 special character.
6. The following special characters are allowed: ! @ # $ % ^ & * ( ) - _ [ ] { } ,
< > . / ? |
7. Users may keep a password for no more than 60 days.
8. Notification of pending password expiration will be given.
9. Users may not reuse any of their last 5 passwords.
10. If a user's password has expired, the user will be allowed to login and change the password.
11. The TEST Administrator will review the list of users whose passwords have been expired for an extended period of time, and will check with the CLEC/WSP/Vendor primary contact to confirm that the user is still authorized to use TEST.
12. CLEC/WSP/Vendor primary contacts should notify the TEST Administrator if any of their user ids/passwords need to be deleted from the system. Notify the TEST Administrator at electronic.interfaces@att.com.
13. If a user forgets the password and needs to reset, the user should contact the TEST Administrator.

Tips for Creating Secure Passwords

To make it harder for anyone to "crack" your password, here are some suggestions for how to create a more secure password.

1   Do not choose a trivial password that is easy to guess, such as one based on your name, family, occupation, pet's name, birthday, address, or other personal characteristic.
2   Don't use any of the above spelled backward.
3   Use a seemingly random selection of letters, numbers, and characters.
4   Do not use your User ID as your password.
5   Do not use a word found in dictionaries, spelling lists, etc.
6   Do not use keyboard sequences such as 'asdfghj'
7   Do not use a sample password obtained from a website, book, or other source.
8   Do not write your password down and store it in an accessible place.
9   Combine upper and lowercase letters in the password.

Some suggestions: Use the first letters (along with numbers and special characters) of the title or a phrase from a song, book, proverb, etc. For example:
4cb2td! (4 calling birds 2 turtledoves!)

Create your own special phrase and use the first letters/numbers/characters: w#1?w#1! (Who's #1? We're #1!)

Create a phrase, use the first letters of each word, and insert random numbers and characters:

Phrase: My dog has fleas Mnemonic: Mdhf Insert numbers/characters: M2dh*f!
There are many websites that give excellent suggestions for creating strong passwords. Using any search engine, enter 'password suggestions' or 'strong passwords' or any similar search
Changing Passwords

To change the password, click on the "Change Password" button on the main page toolbar (see Figure 7). The following pop-up screen will appear:
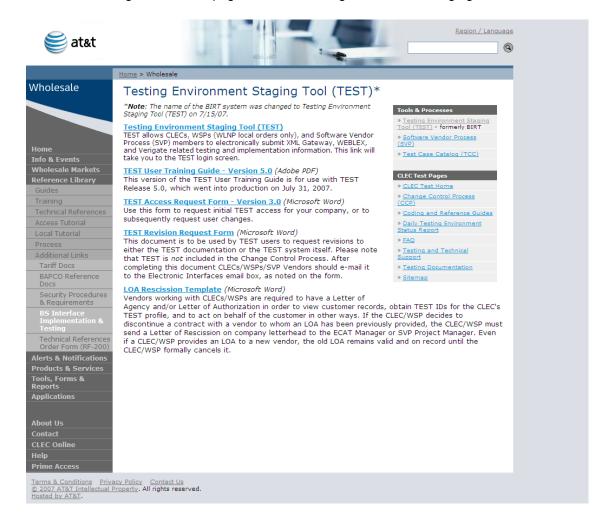

Change Password Screen If a user forgets his/her password and must ask AT&T to create a new password, the new password created by AT&T will be a temporary password. After the user logs in with this password the change password screen will appear and the user will have to enter a new password. This ensures that no one except the user knows the password.

Access to TEST

Access Via AT&T Interface Implementation and Testing Home Page :

1 On the Internet, go to the AT&T Interface Implementation and Testing Home Page, at URL http://wholesale.att.com/clectest/birt.html

2 On the right side of the page, click on "Testing Environment Staging Tool"
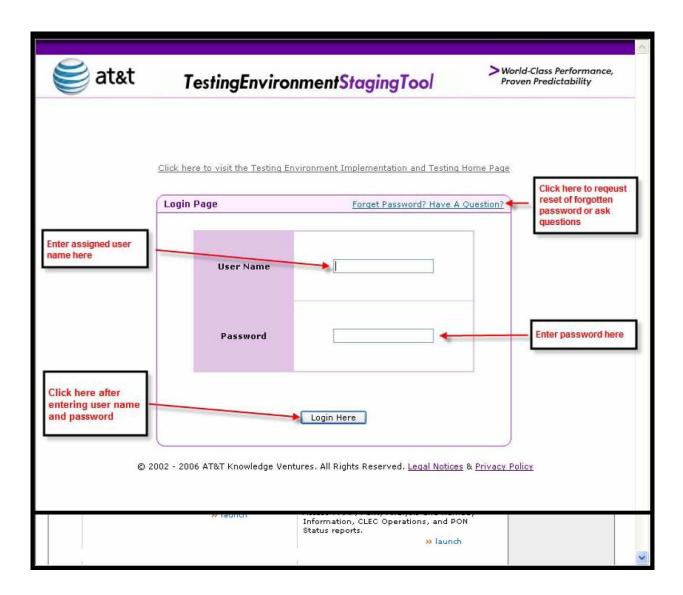
System Log-In Page

Login Process

The first page of the TEST website is the login page. To log on to the system do the following:

Type in the assigned user name; user IDs are *not* case sensitive Type in the assigned password; passwords *are* case sensitive Click the "Login Here" button or click "Enter" on your keyboard

TEST User Main Page

From the TEST user main page the user has access to the Company Profile and Test Requests
Profile Deletion

AT&T cannot retrieve or re-create TEST profiles after they have been deleted. Due to the potential problems that could arise if profiles are deleted in error, only a limited number of AT&T TEST Administrative Users are authorized to delete TEST profiles. Customers are not authorized to delete profiles. CLECs/WSPs/Vendors are responsible for ensuring that profile deletion requests have been reviewed and confirmed prior to requesting action from the AT&T TEST Administrator. AT&T does not accept responsibility for deletions requested in error.

When requesting profile deletions, CLECs/WSPs/Vendors must include the profile type, name, and number of each profile to be deleted. All requests must be in writing (e-mail); AT&T will not accept verbal requests for profile deletions. If anyone other than the primary contact person requests a profile deletion, AT&T reserves the right to confirm with the primary contact that the person requesting the deletion is authorized to do so.

The Company Profile section stores general information about the CLEC/WSP/Vendor, including company name and address.

View

The user selects one of two page views: View only those records created by the viewer (determined by User ID and Password) View all records associated with the viewer's company

View List of TEST User IDs

Only the primary contact person listed in the Company Profile will see this hotlink. Upon clicking the hotlink the primary contact person will see a list of all users with TEST IDs to access profiles for this company.

Test Requests

In the Test Requests section, the user may create individual test reqeusts:

a. ID – system-assigned ID for each individual test request

b. Name – the name given to the individual test request
c. Status – indicates where the test request is in the testing process
d. Date Modified – indicates the date the test request was entered into the system
e. Action - icons match Action Icon Legend; user indicates which action he/she wants to take (view, modify, save as, view history)

NOTE: All fields marked with an asterisk are required fields, and must be populated in order to successfully submit the profile or test request. If any items or fields are missing the TEST system will return an error message stating which data elementes are missing or required.

Profile Modification Notice

Whenever a user clicks the "modify" button to modify any profile, a screen will pop up that gives the name of the last person to modify this profile, and the date and time the screen was modified. NOTE: The time shown on this screen is always Central Time.

Figure 9 – Modify Profile Access Notice

In TEST, it is possible for more than one user to access a profile simultaneously. Although this is not a common occurrence, it is critical that users who are modifying the profile be aware when this does happen. If two users are modifying a profile simultaneously, the new information in the profile that is submitted first will be deleted when the second user clicks "submit."

By reviewing this pop-up screen prior to modifying the profile the user will know when the profile was last accessed for modification. If the screen indicates that someone has recently accessed the profile within a time period that may indicate that the first user is still using the profile, the second user should check the profile history log to confirm that the first user has completed the modifications before opening the profile

Company Profile

The Company Profile includes general information about the CLEC/ WSP/ Vendor ("company"). This profile will also be used in conjunction with any system profiles created by the individual company. A Company Profile must be created in TEST before any System Profile or Test Request may be created. The Company Profile should be created/modified when the company wants to:

•   Use TEST for the first time
•   Modify company information
•   Establish a new interface using LAN physical or dedicated internet connectivity
•   Add/change IP addresses
•   Configure LAN settings

Create a New Company Profile

The first time a company logs on to TEST the Company Profile section of the Welcome Screen will have "Create Company Profile" as an option in the top right-hand corner of the screen.
1. Log on to TEST
2. In the Company Profile frame on the home page click on 'Create Company Profile'
3.   Make the necessary entries to the Company Profile form
4.   Clicke the "Create Profile" button

Modify an Existing Company Profile

To modify an existing Company Profile, the company should
1. Log on to TEST
2. In the Company Profile frame on the home page, click on "Modify"
3. Make the necessary changes to the Company Profile form – see next page
4. Click the 'Modify Profile' button

Hold Status

If you want to save a profile temporarily in 'hold' status thus bypassing system edits and e-mail notifications:

- • Profile name and Profile Effective Date fields must be populated in order to save a profile in Hold Status
- ⑩ Select 'Hold' from the Profile Status box at the top of the page

Select 'Hold' from the Profile Status box at the top of the page
- • o The status will be marked 'Hold' on the main page and the profile will be available for completion at a later time.
- • o Any user with authorized access to the company's TEST screens may complete and submit a held file.

When a user selects the 'hold' box on any profile screen, the following message will appear

Figure 20 – Bypass Validations Message

This message indicates that no validations will be performed on the profile while it is in 'hold' status, and the profile will not be submitted to the AT&T managers for review.
- • After click "OK", the user *must* also click 'submit' at the bottom of the profile screen. If the user does not click 'submit' the information on the profile will not be placed on hold and the data will be lost when the user logs off the system.
- • The "Thank You For Your Submission" screen (see Successful Submission of Profiles section) indicates to the user that the profile has been saved and the data can be retrieved at a later time.

Submitting a Completed Form

When you have completed the form and are ready to submit it via TEST to AT&T for review, click 'Create Profile' (if new) or 'Modify Profile' (if updating).

If you are creating a new profile the following message box will appear:

Error Log – Company Profile

After the user clicks the 'submit' button, TEST does an error check for missing field entries or fields that contain illegal characters. If errors are found, the user will see a screen containing the error log for the Company Profile
Click 'Create Profile' or 'Modify Profile'

Procedure for Error Correction

1. Review the list of errors
2. Complete the missing fields and make other corrections as needed
3. If everything is correct and you want to submit the changes click 'Yes'.
4. If there are errors or if you want to make additional modifications click 'No' to return to the profile screen.
5. After the profile is successfully submitted, the user will see the "Thank you for your submission" screen. If this screen does not appear, the profile was not successfully saved in TEST. Return to the profile and re-submit.

Change Verification Screen

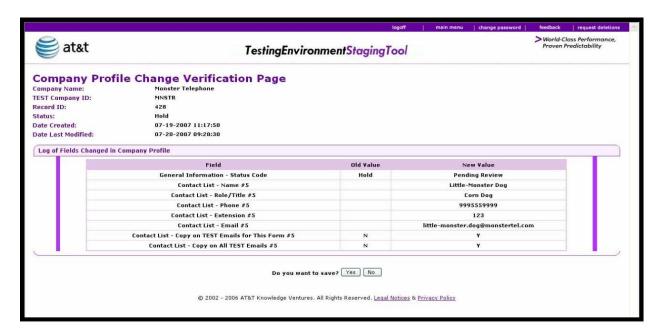After all errors are corrected, or if there are no errors, the change verification screen will appear.

Figure 23 – Company Profile Change Verification Page and E-Mail Notification

 Process

1. CLEC/WSP/Vendor enters appropriate information, then clicks the 'Submit' button.
2. After the Company Profile is submitted and passes all on-line verifications, the profile will be placed in 'Pending Review' status.
3. When AT&T begins the review process, the status will be changed to 'Under Review'.
4. If AT&T determines that a planning meeting is needed, the customer will be notified.
5. If additional information is needed, the status will be changed to 'Clarification'.
        a. Customer will modify the appropriate section in TEST and re-submit
6. If all information is correct as submitted, AT&T will change the status to 'Review Complete' and then to 'Final'.

TEST Revision Requests

A TEST Revision Request Form (Microsoft® Word format) is available on the TEST page of the AT&T Interface Implementation and Testing website (http://wholesale.att.com/clectest/birt.html). CLECs, WSPs, and SVP Vendors should use this document to request revisions to either the TEST documentation or the TEST system itself. After completing this document CLECs/WSPs/SVP Vendors should email it to the Electronic Interfaces email box (Electronic.Interfaces@att.com) as noted on the form. Please note that TEST is *not* included in the AT&T Change Management Process (CMP). CMP will not accept any requests for changes or enhancements to TEST.

A list of pending and completed enhancements to the TEST system is also available on the AT&T Interface Implementation and Testing website.

Change History:

Version	Issue Date	Revision
1.0	n/a	Initial release
1.1	11/18/02	Deleted error log section; replaced with individual error log screen views for TAG/EDI/LENS System Profiles and Test Request Profile forms
2.0	3/17/03	Added EDI, LENS, XML Details
2.2	8/22/03	New URL Location
2.3	8/30/03	Added LENS ID section
3.0	11/26/03	History Log details added
3.1	1/15/04	New Password Protocols
4.0	4/30/04	Update to entire document-corrections, additonal details etc
4.1	7/22/04	Hold Details added
4.2	10/11/04	Create test request details added
4.3	12/16/04	Profiles section udpated
5.0	7/31/07	Changed BIRT to TEST and BellSouth references changed to ATT
6.0	8/12/12	Entire revision to simplify and update document. References to EDI, LENS and TAG removed