

WHLS eRepair GUI External Administrator Guide

Issue 1.0



© 2007 AT&T Intellectual Property. All rights reserved.
AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.

Table of Contents

Item	Slide #
Revision History	3
Introduction	4
Overview	5
What's in it for You?	6
Requirements	7
Logging into the System	8
Additional Navigation menu Options	9
Add a User	10
Confirmation (with temporary password)	13
Sample E-Mail Sent to the User	14
Find User	15
Reviewing the User Information	18
Resetting the Password for a User	19
Confirmation (reset password executed)	20
Sample E-Mail	21
Review	22

Revision History

Date	Issue	Changes
11/09/07	1.0	Initial Release of the WHLS eRepair GUI External Administrator Guide

Introduction

- This WHLS eRepair GUI External Administrator Guide is intended to become a reference source as well as the initial training document for this user
- Beginning with the next slide, the notes attached to each slide contain a "script" that can serve as:
 - The dialogue for an Instructor Led Class
 - Text for a self-paced training package
 - Reference material for later use

Overview

- Purpose
 - The WHLS eRepair system allows each client company to have an External Administrator (EA) to manage their users
 - This material is intended for these individuals
 - This material will provide you with the skills necessary to perform the External Administrator task.

Script:

Welcome to the AT&T SE WHLS eRepair External Administrator (EA) training program. This program is designed to teach you how to perform the tasks of generating and managing WHLS eRepair users in your company.

***Note:** This interface enables you to create and view status changes on trouble reports and the ability to initiate AutoTest on “designed” circuits in the AT&T SE Region (former BellSouth).*

Throughout this material the term “AT&T” refers to the AT&T SE Region.

What's in It for You?

- By allowing clients to administer their own user population improves the overall operation for the client
 - Minimizes delays in setting up new users
 - Local control of resetting passwords
 - Develops the in-house expertise to support the user population

Requirements

- The External Administrator is also an eRepair user
- Become familiar with the system by taking the WHLS eRepair User Training course

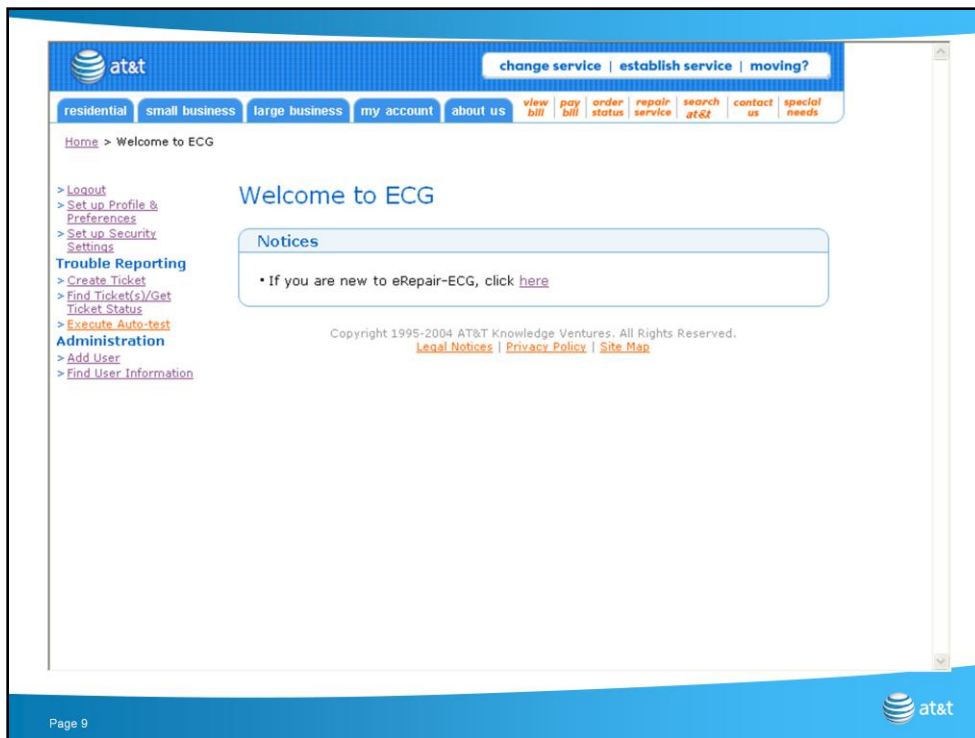
When your company decided to transition to the WHLS eRepair GUI from CPSS-TA, you were designated to be the “External Administrator” (EA). Your user_id was created by EC Support as they defined your company into the system. eRepair automatically e-mailed you your temporary password.

A given company may have more than one EA and we recommend limiting it to two – a primary and then a backup.

Should you have any problems with your account (i.e., forgot your password), you have to contact EC Support (888-462-8030) for assistance. One EA can not access / modify another EA’s account.



You will log into the system just as any other user and reset your initial password as described in the “user training”



From the initial Welcome screen, the only way to tell that you are an EA is the fact that you have several “Administration” options in your Navigation menu.

Note: To demonstrate that an EA is also a user, you may have noticed that some of the screen shots in the User Training material are actually EA screens (because Administration options are shown in the navigation menu).

To add a new user to the system, select the “Add User” option in your navigation menu.

[Logout](#)
[Set up Profile & Preferences](#)
[Set up Security Settings](#)
Trouble Reporting
[Create Ticket](#)
[Find Ticket\(s\)/Get Ticket Status](#)
[Execute Auto-test](#)
Administration
[Add User](#)
[Find User Information](#)

Add User

* required fields

User Level:

Company Name: ATT-LSR

User Level : ECG External User

* User ID:

* User First Name:

* User Last Name:

Business Group: ECG

* Contact Phone Number: ext.

* User E-mail:

* Re-enter User E-mail:

User Second E-mail:

Re-enter Second User E-mail:

Page 10

at&t

The system automatically populates your Company Name and indicates that you are adding an “External User”

Note: As discussed in the User Training material, the AT&T SE eRepair environment has three distinct user (business) groups: large business (retail), ISP/NSPs and wholesale (WHLS) users consisting of CLECs, IXC's and Wireless carriers. During the development of the WHLS environment, this project was known internally as “ECG” (for Electronic Communications Gateway). The label ECG on this page indicates which user group, and hence processing rules, the user will follow.

The assignment of User ID values is free form. It is an alphanumeric field (no special characters) with a recommended length of 7 characters.

Please apply the following convention when assigning User IDs:

The first three letters should reflect your company's name in some way. For example, if your company was Ajax Telecom, use AJX

The 4th character should be a "C" if your company is a CLEC or a "N" if your company is Not a CLEC

The last three characters are sequential numbers.

Note: To make it easier for you, EC Support will identify the User ID format for your company when your ID is created. Typically XXXY001 will be the first EA created for a company. You might start your users at XXXY010 and build from there.

Note: It is an AT&T security requirement that each user accessing an interface must have their own unique user_id and password. IDs and passwords must never be shared by users. (In the past, BellSouth did have some multi-use IDs but that is not an option in AT&T)

The screenshot shows a web browser window with a blue header and footer. The header contains a purple chevron icon followed by the word "confirmation" in a large, bold, sans-serif font. Below the header, the text "Confirm and Submit New User Information" is displayed in a smaller blue font. A light blue box with a title bar labeled "New User Information" contains the following text: "User ID: ATTC021", "User First Name: Bob", "User Last Name: Maxwell", "Contact Phone Number: 205.541.8000", "User E-mail: gp6130@att.com", "User Second E-mail:", and "User: ER_ECGEXTUSER". Below this box, a yellow star icon is followed by the text "Important: For proper submission, press the Submit button only once." At the bottom of the box, there are two buttons: "edit" and "submit". Below the box, there is a red upward arrow icon followed by the text "back to top". The footer of the browser window shows "Page 12" on the left and the AT&T logo on the right.

> **confirmation**

Confirm and Submit New User Information

New User Information

User ID: ATTC021

User First Name: Bob

User Last Name: Maxwell

Contact Phone Number: 205.541.8000

User E-mail: gp6130@att.com

User Second E-mail:

User: ER_ECGEXTUSER

★ **Important:** For proper submission, press the **Submit** button **only once**.

[edit](#) [submit](#)

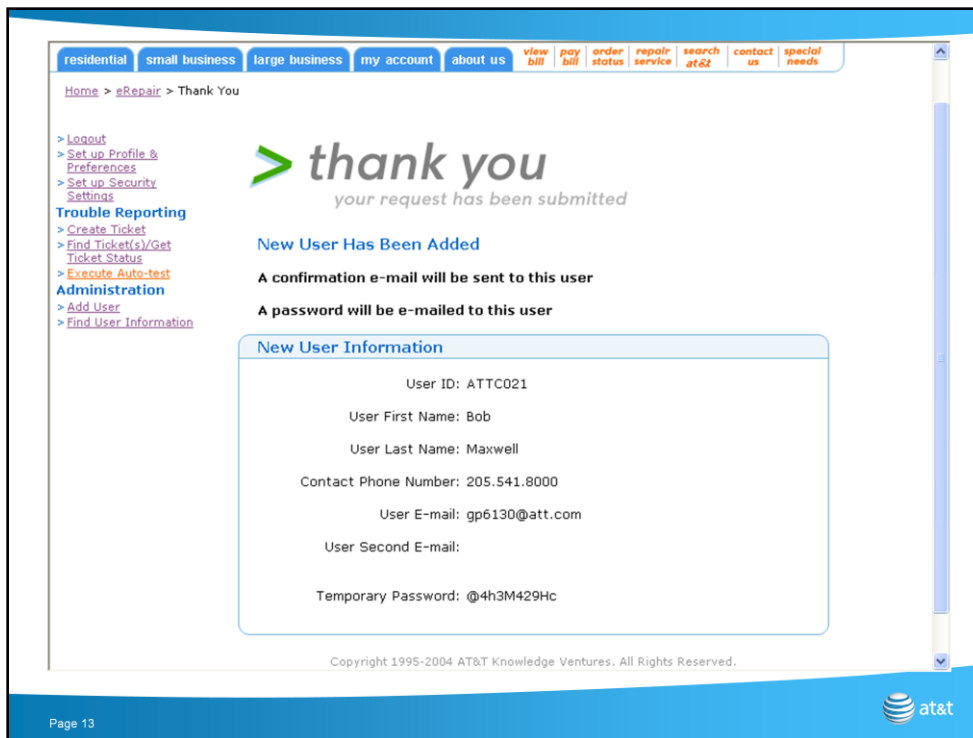
[↑ back to top](#)

Page 12

Complete the form by populating the user's name, contact telephone number and e-mail addresses.

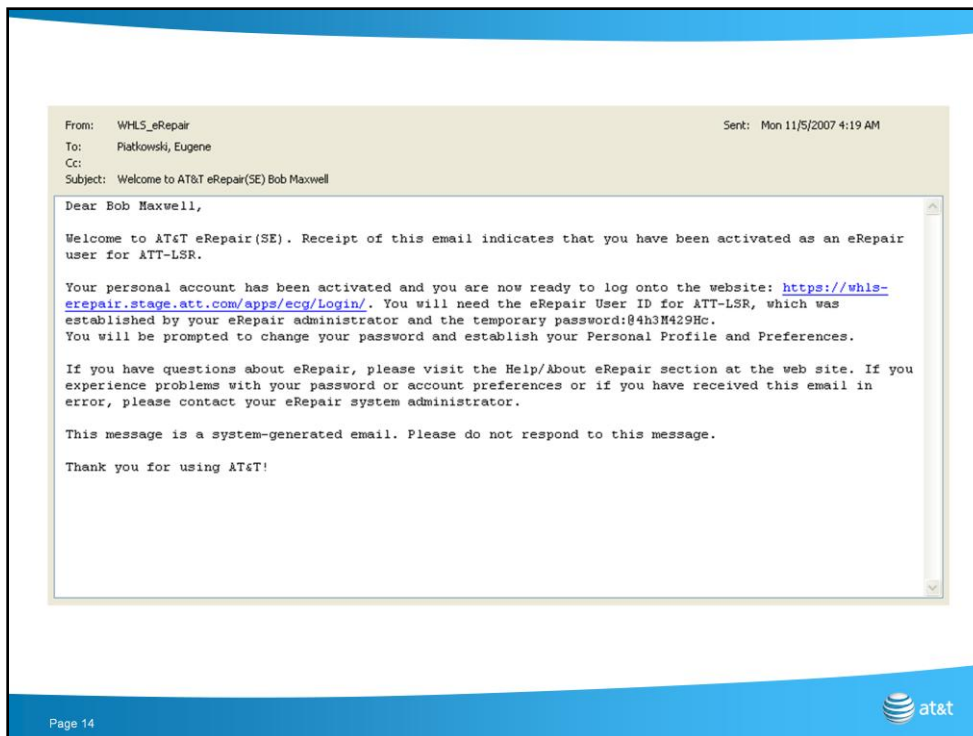
Note: *The system will accommodate two e-mail addresses per user. Many users will only have one. Some may want their pager address as their second address. Some companies may elect to have a designated person manage all status changes and their address would become the second one for all of your users. The system provides a lot of flexibility.*

When finished, click on the "Add" button and the system will provide you with the confirmation page shown here. Given everything is correct, click on the "Submit" button. (If you found an error, you can click on the "Edit" button and go back to the previous form to correct it.)



The system will then acknowledge that your new user has been added to the system and that eRepair has notified the user via e-mail.

As the EA for your company, you need to make sure that all of your users go through the “User Training” program before you tell them their user_id. Having the training prior to using the system will increase their probability for success.



This is a sample of the e-mail message sent to a new user.

Note: The terms “system administrator” and “external administrator” are interchangeable.

at&t

[back to AT&T](#)

[Home](#) > [eRepair](#) > Find User

[Logout](#)
[Set up Profile & Preferences](#)
[Set up Security Settings](#)
Trouble Reporting
[Create Ticket](#)
[Find Ticket\(s\)/Get Ticket Status](#)
[Execute Auto-test](#)
Administration
[Add User](#)
[Find User Information](#)

Find User

Search Methods

☒ User Name:
(ie. last name, first name)

☐ User ID:

[clear](#) [submit](#)

Copyright 1995-2004 AT&T Knowledge Ventures. All Rights Reserved.
[Legal Notices](#) | [Privacy Policy](#) | [Site Map](#)

Page 15

at&t

Lets assume that your new user (Bob Maxwell) failed to establish a “hint” question / answer pair and forgot his password after that Alabama game this weekend.

To reset a user's password, you first have to find them in the system. Click on the “Find User Information” option on your Navigation menu. If you know the specific information, just enter it in the appropriate field. Note: If you are entering the User ID, be sure to click on the User ID radio button as well.

at&t

back to AT&T

Home > eRepair > Find User

Logout
> Set up Profile & Preferences
> Set up Security Settings
Trouble Reporting
> Create Ticket
> Find Ticket(s)/Get Ticket Status
> Execute Auto-test
Administration
> Add User
> Find User Information

Find User

Search Methods

☒ User Name:
(ie. last name, first name)

☐ User ID:

clear submit

Copyright 1995-2004 AT&T Knowledge Ventures. All Rights Reserved.
[Legal Notices](#) | [Privacy Policy](#) | [Site Map](#)

Page 16 at&t

If you don't know the detailed information, eRepair will do a "fuzzy search" based upon the characters entered. For this example I entered "MAX" – the first three letters of this user's name and then click on the "Submit" button. The system will list all users in your company who's last name start with MAX.

Note: If you left both fields blank and clicked on the Submit button, the system will return a list of all users in your company.

at&t

change service | establish service | moving?

residential | small business | large business | my account | about us | view bill | pay bill | order status | repair service | search at&t | contact us | special needs

Home > eRepair > User Search Results

> Logout
> Set up Profile & Preferences
> Set up Security Settings
Trouble Reporting
> Create Ticket
> Find Ticket(s)/Get Ticket Status
> Execute Auto-test
Administration
> Add User
> Find User Information

User Search Results

Matching User Names

User Name	User ID	User Level	Company Name	Business Group	Status
Maxwell, Bob	ATT0021	ECG External User	ATT-LSR	ECG	E

Status Key: D = Disabled E = Enabled

Copyright 1995-2004 AT&T Knowledge Ventures. All Rights Reserved.
[Legal Notices](#) | [Privacy Policy](#) | [Site Map](#)

Page 17

at&t

Since we only have one user who's last name starts with "MAX", we only got the one user returned in this search

Click on the use's name for a list of attributes.

[Logout](#)

[Set up Profile & Preferences](#)

[Set up Security Settings](#)

Trouble Reporting

[Create Ticket](#)

[Find Ticket\(s\)/Get Ticket Status](#)

[Execute Auto-test](#)

Administration

[Add User](#)

[Find User Information](#)

User Information

* required fields

User Level: ECG External User

*Company Name: cus1

*User ID: ATT021

* User First Name: Bob

* User Last Name: Maxwell

Business Group: ECG

* Contact Phone Number: 205 541 8000 ext.

* User First E-mail: gp6130@att.com


* Re-enter User First E-mail: gp6130@att.com

User Second E-mail:

Re-enter User Second E-mail:

*User Level : ECG External User

Page 18



You would use the same technique to add or modify information for this user.

Business Group: ECG

* Contact Phone Number: 205 541 8000 ext.

* User First E-mail:

* Re-enter User First E-mail:

User Second E-mail:

Re-enter User Second E-mail:

*User Level :

User Status:

☒ Enabled
☐ Disabled

☒ Reset Password

Page 19

at&t

Scroll down to the bottom of the form and click on the “Reset Password” box and then click on the “Update” button.

If a user no longer needs access to eRepair in his day-to-day job, they should not retain access to the system. You can “Disable” the user from accessing the system by clicking on the Disable radio button followed by clicking on the “Update” button

A more realistic scenario would be the user that tried and failed to login five times in a row. The system will automatically Disable the user. You can reset the user by clicking on the “Enabled” radio button (followed by Update)

The screenshot shows a web browser window with a blue header and footer. The header contains a purple chevron icon followed by the word "confirmation" in a large, bold, sans-serif font. Below the header, the page title "Confirm and Submit Modified User Information" is displayed in a smaller, blue font. The main content area features a light blue box with a title bar that reads "Modify User Information : ECG External User". Inside this box, the following user details are listed: "User ID: ATTC021", "User First Name: Bob", "User Last Name: Maxwell", "Contact Phone Number: 205.541.8000", "User First E-mail: gp6130@att.com", "User Second E-mail:", "User Level: ECG External User", "User Status: Enabled", and "Password Reset: Yes". Below the box, there are two blue buttons labeled "edit" and "submit". At the bottom center, there is a small orange icon of an upward-pointing arrow followed by the text "back to top". The footer of the browser window shows "Page 20" on the left and the AT&T logo on the right.

> **confirmation**

Confirm and Submit Modified User Information

Modify User Information : ECG External User

User ID: ATTC021

User First Name: Bob

User Last Name: Maxwell

Contact Phone Number: 205.541.8000

User First E-mail: gp6130@att.com

User Second E-mail:

User Level: ECG External User

User Status: Enabled

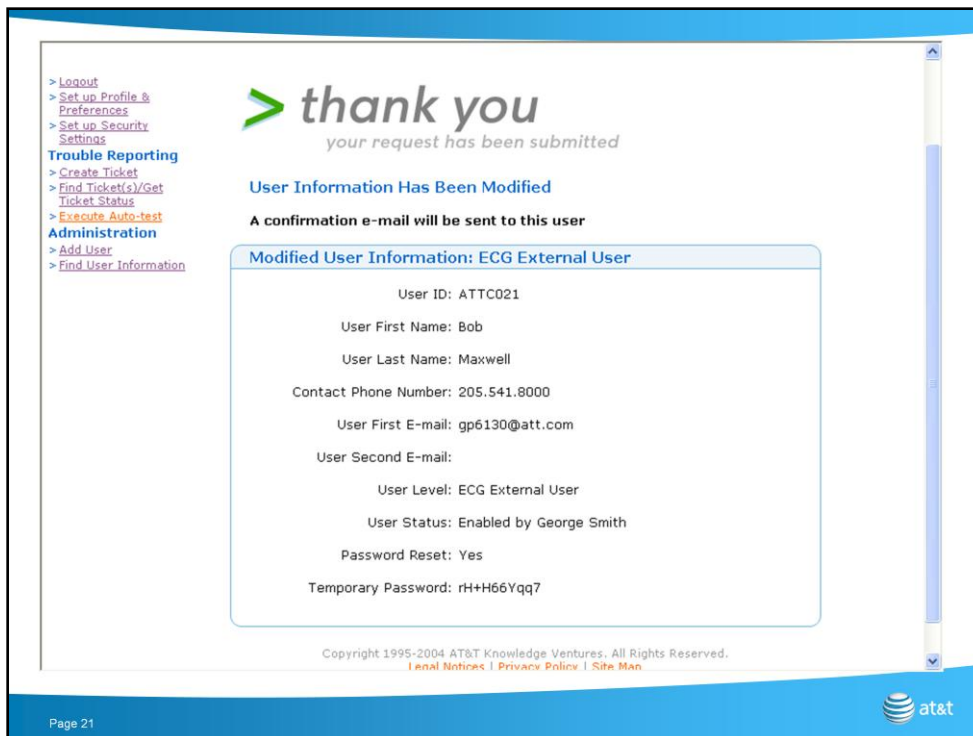
Password Reset: Yes

[edit](#) [submit](#)

[back to top](#)

Page 20

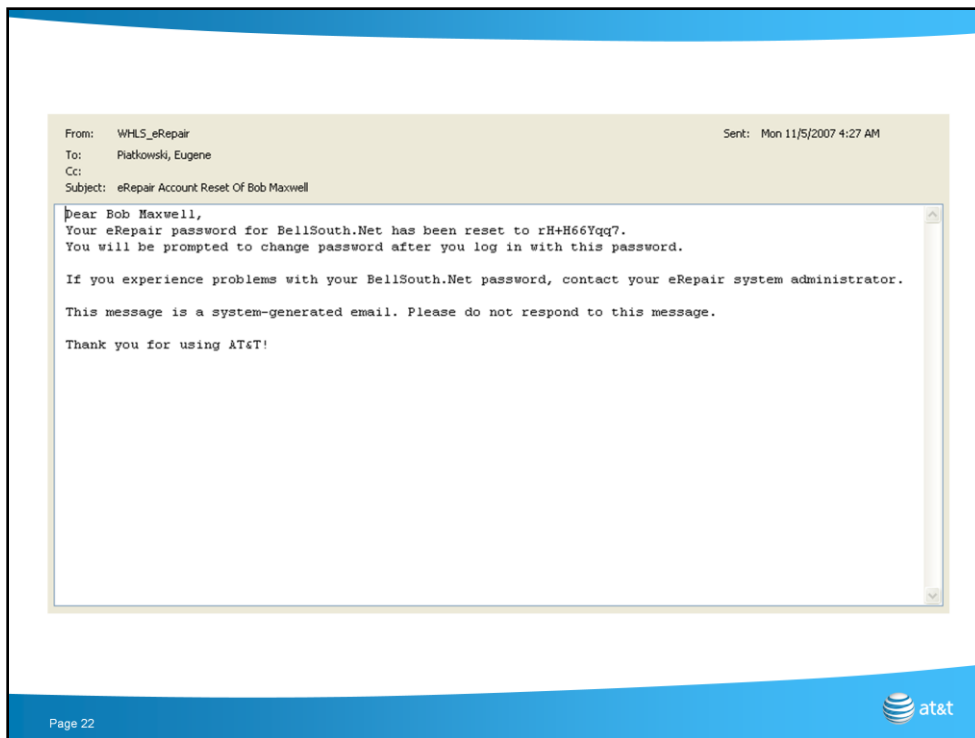
The system provides you with a confirmation page showing that a password reset will be executed. Click on the “Submit” button.



The system then acknowledges that this user's password has been reset and that an e-mail message to this affect will be sent to the user.

Note: the system generated temporary password is provided to you on this message.

Tip: *To keep track of your activities it may be wise to make a screen print every time you create a new user or reset a password. Once the user successfully updates is password and is fully operational, this data becomes obsolete.*



This is the e-mail message sent to the user telling him that his password was reset and informed him of his new temporary password.

***Note:** OK, I have a typo in the message. We reset the WHLS eRepair password for this user, not his BellSouth.Net password*

Lets Review

- You learned how to create a new user in WHLS eRepair using the User_ID format established by EC Support
- You learned how to modify user profile information (phone numbers and e-mail addresses)
- You can reset a user's password and have the ability to Disable and/or Enable a user's access to the system
- As the EA for your company you will become the single point of contact for your company's user community (and EC Support and your Wholesale Support Managers are only a phone call away).
- You're now ready to build your WHLS eRepair user community

What Questions Do You Have?