



# **CLEC Service Order Tracking System (CSOTS)**

**November 12, 2018**

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## Introduction

### Purpose

This guide is designed to help you use the CLEC Service Order Tracking System (CSOTS). The guide reviews service order statuses and provides instructions on the various service order fields and system navigation.

**NOTE:** This guide assumes that you have some familiarity with Web browsers and standard Microsoft Windows conventions.

### Version Information

Added reference to PC (Post Completion) back in section 5.1 but not 2.3

**TABLE A. Revision History**

<b>Chapter</b>	<b>Action Request #</b>	<b>Date/Issue</b>	<b>Description</b>	<b>Change Requested By: / Made By: / Posted By:</b>
Cover Page Table of Contents All 3.1 "Accessing the System" 3.2 "Logging In"	SMB 1597830 (Global Logon)	November 12, 2018	Cover Page: Remove Cover Page header, replace logo with current AT&T logo, update document Issue Date. TOC: Recreate and update Table of Contents to reflect accurate page numbering. All: Update document footer to reflect current Proprietary Statement. 3.1: Remove specified System Requirements. 3.1: Replace the application URL with the new hyperlink. 3.2: Replace the application URL with the new hyperlink in Step 1 of matrix.	Dan Nickolotsky / Terri Santos
5.1 "Service Order Statuses"	N / A	May 15, 2008 / 8a	Added reference to PC (Post Completion) back in section 5.1 but not 2.3	Omeira McKinley / M. Laney / M. Laney
2.3 "Process Flow", 3.1 "Accessing the System", and 5.1 "Service Order Statuses"	N / A	May 14, 2008 / 8	Changed references of BellSouth and BST to AT&T. Deleted references to PC (Post Completion). Corrected links.	Omeira McKinley / M. Laney / M. Laney
Administration	N/A	March 1, 2004 / 7	Updated guide to reflect implementation of CCP CR 1272 allowing CLECs to administer their own user's logins.	D. Sloss / M. Harfield / M. Harfield
Purpose of CSOTS, Searching by a Specific Field, Service Order List Screen, Viewing a Service Order	N/A	October 13, 2003 / 6e	Updated guide to add information about the inclusion of information from BellSouth retail pending service orders.	D. Sloss / M. Harfield / M. Harfield

Service Orders	N / A	August 25, 2003 / 6d	Updated "Service Order Statuses" to include information about PC and HC statuses.	D. Sloss / M. Harfield / M. Harfield
Various	N / A	July 11, 2003 / 6c	Changed figures to graphics. Corrected graphic # 50 in "Breakdown by State." Also changed verbiage in "Logging In"	D. Sloss / M. Laney / M. Laney
All	N / A	June 26, 2003 / 6b	Updated document due to replatforming of application	D. Sloss / M. Harfield / M. Harfield
Service Orders	N / A	May 2, 2003 / 6a	Added Action Required column to table "MA Code Descriptions".	Debby Sloss / Mike Harfield / Mike Harfield
All	N / A	April 21, 2003 / 6	Conversion of document to on line mechanization. Updated Sections on Service Order Inquiry; Service Orders and added a section on HN Orders; Updated the Revision History Table and inserted change tag to document.	Debby Sloss / Lanelle Wood / M. Harfield
All	N/A	July 13, 2000 / 5	The URL for the Pending Order Status job aid in Section 4.2.2 was updated.	- - -
All	N/A	May 18, 2000/ 4	Added Section 1.4 as requested by BellSouth Telecommunications Inc.	- - -
All	N/A	March 30, 2000 / 3	Formatting changes to the cover and sections 1.1, 2.1, 2.3.2, and 4.1 have been made. Content changes in the Abbreviations and Acronyms section and Section 3.2 have been made.	- - -
All	N/A	November 15, 1999 / 2	Incorporated grammatical changes as requested by BellSouth Telecommunications	- - -
All	N/A	October 27, 1999 / 1	Incorporated changes from review	- - -
All	N/A	October 14, 1999 /	Draft	- - -

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# 1. Before you Begin

## 1.1 Using This Guide

The following table explains the topics addressed in each chapter:

<b>Read...</b>	<b>To learn about...</b>
<a href="#"><u>"Introduction to CSOTS"</u></a>	The overall functionality.
<a href="#"><u>"Getting Started"</u></a>	Accessing the system, getting online help, and logging in and exiting the system.
<a href="#"><u>"Order Inquiry Search"</u></a>	Retrieving service order data by date range and quick field searches.
<a href="#"><u>"Service Orders"</u></a>	Service Orders, appropriate action, order statuses, and order identification.
<a href="#"><u>"Downloading results to MS Excel"</u></a>	Downloading query results into an Excel worksheet.

## 1.2 Typographical Conventions

The typographical conventions include the following:

<b>Convention</b>	<b>Purpose</b>
Blue:	Indicates values or objects entered into the system. Click on the blue letters to access that web site.
Note:	Indicates an exception or attribute to notice.
Hint:	Indicates an easier alternative to complete a process or step.

## 1.3 Abbreviations and Acronyms

The abbreviations and acronyms used in this guide are defined in the following list:

<b>Term</b>	<b>Meaning</b>
AECN	Alternate Exchange Carrier Name
AO	Assignable Order
AT&T	American Telephone and Telegraph
CA	Cancelled
CLEC	Competitive Local Exchange Carrier
CSOTS	CLEC Service Order Tracking System
CP	Completed
CUID	CLEC User Identification
Current DD	Current Due Date
DD	Due Date
DLEC	Data Local Exchange Carrier
HC	Held for Completion
HN	Held for Negotiation
LSR	Local Service Request
PD	Pending Dispatch
PF	Pending Facilities
PON	Purchase Order Number
PSO	Pending Service Order
RESH	Reseller Sharer

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SO#	Service Order Number
SOCS	Service Order Control System
SPOC	Single Point of Contact
TN	Telephone Number

## 2. Introduction to CSOTS

### 2.1 Purpose of CSOTS

CSOTS (CLEC Service Order Tracking System) provides CLEC service order information from the AT&T Service Order Communication System (SOCS) for CLEC service orders, via a Web interface. CSOTS is designed to provide the CLEC community with the following capabilities:

- Viewing service orders
- Determining order statuses
- Tracking service orders

In addition, when a CSOTS user inquires by the specific search criterion of Telephone Number (TN), any order issued by a company in the user's profile and any pending service order issued by AT&T retail since September 1, 2003, will be returned on the Service Order List.

### 2.2 System Availability

CSOTS interfaces with SOCS to process your requests to view service orders. CSOTS and SOCS are unavailable at certain times for scheduled maintenance or upgrades, which are normally performed during off-peak hours. You will not be able to obtain information at these times.

Please consider these maintenance windows when planning to make your service order tracking or viewing requests. The following is the scheduled availability of CSOTS:

Monday - Saturday	7:00 AM to 7:00 PM ET
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### 2.3 Process Flow

An LSR (Local Service Request) is the mechanism by which a CLEC instructs AT&T regarding service requests for end user customers of the CLEC. A basic LSR is generated and processed in the following order.

1. The CLEC generates an LSR.
2. AT&T receives the LSR, generates a service order in SOCS, and notifies the CLEC of the service order.
3. The service is delivered to the customer.

When an LSR is translated into a service order, the information is communicated to other AT&T departments via SOCS, where CLEC Service Order Tracking System (CSOTS) information is derived in near real time.

**NOTE:** Orders issued in HC (Held for Completion), HN (Held for Negotiation) or orders initially issued in CP (completion) status will not be available to CSOTS in real time. These orders are not distributed to any online downstream system. These orders are processed by CRIS or CABS via the nightly SOCS Extract. **Orders in these statuses will be available in CSOTS from a nightly feed.** When an order in HN status is switched downstream, and

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thus the status changes, it will be received by CSOTS in real time.

## 2.4 About the System

To obtain access to CSOTS, please contact your E-Commerce Account Team.

For user assistance, consult this user guide, which may be accessed via CSOTS or on the [Interconnection website](#) under Guides, Local - Applications/Interfaces. For additional user assistance beyond that provided in the aforementioned resources, contact your E-Commerce Account Team.

To report a suspected system or documentation problem, please contact the AT&T Electronic Communication Support Group (EC Support) at 888 462-8030. AT&T's EC Support will forward queries or escalations, as needed, to the appropriate AT&T departments.

## 3. Getting Started

### 3.1 Accessing the System

In your browser's location toolbar, type <https://www.e-access.att.com/CSOTS> and press Enter to access the login screen. The following screen appears:

help | feedback

**BELLSOUTH** **CLEC Service Order Tracking System** > World-Class Performance  
Proven Predictability

Welcome to CSOTS (Clec Service Order Tracking System)

**CSOTS Login**

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a CSOTS user name and password.

Username:

Password:

[forgot your password?](#)

Confidential/Proprietary: Contains private and/or proprietary information.  
May not be used or disclosed outside the BellSouth companies except pursuant to a written agreement.  
Retrieved: 06/17/2003 15:23:35.98808 GMT

**Figure 1. CLEC Service Order Tracking System Home Page**

### 3.2 Logging In

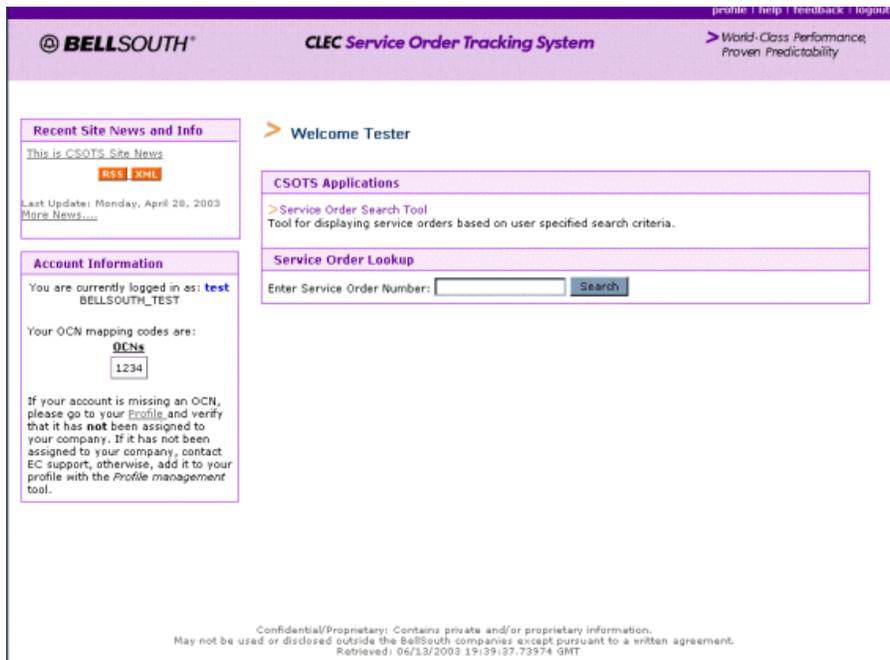
**NOTE:** You should have been issued a CLEC User ID (CUID) and password for logging in. If you have lost or do not have a CUID or password, contact the Administrator in your company.

To log in to CSOTS, follow these steps:

STEP	ACTION
1	Open your Internet browser and type <a href="https://www.e-access.att.com/CSOTS">https://www.e-access.att.com/CSOTS</a> in the location toolbar and press Enter.  <b>NOTE:</b> If you have assigned a password to your digital certificate, the system will prompt you to enter it.
2	Enter your CUID and password and click 

**NOTE:** If your login attempt fails, the screen will refresh and prompt you to re-enter your CUID and password. If your third login attempt fails, you will need to contact the Administrator in your company to have your password reset.

After you have successfully logged in you will be returned the **Home** page:



**Figure 2. Home Page**

Any news about the site can be found in the Recent Site News and Info section of this screen.

Your account information is shown on the home page. If you would like to add or delete any of your company's OCNs from your profile, you may do so by clicking on the **profile** link in the upper right hand corner of the screen. ( [See Section 3.5](#) )

The home page contains links to all CSOTS functions. You may do a specific search by order number from this home page. All other searches can be done by clicking on,

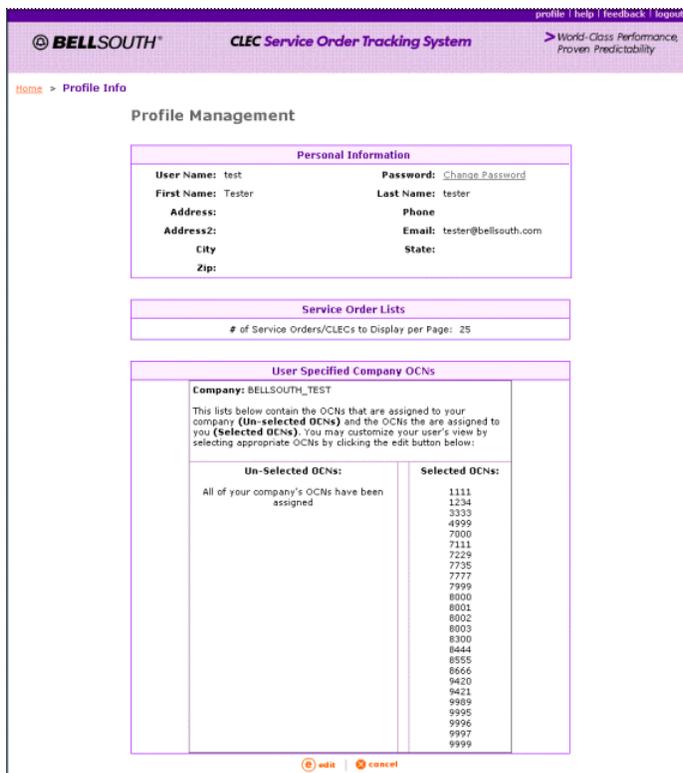
- > [Service Order Search Tool](#)
- under the label **CSOTS Applications**

### 3.3 Help

For help with the application, click on **help** in the upper right hand corner of any screen. This will link you to the appropriate section of the User's Guide based on your location or position in CSOTS. You may choose a section of the guide from the "Contents" frame on the left side of your screen.

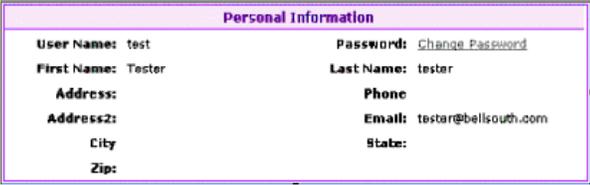
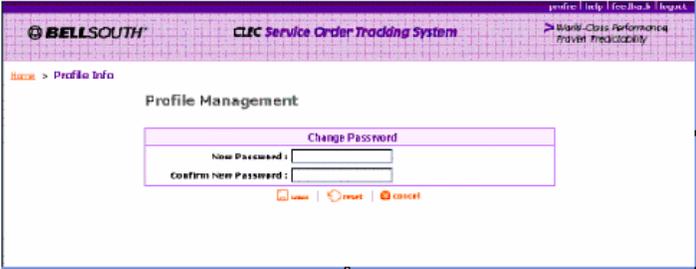
### 3.4 Changing Your Password

STEP	ACTION
1	Click on the <b>profile</b> icon from the tile bar located in the upper right hand corner of every screen. The Profile Management screen will be returned as shown in the following figure:



**Figure 3. Profile Management Screen**

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STEP	ACTION
2	<p>Click on the <b>"Change Password"</b> link in the Personal Information channel,</p>  <p>as shown below. The following screen will be returned:</p> 
3	Type your new password in the <b>"New Password"</b> field.
4	Retype your new password in the <b>"Confirm New Password"</b> field.
5	Click  <b>save</b>

### 3.5 Changing your OCN Profile from the Profile Screen

You may modify your profile to allow you to access information for all of your company's OCNs or any one(s) of them you desire. To change your profile:

STEP	ACTION
1	Click on the <b>profile</b> icon from the tile bar, located in the upper right hand corner of every screen, and the Profile Management screen will be returned as shown in the following figure:

profile | help | feedback | logout

**BELLSOUTH** **CLEC Service Order Tracking System** > World-Class Performance, Proven Predictability

Home > Profile Info

### Profile Management

**Personal Information**

**User Name:** test      **Password:** [Change Password](#)  
**First Name:** Tester      **Last Name:** tester  
**Address:**      **Phone:**  
**Address2:**      **Email:** tester@bellsouth.com  
**City:**      **State:**  
**Zip:**

**Service Order Lists**

# of Service Orders/CLECs to Display per Page: 25

**User Specified Company OCNs**

**Company:** BELLSOUTH\_TEST

This lists below contain the OCNs that are assigned to your company (**Un-selected OCNs**) and the OCNs that are assigned to you (**Selected OCNs**). You may customize your user's view by selecting appropriate OCNs by clicking the edit button below:

Un-Selected OCNs:	Selected OCNs:
All of your company's OCNs have been assigned	1111 1234 3333 4999 7000 7111 7229 7735 7777 7999 8000 8001 8002 8003 8300 8444 8555 8566 9420 9421 9989 9995 9996 9997 9999

e edit | x cancel

**Figure 4. Profile Management Screen**

<b>2</b>	<p>Click on <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">e</span> edit below the <b>User Specified Company OCNs</b> channel. The following screen will be returned:</p>
----------	---

User Specified Company OCNs	
Company: BELLSOUTH_TEST	
Un-Selected OCNs:	Selected OCNs:
1111 1234 3333 4999 7000 7111 7735 7777 7999 8000 8300 8444 8555 8666 9420 9421 9989 9995 9996 9997	7229 8001 8002 8003 9999
save    reset    cancel	

**Figure 5. User Specified Company OCNs Screen**

<b>3</b>	<p>Move any OCN in your company's profile from the Un-Selected OCNs list to your user profile (Selected OCNs) by highlighting the desired OCN and clicking on  . To move all of the OCNs in the Un-Selected OCNs list to your profile (Selected OCNs), click on  .</p>
<b>4</b>	<p>Remove any OCNs from your profile (Selected OCNs) by highlighting the OCN you no longer want in your profile and clicking  . To remove all OCNs from the Selected OCNs list, click  .</p>

## 4. Order Inquiry Search

### 4.1 Using the Order Inquiry Search Function

Use the **Order Inquiry Search** function to query service order information based on your security profile. To access the **Order Inquiry Search** screen from the **Home** page, click on

- [> Service Order Search Tool](#)
- under the label **CSOTS Applications**

The following screen appears:

The screenshot shows the Bellsouth CLEC Service Order Tracking System interface. At the top, there is a navigation bar with the Bellsouth logo, the system name "CLEC Service Order Tracking System", and links for "profile", "help", "feedback", and "logout". Below the navigation bar, there is a breadcrumb trail: "Home > Order Inquiry Search".

The main content area features two search sections:

- Search By Due Date:** This section includes a text box explaining that the query displays the status of all orders for the user's profile with a current due date on or between the specified dates. It contains two date input fields, both set to "6/17/2003", and a "show service order status" button. A small image of a person talking on a phone is visible to the right.
- Search by Specific Service Order Fields:** This section explains that the query allows displaying and downloading a list of service orders matching specific criteria. It includes a "Select Field to Search:" dropdown menu with "SO" selected, an "Enter Value to Search For:" text box, and a "go to service order list" button. A small image of a hand typing on a keyboard is visible to the right.

At the bottom of the page, there is a small disclaimer: "Confidential/Proprietary: Contains private and/or proprietary information. May not be used or disclosed outside the Bellsouth company except pursuant to a written agreement. Retrieved: 06/17/2003 14:06:24.19121 GMT".

**Figure 6. Order Inquiry Search Screen**

From any other screen in the application, you can return to the **Order Inquiry Search** screen by clicking on the "**Order Inquiry Switchboard**" breadcrumb in the upper left hand of any screen.

## 4.2 Searching by a Date Range

To retrieve all orders by a specific due date range, follow these steps.

STEP	ACTION
1	Click the calendar  next to the From date field to select the start date or type the date in the field.
2	Click the calendar  next to the To date field to select the end date or type the date in the field.  <b>NOTE:</b> Dates must be entered in the following format: m/d/yyyy (for example, 01/01/2003 or 1/1/2003)  <b>NOTE:</b> The system will not accept a range greater than 90 days.
3	Click  .

The summary table (matrix) indicates the number of service orders that have the following service order statuses:

- **PD** – Pending Dispatch
- **PF** – Pending Facilities
- **AO** – Assignable Order
- **MA** – Missed Appointment
- **CA** – Cancelled
- **CP** – Completed

**NOTE:** For information on viewing orders in HN status, see the section entitled “ [HN Orders](#) ”.

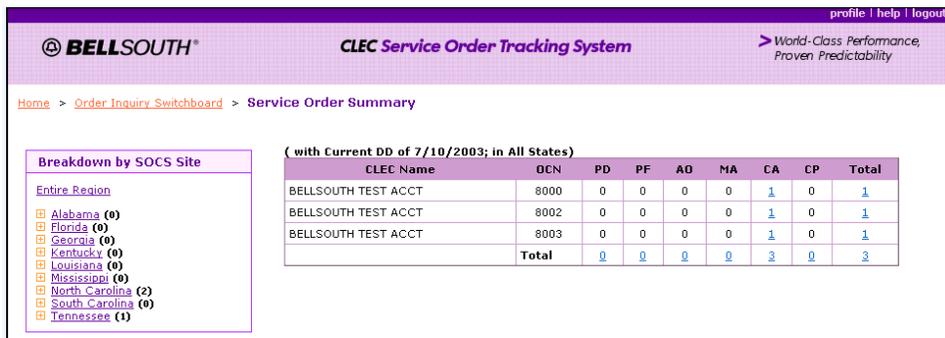
### 4.3 Breakdown by State

This window allows you to change how you view the matrix. The default view is of the entire AT&T region.

**If you want to ...**      **Then ...**

View a specific state      Click the state.

Return to the default value      Click the “Entire Region” link.



**Figure 7. Service Order Summary — Breakdown by State**

**NOTE:** The text above the matrix indicates your search criteria.

You can click any underlined entry in the matrix to retrieve service orders for the company codes in your profile, and for the Order Status you select. The following table lists the information you will see, depending on the entry you select.

Link	Shows all service orders . . .
<b>Status Type (PF, PD, AO, MA, CA or CP) or Column Total</b>	...in the specified status for all of your company's OCNs that you have selected in your profile.
<b>Number in a column</b>	...in the specified status for the specific CLEC Company Code.
<b>Number in the Total Column</b>	All services orders for all of your company's OCNs that you have selected in your profile.

#### 4.4 Searching by a Specific Field

From the **Order Inquiry Search** screen, you can use the "**Search by Specific Service Order Fields**" function to retrieve a list of service orders by specific criteria.

To perform a quick search, follow these steps:

STEP	ACTION
1	In the primary search window, click <b>Select Field to Search</b> and select one of the following:

Fields:	System Response:
AECN	will return a list of orders that contain the input AECN value, if it is in the user's profile and is not outward action coded
Application Date	will return a list of orders with the application date as entered, if the order has a company code in the user's profile
Completion Date	will return a list of orders with a completion date as entered, if the order has a company code in the user's profile

Current DD	will return a list of orders with the due date as entered, if the order has a company code in the user's profile
DLEC_Code	will return a list of orders containing the DLEC code entered, if that code is in the user's profile
DLEC_SO	will return a list of DLEC orders containing the order number as entered, if the DLEC code appears in the user's profile
Old AECN	will return a list of orders that contains the AECN entered preceded by an outward action code, if the company code is in the user's profile
Old RESH	will return a list of orders that contains the RESH entered preceded by an outward action code, if the company code is in the user's profile
PON	will return a list of orders that contains the entered PON number, if the order has a company code in the user's profile
RESH	will return a list of orders that contain the input RESH value, if it is in the user's profile and is not out action coded
SO	will return a list of orders that contains the service order number value entered, if the order has a company code in the user's profile
TN	will return a list of orders that contains the telephone number value entered, if the order has a company code in the user's profile, and any pending service order that was issued by AT&T Retail as of September 1, 2003.

<b>2</b>	<p>In the "<b>Enter Value to Search For</b>" field, enter a value and click –  .</p> <p><b>NOTE:</b> The values you enter must be exact. The application will not accept wildcard characters (such as an asterisk).</p>
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## 4.4.1 Service Order List Screen

The Service Order List screen is shown below.

The screenshot displays the Bellsouth CLEC Service Order Tracking System interface. At the top, there is a navigation bar with the Bellsouth logo, the system name "CLEC Service Order Tracking System", and user options: "profile | help | feedback | logout". Below the navigation bar, a breadcrumb trail reads: "Home > Order Inquiry Switchboard > Service Order Summary > Service Order List".

The main content area shows a filter summary: "(BELLSOUTH TEST ACCT (8001); with Current DD of 05/22/2003; in All States with Status of CA)". Below this is a table of service orders with the following columns: #, PON, SO, App Date, TN, Status (SR), Days in Status, Current Due Date, and Listed Name. The table contains 12 rows of data, all with a status of "CA" and a due date of "5/22/2003 12:00:00 AM".

Below the table is a pagination control bar. It includes navigation buttons for "first", "previous", "next", and "last". The current page is 13, and there are 24 items on this page. The total number of items is 312. A "Download results to Excel" button is also present. The display settings show "Display 12 service orders per page."

At the bottom of the screen, there is a confidentiality notice: "Confidential/Proprietary: Contains private and/or proprietary information. May not be used or disclosed outside the BellSouth companies except pursuant to a written agreement. Retrieved: 06/25/2003 20:34:25.92729 GMT".

#	PON	SO	App Date	TN	Status (SR)	Days in Status	Current Due Date	Listed Name
13	ERICATEST	<a href="#">C4738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
14	ERICATEST	<a href="#">C5738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
15	ERICATEST	<a href="#">C9738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
16	ERICATEST	<a href="#">C0738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
17	ERICATEST	<a href="#">CP738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
18	ERICATEST	<a href="#">CR738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
19	ERICATEST	<a href="#">CW738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
20	ERICATEST	<a href="#">CX738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
21	ERICATEST	<a href="#">CY738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
22	ERICATEST	<a href="#">D4738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
23	ERICATEST	<a href="#">D0738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE
24	ERICATEST	<a href="#">DW738DD9</a>	05/19/2003	334 448-4469	CA	37	5/22/2003 12:00:00 AM	BABB, CLIVE

Figure 8. Service Order List Screen

The following table defines the field headings in the Service Order List screen:

<b>Field</b>	<b>Description</b>
Position	Position of the service order within the list.
PON	Purchase Order Number.
SO#	Service Order Number.
APP Date	Application Date of the Service Order, which is the day the Service Center orelectronic interface receives a correct LSR.
TN	Telephone number on the service order.
Status	Service Order Status.
Days in Status	Number of days the order has been in that status.
Current DD	Current Due Date.
List Name	Listed name specified by the LSR.

**NOTE:** If the order was issued by AT&T retail, only the SO, TN, and Current DD will be viewable on the Service Order List screen.

To view the **Service Order Detail** for a specific service order, click the Service Order Number link in the SO# column. The Service Order screen appears. For more information on service order details, see [section 5](#).

**NOTE:** When a user clicks on a AT&T retail pending service order (PSO) order number to view the details of the PSO, an Authorization Verification window will be returned. This will require the CLEC user to indicate positively that he or she is authorized by the end-user to view this service order. If the CLEC user cannot respond positively, he or she must click Cancel and will be returned to the Service Order List screen. When a user indicates that he or she is authorized to view this service order, only the following information will be returned:

- The entire Service and Equipment (S&E) section of the PSO.
- The Customer Contact (CCON) information and data from the bill section of the PSO, when available.
- The current DD of the service order

#### 4.4.1.1 Service Order List Screen Elements

The following describes the Service Order List screen elements.

Element	Description
 <b>first</b>	Click this button to link to the first page of the list.
 <b>previous</b>	Click this button to link to the previous page of the list.
Display <input type="text" value="15"/> service orders per page.	The system will display the list results based on the number you enter into this box.
 <b>next</b>	Click this button to link to the next page of the list.
 <b>last</b>	Click this button to link to the last page of the list.
 <b>download results to Excel</b>	Click this button to download the list into an Excel file on your computer.
Column Header	Click any column header to sort the list by that column.
Position	This column indicates the position of the service order within the list.

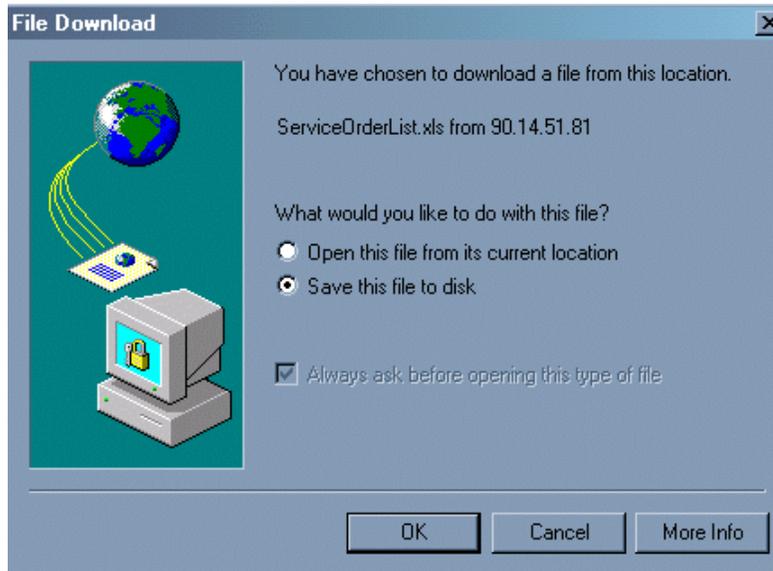
#### 4.4.1.2 Changing the Sort Order

The service order list is sorted in descending due date order by default. You may sort the list by any column in the list by clicking on the column header. An arrow in the column heading indicates ascending or descending order. To re-order a descending column to ascending order, click on the column header again.

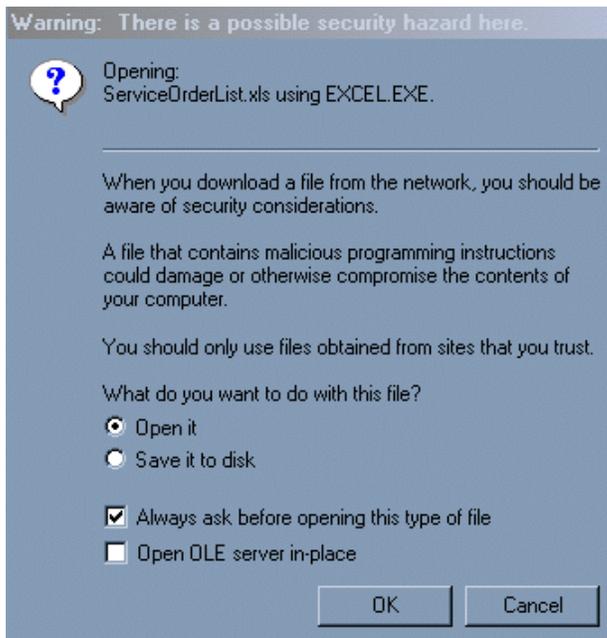
#### 4.4.1.3 Downloading Results into MS Excel

To download the query results from the Service Order List into Microsoft Excel, follow these steps:

1. From the Service Order List, click  **download results to Excel** at the bottom of the screen.



2. If you are using **Internet Explorer**, the following window will appear in your browser: Select **Open this file from its current location** or **Save this file to disk** and then click **OK**. The file will appear on a screen within your browser.



3. If you are using **Netscape**, the following screen will appear in your browser: Select either **Open it** or **Save it** to disk and click **OK** . The file is downloaded into your Excel application.

## 4.5 Viewing a Service Order

To view the **Service Order Detail** for a specific service order, click the Service Order Number link in the SO# column. The **Service Order Detail** screen will be returned.

For more information on service order details, see [section 5](#) .

**NOTE:** When a user clicks on a AT&T retail pending service order (PSO) order number to view the details of the PSO, an Authorization Verification window will be returned. This will require the CLEC user to indicate positively that he or she is authorized by the end-user to view this service order. If the CLEC user cannot respond positively, he or she must click **Cancel** and will be returned to the Service Order List screen. When a user indicates that he or she is authorized to view this service order, only the following information will be returned:

- The entire Service and Equipment (S&E) section of the PSO.
- The Customer Contact (CCON) information and data from the bill section of the PSO, when available.
- The current DD of the service order

## 5. Service Orders

### 5.1 Service Order Statuses

The following list describes the status changes a service order may undergo before the service is delivered to the end user:

Status Abbreviation	Meaning	Description
CP and HC	Completed Order	The service has been delivered to the end user.
HC	Held for Completion	Order is being held for SOCS to automatically complete on the due date.
AO	Assignable Order	The order is ready for facility assignment.
CA	Cancelled Order	The order is canceled.
MA	Missed Appointment	The due date for the order has been missed. The associated codes give details.
PD	Pending Order	The order has been assigned facilities and is waiting to be dispatched.
PF	Pending Facilities	It is difficult to provision facilities for the order.
HN	Held for Negotiation	The order is pending the assignment of a due date. This could require the concurrence of and/or collaboration with another CLEC.
PC	Post Completion	Service Order has been completed by all downstream systems.

**NOTE:** Service order status (system request codes) prefixes and suffixes direct efforts of downstream departments and are for AT&T's internal use only.

### 5.2 Appropriate Action

Certain statuses on an order, such as Pending Facilities (PF) or Missed Appointment (MA) indicate that there will be a delay in delivering service to the end user. You or AT&T may need to take action to advance the order to Pending Dispatch (PD) status. The following sections explain some statuses in greater detail and the procedures to follow when you encounter certain of these statuses.

### 5.2.1 HN Orders

To view orders in HN status for a given due date range:

1. Select a due date range.
2. On the Service Order Status screen, click on the number in the "Total" column to view all service orders in that due date range.
3. Scroll through the list to view the entries in the "Status (SR)" column (the list can be sorted by status by clicking on the column heading).
4. If a service order in HN status appears in the list, click on the service order number to link to an image of the service order.

Additionally, a specific service order in HN status may be viewed by performing a query using specific criteria such as a service order number, PON, or telephone number. The following steps should be utilized when searching by specific criteria:

1. Select the criteria for the query, from the "Select field to search" drop down menu.
2. Enter the search information in the "Enter value to search for" field.
3. Click on the "Go to the Service Order List" button.
4. Orders in HN status, that fulfill the search criteria, will appear in the Service Order List and can be identified by the "HN" in the Status (SR) column.
5. Click on the service order number to link to an image of the service order.

### 5.2.2 PF Status

A service order in PF status indicates a problem provisioning services to the end user. The PF Report gives details on orders in PF status, such as the reason for the delay and the estimated service date. When you encounter an order in PF status, consult the PF Report, which contains the reason for the delay, estimated service, etc., at <http://pmap.wholesale.att.com/default.aspx>

**NOTE:** The Web site is password protected. Each CLEC can only view the information about orders with their company's OCNs which are in PF status.

### 5.2.3 MA Status

When an order is in MA status, a problem working the order exists. An MA status indicates the order will require a new due date. The MA status is further explained by the MA codes shown on the order. The MA code can be used to determine if you need to SUP (send a supplement) the LSR with a new desired due date.

### 5.2.3.1 MA Code Descriptions

The following table lists the MA codes, their descriptions, and any action required by the CLEC:

Code	Meaning	Description	Action Required
CA	Company Assignment	Difficulty with the facility assignment resulted in a missed due date.	No Action required by CLEC
CB	Company Business Office	A business office (LCSC) mistake resulted in a missed due date.	No Action required by CLEC
CD	Company Designed	A facility design resulted in a missed due date.	No Action required by CLEC
CF	Company Facilities	Physical facilities resulted in a missed due date.	No Action required by CLEC
CI	Company Independent	Independent company difficulties resulted in a missed due date.	No Action required by CLEC
CK	Company Facilities	ISDN BRI Service facilities resulted in a missed due date.	No Action required by CLEC
CL	Company Load	An area work load resulted in a missed due date.	No Action required by CLEC
CM	Company Mechanization	Mechanization difficulties resulted in a missed due date.	No Action required by CLEC
CO	Company Other	Reasons other than those mentioned on this list resulted in a missed due date.	No Action required by CLEC
CS	Company Switching	Difficulties with the switching office resulted in a missed due date.	No Action required by CLEC
CX	Company Exceptional	Exceptional reasons (natural disaster, etc.) resulted in a missed due date.	No Action required by CLEC
CY	Customer Desired Due Date Missed	The due date was missed and the FOC date will follow.	No Action required by CLEC
SA	Subscriber (CLEC/ End User) Access	Lack of access at the end user address resulted in a missed due date.	Send a SUP to the LSR with new desired due date
SL	Subscriber (CLEC/ End User) Requests Later Date	CLEC/end user request for a later date resulted in a missed due date.	Send a SUP to the LSR with new desired due date
SP	Subscriber (CLEC/ End User) Requests Earlier Date	CLEC/end user request an earlier date resulted in a missed due date.	Send a SUP to the LSR with new desired due date

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<b>SO</b>	Subscriber (CLEC/ End User) Other	CLEC/end user reasons other than those on this list resulted in a missed due date.	Send a SUP to the LSR with new desired due date
<b>SR</b>	Subscriber (CLEC/ End User) Not Ready	CLEC/end user is not ready.	Send a SUP to the LSR with new desired due date

### 5.3 Service Order Identification

Orders are identified in SOCS by service order numbers, which begin with an alpha character followed by seven alphanumeric characters. There are six types of service orders that can be issued in SOCS. The first character of the order number denotes the order type. The values for the first character and their meanings are in the following list:

<b>Character</b>	<b>Meaning</b>
<b>N</b>	New
<b>C</b>	Changes an existing account (e.g. adding a loop, disconnecting a line or feature)
<b>D</b>	Disconnects an entire account
<b>T</b>	Transfers an account to a new address (works with "F" order)
<b>F</b>	Disconnect an account from an Old Address (works with "T" order)
<b>R</b>	Changes the records of an existing account

## 5.4 Service Order Fields

The service order header provides pertinent information about the service order. When you review an individual service order, the header information is contained in the first three lines of the order, as shown in the following figure.

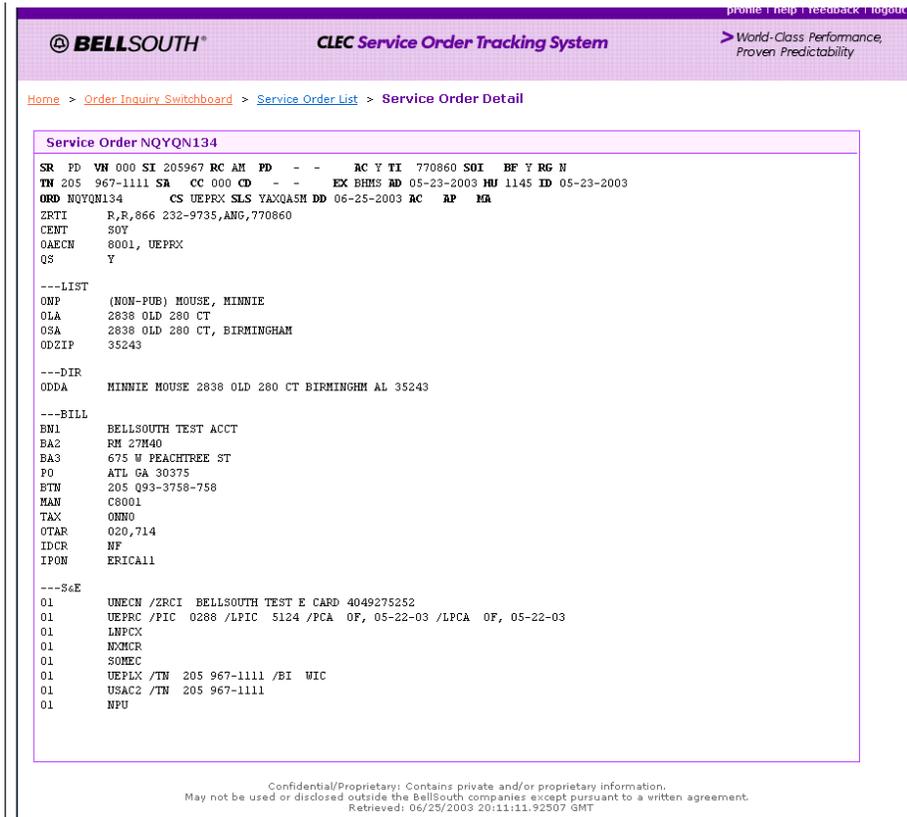


Figure 9. Service Order Detail screen

The following table describes the fields contained in the first three rows of a service order image on the **Service Order Detail** screen:

Field	Title	Description
<b>First Row Header Fields</b>		

<b>SR</b>	System Request Code Order Status	The system request code is a two character alphabetic code, which identifies the status of the service order. The system request code changes as the service order is processed. The values are as follows: AO, CA, CP, HC, HN, MA, PD and PF
<b>VN</b>	For AT&T Internal Use only	- - -
<b>SI</b>	Switching Indicator	Area code and exchange used on the service order
<b>RC</b>	For AT&T Internal Use only	- - -
<b>PD</b>	For AT&T Internal Use only	- - -
<b>AC</b>	For AT&T Internal Use only	- - -
<b>TI</b>	For AT&T Internal Use only	- - -
<b>SOI</b>	For AT&T Internal Use only	- - -
<b>BF</b>	For AT&T Internal Use only	- - -
<b>RG</b>	For AT&T Internal Use only	- - -
<b>Second Row Header Fields</b>		
<b>TN</b>	Telephone Number or Account Number	Main telephone or account number for which the service order is written
<b>SA</b>	For AT&T Internal Use only	- - -
<b>CC</b>	For AT&T Internal Use only	- - -
<b>CD</b>	Completion Date	When present this field indicates the date the service order was changed to completion (CP) status
<b>EX</b>	For AT&T Internal Use only	- - -
<b>AD</b>	Application Date	Date the clean LSR was presented and a service order could be issues
<b>HU</b>	For AT&T Internal Use only	- - -
<b>ID</b>	For AT&T Internal Use only	- - -
<b>Third Row Header Fields</b>		
<b>ORD</b>	Order Number	Service order number.
<b>CS</b>	Class of Service	Type of service as referenced in the USOC Manual.
<b>SLS</b>	For AT&T Internal Use only	- - -
<b>DD</b>	Due Date	Original due date the service order was to be completed.
<b>AC</b>	For AT&T Internal Use only	- - -
<b>AP</b>	For AT&T Internal Use only	- - -

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<b>MA</b>	Missed Appt Reason Code	Code indicating why the due date was not met (See section 5.2.3.1 for more information)
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### 5.4.1 Service Order Detail

Beneath the header information, service order details are separated into sections, which are defined in the following table:

Section	Definition								
<b>Unfielded Identification Information</b>	<p>This section of the service order is placed immediately following the header information. This section includes, but is not limited to, the following items:</p> <ul style="list-style-type: none"> <li>• Subsequent due date information-the new due date on which the order is to be worked. It is indicated by an "SD" followed by the new due date.</li> <li>• Related order information-a listing of orders related to the displayed order. The relationship between the orders is denoted by three alpha characters preceding the service order, as defined in the following list: <ul style="list-style-type: none"> <li>◦ "CRO" or "RRSO" indicates related service orders due on the same day.</li> <li>◦ "RO" indicates related service orders due on different days.</li> <li>◦ "SEQ" indicates the sequence in which the related orders are to be worked.</li> </ul> </li> <li>• AECN information is a four alphanumeric CLEC identification code used on LNP, UNE, and UNE-P orders.</li> </ul>								
<b>Listing Information</b>	<p>The listing section of the service order is indicated by "- - -LIST." It includes, but is not limited to, the following codes:</p> <table border="0"> <thead> <tr> <th style="text-align: left;">Abbreviation</th> <th style="text-align: left;">Meaning</th> </tr> </thead> <tbody> <tr> <td>LN</td> <td>Indicates the Listed Name to be placed in the directory.</td> </tr> <tr> <td>LA</td> <td>Indicates the Listed Address to be placed in the directory.</td> </tr> <tr> <td>SA</td> <td>Indicates the location or address where service is or will be working.</td> </tr> </tbody> </table>	Abbreviation	Meaning	LN	Indicates the Listed Name to be placed in the directory.	LA	Indicates the Listed Address to be placed in the directory.	SA	Indicates the location or address where service is or will be working.
Abbreviation	Meaning								
LN	Indicates the Listed Name to be placed in the directory.								
LA	Indicates the Listed Address to be placed in the directory.								
SA	Indicates the location or address where service is or will be working.								
<b>Directory Information</b>	<p>This section is for AT&amp;T internal use only. It is indicated by "- - - DIR" and contains directory information.</p>								

Section	Definition																		
<b>Billing Information</b>	<p>Billing information on the service order is indicated by the “___BILL” section and may include, but is not limited to, the following information:</p> <table border="0"> <thead> <tr> <th data-bbox="472 359 553 390"><b>Prefix</b></th> <th data-bbox="699 359 813 390"><b>Meaning</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="472 407 537 438">IBNx</td> <td data-bbox="699 407 1219 438">IBNx Billing Name followed by the address</td> </tr> <tr> <td data-bbox="472 455 548 487">RESH</td> <td data-bbox="699 455 1430 518">Four digits preceded by an "R" used to identify the CLEC on resale orders</td> </tr> <tr> <td data-bbox="472 535 542 567">IPON</td> <td data-bbox="699 535 1052 567">CLEC purchase order number</td> </tr> <tr> <td data-bbox="472 583 542 615">IBTN</td> <td data-bbox="699 583 1289 615">The CLEC billing account or "Q" account number</td> </tr> </tbody> </table>	<b>Prefix</b>	<b>Meaning</b>	IBNx	IBNx Billing Name followed by the address	RESH	Four digits preceded by an "R" used to identify the CLEC on resale orders	IPON	CLEC purchase order number	IBTN	The CLEC billing account or "Q" account number								
<b>Prefix</b>	<b>Meaning</b>																		
IBNx	IBNx Billing Name followed by the address																		
RESH	Four digits preceded by an "R" used to identify the CLEC on resale orders																		
IPON	CLEC purchase order number																		
IBTN	The CLEC billing account or "Q" account number																		
<b>Service and Equipment Details</b>	<p>The service and equipment section of the order is indicated by "- - S&amp;E" It refers to service and equipment that is being added, changed, deleted, etc. in accordance with the instructions on the LSR. The USOC codes for AT&amp;T's products and services can be found in the USOC Manual or the various state subscriber tariffs and will not be discussed in this guide. The codes that indicate the action taken on a product or service are listed below. One or more action code(s) will be indicated for each item influenced by the service order. The following table lists and describes the S&amp;E Action Codes.</p> <table border="0"> <thead> <tr> <th data-bbox="472 940 542 972"><b>Code</b></th> <th data-bbox="699 940 813 972"><b>Meaning</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="472 989 488 1020"><b>I</b></td> <td data-bbox="699 989 1068 1020">Adding a new feature, line, etc.</td> </tr> <tr> <td data-bbox="472 1037 488 1068"><b>O</b></td> <td data-bbox="699 1037 1024 1068">Removing feature, line, etc.</td> </tr> <tr> <td data-bbox="472 1085 488 1117"><b>R</b></td> <td data-bbox="699 1085 1300 1117">(Recapped) No change to existing feature, line, etc.</td> </tr> <tr> <td data-bbox="472 1134 488 1165"><b>C</b></td> <td data-bbox="699 1134 1442 1197">Change to existing feature, line, etc. Shows existing information (works with "T" action)</td> </tr> <tr> <td data-bbox="472 1213 488 1245"><b>T</b></td> <td data-bbox="699 1213 1442 1276">Change to existing feature, line, etc. Shows the new information (works with "C" action)</td> </tr> <tr> <td data-bbox="472 1293 488 1325"><b>D</b></td> <td data-bbox="699 1293 1425 1356">(Delete) Change to existing feature, line, etc. (paired with "E" action code)</td> </tr> <tr> <td data-bbox="472 1373 488 1404"><b>E</b></td> <td data-bbox="699 1373 1409 1436">Change to existing feature, line, etc. (paired with "D" action code)</td> </tr> <tr> <td data-bbox="472 1453 488 1484"><b>G</b></td> <td data-bbox="699 1453 1386 1484">Grouping of information for individual telephone numbers</td> </tr> </tbody> </table>	<b>Code</b>	<b>Meaning</b>	<b>I</b>	Adding a new feature, line, etc.	<b>O</b>	Removing feature, line, etc.	<b>R</b>	(Recapped) No change to existing feature, line, etc.	<b>C</b>	Change to existing feature, line, etc. Shows existing information (works with "T" action)	<b>T</b>	Change to existing feature, line, etc. Shows the new information (works with "C" action)	<b>D</b>	(Delete) Change to existing feature, line, etc. (paired with "E" action code)	<b>E</b>	Change to existing feature, line, etc. (paired with "D" action code)	<b>G</b>	Grouping of information for individual telephone numbers
<b>Code</b>	<b>Meaning</b>																		
<b>I</b>	Adding a new feature, line, etc.																		
<b>O</b>	Removing feature, line, etc.																		
<b>R</b>	(Recapped) No change to existing feature, line, etc.																		
<b>C</b>	Change to existing feature, line, etc. Shows existing information (works with "T" action)																		
<b>T</b>	Change to existing feature, line, etc. Shows the new information (works with "C" action)																		
<b>D</b>	(Delete) Change to existing feature, line, etc. (paired with "E" action code)																		
<b>E</b>	Change to existing feature, line, etc. (paired with "D" action code)																		
<b>G</b>	Grouping of information for individual telephone numbers																		

## 6. Administration

### 6.1 Adding A User

**Step 1:** On the Administration window, click the Add New User Link in the CSOTS Administration channel and the following screen will be returned.

**BELLSOUTH®** **CLEC Service Order Tracking System** > World-Class Proven Process

**CSOTS Administration**

- [CSOTS Home](#)
- User Management**
  - [Add New User](#)
  - [View/Edit User\(s\)](#)

### Add New CSOTS User

**Personal Information**

User ID:

Password:  Confirm Password:

First Name:  Last Name:

Address:  Phone:

Address2:  Email:

City:

State:  Zip:

**Service Order Lists**

# of Service Orders/CLECs to Display per Page:

**Assigned Company and OCNs**

Un-Selected OCNs:	Selected OCNs:
<input type="text"/>	1111
	1234
	3333
	4999
	7000
	7111
	7229
	7735
	7777
	7999
	8000
	8001
	8002
	8003
	8300
	8444
	8555
	8666
	9420
	9421
	9989
	9995
	9996
	9997
	9999

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## Figure 10. Add New CSOTS User

**Step 2:** Complete the new user form. The following fields are required:

- User ID
- Password and Confirm Password
- First Name
- Last Name
- Email address

**NOTE:** User Ids should meet the following guidelines:

- The User ID must be between 6 and 9 characters in length.
- The User ID must begin with the letter "s" and be followed by a valid OCN for your company.
- The remaining characters should be unique. CSOTS will not allow you to assign the same User ID to more than one user.
- An example of a valid User ID would be s9999001.

**NOTE:** Passwords should meet the following guidelines:

- Passwords must contain at least one alphabetic character and at least one numeric character. Where the system uses verification after the fact rather than real time construction checking, system administration must ensure that improper passwords are corrected.
- If supported by the system, passwords must contain one special or punctuation character.
- Passwords must be at least six characters in length for non-privileged users and if technically feasible, eight characters in length for administrators and/or maintenance personnel.
- The system must accept at least eight password characters and if technically feasible the system must accept at least twelve password characters.
- If technically feasible, passwords must not be a name or word contained in an English or foreign language dictionary.
- Passwords must not contain four or more characters of the same type, i.e., four letters, four numbers or four special or punctuation characters in succession. For example, USSR!1, 1776\$USA and !?:\$PBT are not acceptable passwords because they contain four characters of the same type, USSR (four alphas) 1776 (four numbers) and !?:\$ (four special/punctuation characters), in succession.
- Passwords must not contain three or more successive alphabetic characters or numbers, e.g., ABC, 123.
- Passwords must not contain three or more occurrences of the same character, e.g., ZZZ, 999 or \$\$\$, in succession. For example, AAA\$10, LV!777 and ??? 2ME are not acceptable passwords.

**Step 3:** Click on Save at bottom of screen.

To enter another user, overwrite all of the required and any optional data desired, and click Save again.

## 6.2 To Edit or Delete a User

**Step 1:** Click on View/Edit User(s). The following screen will be returned. You can click on the alphabet to display user last names beginning with that character, or select All.

The screenshot shows the 'View CSOTS Users' page. At the top, there is a header with the Bellsouth logo, 'CLEC Service Order Tracking System', and a 'World-Class Proven' tagline. On the left, there is a navigation menu under 'CSOTS Administration' with links for 'CSOTS Home', 'User Management', 'Add New User', and 'View/Edit User(s)'. The main content area has a search bar with an alphabet selector (A-Z and ALL) and a 'Results: 1 - 0 of 0' indicator. Below the search bar is a table with columns for 'Last Name', 'First Name', 'Login ID', 'Group ID', 'Edit', and 'Delete'. The table contains one row with the number '1' in the 'Delete' column.

Last Name	First Name	Login ID	Group ID	Edit	Delete
					1

**Figure 11. View CSOTS Users**

**Step 2:** Click on the alphabet to display user last names beginning with that character, or select All. The following screen will be displayed:

**CSOTS Administration**

[CSOTS Home](#)

**User Management**

[Add New User](#)

[View/Edit User\(s\)](#)

**View CSOTS Users**

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [ALL](#)

Results: 1 - 15 of 15

Last Name	First Name	Login ID	Group ID	Edit	Delete
Puppet	Elmo	s1111011	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Puppet	Grouch	s1111012	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Arnett	Taylor	s1111002	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Beauty	Sleeping	s1111009	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Duck	Donald	s1111006	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Dwarf	Doopey	s1111008	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Green	Alec	1111001	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Mermaid	Little	s1111010	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Mouse	Mickey	s1111005	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Mouse	Minnie	s1111007	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Potter	Harry	s1111004	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Rex	Cinderella	s123401	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
test2	test	test2	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Wilson	Joshua	s1111003	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>
Wilson	Joshua	s1111013	BELLSOUTH_TEST	<a href="#">Edit</a>	<a href="#">Delete</a>

**Figure 12. View CSOTS Users**

**Step 3:** Click on edit to change a user’s profile or change their password. Click on Delete to delete the user.