CenturyLink™ Online Request
Application (CORA™)
(also known as QORA™)

Customer Administrator's Guide

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Document Information

Version Notice

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Change Log

Revision Date	Document Version & Software Release	Description
10/24/2003	1.01 / 1.0	Changed the internal production URL to http://asrprod.qintra.com/qoraprod.
3/20/2004	2.0	Changed the internal production URL to http://asrprod.qintra.com/qora. Added note regarding Internet Explorer Added ASR status of Canceled. Changed ASR status of Accepted to Acknowledged. Updated Glossary. Reformatted document using current template.
9/20/2004	3.0	Changed documentation url to http://www.qwest.com/wholesale/systems/asr.html. Added section Field Level Help. Updated screen shots for current release version.
3/14/2005	4.0	Reformatted from pdf to online format. Added Qwest IT Help desk phone number (1-877-828-4357). Changed references to "scanning CLLI codes" to "locating facilities between CLLI codes" in Navigating QORA™ and Locate Facility Between CLLI Codes – CLLI Scan. Changed multiple references to "range of CLLI codes" to "pair of CLLI codes." Added sentence, "You can validate information using QORA's pre-order tools." In Validating Information section. Added clarification in Validating NC, NCI, and SECNCI Codes section regarding validating NC codes. Additional editing and formatting changes not affecting content. Changed http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf to http://www.qwest.com/wholesale/systems/asr.htm in QORA™ System Requirements section. Additional edits for clarity.
4/11/2005	4.01 / 4.0	Updated Administrative Roles and Tasks section; Customer Admin users do not have the ability to unlock users.
5/16/2005	4.1	Added Street Address Validation Addendum to user guide.

Revision Date	Document Version & Software Release	Description
10/10/2005	5.0	Reformatted document using current template. Added section Canceling Additional Forms – ACI. Added section Order Validations.
12/17/2005	6.0	Changes to field level help for ASR form.
4/10/2006	7.0	Changes to field level help for SALI, TQ, FGA, WAT, MSL, and TRK forms.
11/6/2006	8.0	Changes to field level help for EVC and C/NR forms. Added Record Retention Policy section.
3/12/2007	9.0	Changes to the Copying a Request note and Address Validation by Street Address section of the user guide. Changes to field level help for new fields in the ASR, Trunking, Transport, CN, EUSA, EVC, MULTI-EC, and NAI forms.
6/25/2007	9.1	In the Getting Started section, changed the steps and URL about how to access QORA. I n the Creating Reports section, added content about two new sub tabs (QORA GUI Reports and ASR Status) under the Reports tab. This included adding topics for the ASR Status sub tab about how to view CN, C/NR, and DLR status information for the request and how to view the current ASR. Created a new ASR Status section and topics about the new ASR Status tab for pre-order only users, including how to search for a request and how to view CN, C/NR, and DLR status information for the request.
9/17/2007	10.0	Added information about a new status change notification e-mail option in the Checking Request Status section. Added information about new Desired Due Date (DDD) calculation functionality on the ASR form in the Creating a New Request section. Updated the glossary. Changes to field level help in the ASR, FGA, TRK, C/NR, CN, and EVC forms.
3/17/2008	11.0	Changed field-level help topics for the ACI, ASR, CN, EUS, EVC, TQ, and TRK forms. Added new field-level help topics for the EVC, TRK, and VC forms. Deleted field-level help topics for the ACI, EUS, EVC, Transport, and TRK forms. Added text in the Validating the CFA section of the Preorder tab about NC/NCI combination information that appears at the top of the screen if that information can be retrieved. Added text in the Copying a Request section about the value in the EXP field not being copied over in the new request.

Revision Date	Document Version & Software Release	Description
		Changed information in the Printing Requests section to remove the Create XLS functionality and replace it with the new Create PDF functionality.

Added text in the About QORA ™ Customer Administrators section of the Customer Administrator guide about managing users when authorization changes and that Qwest retains the right to delete users who have not logged in for over a year.

Revised the Record Retention Policy section.

Updated the Administrative Roles and Tasks table.

Modified the Change Log to only list changes affecting this guide. |
| 9/22/2008 | 12.0 | Added new help topic about validating an address by circuit ID from the Pre-Order tab and from the SALI form.

Changes to field level help for the ACI, ASR, CNR, EUS, EVC, NAI, SALI, TQ, TRANS, TRK, and VC forms.

NOTE: Qwest is not supporting VCAT form functionality at this time. |
| 3/23/2009 | 13.0 | Added new help topic about resetting or clearing Pre-Order forms and added links from individual Pre-Order help topics to this new topic. (The Clear button is new; the Reset button is unchanged.)

Added information in the "Validating the CFA" topic about CKR and PON values for the working ECCKT appearing for busy channels in the validation results.

Updated information in the Editing a Request topic under the Unsubmitted Tab section to cover the separation of the Validate/Next button into a Validate button and a Next button. Also updated the following other topics where Validate/Next was referenced – Canceling Forms, Adding Child Forms, Submitting a Request, and Logging Out. In addition, created two new topics in the Edit Request section to better organize and reuse information – Using the Form Flow Diagram and Using the Validate, Next, and Reset Functions.

Updated information in the Submitting a Request topic under the Unsubmitted Tab section to address what happens after submitting a request depending on whether the request is large or small.

Updated the following topic where Validate/Next was referenced – Logging Out. The Validate/Next buttons have been split into two separate buttons.

Reformatted the "Create New" section and added a missing screen capture.

Updated the glossary.

Changes to field level help for the ACI, ASR, and CN forms. |

Revision Date	Document Version & Software Release	Description
9/21/2009	14.0	Updated the "Additional Form Features and Behaviors" topic to include information about the "Add another SAC" button on the SAC NXX tab of the TQ form. Updated the "Creating Reports" topic to show the INIT option that appears in the Information to Display section of the QORA GUI Reports tab and to add information about some commonly used selections in the section being checked by default. Changed a note on the "Submitting a Request" topic about errors not clearing until Validate is clicked. Updated the "Canceling Forms" topic to show a revised screen capture for the Circuit Details tab to show the TSP field in it. Updated the "Downloading the Report as a CSV Text File" topic to change the download screen capture and steps text. Updated the Glossary. Changes to field level help for the ACI, ASR, CN, EOD, EUS, FGA, SALI, TQ, TRANS, TRK, VCT, and WAT forms.
3/22/2010	15.0	Updated the "Editing a Request" topic to change screen examples in step 5 for the check boxes at the bottom of the Contact tab. Updated the "QORA Standards" topic to add information about avoiding copying/pasting text from other applications into QORA fields. Updated the Glossary. Changes to field level help for the ACI, ASR, FGA, MSL, NAI, TQ, TRANS, and TRK forms.
9/20/2010	16.0	Updated the "Viewing CN Information" topic to change the screen capture and related text to show the Virtual Circuits tab. Updated the "Creating Reports" topic to change the screen capture to show the EVCI report criteria options and to add "EVCI is" field and its description and usage to the Report Criteria & Sort Order Fields table. Updated the ASR Status topics to organize them and reduce duplication of content. Updated the title of the "Contact Information" topic to "Document Information" to match the content of the topic. Updated the Glossary. Changes to field level help for the ACI, ASR, CN, CNR, EUS, EVC, MSL, TRANS, TRK, and VC forms.

Revision Date	Document Version & Software Release	Description
3/21/2011	17.0	Corrected a typo in the "QORA System Requirements" topic. Updated the Glossary. Changes to field level help for the ACI, ARI, ASR, CN, EUSA, EVC, RING, and TRANS forms.
8/8/2011	17.1	Updated the look-and-feel of the online help and field-level help to implement Qwest-to-CenturyLink rebranding changes. This included overall design changes for the logo, color palette, company name change in footers, and system name change from QORA to CORA in headers, footers, and hyperlinks where appropriate. Changes were not made to the text or GUI screens in the individual help topics and changes were also not made to the look-and-feel, text, and GUI screens in the PDF versions of the user guides—these additional rebranding changes will be made in the 18.0 release when ASOG 43 industry standards are implemented.
9/19/2011	18.0	Updated all field-level help topics and online help/user guides content to rebrand text and images from Qwest to CenturyLink and from QORA to CORA. This included changes to URLs for login and user help. NOTE: For the CORA GUI, the client-side Qwest/CenturyLink level access digital certificates are not impacted by this URL change. For ASOG 43, changed field-level help topics for the ACI, ASR, CN, EUSA, and TRANS forms. Deleted all field-level help topics and associated glossary items for the TSR form since ASOG 43 deleted this form from use. Updated the Glossary. Added screen images to the child and multiple form topics in the "Editing a Request" section to provide visual clarification on their usage.
3/19/2012	19.0	Changed field-level help topics for the ASR, CN, CNR, EUSA, EVC, MEC, SALI, TRANS, and TRK forms. Updated the Glossary. Updated the Pre-Order "Validating by Street Address" topic to add a search result item to the "one or more near matches are found" row about the SANORT value when the addresses within a SANOR response on pre-validation are either all odd numbered or all even numbered. Updated the "CORA System Requirements" topic to change the browser bug Note about resizing the browser window.
9/17/2012	20.0	Changed field-level help topics for the ACI, ASR, EUSA, EVC, and TRANS forms. Added definition for channel status codes in CFA Validation under Preorder tab. Updated the Glossary.

Revision Date	Document Version & Software Release	Description
3/18/2013	21.0	Changed field-level help topics for the ASR, CN, CNR, EUSA, EVC, TRANS, ACI, FGA, and TRK forms. Updated online help and user guides with the new screen for CN form. Deleted field-level help topic and associated glossary item for S-VLAN IND field in EVC form, since ASOG 46 deleted this field from use. Updated the Glossary.
9/23/2013	22.0	Changed field-level help topics for the ARI, ASR, CN, CNR, EUS, EVC, FGA, RNG, SALI, TRANS, TRK, and WAT forms. Updated online help and user guides with the new screens for CN and C/NR forms. Updated the Glossary.
3/17/2014	23.0	Changed field-level help topics for the ARI, RNG, FGA, TRK, TRANS, EUS, CNR, SALI, and ASR forms. Updated online help and user guides with the new screen for DLR Retrieval. Updated the Glossary.
9/22/2014	24.0	Changed field-level help topics for the TRANS, SES, ASR, CN, EUSA, SALI, ACI and EVC forms. Updated online help and user guides with the modified screen for CN Form. Updated the Glossary.
3/23/2015	25.0	Changed field-level help topics for the ACI, EUSA, EVC, SES, TRANS, FGA, SALI, TQ and TRUNK forms Updated Whom to Call and When section and updated browsers in CORA system requirements example. Updated the Glossary
6/29/2015	25.1	Changed field-level help topics for the SES and EVC forms.

Revision Date	Document Version & Software Release	Description
08/28/2015	26.0	Changed field level help topics for the ASR, ACI, CNR, CN, SALI, EVC, TRANS, EUSA, SES, FGA, WATS, TRUNK, MSL, PORT, EOD, RING, ARI and NAI forms. Updated the Glossary
03/21/2016	27.0	Changed field level help topics for the ASR, CN, EVC, MEC, SALI and SES forms. Updated the Glossary
09/19/2016	28.0	Changed field level help topics for the ASR, ACI, ARI, CN, CNR, EUS, EVC, MEC, MSL, PC, ES, TQ and TRANS forms.

Document Location

You can obtain the latest version of this document at
http://www.centurylink.com/wholesale/systems/asr.html.

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Records Retention Policy

ASRs that have been submitted to CenturyLink and processed will be retained in the database for a period of 2 years. CenturyLink will perform a purge of these records twice annually in January and July. The purge date will be based on the date of the last activity transmitted on the ASR. For example, if the date the C/NR form for completion or cancellation of the ASR is November 2006, the deletion of this record would occur in January 2009 and once purged will no longer be accessible to you.

Requests that have been created but not submitted to CenturyLink will not be purged from the database regardless of the date created. However, unsubmitted ASRs that have not been modified for more than 2 years whose "Last Edited User" is no longer a valid user in the system may be purged at CenturyLink's discretion.

Introduction

This guide provides instructions for both CenturyLink customers and employees for using the CORA™ GUI. For product-specific information, go to http://www.centurylink.com/wholesale/pcat.

This section includes basic information about CORA™ as well as instructions for logging in and out and changing your password.

Browser Guidelines

Your browser may ask you whether you want passwords and information you type to be saved for future use. If you see a message asking you to save your password or other information, **do not do so**. Saving your password may create security problems. Saving other information may not work as intended within the system.

Navigating CORA™

To navigate in CORA™, use the top row of tabs:

To do this...	Click this tab...
View requests submitted to CenturyLink for processing	Submitted
View requests not yet submitted to CenturyLink	Unsubmitted
Create a new request	Create New
Validate an address	Pre-Order
Validate a BAN	Pre-Order
Validate a CFA	Pre-Order
Locate a Facility Between CLLI Codes (CLLI Scan)	Pre-Order
Validate NC, NCI, and SECNCI codes	Pre-Order
Generate a report listing submitted requests	Reports
Change your password (customers only)	Admin
Check overall status information on a submitted request	ASR Status or Reports > ASR Status depending on user permissions
Access a Design Layout Report (DLR)	ASR Status or Reports > ASR Status depending on user permissions
Get help	Help
Log out	Logout

CORA™ Standards

Following are standard guidelines to follow when working in CORA™.

· You can type uppercase, lowercase, or mixed case in fields; all typed text is automatically set to UPPERCASE.

- You can edit all fields unless they are dimmed, even those that are automatically filled in for you.

- Avoid copying/pasting text from other applications (Word, Excel, PDF, and so on) into fields. Doing so may introduce "garbage characters" (carriage returns, tabs, line feeds, unsupported non-ASCII characters, and so on) that cannot be interpreted or translated properly when the data is transferred. Once a situation like this occurs, the only workaround is to perform a copy-to-new function and fix the offending field **prior** to requesting a validation, which forces you to submit the ASR under a different PON. The workaround is cumbersome, and data could be unrecoverable if the situation occurs on a SUP.

CORA™ System Requirements

Browser: Any browser that supports the Web standards XHTML 0 Transitional, CSS 1, DOM 1, and ECMAScript, for example, Microsoft Internet Explorer 9 and Mozilla Firefox 32.0.1.

> Note: There is a bug within some browsers regarding resizing windows in the GUI. If you resize your window "just right," it may cause a field or two to not display, as the browser gets confused on whether to leave the field in its current position or wrap it to the line below. Therefore, the field may disappear. Resizing the screen differently again will cause the invisible field to reappear.

Display resolution: At least 800x600, but the GUI will flexibly adapt to take advantage of higher resolution displays, such as 1024x768 or 1280x1024 when available.

Display colors: At least 65536 colors (i.e., 16-bit color).

Internet connection: At least 56kbps dial-up.

Processor, RAM, hard disk space: Any environment that will run one of the supported browsers.

Requirement updates and additional questions and answers can be found at the CenturyLink ASR Ordering Systems web site at http://www.centurylink.com/wholesale/systems/asr.html.

Whom to Call and When

If you need an account created or changes to your CCNA permissions or personal information (name, email address, etc.), contact your CORA™ system administrator.

For ASR Ordering Systems Information, go to http://www.centurylink.com/wholesale/systems/asr.html.

For all other problems, call the Wholesale Systems Help Desk:

    1-888-796-9102, option 2
    Monday-Friday 6:00 a.m. to 7:00 p.m. (Mountain Time)
    Saturday 7:00 a.m. to 2:00 p.m. (Mountain Time)

Login

Log in as a Customer

1. Open a browser window and go to https://coraprod.centurylink.com/cora/control/login. The login page appears.

2. Do one of the following:

If you have not logged in before...	If you have logged in before...
· In the User ID field, type your user ID (your email address). · In the Password field, type your digital certificate PIN. · Type a new password when prompted to do so.	· Type your user ID (your email address) and password.

3. Click **Log In**. The main window appears.

   Caution: For security reasons, user accounts are locked after five consecutive unsuccessful login attempts. This lockout condition lasts for 30 minutes. To unlock an account sooner (after a password has been reset by the help desk if needed), users should contact the appropriate help desk for assistance to unlock their account.

Tabs

Admin Tab

Administrative Roles and Tasks

CORA™ supports the roles and administrative tasks outlined in the table below. Your role determines the tasks you can complete from the Admin tab.

Tasks	Customer Basic	Customer Admin
Create admin user		X
Create basic user		X
Edit users		X
Delete users		X
Change own password	X	X

Changing Your Password

Customer users can change their own passwords.

1. Click the **Admin** tab.

2. Type your current password and your new password (twice).

3. Click **Change Password**.

Creating a New User Account

This section provides the steps you use to create new user accounts. As a customer CORA™ administrator, you can create accounts for other administrators and for basic users within your company. Before you attempt to create a new user account, make sure you have the necessary user information.

- The user's first name, middle initial (if user has one), and last name
- Whether the user should be a basic user or an administrator
- The editing and viewing rights the user should be given for each CCNA
- The user's login identifier:
    - Email address as defined in the digital certificate request (customer users).

If you are adding any type of customer user, verify that the user's digital certificate has been requested and defined in the CenturyLink LDAPEC data store. Users can obtain a digital certificate by going to http://www.centurylink.com/wholesale/systems/generalinfo.html and submitting a request to the Wholesale Services Support Team (WSST). The WSST notifies the customer of the digital certificate and PIN numbers.

1. Click the **Admin** tab. The **Create User** sub tab is selected by default.

2. In the **Company** drop-down menu, select the user's company.

   Note: As a customer administrator, this field is not visible; your company name is automatically populated.

3. In the Name and Role section of the screen, type the user's ID in the **User ID** field. (For customer companies, this field is labeled **Email address / User ID**.)

   · For customers, type the user's email address.

4. In the Name and Role section of the screen, enter the user's name and email address, and select their role from the list. The email address is the customer user's ID for external customers.

5. In the CCNA Permissions section of the page, use the angle bracket (>, >>, <, <<) buttons to move CCNAs from one column to another in order to set up viewing and editing rights for the user.

To allow...	Move the CCNA to...
Both viewing and editing (see the Note below)	Edit + View
Viewing but not editing	View Only
Neither viewing nor editing	None

   Note: If the company the user belongs to is a *tool only* company, Edit + View permissions will not be allowed, and the associated angle bracket buttons will be grayed out.
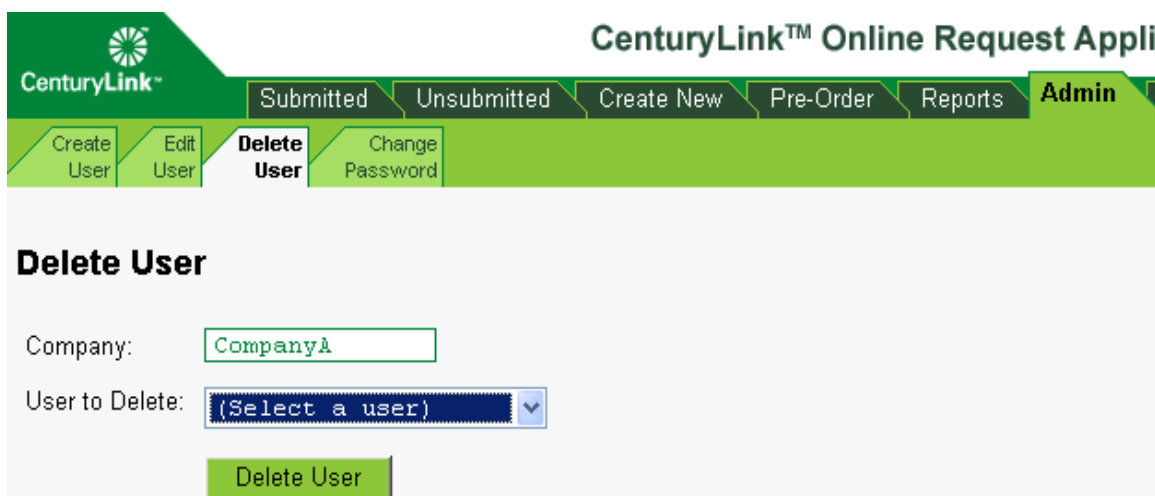
6. Click **Create User**. The system displays a confirmation prompt. To create the user, click **OK**, otherwise, click **Cancel**. If the system successfully creates the account, it displays a success message.

7. If the user account cannot be created, a message indicates that there were errors when trying to create the account, the user information you entered is deleted. If the user is a customer administrator or a customer basic user, check that the user has a digital certificate.

Deleting a User Account

You can delete user accounts that are no longer needed. You can delete any user account within your company (except your own account.

> Note: When you delete a user's account, the user's submitted and unsubmitted ASRs remain accessible to other users when they select the **-any-** (any user) option in the **User** field on the Submitted and Unsubmitted screens.

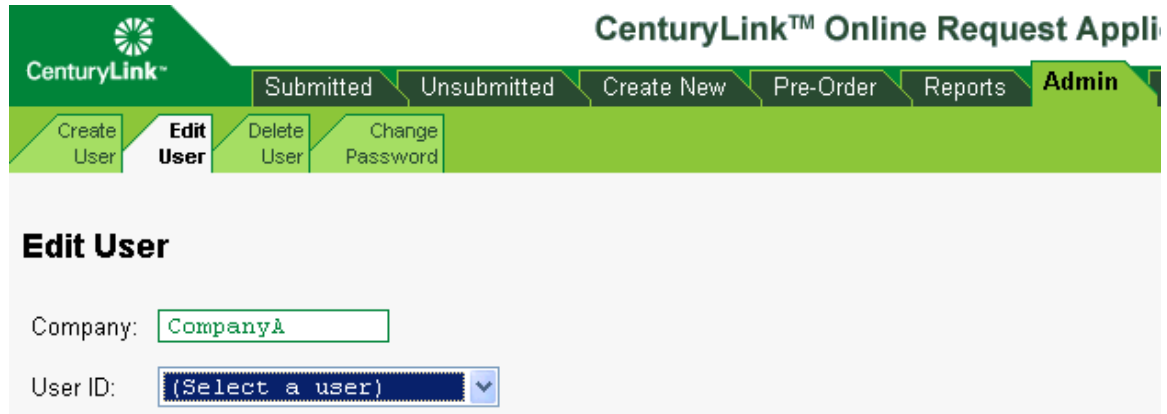1. On the **Admin** tab, click the **Delete User** sub tab.

2. Select the user's company, if it is not already selected.

3. Select the user's ID in the User to Delete drop-down menu.

4. Click **Delete User**. A warning message asks is you're sure you want to delete the user.

5. Click **OK** to delete the user, otherwise click **Cancel**. The user account is deleted and a confirmation message appears.

6. To verify you have deleted the account, return to the Edit User page and make sure that the user ID for the account you deleted does not appear in the list.

Editing User Information

You edit user accounts to change user information; for example, CCNA permissions.

1. On the **Admin** tab, click the **Edit User** sub tab.

2. Select the user's company from the Company drop-down menu, if it is not already selected.

3. Select the user's ID from the User drop-down menu. User information for the account appears.

4. Make any changes to the user information or the CCNA permissions, then click **Save Changes**. A confirmation box appears.

   Note: CORA™ customer administrators are responsible for assigning CCNA permissions to the other users within their company.

5. Click **OK** to save the changes. A confirmation message appears showing that your changes were saved.

6. To review your changes, return to the Edit User sub tab and select the user ID for the account you changed. Review the user information to see your changes.

Help Tab

Using CORA™ Help

There are several ways to get help:

- · Online Help

- · User Guides

- · Field Level Help

- · Full Field Names

About CORA™ Online Help

Online help appears when you click the **Help** tab.

A new browser window opens with help options, including this online help file. The online version of this training includes a table of contents available on the left hand side of the screen.

- · Use the arrows ⇔ in the navigation bar to move through the screens in sequence.

- · Click the [Contents] button to show or hide the table of contents and select an area that interests you.

- · Use the [Related Topics] button to jump to related topics.

- · Click the light bulb icon to view helpful hints.

- · Click green underlined text to view more information.

- · You can use your browser buttons to navigate through the screens.

You can also view field level help from within the application and view printable user guides in PDF format.

Field Level Help

Field level help is only available from within the CORA™ GUI. Click on any field name in green to open online field level help.

1. Identification
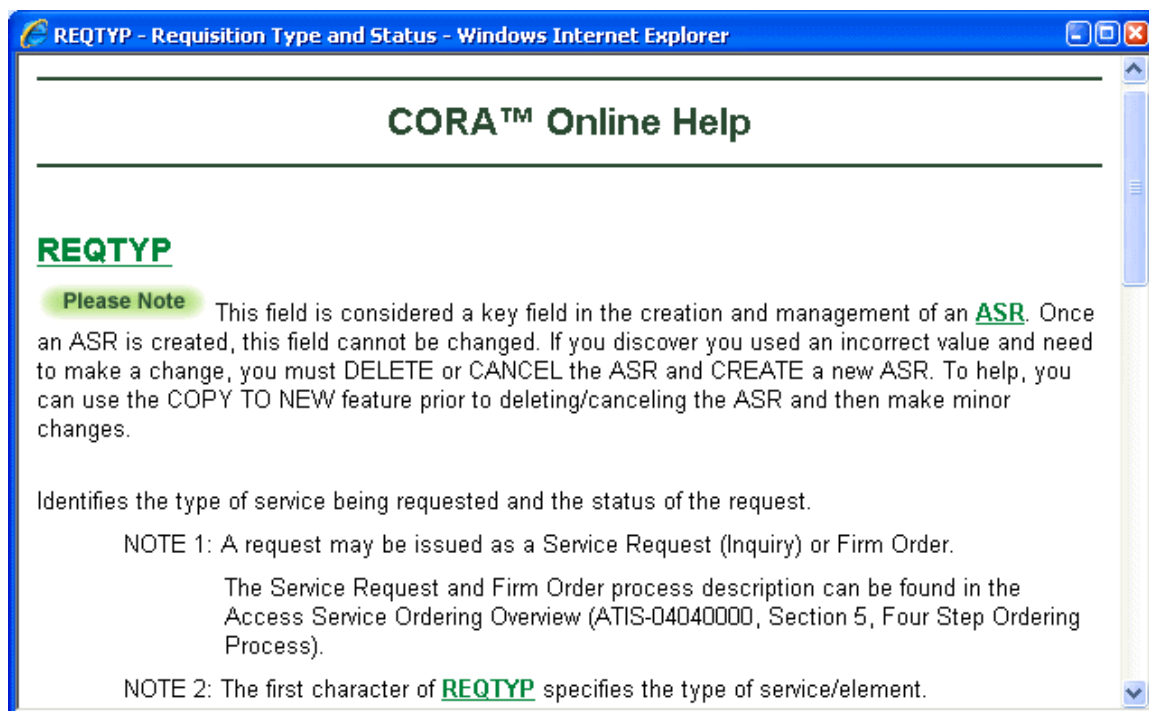
SELECT SERVICE TYPE

ReqTyp:*   [Requisition Type]

CC

PON:*   [   ]

ICSC:*   [▼]

CD

Result: Online help for the field opens in a new window.

REQTYP – Requisition Type and Status – Windows Internet Explorer

CORA™ Online Help

REQTYP

Please Note This field is considered a key field in the creation and management of an **ASR**. Once an ASR is created, this field cannot be changed. If you discover you used an incorrect value and need to make a change, you must DELETE or CANCEL the ASR and CREATE a new ASR. To help, you can use the COPY TO NEW feature prior to deleting/canceling the ASR and then make minor changes.

Identifies the type of service being requested and the status of the request.

NOTE 1: A request may be issued as a Service Request (Inquiry) or Firm Order.

The Service Request and Firm Order process description can be found in the Access Service Ordering Overview (ATIS-04040000, Section 5, Four Step Ordering Process).

NOTE 2: The first character of **REQTYP** specifies the type of service/element.

From Field Level Help, click any underlined term in green to expand the definition.

Full Field Names

Hover your mouse over a field name to see the spelled out version of the field name in a tool tip.

Help Resources

To learn more about using the online version of this help, go to CORA™ Online Help.

Additional Resources

· The ASR Ordering Systems page provides ASR Ordering Systems FAQs, the CenturyLink Business Rules Differences List, and other resources.

· The ASOG document is available from the OBF Document Catalog at ATIS.org.

Contact Information

See Whom to Call and When.

Logout Tab

Logging Out

Caution: After 60 minutes of continuous inactivity, the system logs you out automatically, and you lose any unsaved changes on the current form. (Your changes are saved whenever you click Validate, Next, or View Request, or when you move to a different form through the form flow diagram.)

1. Click the **Logout** tab.

2. In the confirmation message that appears, click **OK**.