



Qwest[®] Online Request Application
**QORA[™] Customer
Administrator's Guide**

Software Release: 17.0

Release Date: March 21, 2011

Table of Contents

Document Information	1
Version Notice	1
Change Log	1
Document Location.....	2
Copyright	3
Trademarks	3
QORA™ Record Retention Policy.....	3
Introduction	5
About QORA™ Customer Administrators	5
Browser Guidelines	5
Navigating QORA™	6
QORA™ Standards.....	6
QORA™ System Requirements	7
Who to Call and When.....	7
Login	8
Log In as a Qwest Customer	8
Tabs	11
Admin Tab	11
Administrative Roles and Tasks	11
Change Password.....	11
Create User.....	12
Delete User	14
Edit User	15
Help Tab	16
Using QORA™ Help	16
QORA™ Online Help	16
Field Level Help	17
Full Field Names	18
Additional Resources	18
Logout Tab	18
Logging Out	18

Document Information

Version Notice

Document date	Software release	Document version
October 13, 2003	1.0	1.0
October 24, 2003	1.0	1.01
March 20, 2004	2.0	2.0
September 20, 2004	3.0	3.0
March 14, 2005	4.0	4.0
April 11, 2005	4.0	4.01
May 16, 2005	4.1	4.1
October 10, 2005	5.0	5.0
December 17, 2005	6.0	6.0
April 10, 2006	7.0	7.0
November 6, 2006	8.0	8.0
March 12, 2007	9.0	9.0
June 25, 2007	9.1	9.1
September 17, 2007	10.0	10.0
March 17, 2008	11.0	11.0
September 22, 2008	12.0	12.0
March 23, 2009	13.0	13.0
September 21, 2009	14.0	14.0
March 22, 2010	15.0	15.0
September 20, 2010	16.0	16.0
March 21, 2011	17.0	17.0

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 . Reformatted document using current template.

Revision Date	Document Version & Software Release	Description
9/20/2004	3.0	Changed documentation url to http://www.qwest.com/wholesale/systems/asr.html . Updated screen shots for current release version.
3/14/2005	4.0	Reformatted from pdf to online format. 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	No changes to the Customer Administrator Guide.
10/10/2005	5.0	Reformatted document using current template.
12/17/2005	6.0	No changes to the Customer Administrator Guide.
4/10/2006	7.0	No changes to the Customer Administrator Guide.
11/6/2006	8.0	Added Record Retention Policy section.
3/12/2007	9.0	No changes to the Customer Administrator Guide.
6/25/2007	9.1	No changes to the Customer Administrator Guide.
9/17/2007	10.0	No changes to the Customer Administrator Guide.
3/17/2008	11.0	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 after they 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	No changes to the Customer Administrator Guide.
3/23/2009	13.0	Updated the following topic where Validate/Next was referenced -- Logging Out. The Validate/Next buttons have been split into two separate buttons.
9/21/2009	14.0	No changes to the Customer Administrator Guide.
3/22/2010	15.0	Updated the "QORA Standards" topic to add information about avoiding copying/pasting text from other applications into QORA fields.
9/20/2010	16.0	No changes to the Customer Administrator Guide.
3/21/2011	17.0	No changes to the Customer Administrator Guide.

Document Location

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

Copyright

Copyright © 2004 - 2011
Qwest Communications International Inc.
All Rights Reserved.

Trademarks

Qwest and the Qwest logo are registered trademarks of Qwest Communications International Inc. The trademarks contained in this document are the property of their respective holders.

QORA™ Record Retention Policy

ASRs that have been submitted to Qwest and processed will be retained in the database for a period of 2 years. Qwest 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 Qwest 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 Qwest's discretion.

Introduction

This guide provides instructions for both Qwest customers and Qwest employees for using the QORA™ GUI. For product-specific information, go to <http://www.qwest.com/wholesale/pcat>.

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

About QORA™ Customer Administrators

As a QORA™ customer administrator, you can execute the functions of all basic users. In addition, you can manage accounts for all users within your company.

QORA™ customer administrators must already have an administrator user's account in order to perform administrator tasks.

Any QORA™ administrator in your company can create a QORA™ administrator. If your company does not have a QORA™ administrator, contact the Qwest Wholesale Help Desk at 1-888-796-9102 option 2 for assistance.

Note: In addition to the standard request for a digital certificate, QORA™ administrators must also complete a separate request for access, the Request for QORA™ System Administrator Access and submit it to the WSST.

Your role as an administrator is to ensure that only individuals who are authorized to use QORA™ be granted access to it. When that authorization changes, delete the user access. Qwest reserves the right to remove users who have not logged onto QORA™ for over a year.

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 QORA™.

Do not use any browser functions like **Back**, **Forward**, **Stop**, or **Refresh**. If you do, your action is not performed and an error appears. This can also happen if you have more than one browser window open while working with requests.

The screenshot shows the top navigation bar of the Qwest Online Request Application. On the left is the Qwest logo with the tagline "Spirit of Service". In the center is the title "Qwest® Online Request Application". On the right is a user greeting "Welcome QORA User". Below the title is a horizontal menu with buttons for "Submitted", "Unsubmitted", "Create New", "Pre-Order", "Reports", "Admin", "Help", and "Logout". The main content area displays an error message in a light gray box:

Action Could Not Be Performed:

Sorry, the action you requested could not be performed because it would have interfered with a previous action that QORA™ was still processing.

To avoid seeing this message, please do not use browser navigation functions such as Back, Forward, Refresh, or Stop while working with an Access Service Request. Also, please wait for QORA™ to complete each action before you request another action.

Use the QORA™ navigation options above to continue.

We apologize for any inconvenience!

Navigating QORA™

To navigate through QORA™, use the top row of tabs:

To do this...	Click this tab...
View requests submitted to Qwest for processing	Submitted
View requests not yet submitted to Qwest	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
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
Change your password (customers only)	Admin
Get help on using QORA™	Help
Log out of QORA™	Logout

QORA™ Standards

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

- You can type uppercase, lowercase, or mixed case in fields; QORA™ automatically sets all text to UPPERCASE.
- You can edit all fields unless they are dimmed, even those that QORA™ fills in for you.
- Avoid copying/pasting text from other applications (Word, Excel, PDF, and so on) into QORA™ 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 passed to Qwest. 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.

QORA™ System Requirements

Browser: Any browser that supports the Web standards XHTML 0 Transitional, CSS 1, DOM 1, and ECMAScript, for example, Microsoft Internet Explorer 6, Netscape 7, and Mozilla.

Note: There is a bug within the Microsoft Internet Explorer 6 browser. If you re-size your window “just right”, it may cause a field or two to not display, as IE6 gets confused on whether to leave the field in its current position, or wrap it to the line below. Therefore, the field may disappear. Re-sizing the screen differently again will cause the invisible field to reappear. Netscape 7 browsers fully comply, and there is therefore not an issue for Netscape users.

Display resolution: At least 800x600, but the QORA™ 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 Qwest ASR Ordering Systems web site at <http://www.qwest.com/wholesale/systems/asr.html>.

Who 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 QORA™ system administrator.

For ASR Ordering Systems Information, go to <http://www.qwest.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 8:00 p.m. (Mountain Time)

Saturday 7:00 a.m. to 3:00 p.m. (Mountain Time)

Login

Before users can log in to QORA™:

- They must have a digital certificate issued by Qwest.

Note: Users can obtain a digital certificate by going to <http://www.qwest.com/wholesale/systems/generalinfo.html> and submitting a request the Wholesale Services Support Team (WSST). The WSST notifies the customer of the digital certificate and PIN numbers.

- They must have an account in QORA™.

Note: For more information on creating an account, users in an Administrator role go to [Creating a New User Account](#).

To log in to QORA™, users browse to <https://qoraprod.qwest.com/qora/control/login> and log in using their email address for the user ID and the 4-digit digital certificate PIN provided by Qwest.

At initial login, QORA™ requires users to change their passwords from the 4-digit PIN to a password of their choice within Qwest's corporate standard guidelines.

Note: For more information on changing your password, go to [Changing Your Password](#).

Log In as a Qwest Customer

1. Open a browser window and go to <https://qoraprod.qwest.com/qora/control/login>. The QORA™ login page appears.

The screenshot shows the login interface for the Qwest Online Request Application. At the top left is the Qwest logo with the tagline 'Spirit of Service'. The main header reads 'Qwest® Online Request Application'. On the right side of the header, it says 'Welcome to QORA™'. Below the header, the page title is 'Log in to Qwest® Online Request Application'. The login form contains two input fields: 'User ID:' and 'Password:'. Below these fields is a 'Log In' button. A note below the button reads: 'Need assistance? Please call the Qwest Wholesale Systems Help Desk at 888-796-9102, option 2.' At the bottom of the page, there is a disclaimer: 'Qwest computers and the Qwest network are Qwest property. Only authorized persons may use them for legal and proper purposes as determined solely by Qwest. By using them, you consent to monitoring.'

2. Do one of the following:

If you have not logged in before...	If you have logged in before...
<ul style="list-style-type: none"> 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 QORA™ prompts you to do so. 	<ul style="list-style-type: none"> Type your user ID (your email address) and password.

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

Caution: For security reasons, QORA™ locks user accounts 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.

The screenshot shows the Qwest Online Request Application interface. At the top, there is a navigation bar with the Qwest logo and the text "Qwest® Online Request Application". Below the navigation bar, there are tabs for "Submitted", "Unsubmitted", "Create New", "Pre-Order", "Reports", "Admin", "Help", and "Logout". The "Submitted" tab is currently selected. The main content area is titled "Submitted Access Service Requests". Below this title, there are search filters: "CCNA is:" with a dropdown menu set to "-any-", "PON contains:" with an empty text box, "Date Status Chgd range:" with a date range from "07/22/2006" to "08/21/2006", and "User:" with an empty text box. There is also a "Sort order:" section with dropdown menus for "Date/Time" and "Desc". Below the search filters, it says "Displaying 0 matching requests." and there is a "Refresh List" button. At the bottom, there is a table with the following columns: "CCNA", "PON", "Ver", "ASR No", "Type", "ICSC", "D/T", "Status", "Changed - Sent By User", and "Status". The table contains one row with the text "No Records Match Your Search Criteria".

Tabs

Admin Tab

Administrative Roles and Tasks

QORA™ (Qwest Online Request Application) 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 Admin	Customer Basic
Create admin user	X	
Create basic user	X	
Edit users	X	
Delete users	X	
Unlock users		
Manage users (mass functions)		
Change own password	X	X
Change login messages		
Add or delete companies		
Add or reassign CCNAs		

Change Password

QORA™ supports the ability for external customers to change their own passwords. This feature only works for "email-based" User Ids assigned to QORA™. (Internal Qwest employees who use their company CUID for QORA™ access must follow internal corporate processes for changing their LDAP/AD password, or contact the Qwest IT Help Desk for assistance.)

1. Click the **Admin** tab.

The screenshot shows the Qwest Online Request Application interface. At the top, there is a navigation bar with tabs for Submitted, Unsubmitted, Create New, Pre-Order, Reports, Admin, and Help. The Admin tab is selected. Below the navigation bar, there is a section titled "Change Password" with a sub-heading "Change Your Password". The form contains three input fields: "Current Password:", "New Password:", and "Repeat New Password:". Below the "New Password:" field, there is a note: "(8-20 characters, case sensitive, with at least one letter and one number or symbol, e.g., ! @ # \$ % & * ?)". Below the "Repeat New Password:" field, there is a note: "(To confirm and guard against typos)". At the bottom of the form, there is a "Change Password" button.

2. Type your current password and your new password (twice).
3. Click **Change Password**.

Create User

Creating a New User Account

This section provides the steps you use to create new user accounts. As a customer QORA™ 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 CCNA permissions to assign

If you are adding any type of customer user, verify that the user's digital certificate has been requested and defined in the Qwest LDAPEC data store.

Users can obtain a digital certificate by going to <http://www.qwest.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.

The screenshot shows the 'Create New User' interface in the Qwest Online Request Application. At the top, there is a navigation bar with tabs for Submitted, Unsubmitted, Create New, Pre-Order, Reports, Admin, and Help. Below this is a sub-navigation bar with tabs for Create User, Edit User, Delete User, and Unlock User. The main form area is titled 'Create New User' and includes a 'Company' dropdown menu set to 'Qwest'. The form is divided into two main sections: 'Name and Role' and 'CCNA Permissions'. The 'Name and Role' section contains fields for 'User ID: *', 'Name (First MI Last): *', 'Email Address *', and 'User Role: *' (set to 'Basic User'). A 'Create User' button is located at the top right of this section. The 'CCNA Permissions' section features three columns: 'Edit + View', 'View Only', and 'None'. Each column has a list box and navigation buttons (>, <, >>, <<). The 'None' column currently contains 'QQQ'. A second 'Create User' button is located at the bottom right of this section.

- 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.

- 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.
- 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 will become the customer user's ID.
- 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 angle bracket buttons will be greyed out.

- 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.
- If the user account cannot be created, it displays a message that there were errors when trying to create the account, and it deletes the user information you entered. If the user is a customer administrator or a customer basic user, check that the user has a digital certificate.

Verifying a User Account

To verify that you have created the new account:

- Click the **Edit User** sub tab.
- Select the user's company from the **Company** drop-down menu.
- In the **User to Edit** list, look for the user's ID. If you cannot find the user's ID in the list, then the account was not created, and you must repeat the steps to create a new user.
- Click the user's ID to display the user information, including any CCNAs you assigned to the account.

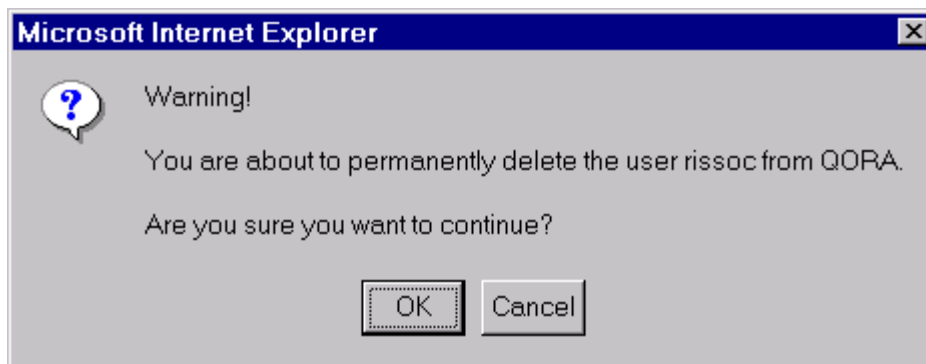
Delete User

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

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 if 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 sub tab and make sure that the user ID for the account you deleted does not appear in the list.

Edit User

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

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

The screenshot shows the Qwest Online Request Application interface. At the top, there is a navigation bar with the Qwest logo and the text 'Qwest® Online Request Application'. To the right of the navigation bar is a 'Welcome' message. Below the navigation bar are several tabs: Submitted, Unsubmitted, Create New, Pre-Order, Reports, Admin, Help, and Logout. The Admin tab is selected. Below the Admin tab are four sub-tabs: Create User, Edit User, Delete User, and Unlock User. The Edit User sub-tab is active. The main content area is titled 'Edit User' and contains two dropdown menus. The first dropdown menu is labeled 'Company' and has 'Qwest' selected. The second dropdown menu is labeled 'User to Edit' and has '(Select a user)' selected.

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 to Edit** 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: QORA™ 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 QORA™ Help

There are several ways to get help while using QORA™

- Online Help
- User Guides
- Field Level Help
- Full Field Names




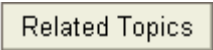

QORA™ Online Help

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



Result: 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 red arrows   in the navigation bar to move through the screens in order without missing anything.
- Click the  button to show or hide the table of contents and select an area that interests you.
- Use the  button to jump to related topics.
- Click the light bulb icon  to view helpful hints.
- Click text highlighted in blue to view more information.
- You may also use your browser buttons to navigate through the screens.

You may 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 QORA™ application. Click on any field name highlighted in blue to open online field level help.

1. Identification

Trunking (FG/Wireless/Local)

ReqTyp: *

CCNA: *

PON: *

ICSC: *

SPA:

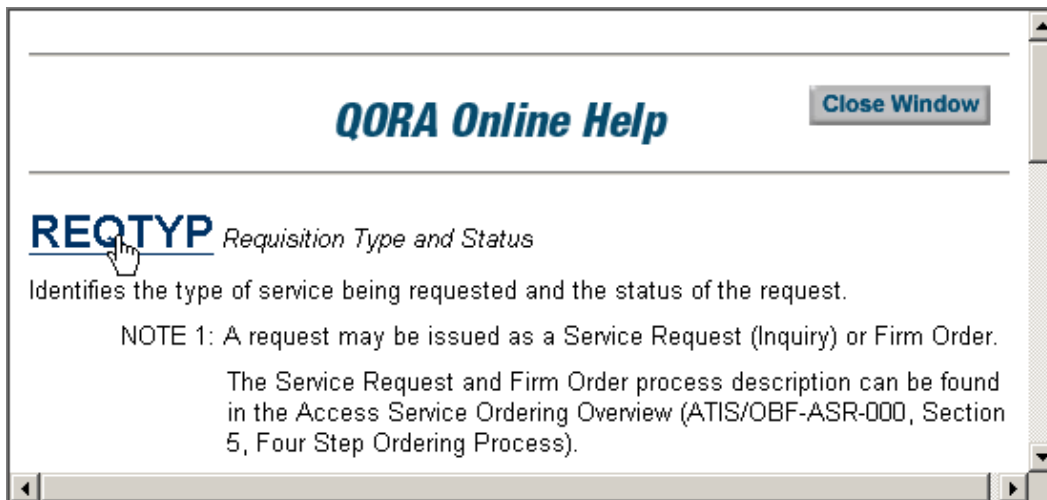
VER:

ASR No:

CCNA, PON, and ICSC may not be changed after leaving this screen.

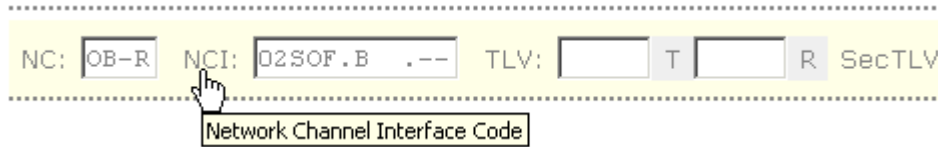
Result: QORA™ Online Help opens in a new window.

From Field Level Help, click any term highlighted in blue 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.



Additional Resources

- The Qwest.com ASR Ordering Systems page (<http://www.qwest.com/wholesale/systems/asr.html>) provides ASR Ordering Systems FAQs, the Qwest Business Rules Differences List, and other resources.
- The Access Service Ordering Guidelines (ASOG) document is available from the OBF Document Catalog (<http://www.atis.org/doccenter.shtml>) at ATIS.org.

For additional help, please consult your company's QORA™ administrator or call the Qwest Wholesale Systems Help Desk at 1-888-796-9102, option 2.

Logout Tab

Logging Out

Caution: After 60 minutes of continuous inactivity, QORA™ logs you out, 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**.