CenturyLink™

Interconnect Mediated Access 40.0

CLEC System Administrator's Guide

How to manage your company's account and users

April 3, 2017

Document information

If you use this guide, please let us know at imadocs@centurylink.com. We welcome your feedback on this document.

The versions of this guide for the new release are listed below:

Document date	Description
March 6, 2017 [Draft]	Draft guide for CMP review posted at http://www.centurylink.com/wholesale/cmp/review.html
March 13, 2017	Final guide posted at http://www.centurylink.com/wholesale/cmp/review_archivesystem.html
April 3, 2017	Final guide posted at http://www.centurylink.com/wholesale/ima/gui/index.html

You can find guides for prior releases at http://www.centurylink.com/wholesale/cmp/review_archivesystem.html.

Change log

Changes to IMA for this release are provided through CMP (change management process) at http://www.centurylink.com/wholesale/cmp/index.html.

Changes for this release:

- None

Copyright and Trademarks

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1

Getting started

This guide assumes that you have a background in telecommunications local service, including some knowledge of CenturyLink products and order-writing conventions. This guide is for system administrators who

- manage your company's account
- manage IMA users and other system administrators in your company

Although the **IMA System Administration** window lists an option for billing account numbers, CenturyLink now manages this information for you.

Logging in to IMA

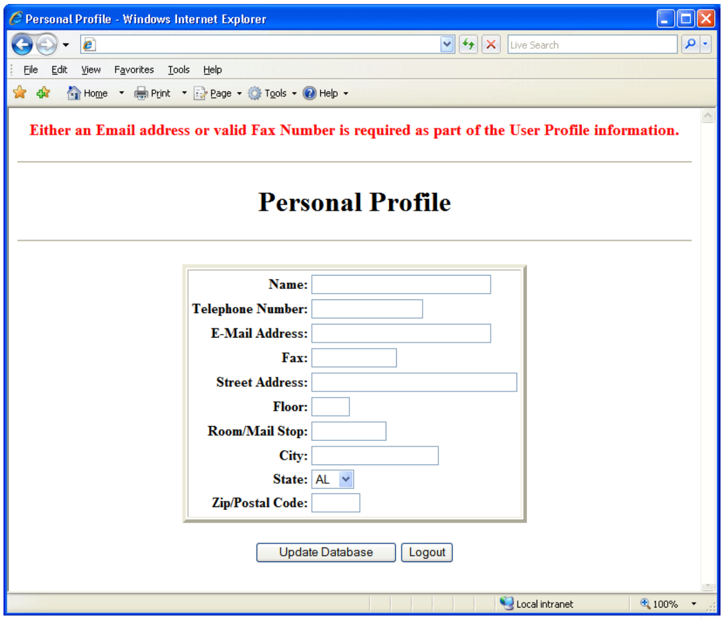
To log in to IMA, open a browser window and follow the guidelines in chapter 5 of the *Connection Guide*.

1 Fill in the three fields, using the values given to you by your CenturyLink system administrator.
   - Note that the fields are case-sensitive.
   - Once you have logged in for the first time, be sure to change your password.

2 Click **Login**.

Creating your personal profile

The first time you log in to IMA, you must complete a personal profile before you can go on to other tasks. Your personal profile contains information that CenturyLink uses to contact you.



1 Click in each field and type the appropriate information. All fields are required except for

- **E-mail Address** or **Fax** (You must fill in at least one of these.)
- Floor
- Room/Mail Stop

Note: In the **Telephone Number** and **Fax** fields, use the format 000-000-0000.

2 Click **Update Database**.

IMA displays a message that the database has been updated.

3 Click **Return to Main Menu**.

Note: Clicking **Logout** clears all data and returns you to the **Interconnect Login** window. You will still need to create your personal profile at next log in.

You can change your personal profile at any time to keep it current. See “Modifying your personal profile” on page 38.

Logging out of IMA

To log out of IMA, click **Return to Main Menu**, then click **Logout**.
If you’re working in PreOrder/Order/PostOrder, you may first have to click **Cancel**, **Close**, or **Finish** to close the window(s). Then, click **File** > **Exit** to close the **Interconnect Mediated Access** window.

IMA hours (Mountain Time)

Monday–Friday	6 a.m. to midnight
Saturday	6 a.m. to 9 p.m.
Sunday	10 a.m. to 7 p.m.

Additional resources

Web sites

IMA GUI Error Messages

http://www.centurylink.com/wholesale/ima/gui/all_errormessages_a-c.html

Local Service Ordering Guidelines

http://www.centurylink.com/wholesale/clecs/lsog.html

Products and Services

http://www.centurylink.com/wholesale/pcat/index.html

CenturyLink E-Business

http://ecom.centurylink.com

Wholesale Customer Contacts business procedure

http://www.centurylink.com/wholesale/clecs/escalations.html

Wholesale Resources—IMA

http://www.centurylink.com/wholesale/ima/index.html

Documents

In addition to this document, CenturyLink provides four other guides to help you use IMA. The first three guides are available at http://www.centurylink.com/wholesale/ima/gui/index.html:

- *IMA Connection Guide*—guidelines for connecting to IMA
- *IMA User's Guide*—guidelines on preparing, submitting, and following up on LSRs
- *Facility-Based Directory Listings Guide*—guidelines for submitting orders for facility-based directory listings

The fourth guide is available at http://www.centurylink.com/wholesale/training/coursecatalog.html:

- *Loop Qualification and Raw Loop Data CLEC Job Aid*—guidelines for retrieving raw loop data and for checking whether a loop qualifies (for CenturyLink HSI/Broadband Service or for unbundled ADSL service)

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Managing your company's account

You manage your company's account by

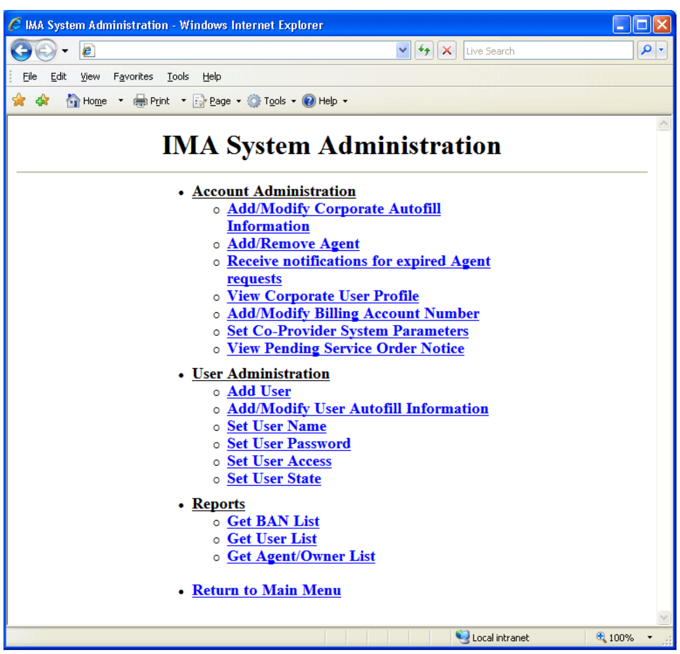
- creating or modifying your company's autofill information (directly below)
- viewing and changing your company's user profile (page 10)
- managing your company's BANS—billing account numbers (page 13)
- viewing and changing your LSR purge interval (page 15)
- managing your Pending Service Order Notice (PSON) settings (page 17)
- managing your completion notice settings (page 17)

Although viewing reference data is listed on the **Interconnect Functions** window, that task is normally done by the users in your company. For guidelines on viewing the reference data, see the *IMA User's Guide*.

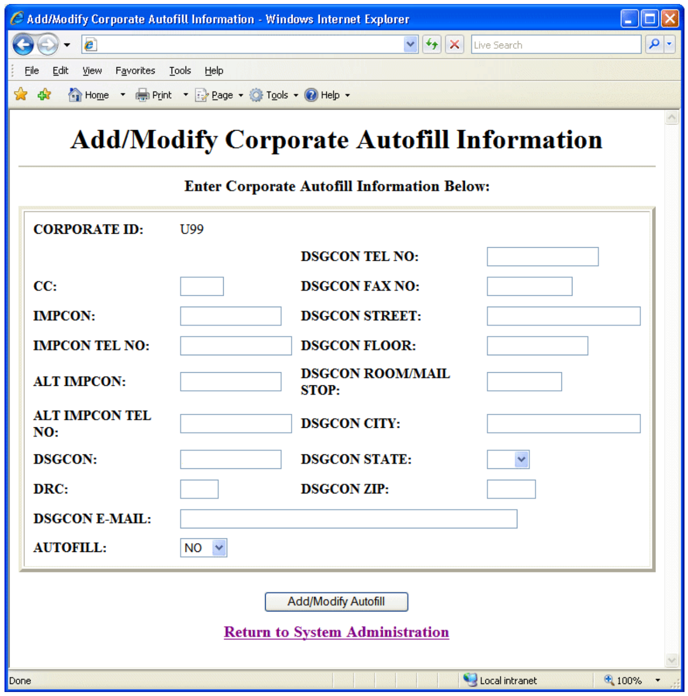
Managing your company's autofill information

Corporate autofill information fills in contact information for your company. It is not customized for individual users.

1 In the **Interconnect Functions** window, click **System Administration**.



2 Under **Account Administration**, click **Add/Modify Corporate Autofill Information**.



3 You must fill in either the **DRC** or the **DSGCON FAX NO** field, but not both. Have IMA automatically fill in the other information by typing the contact information in any or all of the fields:

In this field ...	Type ...
CC	Your CIC (carrier identification code)
IMPCON	Implementation contact
IMPCON TEL NO	Phone number for implementation contact
ALT IMPCON	Alternate implementation contact
ALT IMPCON TEL NO	Phone number for alternate implementation contact
DSGCON	Design engineering contact
DRC	Design routing code
DSGCON E-MAIL	E-mail address for design engineering contact
DSGCON TEL NO	Phone number for design engineering contact
DSGCON FAX NO	Fax number for design engineering contact
DSGCON STREET	Street address for design engineering contact
DSGCON FLOOR	Floor or suite number for design engineering contact
DSGCON ROOM/MAIL STOP	Room or mail stop for design engineering contact
DSGCON CITY	City for design engineering contact
DSGCON STATE	State for design engineering contact

In this field ...	Type ...
DSGCON ZIP	ZIP Code for design engineering contact

4 If you want IMA to automatically fill in this information when your users prepare the LSR form, select **YES** in the **AUTOFILL** field.

5 Click **Add/Modify Autofill**.

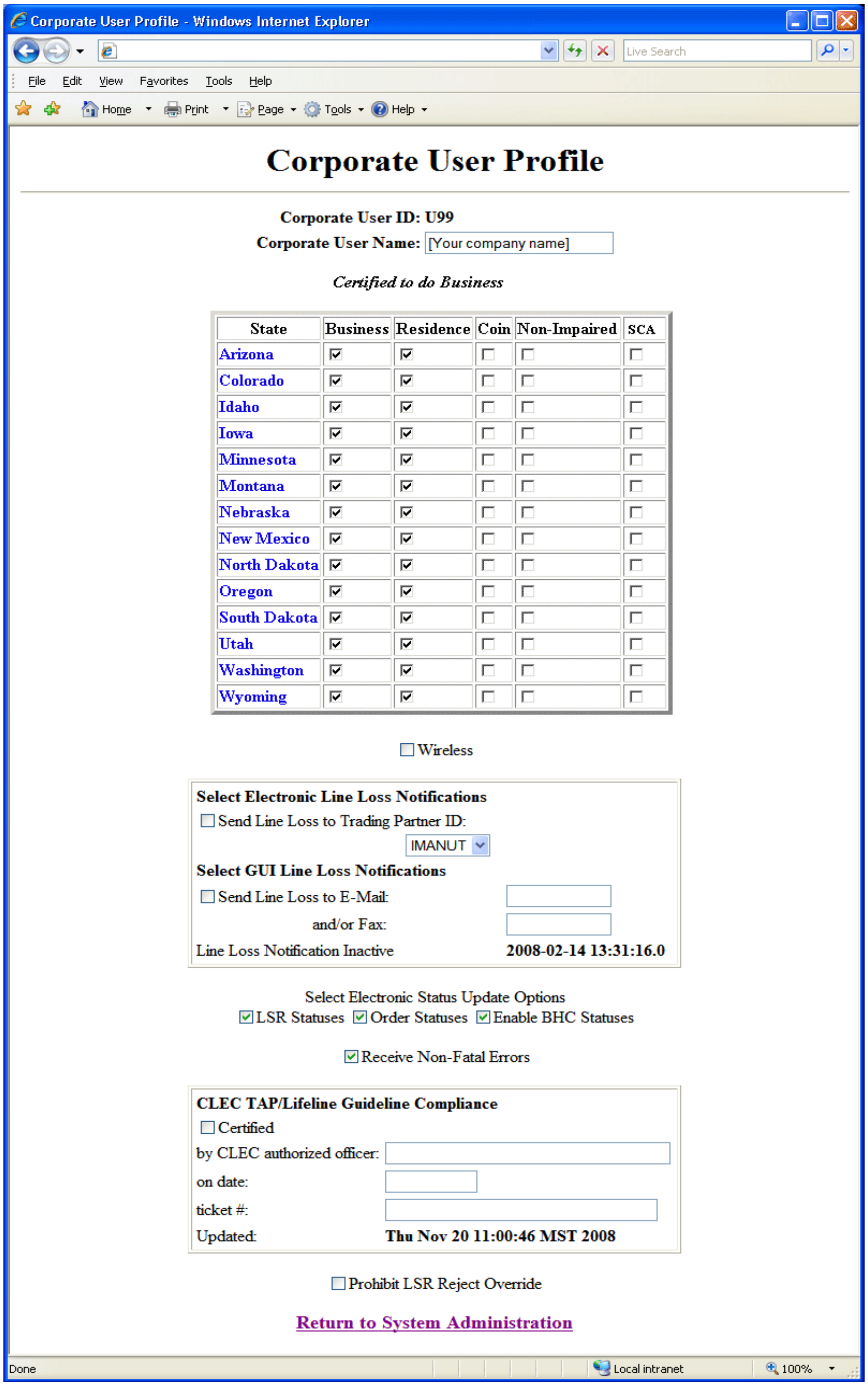
6 Click **Return to System Administration**.

Managing your company's user profile

You can view your company's corporate user profile. The corporate user profile lists, by state, what services your company is allowed to offer. It also verifies how your company wants to receive various types of notices. This is a view-only window.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **View Corporate User Profile**.



3 Review the information in the window.

Field	Description
Certified to do Business	A list of states in which you are certified to do business and the type of business you are authorized to perform.
Wireless	If checked, you have authorization for wireless business.
Select Electronic Line Loss Notifications	If checked, you want to send Line Loss information to a trading partner.
Select GUI Line Loss Notifications	If checked, you want to be notified of line loss via e-mail or fax.
Select Electronic Status Update Options	If checked, you want updates on LSR status, order status, Batch Hot Cut status, or all three.
Receive Non-Fatal Errors	If checked, you want to receive non-fatal errors.
CLEC TAP/Lifeline Guideline Compliance	If checked, indicates the CLEC has TAP/Lifeline certification allowing for low income assistance program for subsidized phone service.
Prohibit LSR Reject Override	If checked, the LSR Reject Override is not available.

4 When you are done, click **Return to System Administration**.

To change the corporate user profile, contact the CenturyLink Wholesale Systems Help Desk at 888-796-9102 and select option 2.

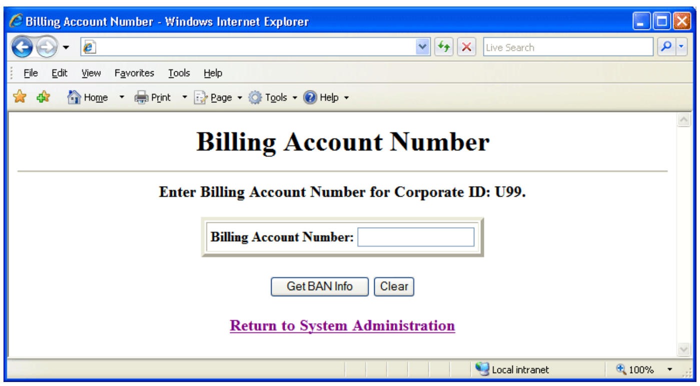
Managing your company's BANs

As a system administrator, you manage the BANs—billing account numbers—for your company. By managing BANs, you control the list of BANs that appear in the **BAN** list in the **Order Information for New LSR/BRC** window. Using IMA, you can add, modify, delete, and view more information your company's BANs. You can also view a list of all the BANs your company has in IMA. (See page 15.)

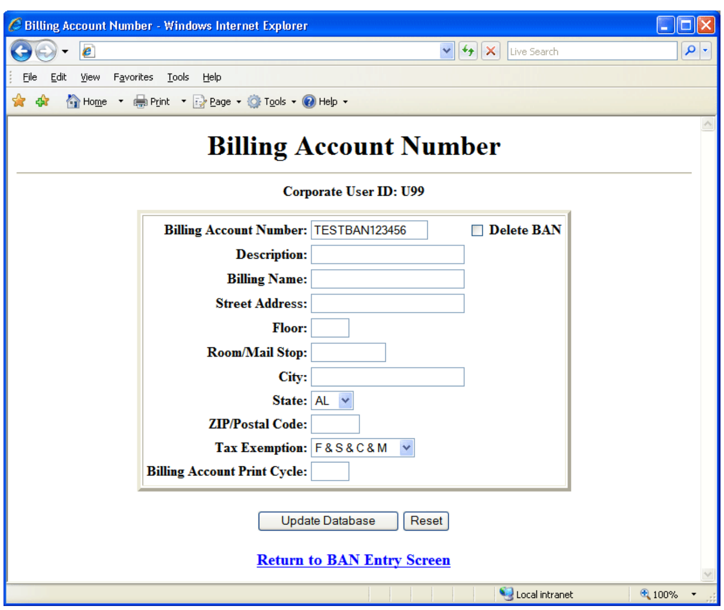
Adding a BAN

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Add/Modify Billing Account Number**.



3 Type the BAN you want to add, then click **Get BAN Info**.



4 Fill in the information for the new BAN, then click **Update Database**.

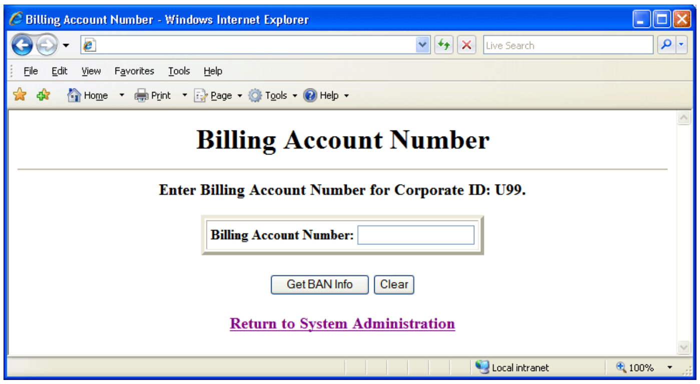
IMA saves the information for the new BAN. This BAN now appears in the **BAN** list in the **Order Information for New LSR/BRC** window and can be used when submitting LSRs.

5 When you are done, click **Return to BAN Entry Screen**, then click **Return to System Administration**.

Modifying a BAN

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Add/Modify Billing Account Number**.



3 Type the BAN you want to edit and click **Get BAN Info**.

IMA displays the detailed information for the BAN you specified.

4 Make the necessary changes to the BAN information and click **Update Database**.

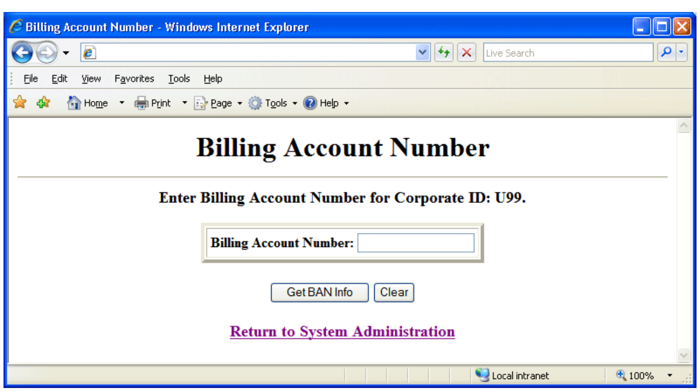
IMA updates the BAN with the new information.

5 When you are done, click **Return to BAN Entry Screen**, then click **Return to System Administration**.

Deleting a BAN

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Add/Modify Billing Account Number**.



3 Type the BAN you want to delete, then click **Get BAN Info**.

IMA displays the detailed information for the BAN you specified.

4 Verify that the BAN you type is the BAN you want to delete.

5 Click **Delete BAN**, then click **Update Database**.

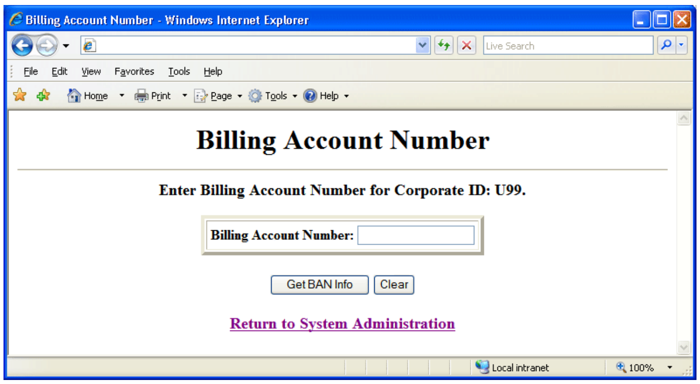
IMA deletes the BAN. This BAN no longer appears in the **BAN** list in the **Order Information for New LSR/BRC** window and can no longer be used for submitting LSRs.

6 When you are done, click **Return to BAN Entry Screen**, then click **Return to System Administration**.

Viewing more information for a BAN

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Add/Modify Billing Account Number**.



3 Type the BAN you want to view more information for, then click **Get BAN Info**.

IMA displays the detailed information for the BAN you specified.

4 When you are done, click **Return to BAN Entry Screen**, then click **Return to System Administration**.

Viewing a list of all BANs for your company

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Reports**, click **Get BAN List**.

IMA lists all BANs for your company.

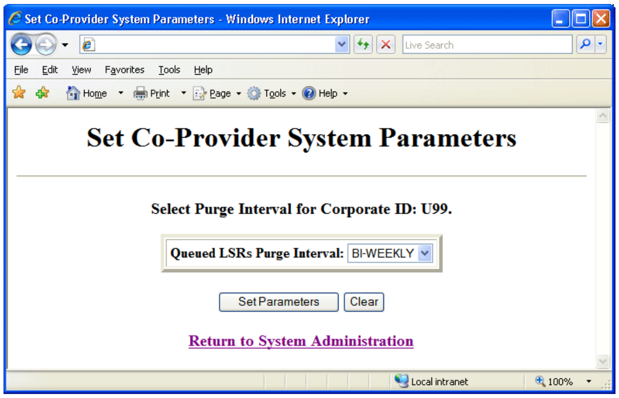
3 When you are done, click **Return to System Administration**.

Managing your LSR purge interval

You can change the frequency with which IMA purges your LSR queue. This queue contains LSRs that were submitted after IMA business hours and could not be processed when IMA reopened for business because of errors.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Set Co-Provider System Parameters.**



The **Corporate ID** field is always automatically filled in with your CenturyLink-assigned corporate ID.

3 From the list, select the purge interval you want.

4 Click **Set Parameters**.

IMA displays a message that the LSR purge interval was changed.

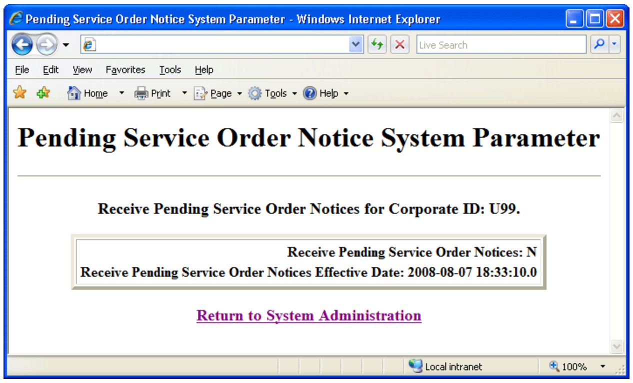
5 Click **Return to System Administration**.

Managing PSON settings

You can view the PSON settings for your corporate ID. This is a view-only window.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **View Pending Service Order Notice.**



3 Review the information in the window. When you are done, click **Return to System Administration**.

To change the PSON settings on this screen, contact the CenturyLink Wholesale Systems Help Desk at 888-796-9102 and select option 2.

Managing completion notice settings

You can elect not to receive completion notices for your LSRs. To stop (or restart) receiving completion notices, call the Wholesale Systems Help Desk at 888-796-9102 and select option 2. (Changing your completion notice settings does not affect DSRED notices.)

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Managing users

As a system administrator, you manage user access within your company, including:

- adding a user (directly below)
- changing a user’s access level (page 20)
- changing a user’s system access (page 20)
- changing a username (page 21)
- changing a user’s password (page 22)
- viewing a list of users (page 24)
- creating or managing user autofill information (page 25)

Adding a user

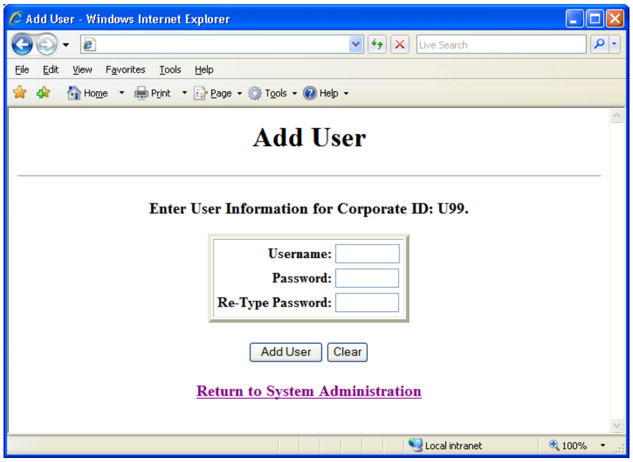
You can add a new user in either of two ways:

- by following the procedure below
  This is the most direct way to create a new user.
- by reactivating an inactive user account (see page 20) and assigning a new username (see page 21)
  This procedure is less direct, but it is a good way to reuse inactive accounts and maintain a more efficient database.

If a single user needs two different access levels (see page 20), you must add the user twice—that is, with two different usernames. You then assign the appropriate level of access to each username.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Add User.**



Note: The **Corporate ID** field is always automatically filled in with your CenturyLink-assigned corporate ID.

3 Fill in the fields:

In this field ...	Type ...
Username	The username for the new user (3–8 characters). The username must be unique within your corporate ID
Password	The password for the new user (6–8 characters, at least one of which is a number or special character)
Re-Type Password	

4 Click **Add User**.

IMA displays a message that the user was added. IMA automatically sets the new user access level to **user** and their status to **active**.

5 Click **Return to System Administration**.

6 If the user you added performs both user and admin tasks, repeat this procedure to add a second username for the user.

7 If the access level for the new user needs to be different than the IMA default of user, see “Changing a user’s access level” on page 20

Deleting a user

You cannot delete users from IMA directly. But if users no longer require access to the system, you can inactivate their usernames, reactivate those usernames, and reassign them to new users (see “Changing a user’s access level” on page 20 and “Changing a username” on page 21).

Changing a user’s access level

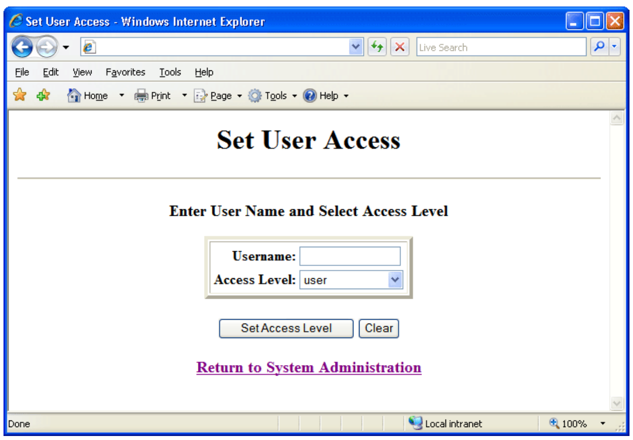
There are three types of user access levels.

Access Level	Description
user	Users who need access to IMA PreOrder, Order and PostOrder functions—the default access level when you create a new user
admin	Other administrators
pre_order_user	Users who need access to IMA PreOrder functions only

You can change a user’s **user** access level to **admin** or **pre_order_user**. You can also change an existing **admin** or **pre_order_user** access level back to **user**.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User Access**.



3 Fill in the fields:

In this field ...	Do the following ...
Username	Enter the username whose access level you want to change
Access Level	Select the new access level from the list

4 Click **Set Access Level**.

IMA displays a message stating that the user’s access level was changed.

5 Click **Return to System Administration**.

Managing users’ system access

Whether users can log in to IMA is determined by their state, active or inactive. You can manage users’ access to IMA by assigning them the correct state.

- When you create a new user, IMA automatically makes the user's state active so that they can log in.
- When a user no longer requires access to IMA, you can change their state to inactive.
- If an inactive user requires access to IMA, you can set their user state back to active.
- You can reassign an inactive user's account by changing it to active and then changing the user name. See "Generating a list of users" on page 24.

To assign a new user to IMA or to change the state of an existing user, use this procedure:

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User State.**

3 In the **Username** field, type the username whose access you want to change.

4 Do one of the following:

- To deactivate the user, select **InActiveUser** from the list.
- To reactivate the user, select **ActiveUser** from the list.

5 Click **Set State**.

IMA displays a message that the user has been set to Active or InActive.

6 Click **Return to System Administration**.

Changing a username

You can change a username to get a better match between the username and the user's actual name.

You can assign a new username only to an active user ID, not an inactive user ID (see "Managing users' system access" on page 20). If the username is inactive, be sure to activate it first.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User Name.**

3 Fill in the fields:

In this field ...	Type ...
Old Username	The username you want to change
New Username	The new username you want to use

4 Click **Set Name**.
IMA displays a message that the username was changed.

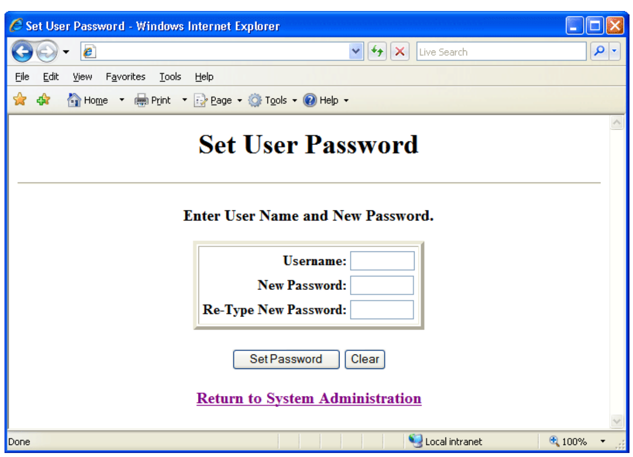
5 Click **Return to System Administration**.

Changing a user's password

If a user cannot log in because of a forgotten password, you can assign a new password. The CenturyLink Wholesale Systems Help Desk (888-796-9102) can also change a user's password.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User Password.**



3 Fill in the fields:

In this field ...	Type ...
Username	The username for the user
New Password	The user’s new password (6–8 characters, at least one of which is a number or special character)
Re-Type New Password	

Tip: IMA passwords don’t expire, but for security reasons, you should change your password often.

4 Click **Set Password**.

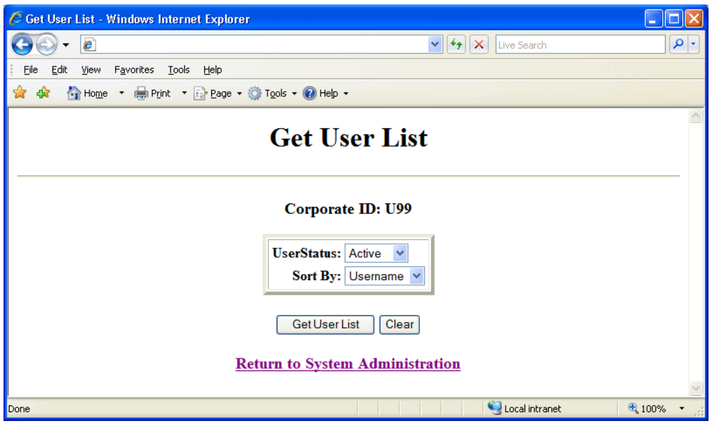
IMA displays a message that the user’s password was changed.

5 Click **Return to System Administration**.

Generating a list of users

You can generate a list of all users for your corporate ID. The list shows each user's username, name (the name they used in their personal profile), state (active or inactive), access level, and the date (and how many days since) the user last logged in.

1. In the **Interconnect Functions** window, click **System Administration**.
2. Under **Reports**, click **Get User List.**



3. From the **UserStatus** list, select whether you want to view active users, inactive users, or both.
4. From the **Sort By** list, select how you want the list to be sorted. (If you select **Login Date**, IMA sorts first by date—oldest to newest—and then by username.)
5. Click **Get User List**.

   IMA displays a list of users for your Corporate ID. (If an entry in the user list does not contain the user's name, the user has not completed their personal profile.)
6. When you are done with the list, click **Return to System Administration**.

Creating or managing user autofill information

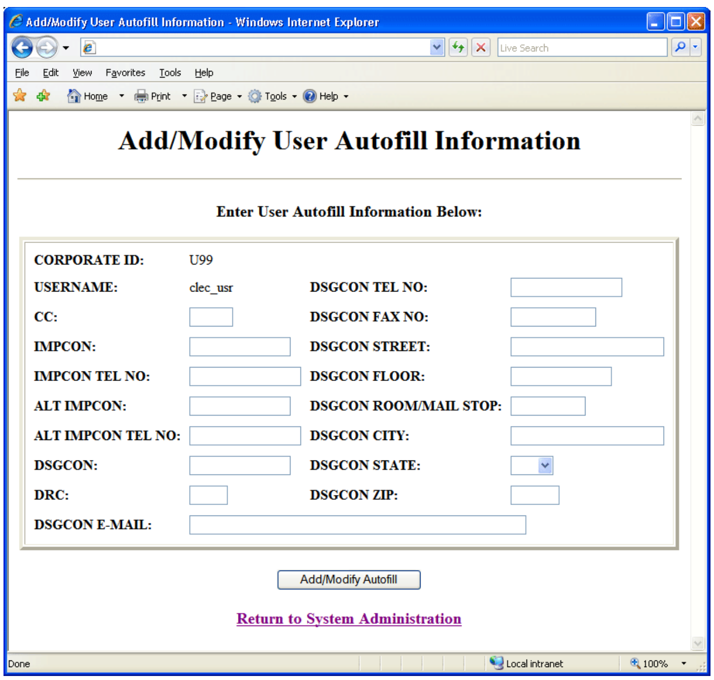
User autofill information customizes contact information for individual users.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Get User Autofill Information**.

3 Type the username of the user for whom you want to create autofill information.

4 Click **Add/Modify User Autofill Information**.



5 You must fill in either the **DRC** or the **DSGCON FAX NO** field, but not both. Have IMA automatically fill in the other information by typing the contact information in any or all of the fields:

In this field ...	Type ...
CC	Your CIC (carrier identification code)
IMPCON	Implementation contact
IMPCON TEL NO	Phone number for implementation contact
ALT IMPCON	Alternate implementation contact
ALT IMPCON TEL NO	Phone number for alternate implementation contact
DSGCON	Design engineering contact
DRC	Design routing code
DSGCON E-MAIL	E-mail address for design engineering contact
DSGCON TEL NO	Phone number for design engineering contact
DSGCON FAX NO	Fax number for design engineering contact
DSGCON STREET	Street address for design engineering contact
DSGCON FLOOR	Floor or suite number for design engineering contact
DSGCON ROOM/MAIL STOP	Room or mail stop for design engineering contact
DSGCON CITY	City for design engineering contact
DSGCON STATE	State for design engineering contact
DSGCON ZIP	ZIP Code for design engineering contact

6 Click **Add/Modify Autofill**.

7 Click **Return to System Administration**.

4

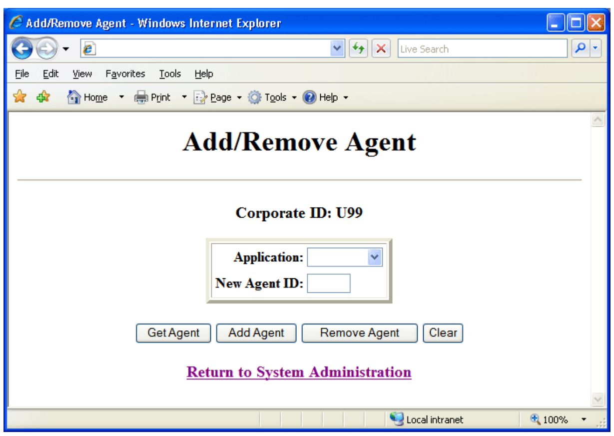
Working with other CLECs

As a system administrator, you can add or remove agents who process LSRs or trouble reports on your behalf. When you add agents, you authorize them to use IMA, CEMR-MTG, or MTG. When you remove an agent, you can redirect the LSR notices originally submitted by that agent.

Adding or removing agent

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Add/Remove Agent**.



3 To add an agent, continue with the procedure directly below. To remove an agent, skip to “Removing an agent” on page 28.

Adding a new agent

1 In the **Application** field, select the application for which you want to add the agent.

2 In the **New Agent ID** field, type the corporate ID of the agent you want to add.

3 Click **Add Agent**.

A message at the top of the window indicates that the agent will be added for the corporate ID and application you specified. This becomes effective the next business day.

Note: You cannot add multiple relationships with the same agent. Your corporate ID and agent ID cannot be the same.

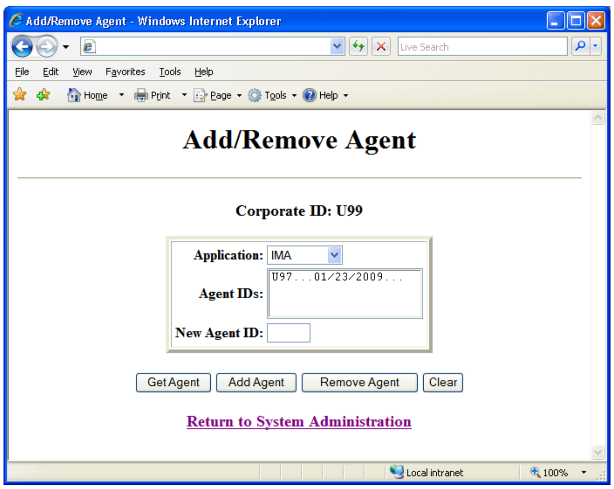
Removing an agent

Important: *Before you can remove an agent, you must first redirect the LSR notices for LSRs submitted by that agent—that is, you must specify who is to get those notices when the agent relationship expires. If you do not first redirect the notices, the agent will not be removed after the required eight day period.*

If you haven't already redirected the notices for the agent you want to remove, follow the guidelines in "Redirecting notices for LSRs submitted by expired agents" on page 28.

1 In the **Application** field, select the application for which you want to remove the agent.

2 Click **Get Agent**.



3 In the **Agent IDs** list, select (highlight) the agent you want to remove and click **Remove Agent**.

The agent relationship expires the next business day.

4 If IMA prompts you to redirect the notices for LSRs submitted by expired agents, follow the guidelines in the next section.

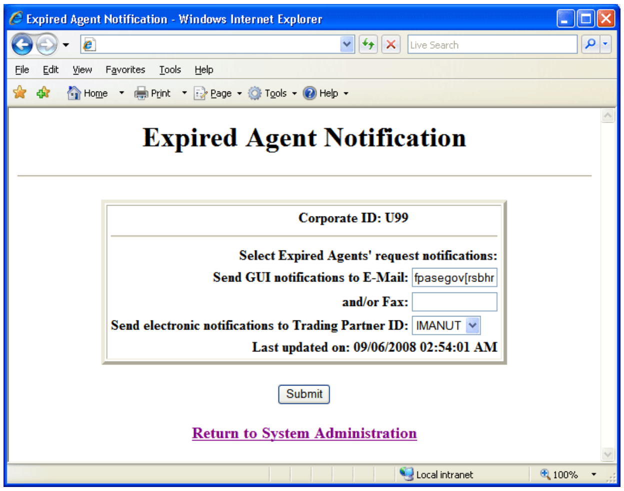
Redirecting notices for LSRs submitted by expired agents

If agents submit LSRs on behalf of your company, LSR notices are normally sent to those agents. Before you can remove an agent, you must specify where you want LSR notices to be sent so they'll be redirected if the agent relationship expires after the agent has submitted an LSR.

Note: You can forward the notices to agents, but only the owner can work with LSRs submitted by former agents—that is, only the owner can view or open those LSRs or their status updates, submit supplements to the LSRs, or work with their jeopardies.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Receive notifications for expired Agent requests**.



3 For LSR notices, type the e-mail address and/or the fax number to which you want the notices sent.

4 For electronic notices, select the trading partner ID to whom you want the notices sent.

Note: Be sure to select a trading partner that uses the same release as the expired agent; otherwise, the trading partner you select won't receive the notices.

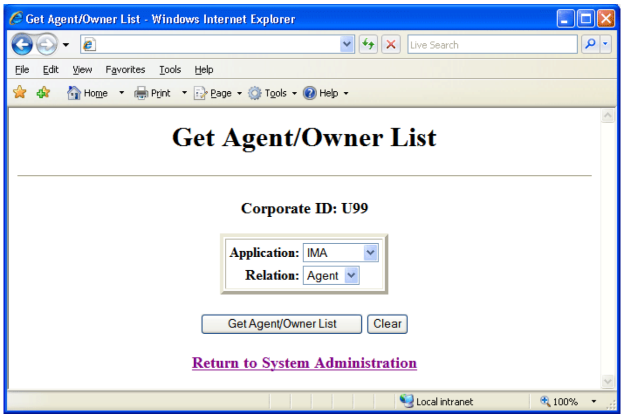
5 Click **Submit**.

Generating a list of agents or owners

You can display a list of the agents currently working on your behalf or a list of other CLECs you are currently supporting.The list shows the beginning date of the agreement and—if the agreement has been terminated—the date it will expire.

1 In the **Interconnect Functions** window, click **System Administration**.

2 In the **IMA System Administration** window, under **Reports**, click **Get Agent/Owner List**.



3 In the **Application** list, leave IMA selected unless you are a CEMR-MTG or MTG system administrator.

4 In the **Relation** field, select either **Agent** or **Owner**.

5 Click **Get Agent/Owner List**.

5

Managing clipboard access

You can configure a computer so that a user can copy and paste data between IMA and other applications, such as e-mail, that have system clipboard access. To configure a computer, you modify the java.policy file on that computer. (Even without modifying the java.policy file, your users can still copy and paste *within IMA*.)

Enabling system clipboard access

CenturyLink strongly recommends that only an IT system administrator complete this procedure.

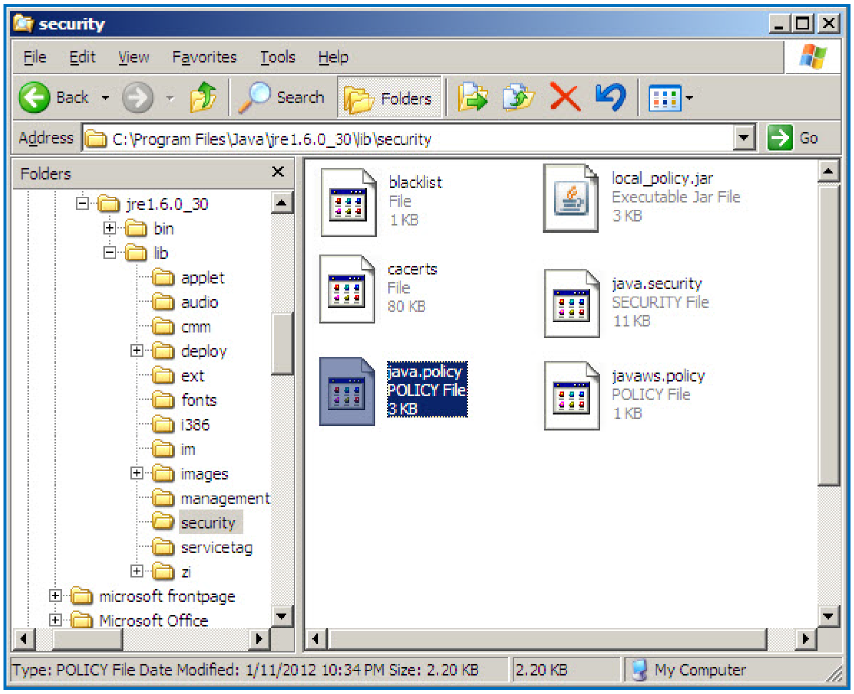
Caution: Enabling system clipboard access may have adverse effects on the user’s system and could allow malfeasant code to share potentially sensitive or confidential clipboard information with external sources. CenturyLink advises against enabling system clipboard access and disclaims responsibility for any resulting adverse effects. User acknowledges that by enabling this access it is doing so at its own risk.

To modify your java.policy file

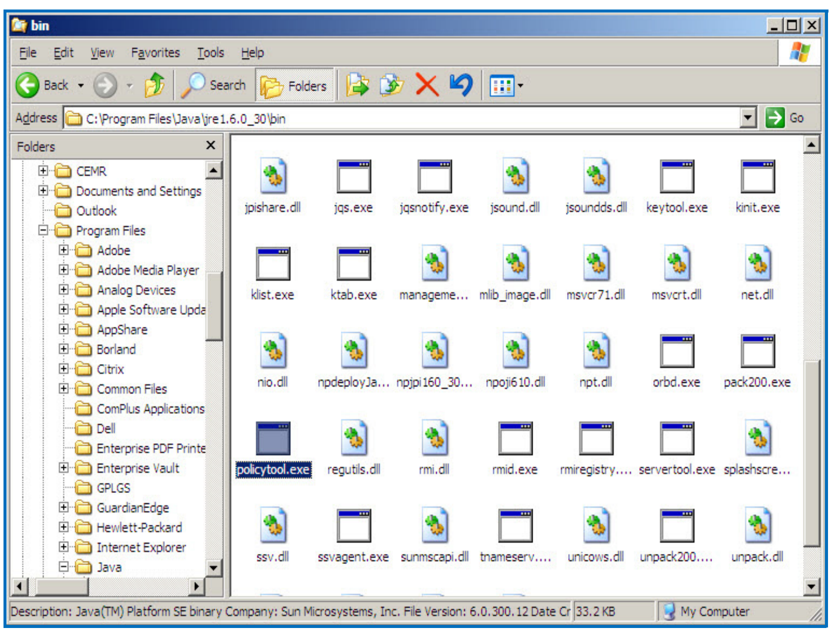
1 Close all applications on your system.

2 Create a backup copy of the "java.policy" file from the folder C:\Program Files\Java\jre1.7.0_xx\lib\security (where xx is either 00 or 51. If you have folders for both jre1.6.0_30 and jre1.7.0_51, use the jre1.7.0_51folder.).

To backup the file, highlight it, select **Edit** > **Copy**, then select **Edit** > **Paste**

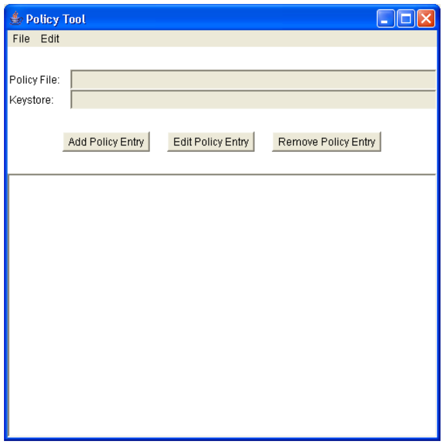


3 Execute the Java Policy Tool file (policytool.exe) by double-clicking on it from the following folder: Program Files\Java\jre1.7.0_xx\bin (where xx is either 00 or 51. If you have folders for both jre1.6.0_30 and jre1.7.0_51, use the jre1.7.0_51 folder.).

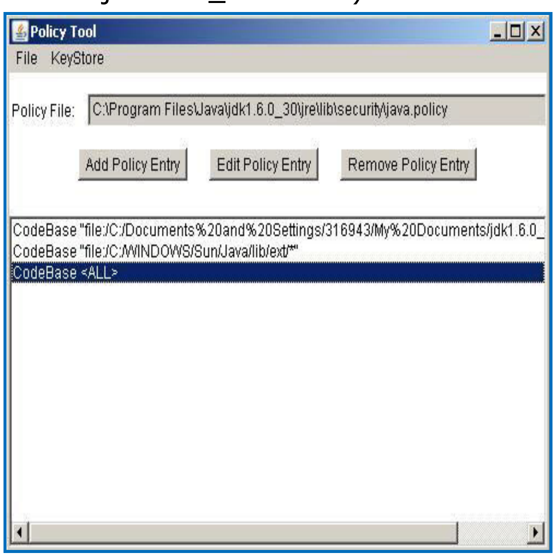


Tip: Depending on your Windows folder options configuration, the may appear with just 'policytool' as the file name.

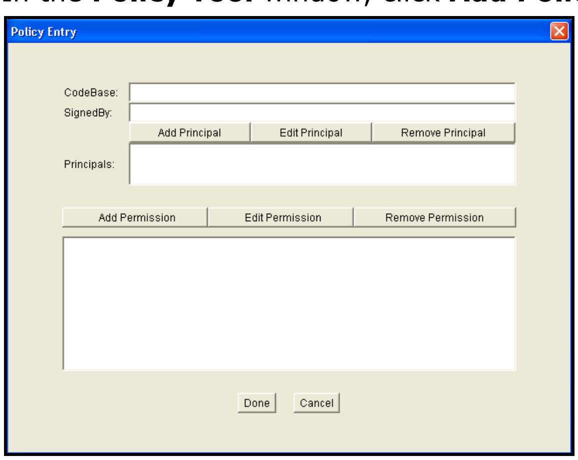
4 If an error dialog appears that starts with “Could not find policy file …”, click **OK**.



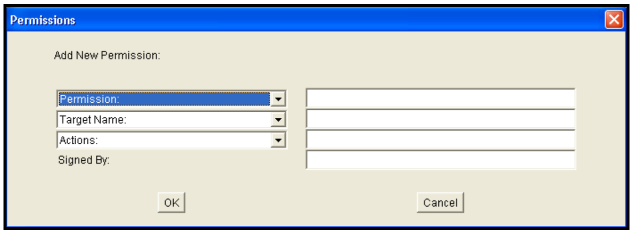
5 To open the “java.policy” file, click File > Open. Remember the file is located in C:\Program Files\Java\jre1.7.0_xx\lib\security (where xx is either 00 or 51. If you have folders for both jre1.6.0_30 and jre1.7.0_51, use the jre1.7.0_51 folder.).



6 In the **Policy Tool** window, click **Add Policy Entry.**



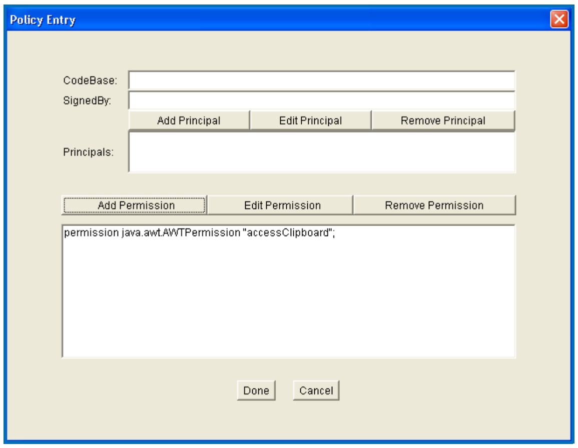
7 In the **Policy Entry** window, click **Add Permission.**



8 From the **Permission** list, select **AWTPermission**.

9 From the **Target Name** list, select **accessClipboard**.

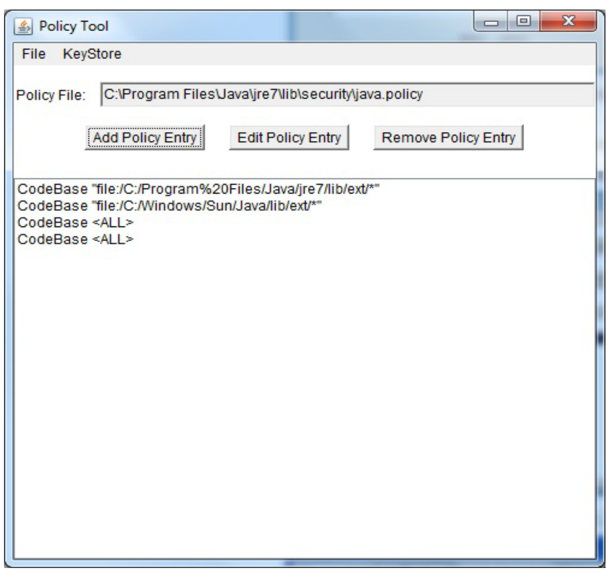
10 Click **OK**.



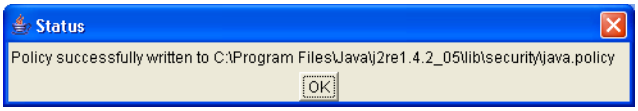
“permission java.awt.AWTPermission ‘accessClipboard’” appears in **Policy Entry** window.

11 Click **Done** in the **Policy Entry** window.

A new “CodeBase<ALL>” entry appears in the **Policy Tool** window.



12 Save the file. (Click **File** > **Save**.)



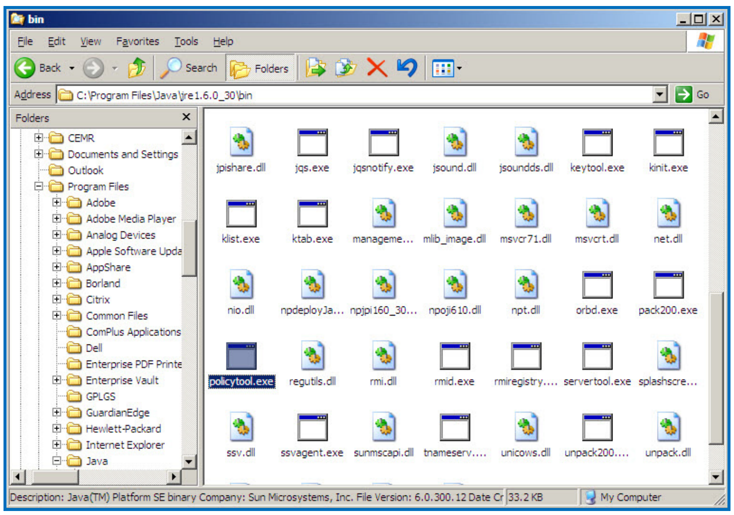
13 Click **OK**.

14 Select **File** > **Exit**.

Disabling system clipboard access

The following steps explain how to reverse the above procedure to disable the System Clipboard access.

1. Execute the Java Policy Tool file (policytool.exe) by double-clicking on it from the following folder: Program Files\Java\jre1.7.0_xx\bin (where xx is either 00 or 51. If you have folders for both jre1.6.0_30 and jre1.7.0_51, use the jre1.7.0_51 folder.).

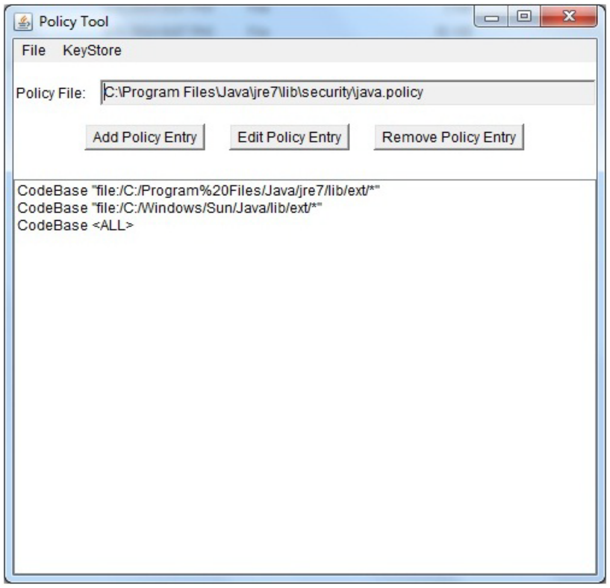


2. Select **File > Open** to open the "java.policy" file in the folder Program Files\Java\jre1.7.0_xx\lib\security (where xx is either 00 or 51. If you have folders for both jre1.6.0_30 and jre1.7.0_51, use the jre1.7.0_51 folder.).

   The path and filename appear in the **Policy File** text field and the policy entries appear in the window.

3. Highlight the appropriate policy entry.

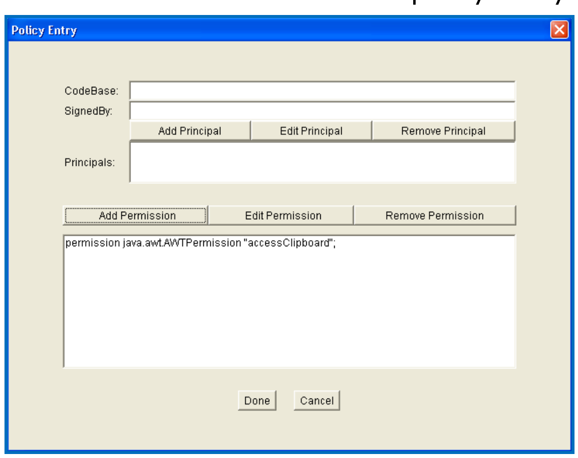
Note: The “appropriate” policy entry is difficult to determine by just looking at the list. Always view the contents of the policy entry (steps 3–4) to ensure correctness.



4 Select **Edit Policy Entry** button to view the contents of the highlighted policy entry to confirm you have the right entry.

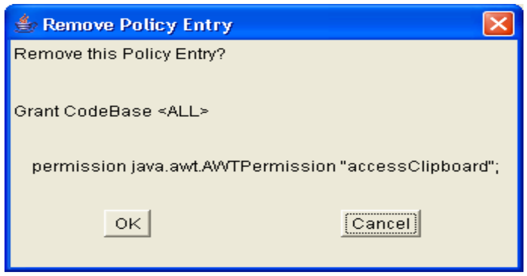
The **Policy Entry** window appears, showing the “accessClipboard” permission as the correct entry.

Note: If the line of text ends with anything other than “accessClipboard”, you have chosen the wrong policy entry and must choose a different policy entry (return to step 3).



5 Click **Cancel** to exit the **Policy Entry** window.

6 When you've found the right entry, highlight it and click **Remove Policy Entry**.



7 To remove the policy entry, click **OK**.

8 Save the file. (Click **File** > **Save**.)

9 Click **File** > **Exit**.

Troubleshooting tips

If you do not achieve the correct outcome for either of these procedures, please work through the steps below in chronological order.

1 You may need to exit from the browser and restart IMA before changes take effect.

2 Retry the procedure to make sure you have completed every step.

3 Reinstate your backup copy of the "java.policy" file, create a new backup of it, and retry the procedure.

4 Have your system administrator contact the CenturyLink IT Wholesale Systems Help Desk (888-796-9102, option 2) to see whether further assistance is available.

Further assistance

For general information about the java policy file, go to http://java.sun.com/docs/books/tutorial/security/tour1/step2.html

If you're a system administrator and need additional help, call the CenturyLink IT Wholesale Systems Help Desk (888-796-9102, option 2).

6

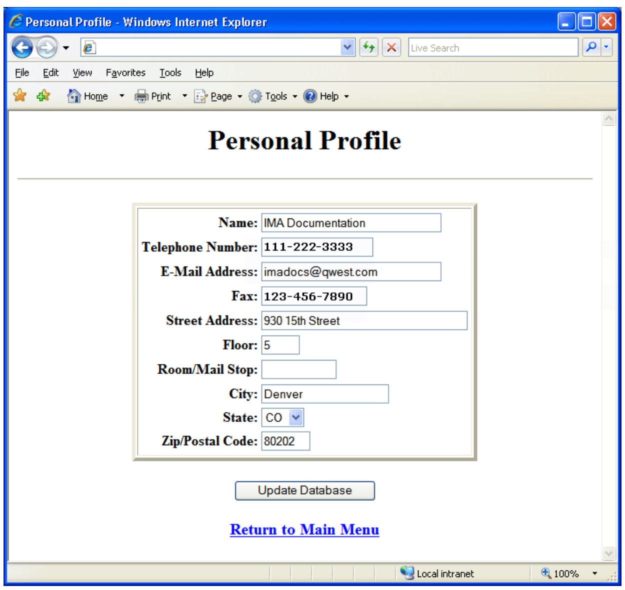
As needed

These procedures don't fall naturally into the normal sequence of operational events. The tasks that you will use occasionally are

- modifying your personal profile
- changing your password

Modifying your personal profile

1 In the **Interconnect Functions** window click **User Administration**.



2 Click in each field and type the appropriate information. All fields are required except

- **E-mail Address** or **Fax** (At least one of these must be filled in.)
- Floor
- Room/Mail Stop

3 Click **Update Database**.

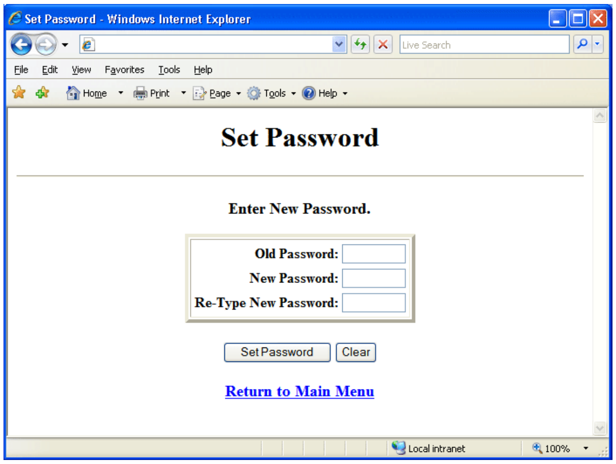
IMA displays a message that the database has been updated.

4 Click **Return to Main Menu**.

Changing your password

For security reasons, you should change your password often.

1 In the **Interconnect Functions** window, click **Set Password**.



2 Do the following:

In this field …	Type …
Old Password	Your current password
New Password	Your new password (6–8 characters, at least one of which is a number or special character)
Re-Type New Password	

3 Click **Set Password**.

IMA changes your password.

4 Click **Return to Main Menu**.

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