



# **Qwest® Online Request Application**

## **QORA™ Administrator's Guide**

**Software Release 4.0**  
**March 14, 2005**



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# Document Information

## Version Notice

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## Change Log

Revision Date	Document version	Software release	Description
October 24, 2003	1.01	1.0	Changed the internal production URL to <a href="http://asrprod.qintra.com/qoraprod">http://asrprod.qintra.com/qoraprod</a> .
March 20, 2004	2.0	2.0	Changed the internal production URL to <a href="http://asrprod.qintra.com/qora">http://asrprod.qintra.com/qora</a> . Added note regarding Internet Explorer Added <b>ASR</b> Access Service Request status of Canceled. Changed <b>ASR</b> Access Service Request status of Accepted to Acknowledged. Updated Glossary. Reformatted document using current template.
September 20, 2004	3.0	3.0	Changed documentation url to <a href="http://www.qwest.com/wholesale/systems/asr.html">http://www.qwest.com/wholesale/systems/asr.html</a> . Added section Field Level Help. Updated screen shots for current release version.

March 14, 2005	4.0	4.0	<p>Reformatted from <b>pdf Portable Document Format</b> to online format.</p> <p>Added <i>Qwest IT Help</i> desk phone number (1-877-828-4357).</p> <p>Changed references to "scanning CLLI" codes to "locating facilities between CLLI codes" in <i>Navigating QORA™</i> and <i>Locate Facility Between CLLI Codes - CLLI Scan</i>.</p> <p>Changed multiple references to "range of CLLI codes" to "pair of CLLI codes."</p> <p>Added sentence, "You can validate information using QORA's pre-order tools." in <i>Validating Information</i> section.</p> <p>Added clarification in <i>Validating NC, NCI, and SECNCI Codes</i> section regarding validating NC codes.</p> <p>Additional editing and formatting changes not affecting content.</p> <p>Changed <a href="http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf">http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf</a> to <a href="http://www.qwest.com/wholesale/systems/asr.htm">http://www.qwest.com/wholesale/systems/asr.htm</a> in <i>QORA™ System Requirements</i> section.</p> <p>Additional edits for clarity.</p>
April 11, 2005	4.01	4.0	<p>Updated <i>Administrative Roles and Tasks</i> section, customers do not have the ability to unlock users.</p>

## Contact Information

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

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# Introduction

## Getting Started

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.

## Who to Call and When

If you need an account created or changes to your **CCNA Customer Carrier Name Abbreviation** permissions or personal information (name, email address, etc.), contact your QORA™ system administrator.

For **ASR Access Service Request** Ordering Systems Information, go to <http://www.qwest.com/wholesale/systems/asr.html>.

For all other problems:

- Qwest customers: call the **Wholesale Systems Help Desk** (1-888-796-9102 option 3)  
1-888-796-9102, option 3  
Monday-Friday 6:00 AM-8:00 PM (Mountain Time)  
Saturday 7:00 AM-3:00 PM (Mountain Time)

## 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. See <http://www.webstandards.org/act/campaign/buc/>).

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>.

## 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™.

## 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 <i>not</i> 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
<i>Change your password (customers only)</i>	Admin
Get help on using QORA™	Help
Log out of QORA™	Logout

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. The navigation tabs are: Submitted, Unsubmitted, Create New, Pre-Order, Reports, Admin, Help, and Logout. The main content area displays an error message:

**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!

## QORA™ Standards

You can type uppercase, lowercase, or mixed case; QORA™ automatically sets all text to uppercase. You can edit all fields unless they are dimmed, even those that QORA™ fills in for you.

# Log In

## Before You Begin

Before users can log in to QORA™

- They must have a **digital certificate** issued by Qwest, and

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 Wholesale Services Support Team** 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 must first go to <http://www.qwest.com/wholesale/systems/generalinfo.html>, display a list of all Qwest applications to which they have access, and select QORA™.

Users log in by 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*.

For security reasons, QORA™ locks user accounts after five consecutive unsuccessful login attempts. Under normal circumstances, users should contact the appropriate help desk for assistance to unlock their account.

## Log In as a Qwest Customer

1. Open a browser window and go to <http://ecom.qwest.com>.

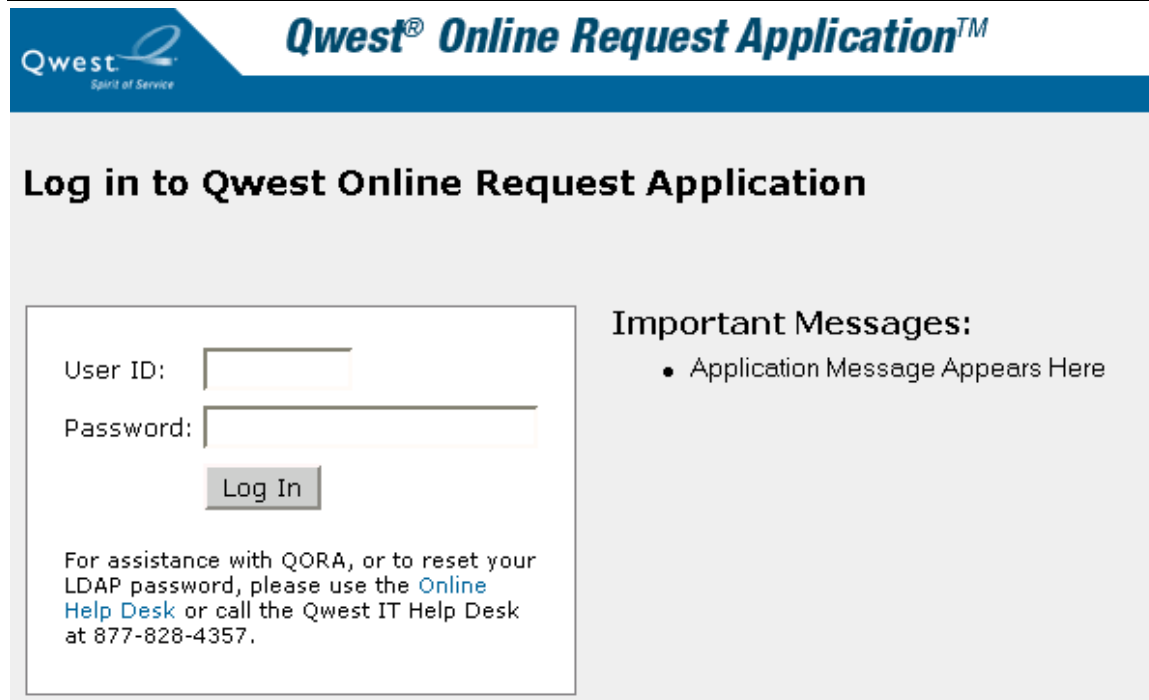
The screenshot shows the Qwest e-commerce website. At the top, there are navigation tabs for DSL, WIRELESS, INTERNET, QWESTDEX, and SEARCH. Below these are main navigation categories: RESIDENTIAL, SMALL BUSINESS, LARGE BUSINESS (highlighted), PARTNERS, WHOLESALE, and HOME. The Qwest logo and 'Spirit of Service™' tagline are on the right. A secondary navigation bar includes PRODUCTS & SERVICES, SOLUTIONS BY INDUSTRY, REQUEST INFORMATION, MANAGE YOUR ACCOUNT, and CUSTOMER SERVICE. The main content area is titled 'Large Business' and features a sidebar with links: Begin Digital Certificate Download Process, Digital Certificate FAQ, Privacy Policy, and I Have A Digital Certificate!. The main content area has a yellow header 'Getting Started' with links: What is the Online Service Center?, What Tools are Available?, Why Do I Need a Digital Certificate?, What if I have Questions?, How Much Does it Cost?, and Will My Information Be Kept Private?. Below these links is a section titled 'What is the Online Service Center?' with a paragraph: 'The Online Service Center is a jumping-off point to various e-commerce web sites accessible to customers who have Digital Certificates through Qwest. Through these secure web sites, customers can retrieve business information or purchase Qwest products and services. Specific functionality available today includes on-line Centrex management tools.'

2. Click **I Have a Digital Certificate!**

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.

3. Select **QORA**.

Result: The QORA™ login page appears.



3. Do one of the following:

**If you have not 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 QORA™ prompts you to do so.

**If you have logged in before...**

Type your user ID (your email address) and password.

4. Click **Log In**.

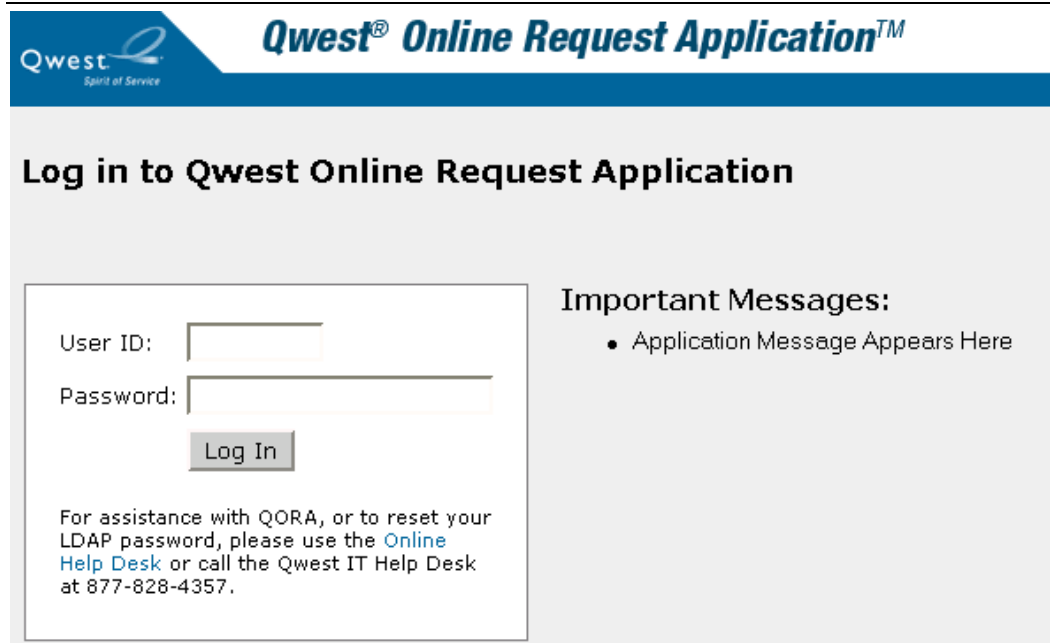
**Caution: For security reasons, QORA™ locks user accounts after five consecutive unsuccessful login attempts. Under normal circumstances, users should contact the appropriate help desk for assistance to unlock their account.**

## Log In as a Qwest Employee

Qwest users log in with their Qwest CUID and LDAP password. To change their passwords, Qwest users must contact the Qwest IT Help Desk.

1. Open a browser window and go to <http://asprod.qintra.com/qora>.

Result: The QORA™ login page appears.



**Log in to Qwest Online Request Application**

User ID:

Password:

For assistance with QORA, or to reset your LDAP password, please use the [Online Help Desk](#) or call the Qwest IT Help Desk at 877-828-4357.

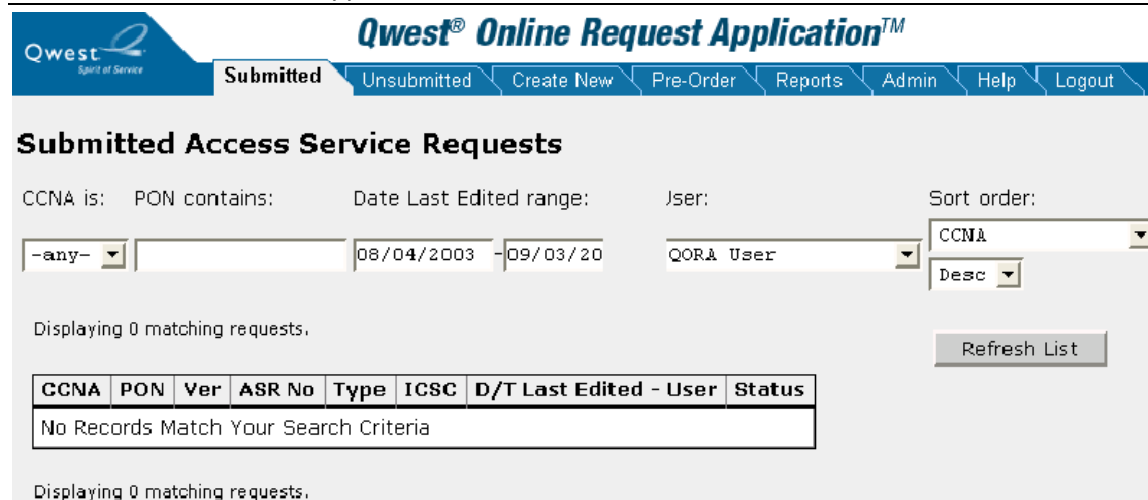
**Important Messages:**

- Application Message Appears Here

2. In the **User ID** field, type your CUID.
3. In the **Password** field, type your LDAP password.
4. Click **Log In**.

**Caution: For security reasons, QORA™ locks user accounts after five consecutive unsuccessful login attempts. Under normal circumstances, users should contact the appropriate help desk for assistance to unlock their account.**

Result: The main window appears.



**Submitted Access Service Requests**

CCNA is:  PON contains:  Date Last Edited range:  User:  Sort order:

CCNA	PON	Ver	ASR No	Type	ICSC	D/T Last Edited - User	Status
No Records Match Your Search Criteria							

Displaying 0 matching requests.



# QORA 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.

The following table lists user roles and the administrative tasks they can perform:

Tasks	Superuser (Qwest)	Qwest Admin	Customer Admin	Qwest Basic	Customer Basic
Create admin user	YES	YES	YES		
Create basic user	YES	YES	YES		
Edit users	YES	YES	YES		
Delete users	YES	YES	YES		
Unlock users	YES	YES		YES	
Change own password			YES		YES
Change login messages	YES				
Add or delete companies	YES				
Add or delete CCNAs	YES				

### Changing Your Password (Customers Only)

If you are a Qwest customer using QORA, you can change your own password.

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 sub-header 'Change Password' and a main heading 'Change Your Password'. The form contains three input fields: 'Current Password:', 'New Password:', and 'Repeat New Password:'. The 'New Password:' field has a note below it: '(8-20 characters, case sensitive, with at least one letter and one number or symbol, e.g., ! @ # \$ % & \* ?)'. The 'Repeat New Password:' field has a note below it: '(To confirm and guard against typos)'. At the bottom of the form is a 'Change Password' button.

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

## Administrator Functions

### 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 3 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 Wholesale Services Support Team**.

#### User Roles and Tasks

### Creating a New User Account

These tasks are only available to Administrative Users.

#### Overview

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 Begin

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 Customer Carrier Name Abbreviation** permissions to assign

If you are adding any type of customer user, verify that the user has a **digital certificate**.

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 Wholesale Services Support Team** notifies the customer of the digital certificate and PIN numbers.

1. On the **Admin** tab, click the **Create User** tab.

**Qwest® Online Request Application**

Submitted Unsubmitted Create New Pre-Order Reports **Admin** Help

Create User Edit User Delete User Unlock User

### Create New User

Company:

**Name and Role** Create User

User ID: \*

Name (First MI Last): \*

Email Address \*

User Role: \*

**CCNA Permissions**

Edit + View AHG ANN ATX ELG FDB JOA MCI NAA NAB	> >>  <		< <<		>
--	------------------	--	---------	--	---

Create User

2. In the Company field, select the user's company.

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

3. In the **User ID** field, type the user's ID. (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 will become the customer user's ID.

Note: Although all users have unique user IDs in QORA™, two or more users may have identical names. It is a good idea to add something to the names to distinguish them from one another. For example, you could add an X to one name for the middle initial where two John Smith's have no middle initial.

- 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	Edit and view
Viewing but not editing	View only
Neither viewing nor editing	None

- 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 QORA™ cannot create the user account, 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.

#### Related Topics:

- *Verify a User Account*

#### Verify a User Account

- To verify that you have created the new account,
- Click the **Edit User** tab, select the user's company, and in the **User to Edit** list, look for the user's ID.
- Click the user's ID to display the user information, including any CCNAs you assigned to the account.
- If you can not find the user's ID in the list, then QORA™ did not create the new account. Repeat these steps to create the account.

#### Using the Show Permissions Box

When creating or editing a Qwest user, you can use the **Show permissions for** box to temporarily filter the CCNAs you can view. Where there are many CCNAs, it could be cumbersome to display all of them when you are assigning **CCNA Customer Carrier Name Abbreviation** viewing and editing rights to Qwest users.

You must display a Qwest user's account in the Create User screen or the Edit User screen in order to use the **Show permissions for** box.

**Show permissions for:**

All CCNAs  
 CCNAs starting with   
 CCNAs owned by...  
 CCNAs not owned by...

...company:

1. Click an option in the list to set the selection criteria.
- 2.

Choose...	To display...
All CCNAs	All CCNAs owned by all companies
CCNAs starting with	Only the CCNAs that begin with the letter or letters you specify
CCNAs owned by	Only the CCNAs owned by the company you select in the company field
CCNAs not owned by	All CCNAs except those owned by the company you select in the company field

3. Click **Go**. In the **CCNA Customer Carrier Name Abbreviation** permissions boxes, QORA™ displays only the CCNAs that meet your criteria.  
If necessary, use the angle bracket (>, >>) buttons to move the CCNAs to the appropriate **CCNA Customer Carrier Name Abbreviation** permissions boxes for the user's account.
4. Click the **Save Changes** button to save your changes.

## Changing User Information

### Overview

You edit user accounts to change user information for example, **CCNA Customer Carrier Name Abbreviation** permissions.

1. On the **Admin** tab, click the **Edit User** 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'. Below this, there is a sub-navigation bar with buttons for 'Create User', 'Edit User', 'Delete User', and 'Unlock User'. The 'Edit User' button is highlighted. The main content area is titled 'Edit User' and contains two dropdown menus: 'Company:' with 'Qwest' selected, and 'User to Edit:' with '(select a user)' selected.

2. Select the user's company from the **Company** list, if it is not already selected.
3. Select the user's ID from the **User to Edit** list. QORA™ displays the user information for the account.
4. Make any changes to the user information or the **CCNA Customer Carrier Name Abbreviation** permissions, then click **Save Changes**. QORA™ displays a confirmation box.

Note: QORA™ customer administrators are responsible for assigning **CCNA Customer Carrier Name Abbreviation** permissions to external customers.

5. Click **OK** to save the changes. QORA™ displays a confirmation message that your changes were saved.
6. To review your changes, return to the Edit User page and select the user ID for the account you changed. Review the user information to see your changes.

## Deleting a User Account

### Overview

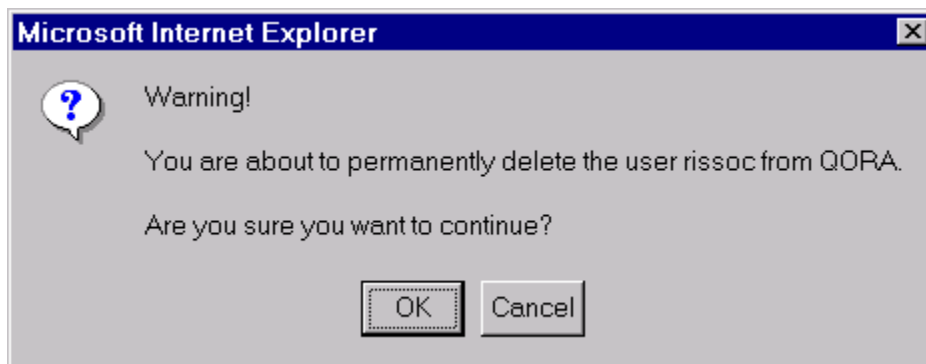
You can delete user accounts that are no longer needed. You can delete any user account within your company.

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

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

2. Select the user's company, if it is not already selected.
3. Select the user's ID.
4. Click **Delete User**.

Result: QORA™ displays a warning message and prompts you to confirm that you want to delete the user.



Click **OK** to delete the user, otherwise click **Cancel**.

5. Result: QORA™ deletes the user account and displays a confirmation message.
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.



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