

User Support

Chuck Isbell
National Air Data Group
AQS Conference
San Antonio, TX
June 9, 2006



Presentation Topics

- What's new
- Helpline Support
- AQS TTN Website
- Online Help
- Training
- Conclusion

What's new

- **Revised Procedures for Getting New Users Active on AQS**
- New User Orientation
- User Support beyond AQS

What's New

- **Revised Procedures for Getting New Users Active on AQS**
 - Jerry sends welcome email
 - Referencing AQS setup webpage
(<http://www.epa.gov/ttn/airs/airsaqs/aqsweb/aqswebsetup.htm>)
 - Instructions on:
 - Installing Oracle Jinitiator & JavaBean Certificate
 - Obtaining initial AQS password from Call Center

What's New

- **Revised Procedures for Getting New Users Active on AQS** (cont.)
 - EPA Call Center (Level 1)
 - Assists new user with first time login
 - Help with getting the JInitiator installed, disabling pop-up blockers, etc.
 - Explain the AQS/CDX password synchronization process

What's new

- Revised Procedures for Getting New Users Active on AQS
- **New User Orientation**
- User Support beyond AQS

What's New

- **New User Orientation**

- Details to be discussed later in the presentation
- But here's a Promotional Video by our “Professional Marketing Group”

(remarkable how much the voices sound like Pamela McIntyre & Tom Lewis!)

What's new

- Revised Procedures for Getting New Users Active on AQS
- New User Orientation
- **User Support beyond AQS**

What's New

- **User Support beyond AQS**
 - User Support Expanded to include:
 - AirData Public web application
 - <http://www.epa.gov/air/data/index.html>
 - Discoverer
 - AQS Data Mart

Presentation Topics

- What's new
- **Helpline Support**
- AQS TTN Website
- Online Help
- Training
- Conclusion

Helpline Support

1. Level 1 (EPA Call Center)
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. CDX Helpdesk
5. NADG



Helpline Support

- 1. Level 1 (EPA Call Center**
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. CDX Helpdesk
5. NADG



Helpline Support (cont.)

1. **Level 1 (EPA Call Center)**

- First line of support
- Responsibilities
 - » Take your call
 - » Open a ticket with tracking number
- Resolve general problems such as:
 - » Reset passwords
 - » Basic AQS Application problems
- Transfer unresolved problems

1-866-411-4EPA (Hrs 6 am – 9 pm ET)



EPA Call Center Team

(Located in Chantilly, VA)



Back row: Kelvin Davis, Sunil Vasan, Arrington Price, Inder Singh
Front row: Monette Ta, Heather Litzinger, Allison Davis

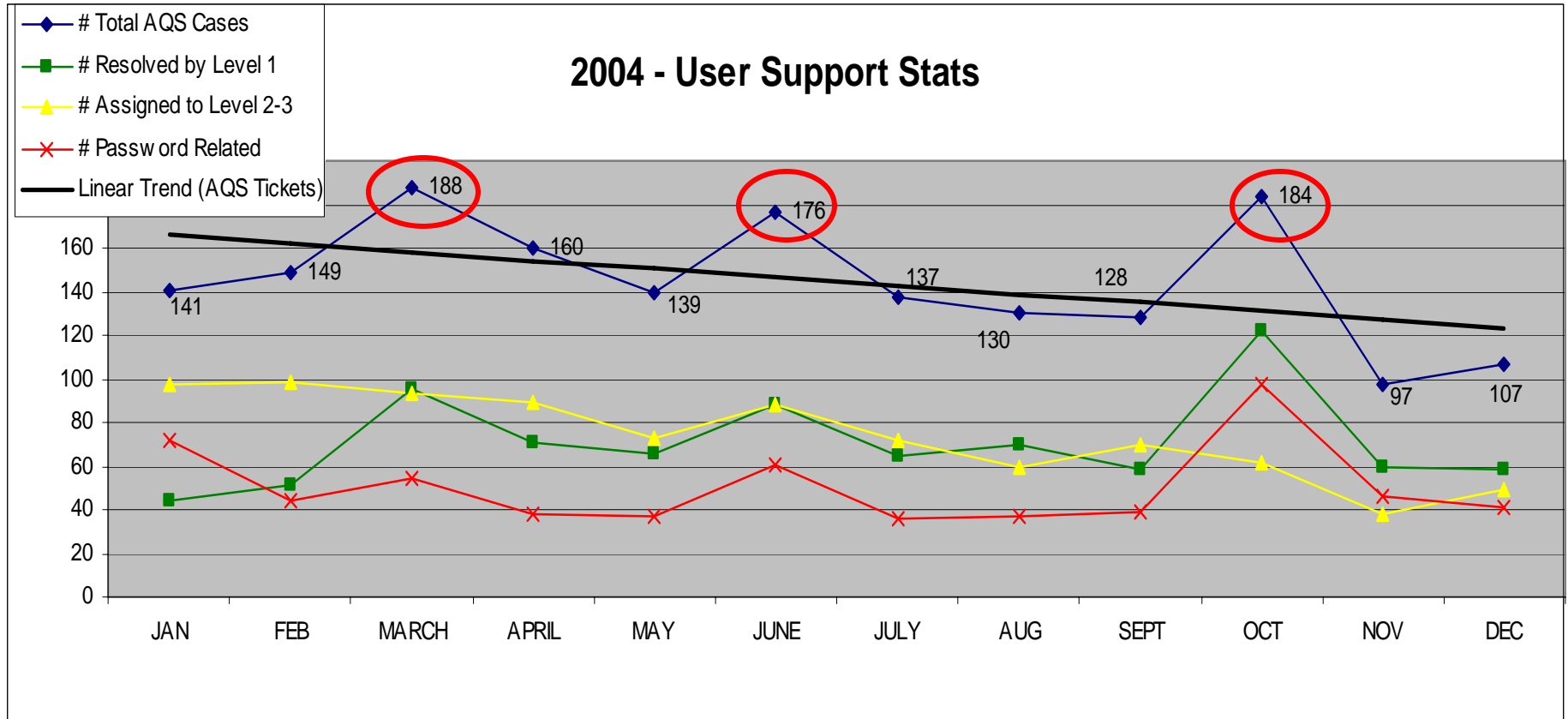
EPA Call Center Team

(Located in RTP, NC)



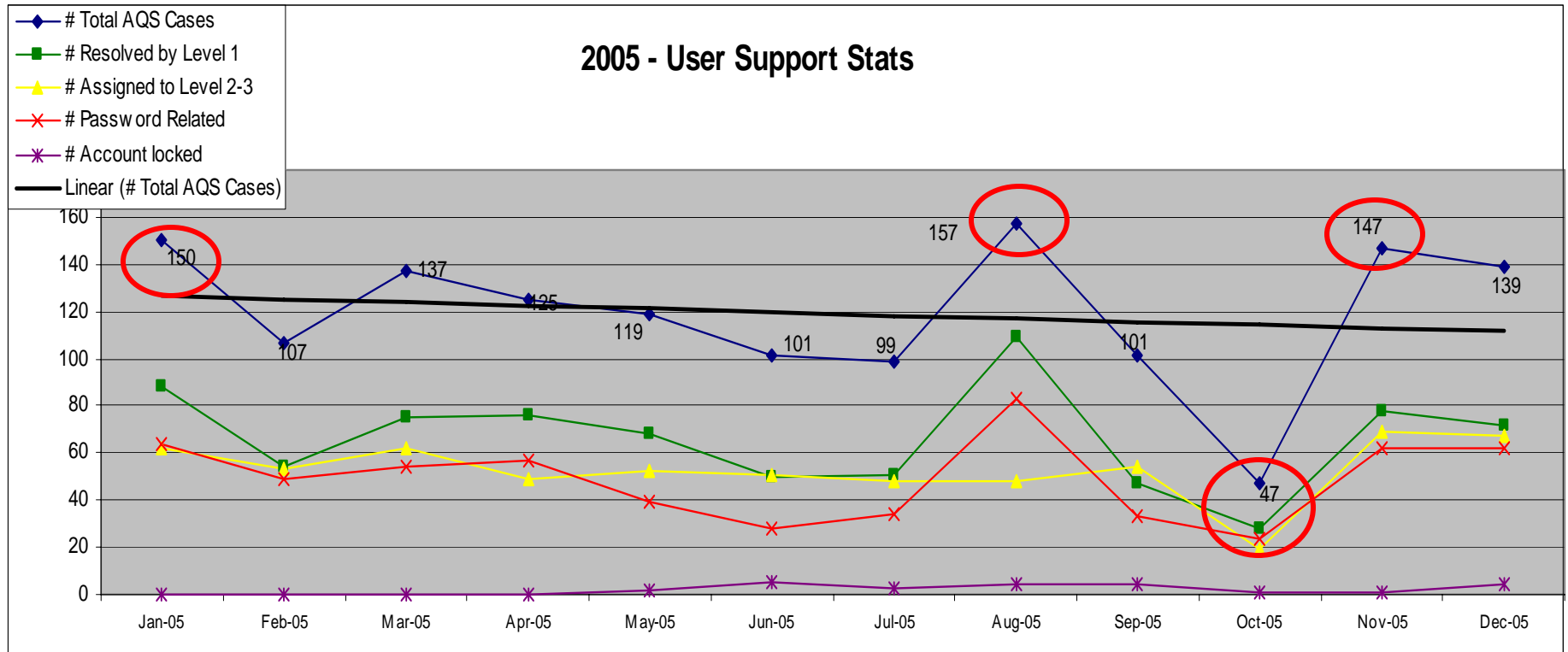
Troy Paylor and Rosetta Jones

Helpline Support (cont.)



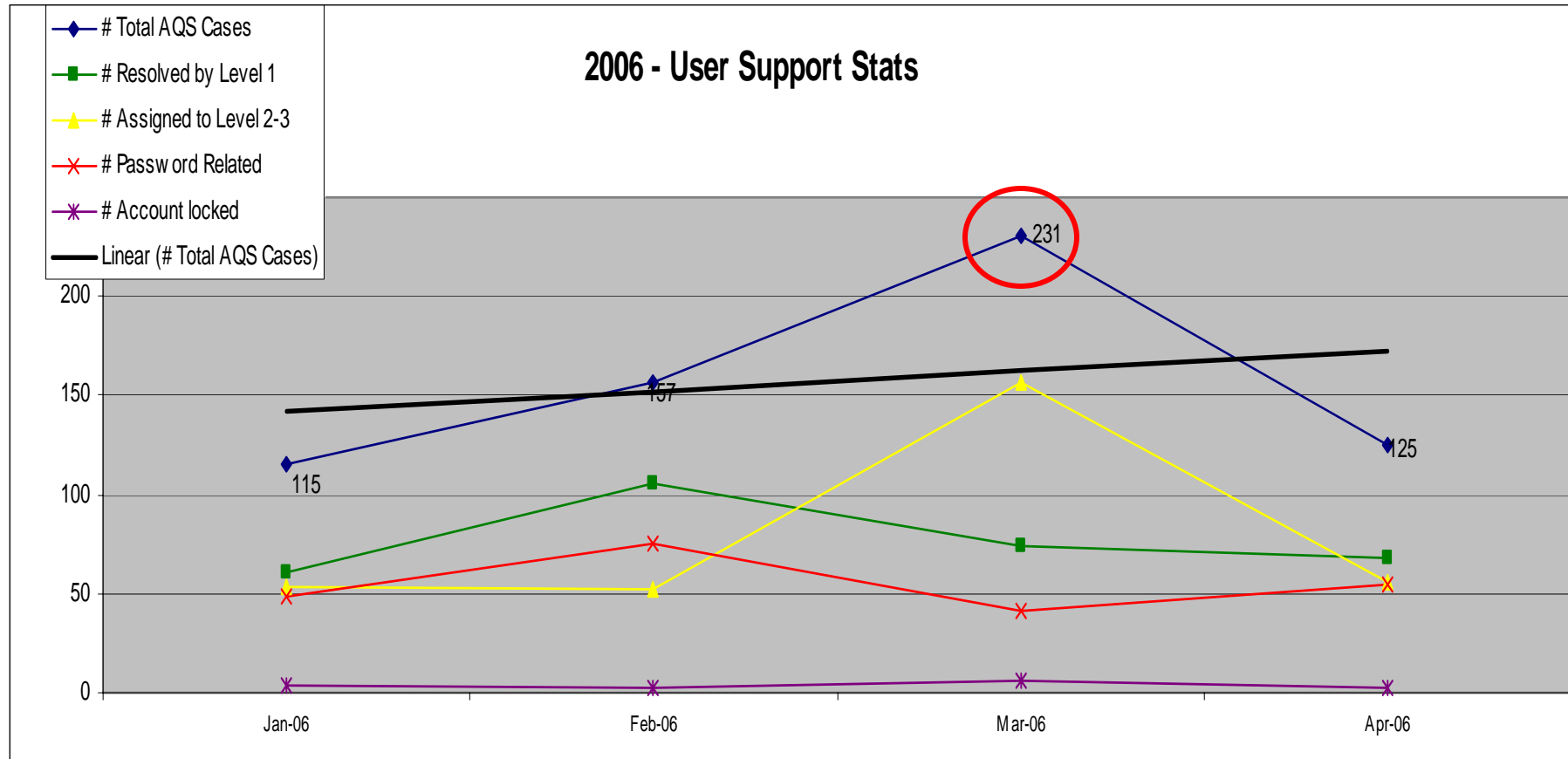
1736 - Opened Tickets

Helpline Support (cont.)



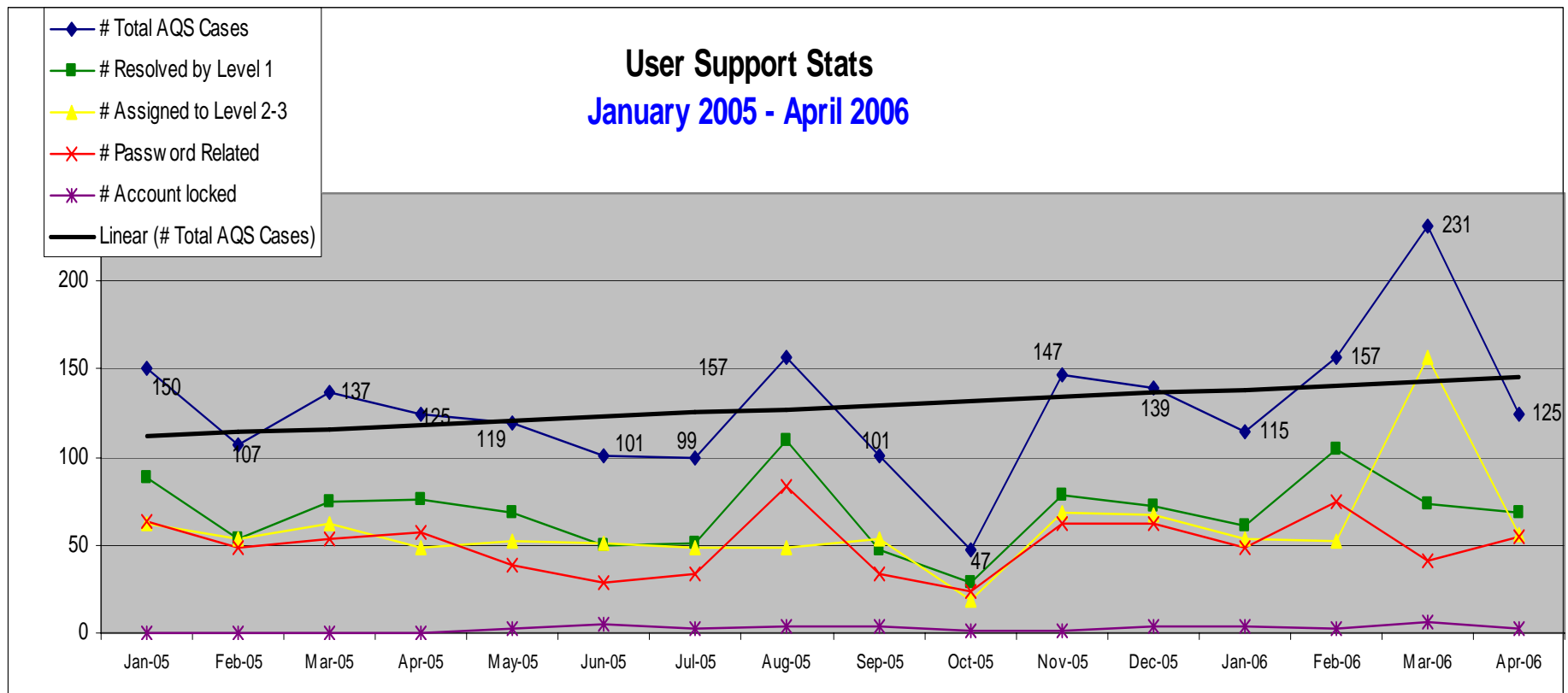
1429 - Opened Tickets

Helpline Support (cont.)



628 - Opened Tickets

Helpline Support (cont.)



2057 - Opened Tickets

Helpline Support (cont.)

AQS evaluation results from AQS Conferences (2003 - 2005)

Part 2 - Customer Service / AQS Help Line

15. When you call the EPA Call Center (Level I) Help Line with a non-password issue that requires follow-up, are you contacted again within 24 hours?

Almost never Sometimes Half the time Usually Almost always

2003	1	16	7	23	4	Average: 3.3
2004		1	5	23	12	Average: 4.1
2005		2	2	20	19	Average: 4.3

{better}

16. For those calls that were not resolved during your initial call, were you given a tracking number (from the Remedy system) for future reference?

Almost never Sometimes Half the time Usually Almost always

2003	15	9	7	12	7	Average: 2.7
2004		2		11	29	Average: 4.6
2005		1	1	13	24	Average: 4.6

{same}

17. When you call the EPA Call Center (Level I) Help Line during their normal operating hours, what portion of the time do you get voicemail rather than a person answering the phone?

Almost never Sometimes Half the time Usually Almost always (5)

2003	13	15	14	10	0	Average: 1 (low score is better)
2004	27	9	5	1	2	Average: 1.7
2005	24	13		3	2	Average: 1.7

{same}

Helpline Support (cont.)

18. Do you feel that the EPA Call Center (Level I) Help Line staff is knowledgeable enough about AQS to either assist you with your problem or quickly determine that the issue needs to be elevated to Level 2?

Almost never | Sometimes | Half the time | Usually | Almost always (5)

2003	1	7	7	20	16	Average: 3.8
2004	3	8		22	11	Average: 3.7
2005	1	6	4	18	13	Average: 3.4

{worst}

20. We added after-hours support (5:00 to 6:30 pm ET, M-F) based upon request at the 2003 conference. Are you pleased with the after-hours support?

Almost never | Sometimes | Half the time | Usually (4) | Almost always (5)

2004			1	12	10	Average: 4.4
2005	1	1	3	9	19	Average: 4.4

{same}

21. Overall, how would you rate the technical support you get from the help line?

Very Poor (1) | Poor (2) | Fair (3) | Good (4) | Very Good (5)

2003	2	2	17	24	8	Average: 3.6
2004	1		4	23	18	Average: 4.2
2005			3	18	19	Average: 4.4

{better}

Helpline Support

1. Level 1 (EPA Call Center)
- 2. Level 2 (Client Services)**
3. Level 3 (Database Services)
4. CDX Helpdesk
5. NADG



Helpline Support (cont.)

2. **Level 2 (Client Services)**

- Primary support for AQS
- Provide support after 5pm ET
- Present New User Orientation Monthly
- Document/Report Outages Monthly
- Located in RTP, NC

(Hours 8:00 – 6:30 pm ET)



Client Services (Level 2)



L-R: Ed Peckham, Tom Lewis, Pamela McIntyre, Ryan Boudreaux

Helpline Support

1. Level 1 (EPA Call Center)
2. Level 2 (Client Services)
- 3. Level 3 (Database Services)**
4. CDX Helpdesk
5. NADG



Helpline Support (cont.)

3. Level 3 (Database Support Services)

- Primary support for the Oracle database environment
 - Oracle Data Base Administrators
 - » Add new users to an Oracle account
 - Specialized support for Help Line
 - » Problem password resets
 - » Incorrect user roles
 - Located in RTP, NC



Database Support Services (Level 3)



**Tom
Conklin**

**Prakas
Vellappan**

Helpline Support

1. Level 1 (EPA Call Center)
2. Level 2 (Client Services)
3. Level 3 (Database Services)
- 4. CDX Helpdesk**
5. NADG



Helpline Support (cont.)

4. **CDX Helpdesk**

- When to call CDX?
 - Registration issues
 - Mailbox issues
 - Password issues
 - File transfer issues

1-888-890-1995 epacdx@csc.com



Helpline Support (cont.)

4. **CDX Helpdesk (cont.)**

- What if I'm not sure which Help Desk (AQS or CDX) to call?
- **When in doubt.....**
 - **Call the EPA Call Center!**
 - **1-866-411-4EPA**



CDX Helpdesk



L-R: Michael Semeniuk, Helpdesk Mgr, Charles Simons, Eleanor Washington, and Brandon Morgan

Helpline Support

1. Level 1 (EPA Call Center
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. CDX Helpdesk
- 5. NADG**



Helpline Support (cont.)

5. National Air Data Group (NADG)

- User registration (user's profile)
 - Regions fax to (919) 541-7674
 - Attention Jerry Husketh/Virginia Ambrose
- Assigning new screening groups
 - Email to Jake Summers (summers.jake@epa.gov)
- Reference table updates
 - Email to Jake Summers
- Data questions/issues/policies/regulations, etc.
 - Email to Jake Summers
- Precision & Accuracy Software/Issues
 - Email to Bill Frietsche

National Air Data Group



Row 1: Virginia Ambrose, Maria Sanders, Bonnie Johnson

Row 2: Jake Summers, Chuck Isbell, Michael Hamlin

Row 3: Ed Lillis, Nick Mangus, Jonathan Miller, Jerry Husketh, Bill Frietsche, Martin Husk

National Air Data Group

Call the Air Quality System Office: 919 541-5586

Fax: 919 541-7674



Ed Lillis (lillis.ed@epa.gov)	919 541-5587 Group Leader
Virginia Ambrose (ambrose.virginia@epa.gov)	919 541-5454
Bill Frietsche (frietsche.bill@epa.gov)	919 541-5451
Michael Hamlin (hamlin.michael@epa.gov)	919 541-5232
Jerry Husketh (husketh.jerry@epa.gov)	919 541-5449
Chuck Isbell (isbell.chuck@epa.gov)	919 541-5448
Bonnie Johnson (johnson.bonnie@epa.gov)	919 541-2469
Nick Mangus (mangus.nick@epa.gov)	919 541-5549
Jonathan Miller (miller.jonathan@epa.gov)	919 541-7738
Jake Summers (summers.jake@epa.gov)	919 541-5695 Team Lead

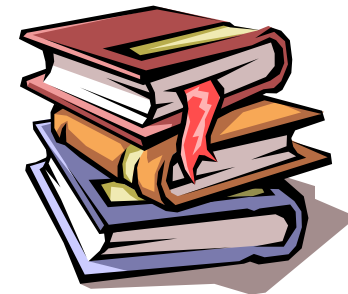


Presentation Topics

- What's new
- Helpline Support
- **AQS TTN Website**
- Online Help
- Training
- Conclusion


AQS TTN Website (cont.)

- Don't forget about this resource! (Lot of good stuff!)
 - User Manuals & Guides
 - Training materials
 - AQS & P&A
 - Online & classroom modules
 - FAQs
 - Registration forms
 - Data files for download
 - Reference Codes
 - Work file & transaction formats



www.epa.gov/ttn/airs/airsaqs

AQS TTN Webpage (www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm)



U.S. Environmental Protection Agency

Technology Transfer Network

Air Quality System

[Recent Additions](#) | [Contact Us](#) | [Print Version](#)

Search:
GO

[EPA Home](#) > [TTN](#) > [AQS](#) > Manuals and Guides

[AQS Home](#)
[System Overview](#)
[Applications](#)
[AQS Web](#)
[AQS Discoverer Web](#)
[Manuals & Guides](#)
[Requesting AQS Data](#)
[Precision & Accuracy Data](#)
[AQS Conferences](#)
[Frequent Questions](#)
[Memos](#)
[User Registration](#)
[Training](#)
[User Support & Agency Contacts](#)
[Related Links](#)

Manuals and Guides

For a quick description of some basic AQS Codes, see [Selected AQS Code Descriptions](http://www.epa.gov/ttn/airs/airsaqs/manuals/codedescs.htm) at <http://www.epa.gov/ttn/airs/airsaqs/manuals/codedescs.htm>

You will need Adobe Acrobat Reader, available as a free download, to view most of the files in this list. See [EPA's PDF page](#) to learn more about PDF, and for a link to the free Acrobat Reader.

Manuals for AQS are living documents - expect changes.


Manual	File Name	File Type	File Size	Date
AQS Data Coding Manual	AQS Data Coding Manual v2.12.pdf	Adobe Acrobat	1149KB	6/30/05
AQS Data Dictionary	AQS Data Dictionary v2.9.pdf	Adobe Acrobat	2062KB	3/28/06
Appendices for Data Coding Manual and Data Dictionary	Data Coding and Data Dictionary Appendices.pdf (This document is not being updated. Current codes are available within the AQS application. Most current codes are also available from the Selected AQS Code Descriptions page or from the Reference tables in the AQS Query tool.)	Adobe Acrobat	195KB	5/4/04

AQS TTN Webpage (www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm)

AQS Discoverer Web User Guide Covers basics of setup and using Oracle Discoverer with AQS	AQSDiscovererGuide.pdf	Adobe Acrobat	3219KB	12/8/04
AQS Discoverer Items	AQS Basic Items in Folders with data type and format mask.xls	MS Excel	107KB	5/25/06
	AQSProd 9i Items in Folders with data type and format mask.xls	MS Excel	142KB	5/25/06
AQS User Guide Covers Installation, Accounts, Data Input (Batch and Online), Maintenance, and Data Retrievals (Standard Reports).	AQSUserGuide.pdf	Adobe Acrobat	4844KB	1/23/06
	AQSUserGuide.doc (Some graphics may look clearer in MS Word version)	MS Word	4028KB	
AQS Data Retrieval Guide	AQS Data Retrieval Manual.pdf	Adobe Acrobat	1635KB	10/21/05
AQS Precision and Accuracy Summarization Formulas - DRAFT	Precision and Accuracy Summary Formulas.pdf	Adobe Acrobat	328KB	4/13/04
AQS Raw Data Summary Formulas - DRAFT	Raw Data Summary Formulas1.pdf	Adobe Acrobat	1091KB	4/13/04
Input Transaction Formats (Same as AMP501)	AQS Input Transaction Formats.pdf	Adobe Acrobat	114KB	6/29/05
Quick Look Work File Formats (AMP450 & 450NC)	QuickLookWorkfileFmts.pdf	Adobe Acrobat	77KB	10/03/03
Raw Data Work File Format (AMP350WF)	AMP350WF-Raw Data Work File formats.pdf	Adobe Acrobat	42KB	10/17/03

AQS TTN Webpage (www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm)

AQS P&A User Guide	AQSPA User Guide v4.3.pdf	Adobe Acrobat	103KB	8/17/05
AQS P&A Training Workbook	AQSPA training workbook v4.3.pdf	Adobe Acrobat	81KB	8/17/05
XML Schema for AQS	www.exchangenetwork.net/flow/air/aqs.htm	HTML		1/26/05
Materials used in Training Classes				
Material	File Name	File Type	File Size	Date
AQS 101	AQSP Basics.pdf (originally presented at 2002 AQS Conf. in Louisville KY by David Lutz)	Adobe Acrobat	137KB	10/23/03
AQS New User Orientation	AQSP_NUO.pdf	Adobe Acrobat	3565KB	3/23/06
Training Modules	AQSP class.zip (used at 2004 AQS Conf)	zipped	9,614KB	6/9/04
Test Data for class	testdata.zip	zipped	1,731KB	6/9/04
Quick Reference	AQSP Quick reference Guide v2.pdf (9/5/03)	Adobe Acrobat	81KB	6/9/04
Discoverer Web	Discoverer Web training.pdf (Converted PowerPoint presentation from 2hr training session 10/28/04. Based on same information as the AQS Discoverer Web User Guide above.)	Adobe Acrobat	2005KB	11/2/04



System Overview
AQS Web Application
Manuals and Guides
Precision and Accuracy Data
Frequently Asked Questions
Memos
User Registration
Training
AQS Conference
Requesting AQS Data
Technical Forum
Contacts
Related Links

U.S. Environmental Protection Agency

Technology Transfer Network Air Quality System

[Recent Additions](#) | [Contact Us](#) | [Print Version](#) Search: **GO**

[EPA Home](#) > [TTN](#) > [AQS](#) > [FAQ](#)

Frequently Asked Questions

Categories:

[Installation](#) ^{UPDATED} [Logon/Password](#) [Screen Functions](#) [Loading Data](#) [Reports](#)
[Error Messages](#) ^{UPDATED} (Messages from all categories are included in a chart at the bottom of this page.)
[Oracle Discoverer](#) ^{UPDATED} [P & A Data](#) ^{UPDATED} [Other](#) ^{UPDATED}

[Installation](#) ^{UPDATED}

What is the AQSProd database?
Installation/Setup instructions
Hardware/software requirements
Version of Oracle used in AQS

[Logon/Password](#) ^{Return to top}

Why is my User-ID revoked?
How many characters are required for my password?
Logon/password problems
Synchronizing passwords (new with version 2.1)

AQS TTN Webpage (<http://www.epa.gov/ttn/airs/airsaqs/faq/faq.htm>)

Chart of other Error Messages not covered in the Data Coding Manual

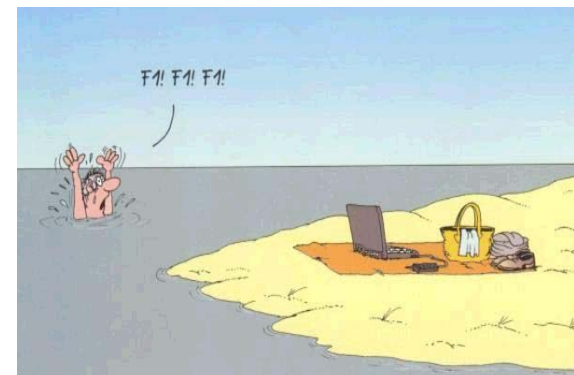
<u>Type of Error</u>	<u>Error #</u>	<u>Description</u>	<u>Resolution</u>
Installation error	ORA-20730	Java bean error: error opening file C:\121803.txt. User is unable to retrieve a report from AQS WEB - receives error message	User needs to rerun register.exe at AQS web Initial setup, exit AQS, then logon again. The Java bean Certificate may be corrupted or never have been installed. This should be done when user is not running reports.
	No error message	User gets only a blank screen at initial AQS WEB setup when clicking on URL link: https://oasint.rtpnc.epa.gov/servlet/f60servlet?config=aqs&form=A000.fmx	User should be using Internet Explorer v5.5 (or better) with 128-bit encryption AND the correct Internet Security Options are enabled. Go to Tools>Internet Options>Security and click on the "Internet" icon. Then click Default Level OK.
	FRM-92100	Your connection to the Server was interrupted. This may be the result of a network error, or a failure on the Server. You will need to reestablish your session.	In Windows go to Start>Settings>Control Panel> Add Remove Programs -- then remove the Oracle Jinitiator. Then go to AQS Initial Web Setup site and re-download the Jinitiator.
Connection errors	ORA-12203	TNS Unable to connect to destination... It is really slow.	Connection error message will show if there is a problem with the server being down. Contact the EPA Call Center (1-866-411-4372).
	ORA-28576 ORA-28570	Lost RPC connection to external procedure agent...user having database problem with AQS	Contact the EPA Call Center (1-866-411-4372).

Presentation Topics

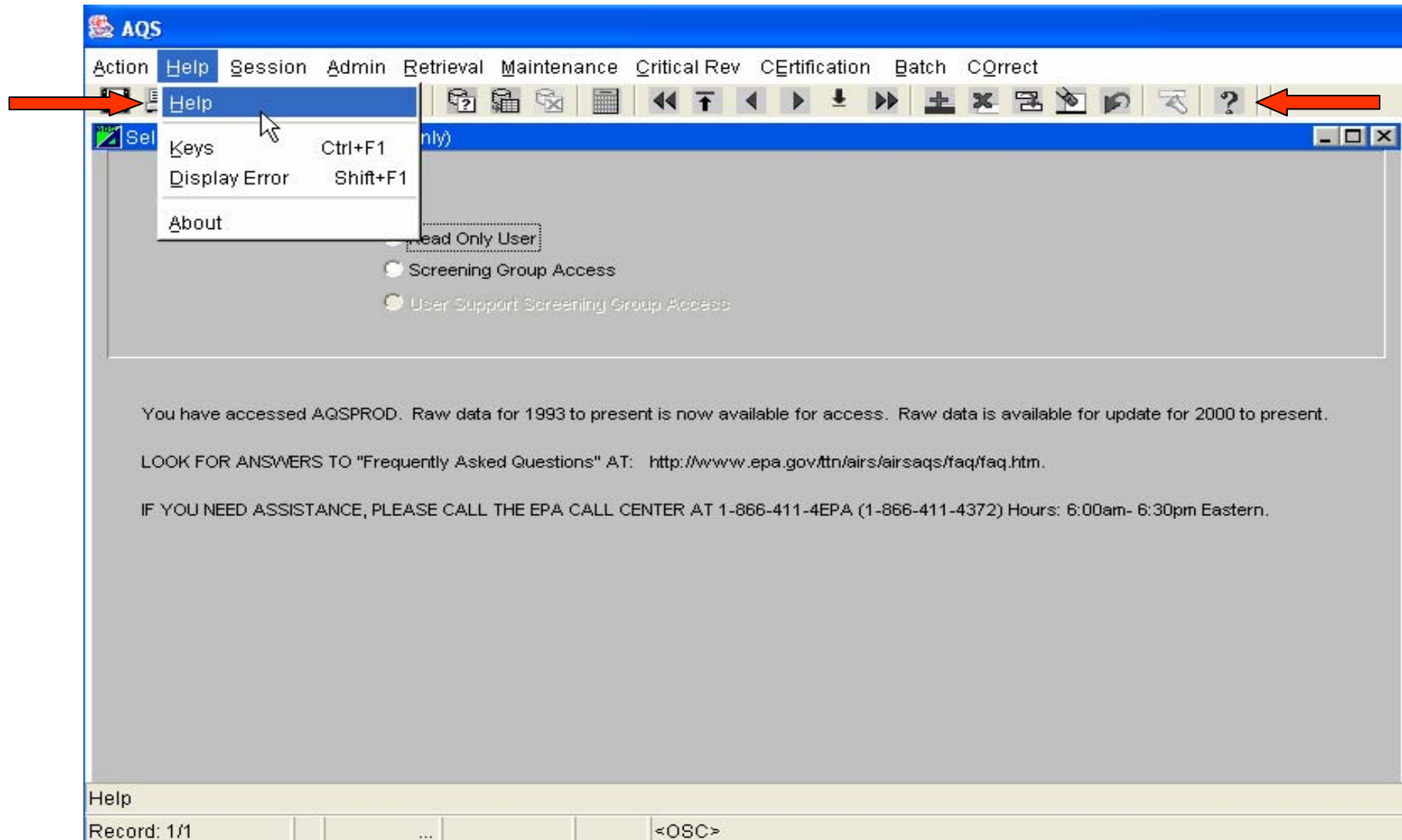
- What's new
- Helpline Support
- AQS TTN Website
- **Online Help**
- Training
- Conclusion

Online Help

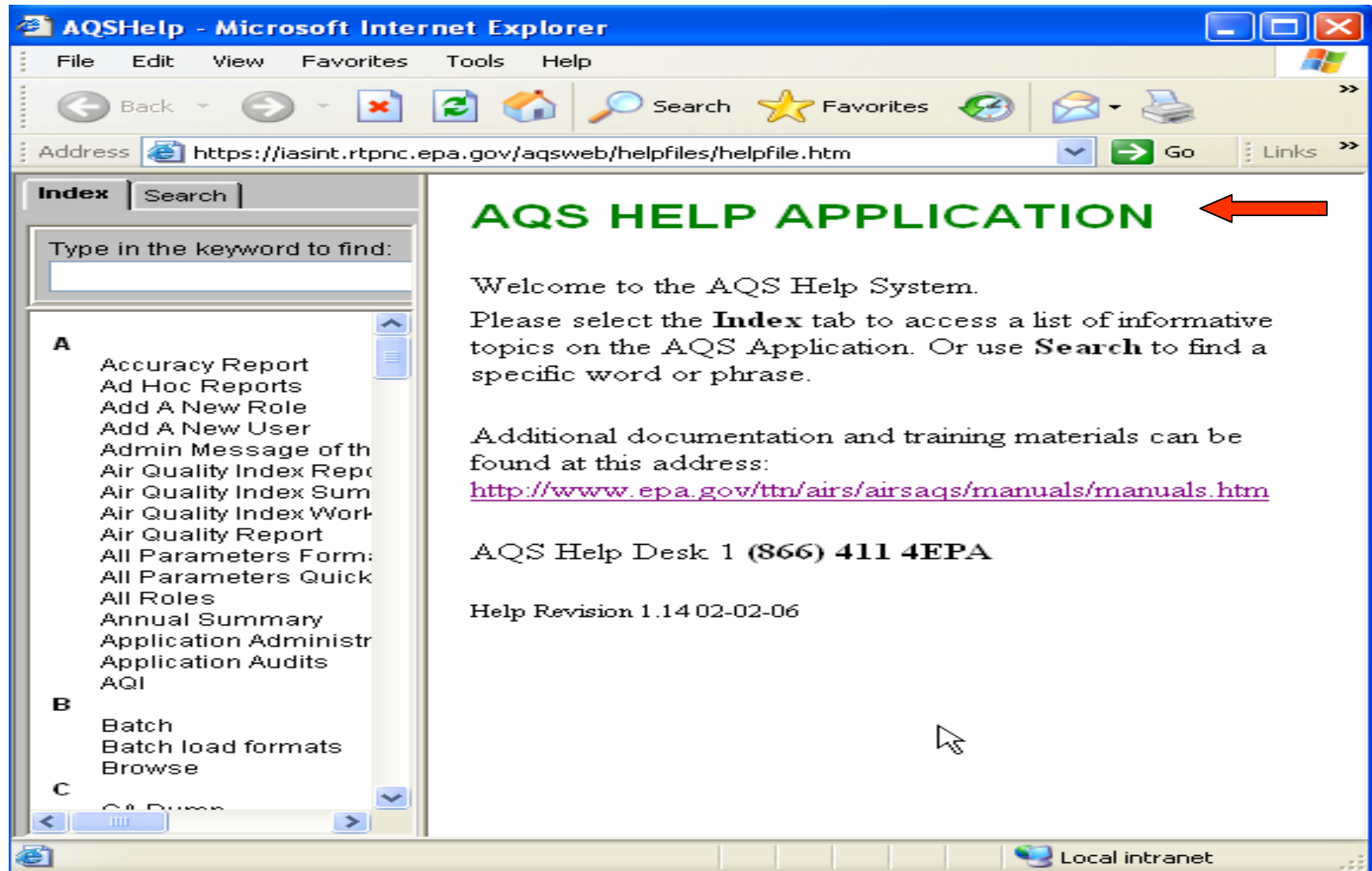
- **AQS has**
 - **Standard Windows Help**
 - **“Help” Dropdown Menu**
 - **“?” Help Icon on Tool Bar**



Online Help (cont.)



Online Help (cont.)



Online Help (cont.)

The screenshot shows the AQSHelp Microsoft Internet Explorer window. The address bar displays <https://oasint.rtpnc.epa.gov/aqswb/helpfiles/helpfile.htm>. The left sidebar contains a list of topics under the 'Index' tab, with 'EDT ID' highlighted. The main content area displays the 'EDT ID' heading and a table of Event Flags and their meanings.

EDT ID

An identification code indicating the Exceptional Data Type or Event Qualifier Code type for a raw or composite data point. "Concurrence" is a flag set by the EPA Region indicating agreement with the Exceptional Data qualifier. EDTs are represented with the following numeric values in many reports:

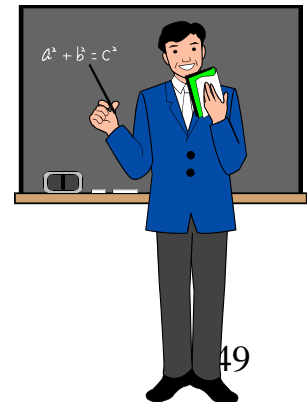
Event Flag	Meaning	Label on Reports
0	There were no events during the summary period. (This value appears on all Reports that display EDT)	NO EVENTS
1	Events (EX or NAT Qualifier Code*Event_Qualifier) occurred during the summary period, but are excluded from the computed statistics (regardless of regional concurrence)	EVENTS EXCLUDED
2	Events occurred during the summary period, and event-flagged data is included in the computed statistics (regardless of regional concurrence)	EVENTS INCLUDED
3	"EX" type event flagged data occurred during the summary period and is excluded from the computed statistics. Any "NAT" type event flagged data is included.	EXCEPTIONAL EVENTS EXCLUDED
4	"NAT" type event flagged data occurred during the summary period and is excluded from the computed statistics. Any "EX" type event flagged	NATURAL EVENTS EXCLUDED

Presentation Topics

- What's new
- Helpline Support
- AQS TTN Website
- Online Help
- **Training**
- Conclusion

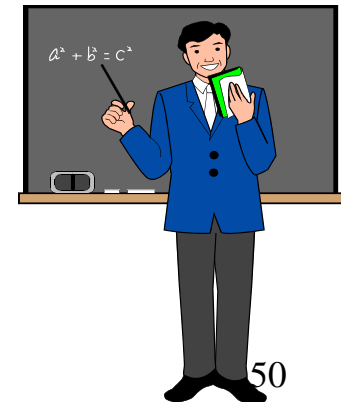
Training

- Where We've Been
 - ITEP Sponsored Training in Kansas City
(Institute for Tribal Environmental Professionals)
 - December 2005
 - “Advanced Retrievals” Training
 - Region IX, San Francisco (August 2005)
 - Phoenix, AZ (August 2005)
 - AQS Conference
 - June 2006



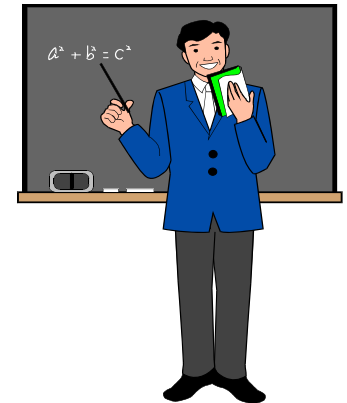
Training (cont.)

- New Webex Training
 - What's Webex?
 - Web Conferencing Tool
 - Licensed to EPA / OAQPS
 - Provides
 - » Real Time Meetings
 - » Training
 - » Demos, etc.
 - Web Enabled
 - No Software Required
 - Audio via Conference Call Line



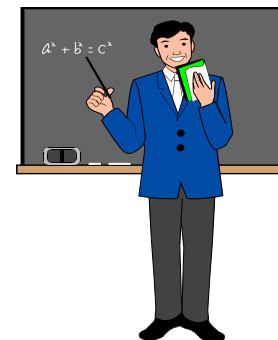
Training (cont.)

- New User Orientation via Webex
 - Not “Training” but an “Orientation”
 - Objectives
 - Logging-in & Navigating within AQS
 - » Resetting/Synchronizing AQS & CDX Passwords
 - » Screening Groups
 - » User Roles
 - » Online Help
 - » Retrievals (batch reports)
 - » Batch Update, Correct, and Maintain
 - Review resources available on AQS TTN Website (Homepage)
 - Learn about AQS User Support



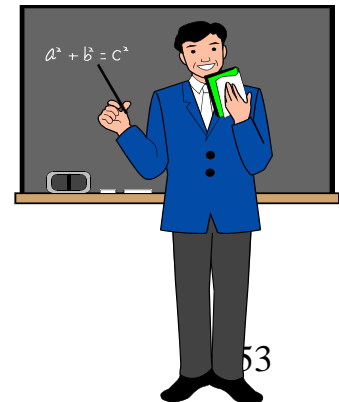
Training (cont.)

- New User Orientation via Webex (cont.)
 - New User Orientation (cont.)
 - Developed by Pamela McIntyre, Level 2 Support
 - Began January 2006
 - Monthly (usually 4th Wednesday)
 - 2:30 – 4:00 pm ET
 - PowerPoint presentation available on AQS TTN website (<http://www.epa.gov/ttn/airs/airsaqs/training/training.htm>)
 - Each New User receives an invitation



Training (cont.)

- New Webex Training Coming Soon
 - Discoverer Web for AQS: Getting Started
 - July 2006
 - Discoverer: Sorting, Totals, Conditions
 - August 2006
 - AQSP&A Spreadsheet Training
 - August 2006
 - Other Possibilities (using Webex):
 - Interest in Specific Topic Discussions
 - Major software enhancements



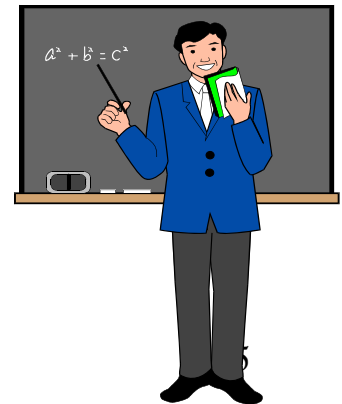
Training (cont.)

- Future Training
 - AQS Intro (2-day) Course
 - RTP, NC?
 - Fall 2006?



Training (cont.)

- How to schedule training
 - Send your Training Requests to:
Either
 - Your EPA Regional Contact
 - OR
 - Jonathan Miller (919) 541-7738
(miller.jonathan@epamail.epa.gov)



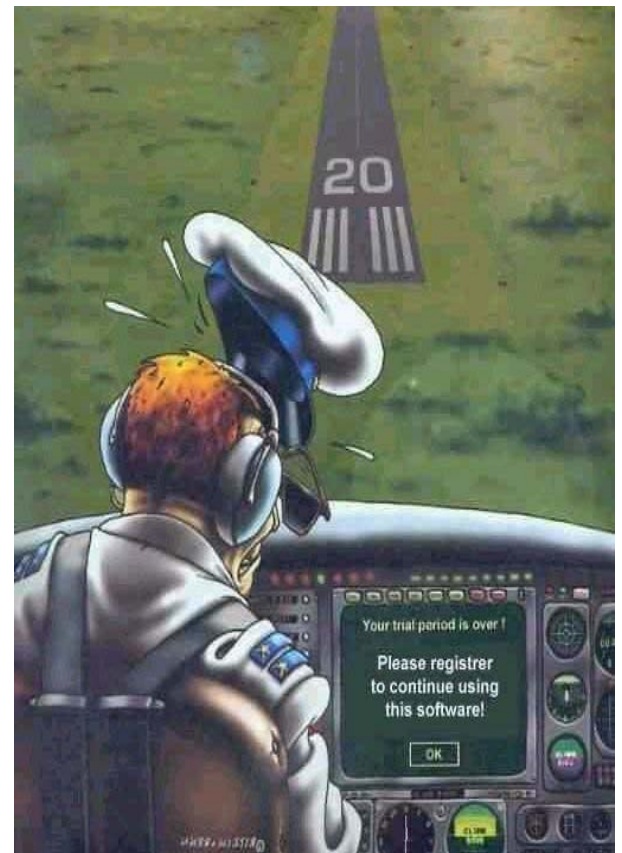
Presentation Topics

- What's new
- Helpline Support
- AQS TTN Website
- Online Help
- Training
- **Conclusion**

Conclusion

- Reminders (e.g., don't forget)
 - Keep your email address current
 - Keep your password current and synchronized
 - Update every 90 days
 - Read the System Status when logging in
 - Call the Helpline (EPA Call Center) when you have a problem or question

Don't let this happen to you.



Conclusion

- Feedback/Suggestions
- Complete the AQS User Evaluation (located in your packet)
 - Part 1 – AQS Usability
 - Part 2 – Customer Service / Help Line

Chuck Isbell
isbell.chuck@epa.gov
(919) 541-5448

