

User Support

**Chuck Isbell
National Air Data Group
AQS Conference
Pittsburgh, PA
June 22, 2007**



Presentation Topics

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

What's Happening

- **Help Desk Support**
 - Assist New Users
 - Password / Account Issues
 - Other Support Issues
 - Beyond AQS
 - AQS Evaluation Trends
- **New User Orientation**
- **Q&A Session for Tribal Users**



What's Happening

- **Help Desk Support**

- **Assist New Users**

- ~10 new users/month (118 since 6/1/2006)
 - Jerry sends welcome email
 - Referencing AQS setup webpage
(<http://www.epa.gov/ttn/airs/airsaqs/aqsweb/aqswebsetup.htm>)
 - Instructions on:
 - » Installing Java J2RE runtime environment
 - » Obtaining initial AQS password from Call Center

What's Happening

- **Help Desk Support**
 - Assist New Users
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 - Other Support Issues
 - Beyond AQS
 - AQS Evaluation Trends
- New User Orientation
- Q&A Session for Tribal Users

What's Happening

- **Help Desk Support**
 - **Assist New Users** (cont.)
 - EPA Call Center (Level 1)
 - Assists new user with first time login
 - Help with getting the Java J2RE installed, disabling pop-up blockers, etc.
 - Explain the AQS/CDX password synchronization process

What's Happening

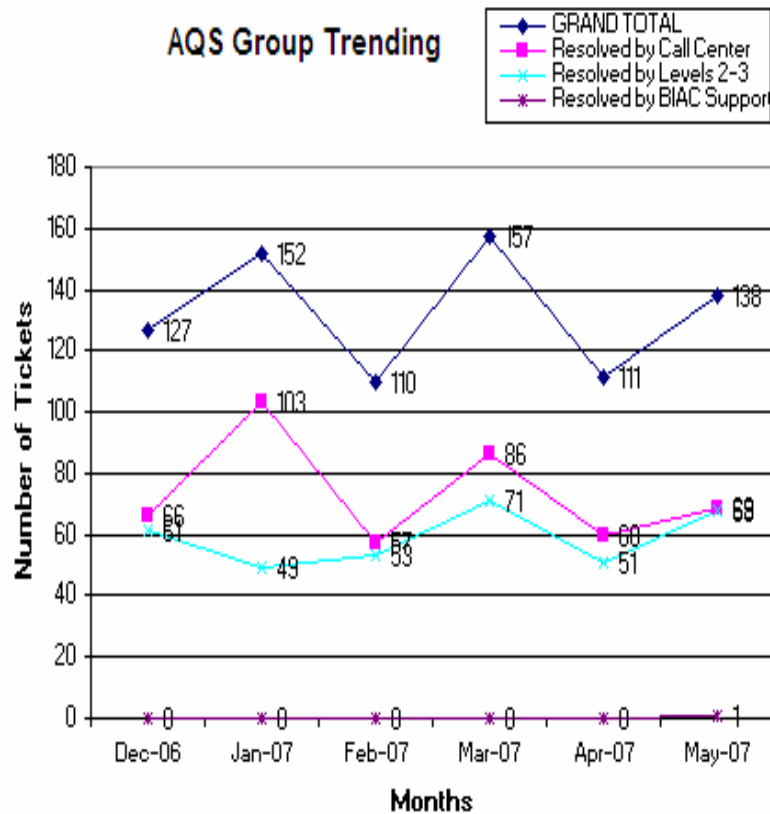
- **Help Desk Support**
 - **Password / Account Issues**
 - **Number “1” Problem**
 - 43% of total tickets
 - Password Resets
 - 723 since June 2006
 - Account Issues
 - 45 since June 2006

Helpline Support

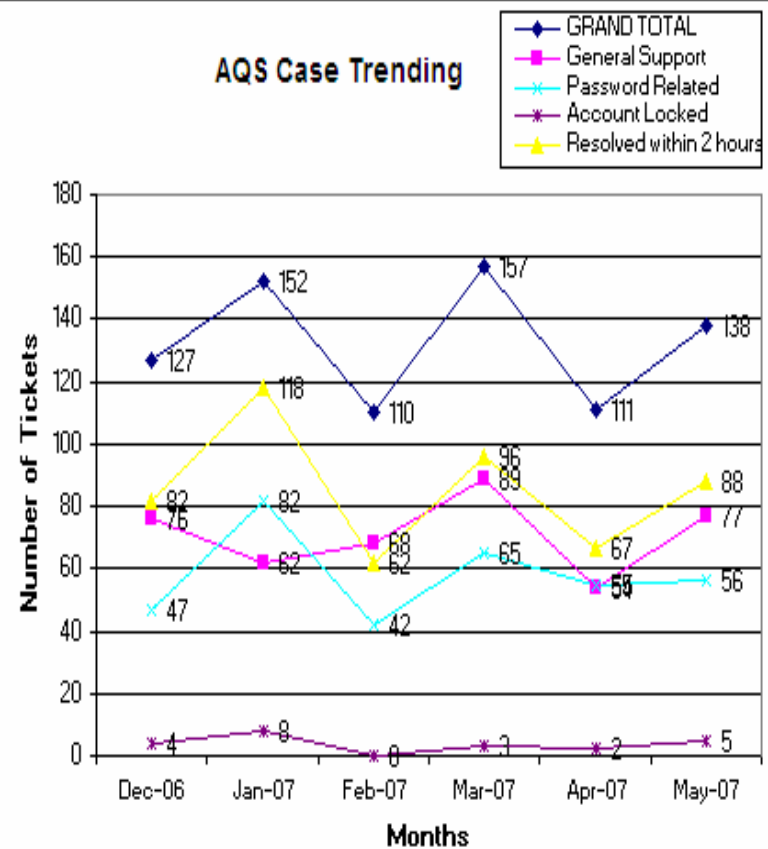
Summary	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
GRAND TOTAL	127	152	110	157	111	138
Resolved by Call Center	66	103	57	86	60	69
Resolved by Levels 2-3	61	49	53	71	51	68
Resolved by BIAC Support	0	0	0	0	0	1

Summary	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
General Support	76	62	68	89	54	77
Password Related	47	82	42	65	55	56
Account Locked	4	8	0	3	2	5
Resolved within 2 hours	82	118	62	96	67	88

AQS Group Trending



AQS Case Trending



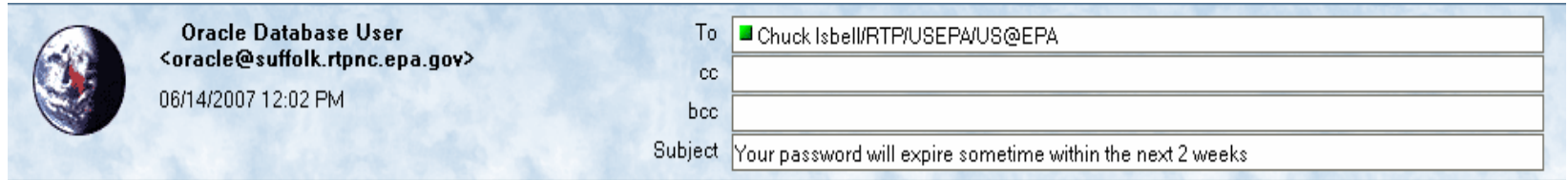
What's Happening

- Help Desk Support
 - Password / Account Issues (cont.)
 - What's been done in the past?
 - Reduced # of passwords from 4 to 2
 - » Single sign-on for EPA applications is coming
 - Implemented password synchronization
 - Developed password reset software

What's Happening

- Help Desk Support
 - Password / Account Issues (cont.)
 - Two new “advance” notice emails
 - First: **“Your password will expire sometime in the next two weeks”**
 - » 2 weeks notice

Password Expiration – 2 weeks notice



At the request of our user community, we are sending this email notice when we see that your password will expire soon. We realize some of you probably already know this and are just waiting until closer to the expiration date to make the change. (We do that, too!) In that case, please just ignore this email. At most, you should see this email a couple of times every 3 months.

If you will not be using AQS anymore, please let us or your Regional EPA representative know so we can mark your account inactive. (You can find the phone number of your Regional EPA representative at <http://www.epa.gov/air/data/contrgn.html>.)

If you do plan to use the AQS application or Discoverer with AQS, please go to this address to log-on to the application: <http://www.epa.gov/ttn/airs/airsags/agsweb/agswebwarning.htm>. Once there, click Admin on the menu, then Security on the drop down menu. The bottom half of the User Profile tab provides the place to change your password. If you will be submitting data or transferring files, be sure to synchronize your CDX password after you have changed your AQS password. (Log-off and then back on before synchronizing.)

If you don't remember your password, or have other problems logging on, please call the Help Line at 1-866-411-4EPA (1-866-411-4372).

Thanks

(Please not not respond to this email.)

What's Happening

- Help Desk Support

- Password / Account Issues (cont.)

- Two new “advance” notice emails (cont.)

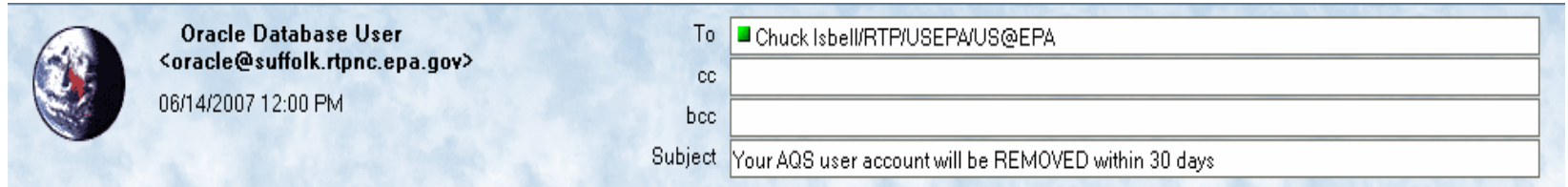
- Second: **“Your AQS user account will be REMOVED within 30 days”**

- » 30 days notice

- » Password expired > 8 mo.s (240 days)

- » If no action - User's access is removed & user must re-apply for access to AQS

Account Removed – 30 days notice



According to our AQS database, your account is now locked. (The most common reason for this is because your password expired over 8 months ago.)

If you will not be using AQS anymore, please let your Regional EPA representative or us know so we can mark your account inactive and you will no longer receive these emails. (You can find the phone number of your Regional EPA representative at <http://www.epa.gov/air/data/contrgn.html>.)

If you do plan to use the AQS application or Discoverer with AQS, you will need to call the Helpdesk at 1-866-411-4EPA (1-866-411-4372) to have your password reset and your account unlocked. (No one in the AQS group can do this for you. Please call the Helpdesk.)

After doing so, please go to <http://www.epa.gov/ttn/airs/airsaqs/aqswb/aqswbsetup.htm> to complete the setup steps (new as of 25 Nov 06) and then log-on to the application.

Once you've logged on to the AQS application, click Admin on the menu, then Security on the drop down menu. The bottom half of the User Profile tab provides the place to change your password. If you will be submitting data or transferring files, be sure to synchronize your CDX password after you have changed your AQS password. (Note that you should change your AQS password first, log-off of AQS, log back into AQS and then synchronize your CDX password.)

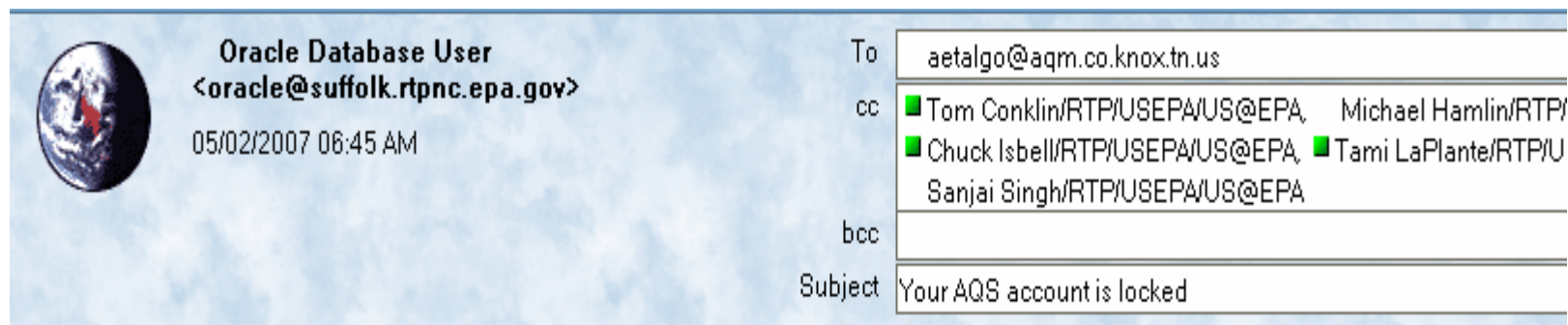
Thanks

(Please do not reply to this email.)

What's Happening

- Help Desk Support
 - Password / Account Issues (cont.)
 - Two new “Account Locked” emails
 - First: **“Failed PWD Attempts”**
 - » Attempted log-in 4 times with incorrect password
 - Second: **“Account Inactivity”**
 - » Failed to log-in >90 days

Account Locked – Failed PWD Attempts



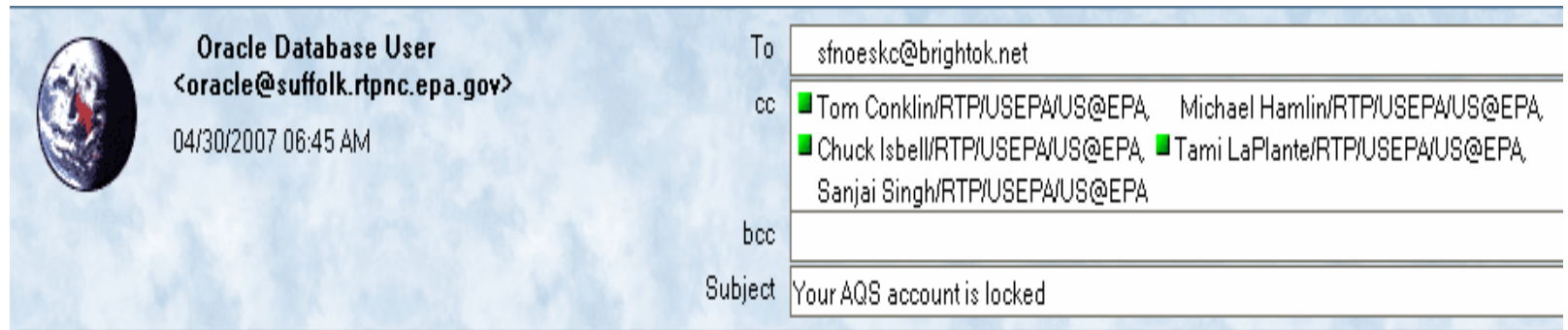
AQS User,

Our records show that your AQS user account has been locked due to "Failed PWD Attempts." Generally, this security action occurs when an AQS user has attempted to log into AQS four times with an incorrect password.

Please contact the EPA Call Center (1-866-411-4372) to have your account unlocked. If you feel the locked condition may be the result of a security breach (i.e., someone trying to log in using your user-id/password) then choose option 1 on the EPA Call Center's phone message to report the security incident.

Thank you.

Account Locked – Account Inactivity



AQS User,

Our records show that your AQS user account has been locked due to "Account Inactivity". Generally, this security action occurs when an AQS user has not logged into AQS within the past 90 days.

Please contact the EPA Call Center (1-866-411-4372) to have your account unlocked.

Should you no longer need access to AQS, please contact your Regional AQS contact to be taken out of the system. After one year of inactivity, your account will be closed and you will need to re-register to regain access to AQS.

Thank you.

What's Happening

- **Help Desk Support**
 - Assist New Users
 - Password / Account Issues
 - **Other Support Issues**
 - Beyond AQS
 - AQS Evaluation Trends
- New User Orientation
- Q&A Session for Tribal Users

What's Happening

- **Help Desk Support**
 - **Other Support Issues**
 - 1,803 since June 2006
 - Data Submission
 - Data Retrieval
 - Connectivity / Installation
 - Software Problems

What's Happening

- **Help Desk Support**
 - Assist New Users
 - Password / Account Issues
 - Other Support Issues
 - 1803 since June '06
 - **Beyond AQS**



What's Happening

- **Help Desk Support**
 - **Beyond AQS**
 - Discoverer
 - AirData Public Web Application
 - AQS Data Mart

What's Happening

- **Help Desk Support**
 - **AQS Evaluation Trends**
 - How you have rated User Support for the past several years
 - Here are a subset of the questions

AQS Evaluation Trends (1 of 3)

AQS evaluation results from AQS Conferences (2003 - 2006)					
Part 2 - Customer Service / AQS Help Line					
	11. Would you say your treatment, when talking to the EPA Call Center (Level I) Help Line staff, is courteous and professional?				
	Almost never (Sometimes	Half the time	Usually (4)	Almost always (5)
2003	0	2	0	28	21 Average: 4.3
2004		1		14	32 Average: 4.6
2005				16	25 Average: 4.6
2006				11	39 Average: 4.8
	12. Would you say your treatment, when talking to the Level 2 Help Line staff, is courteous and professional?				
	(Question was not asked in 2003)				
	Almost never (Sometimes	Half the time	Usually (4)	Almost always (5)
2004				9	38 Average: 4.8
2005				12	31 Average: 4.7
2006				9	38 Average: 4.8
	13. Level I now has the ability to resolve most password issues. When you call the EPA Call Center (Level) Help Line with a password problem, was Level I able to resolve it?				
	(Question was not asked in 2003)				
	Almost never (Sometimes	Half the time	Usually (4)	Almost always (5)
2004	1	3		14	24 Average: 4.4
2005			2	16	22 Average: 4.5
2006				13	36 Average: 4.8

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AQS Evaluation Trends (2 of 3)


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
2006			3	20	21	Average: 4.4
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
2006			1	7	21	Average: 4.7
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
2006	22	14	4	2	4	Average: 2.0

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AQS Evaluation Trends (3 of 3)

	19. Do you feel the Level 2 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 3 or IMG?					
	(Question was not asked in 2003 and 2004)					
	Almost never (Sometimes	Half the time	Usually (4)	Almost always (5)	
2005		1	1	22	18	Average: 4.4
2006			1	21	23	Average: 4.5
	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
2006	2	1		13	17	Average: 4.3
	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
2006			1	18	32	Average: 4.6

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What's Happening

- **Help Desk Support**
 - Assist New Users
 - Password / Account Issues
 - Other Support Issues
 - Beyond AQS
 - AQS Evaluation Trends
- **New User Orientation**
- **Q&A Session for Tribal Users**

What's Happening

- **New User Orientation**
 - Presented Monthly since Jan. 2006
 - Goals
 - Provide introduction to AQS and the resources available (user support, TTN webpage, etc.)
 - Hosted by User Support (Level 2)
 - Pamela McIntyre
 - Using web conferencing (Webex)
 - Avg. 5 participants per month
 - <50% participation of new users

What's Happening

- Help Desk Support
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- New User Orientation
- **Q&A Session for Tribal Users**

What's Happening

- **Q&A Session for Tribal Users**
 - Opportunity to ask AQS related questions and get answers
 - Session lead by User Support (Level 2)
 - Tom Lewis
 - Using web conferencing (Webex)

What's Happening

- **Q&A Session for Tribal Users** (cont.)
 - 1st session - May 16, 2007
 - 12 attended + ITEP & OAQPS
 - Great reviews
 - 100% would recommend to other tribal users
 - 100% said their questions were answered to their satisfaction
 - 2nd session - July 18, 2007
 - Considering a Q&A for all users

Presentation Topics

- What's Happening
- **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)



- 1st: Debra Velasquez, Director, Inder Singh (not shown)**
2nd: Felecia Prince, Marion Shelton, Florence Poole, Kecia Salmon
3rd: Willie Williams, Sunil Vasan, Susana Iturregui, Arnold Dixon

EPA Call Center Team

(Located in RTP, NC)



Troy Paylor and Rosetta Jones

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

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

- Primary support for AQS
- Provide support after 5pm ET
- Present New User Orientation Monthly
- Present Q&A Session (bimonthly?)
- Document/Report Outages Monthly

(Hours 8:00 – 6:30 pm ET)



Client Services (Level 2)

(Located in RTP, NC)



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

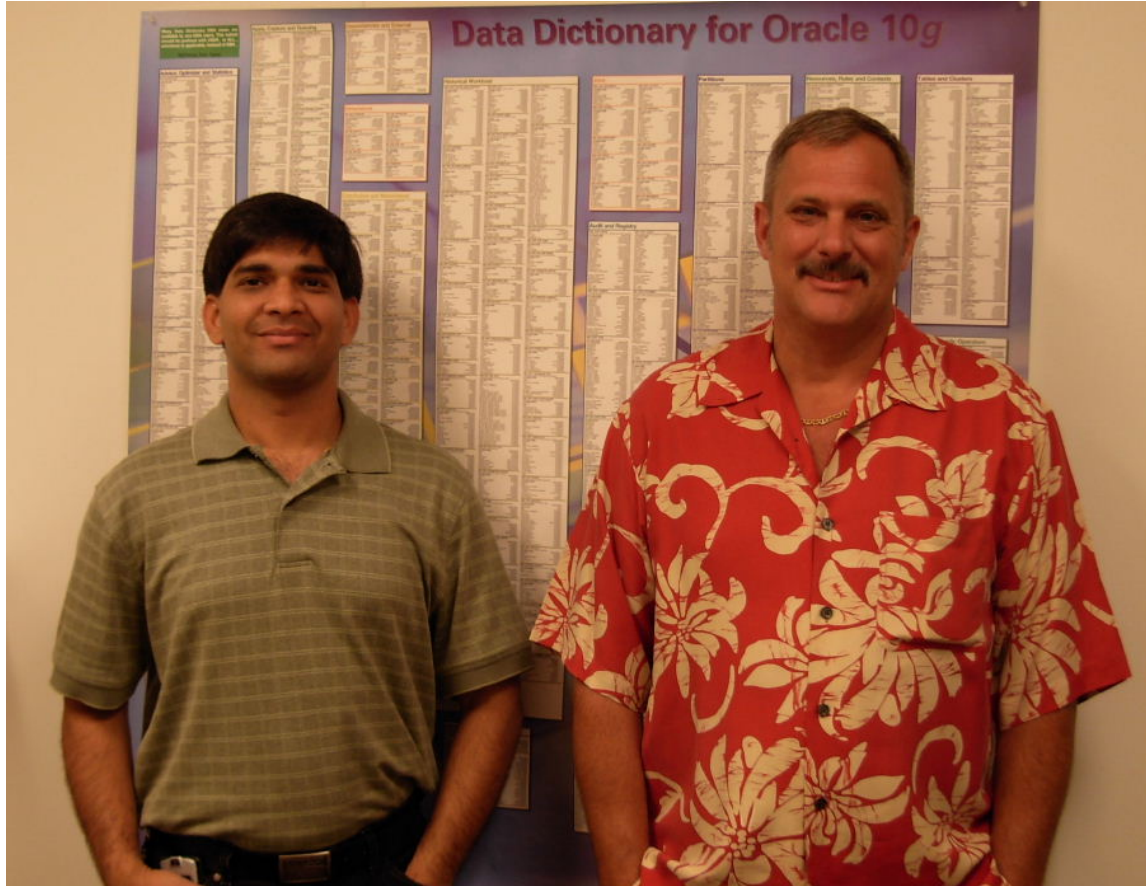
3. **Level 3 (Database Support Services)**

- Primary support for the Oracle database environment
 - Oracle Data Base Administrators
 - Add new users to an Oracle account
 - Generate the new Password/Account Emails
 - Specialized support for Help Line
 - » Problem password resets
 - » Incorrect user roles



Database Support Services (Level 3)

(Located in RTP, NC)



Sanjai Singh

Tom Conklin

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

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

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: Ricardo Legaspi, Joanne Talbert, Michael Semeniuk, Helpdesk Mgr, Angela Carroll, Charles Simons, Adrienne Hood (not shown)

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

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



Front Row: **Nick Mangus, Jean Taylor, Jonathan Miller, Martin Husk, Bill Frietsche**

Back Row: **Bonnie Johnson, Chuck Isbell, Jake Summers, Jerry Husketh, Ed Lillis,
Michael Hamlin, Virginia Ambrose**

National Air Data Group

Call the Air Quality System Office: 919 541-5586

Fax: 919 541-7674



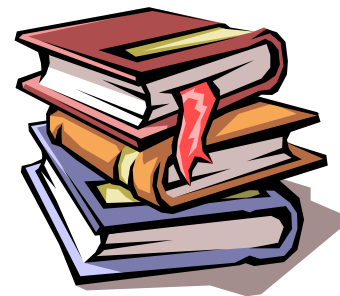
Ed Lillis (lillis.ed@epa.gov)	919 541-5587 Group Leader
Virginia Ambrose (ambrose.virginia@epa.gov)	919 541-5454
Bill Frietsche (frietsche.bill@epa.gov)	919 541-5451
Michael Hamlin (hamlin.michael@epa.gov)	919 541-5232
Jerry Husketh (husketh.jerry@epa.gov)	919 541-5449
Chuck Isbell (isbell.chuck@epa.gov)	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 Happening
- Helpline Support
- **AQS TTN Website**
- Online Help
- Training
- Conclusion

AQS TTN Website

- Don't forget about this resource! (Lot's of good stuff!)
 - User Manuals & Guides
 - Training materials (Online & classroom modules)
 - AQS, P&A, Discoverer, New User Orientation, etc.
 - “How to's” provided by Wendy McDougall, Region 1
 - FAQs
 - Registration forms
 - Data files for download
 - Reference Table Codes
 - Work file & transaction formats
 - Hyperlinks to other websites



www.epa.gov/ttn/airs/airsaqs

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



U.S. Environmental Protection Agency

Technology Transfer Network Air Quality System (AQS)

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The Air Quality System (AQS) is EPA's repository of ambient air quality data. AQS stores data from over 10,000 monitors; 5000 of which are currently active. As discussed in more detail elsewhere, State, Local and Tribal agencies collect the data and submit it to AQS on a periodic basis.

This area is primarily intended for direct users of AQS, i.e., those in the state, local and tribal agencies and within EPA who load data into the AQS database or use data from this database for analysis.

System Overview - Brief description of the purpose of the Air Quality System.

Manuals & Guides - AQS Manuals and User Guides available for on-line browsing or downloading, including the AQS Coding Manual, Data Dictionary, Input Transaction Format, and User Guides.

Precision & Accuracy Data - Brief description of the difference between P & A data and other AQS data, and spreadsheets to generate P&A data in data input transaction format.

Frequent Questions - Questions and answers about AQS, sorted by topic.

User Registration - Steps to obtain an AQS User ID. Generally, only personnel from federal, state, local, or tribal agencies providing data to the EPA or analyzing that data for their agency may register.

Contacts - Contact information for AQS and CDX help, EPA headquarters and regional staff as well as state/local/tribal representatives.

Applications - Pathway to the [AQS application](#) and the ad hoc query tool, [Oracle Discoverer](#). (For registered users only) Release notes are also found here.

Requesting AQS Data - How to get data from AQS if you are not a registered AQS user or you need detailed data for years prior to 10 years ago. There are also links to over 100 files with national data for downloading.

AQS Conferences - Information about an upcoming conference and handouts from the previous conference. These conferences are generally held once each year.

Memos - Memos and E-mails generally sent to all registered AQS users. ([Release notes](#) for the AQS Web application are found via the [AQS Web Change Log](#) page.)

Training - Schedule of upcoming training sessions and training materials available for downloading.

Related Links - Links to other sites that have information related to Air Quality.

Recent Additions

New User Registration

AQS Codes

Data Files

[AQS Frequent Questions](#) | [Technology Transfer Network](#) | [Air & Radiation](#)

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Last updated on Tuesday, January 23rd, 2007
URL: <http://www.epa.gov/ttnmain1/airs/airsaqs/>

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AQS Discoverer Web

Manuals & Guides

Requesting AQS Data

Precision & Accuracy Data

AQS Conferences

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Manuals and Guides

For a quick description of some basic AQS Codes, see [Selected AQS Code Descriptions](#) 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 v2.21.pdf	Adobe Acrobat	1165KB	5/18/07
AQS Data Dictionary	AQS Data Dictionary v2.12.pdf	Adobe Acrobat	1522KB	6/20/06
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 Discoverer Web User Guide <small>Covers basics of setup and using Oracle Discoverer with AQS</small>	AQSDiscovererGuide.pdf	Adobe Acrobat	3219KB	12/8/04

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Frequently Asked Questions

Categories:

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[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 AQSPProd 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)

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

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

AQS Home

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User Support & Agency Contacts

Related Links

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Contact Us

AQS User Support is provided through the [EPA Call Center](#), which is operated under contract to the EPA.




The toll free number is **1-866-411-4EPA** (4372).
TDD: 1-866-489-4900
International callers: 1-703-679-1070

Their hours of operation are 6:00am - 9:00pm E.T. (Monday - Friday, excluding Federal holidays). You may also contact the Call Center via email (EPACALLCENTER@epa.gov) or fax (703-674-1008).





[Central Data Exchange](#) (CDX) is EPA's electronic reporting site.
CDX support is available toll-free between the hours of 8:00 am and 6:00 pm (EST) at 888-890-1995.



Contact a National or Regional EPA representative or a State, Local, or Tribal Agency representative
<http://www.epa.gov/air/data/contacts.html>

An unofficial user support network has been established for use by the AQS user community at Yahoo. Please feel free to use the user support network to make comments and suggestions. Your questions, comments and suggestions may help someone else with a similar problem as well as provide EPA with a better feel for problems in using the application.



You can access this user group at  <http://groups.yahoo.com/group/AQSUsers/>.

Instructions for use of the group are available from Yahoo. Please realize that the use of Yahoo for the group does not imply

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



U.S. Environmental Protection Agency

Technology Transfer Network Air Quality System

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[EPA Home](#) > [TTN](#) > [AQS](#) > Related Links

Related Links

- 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

[AIRData](#) access to annual summaries of air pollution data.

[AIRNOW](#) is the EPA site with current Air Quality Index (AQI) levels indicating how clean the air is and whether it will affect your health.

[AMTIC](#) (Ambient Monitoring Technology Information Center) contains information and files on ambient air quality monitoring programs, details on monitoring methods, relevant documents and articles, information on air quality trends and nonattainment areas, and federal regulations related to ambient air quality monitoring.

The [AQS Data Mart](#) is designed to make air quality data more accessible and useful to the scientific and technical community.

[Air Explorer](#) is a collection of user-friendly visualization tools for air quality analysts. The tools generate maps, graphs, and data tables dynamically.

[CDX](#) (Central Data Exchange) is the EPA's electronic reporting site.

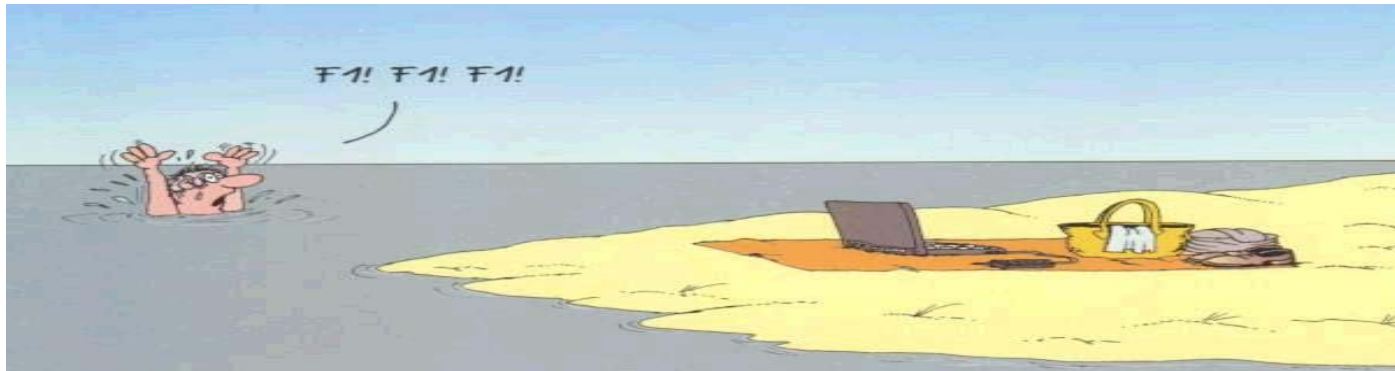
[State and Local Air/Environmental Agencies](#) links to regional, state and local agency pages.

Presentation Topics

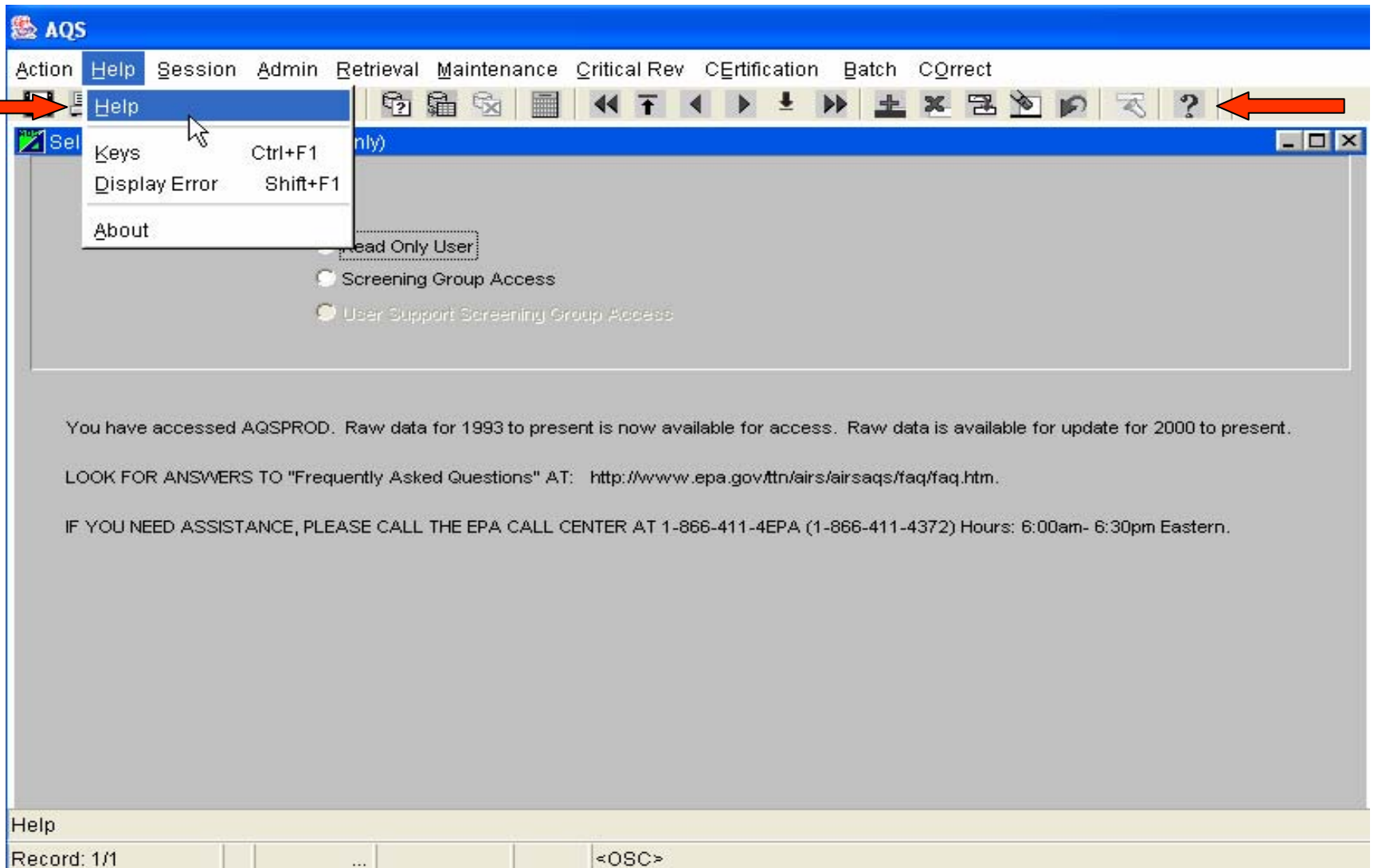
- What's Happening
- Helpline Support
- AQS TTN Website
- **Online Help**
- Training
- Conclusion

Online Help

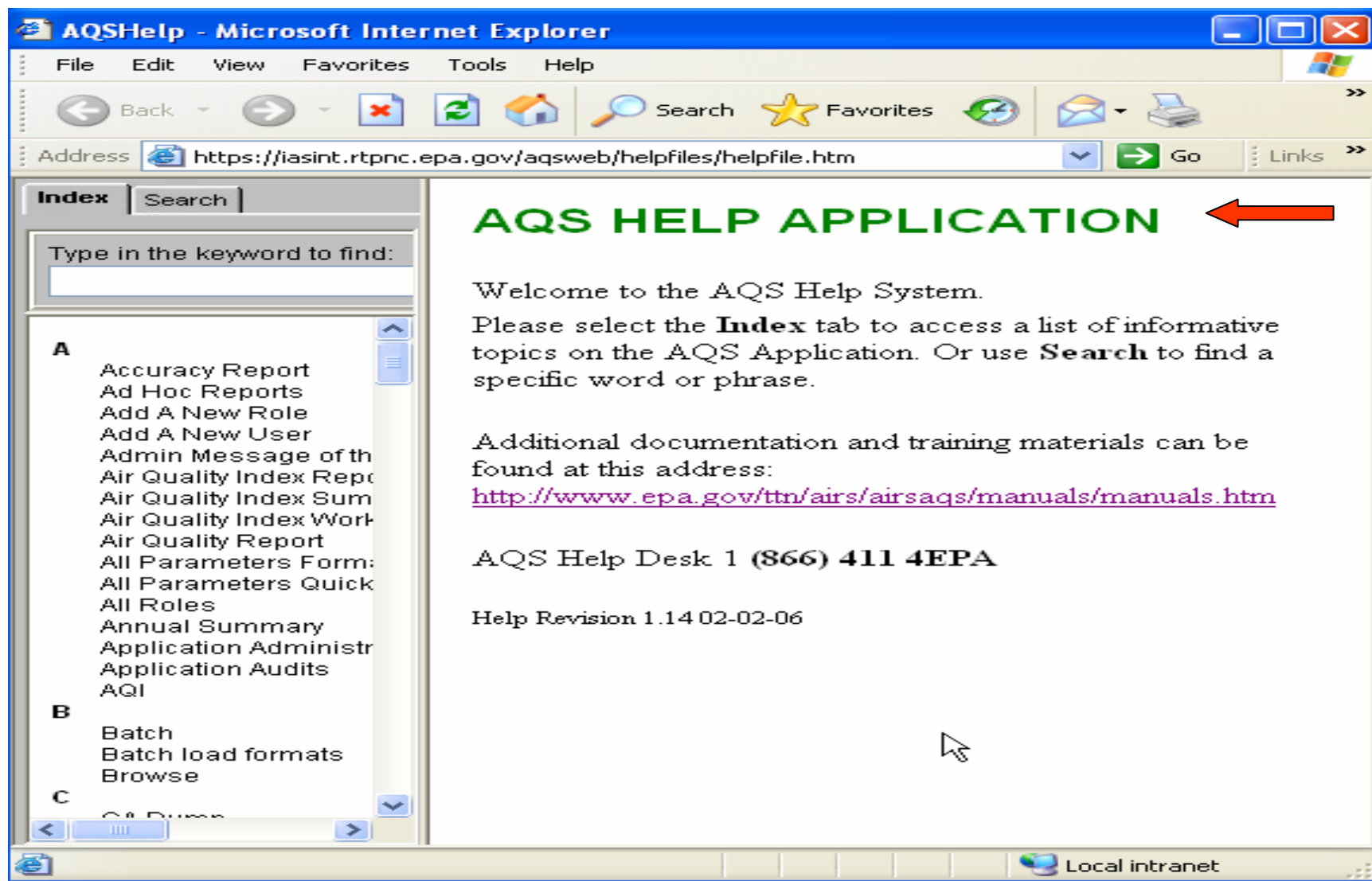
- **AQS has**
 - **Standard Windows Help**
 - **“Help” Dropdown Menu**
 - **“?” Help Icon on Tool Bar**



Online Help



Online Help



Online Help

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:

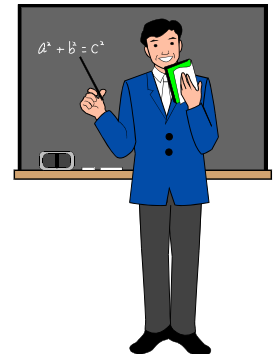
Event Flag	Meaning	Label on Reports
0	There were no events during the summary period. (This value appears on all Reports that display EDT)	NO EVENTS
1	Events (EX or NAT Qualifier Code*Event_Qualifier) occurred during the summary period, but are excluded from the computed statistics (regardless of regional 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 Happening
- Helpline Support
- AQS TTN Website
- Online Help
- **Training**
- Conclusion

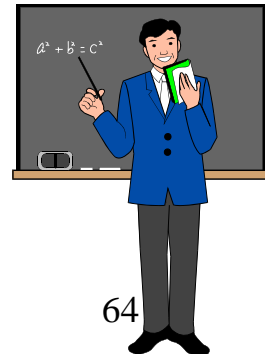
Training

- Training in Review
- Future Training
- Training Requests



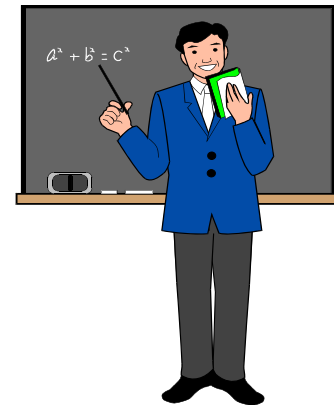
Training

- Training in Review
 - ITEP Sponsored Training
(Institute for Tribal Environmental Professionals)
 - April 2007 – EPA Region 10, Seattle
 - May 2007 – EPA Region 9, San Francisco
 - EPA/NADG Sponsored Training
 - November 2006 – RTP, NC
 - June 2007 – AQS Conference, Pittsburgh



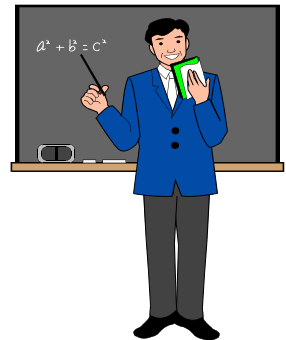
Training

- Training in Review (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



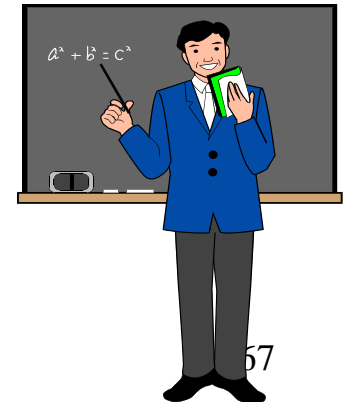
Training

- Training in Review (cont.)
 - New User Orientation (cont.)
 - Monthly (usually 4th Wednesday)
 - 2:30 – 4:00 pm ET
 - Hosted by Pamela McIntyre, Level 2 Support
 - PowerPoint presentation available on AQS TTN website (<http://www.epa.gov/ttn/airs/airsaqs/training/training.htm>)
 - Each New User receives an invitation
 - Please encourage all new users to participate!



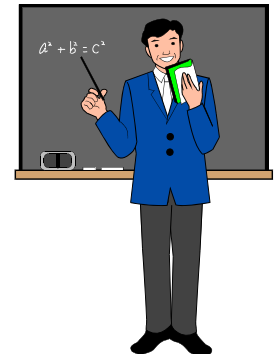
Training

- Training in Review (cont.)
 - Discoverer
 - AQSP&A Spreadsheet Training
 - Q&A Session for Tribal Users
- Other Possibilities
 - Q&A Session for All Users



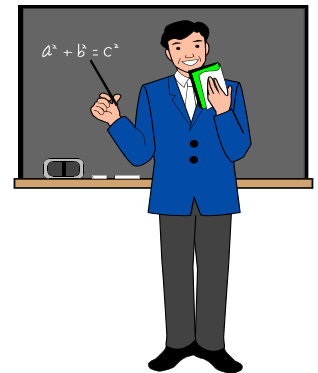
Training

- Training in Review
- Future Training
- Training Requests



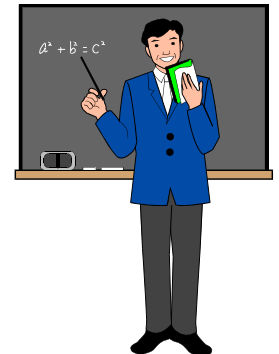
Training

- Future Training
 - ITEP Sponsored Training
 - AQS Level 3 Course
 - November 2007 (Las Vegas, NV)
 - OAQPS Sponsored Training
 - None scheduled yet



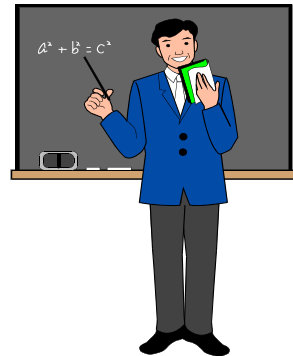
Training

- Training in Review
- Future Training
- Training Requests



Training

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



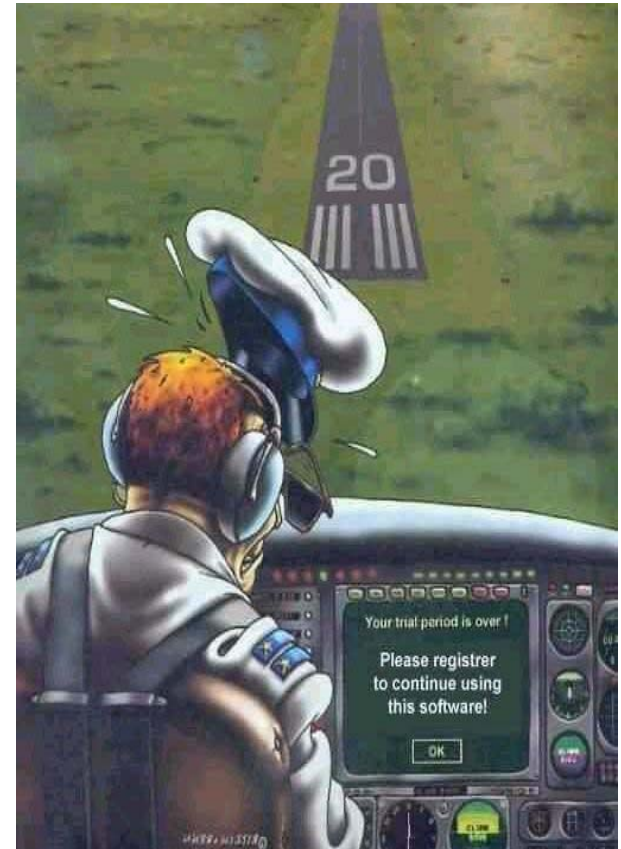
Presentation Topics

- What's Happening
- Helpline Support
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- **Conclusion**

Conclusion

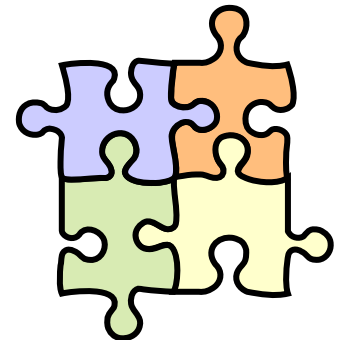
- Reminders (e.g., don't forget)
 - Keep your password current and synchronized
 - Update every 90 days
 - Call the Helpline (EPA Call Center) when you have a problem or question
 - Encourage all new users to participate in the New User Orientation
 - Read the System Status when logging in
 - Keep your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

Don't let this happen to you!



Conclusion

- **User 1 email list**
 - Email address pulled from User Profile (using Discoverer)
- **User 2 email list**
 - Contains email addresses for non-AQS users
 - Let me know if you would like someone added to the list (your boss, co-worker, etc.)



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

