



User Support



AQS

AQS Conference

August 23, 2012

Angie Shatas

We Will Cover



- Help Desk
- Contacts
- Documentation
- User Registration
- Awards



- EPA Helpdesk
 - 866-411-4372 or epacallcenter@epa.gov
 - Levels of support
 - Level 1: password resets for AQSProd; opens a problem ticket
 - Level 2: AQS-specific issues → Pamela and Donnie
 - Level 3: server issues → NCC
 - Level 4: software and data issues → AQS Team
- Exchange Network (EN) Helpdesk
 - 888-890-1995 or nodehelpdesk@epacdx.net
 - Supports:
 - Node (production) password resets / general Node support

When in doubt, call the EPA Helpdesk.

AQS Team



- Robert Coats, team lead
- Bill Frietsche (QA & audits)
- Way Poteat
- Chris Chapman
- Nick Mangus (Data Mart)
- Michael Hamlin (user registration)
- Angie Shatas



*Have you used AQSTeam@epa.gov to contact us?
If so, what do you think of this process?*

AQS Regional Contacts



1: Wendy McDougall
(617) 918-8323

2: Henry Feingersh
(212) 637-3382

3: Pauline DeVose
(215) 814-2186

4: Darren Palmer
(404) 562-9052

5: Jesse McGrath
(312) 886-1532

6: Trisha Curran
(214) 665-8345

7: James Regehr
(913) 551-5063

8: Joe Delwiche
(303) 312-6448

9: Fletcher Clover
(415) 972-3991

10: Jan Noel
(206) 553-1691



- Manuals and Guides:
 - Design Value Report (SO₂) *
 - Submit Automation User Guide *
 - Data Dictionary *
 - Data Coding Manual
 - AQS Input Transaction Formats ***
 - Exceptional Event Tutorial
 - Fundamentals & User Guide **
 - Data Retrieval Manual **
- Codes and Descriptions *
- Memos
 - Software Release Notes *



* New/updated

** These need updates/overhaul

*** Will change in next year

User Registration



- New user: Fill out online form.
- New user: Scan; send via email (AQSTeam@epa.gov) or fax.
- AQS Team: Create AQS account and contact new user.
- AQS Team: Request EN account for non read-only users.

Our goal is to make this an automated, paperless process.



User Awards



- “Under the Wire” Award
Last submission to make the Data Completeness deadline
- “Neck Crick” Award
Most calls to the EPA Helpdesk
- “Jackrabbit” Award
Impressive speed from Basics class to data submittal
- “Bug Swatter” Award
Finding and documenting AQS system bugs
- “Information Overload” Award
Quantity of raw data recently submitted
- “Go the Distance” Award
The longest distance travelled to attend this year’s conference