

AQS Operational Topics



We Will Cover

- User Support
- User Registration
- Help
- Communication
- User Awards

User Support

or Who You Gonna Call??

- EPA Helpdesk

- 1-866-411-4372
- epacallcenter@epa.gov
- 2 “Levels” of Support
 - Level 1: Reset Passwords
 - Level 2: AQS Specific Issues



- CDX Helpdesk

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

When in doubt which one to call, call the EPA Helpdesk.



User Support - AQS Team at EPA HQ

- Robert Coats
- Bill Frietsche (precision & bias)
- Michael Hamlin
- Nick Mangus (Data Mart)
- Jonathan Miller
- Way Poteat (user registration)
- Angie Shatas (user support)
- Jake Summers, team lead

User Support - 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

Anthony Ross
(312) 353-0826

6: Regina Krystyn (VI)
(214) 665-7128

7: James Regehr (VII)
(913) 551-7167

8: Joe Delwiche (VIII)
(303) 312-6449

9: Fletcher Clover (IX)
(415) 972-3991

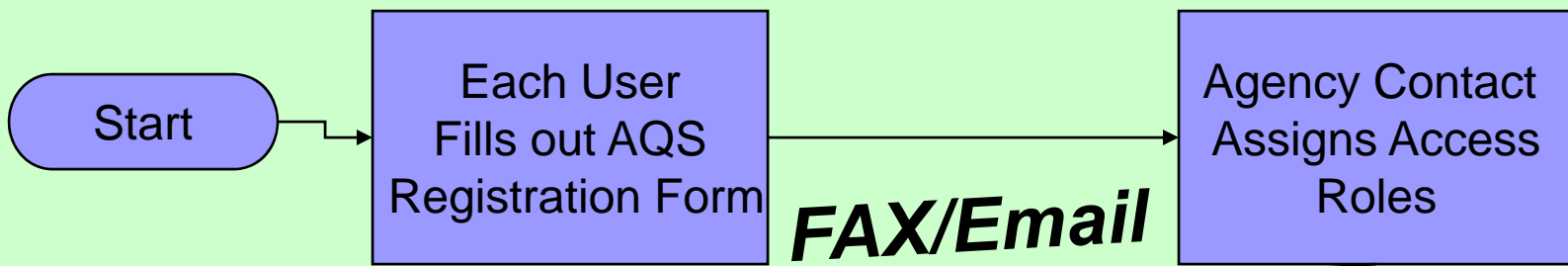
10: Jan Noel (X)
(206) 553-1691

User Registration

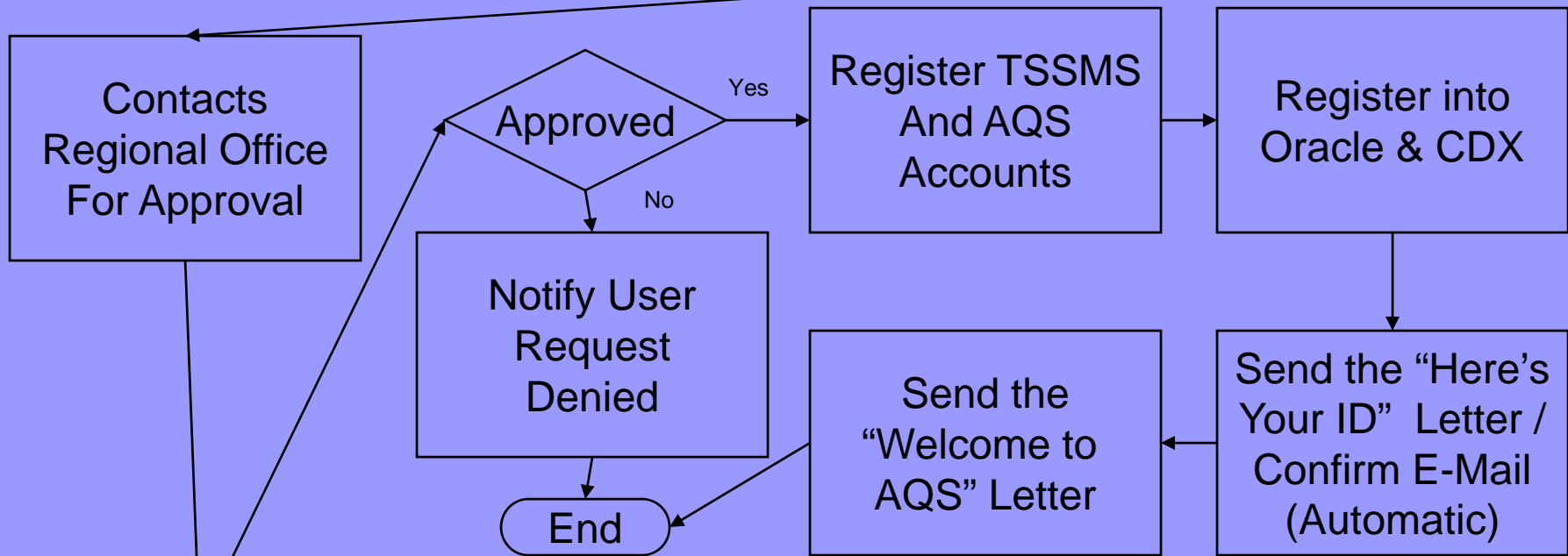
Move from paper form to online process



User



OAQPS



Region



Process Problems

- Forms (Fax copy) often difficult to read
- Old copies of form used
- Signatures not readable
- User ID unclear
- Email address invalid
- Timeliness
- Incomplete Forms
- Incorrect transmission

Agency Section



Air Quality System - User Registration



Print Form

User Section Type all known entries **before** printing.

First Name Initial Last Name

Agency Address

City County

State Zip Code E-Mail

Phone Fax

User Type (Check one) State Tribe EPA Regional Office Other Federal
 Local Contractor EPA Headquarters

If none of these apply, contact Jake Summers at (919) 541-5695 or email to summers.jake@epa.gov

User Signature _____ Date 7/31/08

Agency Section

Agency Name _____ Agency Code _____

AQS Contact Name _____

Phone Number _____

FAX Number _____

| Name(s) (If other than Read Only access requested) | Read Only | Raw Data | Precision/Accuracy | Delete by Scmg Grp | Regional Approval | EPA HQ Approval |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Agency AQS Contact Signature _____ Date: _____

Regional Office Section

| | |
|---|--|
| <u>State/Tribe Section</u> | |
| *If this registration is for a local agency that needs State/Tribal approval, both the Agency and State/Tribal sections and Contact signatures must be provided. Otherwise, skip this section. | |
| State/Tribe AQS Contact Signature _____ | Date: _____ |
| <u>EPA Region Section</u> | |
| User's TSSMS User ID <input type="text"/> <input type="text"/> <input type="text"/> | Oracle Account (ORC) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| EPA Regional AQS Contact Signature _____ | Date: _____ |
| (example: aqso8co1 for *AQS*, *Oracle, Region *8*, *Co*lorado, Local Agency *1*) | |
| After appropriate signatures are obtained and the Security Guidelines have been read and signed, the Regional Office should mail or FAX completed forms to EPA-NADG at (919) 541-7674. Please be sure faxed forms are legible. | |
| <u>NADG Administrator Section</u> | |
| Date entered into Database : _____ | Initials: _____ |
| Form date: 03/06/07 | |

Help

- Within AQS
- Manuals
- Web-based training
- Classroom training



Help - AQS Documentation

■ Manuals and Guides:

<http://www.epa.gov/ttn/airs/airsaqs/manuals/>

- AQS Data Dictionary
- AQS Data Coding Manual
- AQS Input Transaction Formats
- Exceptional Event Tutorial
- Software Release Notes
- AQS Fundamentals
- AQS User Guide
- AQS Data Retrieval Manual



Help - Web-based Training

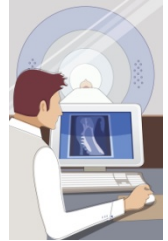
- Monthly “New User Orientation” – Pamela McIntyre/Angie Shatas
 - Walk-Through Basic Functions
 - Use GoToMeeting and conference line
 - Attendance is usually between 4 and 9 people

- Bimonthly Tribal Q&A Session – Tom Lewis/Angie Shatas
 - Topics on-demand
 - Use GoToMeeting and conference line
 - Attendance usually 3 to 8 people

- AQS P&A Data Entry Program – Bill Frietsche
 - Available on-demand

- Oracle Discoverer Training – Way Poteat

- AQS Training (Exceptional Events) – Angie Shatas



In the works –
Online learning
modules via
Adobe Captivate

Help - Classroom Training



- Region 2 – New York
- Region 3 – Philadelphia, PA
- Region 6 – Dallas, TX
- Region 8 – Denver, CO –
ITEP-sponsored Tribal training
- Region 9 – San Francisco, CA
- TAMS Center (2 courses) – Las Vegas, NV –
ITEP-sponsored Tribal training

Help - Other Resources

- AQS website

www.epa.gov/ttn/airs/airsaqs

- AQS Yahoo! User's Group

<http://groups.yahoo.com/group/AQSUsers/>

- Tami LaPlante (EPA's Tribal Liaison)

laplante.tami@epa.gov or (919) 541-1915

Communication



- Regular notifications via email
 - System outages or problems
 - Software Releases and Bug Fixes
- Updating the mass mailing list
 - Routine updates from AQS
 - All active users are included
 - Secondary list of those who are not active users, but who want to receive updates
 - Please keep your email address current in your AQS profile
 - We do not share your email address