

CSR/LSR Portal User Guide

August 2022



Big enough to **deliver**,
small enough to **care**.

Voice and Collaboration | Connectivity | Managed IT

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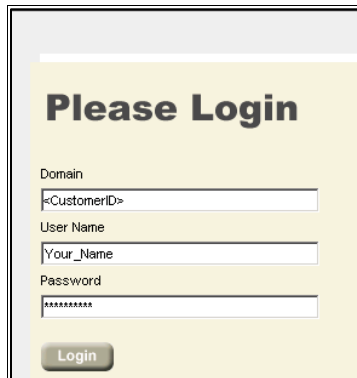
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Logging into the Gateway

To log in to the gateway:

1. Using a web browser, visit <https://support.allstream.com/knowledge-base/carrier-to-carrier-portal-access-and-guides/>.
2. Click [CSR/LSR Portal Log In >>](#).
The portal launches, and the **Login** page displays.



Login Page

3. **NEW REQUIREMENT** – Enter your CCNA in the **Domain** field.
4. Enter the **User Name** and **Password** provided by your company administrator.
5. Click **Login**.

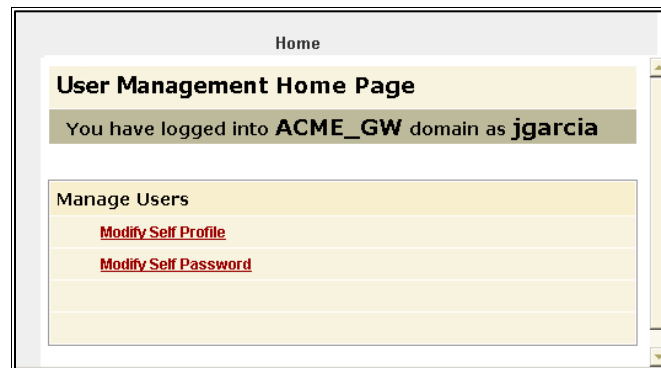
Changing Your Password and Profile

Although the User Administrator assigns user names and performs other administrative duties, you can change your own password and profile.

Changing Your Password

To change your password:

1. On the Main navigation bar, click **User Management**.
2. On the **User Management Home Page**, click **Modify Self Password**.



User Management Home Page

- On the **Modify Password** page, enter your old password, enter your new password twice, and then click **Save**.
The password may be any combination of alphanumeric characters, up to a maximum of 32 characters.
The password cannot be left blank.

Modify Password Page

To return to the **User Management Home Page**, click **Home**.

To close the **User Management Home Page**, close its browser window.

Changing Your Profile

To change your profile:

- On the Main navigation bar, click **User Management**.
- On the **User Management Home Page**, click **Modify Self Profile**.
- On the **User Details** page, modify or add additional information, and then click **Save**.

Note: Your username can only be changed by the User Administrator for your domain.

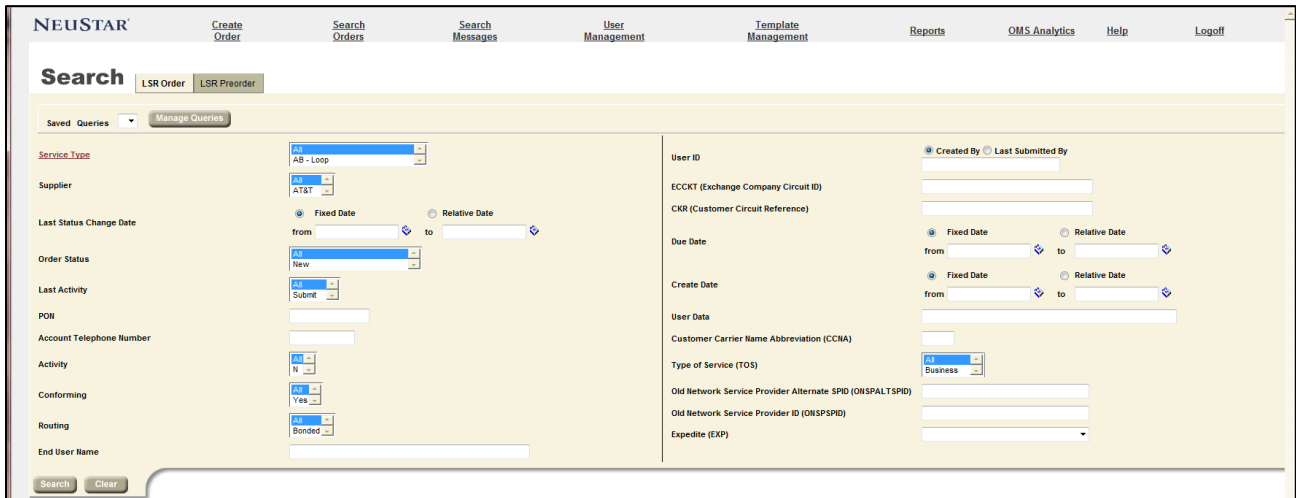
User Details Page

To return to the **User Management Home Page**, click **Home**.

To close the **User Management Home Page**, close the browser window.

Home Page

The **Home** page is the first page displayed after logging into the portal.



Home Page

The Screen Tabs

The most commonly used functions include:

Tab	Function
Search Order	Home page default. Users can search existing LSR Orders and LSR Preorders
Create Order	Users can create LSR Orders and LSR Preorders
User Management	Users can update password and profile information
Logoff	Users can exit the session and return to the login screen



Searching Orders

You can search for orders and messages that are stored in the LSR Receive database.

Searching LSR Pre-Orders

To search for LSR Pre-Orders:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the **LSR Preorder** tab.
3. Enter search criteria or click a query on the **Saved Queries** list, and then click **Search**.

Search Page, LSR Preorder Tab

To remove all search criteria, click **Clear**.

The following table is a list of the criteria you can use for a search. Entering multiple search criteria narrows the scope of the results that will be returned. If a field is left blank, the results will not be filtered by that attribute.

LSR Pre-Order Search Criteria	
Search Criteria	Description
Request Type You can select one value or multiple values.	Search by preorder request type. <ul style="list-style-type: none"> • Customer Service Record • Address Validation
Last Status Change Date	Search for requests that changed to their current status within a range of dates.
Order Status You can select one value or multiple values.	Search by: <ul style="list-style-type: none"> • All • Request • Address Match Response • Address Alternative Response • Address Error Response • CSR Parsed Response • CSR Unparsed Response • Error Response
Last Activity You can select one value or multiple values.	Search by the last activity performed on the (pre)order. <ul style="list-style-type: none"> • All • Submit • Receive • Save • Resume • Suspend • Abandon • Cancel
TXNUM	Search on a single transaction number.
Transaction Type You can select one value or multiple values.	Search by transaction type. <ul style="list-style-type: none"> • All • E - Customer Service Information (CSI)

LSR Pre-Order Search Criteria	
Transaction Activity You can select one value or multiple values.	Search by transaction activity. <ul style="list-style-type: none"> • All • A - New Inquiry • K - Cancels Selection or Reservation • E - Selection • D - Results • M - Manual • L - Service Order List
Working Telephone Number	Search by the working telephone number at the end user's location.
Submitting User ID	Search by the ID of the user who submitted the original request.
Create Date	Search by date range in which the order was created.
CCNA	Search by the Customer Carrier Name Abbreviation, which is a three-character code that identifies the common language IAC code for a customer submitting an order.
Old Network Service Provider Alternate SPID (ONSPALTSPID)	Alternate SPID associated with the Old Network Service Provider (the Old Service Provider has a wholesale relationship with the network service provider, i.e. the Old Service Provider does not own the network facilities).
Old Network Service Provider ID (ONSP)	SPID associated with the Old Network Service Provider

To expand the scope of the search, you can use wildcard characters in text fields.

The matches returned by a search display on a separate read-only **Results** page. This page is independent of the **Search** page for selecting criteria. Here are details about **Results** page:

- Is read-only and remains open until you close it.
- Is refreshed with each time you run a new search.
- Shows the criteria of the search. Search criteria cannot be changed on the **Results** page. To change criteria, use the **Search** page.
- To sort the results, click a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow displays beside the column heading for the current sort order of the list.
- Can consist of multiple pages, with up to 100 matches per page. When there are more than 100 results, they are on consecutive pages, with 100 matches per page. Click a page number to retrieve and display the next set of results.
- A closed padlock beside a (pre)order indicates that it can be viewed and cloned, but not edited until it is unlocked.

Request Type: Address Validation	Last Status Change Date: From:	Last Status Change Date: To:
Order Status: All	Last Activity: All	TXNUM:
Transaction Type: All	Transaction Activity: All	Working Telephone Number:
Submitting User ID:	Create Date: From:	Create Date: To:
CCNA:		

Results

Results 1 - 5 of 5

	<i>Request Type</i>	<i>Last Status Change Date</i>	<i>Order Status</i>	<i>TXNUM</i>	<i>Transaction Type</i>	<i>Transaction Activity</i>	<i>Submitting User ID</i>	<i>Customer Carrier Name Abbreviation</i>
View	Address Validation	06-16-2006-0210PM	Address Match	3511WTN	A	A	mday	PAT
View	Address Validation	04-11-2006-0555PM	Request	3142	A	A	mday	PAT
View	Address Validation	04-07-2006-1113AM	Request	3111	A	A	mday	PAT

Results Page

Select **View** to open an individual transaction history.

Helpful Hint: To view an individual transaction number, click **View**, then navigate from the read-only results window/tab in your browser back to the previous **Search** tab.

Searching LSR Orders

To search for LSR orders:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the **LSR Order** tab.
3. Enter search criteria and then click **Search**.

Search

LSR Order | LSR Preorder | Provider Notification

Saved Queries:

Service Type <input type="text" value="All"/> <input type="text" value="1 - Simple Port"/>	ECCKT (Exchange Company Circuit ID) <input type="text"/>
Supplier <input type="text" value="LEC1"/>	CKR (Customer Circuit Reference) <input type="text"/>
Last Status Change Date <input checked="" type="radio"/> Fixed Date <input type="radio"/> Relative Date from <input type="text"/> to <input type="text"/>	Due Date <input checked="" type="radio"/> Fixed Date <input type="radio"/> Relative Date from <input type="text"/> to <input type="text"/>
Order Status <input type="text" value="All"/> <input type="text" value="New"/>	Create Date <input checked="" type="radio"/> Fixed Date <input type="radio"/> Relative Date from <input type="text"/> to <input type="text"/>
Last Activity <input type="text" value="All"/> <input type="text" value="Submit"/>	User Data <input type="text"/>
POI <input type="text"/>	Customer Carrier Name Abbreviation (CCNA) <input type="text"/>
Account Telephone Number <input type="text"/>	Type of Service (TOS) <input type="text" value="All"/> <input type="text" value="Business"/>
Ported Telephone Number (PORTEDNBR) <input type="text"/>	Old Network Service Provider Alternate SPID (ONSPALTSPID) <input type="text"/>
Activity <input type="text" value="All"/> <input type="text" value="N"/>	Old Network Service Provider ID (ONSP) <input type="text"/>
End User Name <input type="text"/>	Expedite (EXP) <input type="text"/>
User ID <input type="radio"/> Created By <input type="radio"/> Last Submitted By <input type="text"/>	

Search Page, LSR Order Tab

To remove all search criteria, click **Clear**.

The following table is a list of the criteria you can use for a search. Entering multiple search criteria narrows the scope of the results that will be returned. If a field is left blank, the results will not be filtered by that attribute.

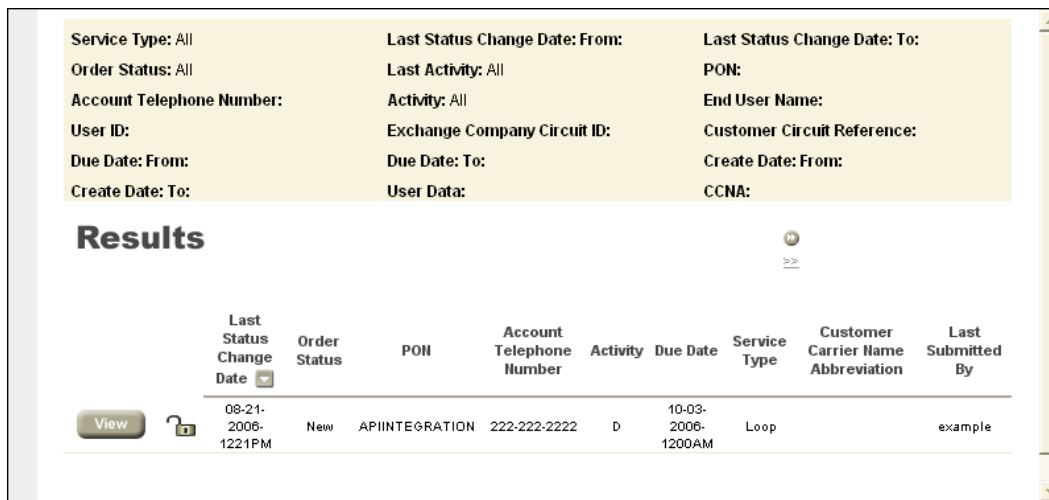
LSR Order Search Criteria	
Search Criteria	Description
Service Type You can select one value or multiple values.	Search by order transaction type. <ul style="list-style-type: none"> • All • CB – Short Form • BB - Loop with NP • CB - Number Port* *Search by CB-Number Port yields results for LSRs created using both CB-Number Port and CB-Short Form. LSRs created using the CB-Short form are shown in the Results page as having “Simple NP” Service Type.
Last Status Change Date	Search for requests that changed to their current status within a range of dates.
Last Activity You can select one value or multiple values.	Search by the last activity performed on the (pre)order. <ul style="list-style-type: none"> • All • Submit • Receive • Save • Resume • Suspend • Abandon • Cancel
PON	Search for a single purchase order number (PON).
Account Telephone Number	Search for the account telephone number.
Activity You can select one value or multiple values.	Search by the specific activity involved in a service request. <ul style="list-style-type: none"> • All • V - Conversion of service to new LSP • W - Conversion as is • P - Conversion of service as specified: Partial Migration - (Initial) • Q - Conversion of service as specified: Partial Migration - (Subsequent)
End User Name	Search by the name of the end user. This is the party on whose behalf the order is being processed.
User ID	Search by the user who created the order or last touched it. The User ID field has two options buttons: Created By and Last Submitted By . <ul style="list-style-type: none"> • Click Created By to find orders created by the User ID entered in the field. • Click Last Submitted By to find orders that were last touched by the User ID by means of a Submit, Save, Cancel, Abandon, Suspend, or Resume. If you search for orders by the "Created By" User ID, the last User ID to touch the PON is among the data listed for each order on the Results page. However, the actual PONs on the Results page are those that were created by the User ID specified in the search criteria.
ECCKT	Search by Exchange Company Circuit ID, which is the provider circuit identification.

LSR Order Search Criteria	
CKR	Search by Customer Circuit Reference, which is the circuit number assigned by the customer.
Due Date	Search by range of order due dates.
Create Date	Search by date range in which the order was created.
User Data	<p>Search for information entered in the User Data field of the Order Detail page.</p> <ul style="list-style-type: none"> You can use the wildcard % character to expand the scope of a search. The Vertical Bar/Broken Pipe character is not available for the User Data search criterion. When User Data is used as a criterion for searching for orders, the database sometimes returns an order whose User Data field does not match the value used in the search. This is because you may have inadvertently used a value that previously existed for the order and was later overwritten by the Trading Partner. The search value for the User Data field is case sensitive. For example, if you search by "CODE 15" (UPPERCASE) but the value in the User Data field is "code 15" (lowercase), the order will not be returned from the database.
CCNA	Search by the Customer Carrier Name Abbreviation, which is a three-character code that identifies the common language IAC code for a customer submitting an order.
Old Network Service Provider Alternate SPID (ONSPALTSPID)	Alternate SPID associated with the Old Network Service Provider (the Old Service Provider has a wholesale relationship with the network service provider, and the Old Service Provider does not own the network facilities).
Old Network Service Provider (ONSP)	SPID associated with the Old Network Service Provider.

To expand the scope of the search, you can use wildcard characters in text fields.

The matches returned by a search are displayed on a separate read-only **Results** page. This page is independent of the **Search** page for selecting criteria. Here are details about **Results** page:

- Is read-only and remains open until you close it.
- Is refreshed with each time you run a new search.
- Shows the criteria of the search. Search criteria cannot be changed on the **Results** page, however; use the **Search** page instead.
- To sort the results, click a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow displays beside the column heading for the current sort order of the list.
- Pages are not numbered, and the total number of results is not listed. To switch between the pages, click the Arrow buttons. When you click the Arrow button on the last page, a "No more orders have been found" message displays.
- A closed padlock beside a (pre)order indicates that it can be viewed and cloned, but not edited until it is unlocked.



Results Page

Select **View** to open an individual LSR Order history.

Helpful Hint: To view an individual LSR history, click **View**, then you may navigate from the read-only results window/tab in your browser back to the previous Search tab.

Creating an Order

This application allows you to submit requests and receive responses to LSR preorders and orders.

Once validated, the LSR user interface makes it easy to determine which orders have been successfully sent, received, acknowledged, confirmed, and so on.

This section reviews the LSR service request options available in and shows you how to create, submit, and work with those orders.

Creating an LSR Preorder

LSR preorders give users the ability to perform inquiry functions and view responses that take place prior to the ordering of service.

LSR Pre-Order Transaction Type	TXTYP	Function Provided
Customer Service Record (CSR) / Customer Service Inquiries (CSI)	E	Queries the Service Provider about how the existing service is provisioned.

To create an LSR Preorder request:

1. On the Main navigation bar, click **Create Order**.
2. On the **Create Order** page, complete the following steps:

Note: If you make selections and then want to change them, switch to a different page first and then return to the **Create Order** page.

- In the **Order Type** list, click **LSR Preorder**.

- In the **Request Type** list, click transaction type of **Customer Service Records**.
- The **Supplier** list is auto populated with the name of the Service Provider.
- **Optional:** You can base your new order on a template. For the order criteria you selected, the **Templates** list displays Global templates, the Private templates you created (and still have access to), and Private ones that have been assigned to you.
- Click **Create Order**.

Create Order Page

The **New Order Detail** page displays. Each page provides access to one or more forms. Each form in turn consists of one or more sections. LSR automatically loads the forms which may be required.

New Order Detail Page

Open the first form on the page and enter the required information. Complete additional forms as necessary.

NEW FORMAT – The **Customer Service Records Request** page consists of two forms: **Request Header** and **Request Body**. Each of these forms need to be completed. To switch between forms, click **Header** and **Body**.

- To remove all information from the page, click **Clear**.
- To submit the request(s), click **Submit**. Before submitting the request(s), the system validates and saves it.

- To validate the order, click **Validate**.
By validating the order, the system ensures that all the required fields are completed, and that the information complies with the applicable business rules. If an error is detected, the **Validation Error** page displays.

The **Confirmation** page displays a message when the request(s) has been successfully submitted. On the **Confirmation** page, you can do one of the following:

- Click the **View** button. This opens the **Order History** page, which displays the current request(s) and any previous activity.
Helpful Hint: You may have to refresh your browser to see updated responses.

OR

- Click the **Search** link. The **Search** page displays, where you can search for the request(s), select it on the **Results** list, and then view the history of it.
- To save the request(s) so you can return to it at a later time, click **Save**. A message informs you when the request(s) has been successfully saved, and LSR logs the request(s) as an event, or message, on the **Order History** page.
- To remove all information, cancel the order, and return to the previous page, click **Cancel**.

LSR Orders Types

This section lists the types of LSR order transaction types that are available. Also provided are instructions for creating, finding, and working with LSR orders.

The following table is a list of local service requests can be requested or ordered.

Local Service Request Types		
Service	REQTYP	Function
Loop with NP	BB	Request loop service in conjunction with number portability.
Number Port	CB	Request number portability so that an end user can use a local service provider for basic local exchange service while retain an existing telephone number.
Short Form	CB	Request 1-day number portability. The short form is a modified Number Port form customized for 1-day porting, and contains 14 fields required by the FCC ruling, and LEC-specific fields.

One-Day Porting

The FCC mandate for 1-day porting takes effect on August 1, 2010. There are 14 fields required by the ruling which is supported by the CB-Short Form. Also included are LEC specific fields.

A Simple Port is defined as:

- A request type of CB-Number Port or CB-Short Form
- A single line account
- No unbundled network elements
- No complex switch translation services associated with the account (Centrex, ISDN, AIN services, RCF, or multiple services on the loop)
- The line is not owned by a reseller
- DDD is 1 – 2 business days
- No directory listing is involved

CB-Short Form Fields

Field	Required / Optional / Conditional	Notes
CCNA	Required	
PON	Required	
VER	Required	Depending on the trading partner, may be auto populated.
AN	Required	
DTSENT	Required	Auto-populated with system date and time
DDD	Required	Should be 1 or 2 days out
REQTYP	Required	Auto-populated with CB
ACT	Required	Auto-populated with V
SUP	Conditional	Prohibited on initial order; otherwise optional Valid values: 1, 2, or 3
CC	Required	Four alpha-numeric
PID	Optional	
NNSP	Required	
AGAUTH	Required	
NPDI	Required	
TELNO	Required	
EMAIL	Optional	Check with trading partner to determine its support of email notifications If available, enter an email address
ZIP	Required	
ELT	Optional	Valid values = A or B
PORTED NBR	Required	
Remarks	Optional	
User Data	Optional	

One-Day Porting Response Guidelines

Carriers must abide by the following guidelines for simple ports:

If...	Then...
The port is simple AND the Old Network Service Provider receives the port <u>by</u> the 1pm business day cut off time*. *The business day cut off time = the local time in the predominant time zone of the NPAC region where the number is being ported.	The Old Network Service Provider must send the FOC within 4 hours.
The port is simple AND the Old Network Service Provider receives the port <u>after</u> the 1pm business day cut off time*. *The business day cut off time = the local time in the predominant time zone of the NPAC region where the number is being ported.	Old Network Service Provider must send the FOC by noon the following business day.
The New Network Service Provider DDD equals 3 days.	The Old Network Service Provider must send the FOC within 24 clock hours.
The new Network Service Provider submits the port as “simple”: and the Old Network Service Provider deems in “non-simple”.	The Old Network Service Provider must send a FOC-Accept or a FOC-Reject with the new DD within 4 hours.
The request is determined to be a non-simple port...	The Old Network Service Provider will just FOC with new DD.

Creating an LSR Order

To create an LSR order:

1. On the Main navigation bar, click **Create Order**.
2. On the **Create Order** page, complete the following steps

Note: If you make selections and then want to change them, switch to a different page first and then return to the **Create Order** page.

- In the **Order Type** list, click **LSR Order**.
- In the **Request Type** list, click a transaction type, which in this example is **CB - LNP**.
- The Supplier list is auto populated with the name of the Service Provider.
- **Optional:** You can base your new order on a template. For the order criteria you selected, the **Templates** list displays Global templates, the Private templates you created (and still have access to), and Private ones that have been assigned to you.
- Click **Create Order**.

The **New Order Detail** page displays. Each page provides access to one or more forms. Each form in turn consists of one or more sections. The system automatically loads the forms which may be required.

Open the first form on the page and enter the required information. Complete additional forms as necessary.

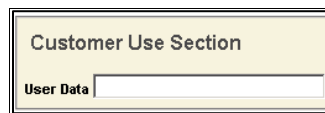
For an LNP request, for example, the **Port Request** page displays, providing access to the following forms:

1. **Local Service Request**

2. **User Data Field**

When you are creating or editing an order, you can enter a maximum of 100 alphanumeric and special characters in the **User Data** field of the **Order Detail** page. This field is useful for recording organization-specific notes, codes, and similar information. This field is not constrained by industry rules and is not validated by the system. The content of the **User Data** field is sent to the Service Provider, but this information is read-only.

The content of the **User Data** field can be changed at any time. The latest content overwrites whatever existed previously and displays in the current record and all previous ones, including the initial order. (You can keep the original content by simply adding text to it; just keep in mind that the maximum number of characters is 100.)



3. **PONs**

- Once you create an order, the **PON** field becomes read-only and cannot be changed, even when the order is edited or supplemented.
- Avoid using the equal sign character (=) in the PON.
- When creating new orders and submitting supplements to existing orders, be sure to use a PON that is **unique** for the Service Provider in your domain. If you use a duplicate PON for the same Service Provider in a period of two years, LSR generates a validation error and blocks transmission of the order.
- If you have to resend an order due to a FOC Fatal Reject response from a Service Provider, a duplicate PON is permitted. No validation error is generated.

4. **VER Field**

Depending on the settings that have been configured for your domain, the VER on LSR orders may be auto incremented by LSR or the VER may be editable.

There are several options available at the bottom of the page:



- To remove all information from the page, click **Clear**.
- To validate the order, click **Validate**.

By validating the order, the system ensures that all the required fields are completed, and that the information complies with the applicable business rules. If an error is detected, the **Validation Error** page displays.

- The **Confirmation** page displays a message when the request(s) has been successfully submitted. On the **Confirmation** page, you can do one of the following:
 - Click the **View** button. This opens the **Order History** page, which displays the current request(s) and any previous activity.
Helpful Hint: You may have to refresh your browser to see updated responses.

OR

 - Click the **Search** link. The **Search** page displays, where you can search for the request(s), select it on the **Results** list, and then view the history of it.
- To save the request(s) so you can return to it at a later time, click **Save**. A message informs you when the request(s) has been successfully saved, and LSR logs the request(s) as an event, or message, on the **Order History** page.
- To submit the request(s), click **Submit**. Before submitting the request(s), LSR validates and saves it.
- To remove all information, cancel the order, and return to the previous page, click **Cancel**.

Multi-line CB-Number Port Requests

When you are creating a CB-Number Port request for a multi-line account, you can upload a file of telephone numbers (TNs) and customer data to the order. This capability can be a real timesaver because you don't have to enter each line separately.

Once you upload the data, LSR Receive adds the necessary LSR, EU, and Number Port forms to the request.

The screenshot shows the 'Create Order' page with the following fields and annotations:

- Order Type:** LSR Order (dropdown)
- Request Type:** CB - Number Port (dropdown)
- Supplier:** LEC2 (dropdown)
- Template (Optional):** (dropdown menu)
- Excel File (Optional):** c:\numbers to port.xls (text input) with a 'Browse...' button.

Red annotations with arrows point to the Excel File field:

- 'Not available when uploading an Excel file.' points to the Template dropdown.
- 'Available with CB-Number Port request type.' points to the Excel File text input.
- 'Use to upload an Excel file containing multiple TNs to port.' points to the Excel File text input.

A 'Create Order' button is located at the bottom left of the form area.

Create Order Page

Requirements for Upload Files:

Order Type	Uploading is available for CB-Number Port request types.
Loading the file	When you select the CB-Number Port request type, the Excel File (Optional) field displays on the Create Order page. Use this field to upload the file to LSR Receive.
File format	Microsoft Excel 97-2003 file format .xls.* Other file formats, such as .txt, .csv, .xlsx (Microsoft Excel 2007) are not supported. * Note: Excel files are also known as Workbooks. The sheets that comprise Excel files are also known as Worksheets.
One PON	Each file must be for a single PON.
No Additional data	The file must contain no comments or notes.
Data on first sheet	Data on the first sheet of the Excel file is uploaded; data on subsequent sheets are ignored.
No templates	The template function is unavailable when you are uploading a data file.
Data validation	Data is not validated at the time of upload but at the time the order is submitted to LSR Receive.

Managing Preorder and Order Responses and Actions

After submitting a Preorder request or LSR order you will be taken to an **Order History** page. You can also get to **Order History** using the “Search Orders” function (see [Searching Orders, page 3](#)).

Viewing the history of an order allows you to view the actual transactions or message exchanges that have occurred.

To view the history of an order, on the **Results** list of the **Search** page, click **View** beside an order.

OR

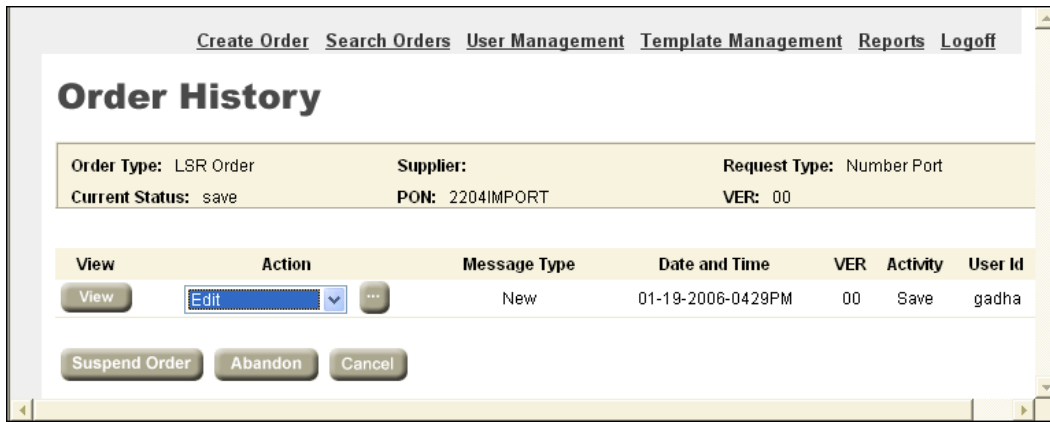
On the **Confirmation** page that displays after you successfully submit an order, click **View**.

Helpful Hint: You may navigate from the read-only results window/tab in your browser back to the previous **Search** tab.

The **Order History** page for the selected LSR order displays. Each row on the page lists an event or message that has been exchanged, with the most recent event or message at the top. The columns of the page provide information about each event or message.

If more than 100 events or messages have taken place, they are displayed on consecutive pages.

The use of pagination enables you to view all events and messages (even the oldest ones) by switching to different pages. This can be especially helpful when you want to create a supplement, because you are able to review the original request.



Order History Page

The following table provides information about each column on the **Order History** page.

Order History Page for LSR Preorders and Orders	
Column	Information
View	Displays a read-only view of the form associated with the event or message. This form displays in a secondary browser window so that the Order History page remains visible.
Action	Identifies the actions (if any) that can be taken on the (pre)order. "Viewable Only" is displayed if no actions can be taken.
Message Type	Type of request or response message.
Date and Time	Date and time the event occurred, or message was sent or received by LSR.
VER LSR orders only; not preorders	Version number that identifies the version of a supplement, or if required by the Service Provider the version number of the original order.
Activity	Activity associated with the event or message.
User ID	ID of the user who created the event or is associated with the message.

Additional Components of the Order History page	
Component	Description
Locked order information	If the order is locked, the Order History page displays the ID of the other user and the length of the lock period.
Suspend Order and Resume Order buttons	Click to suspend and resume the order.
Abandon and Cancel buttons	Click to abandon or cancel the (pre)order. These buttons are hidden if the last action taken on the (pre)order is Abandon or Cancel.

LSR Request and Response Messages

Viewing the history of LSR orders offers useful information, however, reading through individual request and response messages provides further details.

To view a request or response message, on the **Order History** page, click **View** beside a message.

The **View Only Detail** page for the message displays in a separate browser window.


The specific name of the page is based on the message you selected. This page cannot be edited, but you can view information that has been entered on all the forms associated with the message.

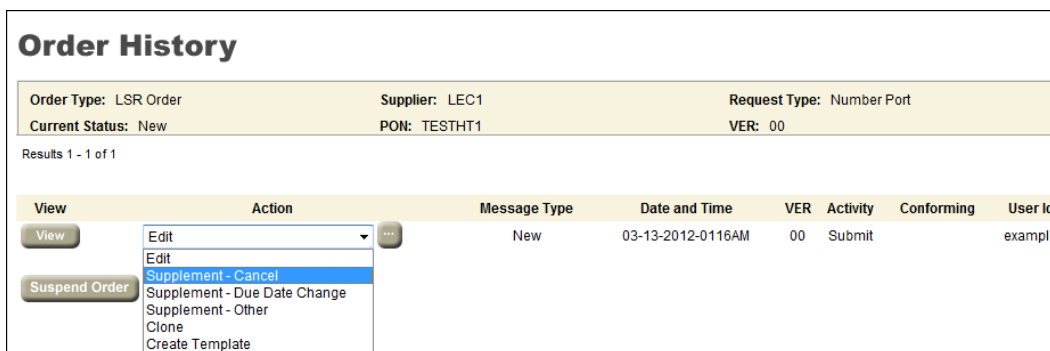
To close the **View Only Detail** page, close its browser window.

Supplementing an Order


Cancelling an Order

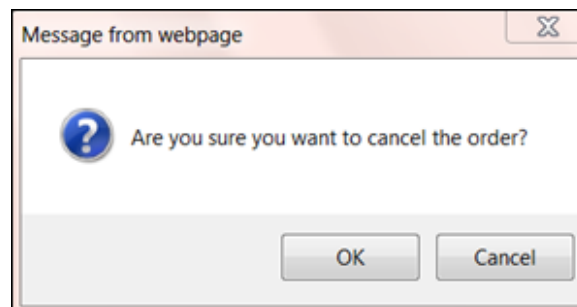
To cancel an order:

1. On the **Order History** page, click  in the **Action** drop-down list to expand it.
2. Select **Supplement-Cancel** in the drop-down list.



Order History Page

3. Click .
- A dialog box displays asking you to confirm that you want to cancel the order.



4. Click **OK**.
- Your cancel request is submitted.

Note: For the cancel request to be successful, the order must pass business rules validations. If the order does not pass business rules validations, the Clearinghouse will display an error message along with the business rule validation errors. Click **Close** to return to the **Search** page.

Validation Error

**Data validation failed for your request.
Please correct any errors and try again.**

Errors(s):


CB - SHORT FORM LSR ORDER Local Service Request Desired Due Date (DDD) is a required Field
CB - SHORT FORM LSR ORDER Local Service Request Purchase Order Number (PON) is a required Field
CB - SHORT FORM LSR ORDER End User Information ZIP Code (ZIP) is a required Field
CB - SHORT FORM LSR ORDER Number Portability Ported Telephone Number (PORTEDNBR) is a required Field

[Close](#)

Validation Error Message

Changing an Order Due Date


To change the due date for an order:

1. On the **Order History** page, click  in the **Action** drop-down list to expand it.
2. Select **Supplement-Due Date Change** in the drop-down list.

Order History


Order Type: LSR Order Supplier: LEC1 Request Type: Number Port
 Current Status: Supplement PON: TESTHT1 VER: 00

Results 1 - 2 of 2

View	Action	Message Type	Date and Time	VER	Activity	Conforming	User Id
View	Supplement - Due Date Change 	Supplement	08-17-2012-0301PM	00	Submit		example
View	Edit Supplement - Cancel Supplement - Due Date Change Supplement - Other Clone Create Template	New	03-13-2012-0116AM	00	Submit		example

[Suspend Order](#)

Order History Page

3. Click .
- The **Supplement - Due Date Change Detail** page displays. The **Supplement Type** field defaults to 2 and is not available for editing.

LEC1 LSR Order

CB - Number Port Request LSR EU NP RS DL*

Administrative Bill Contact Remarks

Activity (ACT) [V]	Name (LSPAUTHNAME)
Migration Indicator (MI)	Authorization Number (LSPAN)
Supplement Type (SUP) 2	Carrier Identification Code (CIC)
Expedite (EXP)	Customer Name (CUST)
Additional Forms (AFO)	Number Portability Direction Indicator (NPDI) D
Multiple End User Functions (MEU)	Directory Listings Quantity (DLQTY)
Response Type Requested (RTR)	Desired Frame Due Time Out (DFDFO)
Company Code (CC) CD12	Related Company Code (RCC)
Personal Identifier (PID)	RPON Version Number (RPVER)
	Account Regrade (AR)

Customer Use Section

User Data

Submit Validate Save Import Data ... Clear Cancel

Supplement – Due Date Change Detail Page

4. Edit the desired fields and click **Submit**.
The Due Date Change request is submitted.

Submitting Other Supplements

To submit other supplements:

1. On the **Order History** page, click ▾ in the **Action** drop-down list to expand it.
2. Select **Supplement-Other** in the drop-down list.

Order History

Order Type: LSR Order Supplier: LEC1 Request Type: Number Port
 Current Status: Supplement PON: TESTHT1 VER: 00

Results 1 - 2 of 2

View	Action	Message Type	Date and Time	VER	Activity	Conforming	User Id
<input type="button" value="View"/>	<input type="button" value="Edit"/> <input type="button" value="Supplement - Cancel"/> <input type="button" value="Supplement - Due Date Change"/> <input type="button" value="Supplement - Other"/> <input type="button" value="Clone"/> <input type="button" value="Create Template"/>	Supplement	08-17-2012-0301PM	00	Submit		example
<input type="button" value="View"/>		New	03-13-2012-0116AM	00	Submit		example

Order History Page

3. Click .
The **Supplement - Other Detail** page displays. In the **Supplement Type** drop-down list, users can select among the following values: 3, 4, 5, 6, and 7. The values 1 and 2 are not available on this page.

LEC1 LSR Order
CB - Number Port Request LSR EU NP RS DL*

Administrative Bill Contact Remarks

Project Indicator (PKJINDK) [v]
 Local Service Provider Change Prohibited (LSCP) [v]
 Coordinated Hot Cut (CHC) [v]
 Requisition Type and Status (REQTYP) CB [v]
 Product Arrangement (P) [v]
 Sub-loop Indicator (SLI) [v]
 Activity (ACT) V [v]
 Migration Indicator (MI) [v]
 Supplement Type (SUP) [v]
 Expedite (EXP) [v]
 Additional Forms (AFO) [v]
 Multiple End User Functions (MEU) [v]
 Response Type Requested (RTR) [v]
 Company Code (CC) CD12
 Personal Identifier (PID) [v]

Interface Code (SECNCI) [v]
 Related Purchase Order Number (RPON) [v]
 Related Order Number (RORD) [v]

Local Service Provider Authorization
 Carrier Code (LSPAUTH) [v]
 Date (LSPAUTHDATE) [v]
 Name (LSPAUTHNAME) [v]
 Authorization Number (LSPAN) [v]

Carrier Identification Code (CIC) [v]
 Customer Name (CUST) [v]
 Number Portability Direction Indicator (NPDI) D [v]
 Directory Listings Quantity (DLQTY) [v]
 Desired Frame Due Time Out (DFDFO) [v]
 Related Company Code (RCC) [v]
 RPON Version Number (RPVER) [v]
 Account Regrade (AR) [v]

Customer Use Section
 User Data [v]

Submit Validate Save Import Data ... Clear Cancel

Supplement - Other Detail Page


4. Edit the desired fields and click **Submit**.
 The Supplement request is submitted.

Modifying an LSR Preorder or Order

This section applies to LSR preorders and orders. You can also use this procedure to supplement LSR orders.

A previously submitted LSR request(s) message can be edited/modified (or supplemented, if applicable) if the **Order History** page displays **Edit** or **Modify Order** in the **Action** column for the message.

To edit a request:

1. In the **Action** column on the **Order History** page, click **Edit** or **Modify Order** for a request(s).
2. Click **Perform Action**. 
3. On the **Detail** page, add, remove, or change information for the request(s). This page provides access to the forms and sections that are associated with the request(s).
4. Click **Submit**.

Submit Validate Save Import Data ... Clear Cancel

An order that is edited and submitted through the **Send Order Detail** page can supplement the original order, supplement a different order, or create an entirely new order. Certain fields, such as PON, associate the message to a particular order. If these fields are modified, the message is no longer associated with the original order.

PONs: The **Purchase Order Number (PON)** field on existing LSR orders is read-only and cannot be changed. If you want a duplicate of an order, you can clone it. The PON field is blank on the clone but all the other fields have the same values as the original order.

VER field: Depending on the settings that have been configured for your domain, the VER on LSR orders may be auto incremented by LSR or the VER may be editable.

- **VER auto-incremented:** For these domains, the **VER** field is **read-only** at all times. If you enter a value in the **SUP** field, LSR increase the value of the VER field by an increment of One. The new value is placed in the **VER** field at the time the SUPP is submitted.
- **VER editable:** For these domains, you can enter any value in the VER field at any time.

Order Templates

If you are authorized to create an order, you are automatically granted permission to create a template for it. Templates can be created from scratch and from existing orders.

- Creating a Template from Scratch
- Creating a Template from an Existing Order

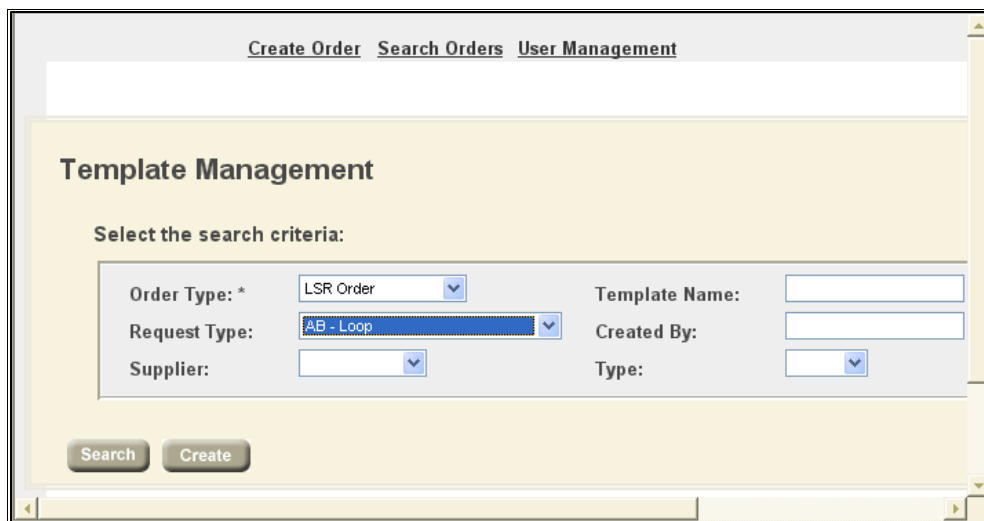
Creating a Template from Scratch

To create a template from scratch:

1. On the Main navigation bar, click **Template Management**.
2. On the **Template Management** page, click an order type and request type. The Supplier list is auto populated with the name of the Service Provider.

Note: Ignore the **Template Name**, **Created By**, and **Type** fields when you are creating a template from scratch.

3. Click **Create**.




The screenshot shows a web interface for 'Template Management'. At the top, there are navigation links: 'Create Order', 'Search Orders', and 'User Management'. Below this, the title 'Template Management' is displayed. Underneath, it says 'Select the search criteria:'. There are several input fields: 'Order Type: *' with a dropdown menu showing 'LSR Order'; 'Request Type:' with a dropdown menu showing 'AB - Loop'; 'Supplier:' with a dropdown menu; 'Template Name:' with a text input field; 'Created By:' with a text input field; and 'Type:' with a dropdown menu. At the bottom left, there are two buttons: 'Search' and 'Create'.

Template Management Page


The **Template** page for the order type displays, displaying the forms that are required for the criteria you selected on the **Template Management** page. The same forms required for a standard request are available.

4. On the **Template** page, enter values in the fields of the forms:
 - **LSR DTSENT field:** Keep the **DTSENT** field blank. This ensures that the field is auto populated at the time the template is used for individual orders. You can enter as many or as few values as you wish, but keep in mind that you are creating a template that is intended to be used with other orders. The template should contain only those values that will be commonly used.


Note: Avoid entering a value in any field that is unique to a specific order, such as PON or TXNUM. LSR deletes the value from these identifying fields.
 - **Template Name:** Type a name for the template. Template names are case sensitive; for example, “name” and “NAME” are saved as separate templates. Each template name must be unique. If a template already has the name you want to assign, a message prompts you to select a new one.
 - Template Managers may assign the template as **Global** or **Private**. All other user templates are private.
5. Click  to save the template.

Creating a Template from an Existing Preorder or Order

To create a template from an existing preorder or order:

1. In the **Action** column on the **Order History** page for the selected order, click **Create Template** for a request.
2. Click **Perform Action** .
3. On the **Create Template Detail** page, add, delete, or change the values in the fields of the forms. You can enter as many or as few values as you wish, but keep in mind that you are creating a template that is intended to be used with other orders. The template should contain only those values that will be commonly used.

Note: Avoid entering a value in any field that is unique to a specific order, such as PON or TXNUM. LSR deletes the value from these identifying fields.

- **LSR DTSENT field:** Keep the **DTSENT** field blank. This ensures that the field will be auto populated at the time the template is used for individual orders.
 - **Template Name:** Enter a name for the template. **Template names** are case sensitive; for example, “name” and “NAME” are saved as separate templates. Each template name must be unique. If a template already has the name you want to assign, a message prompts you to select a new one.
 - Template Managers may assign the template as **Global** or **Private**. All other user templates are private.
4. Click  to save the template.

Searching Templates

To search for templates:

1. On the Main navigation bar, click **Template Management**.
2. On the **Template Management** page, click an order type. This is the only required criteria. Other criteria is optional.

Template Management Page

3. Click **Search**.

The **Results** list shows up to 100 templates that match the criteria of the search. When more than 100 templates match the search criteria, they are displayed on consecutive pages, with 100 templates per page. The list box on each row shows the actions you can take with the template.

To sort the results, click a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow displays beside the column heading for the current sort order of the list.

	Template Name	Order Type	Request Type	Supplier	Created By	Last Modified By	Last Modified Date
Edit [▼] [⋮]	ASR Template	ASROrder	Transport	WH Serv Prov	jgarcia		

Results List

Modifying a Template

To edit a template:

1. Perform a search for a template for a specific order type and any other criteria. For more information, see [Searching Templates, page 23](#).
2. On the **Results** list that displays the templates matching the search criteria, select the row for a template, select **Edit**, and then click **Perform Action** [⋮].
3. On the **<Order Type> Template** page, add, remove, or change information to one or more of the forms.

Note: Only Template Managers may change the **Template Type**.

4. To save the template with the same name, click **Save**.
To save the template with a new name, click **Save As**. The original template remains intact.

[Create Order](#) [Search Orders](#) [User Management](#) [Template Management](#) [Reports](#) [Logoff](#)

LSR Order

Loop Request LSR EU LS

[Administrative](#) [Bill](#) [Contact](#) [Remarks](#)

Edit Template Detail **Type: Private**

Template Name:

Local Service Request

Administrative Section

<p>Customer Carrier Name <input type="text"/></p> <p>Abbreviation <input type="text"/></p> <p>Purchase Order Number <input type="text"/></p> <p>Version Identification <input type="text"/></p> <p>Local Service Request Number <input type="text"/></p> <p>Location Quantity <input type="text"/></p> <p>Hunt Group Quantity <input type="text"/></p> <p>Account Number <input type="text"/></p> <p>Account Telephone Number <input type="text"/></p> <p>Associated Account <input type="text"/></p>	<p>New Network Service Provider ID <input type="text"/></p> <p>Old Network Service Provider ID <input type="text"/></p> <p>Additional Engineering <input type="text"/></p> <p>Additional Labor <input type="text"/></p> <p>Special Construction Authorization <input type="text"/></p> <div style="border: 1px solid black; padding: 2px;"> <p>Agency Authorization</p> <p>Status <input type="text"/></p> <p>Date <input type="text"/></p> <p>Name <input type="text"/></p> </div>
---	---

Edit Template Detail Page

Deleting a Template

To delete a template:

1. Perform a search for a template for a specific order type and any other criteria. For more information, see [Searching Templates, page 23](#).
2. On the **Results** list that displays the templates matching the search criteria, select the row for a template, select **Delete**, and then click **Perform Action**

Results								
	Template Name	Order Type	Request Type	Supplier	Type	Created By	Last Modified By	Last Modified Date
Delete	Address_Valid	LSRPreorder	AV		Private	jgarcia		
Edit	CSR Template Order	LSRPreorder	CSR		Private	docteam		
Edit	Meena	LSRPreorder	AV		Private	example	example	10-14-2005-0257PM
Edit	Preorder AV	LSRPreorder	AV		Private	docteam	jgarcia	12-14-2005-1106AM
Edit	TEM01	LSRPreorder	AV		Private	example		

Results List

Administrator Tasks

For each domain there is one Administrator account. The Administrator account should not be used for any provisioning such as submitting orders or service requests but solely for administrative tasks such as User Management.

As the Administrator, you have permission to perform additional tasks, beyond what general users have permission to perform. From the Manage Users section of the User Management Home Page, you can add users, search for users, modify users, view all users, delete and disable users, and modify your account profile and password.

On the application home page there is a link for **User Management** on the main navigation bar. When you click the **User Management** link, the **User Management Home Page** displays.



User Management Home Page, Administrator Links


Note: The **User Management Home Page** displayed for a User Administrator is different than the page displayed for general users. As the Administrator, you are shown more options, which are necessary to perform user administration.

Managing Users

From the **User Management Home Page**, you can create the initial profile for a new user, search for and modify a user's profile using the, view all the users that have been created in the LSR application, disable users, and delete user accounts from the system. Additionally, you can modify the profile of your account if any of your information changes as well as change the password on your account. Each of these actions is described in greater detail in this section.

Important! On any page in the create or modify user process, you may abandon the changes being made by clicking the Cancel button and be returned to the previous page. Clicking the **Home** link at the top of the page also cancels changes being made and returns you to the **User Management Home Page**.

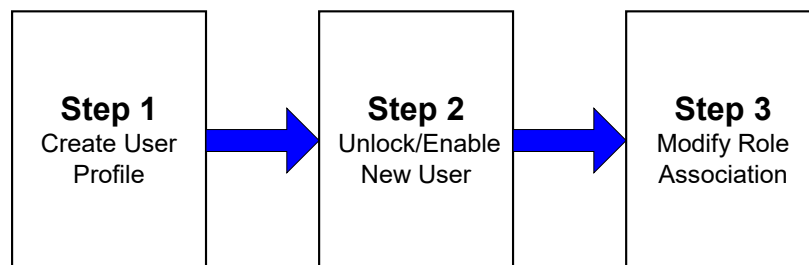
To create a new user who can log into and perform work in the application, you need to perform several steps:

- **Create the user profile** - Using the functionality described in [Adding a User, page 28](#), first create the initial profile of the new user.
- **Enable the new user** - Using the functionality described in [Viewing/Deleting Users, page 29](#) or [Searching/Modifying Users, page 30](#), find the newly created user. Then verify the user's **Status** is *Enabled* and the **Locked/Unlocked** status is *Unlocked*, denoted by the unlocked icon (). If necessary, follow the instructions in [Changing a User's Status, page 34](#) or [Locking and Unlocking a User, page 35](#) to enable the user.
- **Give the new user access to specific services within the application** - Using the functionality described in [Modifying User Role Associations, page 36](#), assign the user to the roles necessary to perform his/her job. Each user must be assigned at least one role in the system.

Important! There is a six-hour delay for access to the application for newly created users. Additionally, there is a one-day delay for access to the report functionality for newly created users.

Note: The maximum number of users is agreed upon during the customer setup process. The number of active users is therefore limited.

Each of these steps must be performed in order for the user to be able to log into the application and perform his/her duties. The figure below illustrates the steps required to create a user.



Adding a User

To add a new user:

1. Click the **Add User** link in the Manage Users section of the **User Management Home Page**.

The screenshot shows a web form titled "User Details" within a "Home" header. The form contains the following fields:

- UserName *
- First Name *
- Last Name *
- Address1
- Address2
- City
- State
- Zip
- Email
- Office Phone *
- Cellphone
- Pager
- Password *
- Confirm Password *

At the bottom of the form are "Save" and "Cancel" buttons.

User Details Page

Important! Fields with an asterisk next to the field name are required and must be filled out in order to save the user profile.

The **User Details** page displays with blank fields.

2. Enter user information – the table below describes the **User Details** page fields and any constraints they may have.

User Details Page Fields		
Field Name	Description	Constraints
UserName	User's login name	Maximum length of 30; Must not contain spaces *Required
First Name	User's first name	Maximum length of 30 *Required
Last Name	User's last name	Maximum length of 30 *Required
Address1	Address information	Maximum length of 32 *Required
Address2	Additional address information	Maximum length of 32
City	City	Maximum length of 16
State	State	Maximum length of 2
Zip	Zip code	Maximum length of 5
Email	Email address	Maximum length of 50
Office Phone	Office phone number	Maximum length of 12 *Required
Cellphone	Cell phone number	Maximum length of 12
Pager	Pager number	Maximum length of 12
Password	Password	Maximum length of 32 *Required
Confirm Password	Re-enter Password	Maximum length of 32 *Required

Note: **UserName** and **Password** are case sensitive when logging into the application.

3. Click **Save**.
The application displays a pop-up window asking if you wish to save the changes.
4. Click **OK**.

If you do not enter information in the required fields when saving, the application will display a pop-up message indicating that the form is incomplete. For example, if no information was entered in the **Password** field of the **Users Details** page, the application will display a message indicating that the **Password** field is incomplete.

- Click **OK** to be returned to the **User Details** page to fill in the missing information.
- Click **Save** to attempt to save the information again.

If all required fields have been completed, the new user information is saved, and the application returns you to the **User Management Home Page**.

Important! There is a six-hour delay for access to the application for newly created users. Additionally, there is a one-day delay for access to the report functionality for newly created users.

Viewing/Deleting Users

The User Management application provides you with a view of all users that have been created in your customer domain. When viewing all users, you can modify the status of one or more users by enabling/disabling their user account. Additionally, you can permanently delete one or more users at a time from your customer domain.

Viewing Users

To view all users, from the **User Management Home Page**, click the **View All Users** link under Manage Users. The application displays the **Modify User** page, which shows a list of all users. See the following figure for an example.

The screenshot shows the 'Modify User' page with a table of users. The table has columns for 'User Name', 'First Name', 'Last Name', 'Status', and 'Role Association'. There are three rows of user data. Annotations with blue arrows point to specific elements: 'Click Hyperlink to Change User's Status' points to the 'Enabled' status of 'testuser01'; 'Click Hyperlink to View User Details' points to the 'testuser01' link; and 'Click Hyperlink to Modify User's Role Associations' points to the 'Modify Role Association' link for 'testuser04'. Below the table are 'Delete' and 'Disable' buttons.

<input type="checkbox"/>	User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled	Modify Role Association

Modify User Page

The **Modify User** page displays the following information for each existing user in the system.

- **User Name:** Login ID and hyperlink to **User Details** page
- **First Name:** User's first name
- **Last Name:** User's last name
- **Status:** User's account status. When a user's account is 'Enabled', that user cannot log in to the LSR application. When 'Disabled' user cannot log in to the application. Clicking the hyperlink changes a user's status.
- **Locked Status:** A user's account can be locked to prevent the user from logging in to the application. Clicking the lock icon changes the user's Locked status.
- **Role Association:** Clicking this link takes you to the **Modify Role Association** page, which allows you to associate a user to roles.

The list of all users may be long, and it would benefit you to use the search functionality to find a specific user.

Deleting User Accounts

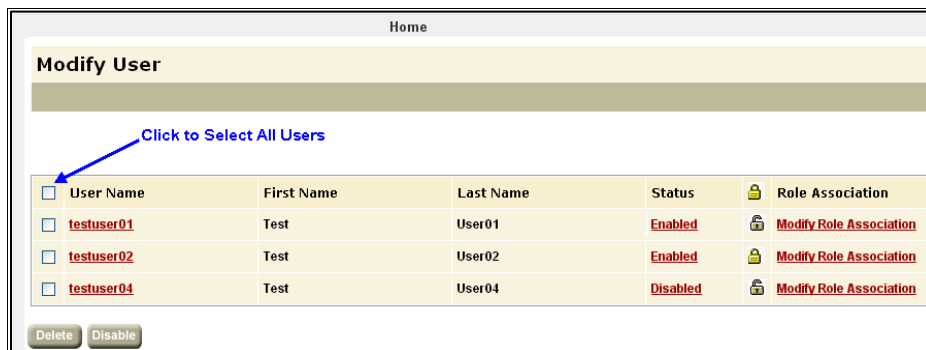
Important! Deletion permanently removes the user account from your customer domain. To temporarily disable a user account, see [Changing a User's Status, page 34](#). Additionally, you cannot create a user with the same username of a previously deleted user.

Important! There is up to a six-hour delay for processing deletions.

To delete user accounts:

1. From the **Modify User** page, check the box next to one or more user accounts you want to delete.

Note: To select all users, click the check box next to the **User Name** column heading. See the following figure for an example.



Modify User Page, Select All Users

2. Click **Delete**.
A confirmation message displays.
3. Click **OK**.
The **Modify User** page refreshes, displaying an updated list of users.

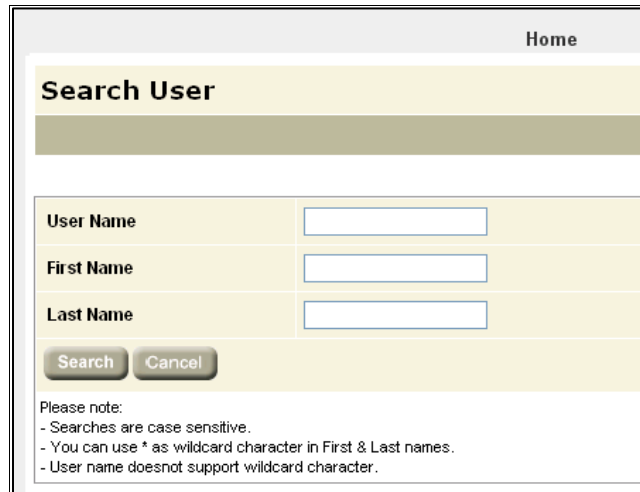
Searching/Modifying Users

In order to modify a user profile or associated role information, it is sometimes useful to narrow down the number of users that the system displays when there are many users in the system. This can be done using the user search functionality. The search capability is accessed through the **Search/Modify User** link on the **User Management Home Page**.

To search for a user:

1. From the Manage Users section on the **User Management Home Page**, click the **Search/Modify User** link.

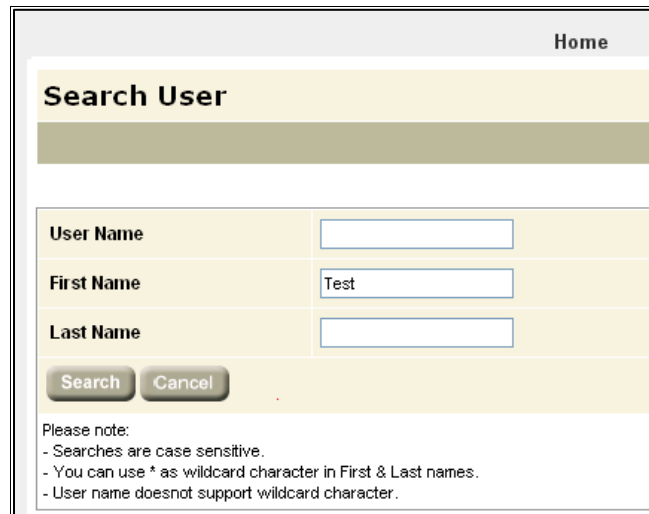
The **Search User** page displays.



The screenshot shows the 'Search User' page. At the top right is a 'Home' link. Below it is the title 'Search User'. The form contains three input fields: 'User Name', 'First Name', and 'Last Name'. Below the fields are 'Search' and 'Cancel' buttons. A 'Please note:' section contains the following text: '- Searches are case sensitive.', '- You can use * as wildcard character in First & Last names.', and '- User name doesnot support wildcard character.'

Search User Page

2. Enter any or all of the criteria, including **User Name**, **First Name** or **Last Name**, in the appropriate boxes. The more information entered, the smaller the result set. If no search criteria are entered, all users will be displayed on the results page. The following figure illustrates a search for all users with the First Name "Test".

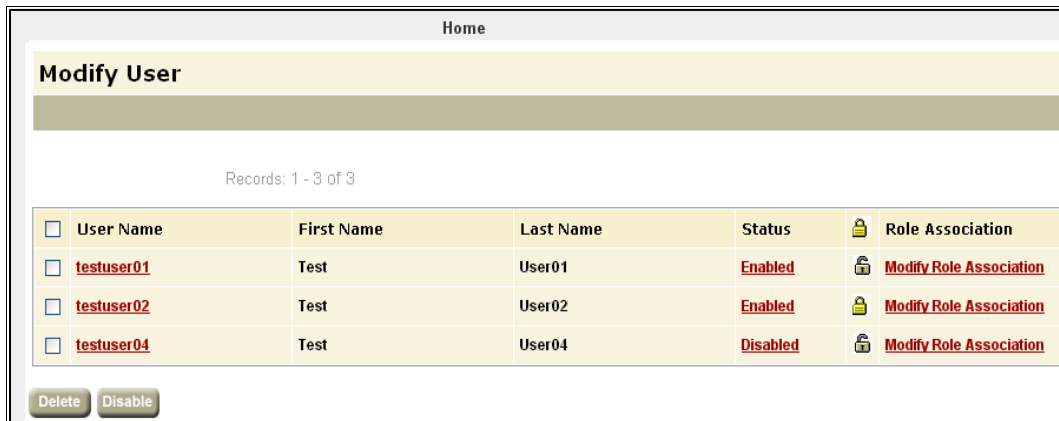


The screenshot shows the 'Search User' page with the 'First Name' field containing the text 'Test'. The 'User Name' and 'Last Name' fields are empty. The 'Search' and 'Cancel' buttons are visible. The 'Please note:' section contains the same text as in the previous screenshot: '- Searches are case sensitive.', '- You can use * as wildcard character in First & Last names.', and '- User name doesnot support wildcard character.'

Note: The following rules apply to searches: searched are case sensitive; an asterisk (*) may be used as a wildcard character in **First Name** and **Last Name**, but not **UserName**.

3. Click **Search**.

A list of users matching the search criteria displays on the **Modify User** page.



The screenshot shows the 'Modify User' page with a table of users. The table has columns for 'User Name', 'First Name', 'Last Name', 'Status', and 'Role Association'. There are three rows of data, each with a checkbox in the 'User Name' column and a 'Modify Role Association' link in the 'Role Association' column. Below the table are 'Delete' and 'Disable' buttons.

<input type="checkbox"/> User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/> testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/> testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/> testuser04	Test	User04	Disabled	Modify Role Association

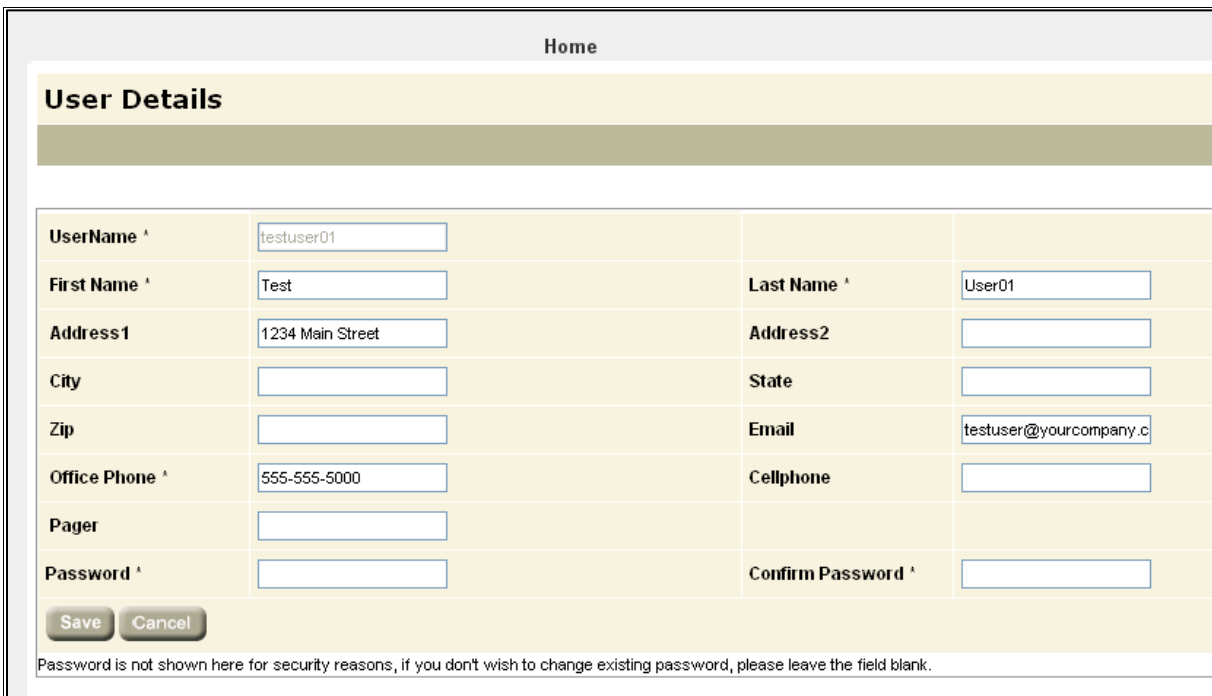
If no users match the specified search criteria, the message “No matching records found!” is displayed.

Modifying a User’s Profile

To modify a user’s profile, you must first access the **Modify User** page, either by viewing all users (see [Viewing/Deleting Users, page 29](#)) or performing a search to narrow down the list of users (see [Searching/Modifying Users, page 30](#)).

To modify a user’s profile:

1. From the list of users on the **Modify User** page, click the **UserName** of the user to be modified. The **User Details** page displays. This page shows the current information for the user’s profile.



The screenshot shows the 'User Details' page with a form for user information. The form has fields for 'UserName', 'First Name', 'Last Name', 'Address1', 'Address2', 'City', 'State', 'Zip', 'Email', 'Office Phone', 'Cellphone', 'Pager', 'Password', and 'Confirm Password'. There are 'Save' and 'Cancel' buttons at the bottom. A note at the bottom states: 'Password is not shown here for security reasons, if you don't wish to change existing password, please leave the field blank.'

UserName *	<input type="text" value="testuser01"/>		
First Name *	<input type="text" value="Test"/>	Last Name *	<input type="text" value="User01"/>
Address1	<input type="text" value="1234 Main Street"/>	Address2	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/>
Zip	<input type="text"/>	Email	<input type="text" value="testuser@yourcompany.c"/>
Office Phone *	<input type="text" value="555-555-5000"/>	Cellphone	<input type="text"/>
Pager	<input type="text"/>		
Password *	<input type="password"/>	Confirm Password *	<input type="password"/>

User Details Page

On this page, all of the fields can be modified with the exception of **UserName**, as indicated by dimmed text.

- Modify any of the editable fields with revised information or add additional information. The example in the following figure shows the user's **City** and **Zip** were added and **Office Phone** was modified.

The screenshot shows a web form titled "User Details" under a "Home" header. The form contains the following fields:

- UserName ^: testuser01
- First Name ^: Test
- Last Name ^: User01
- Address1: 1234 Main Street
- Address2: (empty)
- City: Anytown
- State: (empty)
- Zip: 12345
- Email: testuser@yourcompany.c
- Office Phone ^: 555-555-5111
- Cellphone: (empty)
- Pager: (empty)
- Password ^: (empty)
- Confirm Password ^: (empty)

Buttons for "Save" and "Cancel" are located at the bottom left. A note at the bottom states: "Password is not shown here for security reasons, if you don't wish to change existing password, please leave the field blank."

User Details Page

The following table describes the **User Details** page fields and any constraints, such as maximum length, they may have.

User Details Page Fields		
Field Name	Description	Constraints
UserName	User's login name	Read Only
First Name	User's first name	Maximum length of 30 *Required
Last Name	User's last name	Maximum length of 30 *Required
Address1	Address information	Maximum length of 32 *Required
Address2	Additional address information	Maximum length of 32
City	City	Maximum length of 16
State	State	Maximum length of 2
Zip	Zip code	Maximum length of 5
Email	Email address	Maximum length of 50
Office Phone	Office phone number	Maximum length of 12 *Required
Cellphone	Cell phone number	Maximum length of 12
Pager	Pager number	Maximum length of 12
Password	Password	Maximum length of 32

Note: You can reset the password for a general application user on this page without having to know the old password. This is helpful if a user forgets their password.

- Click **Save**.
A confirmation message displays.
- Click **OK**.
Note: Clicking **Cancel** will discard changes and return you to the **Modify User** page.

The modified user profile is saved, and the **User Management Home Page** displays.

Changing a User's Status

A user's status can be either *Enabled* or *Disabled*. A status of Enabled indicates that the user account is active, and the user can log into the LSR application. A status of Disabled indicates that the user account is inactive, and the user cannot log into the application. Disabling a user allows you to deactivate the user's account temporarily. You can disable one or more users at a time.

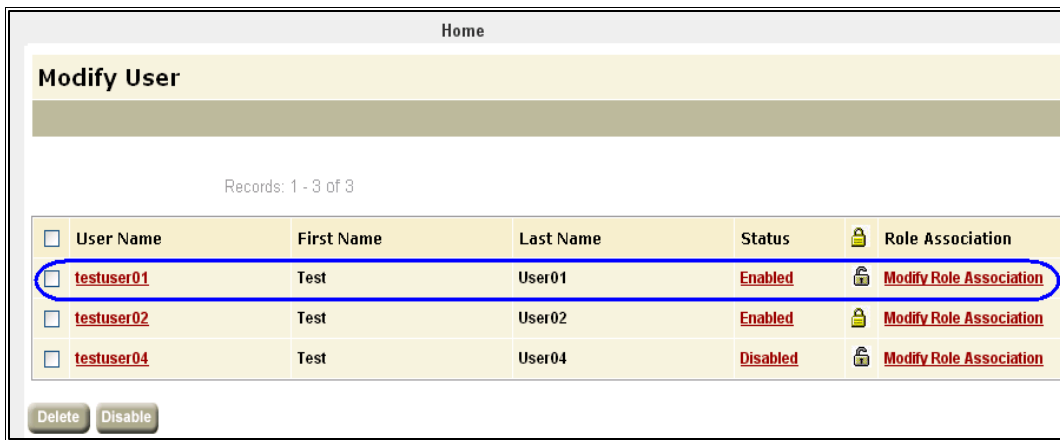
To change a user's status:

1. On the **Modify Users** page, do one of the following:
 - Click the **Enabled** or **Disabled** link in the **Status** column next to the user to be changed.

OR

- Click one or more check boxes beside the user(s) to be enabled/disabled, and then click the **Disable** button at the bottom of the list.

The example shown below indicates that the user is currently enabled.



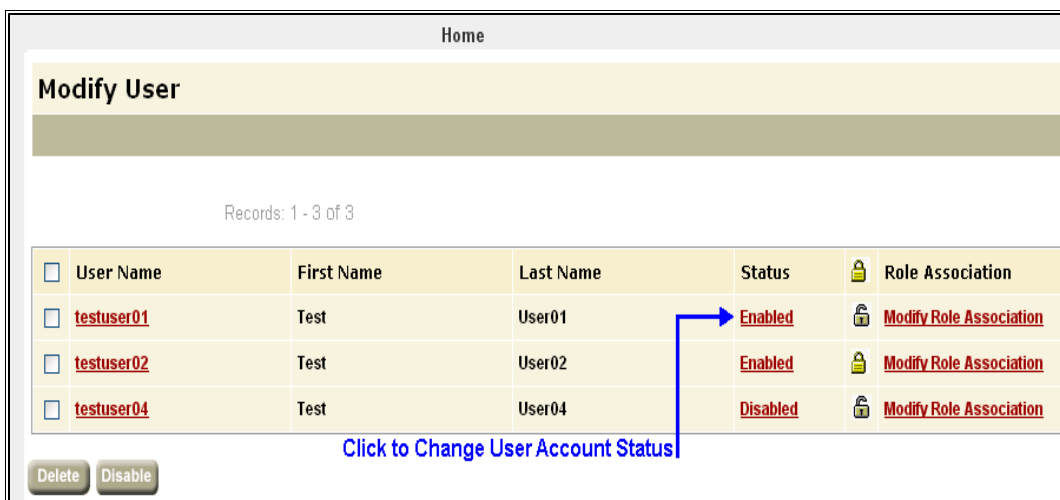
<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled		Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled		Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled		Modify Role Association

Records: 1 - 3 of 3

Delete Disable

Modify User Page

2. To disable a single user, click the **Enabled** link to change the user's status to *Disabled*.



<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled		Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled		Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled		Modify Role Association

Records: 1 - 3 of 3

Click to Change User Account Status

Delete Disable

Modify User Page, Change Status

To disable multiple users, check the box next to one or more users and click the **Disable** button at the bottom of the list.

A confirmation message displays.

3. Click **OK**.

Note: Clicking **Cancel** in this pop-up window will discard the status change and you will remain on the **Modify User** page.

The user profiles are saved, and the **Modify User** page displays the updated user statuses.

<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input checked="" type="checkbox"/>	testuser01	Test	User01	Disabled		Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled		Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled		Modify Role Association

Delete Disable

Important! There is up to a six-hour delay for processing status changes.

Locking and Unlocking a User

As a security measure, an individual user account can be locked to prevent a user from logging into the application. Lock/Unlock functions in the same manner as changing a user's status. Both prevent a user from logging into the application.

Note: On the **Modify User** page, a user account is locked if the icon displayed is . The user account is unlocked if the icon displayed is .

Unlocking a User Account

To unlock a user account:

1. On the **Modify User** page, click the lock icon in the status lock column for the user you wish to lock or unlock. The example in the following figure shows a locked user.

<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input checked="" type="checkbox"/>	testuser01	Test	User01	Enabled		Modify Role Association

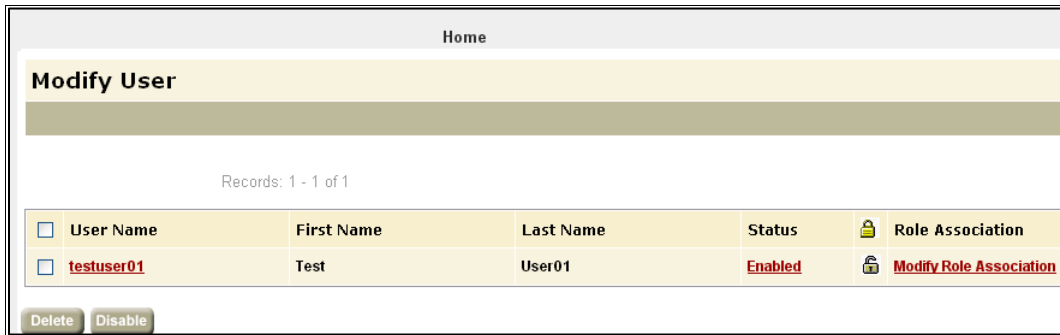
Delete Disable

Modify User Page

2. Click **OK**.

Note: Clicking **Cancel** will discard the status change and the **Modify User** page displays.

The lock icon changes to unlocked if previously locked.



You can use the steps described above to lock a user account, starting with the unlocked icon. Clicking the unlocked icon will change the user account status to locked.

Important! There is up to a six-hour delay for processing lock/unlock requests.

Modifying User Role Associations

Associating a user to a role defines which actions the user is allowed to perform in the application. Roles in the LSR application relate to job functions within an organization and users are assigned to roles based on their job responsibilities.

- **Reviewer** - Users of this type have read only access to orders in the LSR application. They can view but not create or modify.
- **Requestor** - Users of this type can place inquiry functions, such as Preorder requests that take place prior to the ordering of service.
- **Provisioner** - Users of this type can place orders, provisioning services such as LSR depending on which permissions are granted to the role.

Note: You can assign multiple users to any role.

The following table describes each of the roles defined in the LSR application and the functionality it gives access to in the application.

Role Descriptions	
Role Name	Role Description
Local Service Provisioner	Provides access to LSR Order services in the application. Users associated with this role can submit and manage LSR Order service requests.
Preorder Requestor	Provides access to LSR Preorder services in the application. Users associated with this role can submit and manage LSR Preorder service requests.

To modify a user's role association:

1. Click the **Delete/View Users** link from the **User Management Home Page** to open the **Modify User** page.
2. From the **Modify User** page, click the **Modify Role Association** beside the desired user in the Role Association column.

Home

Modify User

Records: 1 - 3 of 3

<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled		Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled		Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled		Modify Role Association

Modify User Page

The **Modify Role Association for testuser01** form displays on the **Modify User** page, where “testuser01” is the username of the user being modified.

This page displays a listing of the available roles in the **Role Name** column, a description of the role in the **Role Description** column as well as a check box next to each role. If the box next to a role name is selected, that role is currently associated to the user.

Important! Roles are pre-built. Each user must have at least one role association. In some instances, there is only one default role. You must associate each user to the default role. If a user does not have any role associations, the user will receive an error when logging into the system and will not be able perform any work within the LSR application.

3. Select any roles that need to be associated to the selected user and deselect any roles that no longer need to be associated to the selected user.

As an example, the following figure illustrates that role *Local Service Provisioner** has been newly associated to user *testuser01*.

Home

Modify User

Modify Role Association for testuser01

<input type="checkbox"/>	Role Name	Role Description
<input checked="" type="checkbox"/>	TemplateUserManagement *	Provides access to template-user assignment page
<input type="checkbox"/>	Branded GUI Administrator *	This user can create/manage users within his domain.
<input checked="" type="checkbox"/>	Local Service Provisioner *	Provides access to NeuStar's LSR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage LSR Order service requests.
<input checked="" type="checkbox"/>	Preorder Requestor *	Provides access to NeuStar's LSR Preorder service in the Clearinghouse. Users associated with this role will be able to submit and manage LSR Preorder service requests
<input checked="" type="checkbox"/>	Provider Notification Reviewer *	Provides access to NeuStar's LSR Provider Notification service in the Clearinghouse. Users associated with this role will be able to view Provider Notification Messages.
<input checked="" type="checkbox"/>	ASR Send Order Provisioner *	Provides access to NeuStar's ASR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage ASR Order service requests.
<input type="checkbox"/>	LSR Send Fallout Provisioner *	Provides access to NeuStar's LSR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage already existing LSR Order service requests, but would not be able to create new orders using the create-order link on the navigation bar.
<input type="checkbox"/>	ASR Send Fallout Provisioner *	Provides access to NeuStar's ASR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage already existing ASR Order service requests, but would not be able to create new orders using the create-order link on the navigation bar.
<input checked="" type="checkbox"/>	ASR Preorder Requestor *	Provides access to NeuStar's ASR Preorder service in the Clearinghouse. Users associated with this role will be able to submit and manage ASR Preorder service requests.

* These roles are system level roles.

Modify User Page, Modify Role Association

4. Click **Save** to save changes.
A confirmation message displays.
5. Click **OK**.
The changes are saved, and the **User Management Home Page** displays.

To exit the **User Management Home Page**, close the browser window.