



CenturyLink™ Online Request  
Application (CORA™)  
(also known as QORA™)

# Customer Administrator's Guide

**Software Release: 19.0**

**Release Date: March 19, 2012**

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# Document Information

## Version Notice

| Document Date      | Software Release | Document Version |
|--------------------|------------------|------------------|
| October 13, 2003   | 1.0              | 1.0              |
| October 24, 2003   | 1.0              | 1.01             |
| March 20, 2004     | 2.0              | 2.0              |
| September 20, 2004 | 3.0              | 3.0              |
| March 14, 2005     | 4.0              | 4.0              |
| April 11, 2005     | 4.0              | 4.01             |
| May 16, 2005       | 4.1              | 4.1              |
| October 10, 2005   | 5.0              | 5.0              |
| December 17, 2005  | 6.0              | 6.0              |
| April 10, 2006     | 7.0              | 7.0              |
| November 6, 2006   | 8.0              | 8.0              |
| March 12, 2007     | 9.0              | 9.0              |
| June 25, 2007      | 9.1              | 9.1              |
| September 17, 2007 | 10.0             | 10.0             |
| March 17, 2008     | 11.0             | 11.0             |
| September 22, 2008 | 12.0             | 12.0             |
| March 23, 2009     | 13.0             | 13.0             |
| September 21, 2009 | 14.0             | 14.0             |
| March 22, 2010     | 15.0             | 15.0             |
| September 20, 2010 | 16.0             | 16.0             |
| March 21, 2011     | 17.0             | 17.0             |
| August 8, 2011     | 17.1             | 17.1             |
| September 19, 2011 | 18.0             | 18.0             |
| March 19, 2012     | 19.0             | 19.0             |

## Change Log

| Revision Date | Document Version & Software Release | Description  |
|---------------|-------------------------------------|--|
| 10/24/2003    | 1.01 / 1.0                          | Changed the internal production URL to <a href="http://asrprod.qintra.com/qoraprod">http://asrprod.qintra.com/qoraprod</a> . |
| 3/20/2004     | 2.0                                 | Changed the internal production URL to <a href="http://asrprod.qintra.com/qora">http://asrprod.qintra.com/qora</a> .         |

| Revision Date | Document Version & Software Release | Description  |
|---------------|-------------------------------------|--|
|               |                                     | <p>Added note regarding Internet Explorer</p> <p>Added ASR status of Canceled.</p> <p>Changed ASR status of Accepted to Acknowledged.</p> <p>Updated Glossary.</p> <p>Reformatted document using current template.</p>   |
| 9/20/2004     | 3.0                                 | <p>Changed documentation url to <a href="http://www.qwest.com/wholesale/systems/asr.html">http://www.qwest.com/wholesale/systems/asr.html</a>.</p> <p>Added section Field Level Help.</p> <p>Updated screen shots for current release version.</p>   |
| 3/14/2005     | 4.0                                 | <p>Reformatted from pdf to online format.</p> <p>Added Qwest IT Help desk phone number (1-877-828-4357).</p> <p>Changed references to "scanning CLLI codes" to "locating facilities between CLLI codes" in Navigating QORA™ and Locate Facility Between CLLI Codes – CLLI Scan.</p> <p>Changed multiple references to "range of CLLI codes" to "pair of CLLI codes."</p> <p>Added sentence, "You can validate information using QORA's pre-order tools." in Validating Information section.</p> <p>Added clarification in Validating NC, NCI, and SECNCI Codes section regarding validating NC codes.</p> <p>Additional editing and formatting changes not affecting content.</p> <p>Changed <a href="http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf">http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf</a> to <a href="http://www.qwest.com/wholesale/systems/asr.htm">http://www.qwest.com/wholesale/systems/asr.htm</a> in QORA™ System Requirements section.</p> <p>Additional edits for clarity.</p> |
| 4/11/2005     | 4.01 / 4.0                          | Updated Administrative Roles and Tasks section; Customer Admin users do not have the ability to unlock users.  |
| 5/16/2005     | 4.1                                 | Added Street Address Validation Addendum to user guide.  |
| 10/10/2005    | 5.0                                 | <p>Reformatted document using current template.</p> <p>Added section Canceling Additional Forms – ACI.</p> <p>Added section Order Validations.</p>   |
| 12/17/2005    | 6.0                                 | Changes to field level help for ASR form.  |

| Revision Date | Document Version & Software Release | Description   |
|---------------|-------------------------------------|---|
| 4/10/2006     | 7.0                                 | Changes to field level help for SALI, TQ, FGA, WAT, MSL, and TRK forms.   |
| 11/6/2006     | 8.0                                 | Changes to field level help for EVC and C/NR forms.<br><br>Added Record Retention Policy section.   |
| 3/12/2007     | 9.0                                 | Changes to the Copying a Request note and Address Validation by Street Address section of the user guide.<br><br>Changes to field level help for new fields in the ASR, Trunking, Transport, CN, EUSA, EVC, MULTI-EC, and NAI forms.  |
| 6/25/2007     | 9.1                                 | In the Getting Started section, changed the steps and URL about how to access QORA.<br><br>In the Creating Reports section, added content about two new sub tabs (QORA GUI Reports and ASR Status) under the Reports tab. This included adding topics for the ASR Status sub tab about how to view CN, C/NR, and DLR status information for the request and how to view the current ASR.<br><br>Created a new ASR Status section and topics about the new ASR Status tab for pre-order only users, including how to search for a request and how to view CN, C/NR, and DLR status information for the request.  |
| 9/17/2007     | 10.0                                | Added information about a new status change notification e-mail option in the Checking Request Status section.<br><br>Added information about new Desired Due Date (DDD) calculation functionality on the ASR form in the Creating a New Request section.<br><br>Updated the glossary.<br><br>Changes to field level help in the ASR, FGA, TRK, C/NR, CN, and EVC forms.  |
| 3/17/2008     | 11.0                                | Changed field-level help topics for the ACI, ASR, CN, EUS, EVC, TQ, and TRK forms. Added new field-level help topics for the EVC, TRK, and VC forms. Deleted field-level help topics for the ACI, EUS, EVC, Transport, and TRK forms.<br><br>Added text in the Validating the CFA section of the Preorder tab about NC/NCI combination information that appears at the top of the screen if that information can be retrieved.<br><br>Added text in the Copying a Request section about the value in the EXP field not being copied over in the new request.<br><br>Changed information in the Printing Requests section to remove the Create XLS functionality and replace it with the new Create PDF functionality.<br><br>Added text in the About QORA™ Customer Administrators section of the Customer Administrator guide about managing users when authorization changes and that Qwest retains the right to delete users who have not logged |

| Revision Date | Document Version & Software Release | Description   |
|---------------|-------------------------------------|---|
|               |                                     | <p>in for over a year.</p> <p>Revised the Record Retention Policy section.</p> <p>Updated the Administrative Roles and Tasks table.</p> <p>Modified the Change Log to only list changes affecting this guide.</p>   |
| 9/22/2008     | 12.0                                | <p>Added new help topic about validating an address by circuit ID from the Pre-Order tab and from the SALI form.</p> <p>Changes to field level help for the ACI, ASR, CNR, EUS, EVC, NAI, SALI, TQ, TRANS, TRK, and VC forms.</p> <p>NOTE: Qwest is not supporting VCAT form functionality at this time.</p>  |
| 3/23/2009     | 13.0                                | <p>Added new help topic about resetting or clearing Pre-Order forms and added links from individual Pre-Order help topics to this new topic. (The Clear button is new; the Reset button is unchanged.)</p> <p>Added information in the "Validating the CFA" topic about CKR and PON values for the working ECCKT appearing for busy channels in the validation results.</p> <p>Updated information in the Editing a Request topic under the Unsubmitted Tab section to cover the separation of the Validate/Next button into a Validate button and a Next button. Also updated the following other topics where Validate/Next was referenced -- Canceling Forms, Adding Child Forms, Submitting a Request, and Logging Out. In addition, created two new topics in the Edit Request section to better organize and reuse information -- Using the Form Flow Diagram and Using the Validate, Next, and Reset Functions.</p> <p>Updated information in the Submitting a Request topic under the Unsubmitted Tab section to address what happens after submitting a request depending on whether the request is large or small.</p> <p>Updated the following topic where Validate/Next was referenced -- Logging Out. The Validate/Next buttons have been split into two separate buttons.</p> <p>Reformatted the "Create New" section and added a missing screen capture.</p> <p>Updated the glossary.</p> <p>Changes to field level help for the ACI, ASR, and CN forms.</p> |
| 9/21/2009     | 14.0                                | <p>Updated the "Additional Form Features and Behaviors" topic to include information about the "Add another SAC" button on the SAC NXX tab of the TQ form.</p> <p>Updated the "Creating Reports" topic to show the INIT option that appears in the Information to Display section of the QORA GUI Reports tab and to add information about some commonly used selections in the section being</p>   |

| Revision Date | Document Version & Software Release | Description  |
|---------------|-------------------------------------|--|
|               |                                     | <p>checked by default.</p> <p>Changed a note on the "Submitting a Request" topic about errors not clearing until Validate is clicked.</p> <p>Updated the "Canceling Forms" topic to show a revised screen capture for the Circuit Details tab to show the TSP field in it.</p> <p>Updated the "Downloading the Report as a CSV Text File" topic to change the download screen capture and steps text.</p> <p>Updated the Glossary.</p> <p>Changes to field level help for the ACI, ASR, CN, EOD, EUS, FGA, SALI, TQ, TRANS, TRK, VCT, and WAT forms.</p>   |
| 3/22/2010     | 15.0                                | <p>Updated the "Editing a Request" topic to change screen examples in step 5 for the check boxes at the bottom of the Contact tab.</p> <p>Updated the "QORA Standards" topic to add information about avoiding copying/pasting text from other applications into QORA fields.</p> <p>Updated the Glossary.</p> <p>Changes to field level help for the ACI, ASR, FGA, MSL, NAI, TQ, TRANS, and TRK forms.</p>   |
| 9/20/2010     | 16.0                                | <p>Updated the "Viewing CN Information" topic to change the screen capture and related text to show the Virtual Circuits tab.</p> <p>Updated the "Creating Reports" topic to change the screen capture to show the EVCI report criteria options and to add "EVCI is" field and its description and usage to the Report Criteria &amp; Sort Order Fields table.</p> <p>Updated the ASR Status topics to organize them and reduce duplication of content.</p> <p>Updated the title of the "Contact Information" topic to "Document Information" to match the content of the topic.</p> <p>Updated the Glossary.</p> <p>Changes to field level help for the ACI, ASR, CN, CNR, EUS, EVC, MSL, TRANS, TRK, and VC forms.</p> |
| 3/21/2011     | 17.0                                | <p>Corrected a typo in the "QORA System Requirements" topic.</p> <p>Updated the Glossary.</p> <p>Changes to field level help for the ACI, ARI, ASR, CN, EUSA, EVC, RING, and TRANS forms.</p>  |

| Revision Date | Document Version & Software Release | Description   |
|---------------|-------------------------------------|---|
| 8/8/2011      | 17.1                                | Updated the look-and-feel of the online help and field-level help to implement Qwest-to-CenturyLink rebranding changes. This included overall design changes for the logo, color palette, company name change in footers, and system name change from QORA to CORA in headers, footers, and hyperlinks where appropriate. Changes were not made to the text or GUI screens in the individual help topics and changes were also not made to the look-and-feel, text, and GUI screens in the PDF versions of the user guides—these additional rebranding changes will be made in the 18.0 release when ASOG 43 industry standards are implemented.  |
| 9/19/2011     | 18.0                                | <p>Updated all field-level help topics and online help/user guides content to rebrand text and images from Qwest to CenturyLink and from QORA to CORA. This included changes to URLs for login and user help. NOTE: For the CORA GUI, the client-side Qwest/CenturyLink level access digital certificates are not impacted by this URL change.</p> <p>For ASOG 43, changed field-level help topics for the ACI, ASR, CN, EUSA, and TRANS forms. Deleted all field-level help topics and associated glossary items for the TSR form since ASOG 43 deleted this form from use.</p> <p>Updated the Glossary.</p> <p>Added screen images to the child and multiple form topics in the "Editing a Request" section to provide visual clarification on their usage.</p> |
| 3/19/2012     | 19.0                                | <p>Changed field-level help topics for the ASR, CN, CNR, EUSA, EVC, MEC, SALI, TRANS, and TRK forms.</p> <p>Updated the Glossary.</p> <p>Updated the Pre-Order "Validating by Street Address" topic to add a search result item to the "one or more near matches are found" row about the SANORT value when the addresses within a SANOR response on pre-validation are either all odd numbered or all even numbered.</p> <p>Updated the "CORA System Requirements" topic to change the browser bug Note about resizing the browser window.</p>   |

## Document Location

You can obtain the latest version of this document at <http://www.centurylink.com/wholesale/systems/asr.html>.

## Copyright

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## Trademarks

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## **Records Retention Policy**

ASRs that have been submitted to CenturyLink and processed will be retained in the database for a period of 2 years. CenturyLink will perform a purge of these records twice annually in January and July. The purge date will be based on the date of the last activity transmitted on the ASR. For example, if the date the C/NR form for completion or cancellation of the ASR is November 2006, the deletion of this record would occur in January 2009 and once purged will no longer be accessible to you.

Requests that have been created but not submitted to CenturyLink will not be purged from the database regardless of the date created. However, unsubmitted ASRs that have not been modified for more than 2 years whose "Last Edited User" is no longer a valid user in the system may be purged at CenturyLink's discretion.

# Introduction

This guide provides instructions for both CenturyLink customers and employees for using the CORA™ GUI. For product-specific information, go to <http://www.centurylink.com/wholesale/pcat>.

This section includes basic information about CORA™ as well as instructions for logging in and out and changing your password.

## Browser Guidelines

Your browser may ask you whether you want passwords and information you type to be saved for future use. If you see a message asking you to save your password or other information, **do not do so**. Saving your password may create security problems. Saving other information may not work as intended within the system.

## Navigating CORA™

To navigate in CORA™, use the top row of tabs:

| To do this...   | Click this tab...  |
|---|--|
| View requests submitted to CenturyLink for processing   | Submitted  |
| View requests not yet submitted to CenturyLink          | Unsubmitted  |
| Create a new request                                    | Create New   |
| Validate an address                                     | Pre-Order  |
| Validate a BAN  | Pre-Order  |
| Validate a CFA  | Pre-Order  |
| Locate a Facility Between CLLI Codes (CLLI Scan)        | Pre-Order  |
| Validate NC, NCI, and SECNCI codes                      | Pre-Order  |
| Generate a report listing submitted requests            | Reports  |
| <a href="#">Change your password (customers only)</a>   | Admin  |
| Check overall status information on a submitted request | ASR Status or Reports > ASR Status depending on user permissions |
| Access a Design Layout Report (DLR)                     | ASR Status or Reports > ASR Status depending on user permissions |
| <a href="#">Get help</a>                                | Help   |
| <a href="#">Log out</a>                                 | Logout   |

## CORA™ Standards

Following are standard guidelines to follow when working in CORA™.

- You can type uppercase, lowercase, or mixed case in fields; all typed text is automatically set to UPPERCASE.

- You can edit all fields unless they are dimmed, even those that are automatically filled in for you.
- Avoid copying/pasting text from other applications (Word, Excel, PDF, and so on) into fields. Doing so may introduce "garbage characters" (carriage returns, tabs, line feeds, unsupported non-ASCII characters, and so on) that cannot be interpreted or translated properly when the data is transferred. Once a situation like this occurs, the only workaround is to perform a copy-to-new function and fix the offending field **prior** to requesting a validation, which forces you to submit the ASR under a different PON. The workaround is cumbersome, and data could be unrecoverable if the situation occurs on a SUP.

## CORA™ System Requirements

**Browser:** Any browser that supports the Web standards XHTML 0 Transitional, CSS 1, DOM 1, and ECMAScript, for example, Microsoft Internet Explorer 6, Netscape 7, and Mozilla.

Note: There is a bug within some browsers regarding resizing windows in the GUI. If you resize your window "just right," it may cause a field or two to not display, as the browser gets confused on whether to leave the field in its current position or wrap it to the line below. Therefore, the field may disappear. Resizing the screen differently again will cause the invisible field to reappear.

**Display resolution:** At least 800x600, but the GUI will flexibly adapt to take advantage of higher resolution displays, such as 1024x768 or 1280x1024 when available.

**Display colors:** At least 65536 colors (i.e., 16-bit color).

**Internet connection:** At least 56kbps dial-up.

**Processor, RAM, hard disk space:** Any environment that will run one of the supported browsers.

Requirement updates and additional questions and answers can be found at the CenturyLink ASR Ordering Systems web site at <http://www.centurylink.com/wholesale/systems/asr.html>.

## Whom to Call and When

If you need an account created or changes to your CCNA permissions or personal information (name, email address, etc.), contact your CORA™ system administrator.

For ASR Ordering Systems Information, go to <http://www.centurylink.com/wholesale/systems/asr.html>.

For all other problems, call the Wholesale Systems Help Desk:

1-888-796-9102, option 2  
Monday-Friday 6:00 a.m. to 8:00 p.m. (Mountain Time)  
Saturday 7:00 a.m. to 3:00 p.m. (Mountain Time)

# Login

## Log in as a Customer

1. Open a browser window and go to <https://coraprod.centurylink.com/cora/control/login>. The login page appears.

2. Do one of the following:

| If you have not logged in before...   | If you have logged in before...  |
|---|--|
| <ul style="list-style-type: none"><li>• In the User ID field, type your user ID (your email address).</li><li>• In the Password field, type your digital certificate PIN.</li><li>• Type a new password when prompted to do so.</li></ul> | <ul style="list-style-type: none"><li>• Type your user ID (your email address) and password.</li></ul> |

3. Click **Log In**. The main window appears.

**Caution:** For security reasons, user accounts are locked after five consecutive unsuccessful login attempts. This lockout condition lasts for 30 minutes. To unlock an account sooner (after a password has been reset by the help desk if needed), users should contact the appropriate help desk for assistance to unlock their account.

# Tabs

## Admin Tab

### Administrative Roles and Tasks

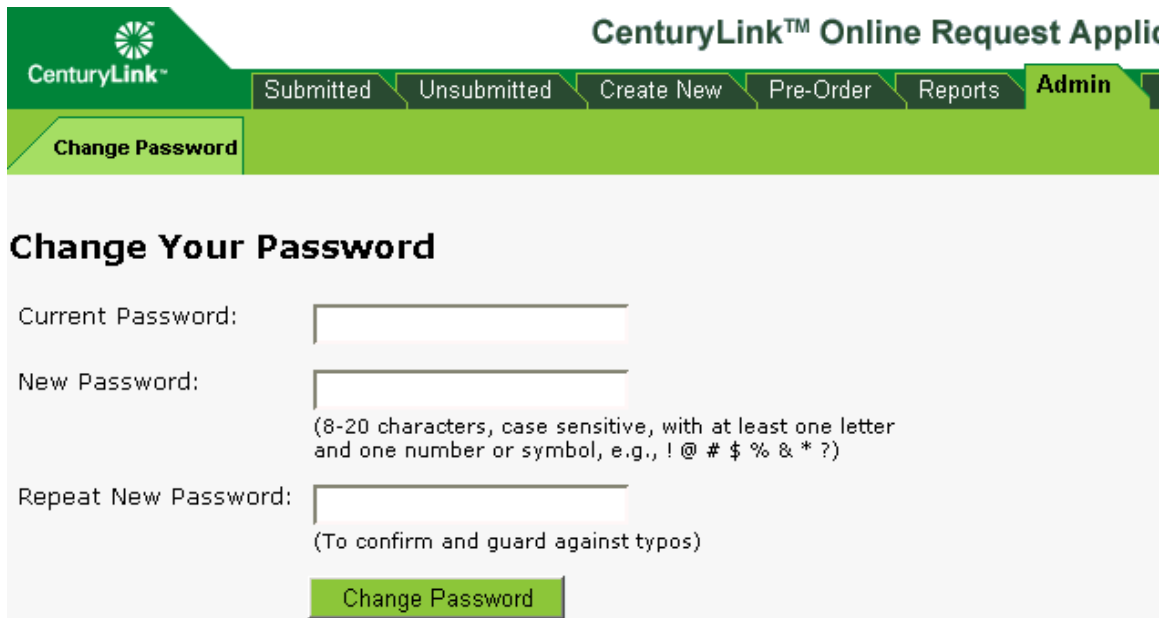
CORA™ supports the roles and administrative tasks outlined in the table below. Your role determines the tasks you can complete from the Admin tab.

| Tasks               | Customer Basic | Customer Admin |
|---------------------|----------------|----------------|
| Create admin user   |                | X              |
| Create basic user   |                | X              |
| Edit users          |                | X              |
| Delete users        |                | X              |
| Change own password | X              | X              |

### Changing Your Password

Customer users can change their own passwords.

1. Click the **Admin** tab.



The screenshot shows the CenturyLink™ Online Request Application interface. At the top, there is a navigation bar with tabs for Submitted, Unsubmitted, Create New, Pre-Order, Reports, and Admin. The Admin tab is selected. Below the navigation bar, there is a sub-tab labeled Change Password. The main content area is titled Change Your Password and contains three input fields: Current Password, New Password, and Repeat New Password. The New Password field has a tooltip indicating requirements: (8-20 characters, case sensitive, with at least one letter and one number or symbol, e.g., ! @ # \$ % & \* ?). The Repeat New Password field has a tooltip: (To confirm and guard against typos). A green Change Password button is located at the bottom of the form.

2. Type your current password and your new password (twice).
3. Click **Change Password**.

## Creating a New User Account

This section provides the steps you use to create new user accounts. As a customer CORA™ administrator, you can create accounts for other administrators and for basic users within your company. Before you attempt to create a new user account, make sure you have the necessary user information.

- The user's first name, middle initial (if user has one), and last name
- Whether the user should be a basic user or an administrator
- The editing and viewing rights the user should be given for each CCNA
- The user's login identifier:
  - Email address as defined in the digital certificate request (customer users).

If you are adding any type of customer user, verify that the user's digital certificate has been requested and defined in the CenturyLink LDAPEC data store. Users can obtain a digital certificate by going to <http://www.centurylink.com/wholesale/systems/generalinfo.html> and submitting a request to the Wholesale Services Support Team (WSST). The WSST notifies the customer of the digital certificate and PIN numbers.

1. Click the **Admin** tab. The **Create User** sub tab is selected by default.

The screenshot shows the 'Create New User' form in the CenturyLink Online Request Application. The interface includes a navigation bar with tabs for Submitted, Unsubmitted, Create New, Pre-Order, Reports, and Admin. The 'Admin' tab is active, and the 'Create User' sub-tab is selected. The form is titled 'Create New User' and includes a 'Company' field with the value 'CompanyA'. A warning message states: 'A digital certificate is required in order to access CenturyLink™ Online Request Application. Please refer to the OSS Overview and Interconnect OSS Electronic Access pages for details regarding how to request a digital certificate for your new user.' The form is divided into two main sections: 'Name and Role' and 'CCNA Permissions'. The 'Name and Role' section contains fields for 'Name (First MI Last)\*', 'Email Address / User ID\*', and a 'User Role' dropdown menu set to 'Basic User'. A 'Create User' button is located in the top right of this section. The 'CCNA Permissions' section features three columns: 'Edit + View', 'View Only', and 'None'. Each column has a list box for selecting permissions and navigation arrows. The 'None' column currently contains 'QQQ'. A 'Create User' button is also present at the bottom right of this section.

2. In the **Company** drop-down menu, select the user's company.

Note: As a customer administrator, this field is not visible; your company name is automatically populated.

3. In the Name and Role section of the screen, type the user's ID in the **User ID** field. (For customer companies, this field is labeled **Email address / User ID**.)
  - For customers, type the user's email address.
4. In the Name and Role section of the screen, enter the user's name and email address, and select their role from the list. The email address is the customer user's ID for external customers.
5. In the CCNA Permissions section of the page, use the angle bracket (>, >>, <, <<) buttons to move CCNAs from one column to another in order to set up viewing and editing rights for the user.

| To allow...                                      | Move the CCNA to... |
|--|---------------------|
| Both viewing and editing<br>(see the Note below) | Edit + View         |
| Viewing but not editing                          | View Only           |
| Neither viewing nor editing                      | None                |

Note: If the company the user belongs to is a *tool only* company, Edit + View permissions will not be allowed, and the associated angle bracket buttons will be grayed out.

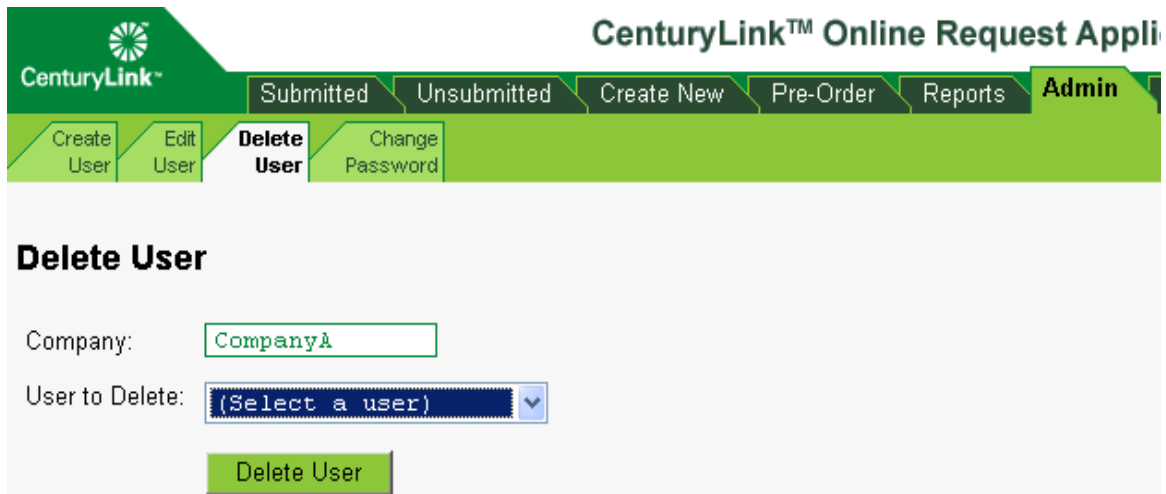
6. Click **Create User**. The system displays a confirmation prompt. To create the user, click **OK**, otherwise, click **Cancel**. If the system successfully creates the account, it displays a success message.
7. If the user account cannot be created, a message indicates that there were errors when trying to create the account, the user information you entered is deleted. If the user is a customer administrator or a customer basic user, check that the user has a digital certificate.

## Deleting a User Account

You can delete user accounts that are no longer needed. You can delete any user account within your company (except your own account).

Note: When you delete a user's account, the user's submitted and unsubmitted ASRs remain accessible to other users when they select the **-any-** (any user) option in the **User** field on the Submitted and Unsubmitted screens.

1. On the **Admin** tab, click the **Delete User** sub tab.



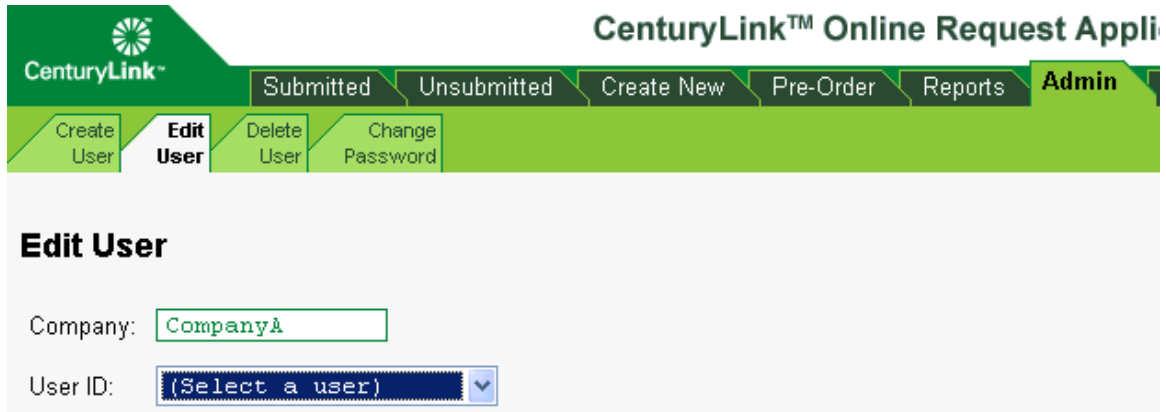
The screenshot shows the CenturyLink Online Request Application interface. At the top, there is a navigation bar with the CenturyLink logo on the left and the title "CenturyLink™ Online Request Appli". Below the title, there are several tabs: "Submitted", "Unsubmitted", "Create New", "Pre-Order", "Reports", and "Admin". The "Admin" tab is currently selected. Under the "Admin" tab, there are four sub-tabs: "Create User", "Edit User", "Delete User", and "Change Password". The "Delete User" sub-tab is active. The main content area is titled "Delete User" and contains a form with the following fields: "Company:" with a text input field containing "CompanyA"; "User to Delete:" with a drop-down menu showing "(Select a user)"; and a "Delete User" button.

2. Select the user's company, if it is not already selected.
3. Select the user's ID in the User to Delete drop-down menu.
4. Click **Delete User**. A warning message asks if you're sure you want to delete the user.
5. Click **OK** to delete the user, otherwise click **Cancel**. The user account is deleted and a confirmation message appears.
6. To verify you have deleted the account, return to the Edit User page and make sure that the user ID for the account you deleted does not appear in the list.

## Editing User Information

You edit user accounts to change user information; for example, CCNA permissions.

1. On the **Admin** tab, click the **Edit User** sub tab.



The screenshot shows the CenturyLink Online Request Application interface. At the top, there is a green header with the CenturyLink logo on the left and the text "CenturyLink™ Online Request Appli" on the right. Below the header, there is a navigation bar with several tabs: "Submitted", "Unsubmitted", "Create New", "Pre-Order", "Reports", and "Admin". The "Admin" tab is currently selected. Underneath the navigation bar, there is a sub-menu with four options: "Create User", "Edit User", "Delete User", and "Change Password". The "Edit User" option is highlighted. Below the sub-menu, the "Edit User" page is displayed. It features a form with two fields: "Company:" with a text input field containing "CompanyA", and "User ID:" with a dropdown menu showing "(Select a user)".

2. Select the user's company from the Company drop-down menu, if it is not already selected.
3. Select the user's ID from the User drop-down menu. User information for the account appears.
4. Make any changes to the user information or the CCNA permissions, then click **Save Changes**. A confirmation box appears.

Note: CORA™ customer administrators are responsible for assigning CCNA permissions to the other users within their company.

5. Click **OK** to save the changes. A confirmation message appears showing that your changes were saved.
6. To review your changes, return to the Edit User sub tab and select the user ID for the account you changed. Review the user information to see your changes.

## Help Tab

### Using CORA™ Help

There are several ways to get help:



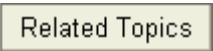

- [Online Help](#)
- [User Guides](#)
- [Field Level Help](#)
- [Full Field Names](#)

### About CORA™ Online Help

Online help appears when you click the **Help** tab.



A new browser window opens with help options, including this online help file. The online version of this training includes a table of contents available on the left hand side of the screen.

- Use the arrows  in the navigation bar to move through the screens in sequence.
- Click the  button to show or hide the table of contents and select an area that interests you.
- Use the  button to jump to related topics.
- Click the light bulb icon  to view helpful hints.
- Click green underlined text to view more information.
- You can use your browser buttons to navigate through the screens.

You can also view [field level help](#) from within the application and view printable [user guides](#) in PDF format.

## Field Level Help

Field level help is only available from within the CORA™ GUI. Click on any field name in green to open online field level help.

### 1. Identification

- SELECT SERVICE TYPE -

ReqTyp.\*

CC Requisition Type

PON:.\*

ICSC:.\*

CRA:.\*

**Result: Online help for the field opens in a new window.**

REQTYP - Requisition Type and Status - Windows Internet Explorer

## CORA™ Online Help

### REQTYP

**Please Note** This field is considered a key field in the creation and management of an [ASR](#). Once an ASR is created, this field cannot be changed. If you discover you used an incorrect value and need to make a change, you must DELETE or CANCEL the ASR and CREATE a new ASR. To help, you can use the COPY TO NEW feature prior to deleting/canceling the ASR and then make minor changes.

Identifies the type of service being requested and the status of the request.

NOTE 1: A request may be issued as a Service Request (Inquiry) or Firm Order.

The Service Request and Firm Order process description can be found in the Access Service Ordering Overview (ATIS-04040000, Section 5, Four Step Ordering Process).

NOTE 2: The first character of [REQTYP](#) specifies the type of service/element.

From Field Level Help, click any underlined term in green to expand the definition.

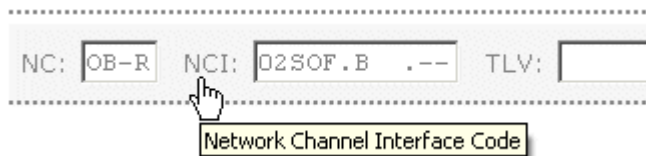
management of an ASR. Once an ASR is created, this field cannot be changed. If you discover you used an incorrect value and need to make a change, you must DELETE or CANCEL the ASR and CREATE a new ASR. T



management of an ASR Access Service Request. Once an ASR is created, this field cannot be changed. If you discover you used an incorrect value and need to make a change, you must DELETE or CANCEL the ASR and CREATE a new ASR. T

## Full Field Names

Hover your mouse over a field name to see the spelled out version of the field name in a tool tip.



## Help Resources

To learn more about using the online version of this help, go to [CORA™ Online Help](#).

## Additional Resources

- The [ASR Ordering Systems](#) page provides ASR Ordering Systems FAQs, the CenturyLink Business Rules Differences List, and other resources.
- The ASOG document is available from the [OBF Document Catalog](#) at [ATIS.org](#).

## Contact Information

See [Whom to Call and When](#).

## Logout Tab

### Logging Out

**Caution: After 60 minutes of continuous inactivity, the system logs you out automatically, and you lose any unsaved changes on the current form. (Your changes are saved whenever you click Validate, Next, or View Request, or when you move to a different form through the form flow diagram.)**

1. Click the **Logout** tab.
2. In the confirmation message that appears, click **OK**.