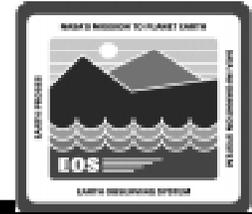


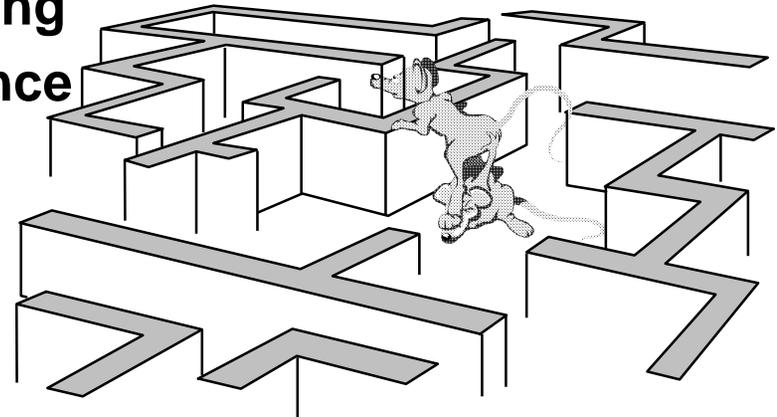
USER SERVICES

ECS Release 4 Training

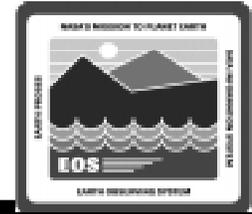
Overview of Lesson



- **Introduction**
- **User Services Topics**
 - **User Services Role**
 - **ECS User Account Management**
 - **Processing an Order**
 - **Subscriptions**
 - **Cross-DAAC Referral**
 - **Cross-DAAC Order Tracking**
 - **Data Dictionary Maintenance**
 - **DAR Tool (EDC only)**
- **Practical Exercise**



Objectives (Cont.)

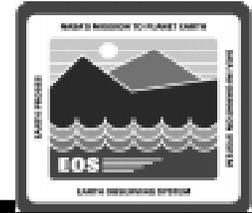


Lesson helps prepare several DAAC roles for the User Services functions of assistance in order tracking, creation/management of user accounts, resolving user requests/problems, initiating and tracking system problem reports, and coordination with external/internal sources to resolve user problems:

- **User Services Representatives**
- **System Engineers, System Test Engineers, Maintenance Engineers**

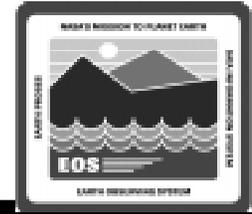


User Services Role



- **“Pull Users” encompasses the entire potential ECS user population, including scientists, graduate and undergraduate students, and students in grades K-12**
- **User Services is the arm of each DAAC providing extensive support services for each product archived at the DAAC**
- **Five major User Services responsibilities:**
 - **Help create new users**
 - **Support order tracking**
 - **Resolve user requests/problems**
 - **Initiate/track problem reports**
 - **Coordinate external and internal sources to resolve user issues/problems**

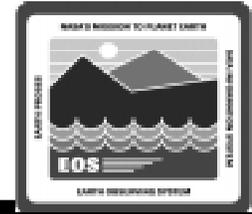
Account Management



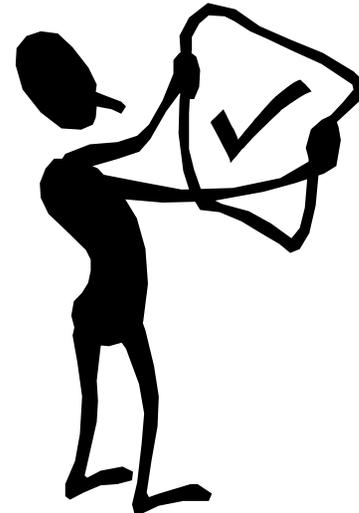
- Retrieving a user account
- Creating a user account
- Creating an account from URL registration
- Editing/modifying an existing account
- Deleting an ECS account
- Canceling an ECS account
- Changing an ECS user's password



Retrieving a User Account



- **First action when receiving any user request**
 - Validates user
 - Provides information that may be needed to respond
 - Separate procedure in 611-CD-004-003 *Mission Operation Procedures for the ECS Project*
- **Part of other procedures**
 - Processing an order
 - Canceling an order
 - Order tracking



Profile Account Screens



ECS User Account Management

File Edit Security Help

User Request Profile Account

Last Name	First Name	MI	User ID	Email Address	DAAC
estone	tom		testone	schauhdh@eos.hltc.com	CSF
Jackson	Therest		tjackson	tjackson@eos.hltc.com	CSF
Lampley	Emmanuel	O	elampley	elampley@eos.hltc.com	CSF
Pariser	Email	C	5toCsEmailPr	eddelivso@eos.hltc.com	CSF
Raina	Pradumn	K	praina	praina@eos.hltc.com	CSF
Taster	Test		taster12	mess@eos.hltc.com	CSF
Tester	Test		tester123	mess@eos.hltc.com	CSF
Tester	Test	T	Testterab	tjackson@eos.hltc.com	CSF

Find: _____

Retrieve by DAAC: ALL [v] [Retrieve]

Personal Information Mailing Address Shipping Address Billing Address Account Information DAAC Information

Title: [v] First Name: [Therest] MI: [] Last Name: [Jackson]

Email: [tjackson@eos.hltc.com] User ID: [tjackson]

Organization: [] Telephone: []

User Verification Key: [testEntry] Affiliation: []

Project: [] Home DAAC: [CSF]

Primary Area of Study: [Radiation Budget]

Apply Edit Change DCE Password Change VOOV Password Delete Account View Entire Profile View Edit

ECS User Account Management

File Edit Security Help

User Request Profile Account

Last Name	First Name	MI	User ID	Email Address	DAAC
estone	tom		testone	schauhdh@eos.hltc.com	CSF
Jackson	Therest		tjackson	tjackson@eos.hltc.com	CSF
Lampley	Emmanuel	O	elampley	elampley@eos.hltc.com	CSF
Pariser	Email	C	5toCsEmailPr	eddelivso@eos.hltc.com	CSF
Raina	Pradumn	K	praina	praina@eos.hltc.com	CSF
Taster	Test		taster12	mess@eos.hltc.com	CSF
Tester	Test		tester123	mess@eos.hltc.com	CSF
Tester	Test	T	Testterab	tjackson@eos.hltc.com	CSF

Find: _____

Retrieve by DAAC: ALL [v] [Retrieve]

Personal Information Mailing Address Shipping Address Billing Address Account Information DAAC Information

Creation Date: [11/01/98] DCE Password: []

Expiration Date: [12/31/99] DCE Group: []

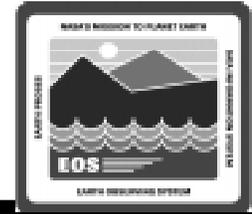
Account Number: [] DCE Organization: []

Privilege Level: [] W Gateway User Type: [DAACPS] [v]

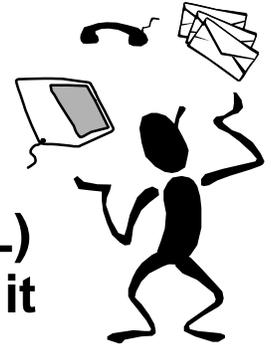
NASA User: [] W Gateway Password: []

Apply Edit Change DCE Password Change VOOV Password Delete Account View Entire Profile View Edit

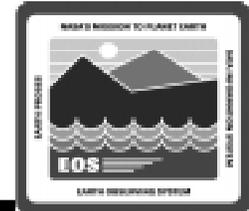
Creating a User Account



- **User registration begins when a user requests ECS data services**
 - Request by mail, telephone, e-mail, fax, or in person
 - Can refer a user to Universal Reference Locator (URL) for registration help if it is available and user prefers it
 - Can enter registration data on behalf of user
 - Call user directly to obtain any missing data
- **User information is entered into the system in five categories:**
 - Personal Information
 - Mailing Address
 - Shipping Address
 - Billing Address
 - Account Information



User Request Screen Account Information



ECS User Account Management—Mode: T52

File Edit Security Help

User Request Profile Account

Last Name	First Name	MI	User ID	Email Address	Creation Date	Status
Modestine	Wesley	D	wmodestine	mod@aol.com	01/26/99 15:07:00.000	pending
Samborsky	Ray		rsamborsky	rsambors@eos.hitc.com	01/19/99 17:44:00.000	pending
test	valc	v	vtest	cmits2@tlins01u.ecs.nasa.gov	01/20/99 14:50:00.000	pending
Tester	Debbie	t	dtester	cmits2@tlins02.ecs.nasa.gov	01/27/99 08:46:00.000	pending
Testone	Joe	J	jtestone	cmits2@eos.hitc.com	01/25/99 12:15:00.000	pending
valcdar	J	M	jvalcdar	cmits2@tlins01u.ecs.nasa.gov	01/20/99 15:07:00.000	pending
Wesley	Eric	w	ewesley	cmits2@tlins02.ecs.nasa.gov	01/27/99 08:50:00.000	pending

Find:

Retrieve by status: Pending

Personal Information Mailing Address Shipping Address Billing Address Account Information

Creation Date: 01/27/99 DCE Password:

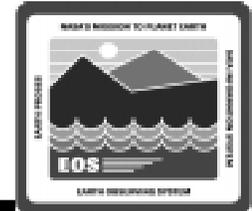
Expiration Date: 02/21/99 DCE Group: SCIENTIST

Account Number: 22148 DCE Organization: NASA

Privilege Level: NORMAL VO Gateway User Type: GUEST

NASA User: VO Gateway Password:

User Request Screen Personal Information



ECS User Account Management—Mode: T52

File Edit Security Help

User Request Profile Account

Last Name	First Name	MI	User ID	Email Address	Creation Date	Status
Modestine	Wesley	D	wmodestine	mod@aol.com	01/26/99 15:07:00.000	pending
Samborsky	Ray		rsamborsky	rsambors@eos.hitc.com	01/19/99 17:44:00.000	pending
test	vatic	v	vtest	crms2@t1ins01u.ecs.nasa.gov	01/20/99 14:50:00.000	pending
Tester	Debbie	i	dtester	crms2@t1ins02.ecs.nasa.gov	01/27/99 08:46:00.000	pending
Trestone	Joe	J	jtrestone	crms2@eos.hitc.com	01/25/99 12:15:00.000	pending
vaticdar	J	M	lvaticdar	crms2@t1ins01u.ecs.nasa.gov	01/20/99 15:02:00.000	pending
Wesley	Eric	w	ewesley	crms2@t1ins02.ecs.nasa.gov	01/27/99 08:50:00.000	pending

Find:

Retrieve by status: Pending — Retrieve

Personal Information Mailing Address Shipping Address Billing Address Account Information

Title: Dr First Name: Eric MI: w Last Name: wesley

Email: crms2@t1ins02.ecs.nasa.gov User ID: ewesley

Organization: hitc008 Telephones: 301-925-1234

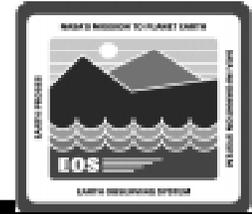
User Verification Key: Lvk003 Affiliation: University

Project: eos Home DAAC: NTC

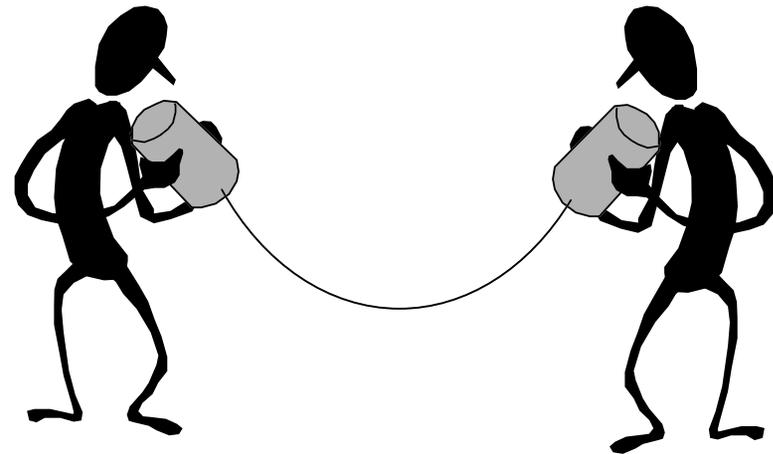
Primary Area of Study: Atmospheric Aerosols

Create Account Apply Edit Delete Request Deny Request View Edit Add Request

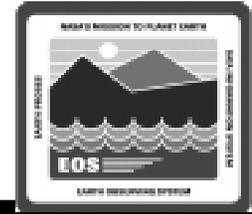
Edit/Modify an Existing Account



- **User Services has responsibility to maintain ECS user accounts**
 - **Maintain contact with user to confirm continued accuracy of information**
 - **Verify applicability of address change notice; do not assume change applies to all**
 - **Billing address**
 - **Shipping address**
 - **Mailing address**
 - **Account information**
 - **Personal information**



Delete an ECS Account



- **User Services representative may delete an ECS user account from the database, upon management instruction or user request**
 - Uses ECS User Account Management tool
 - Retrieve and verify account
 - Remove account from database

