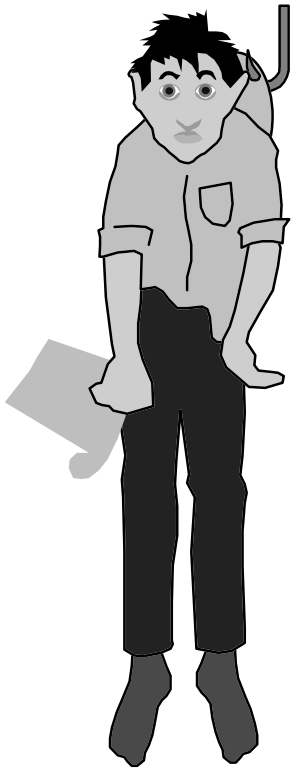
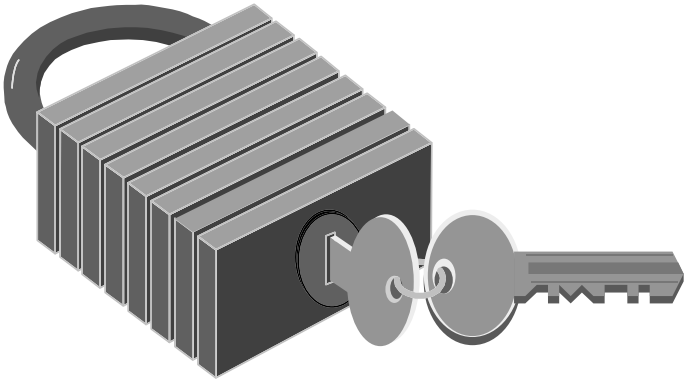
Cancel an ECS Account

- **User Services representative may cancel an ECS user account**
  - **Uses ECS User Account Management tool**
  - **Retrieve and verify account**
  - **Temporarily suspend user's privileges (for cause)**
  - **Establish an expiration date, upon which account will be deleted from database unless cause of suspension is removed**



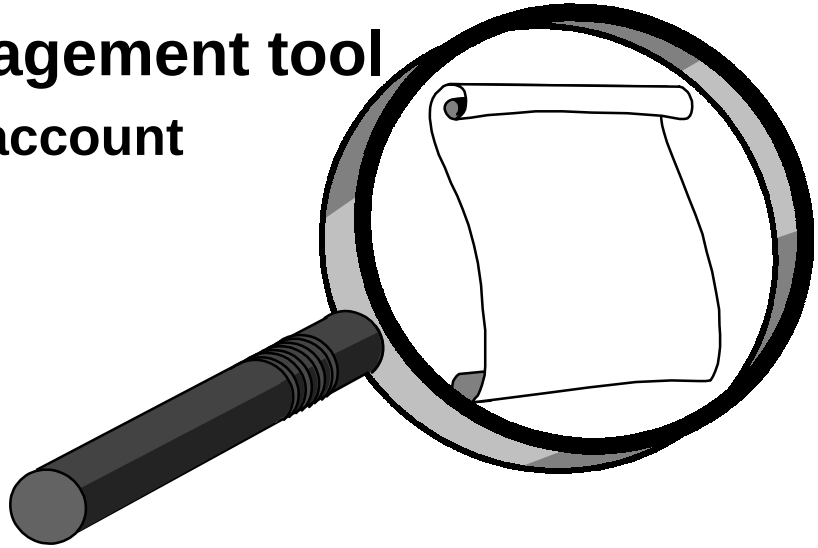
Change an ECS User's Password

- **To replace a password forgotten by a user, User Services may need to provide a new one**
  - **Uses ECS User Account Management tool**
  - **Retrieve and verify account**
  - **Issue new password which must be changed on first use**



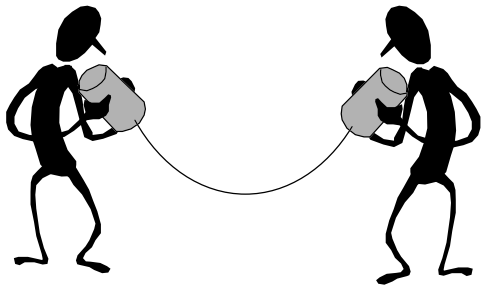
Processing an Order

- **Some users may prefer not to use the Search and Order tool directly**
  - **Orders by telephone projected to be a daily occurrence**
  - **User Services representative places order for the user**
- **User Contact Log/Trouble Ticket tool**
  - **Create/update user contact log record**
- **ECS User Account Management tool**
  - **Retrieve and verify user account**
- **Search and Order tool**
  - **Locate data**
  - **Order data**



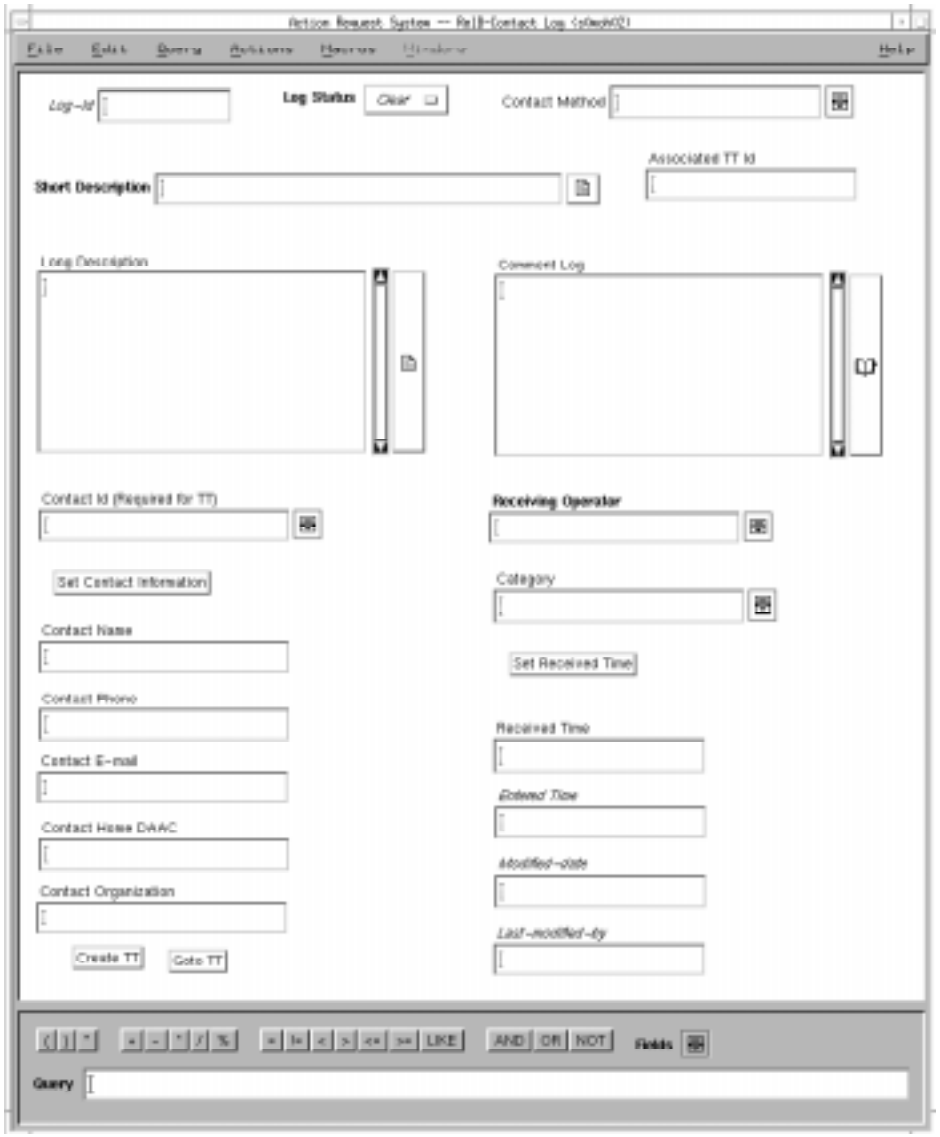
Create User Contact Log Record

- **Any User Services event (user contact) is a cue for the User Services representative to create a record in the User Contact Log**
  - **Each record is assigned a unique Log ID**
  - **Contact (user) data (e.g., name, telephone number, e-mail address, home DAAC, organization)**



- **Four User Contact Log screens**
  - **Submit: to create new records**
  - **Display: to display existing records and generate reports**
  - **Edit: to make changes to existing records**
  - **Entry: to access the other screens**

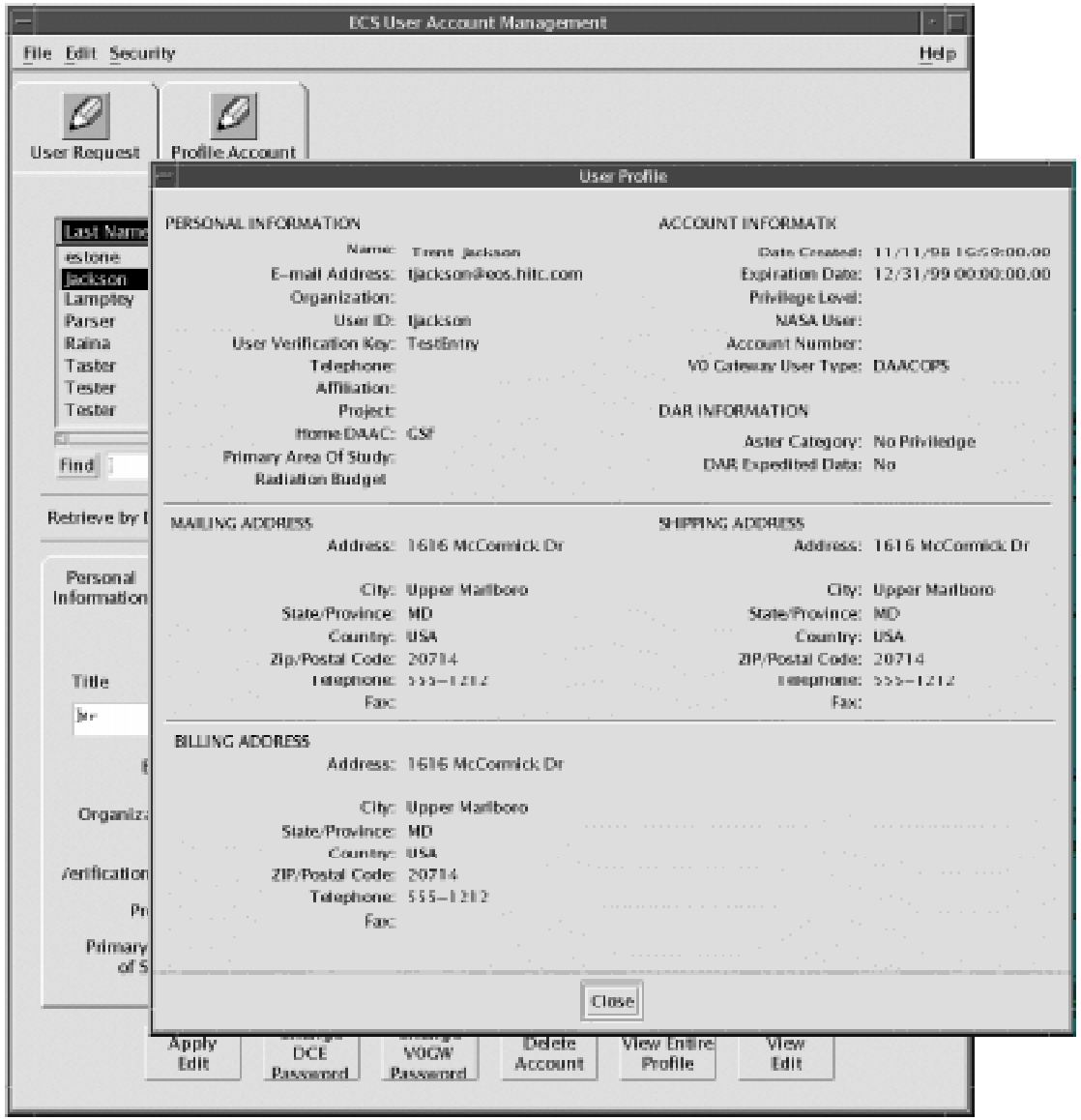
User Contact Log Entry Screen



Verify User Account

- **ECS User Account Management Tool**
  - **Profile Accounts: Account Information or Personal Information**
  - **Profile Accounts: User Profile**
    - **Summarizes all user data**
    - **Display only**

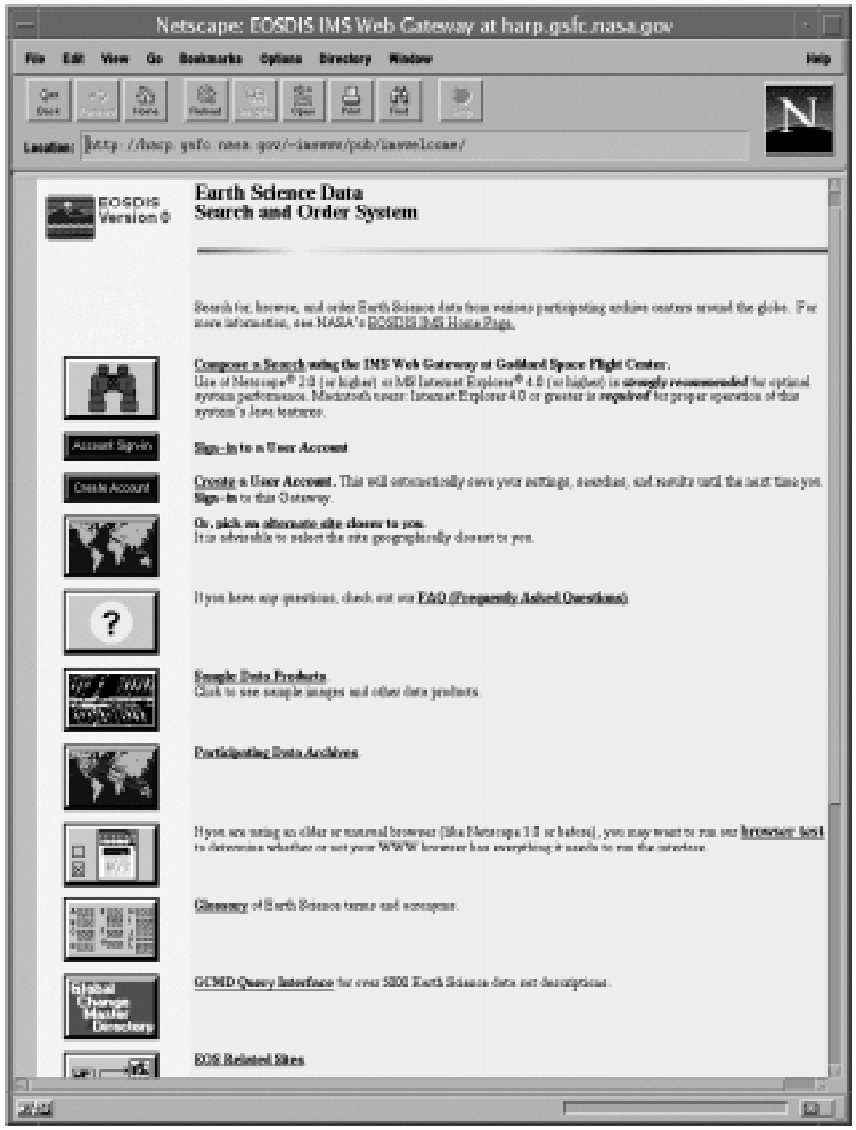
View Entire Profile Screen



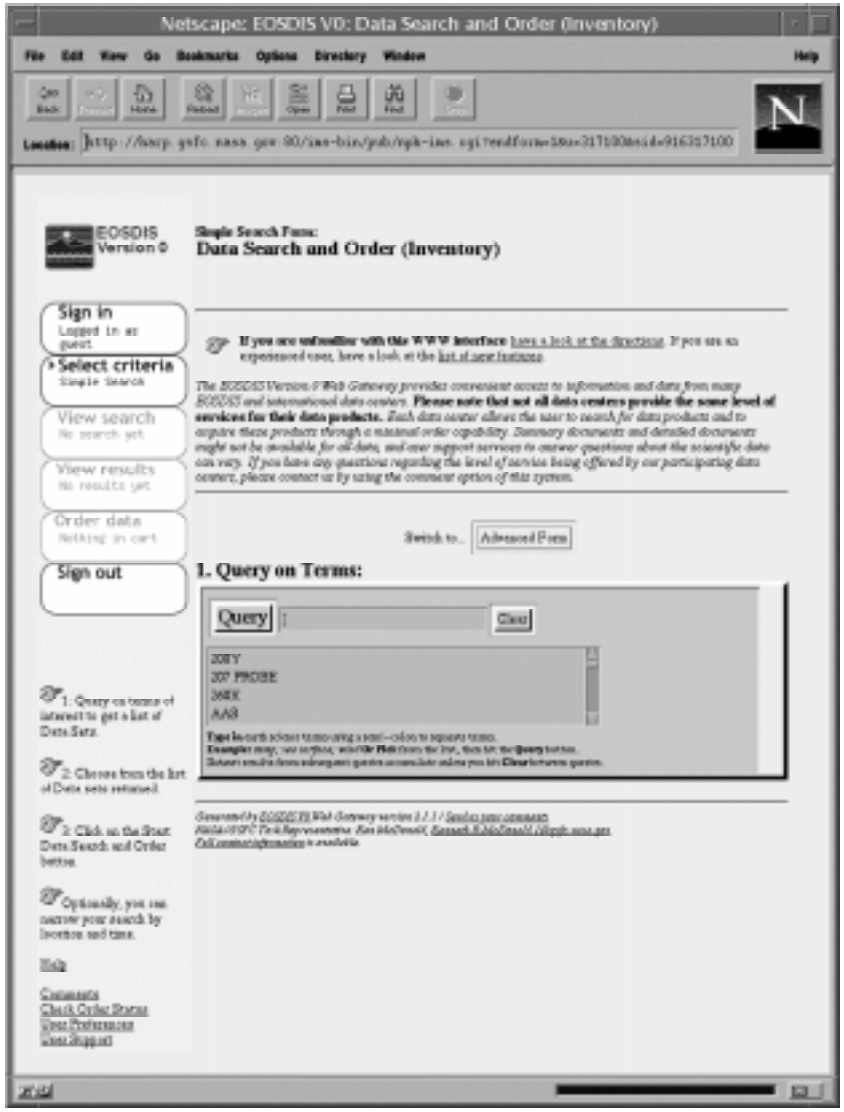
Data Search and Order

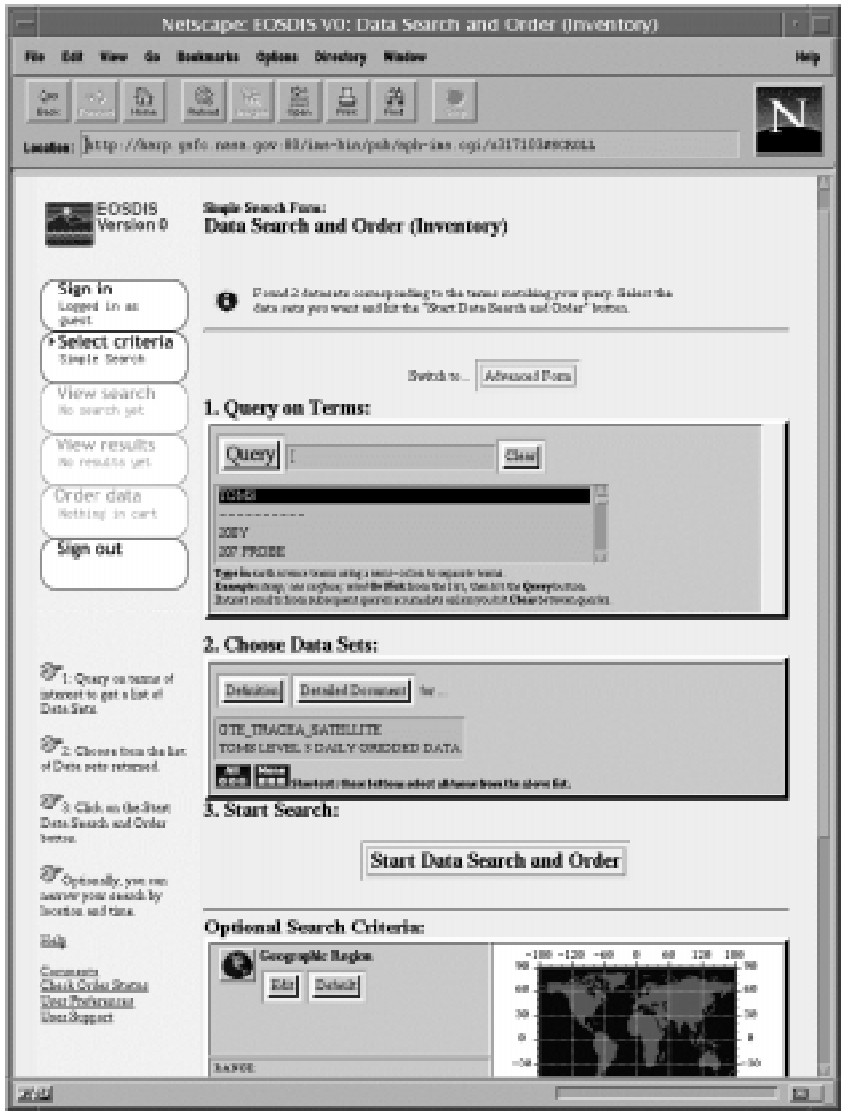
- **Guidance available on the WWW: http://www-v0ims.gsfc.nasa.gov/v0ims/ref.html**
  - **EOSDIS Web Gateway User Manual: technical information**
  - **Client tutorial for downloadable Motif application: instructions with screen displays**
- **Approaches available for user**
  - **Web-based Search and Order tool: http://harp.gsfc.nasa.gov/~imswww/pub/imswelcome**
  - **Unix-based Graphical User Interface Search and Order tool: http://harp.gsfc.nasa.gov/v0ims/install_0.html**
  - **Data center-specific searches: specialized tools**
  - **Let User Services do it: V0 Search and Order Tool (V0 IMS)**

V0 IMS Web Tool Welcome Screen

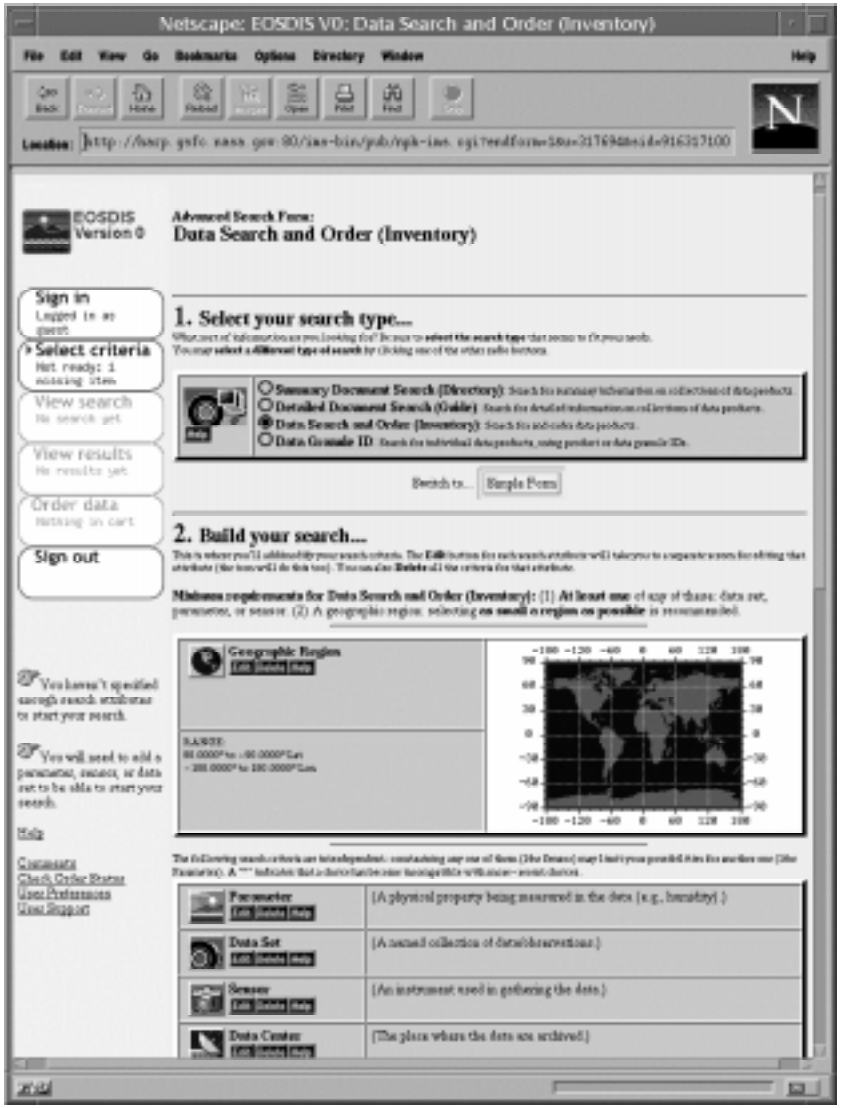


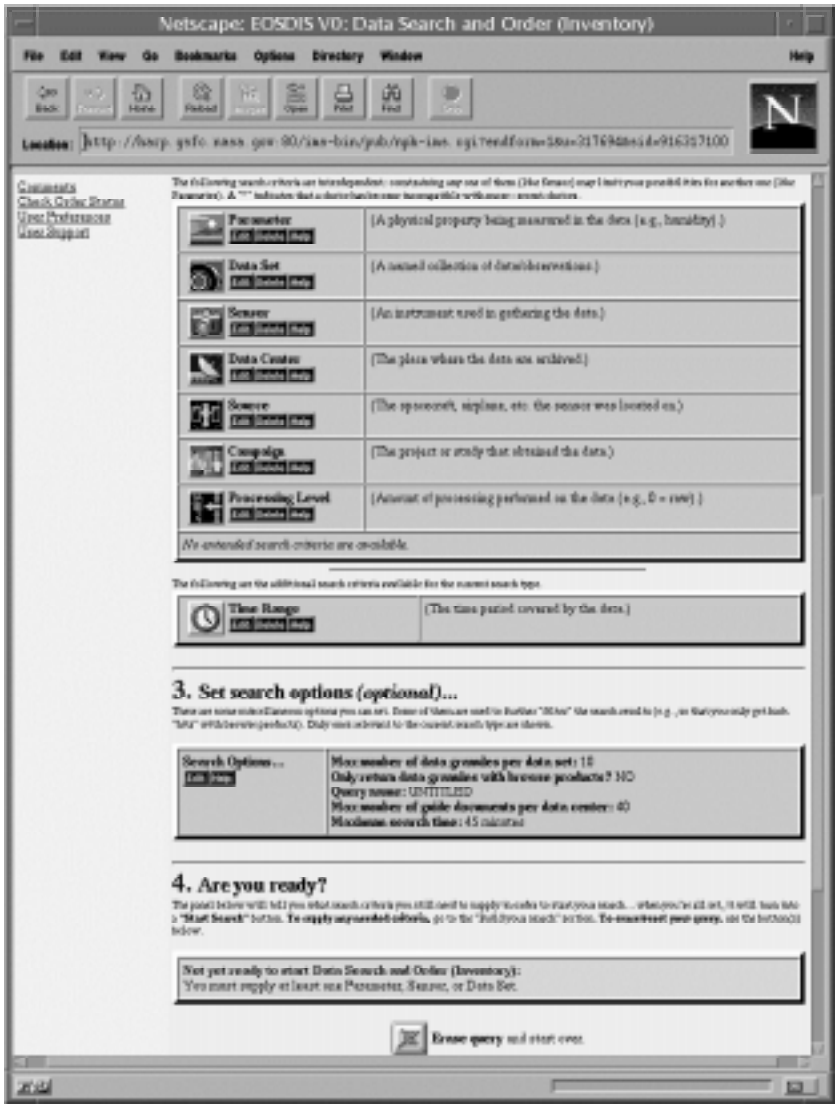
V0 IMS: Compose a Search



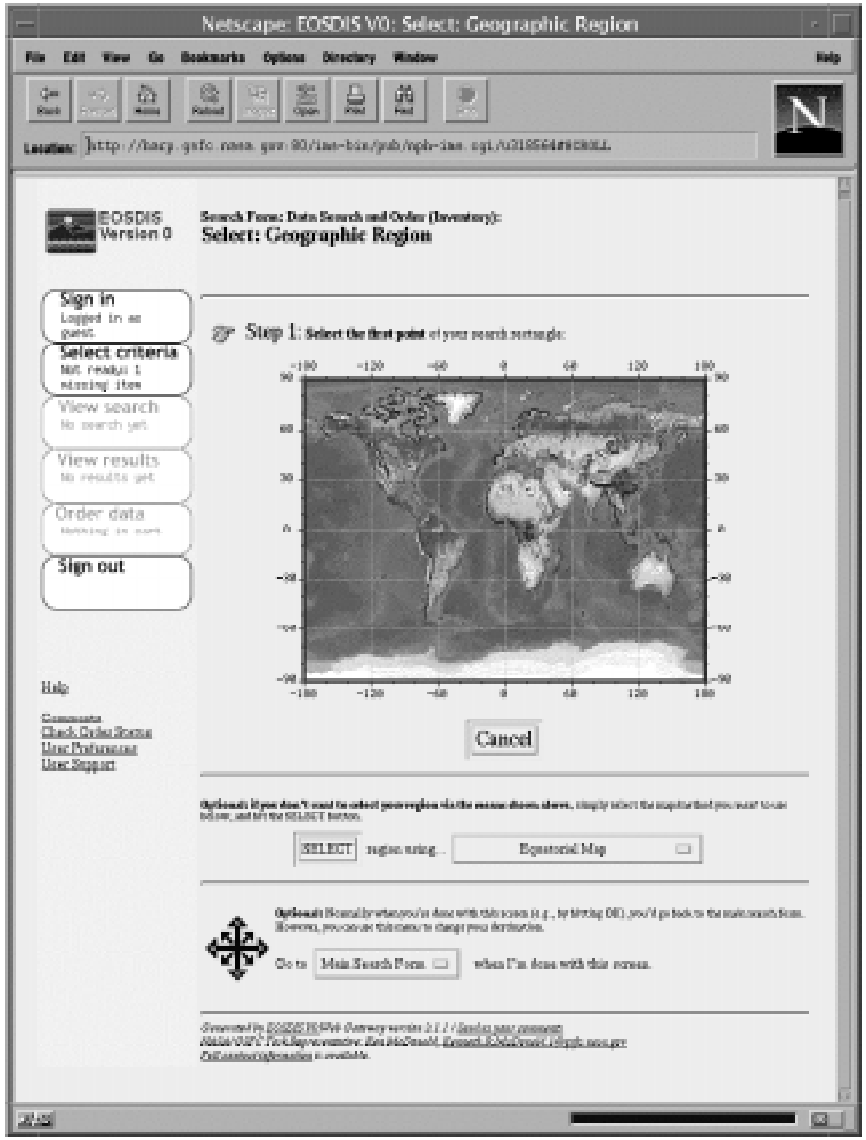


V0 IMS: Advanced Search Screen

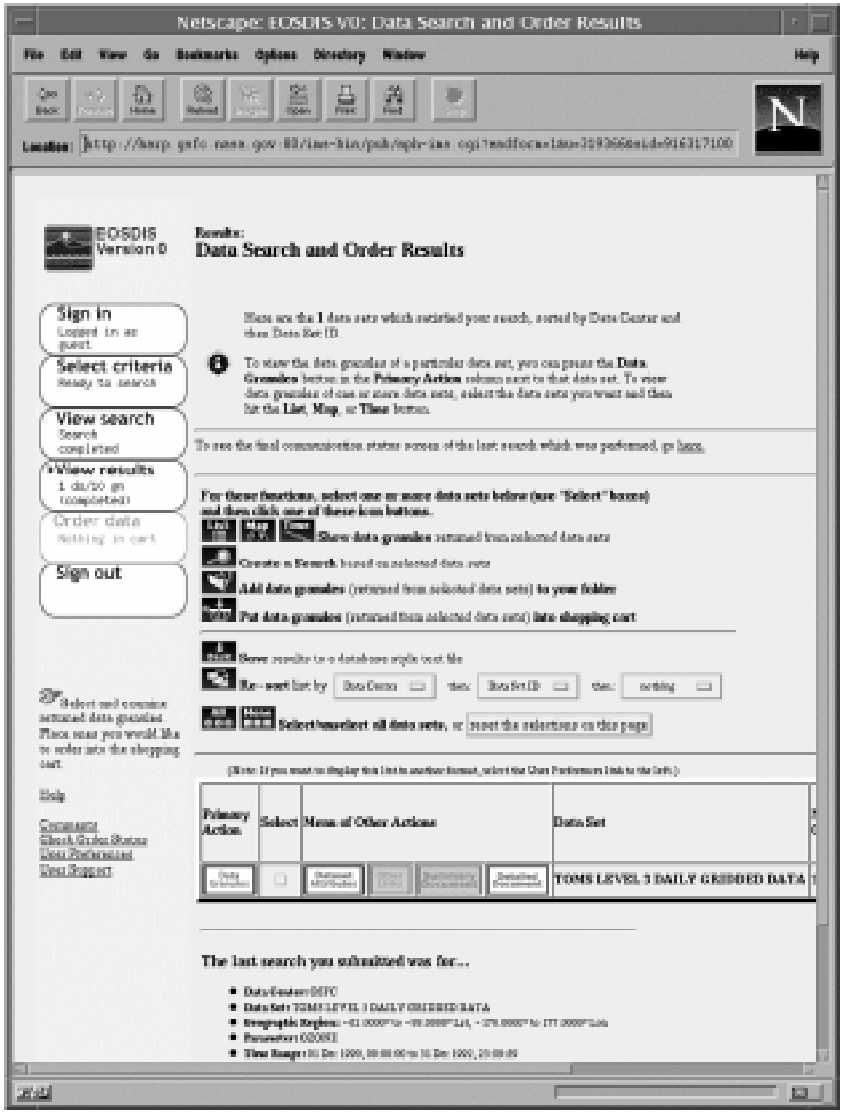


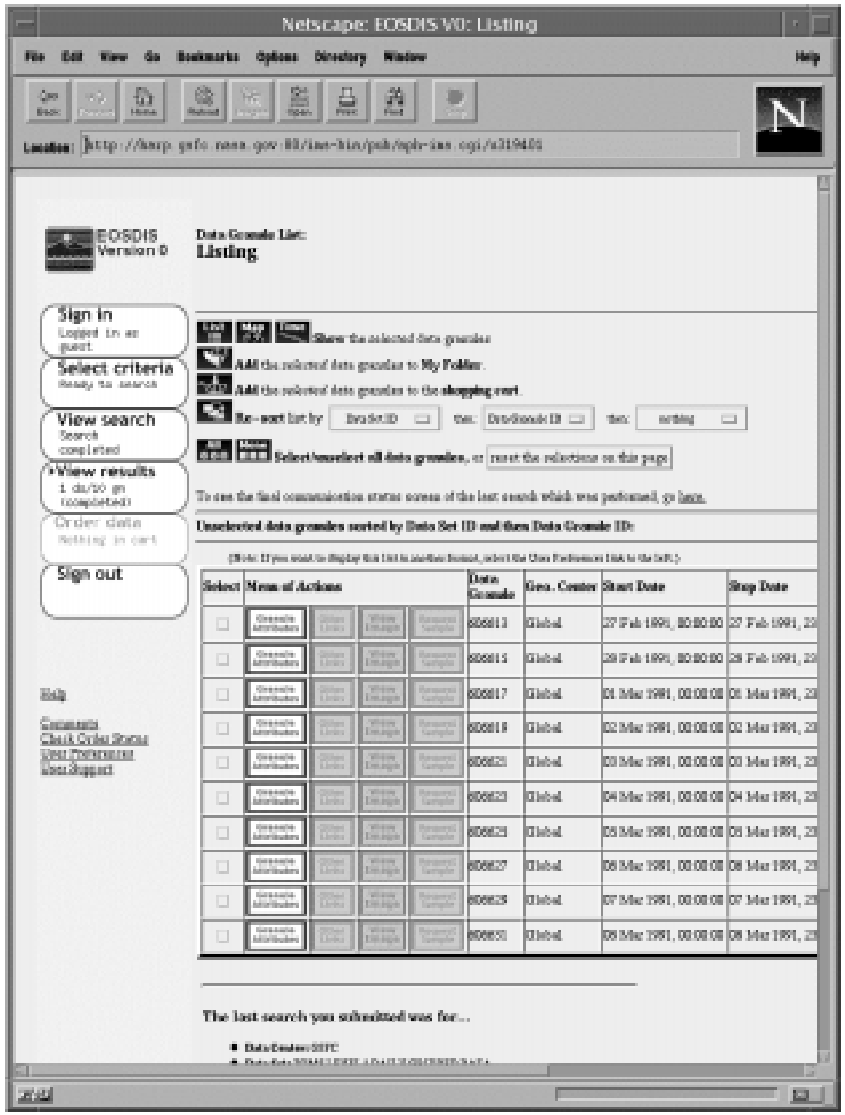


V0 IMS: Select Geographic Region

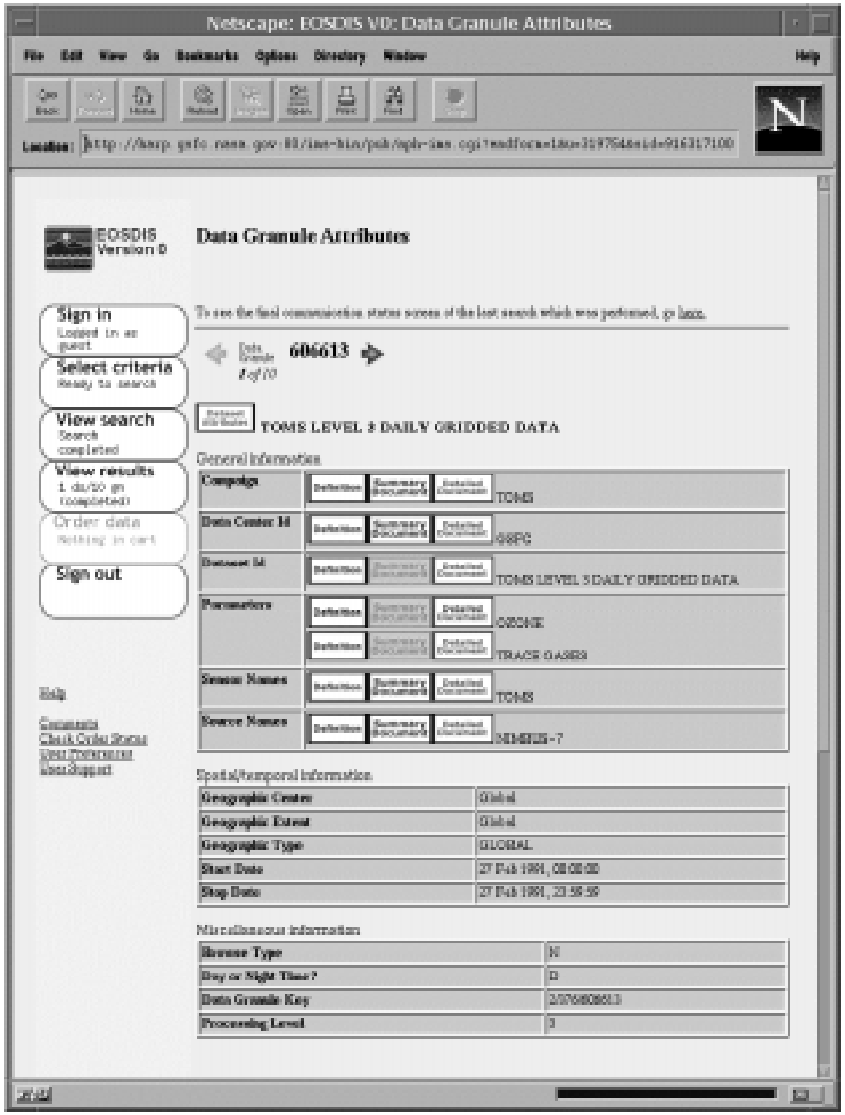


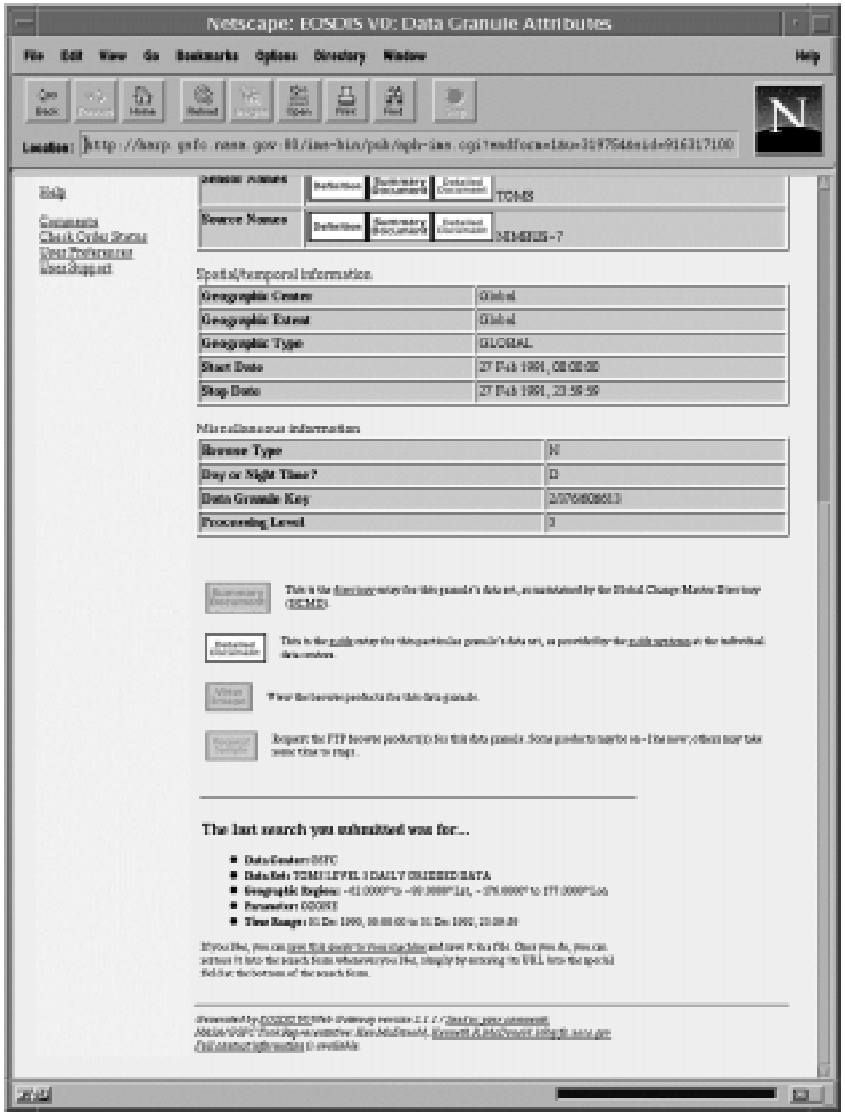
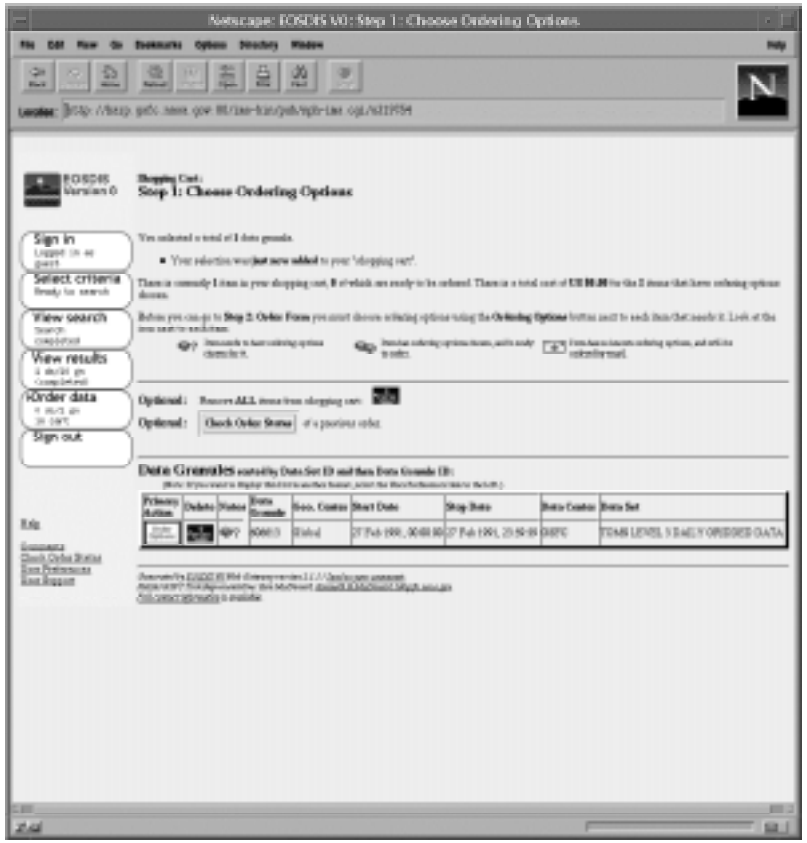
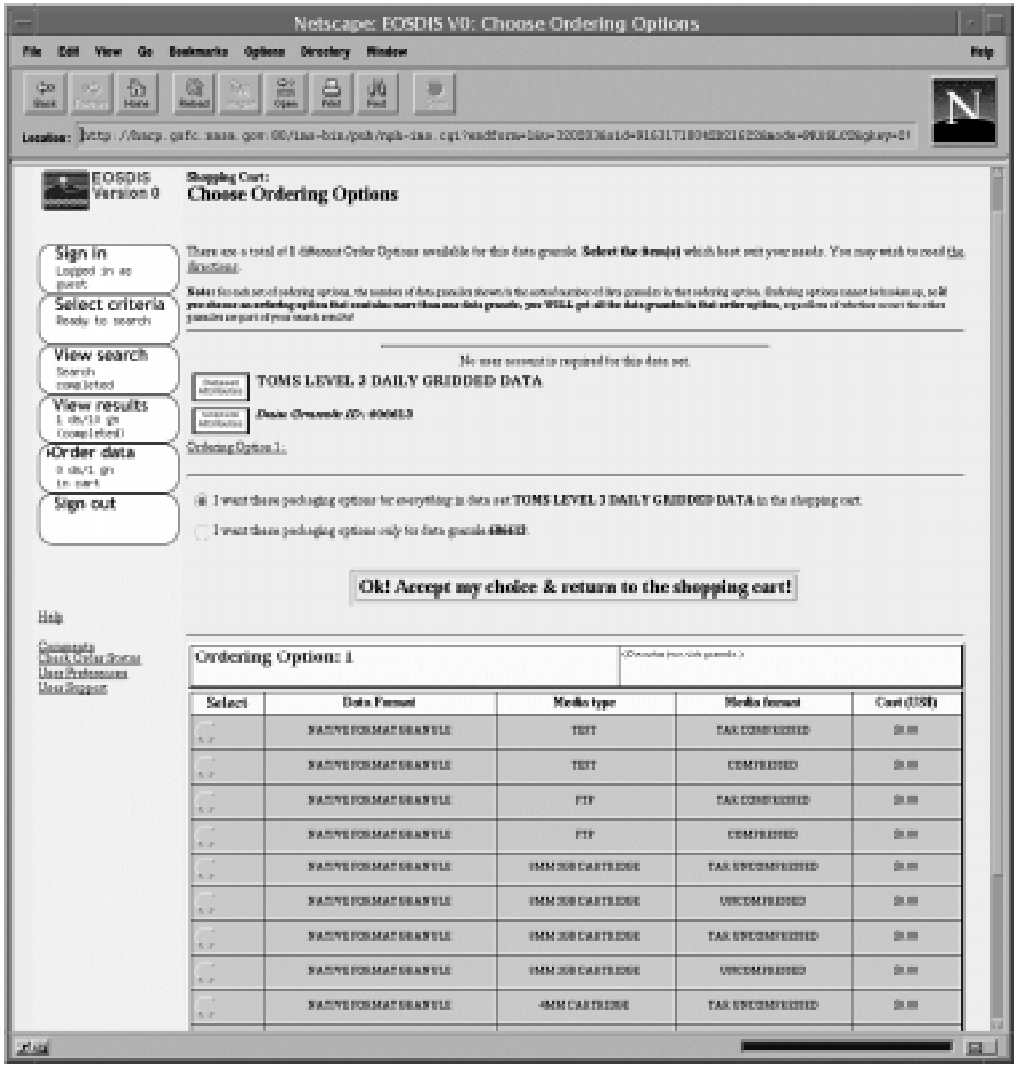
V0 IMS: Results Screens





V0 IMS: Granule Attributes Screen





V0 IMS: Choose Ordering Options