1 E-Helpdesk - AO Perspective

The following instructions focus on the creation of an **E-Helpdesk** request by **AO**.

Please refer to the complete User Manual for additional information on the E-Helpdesk functions.

The purpose of the **E-Helpdesk** is to reduce the amount of telephone calls to the Network Manager Operations Centre Helpdesk for slot improvements, extensions and information, in order to :

- lower the waiting time for the clients in receiving a reply on their requests,
- free up telephones for other operational issues.

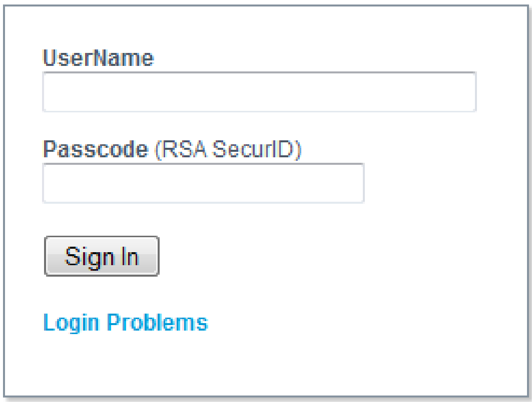
Note: Requests can be created from the **E-Helpdesk** Portlet, or from the **Flight List** Portlet.

Connect to the Portal

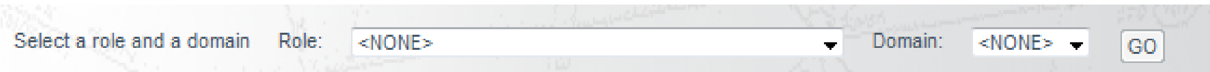
You will need to connect to the **Protected Portal** in order to use the E-Helpdesk. This is the URL to be used:

https://www.nm.eurocontrol.int/PORTAL/gateway/spec/index.html

Enter your credentials (**UserName** and **Passcode**) on the Login Page:



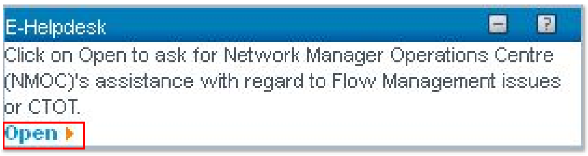
A new screen appears, prompting you to select the **Role** and **Domain** values to be used:



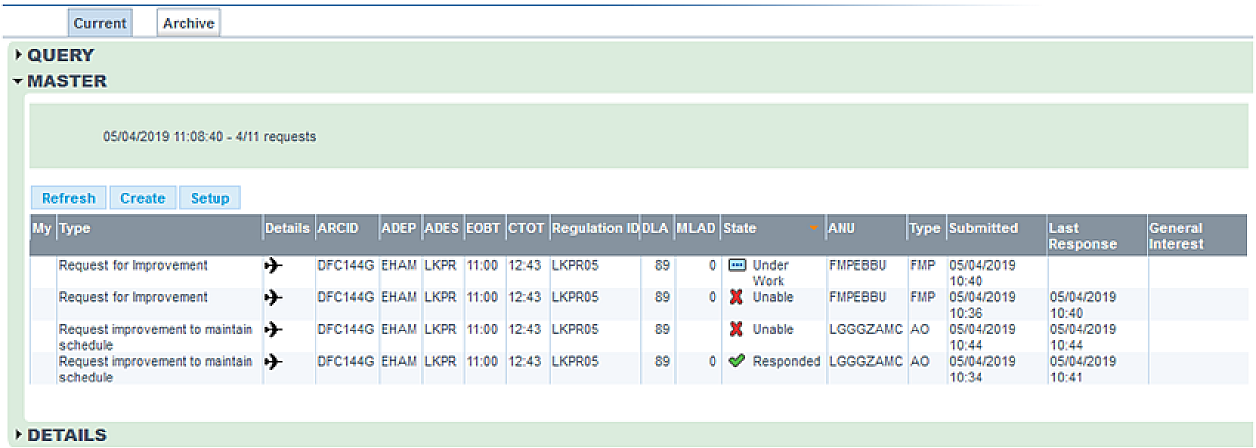
Select the appropriate values and click on the **Go** button.

Create a Request from the E-Helpdesk Portlet

From the now available NOP Portal, locate the following Portlet and click on the **Open** link:



This opens a Detached View similar to the one below:



My	Type	Details	ARCID	ADEP	ADES	EOBT	CTOT	Regulation ID	DLA	MLAD	State	ANU	Type	Submitted	Last Response	General Interest
	Request for Improvement		DFC144G	EHAM	LKPR	11:00	12:43	LKPR05	89	0	Under Work	FMPEBBU	FMP	05/04/2019 10:40		
	Request for Improvement		DFC144G	EHAM	LKPR	11:00	12:43	LKPR05	89	0	Unable	FMPEBBU	FMP	05/04/2019 10:36	05/04/2019 10:40	
	Request improvement to maintain schedule		DFC144G	EHAM	LKPR	11:00	12:43	LKPR05	89		Unable	LGGGZAMC	AO	05/04/2019 10:44	05/04/2019 10:44	
	Request improvement to maintain schedule		DFC144G	EHAM	LKPR	11:00	12:43	LKPR05	89	0	Responded	LGGGZAMC	AO	05/04/2019 10:34	05/04/2019 10:41	

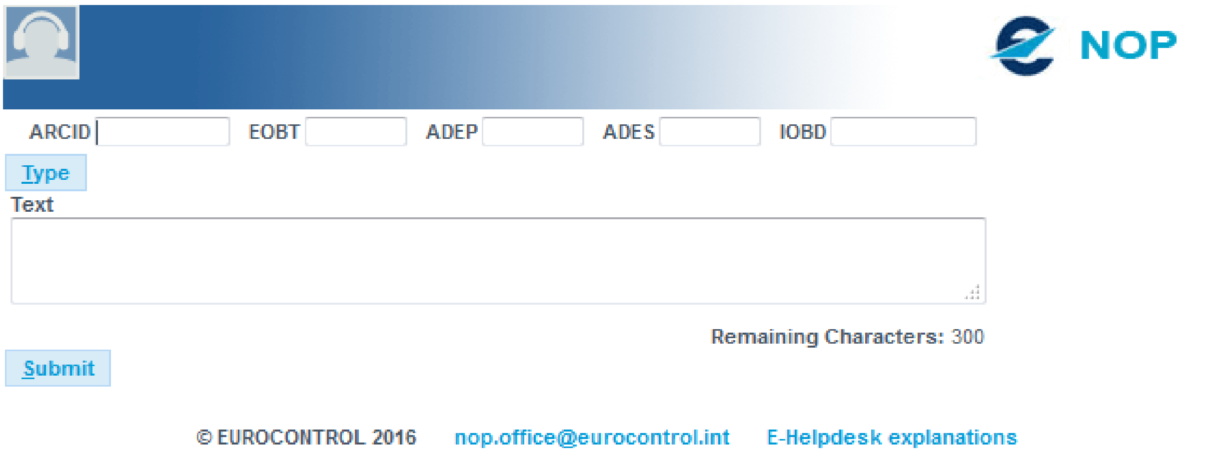
Note the three green sections, each one giving access to a specific view: **QUERY**, **MASTER** and **DETAILS**.

In the **MASTER** View, expanded by default, a table lists the requests already created by other airlines.

Three buttons are proposed on top of this table: **Refresh**, **Create** and **Setup**.

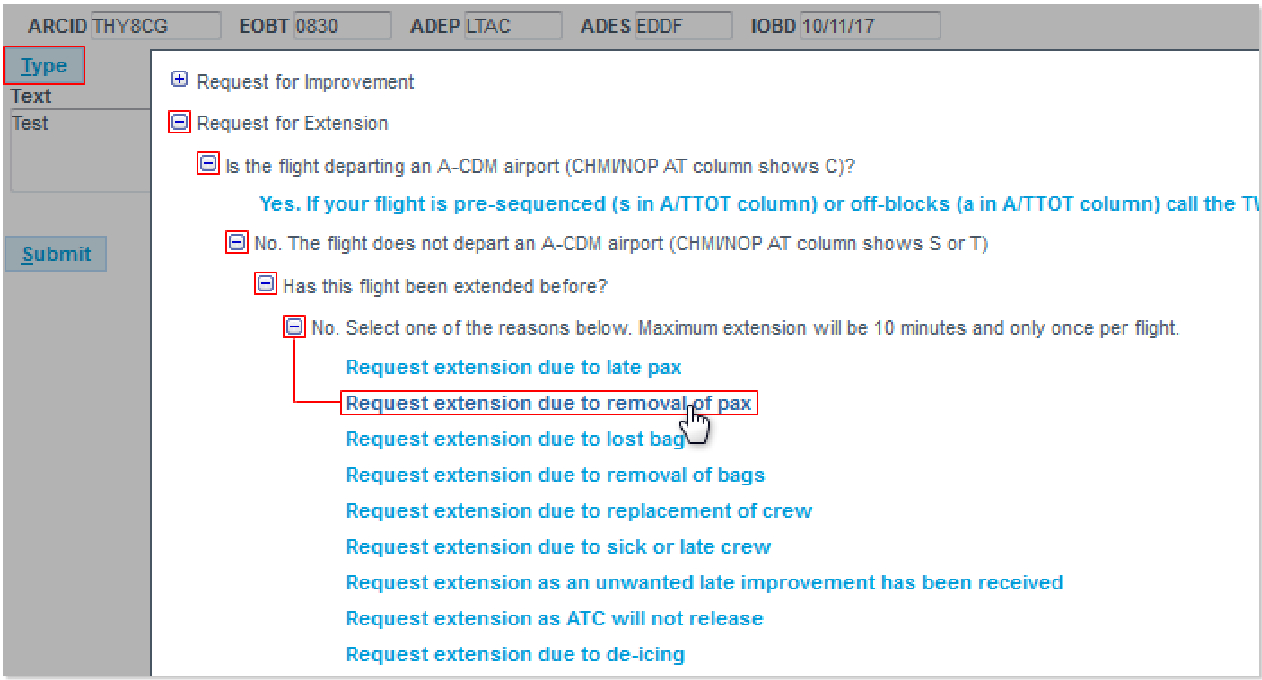
2. Create

Click on the Create button to launch the **E-Helpdesk AO Submit** Detached View:

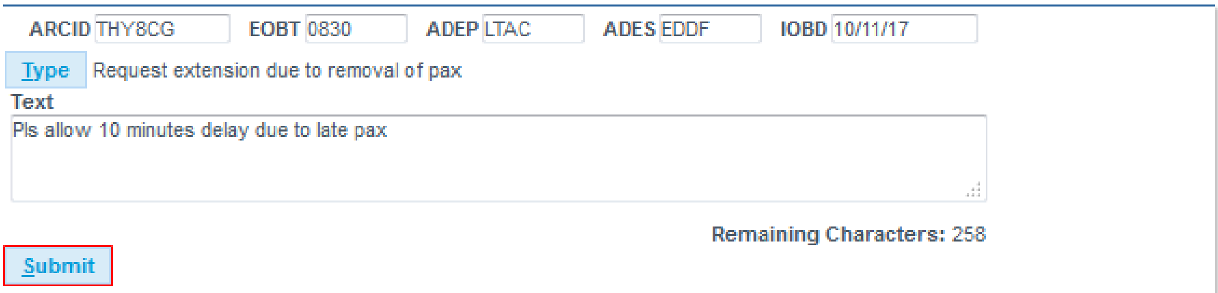


> The **ARCID**, **EOBT** and **TYPE** fields are all three mandatory - the other may help you refine your query.

You need to fill in the relevant fields and indicate the type of request. Click on the **TYPE** field to do so, and navigate in the proposed arborescence down to the desired type and finally click on its label to select it:

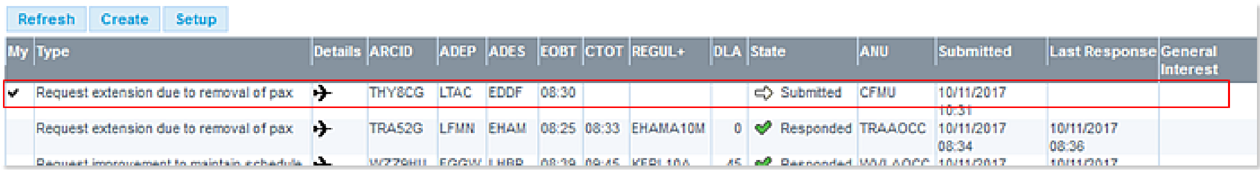


As your request is completed (note that the **Type** has been added too), click on the **Submit** button to get the Requests list:



Refresh

The newly created request should now appear in the list. The list automatically refreshes every 60 seconds. You can bypass this by clicking on the Refresh button and see your submission added to the list:



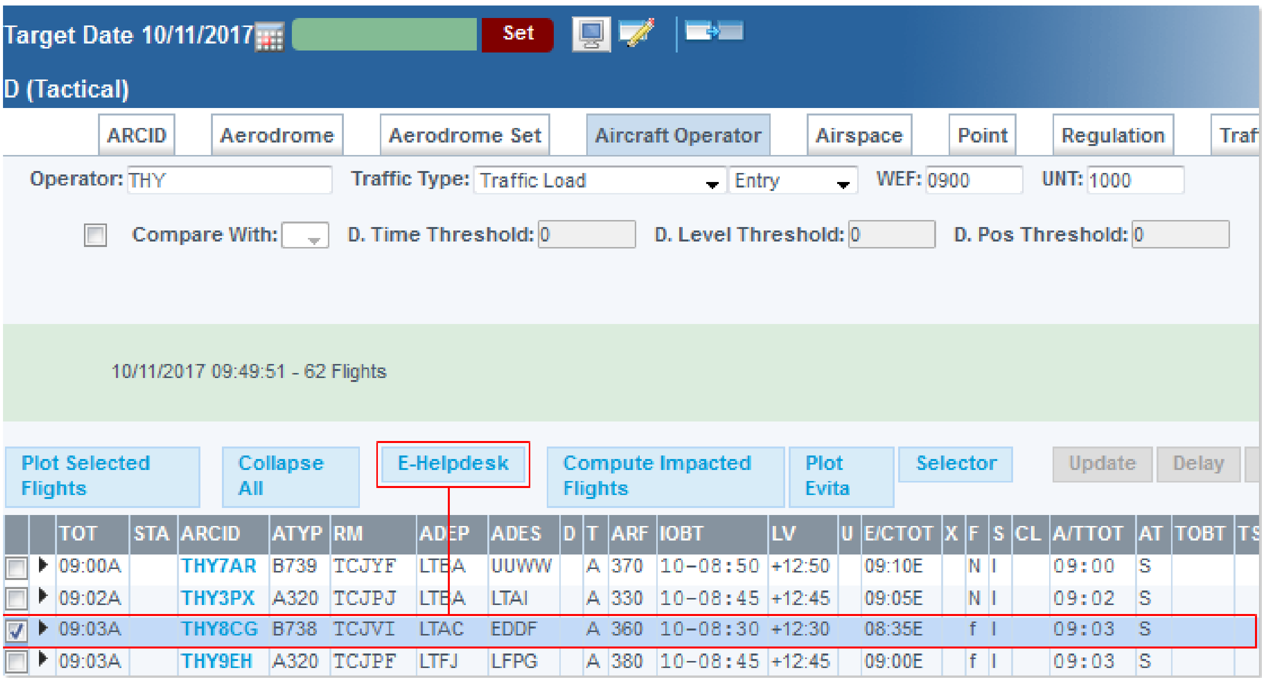
Recall

A request submitted by mistake can be recalled, by means of a **Recall** button available to all flights whose **Status** is still 'Submitted'. Such a recalled flight cannot be seen anymore by other ANUs - but is still visible (however not editable) by Network Operations.

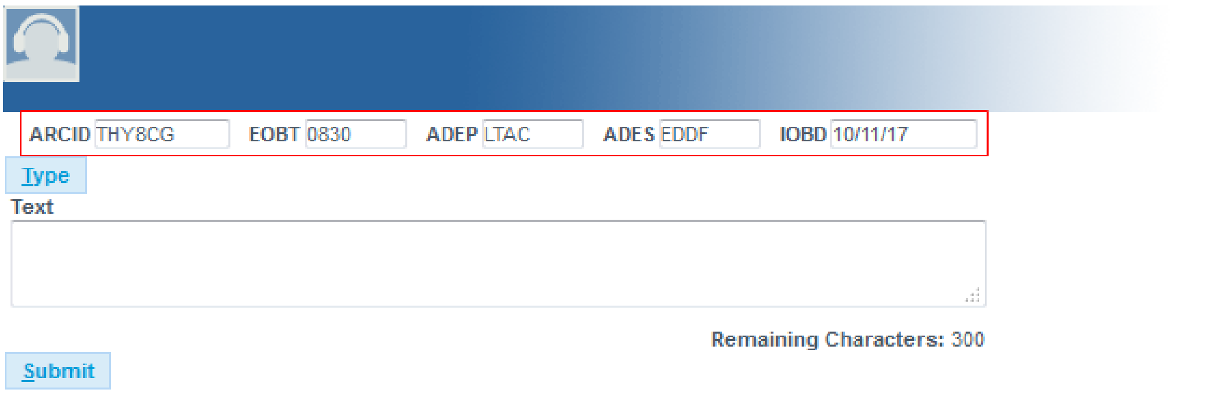
When relevant, the Recall button is located in the **Details** section:

Create a Request From the Flight List

Go to the **Flight List** details (different ways may get you there - see the **Flight List** - **Aircraft Operator (on-line documentation)** section for details), check the desired flight and click on the E-Helpdesk button:



The same **E-Helpdesk AO SubmitAO Submit** Detached View opens, with all the relevant data already filled in - you will only need to specify the **TYPE** and add some comment in the **Text** field to complete your request:



When done, click on the **Submit** button to get the Requests list.