1 E-Helpdesk - FMP Perspective

> ⚠ The following instructions focus on the creation of an **E-Helpdesk** *Exlusion from Regulation* request by **FMP**.
> 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.

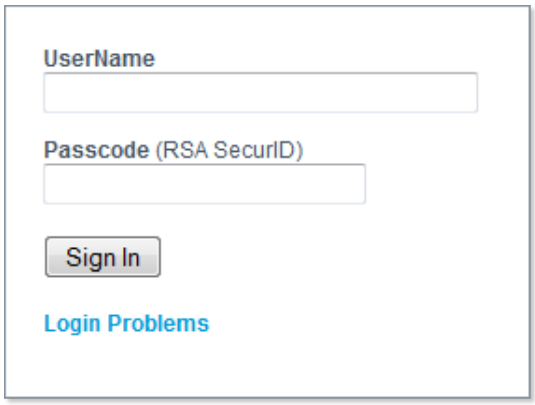
> **Note**: Requests can be created from the **E-Helpdesk** Portlet, or from the **Flight List** Portlet.

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:



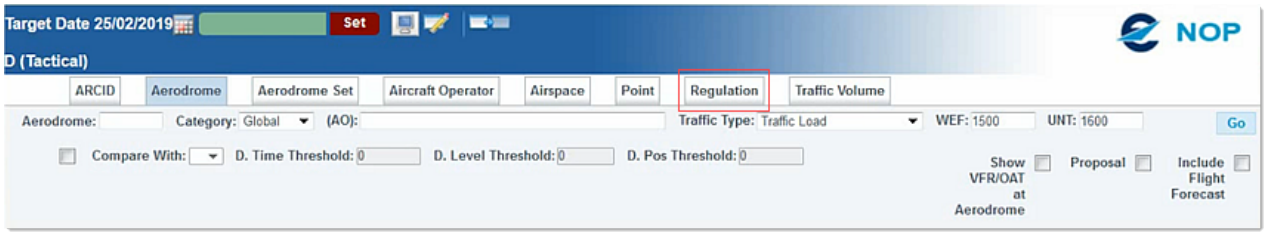
A new screen appears, prompting you to select the **Role** and **Domain** values to be used:

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

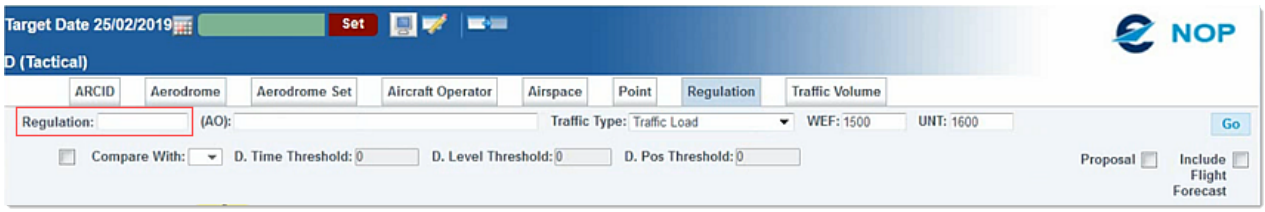
Create a Request from the Flights Portlet

From the now available NOP Portal, locate the **Flights** Portlet and click on the **Flight List** link:

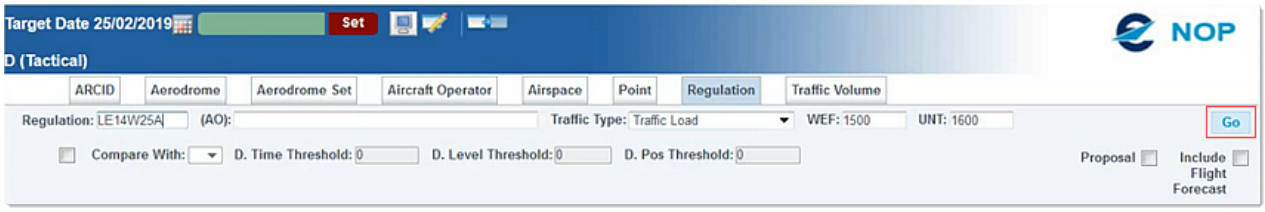
Go to the **Regulation** tab:



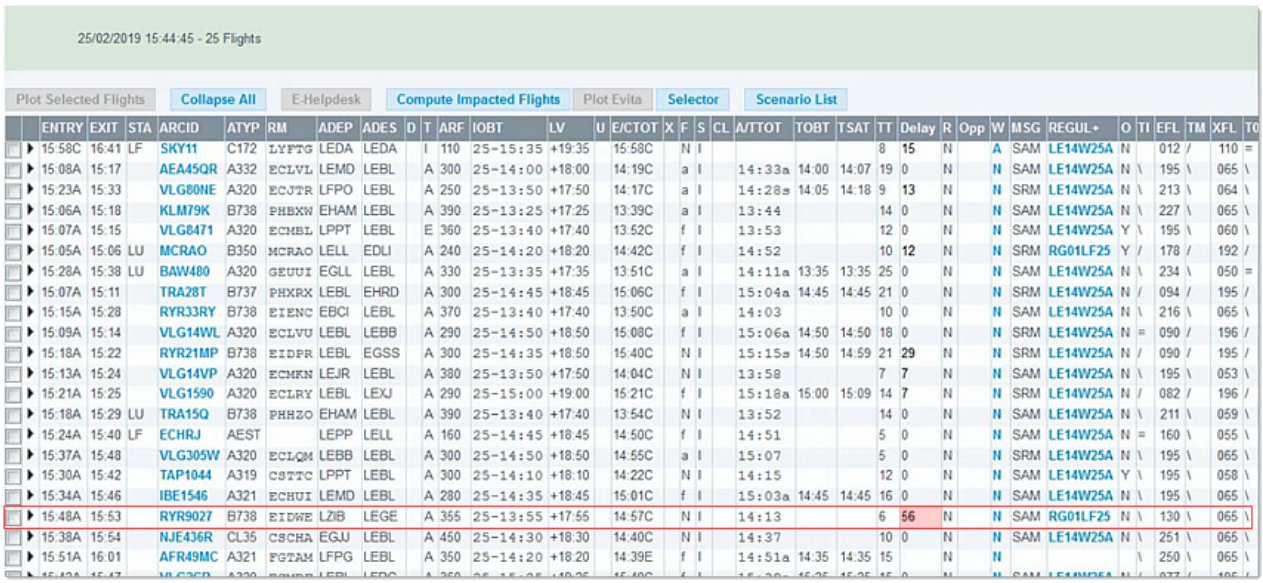
Specify the concerned regulation...



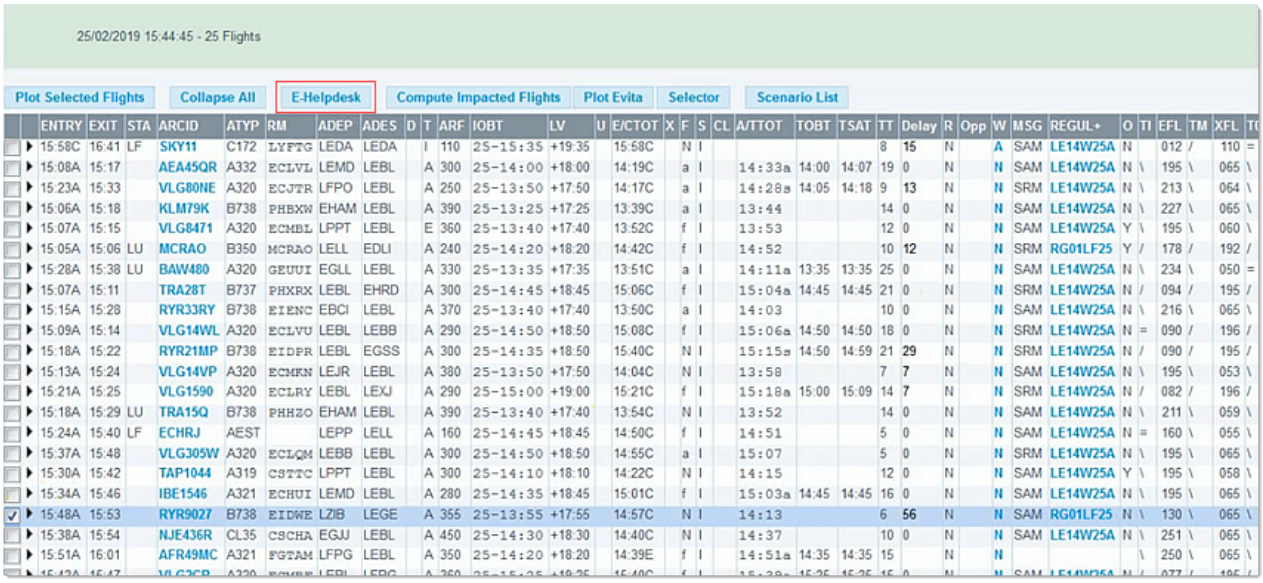
... Then click on the **Go** button to launch the query:



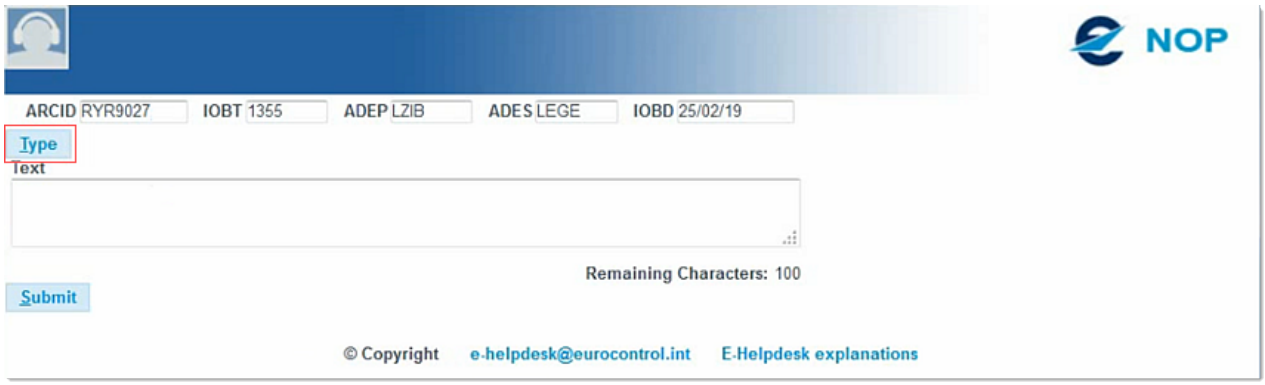
Select the flight to be excluded from the regulation (the highly delayed **RYR9027** flight in the example below)...



... Then click on the **E-Helpdesk** button to open the E-Helpdesk interface:



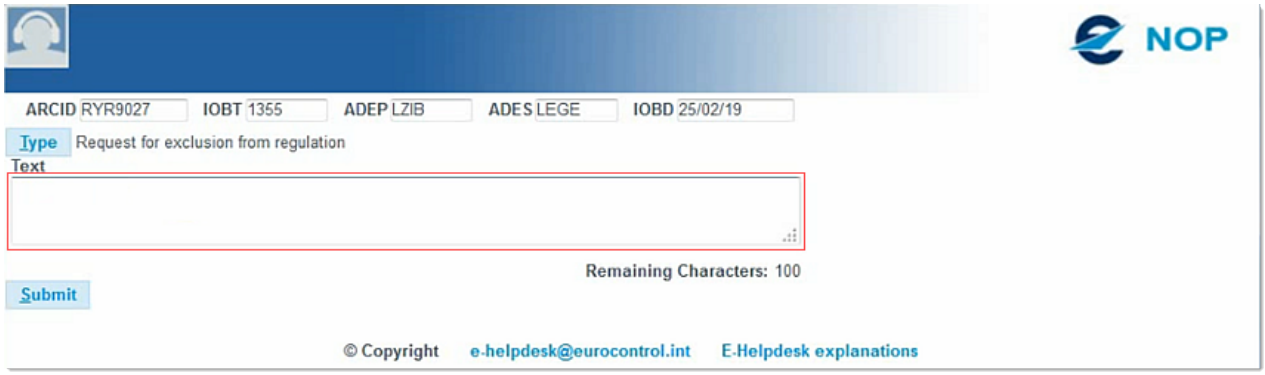
A *E-Helpdesk User Submit* window ins now open - click on the **Type** button to continue:



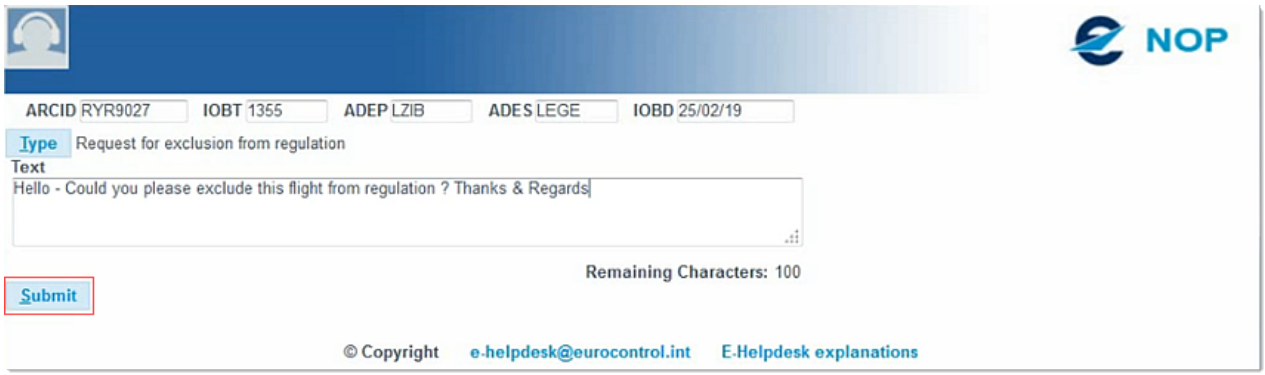
From the pop-up, select the **Request for exclusion from regulation** type:

Note: from the same pop-up, you could also select, whenever relevant, the **Request for Improvement** or the **Request for Extension** type.

Optionally enter details on the request in the **Text** field...



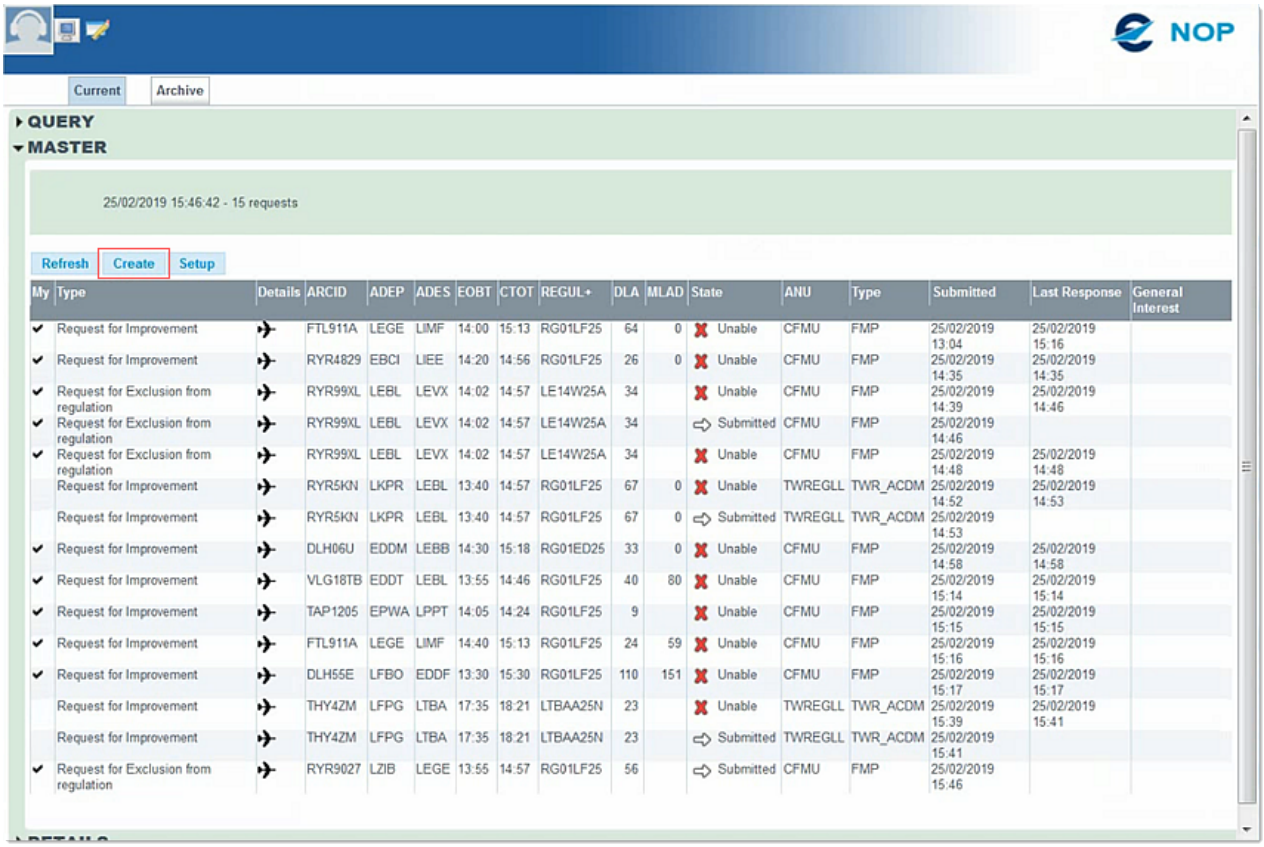
... Then click on the **Submit** button to send the request to the NMOC staff:



Create a Request from the E-Helpdesk Portlet

Locate the **E-Helpdesk** portlet (right above the **Flights** portlet) and click on the **Open** link:

This opens a Detached View similar to the one below - Click on the **Create** button in the MASTER section:

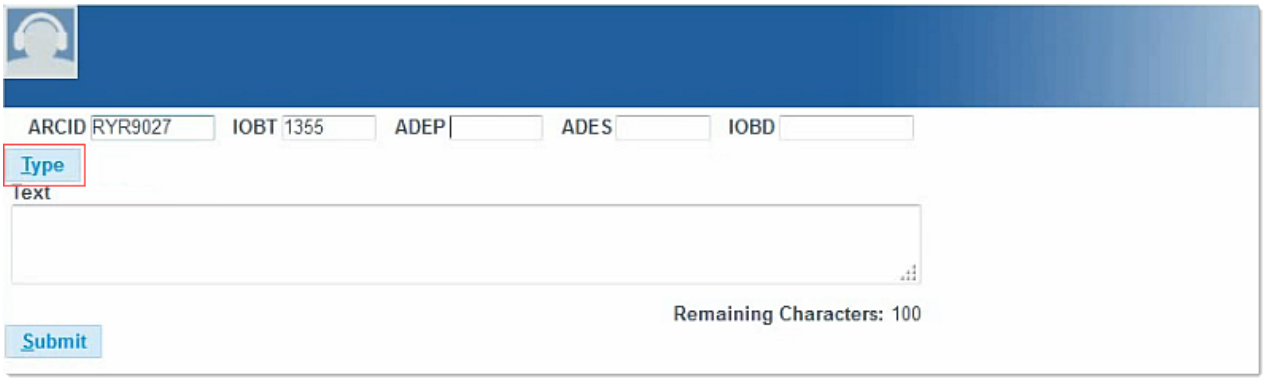


My	Type	Details	ARCID	ADEP	ADES	EOBT	CTOT	REGUL+	DLA	MLAD	State	ANU	Type	Submitted	Last Response	General Interest
✔	Request for Improvement		FTL911A	LEGE	LIMF	14:00	15:13	RG01LF25	64	0	Unable	CFMU	FMP	25/02/2019 13:04	25/02/2019 15:16	
✔	Request for Improvement		RYR4829	EBCI	LIEE	14:20	14:56	RG01LF25	26	0	Unable	CFMU	FMP	25/02/2019 14:35	25/02/2019 14:35	
✔	Request for Exclusion from regulation		RYR99XL	LEBL	LEVX	14:02	14:57	LE14W25A	34		Unable	CFMU	FMP	25/02/2019 14:39	25/02/2019 14:46	
✔	Request for Exclusion from regulation		RYR99XL	LEBL	LEVX	14:02	14:57	LE14W25A	34		Submitted	CFMU	FMP	25/02/2019 14:46		
✔	Request for Exclusion from regulation		RYR99XL	LEBL	LEVX	14:02	14:57	LE14W25A	34		Unable	CFMU	FMP	25/02/2019 14:48	25/02/2019 14:48	
	Request for Improvement		RYR5KN	LKPR	LEBL	13:40	14:57	RG01LF25	67	0	Unable	TWREGLL	TWR_ACDM	25/02/2019 14:52	25/02/2019 14:53	
	Request for Improvement		RYR5KN	LKPR	LEBL	13:40	14:57	RG01LF25	67	0	Submitted	TWREGLL	TWR_ACDM	25/02/2019 14:53		
✔	Request for Improvement		DLH06U	EDDM	LEBB	14:30	15:18	RG01ED25	33	0	Unable	CFMU	FMP	25/02/2019 14:58	25/02/2019 14:58	
✔	Request for Improvement		VLG18TB	EDDT	LEBL	13:55	14:46	RG01LF25	40	80	Unable	CFMU	FMP	25/02/2019 15:14	25/02/2019 15:14	
✔	Request for Improvement		TAP1205	EPWA	LPPT	14:05	14:24	RG01LF25	9		Unable	CFMU	FMP	25/02/2019 15:15	25/02/2019 15:15	
✔	Request for Improvement		FTL911A	LEGE	LIMF	14:40	15:13	RG01LF25	24	59	Unable	CFMU	FMP	25/02/2019 15:16	25/02/2019 15:16	
✔	Request for Improvement		DLH55E	LFBO	EDDF	13:30	15:30	RG01LF25	110	151	Unable	CFMU	FMP	25/02/2019 15:17	25/02/2019 15:17	
	Request for Improvement		THY4ZM	LFPG	LTBA	17:35	18:21	LTBAA25N	23		Unable	TWREGLL	TWR_ACDM	25/02/2019 15:39	25/02/2019 15:41	
	Request for Improvement		THY4ZM	LFPG	LTBA	17:35	18:21	LTBAA25N	23		Submitted	TWREGLL	TWR_ACDM	25/02/2019 15:41		
✔	Request for Exclusion from regulation		RYR9027	LZIB	LEGE	13:55	14:57	RG01LF25	56		Submitted	CFMU	FMP	25/02/2019 15:46		

This opens the **E-Helpdesk User Submit** Detached View:

Enter values for the mandatory **ARCID** and **IOBT** fields - the other are optional but might serve to refine your query...

.. Then click on the **Type** button:



From here onwards, you may follow the instruction provided above in the **Create a Request from the Flights Portlet** section.