

NM		EUROCONTROL
Document Title:	NOP User Manual - E-Helpdesk for TWR	

1 E-Helpdesk - TWR Perspective

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

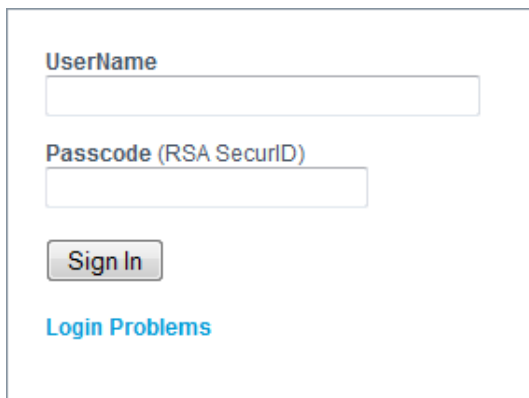
 **Note:** Requests can be created from the **E-Helpdesk** Portlet, or from the **Flight List** Portlet.

Connect to the Portal

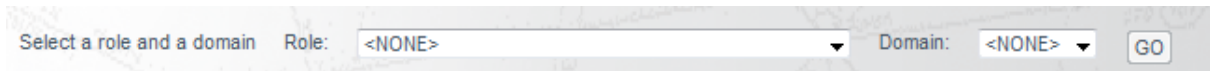
You will need to connect to the **Protected Portal** in order to use the E-Helpdesk. This is the URL to be used:

<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:



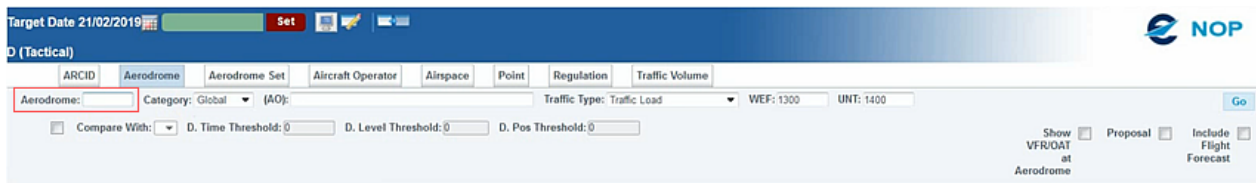
Select the appropriate values and click on the **Go** button.

Create a Request from the Flights Portlet

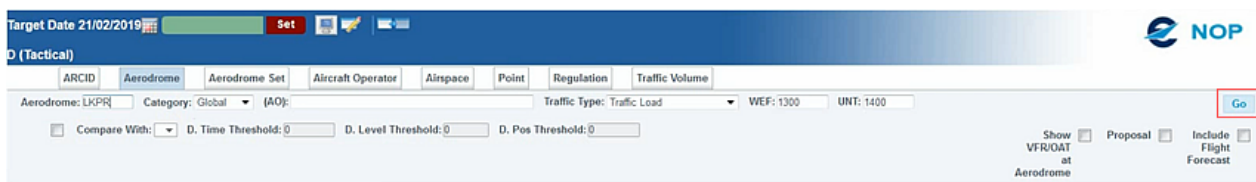
From the now available NOP Portal, locate the **Flights** Portlet and click on the **Flight List** link:



In the **Aerodrome** tab, fill in the **Aerodrome** field...



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



Spot the Flight that will require Slot extension...

Plot Selected Flights		Collapse All		E-Helpdesk		Compute Impacted Flights		Plot Evita		Selector		Scene			
	TOT/TA	STA	ARCID	ATYP	RM	ADEP	ADES	D	T	ARF	IOBT	LV	U	E/CTOT	X
☐	13:20A		EWG59KN	A319	DAGWV	LKPR	EDDK		A	200	21-13:05	+17:05		13:24C	
☐	15:17A		EZY68UG	A20N	GUZHG	EGGD	LKPR		A	390	21-13:20	+17:20		13:31C	
☐	13:30A		BAW859P	A320	GTTOB	LKPR	EGLL		A	380	21-13:25	+17:15		13:35C	
☐	14:29A		DFC451E	C510	OKOBR	LSZR	LKPR		A	370	21-13:30	+17:30		13:35E	
☐	15:26E		CSA497	AT75	OKNFV	ESGG	LKPR		I	210	21-13:30	+17:30		13:40E	
☐	13:41A		KLM80A	B738	PHBXL	LKPR	EHAM		t	300	21-13:30	+17:30		13:41E	
☐	16:24E	LU	CSA3DA	AT75	OKMFT	LROP	LKPR		I	200	21-13:30	+17:30		13:45E	
☐	15:58A		CSA689	B738	OKTVW	LEBL	LKPR		t	360	21-13:35	+17:35		13:49E	
☐	15:59E		TVS887	B738	OKTSH	ULLI	LKPR		I	400	21-13:40	+17:40		13:50E	
☒	14:00A		SWR1487	A320	HBJLQ	LKPR	LSZH		t	340	21-13:50	+17:50		14:00C	
☐	16:24E		AFL2024	A321	VPBEG	UUEE	LKPR		I	340	21-13:50	+17:50		14:00E	
☐	14:13A		RJR5KN	B738	EIFRB	LKPR	LEBL		t	370	21-13:40	+17:55		14:05E	

... Click in the check box to select it, then on the **E-Helpdesk** button to open the request form:

Plot Selected Flights		Collapse All		E-Helpdesk		Compute Impacted Flights		Plot Evita		Selector		Scene			
	TOT/TA	STA	ARCID	ATYP	RM	ADEP	ADES	D	T	ARF	IOBT	LV	U	E/CTOT	X
☐	13:20A		EWG59KN	A319	DAGWV	LKPR	EDDK		A	200	21-13:05	+17:05		13:24C	
☐	15:17A		EZY68UG	A20N	GUZHG	EGGD	LKPR		A	390	21-13:20	+17:20		13:31C	
☐	13:30A		BAW859P	A320	GTTOB	LKPR	EGLL		A	380	21-13:25	+17:15		13:35C	
☐	14:29A		DFC451E	C510	OKOBR	LSZR	LKPR		A	370	21-13:30	+17:30		13:35E	
☐	15:26E		CSA497	AT75	OKNEV	ESGG	LKPR		I	210	21-13:30	+17:30		13:40E	
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☐	16:24E	LU	CSA3DA	AT75	OKMFT	LROP	LKPR		I	200	21-13:30	+17:30		13:45E	
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☒	14:00A		SWR1487	A320	HBJLQ	LKPR	LSZH		t	340	21-13:50	+17:50		14:00C	
☐	16:24E		AFL2024	A321	VPBEG	UUEE	LKPR		I	340	21-13:50	+17:50		14:00E	
☐	14:13A		RJR5KN	B738	EIFRB	LKPR	LEBL		t	370	21-13:40	+17:55		14:05E	

The *E-Helpdesk User Submit* window opens - see how the flight details have been automatically imported in the relevant fields:




Remaining Characters: 100

Now open the **Type** dialog:




Remaining Characters: 100

NM		EUROCONTROL
Document Title:	NOP User Manual - E-Helpdesk for TWR	

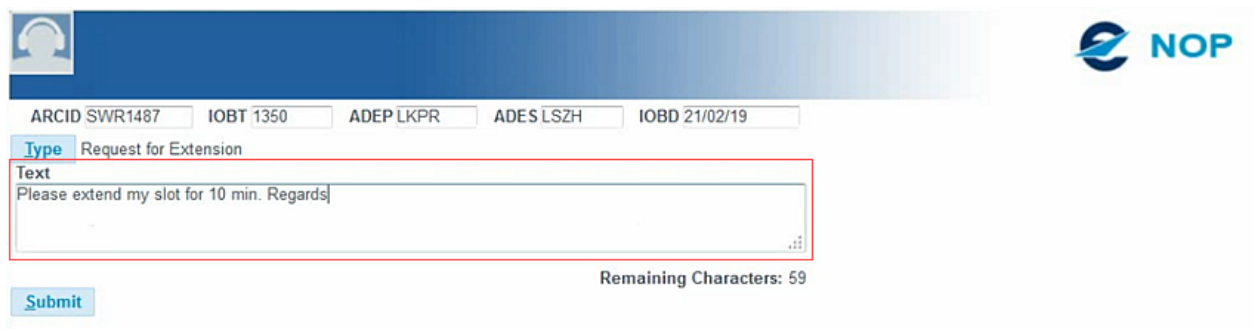
From the pop-up, select the **Request for Extension** type:



The screenshot shows a pop-up menu with a header bar containing a headset icon and the 'NOP' logo. Below the header, there are two options: 'Request for Improvement' and 'Request for Extension'. The 'Request for Extension' option is highlighted with a red rectangular box.

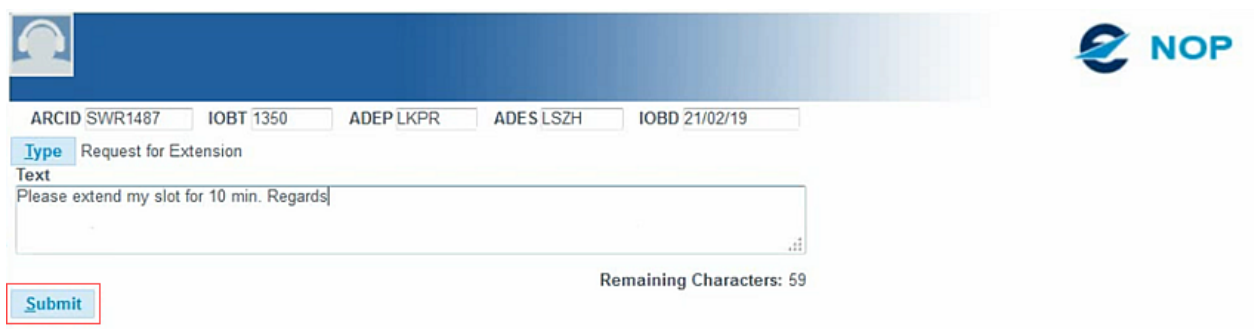
Note: from the same pop-up, you could also select, whenever relevant, the **Request for Improvement** type.

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



The screenshot shows the E-Helpdesk form. At the top, there are several input fields for 'ARCID', 'IOBT', 'ADEP', 'ADES', and 'IOBD'. Below these, there is a 'Type' dropdown menu set to 'Request for Extension'. The 'Text' field is highlighted with a red rectangular box and contains the text 'Please extend my slot for 10 min. Regards'. Below the text field, there is a 'Submit' button and a 'Remaining Characters: 59' indicator.

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



This screenshot is identical to the previous one, showing the E-Helpdesk form with the 'Text' field highlighted. In this version, the 'Submit' button at the bottom left is highlighted with a red rectangular box.

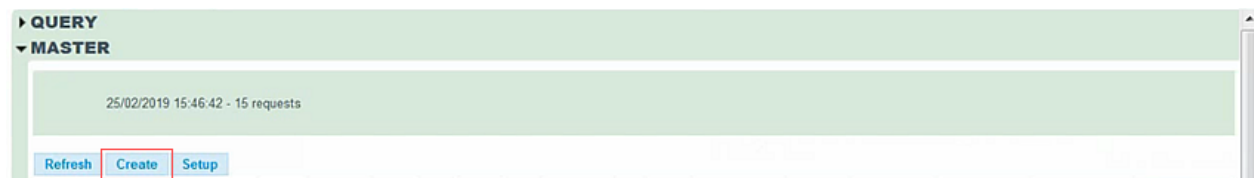
Create a Request from the E-Helpdesk Portlet

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



The screenshot shows a portlet titled 'E-Helpdesk'. The text inside the portlet reads: 'Click on Open to ask for Network Manager Operations Centre (NMOC)'s assistance with regard to Flow Management issues or CTOT.' Below this text, there is a link labeled 'Open' with a right-pointing arrow, which is highlighted with a red rectangular box.

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



The screenshot shows a 'Detached View' titled 'QUERY' with a sub-section 'MASTER'. The main area displays the text '25/02/2019 15:46:42 - 15 requests'. At the bottom of the view, there are three buttons: 'Refresh', 'Create', and 'Setup'. The 'Create' button is highlighted with a red rectangular box.

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

NM		EUROCONTROL
Document Title: NOP User Manual - E-Helpdesk for TWR		



ARCID IOBT ADEP ADES IOBD

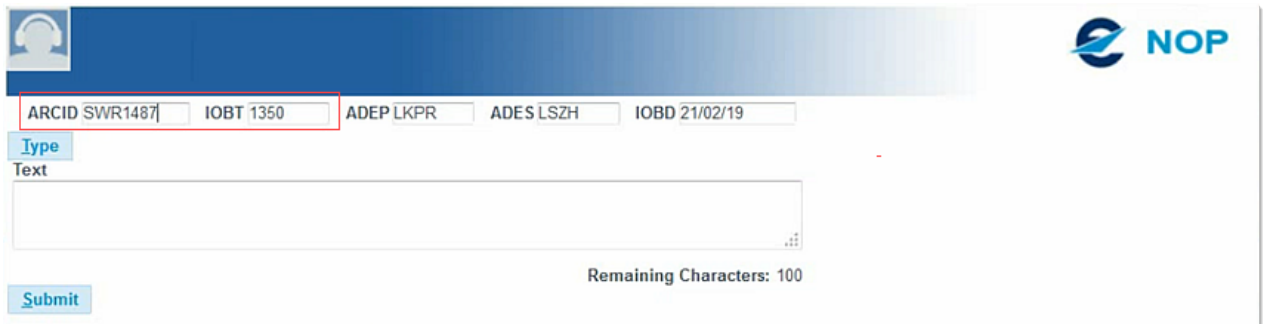
Type

Text

Submit

Remaining Characters: 100

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



ARCID SWR1487 IOBT 1350 ADEP LKPR ADES LSZH IOBD 21/02/19

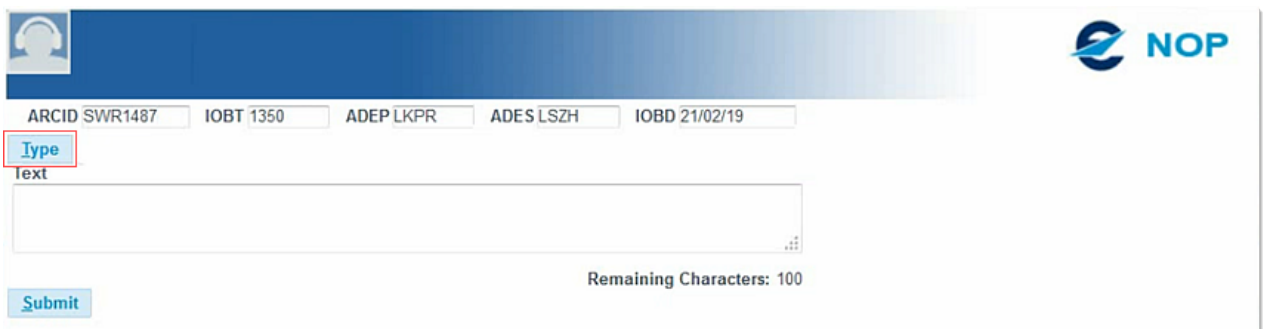
Type

Text

Submit

Remaining Characters: 100

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



ARCID SWR1487 IOBT 1350 ADEP LKPR ADES LSZH IOBD 21/02/19

Type

Text

Submit

Remaining Characters: 100

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