# User Guide: Navigating ARM Workspace

Purpose: Each Agricultural Risk Management System (ARM) user has a workspace, that is, a customized home page based on a user's role and duty station location. This user guide describes how to navigate the ARM workspace. The following areas (with the corresponding number on the image) are covered in this user guide:

1. User Profile Icon
2. Workspace Icon
3. Workspace Tabs
4. Workspace Panes
5. Left-hand Navigation Icons
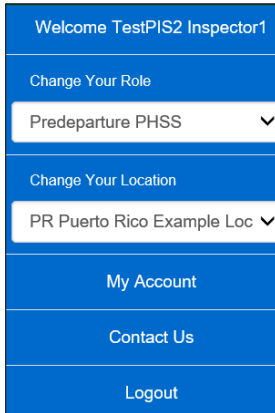6. Search Events Field
7. Auto-Refresh Icon
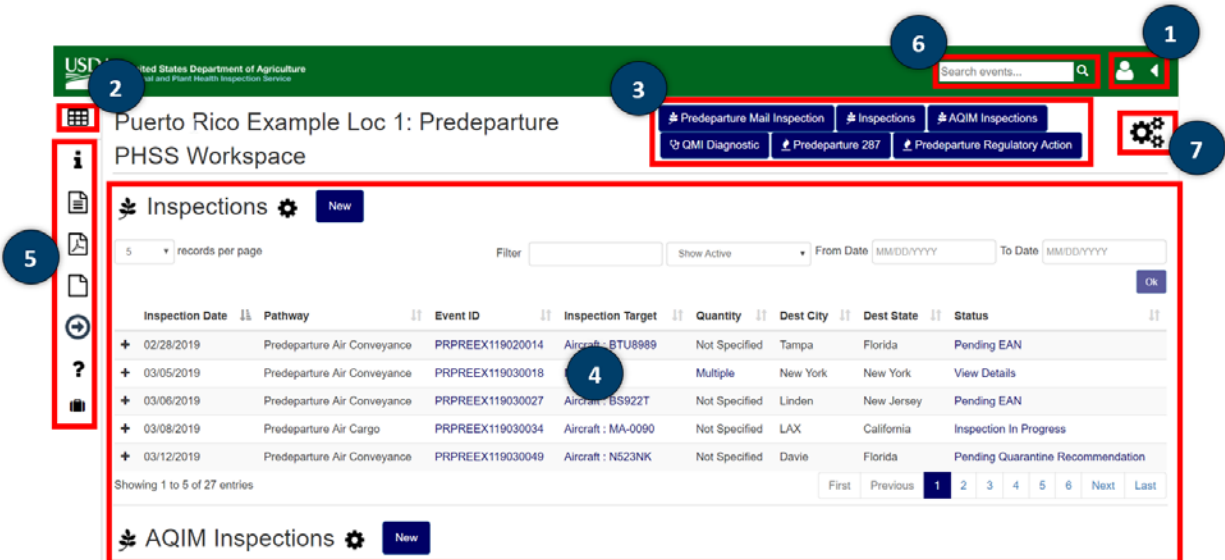
1. User Profile Icon

The User Profile icon has a drop-down arrow to adjust setting with a user's ARM profile.

Click the arrow to display the drop-down menu. Six rows (shown below) display in the drop-down menu. Each row is described below.
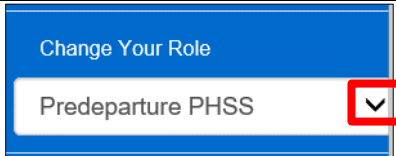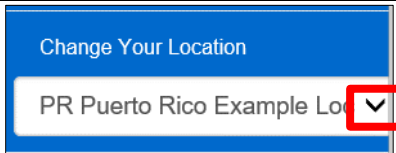
Welcome

This row lists the name of the person who signed in with the LincPass log in.

Change Your Role

This row lists the role(s) for which users have permission(s). Users who have multiple roles can click the drop-down arrow and select another role, such as supervisor.

Change Your Location

This row lists the location(s) for which users have permission(s). Users who are assigned multiple locations can click the drop-down arrow and select another location.

My Account

My Account	This row is currently inactive.

Contact Us

Contact Us	When users hover over this row, the contact information (phone and email address) for the ARM Help Desk displays.

For questions, email the ARM Helpdesk or call 1.866.794.2827 - Option 5 for ARM
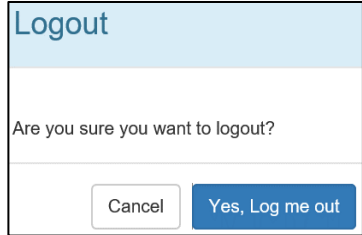
The email link is active. When users click the link, an email opens and populates the To: line with the ARM Help Desk email address.

- If email requires immediate attention, users should type Urgent in the subject line.
- If the email is related to ARM Predeparture, users should type that in the subject line. This distinguishes it from ARM Plant Inspection Station (PIS).

After users send the email, the Help Desk receives the email, reviews the email, and manually assigns the ticket.

Logout

This row allows user to log out of ARM.

Step	Action
1	Click Logout. Logout A window displays asking users if they want to log out. **Logout** Are you sure you want to logout? Cancel Yes, Log me out
2	Click Cancel to stay in ARM; or, click "Yes, Log me out" to remain in ARM.

2. Workspace Icon
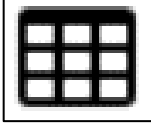
The Workspace icon is the home button for ARM. When navigating ARM, return to the ARM workspace by clicking the Workspace icon.

IMPORTANT:
- **Do NOT use the back arrows in the browser to navigate ARM.**
- **Always SAVE the information before clicking the Workspace icon to avoid losing any changes.**

3. Workspace Tabs

The workspace has the following sections (referred to as panes):
- Predeparture Mail Inspection
- Inspections
- AQIM Inspections
- QMI Diagnostic
- Predeparture 287
- Predeparture Regulatory Action

The names of the panes match the names of the tabs. The tabs and their description are listed in alphabetical order in table below.

Tab	Description
AQIM Inspections	This tab hides or shows the Agricultural Quarantine Inspection Monitoring (AQIM) Inspections pane.
Inspections	This tab hides or shows the Inspections pane, dealing with cargo and conveyances (vessel or plane).
Predeparture Mail Inspection	This tab hides or shows the Predeparture Mail Inspection pane.
Predeparture 287	This tab hides or shows Predeparture 287 pane.
Predeparture Regulatory Action	This tab hides or shows Predeparture Regulatory Action pane.
QMI Diagnostic	This tab hides or shows the Quarantine Material Interception (QMI) Diagnostic pane.

The tabs are toggle buttons. Users can click the tabs to hide or show panes in the workspace.

- By default, the tabs are blue. Blue indicates that the panes are visible in the workspace.
- Clicking a tab changes it from blue to white. White indicates the pane is hidden. In the image below, the Inspections pane would be hidden in the workspace; the other panes would be displayed.


At least one pane must be displayed in the workspace. Thus, at least one tab must be blue.

4. Workspace Panes

The workspace has the following panes (listed in the table below). The names of the panes match the names of the tabs. The panes and their description are listed in alphabetical order in table below.

| Pane	Description
AQIM Inspections	This pane deals with the AQIM inspection.
Inspections	This pane deals with cargo and conveyance (vessel or plane).
Predeparture Mail Inspection	This pane deals with mail inspections.
Predeparture 287	From this pane, users can generate a PPQ 287 (that is, the Regulatory form used in mail).
Predeparture Regulatory Action	In this pane Cargo (Maritime & Air) Regulatory Actions display. Regulatory actions include treatments, unapproved growing medias, soil contamination, and prohibited items.
QMI Diagnostic	This pane is where QMI interceptions are reported in ARM

The workspace displays panes based on the selected tabs as shown below.
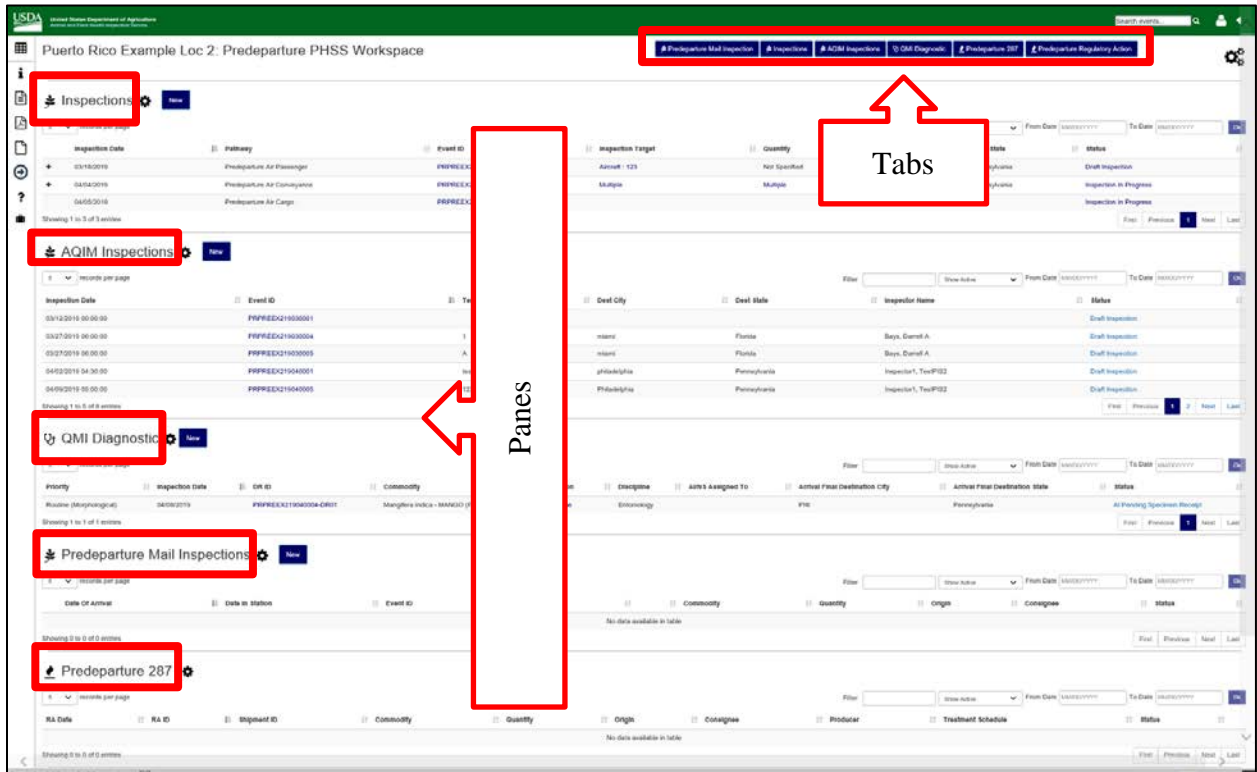
Common Fields in the Panes

Each pane shares the following fields (with the corresponding number on the image below).

    a.   New Button
    b.   Records per Page
    c.   Filtering Options
- By Unique (or Partial) Identifier
- By Status
- By Date Range

    d.   Number of Records Shown of Total Number of Records (in Selected Status)
    e.   First, Previous, Next, and Last Buttons
    f.   Sorting Icons
    g.   Expand or Collapse Record Details View
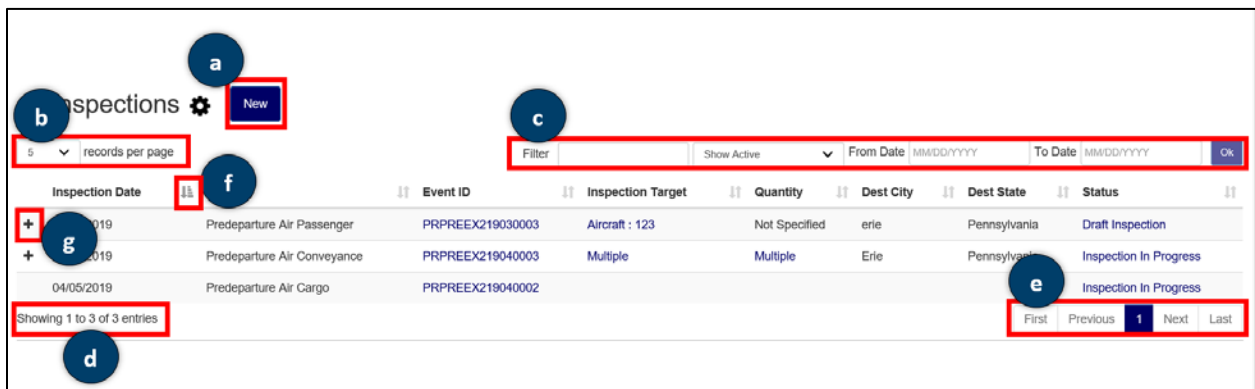
a. New Button

The New button creates a new record for a specific pane. (NOTE: The Predeparture 287 and Predeparture Regulatory Action panes do not have a New button.)

For more information, refer to the appropriate user guide (**User Guide: Inspections**; **User Guide: AQIM Inspections**; or **User Guide: QMI Diagnostic**).

b. Records per Page

 This field allows users to choose how may records to display at a time within the pane.

Step	Action
1	Click records per page drop-down arrow. A window displays. The current number of records per page is highlighted.
2	To change the number of records that display, select another option. **NOTE: It is recommended to <u>NOT</u> select All or more than 10 records per page as this affect software's performance.**

c. Filtering Options

ARM allows users to filter records in a variety of ways. The following fields and features can be used together or separately.

Filter Field

 This field allows users to filter records displayed for a pane. Users can filter any data that is displayed in the pane by Event ID numbers, Shipment identifiers, Diagnostic Request numbers, Commodities, Inspection Target, Terminals, Destination Cities and States, etc.

Step	Action
1	In the Filter field, begin typing a full or partial alphanumeric identifier of an Event ID, Shipment, Diagnostic Request, Commodity, Inspection Target, Terminal, Destination City and State, etc.
2	Filtering occurs automatically after a user types three characters. After users type in the full or partial alphanumeric identifier, the filtered records automatically display.

Step	Action
3	To undo the filter, point to the right of the field and an X displays. Click the X to delete the filter.

The other filtering options, Show Active drop-down menu and date range (explained below), can be used with or independently of the Filter field.

Show Active Drop-down Menu

 This filtering option is a drop-down menu that allows users to filter records according to their status. (This option can be used with or independently of the Filter field.)

The status options include:
- **Show Active**: This displays records that are currently active and have not been released yet from PPQ's custody. **NOTE: This is the default and recommended selection.** Using another selection can affect software's performance.
- **Show Complete: 1 (3, 7 or 30) Day(s)**: This displays records that were released from PPQ and closed out in the various time frames.
- **Show All**: This displays all Active and Completed records within the date filters (with the default being from 90 days ago to the present).

Step	Action
1	Click the drop-down arrow. A window displays. The status of records that are displayed currently is highlighted. NOTE: The Show Active view is recommended status for ARM users. Using another selection can affect software's performance.
2	To change which records to display according to their status, select another option. The records of that selected status display automatically.

Date Range Fields (From Date To/Date)

This filtering option is a date range that allows users to find any records within that date range. (This option can be used with or independently of the Filter field.)

IMPORTANT: Users are limited to a maximum 90-day date range, but that date range is not limited to a point in time.

Step	Action
1	Enter the dates for the date range using one of the following options.
	a. In both the From Date and To Date fields, type in dates following the MM/DD/YYYY format.
	b. In the From Date and To Date fields, click in the fields. A calendar displays. Select the dates from the calendar.
2	Click Ok.
	Any records acted upon during this time period display.

d. Number of Records Shown of Total Number of Records (in Selected Status)

Located under the left-hand side of each pane, this line tells users the number of records per page displayed and the total number of records in the current status at the location (based on user's selection) of all the entries (also known as records).

ARM defaults to displaying five records per page. The number of records displayed can be changed using the Records per Page feature.

e. First, Previous, Next, and Last Buttons

| First | Previous | **1** | 2 | 3 | 4 | 5 | Next | Last |
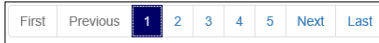
Users can navigate the records or available search results using the First, Previous, Next, Numbered Pages, or Last buttons. These are located under the right-hand side of each pane.

Use the buttons to navigate the various results pages.
- A blue button with white text indicates the current page.
- A white button with blue text indicates this page is available.
- A white button with gray text (or a red, null sign (Ø) when users hover over the button) indicates this button is not active.
- The First button displays the initial page of results.
- The Previous button displays the previous page of results.
- "1" is the first page, and ARM defaults to this page. If more pages exist, they are numbered sequentially.
- The Next button displays the next sequential page of results.
- The Last button displays the final page of results.

f. Sorting Icons

In the table of the results that display, each column has a sorting feature. The up and down arrows to the right of the header are the sorting icons.

| Inspection Date | ⬍ |

To sort the data in the columns, the arrows are toggle buttons allowing a user to sort in ascending or descending order. Click the default state icon to see the ascending order and descending order icons.

Icon	Description
⬍	This is the default state when results display.
⬇	Selecting the ascending order (from smallest to greatest) lists items in this order: - Any blank fields - Numerically (starting with the smallest number) - Alphabetically (starting with the letter a)
⬇	The descending order (from greatest to smallest) lists items in this order: - Reverse alphabetical order - Reverse numerical order (starting with the largest number) - Any blank fields

g. Expand or Collapse Record Details View Numbers

	Inspection Date	↕	Pathway
+	03/18/2019		Predeparture Air Passenger

Throughout ARM, a plus (+) indicates more information about that record is available.

Click + to see additional information. When clicked, the + changes to –. Click – to hide the additional information.

5. Left-hand Navigation Icons

One of the ways users can navigate ARM is the icons on the left-hand side of ARM. (The area containing the icons is also known as the "left-hand drawer" because of the way items open when clicked.)

Info

This icon displays on the workspace but is active only when users are in a record. (If users are not in a record, red, null sign (Ø) will display when they hover over the icon.)

Clicking this icon while in a record opens the Info panel which displays the complete history of a record in reverse chronological order.

The Info Panel

The Info panel displays in reverse chronological order all the information for the selected Event ID (including Diagnostic Request Information, Determinizations, Status, Pest State Information, Diagnostic Request Commodities, Inspection Results Information, Commodity, Schedule Inspection, Status, and Shipment IDs). An example of a record's Info Panel is shown below. (For more information, see the **User Guide: Info Panel**.)

Info

Diagnostic Request Information

Diagnostic Request #:65100010, 2504-651000020-DR01   **DR Type:**Pest On Commodity

DR Current Status:AI Pending Specimen Receipt   **Date:**06/22/2017

Priority: Urgent   **WPM:**Not Present

DR Remarks:ACE-ARM Scenario 10. 309 submitted with the wrong inspection port code , 2017-06-22T12:14:31-04:00   **DR Current Location:**San Diego PIS

DETERMINATIONS

Diagnostic Routing Type	Regulatory Id	Identification Possible	Method	Determination/Discipline/Reason	Date Determined	Determination Remarks	Determined By
Initial ID	Morphological	No	Yes	Morphological	Entomology		ACE-ARM Scenario 10. 309 submitted with the wrong inspection port code , 2017-06-22T12:14:31-04:00	

Pest Images: None

PEST STAGE INFORMATION

	Immature	Pupae	Adults	Eggs	Cysts
Alive	0	0	3	0	0
Dead	0	0	0	0	0

DIAGNOSTIC REQUEST COMMODITIES

Commodity	Country of Origin	Consignee	Host Proximity	Host Part
Viburnum sp. - Viburnum (CF)	Netherlands		In	Flower

Diagnostic Routing PDF:routing.pdf

Commodity

Created: 06/22/2017 12:15:04 User: Scenario Ten

Dest.	Commodity	Consignee	Origin	Qty	Units	Producer	Shipment ID	CFN
	Viburnum sp. - Viburnum (CF)		Netherlands	500	Stems		N/A	N/A

Entry & Arrival

Created: 06/22/2017 12:14:44 User: Scenario Ten

Event ID:2504-651000020   **Pathway:**Airport - Aircraft - Cargo - CBP

Commercial Shipment: Yes   **Overtime:**No

Port/Facility of Arrival:SAN YSIDRO   **Expected Date of Arrival in U.S.:**06/22/2017

Port of Lading:FRANKFURT MAIN INTL   **Country of Export:**Germany

Port of Lading: Frankfurt Airport   **Airline:**Not Specified

Carrier SCAC:020

SHIPMENT IDS

Shipment ID
SB: 020 B6510000010
CEN: E65-10000010

Uploaded Documents

This icon displays on the workspace but is active only when users are in a record. (If users are not in a record, red, null sign (Ø) will display when they hover over the icon.)

Clicking this icon shows the documents (such as package images.) that were uploaded for the record or notes that no documents were uploaded.

ARM Generated Forms

This icon displays on the workspace but is active only when users are in a record. (If users are not in a record, red, null sign (Ø) will display when they hover over the icon.)

Clicking this icon shows the forms that have been created by ARM, such as Diagnostic Requests and Predeparture Regulatory Action Forms. (See example below.) Clicking the link opens the document as a PDF in a new tab.

Event Id	Commodity(ies)	Origins	User Role
GAATL18030001-DR01	Amaranthus sp. - Amaranthus sp. (PM)	Azerbaijan	Touhey, Peter A
GAATL18030001-DR02	Amaranthus sp. - Amaranthus sp. (PM)	Azerbaijan	Touhey, Peter A
GAATL18030001-DR03	Amaranthus sp. - Amaranthus sp. (PM)	Azerbaijan	Touhey, Peter A

Reports

The Reports icon launches the Cognos reporting website, where reports can be run using the data that has been entered in to ARM. This will be used mostly by supervisors. This will be developed in a subsequent release.

Retrieve ACE

ACE refers to the Automated Commercial Environment, the U.S. Customs and Border Protection system with which ARM is integrated.

This icon is active but only when users are in a record that received electronic entry files from CBP. (This is used for the PIS module of ARM and not for predeparture operations.)

Help

The Help icon is accessible from any page. Clicking this icon displays:
- The ARM Help Desk contact information
- User guides, job aids, and other resources
- The links will open up PDFed files that can be printed.

WADS

🛄	Clicking this icon will allow users to enter Work Accomplishment Data System (WADS) data. For more information, refer to the **User Guide: Enter Work Accomplishment Data System (WADS) Data**.

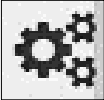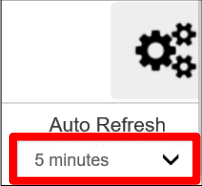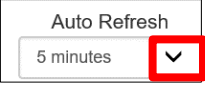# 6. Search Events Field
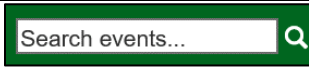
Search events... 🔍	The Search Events field allows users to find a record in ARM. For more information, refer to the **User Guide: Search Events and Filter**

Results.

7. Auto Refresh Icon
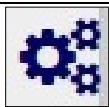
To avoid timing out, users can set the auto refresh option using the Auto Refresh icon.

For security reasons eAuthentication times out and automatically logs out of ARM when users have not been active in ARM for certain periods of time.

Step	Action
1	Click Auto Refresh icon. A window displays. The field displayed in the drop-down menu indicates how frequently ARM is automatically refreshing. The default is five minutes. Auto Refresh 5 minutes ⌄
2	If desired, change how frequently ARM is refreshing by clicking the drop-down arrow. **NOTE: The recommended setting is five minutes.** Auto Refresh 5 minutes ⌄ A window displays the expanded drop-down menu. The current auto refresh option is highlighted. The other options to change how frequently ARM refreshes the page display. Off 1 minute 5 minutes 10 minutes

For more information, refer to the **User Guide: Avoid Timing Out in ARM**.