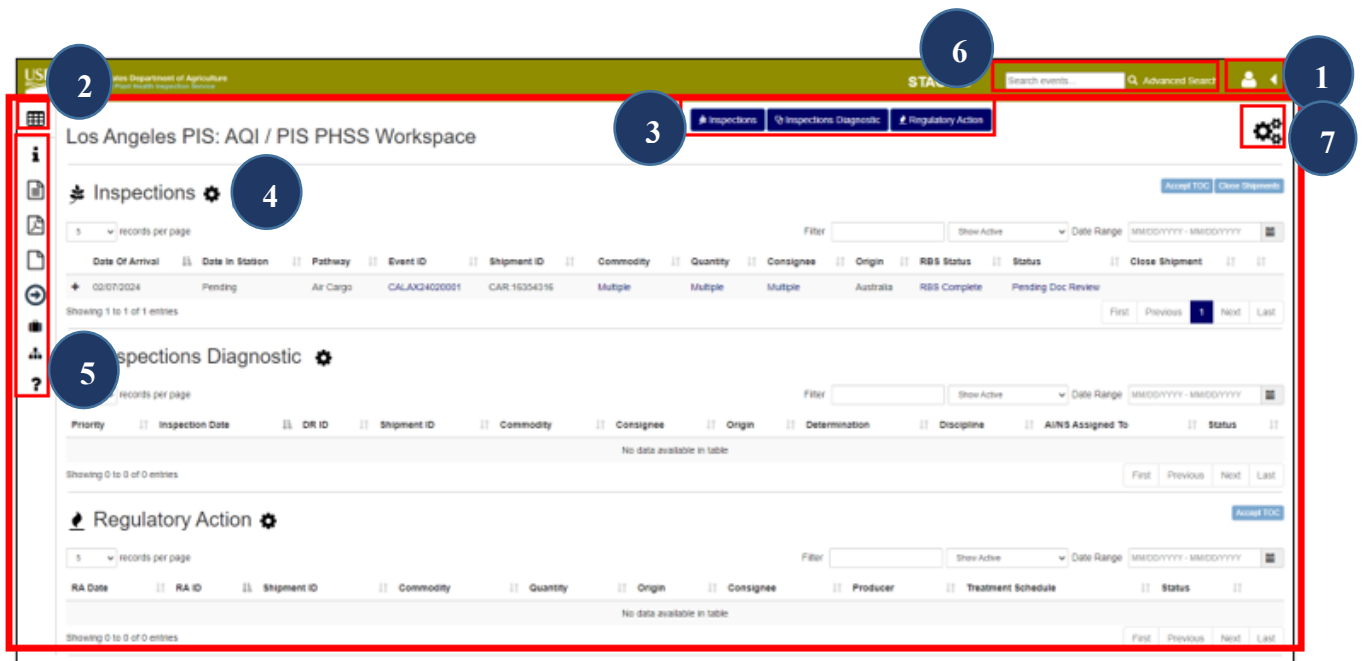




User Guide: Navigating the Agricultural Quarantine Inspection (AQI) and Plant Inspection Station (PIS) Plant Health Safeguarding Specialist (PHSS) ARM Workspace

Purpose: This user guide describes navigating the AQI and PIS PHSS 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

Each Agricultural Risk Management (ARM) system user has a workspace, that is, a customized home page based on a user’s role and duty station location.



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



Click the arrow to display the drop-down menu. Notice that six rows are displayed in the drop-down menu.

Welcome Jose Santos

Select Your Role
 AQI / PIS PHSS

Select Your Location
 FL Orlando PIS PPQ

Go To Workspace




My Account

Contact Us

Logout

Each row is described below.


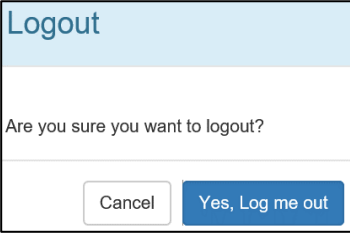
Row	Description
	This row lists the name of the user who signed in with the LincPass login.
	This row lists the role(s) for which users have permission(s). Users who are assigned multiple roles can click the drop-down arrow and select other available roles.
	This row lists the location(s) for which users have permission(s). Users who are assigned multiple locations can click the drop-down arrow and select another location.
	Users must click on this row to be directed to the ARM Workspace which corresponds to the Role and/or Location selected in the previous drop-down menus.

	<p>This row allows users to update and set their user information, default role, and location if they have multiple options. See the next page for detailed information on navigating and setting up an account.</p>
	<p>This row displays the contact information (phone and email address) for the ARM Help Desk.</p> <p>The email link is active. When users click the link, an email opens and populates the ARM Help Desk email address.</p> <ul style="list-style-type: none"> • If the email requires immediate attention, users should type Urgent in the subject line. • Also, indicate the program that the issue is being reported. For example, “ARM PIS” that way will help to distinguish it from other programs. <p>After users send the email, the ARM Help Desk receives the email, reviews the email, and manually assigns the ticket.</p>
	<p>This row allows users to log out of ARM.</p>

To navigate and set your account information, follow the steps below:

Step	Action						
1	<p>Click My Account.</p> <div data-bbox="277 369 583 443" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #0070C0; color: white; width: 100px; margin: 0;">My Account</p> </div> <p>This will redirect users to the User Details page. On this page, users will be able to see the current roles, locations, and any other information related to their account.</p> <div data-bbox="277 619 1487 783" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>User Details</p> <div style="border: 2px solid red; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; border-bottom: 1px solid #ccc; padding: 2px;"> <small>First Name *</small> Jose </td> <td style="width: 33%; border-bottom: 1px solid #ccc; padding: 2px;"> <small>Middle Name</small> D </td> <td style="width: 33%; border-bottom: 1px solid #ccc; padding: 2px;"> <small>Last Name *</small> Santos </td> </tr> <tr> <td style="border-bottom: 1px solid #ccc; padding: 2px;"><small>Badge Number</small></td> <td style="border-bottom: 1px solid #ccc; padding: 2px;"><small>Email Address *</small></td> <td style="border-bottom: 1px solid #ccc; padding: 2px;"><small>EAuth ID *</small></td> </tr> </table> </div> </div> <p>Update information if needed. First, Middle, or Last Name, Phone or Badge Number and Email address.</p> <p>Note: All information defaulted in these fields is related to Linc pass user sign-on.</p>	<small>First Name *</small> Jose	<small>Middle Name</small> D	<small>Last Name *</small> Santos	<small>Badge Number</small>	<small>Email Address *</small>	<small>EAuth ID *</small>
<small>First Name *</small> Jose	<small>Middle Name</small> D	<small>Last Name *</small> Santos					
<small>Badge Number</small>	<small>Email Address *</small>	<small>EAuth ID *</small>					
2	<p>Click on the Current Default Role drop-down arrow, to update or change the role.</p> <div data-bbox="277 1121 737 1199" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><small>Current Default Role *</small></p> <p style="border-bottom: 1px solid #ccc; padding: 2px;">AQI / PIS PHSS v</p> </div>						
3	<p>Click on the Current Default Location drop-down arrow, to update or change location.</p> <div data-bbox="277 1331 724 1404" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><small>Current Default Location *</small></p> <p style="border-bottom: 1px solid #ccc; padding: 2px;">FL Orlando PIS PPQ v</p> </div>						
4	<p>Save user details, roles, and/or location updates.</p> <p>Note: All updates or changes will be reflected once the user logs into a new ARM session.</p>						

To exit the system, users must use the log-out tab. To log out from ARM, follow the steps below:

Step	Action
1	<p>Click Logout.</p>  <p>A window displays asking users if they want to log out.</p> 
2	<p>Click Cancel to stay in ARM; or click “Yes, log me out” to exit ARM.</p>

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

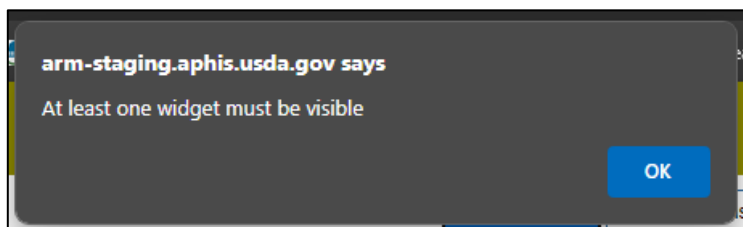
The workspace tabs are toggle buttons, and they are located on the top of the screen. These tabs will vary between the different workspaces, but the functionality is the same. These are the most common ones:

- Inspections
- Inspections Diagnostic
- Regulatory Action



By default, the tabs are blue which indicates that the panes are visible in the workspace. Clicking a tab changes, it from blue to white which indicates the pane is hidden. In the image above, the Regulatory Action pane would be hidden in the workspace; the other panes would be displayed.

Note: At least one pane must be displayed in the workspace. Thus, at least one tab must be blue. The following warning message will show when users try to hide all tabs:



4. Workspace Panes

The names of the panes match the names of the tabs. Each pane shares the following fields (with the corresponding number on the image below):

1. Records per Page
2. Filtering Options
 - By Unique (or Partial) Identifier
 - By Status
 - By Date Range
3. Total Number of Records (in Selected Status)
4. First, Previous, Next, and Last Buttons
5. Sorting Icons
6. Expand or Collapse Record Details View

(For more information on these fields, please refer to the **User Guide: How to Search for a record using ARM's Global Search/Search Events.**)







The screenshot displays the 'Orlando PIS: AQI / PIS PHSS Workspace' interface. The table below represents the data shown in the interface:

Date Of Arrival	Date In Station	Pathway	Event ID	Commodity	Quantity	Consignee	Origin	RBS Status	Status	Close Shipment
Pending	Pending	Mail	FLORL24020005							Draft Inspection
12/13/2023	02/02/2024	Air Cargo	FLORL23120001 SB:01-78789554	Multiple	Multiple	Brad's Buds & Blooms	Multiple	Multiple		View Details
01/31/2024	02/21/2024	Air Cargo	FLORL24010001 SB:ABC-12345678	Achillea sp. - Achillea sp. (PM)	2500 Plant Units	Abel Bell	Costa Rica	RBS Complete		Inspection In Progress
02/07/2024	02/09/2024	Air Cargo	FLORL24020001 SB:001-25897410	Lantana camara - Lantana camara (PM)	5000 Plant Units	Brad's Buds & Blooms	Guatemala	RBS Complete		Pending Clearance
02/13/2024	02/13/2024	Mail	FLORL24020004 MBC:132435463545	Multiple	10 Plant Units	Jim Mathern	China	RBS		287 Issued

Numbered callouts in the image point to the following UI elements:



- 1: Records per page dropdown (set to 5)
- 2: Filter and Date Range options
- 3: 'Showing 1 to 5 of 20 entries' text
- 4: Pagination buttons (First, Previous, 1, 2, 3, 4, Next, Last)
- 5: Sorting icon for the Event ID column
- 6: Expand/Collapse icon for the first record






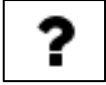
The panes and their descriptions are listed in alphabetical order in the table below:

Pane	Tab	Description
		This pane displays all inspections and their status in ARM. It will appear on PIS and Predeparture workspaces.
		This pane displays all Diagnostic Requests (DRs) sent from PIS to Area Identifiers and their status in ARM.
		This pane displays all records with a Regulatory Action and their status in ARM.

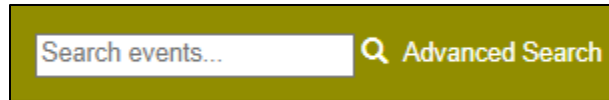
5. Left-hand Navigation Icons

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

Icon	Name	Description
	Info	<p>This icon displays on the workspace but only active when users are in a record. (If users are not in a record, a red null sign (Ø) will display when they hover over the icon.)</p> <p>Clicking this icon while in a record opens the Info panel which displays the complete history of a record in reverse chronological order.</p> <p>(For more information, refer to the User Guide: Info Panel.)</p>
	Uploaded Documents	<p>This icon displays on the workspace but only active when users are in a record. (If users are not in a record, a red null sign (Ø) will display when they hover over the icon.)</p> <p>Clicking this icon shows the documents (such as package images) that were uploaded for the record or indicates that no documents were uploaded.</p>

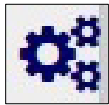
Icon	Name	Description																
	<p>ARM Generated Forms</p>	<p>This icon displays on the workspace but only active when users are in a record. (If users are not in a record, a red null sign (Ø) will display when they hover over the icon.)</p> <p>Clicking this icon shows the forms that have been 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.</p> <table border="1" data-bbox="769 674 1482 831"> <thead> <tr> <th>Event Id</th> <th>Commodity(ies)</th> <th>Origins</th> <th>User Role</th> </tr> </thead> <tbody> <tr> <td>GAATL18030001-DR01</td> <td>Amaranthus sp. - Amaranthus sp. (PM)</td> <td>Azerbaijan</td> <td>Touhey, Peter A</td> </tr> <tr> <td>GAATL18030001-DR02</td> <td>Amaranthus sp. - Amaranthus sp. (PM)</td> <td>Azerbaijan</td> <td>Touhey, Peter A</td> </tr> <tr> <td>GAATL18030001-DR03</td> <td>Amaranthus sp. - Amaranthus sp. (PM)</td> <td>Azerbaijan</td> <td>Touhey, Peter A</td> </tr> </tbody> </table>	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
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GAATL18030001-DR03	Amaranthus sp. - Amaranthus sp. (PM)	Azerbaijan	Touhey, Peter A															
	<p>View WAD</p>	<p>This icon displays all WAD data for the user location. It can only be accessed from the main workspace. 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.</p>																
	<p>Reports</p>	<p>This icon launches the Cognos reporting website, where reports can be run using the data that has been entered into ARM. This will be used mostly by supervisors. This will be developed in a subsequent release</p>																
	<p>Retrieve ACE</p>	<p>This icon launches the Customs Entry Number Confirmation window, where the users will be able to review the information of an entry. For more information, refer to the User Guide: Loading, Validating, and Updating APHIS Core Message Set.</p>																
	<p>View Taxonomy</p>	<p>ARM has a core Taxonomy table that is referenced by both Pests and Plant Commodities. You can search the Taxonomy table by clicking on the Taxonomy icon. Clicking this icon will launch the Taxonomy search page, where users can search for names in the table. The Taxonomy icon is accessible from any page.</p>																
	<p>HELP</p>	<p>This icon is accessible from any page. Clicking this icon displays: Help Desk Contact Information, User Guides, Functionality, Other links, etc.</p>																

6. Search Events Field



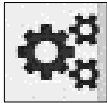
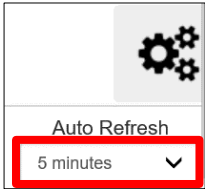
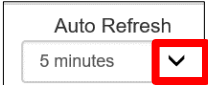
The Search Events field allows users to find a record in ARM. For more information, refer to the **User Guide: How to Search for a record using ARM’s Global Search/Search Events**.

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.

Step	Action
1	<p>Click the Auto Refresh icon.</p>  <p>Note: A window displays. The field displayed in the drop-down menu indicates how frequently ARM is automatically refreshing. The default option is Off.</p> 
2	<p>Click the drop-down arrow to change how frequently ARM is refreshing if desired.</p>  <p>NOTE: The recommended setting is five minutes. A window displays the expanded drop-down menu. The current auto-refresh option is highlighted. The image below shows the other options available for how frequently ARM refreshes the page display.</p> 