



User Guide: Navigating SITC Officer ARM Workspace

Purpose: This user guide describes how to navigate the SITC Officer 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

The screenshot shows the SITC Officer ARM workspace interface. The top navigation bar includes the USDA logo, the text "United States Department of Agriculture" and "Animal and Plant Health Inspection Service", a search field labeled "Search events...", a user profile icon (1), and a gear icon (7). Below the navigation bar, the workspace is titled "SITC: SITC Officer Workspace" and contains three tabs: "Records", "Diagnostic", and "Regulatory Action". The "Records" tab is active, displaying a table with columns: Selection Date, Finding Date, Pathway, Event ID, Commodity, Quantity, and Status. The table shows three records. The "Diagnostic" tab is currently empty, showing "No data available in table". The "Regulatory Action" tab shows one record. The left-hand navigation pane (5) contains icons for home, records, diagnostic, regulatory action, and help. The top right corner (6) contains the search field and user profile icon.

Selection Date	Finding Date	Pathway	Event ID	Commodity	Quantity	Status
06/24/2021	06/24/2021	SITC Commerce Site	FLORLTC21060001	Artware/Craft/Handicraft (MC)	23 Each	Pending EAN Acknowledgment
06/29/2021	06/29/2021	SITC Commerce Site	FLORLTC21060002	Unknown Seeds - Unknown Seeds (UP)	3 Kilograms	Pending Commodity Determination
07/26/2021	07/26/2021	SITC Commerce Site	FLORLTC21070001	Artware/Craft/Handicraft (MC)	25 Each	Pending EAN Acknowledgment

Priority	Finding Date	DR ID	Shipment ID	Commodity	Consignee	Origin	Determination	Discipline	AI/NS Assigned To	Status
No data available in table										

RA Date	RA ID	Shipment ID	Commodity	Quantity	Origin	Consignee	Status
07/27/2021	FLORLTC21070001-E001		Artware/Craft/Handicraft (MC)	25 Each	China	Katie Pinto Beans LLC	Pending EAN Acknowledgment

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 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 Antonio Velazquez

Select Your Role

SITC Officer ▼

Select Your Location

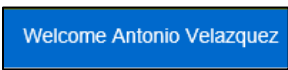
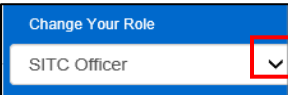
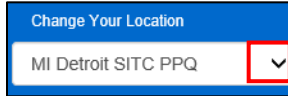
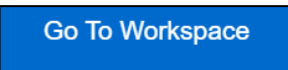

NJ Elizabeth SITC PPQ ▼

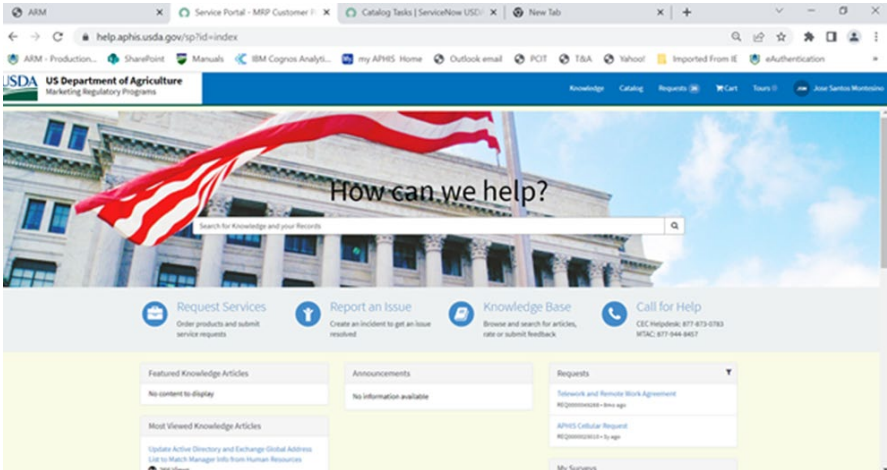
Go To Workspace

My Account

Contact Us

Logout


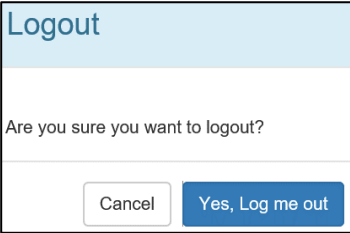
Row	Description
	This row lists the name of the user who signed in with the LincPass log in.
	This row lists the role(s) for which users have permission(s). Users who are assigned multiple roles can click the drop-down arrow and select another role.
	This row lists the location(s) for which users have permission(s). Users who are assigned multiple locations can click the drop-down arrow and select another location.
	Clicking over this row ARM will re-direct you to the Role and location you previously selected
	This row allows users to update and set their user information, default role and location if they have multiple options. See next page for detailed information on navigating and setting an account.

<div data-bbox="185 201 496 275" data-label="Text"> <p>Contact Us</p> </div>	<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 to: line with 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. • If the email is related to ARM SITC, users should type that in the subject line. This distinguishes it from ARM PIS or Predeparture. <p>After users send the email, the Help Desk receives the email, reviews the email, and manually assigns the ticket.</p>
<div data-bbox="204 1283 537 1360" data-label="Text"> <p>Logout</p> </div>	<p>This row allows user 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="277 310 583 382" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #0056b3; color: white; width: 100px; margin: 0;">My Account</p> </div> <p>User details, current user roles and locations page opens.</p> <div data-bbox="277 478 1419 615" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>User Details</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">First Name</th> <th style="width: 15%;">Middle Name</th> <th style="width: 20%;">Last Name</th> <th style="width: 15%;">Phone Number</th> <th style="width: 15%;">Badge Number</th> <th style="width: 20%;">Email Address</th> </tr> </thead> <tbody> <tr> <td>Antonio</td> <td></td> <td>Velazquez</td> <td>787-710-7983</td> <td></td> <td>Antonio.Velazquez@usda.g</td> </tr> </tbody> </table> </div> <p>Update information if needed. First, Middle or Last Name, Phone or Badge Number and Email address.</p> <p>Note: All information defaulted on this fields is related to Linc pass user sign on.</p>	First Name	Middle Name	Last Name	Phone Number	Badge Number	Email Address	Antonio		Velazquez	787-710-7983		Antonio.Velazquez@usda.g
First Name	Middle Name	Last Name	Phone Number	Badge Number	Email Address								
Antonio		Velazquez	787-710-7983		Antonio.Velazquez@usda.g								
2	<p>To update or change location, click on Current Default Location dropdown arrow.</p> <div data-bbox="277 953 574 1056" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Current Default Location</p> <div style="border: 1px solid black; padding: 2px;"> MI Detroit SITC PPQ ▼ </div> </div>												
3	<p>To update or change role, click on Current Default Role dropdown arrow.</p> <div data-bbox="277 1188 583 1291" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Current Default Role</p> <div style="border: 1px solid black; padding: 2px;"> SITC Officer ▼ </div> </div>												
4	<p>Save user details, roles and/or location updates.</p> <p>Note: All updates or changes will not happen now. They will show next time user logs into ARM.</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

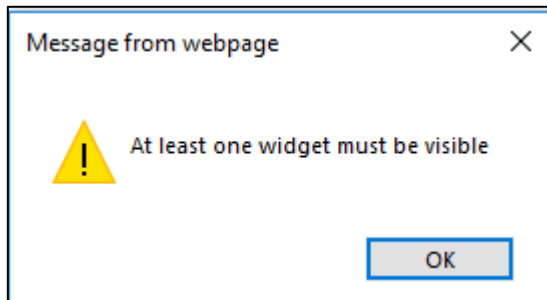
The workspace tabs are toggle buttons. Users can click the following tabs to hide or show panes in the workspace.

- Records
- Diagnostic
- Regulatory Action



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 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



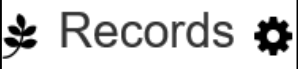



The names of the panes match the names of the tabs. Each pane shares the following fields (with the corresponding number on the image below):

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

The screenshot displays the 'Detroit SITC: SITC Officer Workspace' interface. It features three main panes: 'Records', 'Diagnostic', and 'Regulatory Action'. Each pane includes a 'records per page' dropdown (set to 5) and a 'Filter' field. The 'Records' pane shows a table with columns for Interception Date, Pathway, Event ID, and Commodity. The 'Diagnostic' pane shows a table with columns for Priority, Finding Date, DR ID, Shipment ID, Commodity, Consignee, Origin, Determination, Discipline, and AINS Assigned To. The 'Regulatory Action' pane shows a table with columns for RA Date, RA ID, Shipment ID, Commodity, Quantity, Origin, Consignee, Importer, Treatment Schedule, and Status. Numbered callouts (1-6) highlight specific UI elements: 1. Records per page dropdown, 2. Filter and Date Range options, 3. Total number of records (143), 4. Pagination buttons (First, Previous, Next, Last), 5. Sorting icons, and 6. Expand/Collapse record details icon.

(For more information on these fields, please refer to **User Guide: Search Events and Filter Results**.)

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




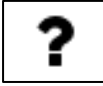
Pane	Tab	Description
		This pane displays all Diagnostic Requests (DR's) sent from SITC to Area Identifiers and their status in ARM.
		This pane displays all SITC Records, and their status entered in ARM.
		This pane displays all records with a Regulatory Action and their status in ARM.

5. Left-hand Navigation Icons

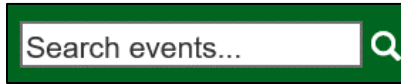


One of the ways users can navigate ARM is to use the icons on the left-hand side of the Workspace. (The area containing the icons is also known as the “left-hand drawer” because of the way the items open when clicked.)

Icon	Name	Description
	Info	<p>This icon displays on the workspace but 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.)</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. (For more information, refer to the User Guide: Info Panel.)</p>
	Uploaded Documents	<p>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.)</p> <p>Clicking this icon shows the documents (such as package images.) that were uploaded for the record or notes that no documents were uploaded.</p>

Icon	Name	Description																
	<p>ARM Generated Forms</p>	<p>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.)</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="768 674 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>WAD's</p>	<p>This icon displays all WADS data for the user location. It can only be accessed from the main workspace.</p> <p>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 in to ARM. This will be used mostly by supervisors. This will be developed in a subsequent release.</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



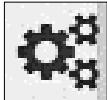
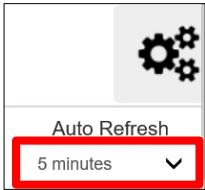
The Search Events field allows users to find a record in ARM. For more information, refer to the **User Guide: Search Events and Filter Results**.

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	<p>Click 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> 

<p>2</p>	<p>Click the drop-down arrow to change how frequently ARM is refreshing, if desired.</p> <div data-bbox="300 268 511 357" style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">Auto Refresh</p> <p>5 minutes ▼</p> </div> <p>NOTE: The recommended setting is five 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.</p> <div data-bbox="300 546 511 661" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Off</p> <p>1 minute</p> <p style="background-color: #0070C0; color: white;">5 minutes</p> <p>10 minutes</p> </div>
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