



OARnet

Gateway Guide

Contact Management

You must be a Gateway Editor
to use this guide

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Need help?

Contact support@oar.net or
1-800-627-6420

Other Gateway Guides

Access

(registration & contact edit access)

Stats

(for OARnet bandwidth subscribers)

05/13/2019

Definitions

Contacts

Individuals and their personal information such as name, title, phone & email.

Roles

Are functions contacts are assigned to based on the **OARnet Contact Policy & Role Definitions**.

The contact list allows you to maintain personal information in one location. You can then apply a contact to one or multiple roles.

Users

People who have been authorized and registered with a user name and password to view the Gateway resources.

Gateway Editors

Users with edit access and **only they** can modify contact and role information.

Please see **Gateway User & Editor Guide** for queries about registration, view and edit access on the Gateway, including how to be a Gateway Editor.

A contact functions differently than a user, a user is someone who has registered and been authorized with a user name and password to view the Gateway resources.

A Gateway Editor is not the same as the Administrative Contact. While the same individual has the ability to be both, they are two separate functions. A Gateway Editor is a registered user who has edit access on the Gateway. While the Administrative Contact fulfills duties outlined in the **OARnet Contact Policy & Role Definitions**.

Linked Accounts

If a contact happens to also be a registered user, their personal information will be linked automatically via email address. Their personal information only needs maintained in one place (for example: if jdoe@email.org is a user and Listed Contact, and their phone number changes, you only have to change their phone number in one place).

Note Flags

A note flag is a visual indication for important

Navigation & General Highlights



Breadcrumb menu

Organization Name / Roles / Site Name

Client

Parent

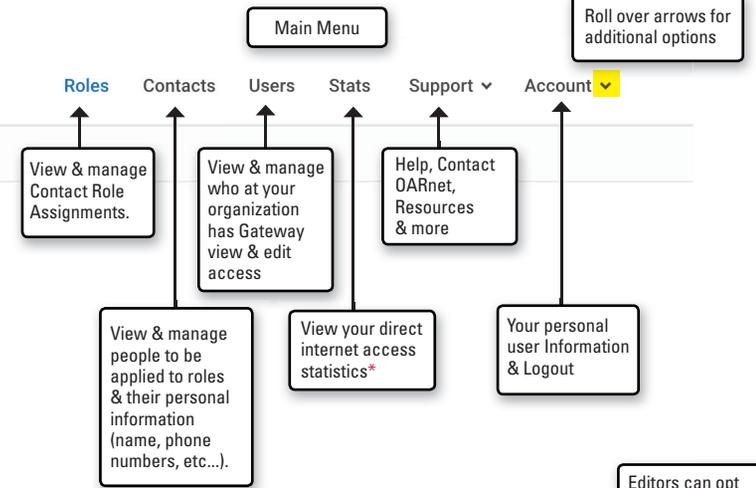
Site (Primary Site)

Address

Inherit

Notes

Client Side - Required Roles



Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input checked="" type="checkbox"/>
After Hours 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
After Hours 2	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
After Hours 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/>
Billing	Emily March	emarch@org.com	Lead Accountant	222-222-6666		<input type="checkbox"/>
Escalation 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
Escalation 2	Joe Evans	jevans@org.com	Engineer	222-222-4444	222-555-3131	<input type="checkbox"/>
Escalation 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/>
Executive	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
Last Resort	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
Maintenance	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/> <input checked="" type="checkbox"/>
Maintenance	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/> <input checked="" type="checkbox"/>
Security Operations	Security Abuse	abuse@org.com	Security & Abuse	222-222-7777		<input type="checkbox"/>

Add Role Editors can add multiple contacts to certain roles.

*Available only to clients with OARnet direct internet access subscription
 **Emergency Services sites cannot opt-out of After Hours Support

Editors can opt out of after hours support**

Edit buttons are visible to Editors. This is where you can change who is applied to this role.

Xs appear on roles that can be removed. On required roles, this only appears when multiple contacts are applied to roles or if they can be inherited from a parent site.

Assign a Contact to a Role (or replace)

To follow these instructions you must be a **Gateway Editor**.

1. Click **Roles** in the main menu.
2. Click the **edit icon** to the right of the role.
3. Choose the contact you want to assign to role.
 - a. If the contact does not exist, click **Add New Contact**.
 - b. Fill in the form, click **Save**.
4. Click **Save**.

The screenshot shows the Gateway Roles management interface. At the top, the 'Roles' menu item is highlighted with a callout '1'. Below the navigation bar, the 'Client' information is displayed, including Organization Name, Parent Organization Name, Site (Site Name), Address, Inherit, and Notes. A table titled 'Client Side - Required Roles' lists various roles with an 'Edit' icon in the 'Edit' column. The 'After Hours 1' role's edit icon is highlighted with a callout '2'. Below the table, there are two forms: 'Edit Role' and 'Create New Contact'. The 'Edit Role' form shows the 'After Hours 1 Role' with the contact 'Jane Smith - jsmith@org.com' selected, and a 'Create New Contact' button highlighted with callout '3a'. The 'Create New Contact' form has fields for First Name, Last Name, Title, Email, Office Phone, Office Phone Ext, and Mobile Phone, with a 'Save' button highlighted by callout '3b'.

Add a new contact

To follow these instructions you must be a **Gateway Editor**.

The contact list allows you to maintain contact data in one location. You can then apply a contact to one or multiple roles.

1. Click **Contacts** in the main menu.
2. Click **Create New Contact**.
(bottom of table).
3. Fill in the required fields (and optional fields as desired).
 - NOTE: First, Last, Title, Email and at least one phone number are required.
4. Click **Save**.

NOTE If a contact happens to also be a registered user, their personal information will be linked automatically via email address. Their personal information only needs maintained in one place (phone number, name, etc....)

The screenshot shows the Gateway interface. At the top, the 'Gateway' logo is on the left, and navigation links for 'Roles', 'Contacts', 'Users', 'Stats', 'Menu', 'Support', and 'Account' are on the right. A callout box with the number '1' points to the 'Contacts' link. Below the navigation bar, the breadcrumb 'Organization Name / Roles / Site Name' is visible. The main content area shows a 'Client' dropdown set to 'Organization Name' and a 'Client Contacts' table. The table has columns for First, Last, Title, Email, Office, Mobile, User, and Edit. A callout box with the number '2' points to the 'Create New Contact' link at the bottom of the table. A callout box with the text 'This will tell you if a contact is also a user' points to the 'User' column. Below the table is the 'Create New Contact' form, which has fields for First Name, Last Name, Title, Email, Office Phone, Office Phone Ext, and Mobile Phone. A callout box with the number '3' points to the form. At the bottom of the form are 'Cancel' and 'Save' buttons.

First	Last	Title	Email	Office	Mobile	User	Edit
Jane	Smith	Chief Information Officer	jsmith@org.com	222-222-2222	222-555-2121	No	✎ ✕

Create New Contact

3

This will tell you if a contact is also a user

Create New Contact

First Name

Last Name

Title

Email

Office Phone

Office Phone Ext

Mobile Phone

Cancel Save

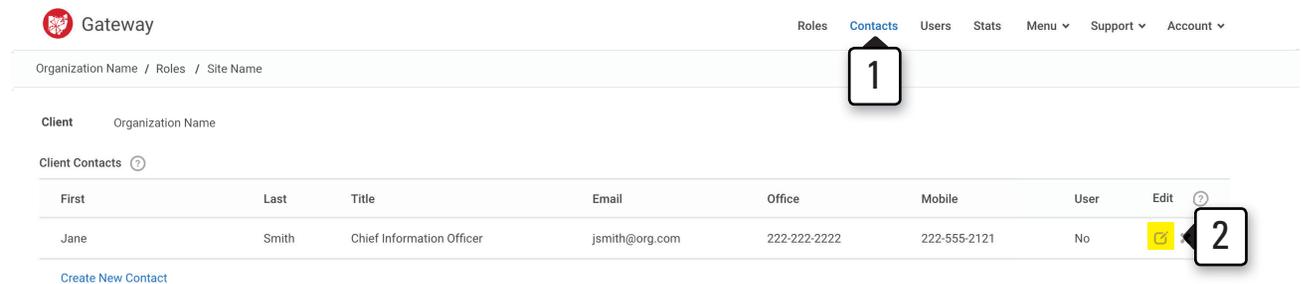
Edit a Contact's Personal Information

To follow these instructions you must be a **Gateway Editor**.

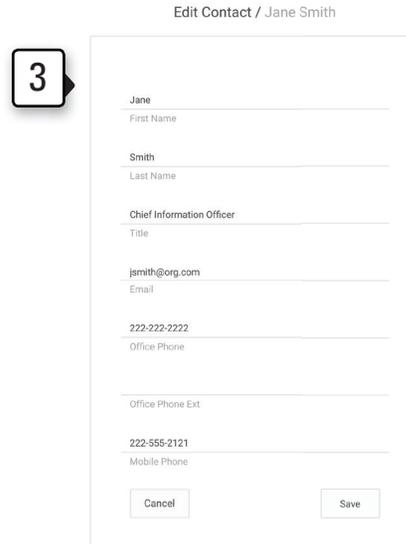
NOTE These changes will reflect anywhere a contact's information appears (in any Role).

1. Click **Contacts** in the main menu.
2. Click the **edit button** to the right of the contact.
3. Make the desired changes.
4. Click **Save**.

NOTE Contact and user information is linked automatically by email address. If you change a phone number, title, etc..., of a contact it will also update the user's account. The menu will show if the contact is also a user.



The screenshot shows the Gateway interface. At the top, there is a navigation bar with the Gateway logo and several menu items: Roles, **Contacts**, Users, Stats, Menu, Support, and Account. A callout box with the number '1' points to the 'Contacts' menu item. Below the navigation bar, there is a breadcrumb trail: Organization Name / Roles / Site Name. Underneath, there is a 'Client' section with the text 'Organization Name'. Below that is a 'Client Contacts' section with a table. The table has columns: First, Last, Title, Email, Office, Mobile, User, and Edit. The first row contains the contact information for Jane Smith, Chief Information Officer, with email jsmith@org.com, office phone 222-222-2222, and mobile phone 222-555-2121. The 'User' column shows 'No' and the 'Edit' column has a yellow edit button. A callout box with the number '2' points to this edit button. Below the table is a link for 'Create New Contact'.



The screenshot shows the 'Edit Contact / Jane Smith' form. At the top, there is a callout box with the number '3' pointing to the form. The form contains several input fields with their current values: First Name (Jane), Last Name (Smith), Title (Chief Information Officer), Email (jsmith@org.com), Office Phone (222-222-2222), Office Phone Ext (empty), and Mobile Phone (222-555-2121). At the bottom of the form, there are two buttons: 'Cancel' and 'Save'.

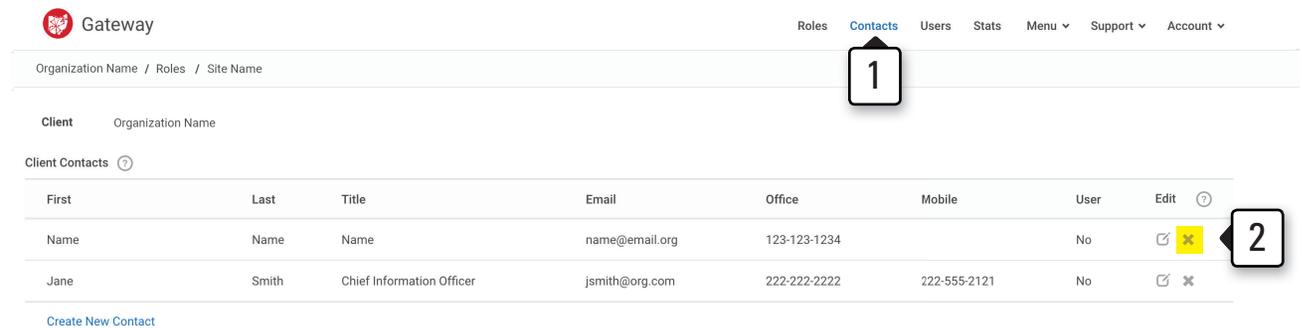
Remove a Contact

To follow these instructions you must be a **Gateway Editor**.

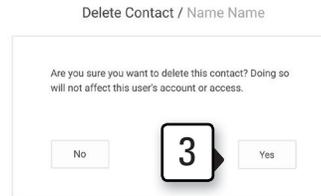
NOTE If a contact is assigned to a required role, you must assign a new contact to that role, per OARnet Contact Policy.

1. Click **Contacts** in the main menu.
2. Click the **delete icon (x)** to the right of the name.
3. Click **Yes**.

NOTE Removing a contact does not remove a user's access (users have registered access accounts you may have users who do not need to be contacts and vice versa). Please see the Gateway User & Editor Guide to learn how remove users.



The screenshot shows the Gateway interface. At the top, there is a navigation menu with 'Roles', 'Contacts', 'Users', 'Stats', 'Menu', 'Support', and 'Account'. The 'Contacts' menu item is highlighted with a callout box containing the number '1'. Below the navigation menu, there is a breadcrumb trail: 'Organization Name / Roles / Site Name'. Underneath, there is a 'Client' section with 'Organization Name'. Below that, there is a 'Client Contacts' section with a table. The table has columns for 'First', 'Last', 'Title', 'Email', 'Office', 'Mobile', 'User', and 'Edit'. The first row of data is: 'Name', 'Name', 'Name', 'name@email.org', '123-123-1234', 'No', and 'No'. The second row of data is: 'Jane', 'Smith', 'Chief Information Officer', 'jsmith@org.com', '222-222-2222', '222-555-2121', 'No', and 'No'. The 'Edit' column for the second row has a callout box containing the number '2' pointing to a yellow delete icon (an 'x' in a square).



The screenshot shows a confirmation dialog box titled 'Delete Contact / Name Name'. The dialog contains the text: 'Are you sure you want to delete this contact? Doing so will not affect this user's account or access.' Below the text are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a callout box containing the number '3'.

Remove an optional role or additional contact role

To follow these instructions you must be a **Gateway Editor**.

If you have multiple contacts assigned to required roles, you will only be able to remove the additional role(s). For example, if you have two Administrative contact roles, it will only allow you to remove one of them.

If you need to change the contact in the role, you can use the edit button to reassign the contact.

Contacts in Optional Roles can always be removed.

1. Click **Roles** in the main menu.
2. Click the **delete icon (x)** next to the role you wish to remove.
3. Click **Yes**.

NOTE Per the OARnet Contact Policy at least one contact must be applied to every required role.

The screenshot shows the Gateway interface. At the top, there is a navigation menu with 'Roles' highlighted. Below the menu, there is a breadcrumb trail: 'Organization Name / Roles / Site Name'. The main content area is divided into several sections: 'Client' (Organization Name), 'Parent' (Parent Organization Name), 'Site' (Site Name dropdown), 'Address' (Street City, State Zip), 'Inherit', and 'Notes'. Below these sections is a table titled 'Client Side - Required Roles'. The table has columns for 'Contact Role', 'Name', 'Email', 'Title', 'Office', 'Mobile', and 'Edit'. The 'Edit' column contains a pencil icon. The 'Maintenance' row is highlighted, and a yellow 'x' icon is visible next to it, with a callout box containing the number '2' pointing to it. At the bottom of the table, there is an 'Add Role' link.

Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	
After Hours 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
After Hours 2	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
After Hours 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	
Billing	Emily March	emarch@org.com	Lead Accountant	222-222-6666		
Escalation 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
Escalation 2	Joe Evans	jevans@org.com	Engineer	222-222-4444	222-555-3131	
Escalation 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	
Executive	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	
Last Resort	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	
Maintenance	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
Maintenance	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	
Security Operations	Security Abuse	abuse@org.com	Security & Abuse	222-222-7777		

The screenshot shows a 'Delete Role' dialog box. The title is 'Delete Role'. The main content is 'Maintenance Role'. Below the title, it asks: 'Are you sure you want to remove January Test from this role?'. There are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a callout box containing the number '3'.

Override an Inherited Contact

To follow these instructions you must be a **Gateway Editor**.

By default, sites inherit contacts from the primary parent site, **these appear in gray**. Gateway Editors can override and/or add more roles on a site level.

1. Click **Roles** in the main menu.
2. Select the site you would like to edit.
3. Click the **edit icon** to the right of the role.
4. Choose the contact you want to assign to role.
 - a. If the contact does not exist, click **Add New Contact**.
 - b. Fill in the form, click **Save**.
5. Click **Save**.

The role will now appear in black, indicating it has a local override.

Gateway

Organization Name / Roles / Site Name

Client Organization Name
Parent Parent Organization Name
Site Site Name (Primary Site)
Address Street City, State Zip
Inherit Yes – One or more contacts are inherited at this site.
Notes

Client Side - Required Roles Opt-out of After Hours Support

Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	
After Hours 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
After Hours 2	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
After Hours 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	
Billing	Emily March	emarch@org.com	Lead Accountant	222-222-6666		
Escalation 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
Escalation 2	Joe Evans	jevans@org.com	Engineer	222-222-4444	222-555-3131	
Escalation 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	
Executive	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	
Last Resort	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	
Maintenance	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		
Maintenance	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	
Security Operations	Security Abuse	abuse@org.com	Security & Abuse	222-222-7777		

Edit Role

After Hours 1 Role

Jane Smith - jsmith@org.com

Create New Contact

Cancel Save

Create New Contact

First Name

Last Name

Title

Email

Office Phone

Office Phone Ext

Mobile Phone

Cancel Save

Inherited contacts appear in gray.
Overrides and additional contacts appear in black

Return to inherited contacts (remove an override)

To follow these instructions you must be a **Gateway Editor**.

NOTE: Required inherited cannot be removed, only overridden. Optional inherited contacts may be removed.

1. Click **Roles** in the main menu.
2. Select the site you would like to edit

Remove an overridden contact / return to inherited:

3. Click the **delete icon (x)** to the right of the role.
4. Click **Yes**. It will default to the inherited contact.

Remove an optional contact:

5. Click the **delete icon (x)** to the right of the role.
6. Click **Yes**. It will first remove any local override.
7. Click the **(x)** again to remove the inherited contact.

Retrieve an inherited optional contact that had been removed:

8. Click the **edit icon** to the right of the role.
9. Choose **“Use your parent’s assigned contacts for this role.”**
 - This will bring in all of the parent’s assigned contacts if they have multiples.

The screenshot shows the Gateway Roles page. At the top, the 'Roles' menu item is highlighted with a callout '1'. Below the navigation bar, the 'Parent' dropdown menu is selected with a callout '2'. A text box explains: 'This will let you know if this site is inheriting contacts.' Below the 'Inherit' field, a callout '3' points to a yellow delete icon (x) in the 'Administrative' role row. A text box explains: 'Overrides and additional contacts appear in black'. Below this, a confirmation dialog for 'Administrative Role' is shown with a callout '4' pointing to the 'Yes' button. Below that, a table of 'Optional Roles' is shown with a callout '5' pointing to a delete icon (x) in the 'Copyright' row. A callout '7' points to the same delete icon. Below this, a confirmation dialog for 'Technical Role' is shown with a callout '6' pointing to the 'Yes' button. Below that, another table of 'Optional Roles' is shown with a callout '8' pointing to an edit icon (envelope) in the 'Copyright' row. Finally, a confirmation dialog for 'Copyright Role' is shown with a callout '9' pointing to the 'Save' button.

Gateway

Organization Name / Roles / Site Name

Client Organization Name
Parent Parent Organization Name
Site Site Name (Primary Site)
Address Street City, State Zip
Inherit Yes – One or more contacts are inherited at this site.
Notes

Client Side - Required Roles

Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	February Test	february@email.com	Title	555-555-5555		<input type="checkbox"/> <input checked="" type="checkbox"/>
After Hours 1	January Test	january@email.com	Title	555-555-5555		<input type="checkbox"/>
After Hours 2	January Test	january@email.com	Title	555-555-5555		<input type="checkbox"/>

Opt-out of After Hours Support

Administrative Role

Are you sure you want to remove February Test from this role?

No Yes

Client Side - Optional Roles

Contact Role	Name	Email	Title	Office	Mobile	Edit
Copyright	June Test	june@email.com	Title	555-555-5555		<input type="checkbox"/> <input checked="" type="checkbox"/>

Technical Role

Are you sure you want to remove your inherited contacts from this role?

No Yes

Client Side - Optional Roles

Contact Role	Name	Email	Title	Office	Mobile	Edit
Copyright	May Test	may@email.com	Title	555-555-5555		<input checked="" type="checkbox"/>

Copyright Role

Use your parent's assigned contacts for this role.

Create New Contact

Cancel Save

Opt-Out of After Hours:

To follow these instructions you must be a **Gateway Editor**.

NOTE: Sites designated as Emergency Services cannot opt-out of After Hours support. Please read the policy carefully before choosing to opt-out.

1. Click on **Roles** in the Main Menu
2. Select the relevant site. This option must be done on the site level.
3. Click the **check box** next to "Opt-out of After Hours Support."
4. **Read carefully.**
5. Select **Save**.
6. Repeat for any additional site

You may opt back in at any time by clicking on the checkbox, and then select Opt-In - see page 12.

Gateway

Organization Name / Roles / Site Name

Client: Organization Name
 Parent: Parent Organization Name
 Site: Site Name (Primary Site)
 Address: Street City, State Zip
 Inherit:
 Notes: This will appear after the site has been opted out.

Client Side - Required Roles Opt-out of After Hours Support

Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
After Hours 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
After Hours 2	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
After Hours 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/>
Billing	Emily March	emarch@org.com	Lead Accountant	222-222-6666		<input type="checkbox"/>
Escalation 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
Escalation 2	Joe Evans	jevans@org.com	Engineer	222-222-4444	222-555-3131	<input type="checkbox"/>
Escalation 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/>
Executive	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
Last Resort	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
Maintenance	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/> ✕
Maintenance	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/> ✕
Security Operations	Security Abuse	abuse@org.com	Security & Abuse	222-222-7777		<input type="checkbox"/>

[Add Role](#)

4 **Opt-Out of After Hours Support**

This option is provided to support organizations not staffed after hours or sites with non-critical business services. Available staff are necessary to assist OARnet in problem resolution.

Warning: When this option is selected OARnet will discontinue proactive monitoring and troubleshooting for network services at this site outside of Business Hours (8 a.m. - 5 p.m. Monday through Friday). This includes service-affecting issues.

In the event of an incident outside Business Hours, OARnet will notify the site Escalation 1 contact via e-mail and resume normal escalation procedures the following business day. In the event of a service disruption outside Business Hours, your organization will be responsible for initiating contact with OARnet for assistance.

Sites designated as Emergency Services cannot opt-out of After Hours Support. When a site has been opted-out of After Hours Support and becomes designated as an Emergency Services site, the opt-out authorization will be void.

* Only Gateway Editors can authorize the opt-out option.

5

Authorize the discontinuation of After Hours Support

You are authorizing OARnet to discontinue proactive monitoring and troubleshooting for network services outside of 8 a.m. - 5 p.m., Monday through Friday.

Site Name of Site

Are you sure you want to opt-out?

Current Site(s) Without After Hours Support

Name of Site

This will list sites opted-out. Users can see this page, only Gateway Editors can make changes.

Resume After Hours Support:

To follow these instructions you must be a **Gateway Editor**.

NOTE: You must assign After Hours 1-3 for After Hours Support.

1. Click on Roles in the Main Menu
2. Select the relevant site. This option must be done on the site level.
3. Click the **check box** next to "Opt-out of After Hours Support."
4. Read the disclaimer.
5. Select **Save**.
6. **Assign** contacts to the After Hours 1-3 roles
7. Repeat for any additional site.

The screenshot shows the Gateway Roles page. At the top, the 'Roles' menu item is highlighted with a circled '1'. Below the navigation bar, the 'Site' dropdown is selected with a circled '2'. A callout box points to the 'Notes' field, stating 'This indicate the site has been opted out.' The 'Opt-out of After Hours Support' checkbox is checked with a circled '3'. Below this is a table of roles with columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. The 'After Hours 1', 'After Hours 2', and 'After Hours 3' rows have their 'Edit' icons highlighted with a circled '6'. At the bottom left, there is an 'Add Role' link.

Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	✎
After Hours 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		✎
After Hours 2	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		✎
After Hours 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	✎
Billing	Emily March	emarch@org.com	Lead Accountant	222-222-6666		✎
Escalation 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		✎
Escalation 2	Joe Evans	jevans@org.com	Engineer	222-222-4444	222-555-3131	✎
Escalation 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	✎
Executive	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	✎
Last Resort	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	✎
Maintenance	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		✎ ✕
Maintenance	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	✎ ✕
Security Operations	Security Abuse	abuse@org.com	Security & Abuse	222-222-7777		✎

4 **Opt-Out of After Hours Support**

This option is provided to support organizations not staffed after hours or sites with non-critical business services. Available staff are necessary to assist OARnet in problem resolution.

Warning: When this option is selected OARnet will discontinue proactive monitoring and troubleshooting for network services at this site outside of Business Hours (8 a.m. - 5 p.m. Monday through Friday). This includes service-affecting issues.

In the event of an incident outside Business Hours, OARnet will notify the site Escalation 1 contact via e-mail and resume normal escalation procedures the following business day. In the event of a service disruption outside Business Hours, your organization will be responsible for initiating contact with OARnet for assistance.

Sites designated as Emergency Services cannot opt-out of After Hours Support. When a site has been opted-out of After Hours Support and becomes designated as an Emergency Services site, the opt-out authorization will be void.

* Only Gateway Editors can authorize the opt-out option.

5

Resume After Hours Support

OARnet will resume proactive monitoring and troubleshooting for network services outside of 8 a.m. - 5 p.m., Monday through Friday.

Site
Name of Site

Resume After Hours Support?

Current Site(s) Without After Hours Support

Name of Site

This will list sites opted-out. Users can see this page, only Gateway Editors can make changes.