



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)

05/13/2010

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


Gateway

Breadcrumb menu

Organization Name / Roles / Site Name

Client

Organization Name

Parent

This will appear if you have a parent site or parent organization.

Site

Site Name

(Primary Site)

Indicates your primary Gateway site. Child sites inherit Contacts from here. Child organization's primary site inherit contacts from here.

Address

Street City, State Zip

Inherit

This will appear if the site inherits contacts from a parent site

Notes

This will appear when a "note" is applied to the organization or site. See Note Flags on pg. x for more information.

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 | |
| 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 | | |

Add Role

Editors can add multiple contacts to certain roles.

Roles

View & manage Contact Role Assignments.

Contacts

View & manage people to be applied to roles & their personal information (name, phone numbers, etc...).

Users

View & manage who at your organization has Gateway view & edit access

Stats

View your direct internet access statistics*

Support

Help, Contact OARnet, Resources & more

Account

Your personal user information & Logout

Opt-out of After Hours Support ?

☐

Editors can opt out of after hours support**

Roll over arrows for additional options

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.

*Available only to clients with OARnet direct internet access subscription

**Emergency Services sites cannot opt-out of After Hours Support

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' section contains fields for Organization Name, Parent Organization Name, Site (a dropdown menu), Address, Inherit, and Notes. The 'Client Side - Required Roles' table lists various roles with an 'Edit' column containing edit icons. The 'After Hours 1' role's edit icon is highlighted with a callout '2'. Below the table, the 'Add Role' link is visible. At the bottom, two modal windows are shown: 'Edit Role' and 'Create New Contact'. In the 'Edit Role' modal, the 'After Hours 1 Role' is selected, and the 'Create New Contact' button is highlighted with a callout '3'. In the 'Create New Contact' modal, the 'Create New Contact' button is highlighted with a callout '3a', and the 'Save' button is highlighted with a callout '3b'.

Gateway

Roles Contacts Users Stats Support Account

Organization Name / Roles / Site Name

Client Organization Name
Parent Parent Organization Name
Site Site Name (Primary Site)
Address Street City, State Zip
Inherit
Notes

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

| Contact Role | Name | Email | Title | Office | Mobile | Edit ? |
|-----------------------|------|-------|-------|--------|--------|--------|
| Administrative ? | | | | | | |
| After Hours 1 ? | | | | | | |
| After Hours 2 ? | | | | | | |
| After Hours 3 ? | | | | | | |
| Billing ? | | | | | | |
| Escalation 1 ? | | | | | | |
| Escalation 2 ? | | | | | | |
| Escalation 3 ? | | | | | | |
| Executive ? | | | | | | |
| Last Resort ? | | | | | | |
| Maintenance ? | | | | | | |
| Security Operations ? | | | | | | |

Add Role

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

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 with the 'Contacts' menu item highlighted. A callout box with the number '1' points to the 'Contacts' menu item. Below the menu, there is a breadcrumb trail: 'Organization Name / Roles / Site Name'. The main content area displays a table titled 'Client Contacts' with columns: 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. Another callout box with the number '3' points to the 'Create New Contact' form. A third callout box with the text 'This will tell you if a contact is also a user' points to the 'User' column in the table.

Gateway

Roles **Contacts** Users Stats Menu Support Account

Organization Name / Roles / Site Name

Client Organization Name

Client Contacts ?

| 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

Create New Contact

First Name

Last Name

Title

Email

Office Phone

Office Phone Ext.

Mobile Phone

Cancel Save

This will tell you if a contact is also a user

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's a navigation bar with 'Roles', 'Contacts', 'Users', 'Stats', 'Menu', 'Support', and 'Account'. The 'Contacts' menu item is highlighted with a callout '1'. Below the navigation bar, there's a breadcrumb trail: 'Organization Name / Roles / Site Name'. The main content area shows a 'Client' section with 'Organization Name'. Below that, there's a 'Client Contacts' section with a table of contacts. The table has columns: 'First', 'Last', 'Title', 'Email', 'Office', 'Mobile', 'User', and 'Edit'. The first row shows 'Jane Smith' with title 'Chief Information Officer', email 'jsmith@org.com', office phone '222-222-2222', and mobile phone '222-555-2121'. The 'User' column shows 'No'. The 'Edit' column has a yellow pencil icon, which is highlighted with a callout '2'. Below the table, there's a link 'Create New Contact'. Below the table, there's a form titled 'Edit Contact / Jane Smith'. The form has fields for 'First Name' (Jane), 'Last Name' (Smith), 'Title' (Chief Information Officer), 'Email' (jsmith@org.com), 'Office Phone' (222-222-2222), 'Office Phone Ext', and 'Mobile Phone' (222-555-2121). At the bottom of the form are 'Cancel' and 'Save' buttons. A callout '3' points to the 'Edit Contact' form.

| 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

Edit Contact / Jane Smith

3

Jane
First Name

Smith
Last Name

Chief Information Officer
Title

jsmith@org.com
Email

222-222-2222
Office Phone

Office Phone Ext

222-555-2121
Mobile Phone

Cancel 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, the 'Contacts' menu item is highlighted with a callout '1'. Below the header, there is a table of client contacts. The first row of the table has a callout '2' pointing to the delete icon (an 'x' in a yellow box) in the 'Edit' column. Below the table, a modal dialog titled 'Delete Contact / Name Name' is shown. It contains the text 'Are you sure you want to delete this contact? Doing so will not affect this user's account or access.' and two buttons: 'No' and 'Yes'. A callout '3' points to the 'Yes' button.

Gateway

Roles **Contacts** Users Stats Menu Support Account

Organization Name / Roles / Site Name

Client Organization Name

Client Contacts ⓘ

| First | Last | Title | Email | Office | Mobile | User | Edit ⓘ |
|-------|-------|---------------------------|----------------|--------------|--------------|------|--------|
| Name | Name | Name | name@email.org | 123-123-1234 | | No | ✕ |
| Jane | Smith | Chief Information Officer | jsmith@org.com | 222-222-2222 | 222-555-2121 | No | ✕ |

[Create New Contact](#)

Delete Contact / Name Name

Are you sure you want to delete this contact? Doing so will not affect this user's account or access.

No Yes

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 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 (Street City, State Zip), and Inherit. The 'Notes' section is also visible. The main table lists roles with columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. The 'Maintenance' role is highlighted with a callout '2' pointing to the delete icon (x) in the Edit column. Below the table, the 'Delete Role' dialog is shown, asking 'Are you sure you want to remove January Test from this role?'. The 'Yes' button is highlighted with a callout '3'.

| 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 | | |

[Add Role](#)

Delete Role

Maintenance Role

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

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

| 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 | | |

[Add Role](#)

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 header, the 'Client' section shows 'Organization Name' and 'Parent Organization Name'. The 'Site' dropdown is set to 'Site Name' with a callout '2'. The 'Inherit' status is 'Yes - One or more contacts are inherited at this site.' with a callout '3' and a text box stating 'This will let you know if this site is inheriting contacts.' Below this is a table of 'Client Side - Required Roles' with columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. The table lists three roles: Administrative (February Test), After Hours 1 (January Test), and After Hours 2 (January Test). The 'Administrative' role has a callout '4' pointing to its 'Edit' column, which contains a delete icon (x). A text box 'Overrides and additional contacts appear in black' points to the 'After Hours' roles. Below the table is a confirmation dialog for the 'Administrative Role' asking 'Are you sure you want to remove February Test from this role?' with 'No' and 'Yes' buttons. The 'Yes' button has a callout '4'. Below this is another table of 'Client Side - Optional Roles' with columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. It lists one role: Copyright (June Test). The 'Edit' column has a callout '5' pointing to a delete icon (x). To the right of this table are callouts '5' and '7'. Below this table is a confirmation dialog for the 'Technical Role' asking 'Are you sure you want to remove your inherited contacts from this role?' with 'No' and 'Yes' buttons. The 'Yes' button has a callout '6'. Below this is a third table of 'Client Side - Optional Roles' with columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. It lists one role: Copyright (May Test). The 'Edit' column has a callout '8' pointing to an edit icon (pencil). Below this table is a confirmation dialog for the 'Copyright Role' asking 'Use your parent's assigned contacts for this role.' with 'Cancel' and 'Save' buttons. The 'Save' button has a callout '9'.

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 checked="" type="checkbox"/> <input checked="" type="checkbox"/> |
| After Hours 1 | January Test | january@email.com | Title | 555-555-5555 | | <input checked="" type="checkbox"/> |
| After Hours 2 | January Test | january@email.com | Title | 555-555-5555 | | |

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 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.

The screenshot shows the Gateway Roles page. The top navigation bar includes 'Roles', 'Contacts', 'Users', 'Stats', 'Support', and 'Account'. The breadcrumb trail is 'Organization Name / Roles / Site Name'. The left sidebar contains 'Client', 'Parent', 'Site', 'Address', 'Inherit', and 'Notes'. The 'Site' dropdown is set to '(Primary Site)'. The 'Notes' section has a checkbox labeled 'Opt-out of After Hours Support' which is checked. A callout box points to this checkbox with the text: 'This will appear after the site has been opted out.' The main table lists roles with columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. The table includes roles like Administrative, After Hours 1, After Hours 2, After Hours 3, Billing, Escalation 1, Escalation 2, Escalation 3, Executive, Last Resort, Maintenance, and Security Operations. A callout box points to the 'Opt-out of After Hours Support' checkbox in the top right corner with the number '3'.

The dialog titled 'Opt-Out of After Hours Support' provides information about the option. It states: '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.' A warning section states: '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.' It also mentions that 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. A note at the bottom states: '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.' A footnote at the bottom states: '* Only Gateway Editors can authorize the opt-out option.'

The dialog titled 'Authorize the discontinuation of After Hours Support' asks for confirmation. It states: 'You are authorizing OARnet to discontinue proactive monitoring and troubleshooting for network services outside of 8 a.m. - 5 p.m., Monday through Friday.' Below this, it asks: 'Are you sure you want to opt-out?' with 'Cancel' and 'Yes' buttons.

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 callout '1'. Below the navigation bar, the 'Client' section shows 'Organization Name' and 'Parent Organization Name'. The 'Site' dropdown is set to 'Site Name' with a callout '2'. The 'Address' field is 'Street City, State Zip'. The 'Inherit' checkbox is checked with a callout '3'. The 'Notes' field is empty. Below this, the 'Client Side - Required Roles' table is shown. The 'Opt-out of After Hours Support' checkbox is checked with a callout '3'. The table has columns: Contact Role, Name, Email, Title, Office, Mobile, and Edit. The 'After Hours 1', 'After Hours 2', and 'After Hours 3' roles are highlighted with a callout '6'. The 'Add Role' link is at the bottom.

| 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 the 'Opt-Out of After Hours Support' disclaimer. A callout '4' points to the title. The text explains that this option is provided for organizations not staffed after hours. A warning states that 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). It also mentions that 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. Sites designated as Emergency Services cannot opt-out of After Hours Support. Only Gateway Editors can authorize the opt-out option.

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.

The screenshot shows the 'Resume After Hours Support' confirmation dialog. A callout '5' points to the title. The text states that OARnet will resume proactive monitoring and troubleshooting for network services outside of 8 a.m. - 5 p.m., Monday through Friday. The dialog asks for the 'Site Name of Site' and has 'Resume After Hours Support?' in red. There are 'Cancel' and 'Yes' buttons.