
	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220		
		<b>AIRBUS PORTAL NOTIFICATION</b>				Issue:	Date:
		Notif	V2.1.0	<Project code>		1.2	19-Feb-2014
				R910			

# ***AIRBUS PORTAL NOTIFICATION***

## ***User's Training Manual***


<b>Responsibilities</b>	<b>Name - Function</b>	<b>Department - Company</b>	<b>Date</b>	<b>Signature</b>
Written by	N. LE STUNFF – ISPL	IMCPP – Sopra group	17-Jan-2014	
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	INFORMATION SYSTEMS	<b>User's Training Manual</b>			Ref: UG1400220	
		<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
		Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910			

## TABLE OF CONTENT

<b>AIRBUS PORTAL NOTIFICATION</b>	<b>1</b>
<b>USER'S TRAINING MANUAL</b>	<b>1</b>
<b>TABLE OF CONTENT</b>	<b>2</b>
<b>1. INTRODUCTION</b>	<b>3</b>
1.1. PURPOSE OF THE DOCUMENT	3
1.2. TERMINOLOGY	3
<b>2. ALERT DESCRIPTION</b>	<b>4</b>
<b>2.1. ALERT PURPOSE</b>	<b>4</b>
<b>2.2. ALERT CREATION</b>	<b>4</b>
2.2.1. ACCESS TO THE ALERT FUNCTION	4
2.2.2. ALERT CREATION	5
2.2.1. ALERT COMPUTING	12
2.2.1. ALERT VALIDATION	13
2.2.1. ALERT SENDING	15
<b>2.3. ALERT CONSULTATION</b>	<b>16</b>
<b>3. APPENDIX</b>	<b>18</b>
<b>3.1. ACCESS</b>	<b>18</b>
3.1.1. AUTHORIZATION	18
<b>SEE IS-OPG-0012 - IS PROJECTS DOCUMENTATION MANAGEMENT GUIDELINE FOR DETAILED DOCUMENT VERSIONING RULES.</b>	<b>21</b>

	INFORMATION SYSTEMS	<b>User's Training Manual</b>			Ref: UG1400220		
		<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:	
		Notif	V2.1.0	<Project code>		1.2	19-Feb-2014
				R910			

## 1. INTRODUCTION

### 1.1. Purpose of the document


The objective of the Training Manual is to provide instruction on how to use the solution. It therefore must be suitable for the type and the intensity of the training (workshop, training session). This training documentation is written for all personnel involved in using the system: publishers (community manager, or service owner) and/or system administrators. The Training Manual is not the solution documentation but it can be a part of it. Regarding the project, a difference should be made between trainers and trainees materials.

This document is initialised during the Solution Development phase and finalised in the Acceptance Testing phase.

The Training Manual is dedicated to the milestone M11 Authorisation to deploy.

### 1.2. Terminology

Term	Description	Abbreviation
Alert	<p>An alert is an e-mail published to inform Airbus world end-users about:</p> <ul style="list-style-type: none"> <li>- an incident on AirbusWorld portal content or</li> <li>- an news related to a service</li> </ul> <p>The alert can be sent to users having access to service or users member of a company or users that have subscribed to a notification item.</p>	

	INFORMATION SYSTEMS	<b>User's Training Manual</b>			Ref: UG1400220	
		<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
		Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910			

## 2. ALERT DESCRIPTION

### 2.1. ALERT purpose

The objective of the alert function is to send an email to AirbusWorld end-user undependably of their subscription.

The aim is to inform the end-users that can be concerned by a problem or by a piece of news on a service/community.

The alert creation is a workflow composed of 4 steps:


- **Step 1:** The Alert creation: this step is performed by an alert publisher through the Notification web interface.
- **Step 2:** A batch process is running every 30 min to compute the number of recipients that will receive the alert. At the end of the alert computing, an email is sent to the publisher.
- **Step 3:** when he received the alert computing email, the published checks that the number of recipients is compliant with his request and then validate the alert through the web interface
- **Step 4:** A batch process runs every 15 min to send the alert validated.

### 2.2. ALERT Creation

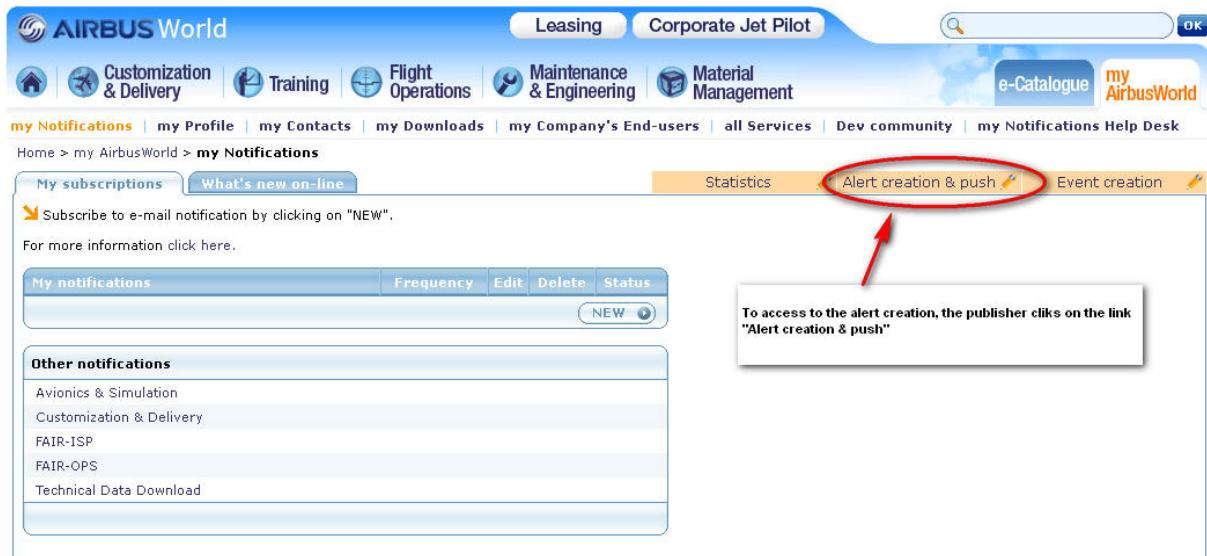
#### 2.2.1. Access to the alert function

A link called "**Alert creation & push**" is available into the notification home page to access to the alert creation function.

**Note:** Only user member of the ACDS group **R910-Publishers-Alert** can access to the alert creation function

	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220	
		<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
		Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910			

### 2.2.1.1. Description of screens



### 2.2.2. Alert creation

The alert creation is a business process composed of 5 steps:

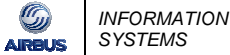
- **Scope** step: The publisher selects the item on which he wants to push an alert
- **Advanced** step: the publisher specifies the properties of the alert he wants to publish ( A/C type applicable and ATA chapter applicable)
- **Audience** step: the publisher defined the audiences that will have to receive the alert. It could be a service or a community or a company or the subscribers to the notification item.
- **Details** step: the publisher provides the information about the alert : email content, email subject, ...
- **Summary** step: the publisher checks the properties provided in the previous steps and checks that the email is compliant with the email he wants to send to the audience.

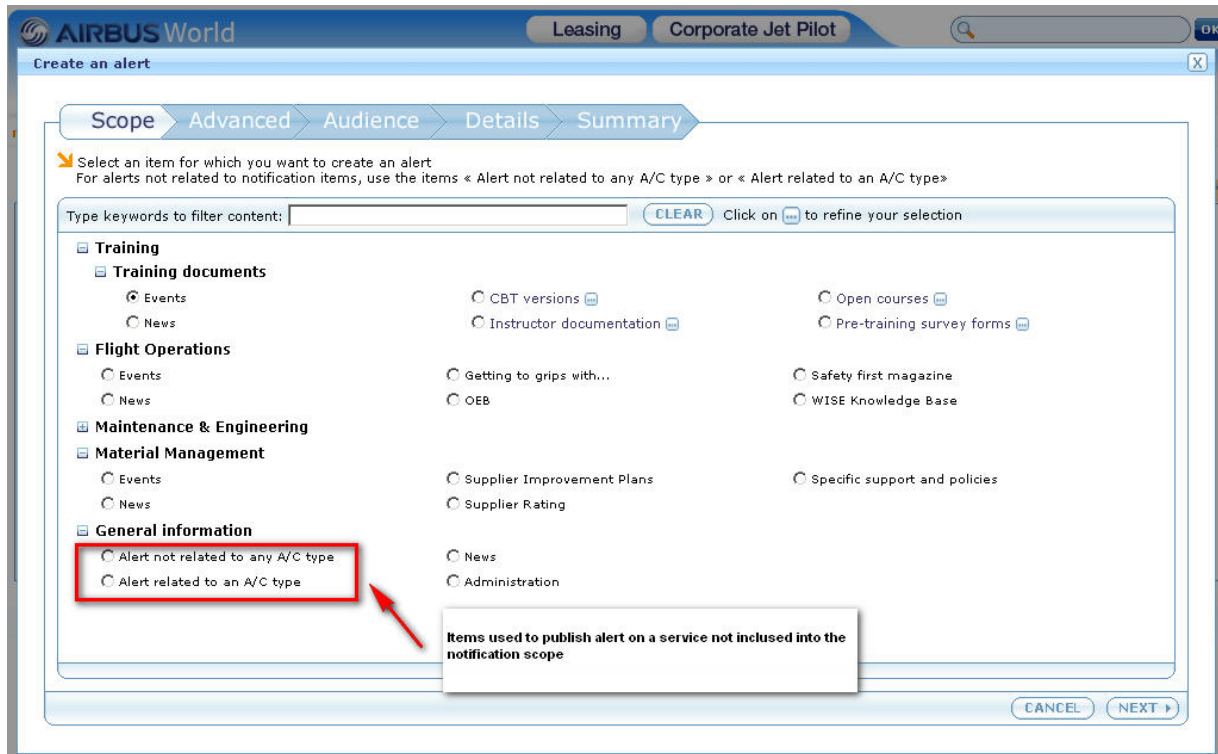
#### 2.2.2.1. Description of screen – Scope

The scope is a hierarchical tree view similar to the event creation.

All the items integrated into the notification scope are available to the publisher for selection.

Two additional item called “**Alert not related to any A/C type**” and “**Alert related to an A/C Type**” have been added to General Information domain for document not yet included into the notification system.

	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910		



From the Scope step, the publisher must select at least one item.

#### 2.2.2.2. Description of screen – Advanced


The Advanced step is composed of 2 parts:

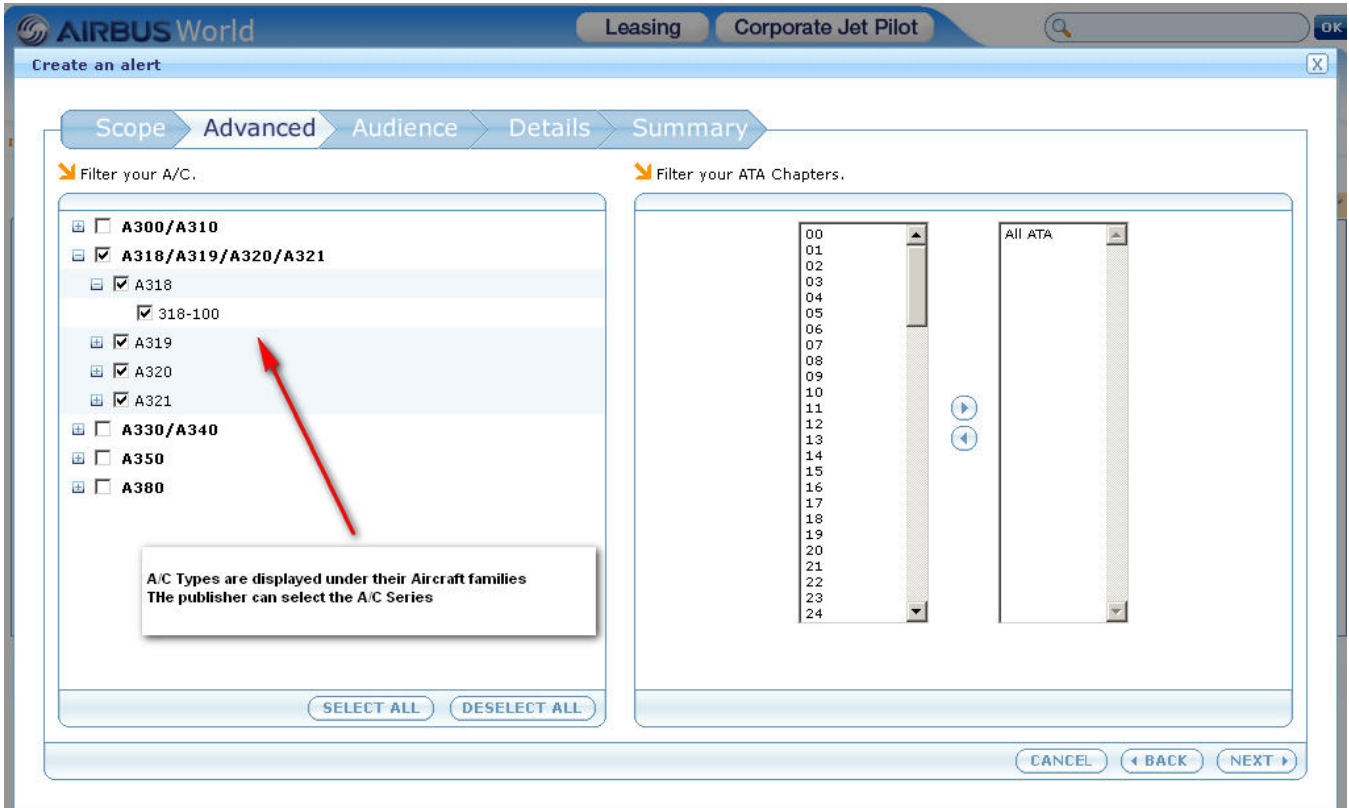
- The A/C types list
- The ATA Chapters list.

The A/C types list displays all the A/C types managed into the Airbus Portal Notification.  
The ATA Chapters list displays all the ATA Chapters managed into the Airbus Portal Notification.

The publishers can select the A/C types on which the alert is applicable.

Note: if the A/C type and/or ATA Chapter are not applicable to the item selected into the scope, the lists are disabled.

	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code> R910	1.2	19-Feb-2014



**Filter your A/C.**

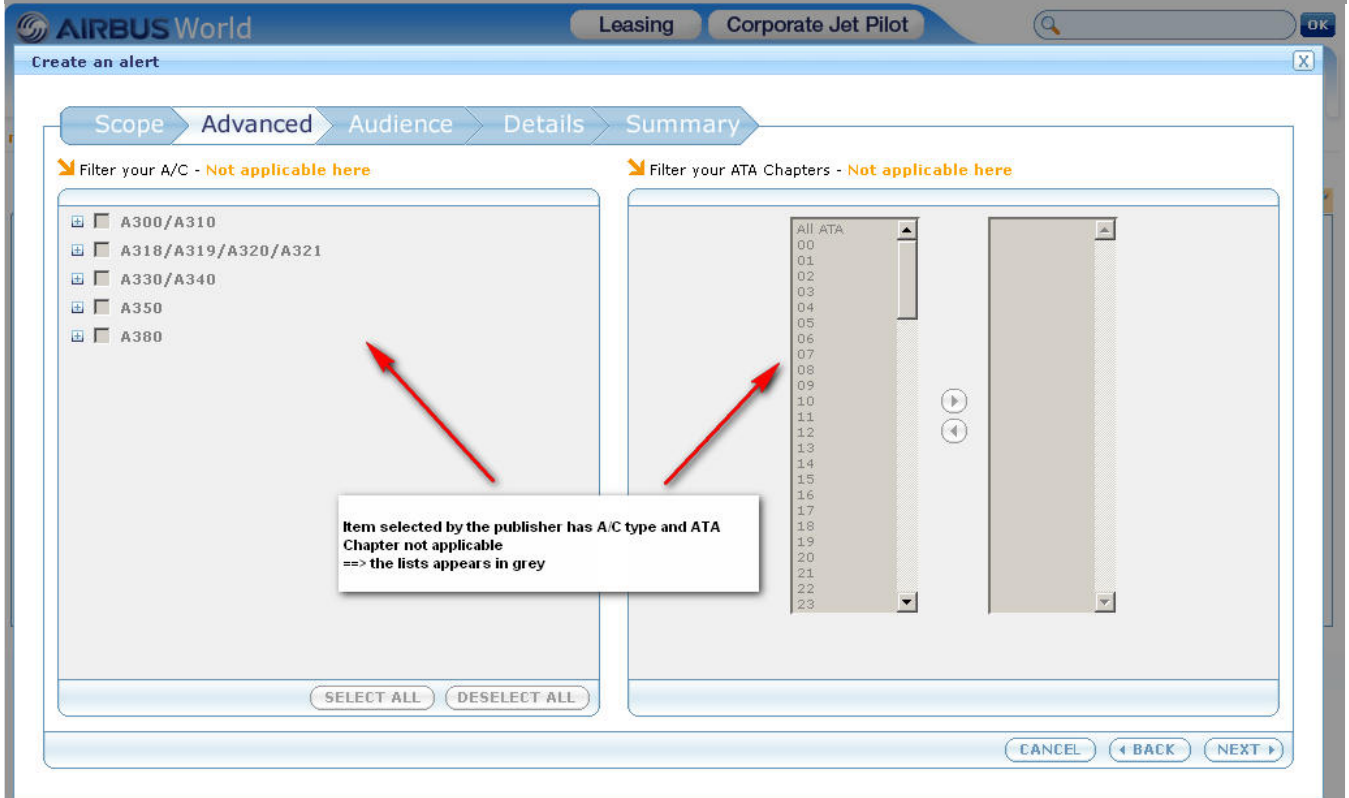
- A300/A310
- A318/A319/A320/A321
  - A318
    - 318-100
  - A319
  - A320
  - A321
- A330/A340
- A350
- A380

**Filter your ATA Chapters.**

00  
01  
02  
03  
04  
05  
06  
07  
08  
09  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

**Callout:** A/C Types are displayed under their Aircraft families  
The publisher can select the A/C Series

Buttons: SELECT ALL, DESELECT ALL, CANCEL, BACK, NEXT



**Filter your A/C - Not applicable here**


- A300/A310
- A318/A319/A320/A321
- A330/A340
- A350
- A380

**Filter your ATA Chapters - Not applicable here**

All ATA  
00  
01  
02  
03  
04  
05  
06  
07  
08  
09  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

**Callout:** Item selected by the publisher has A/C type and ATA Chapter not applicable  
=> the lists appears in grey

Buttons: SELECT ALL, DESELECT ALL, CANCEL, BACK, NEXT

	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220	
		<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
		Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910			

### 2.2.2.3. Description of screen – Audience

To select the audience of the alert, the publisher must select which kind of audiences he will notify. Two possibilities are offered:

- Audience selection per « Users groups »
- Audience selection per « Specific users »

#### 2.2.2.3.1. “Audience selection per « Users groups » “

If the publisher selects to define the audience per users groups he can select:

- A list of services or communities
- A list of companies
- An item (to notify the subscriber to this item)


The services that can be notified are the services defined into the “All services” page

Home > my AirbusWorld > all Services

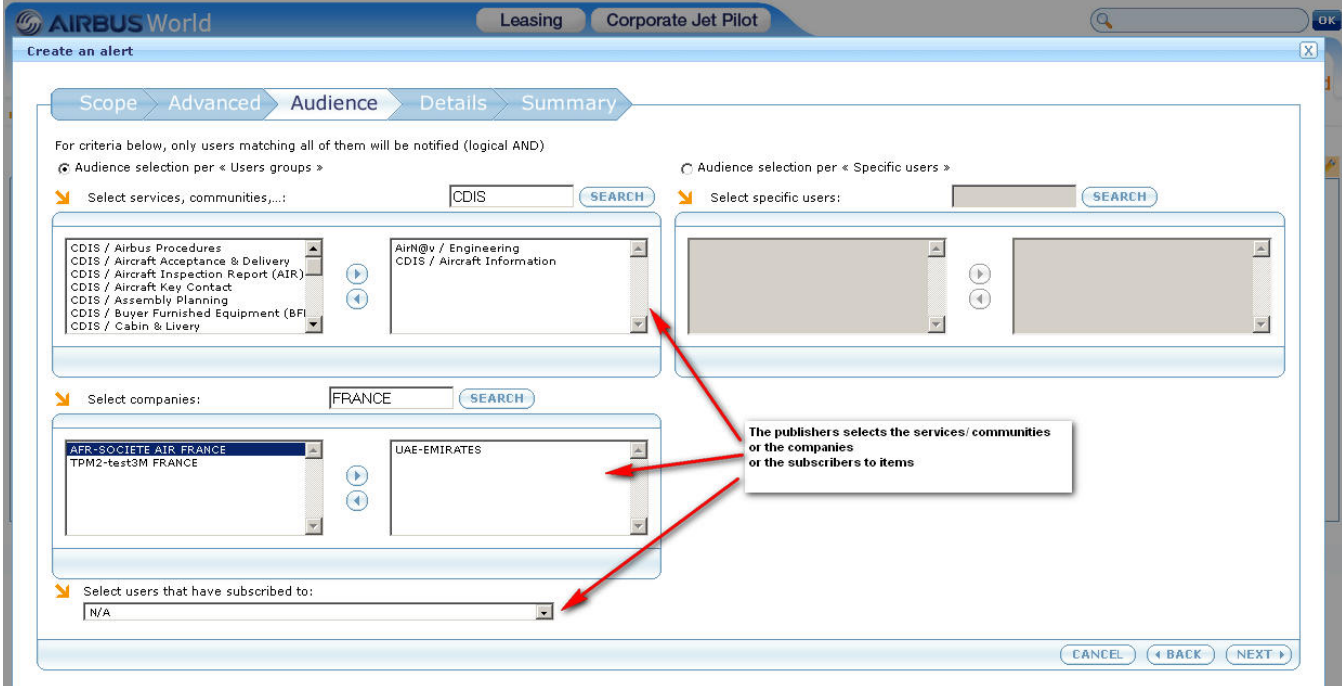
→ What's available on AirbusWorld?

<p><b>Flight Operations</b></p> <ul style="list-style-type: none"> <li>FAIR-OPS <span style="float: right;">?</span></li> <li>▶ Flight Operations Manual <span style="float: right;">?</span></li> <li>Ops Library Browser <span style="float: right;">?</span></li> <li>Performance Program Mgt <span style="float: right;">?</span></li> </ul> <p><b>Material Management</b></p> <ul style="list-style-type: none"> <li>▶ AirbusSpares <span style="float: right;">?</span></li> <li>Airbus Supplier Performance Indicators <span style="float: right;">?</span></li> <li>Supplier Claim Router <span style="float: right;">?</span></li> <li>▶ Supplier Product Support Agreements <span style="float: right;">?</span></li> <li>Supplier Support Rating e-Questionnaire <span style="float: right;">?</span></li> <li>▶ Vendor Information Manual plus AOG and Repair Guide <span style="float: right;">?</span></li> <li>▶ Warranty Xpress <span style="float: right;">?</span></li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>Airbus e-learning library <span style="float: right;">?</span></li> <li>C@DETS <span style="float: right;">?</span></li> <li>Training Simulation Support <span style="float: right;">?</span></li> </ul>	<p><b>Maintenance &amp; Engineering</b></p> <ul style="list-style-type: none"> <li>ADOC Web M&amp;E <span style="float: right;">?</span></li> <li>AirN@v / Associated Data <span style="float: right;">?</span></li> <li>▶ AirN@v / Engineering <span style="float: right;">?</span></li> <li>▶ AirN@v / Maintenance <span style="float: right;">?</span></li> <li>▶ AirN@v / Planning <span style="float: right;">?</span></li> <li>▶ AirN@v / Repair <span style="float: right;">?</span></li> <li>▶ AirN@v / Workshop <span style="float: right;">?</span></li> <li>AirPI@n <span style="float: right;">?</span></li> <li>AirPI@n Simulator <span style="float: right;">?</span></li> <li>Data Loading Interface <span style="float: right;">?</span></li> <li>▶ Engineering Drawings <span style="float: right;">?</span></li> <li>FAIR-ISP <span style="float: right;">?</span></li> <li>▶ <b>FTM for Cockpit</b> <span style="float: right;">?</span></li> <li>IDOLS for Maintenance Costs <span style="float: right;">?</span></li> <li>IDOLS for Reliability <span style="float: right;">?</span></li> <li>IDOLS for Scheduled Maintenance <span style="float: right;">?</span></li> <li>List of Effective Technical Data <span style="float: right;">?</span></li> <li>Live Animal Transportation Calculation <span style="float: right;">?</span></li> <li>Load Delivery Service <span style="float: right;">?</span></li> <li>▶ <b>Man-hour database</b> <span style="float: right;">?</span></li> <li>MOD Assessment Tool <span style="float: right;">?</span></li> <li>Repair Manager <span style="float: right;">?</span></li> <li>SB Reporting <span style="float: right;">?</span></li> <li>Spares Technical Specifications <span style="float: right;">?</span></li> <li>▶ Supplier Technical Documentation <span style="float: right;">?</span></li> <li>▶ Technical Data Download <span style="float: right;">?</span></li> <li>Technical Data Services Delegation <span style="float: right;">?</span></li> <li>▶ Technical Manuals <span style="float: right;">?</span></li> </ul> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>Airworthiness Doc EXchange <span style="float: right;">?</span></li> <li>Airworthiness Limitations Section <span style="float: right;">?</span></li> </ul> <p><b>Portal Services</b></p> <ul style="list-style-type: none"> <li>TechRequest <span style="float: right;">?</span></li> </ul>	<p><b>Customization &amp; Delivery</b></p> <ul style="list-style-type: none"> <li>• <b>General Information:</b></li> <li>CDIS / Airbus Procedures <span style="float: right;">?</span></li> <li>CDIS / Aircraft Acceptance &amp; Delivery <span style="float: right;">?</span></li> <li>CDIS / Email Change Notification <span style="float: right;">?</span></li> <li>CDIS / Standard Offer <span style="float: right;">?</span></li> <li>• <b>Customization and Definition:</b></li> <li>CDIS / Aircraft Information <span style="float: right;">?</span></li> <li>CDIS / Buyer Furnished Equipment (BFE) <span style="float: right;">?</span></li> <li>CDIS / Cabin &amp; Livery <span style="float: right;">?</span></li> <li>CDIS / Fleet – Change Control Register (CCR) <span style="float: right;">?</span></li> <li>CDIS / Manufacturer Spec. Change Notice (MSCN) <span style="float: right;">?</span></li> <li>CDIS / MOD &amp; Comparison <span style="float: right;">?</span></li> <li>CDIS / Request For Change (RFC / SCN) <span style="float: right;">?</span></li> <li>• <b>Acceptance and Delivery:</b></li> <li>CDIS / Aircraft Inspection Report (AIR) <span style="float: right;">?</span></li> <li>CDIS / Concessions <span style="float: right;">?</span></li> <li>CDIS / Conformity Documentation <span style="float: right;">?</span></li> <li>CDIS / Commitment Letter <span style="float: right;">?</span></li> <li>CDIS / Customer Satisfaction (CSIP) <span style="float: right;">?</span></li> <li>CDIS / Delivery Technical Logbook (TLB) <span style="float: right;">?</span></li> <li>CDIS / Quality Log Book (QLB) <span style="float: right;">?</span></li> <li>• <b>Planning:</b></li> <li>CDIS / Assembly Planning <span style="float: right;">?</span></li> <li>CDIS / Delivery Planning <span style="float: right;">?</span></li> <li>• <b>People:</b></li> <li>CDIS / Aircraft Key Contact <span style="float: right;">?</span></li> <li>CDIS / Contact Directory <span style="float: right;">?</span></li> </ul> <p><b>Airbus Suppliers</b></p> <ul style="list-style-type: none"> <li>Avionics and Simulation <span style="float: right;">?</span></li> <li>Cabin Electronics <span style="float: right;">?</span></li> </ul>
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The communities are the 5 business communities defined into AirbusWorld.


	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code> R910	1.2	19-Feb-2014

-  Customization & Delivery
-  Training
-  Flight Operations
-  Maintenance & Engineering
-  Material Management



**Note:** the list of recipients is composed of the users having access to one selected services/community from at least one company selected:

User	Services authorized	Company	Publisher service selection	Publisher company selection	Alert recipient
User1	AirN@v / Engineering	Air FRANCE		EMIRATES	No

 <b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910		


	CDIS / Airbus Procedures				
<b>User1</b>	AirN@v / Engineering	Air FRANCE		AIR FRANCE	yes
	CDIS / Airbus Procedures				
<b>User1</b>	AirN@v / Engineering	Air FRANCE	AirN@v / Engineering	AIR FRANCE	Yes
	CDIS / Airbus Procedures		CDIS / Airbus Procedures		
<b>User1</b>	AirN@v / Engineering	Air FRANCE	AirN@v / Engineering	AIR FRANCE EMIRATES	Yes
	CDIS / Airbus Procedures				
<b>User2</b>	CDIS / Airbus Procedures	EMIRATES	AirN@v / Engineering	AIR FRANCE EMIRATES	No
<b>User2</b>	CDIS / Airbus Procedures	EMIRATES	AirN@v / Engineering	AIR FRANCE EMIRATES	Yes
			CDIS / Airbus Procedures		
<b>User2</b>	CDIS / Airbus Procedures	EMIRATES	AirN@v / Engineering	AIR FRANCE EMIRATES	Yes
			CDIS / Airbus Procedures		
			CDIS / Customer Satisfaction (CSIP)		

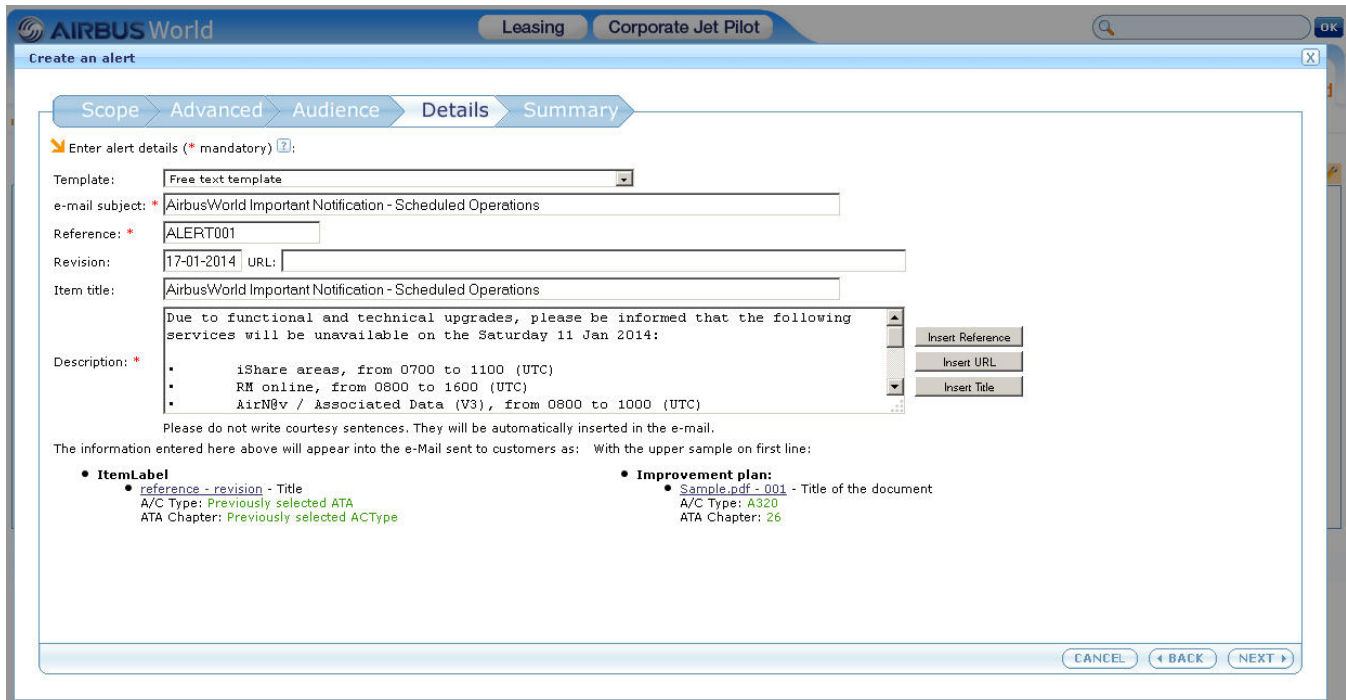
### 2.2.2.3.1. Audience selection per « Specific users »

If the publisher selects “specific users” to define the audience, he can select users on last name.

### 2.2.2.1. Description of screen – Details

The publisher then provides the description of the alert he wants to send. He has to provide the e-mail subject, the e-mail content and the mandatory information to store the alert into the notification database.

	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910		



The screenshot shows the 'Create an alert' window in the AIRBUS World portal. The window has a navigation bar with 'Leasing' and 'Corporate Jet Pilot' tabs. The main content area is titled 'Create an alert' and has a breadcrumb trail: 'Scope > Advanced > Audience > Details > Summary'. Below the breadcrumb, there is a section 'Enter alert details (\* mandatory)'. The form includes the following fields and content:

- Template:** Free text template
- e-mail subject:** AirbusWorld Important Notification - Scheduled Operations
- Reference:** ALERT001
- Revision:** 17-01-2014 | URL:
- Item title:** AirbusWorld Important Notification - Scheduled Operations
- Description:**

Due to functional and technical upgrades, please be informed that the following services will be unavailable on the Saturday 11 Jan 2014:

  - iShare areas, from 0700 to 1100 (UTC)
  - FM online, from 0800 to 1600 (UTC)
  - AirNBv / Associated Data (V3), from 0800 to 1000 (UTC)

Please do not write courtesy sentences. They will be automatically inserted in the e-mail.

The information entered here above will appear into the e-Mail sent to customers as: With the upper sample on first line:

  - ItemLabel**
    - reference - revision - Title
    - A/C Type: Previously selected ATA
    - ATA Chapter: Previously selected ACType
  - Improvement plan:**
    - Sample.pdf - 001 - Title of the document
    - A/C Type: A320
    - ATA Chapter: 26

Buttons for 'Insert Reference', 'Insert URL', and 'Insert Title' are located to the right of the description field. At the bottom of the window, there are 'CANCEL', 'BACK', and 'NEXT' buttons.

Into the e-mail content, the publisher can add an URL, to do that he click on the “insert URL” button.

The alert e-mail can be based on 2 templates:

- Free text template
- Notification e-mail template

The alert “free text” template sends a simple e-mail to end-users.

The alert “Notification e-mail” template sends an e-mail similar to the notification e-mail.


### 2.2.2.1. Description of screen – Summary

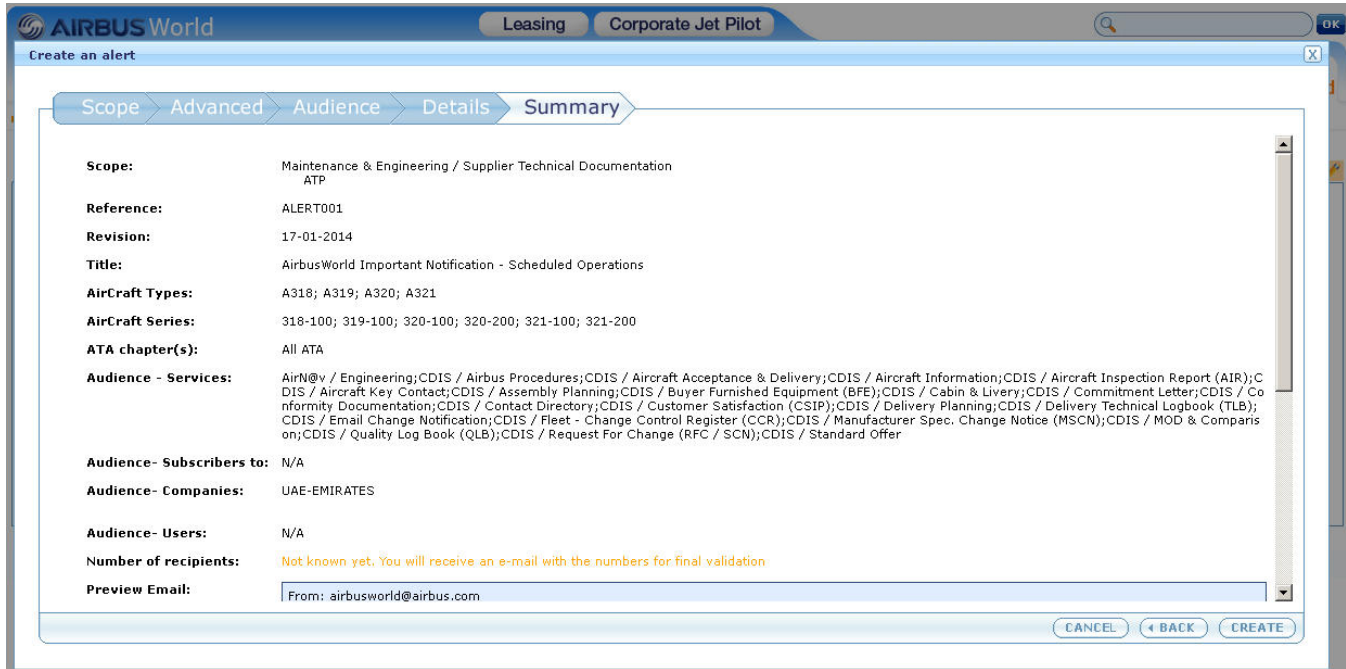
The publisher consults the detail of the alert published.

Into this step, he can see a preview of the e-mail that will be sent.

In this preview, a standard message is added:

“This information has been pushed by Airbus because it is important.  
This mail is not linked to your personal subscription in myAirbusWorld.”

	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code> R910	1.2	19-Feb-2014



**Preview Email:**

```

From: airbusworld@airbus.com
To: user1@company.com
Cc:
Subject: AirbusWorld Notification - ALERT ON CDIS APPLICATION

Dear username,

This information has been pushed by Airbus because it is important.
This mail is not linked to your personal subscription in myAirbusworld.

ALERT ON CDIS APPLICATION
ALERT001
click here
ALERT ON CDIS APPLICATION

Training / Training documents

  • Events
    ALERT001 - 7-02-2014 - ALERT ON CDIS APPLICATION
    A/c Type: N/A
    ATA Chapter: N/A


Regards,
AirbusWorld Team
  
```

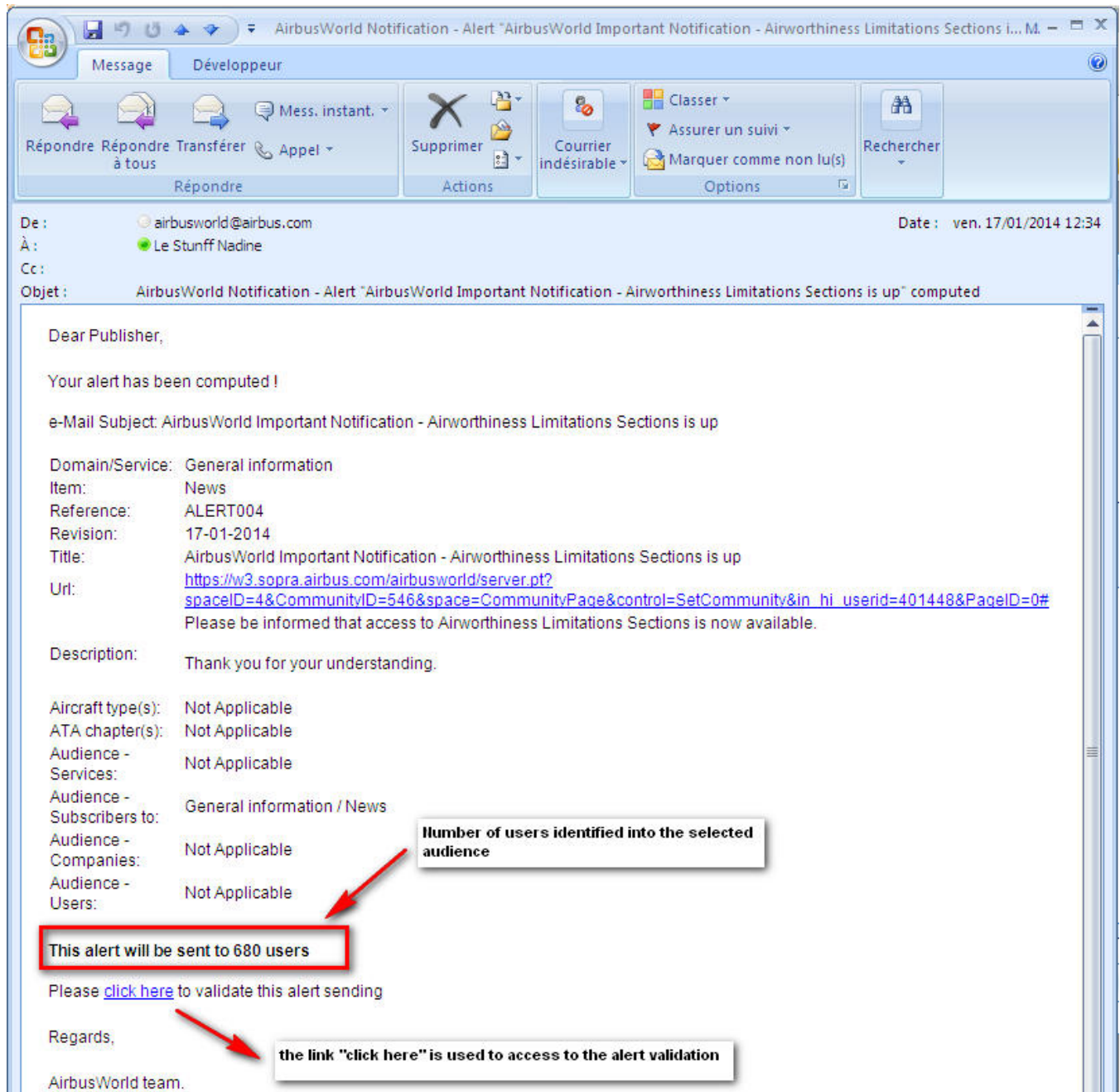
To create the alert the publisher clicks on "CREATE".

### 2.2.1. Alert computing

A batch process computes the new alert created to identify the number of users that will receive the alert.

At the end of the alert computing, a message is sent to the publisher to inform him about the computing.

	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>		Ref: UG1400220			
		<b>AIRBUS PORTAL NOTIFICATION</b>				Issue: 1.2	Date: 19-Feb-2014
		Notif	V2.1.0	<Project code> R910			




From this email the publisher can validate the alert by clicking on “click here” link.

### 2.2.1. Alert validation

After the check of the alert computing, the publisher confirms/rejects the alert sending.

From the URL inserted into the validation email or from the web interface, the publisher can approve or reject the alert sending.

 <b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code> R910	1.2	19-Feb-2014

My subscriptions
What's new on-line
Statistics
Alert creation & push
Event creation

From:  To:

Domain/Service:







Item:

Reference:  Revision:

Keyword(s):

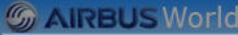
Subscription:

Alert e-mails pushed by Airbus

Date	Description	Details	Alert Status	Suspend	Delete
17-Jan-2014	<b>ALERT001 - 17-01-2014</b> - AirbusWorld Important Notification - Scheduled Operations Domain/Service: Supplier Technical Documentation Item: ATP A/C Type: A318, A319, A320, A321 ATA Chapter: All		 Alert computed		
17-Jan-2014	<b>ALERT005 - 17-01-2014</b> - test alert Domain/Service: Flight Operations Item: Events A/C Type: Not Applicable ATA Chapter: Not Applicable				

To delete an alert, the publisher clicks on delete button.

To validate an alert, the publisher clicks on the alert computed icon or click on the link inserted into the validation email he has received.


Leasing Corporate Jet Pilot

**Alert summary**

Aircraft Series: Not Applicable

ATA Chapter(s): N/A

Audience - Services: N/A

Audience - Subscribers to: News

Audience - Companies: N/A

Audience - Users: N/A

**Number of recipients: 680**

Status: To be Validated

Preview email:

From: airbusworld@airbus.com  
To: user1@company.com  
Cc:  
Subject: AirbusWorld Notification - AirbusWorld Important Notification - Airworthiness Limitations Sections is up


Dear username,

Please be informed that access to Airworthiness Limitations Sections is now available.

Thank you for your understanding.

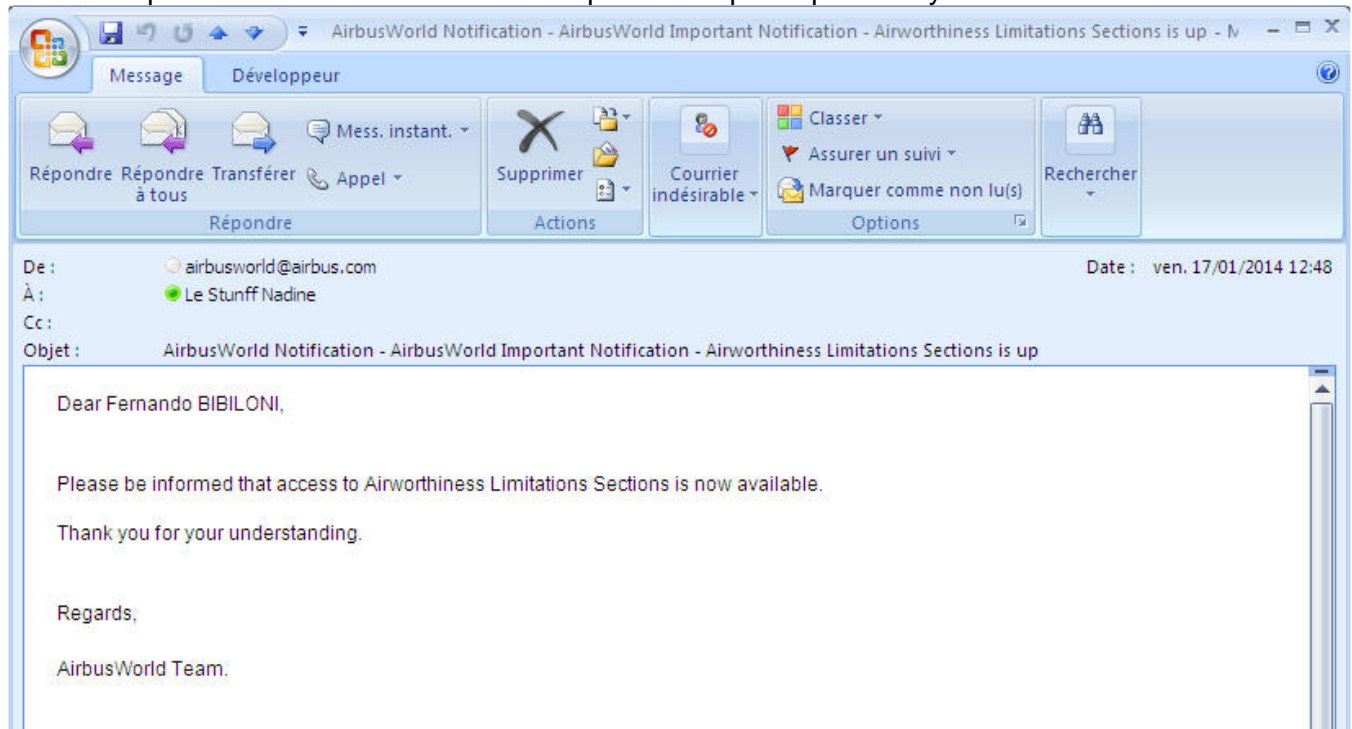
Regards  
AirbusWorld Team


Use I VALIDATE to confirm the alert sending or user the EDIT to review the alert properties

 <b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220			
	<b>AIRBUS PORTAL NOTIFICATION</b>					Issue: 1.2	Date: 19-Feb-2014
	Notif	V2.1.0	<Project code> R910				

### 2.2.1. Alert sending

The batch process sends the alert to the recipients computed previously.



 <b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code>	1.2	19-Feb-2014
			R910		

## 2.3. ALERT Consultation

Through My Notifications portlet, the publishers can consult the alert created.

My subscriptions
What's new on-line

**From:**  
**To:**

**Domain/Service:**

**Item:**

**Reference:**  **Revision:**

**Keyword(s):**

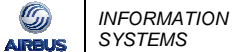
**Subscription:**

Alert e-mails pushed by Airbus

Date	Description	Details	Alert Status	Suspend	Delete
14-Feb-2014	ALERT018 - 14-02-2014 - ALERT018 - audience CDIS <b>Domain/Service:</b> Flight Operations <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable				
14-Feb-2014	ALERT018 - 14-02-2014 - https://v3.airbus.com/airbusworld/server.pt?space=CommunityPage&cached=true&control=SetCommunity&PageID=0&CommunityID=575&parentname=CommunityPage# <b>Domain/Service:</b> Training documents <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable				
14-Feb-2014	ALERT017 - 14-02-2014 - ALERT017 - audience qatar FTM <b>Domain/Service:</b> Training documents <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable				
14-Feb-2014	ALERT016 - 14-02-2014 - ALERT016 - Audience QATAR <b>Domain/Service:</b> Training documents <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable				

An alert can be deleted by a click on the bin icon corresponding to the alert.  
 Note: Only alert not yet send can be deleted

	Details	Alert Status	Suspend	Delete
#				

	<b>User's Training Manual</b>			Ref: UG1400220	
	<b>AIRBUS PORTAL NOTIFICATION</b>			Issue:	Date:
	Notif	V2.1.0	<Project code> R910	1.2	19-Feb-2014

The Alert status provides the status of the alert:

- Created
- Computed
- Validated
- sent

Only publisher can see these alerts status.  
End-users see only alert sent.

Each status is represented by an icon:

- Alert created:

14-Feb-2014	ALERT016 - 14-02-2014 - ALERT016 - Audience QATAR <b>Domain/Service:</b> Training documents <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable			
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This alert has been created by the publisher and has not been yet computed.

- Alert computed

14-Feb-2014	ALERT018 - 14-02-2014 - https://v3.airbus.com/airbusworld/server.pt?space=CommunityPage&cached=true&control=SetCommunity&PageID=0&CommunityID=575&parentname=CommunityPage# <b>Domain/Service:</b> Training documents <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable			
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This alert has been computed. The publisher has received the email to validate the number of recipients.

- Alert validated


14-Feb-2014	ALERT017 - 14-02-2014 - ALERT017 - audience qatar FTM <b>Domain/Service:</b> Training documents <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable			
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This alert has been validated by the publisher. It is ready to be sent to the end-users.

- Alert sent

14-Feb-2014	ALERT018 - 14-02-2014 - ALERT018 - audience CDIS <b>Domain/Service:</b> Flight Operations <b>Item:</b> Events <b>A/C Type:</b> Not Applicable <b>ATA Chapter:</b> Not Applicable				
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This alert has been sent to end-users.


 <b>AIRBUS</b>	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220		
		<b>AIRBUS PORTAL NOTIFICATION</b>				Issue:	Date:
		Notif	V2.1.0	<Project code>		1.2	19-Feb-2014
				R910			

### 3. APPENDIX

#### 3.1. Access


##### 3.1.1. Authorization

All users having access to AirbusWorld and member of the group **R910-Publishers-Alert** can use the alert function.

	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220		
		<b>AIRBUS PORTAL NOTIFICATION</b>				Issue:	Date:
		Notif	V2.1.0	<Project code>	1.2	19-Feb-2014	
			R910				


<b>REFERENCE DOCUMENTS</b>
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Index	Title	Reference	Issue	Date

 <b>AIRBUS</b> INFORMATION SYSTEMS	<b>User's Training Manual</b>			Ref: UG1400220			
	<b>AIRBUS PORTAL NOTIFICATION</b>					Issue:	Date:
	Notif	V2.1.0	<Project code>		1.2	19-Feb-2014	
					R910		

<b>APPROVAL</b>
-----------------

Name - Function	Department - Company	Date	Signature
Camille Chevalier – BPL	SVI11	06-Feb-2014	Approved.
Lionel Gohard			

	<b>INFORMATION SYSTEMS</b>	<b>User's Training Manual</b>			Ref: UG1400220		
		<b>AIRBUS PORTAL NOTIFICATION</b>				Issue:	Date:
		Notif	V2.1.0	<Project code>		1.2	19-Feb-2014
				R910			

<b>TABLE OF REVISIONS</b>
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Issue	Date	Modified by	Modified sections	Observations
1.0	17-Jan-2014	N. LE STUNFF	ALL	Document creation
1.1	7-Feb-2014	N. LE STUNFF	ALL	Integrate BPL remarks
1.2	18-Feb-2014	N. LE STUNFF	2.3	Add chapter on alert consultation with the explanation about the status

See IS-OPG-0012 - IS Projects Documentation Management Guideline for detailed document versioning rules.