

Telecommunications Manual

CHAPTER III - LOG-ON AND LOG-OFF PROCEDURES

A. LOG-ON PROCEDURES

Access CAR's telecommunications system via its website: www.commauto.com.

From CAR's home page, click on Reports, Telecommunications, then either start session or start secure session.

This runs a program called Reflections for the WEB. Click OK to run the program. When that completes, the CAR Warning Screen appear (shown below).

```
TUBES 1.935A                                11/01/06  16:06:08
                                     W A R N I N G   N O T I C E

      THIS SYSTEM IS RESTRICTED TO AUTHORIZED USERS FOR
      LEGITIMATE BUSINESS PURPOSES AND IS SUBJECT TO AUDIT.
      THE ACTUAL OR ATTEMPTED UNAUTHORIZED ACCESS, USE OR
      MODIFICATION OF COMPUTER SOFTWARE IS A VIOLATION OF
      FEDERAL AND STATE LAWS.

                                     ENTER YOUR USER ID IN THE SPACE BELOW

                                     ENTER MENU NAME AND PASSWORD ==>
```

At "ENTER MENU NAME AND PASSWORD=====>", type your User ID, then hit "ENTER."
Three invalid attempts disables your User ID.

The CAR Sign-On Screen appears.

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A. LOG-ON PROCEDURES (CONTINUED)

```
IESADMS01          DOSPROD
5690-VSE and Other Materials (C) Copyright IBM Corp. 2000 and other dates

      CCCCCCCC          AAAAAAAAAA          RRRRRRRRRR
CCCCCCCCCC          AAAAAAAAAAAA          RRRRRRRRRR
CC          CC          AA          AA          RR          RR
CC          CC          AA          AA          RR          RR
CC          CC          AAAAAAAAAA          RRRRRRRRRR
CC          CC          AAAAAAAAAA          RRRRRRRRRR
CC          CC          AA          AA          RR          RR
CC          CC          AA          AA          RR          RR
CCCCCCCCCC . .          AA          AA . .          RR          RR . .
CCCCCCC . .          AA          AA . .          RR          RR . .

      Your terminal is A001 and its name in the network is H01L520
      Today is 11/01/2006. To sign on to CARCICS -- enter your:

      USER-ID.....          The name by which the system knows you.
      PASSWORD.....          Your personal access code.

PF1=HELP          2=TUTORIAL          4=REMOTE APPLICATIONS
                                10=NEW PASSWORD
```

At "USER-ID..." type your CAR designated user id and then TAB into the PASSWORD field. At "PASSWORD..." type your password and hit "ENTER".

If you enter an invalid User ID/password combination, an error message appears. Re-key the information. Three invalid attempts disables the User ID.

CAR sets the User ID and initial password. At the initial sign on, the password expires (see Section B of this chapter). You maintain the new password from this point forward. Upon entering a valid User ID and password, the CAR VSE/ESA Function Selection screen appears.

```
IESADMSL.CARREMOT          VSE/ESA FUNCTION SELECTION          APPLID:
CARCICS
Enter the number of your selection and press the ENTER key:

      1 CAR SERVICING CARRIERS MENU

PF1=HELP          PF3=SIGN OFF

==>
```

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A. LOG-ON PROCEDURES (CONTINUED)

Select "CAR SERVICING CARRIER MENU", tab to the bottom of the screen and at "=>", type "1" and press "ENTER".

The Telecommunications Menu Selections screen appears. The later chapters of this manual contain further information for each application.

TE100SB	COMMONWEALTH AUTOMOBILE REINSURERS	11/01/2006
TEMENUSA	TELECOMMUNICATIONS	09:06:03
C.A.R. ACCOUNTING PF2	OR 02
SESSION SYSTEM PF3	OR 03
STATISTICAL SYSTEM PF4	OR 04
PRODUCER CODE SYSTEM PF5	OR 05
TAXI INDEX SYSTEM PF6	OR 06
AUDIT & CLAIMS SYSTEM PF7	OR 07
EXPERIENCE RATING PF8	OR 08
TERMINATE C.A.R. SESSION PF12	OR 12
	: :	
	DEPRESS PFKEY OR ENTER	PROCESSING OPTION

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B. PASSWORD MAINTENANCE

To change the password upon expiration, perform the following steps:

- a. After keying the old password at the CAR Sign-on Screen, the message "NEW PASSWORD REQUIRED" appears at the bottom of the screen.
- b. Key in a new password and press "ENTER". The CAR security system does not allow you to use a previous password.
- c. The system prompts with the message "RE-ENTER PASSWORD FOR VERIFICATION". Key in the same password and then press "ENTER".
- d. The CAR VSE/ESA Function Selection Screen appears.

The security procedures for changing passwords are very sensitive. Miskeying the verification step results in a disabled User ID. Accordingly, take extra care.

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C. LOG-OFF PROCEDURES

In order to properly log off CAR's Telecommunications System, follow these procedures:

1. To exit from any application or any function within an application, press PF12 or tab to the function field, type in "12" and press "ENTER".
2. Continue pressing PF12 until the Telecommunications Menu Selections (TE100) screen appears. Again, press PF12 or type in "12" and press "ENTER".
3. The CAR VSE/ESA Function Screen appears. Press PF3 for Sign-Off.

Note that an improper disconnection (such as hanging-up while within a CAR application) could result in the User Id becoming "hung" and thus, inactive for the day.

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D. TROUBLESHOOTING GUIDE

While you may refer any questions to CAR Staff, the following examples represent common mistakes and thus, can be avoided:

1. Do not sign on to the system before 7:00 AM or after 6:00 PM. The system is only available Monday - Friday.
2. Ensure you properly disconnect. An improper disconnection can disable your User-Id for the entire day. Never turn off or reset your computer if you are hung in the system.
3. If your computer appears to be hung, press your reset key (dependent upon your keyboard set up). Simple terminal errors can be corrected through this procedure.
4. Do NOT share User-Ids/Passwords. Not only is it a violation of the security procedures, but one person could change the password without informing you. Next time an attempted sign on occurs, the User-Id will become disabled because the password isn't valid anymore.
5. Remember that the system disconnects you after 30 minutes of inactivity.
6. When calling your Data Analyst with a problem, be as specific as possible when referencing a screen. This enables us to determine your problem more efficiently.
7. If your keyboard does not have an active PF12 function key, remember to type in "12" at the function field.
8. As the passwords change every 60 days, please remember your new passwords!!