



Welcome to AVS eForm Service

The AVS eForm Service is a web-based service that provides AVS users and customers the capability to fill out forms online or offline. Form designs can include data validations to improve data quality as well as the potential automation of business processes. This service not only includes a web-based Form Manager User Interface containing often-used AVS forms but it also provides the technology necessary to render forms back to other applications, all from a centralized form repository and in an electronic format that can be easily maintained and efficiently administered. This Quick Reference Guide provides information on the functionality within the Form Manager User Interface (UI).

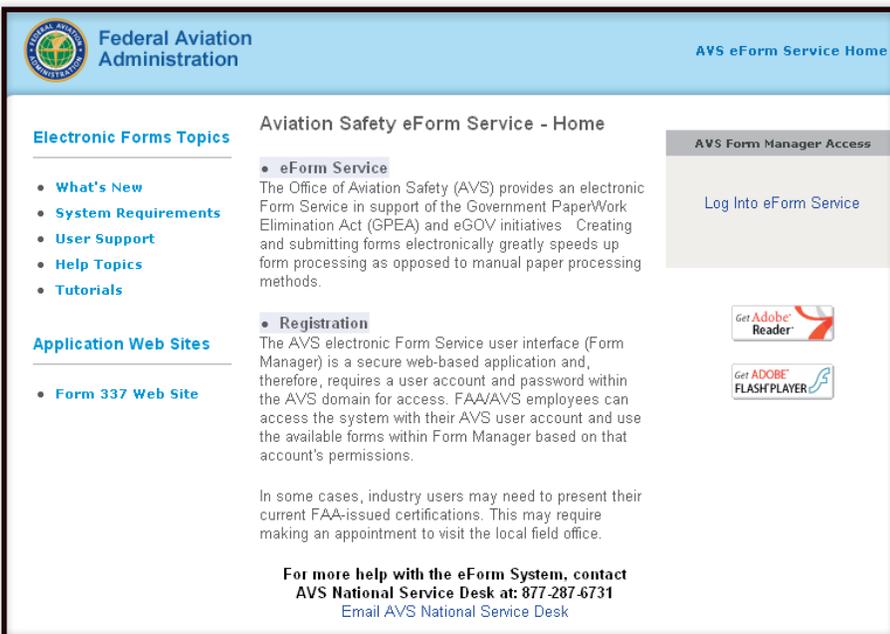


Figure 1: eForm Service Home Page

eForm Service Form Manager is a secure web-based user interface that requires all AVS users to log in by clicking the “Log Into eForm Service” link on the right side of the <http://eformservice.faa.gov> home page. This program is registered with V-Go (the approved AVS Single Sign On solution).

The left side of the eForm Service home page includes program-specific topics such as release and update information (under What's New), System Requirements, User Support, Help Topics that include a web-based online Help system, and audio Tutorials. Links to other web sites supported by the AVS eForm Service (i.e., the electronic Form 337) are also available from the home page.

Form Manager

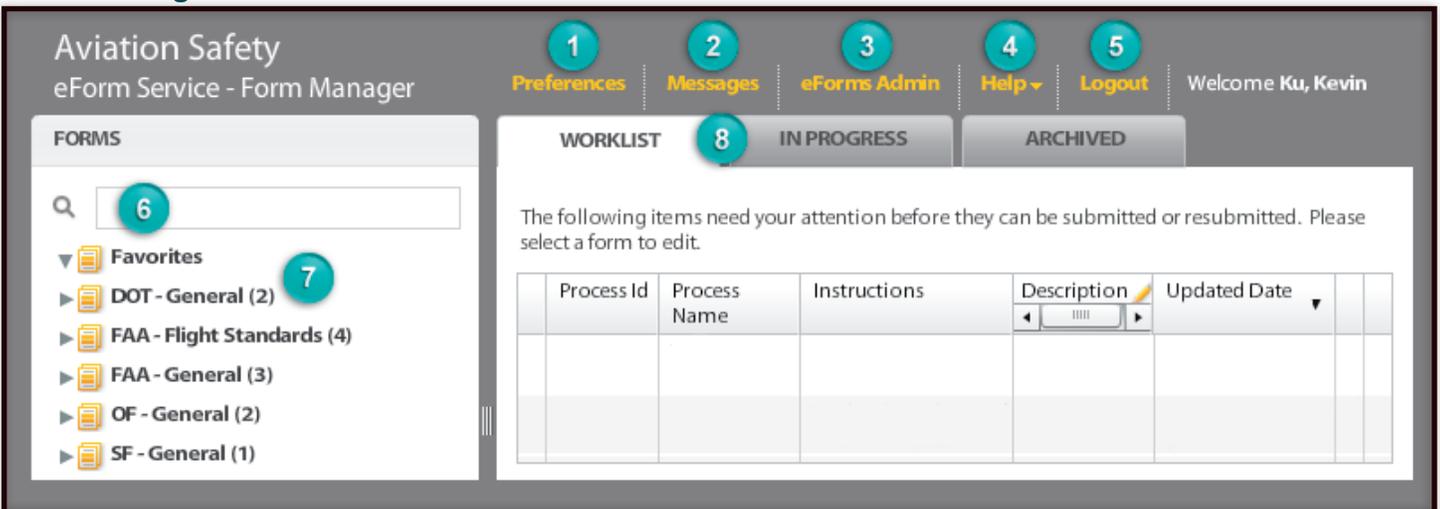


Figure 2: Form Manager (Example)

1. Preferences

The user preferences link displays two tabs: **Manage Out of Office** and **Manage Worklists**. See next section for further details.

2. Messages

These are notices of events that occur during your current session. The messages are about two types of events:

- System events, such as login and server errors
- Business process events, such as completion of a task and new tasks arriving in your queue

To sort the messages in ascending or descending order, click the Description column heading. Click **Exit Messages** to exit the page.

3. eForms Admin

This option is available only to internal AVS users who are authorized to perform various functions pertaining to the eForm Service (i.e. reporting, user account requests, etc.). See example of screen here.

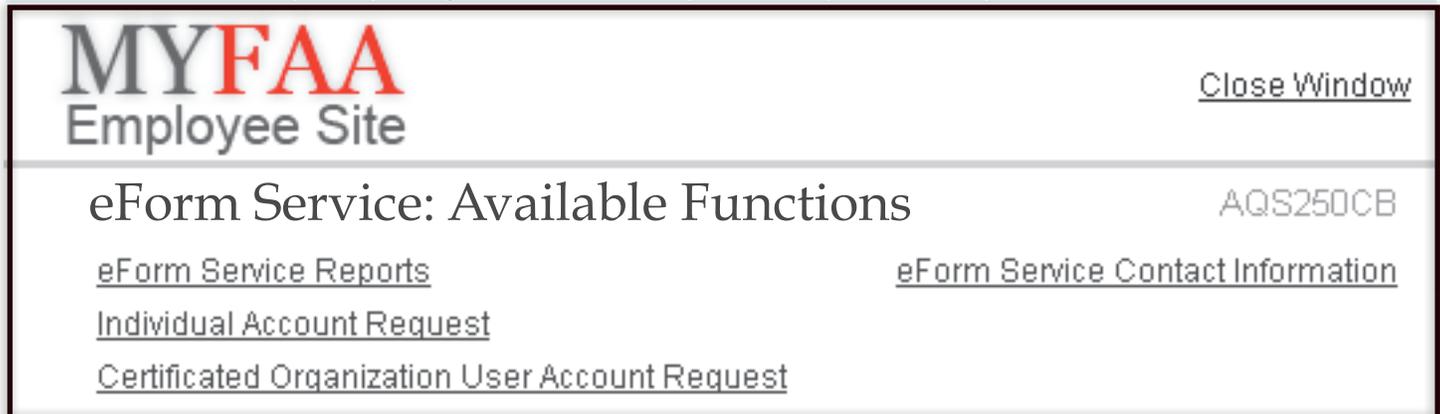


Figure 3: eForms Admin Page

4. Help

This option provides a link to eForm Service Help Topics and a link that displays information about the AVS Form Manager.

5. Logout

This option logs you out of the Form Manager. When selected, a confirmation window will appear to verify whether you wish to log out or not.

6. Search

Type the name of a particular form in the Search field and a list of all forms that match the search criteria will appear. As you type a character, any form that has that character in its name will appear until the search parameter is narrowed to the form you want.

7. Form Directory Panel

Use the form directory panel on the left side of the Form Manager to browse for forms. This panel displays forms in different categories and allows for easy organization of the forms.

Adding and Removing Forms in the Favorites Category

By setting favorites, you can group together all the forms that are used frequently so that you can find them quickly. To do this, click the star icon next to the form name to add/remove forms from the Favorites category.

NOTE: To open a form in any category, make sure to double-click on the form name instead of the star icon next to it.

8. Form Manager Tabs

The Form Manager Tabs consist of the **Worklist** tab, **In Progress** tab, and **Archived** tab. These tabs help organize the forms within Form Manager.

To view the list in ascending or descending order (such as by Process ID, Process Name, etc.), click on the corresponding column heading to rearrange the view as desired.

Worklist Tab

The Worklist tab lists active forms that are still in process. It could also include forms that are sent to you as part of an automated workflow and need to be processed for approval, rejection, or future editing.

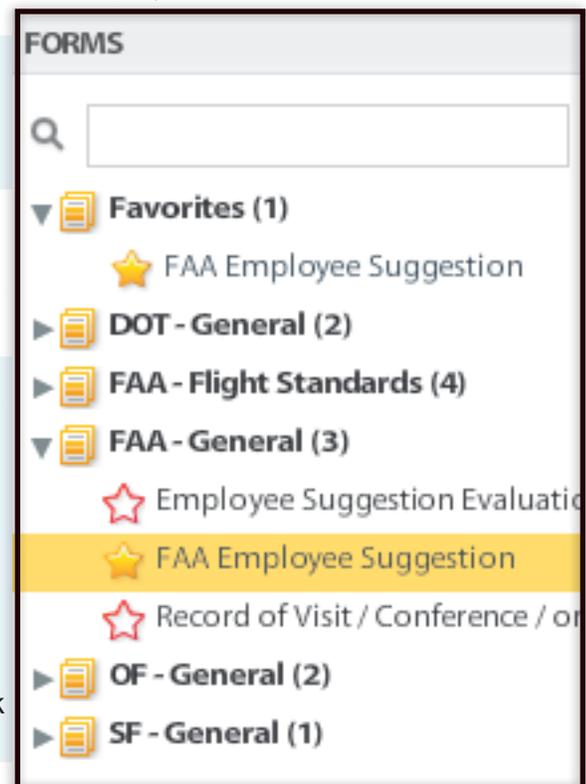


Figure 4: Setting Favorites

8. Form Manager Tabs (continued)

In Progress Tab

The **In Progress** tab lists the forms that are designed to follow an automated workflow (i.e. Form 337). These are forms that are currently in progress for review, approval, reject, etc. These forms are read-only.

Archived Tab

The **Archived** tab lists the completed forms that you submitted online. Archived copies are retained for 365 days. These are read-only copies of the form; however, depending on the form design or workflow, you can create a new instance of a previously completed form.

To view a completed form in the Archived category, double-click on a form in the Archived view and go to the **Audit** tab. Then, click on the View Form icon  to open the form.

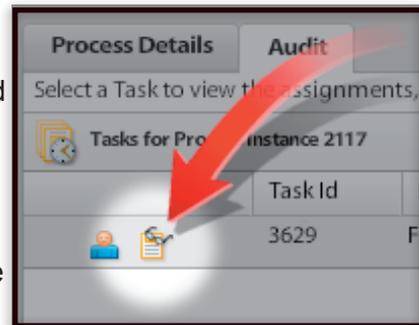
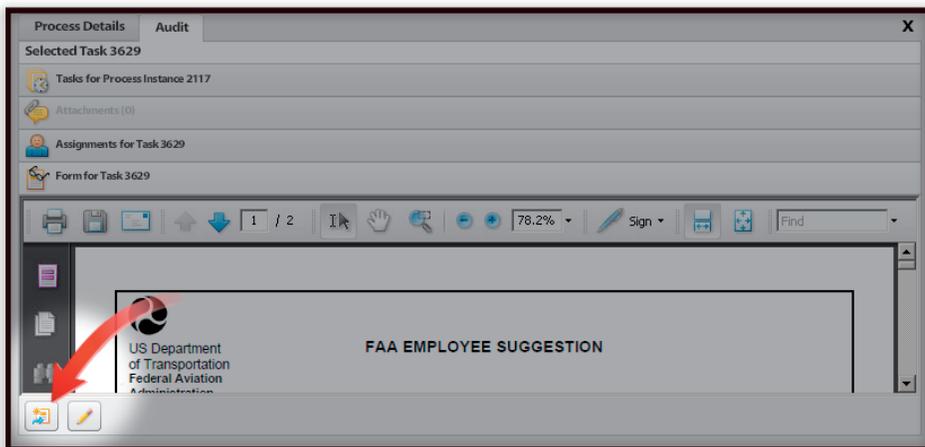


Figure 5: View Form in Archived



A new instance of the form can be created from an existing form in Archived by clicking the New Form icon on the bottom left corner of the page.



Data entries in the existing form may be retained as needed and all fields are editable.

Figure 6: Form opened in Archived

User Preferences

1. Manage Out of Office: Set preferences to control how your tasks are assigned to other people while you are out of the office. In your absence, you allow others to process or complete forms with workflows on your behalf (i.e. approve or reject for the Form 337 process). You can also specify exceptions for tasks from specific processes to be sent to another user or remain in your Worklist until you return.

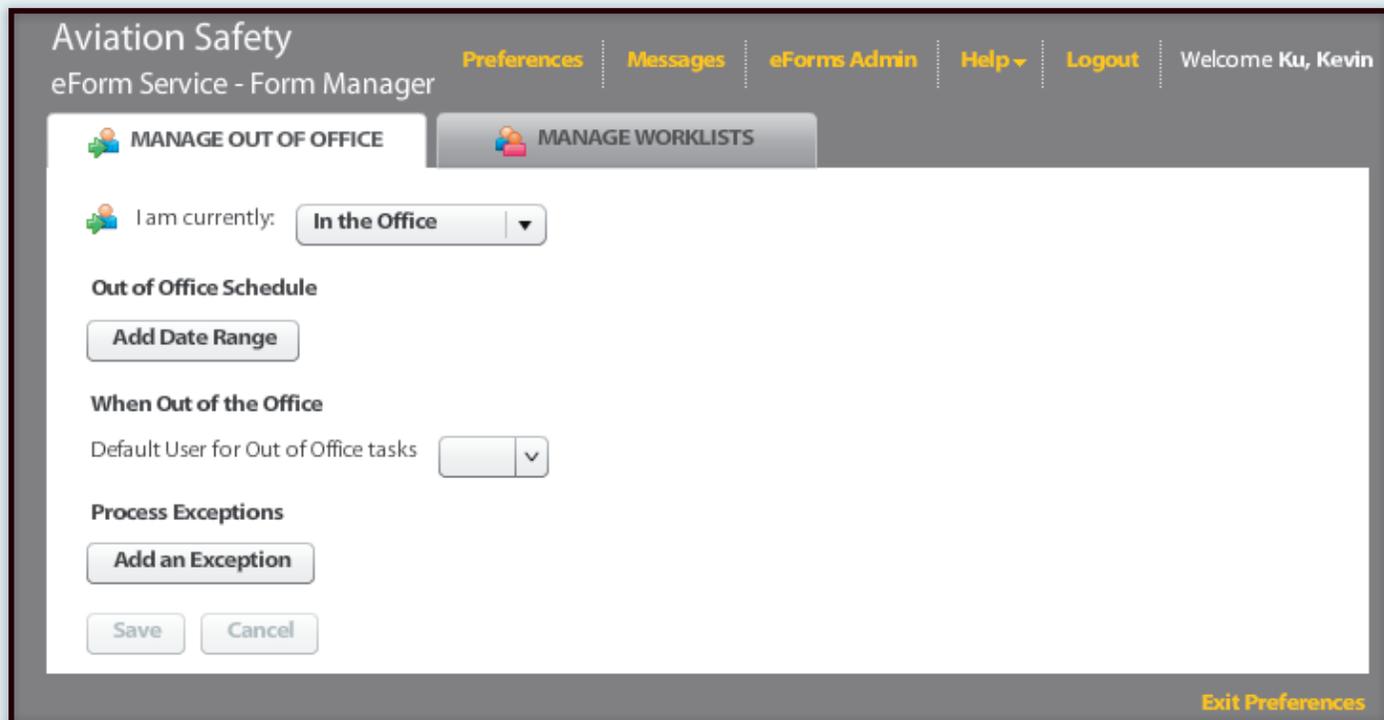


Figure 7: Manage Out of Office

2. Manage Worklists:

- Due to privacy issues, Human Resource/Personnel type forms cannot be shared.
- Only new draft forms or new assigned tasks (i.e. Form 337) can be viewed in a Worklist AFTER an Out of Office or Manage Worklist preference setting has been established.

Share my worklist: Selecting this option allows you to provide any number of people with access to your worklist. A list of users who are currently sharing your worklist will appear on the right side of the page. The form disappears from your worklist when the user to whom you have given access opens the form. That user becomes the owner of the form until it is forwarded to another user.

Access another worklist: Selecting this option allows you to submit a request to access another worklist and displays a list of worklists in which you have access.

Opening, Completing, and Submitting an eForm

Opening a Form: In the Form Directory Panel (left side of Form Manager window, see Figure 2), double-click on the form name (not the star icon) to open the eForm.

Completing a Form: To display the Document Message Bar (see Figure 9 below), click the **Forms** button on the left side of the bar. To determine which fields are fillable, click the **Highlight Fields** button on the right side of the document message bar. Cursor or tab to the fillable fields and complete the form as desired.

Submitting a Form: When ready, click the **Complete** button on the bottom right corner of the form to submit the form to the next stage of the process. If you want to save and complete the form at a later time, click the **Save to Worklist (Draft)** button. Click the **Offline** button next to it to save a copy of the form to your computer or an external device.

Important: Copies of forms saved Offline cannot be uploaded (saved) back to the eForm SOA Form Manager Worklist.

Figure 8: Manage Worklists

Figure 9: eForm (Example)

Helpful Links:

Tutorials: <http://eformservice.faa.gov/Tutorials.aspx>

Help Topics: <http://eformservice.faa.gov/Help.aspx>