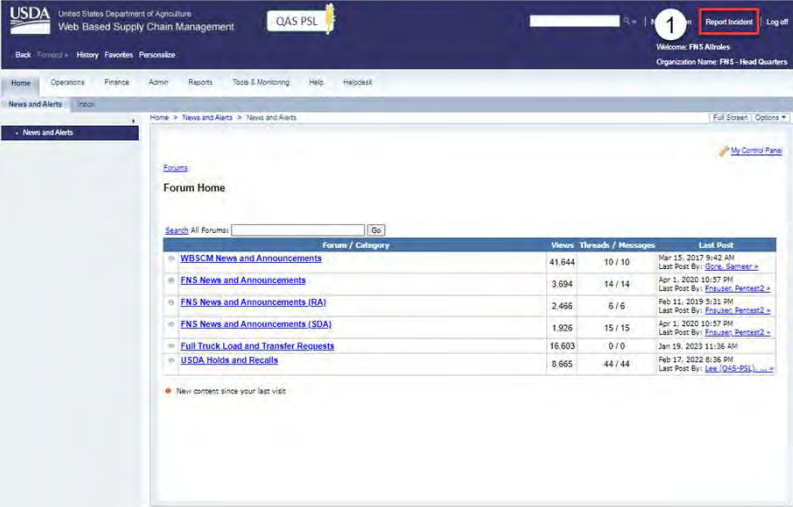






Job Aid
Create and Manage a WBSM Incident

Job Aid Title	Create and Manage a WBSM Incident
Purpose	Use this procedure when the user needs support from the WBSM Service Desk. Once the user has requested support, they can track the status of their Incident(s) and review reports. This document reviews the different ways to log Incidents and the steps to track Incidents via the WBSM Service Desk website.
WBSM Service Desk Contact Information	Email: WBSM.ServiceDesk@CACI.com Phone: (877) WBSM-4U or (877) 927-2648 - 8AM to 6PM EST MON-FRI, Excluding Holidays Website: https://cacifedramp.servicenowservices.com/wbscm/ - 24/7 Self-Service support
WBSM Service Desk Key Features	<ul style="list-style-type: none"> • Log Incidents via WBSM • Log Incidents via the Service Desk • Check the status of Incidents
WBSM Application – Home Screen  WBSM Incident Screen	Log a Support Request (Incident) via WBSM <ol style="list-style-type: none"> 1. Click  (the Report Incident link) from any screen or transaction. Note: The link is located in the header section of WBSM. The <i>Report WBSM Incident</i> page displays. 2. Complete each of the fields. Note: The required fields have a red asterisk. It is recommended that the user fills in information in additional fields, if needed, to provide a detail view about the issue, question, or suggestion. It is also recommended to upload attachments. The attachment must be less than 10 MB. The following document types are accepted: PDF, DOCX, PPTX, XLSX, JPG, JPEG, PNG. 3. Click  (the Submit button). 4. Record the WBSM Service Desk generated Incident number. Note: The Incident number is sent to the user’s email address set up in WBSM.



Job Aid Create and Manage a WBSM Incident

Report WBSM Incident

FHS Allroles (ALLROLEF0003)
 Email: Organization: FHS - Head Quarters (000400030)

Please complete the form below to submit an incident with the WBSM Service Desk. Detailed information allows us to resolve your issue more quickly.

Incident Type and Impact: I have an issue impacting me.

*Short Description (Required): [50 character limit]

*Please provide details about your issue, question, or suggestion. (Required): [2000 character limit]

Examples: Enter a Bid Response, Order Consolidation, Goods Receipt, etc.

Please provide associated identifiers: [2000 character limit]

Examples: Sales Order Number, Purchase Order Number, etc.

For report issues, please provide exact name of report and selection criteria: [2000 character limit]

Please list error message(s): [2000 character limit]

Please provide a full page screenshot. [How to Get Full Page Screenshot]

Upload Files (.pdf, .docx, .pptx, .xlsx, .jpg, .png, <10 MB per attachment) [Upload]

Please review all information in the form. Submit your incident when ready. [Submit]

WBSM Service Desk – Log in Screen

Website: <https://cacifedramp.servicenowservices.com/wbscm/>

CACI FedRAMP Certified Platform
 EVER VIGILANT

User name
 Password

Remember me

Forgot Password? [Login]

Welcome to Service Automation
 CACI's FedRAMP Certified ServiceNow transforms IT by automating and managing IT service relationships across the global enterprise. CACI deploys ServiceNow to create a single system of record for IT and automate manual tasks, standardize processes and consolidate legacy systems. Our customers use its extensible platform to create custom applications that evolve the IT service model to service domains inside and outside the enterprise.

Log in to the WBSM Service Desk

Website: <https://cacifedramp.servicenowservices.com/wbscm/>

All active WBSM user accounts have a corresponding account with the WBSM Service Desk (CACI FedRAMP Certified ServiceNow). These accounts are updated each business day, so new WBSM accounts will have access to the WBSM Service Desk within one business day.

First Time Users:

1. Enter the user's email address for both **Username** and **Password** fields in the login screen. Use all lowercase for both fields.
2. Change password when prompted.

Existing Users:

1. Enter the user's email address in the **Username** field.
2. Enter the user's password in the **Password** field.



Job Aid
Create and Manage a WBSCM Incident

	If the user is unable to log in with an email address, reset the password or contact the WBSCM Service Desk for assistance
--	--

WBSM Service Desk – Incident Screen

Navigate to: Incident Management > Create Incident

Log a Support Request (Incident) via Service Desk

This is an alternative way to log an Incident instead of directly in WBSM.

1. Complete each of the fields displayed.
 2. If necessary, click (the **Paperclip** icon) to add an attachment. All attachments appear at the top of the screen once they have been added to the Incident.
 3. Click (the **Submit** icon) to submit the Incident.
 4. Record the WBSM Service Desk generated Incident number.
- Note:** As the user completes the short description field, knowledge base articles related to the issue are displayed for review and support prior to submitting the incident.

Impact Guidelines

- **High** – User cannot properly perform a time-sensitive business activity that must be completed within the next 24-48 hours.
- **Medium** – One or more users experience slight disruption or operational functionality fails without an available alternative.
- **Low** – User observes minor issue(s) that do not impact the functionality of WBSM.

WBSM Service Desk – Status Screen

Navigate to: Incident Management > Status

	Number	Opened	Short description
	INC0335069	2020-08-07 16:47:01	Non-WBSM
	INC0335070	2020-08-07 16:47:02	RE: URGENT: Not able to open award for sol 2000007128 in review & process award
	INC0335067	2020-08-07 16:20:48	RE: Atten - "Brian" - Ohio Follow-Up / SO# 5000622103
	INC0335066	2020-08-07 15:50:53	Food Box SF-30 Question

Check Status of a Submitted Incident

Users can review all Incidents created under their own account.

1. Click the **Number** to open the Incident.
2. Review the **Status** field and other information related to the Incident.

If needed, users can locate a specific Incident with the following tools:

- To search for a submitted Incident, click (the **dropdown** arrow) next to **Search**. Options include:
 - Number – Enter the Incident number (INC0#####), if known.
 - Opened – Enter the date the Incident was opened.
 - Short Description
 - Text
- To narrow or expand the list of Incidents, click (the **Filter** icon).

Incident Statuses

- **New** – Incident is created, but not yet saved.



Job Aid
Create and Manage a WBSCM Incident

- **Active** – Incident has been saved and is currently being addressed by an analyst.
- **Awaiting User Info** – The analyst has requested additional information from the user.
- **Resolved** – A solution has been provided and the issue is resolved. Resolved Incidents may be reopened within 48 hours.
- **Closed** – The WBSCM Service Desk automatically closes Resolved Incidents after 48 hours. Closed Incidents cannot be reopened.



This document is intended for existing WBSCM users with eAuth credentials who have not converted to the Login.gov account.

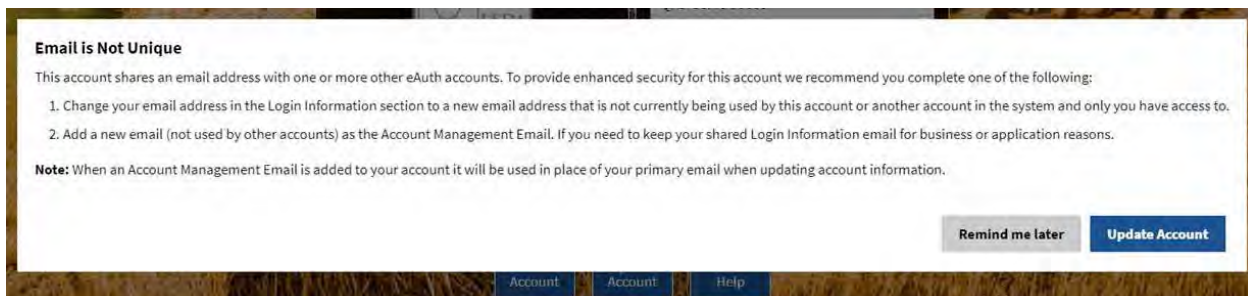
eAuth IDs created after June 26, 2020, require a unique email address as the User ID. eAuth IDs created before that date remain unchanged, even if they were set up with non-unique email addresses.

This job aid includes information on the following topics:

- [About eAuthentication](#)
- [eAuth ID and WBSCM Accounts](#)
- [eAuth User ID and Password Recovery](#)
- [eAuth ID Maintenance](#)
- [Online Identity Verification Process](#)
- [eAuth Help Resources](#)
- [Related WBSCM Help Resources](#)

(1) About eAuthentication

- a. eAuth is a USDA system used to manage identity and login credentials for a variety of Department applications, including WBSCM. The same eAuth ID may be used to access different systems.
- b. eAuth IDs are set up for individuals not organizations. When setting up a new eAuth ID, users are prompted to provide their own name and email address.
- c. A user may create more than one eAuth ID as long as a unique email address is used for each. The unique email address becomes the eAuth User ID.
- d. If the email address associated with a new eAuth account is updated, the User ID will also change.
- e. For legacy eAuth IDs, if the email address is not unique, the user will see the following **Email is Not Unique** warning prompt each time they log in, informing them of the option to enter a unique Account Management Email (AME). This email is used for password resets and similar activities. The warning will no longer appear after an AME is entered.



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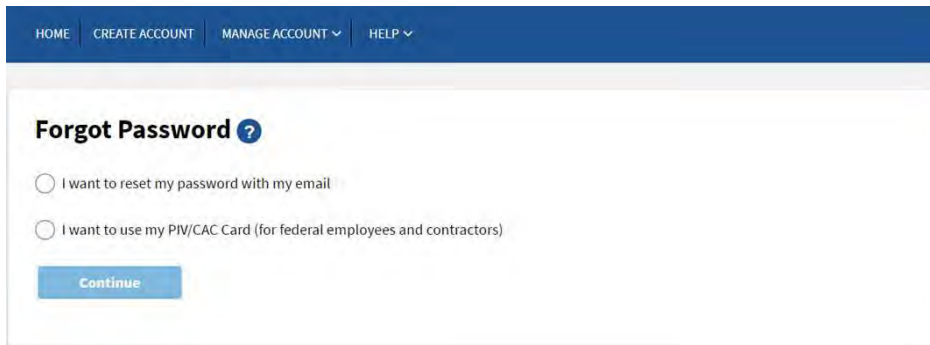
(2) eAuth ID and WBSCM Accounts

- a. In order to establish the link between eAuth and WBSCM, the last name and email must match exactly, including any spaces and punctuation. When setting up a new eAuth ID, refer to the WBSCM registration email to see how the last name and email were entered in the WBSCM profile; if this is incorrect, the user should contact the user administrator for their organization to update the WBSCM profile before proceeding.
- b. During the registration process, users must also accept the WBSCM Rules of Behavior to successfully link the eAuth ID to their WBSCM account. If the user does not accept, the WBSCM account gets locked. To regain access, users should contact their user administrator.
- c. Users can have more than one WBSCM account if they support different organizations. Multiple WBSCM accounts can be linked to the same eAuth ID. During WBSCM login, the user can select which account they would like to access.
- d. If the desired WBSCM account does not appear on the selection screen, it may be locked OR the email address and/or last name do not match between the eAuth ID and the WBSCM accounts. To update the WBSCM account, users should request assistance from their user administrator.
- e. For more information on how to link multiple WBSCM accounts to a single eAuth ID, refer to the [Multiple WBSCM Account Registration](#) job aid.

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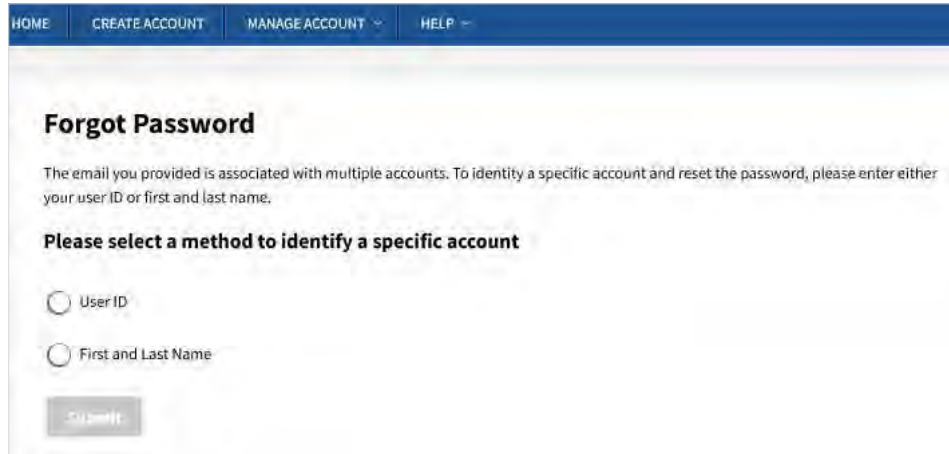
(3) eAuth User ID and Password Recovery

- a. Self-service tools are accessible from the eAuth login dialog and on the [eAuth Help webpage](#).
- b. To recover forgotten [eAuth User ID\(s\)](#), click **Forgot User ID** (the **Forgot User ID** link) next to User ID. The user must know the First Name, Last Name, and Email associated with the eAuth account, and they must also have access to that email account.
- c. After providing the requested information, users will receive their User ID(s) at the email address associated with the eAuth ID.
- d. To reset a forgotten [Password](#), click **Forgot Password** (the **Forgot Password** link) and select the desired reset method.



- e. Customers and USDA Employees/Contractors who forget their password may use the email reset option to recover their password. The user must know and have access to the email account associated with the eAuth ID; they will receive further instructions by email.



- f. After clicking the **Reset Password** link in the email, users may be prompted to select the eAuth account by User ID or by First and Last Name, if there is more than one legacy eAuth ID using the same email address. If the email is associated with multiple eAuth IDs, the user must also know either the User ID or the First and Last Name.



- g. USDA Employees/Contractors may also use their LincPass card to reset their forgotten password. After entering the PIN and successfully authenticating, the user is taken to their eAuth account profile to enter a new password for the account.
- h. In the event a user does not know the User ID and cannot use the recovery methods above, they should request assistance from their User Admin, if:
- The user cannot access email associated with the account, or
 - The email address is associated with more than one account, and
 1. The user cannot recall the User ID
 2. The user cannot recall the First/Last Name

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(4) eAuth ID Maintenance

- a. Inactive eAuth IDs will be disabled after 400 days of inactivity. Users will not be notified by the eAuth system when this occurs. Users should [log in to WBSCM](#) at least once per calendar year for each user profile to stay active. If the user has forgotten their [User ID](#) and/or [Password](#), they may use the self-service recovery tools described in [eAuth User ID and Password Recovery](#).
- b. Passwords, including those for legacy eAuth IDs, do not expire.
- c. Users may change their password at any time using  (the **Manage Account** dropdown) on the eAuth banner. The user must know their current password to use this tool.
- d. After logging in, legacy users may be prompted to update other eAuth profile information. These requests are not phishing attempts.
- e. Users can update profile information for their eAuth ID. On the [eAuth Home webpage](#), select [Update Account](#) (the **Update Account** link) from the  (the **Manage Account** dropdown). If not already logged in, users will be prompted to do so.



- f. After making any changes to the eAuth profile or password, users should log out and close the browser. Then, [log in to WBSCM](#) to confirm access is still valid.

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(5) Online Identity Verification Process

- a. The Online Identity Verification process is a new feature that allows users to verify their identity online to enable access to restricted applications (known as “Level 2” prior to June 26, 2020). For some users, this may eliminate the need to visit a Local Registration Authority (LRA) location.
- b. [USAID Internal users](#) must complete Identity Verification to use WBSCM. Log in to the [eAuth Update Account](#) page, select **Verify My Identity**, accept the terms of service, and provide the required information.
- c. If it is required for their role, after logging in to WBSCM, users can conveniently complete the Online Identify Verification process online. The [eAuth F.A.Q.](#) contains additional information.
- d. Alternatively, users may complete the identity verification process at a [USDA Service Center/Local Registration Authority \(LRA\) location](#).
- e. To complete the process online, the Terms of Service must be accepted. Choosing not to accept the Terms of Service and exiting will opt the user out of the online verification process.
- f. After accepting the Terms of Service, the system prompts the user to complete the account profile form. Date of Birth and Social Security Number are required; the verification process will search for a matching identity through [Experian](#). Then, the user must answer five questions. Afterwards, they will receive an email to confirm successful completion of identity verification.
- g. Reasons for unsuccessful Online Identity Verification include insufficient data to generate the identity verification questions, incorrect answers by the user, or too many attempts.

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(6) eAuth Help Resources

- a. eAuth Home Page: <https://www.eauth.usda.gov/home>
- b. eAuth Contact Us: <https://www.eauth.usda.gov/eauth/b/usda/contactus>
- c. eAuth F.A.Q.: <https://www.eauth.usda.gov/eauth/b/usda/fag>

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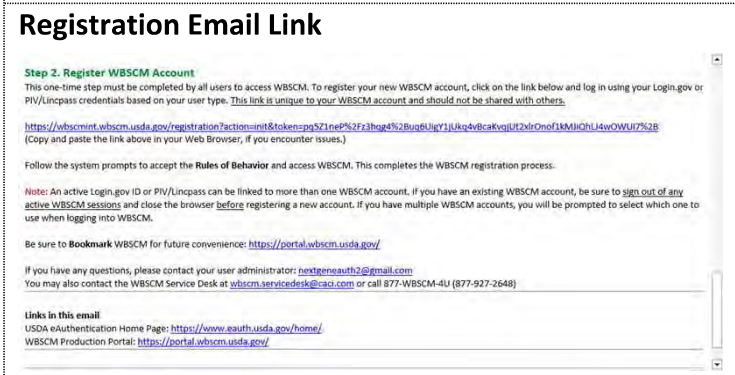
(7) Related WBSCM Help Resources available from the [USDA WBSCM website](#)

- a. **WBSCM New User Registration job aid**
- b. **Multiple WBSCM Account Registration job aid**
- c. **WBSCM New User Registration video**

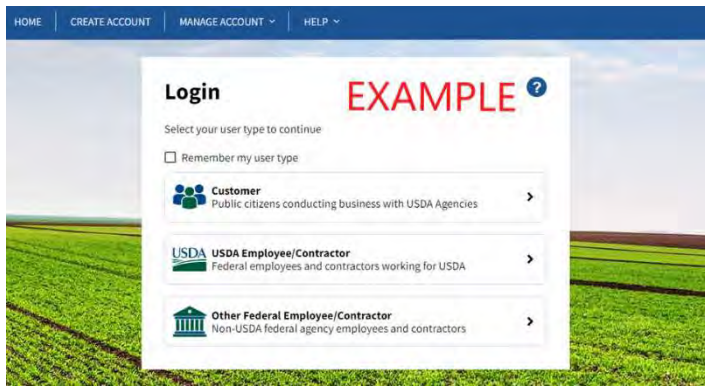
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Job Aid
Multiple WBSCM Account Registration

Title	Multiple WBSCM Accounts Registration
Purpose	<p>WBSCM users may have more than one WBSCM account, each associated with different organizations in WBSCM. Users can link one or more new WBSCM accounts to an existing Login.gov ID or eAuthentication (eAuth) ID, as long as the last name and email address match. At login, the user is prompted to select one of these linked WBSCM accounts for the session.</p> <p>As of September 12, 2023, eAuth now accepts new logon options using Login.gov credentials and multi-factor authentication (MFA) methods; new eAuth accounts can no longer be created. Users with an existing eAuth account can link a new WBSCM account to their existing eAuth IDs if they have not converted to Login.gov. New users needing multiple WBSCM accounts must do so using the Login.gov registration processes. Refer to the WBSCM New User Registration job aid and WBSCM New User Registration video available from the USDA WBSCM website for details.</p>
Target Audience	<ul style="list-style-type: none"> • Users with existing eAuth ID who did not convert to the Login.gov requesting an additional WBSCM account • New or existing users with a Login.gov ID requesting an additional WBSCM account
Prerequisite	<ul style="list-style-type: none"> • eAuth ID or Login.gov ID exists linking the user to the USDA eAuth system • Registration email for new WBSCM account has been received
<p>Registration Email Link</p>  <p>The screenshot shows an email titled "Step 2. Register WBSCM Account". The content includes instructions to click a unique link to register a new WBSCM account, a note about linking multiple accounts, and contact information for the WBSCM Service Desk.</p>	<p>Process Registration Email</p> <p>Note: Close out of all active sessions of WBSCM to ensure the correct accounts are linked.</p> <ol style="list-style-type: none"> 1. Click the link in Step 2 of WBSCM Registration email. <p>Note: The user’s eAuth ID/ Login.gov ID must use the same name and email address as the WBSCM account, as referenced in the registration email, to successfully complete registration.</p>

eAuth Login Screen



Log in to WBSCM

2. Log in to WBSCM using the user's Login.gov or eAuth User ID/Password or by using the PIV/CAC option.

Note: If the user has multiple Login.gov or eAuth IDs, make sure to choose the correct Login.gov or eAuth ID to link to the new WBSCM account.

WBSCM Account Registration Confirmation Screen



Confirm Registration

3. Select Yes (the Yes option) when prompted to register the new WBSCM Account with the existing Login.gov or eAuth ID.

Note: If the user selects No (the No option), the registration process will be cancelled. The user will need to go back to the Registration Email and click the link to reinitiate the process.

4. Click (the Submit button).

WBSCM Rules of Behavior Screen



Accept Rules of Behavior

5. Select **Accept** (the **Accept** option) the Rules of Behavior, which is the final step to link the existing Login.gov or eAuth ID and the new WBSCM account.

Note: If the user rejects the Rules of Behavior, the new WBSCM account will be locked and is not active. If the account is locked, contact the user admin to unlock, if needed.

6. Click (the **Submit** button).

Account Selection Screen



Select a WBSCM Account

7. Select from the list of WBSCM accounts now linked to this Login.gov or eAuth ID.

Note: If the user has any locked accounts, they will not appear on the selection screen. The selection screen appears for at least 2 or more active WBSCM accounts linked to the same Login.gov or eAuth ID. Users with one Login.gov or eAuth ID linked to one WBSCM account are directly logged into the system.

8. Click (the **Log On** button) to login to WBSCM.

Note: The user can sign into multiple sessions with different accounts associated with this Login.gov or eAuth ID through the **New Session** functionality.



Job Aid
WBSCM Browser Settings and Helpful Tips

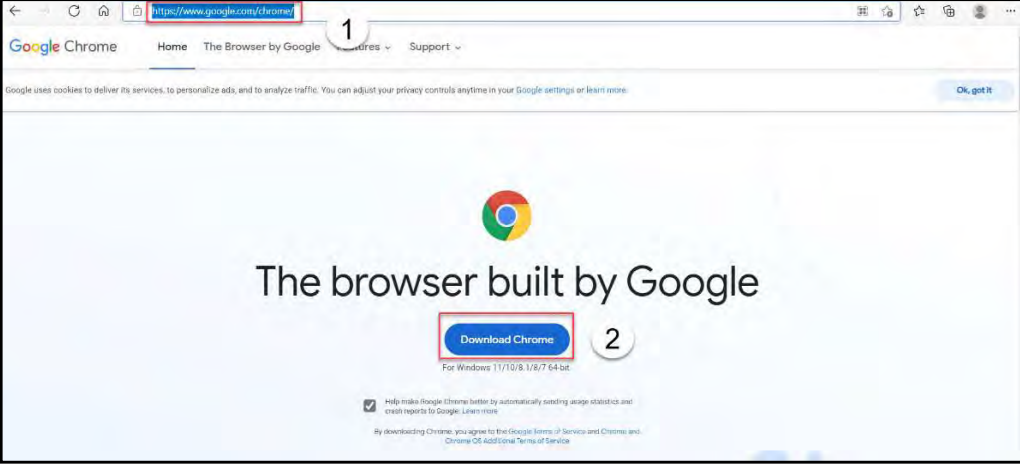
Job Aid Title	WBSCM Browser Settings and Helpful Tips
Purpose	<p>The job aid describes the recommended Chrome browser settings and tips for WBSCM and associated hardware/software requirements.</p> <p>Not all Chrome browser settings or features may be available to all users. Contact your organization’s IT for support.</p> <p>If there are questions or issues related to WBSCM, please email WBSCM ServiceDesk or call 877-WBSCM-4U or 877-927-2648.</p>
Target Audience	All WBSCM Users
Prerequisite	Google Chrome browser is recommended when performing WBSCM activities. This job aid uses Chrome for example screenshots and tips.
Required WBSCM Settings	<p>The following actions are required for the recommended browser:</p> <ul style="list-style-type: none">• Download and Install Chrome Browser – if not already installed• Confirm Chrome Browser Version• Enable Pop-up Settings:<ul style="list-style-type: none">○ All Websites○ WBSCM Only

Helpful Tips


- The following tips are helpful in WBSCM:
- [Create and Locate WBSCM as Bookmark](#)
 - [Download / Export Document from WBSCM](#)
 - [Enable PDF File Download Settings](#)
 - [Access Multiple WBSCM Accounts Using Incognito Window](#)
 - [Delete Chrome Browsing Data](#)
 - Use Windows scaling and Chrome zoom adjustments to resolve any display issues. It is suggested that a display resolution of 1920 x 1080 be used.
 - Use OS Windows 10 or higher
 - Font Size - default Medium (Recommended)

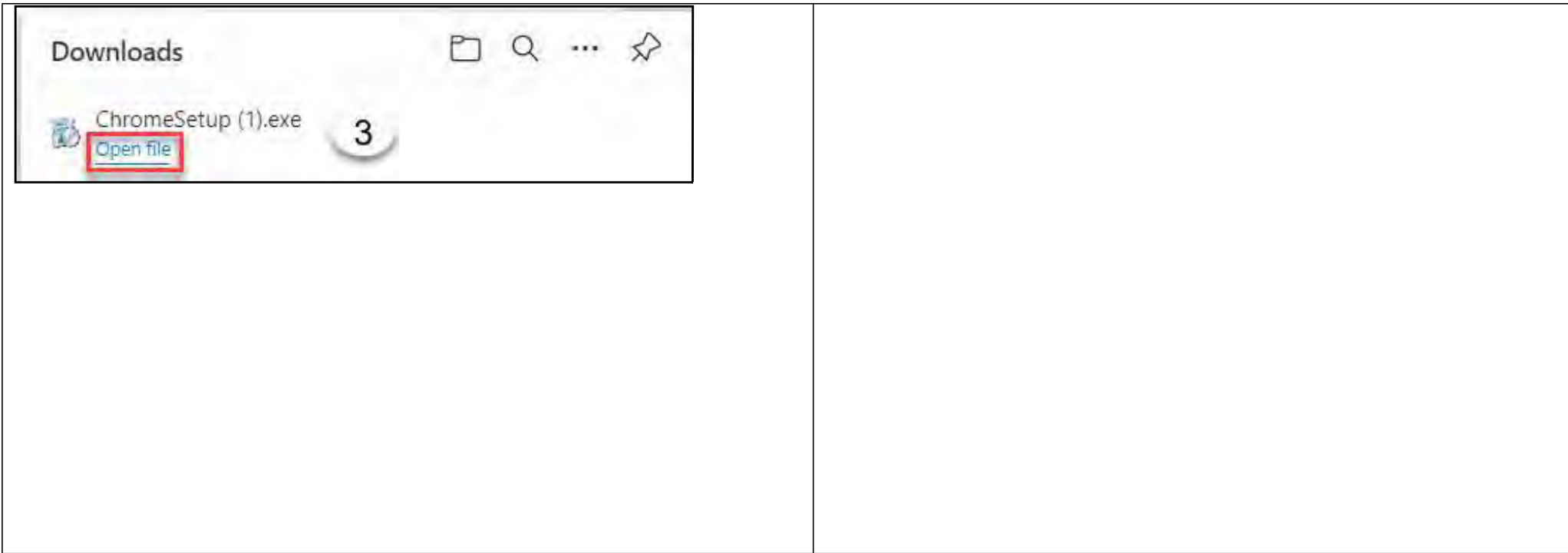
Chrome Download Site Screen

Site Screen



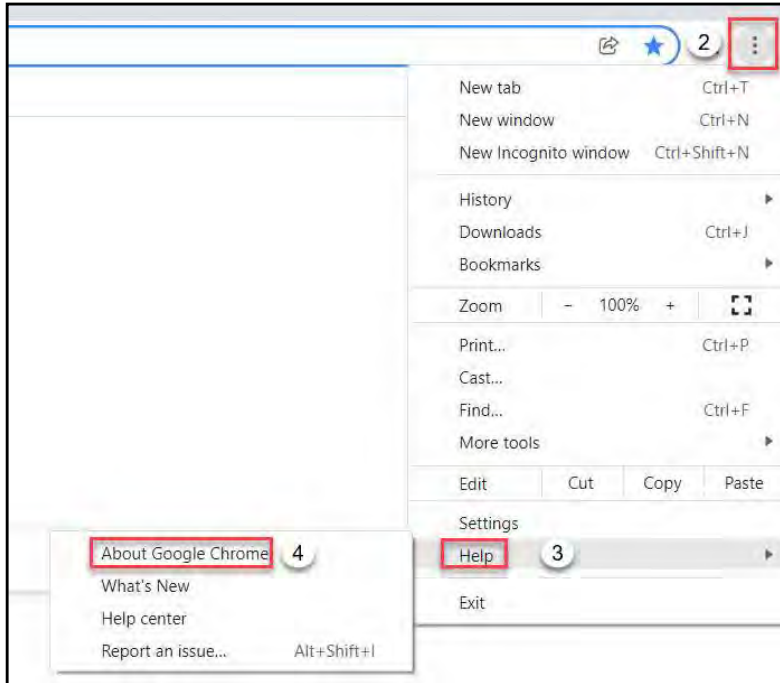
Install Chrome Screen

- Download and Install Chrome Browser**
1. Visit <https://www.google.com/chrome/>.
 2. Click  (the **Download Chrome** button).
 3. Click [Open file](#) (the **Open file** button) from the **ChromeSetup.exe** file from the downloads list.
 4. If prompted, click **Install anyway** and **Yes** on the system dialogs.
 5. Wait for the installation to finish.
- Note:** Chrome will open automatically when the installation is completed.
- [Back to top](#)

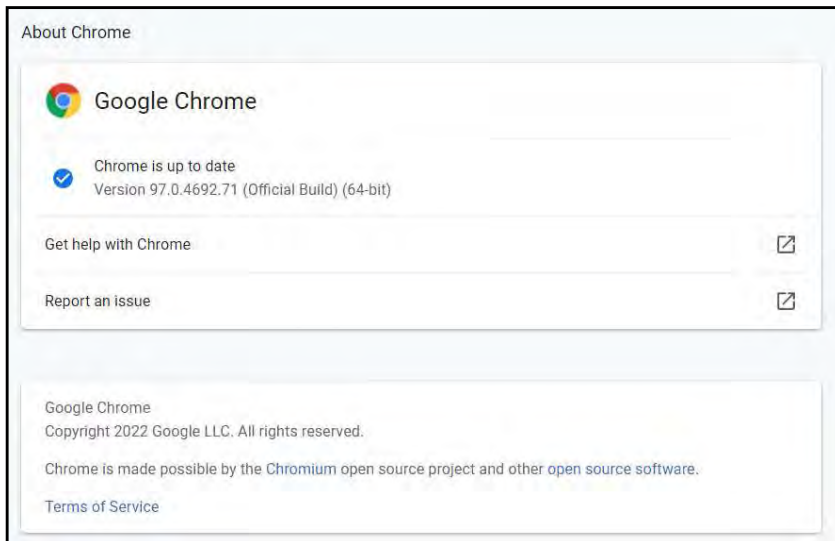


About Chrome Selection Screen




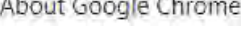
About Chrome Steps



About Chrome Version




Confirm Chrome Browser Version

1. Open  (the **Chrome** browser).
2. Click  (the **Three Dots** button) on the top right corner of the screen.
3. Click  (the **Help** button).
4. Click  (the **About Google Chrome** button) to review the current version and available updates.

Notes:

Chrome normally updates automatically in the background when the browser is closed and opened.

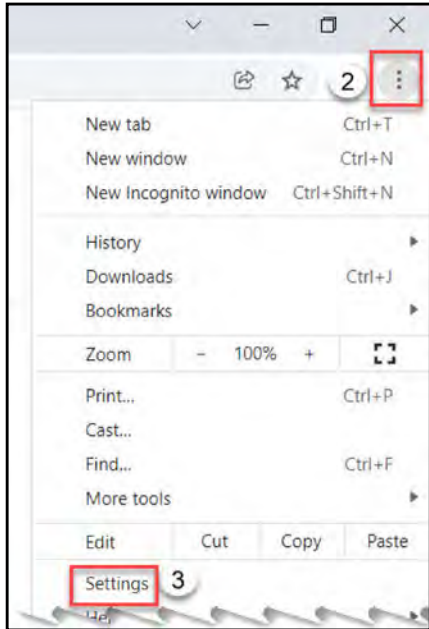
If there is a pending update, it may begin automatically or by clicking the **Update Google Chrome** link. After updating, click **Relaunch** to close the current browser and restore open tabs in the updated browser.

5. Click  (the **Close** button) to close the current window.

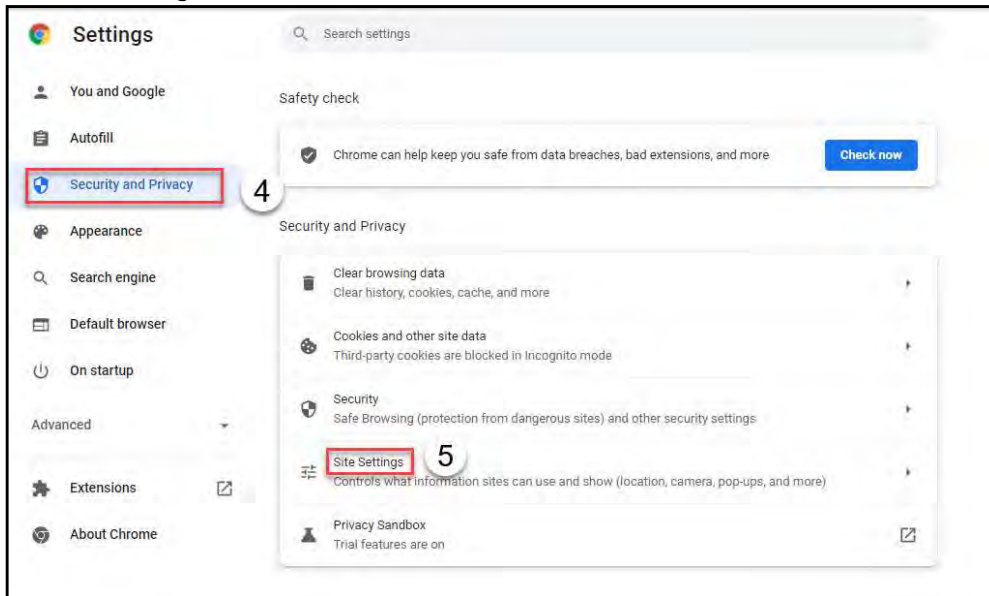
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Chrome Pop-up Settings Menu Screen

Select Settings Screen








Chrome Settings Screen



Enable Pop-ups (All Websites)

To enable pop-ups for all websites, perform the following steps:

1. Open  (the **Chrome** browser).
2. Click  (the **Three Dots** button) on the top right corner of the screen.
3. Click  (the **Settings** button).
4. Click  **Security and Privacy** (the **Security and Privacy** button) on the left part of the screen.
5. Click  **Site Settings** **Controls what information** (the **Site Settings** button).

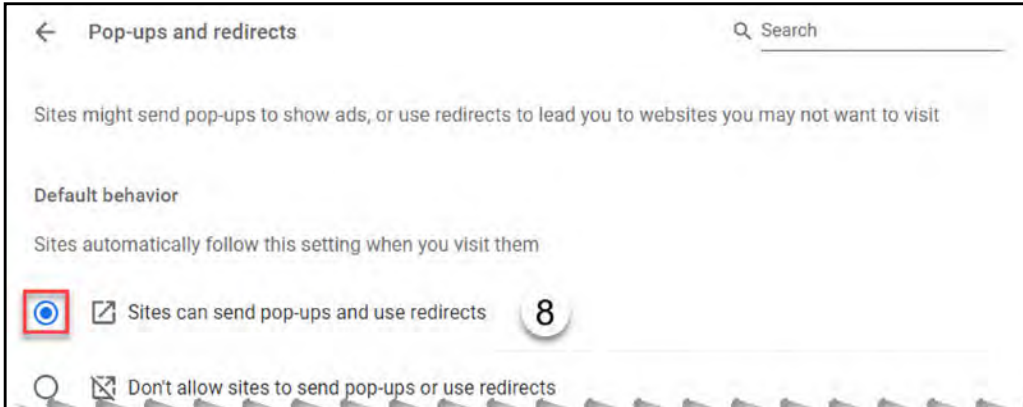
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Chrome Pop-up Settings Menu Screen

Pop-ups and Redirects Option Screen






Pop-ups and Redirects Selection Screen



Enable Pop-ups (All Websites) (continued)

To enable pop-ups for all websites, perform the following steps:

6. If necessary, click  (the **Drop-down** arrow) on the bottom right corner, to view additional options.

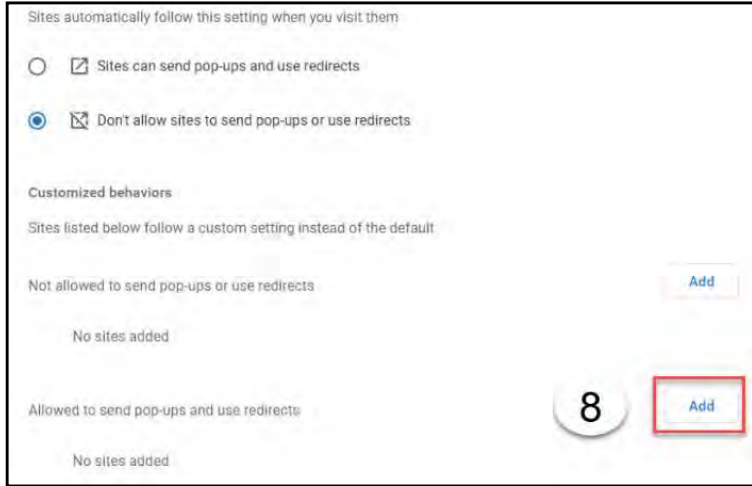
7. Click  **Pop-ups and redirects**  **Don't allow sites to send pop-ups or use redirects** (the **Pop-ups and redirects** button).

8. Click (the **Sites can send pop-ups and use redirects** radio button) to enable pop-ups for all websites.

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Chrome Pop-up Settings Menu Screen

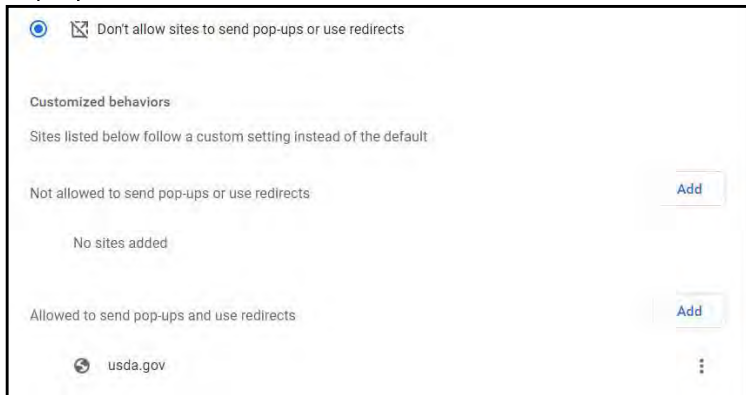
Chrome Pop-ups and Redirects Screen



Add a Site Screen



Pop-ups and Redirects with WBSM Screen



Enable Pop-ups (WBSM only)

To enable pop-ups for the WBSM website only, perform the following steps:

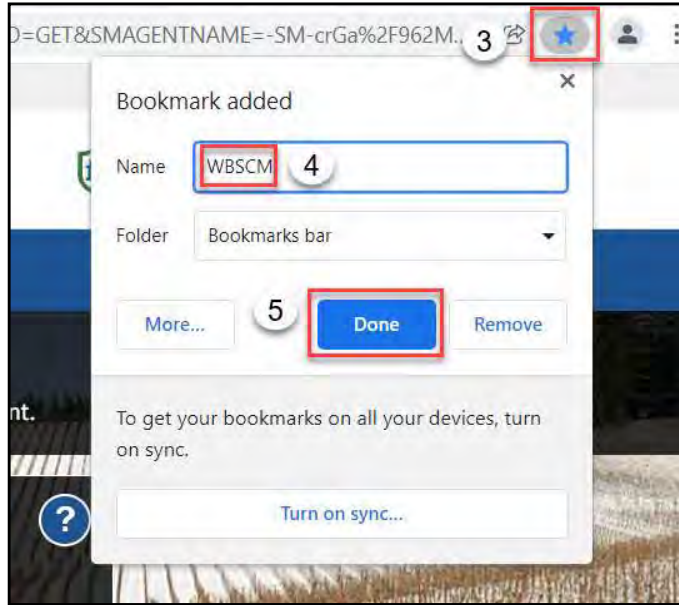
1. Open (the **Chrome** browser).
2. Click (the **Three Dots** button) on the top right corner of the screen.
3. Click (the **Settings** button).
4. Click (the **Security and Privacy** button) on the left part of the screen.
5. Click (the **Site Settings** button).
6. If necessary, click (the **Drop-down** arrow) on the bottom right corner, to view additional options.
7. Click (the **Pop-ups and redirects** button).
8. Click (the **Add** button) next to the *Allowed to send pop-ups and use redirects* section.
9. On the *Add a Site* screen, enter **usda.gov** in the **Site** field.
10. Click (the **Add** button).
11. Click (the **Close** button) to close the current window.

Note: Screens for steps 1 to 7 are displayed in the **Enable Pop-ups (All Websites)** section of the job aid.

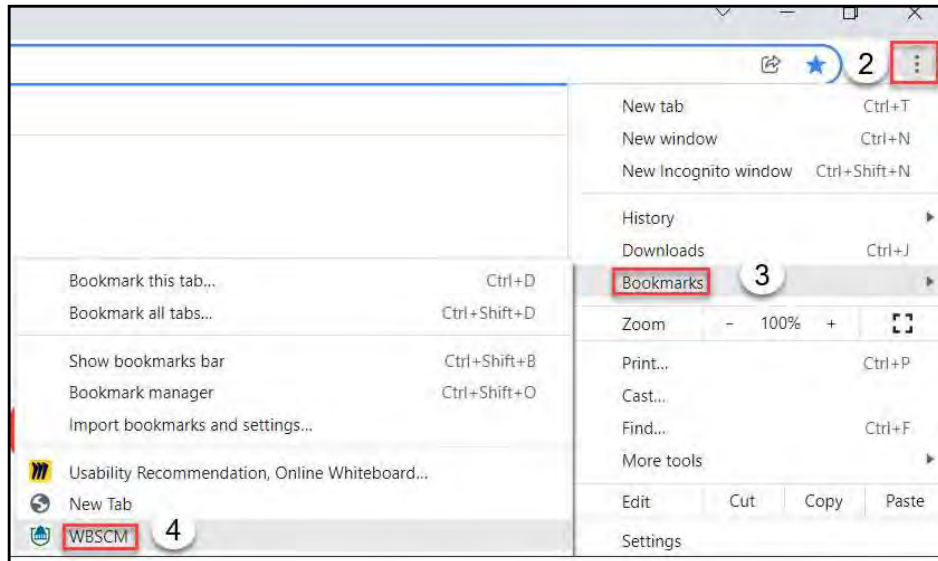
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Chrome Bookmark Screen

Bookmark Screen



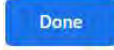


Chrome Bookmarks Menu Screen





Create and Locate WBSCM Bookmark in Chrome

Create WBSCM Bookmark:

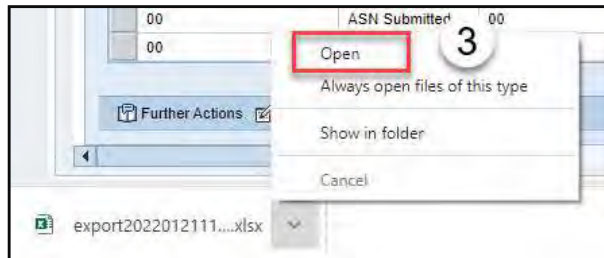
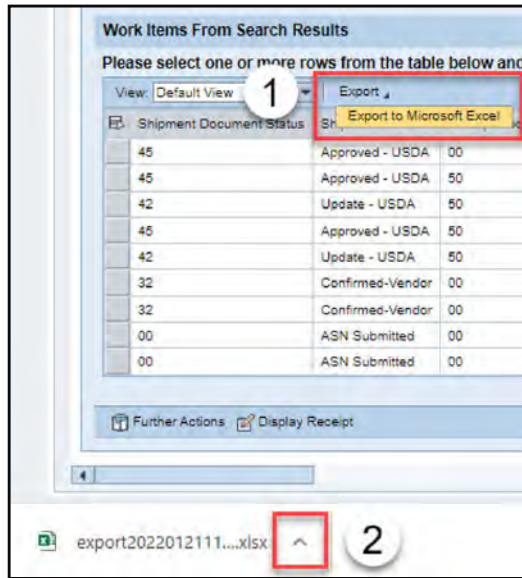
1. Open  (the **Chrome** browser).
2. Navigate to the webpage that requires a bookmark such as:
WBSCM Production Portal - <https://portal.wbscm.usda.gov>
WBSCM Training Site - <https://wbscmntrn.wbscm.usda.gov>
3. Click  (the **Star** button) to add a bookmark.
4. In the *Bookmark added* pop-up, enter a **Name** for the bookmark.
In this example, **WBSCM** is entered.
Note: It may be helpful to use more distinctive names if using multiple versions of WBSCM: **WBSCM – Production** and **WBSCM – Training**.
5. Click  (the **Done** button) to save the bookmark.

Locate WBSCM Bookmark:

1. Open  (the **Chrome** browser).
2. Click  (the **Three Dots** button) on the top right corner of the screen.
3. Click **Bookmarks** (the **Bookmarks** button).
4. Click the appropriate bookmark to open the webpage.
In this example, **WBSCM** is selected.

[Back to top](#)

WBSCM Document Download Screen





Download / Export Document from WBSCM

To download or export a document, navigate to the appropriate WBSCM transaction. In this example, the **e-Invoices for Processing** transaction is selected.

1. Click the download button. The button name will vary based on the transaction.

In this example, click  (the **Export** button) and select **Export to Microsoft Excel** from the drop-down.

Note: A file download prompt displays at the bottom of the screen for all document types except PDF files.

2. Click  (the **Arrow** button) to display a list of options.
3. Click  (the **Open** option).

Note: The user can select the **Always open files of this type** option to set as the default option.

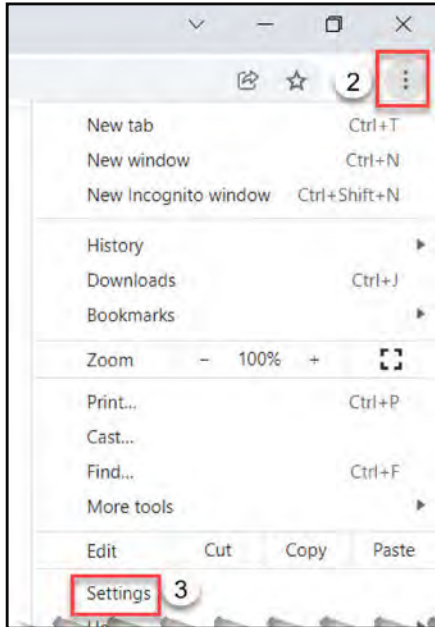
Note: The file opens in a new window. Return to the browser to continue using WBSCM.

Note: PDF documents automatically open on a browser preview tab by default in Chrome. The user may update their browser settings to [enable PDF file downloads](#) and change the default PDF viewer.

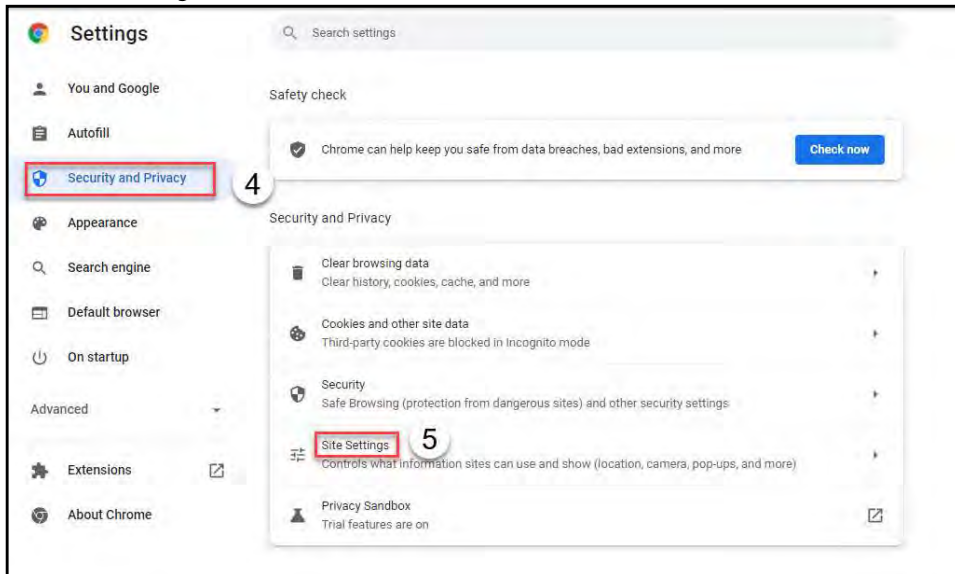
[Back to top](#)

Chrome PDF File Download Settings Screen

Select Settings Screen








Chrome Settings Screen



Enable PDF File Download Settings

Chrome PDF settings default to open documents automatically. Alternatively, the browser settings can be updated to download PDF. Perform the following steps:

1. Open  (the **Chrome** browser).
2. Click  (the **Three Dots** button) on the top right corner of the screen.
3. Click  (the **Settings** button).
4. Click  **Security and Privacy** (the **Security and Privacy** button) on the left part of the screen.
5. Click  **Site Settings** Controls what information (the **Site Settings** button)

[Back to top](#)

Chrome PDF File Download Settings Screen

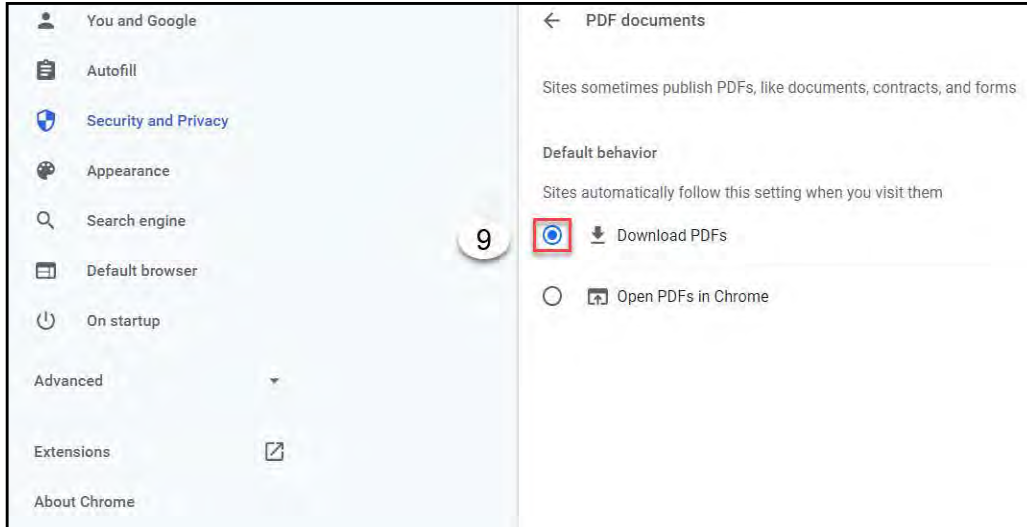
Additional Content Settings




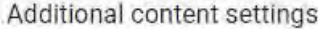
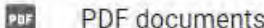

PDF Document



PDF Settings Screen

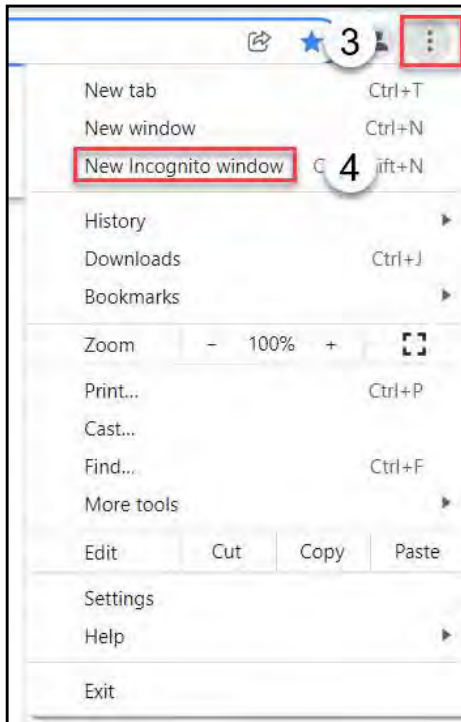


Enable PDF File Download Settings (continued)

6. If necessary, click  (the **Drop-down** arrow) on the bottom right corner, to view additional options.
7. Click  (the **Additional content settings** button).
8. Click  (the **PDF documents** button).
9. Click (the **Download PDFs** radio button).
10. Click  (the **Close** button) to close the current window.

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WBSCM Incognito Screen



Access Multiple WBSCM Accounts Using Incognito Window

Chrome does not support multiple logins to a site at the same time. If a user needs to access two different WBSCM accounts concurrently, they can use a regular Chrome session as well as an incognito window by performing the following steps:

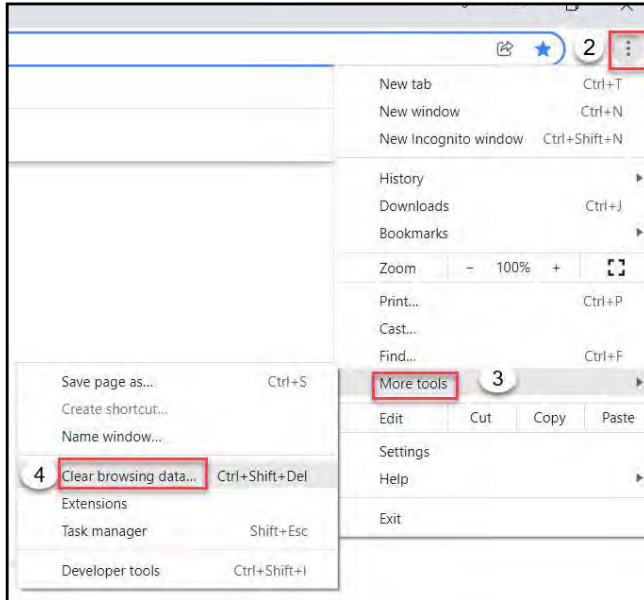
Note: Depending on an organization's security measures, the **New Incognito window** button mentioned in this section may be disabled.

1. Open  (the **Chrome** browser).
2. Navigate to <https://portal.wbscm.usda.gov/> and enter credentials.
Note: The user is logged into WBSCM with the first account.
3. Click  (the **Three Dots** button) on the top right corner of the screen.
4. Click **New Incognito window** (the **New Incognito window** button).
5. Navigate to <https://portal.wbscm.usda.gov/> and enter the second set of credentials.
Note: The user is logged into WBSCM with the second account.
6. Click  (the **Close** button) to close the windows as necessary.
Note: All data and history of the incognito page will be automatically deleted once the page is exited.

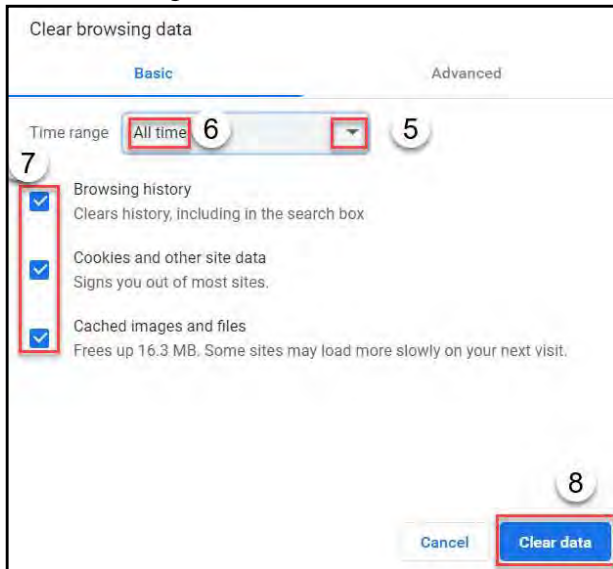
[Back to top](#)

Delete Browsing Data Screen

Clear Browsing Data




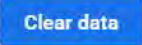



Clear Browsing Data Screen



Delete Chrome Browsing Data to Resolve Issues

To resolve browser issues, the user can delete browsing data; this includes browsing history, cookies, and other site data, as well as cached images and files.

1. Open  (the **Chrome** browser).
 2. Click  (the **Three Dots** button) on the top right corner of the screen.
 3. Click **More tools** (the **More tools** button).
 4. Click **Clear browsing data...** (the **Clear browsing data...** button).
 5. In the *Clear browsing data* pop-up, click  (the **Drop-down** arrow) next to the **Time range** field.
 6. Always select the **All time** option from the list.
 7. Ensure that each (the **Checkbox**) next to **Browsing history**, **Cookies and other site data**, and **Cached images and files** is checked.
- Note:** If (the **Checkbox**) next to any of the fields is not automatically selected, click on it to select.
8. Click  (the **Clear data** button).
 9. Click  (the **Close** button) to close the current window.

[Back to top](#)



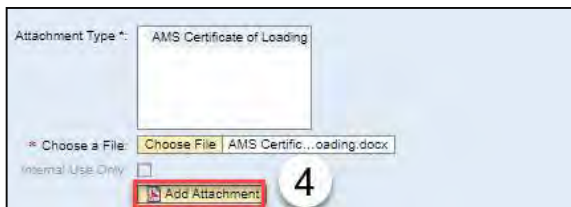
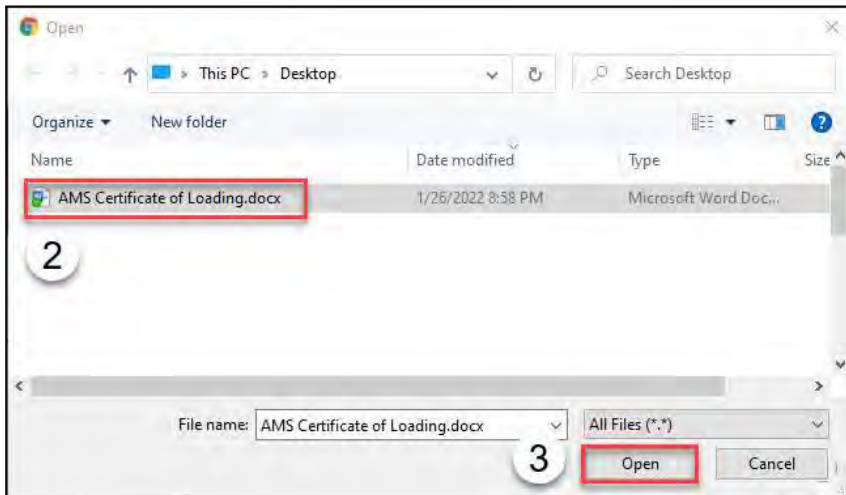
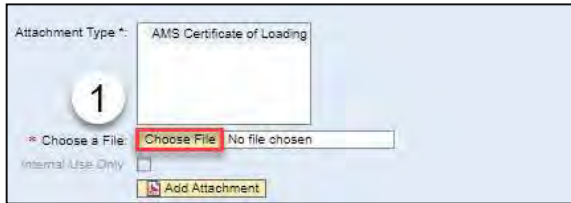
Job Aid
WBSCM Browser Settings and Helpful Tips



Job Aid
WBSCM Browser Upload or Download

Job Aid Title	WBSCM Browser Upload or Download
Purpose	The job aid describes the standard steps to perform upload or download for WBSCM documents (Microsoft Office documents or PDF files). Upload/Download button names will vary based on the specific transaction.
Target Audience	All WBSCM Users.
Prerequisite	<ul style="list-style-type: none">• WBSCM recommends Chrome browser• Enable download for PDF documents in Chrome. Refer to the WBSCM Browser Settings and Helpful Tips Job Aid for additional details.

WBSCM Document Upload Screen



Upload Document to WBSCM

To upload a document, navigate to the appropriate WBSCM transaction. In this example, the **e-Invoices for Processing** transaction is selected.

1. Click **Choose File** (the **Choose file** button).
2. Locate and select the appropriate file to upload.

In this example, the **AMS Certificate of Loading** file is selected.

Note: Ensure the file to be uploaded is in the required format.

3. Click **Open** (the **Open** button).
4. Click the upload button. The button name will vary based on the transaction.

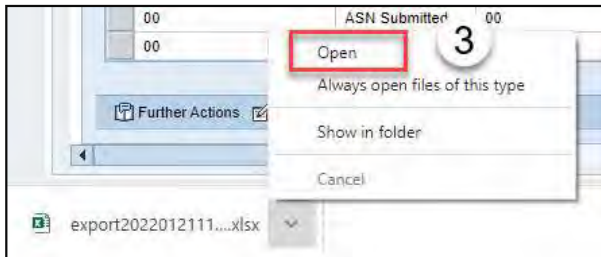
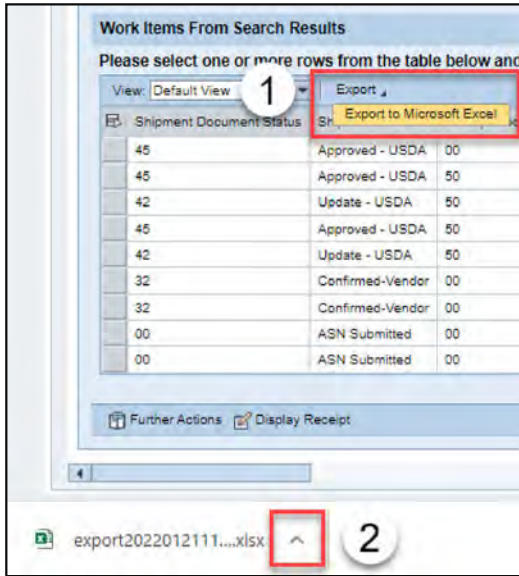
In this example, click **Add Attachment** (the **Add Attachment** button).

Note: Some transactions require additional steps to finalize the upload.

Note: If the upload fails due to an **HTML tags found in PDF** error, perform the following to resolve:

- Open the PDF document in Adobe Reader.
- Print with the **Microsoft Print to PDF** option.
- Click the **Print** button. A new PDF document is created.
- Save the new PDF and upload to WBSCM.


Document Download Screen





Download / Export Document

To download or export a document, navigate to the appropriate WBSCM transaction. In this example, the **e-Invoices for Processing** transaction is selected.

1. Click the download button. The button name will vary based on the transaction.

In this example, click  (the **Export** button) and select **Export to Microsoft Excel** from the drop-down.

Note: A file download prompt displays at the bottom of the screen for all document types except PDF files.

2. Click  (the **Arrow** button) to display a list of options.
3. Click  (the **Open** option).

Note: The user can select the **Always open files of this type** option to set as the default option.

Note: The file opens in a new window. Return to the browser to continue using WBSCM.

Note: PDF documents automatically open on a browser preview tab in Chrome. The user may update their browser settings to enable PDF file downloads and change the default PDF viewer. Refer to the [WBSCM Browser Settings and Helpful Tips](#) Job Aid for additional details.

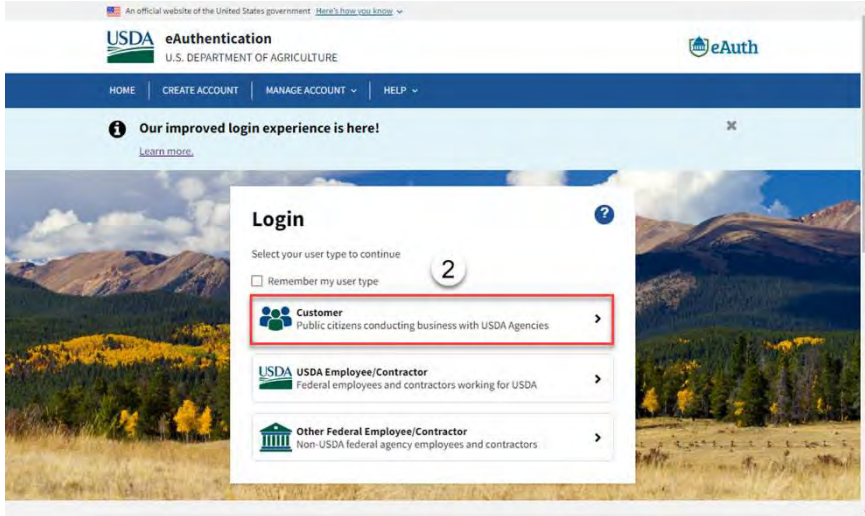


Job Aid
WBSCM Existing User Login.gov Registration

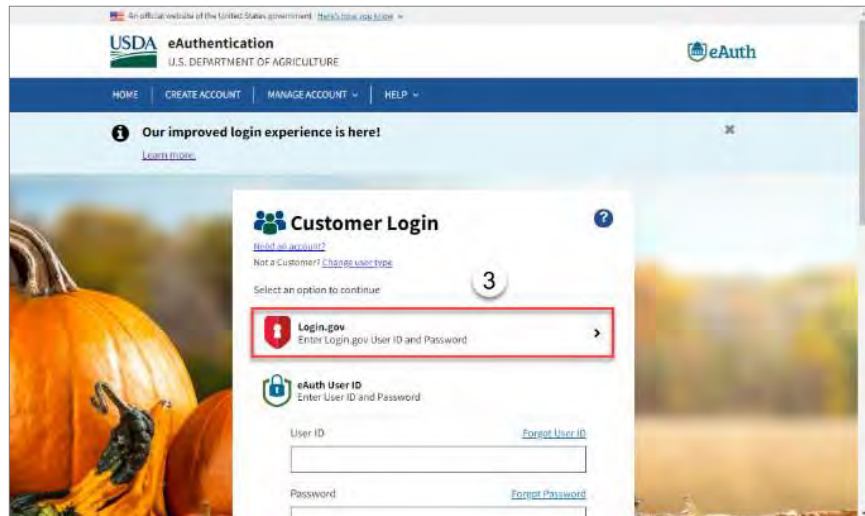
Job Aid Title	WBSCM Existing User Login.gov Registration
Purpose	<p>This job aid reviews the steps necessary to convert an existing WBSCM eAuth account and register a Login.gov account to access WBSCM systems.</p> <p>WBSCM users can link an existing eAuth account to an existing or a new Login.gov account and enable MFA (Multi-Factor Authentication).</p> <p>A single Login.gov account can be used for USDA and non-USDA applications. For USDA protected applications such as WBSCM, the Login.gov account must be linked to eAuth.</p> <p>The Login.gov account to access WBSCM is required only for public customers, vendors, and business partners conducting business with USDA. USDA employees should continue to use their PIV/Lincpass credentials to access WBSCM.</p>
Prerequisite	<p>The following are prerequisites:</p> <ul style="list-style-type: none">• The user must already have a WBSCM user account.• Review available MFA options from the Login.gov website and have appropriate information available to enable one or more authentication methods.
Target Audience	All WBSCM Users
Navigation Path	Navigate to the eAuthentication webpage .

Create a New Login.gov Account

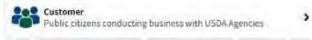

WBSCM eAuthentication Login Screen



WBSCM eAuthentication Customer Login Screen

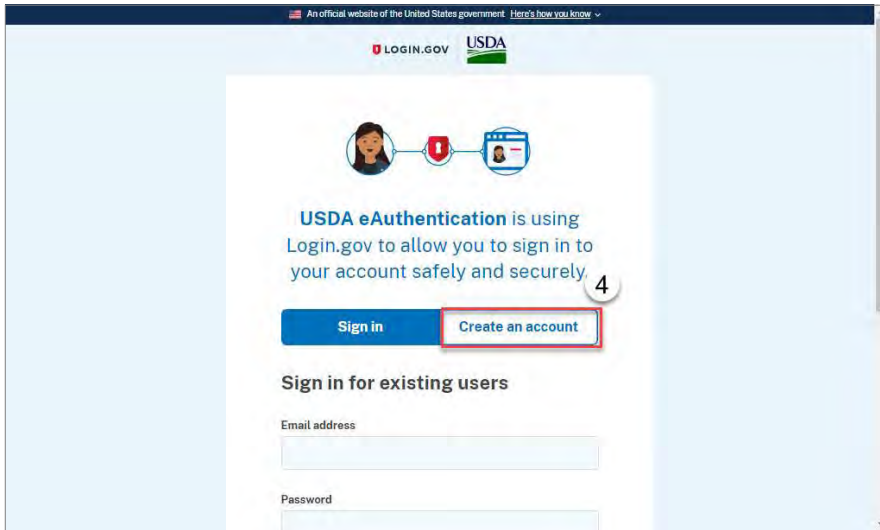


Create a New Login.gov Account

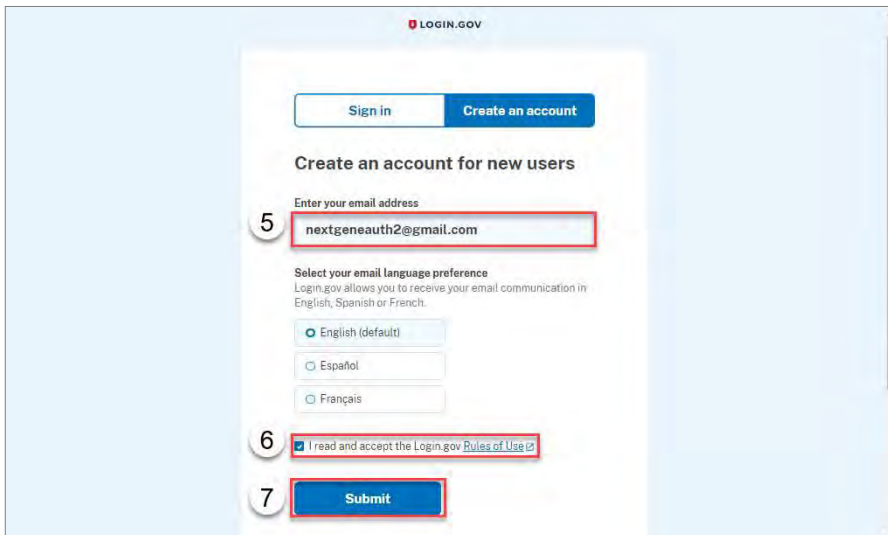
1. Navigate to the [eAuthentication webpage](#).
Note: The user should **not** create a new Login.gov account from the Login.gov webpage. Beginning the process from the USDA eAuth webpage allows user to seamlessly link the login.gov account to their existing eAuth account.
2. Click  (the **Customer** button).
3. Click  (the **Login.gov** button).

Create a New Login.gov Account (continued)

Login.gov Home Screen



Login.gov Create an account Screen



Create a New Login.gov Account (continued)

4. Click (the **Create an account** button).
5. Enter the email address associated with the WBSCM account in the **Enter your email address** field. In this example, the **nextgeneauth2@gmail.com** email address is entered.

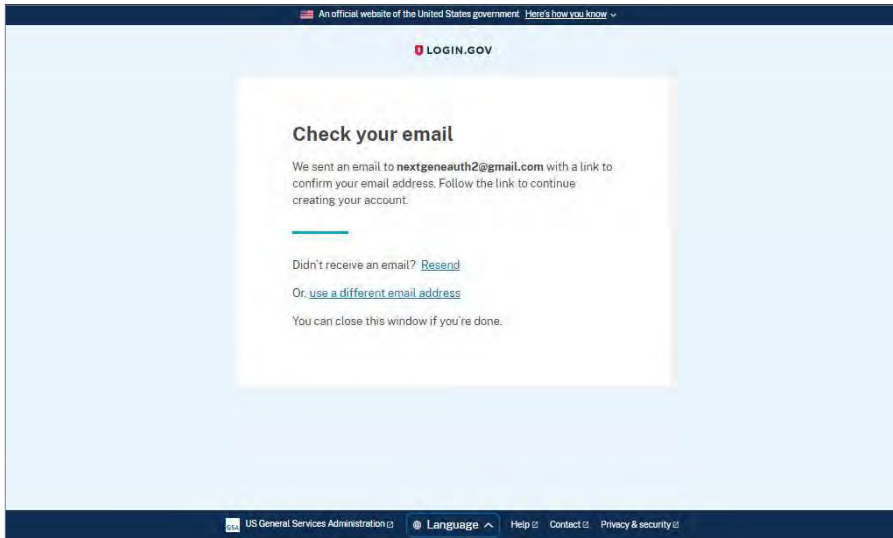
Note: The Login.gov account requires a unique email address in case user has multiple Login.gov accounts. The Login.gov credentials for WBSCM must match the last name and email address in WBSCM to successfully register the new account. For existing users, these credentials are the same as their eAuth account.

6. Click (the **I read and accept the Login.gov Rules of Use** checkbox).
7. Click (the **Submit** button).

Note: The system message displays “**Check your email**”.

Create a New Login.gov Account (continued)

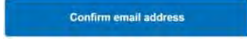
Login.gov Check your email Screen



Confirm your email Screen

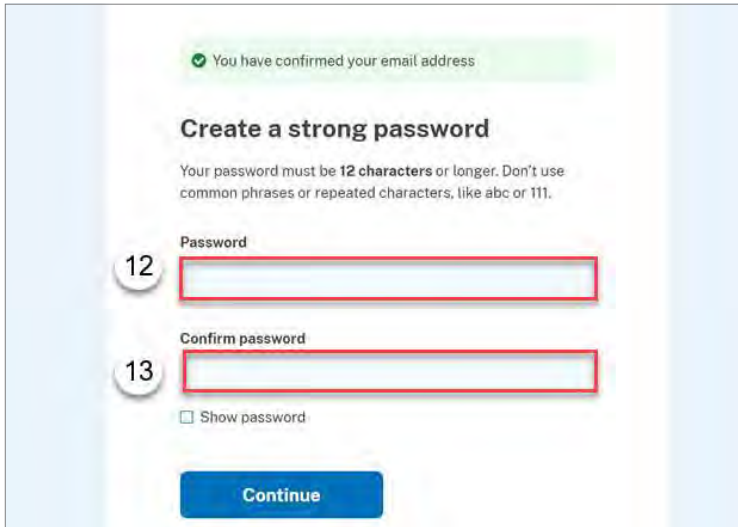


Create a New Login.gov Account (continued)

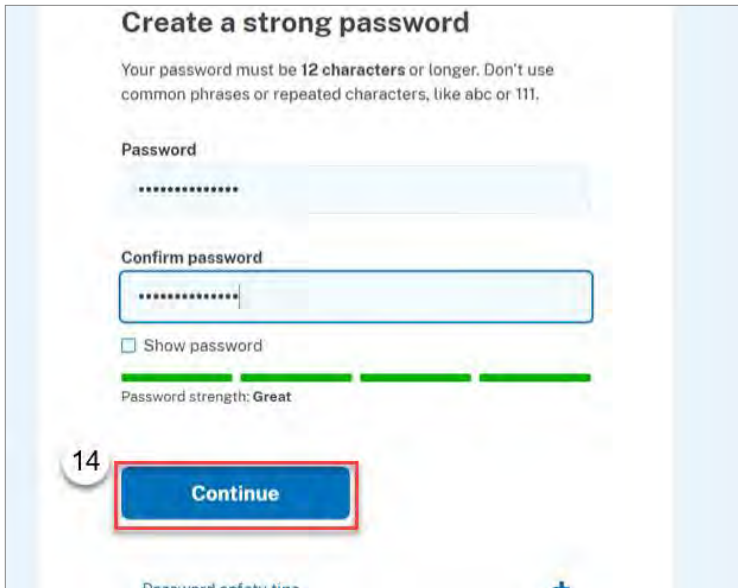
8. Access the email account associated with the email address entered at Step 5.
 9. Locate the email from Login.gov with the subject line “Confirm your email”.
 10. Open the email from Login.gov.
 11. Click  (the **Confirm email address** button).
- Note:** As an alternate method of confirming the email address, users can copy and paste the URL in the web browser as noted on the webpage.
- Note:** The system displays the message “You have confirmed your email address”.

Create a New Login.gov Account (continued)

Create a strong password Screen



Create a strong password Screen

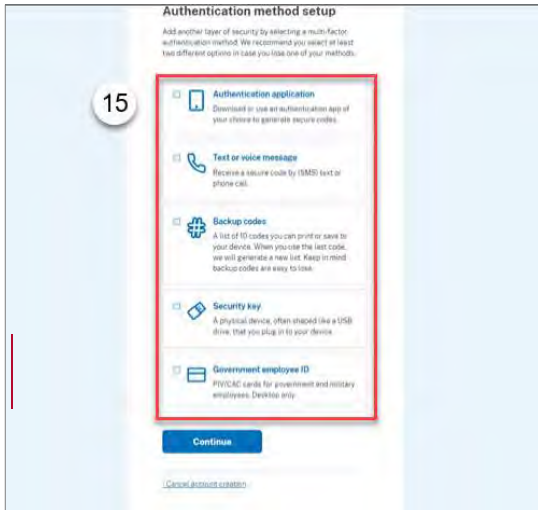


Create a New Login.gov Account (continued)

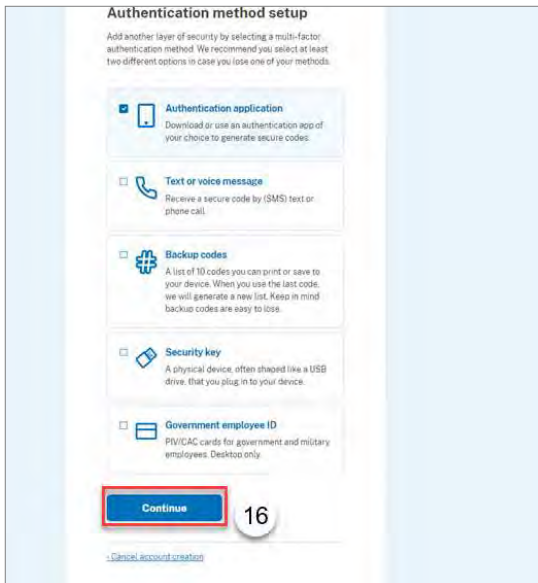
12. Enter a password for use with Login.gov in the **Password** field.
Note: The password must be 12 characters or longer.
13. Reenter the same password in the **Confirm password** field.
Note: Users can click Show password (the **Show password** checkbox) to display the password as entered.
14. Click (the **Continue** button).

Create a New Login.gov Account (continued)

Authentication method setup Screen



Authentication method setup Screen



Create a New Login.gov Account (continued)

15. Click the appropriate checkboxes to select one or more methods for Multi-Factor Authentication (MFA). In this example, (the **Authentication application** checkbox) is selected.

Note: The available options for Multi-Factor Authentication (MFA) are:

- **Authentication application** (the user can download any authentication application)
- **Text or voice message**
- **Backup codes** (printed codes)
- **Security key** such as an RSA token
- **Government employee ID** (PIV card)

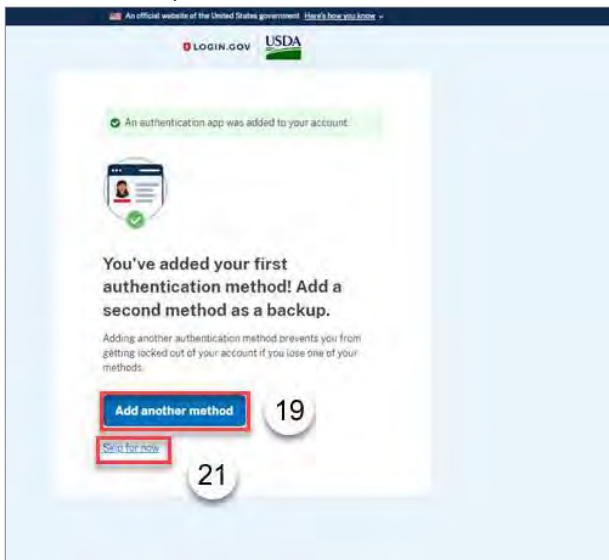
16. Click  (the **Continue** button).

Create a New Login.gov Account (continued)

Add an authentication app Screen



You've added your first authentication method Screen

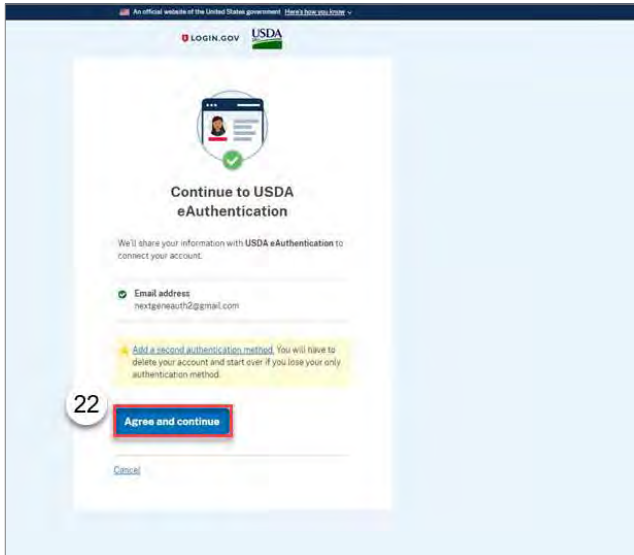


Create a New Login.gov Account (continued)

17. Complete the steps as listed on the screen.
Note: The instructions will differ based upon the authentication method selected on the previous screen. In this example, the **Authentication application** steps are displayed.
18. Click **Submit** (the **Submit** button) once all steps are completed based on the authentication method selected.
19. If necessary, click **Add another method** (the **Add another method** button) to add another MFA option.
20. Return to [Step 15](#) to repeat the steps of adding an additional authentication method. In this example, the user is not adding an additional MFA method.
21. Click [Skip for now](#) (the **Skip for now** link) to continue without adding an additional MFA option.

Create a New Login.gov Account (continued)

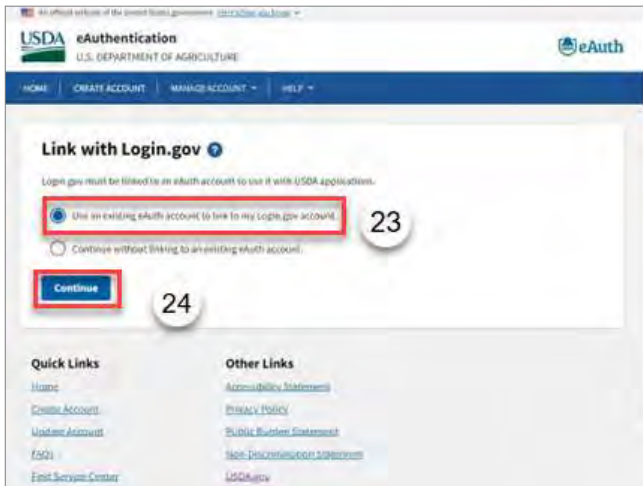
Continue to USDA eAuthentication Screen



Create a New Login.gov Account (continued)

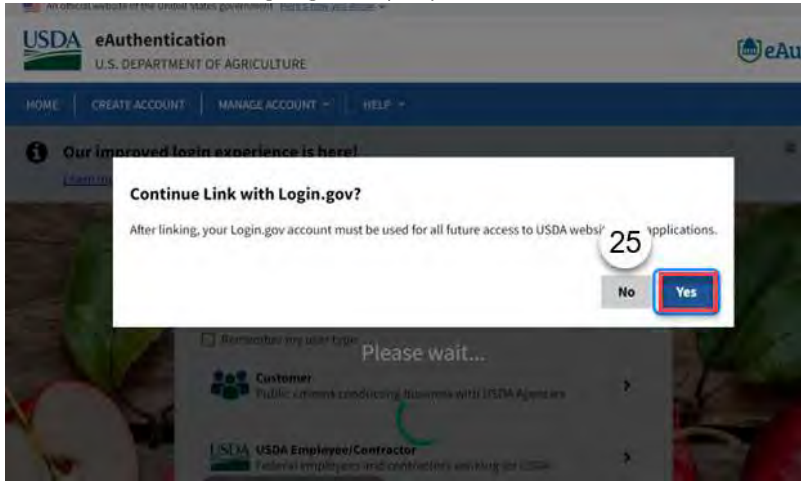
22. Click **Agree and continue** (the **Agree and continue** button).
23. Click Use an existing eAuth account to link to my Login.gov account. (the **Use an existing eAuth account to link to my Login.gov account** radio button).
24. Click **Continue** (the **Continue** button).

Link with Login.gov Screen





Create a New Login.gov Account (continued)

Continue Link with Login.gov Pop-Up



Create a New Login.gov Account (continued)

25. Click  (the **Yes** button) to link the two accounts and access WBSCM. Users are now no longer able to use their eAuth account to access WBSCM.
26. Select the appropriate account. In this example, the **eauth, NWorgadmin** option is selected.
Note: In this example, the **Welcome to the WBSCM system** screen displays a user with multiple WBSCM accounts linked to the same eAuth account. For users with one WBSCM account, this screen does not display.
27. Click  (the **Log On** button) to log on to WBSCM.

Welcome to the WBSCM System Screen

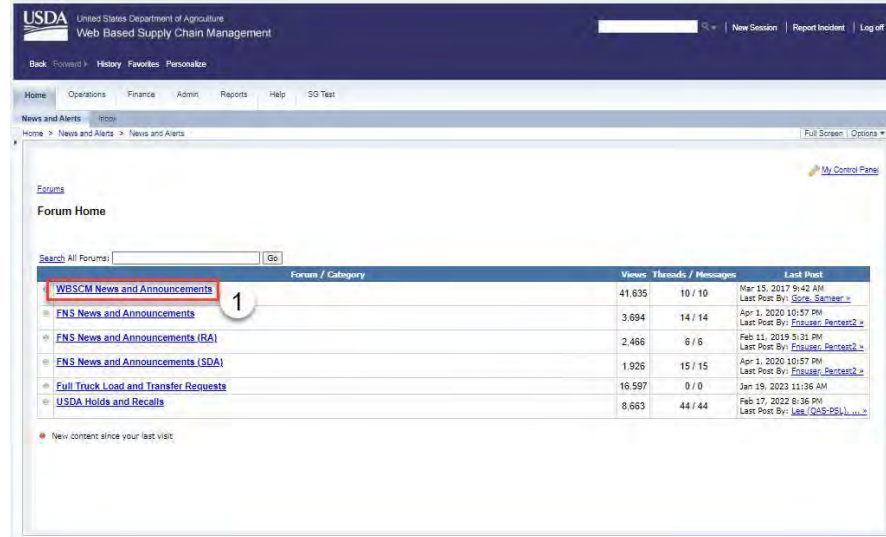




Job Aid
WBSCM Forums Notification Settings

Job Aid Title	WBSCM Forums Notification Settings
Purpose	<p>This job aid reviews the notification settings features for WBSCM Forums. The <i>WBSCM Forums</i> page is a message board for a particular topic and/or audience. Users can:</p> <ul style="list-style-type: none">• Set-Up a Watched Forum• Set-Up a Watched Thread• Set-Up a Watched User• Access My Watches Option• My Watches - Set Watch Preferences• My Watches - Set Watch Preferences - Timing of E-Mails• My Watches - Stop Following• My Watches - Watch Expiration <p>SDAs can also have specific forums for their own community. To establish a new forum, contact the WBSCM Service Desk (WBSCM.servicedesk@CACI.com).</p>
Target Audience	WBSCM Forums Users
Portal Navigation Path	<p>When a user logs in to WBSCM, the <i>Forum Home</i> page displays automatically at:</p> <ul style="list-style-type: none">• Home tab → News and Alerts tab → News and Alerts link

WBSCM Forum Home Screen



Set-Up a Watched Forum

WBSCM users can follow forums of interest. The user receives an email notification when a new thread or a reply is posted on a forum being watched.

1. Click the hyperlinked title of the forum to open it. In this example, the **WBSCM News and Announcements** link is selected.
2. Click [Watch Forum](#) (the **Watch Forum** link) to start watching the forum.
 1. The text under the title changes to **You are watching this thread. This “watch” can expire. It is automatically removed after 99999 day(s). To remove this watch, click “Stop Watching Thread” below.**
 - 3.
 4. To stop following and end email notifications for a watched forum, click [Stop Watching Forum](#) (the **Stop Watching Forum** link).

Note: Users can access the control panel to change any watch settings by clicking [Watch Options](#) (the **Watch Options** link). Access the control panel by clicking [My Control Panel](#) (the **My Control Panel** link).

WBSCM Forum Thread

The screenshots illustrate the steps to watch a thread:

1. Select the thread from the forum list.
2. Click the "Watch This Thread" link.
3. Confirm the watch settings in the "Watch Options" dialog.
4. Click the "Watch Options" link to access the control panel for the watch.

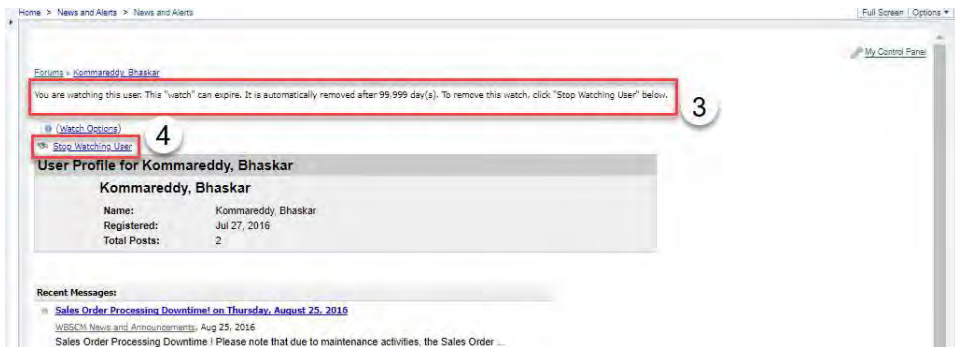
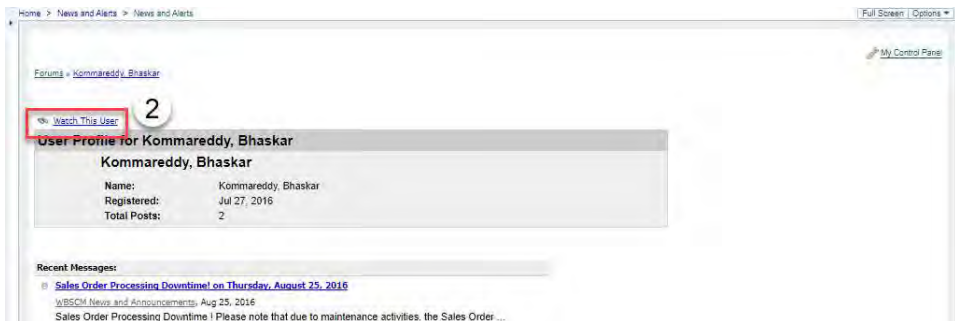
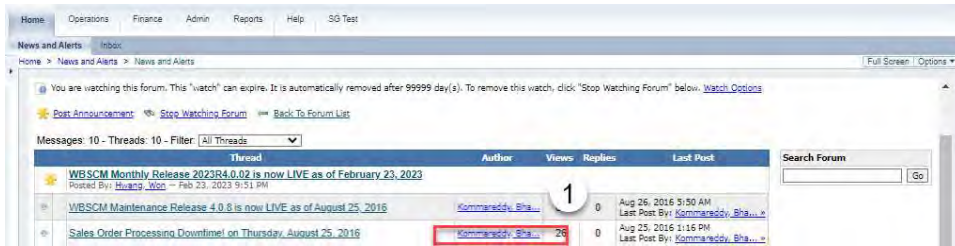
Set-Up a Watched Thread

A thread is a particular conversation with an initial post and subsequent replies. Users can follow relevant threads and receive an email notification when someone posts a reply to a particular thread.

2. Click the hyperlinked title of the thread to open the conversation dialog, which includes the original post as well as any replies. In this example, the **Sales Order Processing Downtime! on Thursday, August 25, 2016** thread is selected.
3. Click [Watch This Thread](#) (the **Watch This Thread** link) below the thread title to start following the thread.
4. The text under the thread title changes to **You are watching this thread. This "watch" can expire. It is automatically removed after 99999 day(s). To remove this watch, click "Stop Watching Thread" below.**
5. To stop following and end notifications for a thread, click [Stop Watching Thread](#) (the **Stop Watching Thread** link).

Note: Users can access the control panel to change any watch settings by clicking [Watch Options](#) (the **Watch Options** link). Access the control panel by clicking [My Control Panel](#) (the **My Control Panel** link).

WBSCM Forum Thread



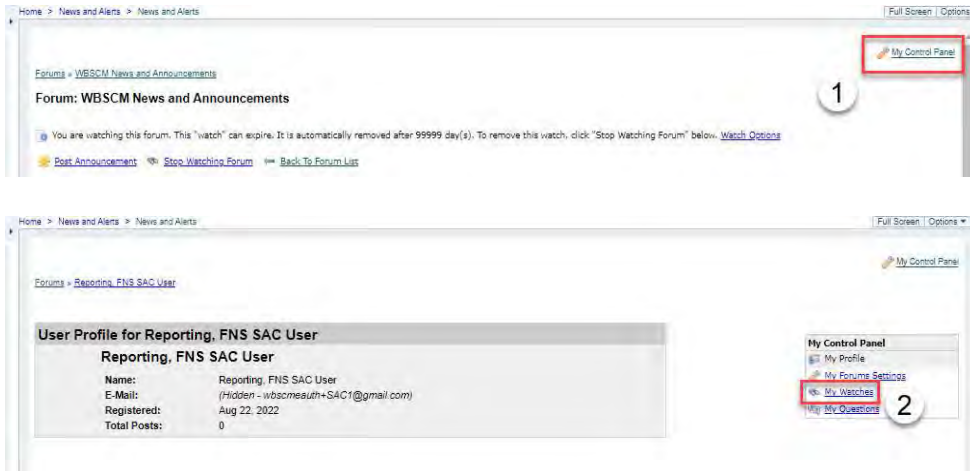
Set-Up a Watched User

If there is another user who shares similar interests from the organization, program, or region, the user will find it useful to follow that user's activity. To receive email notifications when followed users post a new thread or a reply on any thread in any forum:

1. Click the hyperlinked name of the author to open the user's profile. In this example, **Kommareddy, Bhaskar** is selected.
2. Click [Watch This User](#) (the **Watch This User** link) above the User Profile.
3. The text above the *User Profile for...* section changes to The text under the thread title changes to **You are watching this thread. This "watch" can expire. It is automatically removed after 99999 day(s). To remove this watch, click "Stop Watching Thread" below.** When the displayed user posts a new thread or a reply on any forum, the logged in user will receive an email notification.
4. To stop following and end notifications for the user, click [Stop Watching User](#) (the **Stop Watching User** link).

Note: Users can access the control panel to change any watch settings by clicking [Watch Options](#) (the **Watch Options** link). Access the control panel by clicking [My Control Panel](#) (the **My Control Panel** link).

WBSM Forums User Profile



Access My Watches Option

To further customize notifications, as well as manage bulk changes to watch settings:

1. Click [My Control Panel](#) (the **My Control Panel** link) on the right-hand side of the screen from any forum, thread, or user screen.
2. Click [My Watches](#) (the **My Watches** link) under the **My Control Panel** menu on the right side of the screen.

Note: Access the *My Watches* page directly through the **Watch Options** hyperlink associated with any watched forum, thread, or user.

WBSCM Forums My Watches Page



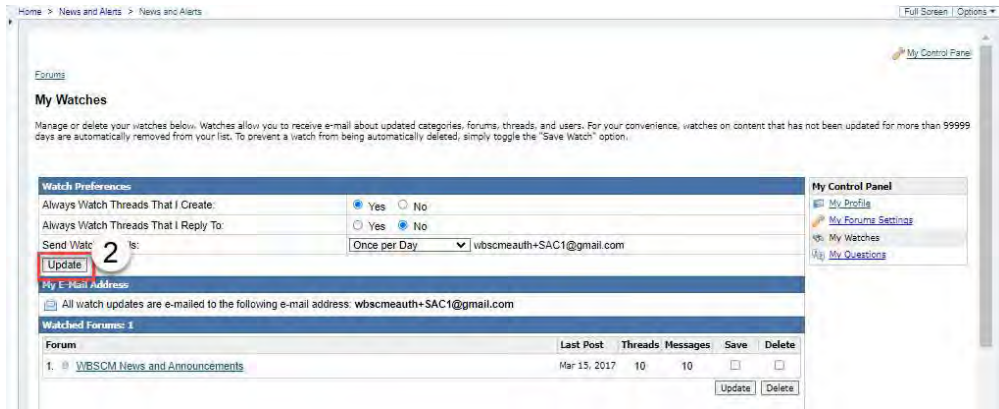
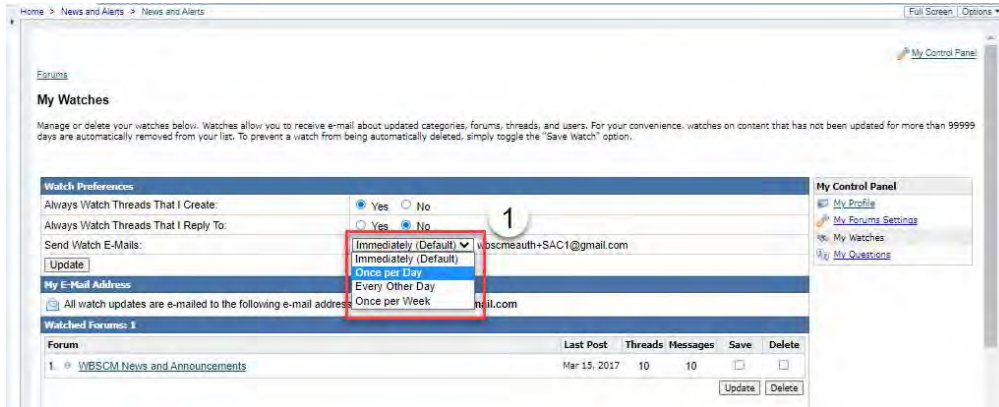
My Watches - Set Watch Preferences

In addition to watching specific forums, threads, and/or authors, users can also set up notifications for activity related to their own posts. Under **My Watches**, users can adjust their settings to receive notification by email any time another user replies to a post they created and/or when someone replies in the same thread.

1. In the *Watch Preferences* section, select **Yes** (the **Yes** radio button) to start watching or click **No** (the **No** radio button) to stop watching next to the appropriate option.
2. Click (the **Update** button).

Note: The message displays *Settings updated successfully*.

WBSCM Forums My Watches Page



My Watches - Set Watch Preferences – Timing of E-Mails

Users can customize the timing of email notifications. By default, notifications are received immediately after new activity is posted. Alternatively, users can choose to receive consolidated activity notifications daily, every other day, or once per week.

1. In the *Watch Preferences* section, **Send Watch E-mails:** line item, select (the **Dropdown** button) to display a list of options. In this example, **Once per Day** is selected.
2. Click (the **Update** button).

Note: The message displays *Settings updated successfully*.

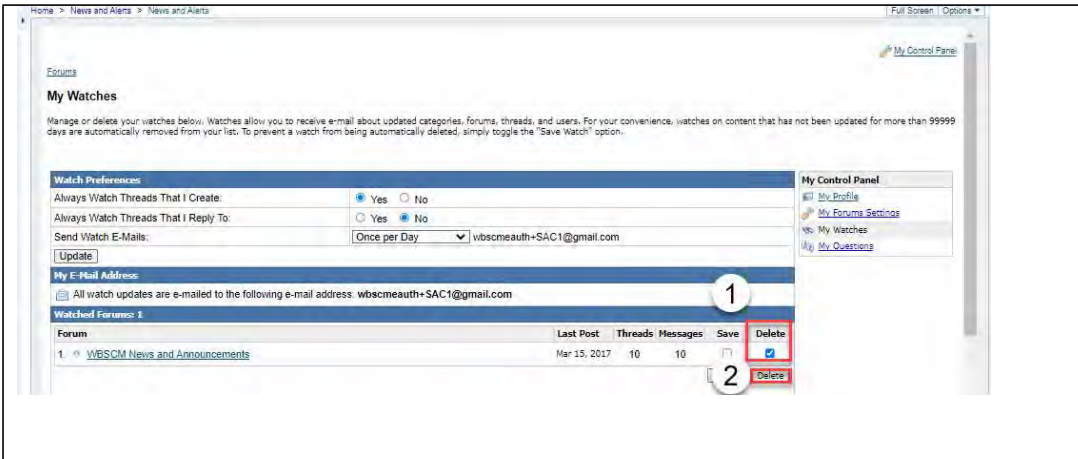
My Watches – Watched Forums

My Watches – Stop Following

Users can stop watching any item(s) that are currently being watched through **My Watches** option.

To delete a Watch and no longer receive notifications:

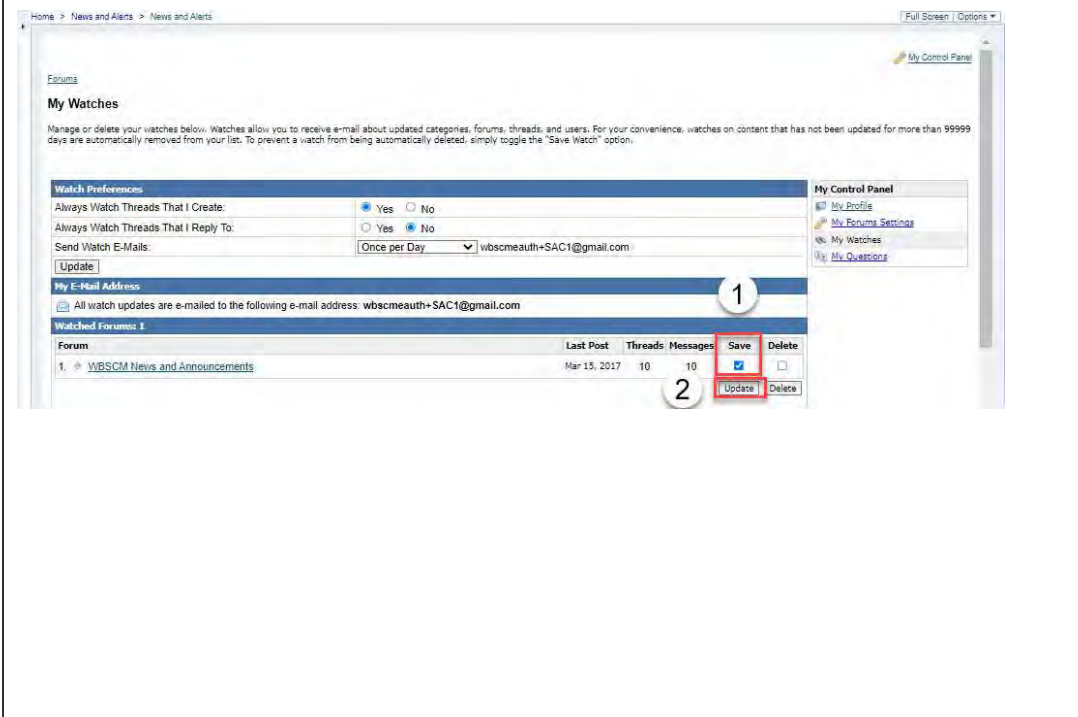
1. Select (the **Delete** checkbox) for the forum line item that should no longer be watched.
2. Click (the **Delete** button).



Note: The message displays *Settings updated successfully*.

Note: If the user is not currently watching any specific forums, threads, or users, a message displays that they do not have any watches.

My Watches – Watched Forums



My Watches – Watch Expiration

To ensure that watched item(s) are not deleted, users can update their settings through the My Watches option.

Note: By default, watched items are set for the maximum number of days (99999), so they never expire. "

To prevent a watch from expiring:

1. Select (the **Save** checkbox) for the forum line item.
2. Click **Update** (the **Update** button).

Note: The message displays *Settings updated successfully*.



WBSCM Help Documentation Job Aid

This job aid describes two methods for accessing help resources in WBSCM for on-the-job support. These methods include:

- Context Sensitive Help – Displays transaction related help documentation while using a WBSCM transaction.
- Online Help Documentation Library – Displays all materials organized by user community, business area, and process; access to some items is limited by user role.

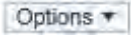

Additionally, this job aid provides instructions on how users can search for relevant training materials based on keywords or phrases.

Table of Contents

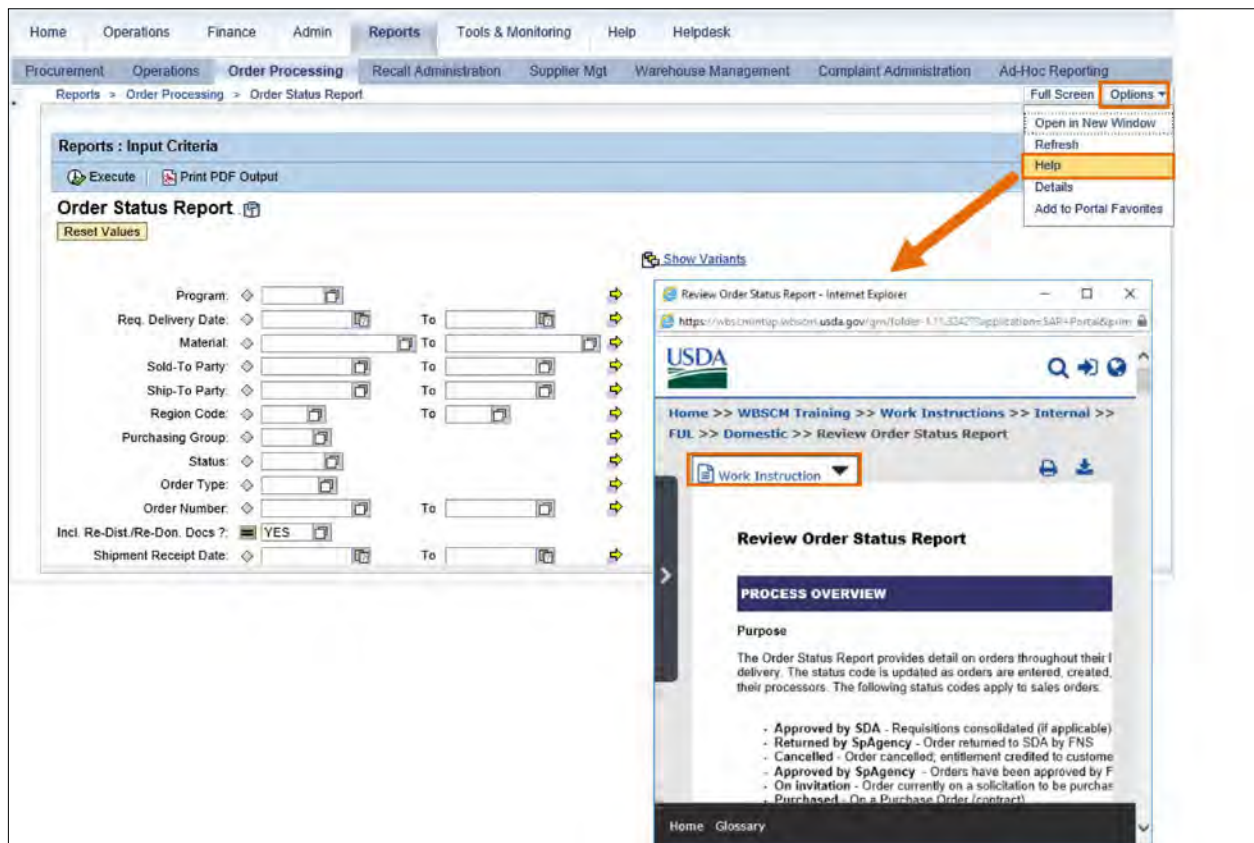
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Context Sensitive Help

WBSCM has an on-screen help feature to provide assistance related to the current transaction. To launch help:

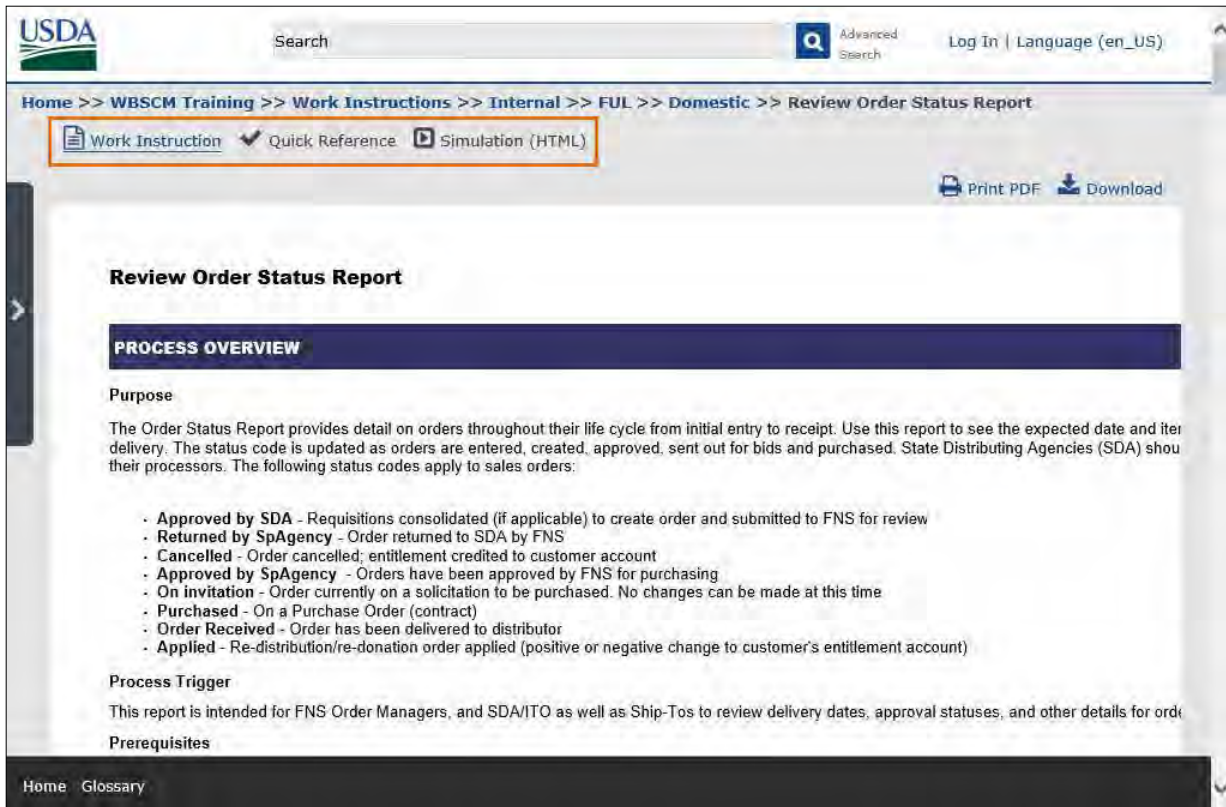
- Click  (the **Options** button) on the right side of the screen.
- Select  (the **Help** option).

A new window opens and displays the help materials that relate to the transaction. If more than one related help document is available, users are prompted to select from a list. The selected document opens, and the selection screen closes. In the example below, Context Sensitive Help for the Order Status Report launches the related step-by-step work instruction. The default option is Work Instruction; however, users can use the drop-down menu in the upper right corner to select another document type.



The screenshot displays the WBSCM web application interface. The main window shows the 'Order Status Report' screen with various input criteria fields such as Program, Req. Delivery Date, Material, Sold-To Party, Ship-To Party, Region Code, Purchasing Group, Status, Order Type, Order Number, and Shipment Receipt Date. A 'Show Variants' button is visible. An orange arrow points to the 'Options' button in the top right corner of the main window. A secondary window titled 'Review Order Status Report - Internet Explorer' is open, showing a 'Work Instruction' dropdown menu and a 'Review Order Status Report' section with a 'PROCESS OVERVIEW' and 'Purpose' text. The purpose text states: 'The Order Status Report provides detail on orders throughout their delivery. The status code is updated as orders are entered, created, their processors. The following status codes apply to sales orders.' Below this, a list of status codes is provided: Approved by SDA, Returned by SpAgency, Cancelled, Approved by SpAgency, and On invitation.

Expand the context sensitive help window to view the document in full screen. The drop-down document type menu appears as a tile for document type selection.



Access Training Simulations

WBSCM offers simulations in HTML format which users can view or use to practice a WBSCM transaction. Simulations are available for every transaction that has an associated Work Instruction. Simulations act as an interactive audiovisual of the transaction and can be launched in two different ways:

- **Auto Playback Tutorial** allows the user to review as a playback movie.
- **Standard Tutorial** allows the user to review or practice the transaction as an interactive simulation.

Access the Help option and select Simulation (HTML) to open a new browser window containing the online tutorial.



The screenshot shows the WBSM Order Status Report interface. At the top, there is a navigation menu with tabs for Home, Operations, Finance, Admin, Reports, Tools & Monitoring, Help, and Helpdesk. Below this is a sub-menu for Procurement, Operations, Order Processing, Recall Administration, Supplier Mgt, Warehouse Management, Complaint Administration, and Ad-Hoc Reporting. The main content area is titled "Reports : Input Criteria" and includes buttons for "Execute" and "Print PDF Output". Below this is the "Order Status Report" section with a "Reset Values" button and a "Show Variants" link. A breadcrumb trail reads: "Home >> WBSM Training >> Work Instructions >> Internal >> FUL >> Domestic >> Review Order Status Report". A search bar and "Log In | Language (en_US)" are also visible. A vertical sidebar on the left contains a tree view with categories like "Req C", "S", "P", "Purch", "O", and "Incl. Re-Dist./Re-shipment". The main content area is titled "Review Order Status Report" and features a "PROCESS OVERVIEW" section. An orange arrow points from the "Help" option in the top right "Options" dropdown menu to the "Simulation (HTML)" link in the breadcrumb trail. The "Simulation (HTML)" link is highlighted with a red box. The "Review Order Status Report" section includes a "Purpose" paragraph, a list of status codes, a "Process Trigger" paragraph, and a "Prerequisites" section.

Home >> WBSM Training >> Work Instructions >> Internal >> FUL >> Domestic >> Review Order Status Report

Simulation (HTML)

Review Order Status Report

PROCESS OVERVIEW

Purpose

The Order Status Report provides detail on orders throughout their life cycle from initial entry to receipt. Use this report to see the expected date and time of delivery. The status code is updated as orders are entered, created, approved, sent out for bids and purchased. State Distributing Agencies (SDA) show their processors. The following status codes apply to sales orders:

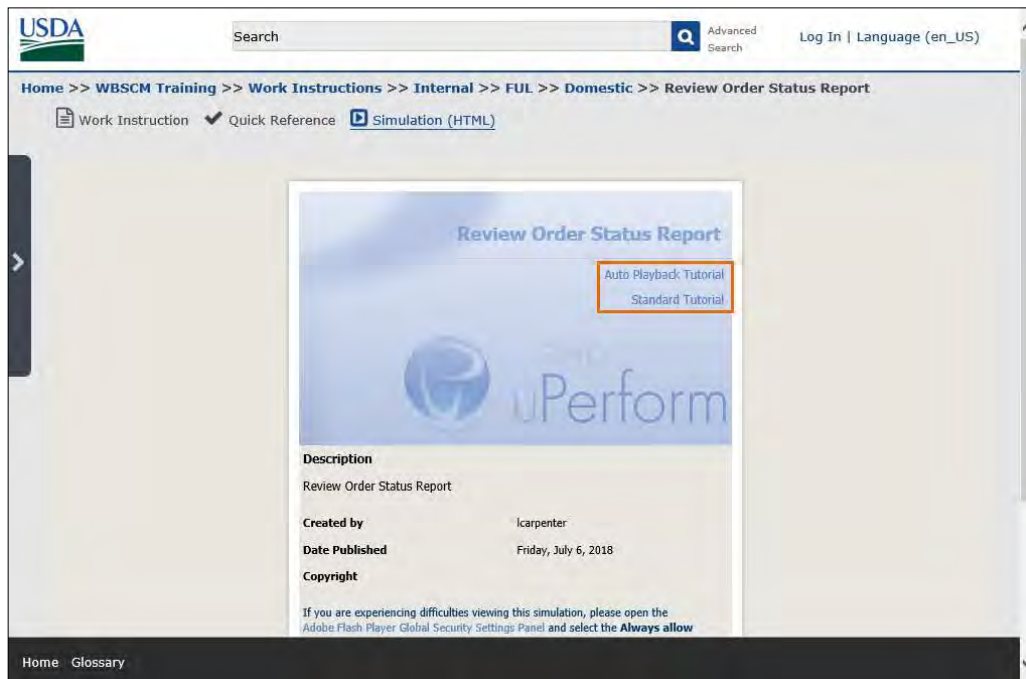
- Approved by SDA - Requisitions consolidated (if applicable) to create order and submitted to FNS for review
- Returned by SpAgency - Order returned to SDA by FNS
- Cancelled - Order cancelled, entitlement credited to customer account
- Approved by SpAgency - Orders have been approved by FNS for purchasing
- On Invitation - Order currently on a solicitation to be purchased. No changes can be made at this time
- Purchased - On a Purchase Order (contract)
- Order Received - Order has been delivered to distributor
- Applied - Re-distribution/re-donation order applied (positive or negative change to customer's entitlement account)

Process Trigger

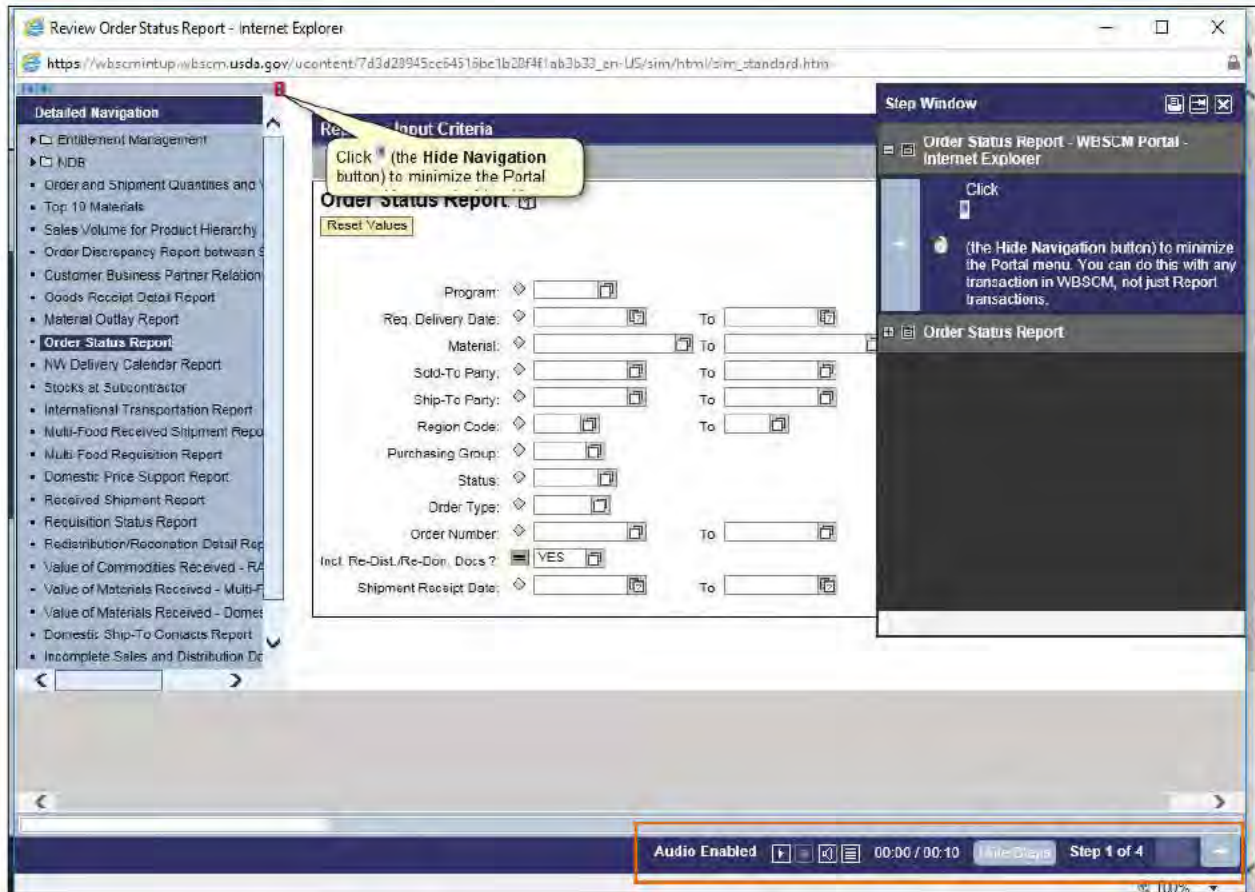
This report is intended for FNS Order Managers, and SDA/ITO as well as Ship-Tos to review delivery dates, approval statuses, and other details for orders.

Prerequisites

A window displays enabling the user to access one of the two simulation playback options.

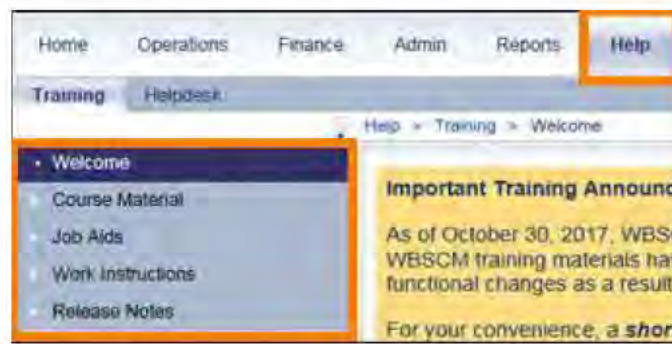


Selecting one of the options launches the Simulation in the browser window. Users can pause, repeat, or advance automated steps during replay using the navigation icons at the bottom of the screen.



Online Help Documentation Library

A library of training materials is available under the **Help** module tab of WBSCM. Training materials are categorized by training product type, including Course Materials, Job Aids, Work Instructions, and Release Notes.





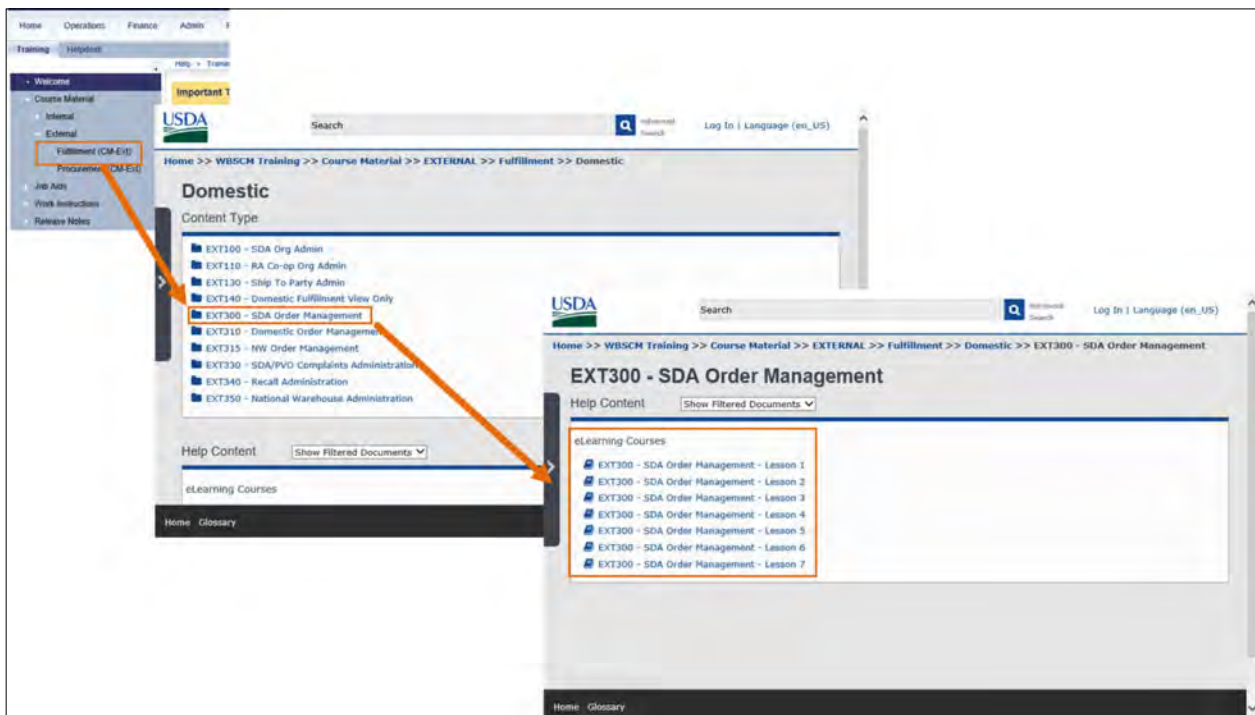
Course Material

Course Material includes self-paced eLearning modules and materials from WBSCM instructor-led training courses. Each course covers the USDA business process and the WBSCM transactions for a particular area and/or user role. Course materials are available on various topics, including WBSCM overview, submitting offers, advanced shipping notifications, invoices, process flows, reports, vendor-related topics, and much more.

Course Material is organized into folders based on user community and functional area. Some courses are further divided into multiple lessons.

To browse to relevant Course Material, select the user community (Internal or External), then select the business area and focus (Domestic or International). Review the list of courses to identify which topic is of interest; select a course to view it or a list of lessons.

Example: Course Material → External → Fulfillment (CM-Ext) → Domestic → EXT300 - SDA Order Management



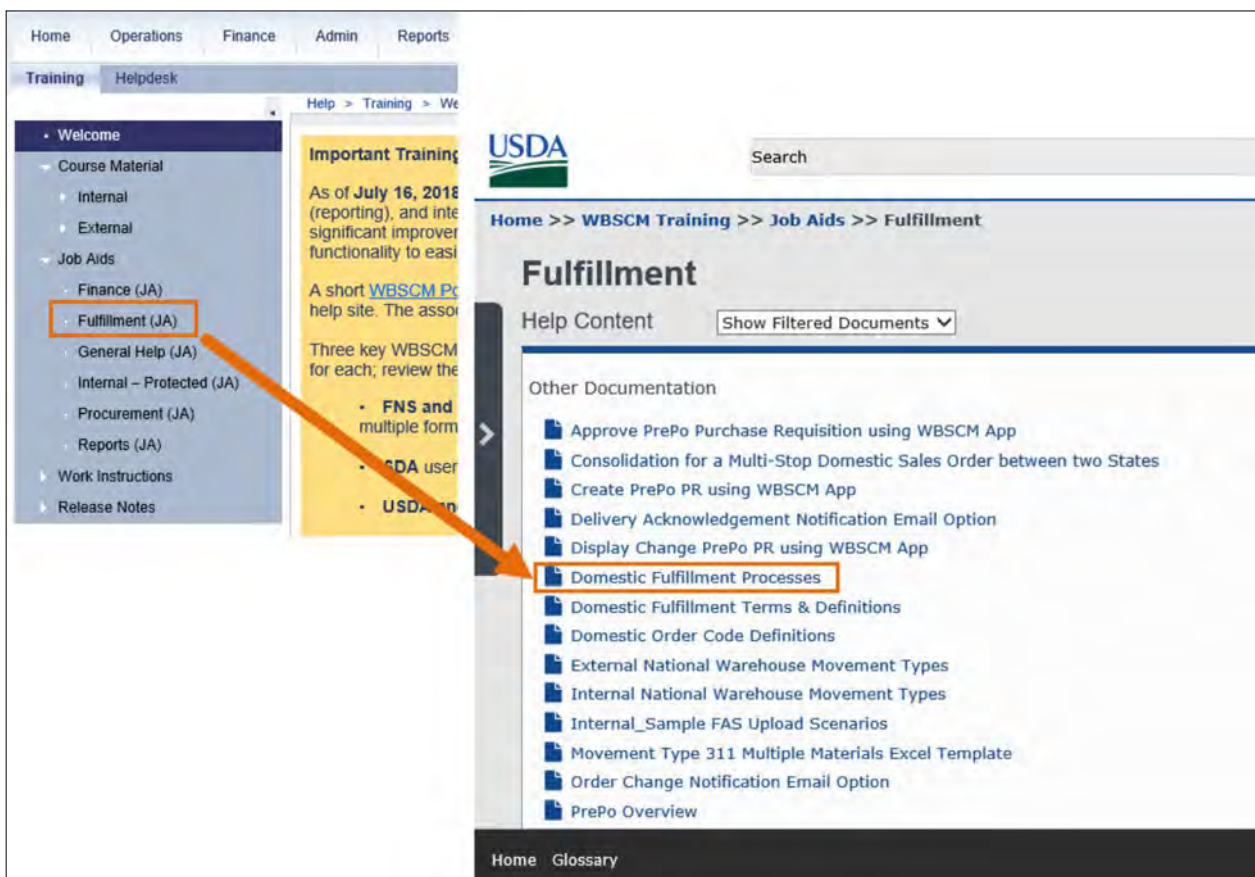
Job Aids

Job Aids are quick reference documents that provide guidance for reports, processes, general navigation, and many more topics that do not require an in-depth work instruction.

Topics are sorted within folders by category, including general help, reports, and specific business processes.

To browse for a Job Aid, select the applicable business unit, general, or reports folder. Each folder displays all quick reference documents for the selected topic.

Example: Job Aids → Fulfillment (JA) → Domestic Fulfillment Processes

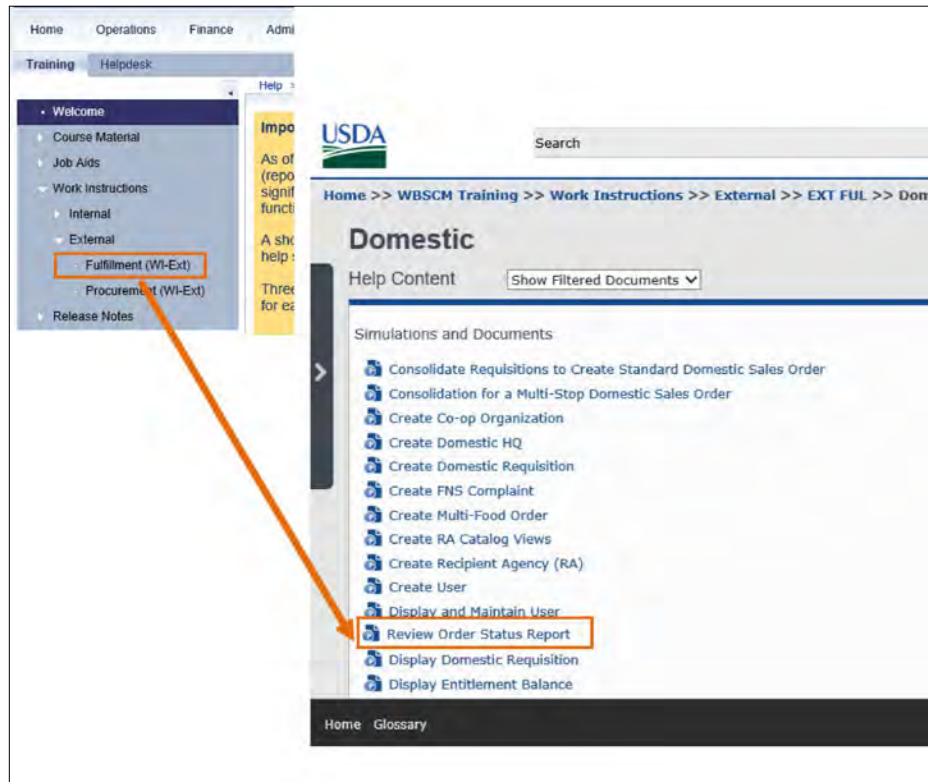


Work Instructions:

The Work Instructions folder contains documents with various topics that provide procedural step-by-step instructions with screenshots on how to execute a specific task or transaction. These documents guide users through a transaction from start to finish.

Work Instruction sub folders are organized by user role and functional area. Internal folders display work instructions for USDA/USAID users and other authorized internal users. External folders display work instructions for vendors, customers, and other business partners.

When a Help topic is opened, users can select the document type that suits their needs. The default option is Work Instruction; however, users can use the drop-down menu in the upper right corner to select another document type.



From the document selection tile, users can select from several formats for the training material:

- **Work Instruction:** Detailed step-by-step instructions, which include transaction details, screenshots, notes, and field definitions. Additionally, work instructions are available in PDF and Microsoft Word formats
- **Quick Reference:** Summarized step-by-step instructions, which include transaction details, but do not include screenshots or field definitions. Additionally, quick references are available in PDF and Microsoft Word formats
- **Simulation (HTML):** An interactive simulation of the transaction. Select Auto Playback Tutorial to review as a playback movie. Select Standard Tutorial to review or practice the transaction as an interactive simulation.

Example: Work Instructions → External → Fulfillment (WI-Ext) → Review Order Status Report → (Select document type)

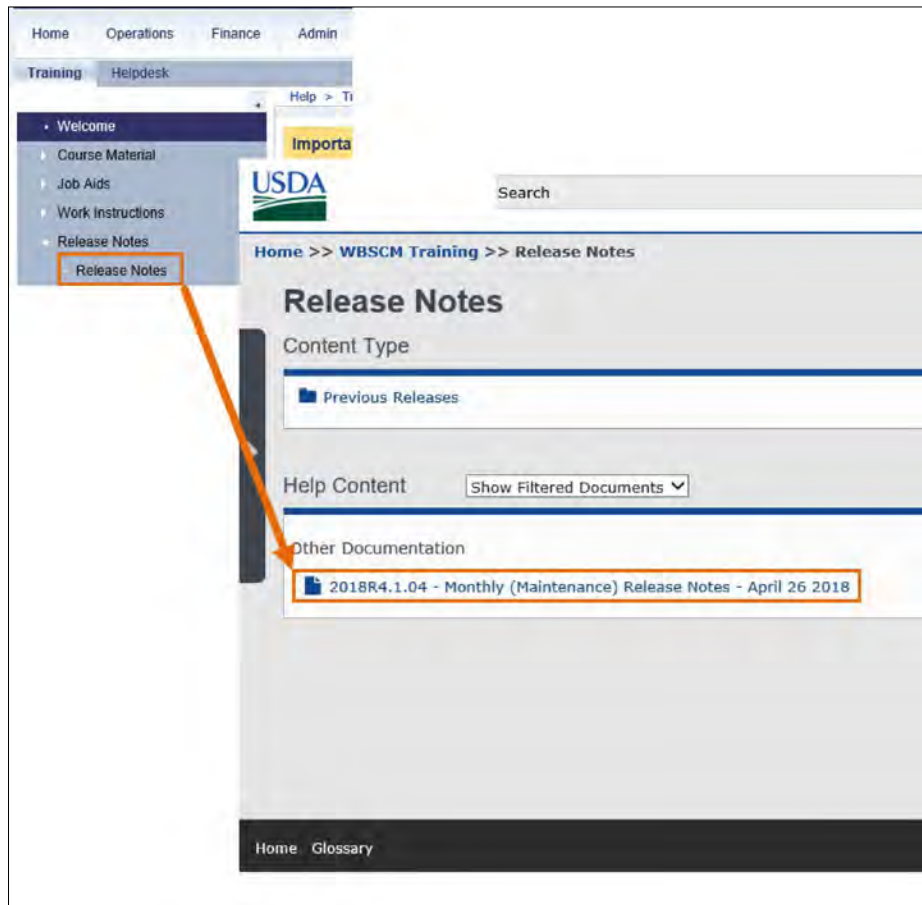


Release Notes

A Release Notes document is an official WBSCM document that summarizes the implementation of system upgrades, fixes, new features, and enhancements to the WBSCM system. The release notes document is distributed monthly to all WBSCM users through an email broadcast message.

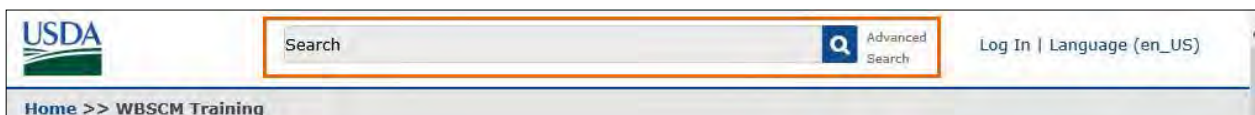
To view the current release notes, click the **Release Notes** link on the left-hand navigation pane. To view the release notes from previous releases, click the **Release Notes** → **Release Notes** → **Previous Releases** link, and select the desired year.

Example: Release Notes → Release Notes → (Select the current Release Notes document)



Online Help Documentation Library - Search

The Online Help library has a robust search functionality. Once accessed, the selected resource(s) is displayed in a new window or in a new tab, depending on the browser settings. The Search feature is in the top center of the window.



Enter a keyword to search both the title and content of the materials in the online help library. Search can be performed using any of the following criteria:

- Type the whole keyword
- Use quotes ("") to search a specific phrase
- Use the asterisk (*) for wildcard searches

In the example below, a search for "order status" returned matches in the training materials where only the exact phrase is referenced. In contrast, a search without the quotation marks would also have included every document that included the words "order" and "status" separately.



USDA Log In | Language

Search Results

Search terms should be separated by spaces, and phrases delimited by quotes, unless indicated otherwise.

New Search

Terms:

Type: ▼

Location: ▼

Search Results

Results shown 1 - 10 of 39.

Title	Added or Modified
Sales Order and Complaint Statuses	6/29/17 1:01 PM
Review Order Status Report	7/6/18 12:49 PM

[Home](#) [Glossary](#)

Online Help Documentation Library - Glossary

A glossary is available from the online help documentation library. To launch, select the Glossary button at the bottom of the screen and search for a required WBSCM term.



The screenshot displays the WBSCM Training website interface. At the top, there is a USDA logo and a search bar with a magnifying glass icon and the text "Advanced Search". To the right of the search bar are links for "Log In" and "Language (en_US)". Below the search bar, the page title is "Home >> WBSCM Training". The main heading is "WBSCM Training", followed by the subtitle "USDA Web Based Supply Chain Management (WBSCM) Project". A "Content Type" section lists four categories: Course Material, Job Aids, Release Notes, and Work Instructions. Below this, there is a second search bar with the USDA logo and "Advanced Search" text. The "Glossary" section is highlighted with a dark grey background and a white border. It features a "Find Term:" label, a text input field, and a magnifying glass icon. An orange arrow points from the "Glossary" link in the left navigation menu to the search box. The footer of the page contains the text "Home Glossary".