



Welcome to the Bader Help Desk newsletter

The purpose of this newsletter is to help you stay up to date on the latest developments, hot issues, changes and new features across all of the Project Bader sites.

We really value your feedback, so whether or not you find this newsletter useful please send us your thoughts:

helpdesk@aircadets.org

Up and coming this Autumn..

Trial Period

As of the 2nd of October 2017 the help desk will be trialing different opening hours. We will be extending the opening times from 0800 to 2000 Mon-Wed and 0800 to 1530 Thurs & Fri for a period of 6 months. Please let us know whether the changes benefit yourself and others.

Re-design of the Help Desk

We are looking to re-design the help desk in the near future and we are reaching out for your opinions. Let us know what you would like to see in the help desk either by raising a help desk ticket or by sending an email to helpdesk@aircadets.org

Ultilearn Username Automatic Update

Shortly Ultilearn will automatically update logins to reflect changes to service number, this will prevent 'Error 5' and results failing to pull through onto SMS.

Hot Issues on the Help Desk

Activities and PIPES

How to complete 'stuck' activities.

Are you using the correct activity type for your activity?

Ultilearn

Error Number 5.

Username changes.

SMS links.

SharePoint Permissions

Who amends SharePoint permissions?

Account Allocation

Who designates accounts? User Accounts and password resets.

Key Documents

How do I raise changes? How do I know when a document has changed?

'PIPES' and Activities

Users are reminded to use the correct activity type for the activity they are undertaking. This will ensure the correct information is captured and will ensure you are not asked for any more information than you need to for the activity you are undertaking. It also ensures the activity application is sent to the correct person for approval. We are working on a new activities module which will further help to clarify the activity process you should use.

Leaving the RAFAC or moving to a new unit? Make sure any activities that you are Adult IC for have had their post activity report completed and that you have marked the activity complete. Failure to do so will mean your old unit having to contact their WHQ to do this for them. In the future as we move to electronic VA claims linked to activities, not completing the process correctly will lead to everyone on the activity being unable to claim for VA until the activity has been marked complete.

Bader Helpdesk

The helpdesk opening hours are:

Monday 0800- 2000

Tuesday 0800 - 2000

Wednesday 0800 - 2000

Thursday 0800 - 1530

Friday 0800 - 1530

E-mail: helpdesk@aircadets.org

Phone: 030 6770 4905



SharePoint Permissions

SharePoint permissions are primarily the responsibility of the site owner. Should permissions need to be changed they should be contacted in the first instance.

For security reasons the BADER Helpdesk cannot change permissions on users behalf without the approval of the site owner and we would expect in most cases that the permissions will be amended by the site owner.

The BADER Systems Team

SO2 IT
Ken Snyder

SO3 Systems Manager
Martin Pratley

Deputy Systems Manager
Lois Sale

BADER Development Team

SO2 ACO Developer
Andrew Bracegirdle

SO3 ACO Developer
Paul Blackman

Error 5 Ultilearn

Following on from the request for all to take '118 Responsible for Information General User' it became apparent that a large number of volunteers were receiving 'error 5' when requesting a password reset. Error 5 is created when no login is recognised– this often occurs as a result of the login not being updated from the temporary CIN number originally used to set the account up.

To remedy this issue raise a help desk ticket requesting an account merge, please be sure to include your first and second names, your current CIN and your old CIN (if known), occasionally we may request more information so please keep an eye out for any correspondence from us.

The new update which will allow Ultilearn logins to be updated to the new CIN automatically when the users permanent CIN changes in SMS. Unfortunately this will only solve the issue for users whose CIN is issued after the update goes live.

Key Documents

Need a change actioned in a key document? Spotted a potential mistake? Raise a help desk ticket– we'll pass your ticket onto the document sponsor and the I-hub.

How are we notified of changes to a document? The simplest way to keep up to date with document changes is to put an alert on documents you use most frequently.

How do we know what the changes are? On accessing the Key Documents library the most recent changes will be publicised including a brief explanation of the change from the document owner and the SME.

An Amendment sheet inserted into the front of the document will provide a description of the change and will also verify who requested it.

In the body of the document the change will be printed in red for ease of visibility.

Changes will remain in red in that version until successive amendments are made. Changes to subsequent versions will be in red and the previous changes will revert to black

User Accounts

Who assigns accounts on Bader?

Accounts can be assigned by Wing & Region HQ or by Bader POCS.

Password resets can be done by both Bader POCs and Wing and Region HQ however your Bader POC should always be your first port of call.