

Voluntary Disclosure Reporting Program (VDRP)

FAQs List applicable ONLY for Helpdesk Users

1. *As a Helpdesk user, What details should I know about an existing case to help VDRP end user?*
2. Which help desk functionality is used to check the existing case in VDRP?
3. If the existing case is open, where does the “Edit Case” functionality navigate the user to?
4. How can the help desk user view the details of an existing case that is open?
5. If the existing case is closed/rescinded, where does the “Edit Case” functionality navigate the user to?
6. How can the help desk user view the details of an existing case that is either closed, open, rescinded, or invalid?
7. How can I identify the status of a case?
8. Under New Self-disclosures tab, what stages of self-disclosures are displayed?
9. What self-disclosures are displayed under Open tab?
10. Where can I find the Closed Self-disclosures?
11. Where can I find Invalid/Rescinded/Rejected Self-disclosures?
12. How can I view the details of a case?
13. How can I print the details of a case?
14. As a Helpdesk user, Can I reset the password of a VDRP User?
15. What happens when help desk user resets a password?
16. How can I confirm that the user for which the password is being reset is genuine?
17. How will the VDRP user know that his/her password has been reset?
18. What is the functionality of Assign Designators?
19. Where does the help desk user assign or remove designators?

20. How does the help desk user select the FSDO that needs to be added to a particular UserID?
21. Once the selection of FSDO is made, what happens to “Assign/Unassign Designator” screen?
22. What does the left list box of designator code indicate on “Assign/Unassign designators” screen?
23. What does the right list box of designator code indicate on “Assign/Unassign designators” screen?
24. Which button should I select to add one designator code from left list box to right list box?
25. Which button should I select to add entire list of designator codes from left list box to right list box?
26. Which button should I select to move one designator code from right list box to left list box?
27. Which button should I select to move the entire list of designator codes from right list box to left list box?
28. What is the functionality of “Edit User Profile”?
29. How can help desk user navigate to edit profile of any user screen?
30. How can the help desk user find the profile of user that needs to be edited?
31. How can I edit the profile of the user from the list which is generated from the Edit User Profile search?
32. As a Helpdesk user, can I delete the user from VDRP system?
33. What is the functionality of “Edit UserAccess”?
34. What happens if the user account is disabled?
35. What happens if the user account is changed from disabled to enabled status?
36. How can help desk user navigate to screen to modify user access?
37. How can the help desk user find the profile of user for which he/she wish to change access to?
38. How can I edit the access of the user from the generated list?
39. How can the help desk user make the account active or inactive?

1. As a Helpdesk user, What details should I know about an existing case to help VDRP end user?

To help VDRP user to resolve issues with an existing case, help desk user should know either the notification ID of a case or EIR number associated with the case.

Getting to know the details of designator or FSDO to which the case belongs is helpful and allows the help desk user to assign the specified designator to his/her UserID to check further details of the case.

[Back to top](#)

2. Which help desk functionality is used to check the existing case in VDRP?

Using “Edit Case” link, help desk user retrieves the existing case information based on the Notification ID or EIR number obtained from the customer.

“Edit Case” functionality is restricted only to Helpdesk user.

[Back to top](#)

3. If the existing case is open, where does the “Edit Case” functionality navigate the user to?

If the existing self disclosure is open, the help desk user is navigated to Current Stage screen where the VDRP user is actually working on the case.

[Back to top](#)

4. How can the help desk user view the details of an existing case that is open?

If the help desk user wants to navigate to SD details screen of an OPEN case instead of navigating to current stage screen, he/she needs to assign the designator of the Regulated Entity to his/her UserID via “Assign Designator” link in left navigation.

Once the designator is assigned, the existing case will be listed on SD list screen. Help desk user can then check the details of the case under “New” or “Open” tabs on Self Disclosure List screen by clicking on hyperlinks under “View Details” column.

[Back to top](#)

5. If the existing case is closed/rescinded, where does the “Edit Case” functionality navigate the user to?

If the existing self disclosure is closed/rescinded, the help desk user is navigated to SD Details screen where he/she can view the details of the case.

[Back to top](#)

6. How can the help desk user view the details of an existing case that is either closed, open, rescinded, or invalid?

Help desk user can view of details of any existing case irrespective of whether its open, closed, rescinded or invalid via “Reports” functionality using either “Standard Reports” or “Executive Reports”.

[Back to top](#)

7. How can I identify the status of a case?

Once user logs into VDRP successfully and has assigned the RE to his/her User ID via “Assign Designator” link, there are four tabs displaying the status of the self disclosures on Self Disclosure List screen and they are as follows: New Self Disclosures; Open Self Disclosures; Closed Self Disclosures and Rejected Self Disclosures.

[Back to top](#)

8. Under New Self-disclosures tab, what stages of self-disclosures are displayed?

New Self-disclosures that are in “Initial Notification (IN)” or “Initial Notification Response (INR)” stages are displayed under New tab in Self Disclosures List screen.

[Back to top](#)

9. What self-disclosures are displayed under Open tab?

Self-disclosures that have completed Stages 1 and 2 (including SOM acceptance), but have not yet completed Stage 6, are displayed under Open tab.

[Back to top](#)

10. Where can I find the Closed Self-disclosures?

Once help desk user logs into VDRP successfully and has assigned the RE to his/her UserID via “Assign Designator” link, the user may click on ‘View SD List’ link displayed in the left navigation pane to navigate to Self Disclosure List screen. Closed Self-disclosures for any RE assigned to that help desk user are then displayed under “Closed” tab.

Self-disclosures that have completed all the six stages of complete self disclosure submission process are displayed under “Closed” tab in Self Disclosure List screen.

[Back to top](#)

11. Where can I find Invalid/Rescinded/Rejected Self-disclosures?

Once help desk user logs into VDRP successfully and has assigned the RE to his/her User ID via “Assign Designator” link, the user may click on ‘View SD List’ link displayed in the left navigation pane to navigate to Self Disclosure List screen. Invalid/Rescinded/Rejected Self-disclosures for any RE assigned to that help desk user are then displayed under the “Rejected” tab.

Self- disclosures that, at the discretion of the designated FAA Inspector, were determined to not meet the requirements for acceptance under the VDRP, are deemed to be “invalid”. Invalid/ Rejected/Rescinded disclosures are displayed under “Rejected” tab in Self Disclosure List screen.

[Back to top](#)

12. How can I view the details of a case?

Once help desk user logs into VDRP successfully and has assigned the RE to his/her UserID via “Assign Designator” link, the user may click on ‘View SD List’ link displayed in the left navigation pane to navigate to Self Disclosure List screen. To view the details of the case, click on links displayed under “SD Title” column on New tab or “EIR #” column on Open, Closed and Rejected tabs on Self Disclosure List screen.

The user may also utilize the Standard or Executive reports to query the database for records related to the RE and click on the Notification ID (View Details) link to review the given record.

Utilizing either of the above methods of record location and selection will result in display of the Self Disclosure Details screen.

[Back to top](#)

13. How can I print the details of a case?

When user clicks on ‘View/Print’ link displayed on the top right corner from a “Self Disclosure Details” screen, a printer friendly window will open. From that window, the “Self Disclosure Details” can be printed by selecting “File” followed by “Print”.

[Back to top](#)

14. As a Helpdesk user, Can I reset the password of a VDRP User?

Yes, you must have help desk rights in order to reset a password of any VDRP user.

Click on the “Reset Password” link on the left navigation menu and enter the Userid or Login ID of the individual for whom you are resetting the password. Complete the new password and confirm new password text boxes and select the “Reset” button. Advise the user of the new password and explain that they will be asked to enter a new password upon initial login with the new password.

[Back to top](#)

15. What happens when help desk user resets a password?

Resetting a password unlocks user access and enables user to access VDRP application.

[Back to top](#)

16. How can I confirm that the user for which the password is being reset is genuine?

Before resetting the password, confirm the security answer with the user.

Click the “Get Security Answer” link located next to ‘Enter Userid’ field. This returns the current Security Question and Answer for the entered userid.

[Back to top](#)

17. How will the VDRP user know that his/her password has been reset?

An e-mail is sent to the user with additional information about the password reset, but does not contain the password. Passwords expire every 90 days and must be updated by the user. The system will prompt for password update when the password expires.

[Back to top](#)

18. What is the functionality of Assign Designators?

Assign Designator functionality allows the help desk user to assign or unassign a designator code to an FAA Inspector or help desk user.

Designator code identifies the airline(s) that the inspector is responsible for.

[Back to top](#)

19. Where does the help desk user assign or remove designators?

Click on the “Assign Designator” link in the left navigation and the help desk user is navigated to “Assign/Unassign Designator” screen to assign or remove designators.

[Back to top](#)

20. How does the help desk user select the FSDO that needs to be added to a particular UserID?

The Help Desk User enters the UserID of the Inspector in the “User Id” box, followed by entry of the inspector’s Office Designator in the “Select FSDO” box (note: CMO’s as well as FSDO’s will be available for selection in addition of FSDO’s). Following entry of the Office Designator, selection of the, “Get” button, will cause the “Designators for the selected Field Office” list to populate with all the designators associated with that Office, with the exception of those already assigned to the User.

[Back to top](#)

21. Once the selection of FSDO is made, what happens to “Assign/Unassign Designator” screen?

Entry of the User Id and the Office to which the inspector is assigned, will result in a drop-down list of all operators within that Field Office, from which designators can be selected. Selection of a designator from the list, followed by selection of the “>” will place that designator in the list of designators to which the User will have access. Selection of a designator from the User List, followed by selection of the “<” will remove that designator from the User list.

[Back to top](#)

22. What does the left list box of designator code indicate on “Assign/Unassign designators” screen?

On “Assign/Unassign designator” screen, the left list box will contain a list of designator codes for all operators within that Office, from which designators can be selected.


[Back to top](#)

23. What does the right list box of designator code indicate on “Assign/Unassign designators” screen?

On “Assign/Unassign designator” screen, the right list box indicate designator codes currently assigned to the selected user.


[Back to top](#)

24. Which button should I select to add one designator code from left list box to right list box?

User needs to select one code from left list box and click on  button to add that designator to right list box. Click on 'Save' button after the designator code is added to left list box.


[Back to top](#)

25. Which button should I select to add entire list of designator codes from left list box to right list box?

To add entire list of designator codes from left to right, user needs to select  button and click on "Save" button.


[Back to top](#)

26. Which button should I select to move one designator code from right list box to left list box?

User needs to select one code from right list box and click on  button to move that designator from right to left list box. Click on 'Save' button after the designator code is removed from right list box.

[Back to top](#)

27. Which button should I select to move the entire list of designator codes from right list box to left list box?

To move entire list of designator codes from right to left, user needs to select  button and click on "Save" button

[Back to top](#)

28. What is the functionality of "Edit User Profile"?

Edit User Profile functionality enables the help desk user to add information to, or remove information from, the user's profile.

[Back to top](#)

29. How can help desk user navigate to edit profile of any user screen?

Click on “Edit User Profile” link in the left navigation and help desk user is navigated to ‘Edit the Profile of any User’ screen.

[Back to top](#)

30. How can the help desk user find the profile of user that needs to be edited?

The Help Desk User must select the “Edit User” link from the left menu. Then, on the, “Edit the Profile of any User” screen, enter any combination of the first name, the last name and/or the Inspector code of the user whose profile needs to be edited.

User information is retrieved and a list of users is generated based on the search information provided.

[Back to top](#)

31. How can I edit the profile of the user from the list which is generated from the Edit User Profile search?

To edit the profile of the user, click on the “User ID” link next to the user name in the generated list of users. Selection of a link will navigate the Help Desk User to ‘Edit User’ screen of that particular User ID.

Once user profile changes are completed on the “Edit User” screen, click on ‘Save’ button to enter changes into user database.

[Back to top](#)

32. As a Helpdesk user, can I delete the user from VDRP system?

Yes, a help desk user can delete the user by clicking on “Delete User” button on ‘Edit User’ screen.

[Back to top](#)

33. What is the functionality of “Edit UserAccess”?

The “Edit UserAccess” link found in the left menu area, allows the help desk user to edit the user’s access to VDRP, through use of the “Update Cancel” option. Canceling the User will result in change of the user’s status from Active (Yes) to Active (No). Selection of the “Active” block to “No” results in loss of access to the VDRP system by that user.

[Back to top](#)

34. What happens if the user account is disabled?

Disabling the user makes the account inactive and prevents the user from being able to login into VDRP system but leaves the option of restoring that user to Active (Yes) status at a later date.

[Back to top](#)

35. What happens if the user account is changed from disabled to enabled status?

Enabling the user makes the account active and allows the user to login into VDRP system.

Note: When the user is enabled, the user's password must be reset and the new password provided to the user to enable login.

[Back to top](#)

36. How can help desk user navigate to screen to modify user access?

Selection of, "Edit UserAccess" link in the left menu area will navigate help desk user to 'Modify the System Access of any User' screen.

[Back to top](#)

37. How can the help desk user find the profile of user for which he/she wish to change access to?

On "Modify the System Access of any User" screen, enter the first name, last name and/or Inspector Id of the user whose profile requires editing. Then, click on "Search" button and select the appropriate link for the user from the list provided and edit the user's access as desired.

[Back to top](#)

38. How can I edit the access of the user from the generated list?

To edit the access of the user into VDRP system, click on the "Edit" link next to the user name. The help desk user will then have the option of selecting either the "Update" and "Cancel" link.

[Back to top](#)

39. How can the help desk user make the account active or inactive?

Indicate account status as Active (check mark), or Inactive (no check mark) by clicking in the Active column check box for the selected user.

Click the “Update” link to change user access or “Cancel” link to exit without modifying access and return to the search results.

[Back to top](#)