

AOM Overview and FAQs

AUXDATA Order Management (AOM) is a replacement program for the legacy POMS program. It is a Coast Guard program developed by CG contractors and is located behind the CG firewall for enhanced security. AOM has no link to POMS and no data in POMS was brought over and is not available in AOM. Your POMS user name and password will not work in AOM.

AOM is a web based program and require no additional program to run it other than your internet browser. AOM works with the following browsers: Firefox, Internet Explorer 8 and up (JavaScript enabled) and Chrome. AOM works best with the Firefox browser.

Every member has an account in AUXDATA. Only a limited number of members actually have access to AUXDATA. You do not need AUXDATA access to have an account/access to AOM.

If you are in a district which has gone live and have AUXDATA (not AUXINFO or Aux Directory) access, your AUXDATA and AOM user name and passwords will be the same. Changing the password in one account will also change the password in the other.

If you have not received an email stating that your account has been created and that you have a user id, you do not have access to AOM. Please contact your OIA or AOM Administrator and request to be entered into the (Training or Production) AOM blade for your sector/location

There are two AOM data bases; one for testing/training and the second is the production (or live) data base. As of 4/30/2013, D5NR, D5SR, D9CR, D9ECR, D9WR, D11NR, D11SR, D13, D14 and D17 are running in production. The other 6 District and Regions will be rolled out to production in the near future.

There is a draft user guide located on the first screen past the security notice screen.

Beginning 1 March 2013, all reimbursements will be by electronic deposit (EFT). If you do not have EFT already set up with FINCEN, you will need to submit this using the "Setting EFT with the Coast Guard Finance Center" link on the same page.

Any questions, problems or feedback should be submitted through the help desk link available within the program or from the first page of AOM.

AOM will submit your patrol information directly to AUXDATA so you do not fill out a 7030 anymore. Your SO-IS will be advised by e-mail of the AUXDATA entry.

New User information

An FAQs page is available at:

<http://help.cgaux.org/index.php?Knowledgebase/Article/View/298/27/auxdata-order-management-overview-and-faqs>

A pdf presentation on using AOM can be accessed at:

http://tdept.cgaux.org/ntrain2013/r-dir/AOM_N-Train2013.pdf

An Owner/Operator User guide can be accessed at:

<http://tdept.cgaux.org/ntrain2013/r-dir/handouts.zip>

This is a zipped file. When you open it, select the AOM Overview Guide N-Train 2013 file or click on the icon below.



AOM Overview Guide
N-Train 2013.pdf

Known Browser and OS Issues

The "Month" calendar view does not display properly on Safari or iPad (which uses Safari).
Firefox is not available for IPAD or IPHONES.

I get a blank screen after the security page

If you get blank screens in AOM, the following may need to be done:

Enabling JavaScript Instructions

Internet Explorer

1. In the **Tools** drop-down menu, select **Internet Options**.
2. Next, select the **Security** tab.
3. Then, select the **earth (Internet)** icon.
4. Then select the **Custom Level** button.
5. Locate **Scripting** near the bottom of the list.
6. Under **Active Scripting**, select **Enable**, and then click **OK**.
7. Answer **yes** to the following conformation box.
8. Click **OK** to close the Internet Options window.
9. Finally, click **Refresh** on your browser window to enjoy the javascript.

Firefox

PC

1. In the **Tools** drop-down menu, select **Options**.
2. Next, select the **Content** icon/tab at the top of the window.
3. Then, select the **Enable JavaScript** checkbox under the **Web Content** category.
4. Click **OK** to close the Options window and save your changes.
5. Finally, **Refresh** your browser.

MAC

1. Select the **Firefox** menu item from the **Apple/System bar** at the top of the screen.
2. From the drop-down menu, select **Preferences...**
3. Select the **Content** icon/tab at the top of the window.
4. Then, select the **Enable JavaScript** checkbox.
5. **Close** the Options window to save your changes.
6. Finally, **refresh** your browser.

Cookies must also be enabled for all browsers

If you get a blank screen, please ensure that 'cookies' are enabled. Then refresh your browser.

How Do I create an account in AOM?

If you have not received an email stating that your account has been created and that you have a user name, you do not have access to AOM. Please contact your OIA or AOM Administrator and request to be entered into the (Training or Production) AOM blade for your sector/location. An

e-mail will be generated stating your account has been created and what your user name in AOM is. Then you can go to the “New Account or Forgotten Password?” screen and request a password which will be e-mailed to you. Once both these things have been done, you can log-in to AOM.

What is my user name?

If you have not received an email stating that your account has been created and that you have a user name, you do not have access to AOM. Please contact your OIA or AOM Administrator and request to be entered into the (Training or Production) AOM blade for your sector/location. An e-mail will be generated stating your account has been created and what your user name in AOM is. Then you can go to the “New Account or Forgotten Password?” screen and request a password which will be e-mailed to you. Once both these things have been done, you can log-in to AOM.

How do I get a password for AOM

If you already have AUXDATA access, then use your AUXDATA user name and password to log-on to AOM. If you don't have AUXDATA access and know your assigned user name, you can request a password from the “New Account or Forgotten Password?” link on the first AOM screen using your member ID and user name. A password will be sent to your e-mail address in AUXDATA. Once you get the password, you can log on. If you are not recognized, please contact your local OIA or AOM Administrator for assistance.

I forgot my password

You will need to request a new password from the “New Account or Forgotten Password?” link on the first AOM screen using your member ID and user name.

How do I change my password?

You can change your password once you are logged into AOM at the “My Account” tab. The password change rules are:

Required Password Criteria

1. Must be at least 8 Characters in length.
2. Must contain at least one number, but can't start with a number.
3. Must contain at least one alphabetical character
4. Must contain, but cannot start with, one of the following: _ \$
5. **Do not** use the following characters:
() : @ % & * + { } < ? - ! " / ; > ' = #
6. Password cannot be reused for 90 days or 8 password changes.
7. Must not be the same as user name.
8. Must not be too simple.

No operators are listed when I select “Owner Not On-Board”

This is because those authorized operators submitted on you current offer for use form were enter directly into the legacy POMS program by your DIRAUX office. AUXDATA did not

previously have the ability to receive this information or transfer it to POMS. This has been corrected and owner not on-board authorized operators can now be entered into AUXDATA and will show up in AOM as such. This information needs to be entered by your DIRAUX office.

When I search by name for an operator, I do not get any results

You can enter either the first or last name to search by. Entering both first and last will get no results.

I cannot select an operator from the drop down list

You have to highlight the operator to be selected even if only one operator shows up on the list.

"Person being REIMBURSED has to setup EFT"

There are several things regarding a person having "EFT on file" causing some confusion.

Issue 1:

When a member has "EFT setup with FINCEN" it can mean 2 different things. They can be setup for "Travel" or reimbursement with "AOM". When members are calling customer service, FINCEN cannot tell the difference between the two when they say they are setup. When we did the initial import we only imported members that received reimbursement from patrols, not travel. These are 2 separate systems at the Finance Center.

Issue 2:

Another issue we have is that members that are filling out the EFT/ACH online form for FINCEN located here: https://ordermgmt.uscg.gov/html/documents/EFT_documentation.doc

They absolutely must choose "Coast Guard - Auxiliary - ALC 70060000" per the instructions or AOM does not receive their information.

Issue 3:

Sometimes the members have been filling out the EFT/ACH information before they have an account in AOM. This makes it difficult to update their information even after the email is received. It can take up to a 3 business days to be transmitted and added to AOM. If it has been more than a week and you still get this message, submit a help desk ticket for assistance.

I do not have access to all the locations I used to have in POMS

AOM users were granted access to their home sector as indicated in AUXDATA. If you need access to another location (District, Sector, Air Station, etc.), you need to request this through your OIA or AOM Administrator. Small Boat Stations are listed as sub-units of Sectors.

I do not have all the permissions I used to have

If you do not have all the permissions you think you should have, please contact your OIA or AOM Administrator to request these permissions as they are issued on a local basis.

My facility is not listed in AOM

Check to make sure at least one owner is assigned to the location. Make sure the facility's inspection is up to date and has not defaulted (boat and aircraft facility inspections are good for

13-1/2 months unless rescinded sooner by the owner or DIRAUX). Boats do not show up at air stations and aircraft do not show up at sectors. Radio facilities have a three year inspection cycle.

Can I use .PDF files for submitting receipts?

Currently you cannot submit receipts in other than .jpg, .gif, or.png formats. Since these are all picture formats, you can scan them as well as take a picture of the receipt(s) with your cell phone or other digital style camera and then upload to your computer to submit.

How do I print a copy of my orders?

Currently, the only way to print a hard copy is to do a print screen, paste to a document and save the document on your computer or use the print function on your browser to print it to a .PDF file on your computer. You can then print the file. This will save it on your computer as well as get you a hard copy. Alternatively, you could save the e-mails generated by AOM when the orders are request, approved, completed and/or submitted to FINCEN, depending on you wants.

What do the four time periods under Patrol Time represent?

They merely break the day down to 4 six-hour segments (0600-1200, 1200-1800, 1800-2400 and 0000-600). These are only to represent the time period when you expect the patrol to begin and have no bearing on the patrol end time. Remember to keep all patrols within the established fatigue guidelines.

There are no Sub-Units and/or Patrol Areas listed for my location

These items are managed by the Sectors or Air Stations and are not required in AOM to request patrol orders.

When is the claimant's signature required?

It will only be required when the owner is not the operator.

I created orders and now they don't appear on the calendar

Make sure you are in the same AOM blade (training or production) that you originally created the order request in.

What is the "Comments" block used for?

This is where you can put in comments regarding the request such as; Who has your radio guard if in an area not monitored by the Coast Guard; or other information the OIA may need or require to approve the mission. You can also put in information when completing the orders such as; If trailering, who was actually involved in trailering the boat; If crew members were not on-board for the entire patrol; Who the QE was if this was a qualifying or re-qualifying check ride mission (QEs and FEs are not listed as part of the crew); any other information your IS office might need to verify or correct the AUXDATA entry made by AOM; Etc. The comments block is limited to 1000 characters and is not meant to be used for a comprehensive after action report.

How do I know what AOM submitted to the IS officer?

An e-mail is generated when the orders are sent to the FINCEN which goes to the IS officer and the owner/operator and shows the AUXDATA entry information

Which IS officer receives notification e-mails from AOM?

The SO-IS for your division receives the AOM notification e-mails from AOM, except in D14 and D17 where they go to the DSO-IS. The IS officer can forward to the FSO-IS, as required.