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1 Introduction

- The objective of this document is to provide details on using and interpreting the information available on the Automated Dispatch System (ADS) user interface (UI). The ADS UI is based on a WebSDK platform.

- ADS displays commitment (start – up / shut down / transition) instructions, energy instructions, and ancillary services awards from the real-time market application. The energy instructions includes, but is not limited to 5 (five) minute dispatch operating targets (DOT) from the Real Time Economic Dispatch (RTED), 10 minute contingency dispatch (RTCD), Exceptional Dispatch, and Hourly Intertie Instructions from the Hourly Scheduling Process (HASP).

  - This document will touch on portions of the real time market timeline and processes, but will be limited to how data is displayed in ADS. Additional Information regarding dispatching rules, market operations, and procedures can be found in the Business Practice Manuals for Market Operations and Market Instruments, which can be downloaded on www.caiso.com >> Rules >> Business Practice Manuals.

- The organization of this manual is as follows:
  - Section 1 is introductory material. Notably, it contains an overview of the purpose and intended use of the application.
  - Section 2 describes an introduction into logging into the application, as well as the basic functionality of the user interface used to navigate ADS.
  - Section 3 discusses an overview and functionality of each grid within the ADS application.
  - Section 4 discusses more advanced functionality, such as filtering and configuration of save sets and use of the query tool.

2 System Overview: Accessing and Navigating ADS

Accessing the ADS Application

- The ADS application is web-based application with role-based access via the CAISO Multiple Application Certificate (CMA) for authentication.

  - To access ADS, a user will need to work with their organization’s User Access Administrator (UAA) – who administers the CMA certificate, as well as provisions access.
  - Access can be at the Scheduling Coordinator ID (SCID) level or setup for specific access for a set of resources through an Access Control List (ACL). For more information on this, please refer to the Access Identity Management (AIM) User Guide.
  - Access can be read only (view of ADS dispatches) or read-write which provides capability to accept dispatches (hourly intertie dispatches, for example).
  - Accessible via the environment’s Market Participant Portal
  - Supported browsers are Chrome or Microsoft Edge with Chromium
Tip! To view in Full Screen mode in Chrome, Shortcut Key: hit F11 on keyboard, OR click 3 dots in upper right hand side of Chrome Browser, navigate to row labeled Zoom and click the “square” icon To exit Full Screen, again hit F11 or click “X” when hovering in the middle of the display

- ADS Main Display: Upon logging in, a main display will be shown with multiple data grids within the display which we call the Application Content area. At the top of the display, it contains a system dashboard, which has common navigation commands like previous/next page, refresh, stop loading, adjust Time Zone, and log out.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>◀</td>
<td>Back</td>
</tr>
<tr>
<td>◂</td>
<td>Forward</td>
</tr>
<tr>
<td>◊</td>
<td>Stop</td>
</tr>
<tr>
<td>◄</td>
<td>Refresh (Use this when loading a new profile)</td>
</tr>
<tr>
<td>◊</td>
<td>User Preferences (US Time Zone Change)</td>
</tr>
<tr>
<td>◊</td>
<td>Exit (can also X out of window in upper right corner of browser window). Using this button will close all open windows.</td>
</tr>
</tbody>
</table>

- There are certain components that are common to many displays in the Application Content area, including in the Resource Data Grid, and Instructions Grid.
- In the Resource Data, Instruction Grid, and other grids, the toolbar is found in the area outlined in red in Figure 1 below.
  - May include filtering, navigating, and exporting options. It contains filters that allow the user to control the information displayed on the data grid portion of the display. The
filter options is always at the upper edge of the grid. More detail on using these options are described in Section 4, Grid Filtering and

![Figure 1](image)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Restore Default Sort. It is possible to change the sort order of the contents of a tabular display by clicking on the title row. Clicking on the Restore Default Sort button restores the sort order to the default, that is, it removes any sorting that has been established by clicking on title rows.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>This is an advanced filter icon, allowing to only display data that matches the advanced filter criteria – utilized for when multiple filters need to be applied.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Reset Advanced Filter (Clear all)</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>This is an inline filter icon, allowing to only display data that matches the inline filter criteria. To close or reset, click on this icon again.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>This is used to export the contents of the data grid with the below options:</td>
</tr>
<tr>
<td>Export All</td>
<td>Export All – all data grid items in results</td>
</tr>
<tr>
<td>Export Page</td>
<td>Export Page – data on page view</td>
</tr>
<tr>
<td>Export Wizard</td>
<td>Export Wizard – will allow selection for excel or .csv</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>This is a column select tool that will allow the user to add or remove columns from the grid. The default will always load when logging in.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>This button may be on some displays to allow the user to make some adjustments in Tabular grids. This is the ‘Edit’ icon used to edit a selected set of rows. Example: editing audio options in the Configurations tool.</td>
</tr>
</tbody>
</table>

Table 1

- **Data Grid:** Each area under the navigation menu is a data grid. The available data grids are Batch, Messages, Resource Data, Trajectory Plot, and Instruction. These were previously known as Panels in the ADS Delphi Client.

- **System Message Bar:** This is at the very bottom of the Application Content Area. It is used to advise the user of various events, errors, etc. This area grows and shrinks vertically to accommodate the message(s) that need to be shown. For example, if an ADS maintenance (such as a Fallback) caused a brief interruption, it may appear:
3 Data Grids Overview

- This section will review each data grid in the main display within the Application Content Area
  - Batch Status/Interval Display Grid
  - Message and Options Menu
  - Resource Data Grid
  - Instructions Grid, and
  - Trajectory Plot

Batch Status/Interval Display/Alarm Management Grid

- Instructions sent by the Real Time Market to ADS are sent in what is called a Batch. When a new batch is received, such as a new batch of RT DOT dispatches, the column for the received batch will flash red until acknowledged by clicking on the column or click OK on the pop up message (if configured).

- Acknowledge visual flashing and audio alarms in Batch grid:
  - Selecting/clicking in the column will acknowledge the alarm, which will stop the column from flashing red.
  - Selecting/clicking in the main title column under “Interval” will clear all alarms.
  - When the **Continuous** alarm is active for a Batch type, the alarm will run continuously until acknowledged. This can be acknowledged from the Batch grid by clicking on the Batch Column to acknowledge the batch, which will mute the alarm.
• **Filtering the Resource Data from the Batch Grid**
  o When a column is selected in the batch grid, all resources with records for the received batch will be **highlighted** in the resource data grid. Clicking again will remove the highlight.
  o Preconfigured filter: When the filter checkbox is selected below a batch column, only resources with records for the **filtered batch** will be displayed in the Resource Data grid.
    ▪ For example, if the filter checkbox below the Commitment column is selected, then only resources with records in the batch for Commitment will be displayed in the below grid.

• **Reading Current Interval vs Dispatch Interval rows**
  o Current interval displays the time period that is currently active in real time
  o Dispatch interval displays the time period that is currently being displayed and will become real time once it reaches the current clock time
  o Since Exceptional Dispatch*, Operation Instructions, and A/S Test records may have several active time periods, the columns are used to display whether there are active records for the interval. If there are none active, these rows will remain blank

*Exceptional Dispatch currently shows a description of the Type, however this will be changed to general description of an active ED.

• Received/Status row displays the time that the last batch was received. In addition, the status will display a countdown timer for Hourly Instructions which will indicate how much time is left in the current response period.

### Messages and Options Menu

• The panel shows a chronological history of the batches that were received by the ADS Client. This is a good indicator to determine if ADS is connected and receiving data. Each batch has a description of the type of data contained in the batch as well as a unique batch id. The batch id is primarily used by other automated systems that may use the batch id when programmatically pulling data into their 3rd party systems.

<table>
<thead>
<tr>
<th>System Messages</th>
<th>Query Tool</th>
<th>Configurations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>09/15/2020 19:46:08</strong></td>
<td>Received new Exceptional Dispatch batch DISP-AM36969-CDD7-4933-CF99-AC15989C4DC</td>
<td><strong>09/15/2020 19:46:08</strong></td>
</tr>
<tr>
<td><strong>09/15/2020 19:46:08</strong></td>
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<td><strong>09/15/2020 19:46:08</strong></td>
</tr>
</tbody>
</table>

• Options Menu above the Message grid contains three options, and when clicked will open a pop up display for that option.
  o “System Messages” allows for querying of messages
  o “Query Tool” allows for searching of historical data up to thirty days
  o “Configurations” allows for configuration of profiles (i.e. saving a saveset), configuration of audio alerts, and configuration of pop up messages
Resource Data Grid
- This is the main display which provides resource specific data including MW totals, relevant times, and other resource specific information.
  - An instruction is considered valid and will have a green valid box if ADS can confirm that the instruction was received by a user with write access. Otherwise, the instruction is considered invalid and the valid box will be red.
- As the Resource Data grid is the main display, this grid is covered more in depth in the Resource Data Grid and Instructions Grid section.

Note: The default view will contain a Resource ID and SCID column, however for the purposes of confidentiality, this column has been hidden or removed for many of the screenshots in this guide.

Instructions Detail Grid
- The Instructions Detail also shows a chronological history of the DOTs, Commitments, and additional instructions for the resource selected in the Resource Data grid. The Instructions Detail grid can be customized similar to the Resource grid, using the column picker and the inline filter.

Trajectory Plot
- The Trajectory Plot shows tracks a history of the dispatch operating targets, DOTs, and dispatch operating points, DOPs, for the resource selected in the Resource panel.
- The DOT is the instruction go-to MW that the resource should be following.
- The DOP is primarily used in Settlements which considers where the resource to ramping to and from to calculate Expected Energy on a 5 minute basis. The DOP is based on the Operating Ramp Rate submitted by the SC in SIBR.

4 Grid Filtering and Column Settings, including Resource Data Grid and Instruction Grids
The Resource Data grid is set up with multiple tabs (viewed across the top of the Resource Data grid).

- The selected tab that is being viewed is highlighted in Blue as seen in the figure above.
- There are two (2) default tabs (pre-filtered), and 14 additional tabs – all of which can be used and further filtered/configured. The 2 default tabs are the Real Time and Hourly Pre-dispatch tabs. There are a total of 16 available tabs.
  - The Real Time tab has a pre-programmed filter to exclude Hourly Pre-Dispatch resources and is primarily used to view generator energy dispatches, commitments, A/S awards, and Operating Instructions.
The hourly pre-dispatch tab has a pre-programmed filter for resources which are flagged as hourly predispatch resources and is primarily used to view hourly instructions which are sent for intertie resources, as well as hourly A/S awards for Tie Generators if their Hourly Predispatch flag = Y.

The remaining tabs can setup by clicking on the tab (default will load all resources), and applying filters, etc.

The tabs can be renamed by right clicking and clicking “Rename”, entering the new desired name.

Within each tab, a resource data grid appears showing data which is resource specific related to dispatches

- Each Column contains data specified by the header column at the top.
- Each Row contains data specific to the resource associated to the Resource ID listed in the Column labeled Resource ID.

### Column Configuration

#### Column Picker

- To adjust which columns are viewed in the Resource Data grid, click the checklist icon.
- A pop-up box will show a list of possible data fields which are available as shown in Figure the figure below, the scroll bar to the right can be used to scroll up or down to view the available fields. Clicking in the checkbox next to the name of the field will either select or deselect this column for the view.
  - A checkmark in the checkbox next to the data field indicates the column is selected and viewed on the Resource Data grid.
  - A blank checkbox indicates this data field is not selected and therefore, not viewed on the resource data grid.
  - Refer to Section X for the data dictionary, which contains the available data fields and descriptions.
- To apply the adjustment to selected/deselected data fields, click **OK**. To return to resource data grid without making the adjustments, click **Cancel**.
Column Order

- To adjust the order of the columns in the view, **click +hold** in the column header and **drag left or right** to place data field in desired location within the Resource Data Grid.
- Black dotted lines appear around the column header to indicate selection (shown in image below), and when dragging left or right the black dotted line will indicate new location. To place, release click.

Column Width

- To adjust the column width, click on the column edge to contract or expand the column by dragging left or right and releasing.

Column Sorting

- The sort order of the tabular grid by column is established within this grid also. The user may change the sort order by clicking on the header row of a column and is indicated to be in place by a blue triangle.
- For example, in the grid illustrated in Figure X, the application has defined a default set of sorting for Resource ID, showing a blue triangle in the header of the column. The orientation of the triangle identifies the sort order for that column.
  - The blue triangle is pointed up indicating ascending, such as smallest to biggest, earliest to latest, lowest to highest, or in this example – in Alphabetical Order (A to Z)
  - The triangle pointed down indicating descending, such as biggest value to smallest value, latest to earliest, highest to lowest, or Alphabetical sort Z to A.
- A number above the triangle indicates the order of the sort, such as first, second, etc.
  - For example, if a second triangle appeared with a 2, the columns would first sort on the column with the 1, then apply a second sort using the column with the 2.
- As implied above, sorting may be ascending, descending, or no sorting order.
  - Clicking once sorts in ascending order
  - Clicking a second time on the same column changes the order to descending
  - Clicking on the same column for a third time removes sorting.
Clicking on the Restore Default Sort button, will revert all sort keys to their default state.

Column Filtering

- In this section, we will cover multiple options for filtering the data which results in the resource data grid.
  - **Column Picker**: Removing or adding columns which data is not desired to be viewed as discussed in the column configuration section.
  - **Batch Dispatch Filter**: Filtering when receiving a dispatch batch by the batch type using the Filter checkbox in Batch grid
  - **Inline Filter**: “Search” filter using the inline filter for exact match or contains search. The inline filter appears as a funnel icon as described in the introduction table and allows for a user to filter quickly (one at a time) or quick combinations.
    - Depending on the column, user may get option for dropdown options (if there are limited choices), or an option to type characters to filter for any result in that column containing those characters.
    - Example, after selecting the Inline Filter icon, the icon turns orange and provides fields for inline filtering as shown in the image below. Using the column for Resource ID, user chooses would like to view results in which the resource ID contains the letters “SOL”
      - Options to search for Exact Match (Default is “Contains”), or to change if the search is Case Sensitive (setting is by column), click within the box of the filter, hover to the right edge, and click the “… ” icon, select/deselect the checkbox, and click Ok.
        - By default, the filter is case sensitive.
        - To select or deselect if the Inline filter is case sensitive, deselect blue checkmark. Close inline and re-open inline filter to search again.
- **Advanced Filter**: A more advanced filtering option to the inline filter. The Advanced filter appears as a funnel with “..” icon as described in the introduction table and when clicked, will result in a pop up box to view or create defined criteria to filter the resource data grid.

  - This filter functionality can be used in narrowing results, for example to those which are greater than a certain value in a particular column.
  - This filter functionality can also be used as a more complex, but powerful custom filter (similar to the previous ADS Filter Builder) which allows user to create more narrowly defined list of data results by defining a set of criteria and applying math logic to achieve results.
  - For example, a user may filter to see when Criteria 1 OR Criteria 2 is applicable. Another example could be if a user wanted filter for any resource with SCID XXSC1 and has [either RT DOT greater than 0.00 MW OR RT DOT Delta greater than 0.00 MW].
  - Once filter logic and criteria is entered, click Update. When reopened after updating, all active rows will be moved to the top of the list.
  - In the next section, we will discuss the use of each column in the Advanced Filter options.

| Tip! | When creating an advanced filter containing multiple criteria, first map out or draw desired criteria on a piece of paper to easier translate to the Advanced filter. |
• The first column is labeled **Active**. As criteria is defined, this column will need to be checked to be made an active filter criteria.
  • Conditions can be added/removed by selecting/deselecting the checkbox in the “Active” column.
    o Only rows with this box checked will be used for filtering.
    o Effectively can delete a row by unchecking it and hitting update
• The “Name” column is where the user will choose which Resource Data column to filter (i.e. SC ID, Unit Commitment type, etc).
  • Each of these rows corresponds to a column in the Resource Data grid, and the list contains the available data fields like the Column Picker
  • Common Name fields that might be used: SC ID, Resource ID, Unit Commitment, etc.

![Scroll bar on the right can be used to scroll up and down to view available data fields in the 'Name' column](image)

![Clicked Duplicate column to add another row for SC ID](image)

• By default, only one row of each **Name** data field is present, any additional must be duplicated. To do this, click duplicate button in Duplicate column to add an additional row. For example, user wants to include two SC IDs in their filter.
  o Note: all definitions in this row that have been defined will be duplicated, but can be changed in the newly added row if desired.

Order columns (the last two columns Up/Down): the order of the rows is important when configuring the filter
  • Order of rows is important for multi-line filters
  • Execution is from top to bottom – can use the Up and Down buttons to move the defined row up or down

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• Operator column: the fifth column from the left is the operator column and is used to determine (i.e. telling the advanced filter) the filtering logic for that row.

![Figure 2: Common Operators]

<table>
<thead>
<tr>
<th>New</th>
<th>Definition</th>
<th>Previous</th>
</tr>
</thead>
<tbody>
<tr>
<td>=</td>
<td>equals</td>
<td>=</td>
</tr>
<tr>
<td>&lt;&gt;</td>
<td>does not equal</td>
<td>&lt;&gt;</td>
</tr>
<tr>
<td>&gt;</td>
<td>is greater than</td>
<td>&gt;</td>
</tr>
<tr>
<td>&gt;=</td>
<td>is greater than or equal to</td>
<td>&gt;=</td>
</tr>
<tr>
<td>&lt;</td>
<td>is less than</td>
<td>&lt;</td>
</tr>
<tr>
<td>&lt;=</td>
<td>is less than or equal to</td>
<td>&lt;=</td>
</tr>
<tr>
<td>CONTAINS</td>
<td>does data for this Name column contain this string</td>
<td></td>
</tr>
</tbody>
</table>

• The “Not?” column can be checked with use of equals as an alternative to “!=

• Note: Not all filtering options make logical sense for every column. For example, the option “greater than” would have no value for the Resource ID column as this column contains no numerical values. Select your filtering criteria according to the intrinsic logic of the column values.

• Value column: Field to enter what the value user wants to filter on for that row) either free form field to enter filtering criteria or dropdown menu if there are limited options

• For example, if filtering for a specific SC ID – this would be the place the user would enter the SC ID after identifying the row, and choosing the operator logic.

• Defining multiple criteria using Boolean Logic: user can use “Both/AND” or “Either/OR” logic by selecting the appropriate parentheses and conditions.

• Parentheses are the second and sixth columns “(“ and “)“ used in pairs to group criteria into a single idea. Parentheses can be nested.
  - Be aware, unpaired parentheses i.e. if you have a “(“ but no partner “)” will not throw an error
  - Be aware, could cause a logic error if parentheses are not placed in the correct logic position

• The Condition column contains “AND” and “OR” options in the dropdown menu. Condition determines how rows are linked together.
o AND will be used when linking separate exclusion ideas together
o Within a single exclusion idea either AND or OR will be used

o Basic Example for setting up an Advanced Filter

• **Step 1** – Define the Criteria
  o I do not want to see resources with a zero RT DOT in this tab

• **Step 2** – Translate into ADS filter criteria (i.e. map it out for ease of entering into Advanced Filter display)
  o DOT not equal to 0.00
  o DOT “!=” 0.00*

*Note: an alternative to “!=”, is clicking the “Not?” column and Operator = (reading like Not = )

• **Step 3** – Enter in the display & hit Update
  o Click checkbox in Active Column for row “DOT”
  o Select Operator “!” in that same row
  o Enter 0.00 in Value column for that row
  o Scroll to bottom of list and click Update

• If the box is selected to show Advanced Filter Criteria in grid footer is checked, you will see the criteria after applying the filter. I can also tell there is an advanced filter in place as there is a square around this icon and the option to “reset Advanced Filter”, which is a funnel with the back arrow, is showing as an option.
Column Calculations (Default)

- A quick calculation can be applied to columns with numerical values. This can be done by right clicking on the column, and choosing the desired function for that column.
- The available calculations include Summation, Minimum, Maximum, Count, and Average. Calculations can be removed by deselecting the option in the column.
- Result will be in the bottom of the display. If there are a large number of results, may need to expand window or page to the last page to view results.

5 Options Menu

Configurations

- The Configurations display is a display which can be used to configure or save system settings, such as:
  - Saving settings to create a Display Profile (this includes filter sets within the grids)
  - Viewing and loading created private and shareable Display Profiles created by certificate user
  - Editing Audio Alarm settings and Pop Up [Message] Alert settings
  - Resetting settings to default configuration
- Display Profiles (saveset) Creation
First, in the main ADS display – make sure to set up settings desired, such as configuration of tabs and filtering criteria, as well as settings in this display, such as Audio alarms to create the desired profile.

The, click the Configurations button

Once desired configurations and settings are in place, click Save Current Display Settings as a Template.

- Fill in Profile Name, Description (recommend to include detail which reminds which profile this is),
- Determine if profile is to be Private (viewable by this certificate user) or Sharable (viewable across users in your organization who have access to ADS).
  - If Shareable, select Shareable dropdown and select Yes.
- Click Submit
- The new profile should appear in the associated grid once submitted to save as a template.
  - Once saved, the profile can be uploaded or deleted by the user.

To modify a configuration, upload the configuration so ADS has all of the applicable settings and filters. Then, make changes to the settings or filters. Click Save Current Display Settings a Template and name new profile. Then, go back and delete the old profile if desired.
It is recommended to implement a maintenance process for ease of management of the profiles.

Audio Alarms and Pop Up Alerts Configuration: for each Batch Type (listed by row), user can:
- Select Audio file (there is a default sound for each batch type)
- Choose to Mute Sound (don’t play any sound at all for Batch type listed in that row)
- Continuously alert until acknowledged
  - If this column is unchecked AND Mute Sound is unchecked, the alarm will sound once each time the notification is sent
- Select if Popup Alert is desired for each batch type notification/message
  - This is associated with the popup notifications received each time a batch is received by ADS
- To edit these settings, first click the Pencil icon

Then, select or deselect the checkboxes in the associated columns for the desired settings based on the above descriptions
- In Selecting Audio File, there is a drop down menu. To hear what each sounds like, the option to play sound is below the Audio Alarm Configurations grid.

When updates are completed, ensure to click “Update” in the left corner of the grid, before saving profile template or closing the display.

Message Query
- Systems messages history is able to be viewed and queried within the ADS UI, by navigating to the System Messages option in the Options Menu.

Filter Options include: Message Type, Batch Type, Batch Status, Batch ID
To filter, choose options in the dropdown menus. Click “Apply”.
To clear the filter selection, click Reset.
- To view the message, click the button to the right hand side which is labeled “View” and a pop up notification will display.
- The System Messages grid data can be exported using the Export icon.

Query Tool

- The Query Tool can be used to query historical instruction data for a resource from the last 30 days, including Real Time dispatches, Unit Commitments, etc. To access the Query Tool, click on the “Query Tool” button in the Options Menu.
- A pop up display will show with search options for Start/End Dates and Resource ID.
- To retrieve results for the date and Resource selected, click “Submit Query Request” button in the upper right corner.
- The results will be listed in the grid with tabs for Instructions, Trajectory Data, and MSSLF Instructions.
  - Note that the columns for these tabs may be filtered and setup based on the columns, similarly to that described in the Resource Data grid configuration section. To add columns which are not in the default display, click on the Adjust Columns [Checklist] icon to use the Column picker.
  - The Trajectory Data tab contains data related to the DOP for the selected resource.
  - The Export option may be used to export this data to .xls or .csv for use outside of ADS
- Each search will be saved and displayed in the Query Requests grid during that user session. To view a previous Query which is showing in this grid, click on the row for the previous query request desired and the grid below will update with those results.

6 Coming Soon

- Will be adding more information to this user guide (still in draft form currently).
- This includes:
  - Additional detail on the Real Time Tab and Hourly Pre-d dispatch Tab. These topics will include example of reading instructions (including new A/S Test and OI functionality), accepting dispatches, and more. Currently, this information is seen in sections 5 & 6 of the current ADS Overview/User Guide.
Available fields in certain grids of ADS (currently seen in the Data Dictionary section of the current User Guide)

- Pop up notifications on desktop (outside of ADS)
- More Advanced Filter examples
  - either will be in this User Guide or in a separate training document

7 Trouble Shooting – Logging in

- Having trouble accessing? Access denied?
  - Check with your User Access Administrator on certificate status and provisioned SC or Resources
  - Clear Cache/start fresh instance of browser
  - Check for system outages on Market Participant Portal homepage or in messages
  - Call the Service Desk

- Clicking on ADS link but then nothing happens or eventually times out?
  - Check for browser pop ups or pop up blockers enabled
  - Check with your IT department for firewalls and IP addresses have been allowed

- Not seeing the right SC ID/Resources?
  - Check with your User Access Administrator on certificate status and provisioned SC or Resources
  - Not sure who your User Access Administrator is? Call the Service Desk.

- ADS opens, but the configuration is unreadable?
  - Check in correct browser, Chrome or Microsoft Edge with Chromium
  - Too small? Check zoom settings

- Receive notification that session is already established?
  - Clear cache and start new instance of browser

- Not seeing new feature or patch communicated by CAISO?
  - Clear cache and start new instance of browser

*Note: if calling the Service Desk, please have your certificate name and environment information on hand to provide to the Service Desk Representative.*