

How Do I Submit, View and Respond to a Support Request within the EIS Gateway?

Introduction

The EIS Gateway includes the functionality to allow users to send messages to the EPA concerning any number of issues. Called Support Request, this functionality was developed to ensure a consistent method for sending and tracking issues that relate to the Emissions Inventory System process. This section of the EIS User's Guide addresses how to send, view and respond to a support request

Creating a Support Request

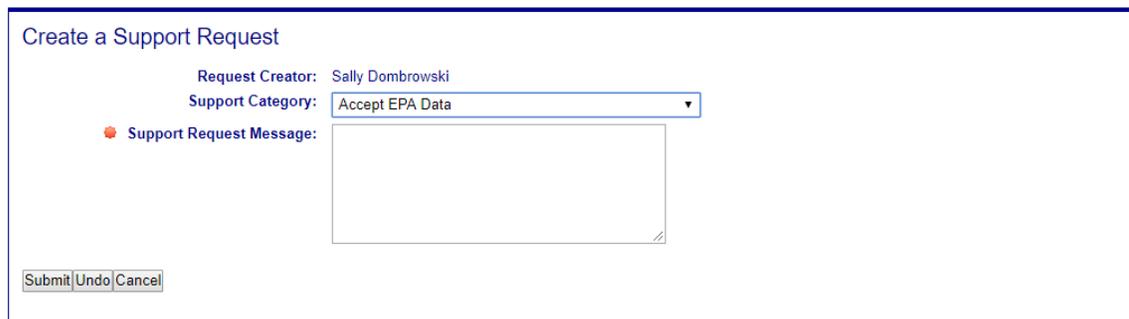
Step 1:

From within the EIS Gateway, you will see on the left side of the page a heading entitled "Support." Under this heading, select the option "Create Support Request."



Step 2:

Once you have selected the "Create Support Request" option, the Create a Support Request screen will appear.

A screenshot of a web form titled "Create a Support Request". The form contains the following fields: "Request Creator:" with the value "Sally Dombrowski"; "Support Category:" with a dropdown menu showing "Accept EPA Data"; and "Support Request Message:" with a large empty text area. At the bottom left of the form are three buttons: "Submit", "Undo", and "Cancel".

There are four items needed to complete the request.

A. Request Creator: This item will already be populated with your name.



- B. Support Category: Select, from the drop-down list, the category that most closely reflects the issue for which you need support. You will only be able to select one category per request. If you have multiple issues for which you need assistance, you will need to submit multiple requests.
- C. Support Request Message: This is the box where you'll explain in more detail the issue for which the request is being submitted. There is a character limit to this field, as noted by the indicator below the box.

After you have completed all of the fields, select the Submit button. You may also select the Undo button to begin again or select the Cancel button to return to the main page.

Viewing Support Requests

After the support request has been successfully submitted, the grid of submitted support requests will appear on the screen when View Support Request from the left-hand sidebar is selected.



. Your request will appear in the grid.

Support Requests

Status:

Category:

5 items found, displaying all items.

Request ID	Status	Category	Message	Created	Created By
22009	Opened	Feedback	Please examine the Point QA Report located here: <a href="https://eis.ep...	2019-03-13 11:54 AM	Wong, Danny
22007	Opened	Feedback	Please examine the Nonpoint QA Report located here: <a href="https://eis...	2019-03-12 01:27 PM	Reinbold, Gary Lee
20895	Opened	Feedback	I downloaded the 2014 NEI v2 data from the NEI website, and also from th...	2018-04-12 06:38 PM	Reinbold, Gary Lee
20336	Opened	General	It appears a duplicate record has been created for facility ID 6519611.	2017-06-02 12:46 PM	Slattery, Karen
20077	Opened	General	Please consider adding something like a "Date Last Updated" field to the ...	2017-04-11 03:19 PM	Porter, David

5 items found, displaying all items.

Download Results: [CSV](#)

NOTE: Depending on your user type, you may only be able to see certain requests. For instance, State, Local, and Tribal users will only be able to see the support requests that were submitted for their agency while certain types of EPA users will be able to see all of the support requests, regardless of who submitted the request.



Responding to Support Requests

Step 1:

From within the EIS Gateway, you will see on the left side of the page a heading entitled “Support.” Under this heading, select the option “View Support Requests.”

SUPPORT

- [» Administration Console](#)
- [» View All Announcements](#)
- [» View Support Requests](#)
- [» Create Support Request](#)

Step 2:

After you have selected the View Support Requests options from the main page, you will be presented with the support requests grid. Depending on your user type, you may only be able to see certain requests. For instance, State, Local, and Tribal users will only be able to see the support requests that were submitted on behalf of staff members from their agency while certain types of EPA users will be able to see all of the support requests, regardless of who submitted them.

Support Requests

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Category:

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The grid has features that allow you to filter and sort the messages to ensure you can find the one you are looking for. These features are explained in the following steps.



Step 3:

All of the messages appear in the grid as the default. At the top of the grid are two boxes that allow you to filter on the request type. You can filter on the request status, or the request type, or on a combination of the two.

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Once you have selected the appropriate filters, select the Search button. The requests in the grid will appear based on your filter selection.

Step 4:

The request grid also provides you with the ability to sort each column. Next to each column is a set of double arrows. These arrows allow you to sort the column in ascending or descending order.

Place your mouse over a column header and it will highlight. When you click on the highlighted column header, the column will sort in ascending order. Click on it again and the column will sort in descending order.

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Step 5:

To view the details of a specific request, simply click on the Request ID. The information on that request will appear on a new screen.

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Step 6:

After you have selected a Request ID from the request grid, the details of that request will appear on the screen. From this page, you will be able to view all the support messages that have been added to the original support request, listed under the View Conversation section. You will also be able to add your own support message to the original support request by selecting the link on the right side of the page entitled “Add Support Message.” Once you have added your support message, it will appear under the “View Conversation” section.

View Support Request

Request ID: 22009 [Reply and Leave Open](#) [View Support Requests](#) [Reply and Close Support Request](#)

Status: Opened

Created By: Danny Wong

Agency: New Jersey Department of Environment Protection

Category: Feedback

Created: 2019-03-13 11:54 AM

Message: Please examine the Point QA Report located here: <https://eis.epa.gov/eis-system-web/agency/submissions/downloadFeedbackReport.html?submissionId=47650> and the XML submission located here: <https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html?submissionId=47650>. EIS user Danny Wong in agency New Jersey Department of Environment Protection would like assistance. Additional information about this request can be provided below. Press if you do not wish to provide additional comments.

VIEW CONVERSATION

Created By: Ron Ryan
Agency: EIS
Sent: 2019-03-13 04:05 PM
Status: Opened
Message: we are looking into this now. it is likely not something in your file, but rather due to a recent system software edit done here. the announcements page will be updated when we have a fix.

Created By: Danny Wong
Agency: New Jersey Department of Environment Protection
Sent: 2019-03-13 11:55 AM
Status: Opened
Message: Can you please tell me what is causing the System Errors?



Step 7:

To add or respond to a support message, select either the Reply and Leave Open or Reply and Close Support Request buttons. A new screen will appear that will allow you to add your own message to the existing support message.

Reply/Respond to Support Request

Request ID: 22009
Status: Opened
Created By: Danny Wong
Category: Feedback
Created: 2019-03-13 11:54 AM

Message: Please examine the Point QA Report located here: <https://eis.epa.gov/eis-system-web/agency/submissions/downloadFeedbackReport.html?submissionId=47650> and the XML submission located here: <https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html?submissionId=47650>. EIS user Danny Wong in agency New Jersey Department of Environment Protection would like assistance. Additional information about this request can be provided below. Press  Cancel  if you do not wish to provide additional comments.

 **Support Message:**

All of the information from the original support message will appear, along with a box where you can enter your support message. After you have completed your message, select the Submit button. You may also select the Undo button to begin again or select the Cancel button to return to the View Support Request page.



Step 8:

At any point in the process, you may go back to the Support Request List by clicking on the View Support Requests link located in the right corner of the page.

View Support Request

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