# 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.

Create a Support Request		
Request Creator:	Sally Dombrowski	
Support Category:	Accept EPA Data	•
🌻 Support Request Message:		
		//
Submit Undo Cancel		

There are four items needed to complete the request.

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



Your Entry into the EIS

- 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 R	equest	s									
		S	Status:	Opened		•					
		Cat	egory:	Select		•	,				
Search Clear											
5 items found,	displaying	all items.									
Request ID 🖨	Status 🖨	Category 🖨	Messag	je			\$	Created	¢	Created By	\$
22009	Opened	Feedback	Please	examine the Point Q/	A Report located he	ere: <a href="https://eis&lt;/td&gt;&lt;td&gt;s.ep&lt;/td&gt;&lt;td&gt;2019-03-13 11:54 /&lt;/td&gt;&lt;td&gt;M&lt;/td&gt;&lt;td&gt;Wong, Danny&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;22007&lt;/td&gt;&lt;td&gt;Opened&lt;/td&gt;&lt;td&gt;Feedback&lt;/td&gt;&lt;td&gt;Please&lt;/td&gt;&lt;td&gt;examine the Nonpoin&lt;/td&gt;&lt;td&gt;nt QA Report locate&lt;/td&gt;&lt;td&gt;d here: &lt;a href=" https:<="" td=""><td>//eis</td><td>2019-03-12 01:27</td><td>M</td><td>Reinbold, Gary</td><td>Lee</td></a>	//eis	2019-03-12 01:27	M	Reinbold, Gary	Lee
20895	Opened	Feedback	I downlo	aded the 2014 NEI v	/2 data from the NE	El website, and also fro	om th	2018-04-12 06:38	M	Reinbold, Gary	Lee
20336	Opened	General	It appea	irs a duplicate record	has been created	for facility ID 6519611.		2017-06-02 12:46	M	Slattery, Karen	
20077	Opened	General	Please	consider adding som	ething like a "Date	Last Updated" field to	the	2017-04-11 03:19 F	M	Porter, David	
5 items found, Download Res	displaying ults: <u>CSV</u>	all items.									

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."



## 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.

		Status	Copened	•		
		Category	Select	•		
Search Clear						
obaronipoloar						
5 items found,	displaying a	all items.				
5 items found,	displaying a	all items.				
5 items found, Request ID 👙	displaying a <u>Status</u> ¢	all items. Category 🍵 Mes	sage		Created 🗢	Created By
5 items found, Request ID 22009	displaying a <u>Status</u> Opened	all items. <u>Category </u> Mes Feedback Plea	sage se examine the Point QA Report located here: ≺a href="1	* "https://eis.ep	Created 2019-03-13 11:54 AM	Created By 🔶 Wong, Danny
5 items found, Request ID 22009 22007	displaying a Status 🖨 Opened Opened	all items. <u>Category</u> Mess Feedback Plea: Feedback Plea:	sage se examine the Point QA Report located here: ≺a href=" se examine the Nonpoint QA Report located here: ≺a hre	'https://eis.ep ef="https://eis	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM	Created By 👙 Wong, Danny Reinbold, Gary Lee
5 items found, Request ID 22009 22007 20895	displaying a <u>Status</u> Opened Opened Opened	All items. Category  Mess Feedback Pleas Feedback Pleas Feedback I dow	sage se examine the Point QA Report located here: ≺a href="1 se examine the Nonpoint QA Report located here; ≺a hre vnloaded the 2014 NEI v2 data from the NEI website, an	4 "https://eis.ep ef="https://eis nd also from th	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM 2018-04-12 06:38 PM	Created By Wong, Danny Reinbold, Gary Lee Reinbold, Gary Lee
5 items found, Request ID (*) 22009 22007 20895 20336	displaying a Status  Copened Opened Opened Opened Opened	All items. Category  Mess Feedback Pleas Feedback Pleas Feedback I dow General It ap	sage se examine the Point QA Report located here: ≺a href="1 se examine the Nonpoint QA Report located here: ≺a hre vnloaded the 2014 NEI v2 data from the NEI website, an pears a duplicate record has been created for facility ID (	thtps://eis.ep ef="https://eis ad also from th 6519611	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM 2018-04-12 06:38 PM 2017-06-02 12:46 PM	Created By Wong, Danny Reinbold, Gary Lee Reinbold, Gary Lee Slattery, Karen

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.

	-	Cate	egory: Select •	$\overline{}$	
Search Clear					
the set of second	dia a la via a	allitomo			
items tound,	displaying	an items.			
Request ID 🖨	Status \$	Category \$	Message 🗢	Created 🖨	Created By 👙
Request ID (\$22009	Status 4	Category 4	Message	Created 🜲 2019-03-13 11:54 AM	Created By 🜲 Wong, Danny
Request ID 22009 22007	Status ( Opened Opened	Category Feedback Feedback	Message Please examine the Point QA Report located here: <a eis<="" href="https://eis.ep&lt;br&gt;Please examine the Nonpoint QA Report located here: &lt;a href=" https:="" td=""><td>Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM</td><td>Created By 🖨 Wong, Danny Reinbold, Gary Lee</td></a>	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM	Created By 🖨 Wong, Danny Reinbold, Gary Lee
Request ID (*) 22009 22007 20895	Status (*) Opened Opened Opened	Category Feedback Feedback Feedback	Message Please examine the Point QA Report located here: <a eis<br="" href="https://eis.ep&lt;br&gt;Please examine the Nonpoint QA Report located here: &lt;a href=" https:="">I downloaded the 2014 NEI v2 data from the NEI website, and also from th</a>	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM 2018-04-12 06:38 PM	Created By  Wong, Danny Reinbold, Gary Lee Reinbold, Gary Lee
Request ID           22009           22007           20895           20336	Status 👙 Opened Opened Opened Opened	Category Feedback Feedback Feedback General	Message Please examine the Point QA Report located here: <a eis.u-<br="" href="https://eis.ep&lt;br&gt;Please examine the Nonpoint QA Report located here: &lt;a href=" https:="">I downloaded the 2014 NEI v2 data from the NEI website, and also from th It appears a duplicate record has been created for facility ID 6519611</a>	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM 2018-04-12 06:38 PM 2017-06-02 12:46 PM	Created By Wong, Danny Reinbold, Gary Lee Reinbold, Gary Lee Slattery, Karen

One 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.

		S	tatus:	Opened	•			
		Cate	egory:	Select	•			
Search Clear								
5 items tound,	displaying a	II items.						
5 items tound,	displaying a	II items.						
Request ID \$	displaying a	II items. Category ⊜	Messag	je	¢	Created	Created By	¢
Request ID 22009	Status Copened	ll items. Category ⊜ Feedback	Messag Please e	je examine the Point QA Report located here: ≺a href="hi	¢ ttps://eis.ep	Created 2019-03-13 11:54 AI	Created By Wong, Danny	\$
Request ID 22009 22007	displaying a Status Opened Opened	oategory <i>ф</i> Feedback Feedback	Messag Please e Please e	ie examine the Point QA Report located here: <a eis<="" href="h&lt;br&gt;examine the Nonpoint QA Report located here: &lt;a href&lt;/td&gt;&lt;td&gt;ttps://eis.ep&lt;br&gt;f=" https:="" td=""><td>Created 2019-03-13 11:54 Al 2019-03-12 01:27 Pl</td><td>Created By Wong, Danny Reinbold, Gary</td><td>¢ Lee</td></a>	Created 2019-03-13 11:54 Al 2019-03-12 01:27 Pl	Created By Wong, Danny Reinbold, Gary	¢ Lee	
Request ID           22009           22007           20895	displaying a Status Opened Opened Opened	II items. Category (*) Feedback Feedback Feedback	Messag Please e Please e I downlo	je examine the Point QA Report located here: <a eis<br="" href="hi&lt;br&gt;examine the Nonpoint QA Report located here: &lt;a href&lt;br&gt;baded the 2014 NEI v2 data from the NEI website, and&lt;/td&gt;&lt;td&gt;ttps://eis.ep&lt;br&gt;f=" https:="">I also from th</a>	Created 2019-03-13 11:54 AP 2019-03-12 01:27 PP 2018-04-12 06:38 PP	Created By Wong, Danny Reinbold, Gary Reinbold, Gary	¢ Lee Lee	
Request ID           22009           22007           20895           20336	displaying a Status Opened Opened Opened Opened	Il items. Category C Feedback Feedback Feedback General	Messag Please e Please e I downlo It appea	Ie examine the Point QA Report located here: <a eis<br="" href="hi&lt;br&gt;examine the Nonpoint QA Report located here: &lt;a href&lt;br&gt;paded the 2014 NEI v2 data from the NEI website, and&lt;br&gt;rs a duplicate record has been created for facility ID 6&lt;/td&gt;&lt;td&gt;ttps://eis.ep&lt;br&gt;f=" https:="">also from th 519611</a>	Created 2019-03-13 11:54 AF 2019-03-12 01:27 PF 2018-04-12 06:38 PF 2017-06-02 12:46 PF	Created By Wong, Danny Reinbold, Gary Reinbold, Gary Slattery, Karen	¢ Lee Lee	





## 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.

		S	status:	Opened	•		
Category:				Select	•		
Search Clear							
items found,	displaying	all items.					
items found,	displaying Status 🖨	all items. <u>Category</u> ¢	Messag	je	¢	Created 🗢	Created By 🚖
items found, Request ID = 22009	displaying Status ¢ Opened	all items. <u>Category</u> <b>≑</b> Feedback	Messag Please e	je examine the Point QA Report located here: ≺a href="http	¢ s://eis.ep	Created 2019-03-13 11:54 AM	Created By 🖨
items found, Request ID 22009	displaying Status 🖨 Opened Opened	all items. Category ¢ Feedback Feedback	Messag Please e	je examine the Point QA Report located here: ≺a href="http examine the Nonpoint QA Report located here: ≺a href="	¢ os://eis.ep "https://eis	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM	Created By 👙 Wong, Danny Reinbold, Gary Lee
items found, Request ID (*) 22009 22007 20895	displaying Status  Opened Opened Opened	all items. <u>Category</u> Feedback Feedback Feedback	Messag Please e Please e	je examine the Point QA Report located here: ≺a href="http examine the Nonpoint QA Report located here: ≺a href=" baded the 2014 NEI v2 data from the NEI website, and al	€ ps://eis.ep "https://eis Iso from th	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM 2018-04-12 06:38 PM	Created By Wong, Danny Reinbold, Gary Lee Reinbold, Gary Lee
items found, Request ID (*) 22009 22007 20895 20336	displaying Status  Dened Opened Opened Opened Opened	all items. <u>Category</u> Feedback Feedback Feedback General	Messag Please e Please e I downic It appea	je examine the Point QA Report located here: <a <br="" href="http&lt;br&gt;examine the Nonpoint QA Report located here: ≺a href=">aded the 2014 NEI v2 data from the NEI website, and al ars a duplicate record has been created for facility ID 651</a>	bs://eis.ep "https://eis Iso from th 19611	Created 2019-03-13 11:54 AM 2019-03-12 01:27 PM 2018-04-12 06:38 PM 2017-06-02 12:46 PM	Created By Wong, Danny Reinbold, Gary Lee Reinbold, Gary Lee Slattery, Karen

## 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 Envir	onment Protection		
Category:	Feedback			
Created:	2019-03-13 11:54 AM			
Message:	Please examine the Point QA web/agency/submissions/dow https://eis.epa.gov/eis-system Danny Wong in agency New J information about this request comments.	Report located here: <u>https://</u> nloadFeedbackReport.html' web/agency/submissions/d ersey Department of Enviro can be provided below. Pre	leis.epa.gov/eis-system- PsubmissionId=47650 and ownloadXmlSubmission.h nment Protection would li ss ∳Cancel∳ if you do n	I the XML submission located here: tml?submissionId=47650, EIS user ke assistance. Additional ot wish to provide additional
Created By:	Ron Ryan			
Agency:	EIS			
Sent:	2019-03-13 04:05 PM			
Status:	Opened			
Message:	we are looking into this now. it here. the announcements pag	is likely not something in yo e will be updated when we l	our file, but rather due to a nave a fix.	i recent system software edit done
Created By:	Danny Wong			
Agency:	New Jersey Department of Envir	onment Protection		
Sent:	2019-03-13 11:55 AM			
Status:	Opened			
Message:	Can you please tell me what is	a 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 you own message to the existing support message.

Reply/Respond to Support Rec	luest
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: <a href="https://eis.epa.gov/eis-system-&lt;br&gt;web/agency/submissions/downloadFeedbackReport.html?submissionId=47650">https://eis.epa.gov/eis-system- web/agency/submissions/downloadFeedbackReport.html?submissionId=47650"&gt;https://eis.epa.gov/eis-system- web/agency/submissions/downloadFeedbackReport.html?submissionId=47650"&gt;https://eis.epa.gov/eis-system- web/agency/submissions/downloadFeedbackReport.html?submissions/downloadXmlSubmission.html? submissionId=47650"&gt;https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html? submissionId=47650"&gt;https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html? submissionId=47650"&gt;https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html? submissionId=47650"&gt;https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html? submissionId=47650"&gt;https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html? submissionId=47650</a> . ElS 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:	
Submit[Undo]Cancel	

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 clinking on the View Support Requests link located in the right corner of the page.

View Support Request	
Request ID: Status: Created By: Agency: Category: Created: Message:	22009       Reply and Leave Oper       View Support Requests       Reply and Close Support Request         Opened       Danny Wong         New Jersey Department of Environment Protection       Feedback         2019-03-13 11:54 AM       Please examine the Point QA Report located here: https://eis.epa.gov/eis-system- web/agency/submissions/downloadFeedbackReport.html?submissionld=47650 and the XML submission located here: https://eis.epa.gov/eis-system-web/agency/submissions/downloadXmlSubmission.html?submissionld=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.
VIEW CONVERSATION	
Created By: Agency: Sent: Status: Message:	Ron Ryan EIS 2019-03-13 04:05 PM Opened 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: Agency: Sent: Status: Message:	Danny Wong New Jersey Department of Environment Protection 2019-03-13 11:55 AM Opened Can you please tell me what is causing the System Errors?

