



# How Do I View and Respond to Support Requests?



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## How Do I View and Respond to Support Requests?

U.S. Environmental Protection Agency  
Office of Air Quality Planning and Standards  
Air Quality Assessment Division  
Research Triangle Park, NC



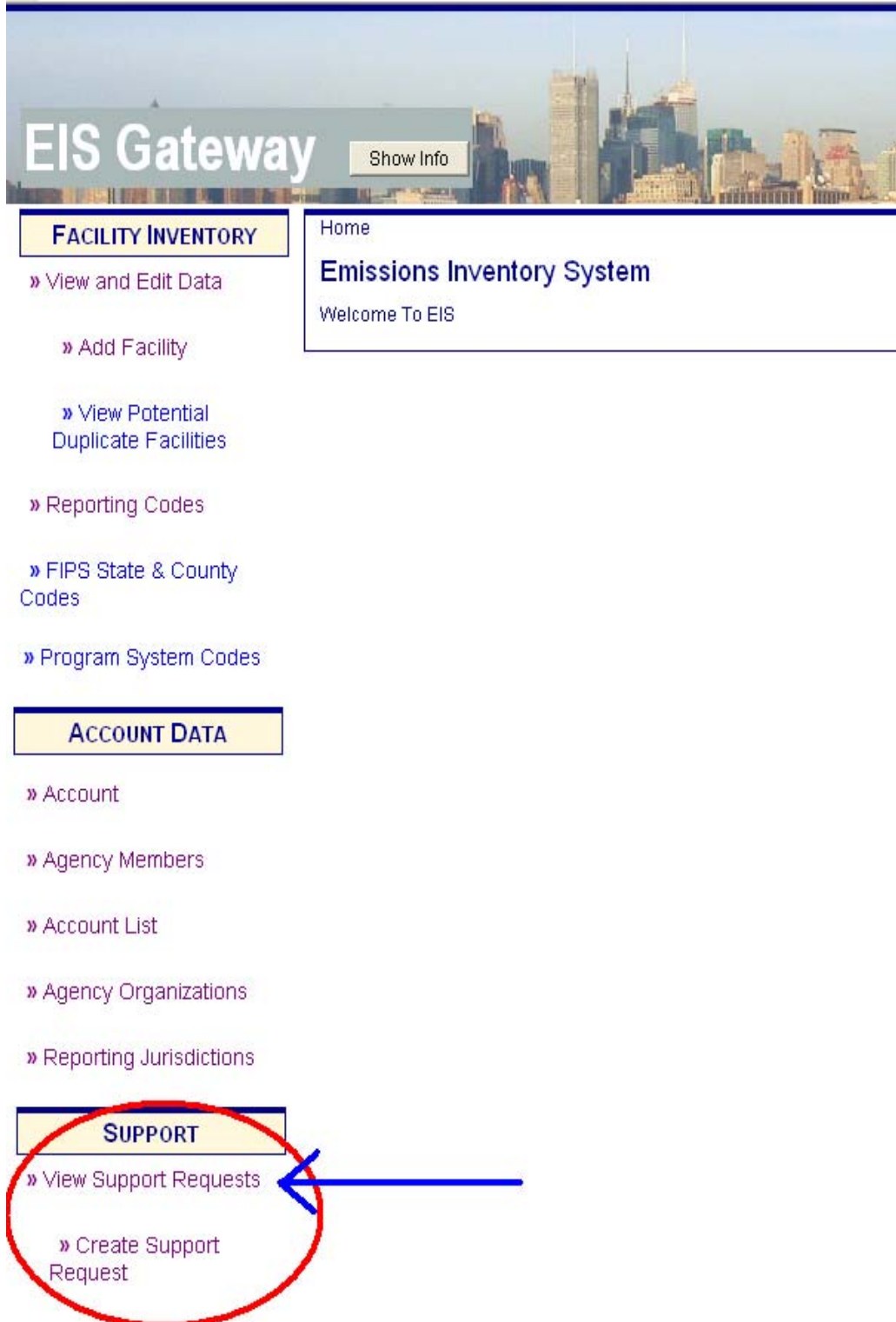
## **How Do I View and Respond to Support Requests?**

### Introduction

The EIS Gateway includes the functionality to allow users to send messages to the EPA concerning any number of issues. Called Support, 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 interact with your requests and requests sent by other users.

## 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.”

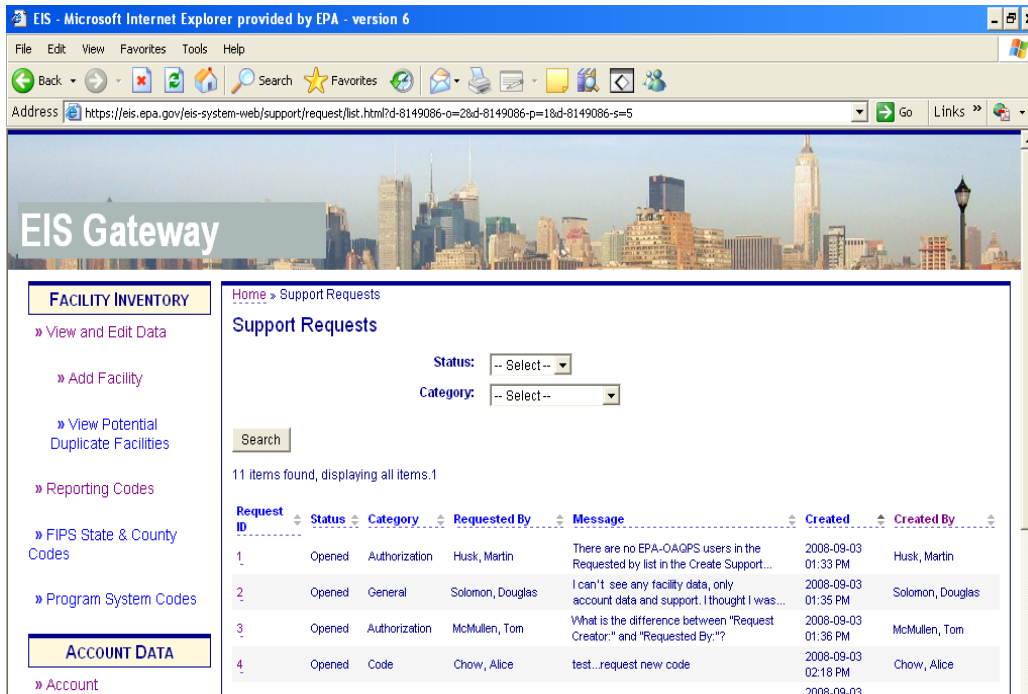


The screenshot shows the EIS Gateway interface. At the top, there is a banner with the text "EIS Gateway" and a "Show Info" button. Below the banner is a navigation menu. The menu is divided into three main sections: "FACILITY INVENTORY", "ACCOUNT DATA", and "SUPPORT". The "SUPPORT" section is circled in red, and a blue arrow points to the "View Support Requests" link within it.

- FACILITY INVENTORY**
  - » View and Edit Data
  - » Add Facility
  - » View Potential Duplicate Facilities
  - » Reporting Codes
  - » FIPS State & County Codes
  - » Program System Codes
- ACCOUNT DATA**
  - » Account
  - » Agency Members
  - » Account List
  - » Agency Organizations
  - » Reporting Jurisdictions
- SUPPORT**
  - » 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.



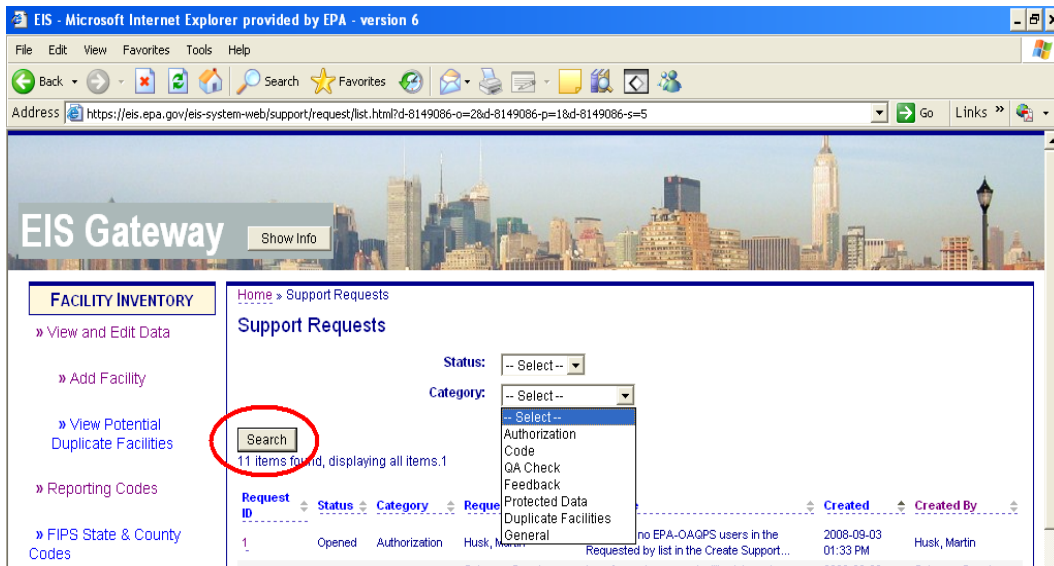
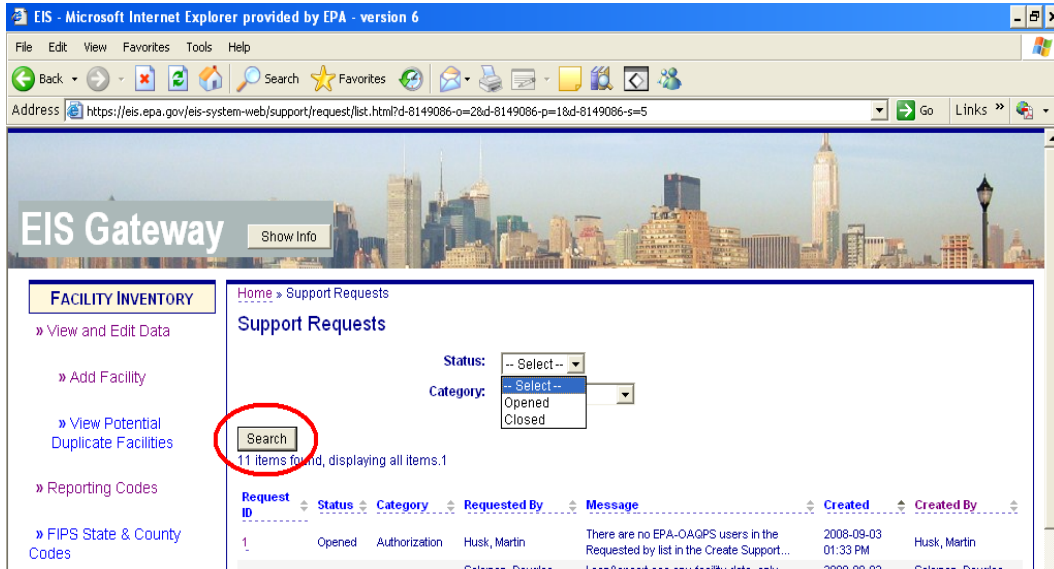
The screenshot shows the EIS Gateway Support Requests page. The browser title is "EIS - Microsoft Internet Explorer provided by EPA - version 6". The address bar shows the URL: <https://eis.epa.gov/eis-system-web/support/request/list.html?d=8149086-o=2&d=8149086-p=1&d=8149086-s=5>. The page features a navigation menu on the left with sections for "FACILITY INVENTORY" and "ACCOUNT DATA". The main content area is titled "Support Requests" and includes a search bar and two dropdown menus for "Status" and "Category". Below these is a table of support requests.

Request ID	Status	Category	Requested By	Message	Created	Created By
1	Opened	Authorization	Husk, Martin	There are no EPA-OAQPS users in the Requested by list in the Create Support...	2008-09-03 01:33 PM	Husk, Martin
2	Opened	General	Solomon, Douglas	I can't see any facility data, only account data and support. I thought I was...	2008-09-03 01:35 PM	Solomon, Douglas
3	Opened	Authorization	McMullen, Tom	What is the difference between "Request Creator:" and "Requested By:"?	2008-09-03 01:36 PM	McMullen, Tom
4	Opened	Code	Chow, Alice	test...request new code	2008-09-03 02:18 PM	Chow, Alice

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, on the request type, or on a combination of the two.

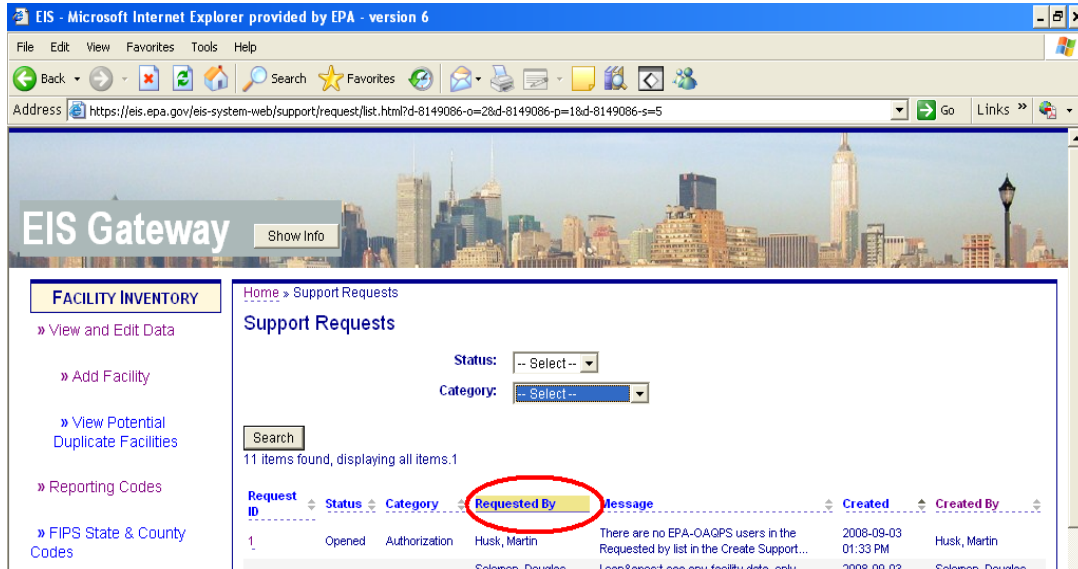


One you have selected the appropriate filters, select the Search button. The requests in the grid will appear based on your filter selection.

## 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.



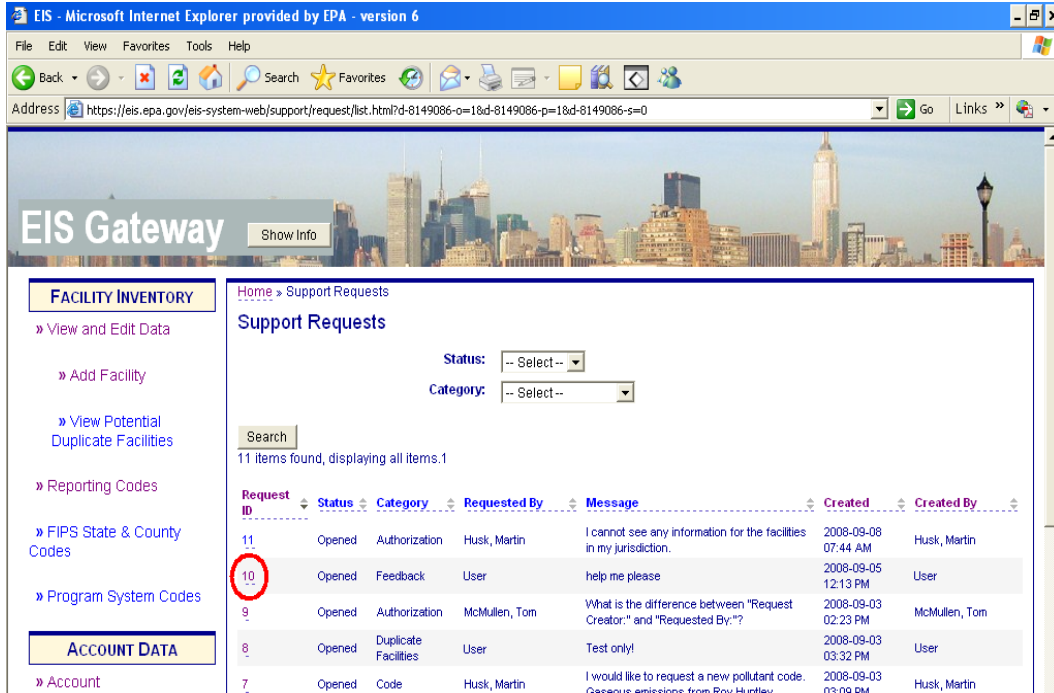
The screenshot shows the EIS Gateway Support Requests page. The browser title is "EIS - Microsoft Internet Explorer provided by EPA - version 6". The address bar shows the URL: <https://eis.epa.gov/eis-system-web/support/request/list.html?d=8149086-o=2&d=8149086-p=1&d=8149086-s=5>. The page content includes a "Support Requests" section with filters for Status and Category, a search box, and a table of requests. The "Requested By" column header is circled in red.

Request ID	Status	Category	Requested By	Message	Created	Created By
1	Opened	Authorization	Husk, Martin	There are no EPA-OAGPS users in the Requested by list in the Create Support...	2008-09-03 01:33 PM	Husk, Martin
			Solomon, Douglas	Learn how to use any facility data only	2008-09-03	Solomon, Douglas



## 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.

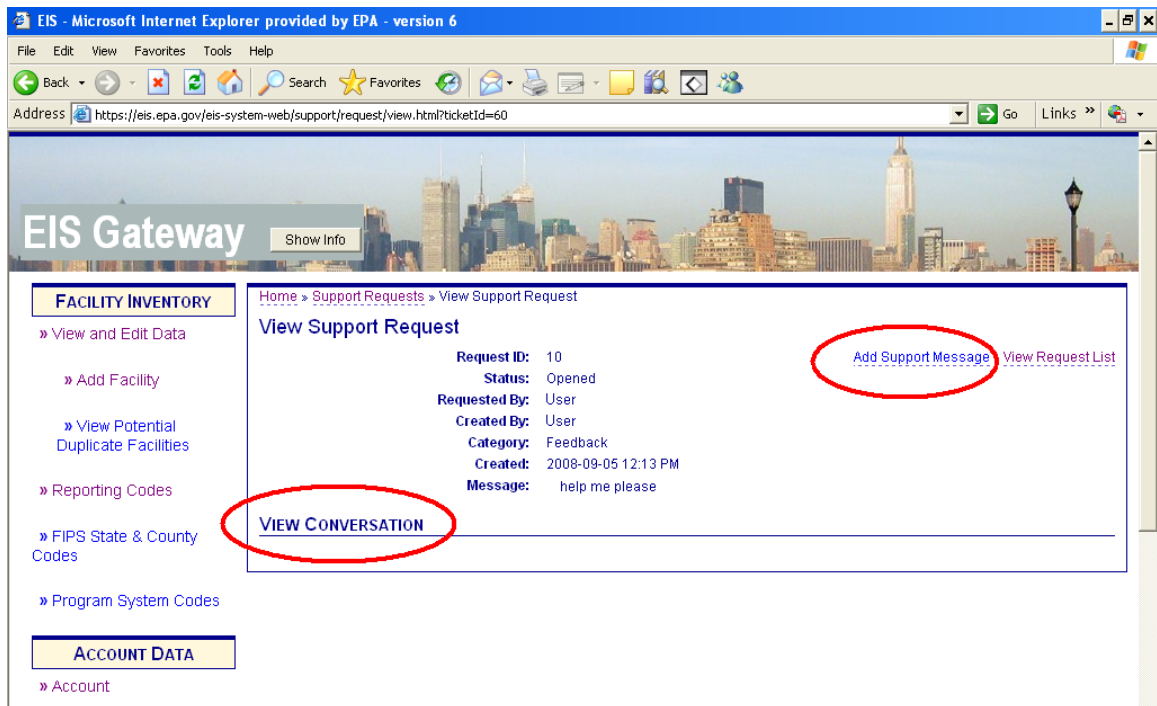


The screenshot shows the EIS Gateway Support Requests page. The browser title is "EIS - Microsoft Internet Explorer provided by EPA - version 6". The address bar shows the URL: <https://eis.epa.gov/eis-system-web/support/request/list.html?d=8149086-o=1&d=8149086-p=1&d=8149086-s=0>. The page features a navigation menu on the left with sections for "FACILITY INVENTORY" and "ACCOUNT DATA". The main content area is titled "Support Requests" and includes search filters for Status and Category. Below the filters, a table lists 11 support requests. The request with ID 10 is circled in red.

Request ID	Status	Category	Requested By	Message	Created	Created By
11	Opened	Authorization	Husk, Martin	I cannot see any information for the facilities in my jurisdiction.	2008-09-08 07:44 AM	Husk, Martin
10	Opened	Feedback	User	help me please	2008-09-05 12:13 PM	User
9	Opened	Authorization	McMullen, Tom	What is the difference between "Request Creator." and "Requested By:"?	2008-09-03 02:23 PM	McMullen, Tom
8	Opened	Duplicate Facilities	User	Test only!	2008-09-03 03:32 PM	User
7	Opened	Code	Husk, Martin	I would like to request a new pollutant code. Can you emissions from Row Hurlow	2008-09-03 no no PM	Husk, Martin

## 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.



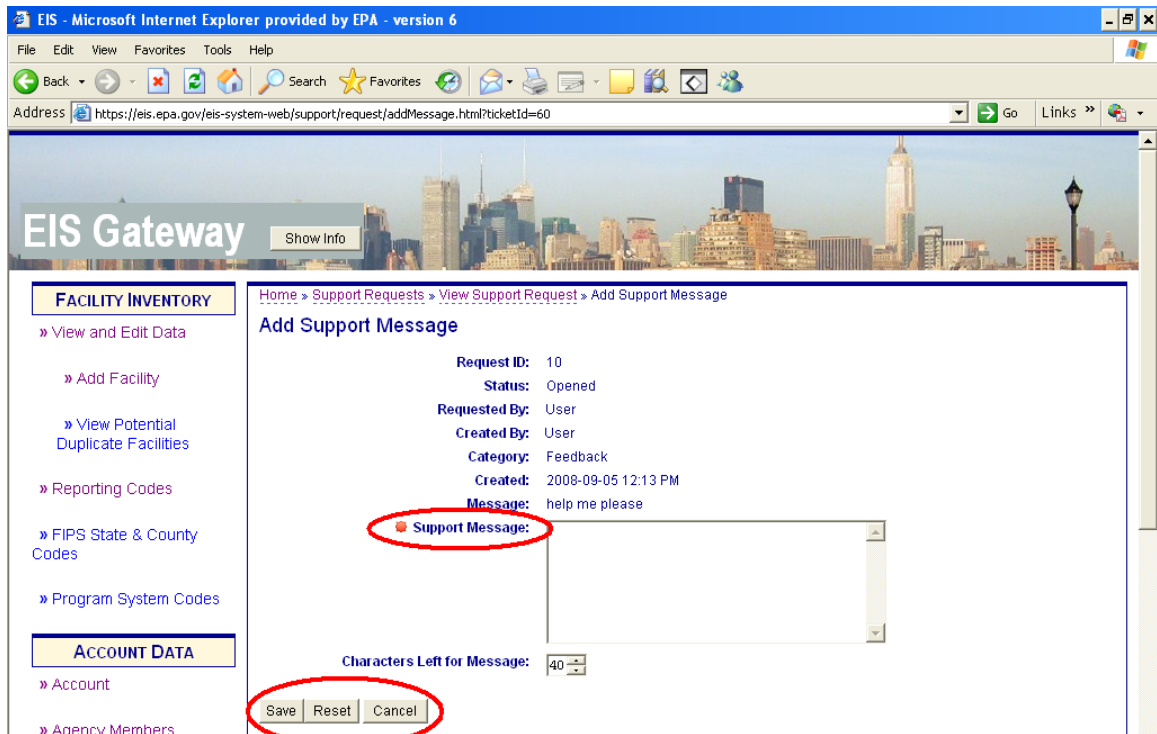
The screenshot shows a web browser window titled "EIS - Microsoft Internet Explorer provided by EPA - version 6". The address bar shows the URL: <https://eis.epa.gov/eis-system-web/support/request/view.html?ticketId=60>. The page content includes a header "EIS Gateway" with a "Show Info" button. A left sidebar contains navigation links under "FACILITY INVENTORY" and "ACCOUNT DATA". The main content area is titled "View Support Request" and displays the following details:

Request ID:	10	<a href="#">Add Support Message</a>	<a href="#">View Request List</a>
Status:	Opened		
Requested By:	User		
Created By:	User		
Category:	Feedback		
Created:	2008-09-05 12:13 PM		
Message:	help me please		

Below the details is a section titled "VIEW CONVERSATION" which is circled in red. The "Add Support Message" link is also circled in red.

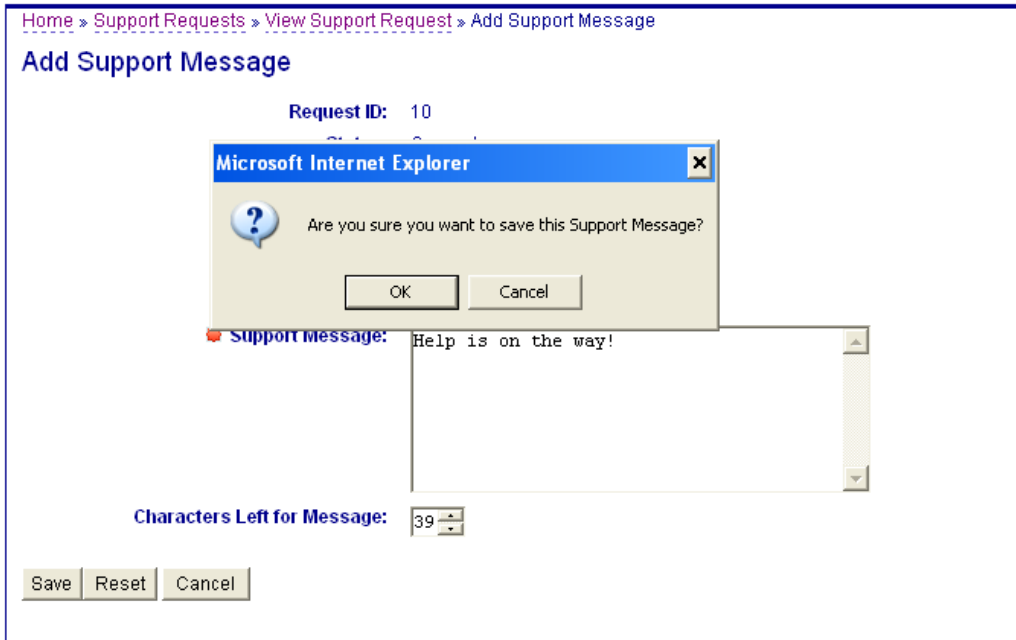
## Step 7:

To add a support message, select the Add Support Message button as indicated in Step 6. A new screen will appear that will allow you to add your own message to the existing support message. All of the information from the original support message will appear, along with a box where you can enter your support message. You are limited in the number of characters for your support message, as indicated by the counter below the support message box. After you have completed your message, select the Save button. You may also select the Clear button to begin again or select the Cancel button to return to the View Support Request page.



## Step 8:

If you select the Save button, you will be prompted to confirm that you want to save the support message. Selecting OK will return you to the original support request where you will see the support message you added under the View Conversation box. Additional support messages added to the support message will be included in the View Conversation box.



The screenshot shows the 'Add Support Message' page in a web browser. The page title is 'Add Support Message' and the breadcrumb is 'Home > Support Requests > View Support Request > Add Support Message'. The page displays 'Request ID: 10'. A modal dialog box titled 'Microsoft Internet Explorer' is open, asking 'Are you sure you want to save this Support Message?' with 'OK' and 'Cancel' buttons. Below the dialog, there is a text area for the support message containing 'Help is on the way!'. A 'Characters Left for Message:' indicator shows '39'. At the bottom, there are 'Save', 'Reset', and 'Cancel' buttons.



The screenshot shows the 'View Support Request' page. The breadcrumb is 'Home > Support Requests > View Support Request'. The page title is 'View Support Request'. The request details are as follows:

<b>Request ID:</b>	10	<a href="#">Add Support Message</a>	<a href="#">View Request List</a>
<b>Status:</b>	Opened		
<b>Requested By:</b>	User		
<b>Created By:</b>	User		
<b>Category:</b>	Feedback		
<b>Created:</b>	2008-09-05 12:13 PM		
<b>Message:</b>	help me please		

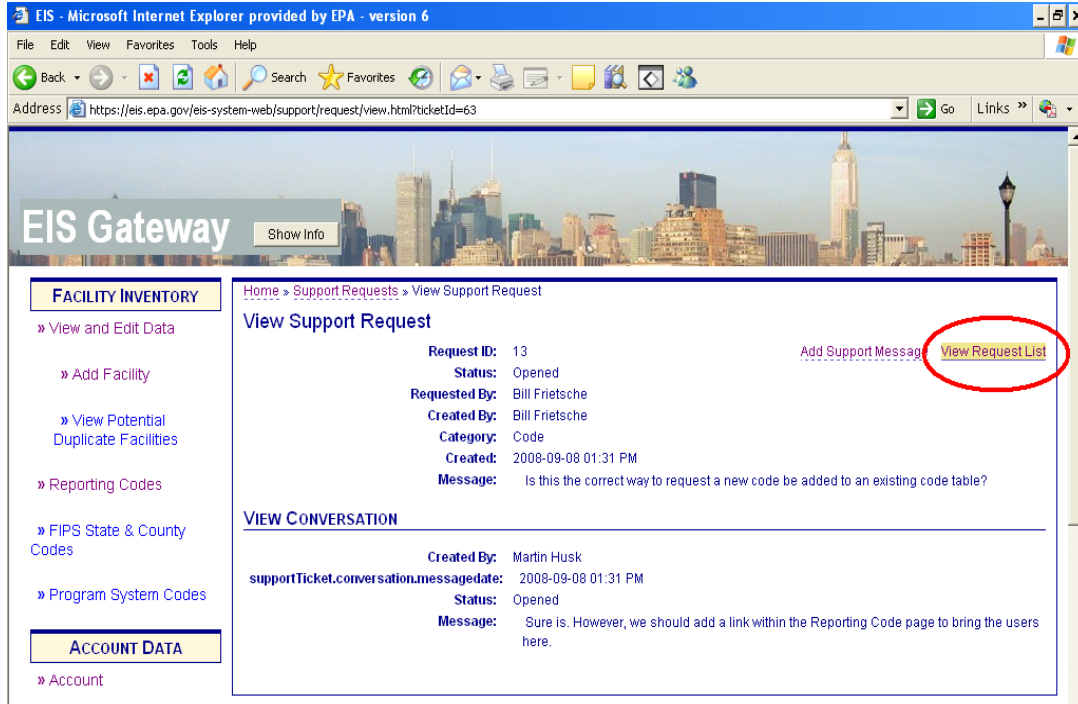
**VIEW CONVERSATION**

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<b>Created By:</b>	Martin Husk
<b>supportTicket.conversation.messagedate:</b>	2008-09-05 12:13 PM
<b>Status:</b>	Opened
<b>Message:</b>	Help is on the way.

## 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.



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