



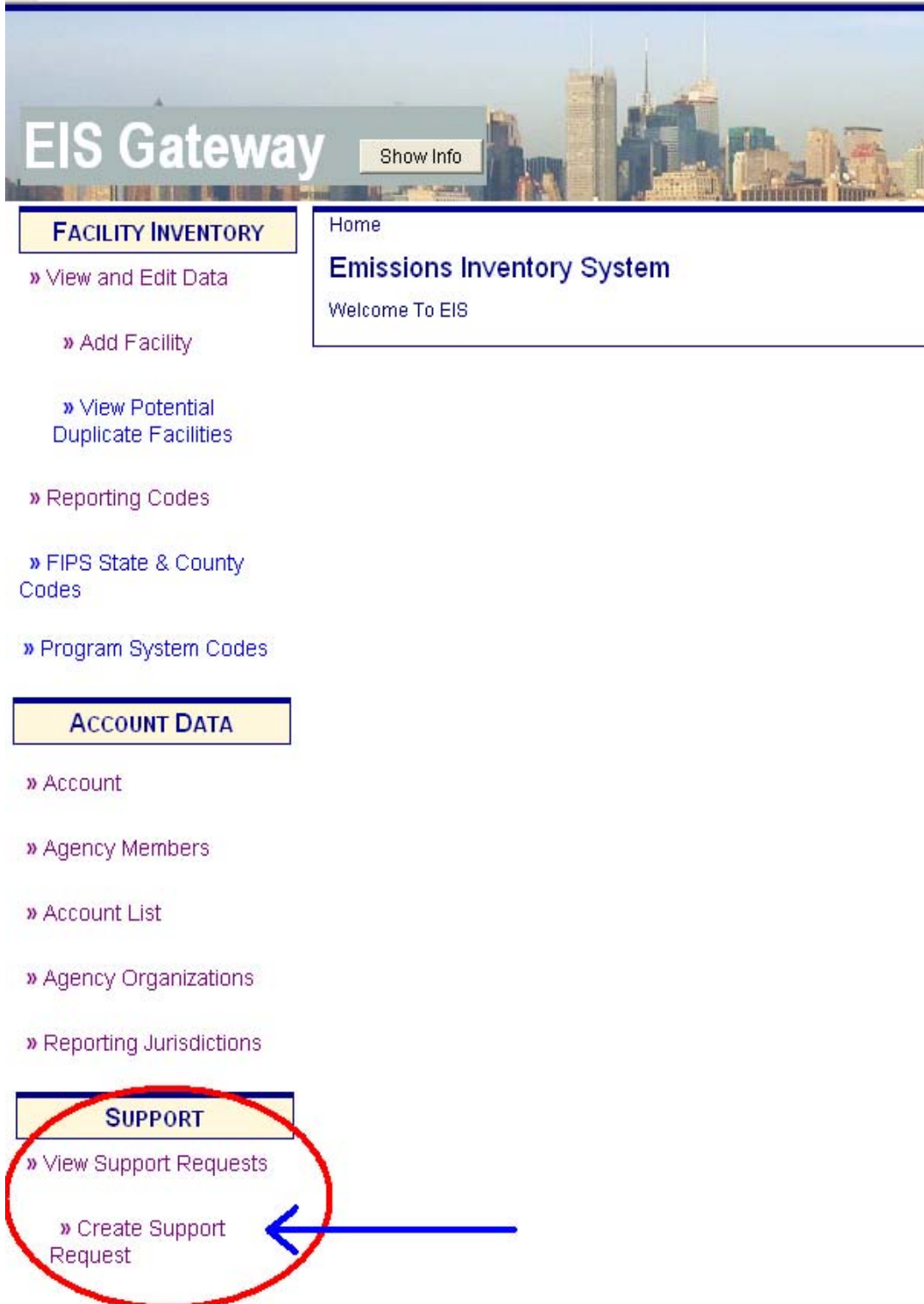
## **How Do I Submit a Support Request within the EIS Gateway?**

### Introduction

The EIS Gateway includes the functionality to allow users to send messages to the EPA concerning any number of issues. Called Support, 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 a support request. For details on how to interact with your requests and requests sent by other users, see the section entitled "How Do I View and Respond 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 “Create Support Request.”



The screenshot displays the EIS Gateway interface. At the top, there is a banner with the text "EIS Gateway" and a "Show Info" button. Below the banner, the page is divided into two main sections. The left section contains a navigation menu with the following items:

- 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

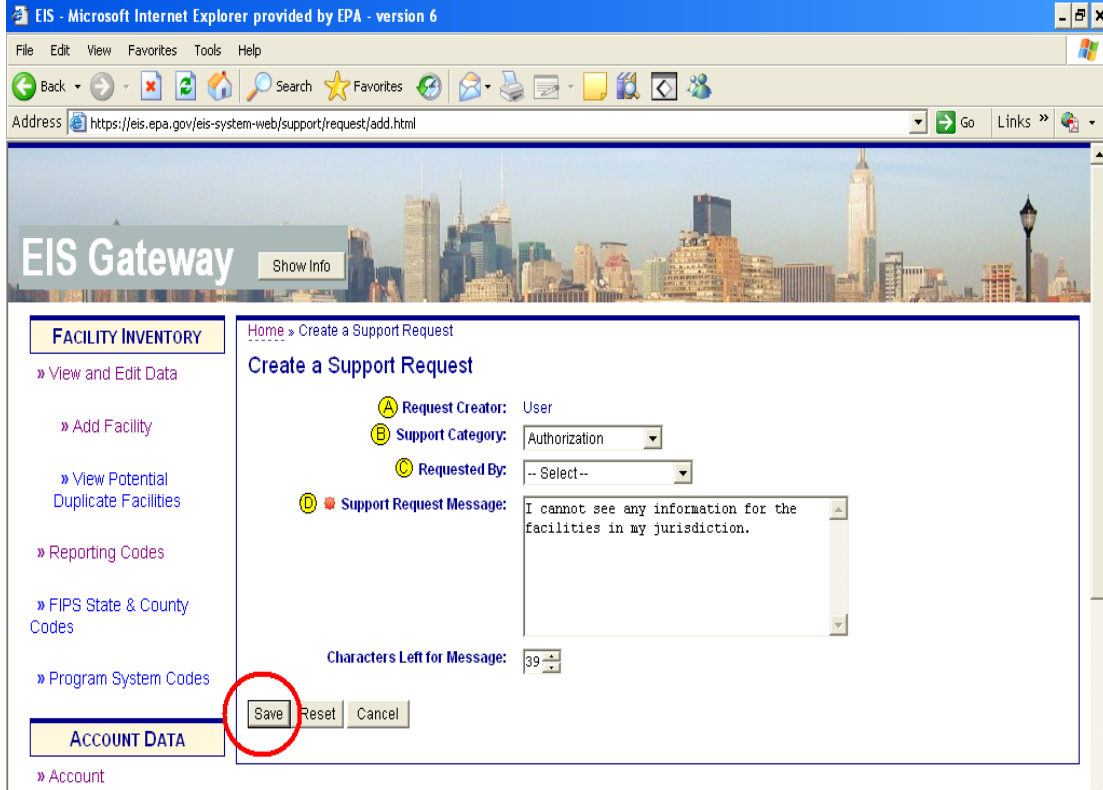
The right section of the page contains the following text:

Home  
**Emissions Inventory System**  
Welcome To EIS

In the screenshot, the "SUPPORT" heading and its sub-items are circled in red. A blue arrow points from the right towards the "Create Support Request" link.

## Step 2:

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



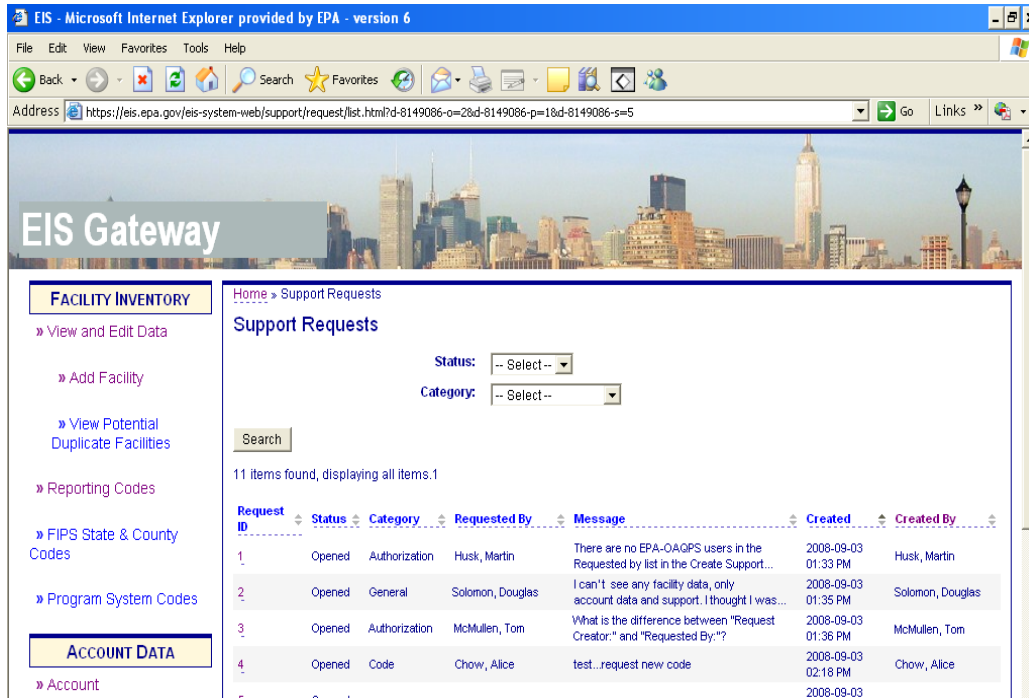
There are four items needed to complete the request.

- 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. Requested By: This field allows you either select your name, which is appropriate in most cases, or select the name of someone on whose behalf you are submitting the request.
- D. 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 Save button. You may also select the Clear button to begin again or select the Cancel button to return to the main page.

### Step 3:

After the support request has been successfully submitted, the grid of submitted support requests will appear on the screen. Your request will appear in the grid.



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.