



How Do I View and Respond to Support Requests?

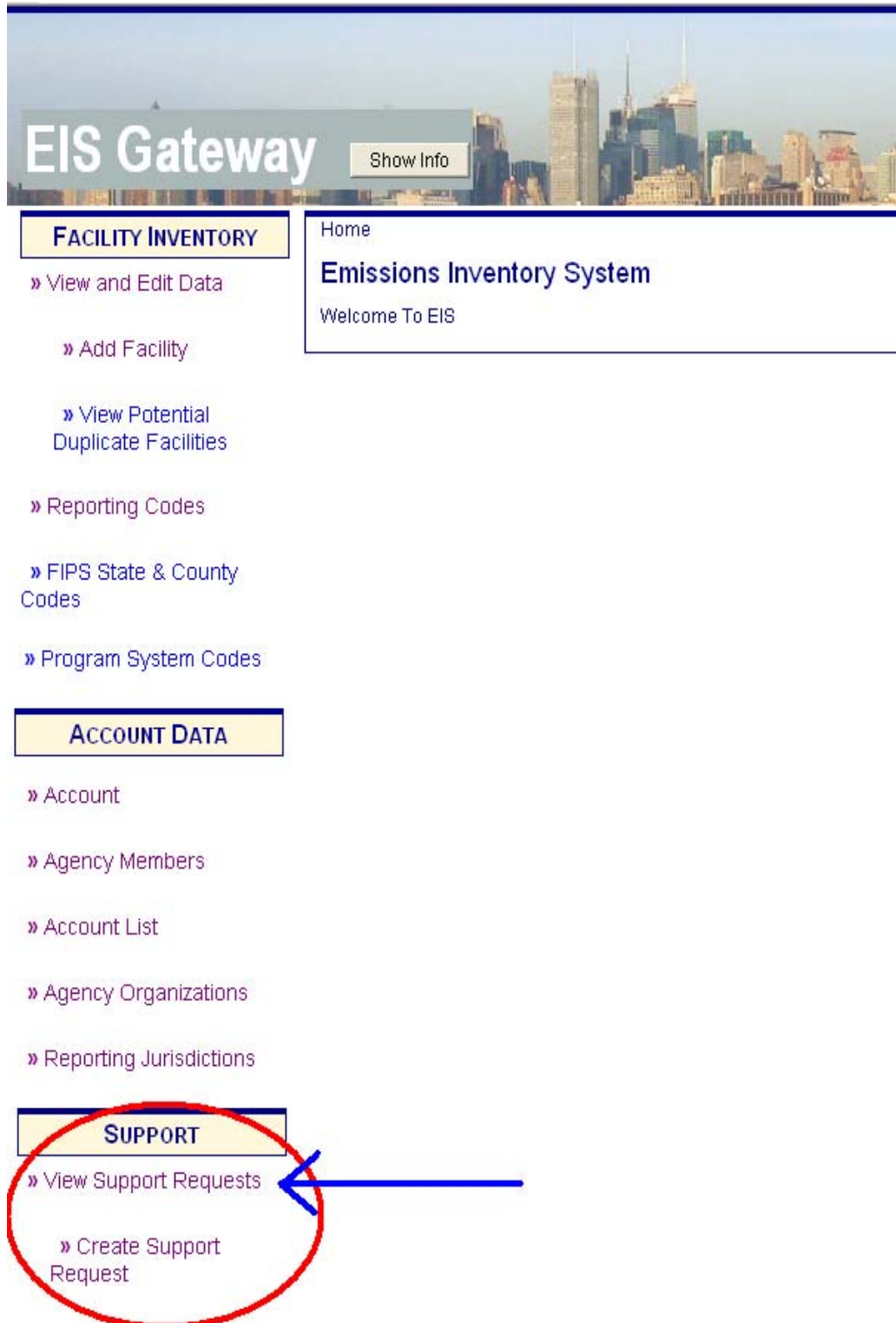
Introduction

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.”





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 web application in Microsoft Internet Explorer. The browser window 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=28&d=8149086-p=1&d=8149086-s=5>. The page features a header with a city skyline and the text "EIS Gateway". On the left is a sidebar with navigation links under "FACILITY INVENTORY" and "ACCOUNT DATA". The main content area is titled "Support Requests" and includes a search filter with "Status" and "Category" dropdown menus, a "Search" button, and a message "11 items found, displaying all items.1". Below this is a table of support requests.

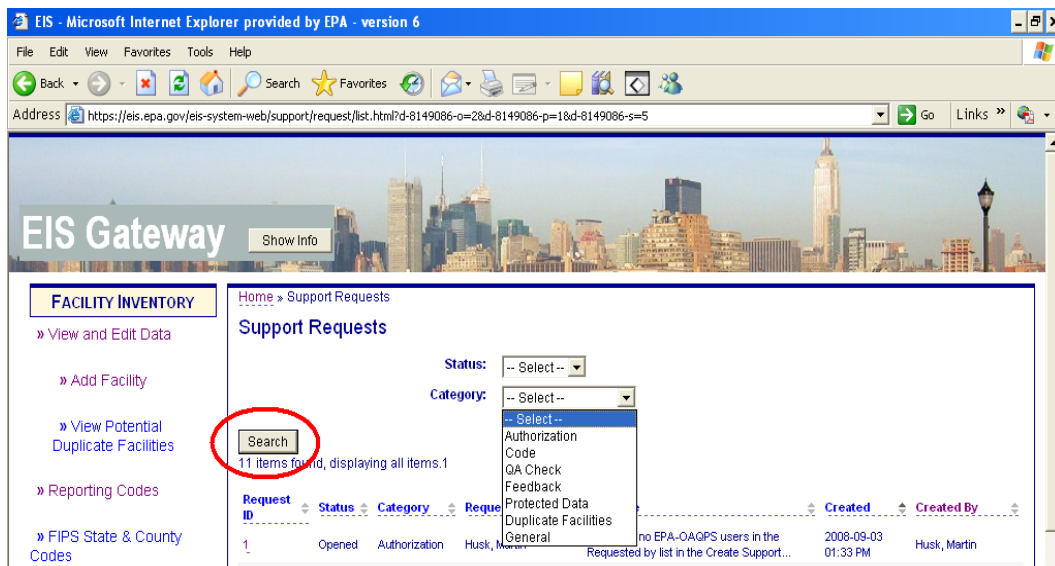
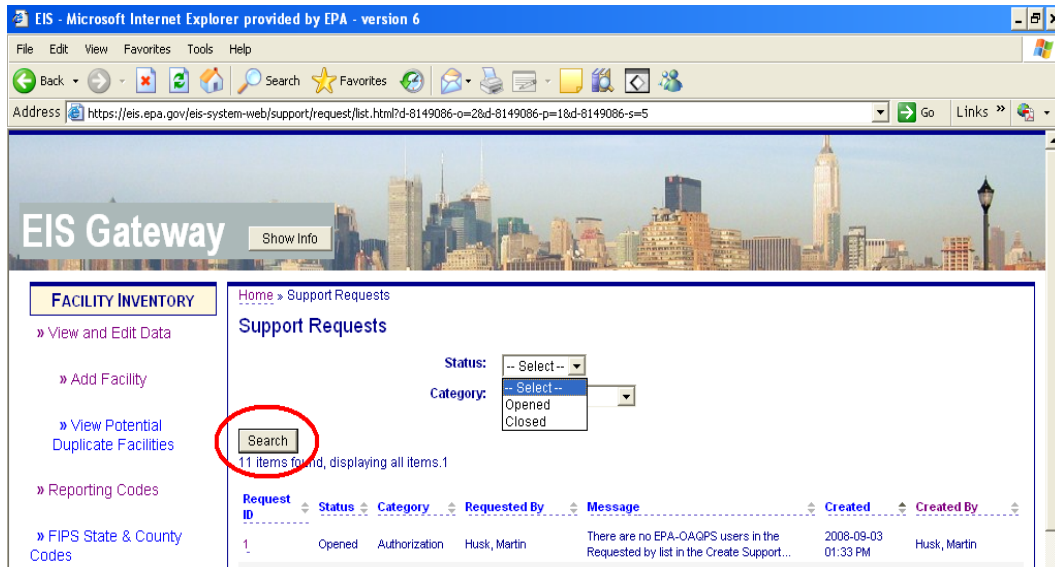
Request ID	Status	Category	Requested By	Message	Created	Created By
1	Opened	Authorization	Husk, Martin	There are no EPA-OAQPS users in the Requested by list in the Create Support...	2008-09-03 01:33 PM	Husk, Martin
2	Opened	General	Solomon, Douglas	I can't see any facility data, only account data and 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 interface in Microsoft Internet Explorer. The browser window 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 banner with a city skyline and the text "EIS Gateway" and "Show Info". On the left, there is a "FACILITY INVENTORY" sidebar with links: "View and Edit Data", "Add Facility", "View Potential Duplicate Facilities", "Reporting Codes", and "FIPS State & County Codes". The main content area is titled "Support Requests" and includes filters for "Status" and "Category", both set to "-- Select --". A "Search" button is present. Below the filters, it says "11 items found, displaying all items.1". A table displays the support requests with columns: "Request ID", "Status", "Category", "Requested By", "Message", "Created", and "Created By". The "Requested By" column header is circled in red. The table contains one visible row with the following data: Request ID 1, Status Opened, Category Authorization, Requested By Husk, Martin, Message "There are no EPA-OAGPS users in the Requested by list in the Create Support...", Created 2008-09-03 01:33 PM, and Created By Husk, Martin.

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



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.

EIS Gateway [Show Info](#)

FACILITY INVENTORY

- » View and Edit Data
- » Add Facility
- » View Potential Duplicate Facilities
- » Reporting Codes
- » FIPS State & County Codes
- » Program System Codes

ACCOUNT DATA

- » Account

[Home](#) » Support Requests

Support Requests

Status:

Category:

11 items found, displaying all items.1

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. Gasoline emissions from Box Hurler	2008-09-03 03:00 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.

EIS Gateway - Microsoft Internet Explorer provided by EPA - version 6

Address: <https://eis.epa.gov/eis-system-web/support/request/view.html?ticketId=60>

EIS Gateway [Show Info](#)

FACILITY INVENTORY

- » View and Edit Data
- » Add Facility
- » View Potential Duplicate Facilities
- » Reporting Codes
- » FIPS State & County Codes
- » Program System Codes

ACCOUNT DATA

- » Account

Home » Support Requests » View Support Request

View Support Request

Request ID:	10	Add Support Message	View Request List
Status:	Opened		
Requested By:	User		
Created By:	User		
Category:	Feedback		
Created:	2008-09-05 12:13 PM		
Message:	help me please		

[VIEW CONVERSATION](#)



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 to 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.

EIS - Microsoft Internet Explorer provided by EPA - version 6

Address: <https://eis.epa.gov/eis-system-web/support/request/addMessage.html?ticketId=60>

EIS Gateway

Show Info

Home » Support Requests » View Support Request » Add Support Message

Add Support Message

Request ID: 10
Status: Opened
Requested By: User
Created By: User
Category: Feedback
Created: 2008-09-05 12:13 PM
Message: help me please

Support Message:

Characters Left for Message: 40

Save Reset Cancel



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.

Home » Support Requests » View Support Request » Add Support Message

Add Support Message

Request ID: 10

Microsoft Internet Explorer

Are you sure you want to save this Support Message?

OK Cancel

Support Message:

Characters Left for Message: 39

Save Reset Cancel

Home » Support Requests » View Support Request

View Support Request

Request ID: 10 [Add Support Message](#) [View Request List](#)

Status: Opened

Requested By: User

Created By: User

Category: Feedback

Created: 2008-09-05 12:13 PM

Message: help me please

VIEW CONVERSATION

Created By: Martin Husk

supportTicket.conversation.messagedate: 2008-09-05 12:13 PM

Status: Opened

Message: 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.

EIS - Microsoft Internet Explorer provided by EPA - version 6

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Feeds Print Mail

Address <https://eis.epa.gov/eis-system-web/support/request/view.html?ticketId=63> Go Links

EIS Gateway Show Info

FACILITY INVENTORY

- » View and Edit Data
- » Add Facility
- » View Potential Duplicate Facilities
- » Reporting Codes
- » FIPS State & County Codes
- » Program System Codes

ACCOUNT DATA

- » Account

Home » Support Requests » View Support Request

View Support Request

Request ID: 13 **Add Support Message** **View Request List**

Status: Opened

Requested By: Bill Frietsche

Created By: Bill Frietsche

Category: Code

Created: 2008-09-08 01:31 PM

Message: Is this the correct way to request a new code be added to an existing code table?

VIEW CONVERSATION

Created By: Martin Husk

supportTicket.conversation.messages.date: 2008-09-08 01:31 PM

Status: Opened

Message: Sure is. However, we should add a link within the Reporting Code page to bring the users here.