

Music

Slide 1

Welcome to the SPRS Feedback Tutorial.

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Please note that the screenshots shown throughout this presentation have been modified for size and content.

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Feedback/Customer Support allows the user to submit feedback, suggestions and questions about the application to the SPRS Program Management Office (PMO).

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Responses to these communications are viewed in the Feedback/Customer Support module. Response Time is typically within 2 business days. Additional comments or questions on the topic may be added to this numbered conversation until it is closed.

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To access Feedback/Customer Support:

Login into PIEE and select SPRS

Select Feedback from the upper left hand corner of the title section

Or select Feedback/Customer Support link from the Service section of the main Menu.

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Click New Feedback to begin.

Slide 7

This section is not for "Challenge" or disputed data information.

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Fill out the mandatory information marked with a star. This information will vary depending on the user type.

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Point of Contact (POC) name and email are prepopulated.

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Enter POC Phone

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Select desired Category from the dropdown list.

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If "Other Category" is selected on the pull down menu, the "Other category" field needs to be populated.

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Enter your questions or suggestions in the Comment field.

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Click Select files button or the file can be dragged and dropped to attach files.

If troubleshooting an issue, it may be helpful to attach a screenshot.

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Click the Submit button.

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If mandatory information is missing, the top will populate with the fields that are missing. Feedback will not be submitted until all mandatory fields are populated and the submit button is selected.

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Once Feedback is submitted, click the View Details button to view and/or add comments

Add comments in the Comment box.

Click Select files to attach files or drag and drop a file into the provided field.

Click the Submit button.

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Click the dots above a column to sort Ascending or Descending, to select specific columns to be included in the table or to filter by particular words or phrases. The columns can also be adjusted by hovering over the column limit, clicking on it, and adjusting it right to left.

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Users will see a number associated with the Feedback button in the title section when response is available. This is visible throughout the application.

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A bell icon in the Status column of a numbered conversation also indicates a response.

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A circle with a line in the Status column indicates the conversation is closed. Conversations are closed on Fridays a week after a response has been provided.

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If there is no symbol indicated, either a comment is waiting for a response or the response has been read.

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SPRS contact information can be found at the SPRS website located at the URL listed here:

<https://www.sprs.csd.disa.mil>

SPRS Help Desk is available Monday through Friday 6:30am to 6:00pm Eastern Time

The phone numbers and Help Desk Email are listed here:

(207) 438-1690

DSN 684-1690

NSLC Help Desk Email: usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil

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This completes the SPRS Feedback Tutorial.