

## Music

### Slide 1

Welcome to the SPRS Feedback Tutorial.

### Slide 2

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

### Slide 3

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

### Slide 4

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.

### Slide 5

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.

### Slide 6

Click New Feedback to begin.

### Slide 7

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

### Slide 8

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

### Slide 9

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

### Slide 10

Enter POC Phone

### Slide 11

Select desired Category from the dropdown list.

### Slide 12

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

### Slide 13

Enter your questions or suggestions in the Comment field.

### Slide 14

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.

#### Slide 15

Click the Submit button.

#### Slide 16

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.

#### Slide 17

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.

#### Slide 18

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.

#### Slide 19

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

#### Slide 20

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

#### Slide 21

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.

#### Slide 22

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

#### Slide 23

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](mailto:usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil)

#### Slide 23

This completes the SPRS Feedback Tutorial.