

(Music)

#### SLIDE 1

Welcome to the SPRS Version 4.0 Feedback/Customer Support Tutorial.

#### SLIDE 2

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

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 3

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

#### SLIDE 4

To access Feedback/Customer Support:

Select the bell icon from the toolbar in the header.

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

#### SLIDE 5

Click New Feedback to begin.

#### SLIDE 6

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

#### SLIDE 7

Select CAGE code from the dropdown

#### SLIDE 8

First and Last Name, and Email are prepopulated from the user profile. Tab through the form to complete the mandatory fields.

Enter a Phone number.

#### SLIDE 9

Select appropriate Category from the dropdown list.

#### SLIDE 10

Enter Other Category title if category selected is "Other Category".

#### SLIDE 11

Add comments to the Comment section.

#### SLIDE 12

Click Select Files button to attach files. If troubleshooting an issue, it may be helpful to attach a screenshot.

Click the Submit button to save and send Feedback to the PMO or click Cancel, entries will not be saved.

### SLIDE 13

If mandatory information is missing, the top will populate with the fields that are missing. The required fields will also highlight in red. Feedback will not be submitted until all mandatory fields are populated and the Submit button is selected.

### SLIDE 14

The submission will appear in the grid below with a conversation identification number (ID) and basic details, including the date that the conversation was last modified. The Date Modified column is the default sort for conversations with most recent listed first.

### SLIDE 15

A number will appear near the Feedback toolbar button when a response is available. Click the button or the report link in the menu.

A bell icon in the Status column identifies a conversation with a response. Click the View Details button to view response(s) or add comments.

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 for the last comment.

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

### SLIDE 16

Refresh buttons are available in both the conversation list and comment areas. Clicking the buttons will pull in responses while in the module. Feedback is monitored periodically throughout the business day.

### SLIDE 17

Columns may be sorted Ascending/Descending.  
Columns may be toggled on/off from any column.  
Columns may be filtered.

### Slide

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. Help Desk Email are listed here:

NSLC Help Desk Email: [sprs-helpdesk@us.navy.mil](mailto:sprs-helpdesk@us.navy.mil)

### Slide

This completes the SPRS Version 4.0 Feedback Tutorial.