
Edison

Version 4.5.1.3

Release Notes

New Features

Ability to Send Feedback/Suggestions for iEdison

The eRA Help Desk ticketing system called Footprints has the ability to generate Help Desk tickets based on emails received at a specific address.

iEdison now has the ability to access the Footprints system directly via a **Feedback/Suggestions for iEdison** hyperlink located at the bottom of each screen.



Figure 1: Bottom Portion of the iEdison Main Menu Screen Displaying Feedback Hyperlink

When the **Feedback/Suggestions for iEdison** hyperlink is clicked, the system displays the *iEdison Commons Support Portal* screen. The system automatically completes the **Last Name**, **First Name**, **Email**, **Customer ID**, and **Organization** information. Required fields are in red text and noted by an asterisk. For information on completing the feedback/suggestion, the **Help** button can be clicked. When the information is saved, the feedback/suggestion is saved in the Footprints system. Searching for submitted feedback/suggestions can be completed by clicking on the **Home** tab to access the *Home* screen.

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Welcome, Mortimer S. [Preferences](#) [Sign-out](#) [Help](#)

SEARCH

Advanced
You are in the **iEdison Customer Support Porta...** workspace.

[Home](#) | [New Request](#) | [Globals](#) | [Reports](#) | [Knowledge Base](#)

Welcome to iEdison Customer Support Portal!

SAVE **Help**

Submit a new Request

Title*

Your Personal Information*

Update your personal information [?](#)

Last Name*	First Name*	Email*
Snerd	Mortimer	eratest@mail.nih.gov
Customer ID	Organization	
SNERD@HARDKNOCKS.EDU	UNIVERSITY OF HARDKNOCKS	

Description*

Type of Ticket*

Make a Selection

Description*

Attachments

Last Attachment [No files currently attached]

SAVE

Figure 2: iEdison Customer Support Portal Screen

If a user is new to the Footprints system, the system displays *Create Account Form* screen. Required fields are in red text and are noted by an asterisk. By clicking the **GO** button, an account is created in the Footprints system and the Footprints *Login* screen is presented.

Please take some time to complete this form now.

Personal Data					
Last Name*	<input type="text"/>	First Name*	<input type="text"/>	Email*	<input type="text"/>
Middle Initial	<input type="text"/>	Organization	<input type="text"/>	Professional Title	<input type="text"/>
Commons User ID	<input type="text"/>	IMPACII User ID	<input type="text"/>	Phone Number	<input type="text"/>
Secondary Email	<input type="text"/>				

 GO

Figure 3: Footprints Create Account Form Screen

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- Extramural TTO User
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