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.

![Feedback/Suggestions for iEdison](image)

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.
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.
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