From: sceis@sceis.sc.gov

To: Procurement Directors, Finance Directors, AST Leads

Cc: SCEIS Team

Subject: SRM 7.2 Reminder on Help Desk Tickets

Good Morning:

The SCEIS Team is dedicated to providing excellent service to you, our customers. We strive to ensure that responses to your help requests are timely and complete, and we are most successful in these efforts when we receive detailed information from customers when they submit help requests.

If you find you need to contact the SCEIS Help Desk for assistance with SRM 7.2, below are some reminders of what information to include so we can serve you more efficiently.

- A screen shot of any error message you are receiving
- If applicable, the document number or the transaction you are working in
- A detailed description of the issue (the more details, the better!)
- Indicate what web browser you are using. Remember, Internet Explorer Version 8 is the supported version for SRM 7.2; however some agencies are successfully using other browsers.
- First and Last Name, SCEIS Username, Personnel Number, and Agency (for the person submitting the request and the impacted user)
- Work Phone Number and Email Address

Including this information will ensure the SCEIS Team has the details needed to respond to your help request as timely and efficiently as possible.

Contact the SCEIS Help Desk by phone at (803) 896-0001 (Select option 1 for SCEIS Help). If you would like to send a help request electronically, please use the SCEIS Service Desk Ticket Form, available here, and complete all the fields before submitting your information.

Remember, SRM 7.2 help documents are available on the SCEIS uPerform site at https://uperform.sc.gov/gm/folder-1.11.3882. Reviewing these help documents may address your questions without having to contact the Help Desk.

Thank you for your continued support throughout the upgrade to SRM 7.2.
The SCEIS Team