



ELECTRICAL DISTRIBUTION DESIGN

EDD Product Support

Accessing the EDD Support Interface

The document provides instructions on accessing the EDD Product Support site for submitting or reviewing support requests. This site also provides public and user-group forums for documentation exchanges, etc.



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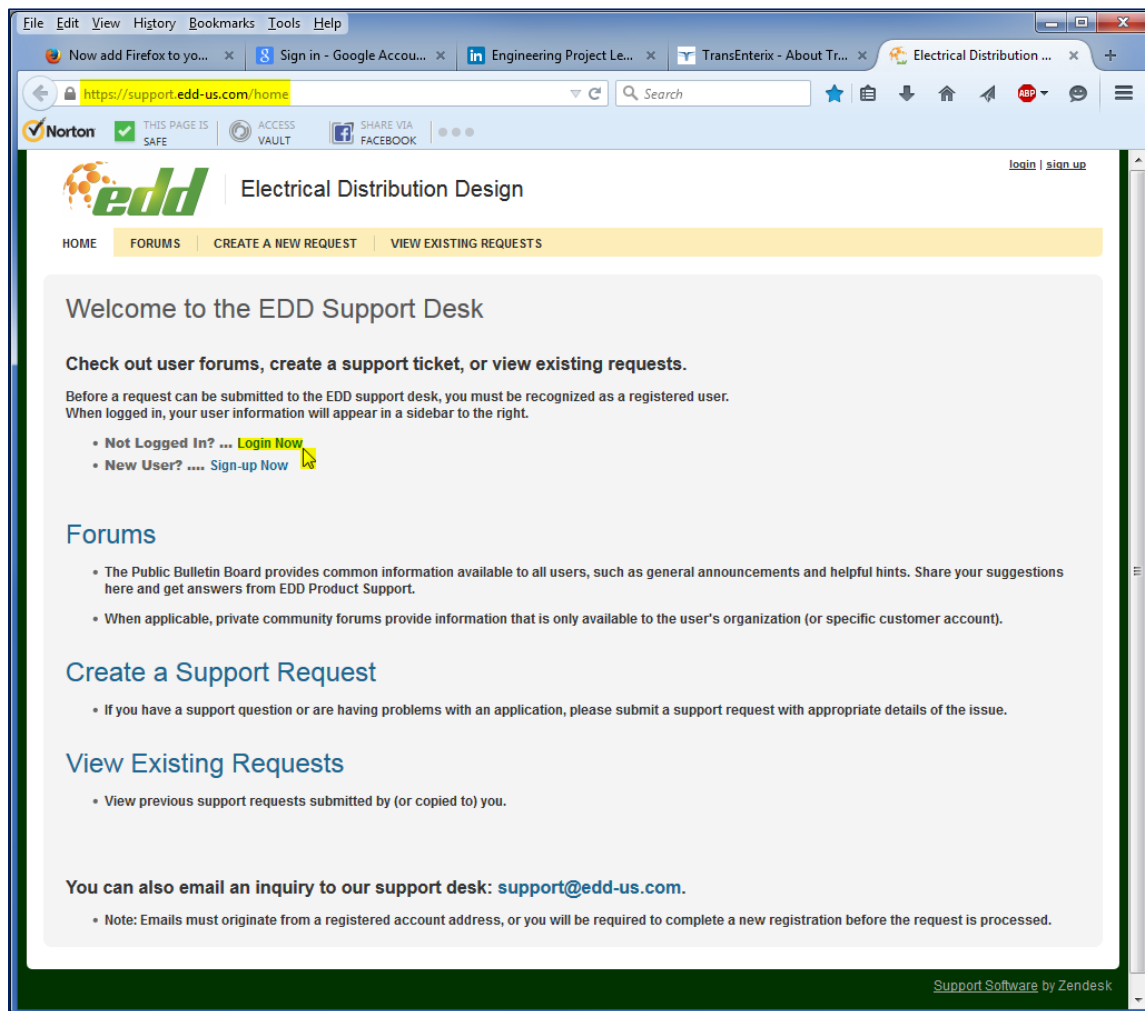
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Introduction

The EDD product support site is used to submit or review support requests, e.g. bug reports and enhancement requests. It also provides access to public or user-group forums for documentation exchanges, etc.

Accessing the EDD Support Site

The EDD support site <support.edd-us.com> is used to manage support requests for bug fixes and product enhancements. The site enables registered users to create tickets and to review existing tickets opened by them or other users from their organization.

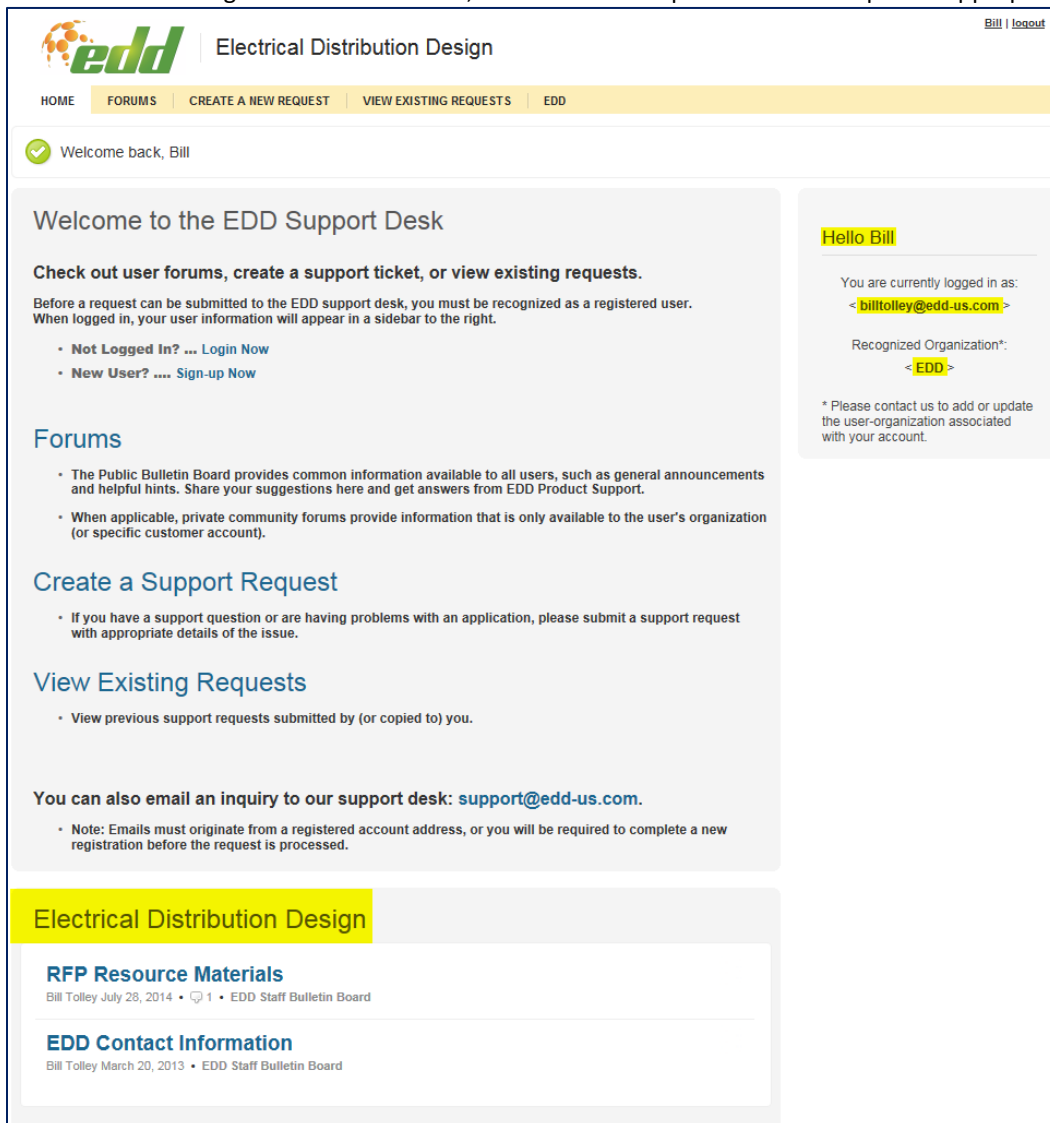


Notes:

- This secure site is accessed via the “*https*” protocol and **cannot** be accessed using the “*www*” prefix.
- New users must **sign-up** and complete email validation to obtain full access. When applicable, users should sign up using company email addresses, which can be associated with their affiliate organization.
- Password reset is available from the Login screen for registered users.

Home Page

After login, the Home page displays user information in the right side column and loads any private forums or views available for an associated organization. From here, tabs across the top or content links permit appropriate access to site.




The screenshot shows the EDD Home Page for a user named Bill. The page features a navigation bar with tabs: HOME, FORUMS, CREATE A NEW REQUEST, VIEW EXISTING REQUESTS, and EDD. A welcome message reads "Welcome back, Bill". The main content area is titled "Welcome to the EDD Support Desk" and includes instructions on how to submit a request, a "Forums" section, and links to "Create a Support Request" and "View Existing Requests". A right-hand sidebar displays "Hello Bill" and user information: "You are currently logged in as: <billtolley@edd-us.com>" and "Recognized Organization*: <EDD>". Below the main content, there are two resource cards: "RFP Resource Materials" and "EDD Contact Information".

Available Pages/Tabs

<u>Forums</u>	Private bulletin boards are only displayed to registered members that have primary association with the applicable organization, while public bulletin boards are displayed to all support site visitors. As illustrated above, some forum contents may be set for home page display.
<u>Create a New Request</u>	Define / submit bug or enhancement request here.
<u>View Existing Request</u>	View Existing Requests that have been submitted by the user here. Note: Default view is for Open requests (only). See right side column to view other associated requests, i.e. closed or copied on.
<u>Organization Requests</u>	The last tab lists all requests from an associated organization, as applicable. For users belonging to a participating organization, the tab name corresponds to their organization. The listing can be sorted by requester or current status.

Create a New Request

Complete the form to input details of a support request.

 Electrical Distribution Design [Bill](#) | [Logout](#)

[HOME](#) | [FORUMS](#) | **CREATE A NEW REQUEST** | [VIEW EXISTING REQUESTS](#) | [EDD](#)

Submit a request

Subject/Summary *

Enter a one statement summary of problem or question.

Description *

Please provide full details pertinent to your request. If needed, add supporting screenshots or related files as Attachments.

Severity Level

If applicable, please use the following criteria to characterize or assess the impacts of this issue:

- >> S1 (Emergency) - issue impacts operational safety, or results in loss of mission critical functionality/data, preventing system operation. (Workaround not available)
- >> S2 (Serious) - issue results in loss of core functionality, with no safety impacts. Either a suitable workaround exists or loss of functionality is not mission-critical.
- >> S3 (Problematic) - issue results in loss of feature, functionality or data, which may produce an inconvenient limitation to intended operations. Include significant usability issues here.
- >> S4 (Minor) - issue results in minor usability or visual presentation/appearance concerns.
- >> Enhancement - request for product enhancement, i.e. a new feature or functionality.

- ▼

Dew Version:

Please provide the version of DEW where issue was encountered, as applicable:

Attachment(s)

Attach file [»](#)

Submit a request for assistance

Fields marked with an asterisk (*) are mandatory.

You'll be notified when our staff answers your request.

Use **Attachments** to assist in debugging or characterization of a request, e.g. circuit files, screen shots, etc.

When complete, issue the **Submit** command to create the request. After submission, an email acknowledgement is sent to the requester indicating that the request has been received and is being reviewed. The requester will continue to receive status updates and may be prompted for additional input, via email, until the item has been resolved.

View Existing Requests

The *View Existing Requests* page defaults to the **Open Requests** list, which displays all requests **submitted by the user** currently having an **Open** status.

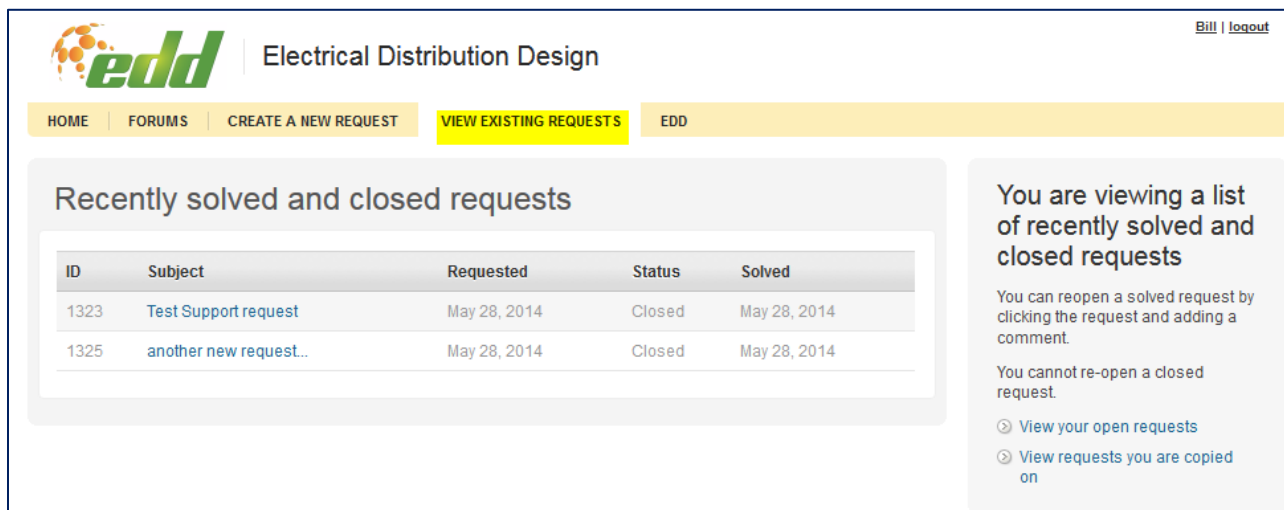


The screenshot shows the top navigation bar with 'HOME', 'FORUMS', 'CREATE A NEW REQUEST', 'VIEW EXISTING REQUESTS' (highlighted), and 'EDD'. The main content area has a message: 'You have no open requests'. On the right, a sidebar titled 'You are viewing a list of open requests' contains two links: 'View your recently solved and closed requests' and 'View requests you are copied on'.

The right side column of the page enables switching views between the user's **Open** requests and those having **Solved/Closed** or **Copied-on** statuses.

Viewing Solved or Closed Requests

The **Solved/Closed** requests view is illustrated below.



The screenshot shows the top navigation bar with 'HOME', 'FORUMS', 'CREATE A NEW REQUEST', 'VIEW EXISTING REQUESTS' (highlighted), and 'EDD'. The main content area has a message: 'Recently solved and closed requests'. Below this is a table with the following data:

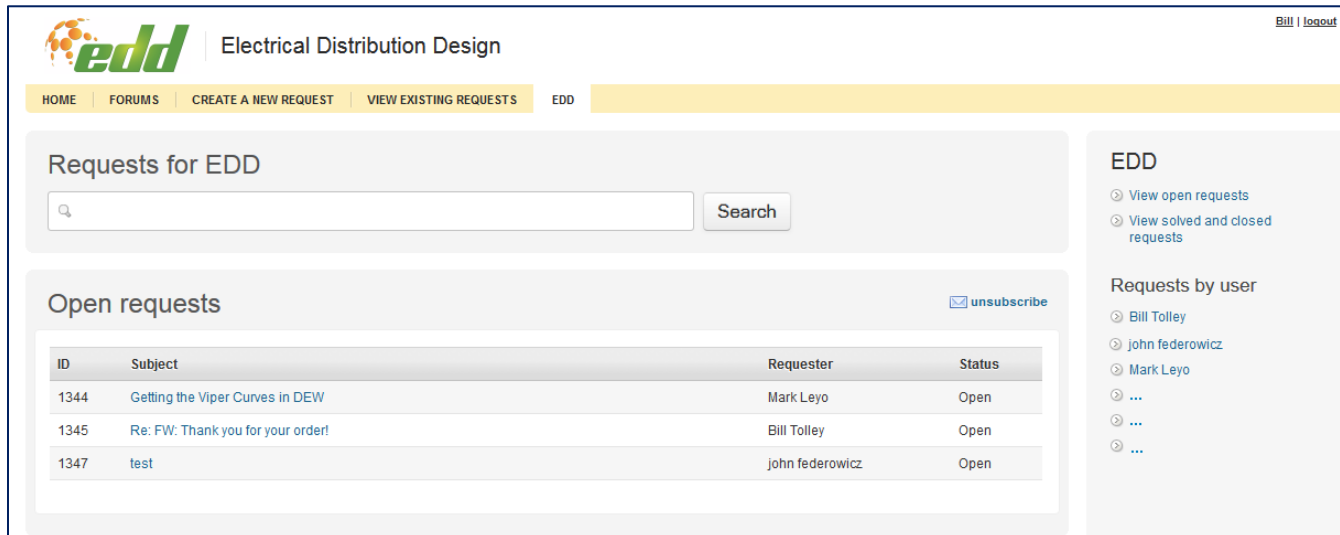
ID	Subject	Requested	Status	Solved
1323	Test Support request	May 28, 2014	Closed	May 28, 2014
1325	another new request...	May 28, 2014	Closed	May 28, 2014

On the right, a sidebar titled 'You are viewing a list of recently solved and closed requests' contains two paragraphs of text and two links: 'View your open requests' and 'View requests you are copied on'.

Requests in the **Solved** state can be re-opened simply by the addition of comments from the requester, while those in the **Closed** state cannot be reactivated. Once the status has been updated to **Solved**, it will remain in that state for two weeks before automatically being changed to **Closed**, with no further activity. After such time, a new request must be issued for any follow-up support needed.

Organization Requests

When applicable, the last tab provides access to all requests from the user's organization.



The screenshot shows the EDD web application interface. At the top, there is a navigation bar with the EDD logo and the text "Electrical Distribution Design". The navigation bar includes links for "HOME", "FORUMS", "CREATE A NEW REQUEST", "VIEW EXISTING REQUESTS", and "EDD". The "EDD" link is currently selected. In the top right corner, there is a user profile for "Bill" and a "logout" link.

The main content area is titled "Requests for EDD" and features a search bar with a magnifying glass icon and a "Search" button. Below the search bar, there is a section titled "Open requests" with an "unsubscribe" link. This section contains a table with the following data:

ID	Subject	Requester	Status
1344	Getting the Viper Curves in DEW	Mark Leyo	Open
1345	Re: FW: Thank you for your order!	Bill Tolley	Open
1347	test	john federowicz	Open

On the right side of the page, there is a sidebar with the following sections:

- EDD**
 - [View open requests](#)
 - [View solved and closed requests](#)
- Requests by user**
 - [Bill Tolley](#)
 - [john federowicz](#)
 - [Mark Leyo](#)
 - [...](#)
 - [...](#)
 - [...](#)

The page displays the open requests from all team members in the organization. If a related ticket has already been opened by another user, then adding comments or additional details can be added to the open ticket. The right side column also enables filtering the requests displayed to a specified user from the organization. The [subscribe](#) link activates a subscription to receive updates on all of the team's open requests via email notification. Once activated, the [unsubscribe](#) link can be used to cancel the subscription.