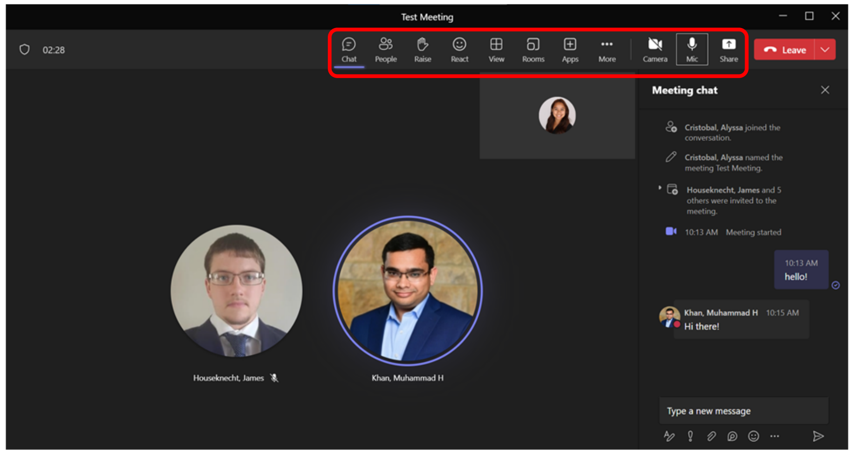
Teams Meeting Controls (All)

Meeting Controls:

1. **Chat:** Utilize to ask questions
2. **People:** See a list of everyone in the meeting
3. **Raise** your "hand" to let people know you want to contribute without interrupting
4. **View:** Customize how you see attendees and content
5. **Share:** Share your screen



Meeting controls are easy to use and extremely useful for participation. Meeting controls can be accessed by clicking each icon to hide/unhide:

- Chat: Selected in the screen shot above (see "Meeting chat" on the right side). You'll be able to access the chat after the meeting from your chat list.
  - Utilize the chat function to ask questions while the presenter is speaking. Feel free to raise your hand and unmute when the presenter asks if there are any questions at the end of each training module.
- People: See a list of everyone in *and* invited to the meeting.
- Raise your "hand" to let people know you want to contribute without interrupting: Meeting presenters will be notified, and everyone will see that your hand is raised when viewing People.
- React: Choose an emoji like 👍and it will appear for a few seconds on screen for everyone in the meeting.
- View: Customize how you see attendees and content.
- Share your screen:
  - When you are sharing, the content being shared will be outlined in red.
  - If the Share icon is grey, you'll have to ask the meeting organizer to change the setting for Who can present?

Other notable icons to keep in mind:

- Click the Mic to mute/unmute.
  - The person speaking will be circled in purple.
- Click the Camera to tun your camera on/off.

TRAINEE NOTES

Electronic Construction Management System (eCMS)

Module 1: Basics

Module 2: Dashboards

Module 3: Communications

Module 4: Issues

Module 5: Request for Information (RFI)

Module 6: Submittals

Module 7: Daily Reports

Module 8: Meetings

Module 9: Non-Compliance Notices

Module 10: PSPDF Viewer

Module 11: Checklists

Module 12: Distribution Lists

Module 13: Reviewer Templates

Module 14: Punch Lists

Module 08: Meetings (All)

This module includes the following topics:

- Introduction
- Meetings Workflow
- Creating a Meeting
- Creating New Meeting Tracks
- Choosing/Editing Meeting Tracks from Existing Tracks
- Invitees and Attendees
- Creating an Agenda for the Initial Meeting
- Linking an Agenda Item to an Issue
- Copying Agenda Items from another Meeting
- Starting a Meeting
- Entering Meeting Minutes (Filling out Agenda Items)
- Closing and Reopening a Meeting
- Creating the Next Meeting in a Track
- Printing a Meeting Report
- Meetings Workflow Recap
- Summary

Training Structure & Registration (All)

Module 1: Basics	**Module 8: Meetings**
Module 2: Dashboards	Module 9: Non-Compliance Notices
Module 3: Communications	Module 10: PSPDF Viewer
Module 4: Issues	Module 11: Checklists
Module 5 & 6: RFIs and Submittals	Module 12: Distribution Lists
	Module 13: Reviewer Templates
Module 7: Daily Reports	Module 14: Punch Lists

Access the links below to find the training registration survey and other training material!
NAVFAC eCMS SharePoint Online Site
eCMS Public-Facing Site

- At this time the Deloitte team, in conjunction with the eCMS User Group, is offering 13 training sessions split up across 14 different Modules (see above).
- Training sessions are conducted multiple times a day, on a weekly basis. This schedule alternates timeslots and audiences to accommodate busy schedules and time zones that may not be EST. You can find the training schedule and training registration survey, along with training material, posted in the following locations:
  - the eCMS SharePoint Online site (NAVFAC Personnel Only): (https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/NAVFACHeadquartersConstructionDC5/SitePages/Electronic-Construction-Management-System-(eCMS).aspx)
  - eCMS Public Facing Site (Contractor & NAVFAC Accessible): (https://www.navfac.navy.mil/Directorates/Planning-Design-and-Construction/About-Us/Planning-Design-and-Construction-Documents/Electronic-Construction-Management-System-eCMS/)
- If you would like to attend a certain training session, you can do so by filling out the survey on the sites (see above).

- **NOTE: ***Registration must be done at least 1 day in advance.**
- Meeting invites are processed at the end of each day, so if you would like to obtain a meeting invite for a "same day" registration, please reach out to your eCMS POC.

TRAINEE NOTES

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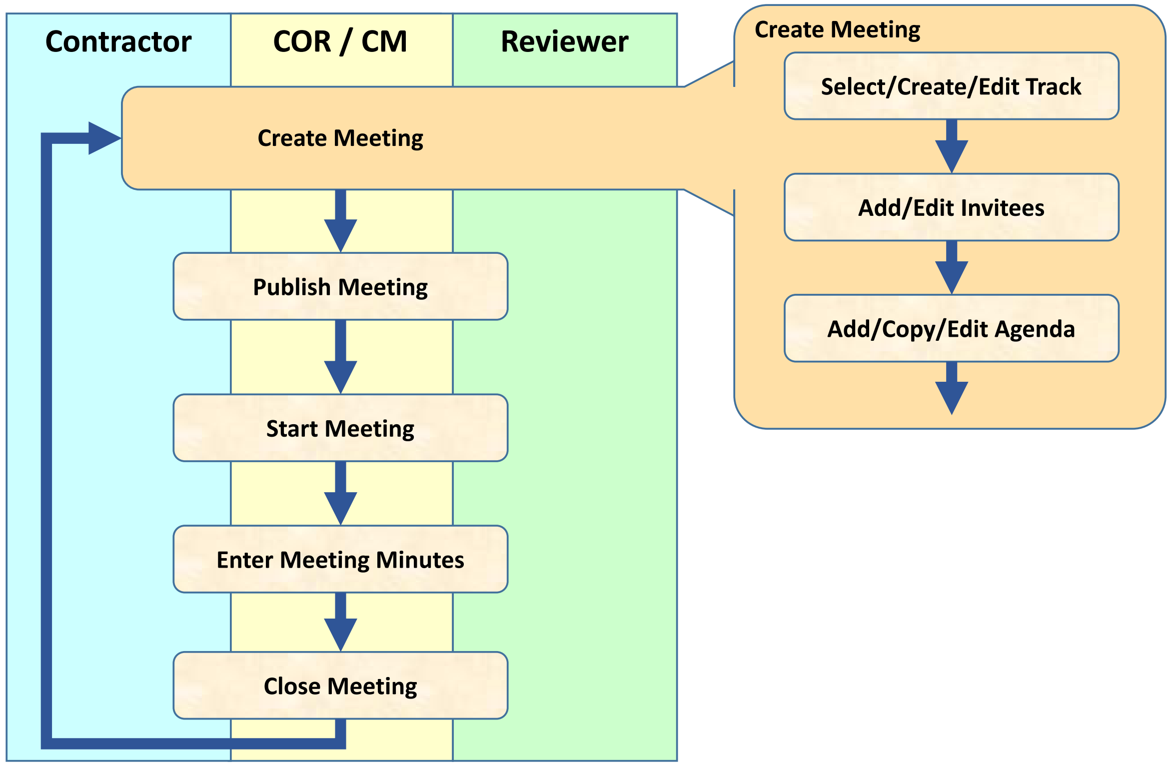
Introduction (All)

- The eCMS Meetings feature allows for tracking meeting information across the entire project life-cycle
- Can only be created 1 way, unlike many other eCMS Objects and Records
  - Through navigation pane (Communication Management → Meeting Minutes)
- Can be created by any role (COR, REV, KTR, etc.)
- Can be compartmentalized by a few different categories
  - Meeting Type / Category (called **Track** in eCMS)
  - Agenda
    - Topics
      - Items
- NAVFAC has predefined a set of global meeting tracks and topics that you can choose from when creating a meeting
- Can be recurring in any cadence

- Every project involves meetings: weekly subcontractor meetings, safety meetings, supporting command meetings. The eCMS Meetings feature serves as a way to keep track of meeting information by allowing users to track **Attendees**, **Agenda** (composed of Topics and Agenda Items), and **Meeting Minutes**, throughout the entire project life-cycle: from first meeting to final revision.
- Unlike many other objects in eCMS, Meetings can only be created from "one end." You must create the Meeting directly, from the lefthand navigation pane marked "**Meeting Minutes**".
- Meetings are a very powerful tool within eCMS because they can be created, managed, and maintained by project personnel filling just about any role. Think of Meetings as a way to keep track of meeting information within eCMS, keeping all of your relevant project data in one place.
- **NOTE: Meetings is not a replacement for Microsoft Teams/Zoom/In-Person meetings and does not provide video/audio call functionality. This module is specifically to be used as a location to create Meeting Minutes and keep records of meetings and correspondences all in one place with other project information.**
- **NOTE: Refer to contract documents; specifically contract specifications that have requirements for preparation and information to be included with each eCMS object, regardless of if there is a designated eCMS field or data input.**

TRAINEE NOTES

Meetings Workflow (All)

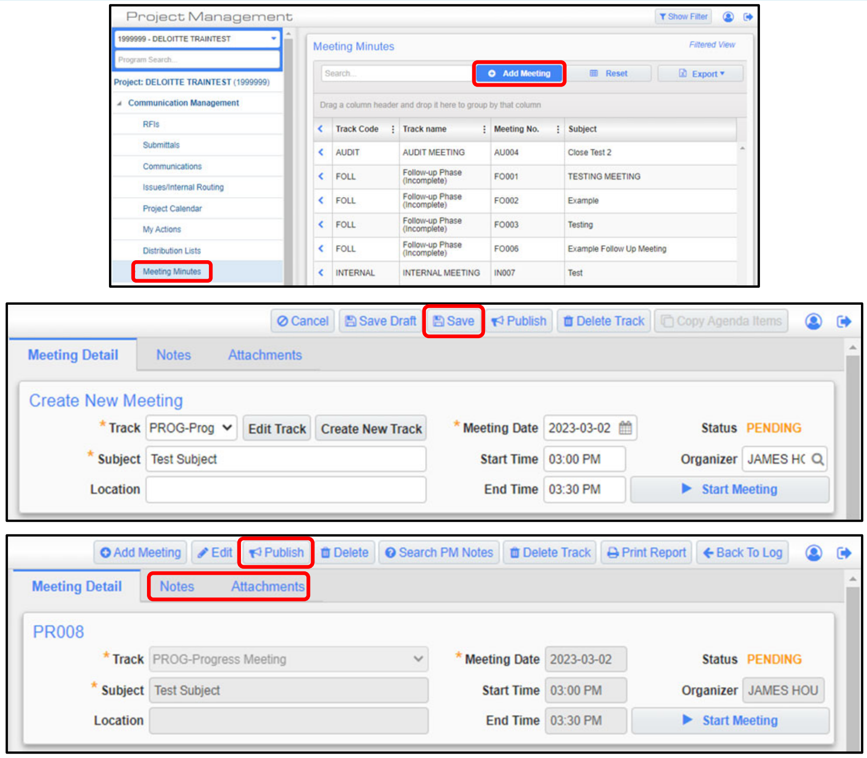


- The swim lane diagram presents a high-level representation of the process of creating a Meeting within eCMS.
- The key difference in the Meetings workflow as opposed to other eCMS workflows is that Meetings can be reoccurring (Daily, Weekly, Bi-Weekly, Semi-Monthly, Monthly, or Yearly).
- Because of this fact, after you close an eCMS Meeting, you can use that closed eCMS meeting to serve as the “jumping point” for creating the next meeting in the series (ie: if you create a weekly Meeting, once you close that meeting you have the option to create next week’s Meeting from that closed meeting), hence the looping nature of the workflow.
  - If you are creating a meeting from a previous meeting you have the option to “port over” the Invitees and Agenda Items, but more on that later.

TRAINEE NOTES

Creating a Meeting (All)

1. Navigate to Meeting Minutes
2. Click **Add Meeting**
3. Complete Meetings Form (Tracks, Invitees, Agenda)
4. Click **Save** to save without Publishing
5. Add Attachments or Notes
6. Click **Publish** to make Meeting available to recipient(s)

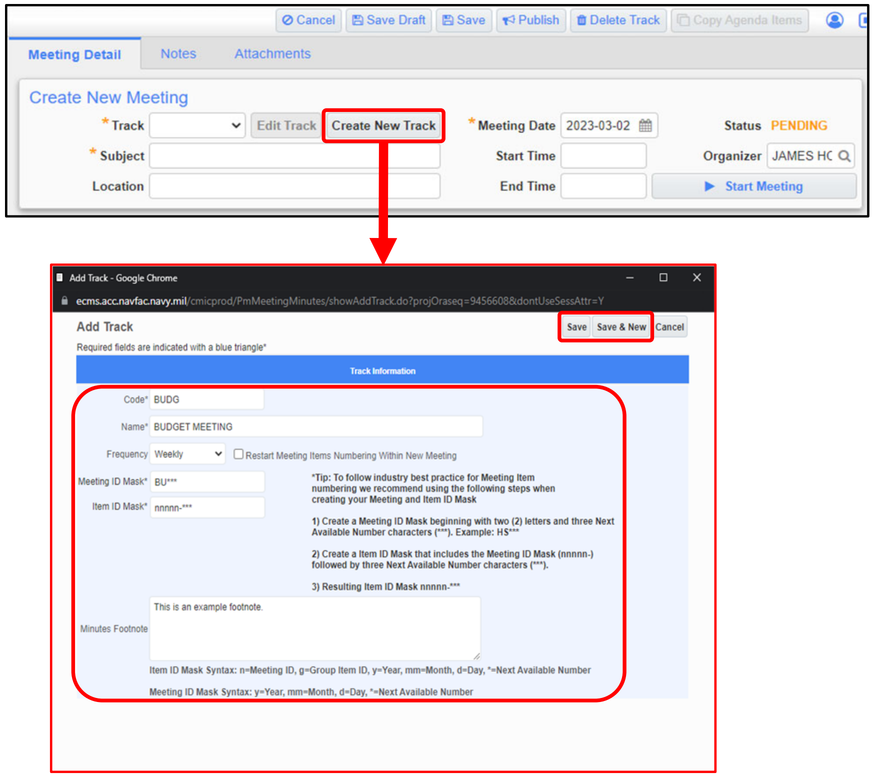


- Meetings are comprised of 3 main components (later on we will dive into each of these in detail):
  - Tracks
  - Invitees
  - Agenda
- Adding a new eCMS Meeting is very straightforward, simply fill out the required fields (listed above) and the **SAVE** the Meeting Record.
- The important thing to remember is that if you want to add Attachments or Notes to the Meeting, you must first SAVE the Meeting record. The completed (but not necessarily published) record must already exist <u>before</u> you can add an Attachment or a Note.
- As previously mentioned, you can create an eCMS Meeting 1 way only:
  - As shown on the slide, you can create the Meeting record directly.
- It's important to note the differences between **Saving** a Meeting record and **Publishing** a meeting record:
  - When you **Save** a Meeting record, it behaves like any other eCMS Object. You can come back to it, edit the fields, add Attachments or Notes to it, and in the case of Meetings specifically, you can edit/create new Tracks, add additional Invitees, and edit the Agenda.
  - When you **Publish** a Meeting record you grant all invited users access to the Meeting.
  - **NOTE**: When a Meeting has been **Saved** but not **Published** only the user who created the Meeting can see the Meeting record. You **must Publish** the meeting to grant invited users access to the Meeting.

TRAINEE NOTES

Creating New Meeting Tracks (All)

1. Navigate to Meeting Minutes
2. Click **Add Meeting**
3. Click **Create New Track**
4. Update Meeting Track details
5. Click **Save** or **Save & New**
6. Enter Meeting **Subject** and **Meeting Date**
7. (Optional) Enter **Location** and **Start/End Time**
8. Select **Save/Save Draft** or **Publish** Meeting

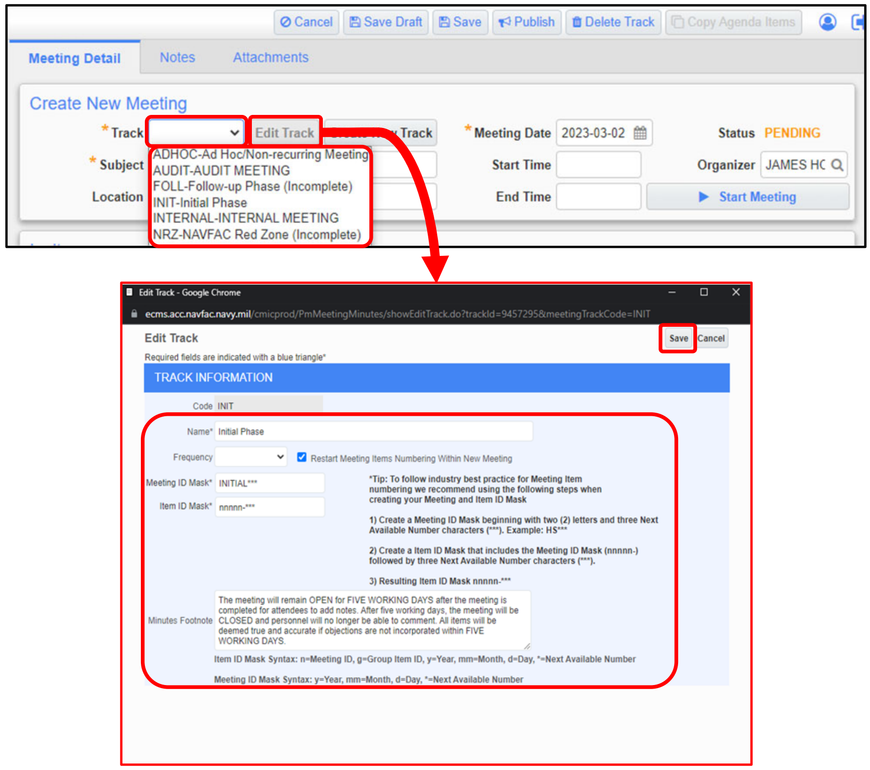


- When creating a Meeting, one of the required sections to complete is the Meeting Track section. A Meeting Track can be thought of as the cadence/details of that Meeting. This section encompasses what type of Meeting will take place, where it will take place, when it will take place, and how frequently it will take place.
- Filling out the Meeting Track section is a fairly straightforward process. You will have 2 options available:
  1. Choose an existing Meeting Track from the Topic dropdown and customize the track to your liking.
  2. Create an entirely new Meeting Track
- When you create a new Meeting Track, you must customize the specific details of that Track including the Name, Frequency, Meeting Mask, Item ID, and the Meeting Minutes Footnote.
- If you would like to create additional Meeting Tracks you may select **Save & New** and you will be met with a blank Add Track form to fill out.
- Once you have customized the Meeting Track to fit the needs of your project, continuing filling out the rest of the section:
  - Subject
  - Meeting Date (if you choose a recurring cadence this can be though of as the Meeting Start Date).
  - **BEST PRACTICE:** Fill out the Location, Start Time, and End Time. If Start/End Time are not populated it will preselect a time of 12:00am.
- Finally Save, Save Draft, or Publish the Meeting.

TRAINEE NOTES

Choosing/Editing Meeting Tracks from Existing Tracks (All)

1. Navigate to and open Meeting record
2. Click **Edit**
3. Select **Track** from the **Track** dropdown
4. Click **Edit Track**
5. Update Meeting Track details
6. Click **Save**
7. Enter Meeting **Subject** and **Meeting Date**
8. (Optional) Enter **Location** and **Start/End Time**
9. Select **Save/Save Draft** or **Publish** Meeting

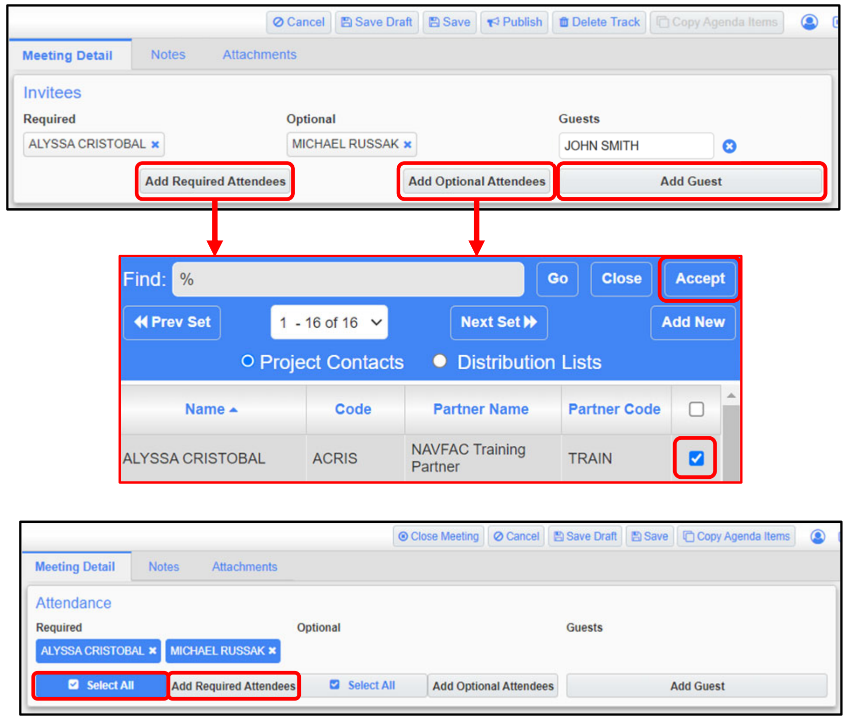


- When creating a Meeting, one of the required sections to complete is the Meeting Track section. A Meeting Track can be thought of as the cadence/details of that Meeting. This section encompasses what type of Meeting will take place, where it will take place, when it will take place, and how frequently it will take place.
- Filling out the Meeting Track section is a fairly straightforward process. You will have 2 options available:
  1. Choose an existing Meeting Track from the Topic dropdown and customize the track to your liking.
  2. Create an entirely new Meeting Track
- When you choose an existing Meeting Track, you may want to customize the specific details of that Track:
  1. Select **Edit Track**.
  2. Customize the Name, Frequency, Meeting Mask, Item ID, or the Meeting Minutes Footnote.
  3. Select **Save**.
  - When you edit one of the existing meeting tracks, you are making a “local copy” that is for your project only.
  - **NOTE:** You cannot edit the Meeting Track Code for an existing Track.
- Once you have customized the Meeting Track to fit the needs of your project, continuing filling out the rest of the section:
  - Subject
  - Meeting Date (if you choose a recurring cadence this can be though of as the Meeting Start Date).
  - Start/End Time: If no Start/End Time is provided, the default time will be 12:00am.
- Finally Save, Save Draft, or Publish the Meeting.

TRAINEE NOTES

Invitees and Attendees (All)

1. Navigate to and open Meeting record
2. Click **Edit**
3. Click **Add Required Attendees** or **Add Optional Attendees**
4. Locate the desired user and click the checkbox
5. Click **Accept**
6. (Optional) Add invitees external to eCMS by selecting **Add Guest** and entering their name
7. Select **Save/Save Draft** or **Publish** Meeting

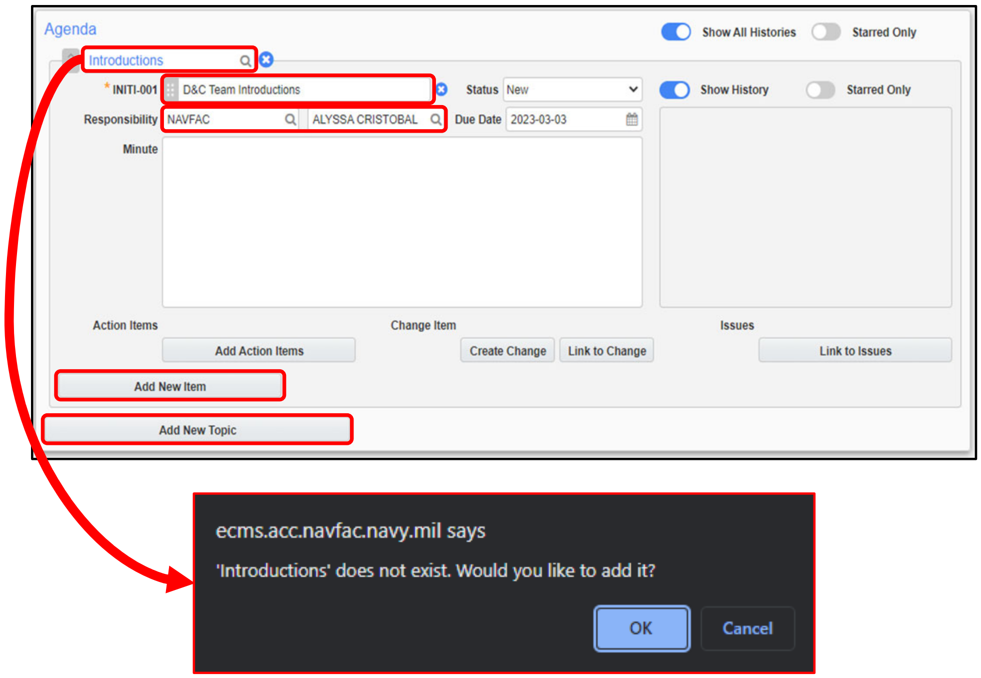


- The Invitees section can be used to invite those attending the meeting. Any contacts invited will have an email sent to them when the **Publish** button is pressed.
  - Click **Add Required Attendees** button to add contacts required to attend the meeting.
  - Click **Add Optional Attendees** button to invite contacts who are not required to attend.
  - **NOTE:** In order to invite users to a Meeting they must first be added to the project (see Module 01 for adding users to projects).
  - After choosing the desired invitees, you need to click a button (Accept) that is not located intuitively.
  - Enter a name in the Guest field and press this button to invite anyone external to NAVFAC eCMS.
- Once you have added all the desired guests to the Meeting, you can either Save, Save Draft, or Publish the meeting.
- **NOTE:** Once you **Publish** the Meeting, all invited users will have access to the Meeting except Guests who need to attend in person.
- **NOTE**: When a Meeting has been **Saved** but not **Published** only the user who created the Meeting can see the Meeting record. You **must Publish** the meeting to grant invited users access to the Meeting.
- **NOTE:** Once a Meeting has been **Started**, the Invitees section will turn into the Attendance section. You can take Attendance by selecting the names of the Invitees (detailed in slide: Starting a Meeting).

TRAINEE NOTES

Creating an Agenda for the Initial Meeting (All)

1. Navigate to and open Meeting record
2. Click **Edit**
3. Add Topic (choose from the picklist or create a new Topic)
4. Fill in relevant data for Agenda Item
5. (Optional) Add additional Topics and Agenda Items
6. Select **Save/Save Draft** or **Publish** Meeting

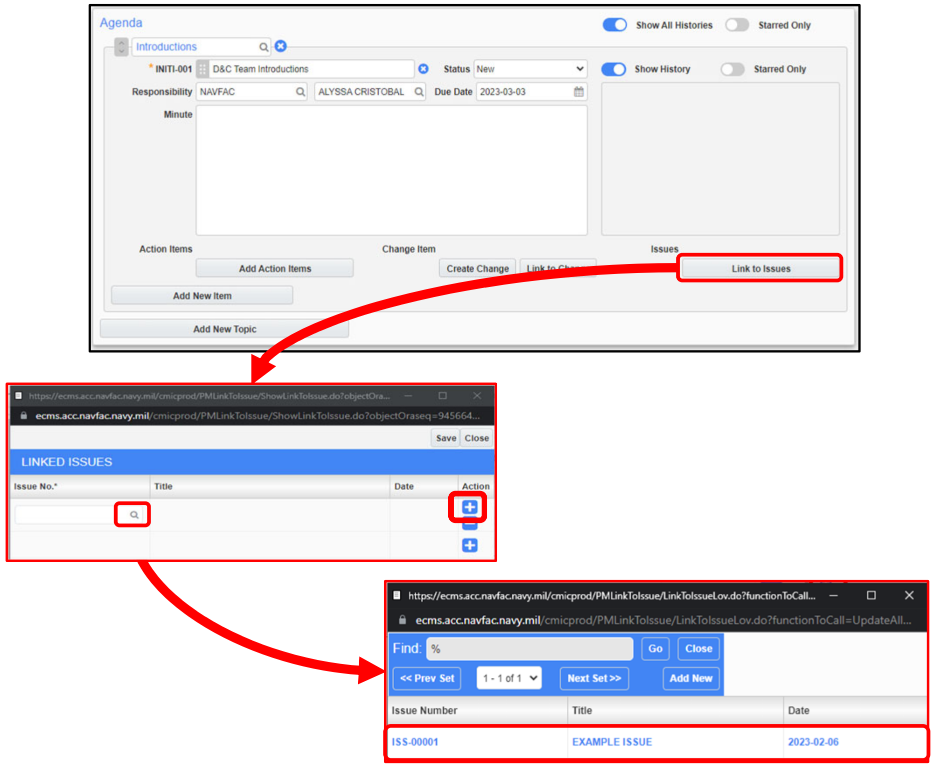


- The Agenda feature for an eCMS Meeting is a powerful tool that allows user to keep track of topics planned for the Meeting and record Meeting Minutes on those topics. Agendas are built in the following way:
  - Topic(s)
    - Agenda Item(s)
- As detailed above, every Agenda has Topics, and each Topic can have Agenda Items
- **NOTE:** You can remove the Agenda for the meeting entirely by selecting the icon next to the Topic
- Creating an Agenda is a fairly straightforward.
  - Agenda Topic:
    - You can select a value by selecting the magnifying glass in the Topic entry field. If there are no Agenda Topics available, you can input an Agenda Topic directly into the text box. When this happens, you will get a popup (shown in slide) asking if you would like to add this Agenda Topic. Select "OK" to add the Agenda Topic.
    - **NOTE:** Adding a custom Agenda Topic will add this Agenda Topic to the picklist for future usage, local only to your project.
    - **BEST PRACTICE:** Agenda Topics are not required fields, but they should be included in the Agenda.
  - Agenda Item:
    - The only required field is the Agenda Item title.
    - **NOTE:** You have the option to assign a user Responsibility and a Due Date for that Meeting Minute. Simply select the proper Company and User from the from the picklist (shown in slide).
- See next slide for Linking Agenda Topic Item to Issue

TRAINEE NOTES

Linking an Agenda Item to an Issue (All)

1. Navigate to and open Meeting record
2. Click **Edit**
3. Navigate to Agenda Item you wish to Link an Issue to
4. Click **Link to Issues**
5. Add new Issue, Browse to Issue and Select it
6. Select **Save/Save Draft** or **Publish** Meeting

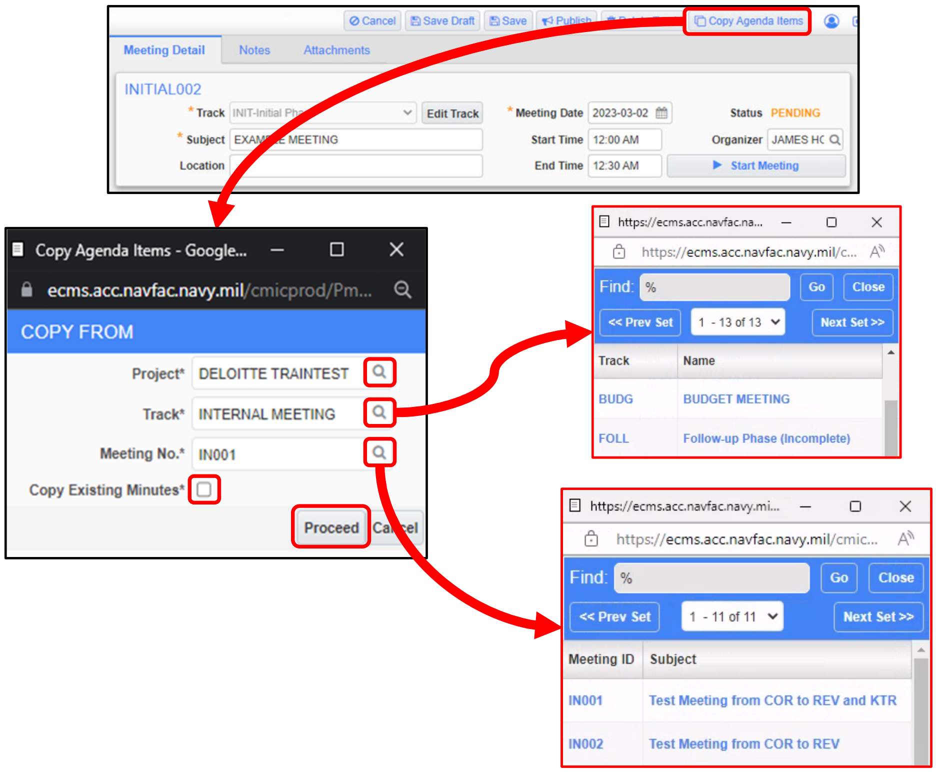


- When creating an Agenda Item, you may decide that the Agenda Item should be linked to an Issue. An Issue is either a point of concern (think "risk") or a point of opportunity.
- The importance of using Issues is to maintain a log of significant project events.
- For larger, longer projects this can be helpful when it comes time to evaluate contractor performance. Using CPARS issues can be used as evidence of project events that can be evaluated in C parse narrative.
- Linking to the Issue is as simple as "associating" the Agenda Item with an existing Issue by:
  - Clicking the Link to Issues button at the bottom right of the Agenda Item
  - Clicking Add New Issue.
  - Searching for the desired Issue.
  - Clicking the desired Issue.
  - Saving.
- **LESSON LEARNED**: The Issue must already exist in eCMS. But if it doesn't already exist, then you can create it directly from the Linked Issues Search Screen by clicking the **Add New** button (assuming, of course that your eCMS Role enables you to create Issues).

TRAINEE NOTES

Copying Agenda Items from another Meeting (All)

1. Navigate to and open Meeting record
2. Click **Edit**
3. Click **Copy Agenda Items**
4. Complete the Copy Agenda Items Form
5. Select Proceed

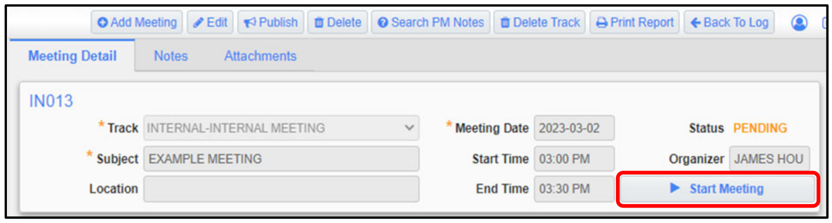


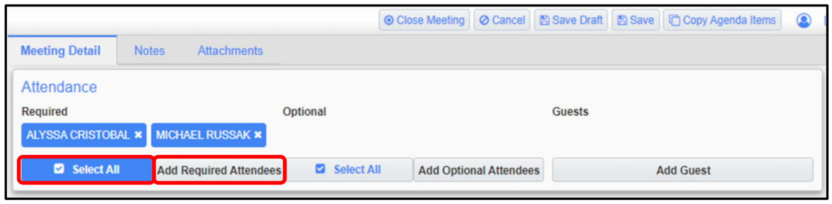
- Creating an Agenda for an eCMS Meeting can be a tedious and time-consuming task. You may find that the Agenda you created for a certain Meeting could be reused on other Meetings within the project, or even on other Meetings in a different project that you have access to. In this case, you can take advantage of the **Copy Agenda Items** feature. Copying Agenda Items is a very straightforward process:
  - Navigate to and open the Meeting containing the Agenda you wish to copy to.
  - Select **Edit**
  - Select **Copy Agenda Items**
  - In the dialogue window that appears:
    - Select the Project magnifying glass and find the project you wish to copy the Agenda from (search as follows: %ACQR%)
    - Select the Topic magnifying glass and find the Meeting Topic you wish to copy the Agenda from. In this case, Topic corresponds to the Meeting Name and Code from the Meeting Track.
    - Select the Meeting No. magnifying glass and find the specific Meeting you wish to copy the Agenda from.
    - In the event that you have existing Meeting Minutes you may select the **Copy Existing Minutes** checkbox to ensure of those Minutes is copied as well.
- **NOTE:** To Copy Agenda Items, the source Meeting record *must exist* meaning it must have been previously Saved, Saved as Draft, or Published.
- **NOTE:** To Copy Agenda Items, the destination Meeting record *must exist* meaning it must have been previously Saved, Saved as Draft, or Published. You cannot create a new Meeting directly from the **Copy Agenda Items** feature.

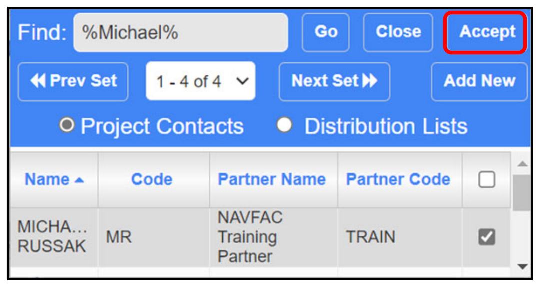
TRAINEE NOTES

Starting a Meeting (All)

1. Navigate to and open Meeting record
2. Click the **Start Meeting** button
3. Take attendance by selecting the names of Invitees
4. (Optional) Click **Add Required Attendees** button to add new attendees
5. (Optional) Click the **x** to remove attendee.





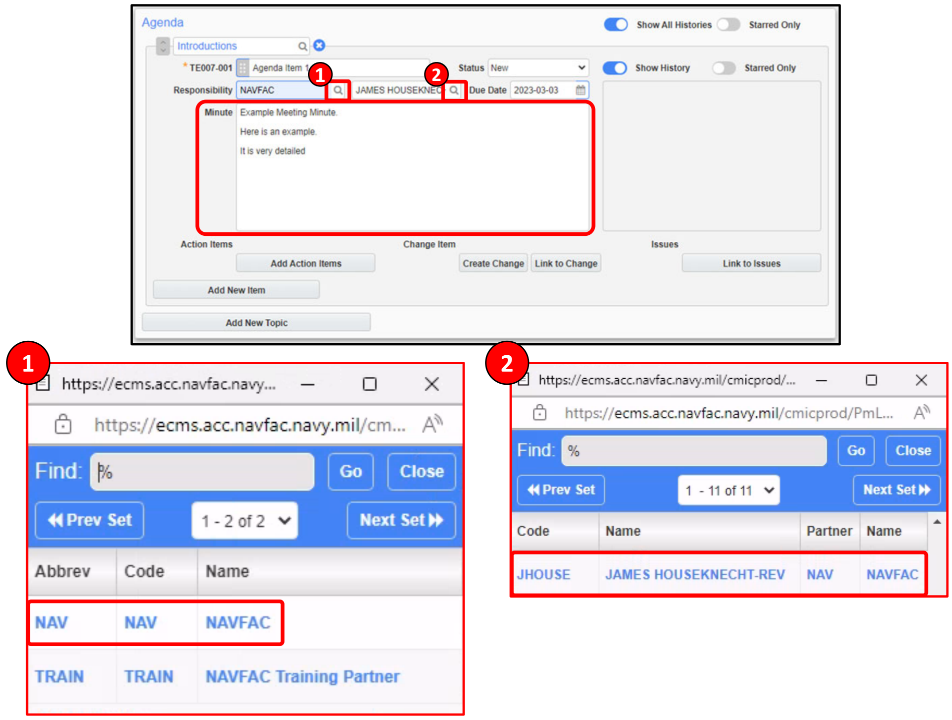


- Start a meeting by pressing the **Start Meeting** button. This only appears for meetings that have been **Saved** or **Published**
- Once a Meeting has been Started, the Invitees section will turn into the Attendance section.
- You can take attendance by:
  - Clicking on the names of users who attended.
  - **NOTE:** Utilize **Select All** if all users are in attendance.
- Attendees can be added while the meeting is taking place by pressing the **Add Required Attendees**, **Add Optional Attendees,** or **Add Guest** (see slide on Invitees).
- Similarly Attendees can be removed by pressing the **x** that appears next to their name.

TRAINEE NOTES

Entering Meeting Minutes (Filling out Agenda Items) (ALL)

1. Navigate to and open Meeting Record
2. Click the **Edit** button
3. Navigate to the **Agenda** section
4. Enter Meeting Minute for Agenda Item
5. Click into the **Minute** box and add notes
6. (Optional) Update Agenda Item Status
7. Select **Save/Save Draft** or **Publish** Meeting

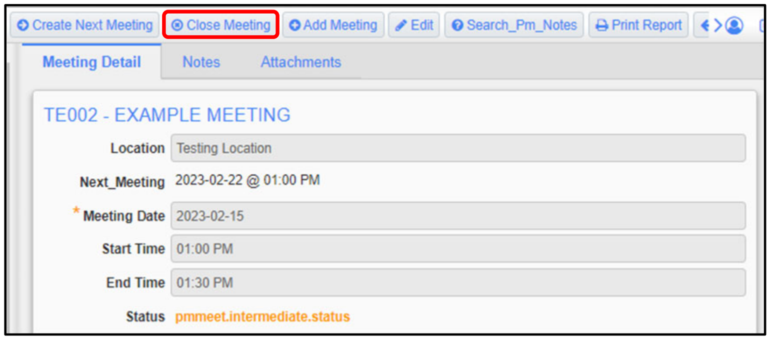


- A user may enter Meeting Minutes for Agenda Items in the Minutes field before or during a Meeting. Responsibility for specific items can be assigned to whole company codes or to individual users.
- Completing Meeting Minutes is a very straightforward process:
  - Navigate to and open the Meeting you wish to add Meeting Minutes to
  - Select **Edit**
  - Navigate to the **Agenda** section
    - If you wish to assign Responsibility to the Meeting Minute, you can do so by selecting the Company and user you wish to assign it to (see slide).
  - Enter in Meeting Minute
  - Save, Save Draft, or Publish
  - Make sure to click **Edit**
- Users can enter in Meeting Minutes at any point so long as the Meeting record already exists and is not CLOSED (it has been Saved, Saved as Draft, or Published). Once the Status of a Meeting record is set to CLOSED, a user can no longer enter in Meeting Minutes.

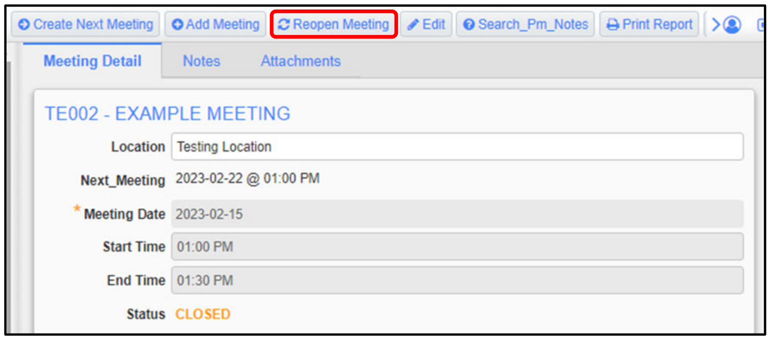
TRAINEE NOTES

Closing and Reopening a Meeting (All)

1. Navigate to and open Meeting Record
2. Click **Close Meeting**

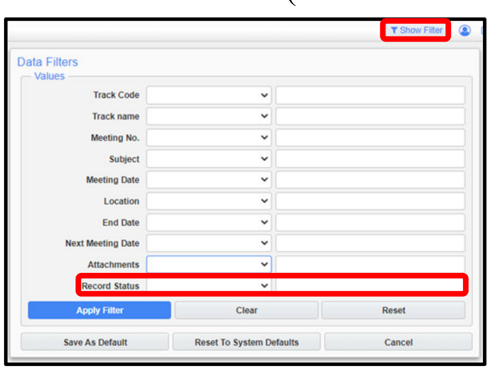


1. Navigate to and open the closed Meeting record
2. Click **Reopen Meeting**



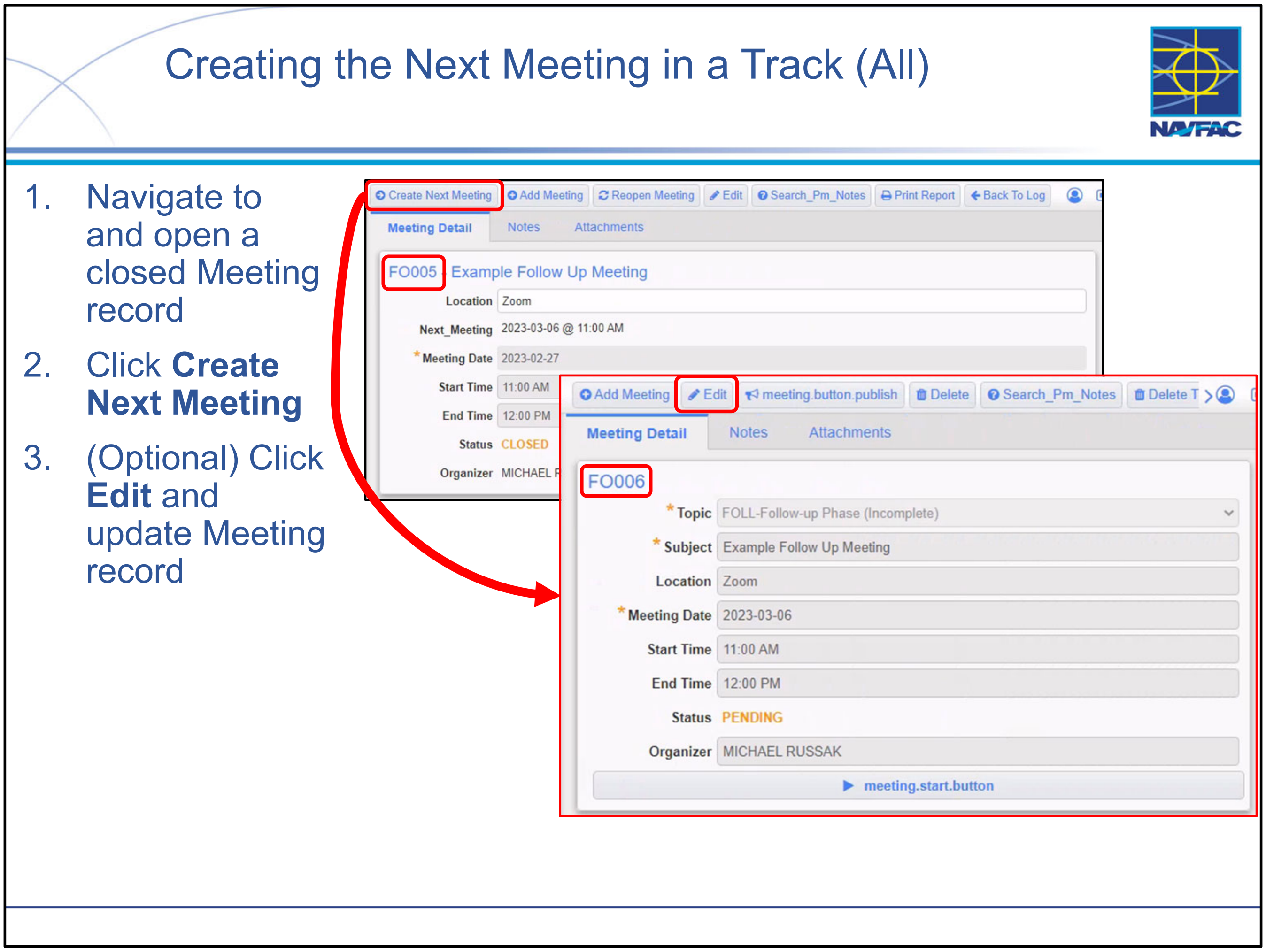
- When the Meeting is complete, it can be closed.
  - Immediately before you close the meeting, add a note to tell users that they should enter any comments regarding the meeting minutes in that note. This note must be added BEFORE the meeting is closed because you cannot add a new Note once the meeting has been closed.
  - Locate and open the Meeting you want to CLOSE.
  - Click **Close Meeting**.
  - When you do this, the Close Meeting button is changed to a Reopen Meeting button and the Status of the Meeting is changed to CLOSED. The Create Next Meeting button will also appear.

- Reopening a Meeting that has been closed is simple:
  - Locate and open the Meeting you want to REOPEN (ensure that the Meeting log is not filtering out Closed Meetings).

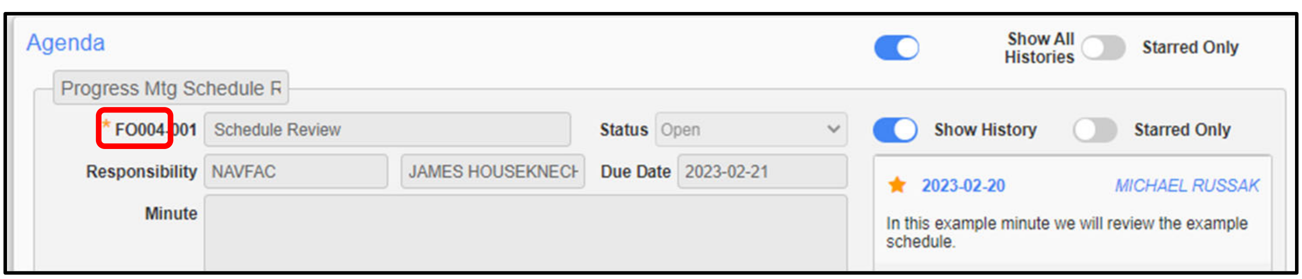


  - Click **Reopen Meeting**.
  - When you do this, the Reopen Meeting button is changed to a Close Meeting button and the status is changed to ACTIVE. The Create Next Meeting button will also disappear when these actions are taken.

TRAINEE NOTES



- After a Meeting has been Closed, you will now have the **Create Next Meeting** button and feature available for usage. Creating a new Meeting in a track is a fairly straightforward process:
  - Navigate to and open a closed Meeting record.
  - Click **Create New Meeting**, which will generate a new Meeting in accordance with the currently selected Track.
- All information for the new Meeting automatically populates from the previous Meeting and the Track information (Topic, Subject, Location, Meeting Date, Start/End Time, Invitees, and Agenda*).
- To change any of this information select **Edit** to edit the Meeting record.
- Agenda items which were not set to the status of 'CLOSED' will be copied over to the new Meeting record as Agenda Item history (see image below).

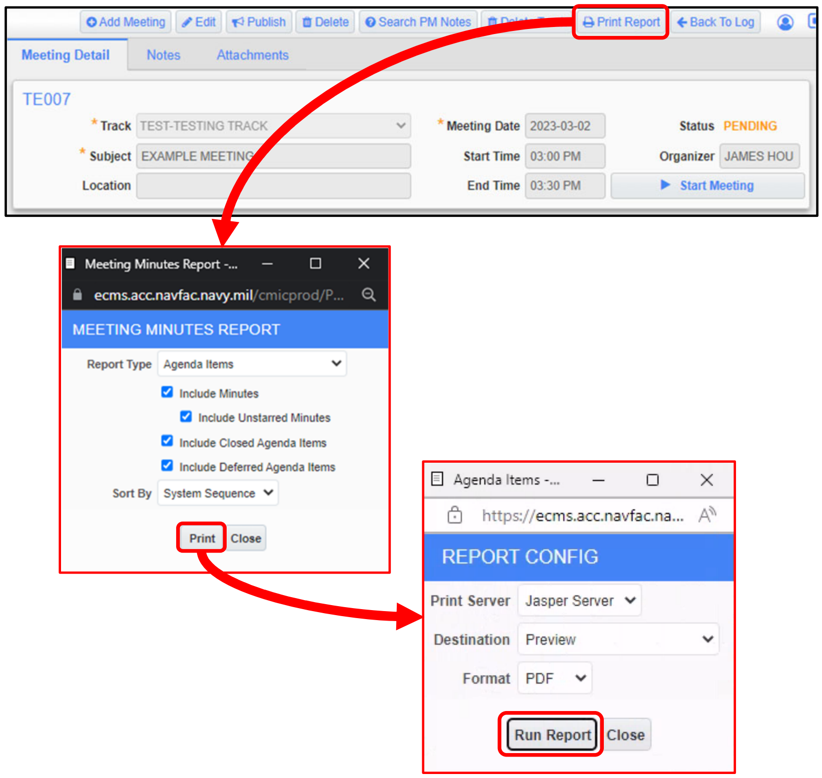


- For this new Meetings (and subsequent Meetings in the track), you can toggle visibility of Meeting Minute history for the entire Agenda or for particular items. You can also star important Meeting Minute history entries and toggle visibility of only those starred entries.

TRAINEE NOTES

Printing a Meeting Report (All)

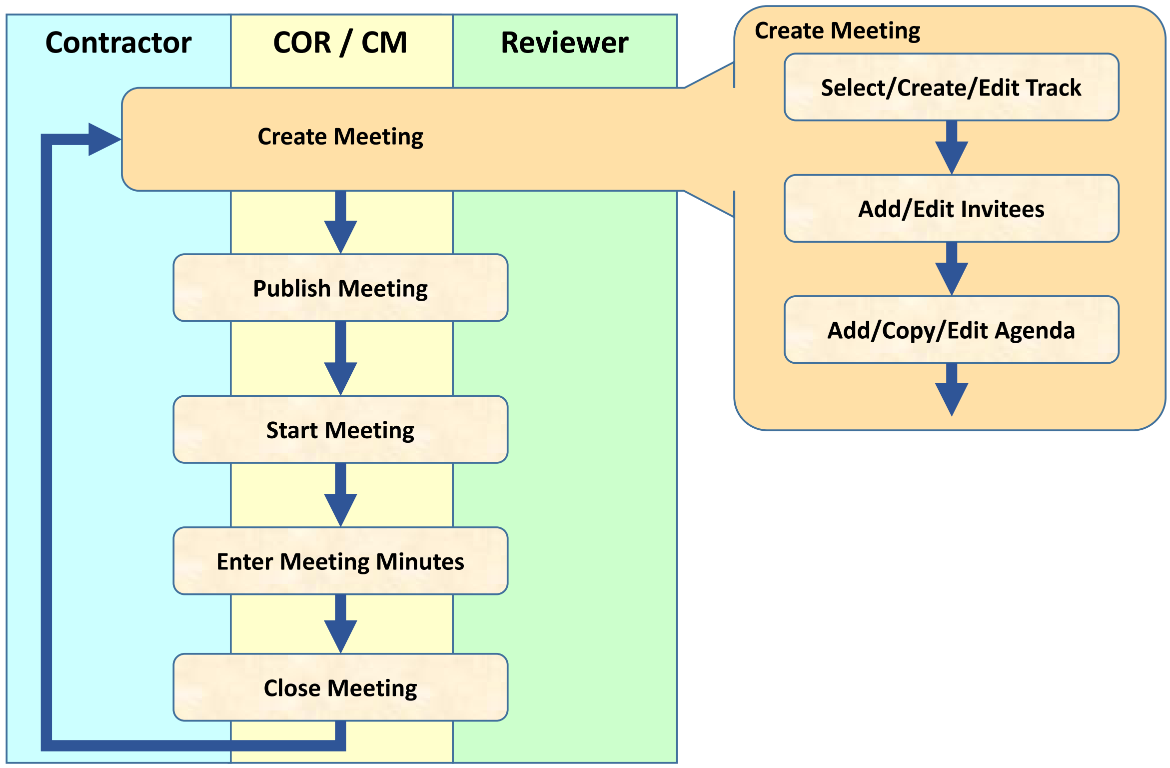
1. Navigate to and open Meeting record
2. Click **Print Report** button to launch the Meeting Minutes Report screen.
3. Complete Meeting Minutes Report details and select **Print** to launch the Report Config screen
4. Select **Run Report**



- Printing a Meeting is a very straightforward process (make sure the record is published before you print the Meeting report):
  - Navigate to and open the Meeting record you wish to print
  - Select **Print Report** which will launch the Meeting Minutes Report window
  - Complete details in the Report Config window:
    - Report Type – select the type of report to be printed from the drop-down menu
    - Show Minutes – Check this box to include any starred minutes on the report, select Show Unstarred Minutes to include all minutes on the report
    - Include Closed Agenda Items – Check this box to include all closed Agenda Items on the Report
    - Sort By – Select how to sort the Report. Reports can be sorted by system sequence, item number, status, responsibility, or due date.
  - Select **Print**
  - On the Report Config window, ensure it is configured as shown above, then select **Run Report**
    - This will launch a new browser window with a preview of your report in PDF format. From this preview you can Save or Print this PDF as you would normally Save or Print a PDF from within your browser.

TRAINEE NOTES

Meetings Workflow Recap



TRAINEE NOTES

Summary

- The eCMS Meetings feature allows for tracking meeting information across the entire project life-cycle.
- Can only be created 1 way, unlike many other eCMS Objects and Records
  - Through navigation pane (Communication Management → Meeting Minutes)
- Can be created by any role (COR, REV, KTR, etc.)
- Can be compartmentalized by a few different categories
  - Meeting Type (called **Track** in eCMS)
  - Agenda
    - Topics
      - Items
- Can be recurring in any cadence

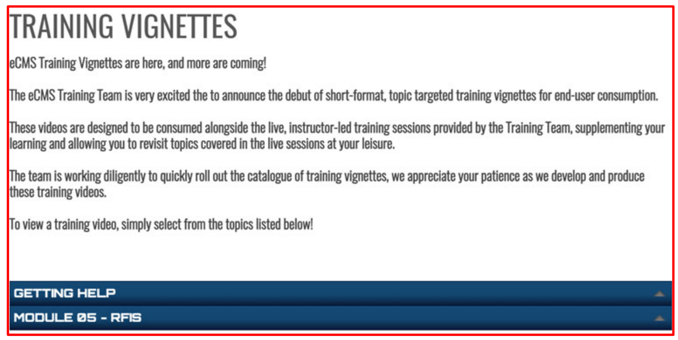
TRAINEE NOTES

Help Resources (All)

- NAVFAC resources:
  - NAVFAC eCMS Page
  - STS System:
    - Category → Application Support
    - Subcategory → eCMS - XX
  - Local Power Users
  - PDC Staff
- Externally accessible resources:
  - eCMS Public-Facing Site
  - Send email to nitcopswatch@us.navy.mil
  - Local Power Users
  - PDC Staff

Check out the new eCMS **Training Vignettes**!

Available on both the NAVFAC eCMS Page and eCMS Public-Facing Site



- Help resources are available for both NAVFAC users and External / Contractor users.
- Note that some help resources are accessible to Contractors (such as the Public-Facing Site) but ALL resources are accessible by NAVFAC personnel.
- Help resources are constantly being changed and updated – you should always “go to the source” and get the latest version of a help resource because the eCMS application and associated help tools could have changed since you last used them.
- **The eCMS Training Team is very excited the to announce the debut of short-format, topic targeted training vignettes for end-user consumption.** These videos are designed to be consumed alongside the live, instructor-led training sessions provided by the Training Team, supplementing your learning and allowing you to revisit topics covered in the live sessions at your leisure. The team is working diligently to quickly roll out the catalogue of training vignettes, we appreciate your patience as we develop and produce these training videos.

TRAINEE NOTES

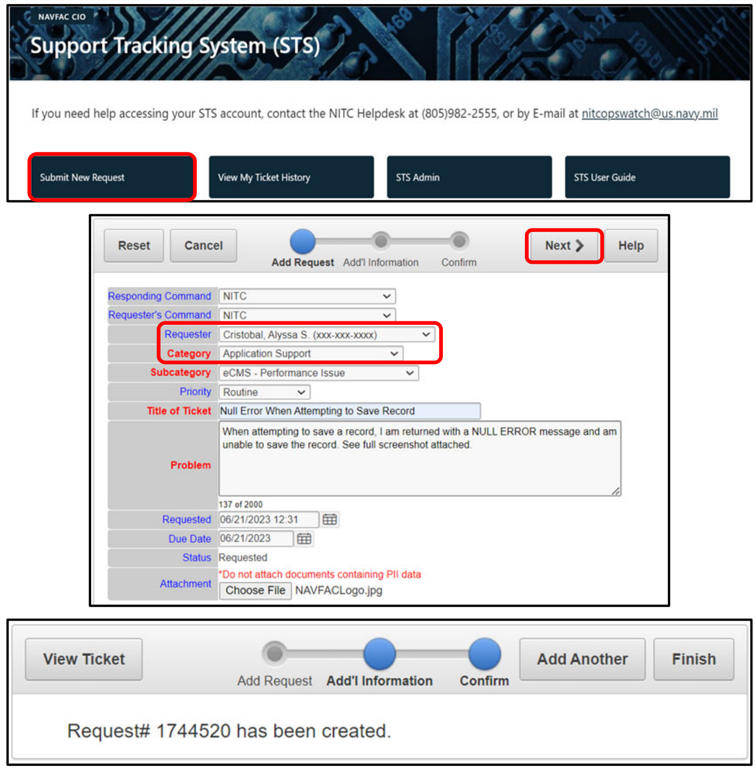
Requesting eCMS Help (All)

NAVFAC Users

1. Navigate to the eCMS SharePoint Online Page
2. Submit New Request
3. Fill in required information:
   a) Category = Application Support
   b) Subcategory = eCMS – XX
4. Attach supporting information: ie Full Screenshot
5. Select **Next** to submit ticket

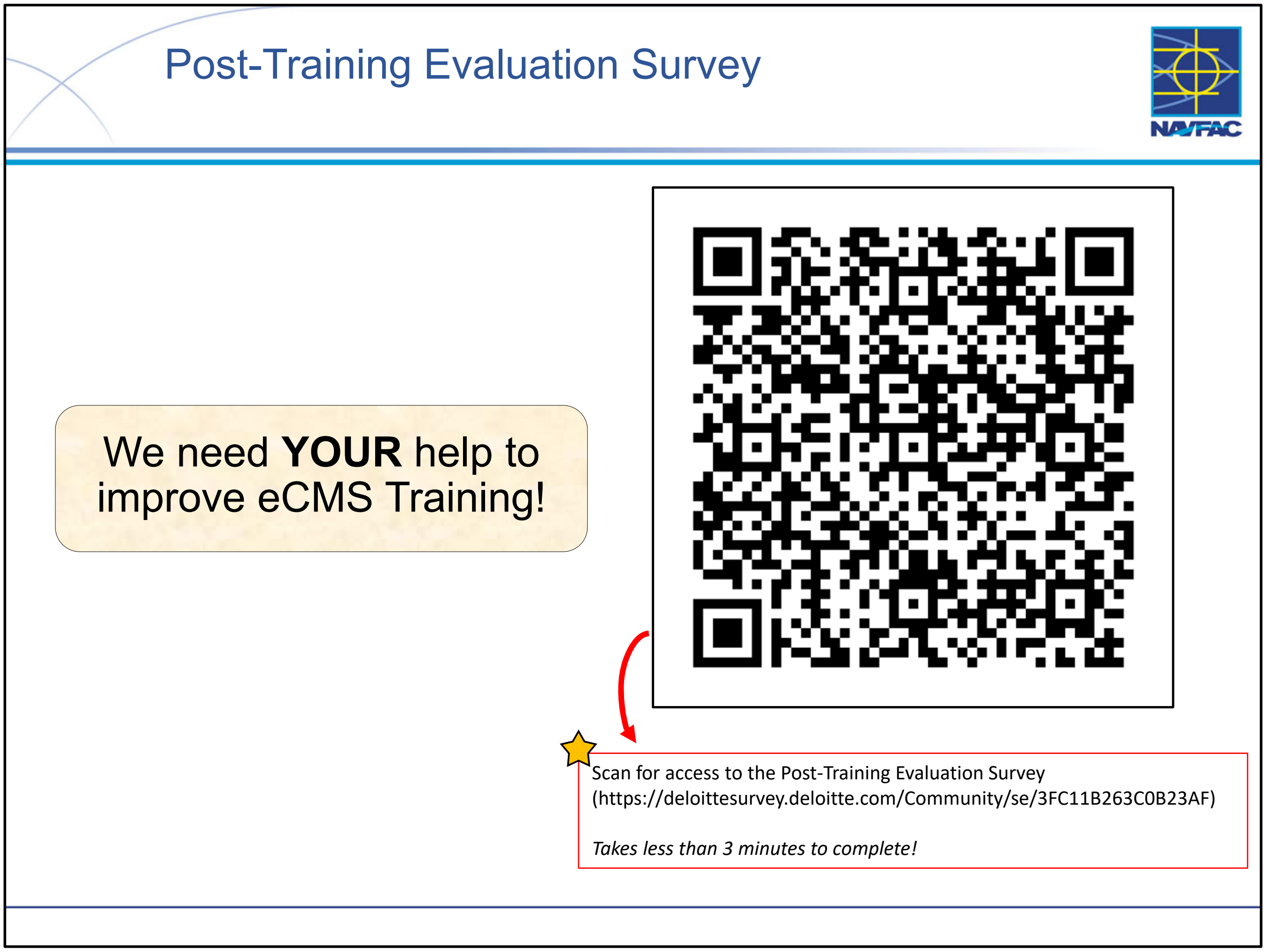
KTR Users

1. Send email to nitcopswatch@us.navy.mil
2. Attach supplemental information



- There are several reasons that you may need to request support concerning eCMS – You may need a new user or project created in the system, be experiencing technical issues/errors preventing your usage of the system, or may not be able to access the system entirely.
- The primary medium for requesting support is through NAVFAC's Support Tracking System (STS).
- If you do not have access to the STS Portal (if you are a KTR User), you can instead send an email directly to nitcopswatch@us.navy.mil.
- When submitting a help request through STS, either directly, or through NITC Ops Watch, there are certain pieces of information or attachments you must provide in order to effectively receive the help you require.
  - A detailed breakdown of what to include with your help request (via STS Ticket or email) can be found in the **eCMS Get-Help Guide.**
  - If you are experiencing technical issues/errors, attach a full-screen screenshot of your browser. Include your full name, User ID, Email address (associated with eCMS account) along with a detailed explanation of the issue you are experiencing.
  - If you are requesting a new project or user creation, make sure you are attaching the associated forms (these forms are found on the eCMS SharePoint Online Site and more information about them can be found in eCMS Training Module 1: Basics).
- **NOTE: NITC will REJECT submissions containing insufficient information.**

TRAINEE NOTES



- **This survey will take you less than 3 minutes to complete!**
- We want to hear from you!
- Taking a few minutes to complete our post-training evaluation survey is a powerful way to shape the future of our eCMS training curriculum.
- These insights help us understand what worked well, what didn't, and how we can improve to meet your specific needs.
- Your voice directly influences the design and content of our future training sessions, ensuring that we're delivering the most effective and relevant learning experiences. Your input is invaluable in making our training the best it can be.
- Thank you for being an essential part of this improvement journey!

- The post-training evaluation survey can be found by scanning the QR code on the slide, or following the link shown: (https://deloittesurvey.deloitte.com/Community/se/3FC11B263C0B23AF).

TRAINEE NOTES

Questions

What Questions do YOU Have?

TRAINEE NOTES

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