



## SRM 7.2 General Support Guide

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### Key Support Contacts

#### Password reset assistance or technical questions:

- SCEIS Help Desk (803) 896-0001 (select option 1 for SCEIS help) or [sceishelpdesk@sceis.sc.gov](mailto:sceishelpdesk@sceis.sc.gov)
- Prior to contacting the Help Desk, obtain the User ID for the user who needs assistance.

#### Other SRM 7.2 training related questions (Blackboard, Materials and Handouts):

- SCEIS Training [training.sceis@sceis.sc.gov](mailto:training.sceis@sceis.sc.gov)
- Tracy Powers 803-832-8142 or 803 206-2367; [tracy.powers@sceis.sc.gov](mailto:tracy.powers@sceis.sc.gov)

### Essential items needed prior to training:

- Access to the Training site: <https://sapsrmqas.sc.gov/irj/portal>
- All users will need to take their account assignments to class
- Users enrolled in the Purchasing Process class and not enrolled in the Shopping Cart class will need a shopping cart to complete the Purchasing Process class. Instructors may create those shopping carts and redistribute them before class or they may have each user create a shopping cart at the beginning of class.
- Create a folder on each desktop to be used in training. In the folder store various document types (e.g., Word, PDF, Excel) to use when exercises require users to 'add attachments'. The SCEIS team also has provided the 'QUOTES' folder documents that were used during training. Those documents can be found on the SRM 7.2 Course Materials web page for PR215 SCEIS Purchasing Process (<http://www.sceis.sc.gov/page.aspx?id=277>)
- When creating a shopping cart all users should enter a low dollar amount to allow the approval process to perform more efficiently during training.

### Computer Settings

- Internet Explorer (version 8 or 9) is the supported browser.
- Popup blocker should be set to off.
- Compatibility view should be on.

### Key Resolution Tips

#### If a user receives the following message "Unauthorized iView message – Contact your system administrator"

- Log off
- Go to Internet Options and delete cookies
- Log back on using a new browser



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### **If a user receives the following message “System is being used by another user – locked”**

- To many sessions open or they did not log off properly.
- Close all open sessions
- If this does not resolve the situation, contact the SCEIS Help Desk. Prior to contacting the SCEIS Help Desk, obtain the User ID for the impacted user

### **If a user cannot find their Shopping Cart in Perform Sourcing**

- Check the Purchasing Group on the Shopping Cart as it may have done to the wrong Purchasing Group. Select the correct Purchasing Group and continue.
- If this does not resolve the situation, contact the SCEIS Help Desk. Prior to contacting the SCEIS Help Desk, obtain the User ID for the impacted user.