

From: EISD [eisd@epa.gov]
Sent: 2/4/2025 7:55:43 PM
To: Killian, Cole [Killian.Cole@epa.gov]; Sileo, Michael [sileo.michael@epa.gov]; Wilson, Kevin [Wilson.Kevin@epa.gov]
Subject: Your incident INC1581747 has been resolved

now

Hello Cole,

Your ticket INC1581747 has been resolved!

Support requested for: New user

Resolved by: Ketu Patel

Resolution notes: Welcome to the Comply App. Comply serves as the Agency's central repository for all EPA grantee compliance-related activities. This includes pre-award certifications, administrative and programmatic advanced monitoring reviews, indirect cost rate agreements, audits, and enforcement actions. Comply enables the grants community to effectively manage grant funds and facilitate the collaboration between grants and program offices and OGD's Compliance Team.

The link to the Comply App is:

<https://usepa.sharepoint.com/sites/OARM/comply/comply-sp/>

Our SharePoint reference site contains all kinds of training materials for the Comply App, including a recorded webinar, job aids, and reference guides. The link to the site is:

https://usepa.sharepoint.com/sites/oarm_Work/comply_app_reference/SitePages/Home.aspx

For technical support on the Comply App visit ServiceNow to create a new Incident: Submit new request (https://usepa.servicenowservices.com/epa?id=sc_cat_item&sys_id=0a5209541b8fed509f33ed3be54bcba9)

After you access the ServiceNow portal,

- Fill out the required fields, marked with a red
- Choose Your Issue Type – Select COMPLY.
- Issue Subtype – Select the issue that best applies.
- Description – Provide a brief subject for your ticket and identify any document numbers, if any.
- Additional Information – Enter more details on your issue including what error messages you are encountering, what you are working on when encountering the issue, and any history that you believe may be relevant.
- Preferred Contact Method – Select the best method to contact you.

- Use the Add Attachments icon at the bottom of the page to upload any Attachments, such as screen shots or error messages.
- Click the blue Submit button and an Incident ticket will be created.

You will then begin to receive emails for ServiceNow from an EISD email box. Please note, the system is NOT set up to directly receive emails to initiate tickets.

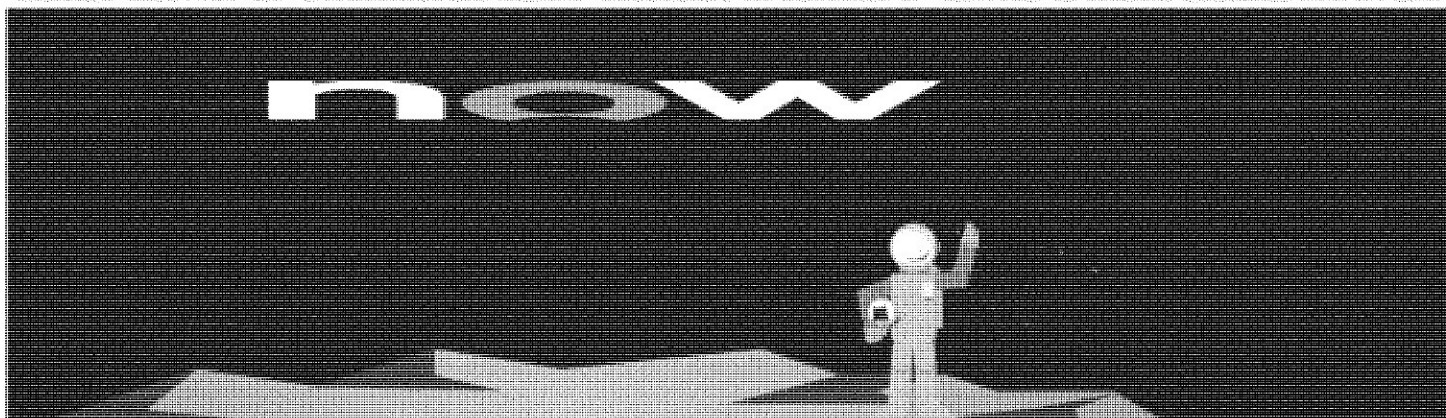
For more grant management policy information check out our OGD NPTCD landing page:

https://intranet.epa.gov/ogd/policy_training_compliance.htm

Feel like this was a mistake? Reopen the ticket by clicking the **blue** button.

Take a minute and give us feedback. We'd love to hear it.

Visit the [EISD Customer Portal](#) for additional services, or call the Enterprise Help Desk at 1-866-411-4372 for assistance



Ref:MSG24322999_1iysY9lnNe0dign0pdv