

CFATS Help Desk Form



Homeland
Security



1. Privacy Act Statement

Authority: 5 U.S. C. § 301 and 44 U.S.C. § 3101 authorize the collection of this information.

Purpose: DHS will use this information to confirm your user role and respond to your questions.

Routine Use: This information may be disclosed as generally permitted under 5 U.S.C. §552a(b) of the Privacy Act of 1974, as amended. This includes using the information, as necessary and authorized by the routine uses published in DHS/ALL-002 - Department of Homeland Security (DHS) Mailing and Other Lists System of Records (November 25, 2008, 73 FR 71659).

Disclosure: Furnishing this information is voluntary; however failure to provide any of the information requested may prevent the Chemical Facility Anti-Terrorism Standards (CFATS) Help Desk from providing assistance or answering your questions.

2. Paperwork Reduction Act Statement

In accordance with the Paperwork Reduction Act, no one is required to respond to a collection of information unless it displays a valid Office of Management and Budget (OMB) Control Number. The valid OMB Control Number for this information collection is 1670-0007. The time required to complete this information collection is estimated to average .17 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Not Ready for Calls

Line 1 Open



Search: Search All, Go!, Limit to items I own, Advanced Search...

Create New...

- Recent Items: test, S20070510-1420, test, test, Eric Yost, Dan Schmidt, Hutchinson Technology Inc.

Recycle Bin

Account Edit New Account Help for this Page

Account Edit Save Save & New Cancel

Account Information = Required Information

Account Information fields: Account Owner (Beth Perry), Account Name, Parent Account, Registration Number, Phone, Fax, Website

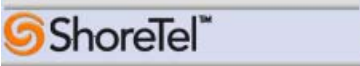
Additional Information

Additional Information fields: Type, Industry, Description, Billing Street, Billing City, Billing State/Province, Billing Zip/Postal Code, Billing Country, Employees, Annual Revenue, Shipping Street, Shipping City, Shipping State/Province, Shipping Zip/Postal Code, Shipping Country

Save Save & New Cancel

Not Ready for Calls

Line 1 Open



Search

Search All

Go!

Limit to items I own

Advanced Search...

Create New...

- Recent Items
- test
 - test
 - Eric Yost
 - Dan Schmidt
 - Hutchinson Technology Inc.

Recycle Bin

Contact test Printable View | Customize Page | Help for this Page

Open Activities [0] | Activity History [0] | Opportunities [0] | Cases [0] | Notes & Attachments [0] | HTML Email Status [0]

Contact Detail Edit Delete Clone Request Update

Contact Owner	Beth Perry [Change]	Phone	
Name	test	Mobile	
Account	test	Email	
Title		Reports To	View Org Chart
contact counter	1		

Address Information

Mailing Address	Other Address
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Additional Information

Fax	Lead Source
Home Phone	Last Stay-in-Touch Request Date
Other Phone	Last Stay-in-Touch Save Date
Assistant	Birthdate
Asst. Phone	Department
Description	

System Information

Created By	Beth Perry, 5/10/2007 1:02 PM	Last Modified By	Beth Perry, 5/10/2007 1:02 PM
Custom Links	Google Search	Google Maps	Send Gmail
	Yahoo! Weather		

Edit Delete Clone Request Update

Open Activities New Task New Event Open Activities Help

No records to display

Activity History Log A Call Mail Merge Send An Email Request Update View All Activity History Help

No records to display

Opportunities New Opportunities Help

No records to display

Cases New Cases Help

No records to display

Notes & Attachments New Note Attach File View All Notes & Attachments Help

No records to display

Not Ready for Calls

Line 1 Open

Search

Search All

Go!

Limit to items I own

Advanced Search...

Create New...

Recent Items

- test
- test
- Eric Yost
- Dan Schmidt
- Hutchinson Technology Inc.

Recycle Bin

Case Edit New Case Help for this Page

Case Edit Save Save & Close Save & New Check Spelling Cancel

Case Information = Required Information

Case Owner: Beth Perry

Contact Name:

Account Name:

User Category: --None--

Additional Information

Status: Type:

Case Origin: Case Reason:

Priority: Case Counter:

Description Information

Subject:

Description:

Internal Comments:

System Information

Tier Level Closed:

Optional

Assign using active assignment rules

Send notification email to contact

Save Save & Close Save & New Check Spelling Cancel

Not Ready for Calls

Line 1 Open

ShoreTel™

Search

Search All

Go!

Limit to items I own

Advanced Search...

Create New...

Recent Items

- 820070510-1420
- test
- test
- Eric Yost
- Dan Schmidt
- Hutchinson Technology Inc.

Recycle Bin

Close Case Help for this Page

Case Edit Save Cancel

Case Information = Required Information

Status: Closed

Case Reason: FAQ Assist

Internal Comments: test

User Category: Preparer, Submitter, and Authorizer

Tier Level Closed: Tier I

Case Counter: 1

Solution Information

Submit to knowledge base:

Solution Title: test

Solution Details: test

Save Cancel



Search

Search All

Limit to items I own

Advanced Search...

Create New...

- Recent Items
- S20070510-1420
 - test
 - test
 - test
 - Eric Yost
 - Dan Schmidt
 - Hutchinson Technology Inc.



Case Detail [Edit](#) [Delete](#) [Close Case](#) [Clone](#)

Case Owner	Beth Perry (Change)	Contact Phone	
Case Number	S20070510-1420	Contact Email	
Contact Name	test		
Account Name	test		
User Category	Preparer, Submitter, and Authorizer		

Additional Information

Status	Closed	Type	Question
Case Origin	Phone	Case Reason	FAQ Assist
Priority	Medium	Case Counter	1
Subject	test		
Description	test		
Date/Time Opened	5/10/2007 1:05 PM	Date/Time Closed	5/10/2007 1:07 PM

System Information

Created By	Beth Perry , 5/10/2007 1:05 PM	Last Modified By	Beth Perry , 5/10/2007 1:07 PM
Tier Level Closed	Tier I		

[Edit](#) [Delete](#) [Close Case](#) [Clone](#)

Solutions [View Suggested Solutions](#) or [Find Solution](#) [Solutions Help](#) ?

Action	Solution Title	Solution Number	Status	Author Alias
Del	test	00000290	Draft	BPerr

Open Activities [New Task](#) [New Event](#) [Open Activities Help](#) ?

No records to display

Activity History [Log A Call](#) [Mail Merge](#) [Send An Email](#) [View All](#) [Activity History Help](#) ?

No records to display

Case Comments [New](#) [Case Comments Help](#) ?

Action	Public	Comment
Edit Del Make Public	<input type="checkbox"/>	Created By: Beth Perry (5/10/2007 1:07 PM) test
Edit Del Make Public	<input type="checkbox"/>	Created By: Beth Perry (5/10/2007 1:05 PM) test

Case History [Case History Help](#) ?

Date	User	Action
5/10/2007 1:07 PM	Beth Perry	Changed Status from Open to Closed .
		Closed.
5/10/2007 1:05 PM	Beth Perry	Created.