

From: Bowman, Randal
To: [Cash, Marcia](#)
Subject: Re: FISSA won't launch
Date: Friday, May 26, 2017 9:04:59 AM

Here is their help - suggest calling rather than emailing

- [Help Desk: doilearn@sumtotalsystems.com](mailto:doilearn@sumtotalsystems.com); (866) 466-1998.

On Fri, May 26, 2017 at 9:55 AM, Cash, Marcia <marcia_cash@fws.gov> wrote:

I'm thinking we should postpone.

Is there anyone besides Teri we can contact to get this problem fixed?

Marcia Cash

eERDMS - eRecords - BPHC Representative
eRulemaking / FDMS Administrator

U.S. Fish and Wildlife Service

Division of Policy, Performance, and Management Programs (PPM)
(Formerly Division of Policy and Directives Management - PDM)
5275 Leesburg Pike, MS: BPHC
Falls Church, VA 22041-3808

Telephone: **703-358-2013**

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On Fri, May 26, 2017 at 9:52 AM, Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

Do we need to postpone the training for him to deal with this? If not, I haven't received any log-in or whatever information for the training. If so, I am available today except between noon and 2:30.

On Fri, May 26, 2017 at 9:13 AM, Cash, Marcia <marcia_cash@fws.gov> wrote:

Shulman has been trying to access, but says the program won't launch.

Do you know who we should call to troubleshoot?

Marcia Cash

eERDMS - eRecords - BPHC Representative
eRulemaking / FDMS Administrator

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