

From: Bowman, Randal
To: [Cash, Marcia](#)
Cc: [Stevenson, Jennifer](#)
Subject: Re: Glitches with Regs.gov
Date: Tuesday, May 16, 2017 12:19:43 PM

thank you - will pass on to OCL

On Tue, May 16, 2017 at 1:18 PM, Cash, Marcia <marcia_cash@fws.gov> wrote:

Just spoke with the FDMS Helpdesk. No glitches. They said they've gotten calls recently from people who couldn't get in [regs.gov](#). They were able to help them out - usually the commenter has browser problems that prevented access.

The best way to handle calls from anyone unable to post comments is to advise them to contact the Helpdesk directly. That way, their technical folks can help them immediately.

[regulations.gov](#) Helpdesk:

Call M-F, 9 am - 5 pm ET
1-877-378-5457 (toll free)
703-454-9859

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 Tue, May 16, 2017 at 1:06 PM, Stevenson, Jennifer <jennifer_stevenson@ios.doi.gov> wrote:

I thought something was wrong. I posted comments this morning, expecting them to be cleared by the time I went back in. They were still in pending post. The docket looks different also. Thanks Marcia for calling the Help Desk.

Jennifer

Jennifer Stevenson

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On Tue, May 16, 2017 at 1:02 PM, Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

Great, and thanks. Also looks as though the contracting problem will resolve itself.

On Tue, May 16, 2017 at 1:01 PM, Cash, Marcia <marcia_cash@fws.gov> wrote:
Glitches are normal. Usually resolved quickly.

I usually call the Helpdesk as soon as we get word of something. I'm contacting them now about the Docket layout. I'll ask about comments while I have them on the phone.

Will let you know what I find out.

Marcia Cash
eERDMS - eRecords - BPHC Representative
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On Tue, May 16, 2017 at 12:59 PM, Bowman, Randal
<randal_bowman@ios.doi.gov> wrote:

Congressional Affairs reported getting some calls about constituents being unable to post comments on [regs.gov](https://www.regulations.gov). They didn't know if the people were unable access the site at all, or just unable to post comment.

I tried it a moment ago and had no problems getting to where I could have posted a comment.

Based on your prior experience, are there often glitches with this system, and if so, do they normally go away, or can there be a period of time when its unavailable? And if the latter, does someone at [reg.gov](https://www.regulations.gov) notify someone at DOI?