## 10. Users Support

## 10.1 User guide page

User manuals, FAQ (Frequently asked questions) and other useful materials and links to webpages are available at <u>https://www.itu.int/itu-r/go/space-submission</u> page. Users of the system are navigated to that page via the link available on Help->User Guide (Fig.42). The uploaded materials describe and correspond to the provided functionality of e-Submission of Satellite Network Filings Release 1.

|                                                 |                                                                          |                                                                              |                                                      |                                             |                                 |                             | ale sources |
|-------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------|---------------------------------|-----------------------------|-------------|
| A Home                                          | Submissions                                                              | As-Received                                                                  | Users                                                | Log                                         | Email template                  | Help                        |             |
| User Gui                                        | de                                                                       |                                                                              |                                                      |                                             |                                 |                             |             |
| Foruser                                         |                                                                          |                                                                              | i and other useful mater                             | ials for your help, pl                      | ease go to https://www.itu.int/ | itu-r/go/space-submissior   | ι.          |
| For user<br>Help Desk                           | guides, FAQ, the intr                                                    | oduction of this system                                                      |                                                      |                                             | -                               |                             |             |
| For user<br><u>Help Desk</u><br>Pleas           | guides, FAQ, the intr<br>e contact the helpdes                           | oduction of this system<br>sk (spacehelp@itu.int)                            |                                                      | 9 +41 22 730 6777, f                        | from 09:00 to 17:00 hours, G    |                             |             |
| Foruser<br><u>Help Desk</u><br>Pleas<br>difficu | guides, FAQ, the intr<br>e contact the helpdes<br>Ities using the syster | oduction of this system<br>sk (spacehelp@itu.int) :<br>n. BR also welcomes a | or the hotline (telephone<br>any suggestions for imp | +41 22 730 6777, f<br>rovernents to the sys | from 09:00 to 17:00 hours, G    | eneva time) if you have que |             |

Fig. 42 User Guide page.

| Committed to connecting the world                                                                                                                                                                                                                                     | #ICT4SDG                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ITU     General Secretariat     Radiocommunication     Standardization     Development     ITU Tele       About     Events     Databases & e-Services     Publications     Space     Terrestrial     Study Groups                                                     | ecom Members' Zone Join ITU<br>Regional Presence Join ITU-R                                                                                                                                            |
| e-Submission of Satellite Network Filings - ITU                                                                                                                                                                                                                       |                                                                                                                                                                                                        |
| YOU ARE HERE HOME > ITU-R > SPACE SERVICES > E-SUBMISSION                                                                                                                                                                                                             | SHARE 🚯 😒 🔞 😋                                                                                                                                                                                          |
| e-Submissionof Satellite Network Filings<br>(Now Opened!)                                                                                                                                                                                                             |                                                                                                                                                                                                        |
| Access to e-Submission of Satellite Network Filings:                                                                                                                                                                                                                  |                                                                                                                                                                                                        |
| https://www.itu.int/ITU-R/space/e-submission                                                                                                                                                                                                                          | What's New / NEWS                                                                                                                                                                                      |
| What is e-Submission of Satellite Network Filings?<br>The e-Submission of Satellite Network Filings is a secure paperless electronic approach for<br>Administrations and Operators to submit all satellite network filings and comments with any<br>attachment files. | Implementation of Resolution<br>908 (Rev. WRC-15) (CR/434) was<br>published!(01.08.2018) Rule of Procedure was revised and<br>submissions via e-Submission becomed<br>mandatoryl (CR/433) (01.08.2018) |
| This system has been developed under Resolution 908 (Rev.WRC-15): Electronic submission and<br>publication of satellite network filings.                                                                                                                              | Production site opened! (01.08.2018)                                                                                                                                                                   |
| Upload & Reject by BR or<br>withdrawal by<br>Administration                                                                                                                                                                                                           | User Guides Helpdesk FAQ                                                                                                                                                                               |

Fig. 43 e-Submission portal and help information page.

## 10.2 Helpdesk and Hotline

The helpdesk and the hotline for the system are provided for users.

Please contact the helpdesk (<u>spacehelp@itu.int</u>) or the hotline (telephone +41 22 730 6777, between **9 am** and **5 pm CET**, Geneva time) if there are of questions or difficulties using the system. The Bureau also welcomes any suggestions for improvements of the system.

When sending e-mail, please include the name the organization, the email address and detailed information about the faced difficulties.

Please refer to FAQ and User Manuals before sending questions to the helpdesk.



If a defect is encountered in e-Submission of Satellite Network Filings, please send an e-mail to the support team at ITU with the information listed below. Make sure to include a very brief summary of the problem in the e-mail Subject line. Whenever possible, attach screen shots illustrating the case.

| Your name:         |
|--------------------|
| Your e-mail:       |
| Your phone:        |
| Defect description |
| Summary:           |
| Steps to reproduce |
| 1.                 |
| 2.                 |
| 3.                 |
| Expected results:  |
|                    |
| Actual results:    |
|                    |
|                    |

**Browser in use:** (Microsoft Edge, Internet Explorer, Google Chrome, Mozilla Firefox, etc.)