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.

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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 Help Desk	guides, FAQ, the intr	oduction of this system			-		
For user <u>Help Desk</u> Pleas	guides, FAQ, the intr e contact the helpdes	oduction of this system sk (spacehelp@itu.int)		9 +41 22 730 6777, f	from 09:00 to 17:00 hours, G		
Foruser <u>Help Desk</u> Pleas difficu	guides, FAQ, the intr e contact the helpdes Ities using the syster	oduction of this system sk (spacehelp@itu.int) : n. BR also welcomes a	or the hotline (telephone any suggestions for imp	+41 22 730 6777, f rovernents to the sys	from 09:00 to 17:00 hours, G	eneva time) if you have que	

Fig. 42 User Guide page.

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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? The e-Submission of Satellite Network Filings is a secure paperless electronic approach for Administrations and Operators to submit all satellite network filings and comments with any attachment files.	Implementation of Resolution 908 (Rev. WRC-15) (CR/434) was published!(01.08.2018) Rule of Procedure was revised and submissions via e-Submission becomed mandatoryl (CR/433) (01.08.2018)
This system has been developed under Resolution 908 (Rev.WRC-15): Electronic submission and publication of satellite network filings.	Production site opened! (01.08.2018)
Upload & Reject by BR or withdrawal by 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.)