

JOB AID: ePortal
FOR: All Roles
SUBJECT: ePortal Navigation

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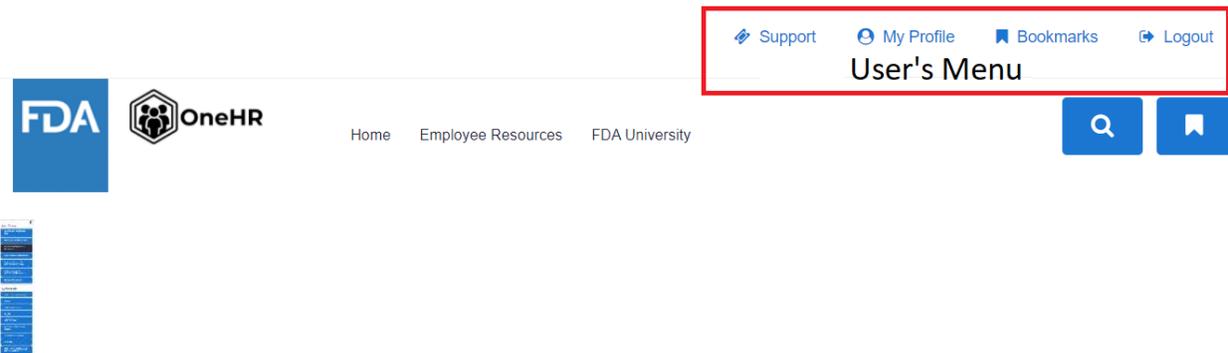
How to Login to the FDA ePortal

To access the ePortal application and login, go to <https://sslintranetappsfb.fda.gov/scripts/eport/index.cfm>

and click the Login button on the Main Menu bar, as seen here:



Once logged in you'll see your User Menu appear above the Main Menu bar, which contains a logout link. The login button is replaced by the bookmark icon. Clicking that icon, seen below, will activate a slide-out menu, which will show Quick Access items and bookmarks.



How to Return to the Home Page

Before navigating away from the home page, lets see how to return from other parts of the portal.

Click the "Support" link in your User's Menu at the top of the window. This will take you to the Support Dashboard. On the Main Menu click the "FDA" at the left of the Main Menu. This will return you to the home page.

How to Navigate the Home Page

The home page has a variety of images and information. Most are linked to more detail. This is a common pattern, identify what is linked, but don't try to tell the whole story on the front (home) page.

1. MAIN MENU

2. ANNOUNCEMENT

3. BANNER
COVID-19 Frequently Asked Questions
Content current as of: 07/07/2020
[Learn More](#)

4. NEWS

- Recent News [View All](#)
- FDA** Jeff Tester 11/22/21
- FDA** OC Microsoft Teams Rollout 10/19/20
- FDA** ePortal Soft Launch - Fall 2020 10/19/20

5. LINKS

- ITAS
- GOVGO PROGRAM
- HHS LEARNING PORTAL
- EXTENDED LEAVE BUSINESS

6. MISSION, VISION, PLANNING

OneHR Mission?

- Our Mission**
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Quis ipsum suspendisse.
- Our Planning**
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Quis ipsum suspendisse.
- Our Vision**
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Quis ipsum suspendisse.

7. FOOTER

Quick Access

- [FDA.Gov](#)
- [USA.Gov](#)
- [OPM.Gov](#)
- [USAJobs.Gov](#)
- [InsideFDA](#)

OneHR
Two Offices, One Solution

DEPARTMENT OF HEALTH & HUMAN SERVICES

ePortal Release 2.0.4 | FDA Official: [Cecily_Vines](#) | Program Manager: [Cecily_Vines](#) | Support: [DO-OHCM-ePORT@fda.hhs.gov](#)

You learned how to return to the home page after visiting the Support dashboard, now try it with a link in a banner by clicking the button pointed out as the “More Info Button” in the screenshot. Many of those buttons are labeled “Learn More” but that is up to the individual that created the banner.



Since these are links within the ePortal, you can use the FDA logo to return.

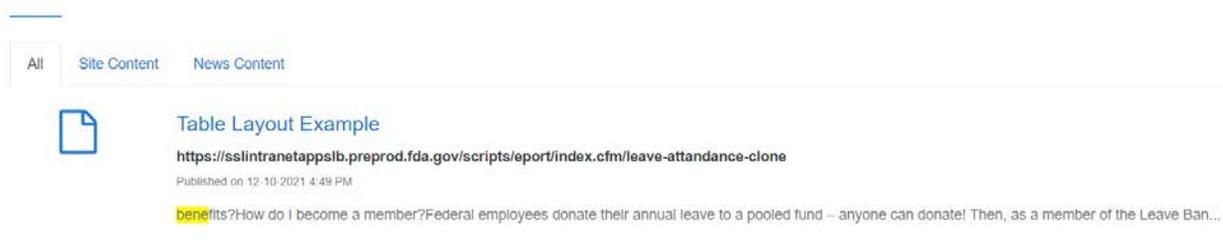
If the link is outside the ePortal, as for instance one of the rectangular cards in the Links area (number 5 in the illustration of the homepage above) then your browser will show another website in the window, and you won't have the FDA logo to click.

In that case, clicking the browser back-arrow should work. Bookmarking the ePortal site is also recommended as a fallback.

How to Search the ePortal Contents

When you click the magnifying glass icon on the main menu bar, a dialogue pops up with a placeholder of “Search ePortal News and Content”. Clicking that placeholder, typing in what you want to search for, and clicking the magnifying glass (submit button) in the dialogue will do a search across those two kinds of information.

Search Results



The screenshot shows search results for "Table Layout Example". At the top, there are tabs for "All", "Site Content", and "News Content". Below the tabs is a document icon and the title "Table Layout Example". The URL is <https://ssl.intranet.apps.fda.gov/scripts/eportal/index.cfm/leave-attendance-clone>. Below the URL, it says "Published on 12-10-2021 4:49 PM". At the bottom, there is a snippet of text: "benefits?How do I become a member?Federal employees donate their annual leave to a pooled fund -- anyone can donate! Then, as a member of the Leave Ban..."

How to Navigate Support

The support item in the user's menu allows you to see the top-level topics or areas of support offered by FDA HRCM. Each topic will display in a card, with the topic as its title, a sentence or two description, and a continue button to show subtopics or the ticket request form.

If your request doesn't fall under any of the topics offered, at the bottom of the page is a General Inquiry topic you can use to make your request, as seen here:



By clicking the "Submit General Inquiry" button you will see a Ticket Request form. For more information about filling out a Ticket Request, see the job aid entitled "JobAid-ePortal User-Ticket-Requests".

Note: If your request, suggestion, or feedback **isn't** about you or your data, but is about the ePortal itself, or your use of it, use the email address, OO-OHCM-EPORT@fda.hhs.gov to communicate with the ePortal web application support team. This email is also in the footer of every ePortal page.

How to Request Data Correction

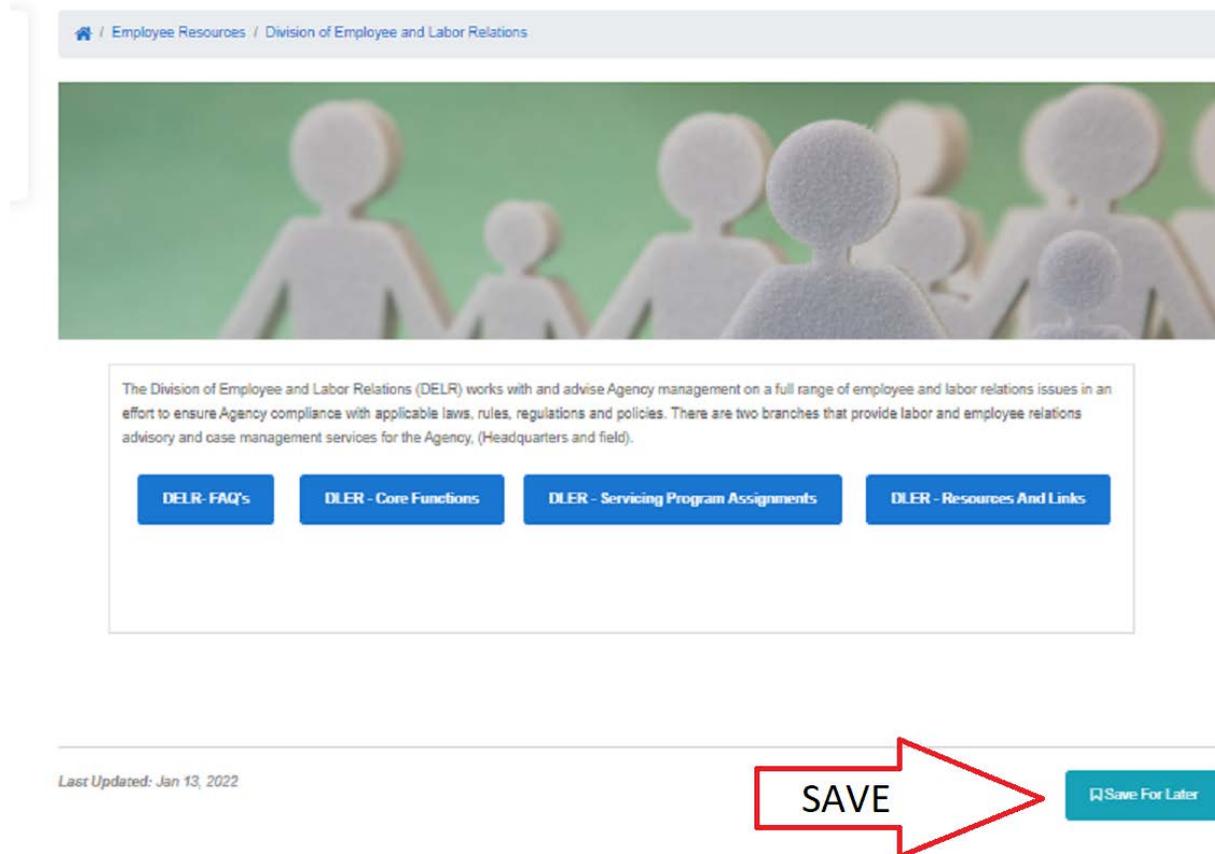
As seen on the "My Profile" page, where the ePortal shows you your data, there will be a Support area containing a button to Create a Support ticket regarding the data shown on that page.



For data currently held in another system, such as Thrift Savings Plan for instance, you may go to the Support Dashboard and put in a request for that topic or type of data.

How to Bookmark a Page

Where applicable, use the Save button below the page content (as shown in the screenshot) to bookmark a page you are on. If not there, see the job aid entitled “JobAid-ePortal User-Bookmarks” for creating a bookmark for any page you have access to, inside or outside the ePortal.



To see saved bookmarks, click the “Bookmarks” menu item in the Users’ Menu to display the bookmarks list view.

Bookmarks

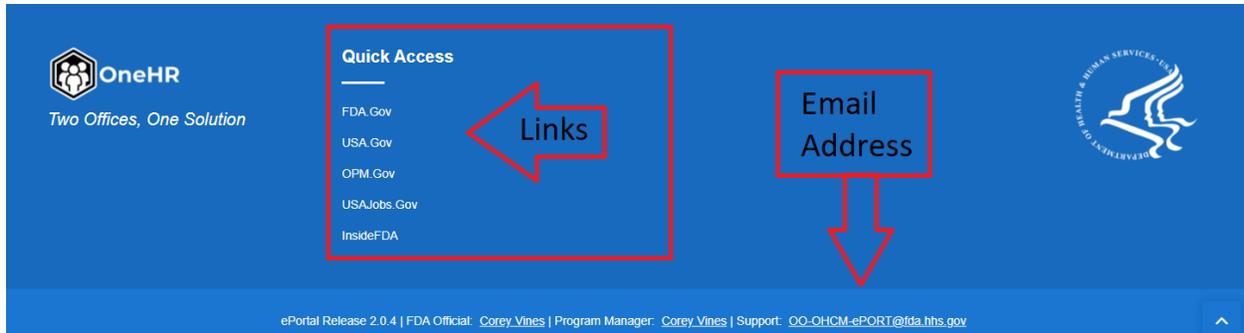
Create New Search bookmarks

Name	URL	Created		
Awards	https://ssltranetappsib.preprod.fda.gov/scripts/eport/index.cfm/awards-ea6ed	2021-11-24 13:20:02	Manage	Trash
Division of Employee and Labor Relations	https://ssltranetappsib.preprod.fda.gov/scripts/eport/index.cfm/division-of-employee-and-labor-relations	2022-02-02 15:13:49	Manage	Trash
What is a POUR website and why does it matter	https://webaim.org/articles/pour/	2022-01-20 11:40:54	Manage	Trash

Showing 1 to 3 of 3 entries Previous 1 Next

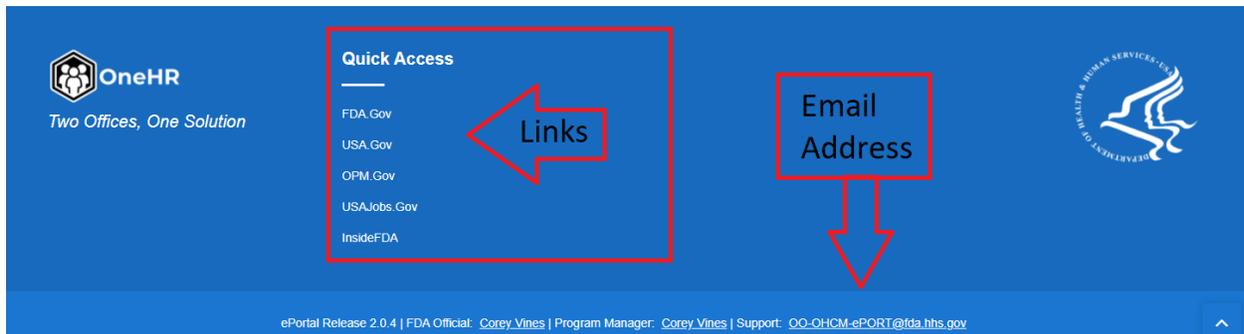
How to Navigate to Other Government Websites

Links to selected other government websites have been added to the footer (bottom of page) as shown here:



How to Give ePortal Feedback

If you have a question, or want to give feedback about the ePortal you may use the email address OO-OHCM-EPORT@fda.hhs.gov which is also found in the footer on pages of the ePortal.



How to Logout

With the display of your personal information in the My Profile, and the ability to request changes to **your** data through support tickets, guarding your account should be something you consider.

In compliance with FDA IT policy, if you have no activity for some time, you'll see a dialogue indicating that your session will end if you don't click "Stay Connected" and the application will log you off if you don't respond.

It is preferable to log yourself off the ePortal if you are stepping away from the computer. Since clicking the login button when your PIV card is in your machine will automatically log you in, it is advisable to close the ePortal window, or remove your PIV card or both if your computer will be on but unattended for any time.

Conclusion

This concludes this document.

For questions or to make comments, please email OO-OHCM-ePORT@fda.hhs.gov