


# USER MANUAL

## EEEP Production Support Requests

### Scope and Field of Application

This user manual contains guidelines and requirements for using the EEEP Production Support Requests web service. The manual is valid for the web service operating under following web link: [EEEP Production Support Requests \(workflowcloud.com\)](https://workflowcloud.com)




**MAN Energy Solutions**  
Future in the making

EEEP Production Support Requests

Welcome to EEEP Production Support Requests Web Service.  
Please choose support option that you require and submit your request.  
You will receive an e-mail with direct links and token to access requested support.  
You e-mail address is required and needs to be registered in EEEP Production Support user accounts database. If you don't have account registered, please register [here](#).

Insert your details

E-mail \* 

First name

Last name

Choose Support option

Please select support option \*

Submit

Date	Designer	Checked	AC	Revision change	Revision
2022-02-18	Eryk Kurzepa	Per Brandt		Initial commit	0


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## Introduction

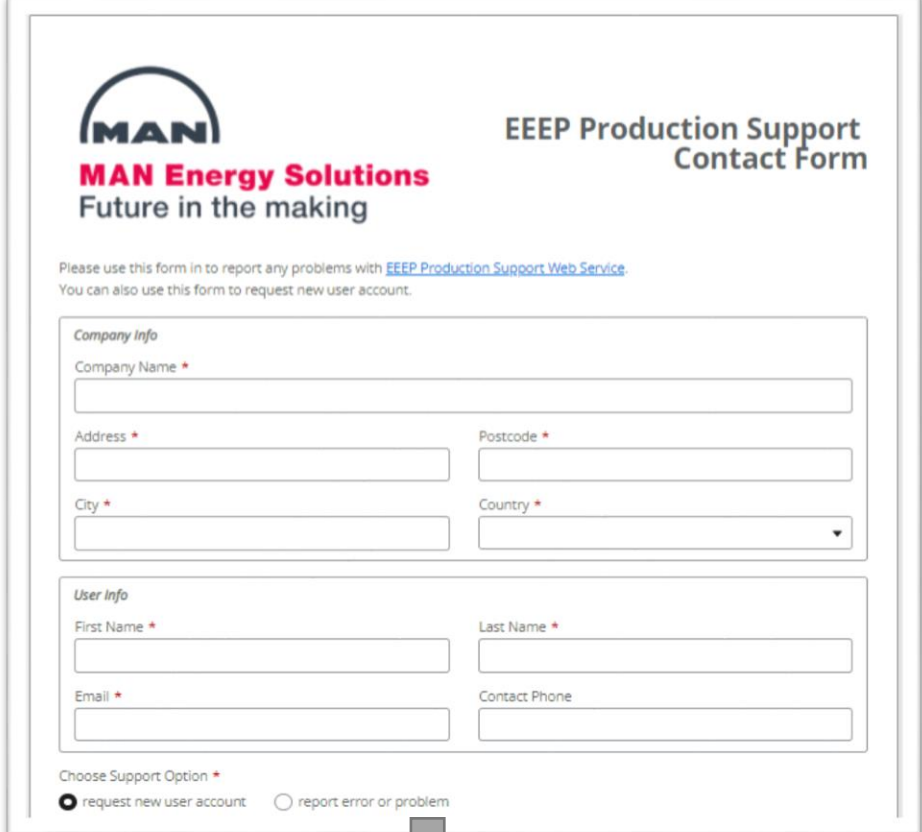

The EEEP Production Support Requests web service is a digital version of selected support actions offered by MAN ES Production Support Department. The web service uses internet technology to record, evaluate and solve production support queries.

This user manual is designed to get started quickly with using the web service.

	<p>Home page of EEEP Production Support Requests: <a href="#">EEEEP Production Support Requests</a></p> <p>Home page of EEEP Production Support Digital Requests is where the user can browse through all digital support options currently available.</p> <p>Here, the user can also find links to register new users or report problems.</p>
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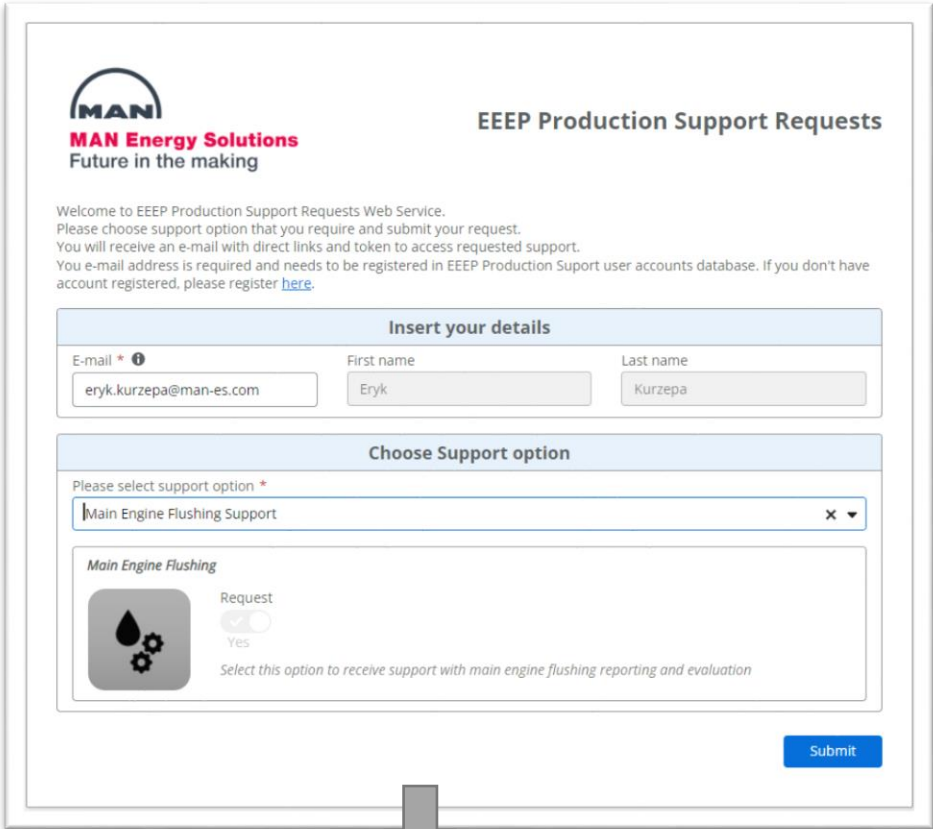

## User Registration

For security reasons, users of EEEP Production Support Requests must register before they can use the service. When a new account has been created, the user receives an authentication token that must be used when submitting support requests.

	<p>New users can register here:  <a href="#">EEEEP Production Support - Register New User</a></p> <p>Enter the required information and submit the form. Make sure that “request new user account” is selected.</p>
	<p>The request is reviewed, and the user receives an e-mail confirmation with registration details and an account authentication token.</p> <p>When submitting support request forms, the user must use his e-mail address and the authentication token received.</p>

## Support Request Selection

Home page of EEEP Production Support Requests provides the lists of all available digital support requests. To access a specific support request, the user must enter the registered e-mail address and select a support option from the dropdown list. After submitting the support selection, the user will receive an e-mail with instructions for submitting chosen support request.


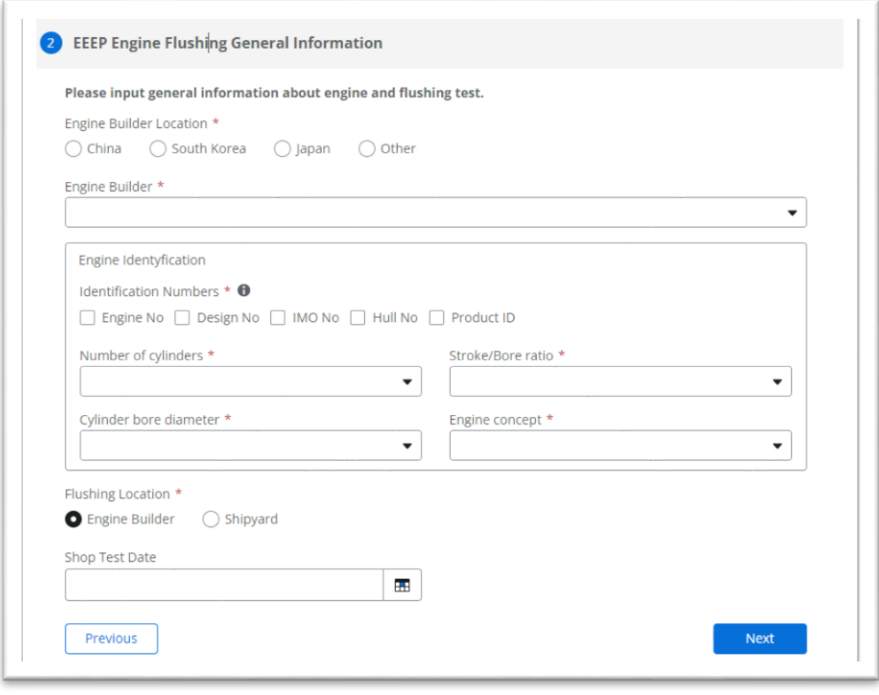
	<p>Home page of EEEP Production Support Requests:  <a href="#">EEEEP Production Support Requests</a></p> <p>The user enters the registered e-mail address and selects a support option from the dropdown list.</p>
	<p>After submitting the support selection, the user receives an e-mail with a link to the selected support request.</p>

## Support Request Submit

Each support request form consists of both common sections (that exist in all support request forms) and specific support case sections:

- common sections
  - o Introduction
  - o Engine / component identity information
  - o User information
- Support case specific sections
  - o Measurements, readings, images

The user must enter the required information in all sections and click submit. Mandatory fields are marked with asterisk (\*).

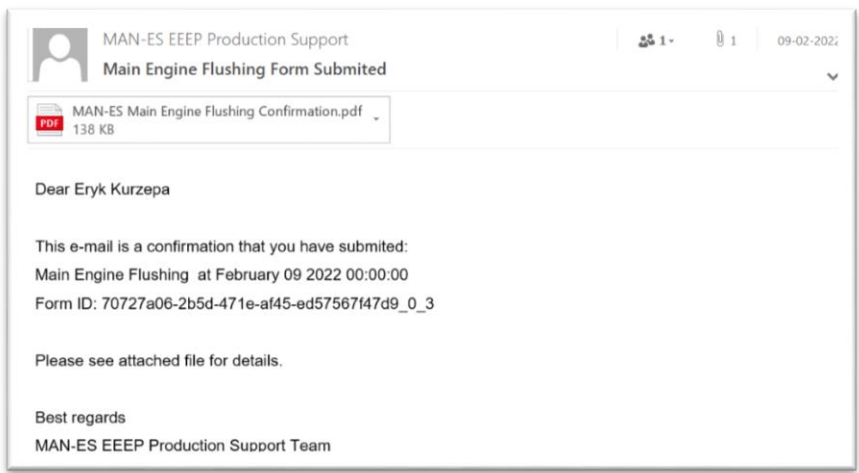
	<p><u>Introduction section:</u> explains the support that can be requested with this form</p>
	<p><u>Engine / component identity information:</u> for information about the engine or the component being examined</p>

<div> <div>3</div> <div>EEEP Engine Flushing Results</div> </div> <p>Please input the results and images from main engine flushing procedure. Coding of contamination level by solid particles should be according to ISO 4406.</p> <div> <div>Main Bearings Line</div> <div> <div>Cleanliness result (particle size &gt; 4 µm)</div> <div></div> <div>Cleanliness result (particle size &gt; 6 µm) *</div> <div></div> <div>Cleanliness result (particle size &gt; 14 µm) *</div> <div></div> <div>Oil temperature [deg. C]</div> <div></div> <div>Flushing start time</div> <div></div> <div>Flushing end time</div> <div></div> <div>MBL_Total_Flushing_Time</div> <div></div> <div>Photo of Cleanliness results *</div> <div> <div>Drag files here or</div> <div>Select files</div> </div> </div> </div>	<p><u>Measurements, readings, images:</u>        Here, the user must enter specific observation data, including readings, measurements, and images</p>
<div> <div>4</div> <div>EEEP Engine Flushing Submit</div> </div> <p>Please input your personal details and submit the form.</p> <div> <div>First Name *</div> <div>Eryk</div> <div>Last Name *</div> <div>Kurzepa</div> <div>Email *</div> <div>eryk.kurzepa@man-es.com</div> <div>Date *</div> <div>21 Feb 2022</div> <div>User authentication token * ⓘ</div> <div>d24c3850-8c53-8abc-95af-1d7dfa4d2b6</div> </div>	<p><u>User information:</u>        Here, the user must enter the registered e-mail and the authentication token required to submit the form.</p>

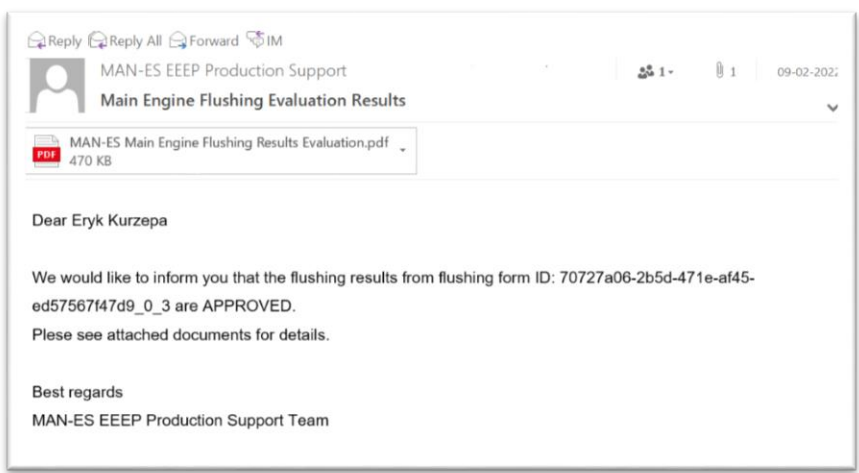
## Support Request Output

Each support request submitted will return an output to the user. The output will vary depending on which support request form that was submitted. The following outputs are available:

- Confirmation
- Evaluation
- Report



**Confirmation:**  
 Standard output delivered with each support request form. It contains a copy of submitted data, images, and form identification number



**Evaluation:**  
 The Evaluation document provides EEEP Production Support's assesment of the results, measurements, and images submitted with a specific support request form.



**Report:**  
 The Report section provides information about how submitted results compare with other results submitted by other users.