

USER MANUAL

MAN-ES EEEP Production Support Requests

Scope and Field of Application

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




MAN Energy Solutions
Future in the making

EEEEP 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

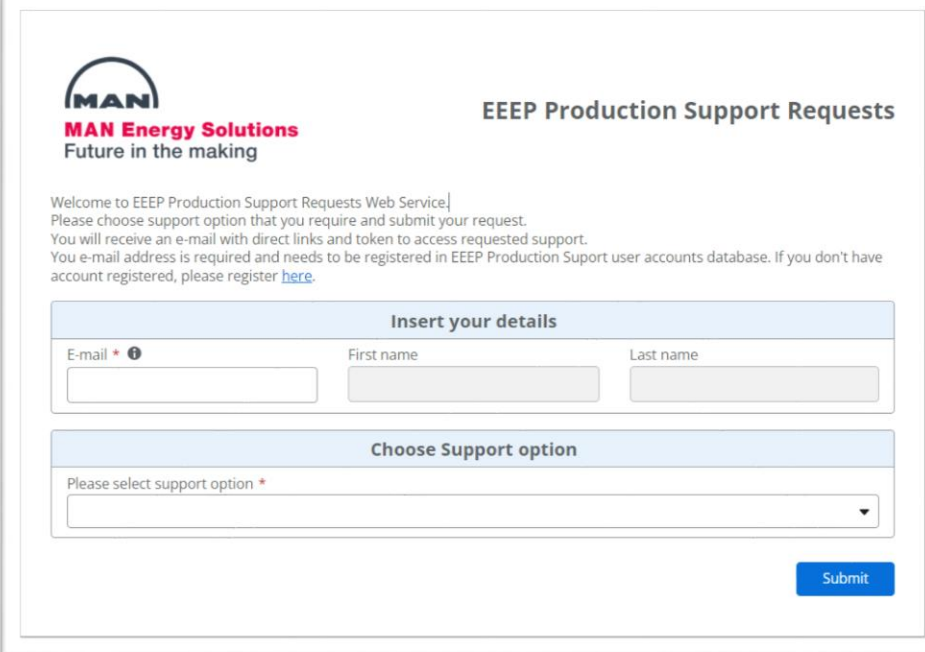
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Introduction

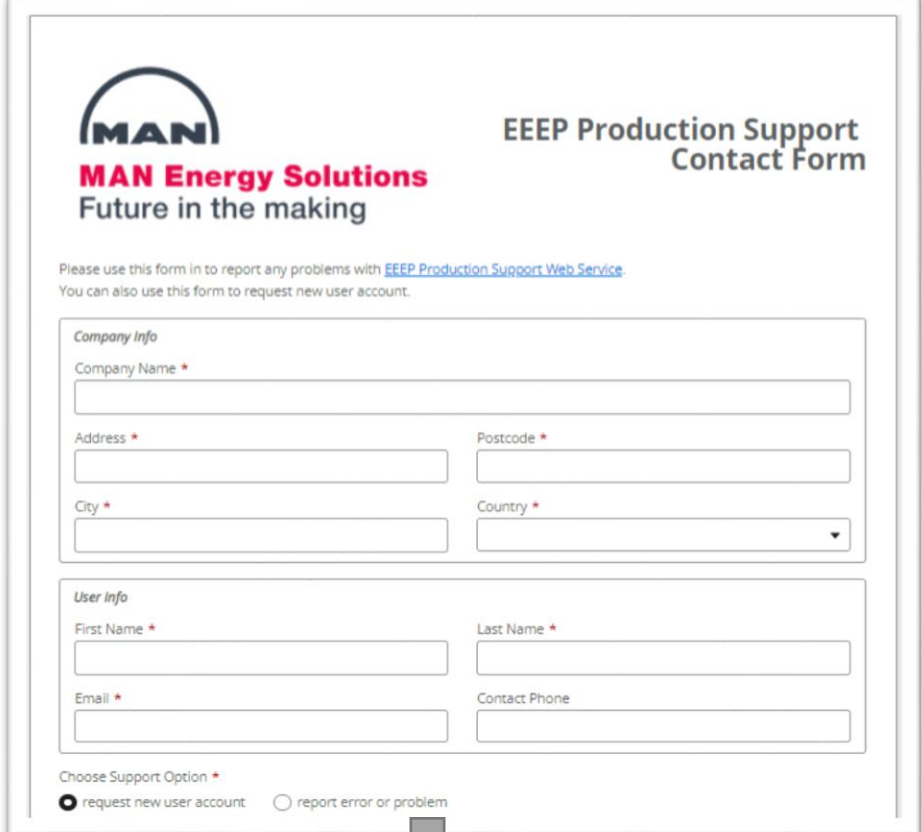
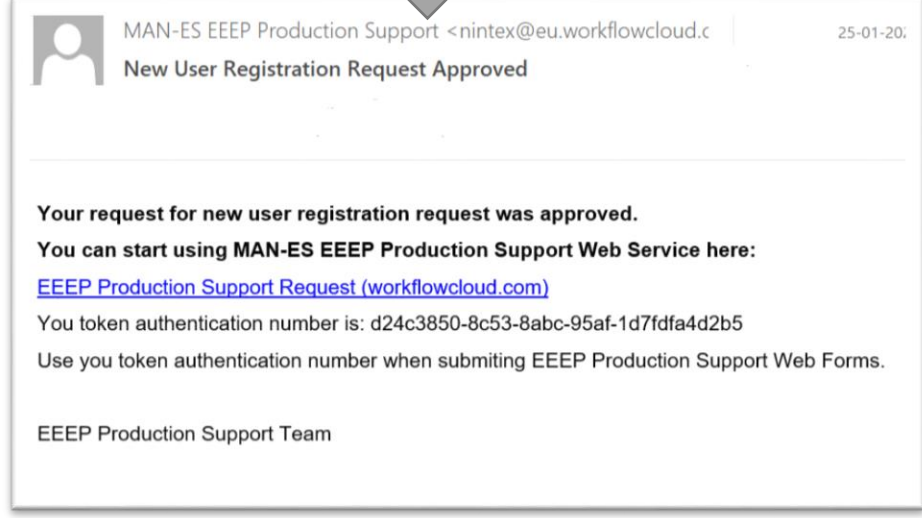
EEEP Production Support Requests web service is a digital version of selected support actions offered by MAN-ES Production Support. The web service is using internet technology to record, evaluate and solve production support queries.

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

	<p>Home page of EEEP Production Support Requests: EEEP Production Support Requests</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 user can also find links to register new user or report problems with the service.</p>
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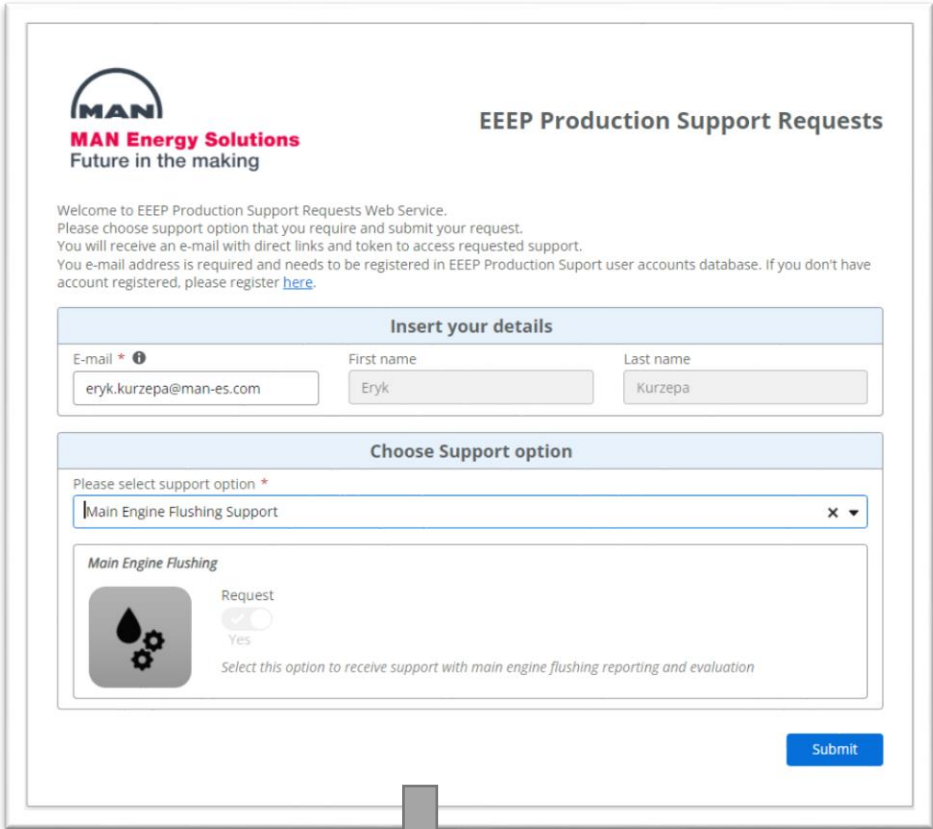

User Registration

For security reasons, user of EEEP Production Support Requests needs to be registered before he/she can use the service. After positive registration of new account, the user receives authentication token that has to be used when submitting support requests.

	<p>User following page to register new user: EEEEP Production Support - Register New User</p> <p>Input all required information and submit the form. Make sure that “request new user account” is selected.</p>
	<p>After the request was reviewed, the user will receive e-mail conformation with registration details and account authentication token.</p> <p>When submitting support request forms, the user will need to use his e-mail address and received authentication token.</p>

Support Request Selection

Home page of EEEP Production Support Requests provides the lists of all available digital support requests. To access specific support request, user has to input registered e-mail address and select support option from dropdown list. After submitting the home page form, the user will receive e-mail message with instructions for submitting chosen support request.


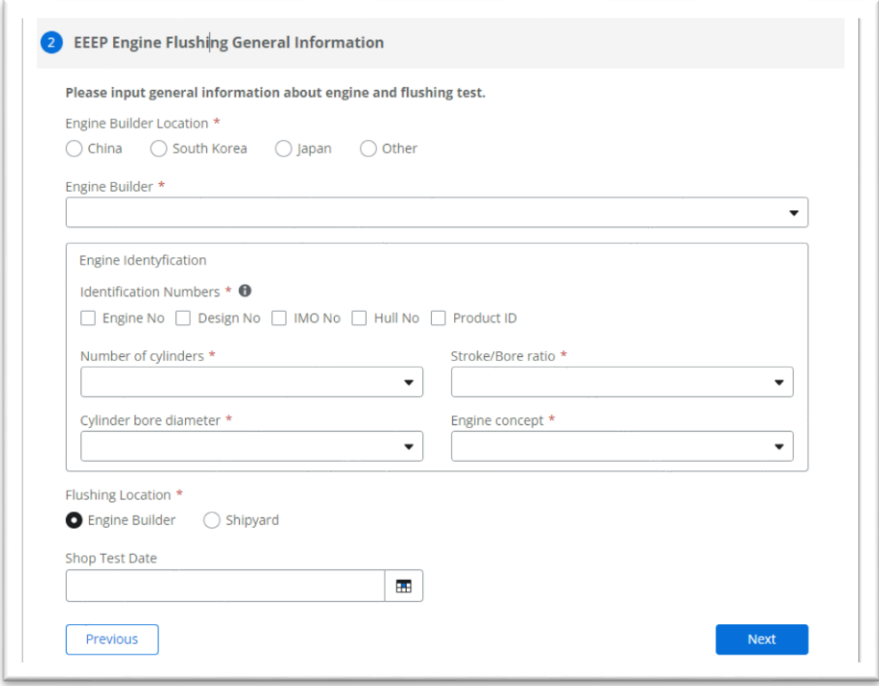
	<p>Home page of EEEP Production Support Requests: EEEEP Production Support Requests</p> <p>User input registered e-mail address and selects support option form dropdown list.</p>
	<p>After submitting the home page form, the user will receive e-mail message with the link for submitting selected support request information.</p>

Support Request Submit

Every support request form consist of common sections (existing in every support request information form) and support case specific sections:

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

User have to input required information from all sections and submit the form. Required fields are marked with asterisk (*).

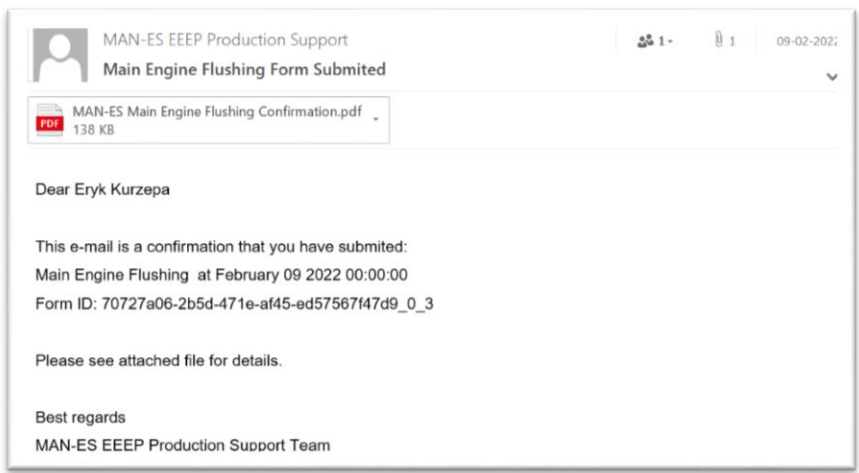
	<p><u>Introduction section:</u> here the support that the form is offering is explained</p>
	<p><u>Engine / component identity information:</u> here user needs to input information about engine or component that is being examined</p>

<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 > 4 µm)</div> <div></div> <div>Cleanliness result (particle size > 6 µm) *</div> <div></div> <div>Cleanliness result (particle size > 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></p> <p>Here the user is requested to insert specific observations 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></p> <p>Here the user needs to input registered e-mail and authentication token that is required to submit the form.</p>

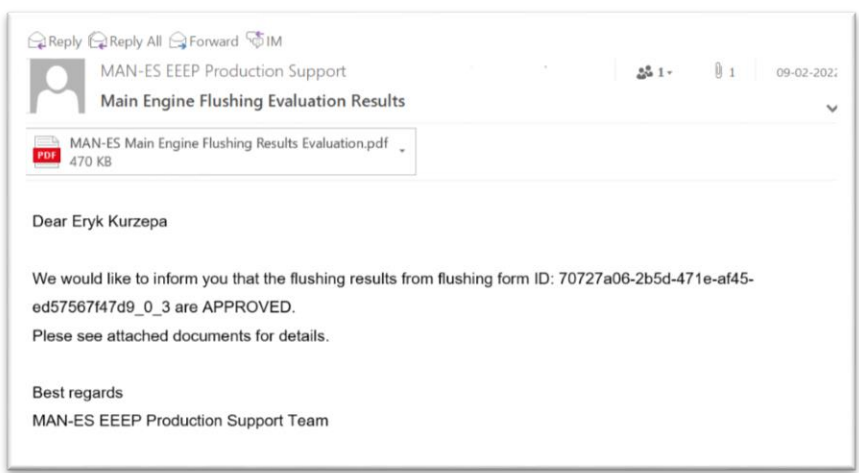
Support Request Output

Every support request that was submitted will have an output send back to the user. The output will be different depending from the support request form that was submitted. There are following outputs available:

- Confirmation
- Evaluation
- Report



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



Evaluation:
 Evaluation document provides MAN-ES Production Support assesment of the results, measurements and images submitted with specyfic support request form.



Report:
 Report can provide information about how submitted results compare with other results were submitted by other users.