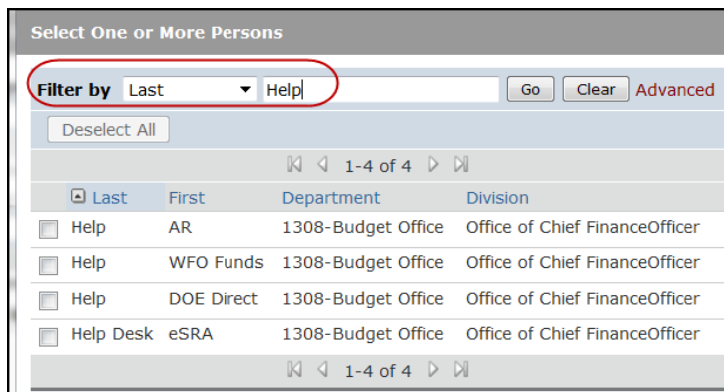




Several Central Office email addresses have been programmed into eSRA to enable users to send help requests directly to these groups using the custom email team functionality.

**Benefits to Central Office staff:**

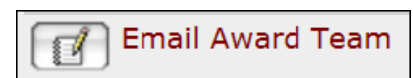
- The body of the email will contain a link to the proposal/award/modification within the eSRA system.
- eSRA users do not need to remember which staff in the OCFO to contact for specific assistance.
- The email message will be saved in the history of proposal/award/modification within the eSRA system improving the transparency of the eSRA system.



**The eSRA Help Desk email will automatically create a help ticket.**

**Recommended Process to Reply:**

- Use the link within the body of the email to navigate to the proposal/award/modification referenced in the email request.
- Use the email functionality within eSRA for important updates and for the final disposition so it is clear that the issue was resolved and documented with the proposal/award/modification within eSRA.



**Additional Notes:**



Remember, you cannot 'reply' to send email into the eSRA system.



If you are copied on an email sent to [eSRAHelp@lbl.gov](mailto:eSRAHelp@lbl.gov), remember to remove this email address before replying or forwarding to avoid automatically creating duplicate help tickets. However, replying to email notifications from [service-now@lbl.gov](mailto:service-now@lbl.gov) will send the reply to the eSRA Help Desk without creating a duplicate ticket.