

WP6- NA6: Integration, outreach, and sustainability

Deliverable D6.12: Website for continuous end-user consultation and user request collection & traceability

The ACTRIS website for end-user consultation and user request collection and traceability has been set up as a ticket tracking system. Users who want give their input or suggest improvements concerning the functionality of the ACTRIS data collection and dissemination services need to browse to a website, and request an account for login (see Figure 1). This is intended to prevent abuse of the service, not as a hurdle for submitting suggestions.

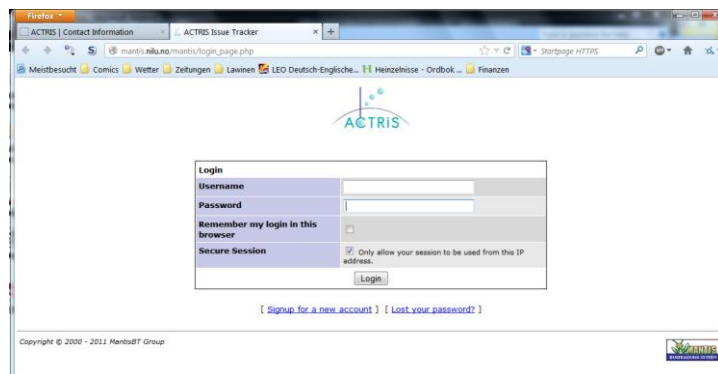


Figure 1: Login page of the ACTRIS website for end-user consultation and user request collection and traceability.

Upon login, the user is offered a comprehensive, but self-explaining menu for submitting his ticket describing the service request, additional feature, or any other input concerning the ACTRIS data services, including media files and attachments (see Figure 2).

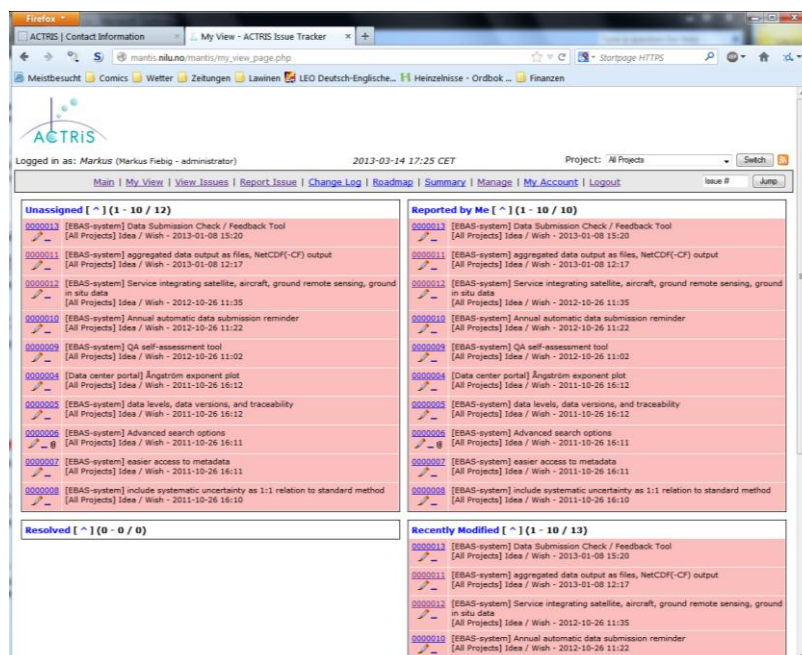


Figure 2: Menu page of ACTRIS end-user feedback website allowing to submit tickets describing requests, and checking status of requests submitted earlier.

The ACTRIS end-user feedback website can be reached with the URL <http://mantis.nilu.no>. The more intuitive way of submitting feedback however is via the ACTRIS Data Centre homepage (<http://actris.nilu.no/>) itself. From the ACTRIS Data Centre page, the feedback website is linked through the “Contact” menu item in the upper right corner of the page (see Figure 3).

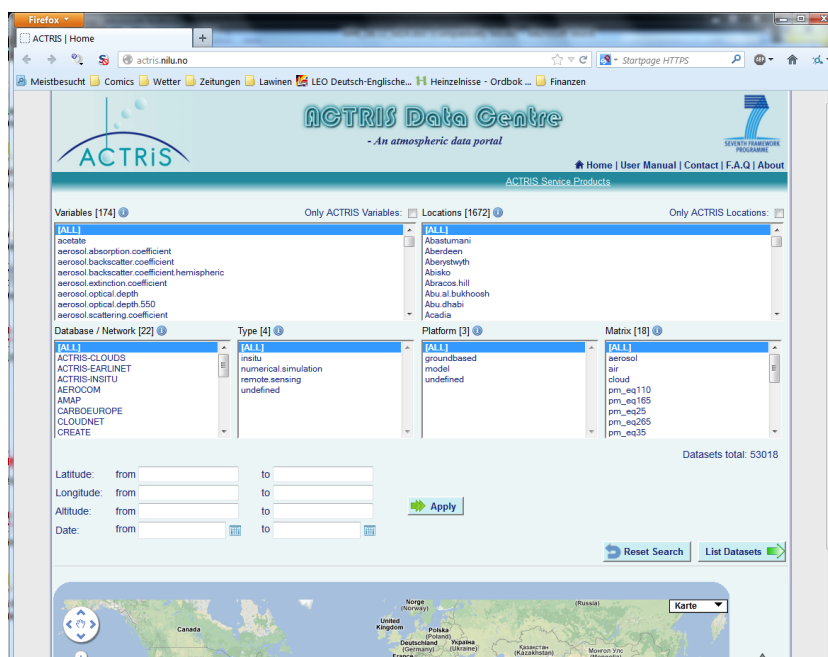


Figure 3: Homepage of the ACTRIS Data Centre and Data Portal. The end-user feedback website is linked from this homepage by clicking on “Contact” in the menu located in the upper right corner of the page.