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 to 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.

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).
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. Form 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.