GEDM

GLOBAL EQUITIES DATA MANAGEMENT

dataHelpQ FOR GEDM DATA CONTENT SUPPORT

ONLINE WORKFLOW TOOL FOR RESOLUTION OF GEDM DATA CONTENT ISSUES

In an effort to streamline data problem submissions and resolutions, GEDM introduces *dataHelpQ*, the online utility for submitting and tracking data content queries.

Got a question or issue related to GEDM data? Go to the *dataHelpQ* support page where you can submit a data query related to GEDM data. The support staff is notified by email of your issue and completes all *dataHelpQ* submissions and, if required, escalates the problem to the best resource.

To get to the *dataHelpQ* site, first go to the GEDM web page at

http://eqdmweb1.srv.na.deuba.com

Then from the left margin select **Products Platform Data Content Support**. The *dataHelpQ* opening page appears, as shown below.

LOGGING INTO dataHelpQ

1. If you're a first time user, enable your DB-networked browser for cookies.

2. Go to the *dataHelpQ* site using the URL described above. The *dataHelpQ* opening page appears.
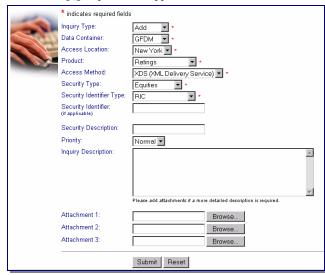

3. Enter the log in information as described below.

Field name	Description
Name *	Your name
Email *	Your email address
Region *	Geographical region where you are located
NT User ID *	Your DB-issued NT ID
Application ID	Application/GEDM ID used by you.

Note: Fields marked * are required.

SUBMITTING A DATA CONTENT QUERY

1. On the *dataHelpQ* opening page click on the **New Request** icon. The *dataHelpQ* request form appears.

2. Complete the request form as follows:

Field name	Description
Inquiry Type *	The general type of inquiry you are submitting, i.e. the action you are requesting
Data Container *	The GEDM repository where the data in question resides
Access Location *	The geographical locale of the data repository
Product *	The data type referred to in your query
Access Method *	The method by which you access the data in question
Security Type *	The security type of data in question
Security Identifier Type *	The type of data identifier to which your query refers
Security Identifier	The specific identifier in your query
Security Description	A brief description of the security in question
Priority	*Urgent* or *normal*.
Inquiry Description	Concise statement of the query.
Attachment (1,2,3)	Search for and attach files to support your queries using the ⬚ Browse... ⬚ buttons.