FSIS DIRECTIVE	13000.7	2/22/24

PUBLIC HEALTH INFORMATION SYSTEM SUPPORT

I. PURPOSE

This new directive provides instructions for where inspection program personnel (IPP) can request assistance with the Public Health Information System (PHIS).

II. BACKGROUND

Since PHIS was implemented, there have been several ways for IPP to request assistance. FSIS is publishing this directive to make IPP aware of resources available to obtain assistance and support with PHIS.

III. SUPERVISORY RESPONSIBILITIES

A. Each District Office (DO) is to maintain familiarity with PHIS updates and functionality to help direct IPP and supervisors and provide support for PHIS.

B. Supervisors are to review IPP questions concerning PHIS and help them determine the underlying issue. Supervisors are to provide onsite, ongoing, hands-on training to IPP with support from the DO to address operational questions. Supervisors are to instruct IPP to submit technical issues (e.g., glitches) to PHISTechnicalQA@usda.gov via e-mail after determining that the IPP are trying to perform an operation that PHIS allows in their specific situation.

IV. IPP RESPONSIBILITIES

A. IPP are to be aware that FSIS maintains the following public resources for ongoing, self-directed review. Many questions can be answered through reviewing the information at the following websites:

1. PHIS Help (https://phishelp.fsis.usda.gov/phishelp/index.html);

2. PHIS components for import and export on the FSIS website (https://www.fsis.usda.gov/inspection/import-export/phis-components);

3. PHIS guidance on the FSIS website (https://www.fsis.usda.gov/inspection/compliance-guidance/phis); and

4. Inspection and Mission Training posted on the FSIS website (https://www.fsis.usda.gov/inspection/inspection-training-videos/inspection-mission-training).

B. IPP are to refer to the following and direct questions as outlined below, after reviewing the available information in section A above.

DISTRIBUTION: Electronic   **OPI:** OPPD

1. For IPP e-authentication or Login.gov issues (i.e., cannot log into PHIS, WebTA, AgLearn, or other e-authentication accessible sites), IPP are to contact the eAuth Help Desk (https://www.eauth.usda.gov/eauth/b/usda/helpdesk/requesthelp) or Login.gov help center (https://www.login.gov/help/);

2. For questions about how to perform an action in PHIS (i.e., where to click, where to find an action item or hyperlink), IPP are to review the tutorials and user guides on IPP Help (https://fsishelp.fsis.usda.gov/ipphelp/) or PHIS Help (https://phishelp.fsis.usda.gov/phishelp/) or ask their supervisor;

NOTE: IPP Help is not available to industry users.

3. For questions about PHIS updates, PHIS version changes, recent user notices about updates, clarification on what changed or how to perform an action in the updated version, IPP are to review the tutorials on IPP Help, PHIS Help, user guides, or ask their supervisor;

4. For questions on the policy related to specific regulations or tasks or where to find the policy instructions for an activity, IPP are to ask their supervisor or askFSIS (https://www.fsis.usda.gov/contact-us/askfsis);

NOTE: askFSIS is unable to determine if an issue is a user error or a program issue and is unable to provide "where to click" instructions.

5. For PHIS export questions (e.g., bulk processing, approving applications, or specific certificate questions), IPP are to ask their supervisor or review the tutorials on IPP Help;

6. For export batch upload problems, IPP are to refer the exporter to the PHIStechnicalQA@usda.gov e-mail;

7. For issues preventing IPP from logging into PHIS that are not related to e-authentication, IPP are to contact the Client Experience Center (CEC). Contact methods are available on USDA computer desktops;

8. For PHIS error messages, IPP are to contact CEC; and

9. For industry login issues or error messages reported to IPP by industry users, IPP are to review FSIS Directive 13000.6, *Actions to Facilitate Industry Access to the Public Health Information System,* and if additional assistance is needed, IPP are to refer the industry user to FSIS PHIS Industry support line (800-473-9135).

NOTE: The FSIS PHIS Industry support line is not available for FSIS personnel use.

V. QUESTIONS

Refer questions regarding this directive through supervisory channels.

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