



FWS Support & Helpful Resources



— **USFWS** —
Geospatial Services

PowerPoint created by Mark Richardson (Rev January 2012)



FWS GeoSpatial Services SharePoint

<https://fishnet.fws.doi.net/projects/GIS/default.aspx>

- Regional Points of Contact
- FWS GIS Listserve
- ESRI Authorized Callers
- ESRI On- line Training
- NCTC Training/Courses/Workshop
- Must be on the FWS Active Directory to gain access



ESRI – ArcGIS Resource Center

<http://support.esri.com/en/>

- Support
 - Blogs
 - Forums
 - Help

The screenshot shows the ESRI Support Center website. At the top, there is the ESRI logo with the tagline "Understanding our world." and a search bar. Below the logo is a navigation menu with links for Home, Industries, Products, Training, Support, Services, Events, News, and About. The main heading is "Support" with a search bar for support pages. The page is divided into several sections: "Support Center Login" with fields for Username and Password, and a "Login" button; "My Support" with a person icon; "Support Request Form" with a pencil icon; "Chat with an Analyst" with a speech bubble icon; and "Contact Tech Support" with a mobile phone icon. Below these are four columns of links: "Resource Centers" (ArcGIS Resource Center, Esri Developer Network (EDN)), "Known Issues" (with a "New" tag), "Support Options" (Standard Support, Premium Support), "Knowledge Base" (Web Based Help, Technical Articles, White Papers, Product Documentation, GIS Dictionary), "Community" (Forums, Archived Forums, ArcGIS Beta Community, wiki.GIS.com, ArcGIS Ideas (with a "New" tag), Support Services Blogs, Blogs Index, Email Discussion Lists), "Downloads" (Patches and Service Packs, ArcScripts, Samples & Utilities, Data Models, Galleries), and "Software" (Licensing & Registration, Versions 9.x, Versions 10.x, Product Life Cycles, Previous Versions, Evaluation/Student Edition (with a "New" tag)). At the bottom, there is a "Participate in ArcGIS 10.1 Beta" button and a footer with "feedback | privacy | legal".