



Enterprise Protection
Risk Management

Want to make EPRM
better? Please send
us your feedback!



U.S. AIR FORCE

EPRM Commonly Asked Questions

Q~ Where can I get help using EPRM?

A~ The EPRM Help Team is available to answer any questions/comments you may have; just shoot us an email:

- EPRMhelp@alionscience.com

- The team is available 0800-1600 Eastern, Monday-Friday (except Federal Holidays)

Q~ Is there an EPRM User Guide?

A~ Yes. The user guides, along with additional information, are available on the EPRM help page:

<http://eprmhelp.countermeasures.com/>

User guides are also located in the “References & Materials” section of EPRM.

Q~ Can someone provide me with a demo of how to use EPRM?

A~ Yes. To request a virtual webinar, fill out the form here:

http://eprmhelp.countermeasures.com/REQUEST_FOR_EPRM_WEBINAR.dotx

-Regular availability is Monday, Wednesday, and Friday at 0900 and 1300 EST

There are also videos available on the EPRM help page (short lectures, how-to, etc.)

Q~ I was told an account was created for me, but I never received an email/password in my SIPR email. What should I do?

Please check your SPAM/Junk folder.

Double check that the email address is correct in your account request. (That address will be your login and all emails from the system will go there.)

If there’s nothing in your SPAM folder and your email address is correct in the request, contact EPRMhelp@alionscience.com.





Q~ Can I reset my password?

A~ Yes. On the EPRM login page, select “Forgot your password? Click Here.” You will be asked to enter your email address. Doing so will prompt the system to send a new temporary password to your SIPR inbox. If you do not receive it, contact the EPRM help team.

Q~ Do temporary passwords expire?

A~ Temporary passwords do not expire.

Q~ Do user accounts expire?

A~ User accounts do not automatically expire, though we can expire them.

Q~ How can I tell if my assessment is complete?

A~ An assessment is complete when you have finished the “Data Collection” section.

Q~ I am leaving my position, but would like to pass my assessments to my successor. Is that possible?

A~ Yes. Your successor will first need to request an EPRM account. Once they have been provided an account, you will be able to change ownership of the assessment(s) to them.

To do this, open the assessment you wish to give them and select the blue icon that says “Change Owner”. From the change owner pop up screen, you’ll be able to select their name from the list (if their name does not appear, contact the EPRM Help Team).

As soon as you select, “Change”, an email will be sent to both you and your successor notifying you both of the change. You will no longer be able to access the assessment once you have changed ownership to someone else.

Q~ EPRM timed out on me, did I lose my whole assessment?

A~ No. EPRM is saving your selections as you progress through the tool.

