



# Guidance for Completing and Submitting a PPA 7721 PPDMDPP Suggestion

All Plant Protection Act 7721 (PPA 7721) Plant Pest and Disease Management and Disaster Prevention Program (PPDMDPP) suggestions will be submitted using the ServiceNow platform, beginning in Fiscal Year 2024 (FY 24). Access the ServiceNow PPA 7721 Suggestion Submission portal at: <https://help.aphis.usda.gov/ppa7721>

When using ServiceNow’s PPA 7721 Suggestion Submission portal, please note the following:

- ServiceNow works best with
  - Chrome (latest public release plus the two previous versions)
  - Firefox and Firefox ESR (latest public release plus the two previous versions)
  - Microsoft Edge Chromium (latest public release plus the two previous versions)
  - Safari (12.0 and up)
- ServiceNow has a 30-minute session time-out due to inactivity. It is recommended that content for suggestions be composed in a word processing program so the text can subsequently be cut and pasted into the PPA 7721 Suggestion Submission form.

## Registering to Use ServiceNow

Before accessing the PPA 7721 workspace in ServiceNow, users must have or will need to create a USDA eAuthentication user account.

**Note:** Without a valid USDA eAuthentication account users will not be able to access ServiceNow. Current USDA employees and external cooperators who already have an eAuthentication account can proceed to the next section entitled ‘Completing the PPA 7721 Suggestion Submission Form’. All external users that don’t have an eAuthentication account will need to request an eAuthentication account.

## **Requesting An eAuthentication Account**

A USDA eAuthentication account provides secure, convenient access to multiple USDA applications and programs, and allows customers and employees to view or conduct official business via the internet with USDA. A minimum of **eAuthentication Level 2** must be in place for all USDA employees and **eAuthentication Level 1** for external users to access the PPA 7721 workspace in ServiceNow. The process of acquiring eAuthentication Level 1 is simple and should take no more than 10 minutes. Since the process is completed online, users can conveniently request eAuthentication any time of day following the steps below. Additionally, USDA eAuthentication does not issue accounts to businesses, corporations, or other entities, and as such will only accept eAuthentication accounts from individuals.

Starting from the [USDA eAuthentication home screen](#):

1. Select **Create Account** located on the top blue banner of the web page, and then in the new page that opens select **Customer** as the user type, and then press **Continue**.
2. **Enter your email address** and press **Submit**. An email will be sent to the email address you

- provided with a **confirmation link**. Follow the instructions in the email.
3. After successful confirmation, you will be taken to a page to **enter personal information** and **create a password** for your account.
  4. Your account is ready to use on applications that *do not require a verified identity account* (i.e., **eAuthentication Level 1** applications). You will also receive a registration success email.

## **Completing the PPA 7721 Suggestion Submission Form**

Suggestions for the PPDMDPP must clearly align with one of six goal areas. Users are referred to the [PPA 7721 Implementation Plan](#) for the most current year for strategies and objectives of each goal area.

The PPA 7721 Suggestion Submission Form contains several fields that are required to be filled in for successful completion and submission of a suggestion. Before initiating the submission process for suggestions users should:

- Have all materials such as survey templates (if submitting to Goal 1S), budget templates, most recent accomplishment report (if applicable), etc. ready and easily accessible before starting the submission process (refer to the [Plant Pest and Disease Management and Disaster Prevention Program \(PPDMDPP\) webpage](#) for links to templates). The information for the abstract, technical approach, milestones, etc. should be written out in advance so users can copy and paste the information into the appropriate field of the PPA 7721 Suggestion Submission Form.
- If a submitter received funding for a suggestion in FY 2022 and/or FY 2023 it is important to have that suggestion number available. That number can be obtained on the [webpage for the PPDMDPP](#) under ‘Resources for Suggesters’.
- Once all suggestion materials have been gathered, enter information into the suggestion page within ServiceNow. Field types include text, drop down, and check boxes. Fill in all fields as requested. Suggestions cannot be submitted unless all required fields and attachments are completed.

For details and step-by-step instructions on completing PPA 7721 suggestions in ServiceNow, refer to the [ServiceNow PPA 7721 Suggestion Submission Guidance document](#). Upon logging in to ServiceNow, users will land on the main menu page entitled “Plant Protection Act 7721”; this represents the starting point for entering a PPA 7721 suggestion. Click on the **Submit a New PPA 7721 Suggestion** icon, which takes the submitter to the PPA 7721 Suggestion Submission Form for all goal areas. If submitting suggestions for multiple goal areas, complete a single PPA 7721 Suggestion Submission Form for each suggestion per goal area.

### **Tips for completing a suggestion:**

- The ServiceNow PPA 7721 **Suggestion Submission page will time out after 30 minutes of inactivity. It is best to start and finish a submission without interruptions**, otherwise the page will not function properly (i.e., content in dropdown menus will not load when moving between fields) and if it times out your submission **will not be saved**.
- **Important Note:** Submitters that click on the CAPS website link within the PPA 7721 Suggestion Submission Form will be redirected to an external website and **will lose any information that has been entered into the submission form**.

## **Completing the Submission Process**

Once the suggester has completed entering information for all fields of their respective goal submission, they should review and/or ensure the following:

- Check the bottom of the page and review all documents that have been attached to the submission via the 'Upload' or 'Insert Image' functions. Edit or remove any attachments that should not be available to reviewers during the review process
- If additional documents would be pertinent to the submission such as, but not limited to, published scientific articles relevant to the suggestion, these can now be attached by using the 'Add Attachments' icon at the bottom of the suggestion page.
- Lastly, check that there are no fields with missing information (examples are indicated in red below the submit button) before pressing Submit.

After pressing 'Submit', a new page will open and the suggester will receive a notification that the suggestion has been successfully received. An email will also be sent to the suggester with a confirmation that their suggestion has been successfully entered and saved within ServiceNow.

**This completes the submission process and the suggestion, including all attachments, has been recorded in ServiceNow and assigned a suggestion number.**