

WalkMe content guide for New EICS

Last Updated: January 2025

Introduction

The following alternative accessibility document outlines and explains the WalkMe content on the New EICS web interface. WalkMe relies on CSS coding to interact with the web interface. Enabling CSS will allow the user the ability to interact with the WalkMe content. If CSS is disabled, the WalkMe content will not appear on the New EICS. This document provides the WalkMe content in the event that CSS is disabled.

WalkMe provides the user with a visual Digital Adoption Platform tool to enhance user experience. It allows a passive and active engagement with the application that assists users in navigating the site, including guided step by step tours, and helpful information on various objects and fields within the New EICS. It also provides contact information for obtaining support, and providing feedback to Global Affairs Canada.

For any questions, comments, and suggestions regarding this document, please send an email to the following address: feedback-commentaire.ita@international.gc.ca

Glossary

There are various types of WalkMe content on the New EICS web page.

Walk-Through: An interactive step-by-step guide that provides a thorough description of the New EICS page features and instructions on how to complete and submit applications. Walk-Throughs appear in the form of bubbles and pop-up windows overlaid on the New EICS to bring attention to various key components on the pages.

SmartTip: Short text that provides advice, descriptions and useful external links regarding New EICS content. SmartTips appear in the form of **Mouseovers** (appears when hovering and tabbing over New EICS content) and **Tooltips** (small blue icons with a white question mark by New EICS titles and text boxes) throughout the New EICS.

Launcher: A button on the New EICS that opens various WalkMe content, such as Walk-Throughs, and ShoutOuts. Launchers will also open external resources on a new browser tab.

ShoutOut: A pop-up window that broadcasts important information regarding the New EICS. They can also provides advice, descriptions, and useful links regarding New EICS content. ShoutOuts are automatically played or are accessible through a launcher.

Survey: A pop-up window that gathers feedback regarding user experience. The feedback obtained from surveys is sent to Global Affairs Canada in order to improve New EICS, and WalkMe content.

Table of Contents

WALKME CONTENT GUIDE FOR NEW EICS	1
INTRODUCTION	1
GLOSSARY	1
GENERAL FEATURES	3
<i>SmartTips</i>	3
<i>WalkMe Help Menu</i>	3
WalkMe Help Menu: Contact Information	3
WalkMe Help Menu: Resources	3
SUPPORT	3

General Features

The **General Features** are WalkMe items found on all pages of the New EICS.

SmartTips

There are various SmartTips found on various or all New EICS pages.

1. **MENU** (Tooltip): Click on Menu to view the dropdown options. Click again to close the Menu.

WalkMe Help Menu

The WalkMe Help Menu is a centralized repository for important resources and Walk-Throughs. The Help Menu does not include all WalkMe content.

WalkMe Help Menu: Contact Information

Clicking the **Contact Information** drop down link will open a list with the following links and ShoutOuts.

1. [Contact Us](#)
2. New EICS Feedback: To provide feedback regarding the New EICS, please use the following address: feedback-commentaire.ita@international.gc.ca.
3. New EICS Support: For Support regarding New EICS, please use the following address: NEICS-NSCEI@international.gc.ca.

WalkMe Help Menu: Resources

Clicking the **Resources** drop down link will open a list with the following links.

1. [EICS – Participant’s Requirements Document](#)
2. [Handbook of Export and Import Commodity Codes](#)

Support

The **Support** launcher is a WalkMe component found on all New EICS pages. Clicking the **Support** launcher will open a pop-up with the information below.

1. **Support:** To request Support regarding New EICS, please use the following email address: NEICS-NSCEI@international.gc.ca.
2. **Feedback:** To provide feedback regarding the New EICS, please use the following address: feedback-commentaire.ita@international.gc.ca.