



L3HARRIS™
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FREQUENTLY ASKED QUESTIONS

L3Harris EIS

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FREQUENTLY ASKED QUESTIONS

L3Harris EIS

How to navigate to the L3Harris EIS Ordering System?

ANSWER: The L3Harris EIS Ordering System requires the user to log into secure server to create orders; please contact customer service by calling (844) 390-4EIS (or 4347) or e-mailing EIS@l3harris.com.

To access the secure server, follow these steps:

1. Access <https://www.harris.com/EIS>
2. This is the EIS Landing Page. Select “L3Harris EIS Portal”.
3. This is the 2-factor authentication page for the ordering system.
4. Enter the provided username/password/passcode.
5. A new page is displayed with information about Customer Support, Ordering System, etc.
6. To order services you must sign in to the ordering system, this is a single-factor sign in.
7. Enter the provided username/password.
8. The usage warning banner is displayed, to continue the user must select OK.
9. The ordering system is displayed.

How to order services using the L3Harris EIS Ordering System?

ANSWER: Once the user is in the Ordering System, they can place an order:

1. Once the usage warning banner closes, the user has full access (depending on their role) to ordering, billing and inventory.
2. Prior to ordering service, an Active Task Order must exist.
3. To create an order, select Request on the left-hand side and then select Order.
4. The user is in the order creation screen. All mandatory fields are marked with *.
5. Populate the order based on the needs and select Submit. The order can be previewed and saved at any time during the creation of the order prior to submittal.



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How to contact L3Harris about EIS?

ANSWER: In the EIS IDIQ page, select the envelope icon on the right-hand side. A preformatted e-mail form is displayed. Complete the form and select Submit. Someone from the L3Harris EIS Team will contact the user shortly.

EIS can also be contacted by calling (844) 390-4EIS (or 4347) or e-mailing EIS@l3harris.com.

How to contact Customer Support?

ANSWER: EIS can be contacted by calling (844) 390-4EIS (or 4347) or e-mailing EIS@l3harris.com.

How to open tickets for L3Harris EIS Ordering System?

ANSWER: Contact Customer Support by calling (844) 390-4EIS (or 4347) or e-mailing EIS@l3harris.com.

How to access the GSA EIS FAQ?

ANSWER: The GSA EIS FAQ can be accessed by clicking [here](#).

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