

# Command PASS Coordinator Toolbox

## Navy Career Tools

### Description

- Navy Career Tools are web-based applications designed to support and enhance Sailor career management and professional development.
- The Pay/Personnel Administrative Support System (PASS) provides Sailors and commands with pay, personnel, passenger transportation, educational services, and other related support.
- The Command PASS Coordinator (CPC) serves as the critical link between an individual Sailor, his or her command, and the supporting Personnel Support Detachment (PSD), Customer Service Desk (CSD), or Navy Operational Support Center (NOSC). It is the responsibility of the CPC to ensure that all documents and information required to provide Sailor Pay and Personnel support are relayed to the appropriate supporting organization and in accordance with applicable policies governing accuracy and timeliness standards.
- This information sheet identifies the online applications the CPC must use when providing pay and personnel support for the command.

### Sailor Personnel Support

30+ standard operating procedures and 5 online applications form the basic CPC Toolbox. It is your responsibility to use these tools to ensure Sailors are afforded every opportunity to achieve a successful Navy career and subsequent transition to civilian life.

- ▶ Pay / Personnel Standard Operating Procedures (SOPs)
- ▶ Official Military Personnel File (OMPF) Command View
- ▶ Electronic Service Record (ESR) Administrative View
- ▶ Fleet Training Management and Planning System (FLTMPs)
- ▶ Transaction Online Processing System (TOPS)
- ▶ Master Military Pay Account (MMPA) View Only Access
- ▶ Voluntary Education (VOLED) / Navy College Program (NCP)

Find PASS references and CPC resources, including this information sheet, on the Navy Personnel Command (NPC) website located at <http://www.public.navy.mil/bupers-npc/Pages/default.aspx>. Click [\(Career Links\) CPC Resources](#).



### Required Actions

- Use SOPs and applications identified in the CPC Toolbox to provide Sailor Pay and Personnel Support.
- Maintain familiarization with PASS policy references. Use resources provided on the NPC “CPC Resources” web pages. See page 7 for a list of official websites.
- Attend all scheduled CPC training provided by the PSD, CSD or NOSC. If unable to attend, arrange to receive information via alternate means.
- Carefully review documents and information as they are routed between the Sailor and supporting PSD, CSD or NOSC to ensure forms are properly completed, required documentation and attachments are provided, and information appears to be sufficient to resolve the transaction in a timely manner.
- In every action, always protect the Sailor’s Personally Identifiable Information (PII). If at any time PII is compromised, report the spillage as soon as it is discovered.
- When necessary, request assistance from your command Personnel/Admin Officer and Command Career Counselor.

**See the following 6 pages, one for each CPC Tool.**



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# Pay and Personnel Standard Operating Procedures (SOPs)

## Description

Standard Operating Procedures (SOPs) for more than 30 common pay and personnel transactions identify the individual systems, users, and step-by-step procedures required to complete PASS processes correctly and on time.

- SOPs begin with the individual Sailor, transition through designated support personnel – CPC, PSD Clerk, PSD Supervisor, etc. – and then return to the Sailor for final verification that the transaction was completed properly. Additional SOP user roles include the CCC, ESO and Disbursing Officer, when appropriate.
- Every SOP identifies the specific tasks and individual steps that each user must complete, providing transparency throughout the entire process.
- Pull down menus allow users to filter SOPs by user role.
- References, policy documents, forms and checklists, user aids, best practices, and sources of support ensure you have the information and resources you need to execute each SOP properly.

 **CAC and CAC-enabled computer required (use email cert).**

Go to [NPC > CPC Resources](#)

- Under “User Aids” select Pay or Pers SOPs
- Verify credentials (use email cert)
- A new browser window will open; click the blue “View Interactive SOP” button
- Use “Role-Based Filter” option to select desired user role

## Find Supporting Information Online

- Go to [MPTE Portal](#)
- [NAVADMIN 043/15](#)
- [MILPERSMAN 1000-021](#)

## Find Assistance or Help

Contact your Personnel/Admin Officer, PSD, CSD or NOSC.

Contact the NPC Customer Service Center.

- 866-827-5672; DSN 882-5672; email [uasknpc@navy.mil](mailto:uasknpc@navy.mil)



## Required Actions

- Per [NAVADMIN 043/15](#), ALL Navy commands are required to access and use the SOPs. This includes Sailors, CPCs and other command stakeholders, as well as PSD, CSD and NOSC support personnel.
- Submit suggestions, recommendations, questions or issues regarding the SOPs to Mr. Wayne Ross, [wayne.ross@navy.mil](mailto:wayne.ross@navy.mil).

## IMPORTANT!

Users who have not established a MPTE Portal account will see a red “Login Error” box in the top right corner of the screen. This error does NOT prevent anyone from accessing the SOP, as the user will be logged in under a generic DOD user ID.

When trying to access the interactive SOPs and the page comes up blank or only partially populated, please follow the following steps in Internet Explorer (IE):

- Open Internet Explorer
- Press the Alt key, then press the ‘T’ key
- Choose “Compatibility View “settings from the menu
- Be sure that [navy.mil](http://navy.mil) is in the Compatibility View Box. If not, click add
- Place a check in the box for Display all websites in Compatibility View
- Click Close
- Exit from IE completely, restart and go back to the SOP
- The issue should be resolved



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# Official Military Personnel File (OMPF) Command View

## Description

OMPF Command View provides access to specific service record documents for personnel assigned to the UIC(s) for which access is granted. Access granted depends on whether the stakeholder is officer or enlisted. See **OMPF Command View Users' Guide** to determine which documents can be viewed.

- Note, individual Fleet users (officer and enlisted) automatically have access to their official record via OMPF My Record view.
- The Commanding Officer, Executive Officer and Command Master Chief have automatic access to command personnel records via OMPF Command View. The CO, XO or CMC may delegate an Administrator Access User who can then establish and manage OMPF Command View accounts for additional stakeholders, such as the Personnel Officer, CCC and CPC.

OMPF Command View provides the ability to download and print service record documents required to support personnel transactions.

 **CAC and CAC-enabled computer required.**

Log in to BUPERS OnLine (BOL) at <https://www.bol.navy.mil>.

- Click [OMPF - Command View](#) to view personnel documents

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## Find Supporting Information Online

Go to the Navy Personnel Command (NPC) website at <http://www.public.navy.mil/bupers-npc/Pages/default.aspx>.

- Click [Career Info > Records Management > OMPF - Command View](#)

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## Find Assistance or Help

Contact your Personnel/Admin Officer, CCC, PSD, CSD or NOSC.

On the NPC website, click [Career Info > Records Management > Military Personnel Records > Contact Us](#).

Contact the NPC Customer Service Center.

- 866-827-5672; DSN 882-5672; email [uasknpc@navy.mil](mailto:uasknpc@navy.mil)



## Required Actions

- Download the **OMPF Command View Users' Guide** from the NPC website. Click [Career Info > Records Management > OMPF - Command View](#). The guide provides step-by-step procedures for establishing access to OMPF Command View.
- Access, view, download and/or print OMPF documents only for official purposes and when documents are required to provide Sailor personnel support or to execute personnel transactions.
- Support Command stakeholders, such as the Training Officer, Education Services Officer, Command IA Coordinator, Security Officer, etc., by providing Sailor OMPF documents when required.
- At all times, you are required to protect the Personally Identifiable Information (PII) of command personnel and prevent the unauthorized access to, or loss of PII.
- Recommend to Sailors that they routinely view and verify their OMPF for accuracy and completeness. Download user aids located at [NPC > Career Info > Career Toolbox](#).



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# Electronic Service Record (ESR) Administrative View

## Description

ESR Administrative View provides access to all service record data for all personnel assigned to the UIC(s) for which access is granted, with the exception of officer FITREP data.

- Note, individual Fleet users (officer and enlisted) automatically have access to their ESR via the Self Service view.

In the Internet environment, log in to ESR via Navy Standard Integrated Personnel System (NSIPS) at <https://nsips.nmci.navy.mil>. (NSIPS is the portal to ESR).

- Using the dropdown menu, select Administrative View and then click Logon.

 **CAC and CAC-enabled computer required.**

Users on surface ships with NSIPS server installed, go to <http://nsipswebafloat>.

- Click Administrative View (no CAC required afloat)

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## Find Supporting Information Online

Go to Navy Knowledge Online (NKO) at <https://www.nko.navy.mil>.

- In the Quick Links box, click NSIPS
- In the Career Management heading, click Navy Career Tools

Go to the Navy Personnel Command (NPC) website at <http://www.public.navy.mil/bupers-npc/Pages/default.aspx>.

- Click Career Info > Records Management > Electronic Service Record (ESR)

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## Find Assistance or Help

Contact your Personnel/Admin Officer, CCC, PSD, CSD or NOSC.

Contact the NSIPS help desk.

- 877-589-5991, Option 2; DSN 647-5442, Option 2
- email [nsipshelpdesk@navy.mil](mailto:nsipshelpdesk@navy.mil)

Contact the NPC Customer Service Center.

- 866-827-5672; DSN 882-5672; email [uasknpc@navy.mil](mailto:uasknpc@navy.mil)



## Required Actions

- Use NSIPS/ESR for routine maintenance and administration of personnel records.

Note, occasionally, in order to perform official tasks it may be necessary to obtain individual OMPF documents. Information found in OMPF but not in ESR includes Eval/FITREP narrative remarks, letters of extension for Eval/FITREP, SGLI/FSGLI election forms and certificates, Montgomery GI Bill contribution forms, and Personnel Reliability Program documents.

- Support Command stakeholders, such as the Training Officer, Education Services Officer, Command IA Coordinator, Security Officer, etc., by providing Sailor ESR data when required.
- Recommend to Sailors that they routinely view and verify their ESR for accuracy and completeness. Download user aids located at [NPC > Career Info > Career Toolbox](#).



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# Fleet Training Management and Planning System (FLTMPS)

## Description

FLTMPS integrates manpower, personnel, training and education (MPTE) information into a single reporting system. FLTMPS enables access to numerous reports to assist in monitoring and managing training requirements, unit manning, Sailor personnel records, and Sailor training status.

Using FLTMPS, CPCs can view Sailor's Administrative Data, NECs, Career History, Education, Language Skills, and Quals/Certs. Available reports include Advancement, Time-in-Rate Eligible, Projected Gains/Losses, Career Status Bonus, Education Summary, and Dependent Care Plan, among others. All reports can be printed and/or downloaded into Excel documents for viewing at a later date.

In the Internet environment, log in to FLTMPS at <https://ntmpsweb.ncdc.navy.mil/fltmpps/default.aspx/>.

 **CAC and CAC-enabled computer required.**

On surface ships with NIAPS 2.3 or higher installed, log into FLTMPS Afloat via the NIAPS Distance Support portal.

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## Find Supporting Information Online

Log in to FLTMPS at <https://ntmpsweb.ncdc.navy.mil/fltmpps/default.aspx/>.

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## Find Assistance or Help

Contact your command Training Officer (TRAINO).

Contact NTMPS Support Office.

- 866-438-2898, Option 1; email [ntmps.support@navy.mil](mailto:ntmps.support@navy.mil)



## Required Actions

- Establish FLTMPS account at <https://ntmpsweb.ncdc.navy.mil/fltmpps/default.aspx>. Click [NTMPS Access Request Application](#) and follow instructions provided.
- Monitor personnel gains and losses.
- Use reports to monitor and support Sailor advancement.
- Use report data to inform and update command leadership.
- Recommend to Sailors that they routinely view and verify their Electronic Training Jacket (ETJ) for accuracy and completeness (FLTMPS and ETJ share data sources).

**NOTE: FLTMPS Afloat is available on surface ships with NIAPS 2.3 or higher, via the NIAPS Distance Support portal.**



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# Transaction Online Processing System (TOPS)

## Description

TOPS enables designated command personnel to communicate safely and efficiently with the supporting PSD, CSD or NOSC via the Internet. Customer commands submit, track and receive feedback on pay and personnel related transactions.

TOPS uses secure network protocol to protect Sailors' Personally Identifiable Information (PII) when transferring personnel documents used to update NSIPS.

In the Internet environment, log in to TOPS at <https://twms.navy.mil/tops/>.

 **CAC and CAC-enabled computer required.**

On surface ships, TOPS Afloat is currently offline. Once a new version has been developed and tested by Fleet users, TOPS Afloat will be installed on NIAPS.



## Find Assistance or Help

Contact your Personnel/Admin Officer, CCC, PSD, CSD or NOSC.

Contact local PSD TOPS Network Account Manager (NAM).

- Request training
- Request information regarding local or customized policies

Contact TOPS Technology Team Help Desk.

- 619-532-2428; DSN 522; email [mps-tops@navy.mil](mailto:mps-tops@navy.mil)

## Find Supporting Information Online

- See [NAVADMIN 044/09](#)

## Required Actions

- Establish TOPS account via your local PSD TOPS Network Account Manager (NAM).
- Use TOPS as directed by [NAVADMIN 044/09](#).
- Use TOPS to submit personnel documents to PSD, CSD or NOSC for subsequent data entry into NSIPS.
- Recommend to Sailors that they monitor OMPF and ESR closely and routinely verify proper documentation of personal, personnel, and career information.
- Use MMPA to verify status of pay and personnel action requests submitted to the PSD for processing (see next page).



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# Master Military Pay Account (MMPA) View Only Access

## Description

MMPA enables authorized personnel to verify the status of requested pay and personnel actions submitted to the PSD for processing. MMPA also provides the ability to view the status of all non-Defense Travel System (DTS) claim settlements and travel advances.

Log in to MMPA via the Multi-Host Internet Access Portal (MIAP) at <https://miap.csd.disa.mil/portal.html>.

 **CAC and CAC-enabled computer required.**

## Find Assistance or Help

Contact Multi-Service Operational Support Team.

- 800-443-2448, Option 2; DSN 430-7426, Option 2; email [miap@mech.disa.mil](mailto:miap@mech.disa.mil)

## Find Supporting Information Online

- For MMPA, download the MMPA Read Guide at <https://dfas4dod.dfas.mil/systems/djms/mmpa.pdf>
- For MIAP, go to <https://miap.csd.disa.mil>. Click Enter MIAP Portal. Underneath the Link Library heading, click MIAP User Manual v10



## Required Actions

- Establish MIAP account via the online application. Go to MIAP at <https://miap.csd.disa.mil>. Click Enter MIAP Portal and follow directions to “Create New Account”.
- Establish MMPA account per [Military Pay Advisory 30/15](#):
  - Personnel who are assigned to nonpay UIC commands and require the establishment of new or the renewal of an existing MMPA account, must submit a request using the account management and provisioning systems (amps). The DD Form 2875 is no longer be accepted by DFAS-CL for MMPA access requests.
  - Access the AMPS website at <https://amps.Dla.Mil/oim> and select the first time user link to create an amps user account. User guides are available on the amps web
  - Once the registration process has been completed, the requestor must follow the guidance provided in the online user guides available on the AMPS website.
  - For assistance, contact the DLA help desk at 855-352-0001.
- Use MMPA to verify status of pay and personnel action requests submitted to the PSD for processing.



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# Voluntary Education (VOLED) / Navy College Program (NCP)

## Description

The Navy College Program (NCP) can help Sailors achieve education goals and make productive use of their off-duty time. NCP is administered at local installation Navy College Offices (NCO) and off-site via the Virtual Education Center (VEC). Navy VOLED is a network of professional education counselors, education technicians, and supporting program managers that provide educational services for Navy personnel at fleet and shore commands worldwide. NCP ensures on base and on board education programs are compatible with operating schedules concurrently supporting fleet readiness & mission accomplishment.

NCP services include but are not limited to:

- Academic Counseling, Advisement, and Education Planning
- Tuition Assistance/GEV/AEV/Other
- NCPACE
- USMAP
- Testing Services (CLEP, DSST, ACT, SAT etc.)
- Command Education Briefings
- College & University Information
- Oversight of On Base College Programs
- Joint Service Transcript (JST) Management
- Career Interest Inventory

## Find Supporting Information Online

Go to Navy College at <https://www.navycollege.navy.mil>.

- At the top menu, for Academic Counseling, click on "Contact Us" to locate your local NCO or the Virtual Education Center (VEC).
- At the top menu, click "Tuition Assistance (TA)" to access online Web TA training & policies.
- On the left, click on "College Preparation" and "Testing" for more information
- On the left, click on "NCPACE" for program details

## Find Assistance or Help

Contact your local Navy College Office

Contact the Virtual Education Center

- Toll free: 877-838-1659, DSN 492-4684; Commercial 757-492-4684
- email [VEC@navy.mil](mailto:VEC@navy.mil)



## Required Actions

Assist Sailors in the following:

- Review policy requirements to participate in the Navy Tuition Assistance Program.
- Contact a Navy College or VEC Counselor to establish an education plan.
- Complete online Web Tuition Assistance Training
- Submit Tuition Assistance Application via the "My Education Portal" accessible on the NCP website
- Tuition Assistance Applications must be Command Approved before the term start date

## Additional Resources

- From the DOD Memorandum of Understanding (MOU) website at <https://dodmou.com/>, search DOD approved academic institutions.
- DANTES provides military centric education resources at <http://www.dantes.doded.mil/service-members/index.html>.
- Go to the My Education Portal at <https://myeducation.netc.navy.mil> to access the WebTA Application.



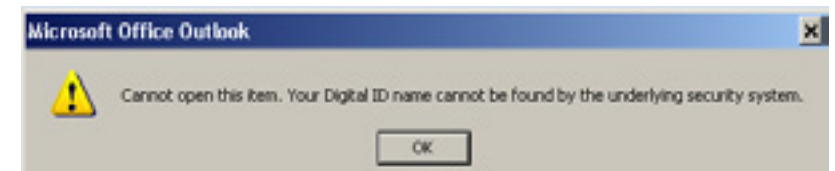
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# Top 10 ways to stay out of PII Trouble

1. ALWAYS encrypt emails that contain sensitive PII (SSN specifically), and remember to consider PII in context.
  - Remember, the subject line is NEVER encrypted.
  - If the email contains sensitive PII ensure the subject line contains "FOUO Privacy Sensitive" and the following is in the body of the email: "FOR OFFICIAL USE ONLY – PRIVACY SENSITIVE. Any misuse or unauthorized disclosure may result in both civil and criminal penalties."
2. ALWAYS make sure you are sending PII ONLY to those with a business need to know.
3. ALWAYS check your recipients to make sure they are the correct 'john smith' (there are over 40 of them...).
  - If the email contains PII and is encrypted but goes to the wrong person, it's a breach.
4. ALWAYS make sure you are attaching the correct attachment and ALWAYS make sure you are sure what is in the attachment(s).
  - Sometimes spreadsheets have multiple workbooks - check them all!
  - Even if it's encrypted, if it's the wrong attachment, it's a breach.
  - If you are uploading documents to a website ALWAYS be aware of what you are uploading.
5. NEVER leave PII on a copier, scanner, or printer. Walk around your spaces and always be looking for 'forgotten' PII. If found and you can't locate the owner – SHRED it.
6. NEVER put PII in a recycling bin - either shred it when it is no longer needed or secure it until you can shred it. Using a red bin is acceptable but...
7. NEVER look at somebody else's PII if you don't have a business need to know. And do not share PII with those who don't have a valid business need to know.
8. NEVER leave PII out in the open when you aren't at your desk – secure it when you walk away or leave for the day.
9. NEVER use live screen shots containing SSN in briefs or presentations.
  - Either remove the SSN or redact it.
  - When redacting, don't just place a 'bar' over the SSN (like in Powerpoint) - it can be removed by opening the slide and moving it around. Use either Snag-IT or Adobe Pro.
    - One additional archaic method is to print out the document, redact the SSN with a marker, and then scan it in and save it as a .pdf.
    - Review Users Manuals and SOPs to look for screenshots that contain real SSNs. If you find any – REMOVE them!
10. When forwarding email, make sure you know what is in the ENTIRE email string.
  - Some of our emails can be very lengthy and we don't really know what's in the entire email.
  - Look it over before you hit the Send button and you may very well prevent an unauthorized disclosure of PII.

## Additional Information



If you are unable to open one of your own encrypted emails because you have new certificates, follow these steps:

- Go to: <https://ara-1.c3pki.chamb.disa.mil/ara/Key>
- Select the appropriate key to recover, and then follow the instructions.

View resources on the DON Chief Information Officer's website:

- [DON Users Guide to Personally Identifiable Information](#)
- [Customize Your Email to Make Signing/Encrypting Messages Easier](#)

**IF YOU COLLECT IT, YOU MUST PROTECT IT!**



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# Websites for PASS Information

## Description

The Internet provides multiple resources. You are cautioned to use only official websites to obtain current information, policy and documents.

## Navy Personnel Command (NPC)

<http://www.public.navy.mil/bupers-npc/Pages/default.aspx>

- NPC > Support & Services > Pay Pers Support > [CPC Resources](#)
- NPC > (Career Links) > [My Personnel Information](#)
- NPC > (Career Links) > [Career Toolbox](#)
- NPC > Reference Library > [Messages](#)
- NPC > Reference Library > [MILPERSMAN](#)

## Navy Knowledge Online (NKO)

<https://www.nko.navy.mil/>

- NKO > Quick Links > NSIPS

## Navy Directives (Instructions)

<http://doni.daps.dla.mil/default.aspx>

## Defense Finance and Accounting Service (DFAS)

<http://www.dfas.mil/>

- DFAS > Military Members > Pay & Allowances
- DFAS > Military Members > Pay Deductions

## DoD Military Pay Policy and Procedures

<http://comptroller.defense.gov/fmr/07a.aspx>

## Travel Policy and Procedures

[http://comptroller.defense.gov/Portals/45/documents/fmr/current/09/Volume\\_09.pdf](http://comptroller.defense.gov/Portals/45/documents/fmr/current/09/Volume_09.pdf)

## Defense Travel - Allowances (Per Diem, BAH, etc)

<https://www.defensetravel.dod.mil/site/allowances.cfm>

## Joint Federal Travel Regulations

<http://www.defensetravel.dod.mil/site/travelreg.cfm>



## Required Actions

- You are serving in a position of significant trust with access to the personnel records (data and documents) of command personnel. AT ALL TIMES, YOU ARE TO PROTECT THE PERSONALLY IDENTIFIABLE INFORMATION (PII) OF COMMAND PERSONNEL AND PREVENT THE UNAUTHORIZED ACCESS TO, OR LOSS OF PII.
  - PII is any information that can be used to distinguish or trace an individual's identity. Examples include, but are not limited to: name, Social Security number (SSN), date of birth, home address, home phone number, personal email address, family data, religion, race, national origin, fingerprints, photographs, performance ratings, security clearance level, leave balances, types of leave used, financial information, and medical information.
  - **IMPORTANT:** Full and partial SSNs associated with a name are especially sensitive and commonly found on many service record documents. Special care should be taken to safeguard these sensitive personal elements from persons without a need to know.



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