

# Notes for Command Leaders

## Navy Career Tools



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Navy policy encourages all personnel to take an active role in their own professional development and career management. This information sheet identifies a virtual "Career Toolbox" that the Command Leadership Team (CO/OIC, XO, CMC/COB) should be aware of on behalf of Sailors and, in some cases, use to support the command's mission. This sheet also identifies the environment(s) in which the applications reside and the command stakeholders responsible for ensuring users have access to application functionality when they need it.

For description and supporting information of the following, see the *Sailor Career Toolbox*, *CCC Toolbox*, and *CPC Toolbox* information sheets.

### Personnel Records Applications

- ▶ Electronic Service Record (ESR), ESR Afloat
- ▶ Electronic Training Jacket (ETJ), ETJ Afloat
- ▶ Official Military Personnel File (OMPF)
- ▶ Performance Summary Record (PSR)
- ▶ Physical Readiness Information Management System (PRIMS)
- ▶ Navy Standard Integrated Personnel System (NSIPS), NSIPS Afloat
- ▶ Transaction Online Processing System (TOPS)
- ▶ U.S. Navy Awards (previously called NDAWS)

### Career Development Applications

- ▶ Career Management System - Interactive Detailing (CMS-ID)
- ▶ Career Waypoints (C-WAY) (formerly Fleet RIDE-PTS)
- ▶ Navy eLearning (NeL), NeL Afloat
- ▶ Navy Credentialing Opportunities On-Line (Navy COOL)
- ▶ United Services Military Apprenticeship Program (USMAP)
- ▶ Joint Services Transcript (formerly SMART)
- ▶ Sailor/Marine Online Academic Advisor (SMOLAA)

### Applications with Command Stakeholder Roles

- ▶ Fleet Training Management and Planning System (FLTMPMS), FLTMPMS Afloat
- ▶ Career Information Management System (CIMS), CIMS Afloat
- ▶ Career Waypoints (C-WAY) (formerly Fleet RIDE-PTS)
- ▶ Navy Retention Monitoring System (NRMS)
- ▶ Officer Personnel Information System (OPINS)
- ▶ Also CMS-ID, PRIMS, NDAWS and NSIPS (listed above)

### Career Tools available in three environments

All career tools are available in the Internet environment. Some tools may be accessed directly through their own URL. Some tools require users to enter through a portal, such as Navy Knowledge Online (NKO) or BUPERS Online (BOL).

**▶ CAC and CAC-enabled computer required for access to many Navy Career Tools on the Internet.**

Users on most surface ships and some submarines may access Navy eLearning, ETJ and FLTMPMS Afloat in the disconnected environment provided by the Navy Information Application Product Suite (NIAPS).

Users on most surface ships (but not submarines) may access NSIPS, ESR and CIMS in the disconnected environment provided by Navy Standard Integrated Personnel System (NSIPS) Afloat.

**▶ CAC not required for access to Navy Career Tools in the disconnected environments provided by NIAPS and NSIPS.**

### Recommended Actions for Command Leadership

- Ensure command stakeholders monitor applications for availability, advise command of application non-availability (especially when afloat) and provide status of restoration efforts.
- Ensure stakeholders inform users of application functionality during command indoctrination and through routine use of POD notes and other available communication channels.
- Ensure user access to applications designed to support and enhance competitive efforts for advancement and retention.
- Ensure user access to online service records and encourage personnel to monitor records for personnel data accuracy, career achievements, and eligibility for continued service.
- In all cases when applications do not perform as expected, ensure stakeholders and/or users contact Navy 311 via email to [navy311@navy.mil](mailto:navy311@navy.mil). Ensure support requests are tracked until resolved satisfactorily.

**NOTE:** Download this information sheet, and information sheets for the *Sailor Career Toolbox*, *Sailor Career Toolbox with CMD Best Practices*, *CCC Toolbox* and *CPC Toolbox* from [NPC > Career Links > Career Toolbox](#).

# Personnel Records Applications

## Tools available via the Internet

- ▶ Electronic Service Record (ESR)
- ▶ Electronic Training Jacket (ETJ)
- ▶ Official Military Personnel File (OMPF)
- ▶ Performance Summary Record (PSR)
- ▶ Physical Readiness Information Management System (PRIMS)
- ▶ Navy Standard Integrated Personnel System (NSIPS)
- ▶ Transaction Online Processing System (TOPS)
- ▶ U.S. Navy Awards (previously called NDAWS)

## Tools available as afloat (disconnected) versions

- ▶ ESR Afloat (via NSIPS Web Afloat)  
**IMPORTANT:** All personnel should establish their ESR account on the Internet. Afloat personnel may create a second ESR account via the shipboard NSIPS server. Although personnel information in the Internet and Afloat environment is synchronized via routine data transfer between ship and shore, afloat personnel must establish an Internet account to view their ESR in the Internet environment.
- ▶ NSIPS Web Afloat (via NSIPS Web Afloat)
- ▶ ETJ Afloat (via NIAPS NKO at Sea or Career Tools Afloat)

## Application Stakeholders

- ▶ Command Leadership (CO, XO, OIC, CMC/COB)
- ▶ Afloat Training Officer (TRAINO)
- ▶ Personnel and Admin Officer
- ▶ Command PASS Coordinator (CPC)
- ▶ Command Career Counselor (CCC)
- ▶ Command Fitness Leader (CFL)
- ▶ Afloat Communications/ADP Officer

## Ensure stakeholders perform the following actions

### Command Leadership

- Establish access to own ESR and provide feedback for improved functionality and data content to TYCOM N1.
- Review own OMPF; provide feedback for improvement to TYCOM N1.
- Designate Primary and Secondary Command PASS Coordinator (CPC) in writing, per MILPERSMAN 1000-021, and ensure participation in routine training provided by servicing PSD.

### Afloat Training Officer

- Periodically, direct personnel to verify ETJ documentation.
- Monitor availability of ETJ Afloat on NIAPS.

### Personnel and Admin Officer

- Periodically, direct personnel to verify ESR, ETJ, OMPF, PSR, PRIMS, and NDAWS for data accuracy and completeness.
- Support personnel efforts to ensure records accurately reflect personal and career data, and professional achievements.
- When personnel records are maintained by a PSD, use TOPS to submit personnel documents for documentation in NSIPS.

### Command PASS Coordinator

- Attend routine training provided by servicing PSD.
- Use NPC "CPC Resources" page to support tasks.
- **NEW:** Access new Pay/Pers SOPs via link located at [NPC > Career Info > Career Toolbox](#) (middle of the page). (CAC required)

### Command Career Counselor

- When personnel records are maintained by a PSD, use TOPS to submit personnel documents for documentation in NSIPS.

### Command Fitness Leader

- Use PRIMS as directed by OPNAVINST 6110.1J and current NAVADMIN(s).
- Periodically, direct personnel to verify PRIMS documentation.

### Afloat Communications/ADP Officer

- In addition to actions listed on previous page, advise command of outages or delays in data replication that affect crew access to NSIPS Web Afloat applications (NSIPS, ESR, CIMS).
- Direct server maintenance per *NSIPS Web Afloat Shipboard System Administrator's Guide* and current policy message.



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# Career Development Applications

## Tools available via the Internet

- ▶ Career Management System - Interactive Detailing (CMS-ID)
- ▶ Career Waypoints (C-WAY) (formerly Fleet RIDE-PTS)
- ▶ Navy eLearning (NeL)
- ▶ Navy Credentialing Opportunities On-Line (Navy COOL)
- ▶ United Services Military Apprenticeship Program (USMAP)
- ▶ Joint Services Transcript (formerly SMART)
- ▶ Sailor/Marine Online Academic Advisor (SMOLAA)

## Tools available as afloat (disconnected) versions

- ▶ NKO at Sea or Career Tools Afloat (via NIAPS Distance Support portal)  
**IMPORTANT:** Depending on NIAPS version, either NKO at Sea or Career Tools Afloat serve to authenticate afloat user access to Navy eLearning, Electronic Training Jacket and FLTMPs Afloat on NIAPS. NKO at Sea contains limited information and is being replaced by Career Tools Afloat.
- ▶ Navy eLearning (via NKO at Sea or Career Tools Afloat)  
**IMPORTANT:** If you begin a course in the Internet environment, you must complete the course in the Internet environment. If you begin a course in the NIAPS environment, you must complete the course in the NIAPS environment.

## Application Stakeholders

- ▶ Afloat Training Officer (TRAINO)
- ▶ Education Services Officer (ESO)
- ▶ Command Career Counselor (CCC)
- ▶ Afloat Communications/ADP Officer

## Ensure stakeholders perform the following actions

### Afloat Training Officer

- Complete Training Officer Course (CIN G-7B-0200) ASAP.
- Monitor NeL Afloat (on NIAPS) and routinely verify approximately 1900 courses are available for enrollment.
- Direct users to verify NeL Afloat course completions are documented in ETJ on the Internet (as well as ETJ Afloat).

### Education Services Officer

- Direct users to verify JST (SMART) documentation.
- Inform personnel regarding benefits of using SMOLAA to identify educational opportunities and rating-related degree plans.

### Command Career Counselor

- Use CMS-ID CCC Role to monitor Sailor job applications and provide counseling, assistance, and command-level support when required. Obtain current requisition file and submit job applications when Sailors are unable to do so for themselves.
- Inform personnel regarding benefits of using Navy COOL to identify credentialing opportunities based on officer designator or enlisted rating, and enrolling in USMAP to earn Department of Labor certification.
- Use C-WAY to screen PACT Sailors prior to requesting any of the following: Rating Entry Designation, Apprenticeship change, Navy Wide Advancement Exam quota, "A" School assignment.
- Use C-WAY to validate Sailor qualifications and to submit reenlistment applications as directed by current NAVADMIN(s). Review monthly and update applications as necessary to increase Sailor retention opportunities.
- In C-Way, validate automatic C-WAY Reenlistment application submission for Sailors who are 12 months from PRD. Ensure data is correct and accurately reflects the Sailor entering the negotiation window. When approved, verify status reflected in CMS-ID.

### Afloat Communications/ADP Officer

- Monitor NIAPS replication daily for successful data transfer. Advise command of outages or delays in data replication that affect crew access to or use of career tools on NIAPS.
- Perform daily maintenance per *NIAPS System Administrator Guide (SAG)* and current policy message.
- Assign Navy eLearning course, "NIAPS 2.3 System Administrator Training" (NAVSEA-A-150-1800.2), to untrained IT personnel.



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# Applications with Command Stakeholder Roles

## Tools available via the Internet

- ▶ Electronic Service Record (ESR) Administrative (Command) View
- ▶ Official Military Personnel File (OMPF) Command View
- ▶ Fleet Training Management and Planning System (FLTMPMS)
- ▶ Career Management System / Interactive Detailing (CMS-ID) CCC and COMMAND Roles
- ▶ Career Information Management System (CIMS)
- ▶ Navy Retention Monitoring System (NRMS)
- ▶ Officer Personnel Information System (OPINS)

## Tools available as afloat (disconnected) versions

- ▶ FLTMPMS Afloat (NIAPS 2.3 and above, via NKO at Sea or Career Tools Afloat)
- ▶ CIMS Afloat (via NSIPS Web Afloat)
- ▶ ESR Afloat (via NSIPS Web Afloat)

## Application Stakeholders

- ▶ Command Leadership (CO, XO, OIC, CMC/COB)
- ▶ Departmental and Divisional Leaders
- ▶ Afloat Training Officer (TRAINO)
- ▶ Personnel and Admin Officer
- ▶ Command Career Counselor (CCC)
- ▶ Command PASS Coordinator (CPC)
- ▶ Afloat Communications/ADP Officer

## Ensure stakeholders perform the following actions

### Command Leadership

- Establish OMPF Command View and ESR Administrative (Command) View access and provide access for designated command representatives, as appropriate.
- Direct CCC to establish command website link in CMS-ID and add “Job Detail” comments to available command requisitions (thus influencing Sailor job applications to your command).

### Department and Division Leaders

- Use CMS-ID “Command Role” to view incoming Sailor job applications and submit comments to Detailers.

### Afloat Training Officer

- Use FLTMPMS to monitor training requirements and command summary reports; determine course availability and reservation status; develop and execute command training plan.

### Personnel and Admin Officer

- Use FLTMPMS to monitor and manage unit manning, personnel assigned, and projected gains/losses.

### Command Career Counselor

- Use FLTMPMS to review Sailor personnel and professional data when preparing for Career Development Boards (CDBs), personal interviews, and individual counseling sessions.
- Use CIMS to manage command career information program; review Sailor records when preparing for CDBs, personal interviews, and individual counseling sessions; assign command sponsor and track sponsor information; input Administrative Remarks (Page 13).
- Use NRMS to provide retention statistics for command review.
- Use OPINS to input Sailor requests for SRB, STAR, Career Status Bonus (CSB), and transfer to the Fleet Reserve.

### Command PASS Coordinator

- Use OMPF Command View and ESR Administrative (Command) View to provide authorized command stakeholders with Sailor personnel information and documents required to perform assigned tasks.

### Afloat Communications/ADP Officer

- As indicated on previous pages: ensure IT personnel are trained; direct and monitor NIAPS and NSIPS server maintenance and administration; monitor and ensure command access to career tools, as required.



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# Sources of Support

## Navy 311

Navy 311 is the central hub for all Navy help desks. Frequently, Navy 311 staff members will be able to answer questions immediately. If not, requests are forwarded to the appropriate source of support (such as Navy eLearning, CMS-ID, NSIPS, C-WAY, etc.) and tracked by Navy 311 until your issue is resolved. Navy 311 is available 24/7, 365 days a year.

- Phone 855-628-9311; DSN 510-628-9311
- email [navy311@navy.mil](mailto:navy311@navy.mil)
- Naval message PLAD: NAVY THREE ONE ONE NORFOLK VA
- For a live Chat session, go to [www.navy311.navy.mil](http://www.navy311.navy.mil) > LIVE CHAT.

Support requests are assigned a Case number, which users should receive within 48 hours and retain for future reference. In all cases, personnel should continue to communicate with support staff until they are satisfied with results provided.

If desired results are not achieved, the appropriate application stakeholder should contact [gregor.mcleod.ctr@navy.mil](mailto:gregor.mcleod.ctr@navy.mil), or phone 757-443-3872 ext 1750.

**IMPORTANT:** If emailed support requests contain personally identifiable information (PII), be sure to digitally sign AND encrypt!



## Navy Career Tools

## Individual Application Help Desks

Contact the CMS-ID Help Desk.

- 800-537-4617, Option 2; DSN 647-7070
- email [cmsidhelpdesk@navy.mil](mailto:cmsidhelpdesk@navy.mil)

Contact the C-WAY Help Desk.

- 901-874-2101; DSN 882
- email [career\\_waypoints@navy.mil](mailto:career_waypoints@navy.mil)

Contact the TOPS Technology Team Help Desk.

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

Contact the Enterprise Customer Support Center for NeL.

- 877-253-7122, Option 1, then Option 1 (DSN 922-1001)
- Complete the [Problem Report](#) form on the NeL [Help](#) page

Contact the Virtual Education Center for JST (SMART) and SMOLAA.

- 877-838-1659, Option 2; DSN 492-4684, Option 2
- email [vec@navy.mil](mailto:vec@navy.mil)

Contact USMAP.

- 850-452-1001, Option 3, ext 2222 / 2093 / 2096 / 2097  
DSN 922-1001, Option 3, ext 2222 / 2093 / 2096 / 2097
- email [netpdtc.usmap@navy.mil](mailto:netpdtc.usmap@navy.mil)

Contact the Credentialing Program Office for Navy COOL.

- 850-452-6683; DSN 922-6683
- email [cry\\_cqcredentials@navy.mil](mailto:cry_cqcredentials@navy.mil)

Contact the NSIPS Help Desk for NSIPS, ESR, CIMS, and NRMS.

- 877-589-5991, Option 2 or 3; DSN 647-5442, Option 2 or 3
- email [nsipshelpdesk@navy.mil](mailto:nsipshelpdesk@navy.mil)

Contact the NTMPS Support Office for FLTMPs and ETJ.

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

Contact the NPC Customer Service Center for OMPF and PRIMs.

- 866-827-5672; DSN 882-5672
- email [uasknpc@navy.mil](mailto:uasknpc@navy.mil)
- NOTE: Use [cscselboard@navy.mil](mailto:cscselboard@navy.mil) to submit encrypted Selection Board packages.

Contact the Multi-Service Operational Support Team for OPINS.

- 800-443-2448, Option 2; DSN 430-7426, Option 2
- online <https://miap.csd.disa.mil/onlinesupport.htm>