Physical Readiness Information Management System (PRIMS 2)

February 2022
1. Gaining Access to Salesforce (PRIMS 2 Coordinator, CFL)
2. Logging into PRIMS 2
3. Access Member’s PFA Detail Record
4. Create/Edit Physical Fitness Assessment (PFA)
5. Create/Edit Physical Activity Risk Factor Questionnaire (PARFQ)
6. Create/Edit Medical Waiver
7. Create/Edit Body Composition Assessment (BCA)
8. Create/Edit Physical Readiness Testing (PRT)
9. Create/Edit Fitness Enhancement Program (FEP)
10. Transfer member out of a Command/UIC
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13. View Command Authorizations
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15. Accessing Reports
16. Upload Member Data from an Excel Spreadsheet to PRIMS 2
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18. Help Desk Support
Gaining Access to Salesforce

1. Generate an OPNAV 5239/14 (SAAR-N) form

2. Complete and submit forms through your chain of command

3. After SAAR-N form is completed through your chain of command, ensure your local Identity and Access Management Team (IAM) digitally signs the SAAR.

4. Route SAAR-N and other required documents (see Guide 10) to PRIMS@navy.mil via email.

5. Ensure to encrypt any documents containing PII prior to submission via email.

6. Confirmation emails will be sent to users when SAAR-Ns are processed.
Logging into PRIMS 2

PRIMS 2 console can be entered using CAC login or CAC/PIV card: to https://navynpc.my.salesforce.mil/

1. To access PRIMS 2 console press CTRL + click the link simultaneously. (This opens another tab to PRIMS 2 URL).
2. Click ‘CAC Login’
3. Click Log in with CAC (Authentication Cert). Be sure to click the PIV/Authentication Certificate. (Note: Select the certificate if prompted)

4. Consent to the US Government Agreement by checking the box.
5. Click the next button to access the PRIMS 2 home page
1. From the Navigation drop down menu, next to PRIMS logo (Refer to Screenshot in the next slide) select ‘Contact Records’.

2. Finding a member’s record:
   - Use the down arrow on ‘Contact Records’ and select “Recently viewed” or “All Contact Records” in your UIC.
   - Use the “search this list” box in the upper right corner to search by name, (First name or Last), rank or rate.
   - Use Global search in the upper center section of the page for a more detailed member record search. This includes searching by a member’s full ‘DODID’ or full social security number.

3. Click on member’s name when the system displays her/his data.

4. View or create applicable PFA record/s from the related list on the right of the contact details page. Click on “View All” if the PFA record that you are looking for is not displayed.
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Account Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
<th>Owner First Name</th>
<th>Owner Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>GARCIA</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td></td>
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<tr>
<td>3</td>
<td></td>
<td>QUINTANILLA</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>4</td>
<td></td>
<td>MARCELLANA</td>
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<td></td>
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<tr>
<td>5</td>
<td></td>
<td>RABINA</td>
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<td>6</td>
<td></td>
<td>MEDINA</td>
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</tr>
<tr>
<td>7</td>
<td></td>
<td>SANCHEZMEDINA</td>
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<td>ESPINOSA</td>
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<td></td>
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</tr>
<tr>
<td>9</td>
<td></td>
<td>AMEZCUA</td>
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<td></td>
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</tr>
<tr>
<td>10</td>
<td></td>
<td>RABAYA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>SVEC</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
Create PFA

1. On the member’s Contact record, from the PFA’s related list on the right select down arrow and ‘New’, - New PFA form opens.

2. Enter applicable data on the PFA form.
   • Ensure the PFA cycle identifier is populated in the system information section.

3. Select ‘Save’ or to create another record for a different member select Save & New.
Contact Details Page

Details

Account Name: Ariel Allias
Email: sailor260@gmail.com
Phone: 34478
Date of Birth: 1/1/2021
Gender: Male

CFL Data Age: This page contains PII
Service Branch: United States Navy (USN)
Rate: 
Rank: 
Paygrade:

Contact Record Type: Active Duty/MBR/RES/FTS/Others
CFL Certification Date: 

PDA Date: 1/1/2021
PDA Due Date: 
PDHA Date: 
PDHA Due Date: 

System Information

Created by: [Redacted] 01/31/2021 8:16 PM
Last Modified by: [Redacted] 01/31/2021 8:16 PM

PFAs (3+)

- PPA-09018
  - Navy Cycle Name: Cycle 1, 2016
  - Navy Cycle Start Date: 1/1/2016
  - Navy Cycle End Date: 6/30/2016
- PPA-090151
  - Navy Cycle Name: Cycle 2, 2016
  - Navy Cycle Start Date: 7/1/2016
  - Navy Cycle End Date: 12/31/2016
- PPA-090154
  - Navy Cycle Name: Cycle 1, 2017
  - Navy Cycle Start Date: 1/1/2017
  - Navy Cycle End Date: 6/30/2017

FEP Enrollments (1)

- FEP ENROLL - 0000000000000000000000
  - FEP Enrollment Start Date: 1/3/2021
  - Enrollment End Date: 
  - Enrollment Reason: 

View All

Click drop down for New PFA
To create another record click the **save & new** button and search for another member. A new form will open to create a PFA record for the selected member.
1. On the PFA details page select ‘Edit’ on the top right corner to edit data entered in PFA record. (‘Edit’ permissions are applicable to those limited editable fields only).

2. Update applicable fields and save.
Edit PFA

PFA Details Page

Details Related

Information

Member:
BURNETTE
Date: 0001

First Name:

Middle Name:

Last Name:
BURNETTE
Suffix:

Gender:
M

Date of Birth:

Branch of Service:
United States Navy (USN)

Rank:

Rate:

USN ID:
00001

Nutrition


System Information

PFA Cycle:
CYC:57607
Created By:
Name:
0004670

Last Modified By:
Name:

Date:
1/5/2021 3:36 PM

PARFQs (0)
Medical Waivers (0)
BCAs (0)
PRTs (0)
**** Sailors will complete PARFQs via MyNavyPortal, however some extenuating circumstances may require the CFL to manually create a PARFQ ****

1. Search for the current PFA record in the PFA box in the right corner. Select “view all” to see all records if the applicable record is not listed.
   - Click on the PFA record.
   - PFA details page opens
2. This will populate several boxes in the right corner.
3. Click on the dropdown arrow next to PARFQs and click new.
   - New PARFQ form opens
4. Confirm that the field in the upper left corner of the PARFQ form has auto populated the applicable PFA identification number.
5. Answer applicable PARFQ questions.
6. Click save.
   - PARFQ record is created.
Create PARFQ

Click on the down arrow, then new.
1. Select the PARFQ record from the related list on the right of the member’s current PFA details page. (Global Search Sailors Name> Select Sailor’s Name> Contact record details page of the sailor> Select PFA record> Select PARFQ record> PARFQ record displays.)

2. Select Edit on the top right of the PARFQ page. (OR Select Pencil icon to Edit the PARFQ record).

3. Edit the PARFQ Data as desired.

4. Save the updated record.
1. From the PFA details page, on the medical waiver related list on the right, select down arrow and ‘new’. medical waiver form appears.

2. Ensure PFA identification number auto populates on the bottom of the medical waiver form.

3. Add medical waiver start and end dates.

4. Select the BCA Waived checkbox to waive the BCA. Once the box is checked, the “inability to obtain BCA measurement” or “Medical treatment/therapy” box must be checked to continue.

5. For PRT waiver, click the “PRT waived” box.
   • All PRT modalities appear.

6. Click the box for the applicable PRT modality/s to be waived.

7. Select save.
Create Medical Waiver

Member Full Name
BURNETTE

Navy Cycle Name
Cycle 1 2021

Navy Cycle Start Date
1/1/2021

Navy Cycle End Date
1/31/2021

Email

Phone

DSN Phone

CFL Certification Date

PARFQs (1)

PARFQ: 00000000181

View All

Medical Waivers (0)

BCAs (0)
1. Select edit on the top right corner of the medical waiver details page or click on the pencil in the field that requires editing.

2. Make applicable edits and save.

3. Updated medical waiver is saved.
Create BCA

1. From the PFA details page, on the BCA’s related list on the right, select down arrow and ‘New’. New BCA form appears.

2. Ensure the BCA form has PFA Identification Number auto populated at the bottom of the page.

3. Add date in the BCA date field.

4. Select applicable status on BCA Participation Status, enter height and weight data on the Height and Weight fields (if height/weight section populates. This field has an interdependency with BCA Participation status so it will not populate if the User selects a BCA participation status of anything other than ‘Participant’).

5. Select Save to save the data entered.

6. If the member is within standards, BCA is complete. If the member does not meet standards, the system will populate section 2 and 3. You must click “Save” after every step.

Note:
Step 2: AC – Abdominal Circumference
Step 3: Male = Neck & Abdomen
   Female = Neck, Natural Waist & Hips.
### Details

<table>
<thead>
<tr>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member</td>
<td>BURNETTE</td>
</tr>
<tr>
<td>OCCID</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Middle Name</td>
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<td>Suffix</td>
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<td>Gender</td>
<td>M</td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>Branch of Service</td>
<td>United States Navy (USN)</td>
</tr>
<tr>
<td>Rate</td>
<td></td>
</tr>
<tr>
<td>Navy Cycle Name</td>
<td>Cycle 1 2021</td>
</tr>
<tr>
<td>Navy Cycle Start Date</td>
<td>1/1/2021</td>
</tr>
<tr>
<td>Navy Cycle End Date</td>
<td>1/31/2021</td>
</tr>
</tbody>
</table>

### Related

- **PARFQs (1)**
  - PARFQ-0000000161
    - View All

- **Medical Waivers (1)**
  - Cycle 1 2021
  - Medical Waiver Name: MW-0000000047
  - Waiver Start Date: 1/5/2021
  - Waiver End Date: 1/31/2021
    - View All

- **BCAs (0)**
  - View All

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**UNCLASSIFIED**
1. From the PFA details page select the associated BCA hyperlink or the dropdown and edit from the related list on the right.

2. BCA record displays.

3. Select ‘Edit’ from the top right corner of the page or select the pencil icon next to the fields in BCA record that needs to be edited.

4. Edit the necessary fields and click save.
Click on drop down for edit button to appear

Once you click the EDIT button the Editable BCA Page appears
1. Once a BCA record is created for any reason, a PRT record automatically generates.

2. On the PFA details page, select the PRT (auto generated) record from the related list on the right.
   - Click on the PRT hyperlink or dropdown arrow, then edit/add data.

3. PRT record displays.

4. Enter data in the necessary PRT fields and save.

5. Most personnel data will be populated from the BCA record. All fields must have data entered so that the PRT record does not have an ‘Incomplete’ status.

6. Ensure the PRT form has a PFA Identification Number (auto populated).
Click dropdown to edit then add PRT data or click on hyperlink to the left.
1. From the PFA details page select the associated PRT hyperlink or the dropdown and edit from the related list on the right.

2. PRT record displays.

3. Select ‘Edit’ from the top right corner of the page or select the pencil icon next to the fields in the PRT record that needs to be edited.

4. Edit the necessary fields and click save.
### Details

<table>
<thead>
<tr>
<th>Step 1</th>
<th>System Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height in Inches: 66.00</td>
<td>Created By: 5/8/2022 3:07 PM</td>
</tr>
<tr>
<td>Weight in Pounds: 120.00</td>
<td>Last Modified By: 5/8/2022 3:07 PM</td>
</tr>
<tr>
<td>Rounded Weight for Height/Weight: 66</td>
<td>ACM Required?</td>
</tr>
<tr>
<td>Weight in Pounds Rounded: 120</td>
<td>PFA</td>
</tr>
<tr>
<td>BMI: 19.6</td>
<td>PFA-5128111</td>
</tr>
</tbody>
</table>

### Related

<table>
<thead>
<tr>
<th>PFA Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Full Name: TDHERH EHREDT</td>
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<tr>
<td>Navy Cycle Name: Cycle 1 2022</td>
</tr>
<tr>
<td>OOD:</td>
</tr>
<tr>
<td>UC: 00022</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PARFs for Parent PFA (1)</th>
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<tbody>
<tr>
<td>PARFQ-0003165386</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical Waivers for Parent PFA (0)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PRTs for Parent PFA (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRT Name: PRT-0005/092375</td>
</tr>
<tr>
<td>Final Category: INCOMPLETE</td>
</tr>
</tbody>
</table>

Click dropdown to edit.
NOTE: A Sailor will be automatically enrolled when failing any portion of the BCA or PRT (PFA), is outside of Age Adjusted Standards (AAS), or scores a probationary on any one of the PRT events. Commands are responsible for manually enrolling members in the program for all other Voluntary or Involuntary reasons.

1. Enter a member’s first name, last name, DODID or SSN in the Global search and click enter.

2. Under Contact records select the member’s name.

3. On the Contact’s detail page, from the FEP Enrollment related list on the right select the down arrow and ‘New’.

4. New FEP Enrollment form displays.

5. Ensure the member’s name populates.

6. Add FEP Enrollment Start Date and FEP Enrollment Reason on the FEP Enrollment form.

7. Select save.

8. FEP Enrollment record is created.
Create FEP Enrollment

UNCLASSIFIED

**Details**

- **Account Name**: Aakhtet Hiltre
- **DD90**:
- **Name**: Aakhtet Hiltre
- **Gender**: F
- **Date of Birth**:
- **Contact Information**: Active Duty/MORRES/STS/Others
- **FHA Date**: 1/1/2021
- **FSPA Due Date**: 2/1/2021

**PFA (3+)**

- **PFA-00176**
  - **Navy Cycle Name**: Cycle 1.2016
  - **Navy Cycle Start Date**: 1/1/2016
  - **Navy Cycle End Date**: 6/30/2016

- **PFA-00181**
  - **Navy Cycle Name**: Cycle 2.2016
  - **Navy Cycle Start Date**: 7/1/2016
  - **Navy Cycle End Date**: 12/31/2016

- **PFA-00210**
  - **Navy Cycle Name**: Cycle 1.2017
  - **Navy Cycle Start Date**: 1/1/2017
  - **Navy Cycle End Date**: 6/30/2017

**FEP Enrollments (0)**

Click "Drop Down" for new enrollment
Create FEP enrollment

New FEP Enrollment: Manual

Information

* Member
  Carbone Buzz

Member Full Name
This field is calculated upon save

FEP Enrollment Start
8/2/2021

FEP Enrollment Reason

- Voluntary
- Non-Voluntary

- Medical
- Dental
- Mental Health
- Other

Enrollment End Date

FEP Departure Reason
- None

System Information

Created By

Last Modified By

FEP Enrollment Name

Cancel  Save & New  Save
1. Once a FEP Enrollment Record is created user lands on the FEP Enrollment Details page.

2. Ensure the FEP Event related list populates at the right of FEP Enrollment Details page.

3. On the **FEP Event page** select down arrow and ‘New’.

4. New **FEP Event page** displays.

5. Select PRT or BCA or Both (option).

6. Enter all other data in applicable fields and save.

7. FEP Event record is created. (Displays on the FEP Enrollment Details page. Contact Record> FEP Enrollment> FEP Enrollment Details page> FEP Events)  
   (Note: Repeat steps for MOC PFA’s)
Click new button to create FEP event
### New FEP Event

#### Section
- **FEP Event Number:**
  - FEP IN/1/111 - 000000000014
- **RRT or BCA?**
  - Both

#### Medical Waiver
- **BCA Waived:**
  - 

#### RRT Information
- **RRT Participation Status:**
  - Participant
- **RRT Start Date:**
  - 9/9/2021
- **FEP Event Standard:**
  - Standard

#### Plank
- **Plank Minutes:**
  - 1
- **Plank Seconds:**
  - 45

#### Push-Ups
- **Push-Up:**

---

**Note:**
This field is calculated upon save.
1. Select the FEP Event record from the FEP Enrollment details page.

2. Select edit on the top right corner or select pencil icon next to the field that requires an update.

3. Make applicable updates to the member’s FEP Event Record.

4. Select save.
Edit FEP Event
1. Enter the member’s first name, last name, DODID or SSN in the Global search and click enter

2. Under Contact records select the member’s name.

3. On the Contact’s detail page, from the **FEP Enrollment** related list on the right select the down arrow and ‘New’.

4. Click hyperlink for the applicable **FEP Event record**.

5. Add **FEP Enrollment End Date** and **FEP Departure Reason** on the FEP Enrollment form.

6. Select save.

7. FEP Dis-Enrollment complete.
FEP Dis-Enrollment

New FEP Enrollment

Information

Member
Akhilesh Hitre

FEP Enrollment Start
10/26/2021

FEP Enrollment Reason
Failed PRT

Enrollment End Date
10/27/2021

FEP Departure Reason

System Information

Created By

Last Modified By

FEP Enrollment Name

Cancel Save & New Save
1. In the field on the right of the member’s current PFA detail record with the header "Use this workflow to initiate…" Click the next button.
   • The box view will advance with message stating the member will be placed in a transfer status.

2. Click next to confirm putting the member in transfer status.
   • The box view will advance stating that you have placed the member in TRANS status.

3. Click the next button.
   • The box view will advance to “Use this workflow to gain current member…."
   • Confirm that the UIC field on the PFA record and the Assigned UIC field on the contact record is now "TRANS"
Transfer member out of a Command/UIC

You are about to place the following member into a transfer status. Once in a transfer status they will be able to gain into another UIC/Command:

Name: ABBAB BABA
Current UIC: 87702

Please hit next to confirm this action.

You have placed the current member into a transfer status. The current PFA is associated to the TRANS PFA Cycle object.

Member in Transfer Status
Gain member to a Command/UIC

1. In the field on the right of the member’s current PFA detail record with the header "Use this workflow to gain…" Click the next button.
   • The box view will advance to "Search for Target UIC" field.

2. In the "Search for Target UIC" field, search for and select the UIC desired for member.

3. Click Next
   • The box view will advance to “you are about to gain…. confirmation” message

4. Click Next
   • The box view will advance to “member gain success” message

5. Click Finish
   • The box view will advance to transfer prompt

6. Confirm that the UIC field on the PFA record now matches the selected Assigned UIC.
1. In the field on the right of the member’s current PFA details page with the header "Use this flow to manage member’s command assignment…” Click the next button.
   • The box view will advance to “Search for Target Department”

2. Choose Applicable Department and Click next.

3. User will have the Option to assign a Division if applicable or click next.
   • The box view will advance to “You are about to assign the current member to UIC: and Department.

4. Click next
   • The box view will advance to “You have successfully assigned the member into…..

5. Click finish to complete transaction.
Assigning a member to a Division

1. In the field on the right of the member’s current PFA detail record with the header "Use this flow to manage member’s command assignment…” Click the next button.
   • The box view will advance to “Search for Target Department”

2. Choose Applicable Department and click next.
   • The box view will advance to “Search for Target Division”

3. Choose Applicable Division and click next.
   • The box view will advance to “You are about to assign the current member to UIC, Department and Division.

4. Click next
   • The box view will advance to “You have successfully assigned the member into…..

5. Click finish to complete transaction.
Assigning a member to a Dept/Div

Step 1:
Use this flow to manage member's command assignment.

Step 2:
Search for Target Department:
Dept A

Step 3:
You are about to assign the current member to:
UIC: 68980
Department: Dept B
Division: DIV I
Please click Next to confirm this action.

Step 4:
You have successfully assigned the member into:
UIC: 68980
Department: Dept B
Division: DIV I
1. From the Navigation dropdown menu on the PRIMS 2 homepage select “Home”.
2. Select “next” in the “Use this flow to view Command Authorizations by UIC.”
3. Search or Enter applicable UIC and select next.
4. Click “View Authorizations.”
5. Command Authorization List appears.
1. From the Navigation dropdown menu on the PRIMS 2 homepage select “Home”.

2. Select “next” in the “Use this flow to search Command Information by UIC”

3. Select View or Edit Command Information and then next.

4. Search/Add UIC and click next

5. Command Information by UIC appears.
View/Edit Command Information by UIC

Use this flow to search Command Information by UIC.

* Select Action
  View Command Information
  Edit Command Information

Search For UIC

Command Information

Name: FITRON-211
UIC: 00022
Parent: Phone: 757-444-1111
Address: Tomcat Drive
          VA Beach, VA 23336
Title:

SD Information

Name: SHOE
Rank/Rate: CAPT
Phone: 757-444-0009
DSN Phone:
Email:

CIC Information

Name: TOPS, GREEN
Phone: 757-444-9299
DSN Phone:
Email:
Remarks:
1. From the Navigation dropdown menu on the PRIMS 2 Homepage select “Reports”

2. Once reports page displays, click “All Folders” in the left menu.

3. Search and click on the folder labeled “PRIMS”.

4. Click the folder labeled “Command Reports”

5. Click on the applicable folder to access i.e., PARFQ Listing, Medical Waiver, Health Assessment Due.
Accessing Reports

Step 1

Step 2

Step 3

Step 4

Step 5
Upload Member Data from excel document

1. Create and add the completed excel file to an accessible folder on your PC.

2. From the Navigation dropdown menu on the PRIMS 2 Homepage select “Home”

3. Click “Upload Files” in the Data Load Widget below the Coordinator Message box.

4. Choose the applicable File for upload, from step 1.

5. Click OK on when the “Building table for confirmation…” box appears.

6. Click “Load PFA Data” in the box below Upload Files.
   • See Success message!, Records have begun processing…INFO!

7. Check email for PRIMS Data load Notification.
Upload Member Data from excel document

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Step 7

Step 8
1. Click the view profile (Avatar) in the upper right corner

2. When the drop-down menu appears, click log out
Back Up Slides
Email Notification

- The CFL/ACFL shall be notified when a member over which they hold PRIMS responsibility receives an overall result of Fail on the BCA or PRT for the current PFA cycle.
- The CFL/ACFL shall be notified when a member over which they hold PRIMS responsibility receives a grade of Probationary for any portion of the PRT for the current PFA cycle resulting in FEP enrollment and if the member is transferred out of the command.
- The CFL/ACFL should not receive a second notification (No Open Enrollment, BCA Failed, PRT Probationary).

PARFQ Editing

- The CFL shall be able to edit a member's completed PARFQ a maximum of one time per each PFA cycle.
  The CFL shall be able to edit a Service Member's completed PARFQ up to six months after the original PFA start date (PARFQ was completed and submitted via MNP or manually submitted by Coordinator/ CFL).
- A member with a medical waiver or UA in the BCA Participation block can still participate in the PRT.

- If a member fails the PFA (either BCA or PRT), a message will appear stating that the member will automatically be enrolled in the Fitness Enhancement Program (FEP).

- Pregnancy is not a medical waiver. There is a pregnant nonparticipation status option in PRIMS 2. **Use that from the time the Sailor is confirmed pregnant until twelve months after the end of convalescent leave.**

- For members who are at high altitude, select High Altitude from the drop down menu. PRIMS 2 will automatically calculate the PRT based on the High Altitude tables.

- For members who test using the USMC PFT, select USMC from the Standard box and then click save. PRIMS 2 will automatically populate the PRT with USMC Pass. Scores cannot be input.
- PRIMS 2 Home Page – Main access page for all actions.
- Contact Record – Used as a gateway to access Member’s records
- Detail Records - This page is used for access to member’s PFA records to make edits or updates to PFA Objects.
- Object for Parent PFA – Parent PFA to any created object i.e., PARFQ, Medical Waiver, BCA, PRT
- PFA Objects – Medical record, PARFQ record, BCA record, PRT record
- FEP Enrollment Record – Used to enroll a member into the Fitness Enhancement Program. (If member is not auto-enrolled).
- FEP Event record – Once enrolled in FEP, used to create/edit BCA/PRT events to include adding “mock” events.
- Navigation Bar / Tab – Located on the top navigation bar on the same row w/PRIMS console
- Navigation Bar / Sub Tab - Located below the top navigation bar
TIER I – Physical Readiness Program Office

- All PRIMS 2 related issues to include but not limited to: request to correct member’s PFA data, system access related matters or system defects will be addressed by contacting PRIMS@navy.mil

TIER II – eCRM Helpdesk

- Should a PRIMS Coordinator (Tier I), review a request for a PFA data correction, member access issues or possible system defects and deem the correction/defect out of scope at the TIER I level, the request will be escalated to the Tier II helpdesk for review. Therefore, all request must be submitted at a minimum with the following information:
  - Name:
  - Email: (CFL/ACFL who submitted request)
  - Command UIC:
  - Subject: (ex., PRIMS 2 member record correction, system defect, access issues)
  - Description of issue:
  - Screenshots: (if possible)
  - Steps to recreate issue: