Physical Readiness Information Management System (PRIMS)

Customer Relationship Management (CRM)
CFL Account Request/SAAR-N Process

Subsystem: PRIMS 2

21 December 2020
OPNAV 5239/14 (SAAR-N) STEP-BY-STEP
(For PRIMS Access)

Type of Request: Initial

Date: Date of request (DDMMYY)

System Name: Enterprise Customer Relationship Management (eCRM)

Location: Salesforce Government Cloud (US Navy)

PART I. (To be completed by Requester)

Block 1. NAME: Last, First, MI
Block 2. ORGANIZATION: Include Command’s Name/UIC (i.e., USS Never Sail/55555)
NOTE: List additional UICs in Block 11.
Block 3-8. Complete all blocks
   Note: Block 5 - Must provide a government issued email.

Block 9. DESIGNATION OF PERSON (select 1 only)
   Military- Provide PRD in Block 11
   Civilians- Provide CAC Expiration in Block 11
   Contractors- Complete Block 14 a

Block 10. INFORMATION ASSURANCE (IA) AWARENESS TRAINING REQUIREMENTS
   ‘Check’ box
   Must be current (reflecting current Fiscal Year) - Must provide date of completion

PART II. ENDORSEMENT OF ACCESS

Block 11. JUSTIFICATION FOR ACCESS – Justification must be valid.

1) Access is required to perform duties as ‘CFL’, "ACFL", "CO/XO/CMC", "PRCO", "SPECIAL USER", "READ ONLY"
2) Pillar: MyNavy HR
3) Subsystem: PRIMS 2
4) Military - Provide Projected Rotation Date (PRD) -MMYYYY; if not applicable enter ‘NA’
5) Civilians – Provide CAC expiration date; if not applicable enter ‘NA’
6) Salesforce Account – If you have another Salesforce account, enter ‘Yes’ or ‘NA’
7) If applicable: list additional UICs here

* Please specify if you are in dual status: ‘Reservist and Civilian’ or ‘Reservist and Contractor’ ‘or ‘NA’
Block 12. TYPE OF ACCESS REQUIRED - AUTHORIZED
Block 13. USER REQUIRES ACCESS TO - UNCLASSIFIED
Block 14. VERIFICATION OF NEED TO KNOW: Supervisor validates and check box, if not validate; SAAR-N should not be forwarded.
** If not checked, SAAR-N will be returned for verification
Block 14a. ACCESS EXPIRATION DATE – REQUIRED for Contractors: Specify company name, contract number, expiration date
Block 15-16. Supervisor’s information must be complete – ALL BLOCKS REQUIRED
   Note: Block 15a. – Must provide a government issued email.
Block 17 - 17b. LEAVE BLANK/NOT REQUIRED
Block 18 - 21. TO BE COMPLETED BY COMMAND IAM
Block 22. - To be read by user submitting SAAR-N
Block 23 - 25. ALL BLOCKS REQUIRED
   Note: Block 25 Enter date you sign the form

PART III. SECURITY MANAGER VALIDATES THE BACKGROUND INVESTIGATION OR CLEARANCE INFORMATION
Block 26 – 30. ALL BLOCKS REQUIRED

Common errors for returning SAAR-N for correction:
- Document not signed in correct order
  - Must be signed by requestor, then supervisor, then security manager, then IAM
- Block 5 does not have an official email address
- All commercial phone number are not 10-digits (ensure (xxx) xxx-xxxx format)
- Information Assurance Training not completed for current FY or missing
- Date in block 25 does not match date signed in block 24
- Block 14a not completed by contractor or expiration date has expired
- Clearance investigation is outside the 10 year window
- Security section (blocks 26 – 26b) not properly filled out; security manager must refer to security systems to obtain proper information
STEP 1. Requester and Supervisor
1. Complete Part I and Part II
   • Ensure completeness to avoid returns
2. Blocks 17-21 (leave blank)
3. Forward to Security Manager

STEP 2. Command Security Manager
1. Complete Part III
2. Forward to Command IAM

STEP 3. Command IAM
1. Complete blocks 18-21
2. Submit completed SAAR-N to centralized mailbox: PRIMS@navy.mil
3. **Subject line:** 'CUI Privacy Sensitive - SalesForce PRIMS SAAR-N ‘Requestor’s Name, Command’
   
   Example:
   
   'CUI Privacy Sensitive - SalesForce SAAR-N Doe, Mary, T. PO1, USS Sail'