E-OSC: A Few Frequently Asked Questions

1. **Question**: I am scheduled for the E-OSC Trainer course (Mid-Atlantic) on 6-8 July. I have not received any information on logging in for the class or any other information.
   Answer: The Navy has built a group of 30 training facilitators, to help get this important training out across the fleet. Once registered an E-OSC facilitator from your team will contact you and provide you with all the information necessary to be successful.

2. **Question**: I am interested in taking the E-OSC Team Leader Training, but I have some restrictions with the schedule. Is there a self-paced option?
   Answer: The E-OSC course is not setup for self-paced courses. This course if offered in 10 different sessions each week across the globe therefore, if you have conflicts with the schedule in your location you have the option to choose a different location. In order to get credit for the class, you must complete the entire two and one-half days of training. Go ahead and sign up for the training in a time slot that works for you and let your facilitator know about your challenge. They may be able to work something out. The link for signing up for training: Activity Center (website for signing up for training) https://esportal.med.navy.mil/bumed/rh/m3/M33/nccosc/activity/center/index.aspx.

3. **Question**: I am registered to attend this course next week, and would like to review material ahead of time. Is there a syllabus or any daily schedule, where do we go to attend the course?
   Answer: Once registered, an E-OSC facilitator from your team will contact you and provide you with all the information necessary to be successful including slides, syllabi and training materials. If you would like to read about the E-OSC program in general, please visit the homepage at https://www.mynavyhr.navy.mil/Support-Services/21st-Century-Sailor/E-OSC/ When you are ready to sign up for training, please check the Activity Center (website for signing up for training) at: https://esportal.med.navy.mil/bumed/rh/m3/M33/nccosc/activity/center/index.aspx

4. **Question**: I am signed up to attend the Expanded Operational Stress Control course from 6-8 July. I am currently in the meeting via ZOOM and the only person in attendance. Was there a change to the course date/time? It stated it would begin 0800 JST.
   Answer: Sometimes people register for classes and then do not attend. We are working to remedy that problem, and also, if needed to combine smaller classes into groups that are a size which supports good training. A determination will be made at the beginning of the course to either keep you in the current course, assign you to a larger group, or have you complete a One-on-one with a certified facilitator.

5. **Question**: I have just completed the E-OSC course but am unable to retrieve my certificate.
   Answer: Please send us an email with the participant's first name, last name, email used for registration, as well as the preferred email address for communication. Upon verification, our NCCOSC technical expert will update the system accordingly and notify the participant that there certificate is available on the Activity Center.

6. **Question**: I am trying to log the "Expanded Operational Stress Control (E-OSC) Trainer Course" in FLTMPS. The NAVADMIN says the CIN number should be "E-OSC-IT-001 ", but this is not an option in FLTMPS.

   ➢ EOSC-BC-001   BUDDY CARE
   ➢ EOSC-CLF-001   CORE LEADER FUNCTIONS
   ➢ EOSC-COSFA-001   COMBAT OPERATION STRESS CONTROL FIRST - AID (COSFA)
   ➢ EOSC-CPPI-001   PROGRAM UNIT AND IMPLEMENTATION
   ➢ EOSC-EI-001   EMOTIONAL INTELLIGENCE
   ➢ EOSC-FT-001   FLEXIBLE THINKING
   ➢ EOSC-HB-001   HEALTH BEHAVIORS
   ➢ EOSC-MFLNS-001   MINDFULNESS
   ➢ EOSC-PO-001   PROGRAM OVERVIEW
   ➢ EOSC-PS-001   PROBLEM SOLVING
   ➢ EOSC-SOM-001   STRESS-O-METER (SOM)
   ➢ EOSC-SR-001   STRESS AND RESILIENCE
   ➢ EOSC-UA-001   UNIT ASSESSMENT
   ➢ EOSC-VL-001   VALUED LIVING

   Answer: All Training Officers or those designated by the command to access FLTMPS will have the ability to put those members that have completed specific modules into FLTMPS. The only authorized member to place CIN "E-OSC-IT-001" into FLTMPS is the N17 designator. CIN "E-OSC-IT-001" indicates that an individual has completed all 14 modules by a certified Training Lead (TL) or Assistant Training Lead (ATL).

7. **Question**: Is it possible to reschedule my training? I have a gun shoot that I cannot miss!
   Answer: Yes, absolutely as long as the course is available. Please do NOT register and then no-show as those instances are tracked. The training will be offered through the first week in December 2021, but the courses will fill up quickly. We encourage you to sign up and complete the training as early as possible.

10. **Question**: Can this virtual course be conducted onboard a ship.

Answer: Yes absolutely, as long as the ship has internet connection over the two and a half days of training. However, please understand that the training is highly interactive and it is expected that your attention is solely on the course during the period of instruction. Several students who have tried to take the course at work experienced frequent interruptions and were not able to complete the training as expected.

11. **Question**: I was told by one of my facilitators that I needed to log onto https://no-click.mil/?https://esportal.med.navy.mil and update my profile. When I log onto this site, I do not know how to update my profile.
    Answer: You are not the first person to experience the difficulty clicking on links sent via email. Email clients have a tendency to disable links. The above link will never work for anyone because extra text has been injected into the URL to disable it. In order to make this work you need to past it into the address bar of your browser and then delete everything prior to the "?"

12. **Question**: Do I need to be designated in writing by my CO as the TL prior to attending the course?
    Answer: No, you will not need to be designated in writing but you will need to be appointed by a senior member of your command (XO, Dep Head etc.). Once you have completed the training you can ask your command for a Letter of Appointment as the E-OSC Team Leader or Assistant Team Leader

13. **Question**: My command has poor internet connectivity, is it possible to take the course using a personal computer on a civilian internet connection (using a CAC reader of course).
    Answer: Most students have had better success using shore-based internet connection. However, some have had success using ship internet connections. You can use your civilian internet connection as well (using a CAC reader of course).

14. **Question**: We are very interested in certifying a few Sailors in order to properly implement and manage the new program on board our ship however; the ship is currently deployed until October. We are concerned that because of our deployment schedule, we will not be able to attend.
    Answer: If the ship will be deployed until October 21 you still have time to register before the December deadline: December 7-9 2021.

15. **Question**: I am not familiar with the E-OSC course, Are you able to provide any more insight into the requirements?
    Answer: You can find the latest information by reviewing NAVADMINs 222/19, 332/20 and 115/21. Also that information is hyperlinked on the E-OSC homepage which can be viewed at https://www.mynavyhr.navy.mil/Support-Services/21st-Century-Sailor/E-OSC/

17. **Question**: My ship is unable to support a service like Zoom. Since my Ship is on deployment, is there a version of the class that I can download? At this time, a port visit

is not likely, and even then, IP services to support a program like Zoom is not guaranteed. I appreciate your assistance in order to achieve the necessary training so I can provide assistance to my Ship.

Answer: Being on deployment is not the best situation to be in for a virtual course. However, if your command will allow you to go pier side when your ship docks for its next port visit that is an opportunity to get the certification. If that is not an option please plan to register for a course when you return. It will be available through the first week of December 2021. IF none of those options is viable, please email us to let us know so that we can work with your command on other potential options. The link to enroll is https://esportal.med.navy.mil/bumed/rh/m3/M33/nccosc/activity/center/index.aspx0