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 (DDMMMYY)

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**

ROUTING REQUEST

Please follow the Steps provided below to ensure request is received and processed in a timely manner. Request CANNOT be processed if SAAR-N received is incomplete, signature validation error, and/or file is corrupted. Please check all blocks carefully prior to submission.

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'