MyNavy HR CPPA Command Dashboard
Instructional Guide V 2.3
16 FEB 2023
Command TRIADS will automatically be granted access to the MyNavy HR CPPA Command Dashboard. In the event that another member of the command is required to have access, a member of the TRIAD must submit the following information to the MNCC Business Systems Division.

**Account Request**

1. Submit an unencrypted email to the following centralized mailbox **ADEACCESS.fct@navy.mil**

2. Subject line shall read “CUI Privacy Sensitive – CPPA Dashboard Request [Requestor’s Name, Rank/Rate, Command Name]” For example: CUI Privacy Sensitive – CPPA Dashboard Request Doe, Mary T., PS1, USS Sail

3. The body of the email shall include the following nine elements:

   1) Last Name
   2) First Name
   3) Middle Initial
   4) Suffix
   5) Rank
   6) DODID number
   7) Official email address
   8) UIC requested
   9) PRD

4. Once access is granted, the requestor will receive an email with information about the dashboard and how to access
How to Login

Follow the steps below to familiarize yourself with logging in and logging out of the system. Usernames and passwords are not required as this is a CAC enabled site.

**Login**

1. Go to MyNavy HR ADE site at [https://crdash.portalprod.ade.cloud.navy.mil/](https://crdash.portalprod.ade.cloud.navy.mil/) Click on the CAC Login
2. Read the US Government Agreement and click “Ok” to proceed
3. Select your authentication certificate and click “Ok”
4. Arrive at the MyNavy HR CPPA Command Dashboard landing page

**Note:** Microsoft Edge and Google Chrome are the preferred browsers when using Salesforce. Mozilla Firefox may be used if you experience issues with the two recommended browsers.
5. In the upper left corner under “Activity Short Name”, click on the small black triangle to display/view the dropdown of options. Uncheck the “(ALL)” box. Search for your command name by: (a) typing your command name in the space above the dropdown list, or (b) by scrolling through the list of commands. Check the next to your command. Multiple selections are allowed.

6. To further refine the displayed data use the appropriate “ISIC Name” and/or “Major BSO Name” dropdown filters.

7. To reset all of the filters press this button.
Cases that have been “Initiated” by the CPPA but not yet “Submitted” to the TSC.

Cases with a Status of “Submitted and Opened” but not “Closed.”

Number of Cases with a Status of “Closed.”

Data feed is provided to ADE every 30 minutes.
“Open Cases By Age”
This shows the total number of cases by specific length of time since case creation.

“Current Status of Submitted Cases”
This shows the total number of cases by current cases status.

“Open Cases By Month”
This shows the total number of cases created broken down by month.
“CPPA Name” = Filter all cases by specific CPPA Name.

“Status” = Filter all cases by specific case status.

“Request Type” = Filter all cases by request type.

“Problem Code” = Filter all cases by problem code.

Case Number = By clicking on the case number, a dialogue box will open with with date/time the status was changed, subject of the case, request type, problem code, and PERS Section Category.

Note 1: “Reset All Filters” will NOT remove the filters from these 4 filter boxes. Be sure you see “(All)” and the filter icon does not have a red “x” beside it. In order to see the filter icon, move your cursor above the dropdown box for each of the filter boxes. Click the filter icon to remove the filter, if present.

Note 2: PAY/PERS Processing Thresholds:
- 4 days for PERS cases
- 30 days for PAY cases
CPPA Command Dashboard – Export Data

By clicking on the “Export Dash” the user will be taken to another page where they can filter data prior to exporting it.
The user can filter by the same subjects as the main dashboard.

Once the user has selected the desired filters they click the download icon.
After clicking the download icon a pop-up will appear asking for a download format. The user must select Crosstab.

After clicking Crosstab another pop-up will open and the user will click on the Download icon.
Dashboard Data Refresh Process

Data is pulled every 30 minutes so the user may need to hit the refresh button to ensure the most current data is being displayed. Sometimes due to connectivity issues when the user first opens the dashboard some of the numbers may not match, if this occurs you need to refresh the data.
### CPPA Late Transactions

<table>
<thead>
<tr>
<th>Activity Short Name</th>
<th>CPPA Name</th>
<th>CPPA Action Required</th>
<th>Submitted and Open</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DDG 01 ANY SHIP</td>
<td></td>
<td>1</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>14</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
<td><strong>9</strong></td>
<td><strong>49</strong></td>
<td><strong>58</strong></td>
</tr>
</tbody>
</table>

“CPPA Late Transactions” = Lists number of late cases by Activity Short Name and CPPA Name with action based on:
- **CPPA Action Required** = Cases return by TSC to the CPPA that are listed as late
- **Submitted and Open** = Cases that have been created, submitted to the TSC, and remain in work by the TSC that are listed as late
- **Grand Total** = Total number of late cases based on both categories of CPPA Action Required and Submitted and Open

### Late Problem Codes By Command

<table>
<thead>
<tr>
<th>Activity Short Name</th>
<th>Problem Code</th>
<th>CPPA Action Required</th>
<th>Submitted and Open</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Basic Allowance for Housing (BAH)</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Citizenship</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>ES03</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>EAOS Separation</td>
<td></td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Final Pay</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Indebtedness_Repay</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Passenger Reservation Request (PRR)</td>
<td></td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>PCS Transfer</td>
<td>2</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>PCS Travel (Separations and ADSW)</td>
<td></td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Qualifications, Certifications, Train..</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>

“Late Problem Codes By Command” = Lists number of late cases by type “Problem Code” and Activity Short Name and CPPA Name with action based on:
- **CPPA Action Required** = Late cases return by TSC to the CPPA
- **Submitted and Open** = Late cases that have been created, submitted to the TSC, and remain in work by TSC
- **Grand Total** = Total number of late cases based on both categories of CPPA Action Required and Submitted and Open
CPPA Command Dashboard – FAQs

Q1. What is the difference between the CPPA Dashboard in Salesforce and this dashboard?

A1. This dashboard is built within the Authoritative Data Environment (ADE) using data from Salesforce. It has more capability because it uses the Tableau platform for analysis and visualization of data.

Q2. How do I get access to the ADE CPPA Command Dashboard?

A2. PPIB 23-04 outlines the process for system access. Command Triad members should automatically have access. In the event a member of the triad is unable to access the dashboard follow these steps:

   Step 1. Submit the following information unencrypted to a monitored centralized mailbox:
      a. Requestor's Full Name, b. PRD, c. UIC, d. DODID number, and e. Official email address.

   Step 2. Use the standardized subject line: "CUI Privacy Sensitive - CPPA Dashboard Request 'Requestor's Name, Command Name'"
      Example: CUI Privacy Sensitive - CPPA Dashboard Request Doe, Mary T. PO1, USS Sail.

   Step 3. Send all requests to: adeaccess.fct@navy.mil Note - Once access has been granted, My Navy Career Center will send an email to the requestor.

Q3. How accurate is the data in the ADE CPPA Command Dashboard?

A3. The data updates from the Salesforce environment every 30 minutes.

Q3. Can the others get access to the Dashboard?

A3. Yes; however, the Dashboard was built with the intent to give CO/XO/CMC (Triad) a quick way to determine the state of their command's pay and personnel transactions. Triads can request access for their designees (i.e. Admin Officers, PERSO, etc.). Although not excluded from access, it is not intended for use by CPPAs or other non-Admin members of the command. CPPAs should already have access to detailed information within various systems (Salesforce, NSIPS, etc.) and do not need the Dashboard to perform their duties.
Command Dashboard for CPPA's – LINK BELOW

Command Dashboard Link
https://crdash.portalprod.ade.cloud.navy.mil/

Need General Dashboard Assistance?
Contact MyNavy Career Center
833-330-MNCC (6622)

Need Specific Technical Assistance or Account/Access Issues?
Contact MNCC Systems Access
ADEACCESS.fct@navy.mil