Follow the steps below to familiarize yourself with logging in and logging out of the system. Usernames and passwords will no longer work.

**Login**

1. Go to Salesforce homepage and click CAC Login URL: [https://navynpc.my.salesforce.mil](https://navynpc.my.salesforce.mil)
2. Click Log In with CAC Login
3. The US Government Agreement will appear. To proceed to the next screen, scroll down to read the agreement, and click the radio button to agree to administrative policies
4. Click the Next button to access the Service Console Home Screen

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**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. Once on the CPPA Monitor App Home Page, click the drop-down arrow next to Dashboard
6. Go to All Folders
7. Scroll down and Select “CPPA Monitor Dashboards” Folder
8. Select “CPPA Command Dashboard Beta”
13. Click the dropdown menu in the upper left corner to select the appropriate TYCOM filter. Once TYCOM is selected, data will filter to reflect cases within selected TYCOM.

NOTE: If you are a TYCOM N1 or a Command TRIAD member, the permissions associated with your role will restrict your ability to drill down into case details or underlying data reports, however, your CPPA can provide full case details for their associated cases.
CPPA Command Dashboard – Top Panel Overview

3,156

Cases that have been “Initiated” by the CPPA but not yet “Submitted” to the TSC.

69,613

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

362,541

Number of Cases with a Status of “Closed.”
“Oldest Case in Days by Status.” This shows the oldest case in each status category.

“Count of Open Cases by age in days.”

“Count of Cases “Submitted and Opened” by month created.”
Late Transactions = Cases that were submitted with less than 14 days before the effective date
- “Sum of Late Cases” is total number of late cases submitted by that CPPA.
- “Record Count” is the total of cases submitted by that CPPA.
- “%” is total percentage of late cases by that CPPA.

- Number of late cases grouped by command and Problem Code (transaction type).
- Sum of late cases is total count of late cases by problem codes
- Record count is the total number of cases by command.
- % is total percentage of late cases sorted by Problem Codes for each command.
### CPPA Command Dashboard – Cases by Age by CPPA

**Cases by Age by CPPA**

(All Open Cases since January 2021)

<table>
<thead>
<tr>
<th>Command Name</th>
<th>Case Number</th>
<th>Status</th>
<th>Request Type</th>
<th>Problem Code</th>
<th>Opened Date</th>
<th>Age (d)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCNNT-LATIN AMERICA</td>
<td>54036</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Other</td>
<td>13/1/2020</td>
<td>354</td>
</tr>
<tr>
<td>S.S. ARAPAIPU</td>
<td>24551</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Separation Payments</td>
<td>12/3/2020</td>
<td>322</td>
</tr>
<tr>
<td>SS LAI</td>
<td>08732</td>
<td>Subscribed</td>
<td>RRPPS</td>
<td>Retirements</td>
<td>12/7/2020</td>
<td>230</td>
</tr>
<tr>
<td>SS LAI</td>
<td>12654</td>
<td>Subscribed</td>
<td>RRPPS</td>
<td>Separation Payments</td>
<td>12/8/2020</td>
<td>125</td>
</tr>
<tr>
<td>REJUNIGHT</td>
<td>20006</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Retirements</td>
<td>12/10/2020</td>
<td>122</td>
</tr>
<tr>
<td>DCS-MAJOR JASON E. K.</td>
<td>55665</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Other</td>
<td>12/12/2020</td>
<td>123</td>
</tr>
<tr>
<td>NAVYBRIEDE-DARLINGTON AND I.</td>
<td>55689</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Other</td>
<td>1/5/2020</td>
<td>246</td>
</tr>
<tr>
<td>NAVYBRIEDE-DARLINGTON AND I.</td>
<td>59702</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Separation Payments</td>
<td>1/5/2020</td>
<td>299</td>
</tr>
<tr>
<td>CRPACOLOGIC-MARINE GROUP VII</td>
<td>02955</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Separation Payments</td>
<td>1/6/2020</td>
<td>299</td>
</tr>
<tr>
<td>CRPACOLOGIC-MARINE GROUP VII</td>
<td>02955</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Separation Payments</td>
<td>1/7/2020</td>
<td>297</td>
</tr>
<tr>
<td>NAVYCOM-GREATSDAY</td>
<td>61201</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Separation Payments</td>
<td>1/7/2020</td>
<td>287</td>
</tr>
<tr>
<td>NAVY D.S.</td>
<td>20576</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Base Allowance for Subsistence (BAS)</td>
<td>1/2/2020</td>
<td>287</td>
</tr>
<tr>
<td>NAVY D.S.</td>
<td>20576</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Base Allowance for Housing (BAH)</td>
<td>1/2/2020</td>
<td>287</td>
</tr>
<tr>
<td>NAVY D.S.</td>
<td>20576</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Family Separation Allowance (FSA)</td>
<td>1/2/2020</td>
<td>287</td>
</tr>
<tr>
<td>NAVY D.S.</td>
<td>20576</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Other</td>
<td>1/4/2020</td>
<td>294</td>
</tr>
<tr>
<td>NAVY D.S.</td>
<td>20576</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Other</td>
<td>1/7/2020</td>
<td>294</td>
</tr>
<tr>
<td>NAVY D.S.</td>
<td>20576</td>
<td>Assigned</td>
<td>RRPPS</td>
<td>Other</td>
<td>1/10/2020</td>
<td>294</td>
</tr>
</tbody>
</table>

**All open cases sorted by age descending.**

The case number will be visible, but will only be available to the CPPA. TYCOMs/Command Triads/ADMIN/PERSO will only have view only of this section.
This is a system generated error that appears when you attempt to access a report or a case without adequate privileges based on your account role. “CPPA Monitor” roles cannot access this information, but your command CPPAs can see the details of any case on which they are assigned as part of the case team.

We couldn’t complete your request. Ask your system admin for help.

Error Details
You don’t have sufficient privileges to perform this operation.
Command Dashboard for CPPA’s – LINK BELOW  (Control + Click Link to Follow)

Command Dashboard Link

Need Dashboard Assistance?

Contact MyNavy Career Center
📞 833-330-MNCC (6622)

Command Dashboard Direct Link Below
(Click the link below or copy the link into your browser)

https://navynpc.lightning.crmforce.mil/lightning/r/Dashboard/01Zt0000000c0OnEAI/view?queryScope=userFolders