

CPPA Command Dashboard Instructional Guide





How to Login

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 [eCRM \(Salesforce\) homepage](#) and click CAC Login URL:

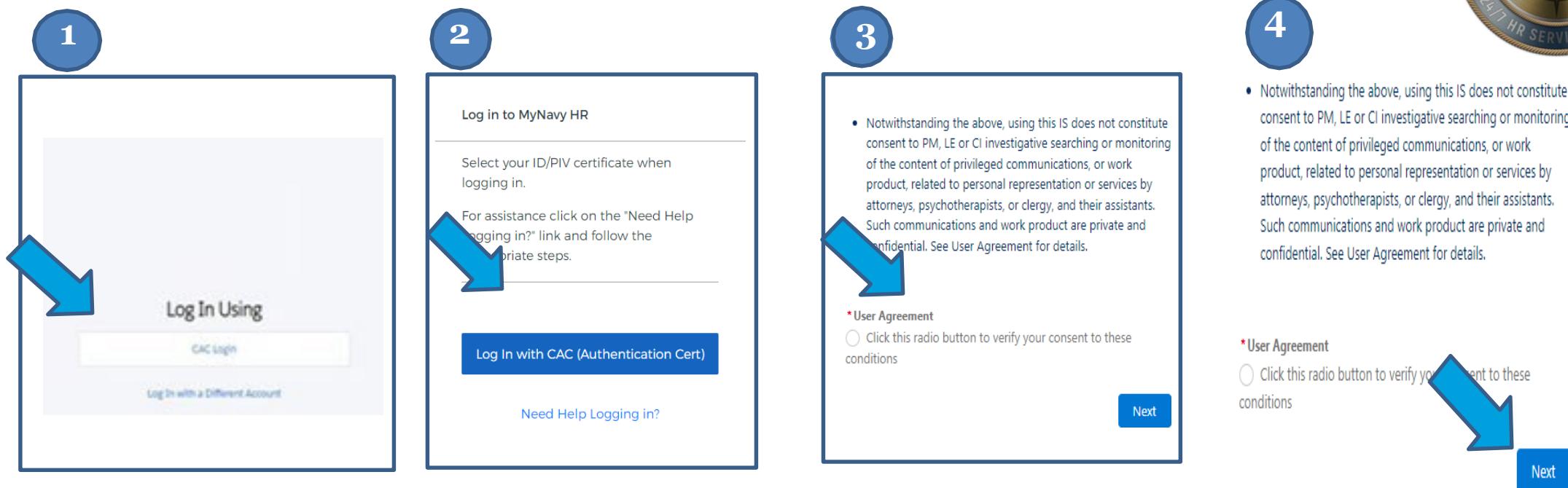
<https://navynpc.my.salesforce.mil>

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

How to Login



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.

Navigating to the CPPA Command Dashboard



The screenshot shows the CPPA Monitor App Home Page. At the top, there is a navigation bar with the MyNAVY logo, the text "AMERICA'S NAVY", and three dropdown menus: "CPPA Monitor App" (highlighted with a red box), "Dashboards", and "Reports". Below the navigation bar is a section titled "Dashboards" with a "Recent" section containing 5 items. The main area is titled "DASHBOARDS" and lists "Dashboard Name" and "Description".

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”

The screenshot shows the "All Folders" view. A blue circle with the number 6 is positioned above the "All Folders" section. The "All Folders" section is highlighted with a blue box. A blue arrow points to the "All Folders" link. The list includes "DASHBOARDS" and "FOLDERS". Under "FOLDERS", "All Folders" is selected and highlighted with a blue box. Other items in the list are "Created by Me", "Shared with Me", "FAVORITES", and "All Favorites". At the bottom, there is a link to "CPPA Monitor Dashboards".

The screenshot shows the "All Folders" view. A blue circle with the number 7 is positioned above the "All Folders" section. The "All Folders" section is highlighted with a blue box. A blue arrow points to the "CPPA Monitor Dashboards" folder. The list includes "DASHBOARDS" and "FOLDERS". Under "FOLDERS", "All Folders" is selected and highlighted with a blue box. Other items in the list are "Created by Me", "Shared with Me", "FAVORITES", and "All Favorites". At the bottom, there is a link to "CPPA Monitor Dashboards".

The screenshot shows the "All Folders" view. A blue circle with the number 8 is positioned above the "All Folders" section. The "All Folders" section is highlighted with a blue box. A blue arrow points to the "CPPA Command Dashboard (beta)" item. The list includes "DASHBOARDS" and "FOLDERS". Under "FOLDERS", "All Folders" is selected and highlighted with a blue box. Other items in the list are "Created by Me", "Shared with Me", "FAVORITES", and "All Favorites". At the bottom, there is a link to "CPPA Command Dashboard (beta)".

CPPA Command Dashboard - TYCOM Filter



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.

The screenshot shows the CPPA Command Dashboard with several data cards and a dropdown menu. A blue arrow points from the number 13 in a blue circle to the dropdown menu in the top-left corner. The dropdown menu is titled "All" and contains the following filters:

- ✓ All
- contains AIRLANT
- contains SURFLANT
- contains SUBLANT
- contains NECC
- contains MSC
- contains AIRPAC

The dashboard includes the following data cards:

- Cases Submitted & Open (since January 2021)**: 69,613 cases. (CPPA Access Only) [View Report \(Cases Submitted & Open\)](#)
- Cases Closed (since January 2021)**: 362,541 cases. (CPPA Access Only) [View Report \(Cases Closed\)](#)
- Cases by Age (All Open Cases since January 2021)**: A bar chart showing the number of cases by age range. The data is as follows:

Age Range	Record Count
<= 30 Days	40,633
31 - 90 Days	23,737
91 - 180 Days	4,698
> 180 Days	545
- Cases Submitted and Open by Month Created (since January 2021)**: A bar chart showing the number of cases submitted and open by month and year. The data is as follows:

Created Month and Year	Record Count
2022-(10) Oct	40,633
2022-(9) Sept	18,778
2022-(8) Aug	7,580
2022-(7) Jul	2,794
2022-(6) Jun	1,317
2022-(5) May	444
2022-(4) Apr	271
2022-(3) Mar	130
2022-(2) Feb	64
2022-(11) Jan	68

At the bottom left, there is a donut chart titled "Oldest Case in Days by Status (All Open Cases since January 2021)" with the following data:

Status	Days
Largest Age	334
Assigned	221
Assigned-processing	206
Supervisor Review	196
Supervisor Assistance	186
CPPA Action Required	176
Re-routed	166
Pending System	156

CPPA Command Dashboard – Top Panel Overview



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.”

CPPA Command Dashboard – Bottom Panel Overview



“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.”

CPPA Command Dashboard - Timeliness



CPPA Late Transactions (since January 2021)				
Command Name †	CPPA †	Sum of Late Cases	Record Count	fx % of Late Cases
104 CYBER SUPPORT TEAM		1	1	100%
11TH DENTAL CO DET IWAKUNI		5	6	83%
		4	4	100%
11TH DENTAL COMPANY		3	3	100%
12TH DENTAL CO DET LEJEUNE		1	1	100%
		0	1	0%
12TH DENTAL COMPANY		1	1	100%
		3	3	100%
13TH DENTAL COMPANY		1	1	100%
1ST DENTAL COMPANY		1	1	100%
1ST MARINE DIVISION		4	4	100%
		3	10	30%
		0	2	0%
		2	4	50%

(CPPA Access Only)
[View Report \(CPPA Late Transactions\)](#)

Late Problem Codes by Command (since January 2021)				
Command Name †	Problem Code †	Sum of Late Cases	Record Count	fx % of Late Cases
104 CYBER SUPPORT TEAM	Basic Allowance for Housing (BAH)	1	1	100%
11TH DENTAL CO DET IWAKUNI	Allotments	4	4	100%
	Basic Allowance for Housing (BAH)	1	1	100%
	Basic Allowance for Subsistence (BAS)	1	1	100%
	Dependency Data	1	1	100%
	Extension Contract (Return)	1	1	100%
	Family Separation Allowance (FSA)	1	1	100%
	PCS Transfer	0	1	0%
11TH DENTAL COMPANY	NAVPERS 1070-613 (Pg. 13's)	3	3	100%
12TH DENTAL CO DET LEJEUNE	Combat Zone Tax Exclusion (CTZE)	0	1	0%
	EAOS Separation	1	1	100%
12TH DENTAL COMPANY	Activity Gains (All Transients ACCs)	1	1	100%
	Allotments	1	1	100%
	EAOS Separation	1	1	100%

(CPPA Access Only)
[View Report \(Late Problem Codes by Command\)](#)

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)

CPPA	Command Name	CPPA UIC	Case Number	Status	Request Type	Problem Code	Opened Date	Age ↓
	CNATT UNIT NORFOLK VA	66046		CPPA Action Required	MILPAY	Other	12/1/2021	334
	ECRC NMPS TPU DET NORFOLK	3254A		CPPA Action Required	PAYOPS	Separation Payments	12/3/2021	332
	VR 64	09172		Pending System	Reserves	AT ADT (Pay and Allowances)	12/7/2021	328
	ECRC NMPS TPU DET NORFOLK	3254A		Submitted	PAYOPS	Separation Payments	12/8/2021	327
	MISRON EIGHT	30665		Assigned	Reserves	Reserve Leave	12/10/2021	325
	DDG 109 JASON DUNHAM	55685		CPPA Action Required	PAYOPS	DFAS Correspondence	12/12/2021	323
	NAVRESCEN LEHIGH VALLEY PA	61880		CPPA Action Required	Reserves	Demobilization	1/5/2022	299
	NAVRESCEN PUERTO RICO	68702		Assigned	Reserves	Mobilization	1/5/2022	299
	CRYPTOLOGIC WARFARE GROUP SIX	62936		Submitted	Leave	Leave Correction	1/5/2022	299
	CRYPTOLOGIC WARFARE GROUP SIX	62936		Submitted	Retirements/Separations	EAOS Separation	1/6/2022	298
	NAVIOCOM GEORGIA	41246		Assigned	Retirements/Separations	EAOS Separation	1/7/2022	297
	HSM 35	52876		Pending System	MILPAY	Basic Allowance for Subsistence (BAS)	1/7/2022	297
	FLT LOG MLT MSN SQD FIVE ZERO	4991D		Submitted	MILPAY	Basic Allowance for Housing (BAH)	1/7/2022	297
	FLT LOG MLT MSN SQD FIVE ZERO	4991D		Submitted	MILPAY	Family Separation Allowance (FSA)	1/7/2022	297
	NAVAL ACADEMY ANNAPOLIS	00161		Submitted	Leave	Leave Correction	1/7/2022	297
	NAVRESCEN GULFPORT MS	61935		Re-routed	Reserves	Demobilization	1/10/2022	294
	COMSURFACEDIV ELEVEN	50586		Re-routed	MILPAY	Enlisted Bonus (EB)	1/11/2022	293

(CPPA Access Only)
[View Report \(Cases by Age by CPPA\)](#)

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

CPPA Command Dashboard – Error Message



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.

Looks like something went wrong.

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

Error Details
You don't have sufficient privileges to perform this operation.

[Continue](#)

CPPA Command Dashboard – Quick Link & Assistance



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>

CPPA Command Dashboard Instructional Guide



You have reached the end of eCRM Command Dashboard Instruction Guide Version 1 Training.

Thank you for your participation!

THE SAILOR WINS TODAY