



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N7: 005-23

## **PROCEDURE UPDATE: ECRM LEGAL, ESO, AND MEDICAL RESTRICTED ACCESS REQUEST AND NSIPS COMMAND LEVEL ACCESS REQUESTS**

Release Date: 3/7/2023

Effective Date: Immediately

**BLUE:** Command Pay and Personnel Administrators (CPPA) or command stakeholders requiring enterprise Customer Relationship Management (eCRM)/Salesforce access to the LEGAL, EDUCATIONAL SERVICES OFFICER, and MEDICAL queues or Navy Standard Integrated Personnel System (NSIPS) will contact their Regional Support Center (RSC) for assistance to gain access to these “restricted permissions” areas.

**DISCUSSION:** CPPAs and command stakeholders requiring restricted eCRM case access or NSIPS command-level accesses will follow the procedures below.

### **eCRM:**

In order to submit LEGAL, EDUCATIONAL SERVICES OFFICER, and MEDICAL cases via eCRM/Salesforce, CPPAs must have special PersPay ESO, PersPay Legal, or PersPay Medical permissions applied to their eCRM profile. CPPAs requiring this access should request these special permissions when first applying for eCRM CPPA user role – the [MyNavy Career Center \(MNCC\) eCRM CPPA Account Request/SAAR-N Process guide](#) provides step-by-step guidance.

When a CPPA did not request these permissions in their original access request, or needs permissions updated, CPPAs will contact their RSC for assistance. RSCs will connect CPPAs with eCRM Coordinators who can request restricted access on behalf of the CPPA.

To receive access to restricted case submission, CPPAs will forward a statement from their chain of command (LCPO, DIVO, DH, SEL, XO, CO, or equivalents) to their RSC indicating which restricted accesses the CPPA requires (ESO Restricted, Legal Restricted, Medical Restricted) – statement may be an email, memo or letter from the first supervisor in the chain of command, E7 or senior.

CPPAs will find the RSC POC listing on the [MyNavy HR CPPA resources website](#).

### **NSIPS Command-Level Accesses:**

CPPAs needing support with questions related to NSIPS command level access will contact their RSC for access instructions. Command-level accesses include but are not limited to: CPPA, CPPA Supervisor, eLeave Command Administrator, Assistant Education Services Officer (Active or Reserve), MAP Reporting Senior, MAP Command Reviewer, etc.

RSCs will promulgate eCRM and NSIPS access instructions to their areas of responsibility. In order to be added to your RSC’s distribution list, please contact your RSC (see link to contact information above).

### **WHAT THIS MEANS TO YOU:**

- ✚ CPPAs – Contact your RSC for instructions on adding eCRM restricted case permissions or NSIPS command-level accesses.
- ✚ OPS ALERTS and CPPA RESOURCES can be found on:
  - [https://flankspeed.sharepoint-mil.us/sites/MyNavyHR\\_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx](https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx)
  - <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/>

**\*\*\* REGIONAL SUPPORT CENTERS: DISSEMINATE TO COMMANDS AND CPPAS IN YOUR AOR \*\*\***

**\*\*\* PASS THE WORD \*\*\***

**POC:**  
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