



CASE ROUTING GUIDANCE SYSTEM ACCESS REQUESTS

Update: 23 September 2025

Effective Date: 10/15/2025

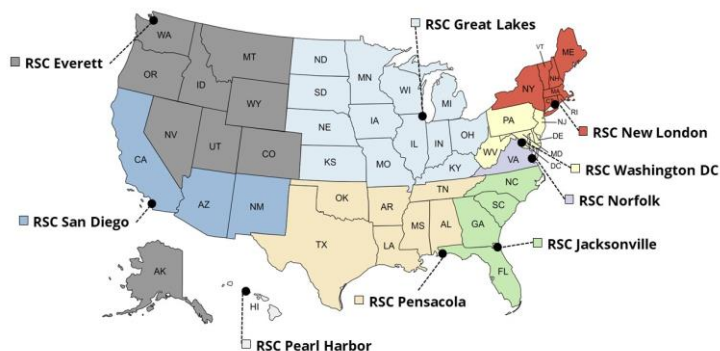
BLUF: This routing guidance provides direction for the submission of Key Supporting Documents (KSD) for access requests and modifications to personnel and pay (PersPay) systems outlined in this guide. Command Pay and Personnel Administrators (CPPA) will submit the KSDs via enterprise Customer Relationship Management (eCRM) to their Regional Support Center (RSC).

DISCUSSION: The submission of system access requests via eCRM allows documents to be stored under the requestors account, files available for audits, and visibility of status of case. The purpose of this CRG is to delineate KSD retain and replaces emailing documents to the RSC but does not remove the access request procedures via Navy Standard Integrated Personnel System (NSIPS). These requirements apply to the systems outlined below.

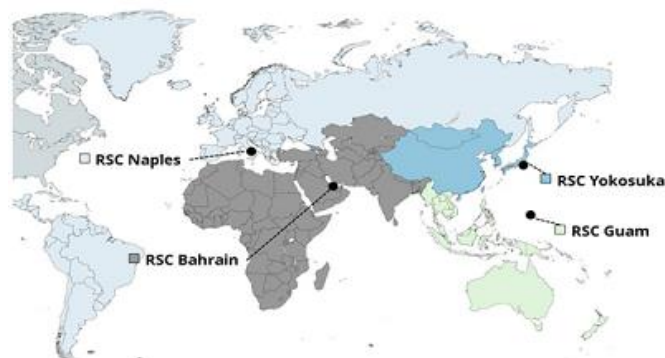
CASE SUBMISSION: CPPAs or required role users are not authorized to submit cases under their own contact name. Primary means of submission is via eCRM/Salesforce to the CPPA's RSC. See below RSC areas of responsibility. If requestor does not have another eCRM user available to submit requests on their behalf, they should contact their Immediate Superior in Command (ISIC) for assistance. Please note any eCRM users onboard the command may submit a request on behalf of the Sailor requiring access. This CRG applies to access requests listed below. For accounts other than those listed, contact your RSC for guidance.

Regional Support Centers Areas of Responsibility

Regional Support Centers (RSC) - CONUS



Regional Support Centers (RSC) - OCONUS



Visit the [RSC Contacts page](#) on the MyNavy HR CPPA Resources website for additional RSC information.

Case Drop-Down	Select
Subject	Rate/Grade LName, FName, Access (ex. NSIPS CPPA)
Description	Detailed summary to mitigate possible delays
Request Type	System Access
Problem Code	NSIPS CPPA
	NSIPS CPPA Supervisor
	NSIPS e-Leave Command Administrator
	NSIPS Assistant ESO - Active
	NSIPS Assistant ESO - Reserve
	NSIPS ESO
	NSIPS EAW Command Reviewer
	NSIPS MAP Command Reviewer
	NSIPS MAP Reporting Senior
	NSIPS MAP ISIC Command Reviewer
	NSIPS MAP Echelon III Command Reviewer
	eCRM Existing Account Modification (ex. addition of Legal/Medical Restricted permissions per Ops Alert 005-23 and Case Team modifications per Ops Alert 020-24)
Routed To	Select servicing RSC as appropriate
Effective Date	Current date of document submission
Contact Name	This is the requestors information

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NPPSC Systems Access Key Supporting Documents (KSD) List			
Access Type	Description	Key Supporting Document	Reference
Command Pay and Personnel Administrator	Serves as a critical link between an individual sailor, his or her command, and the supporting personnel support organization). It is the responsibility of the CPPA to ensure that all documents and information required to provide sailor personnel or pay support are relayed to the appropriate supporting organization via the current authorized process and per applicable policies governing timeliness standards.	Designation & Notification Letter	MILPERSMAN 1000-021
		Cyber Awareness Challenge Certificate (Current FY)	
		Annual Privacy Training Certificate	
		DON Records Management Certificate	
		NEC 791F OR Completion of courses	
Command Pay and Personnel Administrator (Supervisor)	Responsible for the validation of a myriad of personnel and pay transactions, with access to the records of all active Navy members assigned within their approved UIC(s).	Designation & Notification Letter	MILPERSMAN 1000-021
		Cyber Awareness Challenge Certificate (Current FY)	
		Annual Privacy Training Certificate	
		DON Records Management Certificate	
		NEC 791F OR Completion of courses	
e-Leave Command Administrator	Manage the commands e-Leave program and is responsible for all leave transactions processed via e-Leave including corrections and cancellations. The CLA has full access to create, modify and approve all leave requests.	Designation Letter	NAVADMIN 252/10
		Cyber Awareness Challenge Certificate (Current FY)	
Assistant Education Services Officer (AESO) - Active	Verify Electronic Advancement Worksheets (EAW) for individual Sailors serving on active duty prior to final verification by the organizations active ESO.	Designation Letter	BUPERSINST 1430.16
		Cyber Awareness Challenge Certificate (Current FY)	
Assistant Education Services Officer (AESO) - Reserve	Verify Electronic Advancement Worksheets (EAW) for individual Sailors serving in a SELRES/Drilling status prior to final verification by the organizations active ESO.	Designation Letter	BUPERSINST 1430.16
		Cyber Awareness Challenge Certificate (Current FY)	
Education Services Officer	Serves as a organizations representative for the final verification of Electronic Advancement Worksheets (EAW) for individual Sailors serving on active duty. - E7 and above or designated GS employee only.	Designation Letter	BUPERSINST 1430.16
		Cyber Awareness Challenge Certificate (Current FY)	
Enlisted Advancement Worksheet Command Reviewer	Representative for commenting and uploading documents into the Electronic Advancement Worksheets (EAW) for individual Sailors serving on active duty or SELRES in a drilling status prior to certification by the Asst ESO.	Designation Letter	WNFY NSIPS EAW Command Reviewer - Issue 1 - Jan 2019
		Cyber Awareness Challenge Certificate (Current FY)	
Meritorious Advancement Program (MAP) Command Reviewer	Serves to create and recommend eligible MAP candidates at their local command level. Routes candidate nominations to MAP Reporting Senior for approval.	Designation Letter	MAP Smart Sheet - Issue 3 - July 2019
		Cyber Awareness Challenge Certificate (Current FY)	

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NPPSC Systems Access Key Supporting Documents (KSD) List (cont.)			
Access Type	Description	Key Supporting Document	Reference
Meritorious Advancement Program (MAP) Reporting Senior	Serves as final approver for all MAP Active nominations not requiring an Exception to Policy Request. Must be E7 or above or designated GS employee only.	Designation Letter	MAP Smart Sheet - Issue 3 - July 2019
		Cyber Awareness Challenge Certificate (Current FY)	
		DD-577 (as applicable)	
MAP ISIC Command Reviewer	Serves to retrieve and endorse submitted MAP candidates who require an Exception To Policy Request at the ISIC level.	Designation Letter	MAP Smart Sheet - Issue 1 - May 2019
		Cyber Awareness Challenge Certificate (Current FY)	
		DD-577 (as applicable)	
MAP Echelon III Command Reviewer – Active	Serves to retrieve and endorse submitted MAP candidates who require an Exception To Policy Request at the Echelon II level.	Designation Letter	MAP Smart Sheet - Issue 1 - May 2019
		Cyber Awareness Challenge Certificate (Current FY)	
		DD-577 (as applicable)	
eCRM Existing Account Modification	To modify current existing eCRM accesses	<u>Adding Legal/Medical Restricted permission:</u> Email, memorandum, or letter from the first line supervisor in the chain of command, E7 (or GS equivalent) or senior.	OPS ALERT 005-23
		Modifying case teams (ex. Adding CPPA to subordinate UIC9S) case teams): Designation letter showing all UICs associated with modification.	OPS ALERT 020-24
Note 1: Completion of CPPA Supervisor Phase II Course is authorized to grant initial access requests, but will require completion of Phase II Qualification within six months of course completion or access may be removed.			
All access requests require a valid SAAR on file			