



Ombudsman Registry Instruction Guide for Commanders/Command Designees

Table of Contents

Commander/Command Designee Registration.....	2
Commander/Command Designee Login.....	5
Registering Your Ombudsman.....	6
Ombudsman Monthly/Quarterly Worksheet.....	8
Saving and Submitting the Ombudsman Monthly/Quarterly Worksheets.....	9
Uploading the Worksheets to the Ombudsman Registry.....	9
Submitting Support Request.....	11
Reports.....	12
Notes.....	14
Ombudsman Registry Administrators.....	15
RCC Warrior and Family Support Specialists.....	15

This Instruction Guide provides procedures required for the CNIC Ombudsman Registry

I. COMMANDER/COMMAND DESIGNEE REGISTRATION

1. If you are a Commander/Command Designee please use the Commander/Command Designee registration form.
2. Before you can register your ombudsman/ombudsmen you must first register as Commander/Command Designee.
3. To register, go to <https://ombudsmanregistry.cnic.navy.mil>.
4. If you already have an account refer to the Commander/Command Designee login procedures on page 5.



- Click on the Commander/Command Designee registration link. This will take you to the registration form.

The screenshot displays the "Commander/Command Designee Registration" form. It is divided into two main sections: "Details" and "Address". The "Details" section includes fields for "Type Commander" (a dropdown menu), "External Commander/Command Designee" (a checkbox), "Ranks" (a dropdown menu), "Branch Service" (a dropdown menu), "USCINUSC" (a dropdown menu), "Supporting Institution" (a dropdown menu), "Last Name", "First Name", "Email", "Password", "Confirm Password", "Phone", "Alt. Phone", "Fax", and "Gender" (radio buttons for Male and Female). The "Address" section includes fields for "Address", "Address 2", "City or town", "Country" (a dropdown menu), "State/Province" (a dropdown menu), and "Zip or province". A "Save" button is located at the bottom right of the form. Below the form, there is a "Support Center" button and a table with "Site Links" and "Related Sites".

5. If you are a Type I or Type II Commander/Command Designee, place a check in the

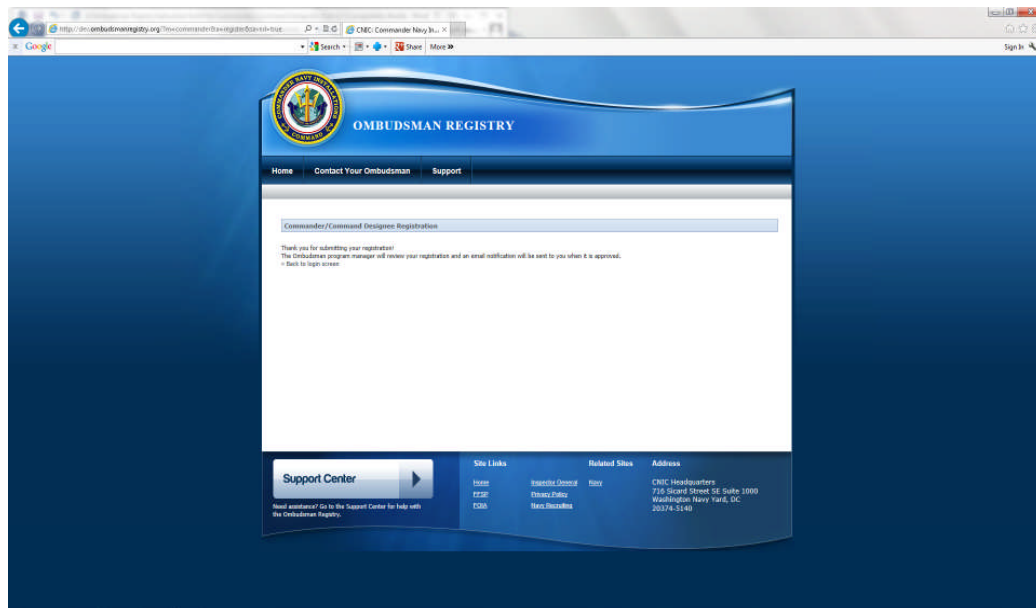
“Type Commander” block at the top of the registration form. Type Commanders are able to see all commands that fall under them when the commands fill in the “Type Commander” block on their command information details page.

- Complete the registration form. If you are a Reserve Commander/Command Designee, place a check in the block next to Reserve Commander/Command Designee. Once you check the block “Supporting Installation” will change to read “RCC”. Select the Navy Region RCC that you are associated with and continue to complete the registration form. Active Duty Commanders/Command Designees will leave this box blank.
- Use the drop down menus to select “Rank” and “Branch of Service”. All Navy personnel will use “US Navy”.
- Enter the 5 digit “UIC/RUIC” for your command (i.e. 12345). As you enter your UIC/RUIC a list of commands will begin to appear. If your command is listed, select that command by double clicking on the UIC/RUIC and it will appear in the block. If you have finished entering your UIC/RUIC and no command is showing, continue completing the application, as shown below. You will be asked to add this command after clicking on the “Save” button.
- If an APO/FPO address is applicable, place a check in the block. From the drop down menu select the appropriate APO/FPO. Upon completion of the application click on the “Save” button.

- If the command UIC/RUIC you selected is not listed in the registry the following screen will appear once you click on the “Save” button:

- Place a check in the block for “Deployable” or “Non-Deployable”
 - If the command is a Reserve command ensure that you place a check in the block “Reserve Unit”. The “Supporting Installation” block will disappear and an “RCC” block and “NOSC” block will appear.
 - From the drop down menu select the “Command Type”.
 - In the “Name” block type the official title of the command using all capital letters (ex. USS NIMITZ (CVN-68).
 - If the command is a Reserve command, place an NR in front of the official title (ex. NR VTU LAW 0103).
 - In the “Homeport” block enter the City and State, or if overseas, list the City and Country.
 - Active Duty commands will select “Supporting Installation”. Click on the magnifying glass to the right and select the installation where your command is located. If you are not onboard an installation, select the closest installation that would support your command (i.e. closest Fleet and Family Support Center).
 - Reserve commands will select the “RCC” Region using the drop down menu.
 - Click on the magnifying glass to select the “TYCOM” from the drop down menu. Double click on the Type Commander from the list and it will appear in the “TYCOM” block.
 - For Reserve Units click on the magnifying glass to select the “NOSC” where the Reserve Unit is assigned. Double click on the NOSC from the list and it will appear in the “NOSC” block.
6. Once you complete the registration form, click on the “Save” button to submit your request for registration to your command. The following screen will appear if submitted

successfully. Please allow 24-48 hours for approval. You will be notified by email when your account has been approved.



II. COMMANDER/COMMAND DESIGNEE LOGIN

1. Once you have received notification that your account has been approved, return to the Ombudsman Registry and login. Your notification email will have a temporary password to login with the first time, after that you will only need your CAC card. To login, go to <https://ombudsmanregistry.cnic.navy.mil>. **You must choose your DOD Email CA-32 Certificate when logging into the registry.**



2. After this process you will only be required to use your CAC to gain access. The system will align your CAC credentials with your account.

3. Once your CAC expires you will need to contact the Ombudsman Registry

Administrator by using the Support Case Request feature to request that your account be reset so that it will accept your new CAC certificates. You will receive confirmation once your account has been reset so that you may login using your new CAC.

4. Commanders/Command Designees must have a navy.mil account created before they can register in the Ombudsman Registry.

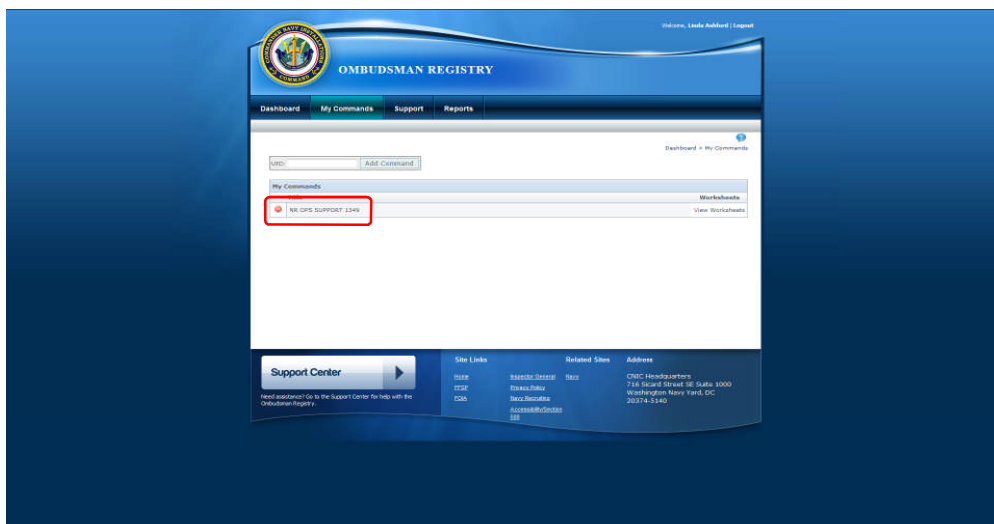
III. REGISTERING YOUR OMBUDSMAN:

1. Ombudsmen are not able to register themselves or access the Ombudsman Registry now that it has shifted to a CAC enabled website. The only individuals who may register ombudsmen to a command are:

- Commanders/Command Designees, or Designated Point of Contact (POC)
- Fleet and Family Support Center (FFSC) Ombudsman Coordinators
- Reserve Component Command (RCC) Warrior and Family Support Specialists
- Ombudsman Registry Administrators

2. Per OPNAVINST 1750.1 series, it is the command's responsibility to ensure that their command ombudsman/ombudsmen are registered and updated as changes occur, and that worksheet data is submitted per this Instruction Guide.

- Login to the registry and click on your "My Commands" tab.
- Click on the name of the command to which you wish to register the ombudsman/ombudsmen



- Click on the green plus sign next to "Ombudsman".

- Type in the last name of the ombudsman you wish to add and a list of ombudsmen will start appearing in a drop down menu. If your ombudsman is currently registered the name will appear.

NOTE: *The registry is set up to identify ombudsmen by email address, therefore, ombudsmen cannot use duplicate email addresses and must have their own unique email address to be registered. If you wish to use the same email address of the outgoing ombudsman for the new incoming ombudsman you will need to send a Support Case Request to the Ombudsman Registry Administrator. The Administrator will completely remove the email address from the registry that will allow you to register your incoming ombudsman. Your Support Case request will be answered once the outgoing ombudsman has been deleted from the registry.*

- Double click on his/her name and the system will automatically fill in the last name, first name, email address, and phone number if listed.
- If the ombudsman's name does not appear, continue filling in the required information (i.e. last name, first name, email address, and phone number) to register your ombudsman.

- Click on the disk icon in the right margin to save the registration.

- The system will send an email to the ombudsman indicating that they are registered.
- Since ombudsmen no longer have access to their accounts it is the commands responsibility to ensure personal information is entered. To enter the ombudsman's personal information:
 - Click on your "My Commands" tab on your dashboard, then click on the name of the command you wish to update.
 - Click on the ombudsman's name and it will take you to their Ombudsman's Detail page.

- Enter the Ombudsman's information in all blocks. Once complete click on the "Save" button before exiting.

IV. OMBUDSMAN MONTHLY/QUARTERLY WORKSHEETS

1. Once registered to their command/commands, and their Detail Page information has been updated, ombudsmen can submit their monthly/quarterly worksheets as directed in the Ombudsman Registry Instruction Guide for Ombudsmen.

- Active duty Ombudsmen are required to submit monthly worksheets.
- Reserve Ombudsmen are required to submit quarterly worksheets.
- Deadlines for submission of worksheets are as follows:
 - Active Duty ombudsmen will submit their monthly worksheets no later than the 15th of each month following the report month. (example: June worksheets will be submitted NLT 15 July)
 - Reserve Ombudsmen will submit their quarterly worksheets no later than the 15th of each month following the end of the quarter. (example: January – March worksheets will be submitted NLT 15 April). (See Note 3)
 - Worksheets are archived by calendar year for Active Duty and Fiscal Year

for Reserve commands, and all worksheets must be submitted NLT 31 January of the following year.

- Reserve submission requirements are listed as follows:
 - 1st Quarter FY (Oct-Dec) – must be submitted by 15 Jan
 - 2nd Quarter FY (Jan-Mar) – must be submitted by 15 Apr
 - 3rd Quarter FY (Apr-Jun) – must be submitted by 15 Jul
 - 4th Quarter FY (Jul-Sep) – must be submitted by 15 Oct

2. All Monthly/Quarterly worksheets will be submitted using Excel. The templates for both Active Duty and Reserve are located on the login page in the lower left hand corner under “Instructions and Procedures”.

3. If ombudsmen do not have Excel they can get the discounted Microsoft Office software for \$9.95 by going to <https://www.homeport.navy.mil/management/microsoft-hup/>.

- Follow the instructions. To order they must use a navy.mil address. Ombudsmen can use their military member’s navy.mil address, or have their military member place the order for them. Recommend that the military member forward the link to download the Microsoft Office latest software to the ombudsman to be installed on their personal computer.

V. SAVING AND SUBMITTING THE OMBUDSMAN MONTHLY/QUARTERLY WORKSHEETS

1. Once ombudsmen have created their worksheet from the template downloaded, they will need to save the worksheet with the following document name:

- Save the file name as UIC, Month and Year (Example: 12345MAY2016) for Active Duty.
- Reserve Ombudsmen will save their worksheets with file name as UIC, Quarter, and Year (Example 123452ndQtr2016)
- Ombudsmen must make sure they have the correct UIC or the worksheet will not be populated to the correct command.
- Ombudsmen will email their completed final worksheet to their command POC for uploading to the Ombudsman Registry per OPNAVINST 1750.1 series and send a copy to Ombudsman.Registry.fct@navy.mil. The Ombudsman Registry Administrator will be the backup for the command if they are having problems uploading their worksheet to their command, or the command is deployed and does not have access to the Ombudsman Registry. See section VI for uploading instructions

VI. UPLOADING THE WORKSHEETS TO THE OMBUDSMAN REGISTRY

1. It is the responsibility of the command to ensure that the worksheets have been uploaded into the Ombudsman Registry per OPNAVINST 1750.1 series. To load the worksheets follow the instructions listed below:

- Save the worksheet to a file of your choosing.
- Make sure the ombudsman has saved the file in accordance with paragraph V.

above.

- Once saved go to the Ombudsman Registry and login to your account.
- Click on the “My Commands” tab.
- Click on the link that reads “View Worksheets” in the right hand column next to the command for which you are loading the worksheet.
- Next, click on the green plus sign next to “Import Worksheet Excel”.
- Click on the “Browse” box to open up your computer files.
- Select the file where you saved the worksheet.
- Double click on the worksheet file that you wish to upload.
- Then click on the “Submit” button to upload the worksheet to your command.

2. If the worksheet was filled out correctly you should receive a message that reads “Successfully Imported File. View Imported Worksheet”.

3. If you have trouble loading the worksheet or receive error messages such as UIC does not match you will need to make sure that the UIC is the same on the worksheet as it is listed in the registry. Make the necessary changes to the worksheet and try loading it again.

4. If you continue to get an error message when trying to upload your worksheet you can create and transfer your numbers manually to a worksheet by following the instructions below:

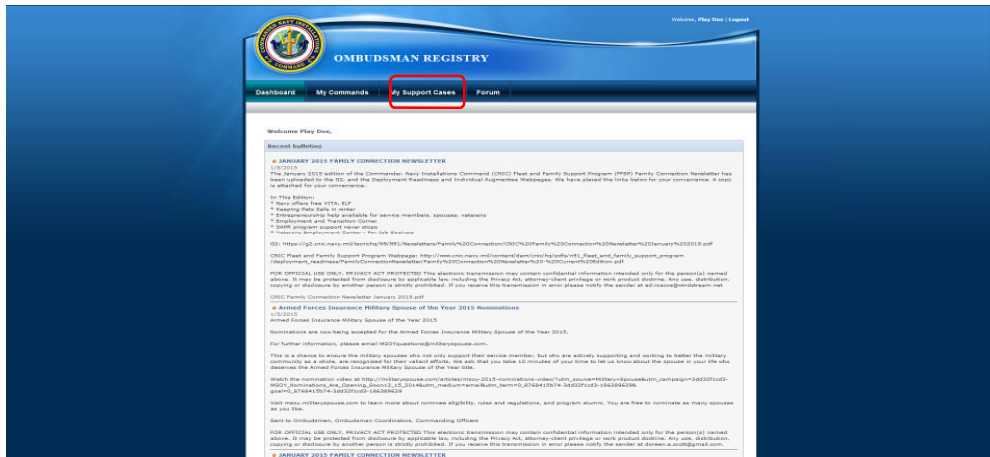
- Open the submitted worksheet from your ombudsman
- Login to the registry and click on the “My Commands” tab
- Click on the link that reads “View Worksheets” in the right hand column next to the command for which you will be entering the worksheet
- Next, click on the green plus sign next to “Add Worksheet”
- Select the correct Month or Quarter from the drop down menu
- Select the correct year from the drop down menu
- Click on the “Create Worksheet” button
- Transfer the numbers from your ombudsman’s Excel Worksheet to the created worksheet
- When finished click on the “Submit Worksheet as Final” button to save

5. If you are still having problems please contact the Ombudsman Registry Administrator by using the “Support” tab located on your dashboard.

VII. SUBMITTING SUPPORT REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry you can contact your FFSC Ombudsman Coordinator, Reserve Component Command (RCC) Warrior and Family Support Specialist, or the Ombudsman Registry Administrator by submitting a support case request. To submit a support case request:

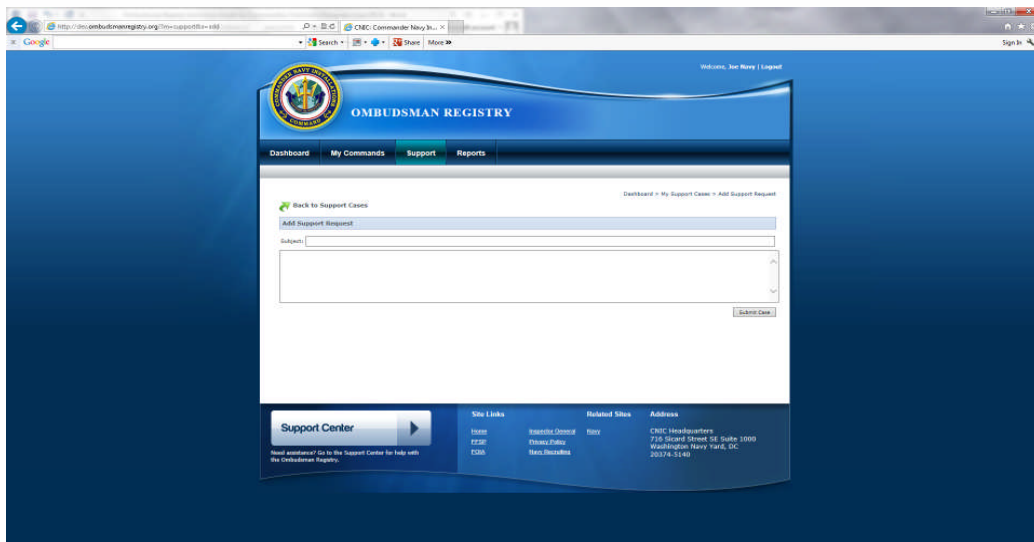
- Click on the “Support” tab located at the top of your “Dashboard”



- Click on the green plus sign to create a support case request.



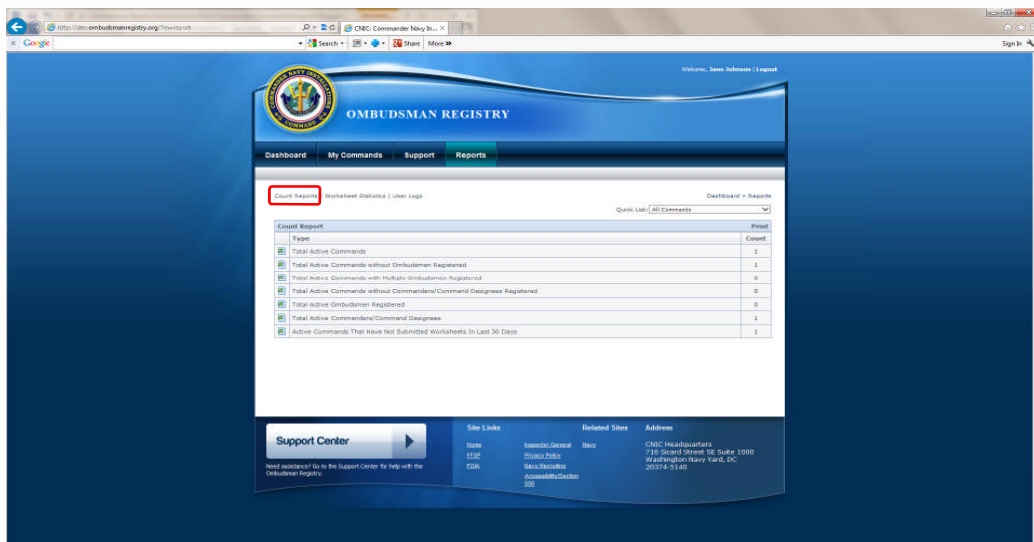
- Fill in the “Subject” and place your comments or questions in the block below the subject. Click on the “Submit Case” button when you are finished. Support Case request are normally responded to within 24-48 hours of submission.



VIII. REPORTS

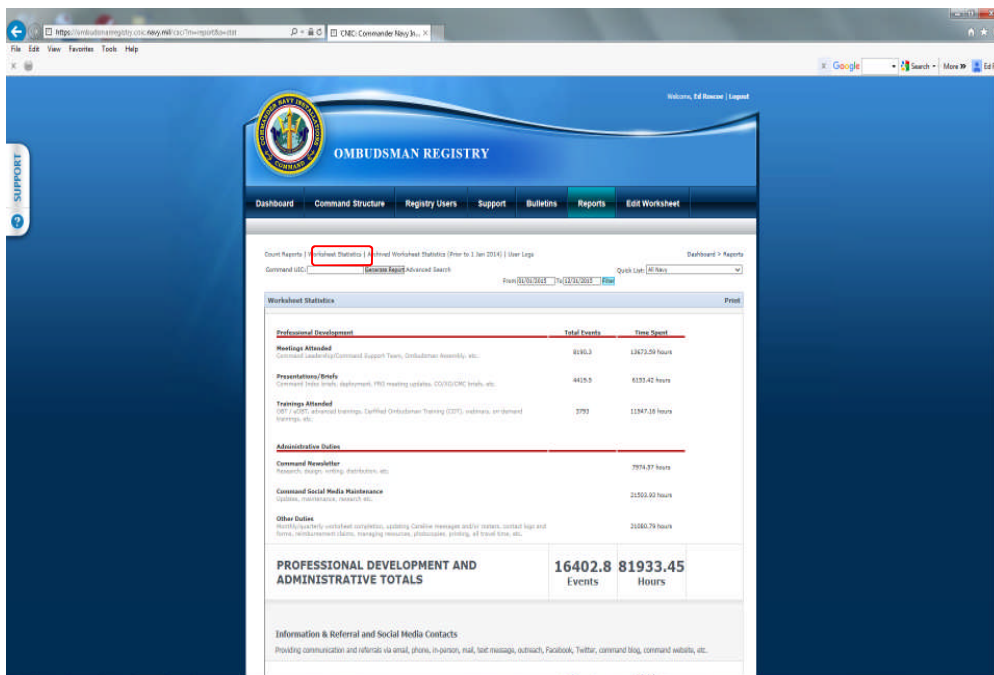
1. Each Commander/Command Designee has the capability to monitor the command/commands that he/she is registered to by going to the “Reports” tab located on your dashboard. These reports will assist you in monitoring personnel registered and reporting requirements per OPNAVINST 1750.1 series.

- The first feature is called your “Count Report”. This gives you the total number of commands that you are registered to as a Commander/Command Designee. If you are registered to more than one command you can use the “Quick List” feature to look at each command individually. Each listing can be downloaded into an Excel spreadsheet if desired.

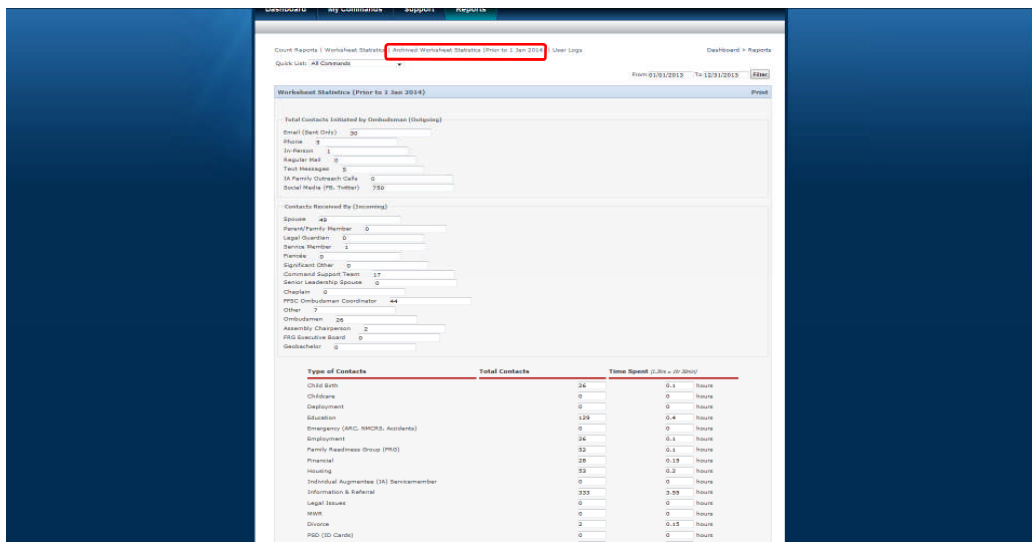


- The second feature is called “Worksheet Statistics”. This feature shows you the worksheet totals that your ombudsman/ombudsmen have submitted for any given period of time. Here you can request a report for a specific date range and can monitor the number of inquiries and different types of categories that are being reported. This may show you as leadership where a need to focus your attention

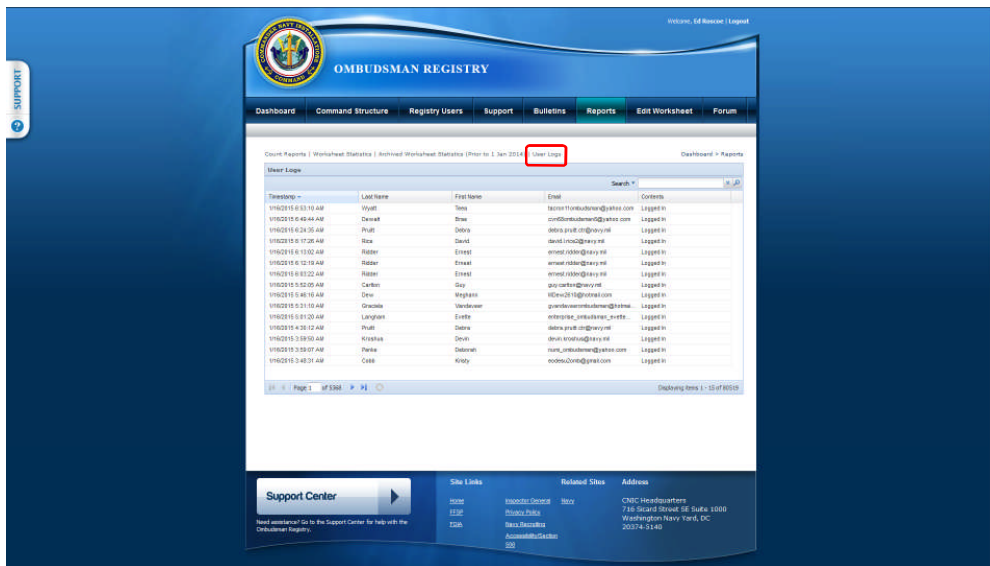
to improve or add programs that are available to your family members.



- The third feature is called “Archived Worksheet Statistics (Prior to 1 Jan 2014)”. This feature shows you the worksheets that were submitted prior to 1 January 2014 under the old worksheet format. Here you can request a report for a specific date range and can monitor the number of inquiries and different types of categories that were reported prior to 1 Jan 2014.



- The last feature is the “Users Log”. This will monitor the last time that your ombudsman/ombudsmen and Commanders/Command Designees logged onto the registry.



Note 1: If your command has more than one ombudsman registered, ensure that they combine all worksheets together and submit only one Ombudsman Monthly Worksheet per command/UIC. (The system will not allow more than one Ombudsman Monthly/Quarterly Worksheet to be entered per command.) Aircraft Carriers may have 5 or more ombudsmen registered and will combine all five worksheets into one. It is up to you as the Commander/Command Designee as to which one of the five ombudsmen will submit the worksheet.

Note 2: If you have an ombudsman and they are registered to more than one UIC/Command, they must do a separate Ombudsman Monthly Worksheet for each command that they are registered to (for active duty commands only). An example, you and your Ombudsman have agreed with another Commander of a smaller command (15 or less active duty service members and families assigned) to share your ombudsman. Guidance is contained in OPNAVINST 1750.1 series. The tenant command must be registered and your ombudsman registered to their command in order for him/her to submit a monthly worksheet for that command.

NOTE 3: Reserve ombudsmen are only required to submit a quarterly worksheet. Most reserve units are supported by a Navy Operational Support Center (NOSC). These centers vary in size and support from 5 units to 75 or more units each. Unit ombudsmen will submit their own worksheets if registered. If a unit does not have an ombudsman, the NOSC Ombudsman will provide support to the Navy Reserve families of that unit and must be registered to the unit(s) they are supporting. The NOSC Ombudsman will submit the unit(s) worksheets in a combined worksheet for the NOSC.

IX. OMBUDMSAN REGISTRY ADMINISTRATORS

For assistance with the registry or Ombudsman Monthly/Quarterly Worksheet please contact:

Name	Position	Email	Phone #
Mr. Ed Roscoe	Ombudsman Registry Administrator	ed.roscoe.ctr@navy.mil	(704) 857-0637
Mrs. Doreen Scott	Ombudsman Training Coordinator	doreen.scott.ctr@navy.mil	(402) 614-0550
Mrs. Carrie Mast	Ombudsman Program Coordinator	carrie.mast1@navy.mil	(202) 433-4701

X. RCC WARRIOR AND FAMILY SUPPORT SPECIALISTS

Name	Region	Email	Phone #
Mr. Matthew Davis	Navy Region Southeast RCC JAX	matthew.davis2@navy.mil	(904) 542-3429
Mr. Eric Harris	Navy Region Mid-Atlantic RCC NORVA	eric.t.harris@navy.mil	(757) 341-5891
Ms. Sharon James	Navy Region Southeast RCC FW	sharon.d.james1@navy.mil	(817) 782-1660
MCPO Samuel Bernhardt	Navy Region Mid-Atlantic RCC GLAKES	samuel.bernhardt@navy.mil	(847) 688-4916 Ext 303
Ms. Susan Hare	Navy Region Southwest RCC	susan.hare@navy.mil	(619) 532-4274
Mr. Martin Roberts	Navy Region Northwest RCC	martin.roberts1@navy.mil	(425) 304-3129