Ombudsman Registry Instruction Guide for Commanders and Command Designees

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This instruction guide provides procedures required for the CNIC Ombudsman Registry.

COMMANDER/COMMAND DESIGNEE REGISTRATION

1. If you are a Commander/Command Designee please use the Commander tab on the login page and complete the registration application form.

2. Before you can register your ombudsman/ombudsmen or enter your Monthly/Quarterly Worksheets, you must first register yourself as a Commander/ Command Designee.

3. Commanding Officers may have as many Command Designees as he/she desires. While many COs designate the CMC or COB to load the worksheets, any command member may be charged with this responsibility. The designee will need to register as a Commander, regardless of rank.

4. To register, go to https://ombudsmanregistry.cnic.navy.mil.

5. If you already have an account, refer to the Commander/Command Designee login procedures on page 6.

- Click on the Commander Registration tab, then click on New Account Registration.

Commander/Command Designee Registration

Details

Type Commander	☑
Reserve Commander/Command Designee	☐
Rank	-- Select One --
Branch Service	-- Select One --
UIC/RUIC	
Supporting Installation	🔍
TYCOM	🔍
Last Name	
First Name	
Email	
Phone	
Alt. Phone	
Fax	

Address

APO/FPO Format	☑
Address	
Address 2	
APO/FPO Format	-- Select One --
Zip or province	

Save

6. 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 Supporting Installation block it will change to read REDCOM. Select the Navy Region REDCOM 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). 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.

Commander/Command Designee Registration

Details

Type Commander ☐
Reserve Commander/Command Designee ☑
Rank -- Select One --
Branch Service -- Select One --
UIC/RUIC
REDCOM -- Select One --
Last Name
First Name
Email
Phone
Alt. Phone
Fax

Address

APO/FPO Format ☑
Address
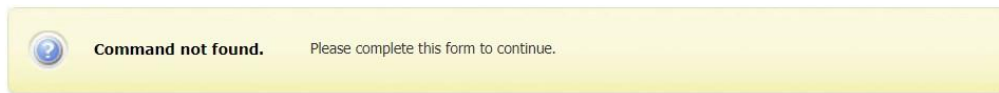Address 2
APO/FPO Format -- Select One --
Zip or province -- Select One --
FPO AA
FPO AE
FPO AP
APO AA
APO AE
APO AP

Save

- If the command UIC/RUIC you selected is not listed in the registry, the following screenshot below will appear once you click on the Save button:

Command not found. Please complete this form to continue.

Commander/Command Designee Registration - Command Information

Command Details

Deployable ☐
Non-Deployable ☐
Reserve Unit ☐
Command Type -- Select One --
UIC 12345
Name
Homeport
Supporting Installation CBC GULFPORT MS
TYCOM Enter UIC

Address

Oconus ☐
APO/FPO Format ☐
Address
Address 2
City or town
Country USA
State/Province
Zip

Save

- 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 Reserve Unit block. The Supporting Installation block will disappear and the REDCOM block and NRC 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 a 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 REDCOM 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 NRC where the Reserve Unit is assigned. Double click on the REDCOM from the list and it will appear in the NRC block.

7. Once you have completed the registration from, click on the Save button to submit your request for registration to your command. The following screen will appear if submitted successfully. Please allow 24-72 hours for approval. You will be notified by email when your account has been approved.

| Home | Contact Your Ombudsman | Support | Login | |

Commander/Command Designee Registration

Thank you for submitting your registration!
The Ombudsman program manager will review your registration and an email notification will be sent to you when it is approved.
« Back to login screen

COMMANDER/COMMAND DESIGNEE LOGIN

1. Once you have received notification that your account has been approved or that you have been registered, return to the Ombudsman Registry and login with your temporary password. The temporary password expires after 72 hours. Please submit a support ticket if you need a new one sent to you. To login go to https://ombudsmanregistry.cnic.navy.mil. **You must choose your DOD Email Certificate from your CAC card when logging into the registry.**

Welcome

Welcome to the Navy Family Ombudsman Registry. The Ombudsman Registry was established by Task Force Navy Family in August 2005 in response to the hurricanes in the Gulf Coast region. The registry allows CNIC to deliver real time communication and information to Commanders, Ombudsmen, and Ombudsman Coordinators. Commands are required to register their ombudsman, and ensure that required worksheet data is submitted per OPNAVINST 1750.1G CH-2.

Commanders, Commanding Officers, or Command Designees shall update the registry as changes occur. Assistance is also available by going to the "Support" tab above.

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 and the notification will contain a temporary password so that you may login the first time using your email address and the temporary password. Your account will then be aligned with your CAC DoD email certificate. Future

logins will only require your CAC DoD email certificate and your pin number. <u>Be sure to check your Spam/Junk folder for the notification of your assignment</u>. Most system treats this email as Spam/Junk since it comes from a No Reply email address.

4. Commanders/Command Designees must have an us.navy.mil account created before they can register in the Ombudsman Registry. Do not use a personal email address when registering yourself. Personal email addresses will be denied.

Revised January 2024

REGISTERING YOUR OMBUDSMAN

1. Ombudsman are not able to access the Ombudsman Registry because it is a CAC-enabled website. The only individuals who may register ombudsmen to a command are:

   - Commanders/Command Designees, or designated Point of Contact (POC).

   - Region/FFSC Ombudsman Coordinators and RCC Warrior and Family Support Specialists.

   - Ombudsman Registry Administrators.

2. Per FINST 1750.1H, it is the command's responsibility to ensure that their command ombudsman/ombudsmen are registered and updated as changes occur, and that worksheets are submitted per the Registry Instruction Guide and the OPNAVINST 1750.1H.

   - To register and ombudsman, login to the registry and click the My Commands tab.

   - Click on the name of the command to which you wish to register the ombudsman/ombudsmen to.

   - Click on the green plus sign (+) next to ombudsman.

- Type in the last name of the ombudsman you will to add and a list of ombudsmen will appear in a drop-down menu if they are currently in the registered, their name will appear in the list.

- If their name is listed, double click on his/her name and the system will automatically fill in the last name, first name, email address, phone number, type of training, date trained, and date assigned.

- If the ombudsman's name does not appear, continue filling in the required mandatory information (i.e. last name, first name, email address, phone number, type of training, date trained, and date assigned) to register your ombudsman. All of these fields must be filled in before you can save it.

- 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 to a command and will begin receiving ombudsman bulletins.

- **NOTE:** The registry is set up to identify ombudsmen by email address; therefore, ombudsmen **cannot** share 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, submit a Support Case Request to the Ombudsman Registry Administrator.

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3. Since ombudsmen do not have access to their profiles, it is the command's responsibility to ensure personal information is entered correctly and updated as changes occur. To enter or change the ombudsman's personal information:

- Login, click on 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 the ombudsman's detail page.

Ombudsman Detail	Date Registered: 01/04/2024

View Log

Delete User from Registry

Ombudsman Details

Last Name	Test
First Name	Ombudsman
Email	ombudsman@test.com
Phone	123-907-1234
Type of Training Received	OBT/eOBT
Date Trained	01/01/2024
Date Assigned To Command	01/01/2024

Save

Commands

Test

- Enter the ombudsman's information in all blocks. Once completed, click on the Save button before exiting.

REGISTERING YOUR COMMAND LEADERSHIP SPOUSES (CLS)

1. Command Leadership Spouses (CLS) can now register or be registered for an account in the Ombudsman Registry. This is for the specific purpose of receiving program updates, training opportunities, scheduled events, scholarship opportunities, and other Fleet & Family Support Center (FFSC) program information in real time by way of the bulletin feature. They will not be able to login to the registry.

2. Commanders, Designees, CO's, XO's, OIC's, CMC's/COB's or SEL's can register their spouses or the spouses can register themselves by doing the following:

   - Command Leadership Spouses and Commander/Command Designees can go to the ombudsman registry login page (https://ombudsmanregistry.cnic.navy.mil).

   - Click on the CLS tab in the right column, then click on the New Account Registration.

   - Enter Last Name, First Name, and email address.

   - Click on the magnifying glass to the right of the command.

   - Use search to find your command name by typing in the Command UIC and double click on the command name to insert it into the command block.

   - Click on the magnifying glass to the right of the Installation.

   - Select the installation and double click to insert installation name into the installation block.

   - Use the drop-down menu to select the command sponsor (CO, XO, CMC/COB, OIC, or SEL).

   - All blocks must be completed or you will not be able to proceed.

   - Once completed, click on the Save button to submit.

   - Account request can be approved by the registered sponsor or the Ombudsman Registry Administrator.

OMBUDSMAN MONTHLY/QUARTERLY WORKSHEET

1. Once registered to their command/commands and their Detail Page information has been updated, ombudsmen must submit their monthly/quarterly worksheets as directed in the Ombudsman Registry Instruction Guide for Ombudsmen (January 2024).

   - Active Duty Ombudsmen are required to submit monthly worksheets.

   - Reserve Ombudsmen are required to submit quarterly worksheets.

   - A worksheet must be submitted each month, including a negative (zero hours) worksheets to the registry.

   - Deadlines for submission of worksheets are as follows:

     o Active Duty Ombudsmen will submit their monthly worksheets to their command POC **no later than (NLT) the 5th** of each month following the end of the reporting month. (i.e. February worksheets must be submitted to their Command POCs **NLT the 5th** of March but **no earlier than 1** March).

     o This allows the Command POCs five days to upload the worksheet into the registry; **NLT the 10th** of the month following the end of the reporting month. (i.e. February worksheets must be uploaded **NLT the 10th** of March).

     o Reserve Ombudsmen will submit their quarterly worksheets to their command POC **no later than (NLT) the 5th** of each month following the end of the reporting quarter. (i.e. January – March worksheets must be submitted to their Command POC **NLT 5 April** but **no earlier than 1 April**).

     o This allows the Command POCs five days to upload the worksheet into the registry; **NLT the 10th** of the month following the end of the reporting quarter. (i.e. January - March worksheets will be uploaded **NLT the 10th** of April but **no earlier than 1** April). **See Note 3, Page 20**.

   - Worksheets are archived by calendar year for Active Duty and Fiscal Year for Reserve commands.

- Reserve command submission requirements to the registry are listed as follows:

    o 1st Quarter FY2024 (Oct-Dec) – will be uploaded into the registry NLT 10 Jan
    o 2nd Quarter FY2024 (Jan-Mar) – will be uploaded into the registry NLT 10 Apr
    o 3rd Quarter FY2024 (Apr-Jun) – will be uploaded into the registry NLT 10 Jul
    o 4th Quarter FY2024 (Jul-Sep) – will be uploaded into the registry NLT 10 Oct

2. All monthly/quarterly worksheets will be submitted using Microsoft Excel. The templates for both Active Duty and Reserve are located on the login page in the lower left corner under the "Instructions and Procedures" paragraph.

SAVING AND SUBMITTING THE OMBUDSMAN MONTHLY/QUARTERLY WORKSHEETS

1. Once ombudsman have filled out and completed their worksheet from the template download, they will need to save the worksheet with the following document name:

   - Save the file name as UIC, Month and Year (Example: 12345February2024) for Active Duty.

   - Reserve Ombudsmen will save their worksheets with file name as RUIC, Quarter, and Fiscal Year (Example 123452ndQtrFY2024).

   - Ombudsmen will make sure that they have the correct UIC/RUIC or the worksheet will not populate to the command.

   - Ombudsmen will email their completed final worksheet to their command POC for uploading to the Ombudsman Registry per OPNAVINST 1750.1H with a copy to ombudsman.registry.fct@navy.mil on the same email.

   - The Ombudsman Registry Administrator will act as a backup for the Command POC in the event the command is deployed, TAD, on leave, or doesn't have access to the Ombudsman Registry. Ombudsmen must make a note of this on the email when they submit it for uploading. The Ombudsman Registry Administrator will upload the worksheet in the event of the above listed situations until the command POC returns.

2. Commander/Command Designees have the capability of deleting and unlocking worksheets that were submitted in error, or need to make corrections. How to remove a worksheet that was submitted in error:

   - Click on My Commands tab.
   - Click on View Worksheets to the right of the command you wish to review.
   - Place your cursor over the red circle with the white dash in the middle and click only once to remove the worksheet.

3. If you have submitted your worksheet as final and need to make changes, you can unlock your worksheet by doing the following:

- Click on the My Commands tab.

- Click on the View Worksheets to the right of the command title you wish to review.

- Click on the month link (ex: January 2024) of the worksheet that you desire to unlock and make changes.

- Scroll down to the bottom of the worksheet and click on Unlock Worksheet tab.

- Make your changes and click on Submit Worksheet as Final tab.

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 1750.1H. To upload the worksheets, follow the instructions below.

   - Make sure the ombudsman has saved the file in accordance with page 14.

   - Once saved, go to the Ombudsman Registry and login to your account. Click on My Command tab.

   - Click on View Worksheets.

   - Click on the green plus sign (+) next to Import Worksheet Excel.

   - Click on the choose file box to open your computer files and select the correct file you with to upload.

   - Then click on the submit button to upload the worksheet.

2. If the worksheet was filled out correctly and the format hasn't been altered, you will receive a message that reads "Successfully Imported."

3. If you receive an error and you wish to manually upload the worksheet, click on "add worksheet" rather than "import worksheet."

4. If you continue to receive an error message when importing, it is more than likely due to an altered worksheet or the wrong format (MAC, Numbers). Download a new worksheet from the homepage and transfer the data over to a new worksheet, then resubmit the new one. Contact the registry administrator through a support case if additional assistance is needed.

SUBMITTING A SUPPORT REQUEST

1. If at any time you have a problem or questions regarding the Ombudsman Registry, you can contact your local Ombudsman Coordinator 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 (+) sign under My Support Cases.
    -   A new window will open.
    -   Fill in the subject line.
    -   Write your comments or questions.
    -   Click Submit Case when finished.
    -   Support cases are normally responded to within 24-72 hours of submission.

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 1750.1H.

   - The first feature is called your Count Reports. 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.

   - To download a report, click on Export Excel at the bottom toolbar. When you download a report to an Excel spreadsheet, all columns will be downloaded regardless of the ones you selected. You can delete columns that you don't want once you have downloaded to an Excel spreadsheet.

Dashboard	My Commands	Support	**Reports**

Count Reports | Worksheet Statistics | Archived Worksheet Statistics (Prior to 1 Jan 2014) | User Logs   Dashboard > Reports

Quick List: All Commands

Count Report	**Print**
Type	**Count**
Total Active Commands	1
Total Active Commands without Ombudsmen Registered	0
Total Active Commands with Multiple Ombudsmen Registered	0
Total Active Commands without Commanders/Command Designees Registered	0
Total Active Ombudsmen Registered	1
Total Active Commanders/Command Designees	1

- The second feature is called Worksheets 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 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 you need to focus your attention to improve or add programs that are available to your family members.

- The third feature is called Archived Worksheets Statistics (Prior to 1 Jan 2024). This is feature that shows you the worksheets that were submitted prior to 1 Jan 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 Logs. This will monitor the last time that your Commanders/Command Designees logged into the registry.

| Count Reports | Worksheet Statistics | Archived Worksheet Statistics (Prior to 1 Jan 2014) | User Logs | Dashboard > Reports |

Quick List: All Commands

From 01/01/2024 To 01/18/2024 Filter

Worksheet Statistics   Print

Professional Development	Total Events	Time Spent
Meetings Attended Command Leadership/Command Support Team, Ombudsman Assembly. etc.	0	0 hours
Presentations/Briefs Command Indoc briefs, deployment, FRG meeting updates, CO/XO/CMC briefs, etc.	0	0 hours
Trainings Attended OBT/eOBT, advanced trainings, Cerfified Ombudsman Training (COT), webinars, on-demand trainings, etc.	0	0 hours
Administrative Duties		

NOTES

1. Commands having multiple ombudsmen will submit one Ombudsman Monthly/Quarterly Worksheet per command/UIC. For example, an aircraft carrier may have five or more registered ombudsmen. All of the ombudsmen will combine their data into one worksheet. The Commander/Command Designee will determine which ombudsman will submit the worksheet to the command.

2. Ombudsmen who are registered to more than one UIC/Command must do a separate Ombudsman Monthly Worksheet for each command to which they are registered. (For active duty ombudsmen, only.) For example, a commander and his or her ombudsman have agreed to support the families at a smaller command (ten or less active duty command members and families assigned). The tenant command must be registered, and register the ombudsman to the smaller command. The ombudsman will then submit a worksheet to the smaller command, as well as to their service member's command.

3. Reserve Ombudsmen are only required to submit a quarterly worksheet. Most reserve units are supported by a Navy Reserve Center (NRC). These centers vary in size and support from 5 units to 100 or more units each. Unit ombudsmen will complete their own worksheets if registered. If a unit does not have an ombudsman, the NRC Ombudsman will provide support to the Navy Reserve families of that unit and must be registered to the unit(s) they are supporting. The NRC Ombudsman will submit the unit(s) worksheets in a combined worksheet for the NRC.

4. If a Reserve unit does not have an ombudsman, the NRC Ombudsman will provide support to the Navy Reserve families of that unit and must be registered to the unit(s) they are supporting. The NRC Ombudsman will combine the units(s) worksheet numbers into the NRC worksheet for submission. This way they do not have to submit a worksheet for each unit since the units fall under the NRC.

OMBUDSMAN REGISTRY ADMINISTRATORS

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

Name	Position	Email	Phone #
Mrs. Holly Schefcik	Ombudsman Registry Administrator	holly.d.schefcik.ctr@us.navy.mil	(805) 612-9509
Ms. Pam Delaney	Ombudsman Training Coordinator	pamela.j.delaney.ctr@us.navy.mil	(360) 929-4805
Mrs. Brandy Littler	Ombudsman Program Analyst	brandy.b.litter.naf@us.navy.mil	(202) 433-4701

COMNAVRESFORCOM OMBUDSMAN PROGRAM

For questions regarding the ombudsman program for reserve commands, please contact below.

Name	Position	Email	Phone #
Ms. Susan Hare	Warrior and Family Support Specialist	susan.m.hare2.civ@us.navy.mil	(619) 705-4091
Ms. Lisa Nelson	Warrior and Family Support Specialist	lisa.s.nelson9.civ@us.navy.mil	(262) 374-3033
Mr. Eric Harris	Warrior and Family Support Specialist	eric.t.harris.civ@us.navy.mil	(757) 341-5891