Request Hierarchy Assistance User Guide (DFAS, DLA & NG only)

http://www.cpms.osd.mil/

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Request Hierarchy Assistance User Guide (DFAS, DLA and NG only)

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Introduction

Purpose	The purpose of this user guide is to provide an overview of Request Hierarchy Assistance and the defining interactive functionality and dynamic features.
Who should use this guide	DFAS, DLA and NG Employees.

Key Services

Request Hierarchy Assistance

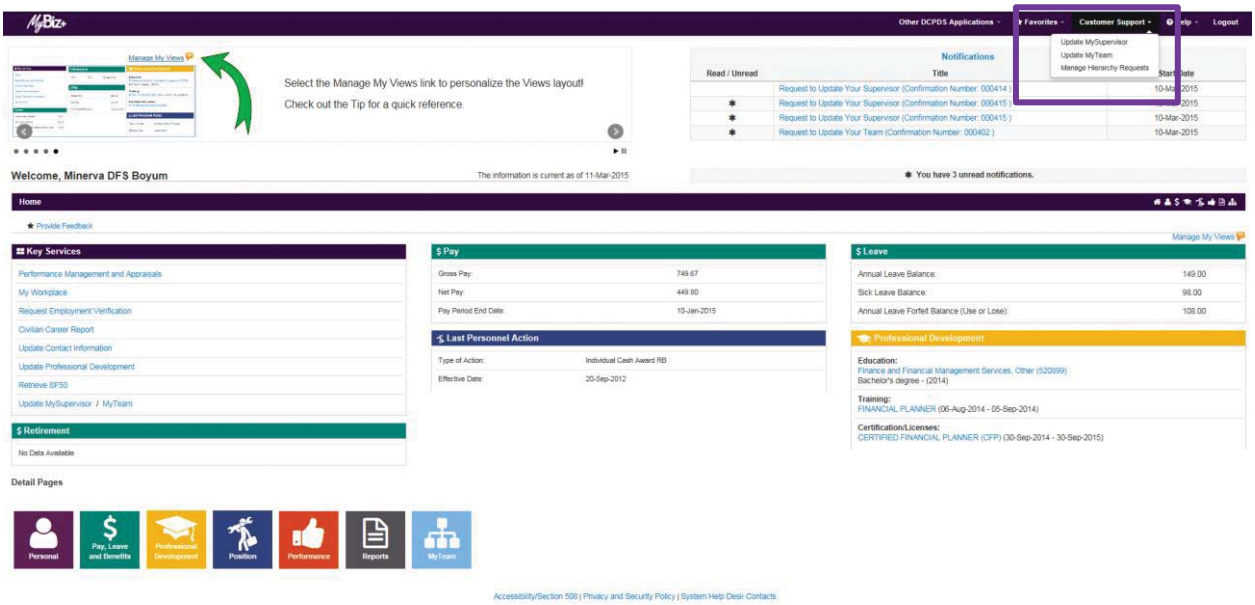
The interactive Request Hierarchy Assistance application allows DFAS, DLA and NG employees, managers and supervisors to request Human Resources (HR) assistance to add or update their supervisor's information to ensure hierarchies are accurate and complete.

Important: Please wait 2 weeks before submitting a request if you recently changed jobs or were assigned a new supervisor.

- Update MySupervisor - Employees can submit a request to HR identifiying their correct supervisor information
- Update MyTeam – Managers/Supervisors can submit a request to HR identifying missing employees or removing employees from a hierarchy
- Manage Hierarchy Requests – HR specialists will manage and track hierarchy assistance requests

Navigating to the Request Hierarchy Assistance Features

The Customer Support feature, located on the menu bar, will only contain Update MySupervisor feature for DFAS, DLA and NG employees. Managers may select either the Update MySupervisor or Update MyTeam features. HR Specialists assigned the CIVDOD Self Service Hierarchy Manager responsibility may select Manage Hierarchy Requests.



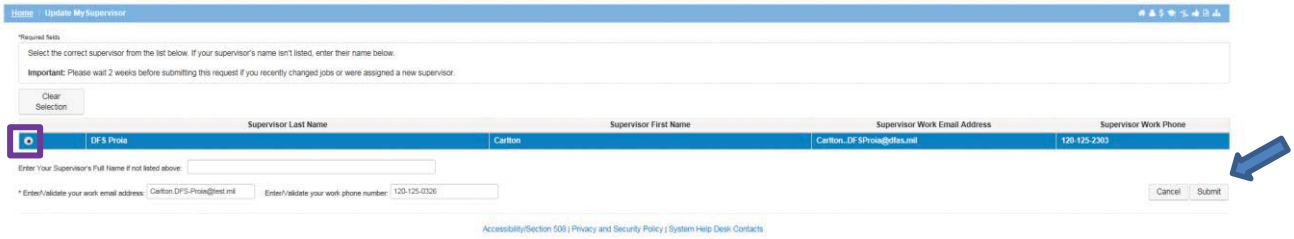
Update MySupervisor Process for Employees

After selecting Update MySupervisor from Customer Support, the Update MySupervisor page displays which allows employees to select or enter their correct supervisor full name. Supervisor Last Name, Supervisor First Name, Supervisor Work Email Address and Supervisor Work Phone will display. Employee's work email address and work phone number will autopopulate with information stored in MyBiz+. If MyBiz+ does not contain this information, employees must enter work email address and work phone number prior to submitting a request. The information identified on this page will be forwarded to HR for review and update.

Update MySupervisor Form

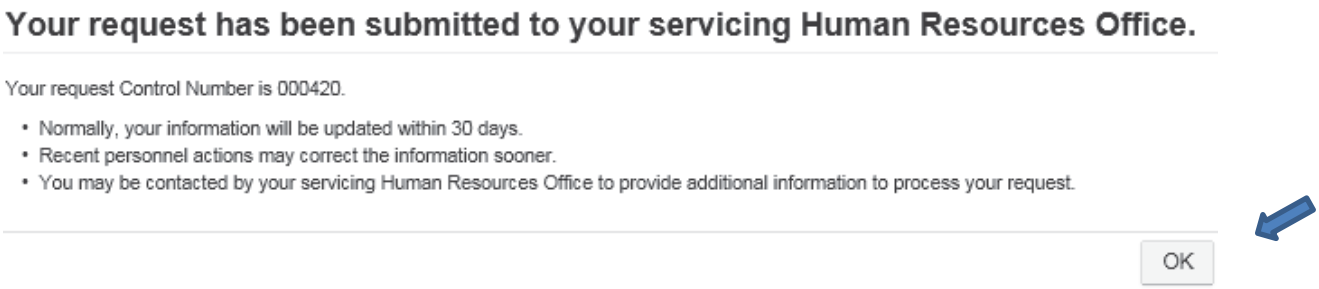
Either select the radio button for a listed supervisor or enter your supervisor's full first and last name in the Enter Your Supervisor's Full Name box. In addition, enter/validate work email address and work phone number.

Select supervisor, and then the Submit button if work email address and work phone number are correct.



- After selecting Submit button, a Confirmation page displays containing important information which employees must review and save. HR Offices track requests via the request Control Number. Select OK button to exit Confirmation page.

  Important: Employees must store the request Control Number for future reference.



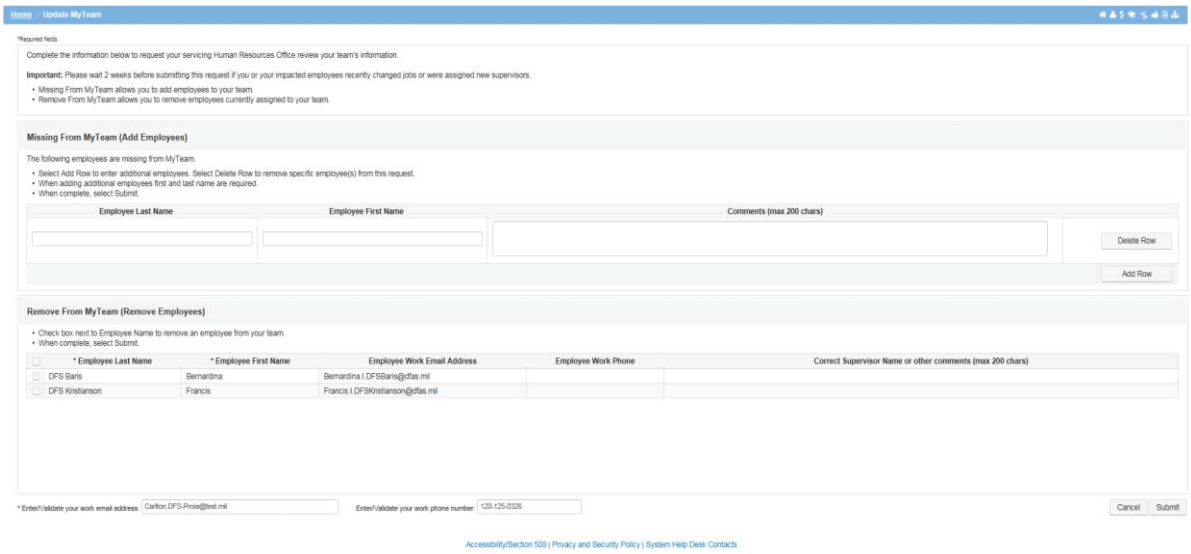
Update MyTeam for Managers

After selecting Update MyTeam from Customer Support, the Update MyTeam page displays two (2) regions:

- Missing From MyTeam (Add Employees) allows managers to identify missing employees last name, first name and comments for HR to review/add.

- Remove From MyTeam (Remove Employees) allows managers to select employees who are currently in their hierarchy (from a prepopulated list) for HR to review/remove. The prepopulated list will display employees currently listed in MyWorkplace. In addition, managers can enter the correct supevisor name and/or comments.

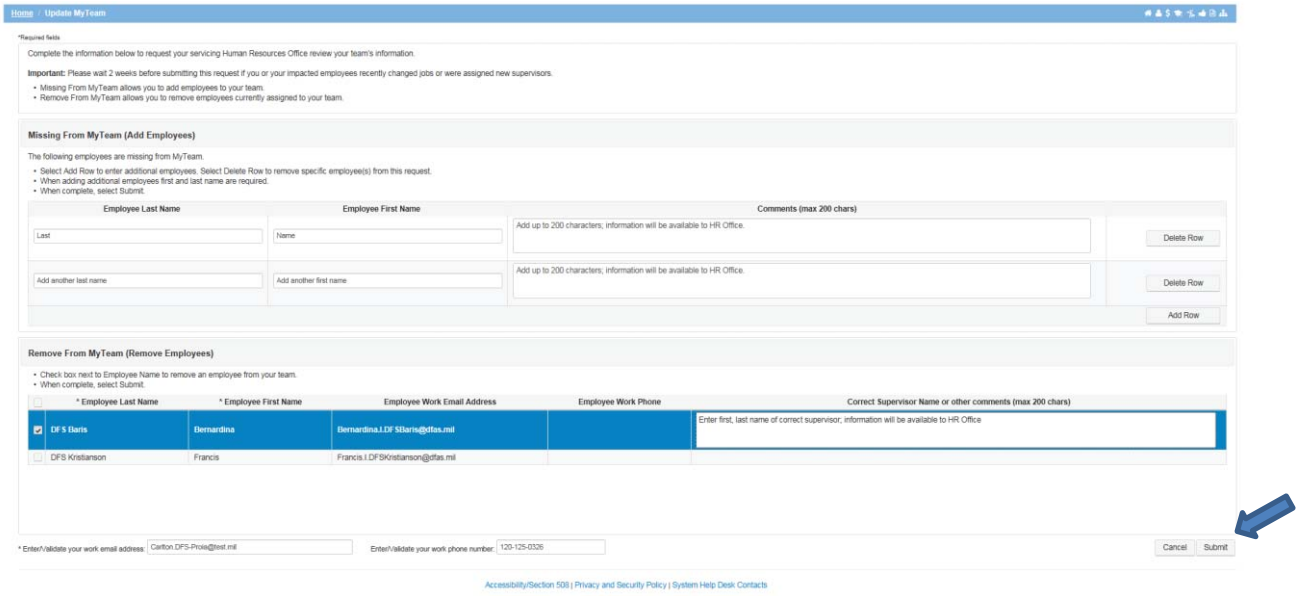
Manager's work email address and work phone number autopopulates with information stored in MyBiz+. If MyBiz+ does not contain this information, managers must enter work email address and work phone number prior to submitting a request. The information identified on this page is forwarded to HR for review and update.



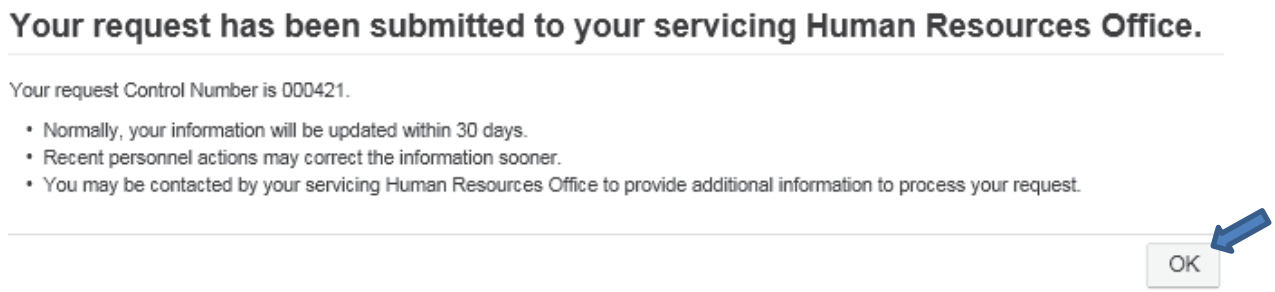
Update MyTeam Form

To add additional employee names, manager would select Add Row button under the Missing From MyTeam (Add Employees) region. If manager accidentally adds an incorrect employee, he/she can delete by selecting Delete Row button.

To remove an employee from MyTeam check the box next to the employee that the manager would like to remove. After all changes have been made, select Submit button.

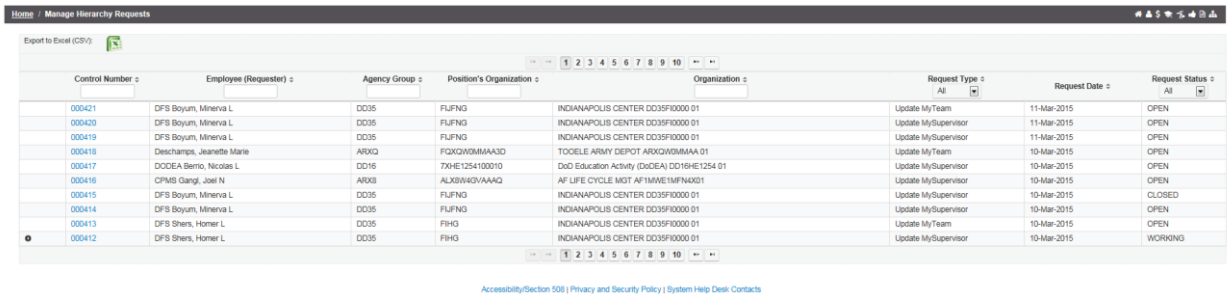


After selecting Submit button, a Confirmation page appears containing important information for managers. HR Offices track requests via the request Control Number. Select OK button to exit the Confirmation page.



Manage Hierarchy Requests for Human Resources Specialists

After selecting Manage Hierarchy Requests from Customer Support, the Manage Hierarchy Request page displays employee and supervisor hierarchy requests.



Manage Hierarchy form displays the following:

- **Control Number**: System generated number assigned to each request
  - Search for a specific control number by entering it in the box
  - Select the up or down arrow to ascend or descend control numbers in numerical order

- **Employee (Requester)**: Full name of employee requesting hierarchy assistance
  - Search for a specific employee by entering name in the box
  - Select the up or down arrow to view employees names in a ascend or descend alphabetical order

- **Agency Group:** Displays employee's (requester) Agency Group

- **Position's Organization:** Displays employee's (requester) Position Organization Address (POA)

- **Organization:** Displays employee's (requester) Organization

- **Request Type**:
  - Choose All to view all submitted requests
  - Select My Supv to view employee requests to update supervisors
  - Select MyTeam to view supervisor requests to add or remove employees to their hierarchy
  - Select the up or down arrow to view requests in an acending or descending alphabetical order

- **Request Date**: Date request was submitted. Select the up or down arrow to view requests in a acending or descending date order

- **Request Status**:
  - Choose All to view all request status
  - Select Open to view only requests in open status
  - Select Working to view only requests in working status
  - Select Closed to view only requests in closed status
  - To view HR comments for a specific control number, select arrow located in the first column to view these HR comments. A new line is open below the arrow and comments are displayed

	000412	DFS Shers, Homer L	DD35	FIHG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	10-Mar-2015	WORKING
I need to verify new supervisor is correct. CJW								

- To export requests, select the excel icon to manage requests via an excel sheet

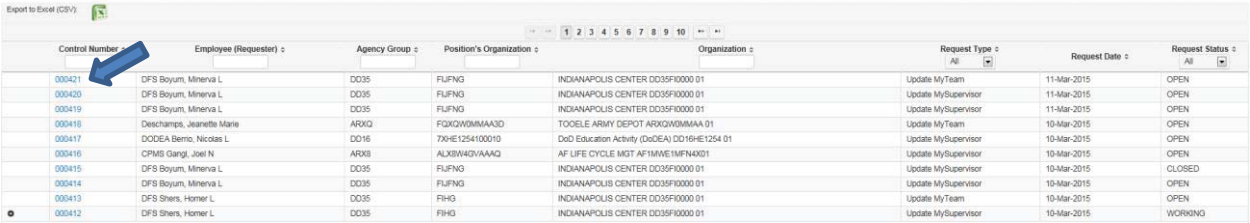
Export to Excel (CSV)

1 2 3 4 5 6 7 8 9 10

Control Number	Employee (Requester)	Agency Group	Position's Organization	Organization	Request Type	Request Date	Request Status
					All		All
000421	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MyTeam	11-Mar-2015	OPEN
000420	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	11-Mar-2015	OPEN
000419	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	11-Mar-2015	OPEN
000418	Deschamps, Jeanette Marie	ARXO	FOXOVIDMMAA3D	TOOFLE ARMY DEPOT ARXOVIDMMAA 01	Update MyTeam	10-Mar-2015	OPEN

Managing a Specific Control Number

Select the hyperlink request control number to view specific details.

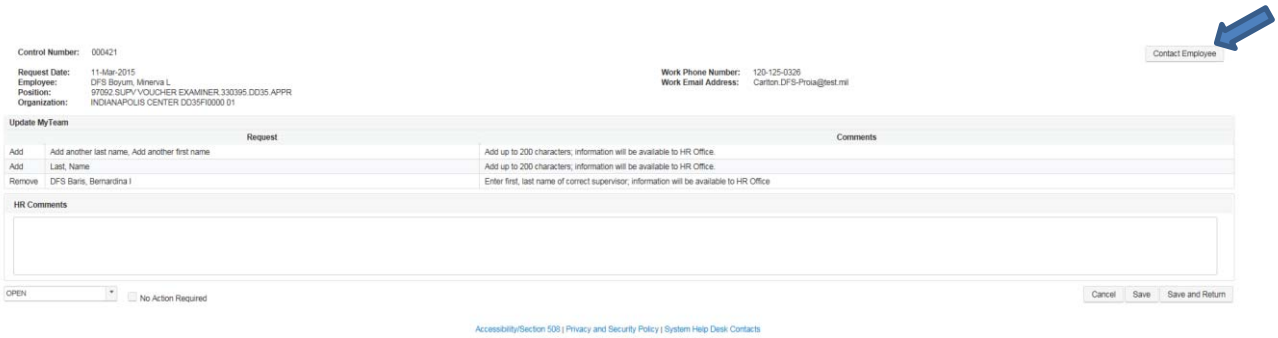


Export to Excel (CSV):

1 2 3 4 5 6 7 8 9 10

Control Number	Employee (Requester)	Agency Group	Position's Organization	Organization	Request Type (All)	Request Date	Request Status (All)
000421	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MyTeam	11-Mar-2015	OPEN
000420	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	11-Mar-2015	OPEN
000419	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	11-Mar-2015	OPEN
000418	Deschamps, Jeanette Marie	ARXQ	FQXQW0MMAA3D	TOOELE ARMY DEPOT ARXQW0MMAA 01	Update MyTeam	10-Mar-2015	OPEN
000417	DODEA Berrio, Nicolas L	DD16	7XHE1254100010	DoD Education Activity (DoDEA) DD16HE1254 01	Update MySupervisor	10-Mar-2015	OPEN
000416	CPMS Gangi, Joel N	ARX8	ALX8W4GVAAAQ	AF LIFE CYCLE MGT AF1MWE1MFN4X01	Update MySupervisor	10-Mar-2015	OPEN
000415	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	10-Mar-2015	CLOSED
000414	DFS Boyum, Minerva L	DD35	FIJFNG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	10-Mar-2015	OPEN
000413	DFS Shers, Homer L	DD35	FIHG	INDIANAPOLIS CENTER DD35FI0000 01	Update MyTeam	10-Mar-2015	OPEN
000412	DFS Shers, Homer L	DD35	FIHG	INDIANAPOLIS CENTER DD35FI0000 01	Update MySupervisor	10-Mar-2015	WORKING

Specifics about the Control Number are displayed. HR would select Contact Employee button to email requestor for additional information or provide status of a specific request.



Contact Employee

Control Number: 000421

Request Date: 11-Mar-2015
Employee: DFS Boyum, Minerva L
Position: 97092 SUPV VOUCHER EXAMINER 330395 DD35 APPR
Organization: INDIANAPOLIS CENTER DD35FI0000 01

Work Phone Number: 120-125-0326
Work Email Address: Carlton.DFS-Proia@test.mil

Update MyTeam

Request		Comments
Add	Add another last name, Add another first name	Add up to 200 characters; information will be available to HR Office.
Add	Last, Name	Add up to 200 characters; information will be available to HR Office.
Remove	DFS Baris, Bernardina I	Enter first, last name of correct supervisor; information will be available to HR Office

HR Comments

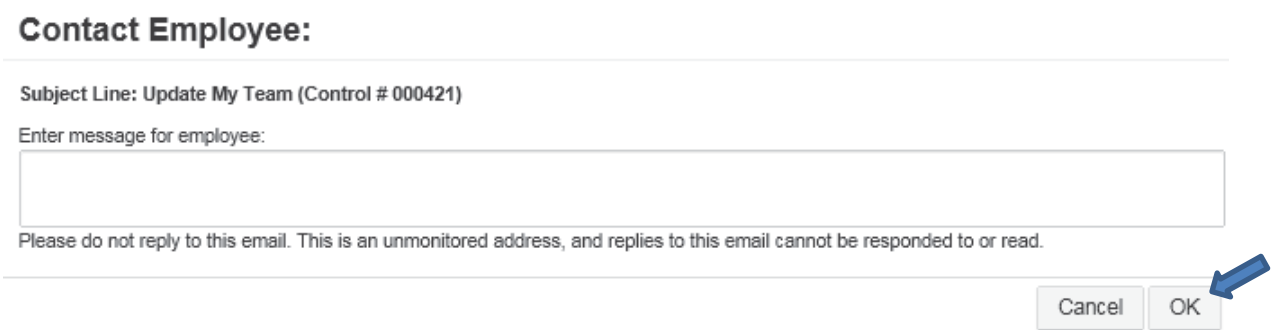
OPEN

No Action Required

Cancel | Save | Save and Return

Accessibility/Section 508 | Privacy and Security Policy | System Help Desk Contacts

After selecting this feature, the Contact Employee form displays. Once text is complete, select OK button.



Contact Employee:

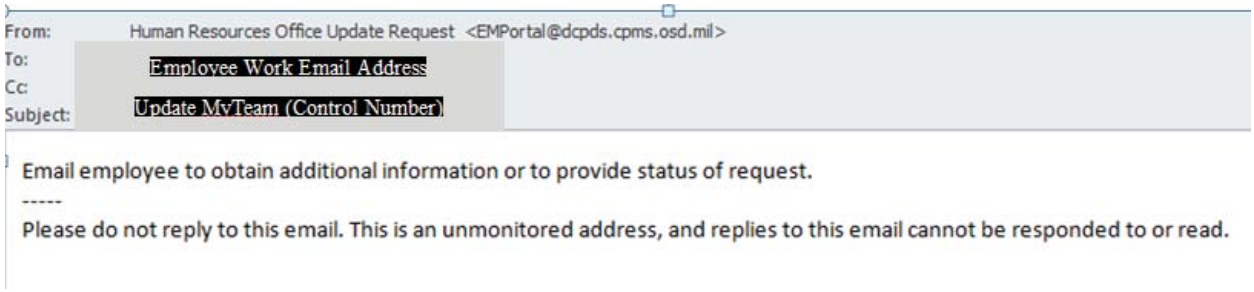
Subject Line: Update My Team (Control # 000421)

Enter message for employee:

Please do not reply to this email. This is an unmonitored address, and replies to this email cannot be responded to or read.

Cancel | OK

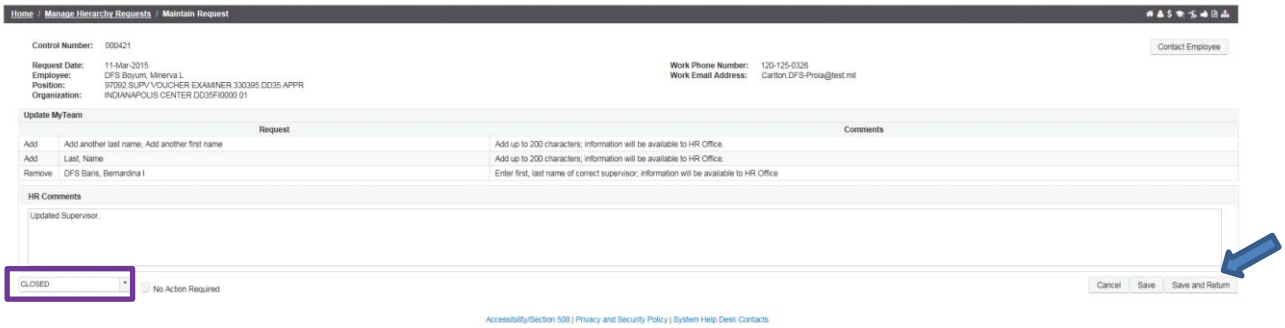
The email generated to the requester displays below.


From: Human Resources Office Update Request <EMPortal@dcpds.cpms.osd.mil>
To: Employee Work Email Address
Cc:
Subject: Update MyTeam (Control Number)

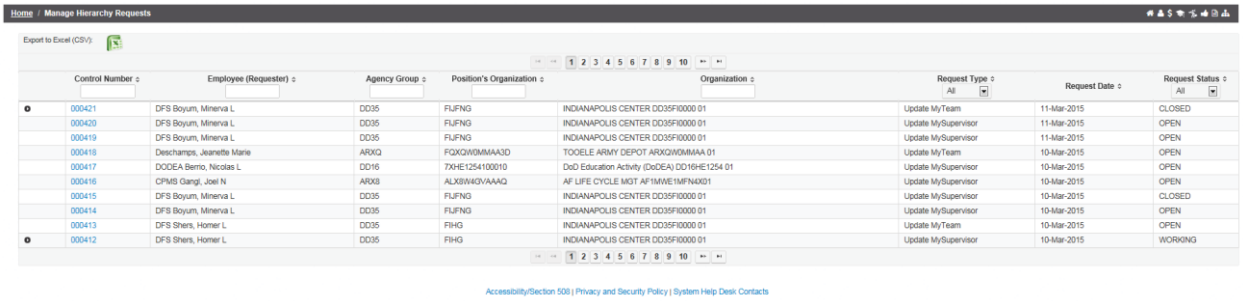
Email employee to obtain additional information or to provide status of request.

Please do not reply to this email. This is an unmonitored address, and replies to this email cannot be responded to or read.

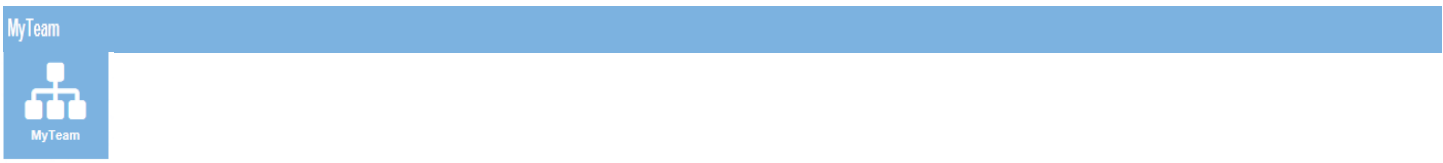
The Comments region now includes updated text "Supervisor is updated" and the status can be changed to CLOSED. Select Save button to continue updating this form or Save and Return button to begin working a new request.



After selecting Save and Return button, all requests display on the Manage Hierarchy Requests page.



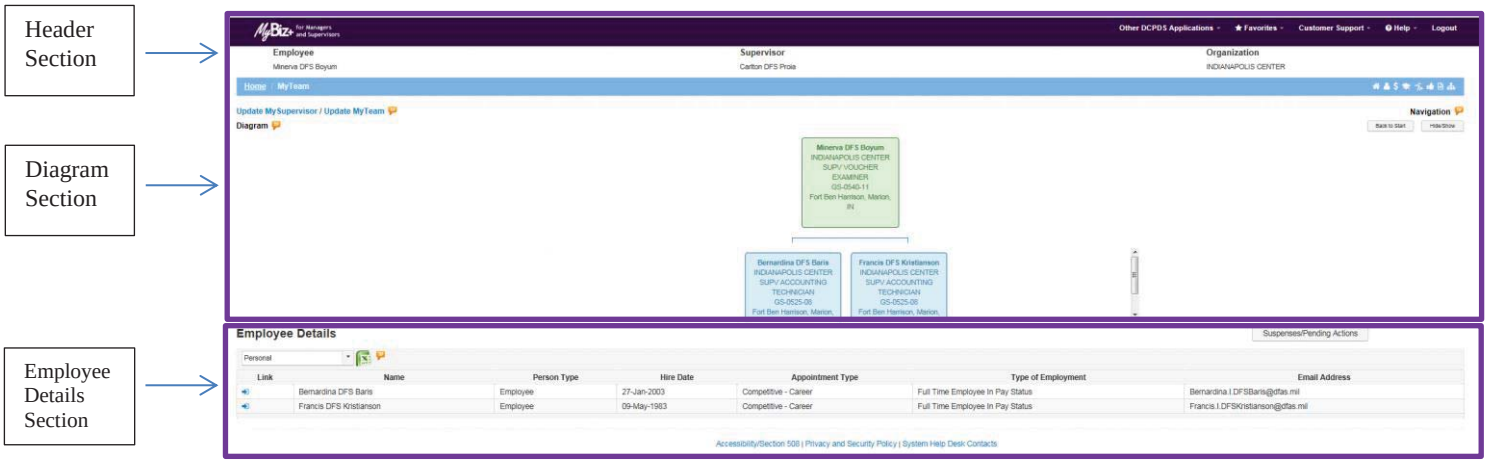
MyTeam Detail Page for Managers and Supervisors



The MyTeam Detail Page, again, is available to managers and supervisors, graphically displays employee(s) assigned to a manager's and supervisor's team.

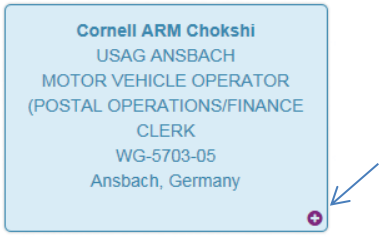
- The Diagram, in the top section, displays an organizational diagram of assigned employees to include vacant positions. Diagram boxes display employee's name, organization, position title, pay plan, series, grade and location.
    - Supervisor's name displays in the top diagram box
    - Subordinates diagram box(es) display underneath top diagram box
    - Update MySupervisor and Update MyTeam are links for easy access to request HR assistance in updating their team information

- The Employee Details, in the bottom section, list employees assigned to manager's and supervisor's team.

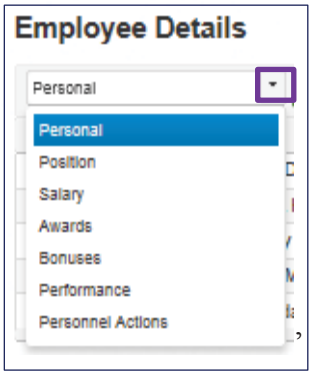


What You Need to Know

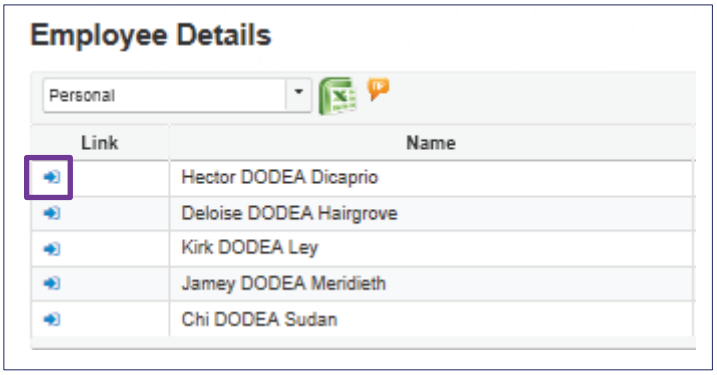
- Managers and Supervisors ***will not*** be able to view or access employee's privacy act information such as social security number, date of birth, etc.
- The MyTeam page Diagram and Navigation *TIPs* provide helpful information to assist managers and supervisors in navigating the MyTeam page
- In the Diagram section, to view additional supervisors and employees, select the + located on the bottom right hand corner of any diagram block. For example:



- In the Employee Details section, select the drop-down arrow to view the list of available employee details



  - After selecting the Employee Detail, select the arrow next to an employee's name to view their detail information



  - The selected employee detail page displays

  - To view other related employee detail information for this employee, select the miniature icon from the MyTeam navigation bar

- To return to the MyTeam page to view list of employees, select **Exit Employee View** from the menu bar

- The MyTeam Suspenses/Pending Actions button contains a list of all pending suspenses for managers and supervisors teams.

Summary - Again, Managers and Supervisors are encouraged to access MyBiz+ and provide feedback utilizing the Provide Feedback link.