Ombudsman Registry Instruction Guide for Ombudsman Coordinators

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This Instruction Guide provides procedures required for the CNIC Ombudsman Registry

I. OMBUDSMAN COORDINATOR REGISTRATION

1. To register as an Ombudsman Coordinator go to https://ombudsmanregistry.cnic.navy.mil.

2. Click on the Coordinator Register tab. This will take you to the registration form.

- Complete the registration form.

- For Reserve RCC Warrior and Family Support Specialists, click on the Type drop-down menu and select RCC WFSS. Supporting Installation will disappear and RCC will appear on the application. Select the Navy Region RCC that you are associated with and continue to complete the registration form.

- For Region and FFSC Ombudsman Coordinators, select either Region Coordinator or FFSC Coordinator from the drop-down menu.

- If an APO/FPO address is applicable, place a check in the block. From the drop-down menu select the appropriate APO/FPO.

- Once completed, click on the Save button to submit your request for an account. The following screen will appear if submitted successfully. You will be notified by email when your account has been approved.

- Once your account has been approved and notification received, you may return to the registry and login using your DoD Email Certificate and Pin Number.

NOTE 1: Ombudsman Coordinator accounts will not be approved until a notification has been received by the Site Manager indicating that you have been assigned as either the primary or alternate Coordinator for your FFSC. Regions and RCC Warrior and Family Support Specialists will need confirmation sent by their hiring authority. Confirmation can be sent via email to Holly Schefcik, CNIC HQ, Ombudsman Registry Administrator at holly.d.schefcik.ctr@us.navy.mil with a copy to Pam Delaney, CNIC HQ, Ombudsman Training Coordinator at pamela.j.delaney.ctr@us.navy.mil and Brandy Littler, Ombudsman Program Analyst at brandy.b.littler.naf@us.navy.mil.

II. OMBUDSMAN COORDINATOR LOGIN

1. Once you have received notification that your account has been approved, return to the Ombudsman Registry and login using your CAC card. To login, go to https://ombudsmanregistry.cnic.navy.mil/.

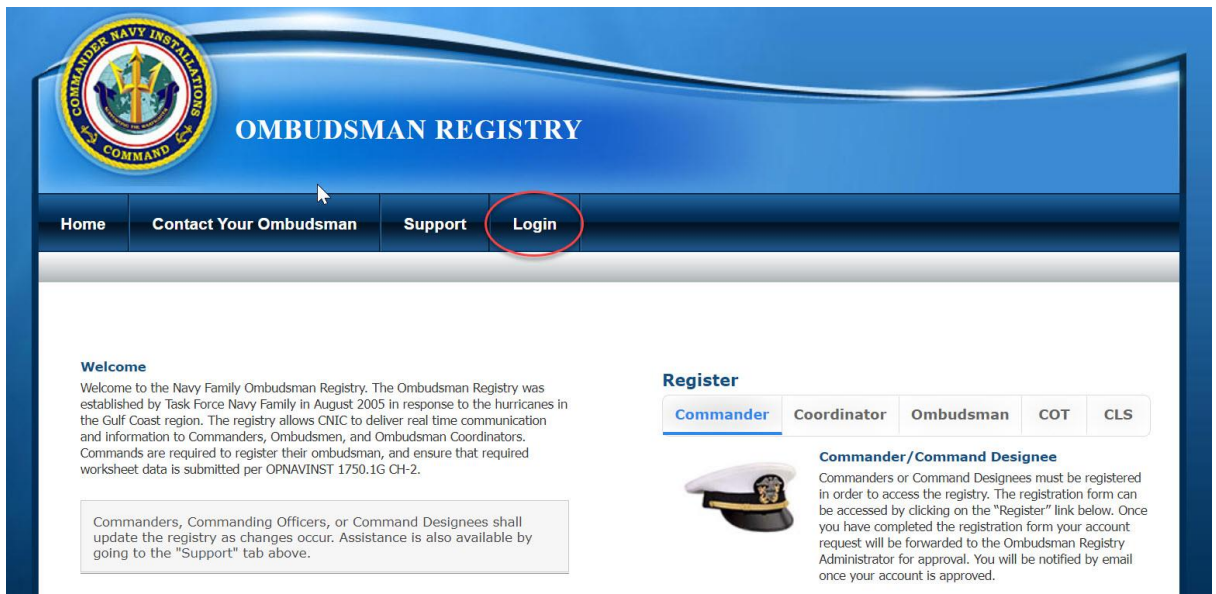- Now that your account has been approved and notification received, you may login using your DoD Email Certificate and Pin Number.

2. When your CAC expires, you will need to contact the Ombudsman Registry Administrator by using the Support Case 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.

3. Ombudsman Coordinators must have their navy.mil account created before they can register in the Ombudsman Registry.

III. REGISTERING A COMMANDER/COMMAND DESIGNEE

1. If you are contacted to assist a Commander/Command Designee in registering themselves to their command, direct them to the login page of the registry where they can download the Instructions for Commanders/Command Designees located in the lower left-hand corner of the page under Instructions and Procedures. If they still need assistance, use the following steps to register them:

- Click on your My Commands tab. Type in the UIC/RUIC of their command in the Search block.
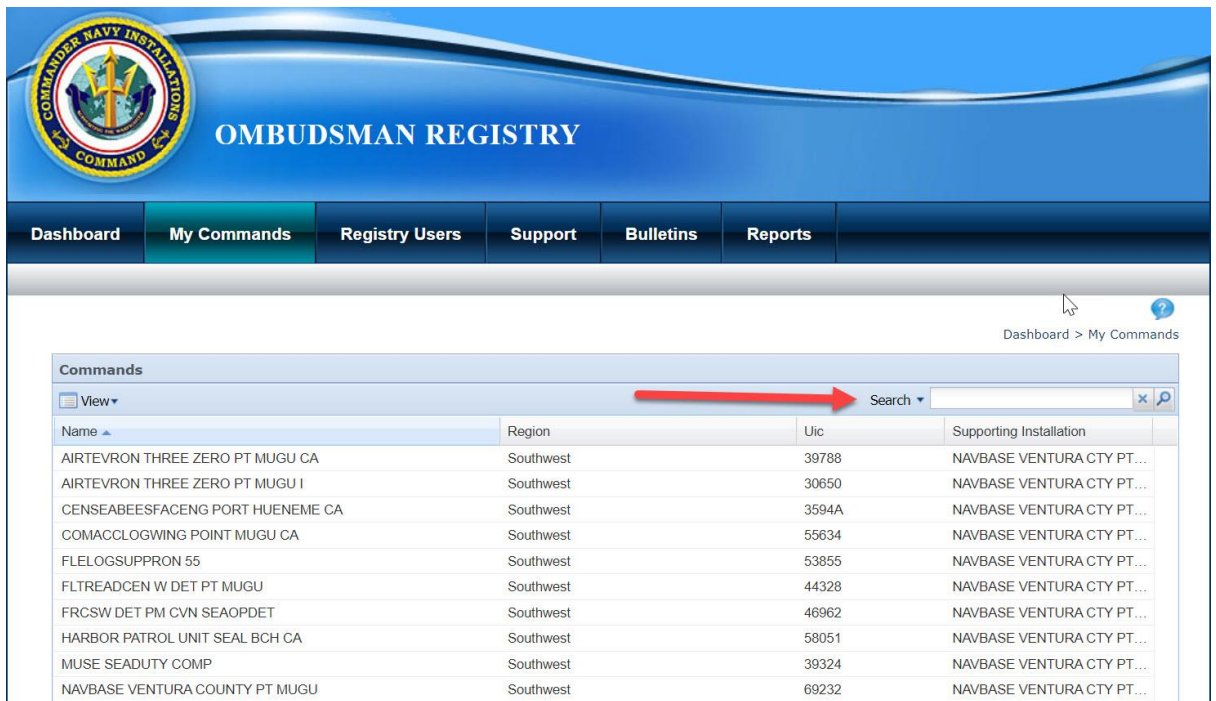
- If the command is in the system, double click on the command to open it.

- Click on the green plus sign next to Commander/Command Designee.
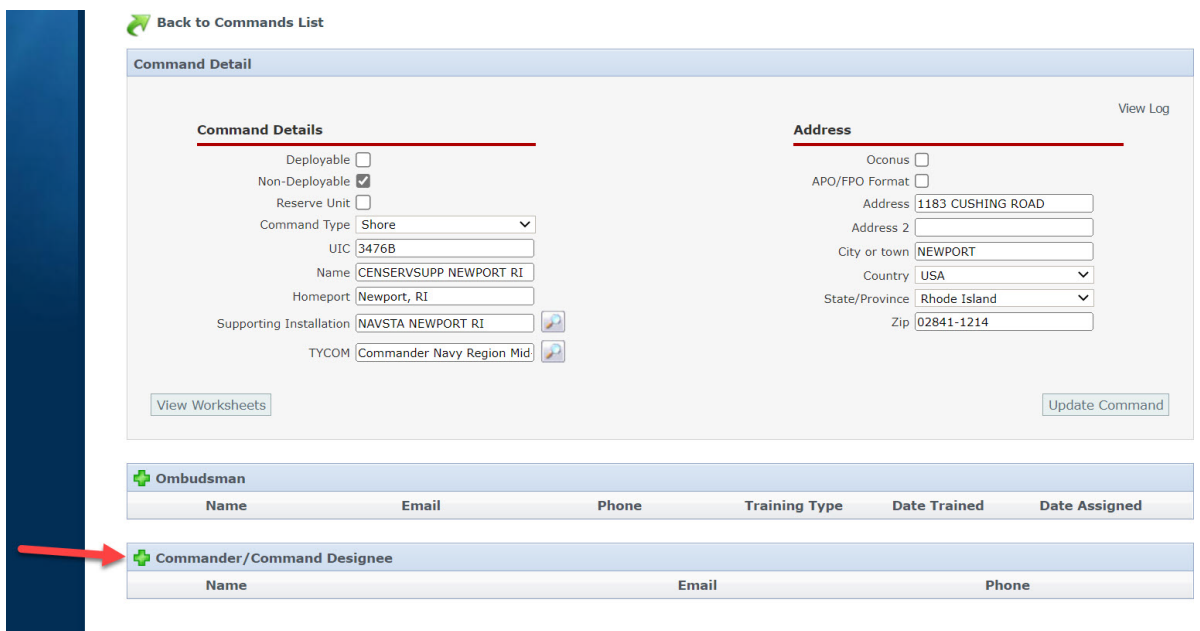
- Type in the last name of the Commander/Command Designee you wish to add and a list of Commanders/Command Designees will start appearing in a drop-down menu. If the Commander/Command Designee is currently registered, their name will appear.
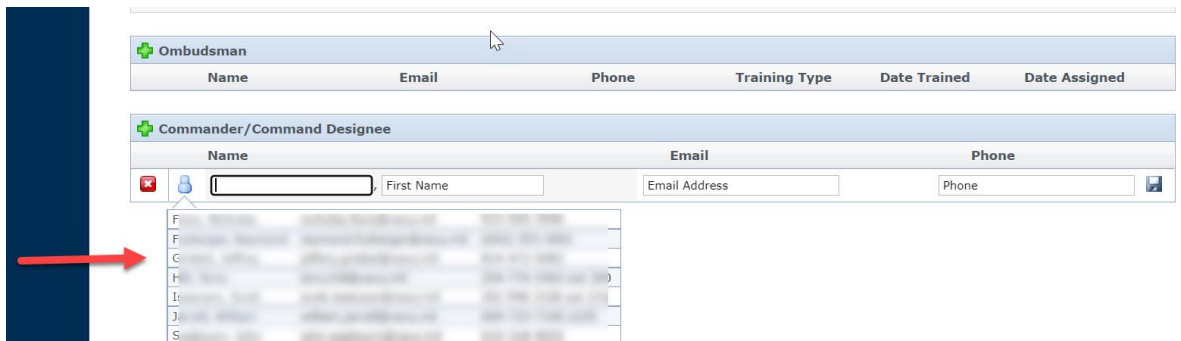
- Double click on his/her name and the system will automatically fill in the first name, email address and phone number.

- If they were already registered, it means that they are still registered to another command and their account will need to be updated to reflect their new assignment information.

- If the Commander/Command Designee's name does not appear, continue filling in the required information (i.e. last name, first name, email address and phone number) to register them.

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

- The system will send an email notification and temporary password to the Commander/Command Designee indicating that they are registered. This temporary password is only good for 24 hours and will expire if they haven't logged into their account. They will need to request another temporary password by using the support case feature.

- If the Command is not listed in the registry after you have entered the UIC/RUIC in the Search block, please contact the Ombudsman Registry Administrator.

IV. REGISTERING OMBUDSMEN TO A COMMAND

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

- Commanders/Command Designees (POC) (Primary)

- Region/FFSC Ombudsman Coordinators and RCC Warrior and Family Support Specialist
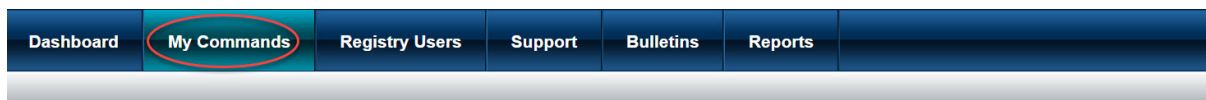
- Ombudsman Registry Administrators

2. Per OPNAVINST 1750.1G CH-2, it is the command's responsibility to ensure that their command and ombudsman/ombudsmen are registered and updated as changes occur, and worksheet data is submitted.

3. There will be times when it is necessary for you as an Ombudsman Coordinator to register an ombudsman. This will assist you in maintaining a current ombudsman roster as required by OPNAVINST 1750.1G CH-2, and the FFSC Certification Standards. Registering them at the completion of OBT is also a great way to ensure they get registered to their command. Keep in mind that you can only register ombudsmen who are actually appointed to a command located on your installation or region.

4. If you have ombudsmen who have completed OBT/eOBT at your site that are located outside of your installation or region, you can forward their information to the Ombudsman Coordinators nearest their location and they can register them or assist the command in registering them.

5. To register an ombudsman:

- 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 the ombudsman is currently registered, their name will appear in the list.

- 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 the ombudsman. All of these fields must be filled in before you can save it.

- If you select Awaiting Training from the Type Training drop down menu you are allowed to leave the Date Trained field blank until the ombudsman attends either OBT or eOBT.

- 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.

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 or the command wish to use the same email address of the outgoing ombudsman for the new incoming ombudsman, you or the command will need to send a Support Case Request to the Ombudsman Registry Administrator. The Administrator will completely remove the email address from the registry allowing you or the command to register the incoming ombudsman with that address. The Support Case request will be answered once the outgoing ombudsman has been deleted.

V. OMBUDSMAN MONTHLY/QUARTERLY WORKSHEETS

1. Once ombudsmen have received their appointment letters assigning them to their commands, they can begin submitting their monthly/quarterly worksheets to their Command POCs.

- Active duty Ombudsmen are required to submit monthly worksheets.

- Reserve Ombudsmen are required to submit quarterly worksheets.

- Worksheets will be submitted, **including negative responses**. (this should be a rare occurrence)

- Deadlines for submission of worksheets are as follows effective for the submission of worksheets for January 2023:

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. January worksheets must be submitted to their Command POCs **NLT the 5th** of February but no **earlier than 1 February**)

o This will allow 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 February).

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 POCs **NLT 5 April** but **no earlier than 1 April**).

o This allows the command POCs five days to upload the worksheet in the registry **NLT the 10th** of the month following the end of the reporting quarter (i.e. January – March worksheets must be uploaded by the Command POCs **NLT the 10th** of April 2023). **See Note 3, Page 18**.

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

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

  o 1st Quarter FY2023 (Oct-Dec) – will be uploaded into the registry NLT 10 Jan
  o 2nd Quarter FY2023 (Jan-Mar) – will be uploaded into the registry NLT 10 Apr
  o 3rd Quarter FY2023 (Apr-Jun) – will be uploaded into the registry NLT 10 Jul
  o 4th Quarter FY2023 (Jul-Sep) – will be uploaded into the registry NLT 10 Oct

2. All Monthly/Quarterly worksheets will be submitted using Microsoft Excel.

Note: Only the Ombudsman Monthly/Quarterly Worksheet Templates, located on the login page of the Ombudsman Registry, can be used. No other forms of the worksheets will be accepted. **Do not use Google Sheets, PDFs, OSD, Numbers, Google Docs or create any other spreadsheet.** These will not upload electronically and commands will have to enter the worksheets manually.

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

- Save the file name as UIC, Month and Year (Example: 12345Feb2023) for Active Duty.

- Reserve Ombudsmen will save their worksheets with file name as RUIC, Quarter,

and Year (Example 123452ndQtrFY2023).

- Ombudsmen must make sure they have the correct UIC/RUIC or the worksheet will not be populated to the command.

- Ombudsmen will email their completed final worksheet to their command POC for uploading and 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, POC is 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 worksheets in the event of the above listed situations until the command POC returns.

4. Ombudsman Coordinators now have the capability of deleting and unlocking worksheets that were submitted in error, or need corrections made to them. How to remove a worksheet that was submitted in error:

- Click on the My Commands tab.

- Double click on the command.

- Click on the View Worksheets to select the worksheet to remove.

- Place your cursor over the red circle with the white dash and click only once to remove the worksheet.

5. If a command POC is deployed, TAD, on leave, or just unable to connect to the internet and request assistance to have a worksheet unlocked to make changes, you can unlock their worksheet by doing the following:

- Click on the My Commands tab.

- Double click on the command.

- Click on the View Worksheets to select the worksheet to unlock.

- Click on the month link (example: January 2023) of the worksheet that they desire to unlock and make changes.

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

- Make any change needed for them and click on the Submit Worksheet as Final tab once all changes have been made.

VI. REGISTERING A CERTIFIED OMBUDSMAN TRAINER (COT)

1. Certified Ombudsman Trainers (COTs) are now required to register 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 FFSC programs information in real time by way of the bulletin feature.

2. Information gained via registry bulletin should be incorporated into the OBT training materials. Upon completion of COT training, the new COT should register for an account. A CNIC Administrator will approve the account within 24-48 hours of receipt.

NOTE: COTs serving as ombudsman coordinators and ombudsmen, that are registered in both categories will result in the receipt of duplicate bulletins. COTs who are coordinators and also ombudsmen may use the same email address for both accounts.

VII. REGISTERING A COMMAND LEADERSHIP SPOUSE (CLS)

1. Command Leadership Spouses 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 FFSC programs information in real time by way of the bulletin feature. They will not be able to log-in to the registry.

2. To assist a command or Command Leadership Spouse in registering, go to the login page:

- Click on the CLS tab in the right-hand 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 Command.

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

- Click on the Magnifying Glass to the right of 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 requests can be approved by either the Sponsor or the Ombudsman Registry Administrator.

- Command Leadership Spouses will receive notification of their registration once approved.

VIII. REMOVING COMMANDER/COMMAND DESIGNEES AND OMBUDSMEN FROM THE OMBUDSMAN REGISTRY

1. To remove a Commander/Command Designee from their command:

- Click on the Registry Users tab and select the Commanders tab. Type in the name of the Commander/Command Designee you wish to delete from the registry. Once the name appears, highlight the name and select the Delete Item(s) button.

- A block will appear asking **Do you really want to delete them?**

- Click Yes to remove them from the registry database system entirely.

2. To remove an ombudsman from a command:

- Click on the command from your My Commands tab that the ombudsman is to be removed. This will open up the command information page.

- Click on the Red Circle next to the ombudsman's name.

- A block will appear asking **Are you sure you want to delete the selected Ombudsman?**

- Click OK.

- The ombudsman has been removed from the command but not deleted from the registry database. The Ombudsman Registry Administrator will delete the ombudsman from the registry once it has been confirmed that the ombudsman is not a member of the U.S. Navy Ombudsman Program Discussion Group on Facebook. Once confirmed, the ombudsman will be deleted completely from the Ombudsman Registry database.

- If you need to register a new ombudsman that will be using the outgoing ombudsman's email address, you will need to contact the Ombudsman Registry Administrator using the Support case request and ask to have the ombudsman removed immediately.

IX. SUPPORT CASE REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry, you can contact 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.
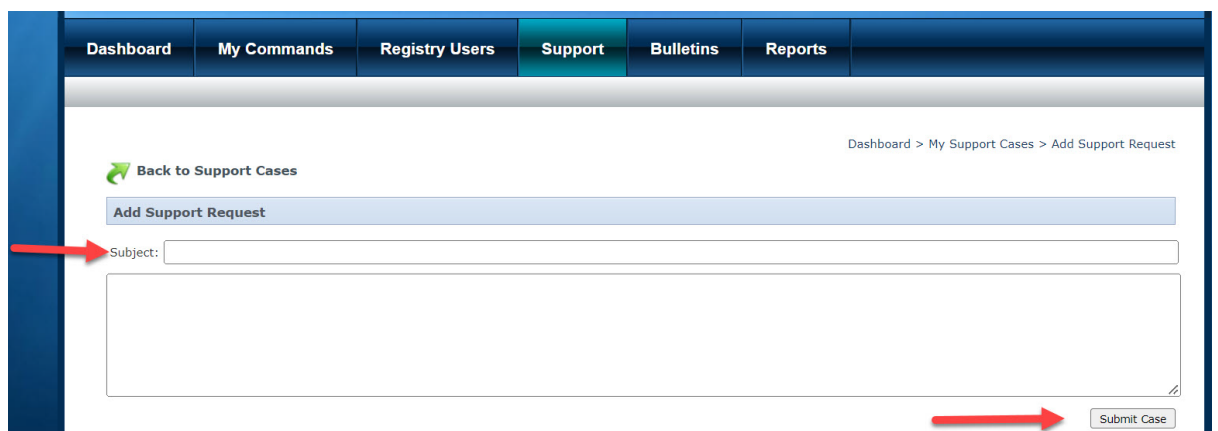
- Fill in the subject and place your comments or questions in the block below the subject. Click on the Submit Case button when you are finished. Support Case request are normally responded to within 24-48 hours of submission.
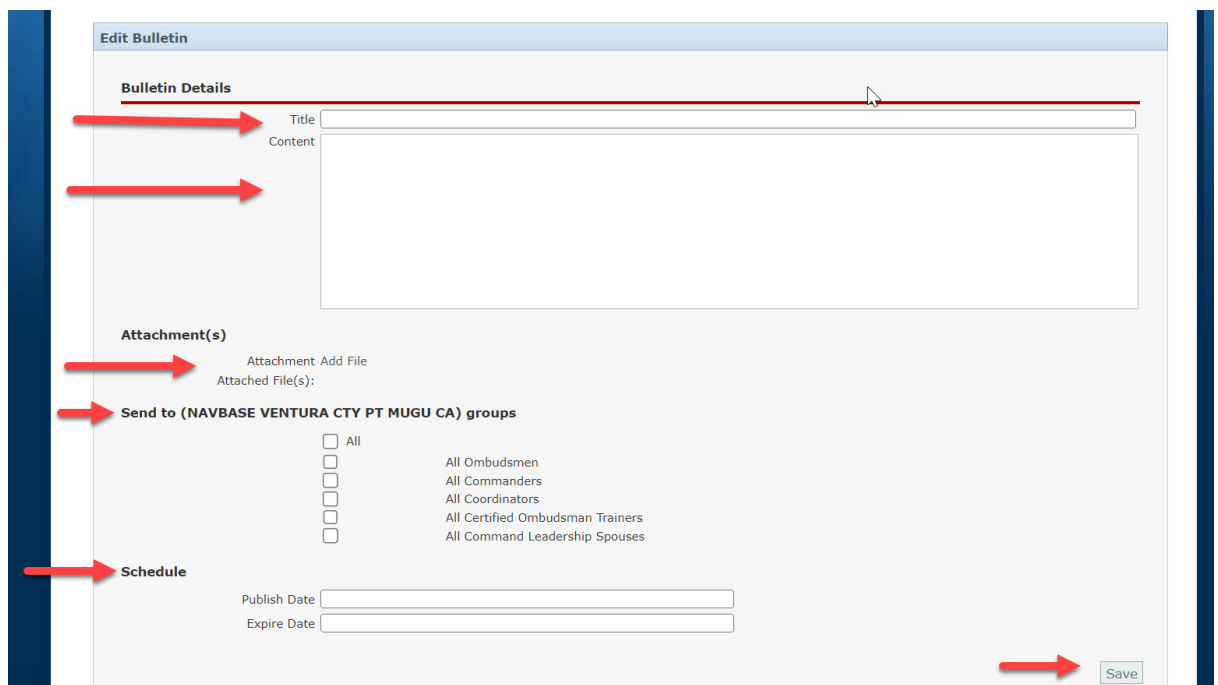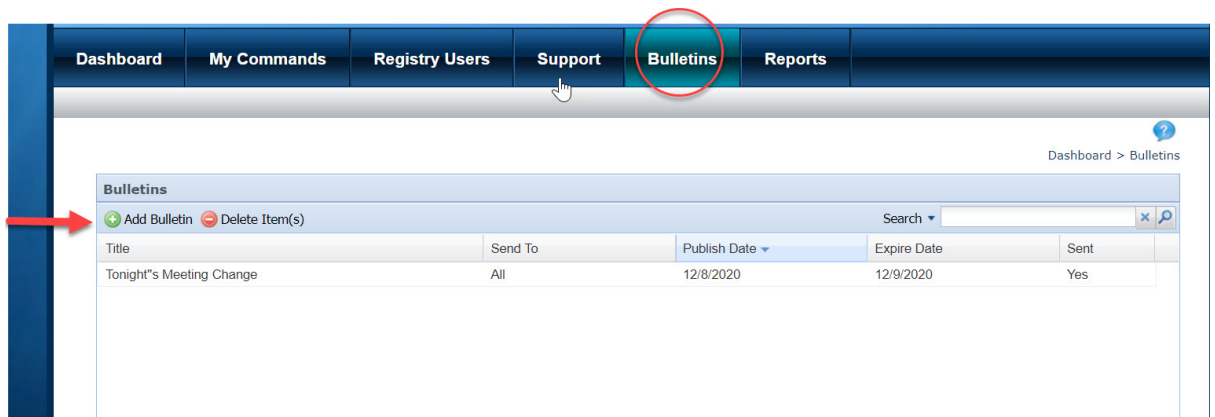
X. BULLETINS

1. The bulletin system was developed to assist you with staying in touch with all Commander/Command Designees and Ombudsmen within your Region, or Installation. With bulletins you can send real time information and resources to your Commanders/ Command Designees, Ombudsmen, Certified Ombudsman Trainers (COTs), Command Leadership Spouses (CLSs) about the Navy Family Ombudsman Program to ensure quicker delivery to command families.

2. The bulletin system will allow you to send more than one attachment. However, total attachments cannot exceed 5M. You can send to groups as mentioned in paragraph 1. Region Ombudsman Coordinators can send bulletins to all groups as well as Coordinators within your Region.

3. To create a bulletin:

- Click on the Bulletin tab in your dashboard.

- Click on the green plus (+) sign next to Add Bulletin

- Fill in the Title and enter your text in the Content section.
  IMPORTANT: Be sure to identify yourself when you send out a bulletin. Enter your Name, Ombudsman Coordinator, email address and phone number. This is to identify the sender of the bulletin.

- If you have an attachment, click on the Add File link and select the document you desire to send. You can only select one document at a time. Select the Add File link again for each additional document not to exceed 5MB total for all documents.

- Check the blocks next to the group or groups you are targeting or you can select All to include all groups for your installation only.

- Region Coordinators can send to the entire Region or can select one or more Installations within their Region by highlighting those installations. Hold down your Ctrl key to select more than one Installation.

- Click on the Publish Date and the Expire Date blocks to select the start and end date of the bulletin. The Expire Date is the date that the bulletin will no longer show up on the recipient's dashboard. The system also sends the bulletin out by email to each recipient.

- Click Save only one time. If you click it more than once, the registry will send out duplicate bulletins.

XI. REPORTS

1. Every Ombudsman Coordinator has the capability to monitor the commands that are registered to your Area of Responsibility (AOR) by going to the reports tab located on your dashboard. These reports will assist you in monitoring personnel registered, developing your master ombudsman roster, reporting requirements per OPNAVINST 1750.1G CH-2, and the Certifications Standards for Fleet and Family Support Centers.

- The first feature is called your Count Report. This gives you the total number of

commands that are in your region or installation. Each listing can be downloaded into an Excel spreadsheet if desired.

Note: 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 the columns that you do not want once you have downloaded to an Excel spreadsheet.

The second feature is called Worksheet Statistics. This feature shows you the worksheet totals that your ombudsmen have submitted for any given period of time.

You will see the totals for the current calendar year. If you desire to review numbers for a previous calendar year, use the date range feature to pull those numbers. You can also use the date range feature to pull a specific time period in the current calendar year as well. You can request a report for a specific date range and monitor the number of inquiries and different types of categories that are being reported. This will assist leadership in understanding the current needs of their command family members. You can now print a copy of this worksheet for your files by clicking on the "Print" link.
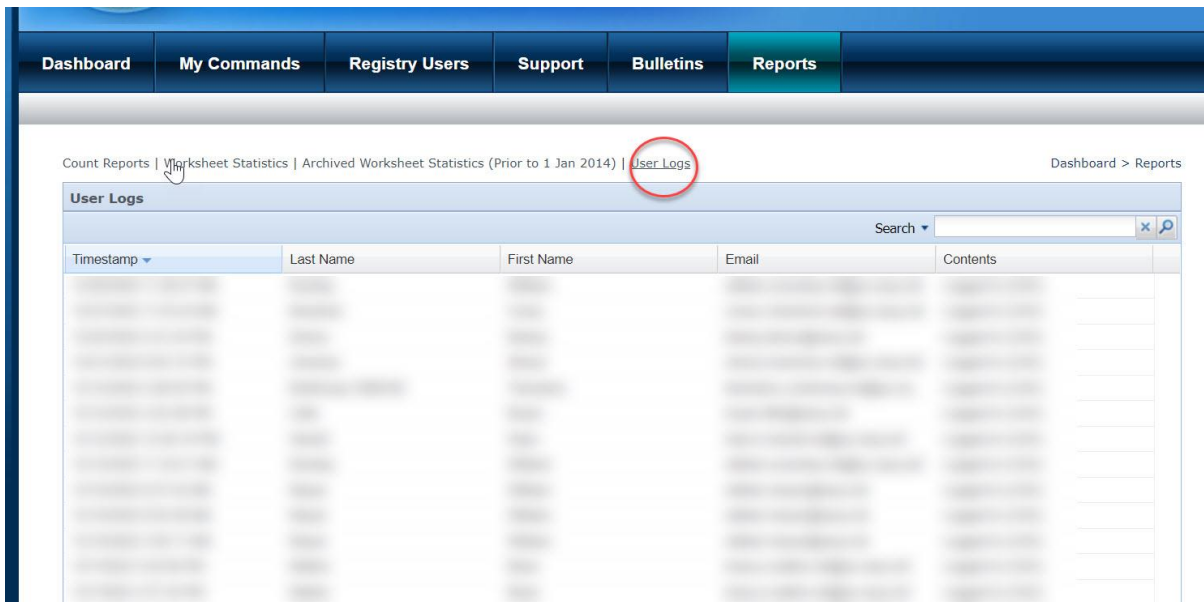
- The last feature is the User's Log. This will monitor the last time that your Commanders/Command Designees have logged onto the registry.

2. A new line item has been added under the Reports tab that now allows Region Coordinators to view all Ombudsman Coordinators that fall under their Area of Responsibility (AOR). The line item reads as Total FFSC Coordinators and will show both Primary and Alternate Ombudsman Coordinators for each installation within your Region.

Notes

Note 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.

Note 2: Ombudsmen who are registered to more than one UIC/Command must do a separate Ombudsman Monthly/Quarterly 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.

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 100 or more units each. Unit ombudsmen will complete 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.

Note 4: It is highly recommended that you as an Ombudsman Coordinator download the Ombudsman Registry Instruction Guides for Commander/Command Designees and Ombudsmen to use as guidance when assisting them with problems. The Ombudsman Registry Instruction Guide provides details about submitting information into the Ombudsman Monthly/Quarterly worksheet that are not listed in your instructions as a Coordinator. The Commander/Command Designees instruction guide is different when adding a command that is not listed in the registry.

Note 5: If you need to remove a command from the registry, you will need to contact the Ombudsman Registry Administrator using the Support feature or by email (holly.d.schefcik.ctr@us.navy.mil) providing the name of the command, UIC, and reason for the removal. If the command has changed homeports, you can change the installation by going to the command and clicking on the magnifying glass next to the Supporting Installation and selecting the installation that is the new homeport for the command. Once you click on the Save button the command will no longer be listed under your AOR. It is highly recommended that you contact the Ombudsman Coordinator at the gaining installation/Region to verify that the command has been transferred.

XII. OMBUDMSAN REGISTRY ADMINISTRATORS

1. For assistance with the Ombudsman Monthly/Quarterly Worksheet or registry problems 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.littler.naf@us.navy.mil	(202) 433-4701

XIII. COMNAVRESFORCOM OMBUDSMAN PROGRAM

Name	Region	Email	Phone #
Mr. James Warren	CNRFC Ombudsman Program Manager	james.d.warren.civ@us.navy.mil	(757) 322-6568

For questions regarding the ombudsman program for reserve commands, please contact the above point of contact.