



## Ombudsman Registry Instruction Guide for Commanders/Command Designees

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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 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>.

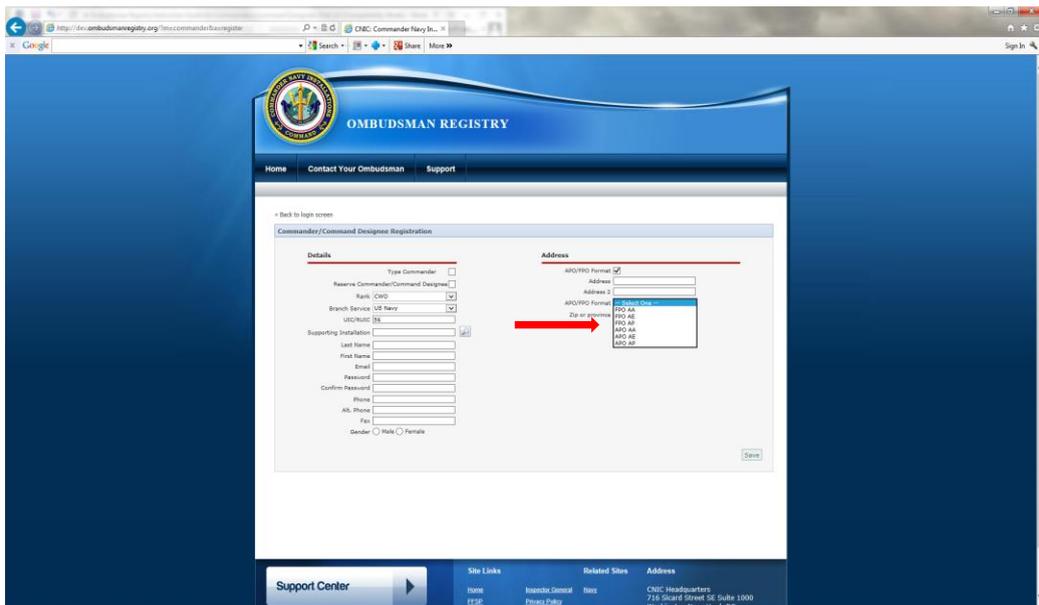
5. If you already have an account, refer to the Commander/Command Designee login procedures on page 5.



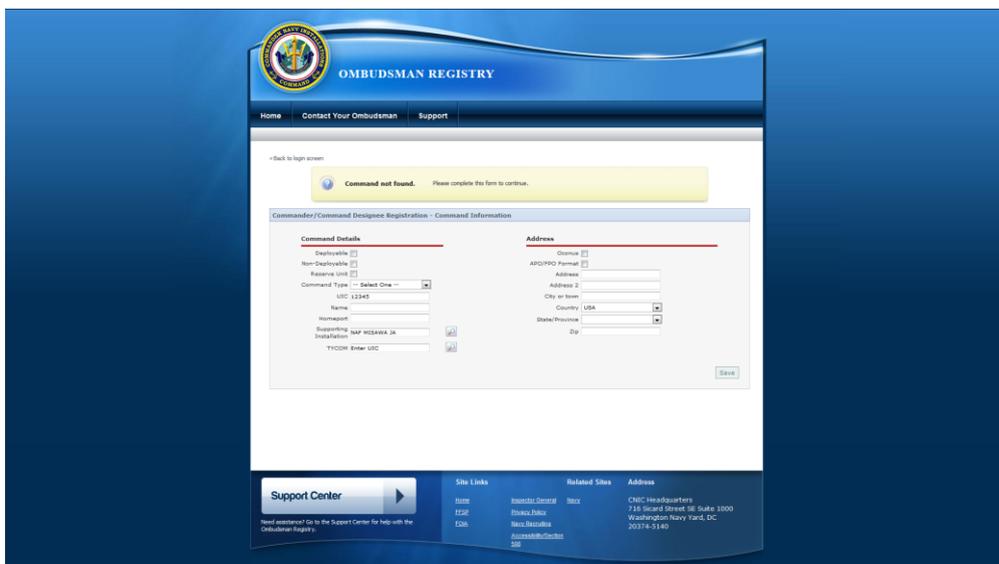
- Click on the Commander Registration tab. This will take you to the registration form.

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 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). 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.



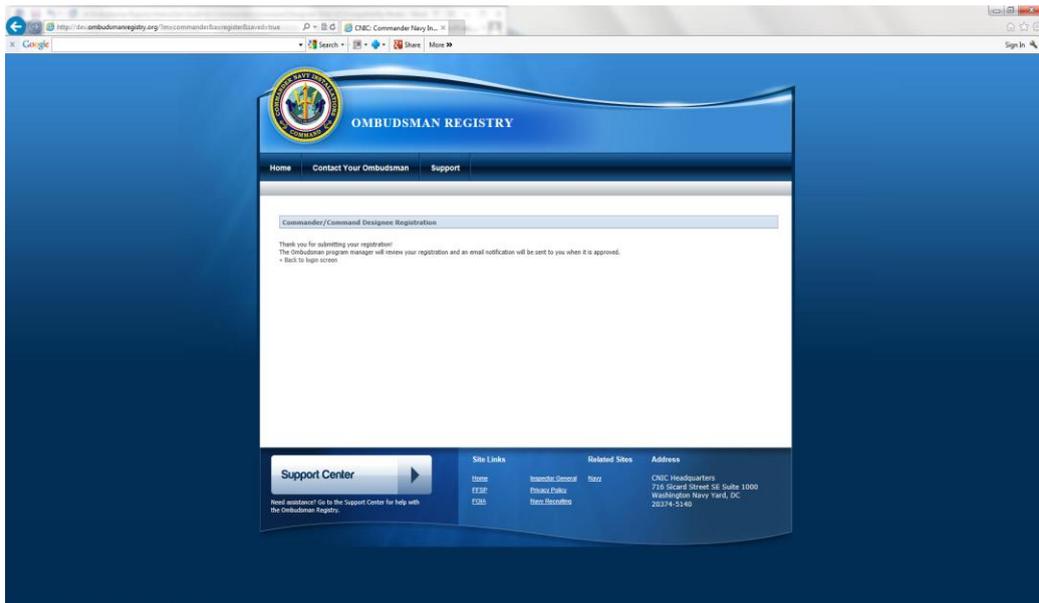
- If the command UIC/RUIC you selected is not listed in the registry, the following screen will appear once you click on the Save button:



- 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.

7. 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 or that you have been registered, return to the Ombudsman Registry and login. 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.**



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. Be sure to check your Spam/Junk folder for the notification of your assignment. Most system treats this email as Spam/Junk since it comes from a No Reply email address.

4. Commanders/Command Designees must have a 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.

### III. REGISTERING YOUR OMBUDSMAN:

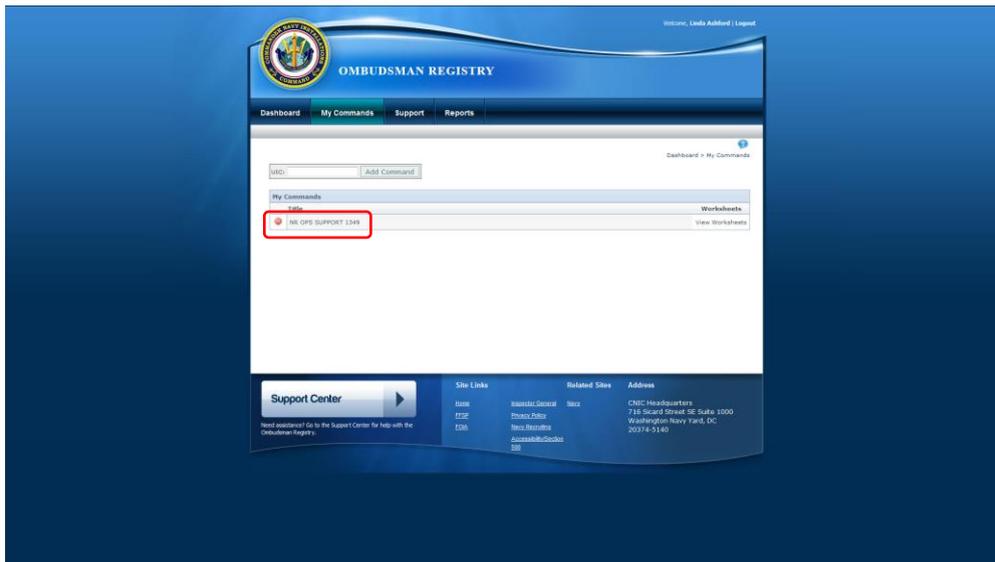
1. Ombudsmen are not able access the Ombudsman Registry now that it has shifted to a CAC-enabled website. The only individuals who may register ombudsmen to a command are:

- Commanders/Command Designees, or designated Point of Contact (POC)
- Region/FFSC Ombudsman Coordinators and RCC Warrior and Family Support Specialist
- Ombudsman Registry Administrators

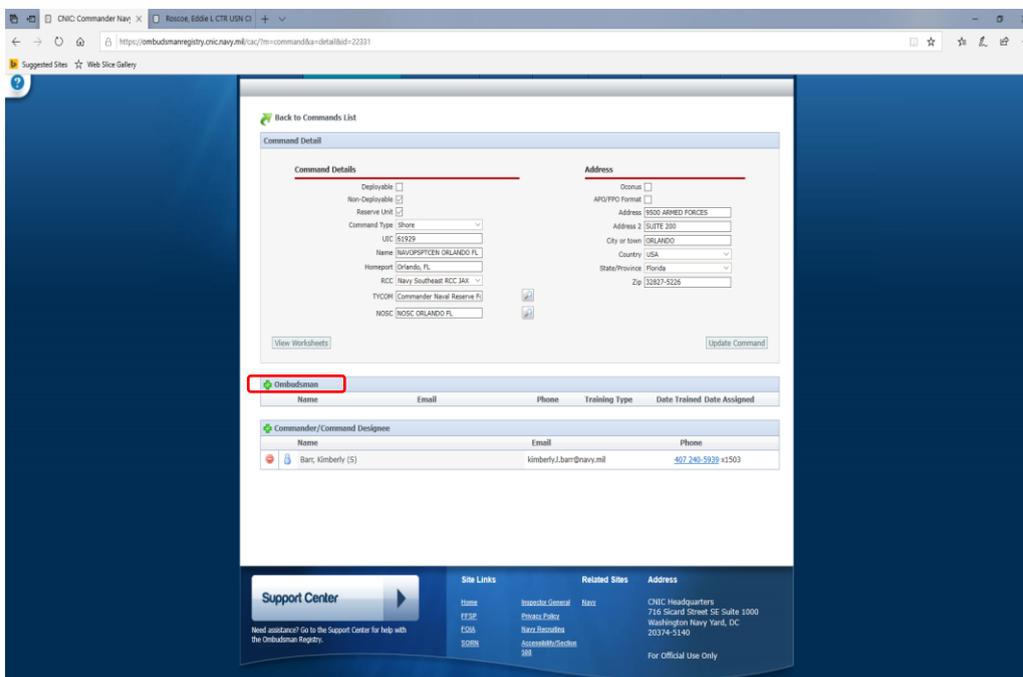
2. Per OPNAVINST 1750.1G CH-2, it is the command's responsibility to ensure that their command ombudsman/ombudsmen are registered and updated as changes occur, and that worksheets are submitted per this Instruction Guide and OPNAVINST

1750.1G CH-2 listed in this paragraph.

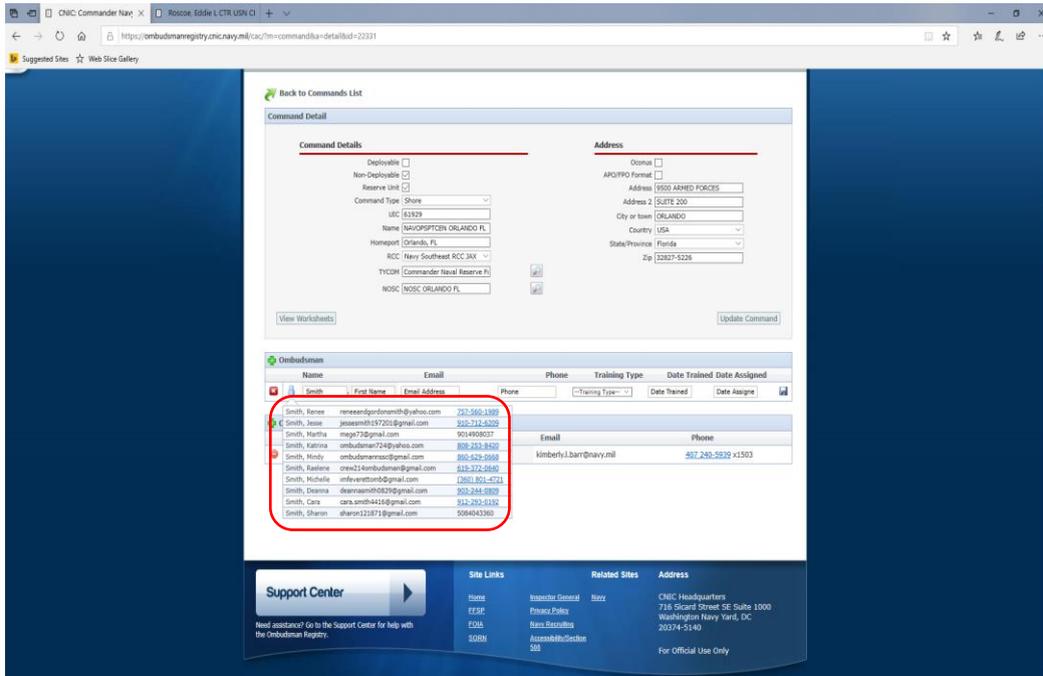
- Login to the registry and click on your My Commands tab.
- Click on the name of the command to which you wish to register the ombudsman/ombudsmen.



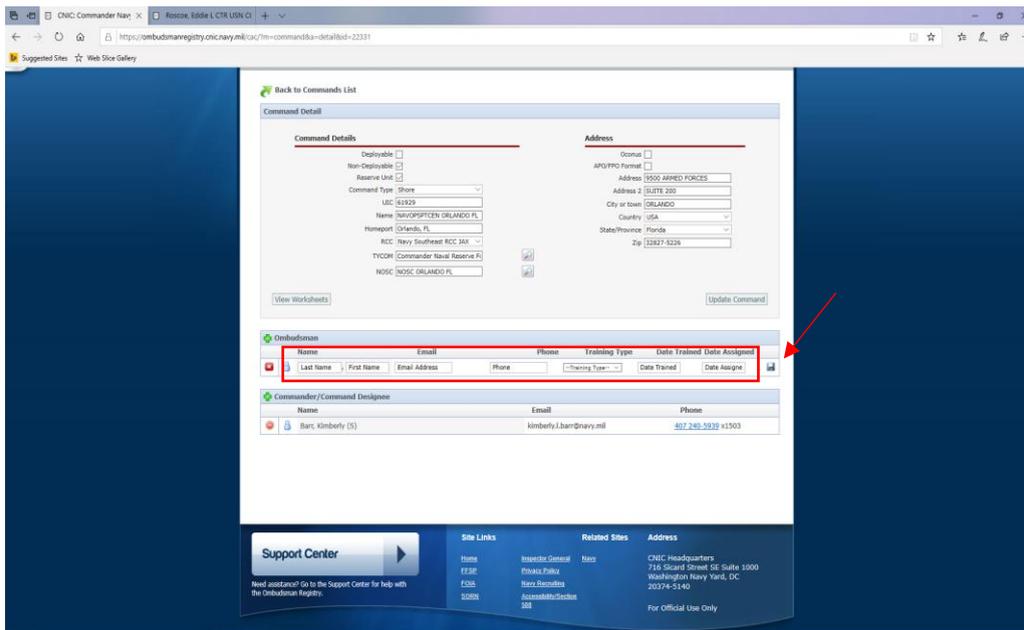
- Click on the green plus sign (+) next to Ombudsman.



- 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, 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.
- If you select Awaiting Training from the Type Training dropdown menu you are allowed to leave the Date Trained field blank until the ombudsman attends either OBT or eOBT. Return to the registry and change the Type Training to OBT/eOBT and complete the Date Trained block.
- Click on the disk icon in the right margin to save the registration.

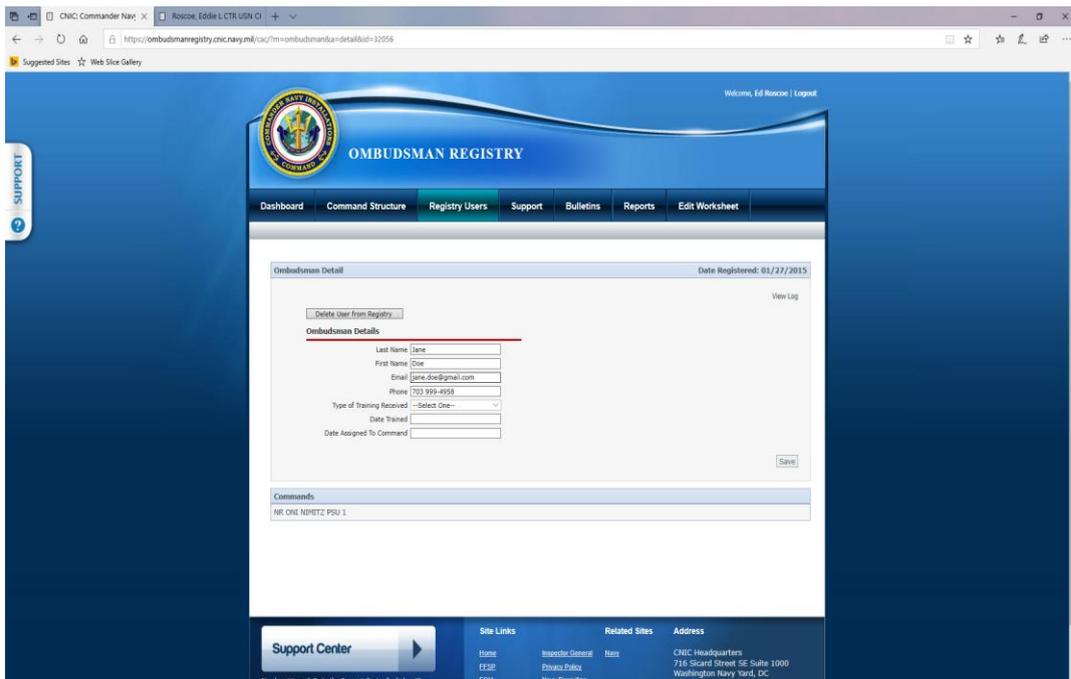


- The system will send an email to the ombudsman indicating that they are registered.

**NOTE:** The registry is set up to identify ombudsmen by email address; therefore, ombudsmen **cannot** 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, 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 database allowing you to register your incoming ombudsman with that address. Your Support Case request will be answered once the outgoing ombudsman has been deleted.

3. Since ombudsmen do not have access to their accounts, 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:

- 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 completed, click on the Save button before exiting.

#### IV. REGISTERING YOUR COMMAND LEADERSHIP SPOUSES (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. 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-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 your 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 registered Sponsor, or the Ombudsman Registry Administrator.

## V. 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 2023).

- Active Duty Ombudsmen are required to submit monthly worksheets.
- Reserve Ombudsmen are required to submit quarterly worksheets.
- Worksheets will be submitted, **including negative responses.**
- Deadlines for submission of worksheets are as follows:
  - 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)
  - This allows Command POC 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).
  - 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**).
  - 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 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:

- 1st Quarter FY2023 (Oct-Dec) – will be uploaded into the registry NLT 10 Jan
- 2nd Quarter FY2023 (Jan-Mar) – will be uploaded into the registry NLT 10 Apr
- 3rd Quarter FY2023 (Apr-Jun) – will be uploaded into the registry NLT 10 Jul
- 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. The templates for both Active Duty and Reserve are located on the login page in the lower left-hand corner under the “Instructions and Procedures” paragraph.

## **VI. 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: 12345February2023) for Active Duty.
- Reserve Ombudsmen will save their worksheets with file name as RUIC, Quarter, and Fiscal Year (Example 123452<sup>nd</sup>QtrFY2023).
- 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 1750.1G CH-2 with a copy to [ombudsman.registry.fct@navy.mil](mailto: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, or you are 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.

2. Commander/Command Designees 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.
- Click on the 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 (example: January 2023) 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 the Submit Worksheet as Final tab.

## **VII. 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 1750.1G CH-2. To upload the worksheets, follow the instructions listed below:

- Once you receive the worksheet from your Ombudsman, save the worksheet to a file of your choosing.
- Make sure the ombudsman has saved the file in accordance with paragraph VI. 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 Choose File 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 uploading the worksheet or receive error messages, such as UIC does not match, 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, save it, and try uploading 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.

## VIII. SUBMITTING SUPPORT REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry, you can contact your 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 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.



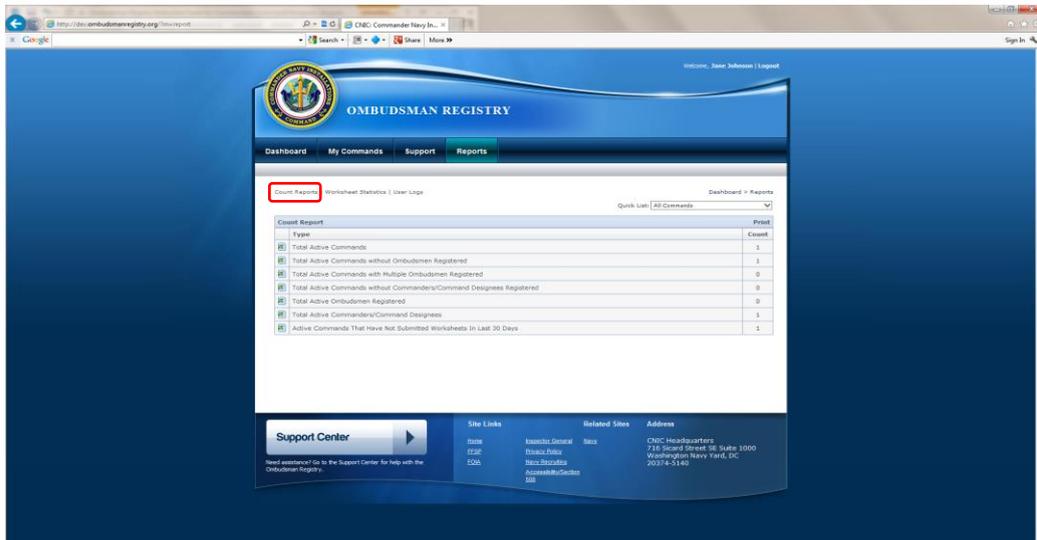
## IX. REPORTS

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 1750.1G CH-2.

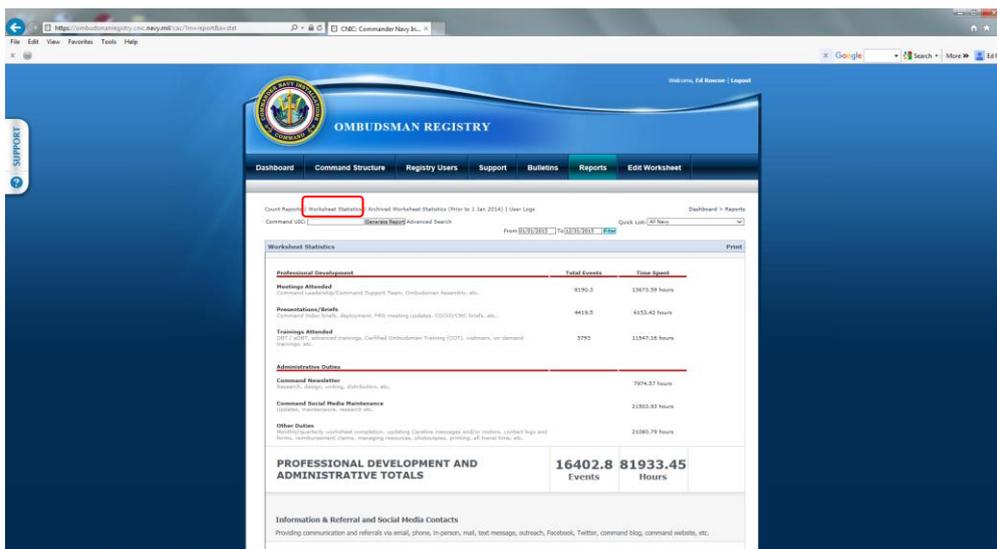
- The first feature is called your Count Reports this gives you the total number of commands that you are registered to as a Commander/Command Designee. If you are registered to more than one command, you can use the Quick List feature to look at each command individually. Each listing can be downloaded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

**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.

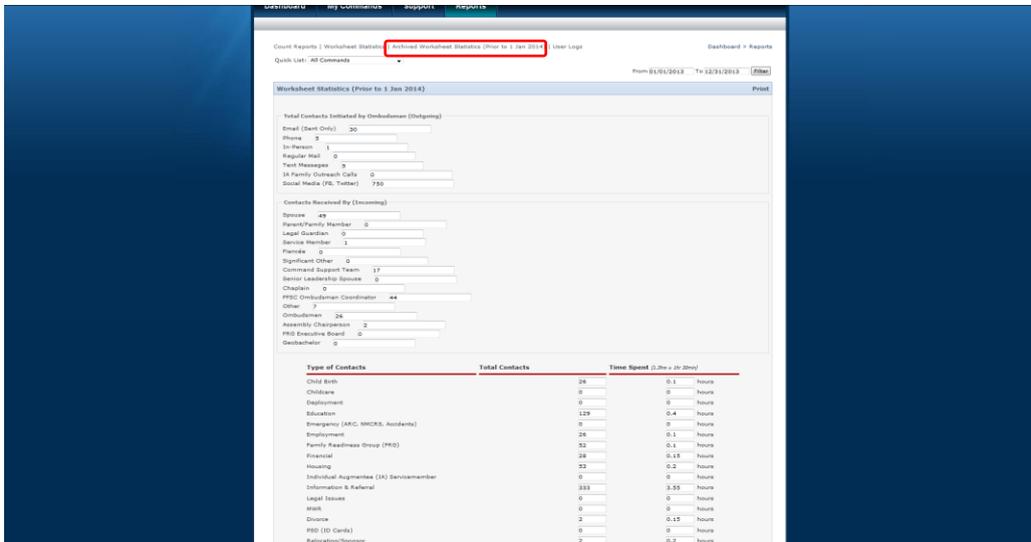


- The second feature is called Worksheet Statistics. This feature shows you the worksheet totals that your ombudsman/ombudsmen have submitted for any given period of time. Here you can request a report for a specific date range and can monitor the number of inquiries and different types of categories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

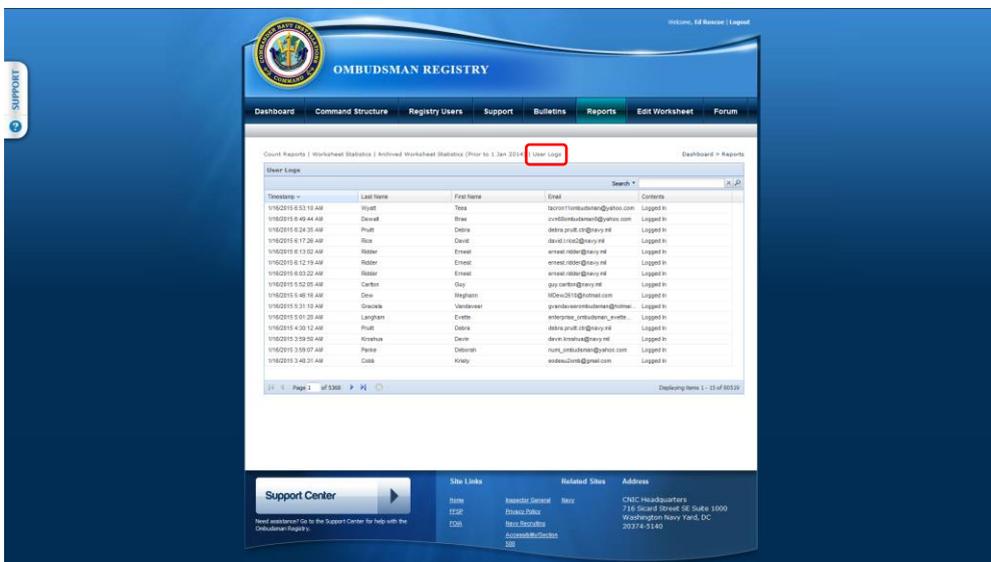


- The third feature is called Archived Worksheet Statistics (Prior to 1 Jan 2014). This feature shows you the worksheets that were submitted prior to 1 Jan 2014 under the old worksheet format. Here you can request a report for a specific date range and can monitor the number of inquiries and different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

categories that were reported prior to 1 Jan 2014.



- The last feature is the Users Log. This will monitor the last time that your Commanders/Command Designees logged into the registry.



## 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 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.

**SPECIAL NOTE:** If a Reserve 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 combine the units(s) worksheet numbers into the NOSC worksheet for submission. This way they do not have to submit a worksheet for each unit since the units fall under the NOSC.

## X. 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	<a href="mailto:holly.d.schefcik.ctr@us.navy.mil">holly.d.schefcik.ctr@us.navy.mil</a>	(805) 612-9509
Ms. Pam Delaney	Ombudsman Training Coordinator	<a href="mailto:pamela.j.delaney.ctr@us.navy.mil">pamela.j.delaney.ctr@us.navy.mil</a>	(360) 929-4805
Mrs. Brandy Littler	Ombudsman Program Analyst	<a href="mailto:brandy.b.littler.naf@us.navy.mil">brandy.b.littler.naf@us.navy.mil</a>	(202) 433-4701

## XI. COMNAVRESFORCOM OMBUDSMAN PROGRAM

Name	Position	Email	Phone #
Mr. James Warren	CNRFC Ombudsman Program Manager	<a href="mailto:james.d.warren.civ@us.navy.mil">james.d.warren.civ@us.navy.mil</a>	(757) 322-6568

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