

CPOL Service Desk for Employees and Managers

How to submit a CPOL Service Desk
ticket.

Revised: 24 January 2013

CPOL Service Desk

- CPOL Service Desk is also known as CA Service Desk.
- Acronyms used:
 - CPOLSD
 - CASD
 - CA Ticket
- Link to CPOLSD: <https://servicedeskw.cpol.army.mil/cpolstd>
- Used to report problems with eOPF, MyBiz, and other Human Resources programs.
- CAC Enabled (if you do not have a CAC, please see your supervisor for assistance in entering a CA ticket or your HR liaison.)

Entering CPOl Service Desk

1. Click on the CPOl Service Desk Link: <https://servicedeskw.cpol.army.mil/cpolstd>.
2. Click on CAC Employee Login.

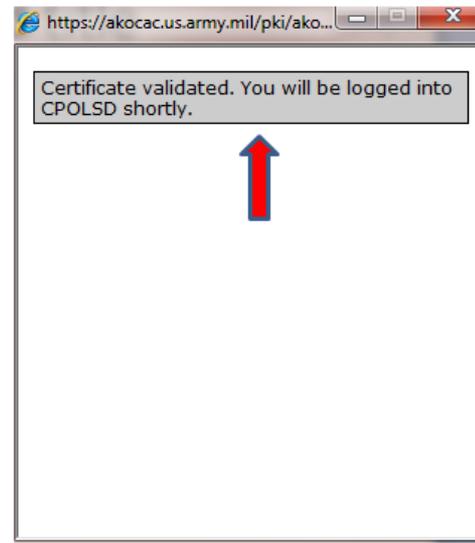
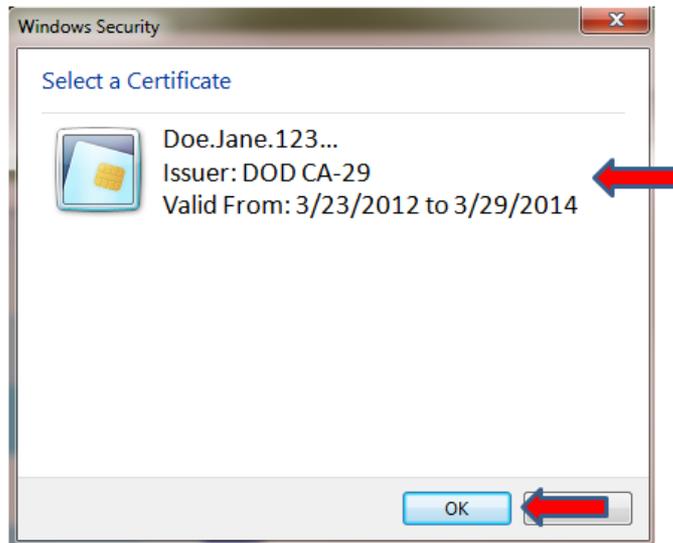


Entering CPOL Service Desk

3. If you are directed to the User Name/Password window instead of the below CAC Certification window, then please contact your servicing CPAC <https://cpolrhp.cpol.army.mil/eur/automation/contact.htm> and request to get your CASD Profile established.



- 3a. You must select your valid CAC DOD Certificate and click OK.
4. A message will appear identifying the validation of your certificate.



Creating a CPOL Service Desk Ticket

5. The main CPOLSD will appear.
6. The upper left hand corner will identify who has logged in.
7. Under the Request Support Area, click on Create a New Request.

The screenshot displays the Civilian Personnel On-Line Service Desk (CPOLSD) interface. The browser address bar shows "Civilian Personnel On-Line Service Desk. / CA CM...". The page title is "Civilian Personnel On-Line Service Desk. / CA CMDB". The user is logged in as "Doe, Jane" and has a role of "r11 Employee". The interface includes a search bar for solutions, a list of top solutions, and a "Request Support" section. A red arrow points to the "Log Out" link in the top navigation bar, and another red arrow points to the "Create a new Request" link in the "Request Support" section.

Search for a Solution

Search for a solution using keywords:

My Bookmarks

Top Solutions [\(Browse more solutions\)](#)

- [DCPDS Portal "Bad Cert Error". See Attached Error Screen Shot "Bad Cert Error"](#)
- [User receives message " Bad Cert " when trying to access the DCPDS Portal \(Not E](#)
- [BOXI Data Dictionary - Nov 06.xls](#)
- [Where can I find BOXI information about...](#)
- [User is unable to access Army Regions link in DCPDS.](#)
- [CAC doesn't work anymore](#)
- [Account is disabled](#)
- [APP-PAY-07165 Current Row is Locked](#)
- [BOXI doesn't work after computer/security update](#)
- [Word 2007](#)
- [APP-PAY-07188: You cannot extend your end date past the end of time \(Canceling W](#)
- [APP-PAY-07188: You cannot extend your end date past the end of time](#)
- [APP-FND-01860: An error has occurred in workflow processing 3133](#)
- [APP-PAY-07188 - Possible Workaround for NOA 703](#)
- [APP-00222: Encountered an error while getting the oracle user account for your c](#)
- [Powerpoint 2007](#)
- [APP-GHR-38292: For Return to Duty Action employee Assignment Type must be Suspen](#)
- [If the NOA is 702, 703, 713, 740, 741, or 721 and either 5-C LAC Code or 5-E LAC](#)
- [APP-FND-01860 - An error has occurred in workflow processing. 3133: Activity I](#)
- [APP-GHR-38372](#)

Request Support

- [Create a new Request](#)
- [Create a new Change Order](#)
- [Service Desk contact information and hours of operation](#)

Look up my existing Requests

You have 10 open requests
You have 289 closed requests
You have 0 open change orders

If you know the number, please enter:

A request number:

OR a change order number:

Announcements

07/13/2012 02:21 pm
Problem:
Users receive an "Invalid or Previously Registered Username" error when attempting to add the CSU region. Lockheed Martin is working to provide a permanent fix for this problem and has determined that if a CSU account is deleted and immediately rebuilt, a "RAD" entry is created in the OID table in the DCPDS Portal. If this occurs, users WILL NOT be able to associate the CSU region until a script can be run against the account.
Solution:
If it is necessary to delete a CSU account, wait 30 minutes (allowing a system refresh) before rebuilding it.
Contact Mark Haynes, mark.e.haynes.ctr@mail.mil, if you have any questions or concerns.

05/04/2012 11:51 am
NOTICE TO ALL REGIONS
Some users have been experiencing problems with logging into the CPOL Portal and some other CAC enabled applications. The popup window that normally displays a confirmation that the CAC logon was successful and redirects the user to the application is now sometimes displaying the code of the scripts. We have reported this problem to AKO and the Army Enterprise Service Desk. Until it is resolved, we recommend using one of the following workarounds:
1. Navigate directly to the CPOL Portal <https://acpol.army.mil/ako/cpolmain/> instead of going to the CPOL Homepage and selecting the option for CAC logon
2. If this problem is affecting other CAC enabled sites, go to the Tools menu in Internet Explorer and select the option for "Compatibility View"

Creating a CPOL Service Desk Ticket

Each ticket is given a request number. This is visible in the left hand corner.

8. Verify your phone number is correct.

9. The email address should be your AKO email address.

10. **DO NOT** change the Urgency or Impact options. These will be changed by the Helpdesk.

11. Click on the “Request Area (required)” hyperlink and follow the CA Service Desk – Request Area Navigation Guide for Employees and Managers to select the correct “Request Area”:

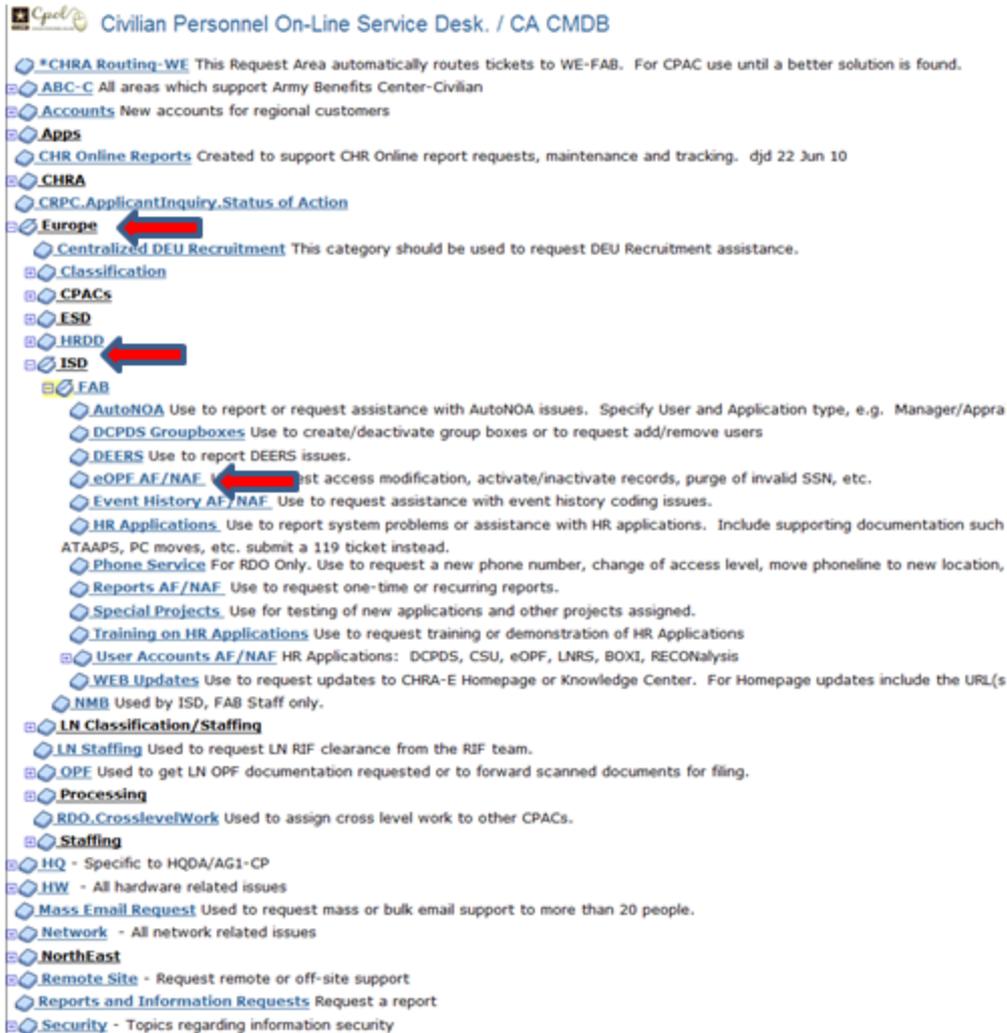
[https://cpolrhp.cpol.army.mil/eur/automation/Request Area Navigation Guide Emp Mgr.pdf](https://cpolrhp.cpol.army.mil/eur/automation/Request%20Area%20Navigation%20Guide%20Emp%20Mgr.pdf)

The screenshot shows the CPOL Civilian Personnel On-Line Service Desk interface. The page title is "Civilian Personnel On-Line Service Desk. / CA CMDB". The user is logged in as "Lamansky, Tamara" with a role of "r11 Employee". The page is titled "Create New Request 230306". The form contains the following fields and annotations:

- Reported by:** Lamansky, Tamara L.
- Phone Number:** DSN: [text input] with a red arrow pointing to it labeled "8".
- Email Address:** [text input] with a red arrow pointing to it labeled "9".
- Urgency (required):** S - As time permits with a red arrow pointing to it labeled "10".
- Impact (required):** S - LOW Impact - One User with a red arrow pointing to it labeled "10".
- Request Area (required):** [text input] with a red arrow pointing to it labeled "11".
- Request Description (Please DO NOT enter Privacy Act Data) (required):** [text area] with a "Spelling" button.

Buttons at the top right include "Save", "Cancel", "Reset", and "Attach Document".

Creating a CPOL Service Desk Ticket



On the Navigation screen, click on The + in front of the folder identified in the navigation path instructions.

Clicking on the '+' will expand the folder to show additional sub-folder selections. Continue to open sub-folders if required to target your final selection.

Creating a CPOL Service Desk Ticket

12. Enter your problem/issue in the Request Description block. Please **DO NOT** enter a Social Security Number or other PII data in this area!
13. If screen shots are needed for your issue, click on the Attach Document button and follow the instructions on the next slide.
14. When complete, click on Save.

Civilian Personnel On-Line Service Desk. / CA CMDB

Logged in as: Lamansky, Tamara (Log Out) Role: r11 Employee (Set Role) Home | About | Help

Create New Request 230306 Save Cancel Reset Attach Document

Reported by
Lamansky, Tamara L

Phone Number
DSN

Email Address

Urgency (required)
5 - As time permits

Impact (required)
5 - LOW Impact - One User

Request Area (required)
Europe.ISD.FAB.eOFF AF/NAF

Request Description (Please DO NOT enter Privacy Act Data) (required) Spelling

This is where you would enter your problem/issue. This ticket is for use for the CPOLSD instructions. DO NOT ENTER A SOCIAL SECURITY NUMBER IN THIS BLOCK!

12

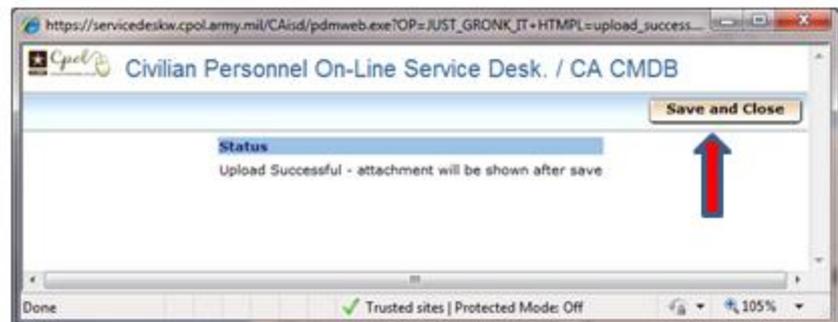
13

14

Creating a CPOL Service Desk Ticket

Attaching a Document

- After clicking on Attach Document, click on the Locate File button.
- Click on the Browse button and locate the needed file.
- Click on the OK button.
- Once the document is attached you will see a status screen verifying a successful upload.
- Click on the Save and Close button.



Creating a CPOL Service Desk Ticket

Once the ticket has saved, you will be returned to the main inbox. You can review open and closed tickets from your inbox:

- Click on “You have ## open requests” to see the status of open tickets.
- Click on “You have ## closed requests” to review resolved tickets.
- If you know the number of the ticket, you can search by entering the number in the “A request number” block and click on OK.

The screenshot displays a service desk interface with two main sections. The first section, titled "Request Support", contains three blue links: "Create a new Request", "Create a new Change Order", and "Service Desk contact information and hours of operation". The second section, titled "Look up my existing Requests", shows three summary links: "You have 11 open requests", "You have 289 closed requests", and "You have 0 open change orders". Below these links, there is a search area with the text "If you know the number, please enter:". This area includes two input fields, each followed by a "Go" button. The first input field is labeled "A request number:" and the second is labeled "OR a change order number:".