



CHRA CHRA > EU Region

CA Service Desk – Request Area Navigation Guide for Employees and Managers

Revised: 24 January 2013

This guide is designed to assist employees and managers in selecting the correct “Request Area” when submitting CA Service Desk Tickets to ensure the ticket is assigned properly.

Link to CA Service Desk: <https://servicedesk.w.cpol.army.mil/cpolsd>

To submit a CA Service Desk ticket select “CAC Employee Login”, then click on “Create a new Request”. Do not change “Urgency” and/or “Impact”, click on the “Request Area (required)” link and follow the below navigation path table to select the correct “Request Area”.

| Ticket Type/Reason | Request Area Navigation Path |
|---|--|
| <i>HR Systems User Account(s) / Report System Problem / Request Systems Assistance</i> | |
| New, modify, or delete user accounts for DCPDS, CSU, BOXI. | CHRA > EU > CPACs > click on the + sign preceding your servicing CPAC > User Accounts AF/NAF – HR Applications |
| Inquiries, reporting system problems with HR applications, request for assistance, etc. | CHRA > EU > CPACs > click on the + sign preceding your servicing CPAC > Other |
| <i>AutoNOA Issues / DCPDS Groupboxes / Report Requests</i> | |
| Report or request assistance with AutoNOA issues. | CHRA > EU > ISD > click on the + sign preceding FAB > AutoNOA |
| Create/deactivate DCPDS group boxes or add/remove users | CHRA > EU > ISD > click on the + sign preceding FAB > DCPDS Groupboxes |
| Request AF / NAF reports that are not available online | CHRA > EU > ISD > click on the + sign preceding FAB > Reports AF/NAF |
| <i>Living Quarters Allowance / Overseas Tour(s)</i> | |
| Request or problems pertaining to Living Quarters Allowance (LQA) | CHRA > EU > ESD > LQA |
| Submission of Overseas tour extensions or problems pertaining to overseas tour information stored in system | CHRA > EU > ESD > Tours |
| <i>Human Resource Development</i> | |
| Questions or issues related to CHRTAS student profile or enrolling for a course in ATRRS/CHRTAS | CHRA > EU > click on the + sign preceding HRDD > ATRSS/CHRTAS |
| Questions or issues related to the Civilian Education System (CES) | CHRA > EU > click on the + sign preceding HRDD > CES |
| Request to update education level in DCPDS | CHRA > EU > click on the + sign preceding HRDD > Education Update |
| Questions or issues related to Army Civilian mandatory training courses | CHRA > EU > click on the + sign preceding HRDD > Mandatory Training |

| Ticket Type/Reason | Request Area Navigation Path |
|--|---|
| Human Resource Development - continued | |
| Request update of DCPDS training record. Only if update through MyBiz failed. | CHRA > EU > click on the + sign preceding HRDD > Training Record Update (DCPDS) |
| Issues pertaining to Employee's DCPDS or eOPF Record / Post Allowance | |
| Appraisal submission for Ex-Employees Only. For all others use AutoNOA at https://nccpoc.ria.army.mil/autonoa/ | CHRA > EU > Processing > Appraisals |
| Appraisal inquiries, cancellations, corrections | CHRA > EU > Processing > Appraisals |
| eOPF – Appropriated Fund Only: Request to purge invalid documents, replace illegible documents, or request addition of missing documents for the eOPF. | CHRA > EU > Processing > E-OPF |
| Request correction/cancellations of DCPDS records | CHRA > EU > Processing > Correction/Cancellation |
| Inquiries, submission of SF 813, home leave issues, etc. | CHRA > EU > Processing > Other |
| To inactivate employees who transferred to another agency | CHRA > EU > Processing > Payroll/DCPDS mismatches |
| Requests or problems pertaining to Post Allowance | CHRA > EU > Processing > PostAllowance |
| NEW Management Employee Relations – US Appropriated Fund Only NEW | |
| Issues/questions/corrective action regarding eligibility, process, etc. pertaining to Awards | CHRA > EU > MER > Awards |
| Issues/questions regarding failure to follow instructions/procedures, discourtesy, off-duty misconduct, AWOL, etc. | CHRA > EU > MER > Conduct |
| Issues/questions/corrective action regarding grievances | CHRA > EU > MER > Grievance Procedures |
| Issues/questions/corrective action regarding leave (sick, annual, administrative, LWOP, military, FMLA, VLTP), T&A, tardiness, leave abuse, hours of work/telework, holidays, documentation requirements, etc. | CHRA > EU > MER > Leave and Attendance |
| Issues/questions/corrective action regarding performance plans, appraisals, rating cycles, failing performance, within-grade increases | CHRA > EU > MER > Performance |
| Issues/questions/corrective action regarding MER subjects not identified above (e.g. physical inability to perform duties/reasonable accommodation, fitness for duty exams, loss of security clearance) | CHRA > EU > MER > Other |
| Local National (LN) Employees in Germany Only | |
| Submission of Honorary Awards, attach approved documentation | CHRA > EU > LN Classification/Staffing > Awards |
| Request correction/cancellations of DCPDS records | CHRA > EU > LN Classification/Staffing > Corrections/Cancellations |
| Submission of extended handicap certificate | CHRA > EU > LN Classification/Staffing > Extend Handicap Certificate |
| Submission of extended LN residence | CHRA > EU > LN Classification/Staffing > Extend LN Residence |
| Submission of extended work permit | CHRA > EU > LN Classification/Staffing > Extend LN Work Permit |
| Inquires and requests for information | CHRA > EU > LN Classification/Staffing > Other |
| Request to establish a position description without RPA | CHRA > EU > LN Classification/Staffing > PD Establishment |

| Ticket Type/Reason | Request Area Navigation Path |
|---|---|
| <i>Local National (LN) Employees in Germany Only - continued</i> | |
| Request for service computation date review | CHRA > EU > LN Classification/Staffing > Request for SCD |
| Submit documents for OPF filing | CHRA > EU > click on the + sign preceding OPF > Documents for Filing |
| Request documents or information from OPF | CHRA > EU > click on the + sign preceding OPF > Request for Information |