

Direct Access Notifications

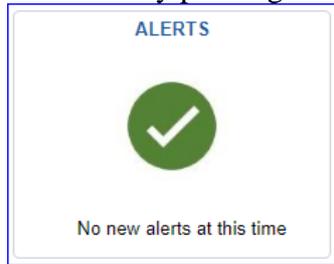
Overview

Introduction

This guide provides instructions for viewing Alerts and updating Notification preferences in Direct Access (DA).

New Alert Tile

Upon logging into DA, this green check mark tile will display if you do not have any pending notifications or alerts:



Upon logging into DA, this red arrow tile will display if you currently have pending/outstanding notifications or alerts:



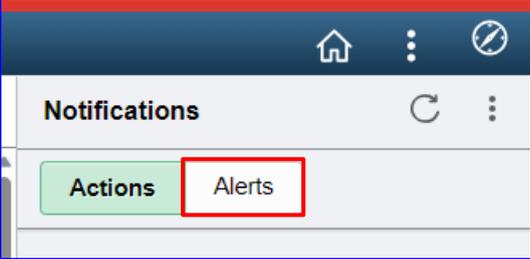
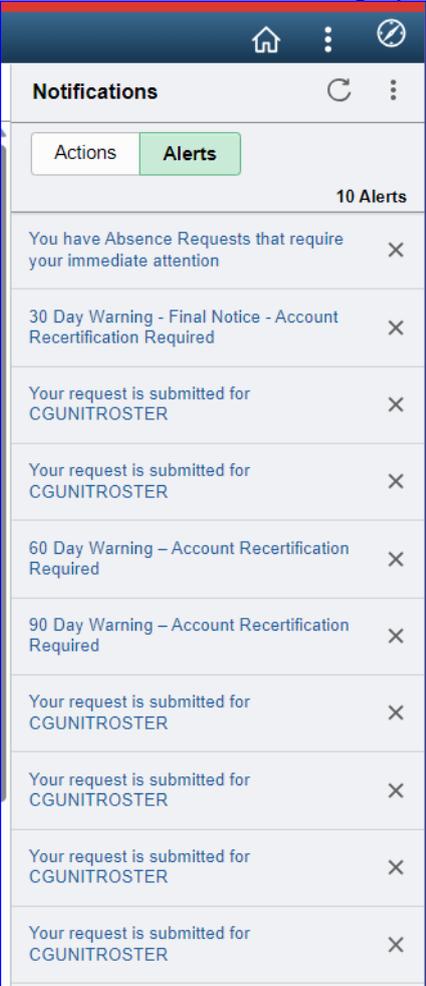
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Notifications

Introduction This section provides the procedures for viewing Notification Alerts in Direct Access (DA).

Procedures See below.

Step	Action
<p>1</p>	<p>After logging into DA, the Notifications Actions pane will be displayed. Click on Alerts.</p>  <p>The screenshot shows a mobile application interface. At the top, there is a dark blue header with a home icon, a menu icon, and a refresh icon. Below the header, the word 'Notifications' is displayed in a light grey bar, followed by a refresh icon and a menu icon. Underneath, there are two buttons: 'Actions' (highlighted in green) and 'Alerts' (highlighted with a red border). The 'Alerts' button is the focus of the instruction.</p>
<p>2</p>	<p>Your current Alerts will display.</p>  <p>The screenshot shows the 'Alerts' view of the mobile application. The 'Alerts' button is now highlighted in green. Below the buttons, it says '10 Alerts'. A list of ten alerts is displayed, each with a close button (an 'x' icon) on the right. The alerts include: 'You have Absence Requests that require your immediate attention', '30 Day Warning - Final Notice - Account Recertification Required', 'Your request is submitted for CGUNITROSTER', '60 Day Warning - Account Recertification Required', '90 Day Warning - Account Recertification Required', and several instances of 'Your request is submitted for CGUNITROSTER'.</p>

Continued on next page

Notifications, Continued

Procedures,
continued

Step	Action
3	<p>There are different types of Alerts and only the Self Service user can clear (X) out the results seen in this tab.</p> <ul style="list-style-type: none"> • Your request is submitted for XX – This alert is not a link. You can clear it at any time. • Absence Requests that require your immediate attention link – This link will take you to your unresolved absence requests. • 90, 60, 30 Warning – Account Recertification Required – These links will take you to the page to recertify your user roles. <p>NOTE: Failure to recertify in a timely manner will result in a loss of all roles except Self Service user roles in DA.</p> <p>See RoleRecertification.pdf (uscg.mil) for recertifying your roles.</p> <p>If you need to Add or Remove a role during Recertification: You must recertify first, submit a role recertification RoleRecertification.pdf (uscg.mil) to your supervisor, after your supervisor approves the request, you can log in and submit a new request to add or remove roles. To see what roles you currently have, see Step 6.</p>  <p>The screenshot shows three alert notifications in a list:</p> <ul style="list-style-type: none"> You have Absence Requests that require your immediate attention 30 Day Warning - Final Notice - Account Recertification Required Your request is submitted for CGUNITROSTER
4	<p>If you click on the Absence Request Alert, it will take you directly to the approval page.</p>  <p>The screenshot shows a web application interface with a notification titled "CG_GP_ABSENCE_NOTIFICATION_2-Absence Request To Be Approved". The interface includes a "Direct Access" header, navigation icons, and a table with columns for Transaction, Member's, Members, Member's, Submitted, Submission, Sen, Approver, and Empl. The table content is partially visible, showing "View All" and "First 1-2 of 2 Last".</p>

Continued on next page

Notifications, Continued

Procedures,
continued

Step	Action																											
5	<p>If you click on the Recertification Required alert, it will take you directly to that page (image shown in two steps).</p> <div data-bbox="352 528 1310 1245" style="border: 1px solid black; padding: 5px;"> <div style="border: 1px solid blue; padding: 5px;"> <div style="background-color: #e1ecf4; padding: 2px; border: 1px solid blue; margin-bottom: 5px;">Recertification</div> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">User ID</td> <td style="width: 40%;">1234567</td> <td style="width: 40%;">OPERATOR DESCRIPTION</td> </tr> </table> <p>30 Day/Final Notice: This is your final notice that you must recertify your Direct Access (DA) User Roles within 30 days. If you do not recertify your roles by 09-05-2023, all roles except Self Service will be removed from your Direct Access account. To recertify your roles, click on the User Access Request Form (uscg.mil)</p> <p>Refer to the Direct Access User Roles and Functions guide to assist you with recertifying your roles. https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/GUIDES/GP/SelfService/Member/Direct%20Access%20User%20Roles%20and%20Functions.pdf?ver=UniQn4ki4JbsN3nUg0RNfg%3d%3d%C3%97tamp=1604355989242</p> <p>For more information concerning DA roles please click or copy the below link to your browser: https://www.dcms.uscg.mil/ppc/da/functionalroles/</p> <p>If you need additional assistance please contact Customer Care at 785-339-2200 or 866-772-8724. You may also complete an online trouble ticket at: https://www.dcms.uscg.mil/ppc/ccb/ or send an email to: PPC-DG-CustomerCare@uscg.mil.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 30%;">Recertification Status</td> <td style="width: 40%;">30 Day Warning Alert</td> <td style="width: 30%;">Notification Status</td> </tr> <tr> <td>User Type</td> <td></td> <td></td> </tr> <tr> <td>GAL Email</td> <td>Kal-EI@uscg.mil</td> <td></td> </tr> <tr> <td>Preferred Email</td> <td>Kal-EI@uscg.mil</td> <td></td> </tr> </table> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>Alerts</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px;"><input checked="" type="checkbox"/></td> <td style="width: 60%;">90 Day Warning</td> <td style="width: 20%;">Date</td> <td style="width: 20%;">06/30/2023</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>60 Day Warning</td> <td>Date</td> <td>07/07/2023</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>30 Day Warning</td> <td>Date</td> <td>08/06/2023</td> </tr> </table> </div> <div style="width: 35%; text-align: right;"> <p>Role Removal</p> </div> </div> </div> </div> </div>	User ID	1234567	OPERATOR DESCRIPTION	Recertification Status	30 Day Warning Alert	Notification Status	User Type			GAL Email	Kal-EI@uscg.mil		Preferred Email	Kal-EI@uscg.mil		<input checked="" type="checkbox"/>	90 Day Warning	Date	06/30/2023	<input checked="" type="checkbox"/>	60 Day Warning	Date	07/07/2023	<input checked="" type="checkbox"/>	30 Day Warning	Date	08/06/2023
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Notifications, Continued

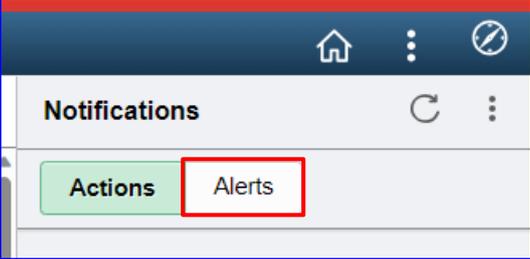
Procedures,
continued

Step	Action																																																								
6	<p>This is the best place to see what roles you currently have. If the recertification is NOT done timely, you will only see the Self-Service role and CGROWSEC_CGAD role displayed.</p> <p>Submit a PPC Customer Care ticket to request a list of your previous roles.</p> <div data-bbox="352 600 1291 1444" style="border: 1px solid black; padding: 5px;"> <p>Employment Details</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Empl Status</td> <td colspan="5">Active</td> </tr> <tr> <td>Grade</td> <td>E7</td> <td>Rank</td> <td>YNC</td> <td>Region</td> <td>AD</td> </tr> <tr> <td>Department ID</td> <td colspan="3">987654</td> <td>Business Unit</td> <td>ENLCG</td> </tr> </table> <p>Current Roles</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Role Name</th> <th>Dynamic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>CGADMINSUP</td> <td>N</td> </tr> <tr> <td>2</td> <td>CGDSCPWW</td> <td>N</td> </tr> <tr> <td>3</td> <td>CGEMPREV</td> <td>N</td> </tr> <tr> <td>4</td> <td>CGFIELDADM</td> <td>N</td> </tr> <tr> <td>5</td> <td>CGHRS</td> <td>N</td> </tr> </tbody> </table> <p>EUser Form Details</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Request ID</td> <td>0068662</td> <td>Request Status</td> <td>Approved</td> </tr> <tr> <td>Submitted Date</td> <td colspan="3">09/14/2022</td> </tr> <tr> <td>Originator</td> <td colspan="3">1234567</td> </tr> <tr> <td>Initial Approver</td> <td>1122334</td> <td colspan="2">09/14/22 2:13PM</td> </tr> <tr> <td>Final Approver</td> <td>9876543</td> <td colspan="2">09/20/22 10:05:12.000000AM</td> </tr> </table> </div>	Empl Status	Active					Grade	E7	Rank	YNC	Region	AD	Department ID	987654			Business Unit	ENLCG		Role Name	Dynamic	1	CGADMINSUP	N	2	CGDSCPWW	N	3	CGEMPREV	N	4	CGFIELDADM	N	5	CGHRS	N	Request ID	0068662	Request Status	Approved	Submitted Date	09/14/2022			Originator	1234567			Initial Approver	1122334	09/14/22 2:13PM		Final Approver	9876543	09/20/22 10:05:12.000000AM	
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Clearing Multiple Notifications at One Time

Introduction This section provides the procedures for clearing out multiple notifications all at once rather than clicking on the X for each one listed.

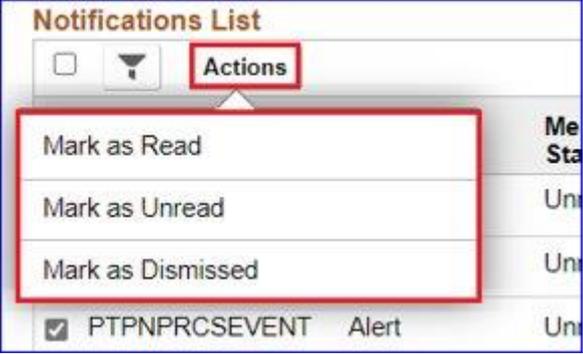
Procedures See below.

Step	Action
<p>1</p>	<p>After logging into DA, the Notifications Actions pane will be displayed. Click on Alerts.</p> 
<p>2</p>	<p>A list of all your Alerts will display.</p> <p>NOTE: If you check this section every time you log into DA, your list should not contain this large number of notifications.</p> 
<p>3</p>	<p>To view all your notifications, in an action window, click on the ellipsis icon. Click on View All Notifications.</p> 

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Clearing Multiple Notifications at One Time, Continued

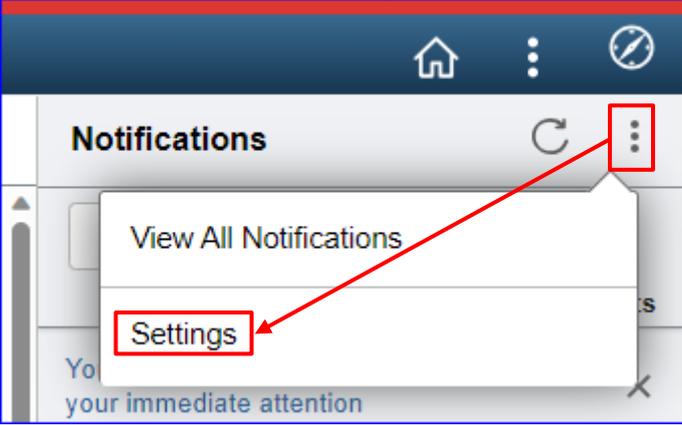
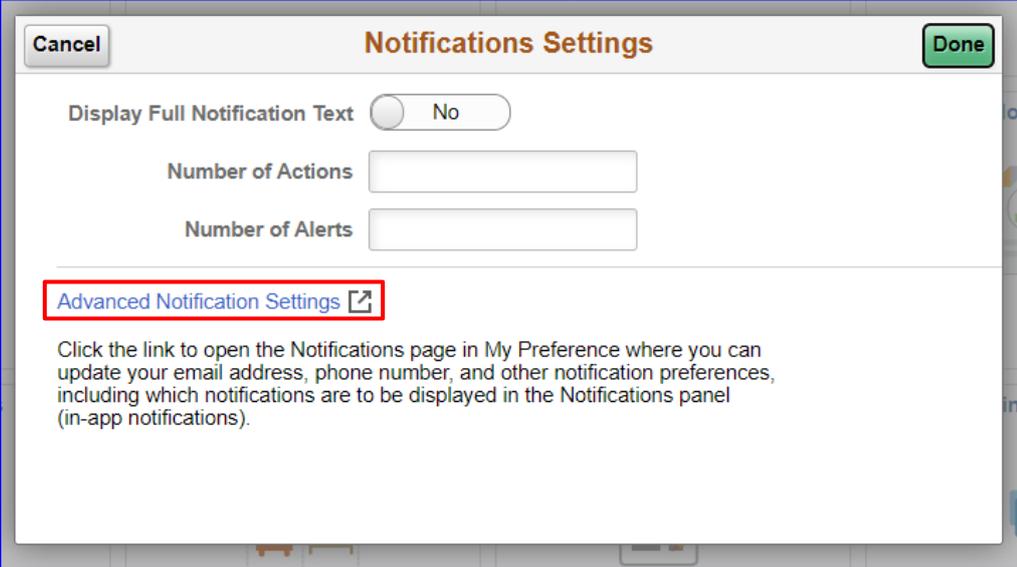
Procedures,
continued

Step	Action																								
4	<p>The Notification List will display. Select the checkbox for all messages to be marked the same (Read, Unread, or Dismissed). If there is an arrow to the right of the item, clicking it will open the screen for the required action in DA.</p>  <table border="1" data-bbox="352 600 1369 943"> <caption>Notifications List</caption> <thead> <tr> <th>Notification Name</th> <th>Category Type</th> <th>Message State</th> <th>Message</th> <th>Last Update Date/Time</th> <th>Priority</th> </tr> </thead> <tbody> <tr> <td>PTPNPRCSEVENT</td> <td>Alert</td> <td>Unread</td> <td>Your request is submitted for CGUNITROSTER</td> <td>07/31/23 8:21:24AM</td> <td>Default</td> </tr> <tr> <td>Custom Email</td> <td>Alert</td> <td>Read</td> <td>You have Absence Requests that require your immediate attention</td> <td>01/31/24 1:37:56AM</td> <td>Default</td> </tr> <tr> <td>PTPNPRCSEVENT</td> <td>Alert</td> <td>Dismissed</td> <td>Your request is submitted for CGUNITROSTER</td> <td>04/12/23 4:42:48PM</td> <td>Default</td> </tr> </tbody> </table>	Notification Name	Category Type	Message State	Message	Last Update Date/Time	Priority	PTPNPRCSEVENT	Alert	Unread	Your request is submitted for CGUNITROSTER	07/31/23 8:21:24AM	Default	Custom Email	Alert	Read	You have Absence Requests that require your immediate attention	01/31/24 1:37:56AM	Default	PTPNPRCSEVENT	Alert	Dismissed	Your request is submitted for CGUNITROSTER	04/12/23 4:42:48PM	Default
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PTPNPRCSEVENT	Alert	Dismissed	Your request is submitted for CGUNITROSTER	04/12/23 4:42:48PM	Default																				
5	<p>Once items are selected, you can then click the Actions drop-down to select the appropriate action for your chosen items. Mark as Dismissed is the only selection that will clear items from this list.</p> 																								
6	<p>When you return to your home page only messages marked as Unread or Read will display.</p> 																								

Email Notification Settings

Introduction This section provides the procedures for setting up email notifications of Alerts from DA.

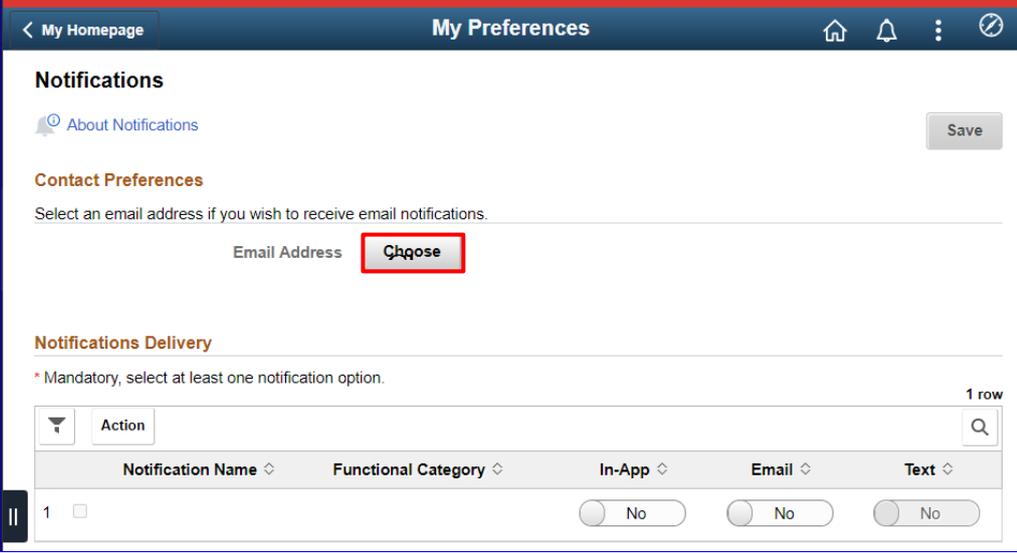
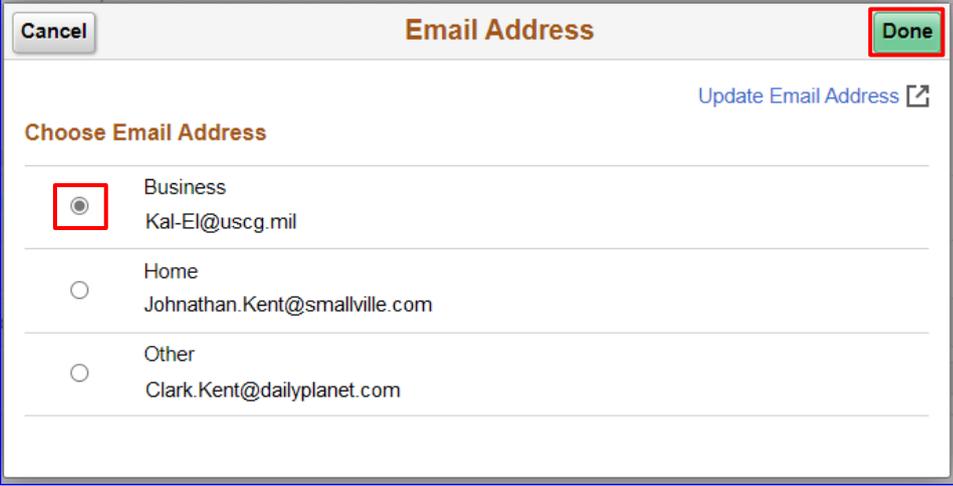
Procedures See below.

Step	Action
<p>1</p>	<p>Click on the Notifications ellipses and then click Settings.</p>  <p>The screenshot shows a mobile interface with a 'Notifications' header. To the right of the header is a refresh icon and a three-dot ellipsis menu icon, which is highlighted with a red box. A red arrow points from this ellipsis menu to a 'Settings' option in a dropdown menu that is also highlighted with a red box. Other options in the dropdown include 'View All Notifications'.</p>
<p>2</p>	<p>Click on the Advanced Notification Settings link.</p>  <p>The screenshot shows a 'Notifications Settings' dialog box with 'Cancel' and 'Done' buttons. It contains settings for 'Display Full Notification Text' (set to 'No'), 'Number of Actions', and 'Number of Alerts'. At the bottom, there is a link for 'Advanced Notification Settings' with an external link icon, which is highlighted with a red box. Below the link is explanatory text: 'Click the link to open the Notifications page in My Preference where you can update your email address, phone number, and other notification preferences, including which notifications are to be displayed in the Notifications panel (in-app notifications).'</p>

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Email Notification Settings, Continued

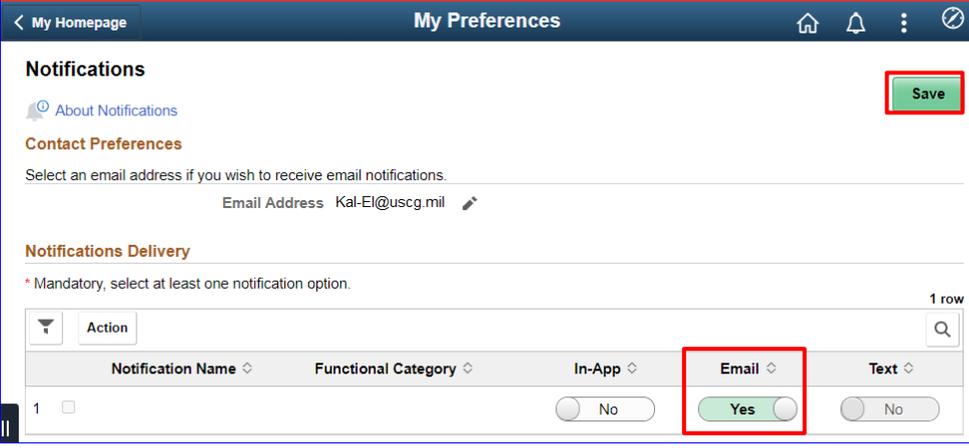
Procedures,
continued

Step	Action
3	<p>In the Contact Preferences section click Choose.</p> 
4	<p>Choose the Business email radio button. Click Done.</p> <p>NOTE: You can click on the Update Email Address link to update any address that needs updating.</p> 

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Email Notification Settings, Continued

Procedures,
continued

Step	Action
5	<p>In the Notifications Delivery section, change the Email notification to YES and click Save.</p> 
6	<p>Here is an example of an email received for an Absence Request. The link will take you directly to the request to be approved in DA.</p> <p>-----Original Message----- From: DoNotReply_directaccess@uscg.mil <DoNotReply_directaccess@uscg.mil> Sent: Wednesday, September 6, 2023 2:13 PM To: Lane, Lois CIV USCG PPC (USA) <Lois.Lane@uscg.mil> Subject: Absence Request</p> <p>An absence request for Leave - INCONUS has been submitted to you for approval.</p> <p>Please take action to approve or deny this Absence Request. Click the link below to approve or deny the request:</p> <p>https://hcenv5.direct-access.uscg.mil/psp/HCENV5/EMPLOYEE/HRMS/c/CG_AWE_EXT.CG_ACTN_REQUEST.GBL?Page=CG_ACTN_REQUEST&Action=U&EMPLID&EMPL_RCD=0&CG_CATEGORY=PAYROLL&CG_ACTION=ABSENCE_REQUEST&OPRID=207&SEQ_NUM5=95</p>