



U.S. Coast Guard
Health, Safety, & Work-Life
Service Center



**CG Ombudsman Registry User Guide for
Ombudsmen**



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CG OMBUDSMAN REGISTRY USER GUIDE FOR OMBUDSMEN

This user guide provides the procedures required for using the CG Ombudsman Registry. For the purposes of this guide, the term Commander refers to all command designees in the registry.

1. **Ombudsmen Registration. Ombudsmen cannot register or assign themselves to a command.** The Ombudsman Coordinator and the Commanding officer registration sections are only for HSWL RP Ombudsman Coordinators, commanding officer/officer-in-charge/command designees. Please contact one of the following as these are the only personnel that may register and assign ombudsmen to a command:
 - The Commanding officer/officer-in-charge/command designees
 - Health, Safety, and Work-Life Regional Practice (HSWL RP) Ombudsman Coordinators
 - Area Regional Ombudsman Coordinators
 - Ombudsman Program Manager
2. **Ombudsman Login.** Once you have been registered by your representative, you will receive an automatically generated email containing an activation link as shown in figure 1.

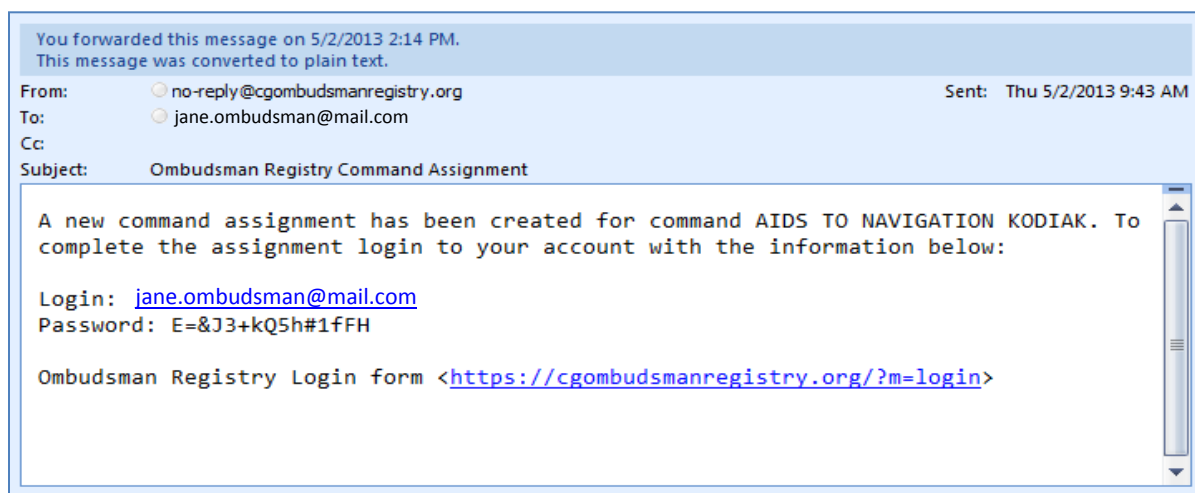



Figure 1

To login to the Ombudsman Registry, complete the following steps:

Step	Action
1	Click the link provided in the Ombudsman Registry email (figure 1) or type https://cgombudsmanregistry.org into your browser.

Step	Action						
2	<p data-bbox="391 247 1377 317">From the Ombudsman Registry login screen, enter your email address and password from the Ombudsman Registry email, and then click Login.</p>  <p data-bbox="857 489 954 516" style="text-align: center;">Figure 2</p> <table border="1" data-bbox="391 548 1416 961"> <thead> <tr> <th data-bbox="391 548 889 594">IF...</th> <th data-bbox="889 548 1416 594">THEN...</th> </tr> </thead> <tbody> <tr> <td data-bbox="391 594 889 764"> You have forgotten your password OR Your temporary password does not work </td> <td data-bbox="889 594 1416 764"> Click the Forgot Password link, enter your email address, and then click Send Password. </td> </tr> <tr> <td data-bbox="391 764 889 961"> You have forgotten the email address OR Your email address does not work </td> <td data-bbox="889 764 1416 961"> Click the Forgot Password link, click the Support link, enter your name and email, and the subject and description of your request, and then click Request Support. </td> </tr> </tbody> </table>	IF...	THEN...	You have forgotten your password OR Your temporary password does not work	Click the Forgot Password link, enter your email address , and then click Send Password .	You have forgotten the email address OR Your email address does not work	Click the Forgot Password link, click the Support link, enter your name and email , and the subject and description of your request, and then click Request Support .
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3. **Updating Your Profile.** After you have received your temporary password and logged in to the registry, you will need to update your profile.

To update your profile:

Step	Action
1	From the upper right corner of the Ombudsman Detail screen, click your name .
2	Complete profile data fields.
3	In the Password field, enter a new password .
4	Click Save .

If you have not logged into the registry or have not changed your password within two months, your account may be locked. If this happens, either contact your HSWL ombudsman coordinator or submit a support request.

4. **Monthly Worksheets.** Ombudsmen are required to submit monthly worksheets (figure 3). Ombudsmen will submit their monthly worksheets no later than the 10th of each month following the report month. (i.e. June worksheets will be submitted NLT 10 July). Worksheets are archived by calendar year and all worksheets must be entered by midnight eastern time on 31 January of the following year. After 31 January no further worksheets can be entered (i.e. Dec 2018 worksheets must be entered by midnight eastern time on 31 January 2019).

Incoming Contacts:		Outgoing Contacts:	
Spouse/Family Mbr/Significant Other, etc.	121	Total Contacts Made	3649
Service Member	52		
CG/DOD Civilian Personnel	201		
Community	117		
Other	6		
Total	497		

Type of I&Rs	Total I&Rs Provided	Time Spent (1h 30m = 1hr 30min)	
Childcare	14	1h 40m	duration
Deployment	33	3h 15m	duration
Education/Scholarship	331	1h 25m	duration
Spouse Clubs/Associations	50	32m	duration
Financial	100	1h 10m	duration
Housing	13	2h 10m	duration

Figure 3

The commanding officer may want to view the monthly worksheet prior to the ombudsman submitting it; therefore, commanders may direct the ombudsman to save the worksheet as a draft, then the commanding officer can submit the final document through the registry.

- If the worksheet is saved as draft, you can return to edit and make changes. Once the "Submit as Final" button has been selected, no further changes can be made to the worksheet.
- If you have submitted a final worksheet and discover you have made errors, you can submit a "Support Case" request and the erroneous worksheet(s) can be deleted.
- The system can timeout without providing a notification. It is advised that ombudsmen often save the worksheet as a draft when entering their data.

Units can only submit one worksheet per month. For units with two or more ombudsmen, the worksheets must be combined.

An ombudsman assigned to more than one unit, must complete a separate Ombudsman Monthly Worksheet for each command assignment. Even if the commanding officers decide to combine the units into one worksheet, the worksheets for the other units still need to be completed with a zero and submitted as final.

Detailed directions for completing the monthly worksheet can be found in the Ombudsman Registry Forum under Ombudsman Tool Kit (figure 4). To access the forum see section 6 of this user guide.

Home >> Ombudsman Tool Kit		RSS 2.0	
new topic watch this forum for new topics			
	Monthly Worksheet	Latest Post Mon, 6 May, 13, 7:39 AM - Christine.M.Degraw@uscg.mil	Views Posts 10 1
	Monthly Worksheet directions	Latest Post Thu, 2 May, 13, 11:47 AM - Christine.M.Degraw@uscg.mil	Views Posts 14 1

Figure 4

a. To complete and submit a monthly worksheet:

Step	Action
1	Click Units .
2	Click the View Worksheets link.
3	Click Add Worksheet .
4	Enter data .
5	Click Submit As Final or Save As Draft .

b. To review individual monthly unit worksheets:

Step	Action
1	Click Units .
2	Click the View Worksheets link next to the unit you want to view.
3	From the Worksheets list, select the link for the month and year to view.

Figure 5

5. **Support.** If at any time, you have problems or questions regarding the CG Ombudsman Registry you can submit a support case request.

To submit a support case request:

Step	Action
1	Click Support .

Figure 6

2	Click Add Support Case .
3	In the Subject field, enter the subject of the support request .

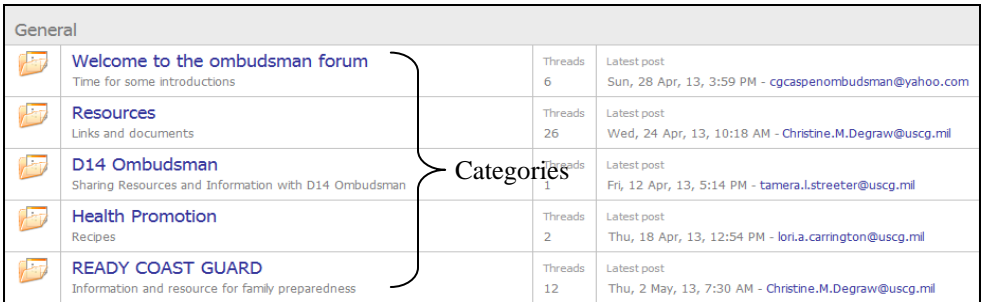
Step	Action
4	In the Comment field, enter comments or questions that describe the support request.
5	Click Save .

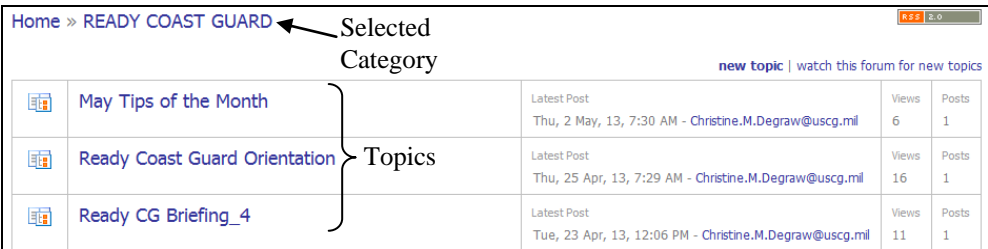
6. **Ombudsman Registry Forum.** The forum was developed to give Ombudsmen and Ombudsman Coordinators a secure venue to network, share ideas and best practices, ask questions, and comment on other threads that have been posted. This forum is monitored by the Ombudsman Program Manager and Ombudsman Coordinators to ensure that the Forum Policy is strictly followed.

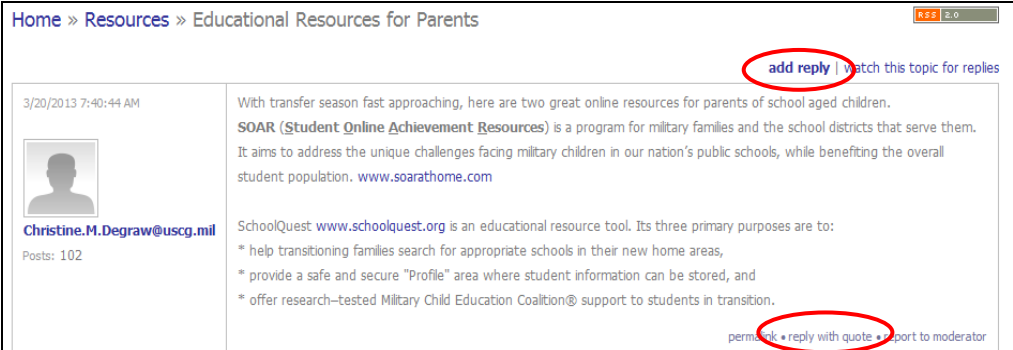
a. To access the forum:

Step	Action
1	Click Forum .
2	Read Forum Policy .
2	Click I Agree .

b. To view and reply to a post:

Step	Action
1	<p>Select a category.</p> <p>NOTE: Categories are divided into a variety of subject areas such as General, Training, and Employment Opportunities.</p>  <p style="text-align: center;">Figure 7</p>

2	<p>Select a topic.</p>  <p style="text-align: center;">Figure 8</p>
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Step	Action
3	<p>Click the add reply link or select the reply with quote link to reply with the message from that post quoted in your reply.</p>  <p>The screenshot shows a forum post titled 'Educational Resources for Parents'. The post content includes information about SOAR (Student Online Achievement Resources) and SchoolQuest. Two links are circled in red: 'add reply' at the top right and 'reply with quote' at the bottom right of the post content area.</p>
Figure 9	
4	Enter a message .
5	Click Browse to find and attach a document to your message.
6	Click add message .

c. To add a new topic to the forum:

Step	Action						
1	From the General list, select a category .						
2	Click the new topic link.						
3	In the Subject field, enter the topic of your message.						
4	<p>Enter a message.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>IF...</th> <th>THEN...</th> </tr> </thead> <tbody> <tr> <td>You need to attach a document(s) to your message</td> <td>Click Browse to find and attach a document. Repeat as necessary.</td> </tr> <tr> <td>You want to ask a poll question</td> <td>Click the create a poll link, enter a question in the Poll Question field, enter a response option in the Poll option field, and click add option to create additional response options.</td> </tr> </tbody> </table>	IF...	THEN...	You need to attach a document(s) to your message	Click Browse to find and attach a document. Repeat as necessary.	You want to ask a poll question	Click the create a poll link, enter a question in the Poll Question field, enter a response option in the Poll option field, and click add option to create additional response options.
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5	Click preview to view your message prior to posting.						
6	Click Add Message .						

7. **Registry Assistance.** For assistance with the CG Ombudsman Registry please contact your Health, Safety and Work-Life Regional Practice ombudsman coordinator. Their contact information can be found at www.dcms.uscg.mil/ombudsman.