



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



**CG Ombudsman Registry User Guide for
Commanding Officers, Officers-in-Charge,
Command Designees**

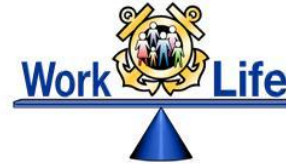


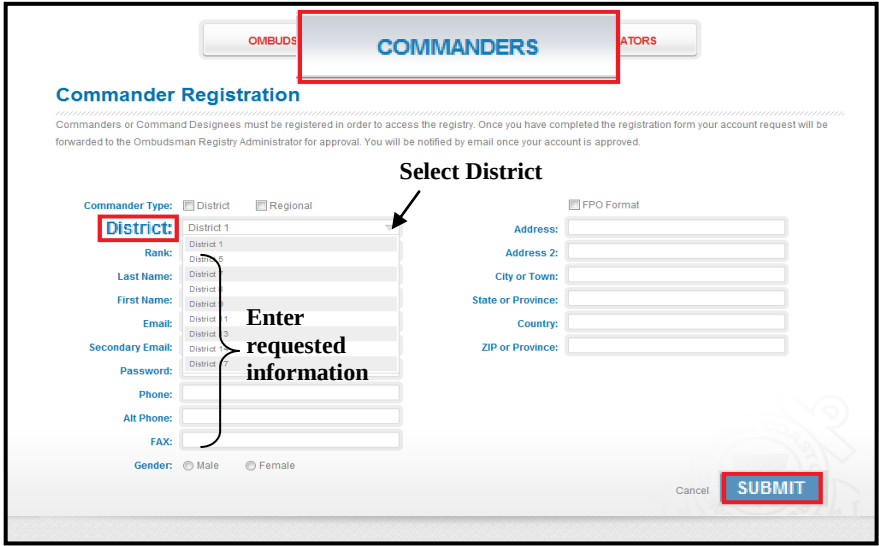
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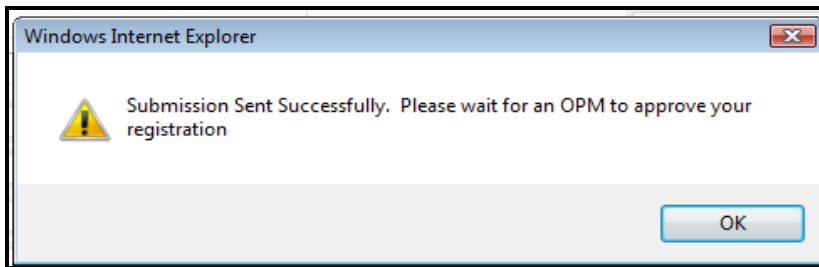
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CG OMBUDSMAN REGISTRY USER GUIDE COs/OICs/COMMAND DESIGNEES

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 program manager, commanding officer/officer-in-charge, command designee, regional ombudsman coordinators, and HSWL RP ombudsman coordinators have the ability to register and assign ombudsmen to their unit(s). Per COMDTNST 1750.4 (series), it is the command's responsibility to ensure that their command is registered, ombudsman/ombudsmen are assigned, and worksheet data is submitted.
2. **Commander Registration.** To register as a commanding officer/officer-in-charge or command designee go to www.cgombudsmanregistry.org, login and complete the Commander Registration form. Complete the steps in the table below to register.

Step	Action								
1	Click Commanders. Commander Registration displays.  Figure 1								
2	From the District drop down menu, select your District. <table border="1"> <thead> <tr> <th>IF...</th><th>THEN...</th></tr> </thead> <tbody> <tr> <td>You are an Area Commander</td><td>Check the Regional box. Select your Area.</td></tr> <tr> <td>You are a District Commander</td><td>Check the District box. Select your District.</td></tr> <tr> <td>You are a CO, OIC, or command designee</td><td>Select the location of your unit.</td></tr> </tbody> </table>	IF...	THEN...	You are an Area Commander	Check the Regional box. Select your Area .	You are a District Commander	Check the District box. Select your District .	You are a CO, OIC, or command designee	Select the location of your unit .
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Step	Action						
3	Enter requested information (e.g., last name, first name, email, etc.) in the corresponding box.						
4	Click Submit. <table border="1"> <thead> <tr> <th>IF...</th><th>THEN...</th></tr> </thead> <tbody> <tr> <td>Successfully submitted</td><td>Submission Sent Successfully message will display (Figure 2).</td></tr> <tr> <td>Submission was not successful</td><td>No message will display. Try again, if no message displays, contact one of the registry administrators listed at the end of these directions.</td></tr> </tbody> </table>  Figure 2	IF...	THEN...	Successfully submitted	Submission Sent Successfully message will display (Figure 2).	Submission was not successful	No message will display. Try again, if no message displays, contact one of the registry administrators listed at the end of these directions.
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You will be notified by email when your account has been approved. Once your account has been approved you may return to the registry and logon to assign yourself to the unit.

3. **Assignment of Commanding Officer, Officer-in-Charge, or Command Designee.** Once a commander has registered, he/she needs to be assigned to their command.

Step	Action
1	Click Units .
2	In the OPFAC box, enter last 5 digits of the OPFAC, and then click Add Unit.  Figure 3

2 (Cont'd)	IF ...	THEN...
	Unit is in the system	Add Unit message displays. Click Yes .
	Unit is not in the system	No units found message displays. Click the create a new unit link (Figure 4), complete Unit Detail information, and then click Save .

The screenshot shows a web interface titled 'My Units'. Below the title is a search bar with 'OPFAC: 45896' and an 'Add Unit' button. Below that, a message states 'No units found. Would you like to create a new unit?' with a red rectangular box highlighting the text 'create a new unit?'.

Figure 4

Once your unit is approved by the ombudsman program manager, you will be automatically assigned to your unit and you will receive an email notifying you of the approval. Requests are normally approved within 24 to 48 hours.

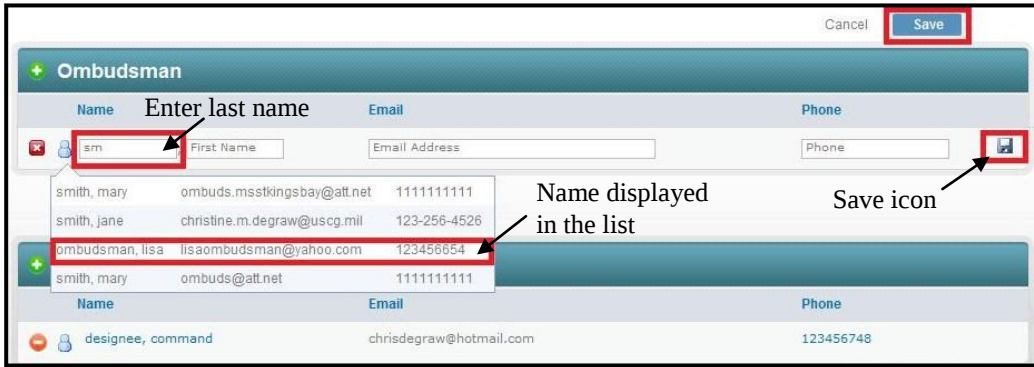
4. **Assigning ombudsmen to a unit.** It is the responsibility of the commanding officer to register and assign their ombudsman to their unit per COMDTNST 1750.4 (series).

To assign an ombudsman:

Step	Action
1	Click Units .
2	From the Units Name list, select the unit you want to assign the ombudsman/ombudsmen.

The screenshot shows a web interface with a top navigation bar containing 'Dashboard', 'Units', 'Support', and 'Broadcast'. The 'Units' tab is highlighted with a red box. Below the navigation bar is a section titled 'My Units'. It contains a search bar with 'OPFAC:' and an 'Add Unit' button. Below that is a list titled 'Units Name'. The first item in the list is 'SECTOR NORTHERN NEW ENGLAND', which is highlighted with a red box. To its right is a link 'View Worksheet'. The second item is 'CGC Alwaysaway' with a status 'Command Pend'.

Figure 5

Step	Action												
3	From the Unit Detail screen, click the Add (+) button next to Ombudsman.  Figure 6												
4	Enter last name of the ombudsman (Figure 7). <table border="1"> <thead> <tr> <th>IF...</th><th>THEN...</th></tr> </thead> <tbody> <tr> <td>Name appears in the list</td><td>Double click on the name to auto populate first name, email address, and phone number (Figure 7).</td></tr> <tr> <td>Name does not appear in the list</td><td> Manually enter required information (i.e. last name, first name, email address, and phone number). NOTE: If the email you enter is already associated with an ombudsman in the system, a message will display asking you to choose whether to use that name with that email. <table border="1"> <thead> <tr> <th>IF...</th><th>THEN...</th></tr> </thead> <tbody> <tr> <td>You select Yes</td><td>The name will change to the name of the ombudsman associated with the email address.</td></tr> <tr> <td>You select No</td><td>You will not be able to save the new entry. Ombudsmen cannot share email addresses.</td></tr> </tbody> </table> </td></tr> </tbody> </table>  Figure 7	IF...	THEN...	Name appears in the list	Double click on the name to auto populate first name, email address, and phone number (Figure 7).	Name does not appear in the list	Manually enter required information (i.e. last name, first name, email address, and phone number). NOTE: If the email you enter is already associated with an ombudsman in the system, a message will display asking you to choose whether to use that name with that email. <table border="1"> <thead> <tr> <th>IF...</th><th>THEN...</th></tr> </thead> <tbody> <tr> <td>You select Yes</td><td>The name will change to the name of the ombudsman associated with the email address.</td></tr> <tr> <td>You select No</td><td>You will not be able to save the new entry. Ombudsmen cannot share email addresses.</td></tr> </tbody> </table>	IF...	THEN...	You select Yes	The name will change to the name of the ombudsman associated with the email address.	You select No	You will not be able to save the new entry. Ombudsmen cannot share email addresses.
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5	Click the Save (💾) icon.												

After an ombudsman has been assigned, the registry will generate an email to the ombudsman indicating that they are registered and provide a temporary password for initial logon. Ombudsmen must update their profile information before monthly worksheets can be entered.

5. **Monthly Worksheets.** Ombudsmen are required to submit monthly worksheets. 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 NLT 1 Feb of the following year. After 1 Feb no further worksheets can be entered (i.e. Dec 2012 worksheets must be entered by 1 Feb 2013).

Commanding officers may choose to submit the monthly worksheet rather than the ombudsman. Detailed directions on completing the monthly worksheet can be found in the forms section of the Command Cadre Tool kit at www.uscg.mil/ombudsman.

To submit a monthly worksheet:

Step	Action
1	Click Units .
2	Click View Worksheet .
3	Click Add Worksheet .
4	Click Submit As Final or Save As Draft .

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.

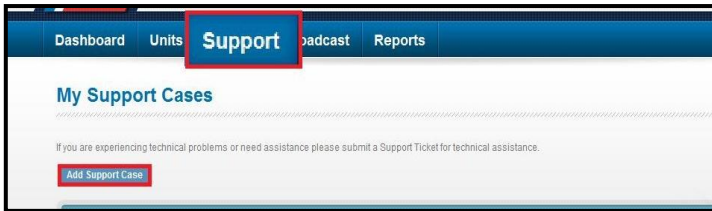
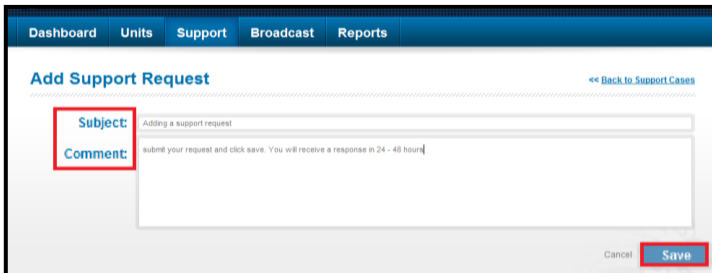
If you have submitted a final worksheet and discover you have made errors, you can submit a "Support Case" request and the erroneous worksheet/worksheets can be deleted.

Units can only submit one worksheet per month. If the unit has two or more ombudsmen, the worksheets will need to be combined.

If the commanding officer wants to view the monthly worksheet prior to the ombudsman submitting it, you may direct your ombudsman to save the worksheet as a draft and the commanding officer may submit the final document through the registry.

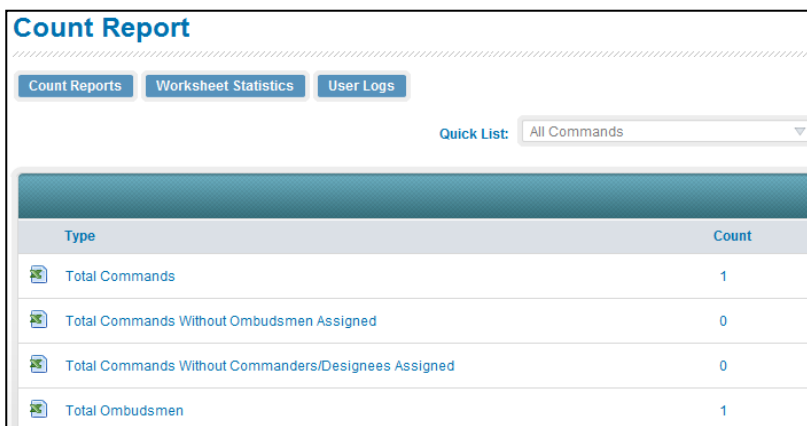
6. **Removing ombudsman or CO/OIC/Command designee from the registry.** To remove an individual from the unit, simply click **Remove** (🚫) button next to their name.
7. **Support.** If at any time, you have problems or questions regarding the CG Ombudsman Registry you can submit a support case request.

To submit a support case request:

Step	Action
1	Click Support . 
2	Click Add Support Case .
3	In the Subject field, enter the subject of the support request .
4	In the Comment field, enter comments or questions that describe the support request. 
5	Click Save .

8. **Reports.** Each commanding officer/officer-in-charge or command designee has the capability to monitor the commands/units within their AOR. Click on “Reports” on your dashboard to begin.

- a. **Count Report** (Figure 10) provides the total number of commands you are assigned. If you are assigned 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.



Type	Count
Total Commands	1
Total Commands Without Ombudsmen Assigned	0
Total Commands Without Commanders/Designees Assigned	0
Total Ombudsmen	1

Figure 10

- b. Worksheet statistics (Figure 11) provides the cumulative worksheet totals that your ombudsman has submitted for the current calendar year. District and Area Commanders will have a cumulative report for all ombudsmen within their respective AOR. District and Area Commanders have the ability to use the **Quick List** feature to see a cumulative monthly report for each unit in their AOR.

Quick List: All Commands ▼

Incoming Contacts:

Spouse/Family Mbr/Significant Other, etc. 121

Service Member 52

CG/DOD Civilian Personnel 201

Community 117

Other 6

Total 497

Outgoing Contacts:

Total Contacts Made 3649

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 11

To review individual monthly unit worksheets:

Step	Action
1	Click Units .
2	From the Units Name list, 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.

9. **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.uscg.mil/ombudsman.