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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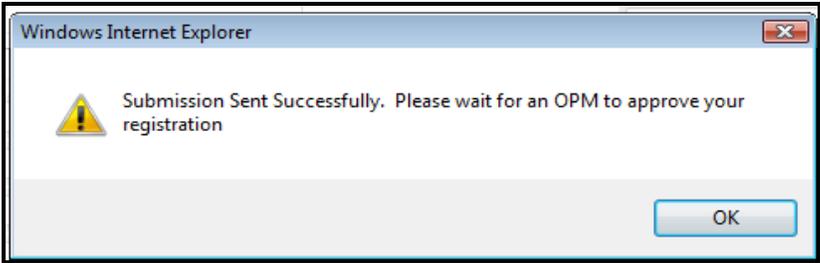
CG OMBUDSMAN REGISTRY USER GUIDE COs/OICs/COMMAND DESIGNEES

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**.
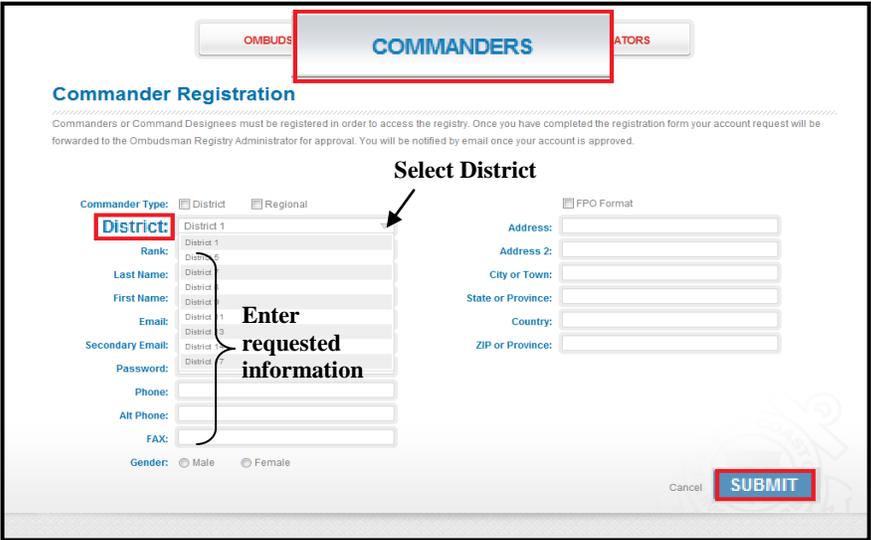
IF…	THEN…
You are an Area Commander	Check the **Regional** box. Select your **Area**.
You are a District Commander	Check the **District** box. Select your **District**.
You are a CO, OIC, or command designee	Select the **location of your unit**.

Step	Action
3	Enter **requested information** (e.g., last name, first name, email, etc.) in the corresponding box.
4	Click **Submit**.

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.

Figure 2

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**.

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. **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).

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.

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.

Figure 7

Step	Action
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 the10th 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 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).

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.dcms.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**. **Figure 8**
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. **Figure 9**
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.
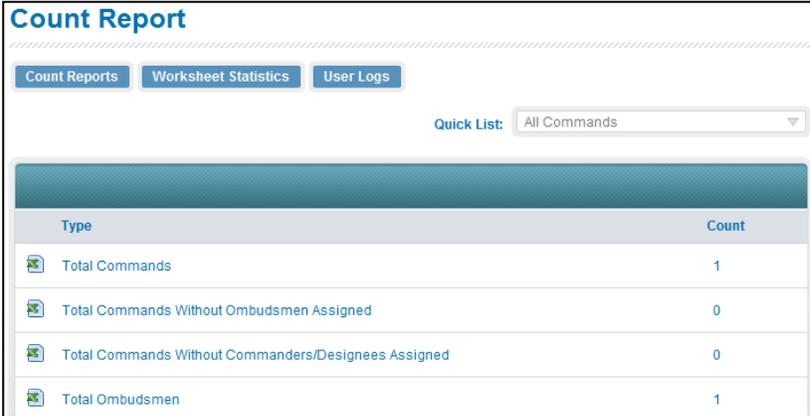
Figure 10

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.
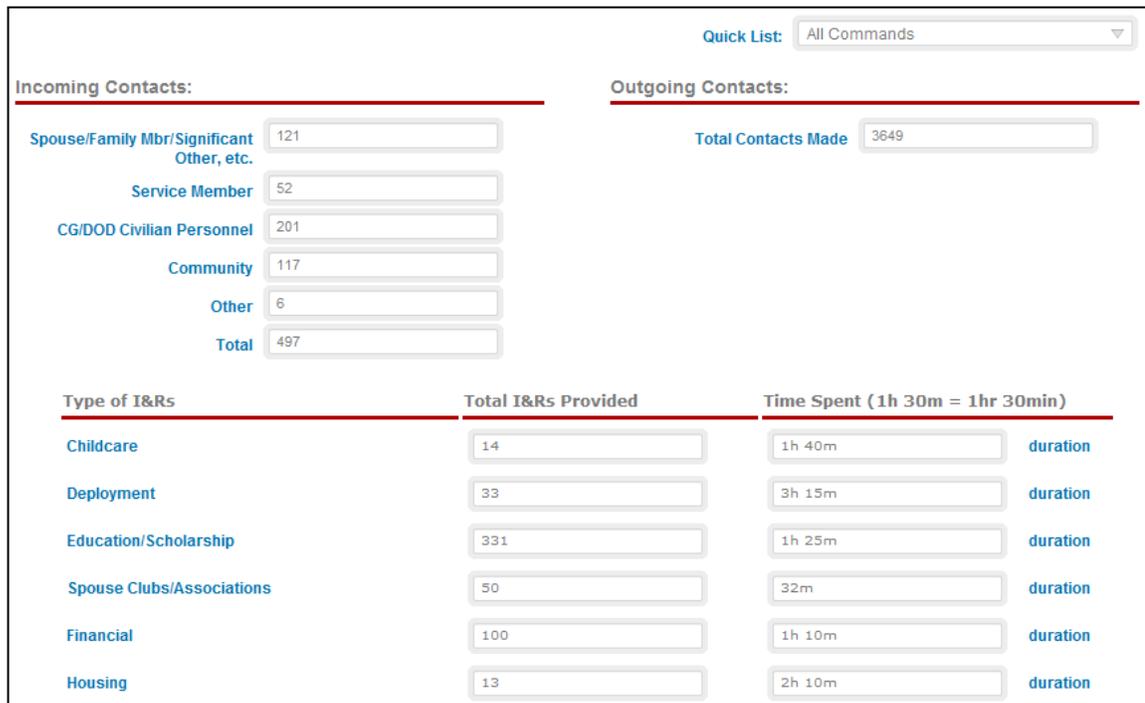

Figure 11

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.dcms.uscg.mil/ombudsman.