



FLAG VOICE #538

Direct Access Limited Access – Cloud Access Point

22 February 2021

On 26 February 2021, Direct Access will implement a Cloud Access Point (CAP) in order to meet requirements for renewal of its Authority to Operate (ATO). As a result of this implementation, Direct Access availability will be limited.

What changed? This limited access period will allow for the implementation and testing of system changes. Direct Access and WebNow will also update their Universal Resource Locator (URL) as part of the requirements for this change.

When will this take place? This limited access period is scheduled to take place from 1900 EST, Thursday, 25 February 2021, through 0600 EST, Saturday, 27 February 2021.

Who is impacted? This limited availability to Direct Access impacts all Active Duty, Reservists, Retirees, Annuitants and civilian supervisors of military members. During this timeframe, access to self-service in Direct Access for all users will be unavailable, including login access, ability to submit absence requests, processing of pay or separation transactions, and processing of orders to include Reserve IDT and ADT.

Due to the short duration and work associated with this limited access period, there will not be a capability to provide access to members outside those testing and implementing the CAP.

Questions? For further questions please reach out to the Direct Access Program Manager, LT Chase Mercer at (202) 475-5026 or Chase.A.Mercer@uscg.mil.

A handwritten signature in blue ink that reads "Joanna M. Nunan".

Joanna. M. Nunan

Rear Admiral, USCG

Assistant Commandant for Human Resources