

Readiness FAQs

The following General Readiness Information has been provided for your assistance because each topic addresses some of the most frequently asked questions.

Direct Access ~ Quick Online Tutorial (Helpful Video)

<http://dcp.psc.gov/DA-training-video/index.html>

Just click to begin - the Topics link will give you a list of Direct Access topics to choose from.

Logging in to Direct Access

1. Get your log in information
...from the CCMIS Secure area (<http://dcp.psc.gov/SecureArea.asp>).
2. Log in to Direct Access at <https://ep.direct-access.us/psp/UCGP1PP/?cmd=login&languageCd=ENG>
...you will see the logo "ORACLE Peoplesoft Enterprise" when you arrive at the site.
3. Change your Direct Access password after successfully entering Direct Access.
4. Provide a password reminder question in case you forget your password

Please use this PDF if you have questions about Self Service and Direct Access.

<http://www.uscg.mil/ppc/phs/PHSSelfServiceProcedureGuide.pdf>

CANNOT login to Direct Access?

OFRD is not able to reset your password for Direct Access. Please follow the steps below in the order listed.

1. **Attempt to Reset your Password**
 - a) Direct Access: <https://ep.direct-access.us/psp/UCGP1PP/?cmd=login&languageCd=ENG>
 - b) Click > Sign in to PeopleSoft
 - c) Click > [Forgot My Password](#) (employ this tool if you cannot log into Direct Access)
2. **Email the US Coast Guard Helpdesk**
 - a) Go to the website: <http://www.uscg.mil/ppc/phs/>
 - b) Click on Contact PPC Customer Care. An email form will pop up.
 - c) Please state your question and request assistance.
 - d) Wait up to **3 days** to receive a response via email.
3. **Call the US Coast Guard Helpdesk:** 866-772-8724
4. **Email Mr. Dennis Brown:** dennis.a.brown2@uscg.mil
 - a) **Note:** He will assist officers who have been unable to successfully use Forgot My Password and have not heard from the U.S. Coast Guard Helpdesk for 3 days (a rare occurrence often tied to the use of incorrect email addresses)

Please use this link for FAQs about Direct Access

http://www.usphs.gov/transformation/self_service.aspx

Please use this link to view your user guide for Direct Access -

<http://www.uscg.mil/ppc/phs/PHSSelfServiceProcedureGuide.pdf>

Logging in to OFRD

RE: Accessing to the OFRD website

Please click this link <http://ccrf.hhs.gov/ccrf> (OFRD Website)

Then follow these steps when you arrive at the OFRD Website

- 1) Click the Black Login button at the top of the page.
- 2) Read the Next pages Important Readiness Update and scroll to the bottom
- 3) Click [Login to OFRD](#)
 - a. Enter your Username (Your Username is your PHS #)
 - b. Enter your Password (Not case sensitive)
Default Password: first initial of first name, first initial of last name, and last 4 digits of SSN
- 4) Click the **Login** button
- 5) Read the Warning, then click **OK**
- 6) You will then arrive at the [Officer Summary](#) page

CANNOT login to OFRD?

RE: Accessing to the OFRD website

Please click this link <http://ccrf.hhs.gov/ccrf> (OFRD Website)

Then follow these steps when you arrive at the OFRD Website

1. Click the Black Login button at the top of the page.
2. At the Login page > Click [Forgot your password](#) (see below)



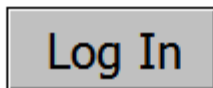
Office of Force Readiness and Deployment

User Name:

(Your Use

Password:

(Your def
last name
Doe - Pa:



[Forgot your password?](#)



READINESS COURSES are completed on Responder e-Learn

Login to Responder e-Learn:

<http://www.respondere-learn.com/>

Default username and password:

Username: First 3 letters of your last name (must be lowerCASE), followed by your PHS#

Password: First 3 letters of your last name (must be lowerCASE), followed by your PHS#

For assistance with forgotten usernames or passwords:

Forgotten your username or password?

For **system** or **technical support** or **password reset**, e-mail: usphslmssupport@inforeliance.com
To report urgent, mission-critical technical problems, you may also call the following phone number between 9 am - 5 pm (EST), Monday - Friday: 1-703-246-9360 x156.

APFT Update Questions – Expires Annually

RE: UPDATING your APFT results

You **MUST** mail your original APFT (form PHS 7044) documentation to MAB in accordance with policy.
PHS-7044: http://dep.psc.gov/PDF_docs/PHS-7044.pdf

You **MUST** also enter your APFT data on the Direct Access website (see instructions below) to meet readiness.

APFT data entry on Direct Access

For APFT Data Entry on the Direct Access (DA) website,

1. Login to the DA website,
2. Scroll down to the Self Service section,
3. Click [Physical Fitness](#)
4. Click the “Add New Physical Fitness Exam” button
5. **Exam Date:** Change the date on which you took your APFT
6. **Evaluator:** **** Do not enter your PHS# in the Employee ID data entry box**

**** Instead, click the little magnifying glass to open a search window**

In the new search window, enter your Evaluator’s last name spelling it carefully.

Note: For **Best Results**, perform your search using the “**Name:**” data entry box entering the last name, first name without a space (see example below).

Lookup Evaluator

EmpID:

Name:

Last Name:

Business Unit:

[Basic Lookup](#)

7. Enter your APFT data
8. **Click Save**

Do Not Forget to Mail the original [PHS-7044](#) with results to MAB.


Here is a link to an online guide on Direct Access that answers Readiness and other Self Service questions.

<http://www.uscg.mil/ppc/phs/PHSSelfServiceProcedureGuide.pdf>

BLS is now entered on Direct Access -- Expires every 2 years

For BLS Data Entry on the Direct Access (DA) website,

1. Login to the DA website,
2. Scroll down to the **Self Service** section,
3. Click [BLS and Deployment Role](#)
4. Enter your BLS expiration date
5. You must also enter a "Start Date" directly beneath your name (pick a date in the future)

*Desired Start Date: 

Note: if you do not enter a Start Date, you will not receive credit for your BLS data entry

6. **Click Save**

*** Important Note Regarding "Desired Start Date":**

Pick a date 2-3 years in the future when you think you will take your next job. If you do not plan to leave for 5-10 years, please select a date that matches your departure date.

RE: Approved BLS courses

Officers must complete and maintain currency in one of the following:

- (a) American Heart Association (AHA) Basic Life Support for health care providers or
- (b) American Red Cross CPR/AED for the professional rescuer.

MISSING LICENSURE Questions -- Expires every 1 to 2 years

To become basic qualified, you must first fax your licensure to the Office of Commissioned Corp Operations (OCCO).

Verify that OCCO has your updated License expiration date

Helen Betsy Darracott, HR Specialist and Licensure & Long Term Training Project Officer manages all license updates.

FAX license documents to: 240-453-6142

Important Note: All faxed license documents must show your PHS#

If you have questions, please follow-up with Betsy Darracott:

Phone: 240-453-6037

helen.darracott@hhs.gov

Please keep copies of your faxed cover sheet and verify that your transmission was received and documented by OCCO using Mrs. Darracott's number and email above.

Missing Medical Exam Questions -- Expires every 5 years

Updating your 5-year Medical Exam:

1. Mail your 5-yr Medical Exam to the Medical Affairs Branch (MAB).
2. MAB completes their Administrative Review and updates their database indicating your recently completed exam.
3. OFRD will access the MAB database to retrieve the latest updates.
4. OFRD runs the official readiness reports to OCCO on December 31st, March 31st, June, 30th, and September 30th.

Please Note:

During the months of March, June, September, and December, MAB receives a large volume of Medical Exams and they do their best to complete the administrative reviews in a timely manner. Those officers sending Medical Exams to MAB close to December 25th may find that the administrative review is not completed until after January 1st of the following year.

We encourage everyone not to wait until the latter part of each Readiness Quarter to mail their Medical Exams to MAB.

Please Note:

The dates of the official readiness reports are as follows: December 31st, March 31st, June 30th, and September 30th.

MISSING or Incomplete Immunizations

Due to the vast number of immunization data to be filed before 30-September, **Please do not call MAB.**

Note: Any calls placed to MAB will further hinder rapid immunization data processing.

Please follow these instructions when faxing your immunizations to MAB:

1. Use the MAB Fax Coversheet available on the OFRD website and attached below.
2. Use MAB Fax #s **301-427-3433** or **800-733-1303**
 - Always place your full name & PHS serial number on every faxed page.
 - Handwritten faxed documentation should include provider's name, signature, & credentials.
 - MAB can only accept medical documentation (from care provider) as proof of immunizations.
3. Email Questions to MAB-Immunizations@hhs.gov
4. Once you Fax your documents, Please Do NOT fax them a 2nd and 3rd time.
 - Re-faxed documents sent previously will only create a backlog and further delay data updates.

Missing Flu Shot -- Expires annually

RE: Influenza Immunizations

Immunization records must be faxed to 301-427-3433 or 800-733-1303 for entry by MAB.

Medical Affairs Branch
Attn: Medical Evaluations Section
8455 Colesville Road Ste 910
Silver Spring, MD 20857-0001

PPD Requirements – Expires Annually

***** unless you documented 2 in less than 12 months**

RE: PPD Immunization data

The PPD immunization expires every year unless you get 2 in a period of less than 12 months.

After which point in time, you will not be required to continue entering an annual PPD to meet readiness.

Immunization records must be faxed to 301-427-3433 or 800-733-1303 for entry by MAB.

Medical Affairs Branch
Attn: Medical Evaluations Section
8455 Colesville Road Ste 910
Silver Spring, MD 20857-0001

Missing Td, Tdap, Tetanus -- Expires every 10 years

RE: Tetanus and Tdap Immunizations

Immunization records must be faxed to 301-427-3433 or 800-733-1303 for entry by MAB.

Medical Affairs Branch

Attn: Medical Evaluations Section

8455 Colesville Road Ste 910

Silver Spring, MD 20857-0001

*** MAB Fax Coversheet attached below ***



Immunization Fax Coversheet

To: Medical Affairs Branch
(Immunology Data/Medical Record Review)
MAB Fax Number: 301-427-3433

A facsimile from

Name: _____
PHS#: _____
Phone#: _____
Email: _____
Date: _____

- *Do not call MAB to verify receipt of fax.*
- *Save your fax confirmation sheet for your record.*

RE: Immunization documentation

Number of Pages ____ (including the cover sheet)

Comments: (Circle the immunization(s) you are faxing to MAB)

- PPD(TB) or Chest X-ray (CXR) REPORT FOR POSITIVE TB TEST
- TETANUS
- CHICKENPOX(VARICELLA) or POSITIVE TITER (LAB RESULTS)
- HEPATITIS A or POSITIVE TITER (LAB RESULTS)
- HEPATITIS B or POSITIVE TITER (LAB RESULTS)
- MMR or POSITIVE TITER (LAB RESULTS FOR MEASLES/RUBEOLA, MUMPS, AND RUBELLA)
- INFLUENZA
- COMMENTS:

This fax is intended only for the use of the person or office to whom it is addressed, and contains privileged or medically confidential information protected by law. All recipients are hereby notified that inadvertent or unauthorized dissemination, distribution, or copying of this communication is prohibited. If you have received this fax in error, please destroy the document and notify the medical affairs branch of the error.