

Accessing the Employee Self Service User Information “My Biz”

Introduction

The Oracle Self Service Employee “My Biz” view is now available to limited personnel. Employees may log into DCPDS and view their employment-related information. Future enhancements will be available to allow for updating limited employee data elements. The following pages provide a brief overview of the new functionality.

Contents

Topic	Page
Logging In	2
Navigating in My Biz	6
Creating Favorites in My Biz	7
General Overview of My Biz	9
Tabs	9
Reset a My Biz Password	12
Other Features	13
Home	13
My Biz Help	13
Logout	14
My Biz Helpdesk Tickets	14
Create My Biz Helpdesk Ticket	14
Viewing My Biz Helpdesk Tickets you created	16
My Biz Field Descriptions	20

Logging In

IF YOU ALREADY HAVE A DCPDS ACCOUNT

If you currently have a DCPDS account (/MGR, /MGA, /RMM, /COS, /COC, /COP etc), there will be a new Responsibility (Hat) added to your "Navigator" screen, entitled "My Biz".

IF YOU DO NOT ALREADY HAVE A DCPDS ACCOUNT

To access *My Biz*:

Go to CPOL website (<http://www.cpol.army.mil/>).

Click "Employee Login."

The U.S. Army has employed civilians since 1776 in support of men and women in uniform. The Department of Defense is America's oldest, largest, busiest, and most successful "company". Today, with over 250,000 civilian employees, the Army is the Department of Defense's largest federal employer.

Employment Opportunities Around the World

Top Army Initiatives

- [Take the Army Civilian Attitude Survey Now](#)
- [NSPS Army National Security Personnel System](#)
- [Current BRAC Information](#)
- [Hurricane Katrina/Rita Guidance](#)
- [No Fear Act Notice](#)

Employment

Become a member of the Army Civilian Team. Visit our Employment page and discover countless opportunities to join the Army as a Civilian. The Army has a wealth of challenging jobs with progressive employment practices, a family friendly atmosphere, exceptional benefits, and a diverse workforce.

References & Tools

We offer various reference information and tools to assist with questions concerning Civilian Human Resources.

Employee Portal

The CPOL Portal is a one stop site that provides access to all the information you may need as a Civilian supervisor or employee working for the Army.

- [Employee Login](#) (with an AKO account)
- [Click Here](#) if you need an AKO account.

Enter your AKO User name and Password.

Connect to acpol.army.mil

Please Enter Your AKO Username and Password (cpolmain) [14:44:17:1929]

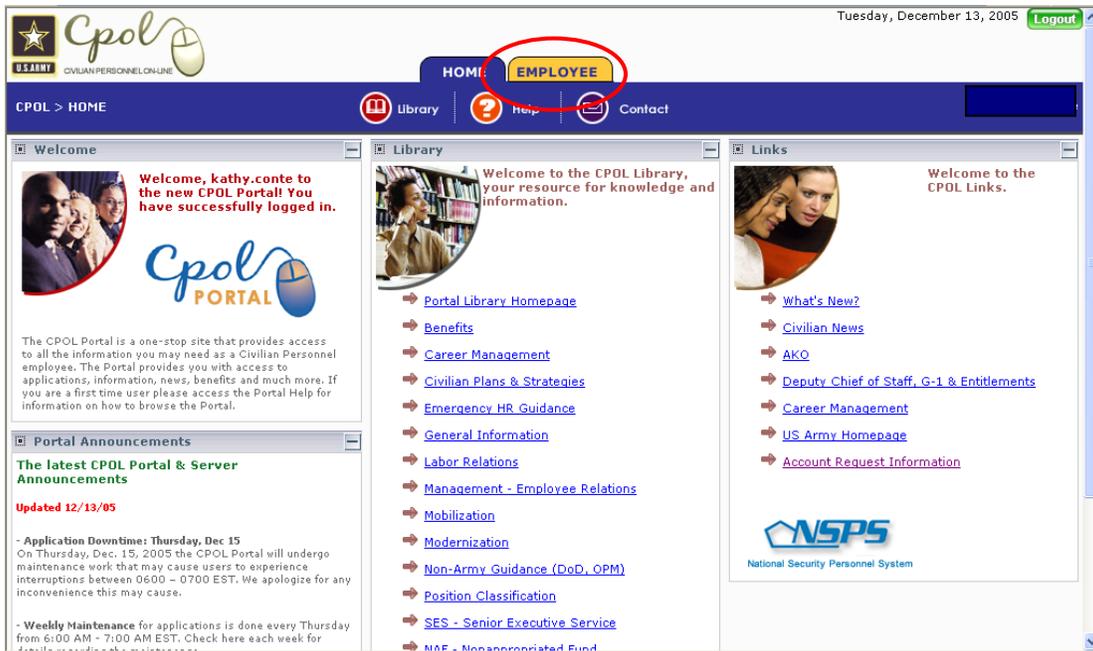
User name:

Password:

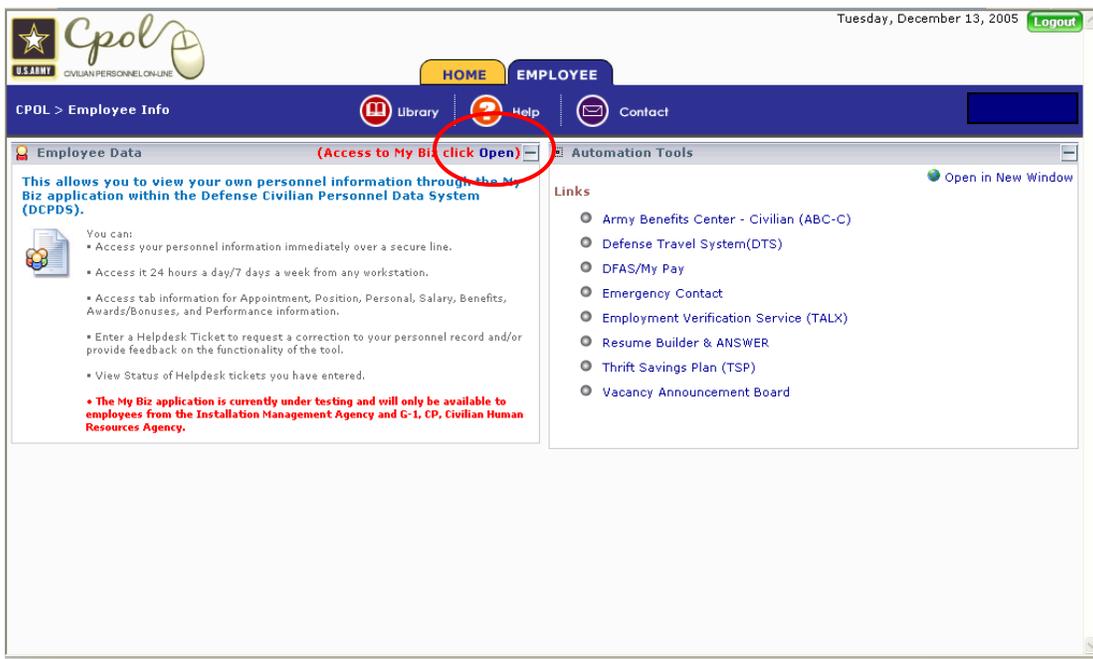
Remember my password

OK Cancel

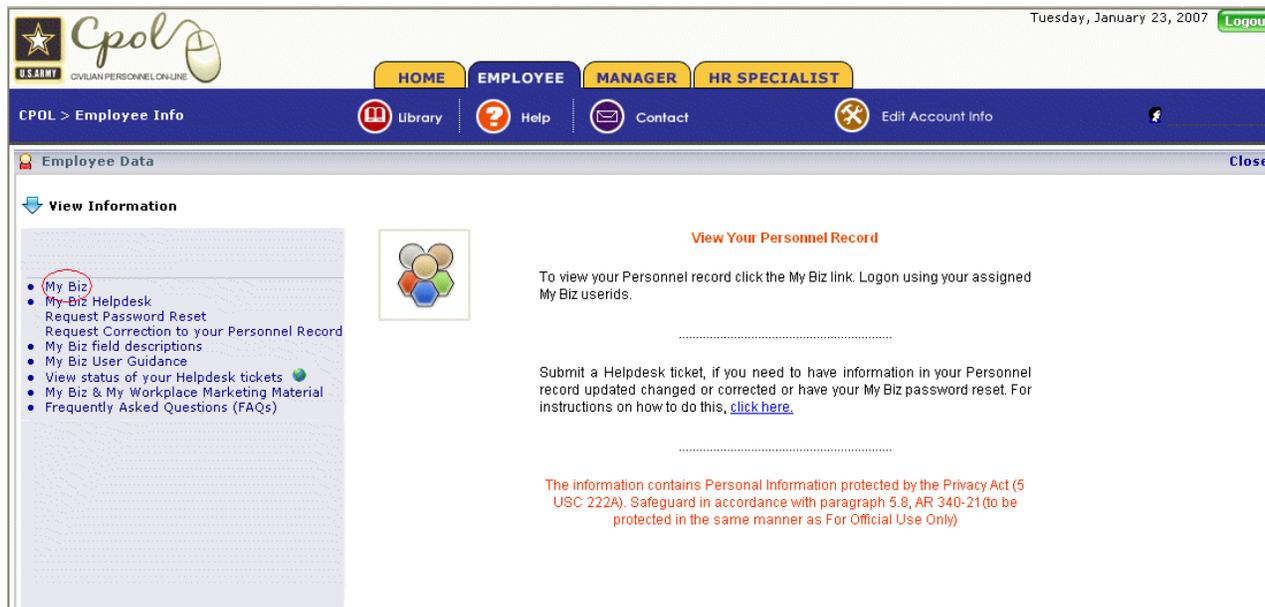
Click the Employee Tab.



Click "Open."



Click "My Biz". (Helpdesk and Field Descriptions will be addressed later.)



Enter your User Name (which is your Social Security Number with dashes or, for Local National Employees, your LN Employee ID without dashes) and the default password. (Note, your password should be 10 digits in length.) The formula is listed in the table below:

Appropriated Fund Employees	Non-Appropriated Fund Employees	Local National Employees
Upper case first and second letters of first name	SAME	SAME
Dollar Sign	SAME	SAME
Lower case first and second letters of last name	SAME	SAME
Dollar Sign	SAME	SAME
4th Character of SSN	SAME	7th Character of LN Employee ID
Dollar Sign	SAME	SAME
5th Character of SSN	SAME	8th Character of LN Employee ID
Dollar Sign	SAME	SAME

EXAMPLE: For user John Smith, his user name is his SSN with dashes, "123-45-6789", and his default password would be "JO\$sm\$4\$5\$".



After successfully entering the above, you will be prompted to change your password.



Your password has expired

Old Password

New Password

Repeat New Password

Security question

Answer

Email Address (optional)



Enter the following data elements:

- Old Password – This is the default password constructed above.
- New Password – Passwords are, at a minimum, a case sensitive 8-character mix of upper case letters, lower case letters, and special characters, including at least one of each with no two alike side-by-side (e.g., emPagd2!).
- Repeat New Password
- Security Questions – This question must be answered before continuing, it will be necessary to have completed a security question to reset a forgotten password. Select one of the available questions.

- Answer – The answer provided here will be used to complete user validation, if a password reset is ever required.
- Email Address – This field is available for optional input and is being reserved for use with future Self Service enhancements.

Then,  your transaction.

After successfully entering your User ID and Password, the My Biz “home page” will display.

 Department of Defense [Home](#) [Logout](#) [Preferences](#)

Navigator Please select a responsibility. Favorites

- TSP Home
- OPM Home
- MyPay
- USA Jobs
- OPM Health Benefits Home
- OPM Life Insurance Home
- OPM Retirement Home

Navigating in My Biz

Click the My Biz link; this opens the Functions menu of available tasks that can be performed from the selected responsibility within the Self Service application.



Let's take a look at the features of this new page. The web page displays with three columns, Responsibilities, Functions, and Favorites.

The left column displays all of the User's Responsibilities;



The column in the middle displays the available Functions;



My Information – provides employee with a view of their employment related information.

My Biz Help – provides employee's with instructions on how to use "My Biz."

The column on the right is your stored Favorites.

Favorites

- [TSP Home](#)
- [OPM Home](#)
- [MyPay](#)
- [USA Jobs](#)
- [OPM Health Benefits Home](#)
- [OPM Life Insurance Home](#)
- [OPM Retirement Home](#)

Creating Favorites in My Biz

Favorites allow employee to access links or functions to their My Biz homepage for quick access to commonly used sites. Use the following procedure to add a favorite to your Framework home page.

Click the **Edit Favorites** button and the Customize Favorites window will display. (This example will add “My Information” as a favorite.) Highlight the function you want to add as a favorite,

Select Favorites

To add a new Favorite item, browse through the Responsibility (functional grouping) list to find the Option you want, then select it and click the right arrow. You can also select an existing option and then remove it using the left arrow, or change where it will appear in the list by using the up and down arrows.

Available to Select

Responsibility: My Biz

My Information
Benefits

Move
Move All
Remove
Remove All

Selected to Display

TSP Home
OPM Home
MyPay
USA Jobs
OPM Health Benefits Home
OPM Life Insurance Home
OPM Retirement Home

Add URL Rename

Cancel Apply

A description of the highlighted function is provided for users

Click the “Move” arrow,

Available to Select

Responsibility: My Biz

Benefits

Move
Move All
Remove
Remove All

Selected to Display

TSP Home
OPM Home
MyPay
USA Jobs
OPM Health Benefits Home
OPM Life Insurance Home
OPM Retirement Home
My Information

Add URL Rename

The function will move from the left column and be added to the column on the right.

To add a “favorite” website, click the **Add URL** button.

Add A Favorite Web Site

Enter the name and URL address for the site or file you would like to include in your Applications Favorites List. The URL address can be any web site you visit on a regular basis or a file name on your local file system. You may enter any address that you would otherwise enter as a browser location.

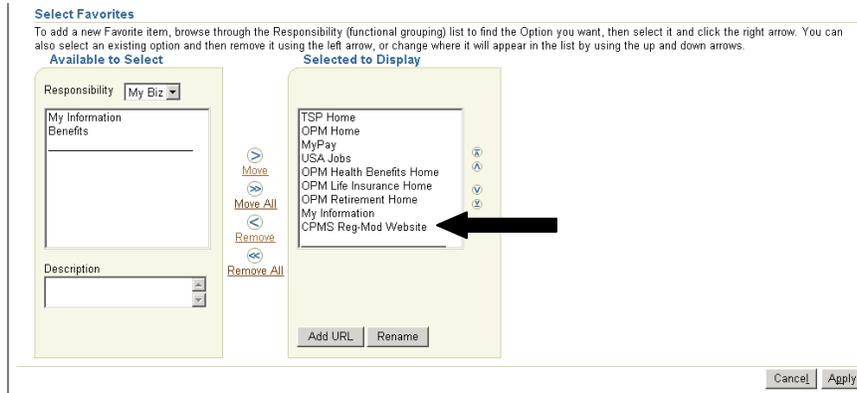
* Indicates required field

* Name CPMS Reg-Mod Website

* Url www.cpms.osd.mil/regmod/index.html

Cancel Apply

Type the name you want displayed on your home page; then type the URL information and click the Apply button.



When you return to the Customize Favorites window, you will see that the website you were adding, in this case CPMS Reg Mod website, has been added to the favorites list.

When you have finished adding all of the favorites you desire, click . After applying the changes you are returned to your home page, the new links should appear under the favorites column.



To access a favorite, place your cursor over the link, click the right mouse button, and select <Open in New Window>. This will allow you to close the web site window and return to the My Biz window without logging in again. However, if the My Biz session has timed out, you will be required to log in again.



General Overview of My Biz

General Info – Displays a summary of the employee's current position information. This information is viewable from any tab selected.

Department of Defense

Home Logout Preferences

GENERAL INFO: The information is current of today's date.

Organization **W REED ARMY MED CTR** Job Title **Budget Analysis (0560)**
 ARMCW2DHAA 01
 Position **01318.BUDGET** Grade **GS-09**
 ANALYST.82982.ARM.C.APPR
 Total Salary **43,365.00 USD**

Appointment Position Personal Salary Benefits Awards and Bonuses Performance

Information displayed in this section is based on changes to either the Position, Organization, Location, Grade, Job or Assignment Status.

Previous 1-1 Next

Details	Effective Date	Job	Grade	Step or Rate
Show	06-Mar-2005	Budget Analysis (0560)	GS-09	01

Retained Grade Details

Date From	Date To	Retained Grade	Retained Step or Rate	Retained Pay Plan	Retained Pay Table ID	Retained Pay Basis	Temporary Promotion \$
No data exists.							

Appointment Position Personal Salary Benefits Awards and Bonuses Performance

Show/Hide

Show

Details	Appraisal Start Date	Appraisal End Date	Appraisal Type	Rating of Record
Show	10-Jan-2005			

A "Show" folder will be displayed when there is additional information available for display. Click the "+" sign to open the folder and view the additional data elements.

Hide

Details	Appraisal Start Date	Appraisal End Date	Appraisal Type	Rating of Record
Hide	10-Jan-2005			
	Date Due	10-Jan-2006	Date Initial Appraisal Due	
	Performance Rating Points		Date Appraisal Period Ends	
	Unit		Organization Structure ID	
	Office Symbol		Pay Plan	
	Grade		Appraisal System Identifier	
	Optional Information			

Once you finish viewing the information, click the "-" sign to close the folder.

Tabs

The following is a list of the Tabs and information available under each.

Appointment Tab contains current appointment information.

GENERAL INFO: The information is current of today's date.

Organization **W REED ARMY MED CTR** Job Title **Budget Analysis (0560)**
 ARMCW2DHAA 01
 Position **01318.BUDGET** Grade **GS-09**
 ANALYST.82982.ARM.C.APPR
 Total Salary **43,365.00 USD**

Appointment Position Personal Salary Benefits Awards and Bonuses Performance

Information displayed in this section is based on changes to either the Position, Organization, Location, Grade, Job or Assignment Status.

Previous 1-1 Next 1

Details	Effective Date	Job	Grade	Step or Rate
Hide	06-Mar-2005	Budget Analysis (0560)	GS-09	01

Work Schedule **F - Full-Time** Part-Time Hours Biweekly
 Pay Rate Determinant **0 - Regular Rate** WGI Due Date **05-Mar-2006**
 WGI Pay Date **05-Mar-2006** Last Equivalent Increase **06-Mar-2005**
 Key Emergency Essential Empl **Not Assigned to Key Emergency Employee Position** Tenure **2 - Conditional - Tenure Group 2**
 Annuitant Indicator **9 - Not Applicable** Date Arrived Personnel Office **10-Jan-2005**
 Assignment NTE Start Date
 Assignment NTE End Date
 Leave Without Pay Start Date
 Leave Without Pay End Date
 Sabbatical Start Date
 Sabbatical End Date
 Email Address

Position Tab contains the employee's position information.

GENERAL INFO: The information is current of today's date.

Organization **W REED ARMY MED CTR
ARMCW2DHAA 01** Job Title **Budget Analysis (0560)**
 Position **01318.BUDGET** Grade **GS-09**
ANALYST.82982.ARM.CAPPR
 Total Salary **43,365.00 USD**

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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Information displayed in this section is based on changes to either the Position, Organization, Location, Grade, Job or Assignment Status.

Details	Effective Date	Position Name	Organization	Grade	Job Title	Target Grade	Office Symbol
▼ Hide	06-Mar-2005	01318.BUDGET ANALYST.82982.ARM.CAPPR	W REED ARMY MED CTR ARMCW2DHAA 01	GS-09	Budget Analysis (0560)	GS-09	
Supervisory Status		8 - Non-Supervisory		Work Schedule		F - Full-Time	
Part-Time Hours Biweekly				Pay Basis		PA - Per Annum	
FLSA Category		N - Nonexempt		Bargaining Unit Status		7777 - Eligible But Not In A Bargaining Unit	
Pay Table ID		0000 Oracle Federal Standard Pay Table (AL, ES, EX, GS, GG) No. 0000		Position Sensitivity		Non-sensitive (NS) National Security Risk	
Security Access		No Access Required; ENTNAC/NAC/NACI Required		PRP/SCI			
Payroll Office ID		OA		Supervisory Diff Eligibility			
Position Occupied		1 - Competitive Service		Language Required			
Drug Test		Posn Not Req Drug Test		Training Program ID		YY	
Key Emergency Essential		Position Not Designated Emergency-Essential Or Key		Intelligence Position Ind		Non-Civilian Intelligence Person Management System	
LEO Position Indicator		0 - No Applicable Program					
► Show	10-Jan-2005	01318.BUDGET ANALYST.82982.ARM.CAPPR	W REED ARMY MED CTR ARMCW2DHAA 01	GS-09	Budget Analysis (0560)	GS-09	

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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Personal Tab contains employee specific information.

Effective As Of Effective Date

10-Jul-2005

SCD Leave	10 Jan 2005	Social Security Number	
Date Of Birth	15 Aug 1980	Gender	M
Race or National Origin	C - Black, not of Hispanic origin	Handicap	05 - No Handicap
Citizenship	1 - U.S. Citizen, includes U.S. Nationals	Date Last Promotion	
Agency Code Transfer From		Veterans Preference	1 - None
Veterans Preference for RIF	N - No	Veterans Status	X - Not A Veteran
Email Address		Appointment Type	2A - Competitive - Career-Conditional
Current Appointment Authority (1)	LYM	Current Appointment Authority (2)	
Previous Retirement Coverage	Never Covered	SCD Civilian	10 Jan 2005
SCD RIF	10 Jan 2005	SCD Retirement	
Reserve Category	Not Applicable	Military Recall Status	Y - Not Applicable
Date Retired Uniform Service		Uniform Service Component	
Uniform Service Designation		Retirement Grade	
Military Retirement Waiver Ind		Exception Retirement Pay Ind	
Creditable Military Service	0000	Frozen Service	0000
Date Conversion Career Begins	06 Mar 2005	Date Conversion Career Due	06 Mar 2000
Date Recmd Conversion Begins		Date Recmd Conversion Due	
Date VRA Conversion Due		Date Prob/Trial Period Begins	10 Jan 2005
Date Prob/Trial Period Ends	09 Jan 2006		

Education Level	Instructional Program	Year Degree / Cert Attained	Academic Institution Name
High school graduate or certificate of equivalency			

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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Salary Tab contains the employee's pay related information.

GENERAL INFO: The information is current of today's date.

Organization **W REED ARMY MED CTR
ARMCW2DHAA 01** Job Title **Budget Analysis (0560)**
 Position **01318.BUDGET** Grade **GS-09**
ANALYST.82982.ARM.CAPPR
 Total Salary **43,365.00 USD**

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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The following section displays detailed historical information through today's date.

Details	Effective Date	Basic Pay	Locality Pay	Adjusted Basic Pay	Other Pay	Total Pay	Locality Percentage	Currency
▼ Hide	10-Jan-2005		5,975.00	43,365.00		43,365.00	15.98	
AJO		AJO Premium Pay Indicator		Availability Pay Premium Pay Indicator				
Availability Pay		Retention Allowance		Retention Allowance Percentage				
Supervisory Differential								

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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Benefits Tab contains the employee's benefits related information.

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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The following section displays detailed historical information through today's date.

FEGLI

FEGLI	Start Date
Basic only	10-Jan-2005

Health Benefits

Previous 1-1 Next

Details	Start Date	Health Plan	Enrollment	Premium Conversion
▼ Hide	10-Jul-2005	Federal Employee Health Benefits Special Code (ZZ)	Enrollment Waived/Cancelled (Y)	After Tax
		Temps Total Cost	Premium Rate	

Thrift Saving Plan

Details	Start Date	Amount	Rate	Status	Status Date
▼ Hide	10-Jan-2005		15	Y - Elected To Contribute	10-Jan-2005
		Rate	15	Status Date	10-Jan-2005

TSP Catch Up Contribution

Start Date	Catch Up An
No data exists.	

Retirement Plan

Start Date	Retirement Plan	FERS Coverage
10-Jan-2005	K - FERS and FICA	A - Automatically Covered By FERS

Awards and Bonuses Tab displays the employee's award or bonus information.

GENERAL INFO: The information is current of today's date.						
Organization	W REED ARMY MED CTR ARMCW2DHAA 01			Job Title	Budget Analysis (0560)	
Position	01318.BUDGET ANALYST.82982.ARM.C.APPR			Grade	GS-09	
Total Salary	43,365.00 USD					

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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The following section displays detailed historical information through today's date.

Award Details

Effective Date	Award Type	Amount or Hours	Award Percentage	Award Agency
No data exists.				

Bonus Details

Effective Date	Bonus Type	Bonus Amount	Expiration Date
No data exists.			

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
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Performance Tab displays the employee's performance appraisal information.

GENERAL INFO: The information is current of today's date.						
Organization	W REED ARMY MED CTR ARMCW2DHAA 01			Job Title	Budget Analysis (0560)	
Position	01318.BUDGET ANALYST.82982.ARM.C.APPR			Grade	GS-09	
Total Salary	43,365.00 USD					

Appointment	Position	Personal	Salary	Benefits	Awards and Bonuses	Performance
-----------------------------	--------------------------	--------------------------	------------------------	--------------------------	------------------------------------	--------------------

The following section displays detailed historical information through today's date.

Details	Appraisal Start Date	Appraisal End Date	Appraisal Type	Rating of Record
▼ Hide	10-Jan-2005			
Date Due		10-Jan-2006	Date Initial Appraisal Due	
Performance Rating Points			Date Appraisal Period Ends	
Unit			Organization Structure ID	
Office Symbol			Pay Plan	
Grade			Appraisal System Identifier	
Optional Information				

Reset a My Biz Password

If you forget your My Biz password, the following steps can be used to reset the user account.

From the Login screen click the "Forgot your password?" link.



The screenshot shows the My Biz Login interface. It includes a 'Login' header, a 'Username' field with an example 'michael.james.smith', a 'Password' field with an example '4u99v23', and buttons for 'Login' and 'Cancel'. A link for 'Forgot your password?' is circled in red.

You will be directed to the Reset Password window.

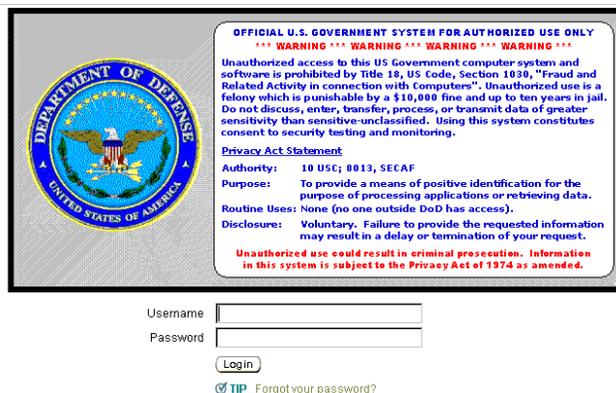
To reset a forgotten password you must input the following information:

- UserID
- SSN
- Date of Birth
- SCD Leave
- Pay Plan
- Grade
- Step
- Security Question - the security question is the question you answered at the time you first logged into to My Biz when prompted to reset the default password. This question must be answered correctly before you will be allowed to continue the reset password function. *Users who cannot remember the answer to their security questions will need to create a My Biz Reset Password Helpdesk Ticket (see Create My Biz Helpdesk Ticket, page 13).*



The screenshot shows the Reset Password window with various fields: User Name, SSN (last four), Date of Birth (12-Jan-1977), SCD Leave (15-Feb-2004), Pay Plan (G5), Grade (E6), Step (12), Security Question (What is your favorite color), Answer (Blue), New Password, Verify New Password, and Email address (optional). A 'Proceed' button is at the bottom right.

Click the Proceed button. You will be returned to the login screen.
Type in your userid and new password to continue.



The screenshot shows the My Biz login screen with a Department of Defense warning banner. The banner includes the text: 'OFFICIAL U.S. GOVERNMENT SYSTEM FOR AUTHORIZED USE ONLY', '*** WARNING *** WARNING *** WARNING *** WARNING ***', and a disclaimer about unauthorized access. Below the banner are the 'Username' and 'Password' fields, a 'Login' button, and a 'Forgot your password?' link.

Other Features

Home

To return to the homepage from anywhere in the application click [Home](#) link.

Department of Defense [Home](#) [Logout](#) [Prefere](#)

GENERAL INFO: The information is current of today's date.

Organization **W REED ARMY MED CTR** Job Title **Budget Analysis (0560)**
ARMCW2DHAA 01
Position **01318.BUDGET** Grade **GS-09**
ANALYST.82982.ARM.C.APPR
Total Salary **43,365.00 USD**

[Appointment](#) [Position](#) [Personal](#) [Salary](#) [Benefits](#) [Awards and Bonuses](#) [Performance](#)

Information displayed in this section is based on changes to either the Position, Organization, Location, Grade, Job or Assignment Status.

Previous 1-1 Next

Details	Effective Date	Job	Grade	Step or Rate
Show	06-Mar-2005	Budget Analysis (0560)	GS-09	01

Retained Grade Details

Date From	Date To	Retained Grade	Retained Step or Rate	Retained Pay Plan	Retained Pay Table ID	Retained Pay Basis	Temporary Promotion S
No data exists.							

[Appointment](#) [Position](#) [Personal](#) [Salary](#) [Benefits](#) [Awards and Bonuses](#) [Performance](#)

You are returned to the homepage

Department of Defense [Home](#) [Logout](#) [Preferences](#)

Navigator

Please select a responsibility.

Favorites [Edit Favorites](#)

- [TSP Home](#)
- [OPM Home](#)
- [MyPay](#)
- [USA Jobs](#)
- [OPM Health Benefits Home](#)
- [OPM Life Insurance Home](#)
- [OPM Retirement Home](#)

My Biz Help

Navigator

My Biz

My Biz Help

Favorites [Edit Favorites](#)

- [TSP Home](#)
- [OPM Home](#)
- [MyPay](#)
- [USA Jobs](#)
- [OPM Health Benefits Home](#)
- [OPM Life Insurance Home](#)
- [OPM Retirement Home](#)
- [My Information](#)
- [CPMS Req Mod](#)

Click the My Biz Help link and the following window displays,

Department of Defense

My Biz Help Documentation

[My Biz Help Documentation](#)

[Professional User Information](#)

[Home](#) | [Logout](#) | [Preferences](#)

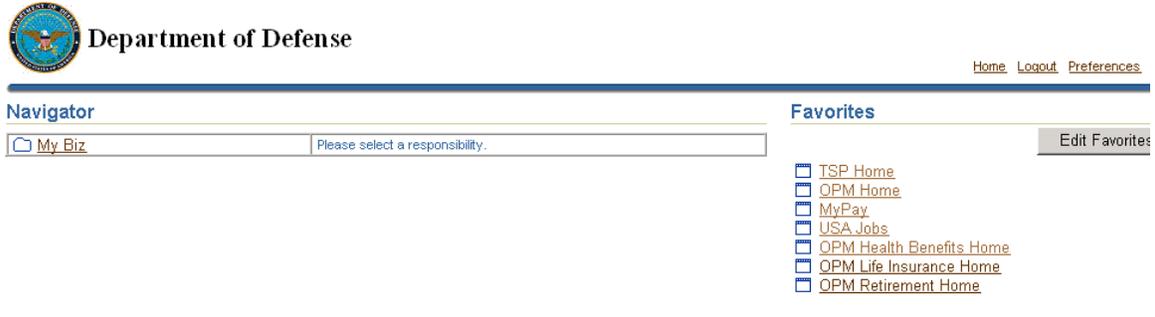
Click on My Biz Help Documentation link, this will open "My Biz" user information documentation.

My Biz Help Documentation

[My Biz Help Documentation](#)

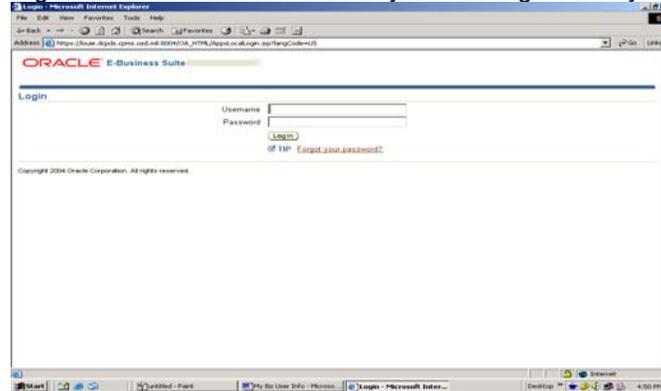
Logout

To logout click the Logout link at the top or bottom of page.



The screenshot shows the top portion of the My Biz portal. On the left is the Department of Defense seal and the text "Department of Defense". On the right are links for "Home", "Logout", and "Preferences". Below this is a "Navigator" section with a "My Biz" link and a placeholder "Please select a responsibility.". To the right of the Navigator is a "Favorites" section with a list of links: "TSP Home", "OPM Home", "MyPay", "USA Jobs", "OPM Health Benefits Home", "OPM Life Insurance Home", and "OPM Retirement Home". An "Edit Favorites" button is located at the bottom right of the Favorites list.

Click the Logout link at the upper right corner of the window at any time to logout of My Biz.

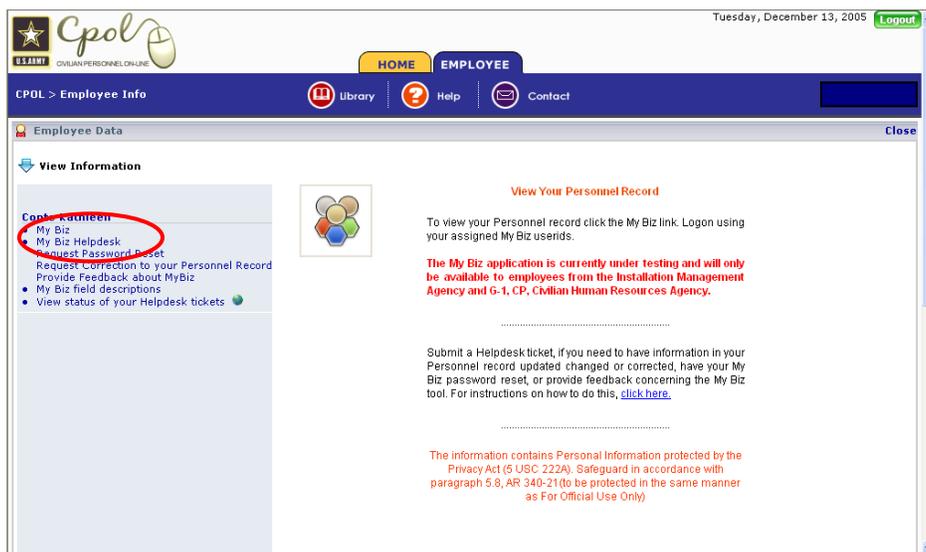


You are returned to the login screen. To insure your personal information is protected close the Internet browser after logout is complete. You may also access and listen to a Camtasia at: http://www.cpms.osd.mil/regmod/index_enterprise.html.

My Biz Helpdesk Tickets

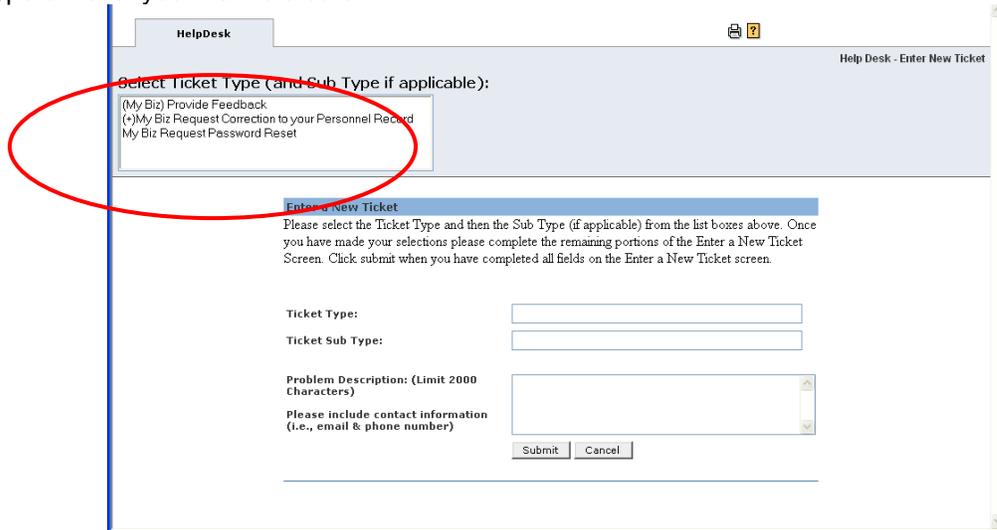
Create My Biz Helpdesk Ticket

If you find errors in the information you see while in My Biz, you can create a Helpdesk Ticket. Switch back to the Employee Tab in the Portal and click on Open next to Employee Data. Click on the "My Biz Helpdesk" link.



The screenshot shows the CPOL (Civilian Personnel Online) Employee Data page. The page has a header with the CPOL logo and the date "Tuesday, December 13, 2005". Below the header are navigation tabs for "HOME" and "EMPLOYEE". The main content area is titled "Employee Data" and contains a "View Information" section. In this section, a list of links is displayed, with "My Biz Helpdesk" circled in red. Other links include "My Biz", "Request Password Reset", "Request Correction to your Personnel Record", "Provide Feedback about MyBiz", "My Biz field descriptions", and "View status of your Helpdesk tickets". To the right of the links is a "View Your Personnel Record" section with a "View Your Personnel Record" link and a warning message: "The My Biz application is currently under testing and will only be available to employees from the Installation Management Agency and G-1, CP, Civilian Human Resources Agency." Below this is a section for submitting a Helpdesk ticket, and at the bottom, a privacy notice: "The information contains Personal Information protected by the Privacy Act (5 USC 222A). Safeguard in accordance with paragraph 5.8, AR 340-21 (to be protected in the same manner as For Official Use Only)." The "Logout" link is visible in the top right corner of the page.

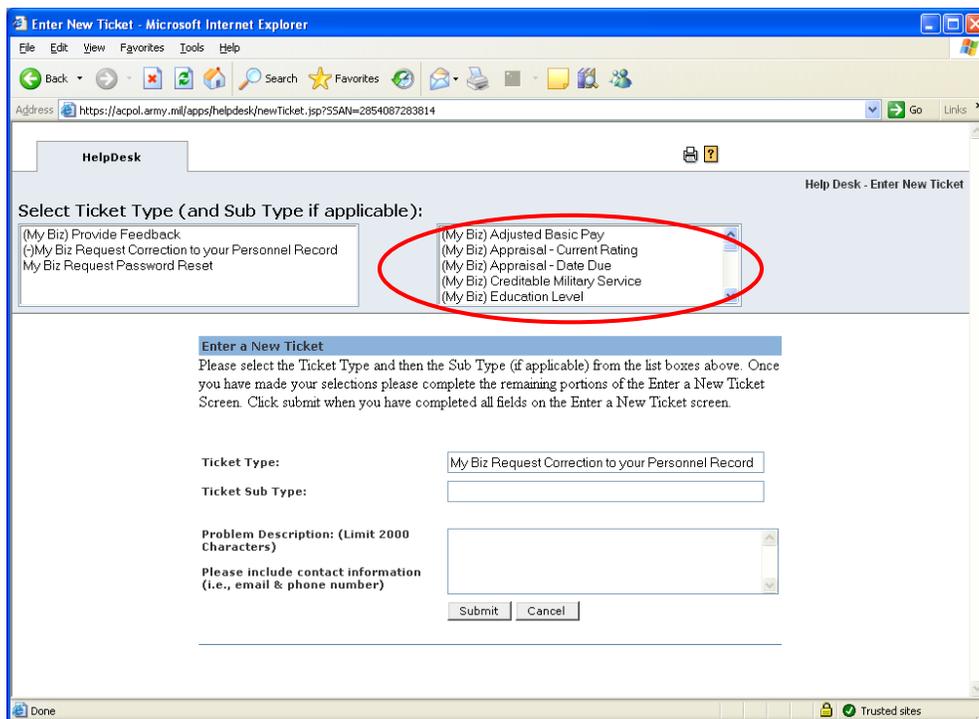
Choose the type of ticket you wish to create



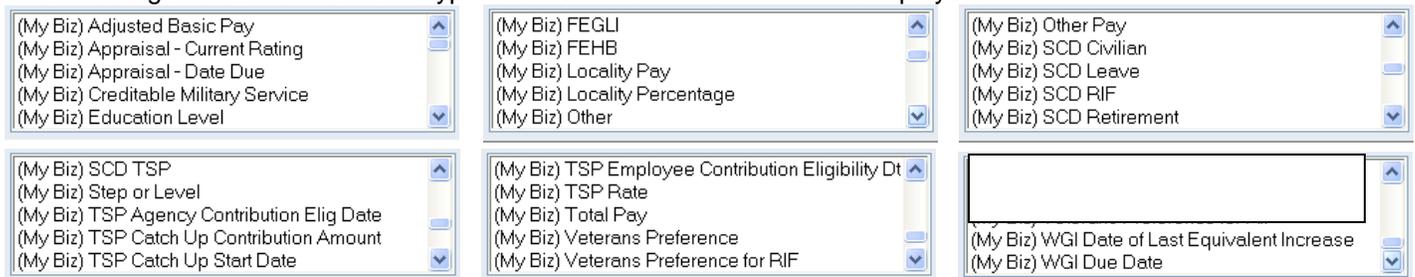
(My Biz) Provide Feedback – This ticket type was created to capture what you thought of your experience in accessing and navigating in the My Biz application. If you have any suggestions for improvement, this would be the place to convey them. Positive and negative feedback is requested depending on your experience.

My Biz Request Password Reset – This ticket type was created in case you could not reset your password through the “Forgot your password” function on the login screen for My Biz. This could happen if you forgot your answer to the security question you set up on your first access into My Biz.

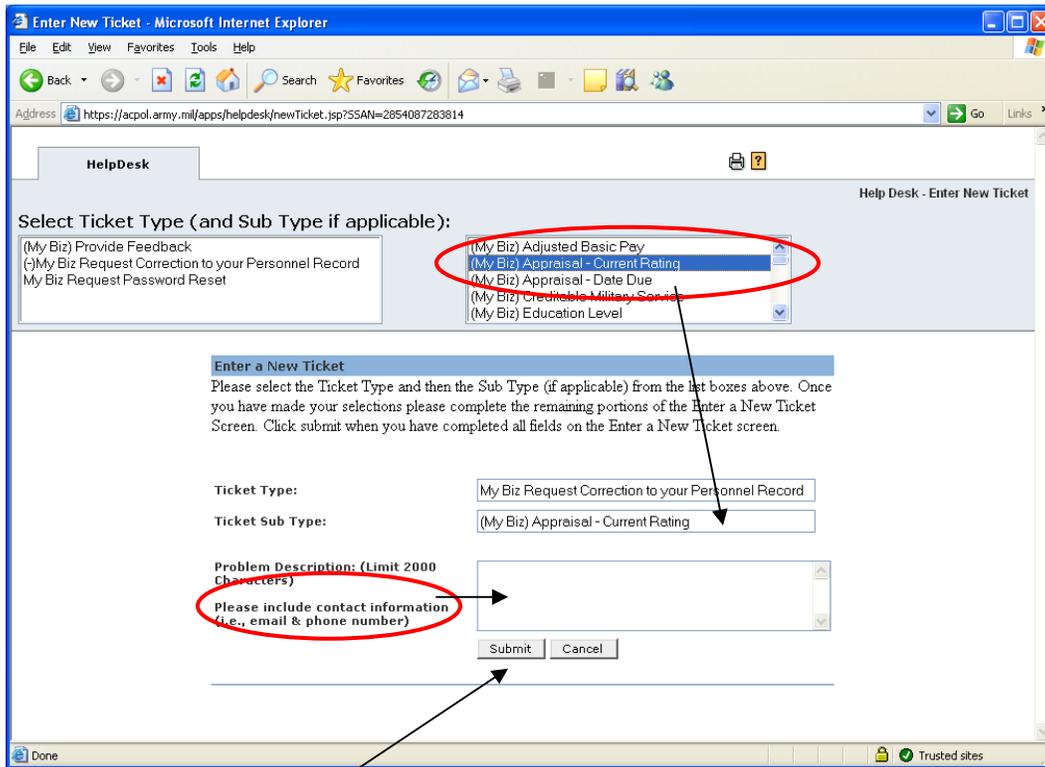
(+) My Biz Request Correction to your Personnel Record – Click this and you will get another menu of ticket types to choose from.



The following ‘more’ choices for the types of tickets to create can also be displayed:



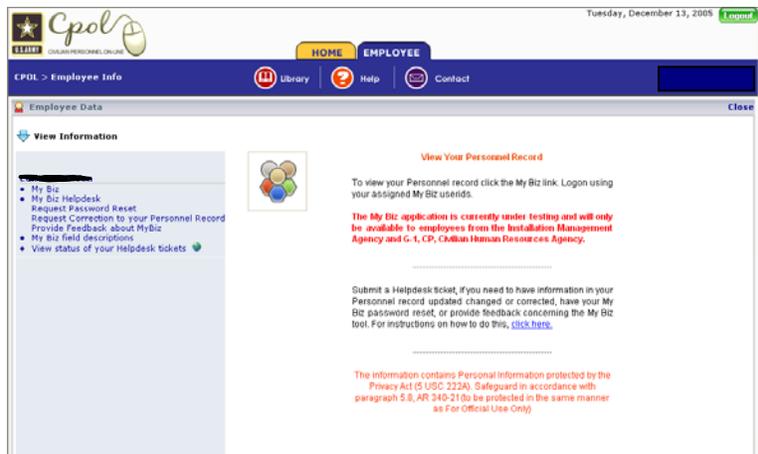
Once ticket type is selected, it will automatically fill in the "Ticket Sub Type" block. Enter your email address and telephone number into the Problem Description area. Then, type in a description of the error found into My Biz and what it should be.



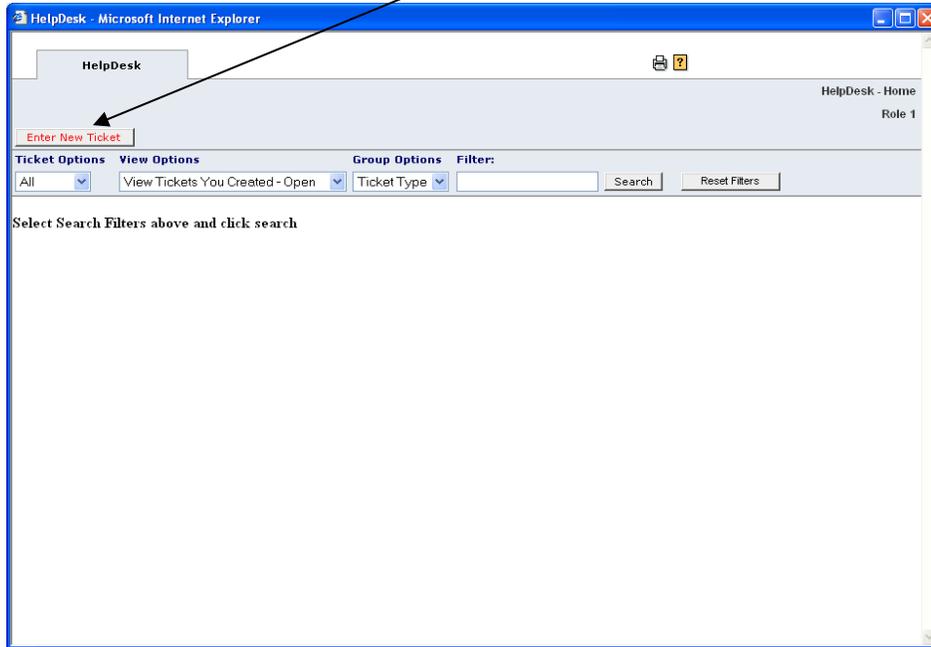
When completed, click the Submit button.

Viewing My Biz Helpdesk Tickets You Created

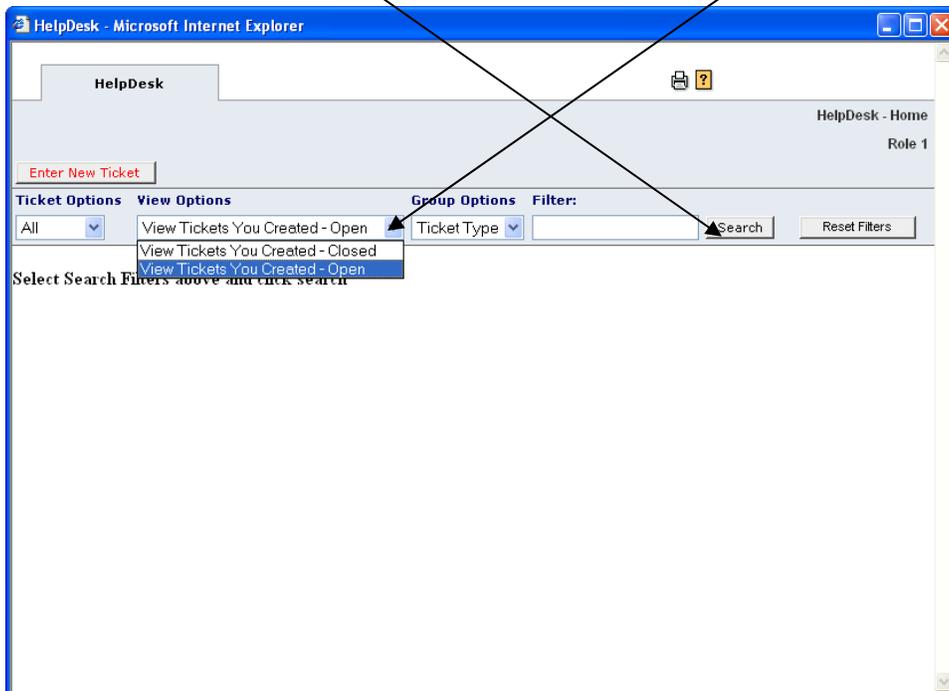
At the Employee Data screen, click "View status of your helpdesk tickets". (If you click the globe at the end of this line, it will open the View in a separate window.)



NOTE: You can create a new ticket from this screen by clicking the “Enter New Ticket” button. When clicked, you will get the same screen as “Choose the type of ticket” above.



To see the status of Helpdesk Tickets you created that are open, click the down arrow in the “View Options” area. (You can also view tickets you created that have been closed at this screen.) Highlight the desired option and then click “Search”



To view ticket(s), click the number in the Total column.

HelpDesk - Microsoft Internet Explorer

HelpDesk

HelpDesk - Home
Role 1

[Enter New Ticket](#)

Ticket Options **View Options** **Group Options** **Filter:**

All View Tickets You Created - Open Ticket Type Search Reset Filters

Filters:

Ticket Type	Red	Amber	Yellow	Light Green	Dark Green	Total
My Biz Request Correction to your Personnel Record	0	0	0	0	1	1
Total	0	0	0	0	1	1

[View Colorization Chart](#) [View in Excel](#) [Ticket Descriptions](#)

A listing of all open tickets will be displayed.
To open an individual ticket, click the Ticket Number.

Help Desk - Microsoft Internet Explorer

HelpDesk

Help Desk - View Details

<-Back

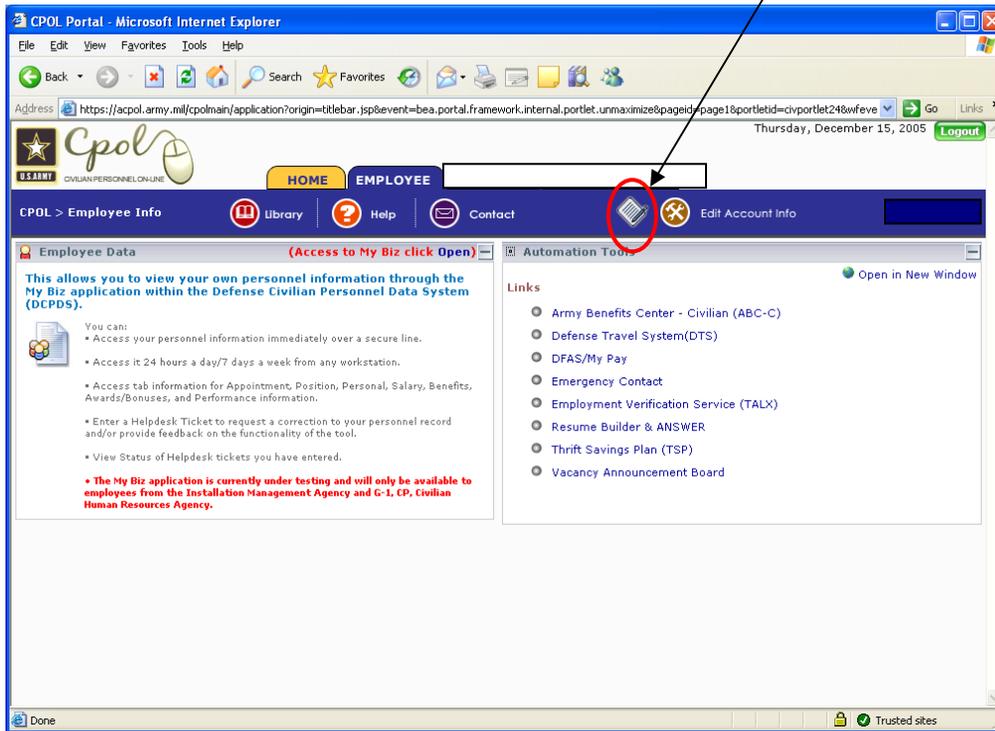
Viewing: All (View Tickets You Created - Open)

Filtering: Ticket Type Is "My Biz Request Correction to your Personnel Record"

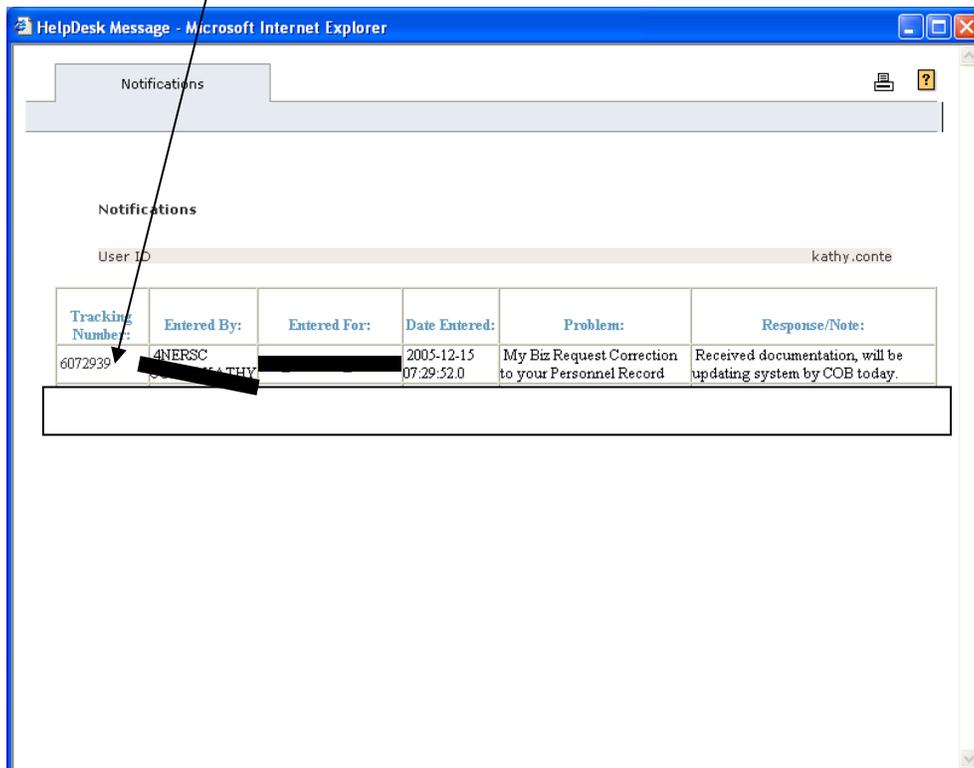
Ticket Number	Opened Date	Ticket Sub Type	Last Response	Owner
6072939	2005-12-14	(My Biz) Appraisal - Current Rating	:	(Not Owned)

[Ticket Descriptions](#) [View in Excel](#)

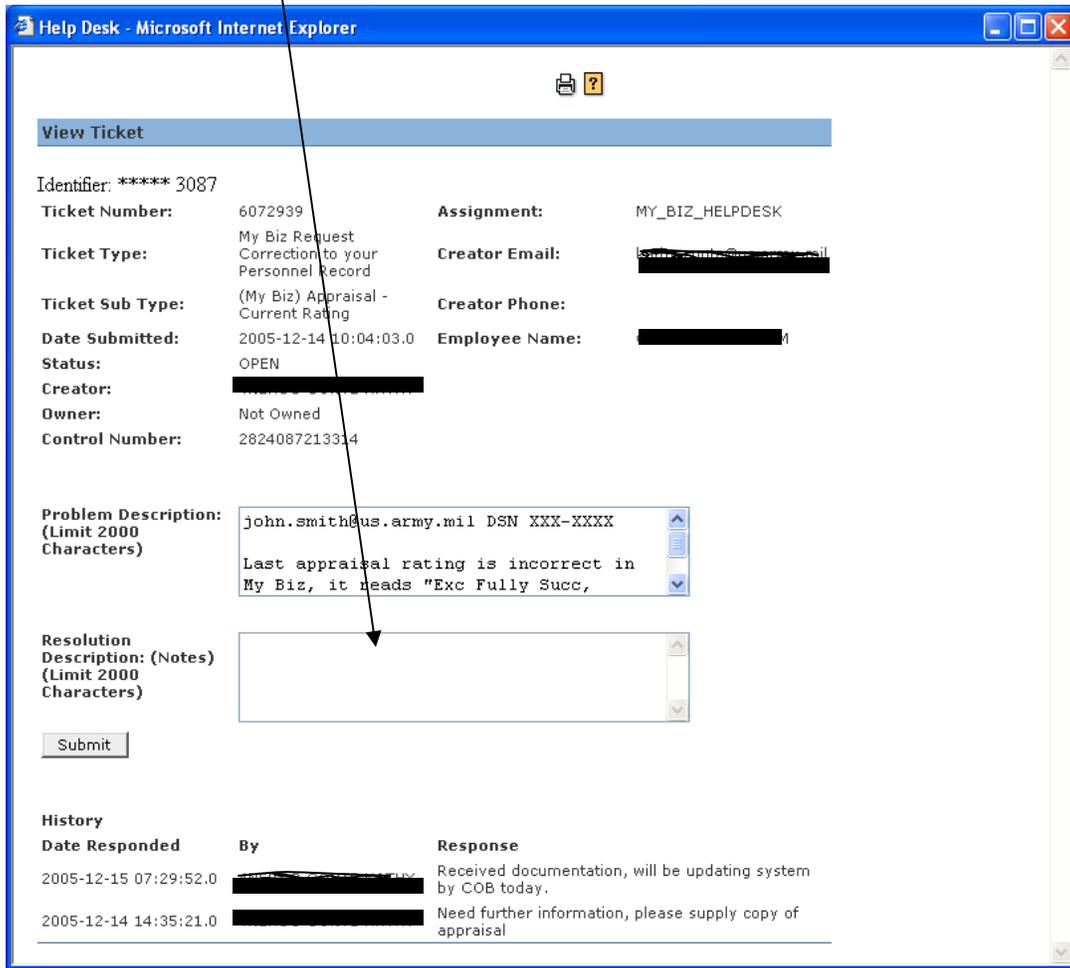
The person who is working your ticket may need to communicate with you to ask a question or convey pertinent information. When a note has been written on a ticket, you will be notified by a "Notepad" icon appearing at the top of your Portal screen.



Click the Notepad icon and a screen will pop-up with the information below. To open the ticket, click the Tracking Number.

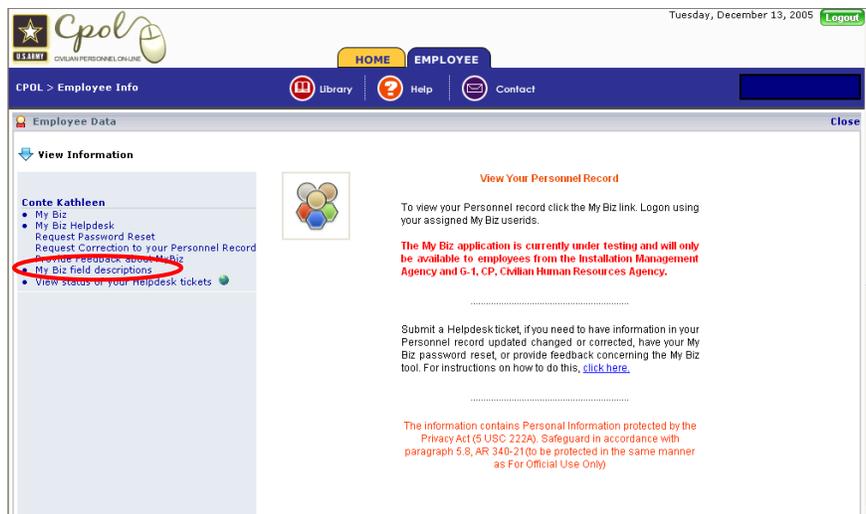


You will then be able to see all notes entered by the person working the ticket, and you will be able to write a note back by typing it in the Resolution Description box.



My Biz Field Descriptions

From the Employee Data screen you can also connect to the "My Biz Field Descriptions," which will give you a definition of most data elements currently available in My Biz.



These data elements are organized by the tabs within My Biz. For example: if you are in My Biz on the Appointment Tab, and don't know what the "Key Emergency Essential Empl" is.

GENERAL INFO: The information is current of today's date.			
Organization	W REED ARMY MED CTR ARMCW2DHAA 01	Job Title	Budget Analysis (0560)
Position	01319.BUDGET ANALYST.82982.ARM.C.APPR	Grade	GS-09
Total Salary	43,365.00 USD		
Appointment Position Personal Salary Benefits Awards and Bonuses Performance			
Information displayed in this section is based on changes to either the Position, Organization, Location, Grade, Job or Assignment Status.			
Details Effective Date Job Grade Step or Rate		Previous 1-1 Next 1	
Effective Date	06-Mar-2005	Job	Budget Analysis (0560)
Grade		Grade	GS-09
Step or Rate		Step or Rate	01
Work Schedule	F - Full-Time	Part-Time Hours Biweekly	
Pay Rate Determinant	0 - Regular Rate	WGI Due Date	05-Mar-2006
WGI Pay Date	05-Mar-2006	Last Equivalent Increase	06-Mar-2005
Key Emergency Essential Empl	Not Assigned to Key Emergency Employee Position	Tenure	2 - Conditional - Tenure Group 2
Annuitant Indicator	9 - Not Applicable	Date Arrived Personnel Office	10-Jan-2005
Assignment NTE Start Date		Assignment NTE Date	
Leave Without Pay Start Date		Leave Without Pay End Date	
Sabbatical Start Date		Sabbatical End Date	
Email Address			

You can go to the "My Biz Field Descriptions", find the tab you are on and the field you are questioning and get its definition.

APPOINTMENT DETAILS:	
Work Schedule	The number of hours in a day and the number of days of an administrative workweek that constitute an employee's tour of duty. Supervisors establish work schedules based on criteria to include work requirements and funds availability. There are a number of work schedules. The most common are: FULL-TIME - A basic workweek for most full-time employees is normally 40 hours of scheduled work extending over no more than six of seven consecutive days. There are variations to the 40 hour workweek for employees whose tours cannot be regularly scheduled or involve standby time. Some organizations provide their employees with the option of flexible or compressed work schedules as well; PART-TIME - A part-time tour of duty means regularly scheduled work from 16 to 32 hours per week; INTERMITTENT - An intermittent work schedule requires employees to work on an irregular basis for which there is no prearranged tour of duty.
Part-Time Hours Biweekly	Number of part time hours scheduled to work in a two week period.
Pay Rate Determinate	The special regulatory factors, if any that have been included in the determination of the employee's salary (0-Regular Rate; 6-Special Rate; A-Retained Grade).
WIGI Due date	Date within grade increase is due.
WIGI Pay date	Date within grade increase is effective.
Last Equiv Increase	Date of last equivalent increase.
Key Emergency Essential Empl	Key Employee: Incumbent of a CONUS position that cannot be vacated during war or national emergency without seriously impairing the mission; such employees have unique or scarce managerial or technical skills required by the wartime mission. Emergency-Essential (E-E) Employee: Incumbent of an overseas position or who would be sent overseas during a crisis situation; position ensures success of combat operations or supports essential combat systems after a mobilization.
Tenure	Tenure of employee: 0 = temporary, 2 = career conditional, 1 = career.
Annuitant Indicator	
Date Arrived Personnel Office	
Assignment NTE Start Date	
Assignment NTE Date	