



Quick Guide – Contact the Army Helpdesk

To submit a Civilian Record Brief (CRB) Helpdesk Ticket to provide feedback or to request a correction to your Personnel Record:

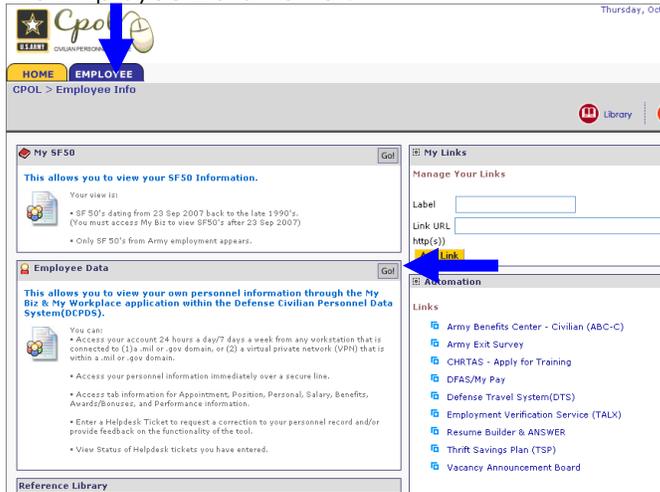
Step 1: Log into CPOL Portal at <http://cpol.army.mil>.

NOTE: Ensure that your Common Access Card (CAC) is inserted into your CAC reader.

Click **CAC Employee Login**



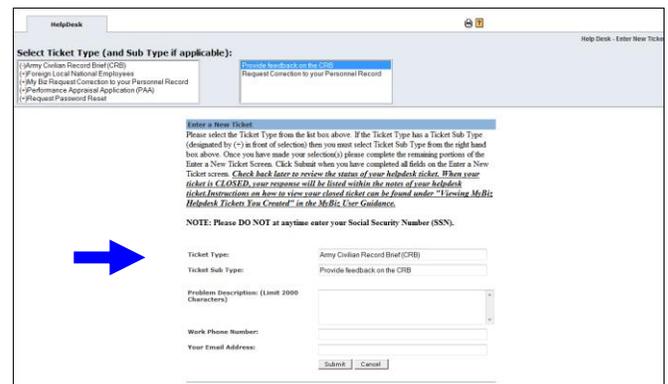
Step 2: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.



Step 3: Under the heading **Helpdesk**, click the **Enter a new Ticket** link.



Step 4: Select the Army Civilian Record Brief (CRB) "Ticket Type". You may then select a ticket sub type of either "Provide Feedback on the CRB" or "Request Correction to your Personnel Record."



The Ticket Type and Sub Type are automatically filled in for you. Complete the ticket by filling in the Problem Description, Work Phone Number and Email address. Click the Submit button. Look for the ticket tracking number that appears just above the **Enter a New Ticket** heading. This is your ticket number; you can use this tracking number to search the status of your ticket.

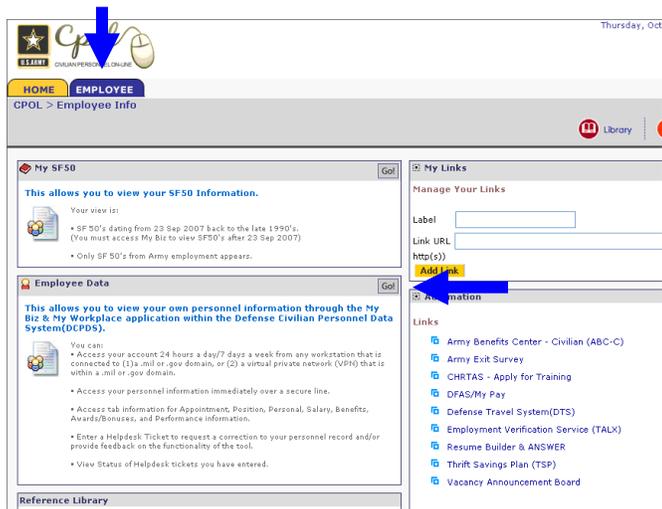




Quick Guide – View Status of Your Helpdesk Ticket by Ticket Number

This guide provides instructions on how to view the status a Helpdesk Ticket, searching by Ticket Number.

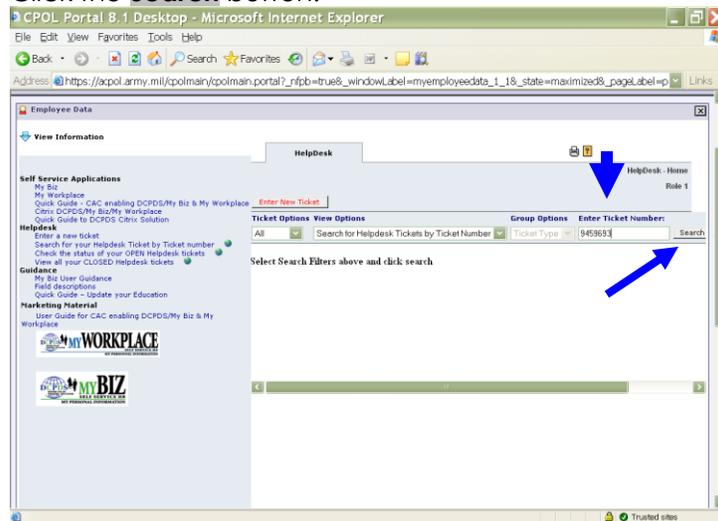
Step 1: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.



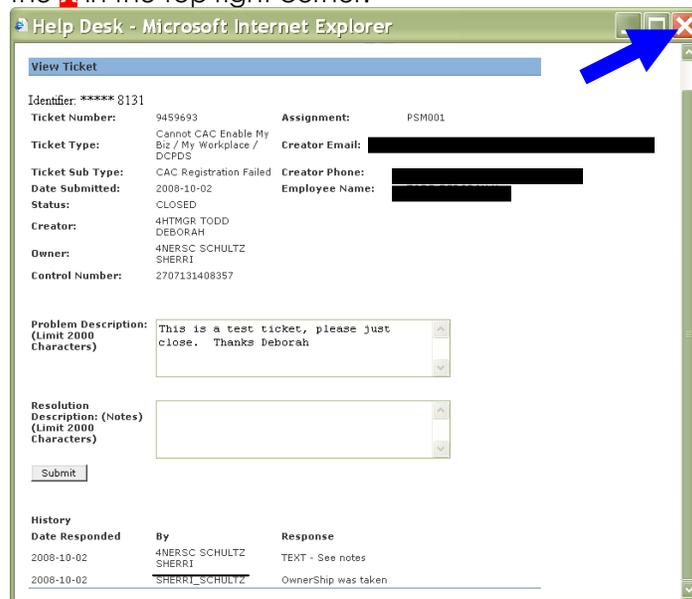
Step 2: Under the heading **Helpdesk**, click **Search for your Helpdesk Ticket by Ticket Number**



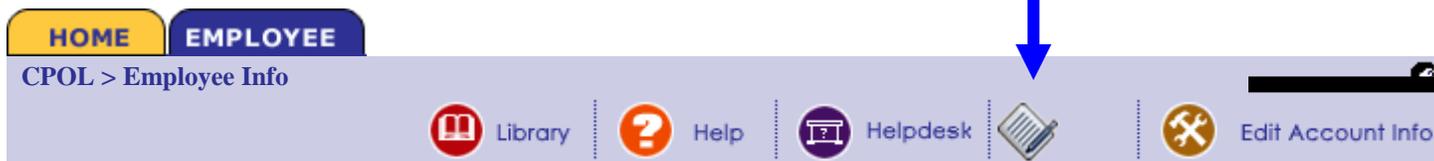
Step 3: Enter your ticket number in the **Enter Ticket Number** field. Click the **Search** button.



Step 4: The **View Ticket** screen appears. To see responses, look at the **History** section, under the column **Response**. To get back to the Portal, click the **X** in the top right corner.



NOTE: Once your ticket has been worked, you will see an icon  on the Portal Menu bar. Click that icon to open your ticket.

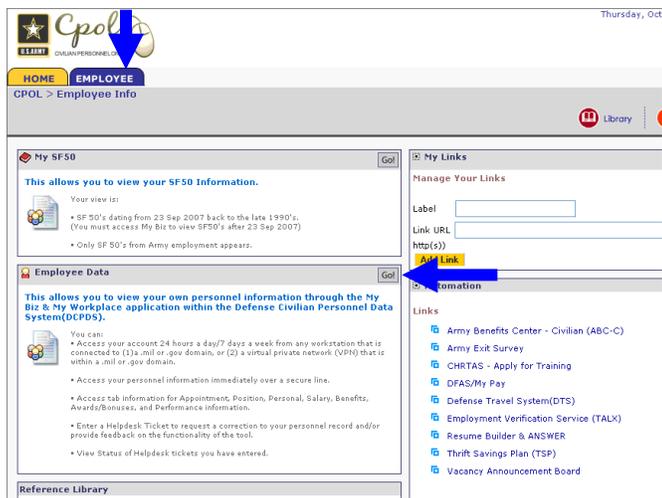




Quick Guide – View Status of Your Helpdesk Ticket without a Ticket Number

This guide provides instructions on how to view the status of a Helpdesk Ticket.

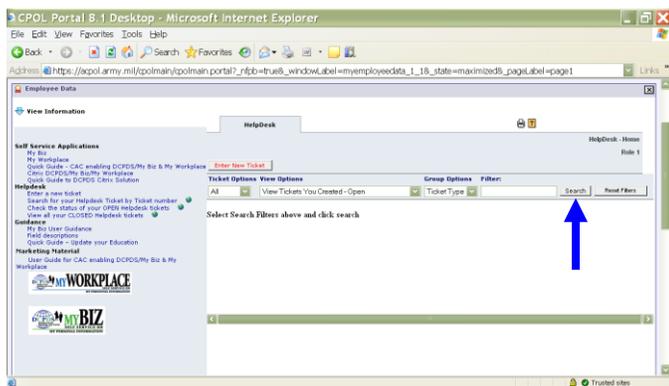
Step 1: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.



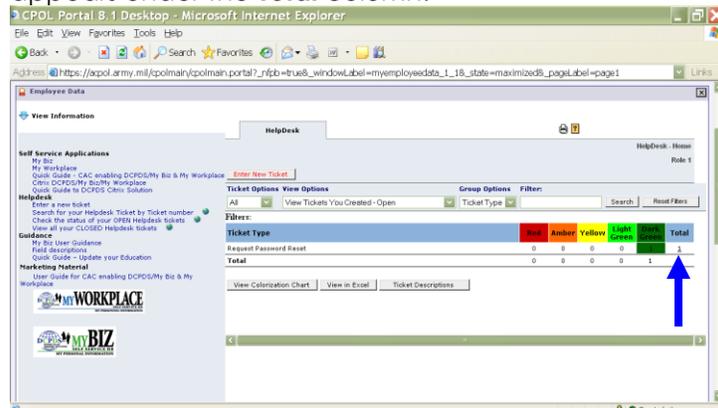
Step 2: Under the heading **Helpdesk**, click **Check the status of your OPEN Helpdesk Tickets.**



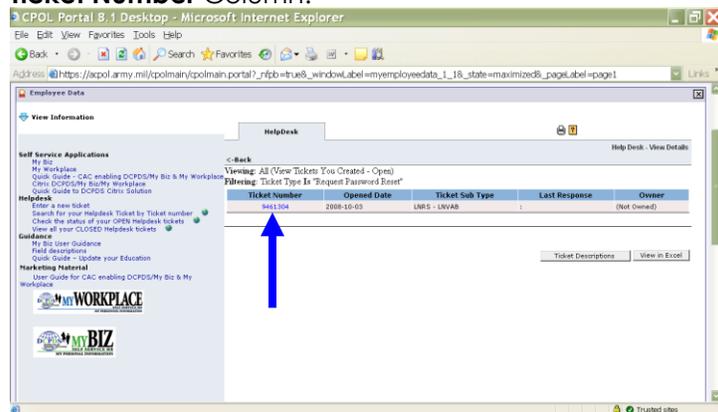
Step 3: Click the **Search** button.



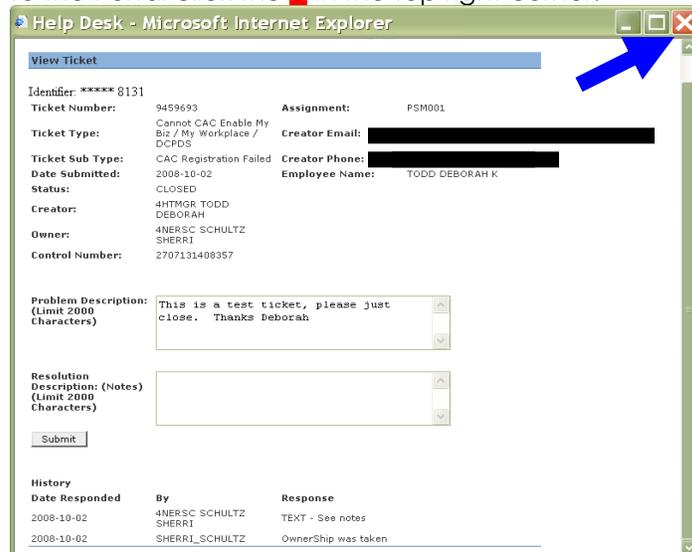
Step 4: Click the underscored number **(1)** that appears under the **Total** column.



Step 5: Click the ticket number that appears under the **Ticket Number** Column.



Step 7: To see the response, look at the **History** section, under the column **Response**. To get back to the Portal click the **X** in the top right corner.



Identifier:	***** 8131		
Ticket Number:	9459693	Assignment:	PSM001
Ticket Type:	Cannot CAC Enable My Biz / My Workplace / DCPDS	Creator Email:	[REDACTED]
Ticket Sub Type:	CAC Registration Failed	Creator Phone:	[REDACTED]
Date Submitted:	2008-10-02	Employee Name:	TODD DEBORAH K
Status:	CLOSED		
Creator:	4HTMCR TODD DEBORAH		
Owner:	4NERSC SCHULTZ SHERRI		
Control Number:	2707131408357		
Problem Description: (Limit 2000 Characters)	This is a test ticket, please just close. Thanks Deborah		
Resolution Description: (Notes) (Limit 2000 Characters)			
[Submit]			
History	Date Responded	By	Response
	2008-10-02	4NERSC SCHULTZ SHERRI	TEXT - See notes
	2008-10-02	SHERRI_SCHULTZ	Ownership was taken