

# Electronic Service Record (ESR) Administrative View Access

This reference is designed for **Command Stakeholders**.

The primary purpose for this user aid is to inform Fleet commands regarding a significant capability that provides command stakeholders with access to online Navy Personnel Systems and service record information required to perform assigned tasks.

## ■ BACKGROUND

The Electronic Service Record (ESR) is replacing the paper Field Service Record (FSR) maintained by the command or servicing Personnel Support Detachment (PSD). Information that used to be entered on documents filed in the FSR is now entered as electronic data in the ESR. When required by regulation, ESR data is printed on documents and submitted to Navy Personnel Command (NPC) for filing into the Official Military Personnel File (OMPF).

- Individual Fleet users (officer and enlisted) may establish access to ESR data via the ESR Self-Service view.
- Command leaders and stakeholders may establish access to ESR data belonging to members of their command via the ESR Administrative View.

## ■ WHAT WILL A STAKEHOLDER WITH ADMINISTRATIVE VIEW ACCESS SEE?

ESR Administrative View provides access to all service record data for all personnel assigned to the UIC(s) for which access is granted, with the exception of officer FITREP data. In other words, a command stakeholder with NSIPS/ESR Administrative View can view personnel data for everyone assigned to the UIC(s).

The commanding officer makes the final decision regarding command stakeholder access to military service records belonging to command personnel. The **CO Decision Support: OMPF and ESR Command Views**<sup>1</sup> is a separate user aid providing guidance and recommendations facilitating the commanding officer's decision process. The user aid provides a chart that lists the command stakeholders who typically perform tasks requiring a view of service record information, and then offers several options for granting access to OMPF and to the ESR.<sup>2</sup> The commanding officer will decide based on the following criteria:

- Stakeholder performs tasks that require access to personnel information, including Personally Identifiable Information (PII).
- Stakeholder has a "need to know".

## ■ WHY DO STAKEHOLDERS NEED ESR ADMINISTRATIVE VIEW ACCESS?

ESR Administrative View supports elimination of the Field Service Record by providing command stakeholders with access to personnel information now maintained online.

### NOTES

- Administrative View access to NSIPS/ESR data is typically provided only to the CO, XO, OIC, CMC/COB, and Command PASS Coordinator (CPC) (E-6 and above). If submitting a SAAR for additional personnel, ensure justification is provided.
- Commands will use NSIPS/ESR for routine maintenance and administration of personnel records. At times, however, it may become necessary to obtain individual OMPF documents. Information found in OMPF but not in ESR includes Eval/FITREP narrative remarks, letters of extension for Eval/FITREP, SGLI/FSGLI election forms and certificates, Montgomery GI Bill contribution forms, and Personnel Reliability Program documents.
- The **QuickStart for OMPF Command View** is available online.
- CAC is required to access the ESR in the Internet environment. CAC is not required to access an afloat version of the ESR via the shipboard NSIPS Web Afloat server.

<sup>1</sup> View, download and print from NPC (<http://www.npc.navy.mil>) > NPC Quick Links > Career Toolbox > Command Leadership, or from NKO (<https://wwwa.nko.navy.mil>) > Career Management > Navy Career Tools.

<sup>2</sup> OMPF contains personnel documents and NSIPS/ESR contains personnel data. Stakeholder tasks may necessitate access to both systems, as well as to documents maintained in command retain files ("junk jackets").

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## ■ GET STARTED

A request for ESR Administrative View is a two step process.

- Step 1 is submission of an electronic SAAR via NSIPS Web and/or NSIPS Web Afloat.
- Step 2 is submission of a paper OPNAV Form 5239 (SAAR-N) to Navy Personnel Command.

By virtue of position, the CO, XO, OIC and CMC/COB are required to complete Step 1 (electronic SAAR) only. All others must complete both Step 1 and Step 2 (electronic SAAR, plus SAAR-N form).

## Step 1

### ■ INITIATE NSIPS SAAR PROCESS

Command stakeholders ashore will establish NSIPS/ESR Administrative View access on the Internet. Users assigned to ships (FFG and larger) should establish an account via the shipboard NSIPS Web Afloat server, which does not require bandwidth to use. Afloat users should establish access via the Internet, as well, to provide backup should the NSIPS Web Afloat server experience technical issues.

To avoid disruption of Internet connectivity, afloat users attempting to complete the SAAR process via the Internet are encouraged to do so while in port.

#### Via NSIPS Web (Internet)

1. Go to <https://nsips.nmci.navy.mil>.  
*IMPORTANT: When asked to verify your PKI, choose the DoD CA-XX certificate, not the email certificate.*
2. Read the security disclaimer, check the box provided, then select **Agree**.
3. Select **New Users (NSIPS, ESR, CIMS, Web Ad Hoc)**.  
*IMPORTANT: When asked to verify your PKI, choose the DoD CA-XX certificate.*
4. Enter your SSN in the EmplID block. Your name and command UIC should fill in automatically. (For government civilians, name and command UIC will have to be filled in.)
5. Click **SUBMIT**.
6. When the SAAR page opens, enter your email address (.mil or .gov only) and phone number.  
*IMPORTANT: You will receive several email providing status of your SAAR at the address provided.*
7. Click **JUSTIFICATION**.
8. Skip to next section (PROVIDE NSIPS SAAR JUSTIFICATION FOR SUPERVISOR REVIEW).

#### Via NSIPS Web Afloat server

1. Go to <http://nsipswebafloat>.
2. Select **New Users (NSIPS, ESR)**.
3. Enter your SSN.
4. Using "Tab" key to navigate, fill in your email address (.mil or .gov only) and phone number.
5. Establish User ID.  
*TIP: Use LAST,FIRST MIDDLE name, to remain consistent with format used for NSIPS/ESR in the Internet environment.  
Example: JONES,JOHN PAUL.*
6. Create your case sensitive password and confirm.
7. Click **JUSTIFICATION**.

### ■ PROVIDE NSIPS SAAR JUSTIFICATION FOR REVIEW

#### Via NSIPS Web (Internet) and NSIPS Web Afloat

1. Enter justification, to include your position and/or your reason for requesting access to view command personnel records.
2. Click **OK**.
3. Scroll down the form leaving all fields blank until you reach the following:
  - Under **Security Type**, select **Command/Fleet Users**.
  - Under **Admin Level Roles**, select **Admin Level – Inquiry**.

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- Under **ERM Application(s) Access List**, select **ESR General Inquiry** and **Reports Manager**.

*IMPORTANT: DO NOT check other fields in this area. Checking other fields will result in SAAR disapproval.*

4. Scroll down the form leaving all fields blank until you reach **ERM UIC Access**
5. Click **ERM UIC Access**.
6. A new page will open. Scroll down the page and ensure **Echelon Level** is selected in the **Echelon/Activity Indicator** drop-down window.
7. Enter your command UIC in the UIC window and press the TAB key.
8. Wait for the page to populate your UIC(s). Scroll to the bottom of the page and click **OK**.

### Via NSIPS Web (Internet) ONLY:

1. Scroll down to **Supervisor Details – SAAR Form**.
2. Enter your supervisor's information in the format required. ("Supervisor" will be next in the chain of command. For the CO, the supervisor will be an ISIC representative.)
  - Supervisor name: (BURKE,ARLEIGH ALBERT)
  - Supervisor email ID: (arleigh.burke@navy.mil)
  - Supervisor phone: (192-319-6100)
  - When you are sure the information is correct, click **SUBMIT**.
3. At this point, NSIPS Web will generate several important email:
  - You will receive an email acknowledging that you successfully submitted the SAAR.
  - Your supervisor will receive an email containing a confirmation code required to complete the supervisor verification process.

### Via NSIPS Web Afloat ONLY:

1. After clicking OK, click **SUBMIT** to complete the NSIPS Web Afloat SAAR process. When the NSIPS Ship Access Manager (SAM) approves the account, you will be able to log in with the User ID and Password selected, and access service records within the UIC(s) selected.

## ■ SUPERVISOR: PERFORM NSIPS SAAR REVIEW AND VERIFICATION

The following steps to be completed by the supervisor.

### Via NSIPS Web (Internet) ONLY:

1. Go to NSIPS at <https://nsips.nmci.navy.mil>.
2. Click **ERM SAAR Validation (Supervisor)** to open the **ERM SAAR Review/Verification Process** window.
3. COPY/PASTE the code from the email into the space provided.
4. Click **Confirm**.
5. Once the code is confirmed a panel opens.
6. Enter the following:
  - Supervisor name (Enter exactly as entered on the original SAAR.)
  - Supervisor SSN
  - Supervisor email ID
  - Supervisor phone
7. When certain the information is correct, click **SUBMIT**.
8. The original SAAR opens. Review, then scroll to the bottom and select **Verify/Approve**.
9. From the list provided, choose **NSIPS/ESR Super FAM Primary**.
  - When the requestor's account is approved by the supervisor, the requestor will receive a second email confirming that the supervisor has verified the SAAR.

## Step 2

### ■ COMPLETE SAAR PROCESS

#### For NSIPS Web (Internet) ONLY:

1. Download, complete and submit OPNAV Form 5239 (SAAR-N) paper form.
  - Download from [http://navalforms.daps.dla.mil/formsDir/\\_OPNAV\\_5239\\_14\\_4939.pdf](http://navalforms.daps.dla.mil/formsDir/_OPNAV_5239_14_4939.pdf). (If the file does not open properly, copy/paste the URL into your web browser.)
  - FAX completed form to 901-874-2660; DSN 312-882-2660, or
  - Scan and email form to [MILL\\_P331SysAccess@navy.mil](mailto:MILL_P331SysAccess@navy.mil)

*IMPORTANT For SAAR-N approval – although a security clearance is NOT required for access to NSIPS – personnel must have completed a background investigation within the last ten years and be clearance eligible.*

2. Navy policy requires that the completed SAAR-N be placed on file with the command's Information Assurance or Security Manager.

#### For NSIPS Web Afloat ONLY:

1. No SAAR-N is required.

### ■ FOLLOW UP TO ENSURE THE ACCOUNT IS APPROVED

- When the NSIPS/ESR Super FAM is satisfied that you should have access to NSIPS/ESR Administrative View, that all requirements have been met, and that the online SAAR has been submitted correctly, the account will be approved.
- You will receive a third and final email stating that your SAAR is approved.
- Log in and view all records assigned to the command UIC(s) you entered in the SAAR process under ERM UIC Access.

### ■ OBTAIN HELP WHEN NECESSARY

- **NSIPS help desk**  
Call 877-589-5991, Option 2; DSN 647-5442, Option 2; email [nsipshelpdesk@navy.mil](mailto:nsipshelpdesk@navy.mil).
- **Global Distance Support Center (GDSC)**  
Call 877-418-6824; DSN 510-428-6824 (OCONUS); email [anchordesk@navy.mil](mailto:anchordesk@navy.mil).

### ■ VIEW SUPPORTING RESOURCES ONLINE

1. Go to **Navy Personnel Command (NPC)** at <http://www.npc.navy.mil>.
  - Information regarding Electronic Service Record  
Hover over Career Info. Select Records Management > Electronic Service Record (ESR)
  - Information regarding Enlisted Field Service Record Closeout  
Hover over Career Info. Select Records Management > Enlisted Field Service Record Closeout
  - Information regarding OMPF Command View  
Hover over Career Info. Select Records Management > OMPF - Command View
2. Log in to **Navy Knowledge Online (NKO)** at <https://www.nko.navy.mil>.
  - In the Quick Links box, click NSIPS.
  - In the Career Management heading, click Navy Career Tools.