



CHRA-NE/E Europe Region



CPOL Service Desk (CPOLSD)
aka
CA Service Desk (CASD)



How to submit CPOL/CA Service Desk Tickets



CHRA-NE/E Europe Region CPOL aka CA Service Desk



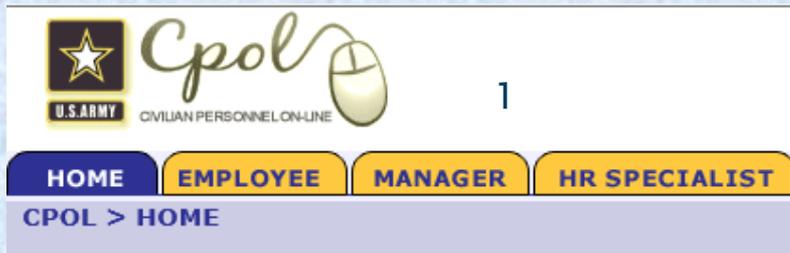
- CPOL Service Desk is also known as CA Service Desk.
- Acronyms used:
 - CPOLSD
 - CASD
 - CA Ticket
- **“CPOL Service Desk”** is located in CPOL > Portal > Employee TAB, Manager TAB, and HR Specialist TAB in the right hand column in the Automation section
- Direct Link to CPOLSD/CASD: <https://servicedeskw.cpol.army.mil/cpolstd>
- Used to request HR Accounts and to report problems with eOPF, MyBiz, and other Human Resources programs and applications.
- CAC Enabled (if you do not have a CAC, please see your supervisor for assistance in entering a CA ticket or your HR liaison.)



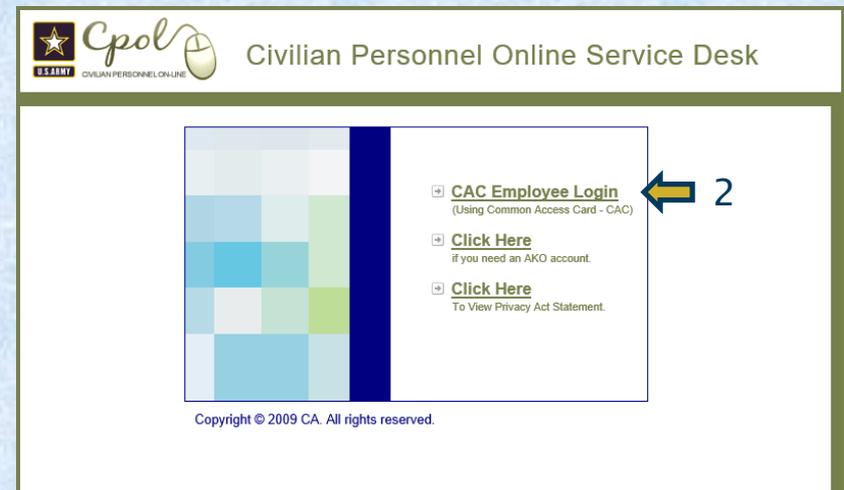
CHRA-NE/E Europe Region Entering CPOL aka CA Service Desk



1. In [Portal](#), click on ["CPOL Service Desk"](#) in the Automation section available on the Employee TAB, Manager TAB, and HR Specialist TAB.



2. Click on "CAC Employee Login" link.





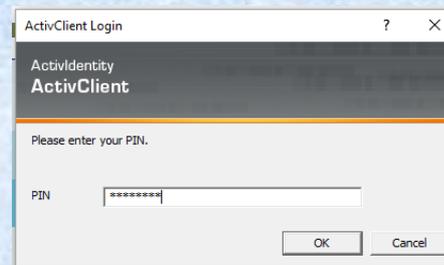
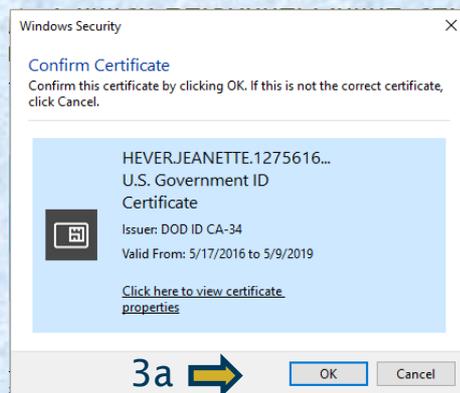
CHRA-NE/E Europe Region

Entering CPOL aka CA Service Desk

3. If you are directed to the “User Name/Password” window instead of the below CAC Certification window, then please contact your Command HR, your servicing [CPAC](#), or send an email to the [RDO Europe Helpdesk](#) and request to get your CASD Profile established. Provide your AKO ID.



- 3a. When the “CAC Certification” window appears, ensure your valid “DOD ID CA-xx” certificate is highlighted/selected and click “OK”.
4. Enter your “PIN” and click on “OK”.





CHRA-NE/E Europe Region

Creating a CPOL aka CA Service Desk Ticket

5. The main “CA Service Desk” window will appear.
6. The upper right hand corner will identify who has logged in.
7. Under the Request Support Area, click on “Create a New Request”.

The screenshot shows the CA Service Desk Manager interface. At the top left is the logo for CA Service Desk Manager. The top right corner displays the user name "DOE, JANE", a "Log Out" button, and a dropdown menu showing "r11 Employee" with a "Set Role" button. Below the header, there are three main sections: "Search for a Solution", "Customer Service", and "Look up my existing tickets".

- 5**: Points to the "Search for a Solution" section, which includes a search bar with the text "Search for a solution using keywords:" and a "Go" button.
- 6**: Points to the user name "DOE, JANE" in the top right corner.
- 7**: Points to the "Create a new Request" link in the "Customer Service" section.

The "Customer Service" section also includes links for "Create a new Change Order" and "Service Desk contact information and hours of operation".

The "Look up my existing tickets" section shows statistics: "You have 6 open requests", "You have 1619 closed requests", and "You have 0 open change orders". It also has input fields for "A request number:" and "OR a change order number:", each with a "Go" button.

At the bottom, there is an "Announcements" section with a date "05/19/2014 06:22 pm" and a warning: "PLEASE DO NOT ENTER SSNs OR ANY OTHER PRIVACY ACT DATA IN EITHER THE SUMMARY OR THE DESCRIPTION FIELDS WHEN YOU ARE CREATING TICKETS." A "(Show All Announcements)" link is at the bottom right of this section.



CHRA-NE/E Europe Region

Creating a CPOL aka CA Service Desk Ticket

- ✓ Each ticket is given a “Request Number”. This is visible in the left hand corner.
 - 8. Verify your “Phone Number” is correct. *
 - 9. Verify your “Email Address” is correct (should be your Enterprise email address). *
 - 10. Select the “Priority”.
 - 11. Click on the “Request Area (required)” hyperlink. See the [CASD Request Area Guide](#) to select the correct “Request Area” to ensure the ticket is assigned properly and processed in a timely manner.
- * Submit a CA ticket to request area “*CHRA.EU.ISD.FAB.HR Applications*” and request item(s) to be corrected in your CASD profile.

The screenshot shows the 'CA Service Desk Manager' interface. At the top left, it says 'Create New Request 669455' with a yellow arrow pointing to it. The user is logged in as 'DOE, JANE' with a 'Log Out' button and a dropdown menu showing 'r11 Employee' and a 'Set Role' button. There are navigation links for 'Home', 'About', and 'Help'. Below the header, there are buttons for 'Save', 'Cancel', 'Reset', and 'Attach Document'. The main form area is titled 'Created by DOE, JANE'. It contains several fields: 'Phone Number' with a value 'DSN (314) xxx-xxxx' and an annotation '8*' with a yellow arrow; 'Priority (required)' with a dropdown menu showing '<empty>' and an annotation '10' with a yellow arrow; 'Request Description (required)' with a 'Spelling' button; 'Email Address' with a value 'jane.doe.civ@mail.mil' and an annotation '9*' with a yellow arrow; and 'Request Area (required)' with a dropdown menu and an annotation '11' with a yellow arrow.



CHRA-NE/E Europe Region

Creating a CPOL aka CA Service Desk Ticket

CA Service Desk Manager
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Request Area

- *CHRA Routing-SW This Request Area automatically routes
- *CHRA Routing-WE This Request Area automatically routes
- ABC-C All areas which support Army Benefits Center-Civilian
- Accounts New accounts for regional customers
- Apps
- CHR Online Reports Created to support CHR Online reports
- CHRA**
 - EU**
 - CPACs
 - HRDD
 - ISD
 - LN Classification/Staffing
 - LN OPF
 - LN Staffing Used to request LN RIF clearance from the
 - MSO
 - NAF For CPAC Personnel use only. Use to submit requests in this category.
 - OED-LQA
 - US Staffing Proponent (APF)
 - US/LN Classification Proponent
 - FE
 - US

All tickets must be submitted to a selection option under CHRA > EU

ALWAYS select:

CHRA > EU > then choose appropriate Request Area

Please do not use any of the other available Request Areas to prevent unnecessary delays processing your request.

On the Navigation screen, click on The ‘▶’ in front of the folder identified in the navigation path instructions.

Clicking on the ‘▶’ will expand the folder to show additional sub-folder selections. Continue to open sub-folders if required to target your final selection.



CHRA-NE/E Europe Region

Creating a CPOL aka CA Service Desk Ticket



12. Enter your problem/issue in the “Request Description” area.

Please DO NOT enter SSNs or any other Privacy Act Data in either the Summary or the Description fields when creating tickets! If you need to transmit that data, please attach it in a word document if there is no Template created for that Request Category. Thank You!

13. If screen shots or other documents are needed to support your issue, click on the “Attach Document” button and follow the instructions on the next page.

14. When complete, click on “Save”.

CA Service Desk Manager

DOE, JANE Log Out r11 Employee Set Role

Home | About | Help

Create New Request 669455 Save Cancel Reset Attach Document

Reported by
DOE, JANE

Phone Number
DSN (314) xxx-xxxx

Priority (required)
5 - LOW Priority

Request Description (required) Spelling
This is the area where you enter your problem, issue, request for assistance, etc.
Please DO NOT enter SSNs or any other Privacy Act Data in either the Summary or the Description fields when creating tickets! If you need to transmit that data, please attach it in a word document if there is no Template created for that Request Category. Thank You!

Email Address
jane.doe.civ@mail.mil

Request Area (required)
CHRA.EU.xxxxxxxxxxxxx

14 13 12



CHRA-NE/E Europe Region

Creating a CPOL aka CA Service Desk Ticket

Attaching a Document

- After clicking on “Attach Document”
 1. Click on the “Locate File” button.
 2. Click on the “Browse” button, locate/select the file, then double click.
 3. The file will be inserted, click on the “OK” button.
 4. Once the document is uploaded the “Upload Successful” window appears.
 5. Click on the “Save and Close” button.

CA Service Desk Manager
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Create New Attachment Save Cancel Reset

Click the Locate File button to search for the file you wish to attach.

1 → Locate File

OR

Specify a Web Page address and click the Save button.

Web Page

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File Upload

Browse... ← 2

OK Cancel

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File Upload

3 → C:\Users\1275616997... Browse...

4 → OK Cancel

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Upload Successful

5 → Save and Close

Status
Upload Successful - attachment will be shown after save



CHRA-NE/E Europe Region

Creating a CPOL aka CA Service Desk Ticket

Once the ticket is saved, you will be returned to the main screen. Please note the “Notification” that the request is created. You can access and modify your open and closed tickets in the “Look up my existing tickets” section:

- Click on “You have ## open requests” to see the status of open tickets.
- Click on “You have ## closed requests” to review closed tickets.
- If you know the number of the ticket, you can search by entering the number in the “A request number” block and click on “Go”.

CA Service Desk Manager

DOE, JANE Log Out r11 Employee Set Role Home | About | Help

Search for a Solution
Search for a solution using keywords:

My Bookmarks

Customer Service
Request 669462 created. [Click here to view.](#)
Create a new Request
Create a new Change Order
Service Desk contact information and hours of operation

Look up my existing tickets
You have 7 open requests
You have 1619 closed requests
You have 0 open change orders

If you know the number, please enter:
A request number:

OR a change order number: