



# CHRA Europe Region CA Service Desk – Request Area Navigation Guide for Employees and Managers

Revised: 19 June 2015

This guide is designed to assist employees and managers in selecting the correct “Request Area” when submitting CA Service Desk (CASD) also referred to as “CPOL Service Desk” Tickets to ensure the ticket is assigned properly.

Link to CA Service Desk: <https://servicedesk.w.cpol.army.mil/cpolsd>

To submit a CASD ticket select “CAC Employee Login”, then click on “Create a new Request”.

- **Do not change “Urgency” and/or “Impact”**
- **Do not enter PII data in the Request or Summary Description field** (If PII data is provided place it in a document and attach it to the ticket)

Click on the “Request Area (required)” link and follow the navigation path table to select the correct “Request Area”.

**Request Area**

- ☐ \*CHRA Routing-SW This Request Area automatically routes tickets to SW-FAB. For CPAC use un
- ☐ \*CHRA Routing-WE This Request Area automatically routes tickets to WE-FAB. For CPAC use un
- ▾ 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 report requests, maintenance and tracking.
- ▾ **CHRA**
  - ▾ **EU**
  - ▾ CPACs
  - ▾ HRDD
  - ▾ ISD
  - ▾ LN Classification/Staffing
  - ▾ LN OPF
  - ☐ LN Staffing Used to request LN RIF clearance from the RIF team.
  - ▾ Overseas Entitlements Division(OED).Request/Inquiry Use to submit requests for or repr
  - ▾ US Staffing Proponent (APF/NAF)
  - ▾ US/LN Classification Proponent
- ▾ FE
- ▾ HQ

**All tickets must be submitted to a selection option under**

**[CHRA > EU](#)**

**Please do not use any of the other available Request Areas**

<b>Ticket Type/Reason</b>	<b>Request Area Navigation Path</b>
<b>HR Systems User Account(s) / Report System Problem / Request Systems Assistance (CHRA &gt; EU &gt; CPACs)</b>	
New, modify, or delete user accounts for DCPDS, CSU, BOXI.	CHRA > EU > CPACs > your servicing CPAC > PSM > User Accounts AF/NAF – HR Applications
Inquiries, reporting system problems with HR applications, request for assistance, etc.	CHRA > EU > CPACs > your servicing CPAC > PSM > Other
<b>NEW Employee Record – DCPDS, eOPF (Appropriated Fund Only) (CHRA &gt; EU &gt; CPACs) NEW</b>	
For Managers, Command HRs, and employees to request miscellaneous assistance with employee records, e.g. corrections/cancellation of DCPDS records, purge/replace/add documents to APF eOPF, change of SCD, Vet Pref, etc.	CHRA > EU > CPACs > Select your CPAC > Employee Record
<b>Human Resource Development (CHRA &gt; EU &gt; HRDD)</b>	
Questions or issues related to CHRTAS student profile or enrolling for a course in ATRRS/CHRTAS	CHRTAS Helpdesk: <a href="https://www.atrrs.army.mil/channels/chrtas/Web/Help/ContactUS.aspx">https://www.atrrs.army.mil/channels/chrtas/Web/Help/ContactUS.aspx</a>
Questions or issues related to the Civilian Education System (CES)	Army Training Helpdesk: <a href="https://athd-crm.csd.disa.mil/">https://athd-crm.csd.disa.mil/</a>
Request to update education level in DCPDS	CHRA > EU > HRDD > Education Update
Questions or issues related to Army Civilian mandatory training courses	CHRA > EU > HRDD > Mandatory Training
Request update of DCPDS training record. Only if update through MyBiz failed	CHRA > EU > HRDD > Training Record Update (DCPDS)
Use to request training for HR Tools	CHRA > EU > HRDD > Training Request
<b>AutoNOA Issues / DCPDS Groupboxes / Report Requests / Workforce Planning Tool Issues (CHRA &gt; EU &gt; ISD)</b>	
Report or request assistance with AutoNOA issues.	CHRA > EU > ISD > FAB > AutoNOA
Create/deactivate DCPDS group boxes or add/remove users	CHRA > EU > ISD > FAB > DCPDS Groupboxes
Request AF / NAF reports that are not available online	CHRA > EU > ISD > FAB > Reports AF/NAF
Report problems with the Workforce Planning Tool (WPT) application	CHRA > EU > ISD > FAB > WPT
<b>Local National (LN) Employees in Germany Only (CHRA &gt; EU &gt; LN Classification/Staffing)</b>	
Request correction/cancellations of DCPDS records	CHRA > EU > LN Classification/Staffing > Corrections/Cancellations
Submission of extended handicap certificate	CHRA > EU > LN Classification/Staffing > Extend Handicap Certificate
Submission of extended LN residence	CHRA > EU > LN Classification/Staffing > Extend LN Residence
Submission of extended work permit	CHRA > EU > LN Classification/Staffing > Extend LN Work Permit
Inquires and requests for information	CHRA > EU > LN Classification/Staffing > Other
Request to establish a position description without RPA	CHRA > EU > LN Classification/Staffing > PD Establishment
Request for service computation date review	CHRA > EU > LN Classification/Staffing > Request for SCD
<b>Local National (LN) Employees in Germany Only (CHRA &gt; EU &gt; LN OPF)</b>	
Submit documents for OPF filing	CHRA > EU > LN OPF > Documents for Filing
Request documents or information from OPF	CHRA > EU > LN OPF > Request for Information
<b>Overseas Entitlement Division (OED) (CHRA &gt; EU &gt; Overseas Entitlement Division (OED))</b>	
Use to submit requests for or report issues regarding overseas entitlements	CHRA > EU > Overseas Entitlements Division (OED).Request/Inquiry