

Requesting New Users to TMS

How to Guide

1) Obtain a CAC and Complete Training

- a. New users must possess a Common Access Card (CAC) and have completed both Cyber Awareness and Operations Security (OPSEC) training.
- b. Training Links:
 - i. Cyber Awareness: <https://www.cyber.mil/cyber-awareness-challenge>
 - ii. OPSEC: <https://securityawareness.dcsa.mil/opsec/index.htm>
- c. Managers must submit an updated Office Update Form to the MTP Info Box at info_mtp.fct@us.navy.mil

2) Create an FFR Account:

- a. Managers with an FFR Account requesting on behalf of employees please skip to **Step 3**.
- b. Navigate to <https://cnicffr.servicenowservices.com/ffrhub>
- c. Select “Request an Account”



- d. Complete the CNIC User Registration Form
- e. Users will be notified when their account has been established.

3) Requesting TMS Access

- a. Log in to FFR and navigate to a **System Access Request Form**

4) System Access Request Form

a. Requester Details:

- i. Managers – if requesting on behalf of an employee you will need to clear your information from the requester details by selecting the small “x” next to your name.
- ii. Self Request – leave information that has pre-populated if you are requesting for yourself and **skip Step 4.b.**

The screenshot shows the 'Requester Details' form. The 'Requested for' field is populated with 'Katelynn Cutshall' and has a small 'x' icon to its right. The 'Email' field is populated with 'katelynn.n.cutshall.naf@us.navy.mil'. The 'Job Title' field is populated with 'Community Recreation Program Analyst'. The 'Manager' field is empty. There is a checkbox labeled 'Cannot find user' which is unchecked. Below the form, there is a link: 'If you cannot find your manager, please have them register at the following: [User Registration - CNIC FFR Hub](#)'.

iii. Requested for (User in FFR):

1. Type the employees name in the Requested for section. If they have an FFR account, the other information will auto populate.

The screenshot shows the 'Requester Details' form. The 'Requested for' field is empty. The 'Email' field is empty. The 'Job Title' field is empty. The 'Manager' field is empty. There is a checkbox labeled 'Cannot find user' which is unchecked. Below the form, there is a link: 'If you cannot find your manager, please have them register at the following: [User Registration - CNIC FFR Hub](#)'.

iv. Requested for (User not in FFR)

1. If the user does not have an FFR account, check the box next to “Cannot Find User”
2. Fill in all the required information: **Guest = Employee’s Name**

The screenshot shows the 'Requester Details' form. The 'Email' field is empty. The 'Guest' field is empty. The 'Job Title' field is empty. The 'Manager' field is empty. There is a checkbox labeled 'Cannot find user' which is checked. Below the form, there is a link: 'If you cannot find your manager, please have them register at the following: [User Registration - CNIC FFR Hub](#)'.

b. Location Details:

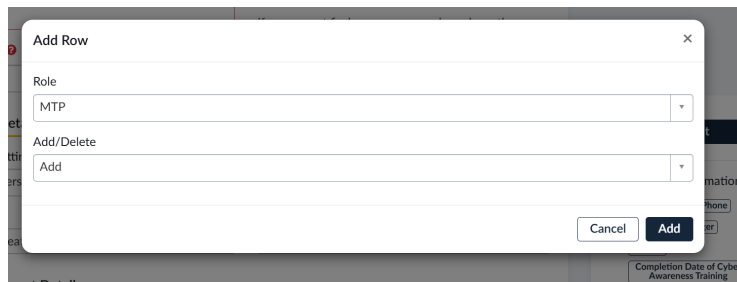
- i. Navy Users:
 1. I am submitting this for a(n): **Installation**
 2. Location: **Select your Installation**
 3. Program: **Select your program, Recreation is N922**
 4. Building/Site: **Enter your Ticket Office Name**
- ii. Non-Navy Users:
 1. I am submitting this for a(n): **Headquarters**
 2. Location: **CNIC HQ Millington**
 3. Program: Type **N922** and select **Recreation, Lodging, Marina and Auto Skills**

c. Access Request Details:

- i. Applications: **CNG**
- ii. Request Type: **Initial Request**
- iii. Valid From: **Today's Date**
- iv. Valid to: Check "No End Date" if the employee is not temporarily assigned.

d. CNG/Navy SSO

- i. List Job Roles: Job Roles can be found on the Office Update Form.
Complete this box to match selected role on the Office Update Form.
- ii. CNG/Navy SSO, Add:
 1. Role: **MTP, select ADD**



e. Background Investigation and Annual Training:

- i. Enter completion dates for all training and background check.
- ii. Security Manager: **Bonnie Gray**

f. Training Certificate Uploads

- i. Upload a copy of OPSEC and Cyber Awareness Training to the request.

g. Additional Details or Specific Instructions

i. Non-Navy Users:

1. Type in the name of Installation and Ticket Office the user will be working at.

h. System Access Request User Agreement

- i. If you are requesting on behalf of an employee, the requester must download the User Agreement and upload a signed copy from the employee.
- ii. Self-Requester – follow the prompts to digitally sign the form.

i. Submit:

- i. Once all items have been complete, select the “Submit” button on the right-hand side of the screen. The form will not be submitted if you are missing any required information.

- 5) **Next Steps:** Once submitted the request is routed through IT to receive the proper approval before reaching MTP. This can take upwards 7 business days. MTP will reach out if any additional information is needed.