



DEPARTMENT OF DEFENSE
DCPAS
Defense Civilian Personnel Advisory Service

**Request Hierarchy Assistance
User Guide
(DFAS, DLA & NG only)**



<http://www.cpms.osd.mil/>

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Request Hierarchy Assistance User Guide (DFAS, DLA and NG only)

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Introduction

Purpose The purpose of this user guide is to provide an overview of Request Hierarchy Assistance and the defining interactive functionality and dynamic features.

Who should use this guide DFAS, DLA and NG Employees.

Key Services Request Hierarchy Assistance

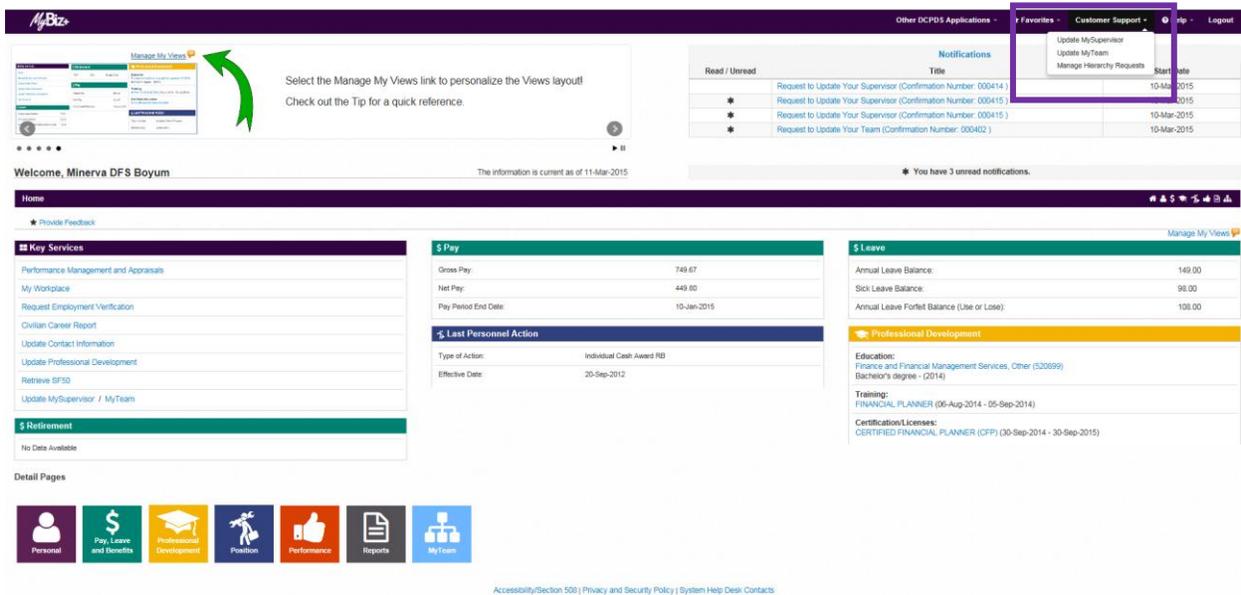
The interactive Request Hierarchy Assistance application allows DFAS, DLA and NG employees, managers and supervisors to request Human Resources (HR) assistance to add or update their supervisor's information to ensure hierarchies are accurate and complete.

Important: Please wait 2 weeks before submitting a request if you recently changed jobs or were assigned a new supervisor.

- Update MySupervisor - Employees can submit a request to HR identifying their correct supervisor information
- Update MyTeam – Managers/Supervisors can submit a request to HR identifying missing employees or removing employees from a hierarchy
- Manage Hierarchy Requests – HR specialists will manage and track hierarchy assistance requests

Navigating to the Request Hierarchy Assistance Features

The Customer Support feature, located on the menu bar, will only contain Update MySupervisor feature for DFAS, DLA and NG employees. Managers may select either the Update MySupervisor or Update MyTeam features. HR Specialists assigned the CIVDOD Self Service Hierarchy Manager responsibility may select Manage Hierarchy Requests.



Update MySupervisor Process for Employees

After selecting Update MySupervisor from Customer Support, the Update MySupervisor page displays which allows employees to select or enter their correct supervisor full name. Supervisor Last Name, Supervisor First Name, Supervisor Work Email Address and Supervisor Work Phone will display. Employee's work email address and work phone number will autopopulate with information stored in MyBiz+. If MyBiz+ does not contain this information, employees must enter work email address and work phone number prior to submitting a request. The information identified on this page will be forwarded to HR for review and update.

Update MySupervisor Form

Either select the radio button for a listed supervisor or enter your supervisor's full first and last name in the Enter Your Supervisor's Full Name box. In addition, enter/validate work email address and work phone number.

Select supervisor, and then the Submit button if work email address and work phone number are correct.

Home | Update My Supervisor

***Required fields:**
Select the correct supervisor from the list below. If your supervisor's name isn't listed, enter their name below.
Important: Please wait 2 weeks before submitting this request if you recently changed jobs or were assigned a new supervisor.

Clear Selection

Supervisor Last Name	Supervisor First Name	Supervisor Work Email Address	Supervisor Work Phone
DF S Prosa	Carlton	Carlton_DF_SProsa@dfs.us.mil	120-125-2303

Enter Your Supervisor's Full Name if not listed above:

* Enter/validate your work email address: Enter/validate your work phone number:

Cancel Submit

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- After selecting Submit button, a Confirmation page displays containing important information which employees must review and save. HR Offices track requests via the request Control Number. Select OK button to exit Confirmation page.

Important: Employees must store the request Control Number for future reference.

Your request has been submitted to your servicing Human Resources Office.

Your request Control Number is 000420.

- Normally, your information will be updated within 30 days.
- Recent personnel actions may correct the information sooner.
- You may be contacted by your servicing Human Resources Office to provide additional information to process your request.

OK

Update MyTeam for Managers

After selecting Update MyTeam from Customer Support, the Update MyTeam page displays two (2) regions:

- Missing From MyTeam (Add Employees) allows managers to identify missing employees last name, first name and comments for HR to review/add.
- Remove From MyTeam (Remove Employees) allows managers to select employees who are currently in their hierarchy (from a prepopulated list) for HR to review/remove. The prepopulated list will display employees currently listed in MyWorkplace. In addition, managers can enter the correct supervisor name and/or comments.

Manager's work email address and work phone number autopopulates with information stored in MyBiz+. If MyBiz+ does not contain this information, managers must enter work email address and work phone number prior to submitting a request. The information identified on this page is forwarded to HR for review and update.

Update MyTeam

Required fields
 Complete the information below to request your servicing Human Resources Office review your team's information.
Important: Please wait 2 weeks before submitting this request if you or your impacted employees recently changed jobs or were assigned new supervisors.
 • Missing From MyTeam allows you to add employees to your team.
 • Remove From MyTeam allows you to remove employees currently assigned to your team.

Missing From MyTeam (Add Employees)
 The following employees are missing from MyTeam.
 • Select Add Row to enter additional employees. Select Delete Row to remove specific employee(s) from this request.
 • When adding additional employees first and last name are required.
 • When complete, select Submit.

Employee Last Name	Employee First Name	Comments (max 200 chars)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Buttons: Delete Row, Add Row

Remove From MyTeam (Remove Employees)
 • Check box next to Employee Name to remove an employee from your team.
 • When complete, select Submit.

<input type="checkbox"/>	* Employee Last Name	* Employee First Name	Employee Work Email Address	Employee Work Phone	Correct Supervisor Name or other comments (max 200 chars)
<input type="checkbox"/>	DFS Bars	Bernardina	Bernardina.I.DFSBars@dfas.mil		
<input type="checkbox"/>	DFS Kristanson	Francis	Francis.I.DFSKristanson@dfas.mil		

* Enter/validate your work email address: Enter/validate your work phone number:

Buttons: Cancel, Submit

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Update MyTeam Form

To add additional employee names, manager would select Add Row button under the Missing From MyTeam (Add Employees) region. If manager accidentally adds an incorrect employee, he/she can delete by selecting Delete Row button.

To remove an employee from MyTeam check the box next to the employee that the manager would like to remove. After all changes have been made, select Submit button.

Update MyTeam

Required fields
 Complete the information below to request your servicing Human Resources Office review your team's information.
Important: Please wait 2 weeks before submitting this request if you or your impacted employees recently changed jobs or were assigned new supervisors.
 • Missing From MyTeam allows you to add employees to your team.
 • Remove From MyTeam allows you to remove employees currently assigned to your team.

Missing From MyTeam (Add Employees)
 The following employees are missing from MyTeam.
 • Select Add Row to enter additional employees. Select Delete Row to remove specific employee(s) from this request.
 • When adding additional employees first and last name are required.
 • When complete, select Submit.

Employee Last Name	Employee First Name	Comments (max 200 chars)
<input type="text" value="Last"/>	<input type="text" value="Name"/>	<input type="text" value="Add up to 200 characters; information will be available to HR Office."/>
<input type="text" value="Add another last name"/>	<input type="text" value="Add another first name"/>	<input type="text" value="Add up to 200 characters; information will be available to HR Office."/>

Buttons: Delete Row, Add Row

Remove From MyTeam (Remove Employees)
 • Check box next to Employee Name to remove an employee from your team.
 • When complete, select Submit.

<input type="checkbox"/>	* Employee Last Name	* Employee First Name	Employee Work Email Address	Employee Work Phone	Correct Supervisor Name or other comments (max 200 chars)
<input checked="" type="checkbox"/>	DF'S Bars	Bernardina	Bernardina.I.DF'SBars@dfas.mil		Enter first, last name of correct supervisor; information will be available to HR Office
<input type="checkbox"/>	DFS Kristanson	Francis	Francis.I.DFSKristanson@dfas.mil		

* Enter/validate your work email address: Enter/validate your work phone number:

Buttons: Cancel, Submit

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After selecting Submit button, a Confirmation page appears containing important information for managers. HR Offices track requests via the request Control Number. Select OK button to exit the Confirmation page.

Your request has been submitted to your servicing Human Resources Office.

Your request Control Number is 000421.

- Normally, your information will be updated within 30 days.
- Recent personnel actions may correct the information sooner.
- You may be contacted by your servicing Human Resources Office to provide additional information to process your request.



Manage Hierarchy Requests for Human Resources Specialists

After selecting Manage Hierarchy Requests from Customer Support, the Manage Hierarchy Request page displays employee and supervisor hierarchy requests.

Control Number	Employee (Requester)	Agency Group	Position's Organization	Organization	Request Type	Request Date	Request Status
000421	DFS Boyum, Minerva L.	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MyTeam	11-Mar-2015	OPEN
000420	DFS Boyum, Minerva L.	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	11-Mar-2015	OPEN
000419	DFS Boyum, Minerva L.	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	11-Mar-2015	OPEN
000418	Deschamps, Jeanette Marie	ARXG	FDXG20MMAA3D	TOOLEE ARMY DEPOT ARXG20MMAA 01	Update MyTeam	10-Mar-2015	OPEN
000417	DODEA Berio, Nicolas L	DD16	70XHE1254100010	DdO Education Activity (DdDEA) DD16HE1254 01	Update MySupervisor	10-Mar-2015	OPEN
000416	CPMB Gang, Joel N	ARXG	ALXBW4GVAAG	AF LIFE CYCLE MGT AF1MWE1MFA0001	Update MySupervisor	10-Mar-2015	OPEN
000415	DFS Boyum, Minerva L.	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	10-Mar-2015	CLOSED
000414	DFS Boyum, Minerva L.	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	10-Mar-2015	OPEN
000413	DFS Shers, Homer L	DD35	FRHG	INDIANAPOLIS CENTER DD35F10000 01	Update MyTeam	10-Mar-2015	OPEN
000412	DFS Shers, Homer L	DD35	FRHG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	10-Mar-2015	WORKING

Manage Hierarchy form displays the following:

- **Control Number:** System generated number assigned to each request
 - Search for a specific control number by entering it in the box
 - Select the up or down arrow to ascend or descend control numbers in numerical order
- **Employee (Requester):** Full name of employee requesting hierarchy assistance
 - Search for a specific employee by entering name in the box
 - Select the up or down arrow to view employees names in a ascend or descend alphabetical order
- **Agency Group:** Displays employee's (requester) Agency Group
- **Position's Organization:** Displays employee's (requester) Position Organization Address (POA)
- **Organization:** Displays employee's (requester) Organization

- **Request Type:**
 - Choose All to view all submitted requests
 - Select My Supv to view employee requests to update supervisors
 - Select MyTeam to view supervisor requests to add or remove employees to their hierarchy
 - Select the up or down arrow to view requests in an ascending or descending alphabetical order

- **Request Date:** Date request was submitted. Select the up or down arrow to view requests in a ascending or descending date order

- **Request Status:**
 - Choose All to view all request status
 - Select Open to view only requests in open status
 - Select Working to view only requests in working status
 - Select Closed to view only requests in closed status
 - To view HR comments for a specific control number, select arrow located in the first column to view these HR comments. A new line is open below the arrow and comments are displayed

	000412	DFS Shers, Homer L	DC35	FIHG	INDIANAPOLIS CENTER DC35F10000 01	Update MySupervisor	10-Mar-2015	WORKING
I need to verify new supervisor is correct. CJW								

- To export requests, select the excel icon to manage requests via an excel sheet

Export to Excel (CSV) 

Control Number	Employee (Requester)	Agency Group	Position's Organization	Organization	Request Type	Request Date	Request Status
000421	DFS Boyum, Minerva L	DC35	FIHG	INDIANAPOLIS CENTER DC35F10000 01	Update MyTeam	11-Mar-2015	OPEN
000420	DFS Boyum, Minerva L	DC35	FIHG	INDIANAPOLIS CENTER DC35F10000 01	Update MySupervisor	11-Mar-2015	OPEN
000419	DFS Boyum, Minerva L	DC35	FIHG	INDIANAPOLIS CENTER DC35F10000 01	Update MySupervisor	11-Mar-2015	OPEN
000418	Dechowicz, Josephine Marie	AD30	POSTMAN/MAILMAN	TRIPLE E ARMY CENTER/POSTMAN/MAILMAN 01	Update MyTeam	10-Mar-2014	CLOSED

Managing a Specific Control Number

Select the hyperlink request control number to view specific details.

Control Number	Employee (Requester)	Agency Group	Position's Organization	Organization	Request Type	Request Date	Request Status
000421	DFS Boyum, Minerva L	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MyTeam	11-Mar-2015	OPEN
000420	DFS Boyum, Minerva L	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	11-Mar-2015	OPEN
000419	DFS Boyum, Minerva L	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	11-Mar-2015	OPEN
000418	Deschamps, Jeanette Marie	ARXG	FOXQWDMMAA3D	TOOELE ARMY DEPOT ARXQWDMMAA 01	Update MyTeam	10-Mar-2015	OPEN
000417	DOCEA Bem, Nicolas L	DD16	7X0E1254100010	DoD Education Activity (DoDEA) DD16HE1254 01	Update MySupervisor	10-Mar-2015	OPEN
000416	CPMB Gangl, Joel N	ARXG	ALXBWAGVAAAG	AF LIFE CYCLE MGT AF16MVE16FN4001	Update MySupervisor	10-Mar-2015	OPEN
000415	DFS Boyum, Minerva L	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	10-Mar-2015	CLOSED
000414	DFS Boyum, Minerva L	DD35	FLFNG	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	10-Mar-2015	OPEN
000413	DFS Shers, Homer L	DD35	FING	INDIANAPOLIS CENTER DD35F10000 01	Update MyTeam	10-Mar-2015	OPEN
000412	DFS Shers, Homer L	DD35	FING	INDIANAPOLIS CENTER DD35F10000 01	Update MySupervisor	10-Mar-2015	WORKING

Specifics about the Control Number are displayed. HR would select Contact Employee button to email requestor for additional information or provide status of a specific request.

Control Number: 000421

Request Date: 11-Mar-2015

Employee: DFS Boyum, Minerva L

Position: 87062 SUPV VOUCHER EXAMINER 330395 DD35 APPR

Organization: INDIANAPOLIS CENTER DD35F10000 01

Work Phone Number: 120-125-0326

Work Email Address: Carlton.DFS-Prisa@test.mil

[Contact Employee](#)

Update MyTeam	Request	Comments
Add	Add another last name, Add another first name	Add up to 200 characters; information will be available to HR Office.
Add	Last, Name	Add up to 200 characters; information will be available to HR Office.
Remove	DFS Baris, Bernardina I	Enter first, last name of correct supervisor; information will be available to HR Office.

HR Comments

OPEN No Action Required

Cancel Save Save and Return

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After selecting this feature, the Contact Employee form displays. Once text is complete, select OK button.

Contact Employee:

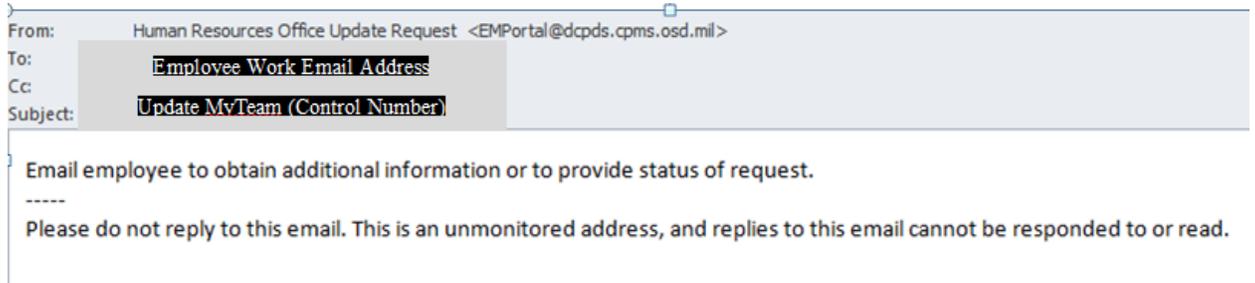
Subject Line: Update My Team (Control # 000421)

Enter message for employee:

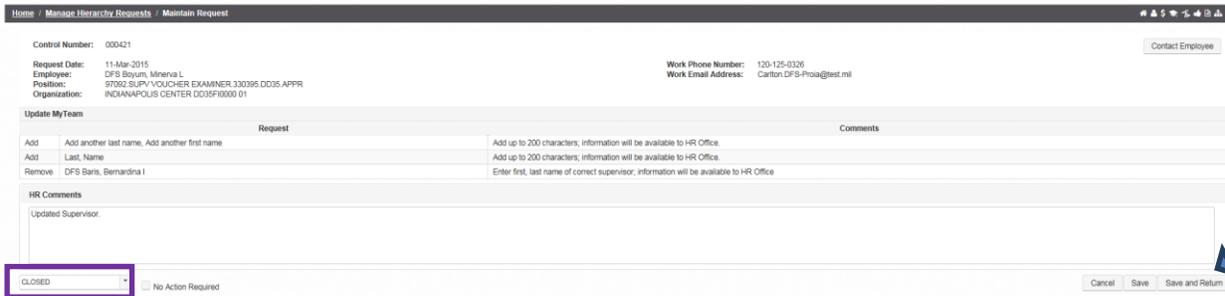
Please do not reply to this email. This is an unmonitored address, and replies to this email cannot be responded to or read.

Cancel [OK](#)

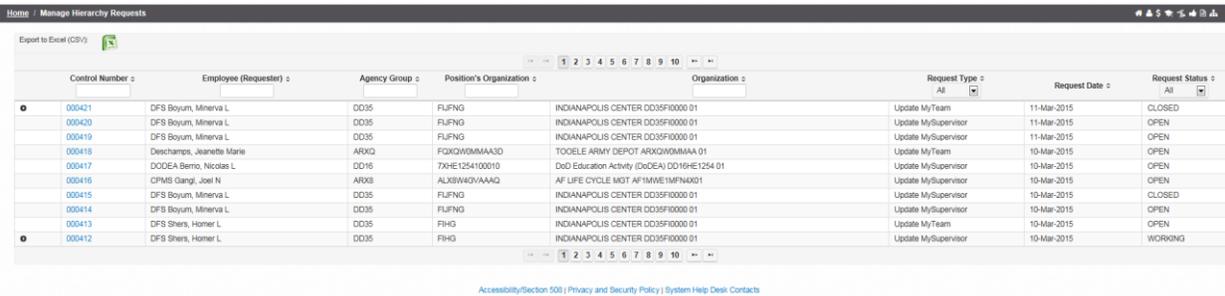
The email generated to the requester displays below.



The Comments region now includes updated text “Supervisor is updated” and the status can be changed to CLOSED. Select Save button to continue updating this form or Save and Return button to begin working a new request.



After selecting Save and Return button, all requests display on the Manage Hierarchy Requests page.



MyTeam Detail Page for Managers and Supervisors



The MyTeam Detail Page, again, is available to managers and supervisors, graphically displays employee(s) assigned to a manager's and supervisor's team.

- The Diagram, in the top section, displays an organizational diagram of assigned employees to include vacant positions. Diagram boxes display employee's name, organization, position title, pay plan, series, grade and location.
 - Supervisor's name displays in the top diagram box
 - Subordinates diagram box(es) display underneath top diagram box
 - Update MySupervisor and Update MyTeam are links for easy access to request HR assistance in updating their team information

- The Employee Details, in the bottom section, list employees assigned to manager's and supervisor's team.

The screenshot shows the MyTeam Detail Page interface. On the left, three callout boxes point to specific sections: 'Header Section' points to the top navigation bar, 'Diagram Section' points to the organizational chart, and 'Employee Details Section' points to the table below. The interface includes a header with user information (Employee: Minerva DFS Boyum, Supervisor: Carlton DFS Proia, Organization: INDIANAPOLIS CENTER), navigation links, and a diagram showing a supervisor box at the top with two subordinate boxes below it. Below the diagram is a table with columns for Link, Name, Person Type, Hire Date, Appointment Type, Type of Employment, and Email Address.

Link	Name	Person Type	Hire Date	Appointment Type	Type of Employment	Email Address
←	Bernardina DFS Baris	Employee	27-Jan-2003	Competitive - Career	Full Time Employee In Play Status	Bernardina.LDFSBaris@stas.mil
←	Francis DFS Kristanson	Employee	09-May-1983	Competitive - Career	Full Time Employee In Play Status	Francis.LDFSKristanson@stas.mil

What You Need to Know

- Managers and Supervisors **will not** be able to view or access employee's privacy act information such as social security number, date of birth, etc.
- The MyTeam page Diagram and Navigation *TIPs* provide helpful information to assist managers and supervisors in navigating the MyTeam page
- In the Diagram section, to view additional supervisors and employees, select the + located on the bottom right hand corner of any diagram block. For example:

A blue diagram box containing the following text:

Cornell ARM Chokshi

USAG ANSBACH

MOTOR VEHICLE OPERATOR

(POSTAL OPERATIONS/FINANCE

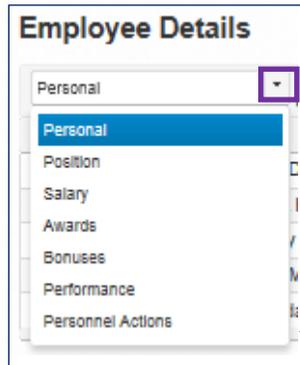
CLERK

WG-5703-05

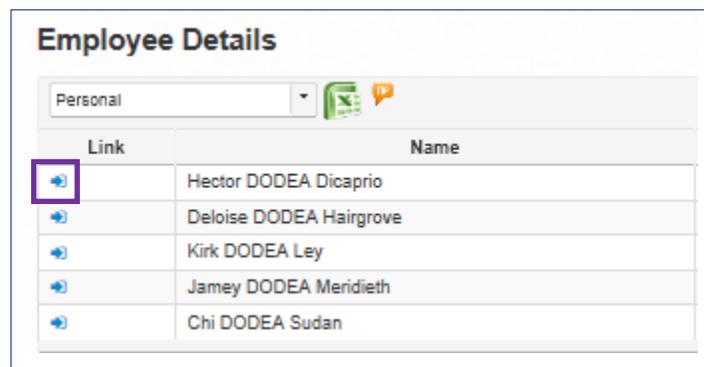
Ansbach, Germany

A blue arrow points to a small red plus sign (+) in the bottom right corner of the box.

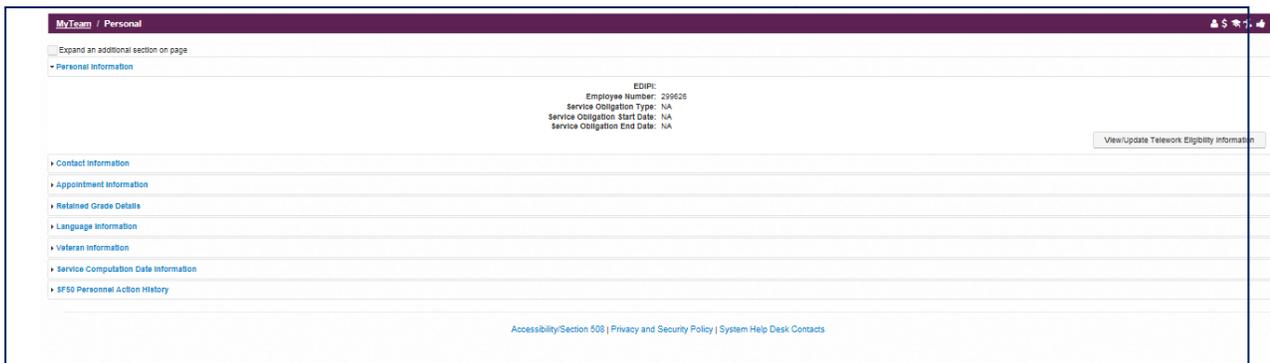
- In the Employee Details section, select the drop-down arrow to view the list of available employee details



- After selecting the Employee Detail, select the arrow ➤ next to an employee's name to view their detail information



- The selected employee detail page displays



- To view other related employee detail information for this employee, select the miniature icon from the MyTeam navigation bar



- To return to the MyTeam page to view list of employees, select **Exit Employee View** from the menu bar

- The MyTeam **Suspenses/Pending Actions** button contains a list of all pending suspenses for managers and supervisors teams.

Summary - Again, Managers and Supervisors are encouraged to access MyBiz+ and provide feedback utilizing the Provide Feedback link.