

Self Service in Direct Access – some more information

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A note on the officer's job history

Assignment dates currently captured in Direct Access only include each officer's first and last PHS assignments. Their complete assignment record will be updated to capture each officer's full job history after the new billet system is implemented into 2010. Until then, the official assignment record will remain the PIR.

This approach is necessary to ensure consistency of billet information in our new system.

Question - I can't login to Direct Access. What do I do?

Answer:

Please send an email to the Direct Access help desk requesting help. To do this:

Go to: <http://www.uscg.mil/ppc/phs/>

At the bottom of the web page, click on "Please contact PPC Customer Care via e-mail" for password problems. Identify yourself as a PHS officer and provide your SERNO in the email.

Question - I've logged into Direct Access and I updated my information. How will I use Self Service to manage my career in the future?**

**Note: this answer applies only to billets and career management. We will address Readiness in Direct Access later this year.

The Corps will move its current human resource systems into Direct Access over the next few years. Direct Access will provide a comprehensive list of positions held by Corps officers as well as job announcements posted by hiring officials. Corps officers will be able to survey these positions and job announcements, assess the skills sets and experience needed for various positions of interest, and plan accordingly. This will allow all Corps officers to actively engage in their career.

Additionally, when an OPDIV or agency requests a job posting in Direct Access, OCCO will be able to find qualified and interested officers for the position using Direct Access. We envision that OCCO will email highly qualified officers and alert them to the OPDIV/ agency posting in question. The officer will choose whether or not to apply to the position. Direct Access will help to facilitate good matches between officers and hiring officials.

Officers can continue to look to listserv messages and USAJobs for job announcements and apply individually. Officers will also be able to use Direct Access to view job announcements posted by hiring officials interested in hiring Corps officers.

Question - What do I do if my information in Direct Access appears incorrect? How does this impact promotion?

Answer:

Direct Access receives its information from other Corps systems on a daily basis. Any errors or omissions of substance that an officer notes and cannot correct through Direct Access self-service should be addressed by contacting the PSC HelpDesk at CCHelpDesk@psc.gov.

Although Direct Access will not be used for the 2010 promotion cycle, incorrect information that appears in Direct Access could be coming from systems that are currently used in the promotions process.

Question - My license issue date is incorrect. Why?

Answer:

License issue dates were never captured in our legacy information systems.

As a result, Direct Access created a default date. The default date is 50 years before the expiration date of your current license to clearly signal this is not a real license issue date.

To correct the default date, please contact the PSC HelpDesk at CCHelpdesk@psc.gov. Please allow reasonable time to address any discrepancies.

Question - My awards appear incomplete in Direct Access. Why?

Answer:

There should be no discrepancy between awards recognized by the Corps and those listed in Direct Access. Please click on the “View All” button to ensure all your awards are displayed.

Question - My marital status is listed as unknown in Direct Access. Why?

Answer:

All PHS officers have a default value of unknown for their marital status in Direct Access because we were not able to get consistent data regarding our officers' marital status.

Please note that DEERS and other compensation-related benefits continue to be handled as before, so marital status as depicted in Direct Access should not affect your benefits in any way.