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## Section G: Direct Access User Roles

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**G.1. Introduction** Access to Direct Access (DA) must be appropriately controlled to prevent unnecessary access to personally identifying information and other sensitive information. To achieve this, many different roles are available for users.

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**G.2. References**

- (a) United States Coast Guard Regulations 1992, COMDTINST M5000.3 (series)
- (b) U.S. Certifying and Disbursing Manual, COMDTINST M7210.1 (series)

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**G.3. Approving Officials** Members approving DA user access requests must be properly designated in accordance with reference (a), specifically stating the member has the authority to approve these requests. “By direction” memorandums must be kept on file at the unit to support any audit requests.

Commanding Officers and Officers in Charge may route their requests to anyone within their commands having “By direction” authority to approve DA user requests. Certain roles require approval from special approving officials, see figure 2-10. All requests must be routed to Pay and Personnel Center for final approval.

See figure 2-11 for a sample “By direction” memorandum template.

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**G.4. Automatic Revocation of User Roles** Elevated DA user roles are automatically terminated upon reassignment of duties (fleet-up), change of organization (interoffice transfer), permanent change of station (PCS), separation (to include reserves being released from active duty), and retirement.

Members who fleet-up, interoffice transfer, or PCS will only retain member self service access. Members who separate will retain limited access for 18 months (ability to view paylips and tax data). Members who retire will receive retiree self service functions (effective on the member’s retirement date).

**NOTE:**

**If a member submits a user request and it is processed prior to the Servicing Personnel Office completing the transfer transactions, the system will automatically terminate the user’s roles that were previously requested and processed.**

**G.5.  
Manual  
Revocation**

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If the command determines that a member's role(s) needs to be revoked, submit an email citing the reason and which roles to revoke to PPC at [PPC-DG-CustomerCare@uscg.mil](mailto:PPC-DG-CustomerCare@uscg.mil). If immediate revocation is requested, contact the Pay and Personnel Center at (785) 339-2200.

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<b>Direct Access (DA) User Roles Checklist</b>		
This checklist is to be used by the member and the command to request DA user roles.		
Step	Who Does It	What Happens
1	Member	<p>Servicing Personnel Office (SPO) and Coast Guard Investigative (CGIS) Personnel <b>ONLY</b>:</p> <ul style="list-style-type: none"> <li>• Request roles using the <a href="#">Requesting New User Roles</a> procedural Guide; or</li> <li>• Request roles be removed using the <a href="#">Removing User Roles</a> procedural guide.</li> </ul> <p>All other users must complete and submit a <a href="#">Direct Access User Role Designation Form (CG-7421B)</a>.</p>
2	Command	<p>Within two working days of receiving a member’s request, approve or deny the request using:</p> <ul style="list-style-type: none"> <li>• For requests received by SPO or CGIS personnel follow the procedures in the <a href="#">Approving/Denying User Roles</a> procedural guide.</li> <li>• For all other requests, you will receive the member’s request via email. Review the member’s request and if approved, select the “Click Here – Email form to PPC” link.</li> </ul> <div style="border: 2px solid black; padding: 5px; margin-top: 10px;"> <p><b>CAUTION:</b> Members approving DA user access requests must be properly designated in accordance with reference (a) specifically stating the member has the authority to approve these requests. “By direction” memorandums must be kept on file at the unit to support any audit requests.</p> </div>
3	Pay and Personnel Center	Within three working days of receiving the request, process DA user roles request.

Figure 2-9 Direct Access (DA) User Roles Checklist

<b>Functional Role Name</b>	<b>Who Can Approve</b>	<b>Description</b>
CG Admin Technician	Member's Command	This role will give an administrative Yeoman all the necessary roles to perform their job. This role is restricted to personnel assigned to Personnel & Administrative Offices (Admin Offices). This role will allow access to view and update non-payroll data such as training, awards, and competencies. It will allow view-only access to SPO functions and to run various reports.
CG CGIS Investigator	CGIS HQ	This role will give a CGIS Investigator all the necessary roles to perform their job. This role is restricted to CGIS Investigators. This role will permit the user to view pay and personnel data. These requests must be approved by CGIS Mission Support Division Personnel Officer, P&A Division Chief, or the Command Security Officer.
CG SPO Auditor	Member's Command	This role will give a SPO Auditor all the necessary roles to perform their job. This role is restricted to Yeoman, E6 and above, that are assigned to a SPO. The role permits the user to approve DA transactions that require approval for payment to members. In accordance with reference (b), an E5 may also be designated if extenuating circumstances create a situation where E6's and above are not available for designation. If recommending an E5 for designation, the command must submit a memorandum explaining the circumstances and the authority that will be granted.
CG SPO Technician	Member's Command	This role will give a SPO Technician all the necessary roles to perform their job. This role is restricted to Yeomen assigned to a SPO. The role will allow the member to create transactions which effects changes to a member's pay entitlements and/or personnel data. They can also access non-payroll data such as competencies and awards.

**Figure 2-10 List of Direct Access Functional Roles**



Commander  
United States Coast Guard  
Force Readiness Command

Coast Guard Island  
Alameda, CA 94501  
Phone: (510) 437-2541  
Fax: (510) 339-3780

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Mar 16

## MEMORANDUM

From: J.B. Smith, CAPT  
CG FORCECOM

Reply to J.B. Whoever  
Attn of: (510) 437-2252

To: I.B. Smith, YN1

Subj: AUTHORITY TO SIGN "BY DIRECTION"

Ref: (a) United States Coast Guard Regulations 1992, COMDTINST M5000.3 (series)  
(b) The Coast Guard Correspondence Manual, COMDTINST M5216.4 (series)  
(c) Administrative Remarks, Form CG-3307, COMDTINST 1000.14 (series)  
(d) Personnel and Pay Procedures Manual, PPCINST M1000.2 (series)

1. In accordance with references (a) thru (c), you are authorized to sign "By direction" of the Commander, Force Readiness Command, on official correspondence, forms, documents, CG-3307s, DA user access requests, and certifications in connection with your duties as the Admin Officer.
2. You are directed to use your discretion in exercising this authority and shall refer any controversial or policy material up the chain of command for signature.
3. This authority extends only to matters directly related to the duties you are assigned while at this unit. You are to comply with the guidelines listed in references (a) thru (d) while signing "By direction".

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### FIRST ENDORSEMENT

From: I.B. Smith, YN1

To: J.B. Smith, CAPT  
CG FORCECOM

1. I hereby acknowledge the above designation.

Figure 2-11 By Direction Memorandum Template