



**U.S. PUBLIC HEALTH SERVICE COMMISSIONED CORPS
DIRECT ACCESS (DA) MIGRATION PROJECT UPDATE**

CATEGORY: GENERAL DA INFORMATION
TOPIC: DIRECT ACCESS IS LIVE-- HELP DESK INFORMATION

DATE: 1/4/2016

The U.S. Public Health Service Commissioned Corps (Corps) successfully migrated many personnel functions to the U.S. Coast Guard's (USCG) Direct Access (DA) system on January 1, 2016. Commissioned Corps Headquarters (CCHQ) is proud to announce that as of today the system is live. Tomorrow, January 5, 2016 all officers will be able to log in to DA and use the improved system. Remember, you can only log in to DA with your employee identification number (EMPLID).*

We would like to ensure that you know who to contact if you have technical problems or questions. Most of your inquiries should still be directed to the Commissioned Corps Helpdesk (CC Help Desk), with the exception of password resets.

By following the guidelines below your questions and requests can be routed and processed efficiently:

➤ **For Direct Access Password Reset Requests ONLY**

U.S. Coast Guard's Pay and Personnel Center (PPC) Help Desk

Email: PPC-DG-CustomerCare@uscg.mil

Phone: 866-772-8724

Provide your DA EMPLID*

➤ **For all Other Questions**, (including those pertaining to compensation, Direct Access self-service functions, medical examinations, immunizations, COERS, leave, readiness, assignments, physical fitness, etc.)

CC Help Desk

Email: CCHelpDesk@hhs.gov

Phone: 888-225-3302

Provide your DA EMPLID*

Helpful step-by-step user guides and tutorial videos for DA features can be found at:

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

For more information, and to view previous communications regarding the DA Migration Project, please visit the DA Migration webpage at: http://ccmis.usphs.gov/ccmis/DA_migration_m.aspx

* Your EMPLID can be found on the Commissioned Corps Management Information System (CCMIS) website by logging in to the "Officer Secure Area." Once in the "Officer Secure Area" at the very top of the page, your name will appear followed by your SERNO and EMPLID.