



**COMMISSIONED CORPS OF THE U.S. PUBLIC HEALTH SERVICE  
MESSAGE FROM COMMISSIONED CORPS HEADQUARTERS (CCHQ)**

**READINESS SELF-SERVICE APPLICATION  
UPDATE**

**DECEMBER 28, 2017**

**The new RedDOG Self-Service application is available.  
Do not update information in Direct Access (DA).**

The new RedDOG Self-Service application is available in the Commissioned Corps Management Information System (CCMIS) [Officer Secure Area \(OSA\)](#). Please do not continue to update content in DA.

All existing data in DA did not transfer into the new application. Commissioned Corps Headquarters (CCHQ) is working to restore some of the data and make the application fully functional. We also understand there are many concerns about retention, promotion, and basic readiness status. For this reason, CCHQ will not run Readiness reports until February 2018. We want to ensure officers have time to update their information and report any errors.

December 31, 2017 remains the document **submission** deadline for promotion year 2018 eligible officers. This does not mean the document must be viewable in your electronic Official Personnel Folder (eOPF). Please check the [eOPF Status webpage](#) for document processing dates. In most cases, documents will not display in your eOPF until mid-January.

This document contains additional information concerning the Readiness Self-Service application and changes to Basic Readiness reporting. Areas include:

- Identified Readiness Application Issues
- Readiness Reporting in 2018
- Readiness Reminders for Required Information Submission
- Frequently Asked Questions

For more information, please review the updated [Readiness: Down to Basics](#) guide on the RedDOG [Readiness Essentials webpage](#) on CCMIS. Readiness questions should be addressed using the Readiness Assistance Form in the RedDOG Self-Service application.

**Identified Readiness Application Issues:**

**General:**

- Information entered through the RedDOG Self-Service Application should now be available within two business days of updating. Updates to Licensure, BLS, and Immunizations depend on CCHQ processing timelines. If the information is available on your Promotion Information Report (PIR), the information should transfer within two business days.
- There might be a delay in updating your readiness status in the application. **YOU WILL NOT BE PENALIZED.** Update all required information (including 2017 APFT) and keep records of documents submitted.

**FMRB:**

- RedDOG is committed to properly identifying officers eligible for the Field Medical Readiness Badge (FMRB). Given the current IT challenges this is not possible. CCHQ is projecting a solution by May 1, 2018 for identifying officers who meet the FMRB requirements.

#### Training:

- Training data did not transfer from DA to the Readiness application and cannot be updated at this time. **YOU WILL NOT BE PENALIZED.**
  - If you have problems correcting any or all of the missing BASIC courses ([https://dcp.psc.gov/ccmis/RedDOG/REDDOG\\_training\\_page\\_roll\\_out\\_m.aspx](https://dcp.psc.gov/ccmis/RedDOG/REDDOG_training_page_roll_out_m.aspx)), please use the readiness assistance form to notify RedDOG regarding the missing courses.
- Missing training documents, other than those required for Basic Readiness, will be addressed during February and March of 2018.

#### Deployment History, Airport and Language Updates:

- This section, located in the RedDOG Forms section of the RedDOG Self-Service area, is not working. This content will be activated and moved to the self-service area in Mid-2018.

#### **Readiness Reporting in 2018:**

- January 2018 readiness, “01/2018”, will be considered a transitional period. RedDOG anticipates continued updates throughout the month. CCHQ will not run Readiness reports until February 2018.
- Readiness status will be reflected monthly
- The “Projected Readiness View” shows an officer’s status as of the first day of the next month. (example, an officer’s projected readiness for February 2018, “02/2018”, will be shown during the month of January 2018)

#### **Readiness Reminders for Required Information Submission:**

- Immunizations, Licensure, and BLS updates require CCHQ staff verification. Please check the [Immunizations webpage](#) and the [eOPF Status webpage](#) respectively for processing timelines.
- RedDOG is not able to enter information for officers. Officers are required to update all readiness information as outlined in the [Readiness: Down-to-Basics](#) guide.
  1. Medical
    - Exam – Submissions must be mailed to Medical Affairs for processing [https://dcp.psc.gov/PDF\\_docs/AGeneralInstructionsVersion8.pdf](https://dcp.psc.gov/PDF_docs/AGeneralInstructionsVersion8.pdf)
    - Immunizations – Submissions must be electronically uploaded via eDOC-U within the Officer secure area (OSA) of CCMIS [https://dcp.psc.gov/ccmis/Medical%20Affairs/MA\\_immunizations\\_m.aspx](https://dcp.psc.gov/ccmis/Medical%20Affairs/MA_immunizations_m.aspx)
  2. Licensure
    - Submissions must be electronically uploaded via eDOC-U within the OSA of CCMIS [https://dcp.psc.gov/ccmis/Licensure\\_m.aspx](https://dcp.psc.gov/ccmis/Licensure_m.aspx)
  3. BLS
    - Submissions must be electronically uploaded via eDOC-U within the OSA of CCMIS [https://dcp.psc.gov/CCMIS/RedDOG/Forms/Basic\\_Readiness\\_Checklist.pdf](https://dcp.psc.gov/CCMIS/RedDOG/Forms/Basic_Readiness_Checklist.pdf)
  4. APFT
    - Submissions must be entered into the RedDOG Self-Service area within the OSA of CCMIS [https://dcp.psc.gov/CCMIS/RedDOG/Forms/Basic\\_Readiness\\_Checklist.pdf](https://dcp.psc.gov/CCMIS/RedDOG/Forms/Basic_Readiness_Checklist.pdf)

## **Frequently Asked Questions (FAQs):**

### **How often will readiness be reported?**

Previously, readiness was reported on a quarterly basis (1 January, 1 April, 1 July and 1 October). Starting in January 2018, readiness will be reported monthly. Officers will be able to view their projected readiness status for the upcoming month in the RedDOG Self-Service application.

### **I have a current APFT in Direct Access, but my readiness status states that I am not basic ready?**

2017 APFT data did not transfer over from Direct Access. All officers should log into the Officer Secure Area of CCMIS to enter their 2017 APFT results into the RedDOG Self-Service application.

### **I cannot change the expiration date of my BLS certificate?**

Officers are required to update their BLS certification using the eDOC-U application in the Officer Secure Area of CCMIS. Officer Support verifies each BLS submission for accuracy. Once verified, updated BLS certification information can be viewed in the 'Certifications' section of the RedDOG Self-Service application.

### **My BLS expiration date is current in Direct Access and in my eOPF but my old BLS expiration date displayed in the RedDOG Self-Service application. What should I do?**

The expiration date for BLS within the RedDOG Self-Service application is populated with the data submitted via eDOC-U. The system is slowly transferring the data from one database to another. DSI is working to ensure that this gets done any readiness updated in a timely manner. Please know you will not be penalized for system issues. If your expiration date in the RedDOG Self-Service Certifications area is incorrect please resubmit your BLS certificate utilizing the eDOC-U process.

### **My licensure expiration date is wrong. What should I do?**

Submissions must be electronically uploaded via eDOC-U within the Officer Secure Area of CCMIS ([https://dcp.psc.gov/ccmis/Licensure\\_m.aspx](https://dcp.psc.gov/ccmis/Licensure_m.aspx)). If you have uploaded a license to eDOC-U, but it is not seen in your eOPF it is likely still in the verification process. If your license information is up-to-date in your eOPF but you are still listed as not basic ready due to a missing/expired license, please contact the licensure specialist in Officer Support using the [phslicensure@hhs.gov](mailto:phslicensure@hhs.gov) mailbox.

### **I cannot see the expiration date for my medical exam and/or immunizations?**

Medical information is located on the dashboard screen for officers within the Officer Secure Area of CCMIS. At this time the information is not available within the RedDOG Self-Service area.

### **I am missing a medical waiver. What should I do?**

Submit a Readiness Assistance Form via the RedDOG Self-Service application to report a missing medical waiver. Please include the type of waiver that is missing with the period of performance for the waiver. DO NOT INCLUDE medical conditions or personal medical information. If this is needed, you will be contacted by Medical Affairs.

**I am stationed overseas and do not have access to an approved BLS certification course. What should I do?**

Admin waivers can be granted by the Deputy Director, RedDOG due to overseas assignment or other special circumstances. Waiver request memos should include the officer's name, PHS number, the reason for waiver request, duration of waiver, applicable dates and any other pertinent information. Requests for waivers must be submitted through the officer's [Commissioned Corps Agency Liaison](#) to the Deputy Director, RedDOG via email to [RedDOG@hhs.gov](mailto:RedDOG@hhs.gov).

**I am not able to update my airport, language skills or see a correct deployment history?**

Please temporarily discontinue use of this part of the self-service application. We are actively working to update this feature.

**I have completed my training modules for basic readiness. I do not see the trainings listed?**

CCHQ is working to address data gaps. Training records are one of these data gaps. The focus, currently, is to address the missing trainings for officers that impact basic readiness status. If you are missing basic training modules please forward these to [RedDOG@hhs.gov](mailto:RedDOG@hhs.gov) with your full name and SERNO within the email.

In the near future data related to additional trainings (example, FMRB modules) will be collected and updated. Your information is being logged in regards to your missing training data.

**I have completed my training modules for the FMRB. I do not see the trainings listed?**

CCHQ is working to address data gaps. Training records are a source of these data gaps. In the near future data related to additional trainings (example, FMRB modules) will be collected and updated. Your information is being logged in regards to your missing training data.

**I have updated my information. Why am I still listed as not basic ready?**

Information updates are not immediate. Even though you may see content updated in the system, the data takes approximately two business days to register. Items that require verification by CCHQ staff (i.e. Licensure, Immunizations, BLS) must go through the verification process before being updated. Please view the [eOPF status webpage](#) and [Immunizations webpage](#) respectively for processing timelines.