

The Surface Deployment and Distribution Command (SDDC) provides help desk support to a number of DOD transportation programs. One of the systems included in this support is the Defense Personal Property (DP3); to reach the DP3 help desk dial 800-462-2176, then select option 5. Support also includes a website ([www.sddc-srchelpme.com](http://www.sddc-srchelpme.com)) that enables every DP3 user to access a list of Frequently Asked Question

Another feature of the SRC website is that it enables every DP3 user to create a service request that is automatically routed to an SDDC SRC customer service representative. Each DP3 user can also check the status of any existing service request (SR), open or closed. For an open SR, the user can insert additional information and/or add a file that contains snap-shots or other relevant files. However in order to create a new SR or update an SR, each DP3 user must register for a user id and password to access this very user-friendly application. The following paragraphs and screenshots provide instructions how to complete the registration process. This registration process is neither associated with nor linked to the SDDC ETA program.

1. The SDDC SRC Self Service is accessed through <https://www.SDDC-SRCHelpme.com>.
2. Click on New user-Register Here link on the left side of the website (Figure 1).

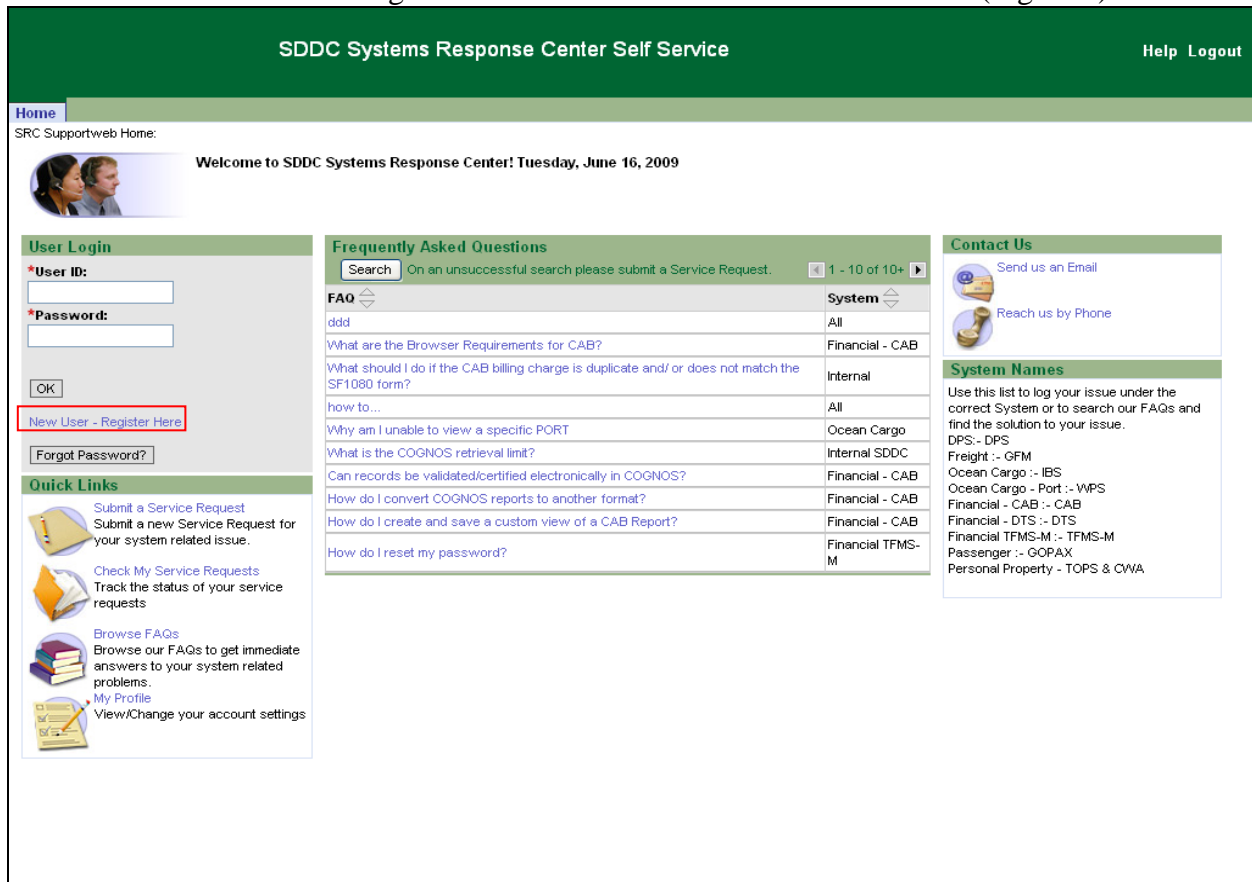


Figure 1: SDDC SRC Self Service Home Page

**Note:** A user id and password is not required to search the FAQs.

**Notes for completing the SRC Self-Service Web site registration form:**

A - Fields marked with red asterisks are mandatory fields and must be completed before submitting the form.

B - Password should meet following requirements: be at least 14 characters in length and have not been used in the last 12 months. The password cannot contain a username and should contain at least two each of three of the following character groups - upper case, lower case, number and special characters. You can choose to enter your ETA password for this access as long as that password has at least 14 characters. However, please understand that this website is not linked to ETA. When you obtain a new ETA password, your Self-Service password is not automatically updated. You must manually change your Self Service password to match your new ETA password if you desire to continue to use the one password. Please review the Change Password process on page 29 of this guide.

3. Enter the registration information in the appropriate fields.

Next and Cancel buttons are located at the bottom of the form. Click the Next button to continue processing the registration. Click Cancel will cancel your request and return you to the original home page.

4. After all required fields have been completed, click on the Next button.

The screenshot shows the 'Self Service Registration Form' within the 'SDDC Systems Response Center Self Service' interface. The form includes a 'Home' link and 'Help Logout' options. A note at the top explains password requirements: at least 14 characters, not used in the last 12 months, and containing at least two of three groups: English Upper case (A through Z), English lower case (a through z), numerical (0 through 9), or Non-alphabetic characters (like #, \$, ^, &...). The form fields are: Salutation (dropdown), \*First Name, Middle Name, \*Last Name, \*Email, \*User ID, \*Password (with a link to password policy), \*Verify Password, \*Challenge Question, and \*Answer to Challenge Question. 'Next' and 'Cancel' buttons are at the bottom.

The Self Service Registration Form (Figure 2).

## DoD Terms of License Agreement displays (Figure 3).

1. In order to proceed to the Home Page you must click on I Agree.

**SDDC Systems Response Center Self Service** Help Logout

[Home](#)

2.3 Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.

2.4 This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests--not for your personal benefit or privacy.

2.5 Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below:

- Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.
- The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.
- Whether any particular communication or data qualifies for the protection of privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DoD policy. Users are strongly encouraged to seek personal legal counsel on such matters prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.
- Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DoD policy.
- A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DoD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privilege or confidentiality, and such actions do not negate any applicable privilege or confidentiality.
- These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.

2.6 In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence investigative searching, (i.e., for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DoD policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise-authorized use or disclosure of such information.

2.7 All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the conditions that are set forth in this User Agreement, regardless of whether the banner describes these conditions in full detail or provides a summary of such conditions, and regardless of whether the banner expressly references this User Agreement.

**Do you agree with the terms of this license agreement?**

Figure 3: DOD Terms of License Agreement

## Self Service Registration Confirmation displays (Figure 4)

2. Click the Finish button.

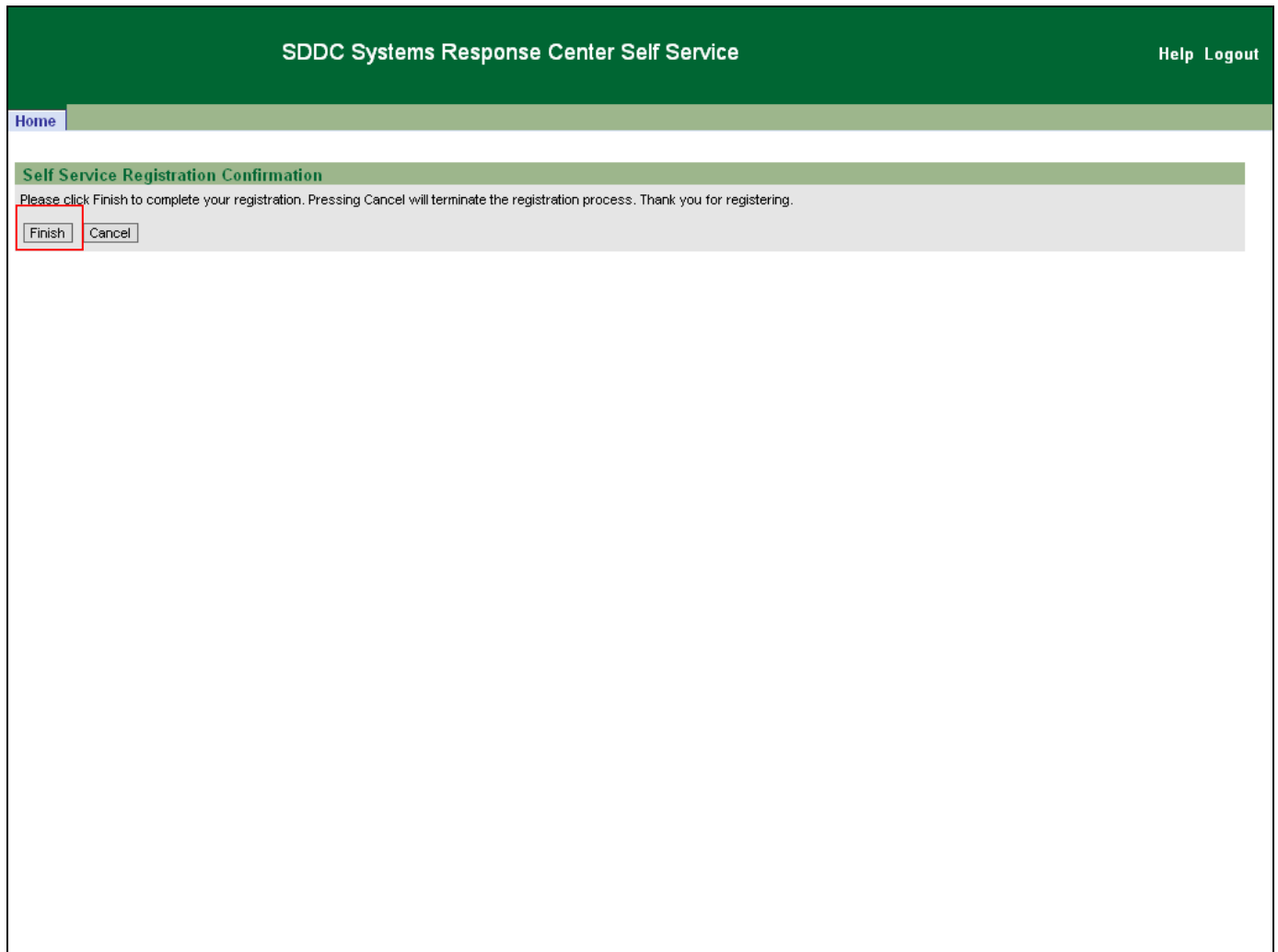


Figure 4: Self Service Registration Confirmation.

Registration successful, Home Page displays with personalized welcome message. (Figure 5).

**SDDC Systems Response Center Self Service** Help Logout

**Home**  
SRC Supportweb Home:

**Welcome Laksmi Ok to SDDC Systems Response Center! Tuesday, June 16, 2009**  
Please use the Contact Us section on the Home Page to notify us about any recent changes to your Account and/or Site information (GBLOC,DODAAC,SCAC etc).

**Quick Links**

- [Submit a Service Request](#)  
Submit a new Service Request for your system related issue.
- [Check My Service Requests](#)  
Track the status of your service requests
- [Browse FAQs](#)  
Browse our FAQs to get immediate answers to your system related problems.
- [My Profile](#)  
View/Change your account settings

**Frequently Asked Questions**

Search  On an unsuccessful search please submit a Service Request. 1 - 10 of 10+

FAQ	System
ddd	All
<a href="#">What are the Browser Requirements for CAB?</a>	Financial - CAB
<a href="#">What should I do if the CAB billing charge is duplicate and/ or does not match the SF1080 form?</a>	Internal
<a href="#">how to...</a>	All
<a href="#">Why am I unable to view a specific PORT</a>	Ocean Cargo
<a href="#">What is the COGNOS retrieval limit?</a>	Internal SDDC
<a href="#">Can records be validated/certified electronically in COGNOS?</a>	Financial - CAB
<a href="#">How do I convert COGNOS reports to another format?</a>	Financial - CAB
<a href="#">How do I create and save a custom view of a CAB Report?</a>	Financial - CAB
<a href="#">How do I reset my password?</a>	Financial TFMS-M

**Contact Us**

[Send us an Email](#)

[Reach us by Phone](#)

**System Names**

Use this list to log your issue under the correct System or to search our FAQs and find the solution to your issue.

- DPS - DPS
- Freight :- GFM
- Ocean Cargo :- IBS
- Ocean Cargo - Port :- WFPS
- Financial - CAB :- CAB
- Financial - DTS :- DTS
- Financial TFMS-M :- TFMS-M
- Passenger :- GOPAX
- Personal Property - TOPS & CWA

Figure 5: SDDC SRC Self Service Website

**Note:** You will receive an error (see Figure 6) if your registration did not meet the password criteria. Please reinitiate the registration process and follow the criteria to set up your password by clicking OK.

## Registration Issue (Figure 6).

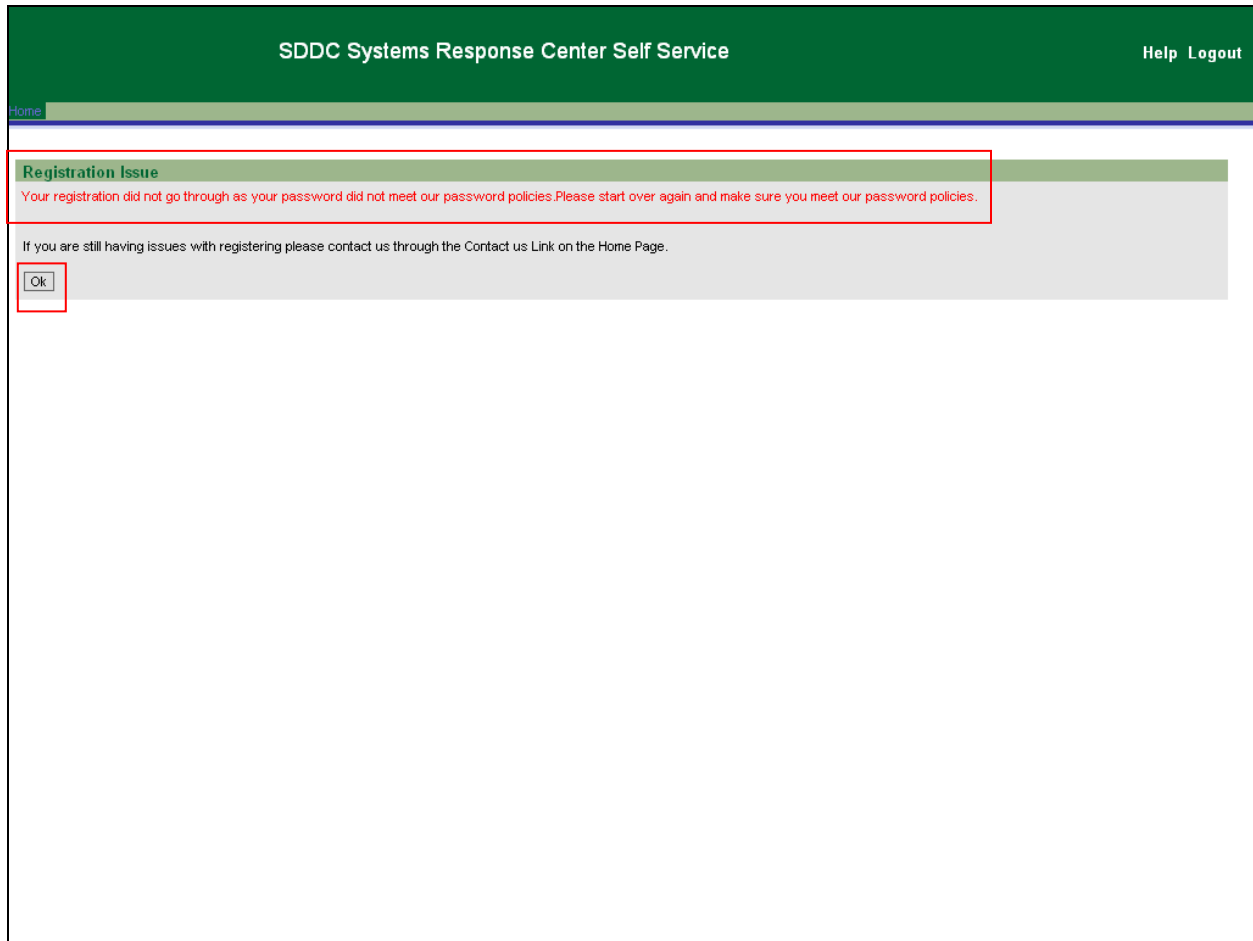


Figure 6: Registration Issue

A useful tool is the Self Service User Guide, which can be accessed by clicking on the word Help in the upper right corner of the screen. This user guide can also be downloaded and/or printed for use as a desk-top guide.

Obtaining a user id and password to the SDDC SRC Self Service home page can provide any DP3 user the ability to check the status of an SR or to create an SR when it is difficult to make phone contact with an SRC DP3 customer service representative. Every DP3 user can access the DP3 SRC in three different mediums:

Phone - 800-462-2176, select option 5

Email - [sddc.safb.dps hd@us.army.mil](mailto:sddc.safb.dps hd@us.army.mil)

Web - [www.sddc-srchelpme.com](http://www.sddc-srchelpme.com)

With these options you should always be able to contact the DP3 SRC. If you are extremely busy and don't want to call, send an email or create the SR yourself.