

Colorado National Guard

Human Resource Office

SF-52 Ticket System



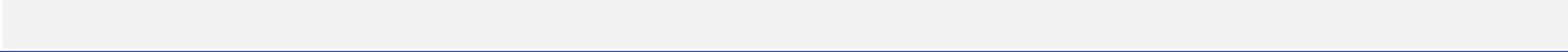
People First, Mission Always!



SF-52 System

- The purpose of this desk reference is to assist users as they enter and use the HRO ticket system. The ticket system will provide a single point for administrators, supervisors and HR Specialists to receive, view and process personnel action requests.

Some important notes on the system:

- Personnel action requests contain personal identifiable information (PII), only Commander's Support Staff (CSS), Unit Administrator or those who have completed and turned in a System Access Request (SAAR) Form will have the ability to submit requests. A System Access Request must be submitted to HRO in order for users to access, submit and view action requests.
 - HRO's SharePoint is built on an Army site. All users who wish to view or submit tickets must have their Cyber Awareness Training and AUP completed with the G6.
 - All personnel actions are automatically logged into the HRO as soon as the user posts the request. The user can follow the flow of the action through the Ticket System.
 - Users must review the online log prior to calling HRO about their personnel action requests.
-
- 



SF-52 System

- SharePoint access: <https://cop.co.ngb.army.mil/sites/home/Pages/Home.aspx>
 - If you do not have access to SharePoint follow the steps starting on pg. 4 to gain access
 - Those who currently have SharePoint access, start on pg. 8 for directions on submitting and tracking SF-52s
- SF-52 approval signatures:
 - The hiring official (first line supervisor) must sign block 5 as the “Requestor”
 - The AO/Directorate must sign block 6 as the “Authorizer”
 - A different POC may be added to block 3
 - ARMY: The first line supervisor is responsible for SF-52 submissions, read only access may be given to higher level Commanders/supervisors for tracking purposes
 - AIR: Only CSS’ are authorized to submit SF-52s, read only access may be given to higher level Commanders/supervisors for tracking purposes



Request New User Access



Search CO National Guard

- HOME
- ABOUT
- AIR FORCE
- ARMY
- CONTACT US
- FAMILY
- JOBS
- JOIN OUR TEAM!
- NEWS

RESOURCES

- Buckley AFB Online Directory
- Fort Carson Online Directory
- Chaplain
- COARNG Network Accounts
- DEERS/ID Cards
- Education Services
- Environmental
- ESGR
- JAG
- Joining Community Forces - JCF
- Military Funerals-Honor Guard
- Officer Mgt (Commissioning)
- Photo Studio (official DA photos)
- Portal Access (CAC Authenticated)
- Retirements / Retirees
- SAPR
- Suicide Prevention
- TRICARE
- Web Mail

Begin by going to the public site (<https://co.ng.mil>). Go to the bottom and select New User.



JOIN US
MAKE A DIFFERENCE

CALL OR VISIT 1-800-GOGUARD

RTI & HAATS
Schoolhouses

FIND A DEERS OFFICE NEAR YOU!

MISSION AND VISION

REGISTER OR RESERVE A ROOM!

MISSION AND VISION

PERSONNEL - EQUIPMENT - TRAINING

MISSIONS:
HOMELAND
WARFIGHT
PARTNERSHIPS

LATEST NEWS

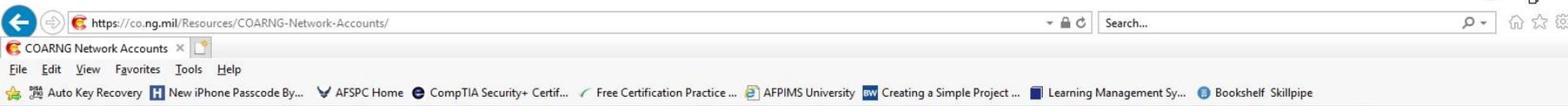
Colorado-Jordan future leaders focus on human capital development
By Capt. Cheresa D. Clark, Colorado National Guard Public Affairs | Nov. 8, 2018

MEDIA RELEASES

State of Colorado to host Jordan Armed Forces partners, families of



Air New User



COLORADO NATIONAL GUARD Official DoD Website

Search CO National Guard

HOME | ABOUT | RESOURCES | NEWS

Users Trying to Access

Select the button that is appropriate. All users must have their Cyber Awareness training completed and loaded into ATC and their AUP signed online.

 AIR FORCE users	 ARMY users	 ALL OTHER users
For Colorado AIR National Guard users	For Colorado ARMY National Guard users	For OTHER users (State employees, Contractors, ADOS, etc.)

COLORADO NATIONAL GUARD LINKS

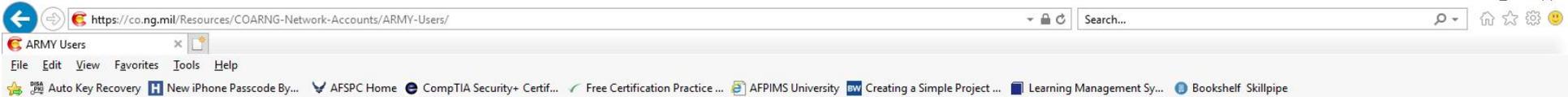
Home	FOIA
Site Map	ISALUTE
Privacy & Security	No FEAR Act
Link Disclaimer	Accessibility/Section 508
Web Policy	Contact Us
Contact Webmaster	Guard Careers

STAYING CONNECTED

[Facebook](#) [Twitter](#) [Instagram](#) [Flickr](#) [YouTube](#)



Steps for New User



Search CO National Guard

- HOME
- ABOUT
- AIR FORCE
- ARMY
- CONTACT US
- FAMILY
- JOBS
- JOIN OUR TEAM!
- NEWS
- RESOURCES

ARMY Users

STEP 1: Visit <https://www.dmdc.osd.mil/milconnect/>

1. Login with your CAC
2. Once in the site click on "Update Personal Information". Click on the "MIL" tab.
3. In the following fields, be sure this info is in place:
"Duty Organization": National Guard
"Duty Sub Organization": NG - Army National Guard - Colorado
"Duty Installation/Location": National Guard Facilities
4. Click "Submit". Allow 24 - 48 hours for changes to take effect.

STEP 2: Visit <https://atc.us.army.mil/iastar/login.php>

1. Login with your CAC
2. Update your profile with information of your current unit
3. Your DoD Cyber Awareness Challenge certificate will automatically appear within 24 hours

STEP 3: Visit <https://cs.signal.army.mil/login.asp>

1. Login with your CAC
2. Click on "DoD Cyber Awareness Challenge" to complete the annual training requirement and Take the Exam.
3. Click on "View and Sign AUP" to agree to the latest policies (this must be done digitally)

STEP 4: Send an email to: ng.co.coarng.mbx.g6-csc-centennial@mail.mil

Please provide the following information in the email:

1. Full Name and Rank
2. DOD Enterprise Email Address (i.e. mil@mail.mil, civ@mail.mil, ctr@mail.mil, nfg@mail.mil)
3. DOD ID Number (back of ID card)
4. Unit of assignment
5. Unit Address
6. City of Unit
7. Zip Code
8. Phone Number (extension if full-time support staff, mobile or alternate phone number if M-Day Soldier)
9. Job Title

Follow the steps, you will need to get the certificate for the Cyber Awareness Challenge and send the required information to the Army G6.



Request New User Access

Browser address bar: https://co.ng.mil/

CO National Guard > Home

Auto Key Recovery | New iPhone Passcode By... | AFSPC Home | CompTIA Security+ Certif... | Free Certification Practice ... | AFPIMS University | Creating a Simple Project ... | Learning Management Sy... | Bookshelf Skillpipe



Search CO National Guard

HOME | ABOUT | AIR FORCE | ARMY | CONTACT US | FAMILY | JOBS | JOIN OUR TEAM! | NEWS

RESOURCES

- Buckley AFB Online Directory
- Fort Carson Online Directory
- Chaplain
- COARNG Network Accounts
- DEERS/ID Cards
- Education Services
- Environmental
- ESGR
- JAG
- Joining Community Forces - JCF
- Military Funerals-Honor Guard
- Officer Mgt (Commissioning)
- Photo Studio (official DA photos)
- Portal Access (CAC Authenticated)
- Retirements / Retirees
- SAPR
- Suicide Prevention
- TRICARE
- Web Mail



Once you have been added to the Army SharePoint you can access the page from the public site. At the bottom of the page select Portal Access to get to the SharePoint page.

NOTE: You need to use your email certificates.



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LATEST NEWS

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MEDIA RELEASES

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SharePoint

Browser address bar: <https://cop.co.ngb.army.mil/sites/home/Pages/Home.aspx>

Navigation: File Edit View Favorites Tools Help

Learning Management System Bookshelf Skillpipe CONG Jobs CSU-Global

SharePoint Sites Mitchell, Miriah J TSgt MIL

NGCG-NET The official Colorado National Guard intranet portal...
The LEADING force for the future CONNECTING locally and globally, PROTECTING what matters most... HOLDING THE HIGH GROUND!

Home Portal Home COMMAND DIRECTORATES JOINT STAFF SPECIAL STAFF UNITS

From the CONG homepage, hover over the Joint Staff tab and select HRO.

- HRO - Human Resources Office
- J1 - Personnel
- J2 - Intelligence
- J3 - Operations
- J4 - Logistics
- J5 - Strategic Planning
- J6 - Information Management
- J7 - Training and Exercises
- Public Affairs Office (PAO)
- SPP - State Partnership Program
- Units

REPORT ALL CYBER-RELATED INCIDENTS IMMEDIATELY BY CLICKING THE BUTTONS BELOW

CLASSIFIED SPILLAGE PII BREACH PHISHING SCAM

Major Events IT Support Outlook-Web Retention Policy-Library

Request a Digital Signage posting!



Wanna get noticed?
Digital Signage is a great method to enhance your messaging. Simply fill out the DS Request Form to get started...

Program Links

Training

- ATC
- ALMS
- Anti-Terrorism (Annual)
- ATMS
- ATRRS
- GCSS-Army
- OIP (Inspections)
- Operations
- RFI (Request For Information)

Personnel-Related

- DEERS and TriCare
- eOPF
- ERB/ORB
- Evaluations (OER, NCOER)
- G1 Personnel Gateway
- GAT-Global Assessment Tool (Annual)
- iPERMS
- Official Photos

Technology / COMMs

- Cyber Awareness Challenge (Annual)
- DCS (Defense Collaboration Services)
- New User Account Request
- Request Help Desk Support (G6)
- Schedule VTC/Audio Bridge
- Update Outlook Info (MilConnect)
- Virtual Desktop (VDI)

Systems

- AFCOS
- AMRDEC Safe Access File Exchange (SAFE)
- ATAAPS (Time & Attendance)
- DoD eMail
- DPI
- DRRS/NetUSR
- DTMS
- DTS (Defense Travel System)

Resources

- Access Control Cards
- APD (Army Publishing Directorate)
- COARNG Armory Phone Numbers
- CONG Holiday Calendar
- DLRRS (for reserving classrooms)
- GKO (Guard Knowledge Online)
- HRC (Human Resources Command)
- IE9/VDI Catalog
- MilConnect (Email Accounts)
- NGB Publications
- OCIE Personal Clothing Record
- RMIS (Risk Mgt Information System)
- SSD (Structured Self-Development)
- The COARNG Standard

Support

- Access Control Cards
- AGR Office
- Chaplain
- Education Benefits & Incentives



HRO SharePoint

Browser address bar: https://cop.co.ngb.army.mil/sites/HRO/SitePages/welcome.aspx

Browser tabs: HRO - Welcome, Auto Key Recovery, New iPhone Passcode By..., AFSPC Home, CompTIA Security+ Certif..., Free Certification Practice ..., AFPIIMS University, Creating a Simple Project ..., Learning Management Sy..., Bookshelf Skillpipe

SharePoint navigation: NGCO-NET, Sites, Mitchell, Miriah J TSgt MIL L

Human Resources Office

A professional team of HR experts who provide essential services and support to the joint leaders and service members of the Colorado National Guard in order to enhance our ability to recruit quality employees, provide a trained and ready full time force with the purpose of defending freedom & protecting Colorado communities.

Our office/walk-in hours are **Tues-Fri 0800-1600**. HRO is located on the 1st floor of the 2-story building at JFHQ (6848 S. Revere Pkwy., Centennial, CO 80112).

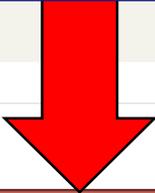
Federal Benefits Open Season runs from Monday, November 12, 2018 through Monday, December 10, 2018

HRO Information | Technician | AGR | Monthly Metrics

HRO Information

HRO Self Help	HRO Temporary Items
<ul style="list-style-type: none">Submit HRO TicketHRO's Policy and GuidanceRequest Four Lense TrainingFAQ	<ul style="list-style-type: none">HRO HuddlesTitle 5 Conversion

Select the Tech SF-52 button to begin submitting tickets.



Technician Action Request

- Ticket System Desk Reference
- Ticket System Access Request Form
- Fillable SF-52 for Action Requests
- Fillable SF-52 for Time Off Award
- SF-52 How to Guide

Office & Proponent:

JFHQ-CO, TAG
6848 S. Revere Pkwy.
Centennial, CO 80112
720-250-1164



POCs for support and permissions: HRO Owners Group

Contacts - HRO

Title Title Work Phone Personal E-Mail Branch

- Branch : AGR (6)
- Branch : Benefits and Retirements (1)
- Branch : Branch Manager (2)
- Branch : Classification (2)
- Branch : HRO (3)
- Branch : OWCP (1)
- Branch : Personnel Systems (2)
- Branch : Staffing (2)
- Branch : Training (2)

External Links

- URL
- Army Knowledge Online (AKO)
- Defense Travel System
- EEO
- Employee Benefits Information System (EBIS)
- EOPF
- ESGR



SF-52 Ticket System

Browser address bar: https://cop.co.ngb.army.mil/sites/HRO/SitePages/SF52TVAProcessing.aspx

Browser tabs: HRO - SF52TVAProcessing

Browser menu: File Edit View Favorites Tools Help

Browser extensions: Auto Key Recovery, New iPhone Passcode By..., AFSPC Home, CompTIA Security+ Certif..., Free Certification Practice..., AFPIIMS University, Creating a Simple Project..., Learning Management Sy..., Bookshelf Skillpipe

Browser navigation: BROWSE PAGE

Browser user: Mitchell, Miriah J TSgt MIL L

Submit Ticket to HRO

- DTSDocs
- AGRPCSDocs
- AGRInprocessingDocs
- SupervisorToolkit
- List - Tech Pay Codes
- HROTickets
- HRO Internal
- SF-52 and VA Processing
- Site Pages
- AGR Request For Support
- AGR Continuation
- AGR Announcement Status
- EDIT LINKS
- Site Contents



Human Resource Office Ticket Request

Privacy Act Statement

Authority - This information is being collected under the authority of Public Law 93-579 Section 7, is mandatory to obtain the services, benefits or processes that you are seeking. Solicitation of the SSN is authorized under provisions of Executive Order 9397, dtd Nov 22, 1943

Purposes and Uses - The primary purpose of the information collected is for use in the administration of the Human Resource Office (HRO) to document part of the employment record of participants in the technician programs, and should be included in the Government wide electronic system, (the Enterprise Human Resource Integration system (EHRI) and is subject to all of the published routine uses of that system of records.

Effects and Nondisclosure - Providing the personal information requested is voluntary; however, failure to provide this information may result in the HRO's ineligibility to assist with personnel actions for the employee.

Information Regarding Disclosure of your Social Security Number (SSN) Under Public Law 93-579, Section 7(b) - Solicitation of SSNs by the Office of Personnel Management (OPM) is authorized under provisions of the Executive Order 9397, dated November 22, 1943. Your SSN will be used primarily to give you recognition for personnel action requests. The use of SSNs is necessary because of the large number of current Federal employees who have identical names and/or birth dates and whose identities can only be distinguished by their SSNs.

Ticket Information			
Action Requested	<input type="radio"/> - SF 52	<input type="radio"/> - Vacancy Announcement	Component <input type="text" value="Select..."/>
Name of Requestor: <small>(Last Name, First Name, No Rank)</small>	<input type="text"/>	Unit	<input type="text" value="Select..."/>
HRO Action			
Submission Status	Submitted <input checked="" type="checkbox"/>	Submission Section	Requesting Unit <input type="text"/>

This is where all personnel actions and vacancy announcements will be submitted and processed.

Begin by selecting either SF-52 for actions such as Time Off Awards, or Vacancy Announcements.



Completing the Request

Browser navigation bar showing address: https://cop.co.ngb.army.mil/sites/HRO/SitePages/SF52TVAPProcessing.aspx

Browser tabs: HRO - SF52TVAPProcessing

Browser menu: File Edit View Favorites Tools Help

Browser bookmarks: Auto Key Recovery, New iPhone Passcode By..., AFSPC Home, CompTIA Security+ Certif..., Free Certification Practice..., AFPIMS University, Creating a Simple Project..., Learning Management Sy..., Bookshelf Skillpipe

Browser toolbar: NGCO-NET Sites Mitchell, Miriah J TSgt MIL L

Browser actions: BROWSE PAGE EDIT SHARE FOLLOW EDIT

Federal employees who have identical names and/or birth dates and whose identities can only be distinguished by their SSNs.

Ticket Information			
Action Requested	<input checked="" type="radio"/> - SF 52 <input type="radio"/> - Vacancy Announcement	Component	Select... *
Name of Requestor: <small>(Last Name, First Name, No Rank)</small>	_____ *	Unit	Select... *
SF 52 Submission			
Personnel Action Request:	Select... *	Action Requested For: <small>(Last Name, First Name, No Rank)</small>	_____ *
Position Title:	_____		
HRO Action			
Submission Status	Submitted	Submission Section	Requesting Unit
Write any additional information you need the HRO to know about as well as submit the SF-52. Any required additional information, like a resume, can be added with an additional comment.			
Comment for Submission		Documentation	
_____		@ Click here to attach a file	
i:0#w ng\miriah.mitchell		2018-12-03T14:43:00	
CLICK HERE to add new comments / documents			
<input type="button" value="Submit"/>			

Complete all applicable sections. Be sure to follow the instructions for the naming convention as this will affect how the ticket is saved.

For employee actions: Click the Action Request SF-52 bubble, fill in the Name of the Employee who the action is for, and Position Title.

For Vacancy Announcements: Select the Announcement Type, position title and the name of the employee who the position is Vice. **DO NOT SELECT THE PRIORITY OR VA NUMBER.**



Submit Ticket

https://cop.co.ngb.army.mil/sites/HRO/SitePages/SF52TVAProcessing

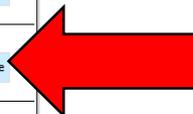
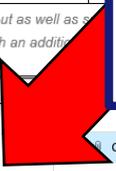
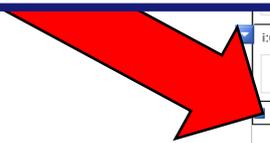
SharePoint Sites Mitchell, Miriah J TSgt MIL L

BROWSE PAGE EDIT

Component	Select...	Unit	Select...
Name of Requestor: (Last Name, First Name, No Rank)			
SF 52 Submission			
Personnel Action Request:	Select...	Action Requested For: (Last Name, First Name, No Rank)	
HRO Action			
Submitted	Submission Section		
Information you need the HRO to know about as well as supporting documents, like a resume, can be added with an attachment.			
Attachment for Submission			
	2018-05-09T10:22:50	Click here to attach a file	
	2018-05-09T10:25:35	Click here to attach a file	
CLICK HERE to add new comments / documents			
<input type="button" value="Submit"/>			

Add the hard copy SF-52 and any additional documents (i.e. resumes) by selecting the blue attachment button. If you need to add additional documents select the Click Here.

The comment section will automatically timestamp your ticket. Use the fillable section to provide any additional information to HRO about the SF-52.





Submit Ticket

Browser address bar: <https://cop.co.ngb.army.mil/sites/HRO/SitePages/SF52TVAProcessing>

SharePoint Sites: Mitchell, Miriah J TSgt MIL L

Announcement	
Component	Select... <input type="button" value="v"/>
Unit	Select... <input type="button" value="v"/>
Name of Requestor: <small>(Last Name, First Name, No Rank)</small>	<input type="text"/>

SF 52 Submission

Personnel Action Request: Action Requested For:
(Last Name, First Name, No Rank)

Position Title:

HRO Action

Submission Status	Submitted <input type="button" value="v"/>	Submission Section	Requesting Unit <input type="button" value="v"/>
-------------------	--	--------------------	--

Write any additional information you need the HRO to know about as well as submit the SF-52. Any required additional information, like a resume, can be added with an additional comment.

Comment for Submission	Documentation
i:0#.w ng\miriah.mitchell 2018-05-09T10:22:50	<input type="text"/> <input type="button" value="Click here to attach a file"/>
i:0#.w ng\miriah.mitchell 2018-05-09T10:25:35	<input type="text"/> <input type="button" value="Click here to attach a file"/>

[CLICK HERE to add new comments / documents](#)

The Submission Status and Submission Section is used by HRO to move the ticket within HRO. The default is set to "Submitted" and "Requesting Unit". Selecting any other drop down option may affect HRO's processing of your request. Please do no change the selection.

Once all required sections are completed, you can select the Submit button.



View Submission

Lists: Calendar - HRO Conference Room

Documents: Submitted All Documents Benefits Find a file

Component	Name	Action Request	Unit	Request Name	Employee Name	Personnel Action	Position Title	TVANumber	Announce Type	Vice Name	Announce Priority	Comment Text	Sub Status	Sub Sect
...	Indef Fill-- INDEF_LUNA_SYNTHIA-2018-11-30T15_51_04	...										***DO NOT ANNOUCE POSITION*** JENNIER HALL HAS BEEN SELECTED FOR THIS POSITION FROM OML FROM TVA 18-117-1	Submitted	Request Unit
Army	-Resignation-King, Aaron-2018-11-30T14_58_33	SF-52	MATES	Smith, David	King, Aaron	Resignation	Surface Maintenance Mechanic Leader			King, Aaron			Submitted	FTSWG
Army	-Temp Promotion-Jeremy Rodriguez-2018-11-29T15_53_15	SF-52	CSMS	CW2 Harpstrite	Jeremy Rodriguez	Temp Promotion	Optical Repair			Jeremy Rodriguez			Submitted	Request Unit
Army	Permanent Fill-Promotion-Golovaty-2018-11-29T15_05_38	VA	G3	Wessley, Doug	Golovaty	Promotion	Force Integration and Readiness Officer	19-039	Permanent Fill	Golovaty			Submitted	FTSWG
Army	Permanent Fill-None-2018-	VA	Comment Unit in	Zambo, Joseph	None		SAFETY SPECIALIST	19-036	Permanent Fill	None		UNIT: Safety &	Submitted	FTSWG

You will be able to view the progress of your submission. The first view will be anything submitted to HRO but has not been actioned yet.



Different Views

Browser address bar: https://cop.co.ngb.army.mil/sites/HRO/SF52TVAPProcessing/Forms/Submitted.aspx

Navigation: NGCO-NET | Sites | Mitchell, Miriah J TSgt MIL U

Menu: BROWSE | FILES | LIBRARY | HRO | Portal Home | COMMAND | DIRECTORATES | JOINT STAFF | SPECIAL STAFF | UNITS | EDIT LINKS

Section: Joint Staff

Actions: New, Upload, Sync, Share, More

Submitted | All Documents | Benefits | Find a file

Classification: Closed, eOPF, FTSWG, Labor Relations, My Documents, Personnel Action, Published, Requesting Unit, Staffing, Technician Budget, Vacancy Announcement

Component	Name	Classification	Requesting Unit	Staffing	Technician Budget	Vacancy Announcement	Sub Status	Sub Unit					
Air	Indef Fill-- INDEF_LUNA_SYNTHIA-2018-11-30T15_51_04	...	SMITH, CLINT	INDEF/LUNA, SYNTHIA	Electrician	SYNTHIA	ANNOUNCE POSITION*** JENNIER HALL HAS BEEN SELECTED FOR THIS POSITION FROM OML FROM TVA 18-117-I	Submitted	Requesting Unit				
Army	-Resignation-King, Aaron-2018-11-30T14_58_33	...	Smith, David	King, Aaron	Resignation	Surface Maintenance Mechanic Leader	King, Aaron	Submitted	FTSWG				
Army	-Temp Promotion-Jeremy Rodriguez-2018-11-29T15_53_15	...	CW2 Harpstrite	Jeremy Rodriguez	Temp Promotion	Optical Repair	Jeremy Rodriguez	Submitted	Requesting Unit				
Army	Permanent Fill-Promotion-Golovaty-2018-11-29T15_05_38	...	VA	G3	Wessley, Doug	Golovaty	Promotion	Force Integration and Readiness Officer	19-039	Permanent Fill	Golovaty	Submitted	FTSWG
Army	Permanent Fill-None-2018-	...	VA	Comment Unit in	Zambo, Joseph	None	SAFETY SPECIALIST	19-036	Permanent Fill	None	UNIT: Safety &	Submitted	FTSWG

You can track the 52 but selecting the three dots and selecting the desired view.



Ticket System Contact

If you have any problems or questions about the ticket system please contact Miriah Mitchell at:

720-250-1164 / miriah.j.mitchell.mil@mail.mil
