Total Workforce Management Services (TWMS)
Quick User Guide

Self-Service

Periodic updates to Self-Service may not be reflected in this document.
Accessing Your TWMS Self-Service

If you have a record in TWMS then you are able to view, print and even update specific pieces of information about your record using the Self-Service Module. To be able to access your TWMS Self-Service:

1. You must have a valid CAC,
2. You must know your PIN, and
3. The information from your TWMS record must match the information on your CAC.

Please contact the CNIC Government Enterprise Help Desk (1-888-264-4255, option 1) for help or further information.

To access the Self-Service Module:

1. Insert your CAC into your CAC reader.
2. Open up your internet browser and type the following website in the address bar:
3. Click OK at the Client Authentication dialog box and enter your CAC PIN if prompted.
Accessing Your TWMS Self-Service

Initial access to your TWMS Self-service will lead you to the screen shown below. Subsequent access will take you to the form shown on the next page.

4. Enter the last four digits of your SSN and your date of birth.

5. Click Submit.
Updating Your Self-Service Information

Shown below is the General Information form for an Active Duty employee. The Navigation Menu lists the other forms available for this employee type. Some forms allow updates to specific fields.

To update information using the self-service module:

1. Go to the form that contains the information you want to update by clicking the corresponding button on the Navigation Menu.

2. Enter the new data or replace the existing data in the editable fields for that form. The form shown here has several fields that can be changed.

3. Click Update to overwrite the existing information and refresh the page.

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Viewing Your Self-Service Information

Shown below is the General Information form for a Civilian employee. The Navigation Menu lists the other forms available for this employee type.

To view different forms within Self-Service:

1. Click on one of the buttons on the Navigation menu. Here the SF50s/Work History* button will be selected.

*This button will only appear for civilian employees.
Viewing Your Self-Service Information

Shown below is the SF50s/Work History form for a Civilian employee. Civilian employees can view their SF50s and print them as desired. Click any of the “View SF-50” buttons to view and print the selected SF-50.
Viewing Your Training Information

The Training/Educ/Cert & Skills form has seven tabs associated with it. These tabs help to organize your training and other related information. The Training tab has four additional views: Completed Training, Training Archive, Training Requirements, and Projected Training. Completed Training is the default view and is displayed below.

Click any tab here to view information corresponding to the tabs’ title. The training tab has four additional views.

Click another link on this form to view other training information. Here, the “Training Requirements” link will be selected.

Note: Further information about adding records to this form can be found in the “Managing Training, Certifications, Agreements, and Skills” Quick User Guide.

Listed here are the training courses for this employee completed within the last two years. Courses completed more than two years ago will be listed under “Training Archive”.

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Viewing Your Required Training

The required training for this employee will now be displayed. This form provides more information about each requirement.

Click the Detail link to view additional information about this requirement.

The Detail view displays additional information about the training requirement and will list all courses that will satisfy the training requirement.

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You can also satisfy your training requirements using Self-Service. The Online Training & Notices form is where you will find these requirements and the courses that you must take to satisfy them.

To satisfy a training requirement:

1. Click the **Online Training & Notices** button on the Tools/Actions Menu.
Satisfying Your Required Training

The Online Training & Notices form has four tabs associated with it. The Required Training & Notices tab is the default view and is displayed below.

2. Click on the name of the requirement to view the online courses that will satisfy this requirement.

Note: Listed here are only the outstanding training requirements for this employee in which at least one course associated with the requirement can be completed online. All training requirements can be found listed in the Training Requirements area located on the Training/Educ/Certs & Skills form.

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Satisfying Your Required Training

A new window will open that will list the online classes satisfying the selected requirement. Upon completion of your training, the time that your training record will be updated is based upon where the training is hosted:

- If the training is hosted on TWMS then your training record will usually be updated upon completion.
- If the training is hosted on the Navy’s eLearning (NeL) site then it can take up to several weeks for your training record to be updated.
- If the training is hosted on another website then your training administrator must manually enter your training completion in TWMS.

3. Click on the name of the course title to launch the course.
Upon completion of a course hosted on TWMS it may take up to a day to reflect that you have satisfied the training requirement.

4. Click the page controls to step through each slide of the training.

5. When you have successfully completed this course it will be removed from the listing of Required Training.
Satisfying Your Required Training

Returning to the Training/Educ/Certs & Skills form will now reflect the successful completion of the online training course.

6. Click the Training/Educ/Cert & Skills button on the Navigation Menu to view that the course that has been completed.

The Training Requirements view will also display that there are no outstanding requirements to be completed.

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Self-service is also where you can initiate or, if already created, view and print your SAAR-N/DD-2875 form.

To view and print your SAAR-N/DD-2875 form:

1. Click the **SAAR-N/DD-2875** button on the Navigation Menu.
Viewing Your SAAR-N/DD-2875

If you, your supervisor, or a SAAR Administrator have already initiated a SAAR-N for you then your name will appear in the new window.

2. Select the row where your name appears to open your SAAR-N.

Note: If your name does not appear and you need to create a SAAR-N then select the New SAAR Request tab. See the “Managing Your SAARs – Self-Service” quick user guide for more information.
Viewing Your SAAR-N/DD-2875

A web version of your SAAR-N will now be displayed. After your SAAR-N has been signed by you and in routing for approval, you will not be able to make any changes.

3. Click the View/Print SAAR button.

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Viewing Your SAAR-N/DD-2875

A new Adobe window will open and display your SAAR-N or DD-2875 form as a PDF document. As shown below, this SAAR-N has five pages.

4. Click the Print icon to print your SAAR.

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To logout of your self-service record:

1. Click the **Logout** button on the Navigation Menu.

2. Click **Yes** at the dialog box.