



USMC COMMAND  
RECORDS OPERATIONAL  
SUPPORT SITE (CROSS)  
**END USER  
REGISTRATION GUIDE**

Version 1.5

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Prepared by:



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Version	Date	Changes	Made By
1.0	11/13/2019	Initial Draft	Dela Ashe
1.1	2/18/2020	Updates/Addition to content and graphics	Dela Ashe
1.2	03/04/2020	Added Pre-requisite, registration errors content, and graphics	Dela Ashe
1.3	04/09/2020	Added functionality changes in the registration process and graphics for support	Dela Ashe
1.4	05/07/2020	Added functionality change to Staff Section RM organization contacts and graphics	Dela Ashe
1.5	08/14/2020	Update to CROSS URL, headings, format and reorganization of TOC	Dela Ashe
2.0			

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## I. Overview

This guide assists Records Managers with registration to the Command Records Operational Support Site (CROSS). CROSS is a SharePoint tool designed to provide targeted support to Command Designated Records Managers (CDRMs) in the development and maintenance of a Records Management Program. This guide demonstrates the steps required for CDRMs, Staff Sectional Records Managers and Visitors to access the site. As access is gained, Users can follow the CROSS-End User Guide to understand how the functionality of CROSS aligns with policy requirements, the 5210 Records Management Checklist, supports the identification/categorization of records and establishes best practices for a records management program.

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## II. CROSS Registration

Users who attempt to access the old Records Management Knowledge Site (RMKS) will automatically be re-directed to the Command Records Operational Support Site (CROSS).

**Prior to gaining access to CROSS, all users MUST have a Marine Corps Enterprise IT Services (MCEITS) account.**

### Pre-requisites:

- Per MCO 5210.11F, all Command Designated Records Managers (CDRMs) are designated and appointed, in writing, by HQMC Staff Agency Heads and Marine Corps Commanders. For anyone registering to the site as a Primary or Alternate Unit CDRM, your Agency Head or Commander is the Approver of your registration and will electronically sign your appointment letter through the automated process. To initiate the automated approval process in CROSS, **all Agency Heads and Commanders must also have a MCEITS account.**
- For anyone registering as a Staff Section Records Manger, your CDRM will be the Approver of your registration and must have a MCEITS account.
- Functionality in CROSS has been added as part of this registration process to help you determine if your Commander, Agency Head and CDRM has a MCEITS Account.

**For instructions on how to obtain a MCEITS account, see the USMC Records Management MCEITS Account Request Guide.**

### Registration Errors:

- For those experiencing registration issues regarding their username, email or change in rank/grade, please contact the EIS Help Desk to initiate corrections. **User information (name, rank, and email address) from MCEITS, populates to CROSS.**

Email: [eishelpdesk@usmc.mil](mailto:eishelpdesk@usmc.mil)

Phone: 816-705-4865

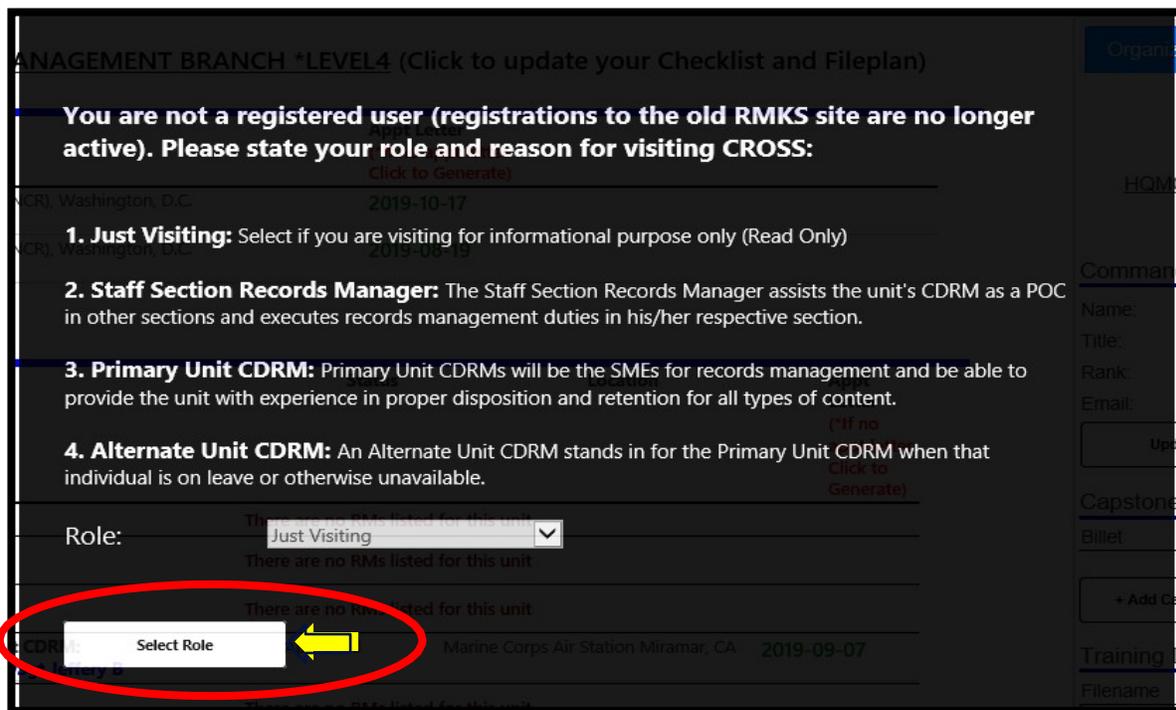
- To avoid registration errors, ensure you are using an Internet Explorer browser. **DO NOT use Microsoft EDGE**
- When copy/pasting into IE11, ensure that you change your email into HTML format to prevent issues during approval process

- If you need assistance with your CROSS registration, please contact ARDB/Hartwood Consulting Group Outreach Support at (540) 628-7696 or via e-mail at [smb\\_hqmc\\_rmoutreach@usmc.mil](mailto:smb_hqmc_rmoutreach@usmc.mil)

### Site Access

Once a MCEITS account has been obtained, new Registrants can register using one of four (4) roles:

- 1) Visitor
- 2) Staff Section Records Manager
- 3) Primary Unit CDRM
- 4) Alternate Unit CDRM



**STEP 1:** Log on to CROSS at: <https://eis.usmc.mil/sites/CROSS>

**STEP 2:** Select the appropriate role, based on the descriptions as shown below.

**NOTE:** The site functionality aligned to each role selected, is more clearly defined in the CROSS End User Guide.

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## Primary & Alternate Unit CDRM Registration

If you select either “Primary Unit CDRM” or “Alternate Unit CDRM,” you will be directed to register as a new user.

**Note: all fields with a red asterisk (\*) are required fields**

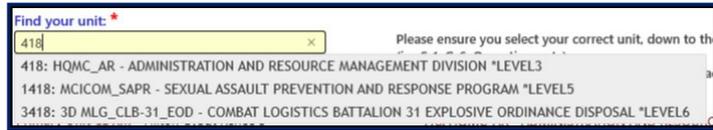
The screenshot shows a web form titled "New User Registration". At the top, there is a toolbar with icons for Save, Cancel, Paste, Copy, Attach File, and Spelling. Below the toolbar are "Save" and "Cancel" buttons. The form contains several input fields and a dropdown menu, each marked with a red asterisk to indicate it is required. Six yellow callout boxes with numbers 1 through 6 point to specific fields: 1 points to the Name field (pre-filled with "Ashe CTR Dela L"); 2 points to the Role dropdown (set to "Primary Unit CDRM"); 3 points to the Phone Number field; 4 points to the "Find your unit:" field; 5 points to the "Approving Commander Rank" dropdown; and 6 points to the "Approving Commander" search field. A note below the search field states: "The Approving Commander must have a prior existing MCEITS account in order to receive and approve your request. To search the MCEITS directory, type in the name of the intended Approver below." At the bottom of the form are "Save" and "Cancel" buttons.

### To Register as a CDRM:

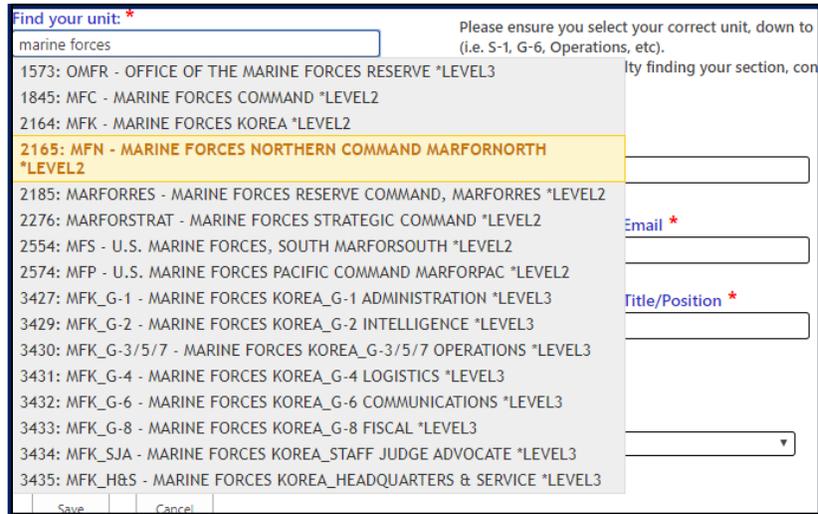
1. CDRM name, rank and e-mail are pre-populated from MCEITS (if it does not display or shows an incorrect name/rank/email; contact [eishelpdesk@usmc.mil](mailto:eishelpdesk@usmc.mil) or 816-705-4865 for assistance)
2. Primary or Alternate Unit CDRM role auto populates
3. List your phone number

- Find your unit by UNIT ID or Partial / Full Name of the Organization. **Select the correct unit** to register; down to the appropriate section (i.e. Command Deck, S-1, G-6, etc.)

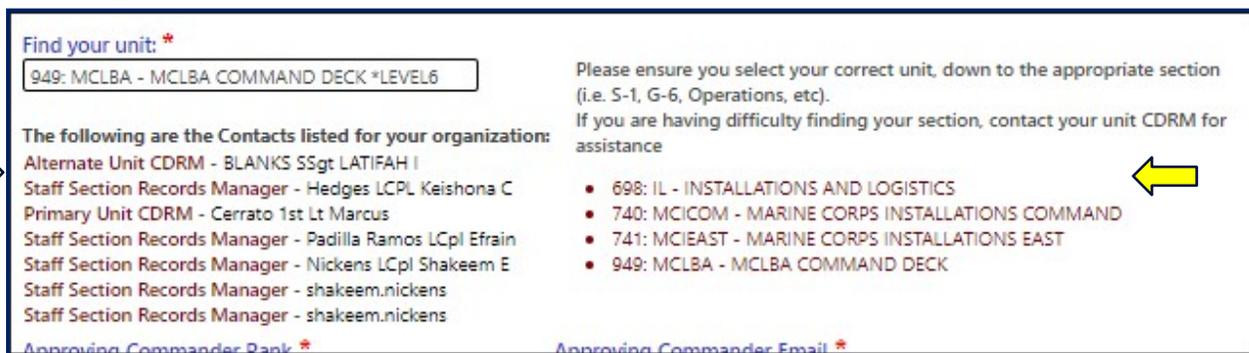
- UNIT ID: Ex. 418**  
(annotate the ID number for easier access)



- Partial or Full name of the organization:**



**NOTE: Following selection of your unit,** a list of unit contacts will display for registered users in the organization, showing their RM role. An organizational hierarchy will populate.



- Provide your Approving Commander's Rank, Name, E-mail, and Title/Position.

- Commander Name will pre-populate if previously indicated on the site

Approving Commander Rank \*

Approving Commander Email \*

Approving Commander Name \*

Approving Commander Title/Position \*

Commander: Alphonso Trimble

- Or show as **undefined** if the information has not been listed within the site

Approving Commander Rank \*

Approving Commander Email \*

Approving Commander Name \*

Approving Commander Title/Position \*

Commander: undefined

6. If your Commander is not listed, use the MCEITS SEARCH DIRECTORY to determine if your Commander has a MCEITS account. **Your Commander must have an EIS SharePoint/MCEITS account to receive the approval email for your registration.** (see CROSS Approval Process, page 11). **\*\*If your Commander does not have a MCEITS Account, follow the MCEITS Account Request Guide to request a MCEITS Account\*\***

- Select the people finder/address book icon to open the directory

The Approving Commander must have a prior existing MCEITS account in order to receive and approve your request. To search the MCEITS directory, type in the name of the intended approver below.

- Type in the Commander's Name and Select the search icon to display a list of names.

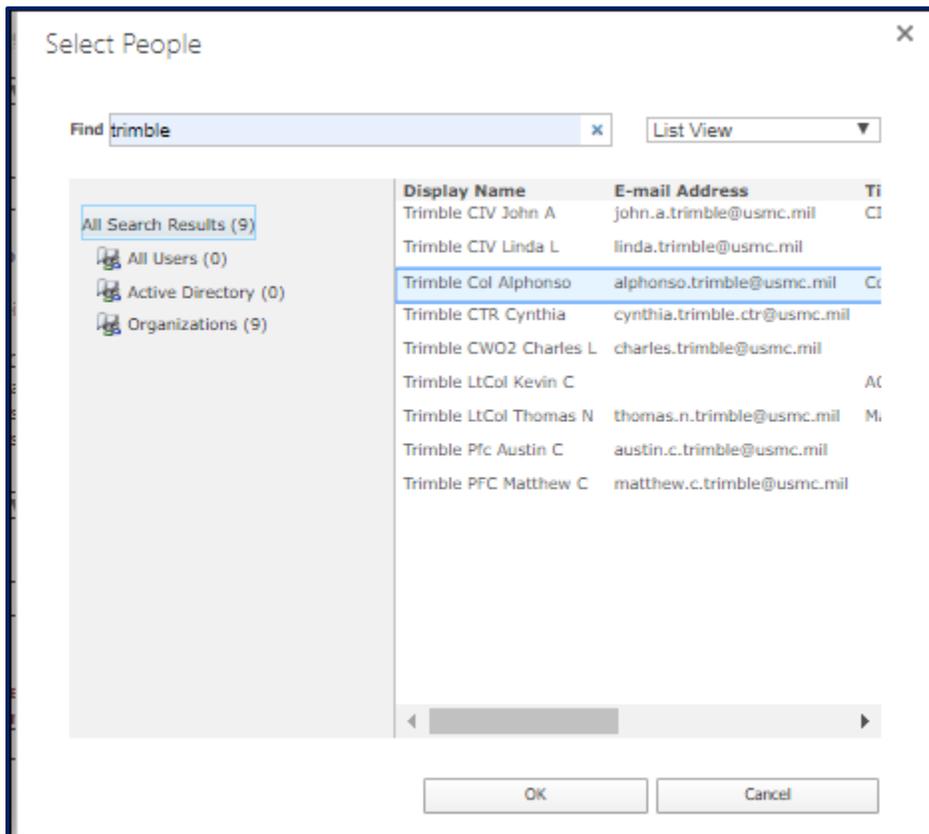
Select People

Find

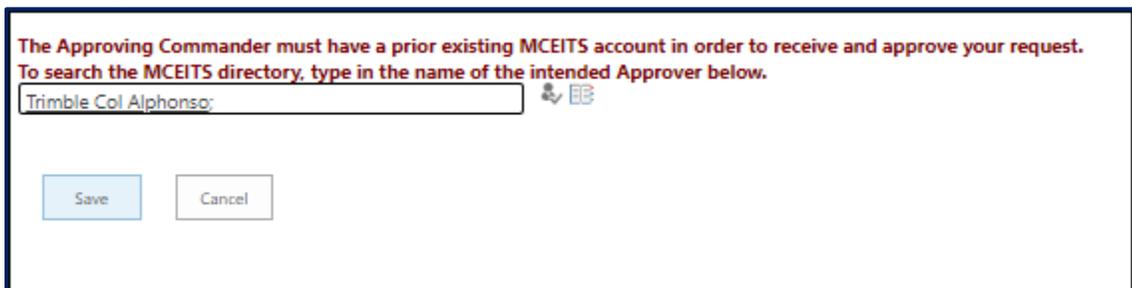
	Display Name	E-mail Address	Title	Department
	Organizations			
	All Users			
	Active Directory			

Type into the search box above then press "Enter" to:

- Scroll the list to select the Commander's name and Select OK



- Commander name will populate to CROSS. Select **Save** to submit your registration.



- Select **“OK”** to accept pending Commander approval and Follow CROSS Approval Process on page 11 for next steps



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## Staff Section Records Manager Registration

If you select “Staff Section Records Manager”, fill in all required fields with an (\*).

New User Registration

EDIT PAGE

Save Cancel Paste Copy Attach File Spelling

Commit Clipboard Actions Spelling

Save Cancel

**1** Name \* Ashe CTR Dela L

Email \* dela.l.ashe.ctr@usmc.mil

**2** Role: Staff Section Records Manager

**3** Phone Number \*

**4** Find your unit: \*

Please ensure you select your correct unit, down to the appropriate section (i.e. S-1, G-6, Operations, etc). If you are having difficulty finding your section, contact your unit CDRM for assistance

The following are the Contacts listed for your organization:

Current CDRM is not Listed - Send Approval Request to ARDB

Save Cancel

### To Register as a Staff Section Records Manager:

1. Staff Section RM name, rank and e-mail are pre-populated from MCEITS (if it does not display or shows an incorrect name/rank/email; contact [eishelpdesk@usmc.mil](mailto:eishelpdesk@usmc.mil) or 816-705-4865 for assistance
2. **Staff Section Records Manager** role will auto populate
3. List your phone number
4. Find your unit by Unit ID or Partial/Full Name

**NOTE: Ensure you register to the correct sub-section of your organization (i.e. S-1, G-6, Operations etc.) Contact your CDRM if clarification is needed on which unit you should select.**

- UNIT ID: Ex. 418  
(annotate the ID number for easier access)

- Partial or Full name of the Organization: Ex. Marine Forces

**NOTE: Following selection of your unit, a list of organization CDRMs will display.**

- Select your Primary or Alternate CDRM. This person will be the Approver of your CROSS registration (see CROSS Approval Process on page 11)

- **NOTE:** If you do not see the name of your CDRM listed, select **“Current CDRM is not Listed”**

The screenshot shows the 'New User Registration' form. At the top, there are tabs for 'EDIT' and 'PAGE', and a toolbar with icons for Save, Cancel, Paste, Copy, Attach File, and Spelling. Below the toolbar are 'Save' and 'Cancel' buttons. The form fields include:
 

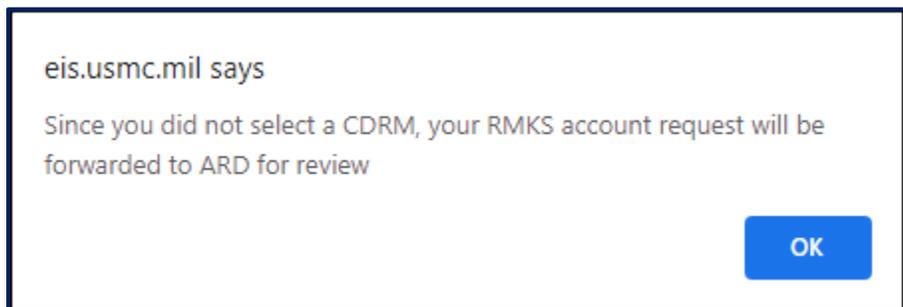
- Name \***: Ashe CTR Dela L
- Email \***: dela.l.ashc.ctr@usmc.mil
- Role**: Staff Section Records Manager
- Phone Number \***: (empty)
- Find your unit: \***: 418: HQMC\_AR - HQMC\_ADMINISTRATION AND RE...

 A section titled 'The following are the Contacts listed for your organization:' contains a list of radio button options:
 

- Primary Unit CDRM - Penaranda CIV Any...
- Primary Unit CDRM - Hilton GySgt Renee S
- Primary Unit CDRM - Ramanathan CIV Sivakumar
- Current CDRM is not Listed - Send Approval Request to ARDB** (highlighted with a red circle)

 To the right of this list, there is a note: 'Please ensure you select your correct unit, down to the appropriate section (i.e. S-1, G-6, Operations, etc). If you are having difficulty finding your section, contact your unit CDRM for assistance'. Below the note is a bullet point: '418: HQMC\_AR - ADMINISTRATION AND RESOURCE MANAGEMENT DIVISION'. At the bottom of the form are 'Save' and 'Cancel' buttons.

- Select **“ok”** and ARDB/Hartwood Consulting Group Outreach Support will receive an email to approve your registration within 72 hours



## CROSS Approval Process

1. The Approver will receive an email once the registration process is initiated. Approver should copy and paste the link in Internet Explorer. **Do not use Microsoft EDGE** to avoid any browser compatibility issues.
2. The link above will take the approving official directly to an electronic Appointment Letter.
3. Once you open the link, either select **“Approve”** or **“Not Approved”** and type your name **EXACTLY** as it appears from the email.

4. Ensure that you change your email into HTML format prior to either clicking or copy/pasting into IE11 (and **NOT** Internet Edge). This prevents issues during the approval process.
5. The “SAVE” button will not show up until the name typed in the field matches the name provided by the Registrant

4. This letter supersedes all previous correspondence. This appointment will remain in effect until appointee has been relieved of this duty or a change of command has occurred, whichever is soonest.

Approve Appointment Letter? \*

Approved  
 Not Approved

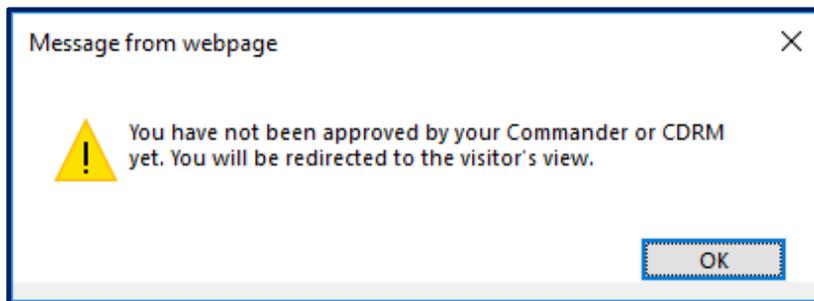
Sign your name EXACTLY as it appears on the email that you received  
(Save Button will remain hidden until the name is typed identically): \*

*Kim LtCol Mike*

Version: 2.0  
Created at 7/30/2019 2:47 PM by Kim CTR Mike  
Last modified at 7/30/2019 2:47 PM by Workflow on behalf of Kim CTR Mike

Save Cancel

6. Once the registration is approved by the Commander/Agency Head/CDRM, the Registrant will receive an email stating that you were approved. If an Approver does not act within 72 hours, CROSS will automatically send a reminder email to the Commander/Agency Head or CDRM listed as the Approver.
7. When **approved**, the Registrant/user will have the capability to conduct all CROSS functions, according to the role. See **CROSS End User Guide** under the “**Search CROSS Related Article and Documents**” for more clarification on roles and functionality aligned to each role.
8. If **not approved**, you will see the following message when entering CROSS. Once you confirm by clicking “OK,” you will be redirected to the Visitor Homepage:



## TO CHECK THE STATUS OF YOUR REGISTRATION

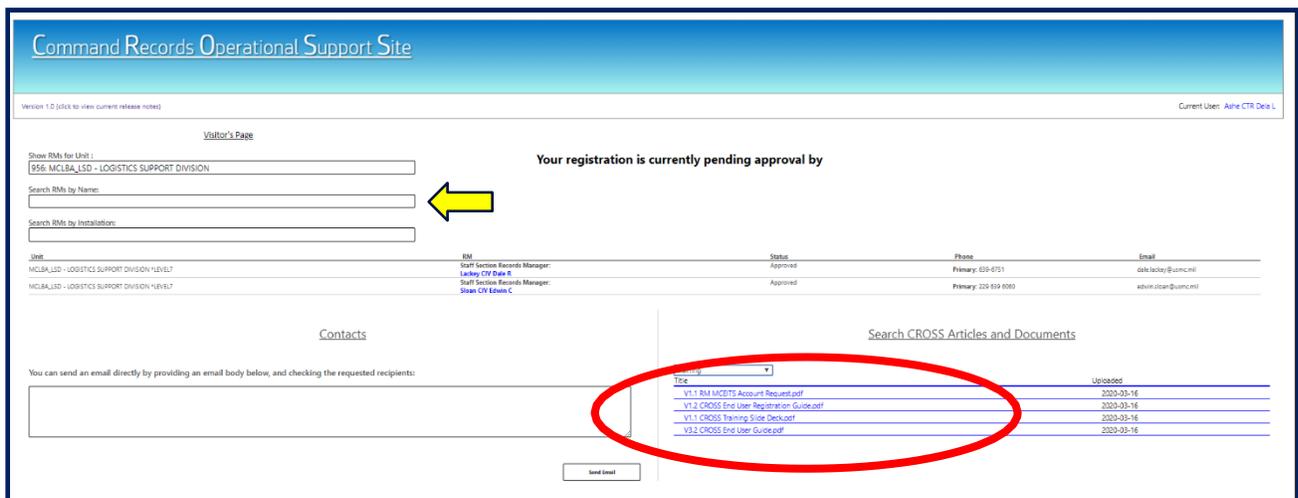
- After registering, check the status of your registration by logging onto CROSS <https://eis.usmc.mil/sites/CROSS>
- If your registration has not been approved, you will be directed to the VISITOR PAGE where you can see the status as PENDING and it will list WHO needs to APPROVE your registration

The screenshot displays the 'Command Records Operational Support Site' interface. At the top, it shows the site title and version information (Version 1.0). The current user is identified as 'Van Corbach CTR Andrew J'. The main content area is titled 'Visitor's Page' and features a prominent message: 'Your registration is currently pending approval by Grozinski CIV Steven'. Below this message are three search filters: 'Show RMs for Unit:', 'Search RMs by Name:', and 'Search RMs by Installation:'. A table header is visible with columns for 'Unit', 'RM', 'Status', 'Phone', and 'Email'. The page is divided into two columns. The left column is titled 'Contacts' and includes a text area for an email body and a 'Send Email' button. The right column is titled 'Search CROSS Articles and Documents' and contains a dropdown menu and a 'Title' field.

### III. VISITOR'S HOMEPAGE

If you have selected “Just Visiting,” as a role, you will be redirected to the Visitors’ homepage. Here, you will be allowed to **read only**, command/organizational information:

1. Search for RMs by **unit, name, and installation.**
2. Contact the ARDB Outreach Support staff through the messaging web part under **“Contacts”**
3. Search for any documents or knowledge articles under the search web part **“Search CROSS Articles and Documents”**
4. If you are unsure of the exact Unit or suborganization, you can type a partial suggestion to generate a list of organizations to choose
5. If you wish to see what RMs belong to a known Unit, a **search by Unit** would show the best results.



6. Reference the CROSS End User Guide (see **“Search CROSS Articles and Documents”** and **select Training**) to navigate within the site and for additional guidance on site capability for Primary, Alternate CDRMs and Staff Section Records Managers.

## IV. RECORDS MANAGEMENT SUPPORT



### RM Support Staff

#### HQMC Records, Reports, Directives and Forms Management Section (ARDB)

David Spenner – Section Head [david.spenner@usmc.mil](mailto:david.spenner@usmc.mil)  
Gilberto Correa-Ruiz – Deputy Section Head [gilberto.correaruiz@usmc.mil](mailto:gilberto.correaruiz@usmc.mil)



#### CONTRACT SUPPORT

##### Hartwood Consulting Group

- Program Manager – Talia Bastien  
540-210-0113 [talia.bastien.ctr@usmc.mil](mailto:talia.bastien.ctr@usmc.mil)
- Outreach Coordinator– Leira Ortiz Velez  
540-210-0119 [leira.ortizvelez.ctr@usmc.mil](mailto:leira.ortizvelez.ctr@usmc.mil)
- Service Desk Support – Andrew Van Corbach  
540-210-0128 [andrew.l.vancorbach@usmc.mil](mailto:andrew.l.vancorbach@usmc.mil)
- Training Support Specialist – Dela Ashe  
540-210-0087 [delashe.ctr@usmc.mil](mailto:delashe.ctr@usmc.mil)



#### ARBD OUTREACH SUPPORT

- [smb\\_hqmc\\_rm\\_outreach@usmc.mil](mailto:smb_hqmc_rm_outreach@usmc.mil)
- (703) 614-1081 / DSN 224-1081

Command Records Operational Support Site  
<https://eis.usmc.mil/sites/CROSS>