Overview

This document is provided as a guide and pre-requisite to gaining access to the Command Records Operational Support Site (CROSS). Enterprise Information Services (EIS) is a core enabler of cloud computing and communications capabilities, enabling access to enterprise information services and providing a collaborative sharing environment for applications and users across warfighter and business domains.

A DOD issued PKI E-Mail certificate is required for access to EIS. Please have a CAC card (with all DoD PKI certificates loaded) and functioning CAC reader prior to proceeding.

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Changes</th>
<th>Made By</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>01/28/2020</td>
<td>Initial Draft</td>
<td>Dela Ashe</td>
</tr>
<tr>
<td>1.1</td>
<td>03/02/2020</td>
<td>Update to GOV POC and screenshots</td>
<td>Dela Ashe</td>
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<tr>
<td>1.2</td>
<td>03/24/2020</td>
<td>Update to content, incorporating new MCEITS requirement for GOV POC to request account on behalf of user, update to graphics</td>
<td>Dela Ashe</td>
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<tr>
<td>1.3</td>
<td>05/11/2020</td>
<td>Updated screen shots and content for new GOV POC process</td>
<td>Siva Ramanathan</td>
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<tr>
<td>1.4</td>
<td>12/28/2020</td>
<td>Updated screen shots and contents based on New MCEITS (HCS) process</td>
<td>Siva Ramanathan</td>
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Prior to gaining access to CROSS, all users must have a HCS (MCEITS) account. Use the following steps to request an account:

1. Have your Site Collection Administrator (SCA) check to determine if you have a MCEITS account (now called HCS Account) at:

   https://eis.usmc.mil/sites/spservices/helpdesk/adlist/Pages/default.aspx

2. If you do not have an account, Your Government POC must request a HCS (MCEITS) Account on your behalf at https://eis.usmc.mil/sites/spservices/. Click "Request a HCS Account" (highlighted in the screenshot below). The Government POC must already have a HCS (MCEITS) account to submit a request. The Government POC can be your supervisor or anyone in your command. A Government POC is defined as Active Duty military or civilian personnel with an Active MCW account.
3. Agree to User Agreement and Policies
   • Read User Agreement & Policies and click “Agree”
4. Provide Account Justification

- Provide Justification: List User Records Management ROLE and ORGANIZATION NAME

For Example: Required as CDRM for MCAS Miramar

- Required as Staff Section RM for [organization]
- Required as Commander for [organization]
Fill in User Account Information

- Enter User Account Information
- **Account Designator:** Select “o – Standard Account”
- Click Submit
NOTE:

- Clicking “Submit” will send your request to the Site Collection Administrator for HQMC ARDB, who administers the EIS SharePoint Site: Records Management Knowledge Site - https://eis.usmc.mil/sites/rmks/
- The Site Collection Administrator will approve your request to be processed by EIS. You will receive an account approval e-mail from EIS within 48 Hours.
- Once you have received your New Account notice from EIS, follow the steps provided in the e-mail to CAC-enable your account.
- If you do not receive a New Account notice from EIS within 48 hours, please contact the EIS Help Desk at (816) 705-4865 CST or EISHelpdesk@usmc.mil for tech support. The EIS Help Desk will assist with any changes to Account Information (such as: rank, name, organization, etc.) that populates to the Command Records Operational Support Site (CROSS).

For CDRM Programmatic support, please email ARDB/Hartwood Consulting Group Outreach Support at: smb_hqmc_rmoutreach@usmc.mil