



USMC COMMAND RECORDS OPERATIONAL SUPPORT
SITE (CROSS)

End User Registration Guide



HARTWOOD
CONSULTING GROUP

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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	06/30/2020	Update to CROSS URL, headings, format, and reorganization of TOC	Dela Ashe
1.6	09/23/2021	Added hyperlinks to HQMC ARDB site, updated verbiage and RM Support Contacts	Justin Forrester, Andrew VanCorbach, Maggie Gibbs, Talia Bastien
1.7	01/26/2023	Updated CROSS URL. Removed MCEITS prerequisites.	Justin Forrester

I. Overview

This guide assists users 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 their organization's Records Management (RM) program. This guide demonstrates the steps required for CDRMs, Staff Sectional Records Managers (SSRMs), and Visitors to access the site. Once access is gained, users should follow the CROSS-End User Guide, located at the ARDB HQMC site, to understand how the functionality of CROSS aligns with policy requirements, including the 5210 Functional Area Checklist, supports the identification/categorization of records, and establishes best practices for a comprehensive RM program.



II. CROSS Registration



Prior to registering for a CROSS account, all users **MUST** request access by visiting https://usmc.sharepoint-mil.us/sites/USMC_CROSS . Requests are sent to the CROSS Technical Support Team and will be approved within a 24-hour period.

You need permission to access this site.

I'd like access, please.

Request Access

Pre-requisites:

- Per MCO 5210.11F, all Command Designated Records Managers (CDRMs) must be designated and appointed in writing by their respective Program Owner (i.e., Commander, Commanding Officer, Director etc.,). For users registering as either a Primary or Alternate CDRM, the Commanding Officer serves as your Approving Authority and will electronically sign the appointment letter via an automated workflow. To participate in the automated approval process in CROSS, **all Approving Authorities must also have access to CROSS.**
- For users registering as a Staff Section Records Manager (SSRM), the organization CDRM is the Approving Authority and must also have a pre-established, active CROSS account.
- Features have been added to CROSS as part of the registration process to help you determine CROSS account statuses for your respective Approving Authority.

Common Registration Errors:

- For those experiencing registration issues regarding their username, email, or a change in rank/grade, please contact the EIS HelpDesk in order to update your profile. **User information (name, rank, and email address) is associated to your Common Access Card and automatically populates to CROSS.**

Email: eishelpdesk@usmc.mil

Phone: 816-705-4865

- To avoid registration errors, use Google Chrome or Microsoft Edge as your web browser.
- When copy/pasting into Google Chrome or Microsoft Edge, ensure that you change your email into HTML format to prevent issues during approval process
- If you require assistance with your CROSS registration, please contact ARDB Helpdesk support at smb_hqmc_rmoutreach@usmc.mil.



Site Access

Once access has been obtained, new users can register to 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://usmc.sharepoint-mil.us/sites/USMC_CROSS

MANAGEMENT BRANCH *LEVEL4 (Click to update your Checklist and Fileplan)

You are not a registered user (registrations to the old RMKS site are no longer active). Please state your role and reason for visiting CROSS:

(Click to Generate)

1. **Just Visiting:** Select if you are visiting for informational purpose only (Read Only)

2. **Staff Section Records Manager:** The Staff Section Records Manager assists the unit's CDRM as a POC in other sections and executes records management duties in his/her respective section.

3. **Primary Unit CDRM:** Primary Unit CDRMs will be the SMEs for records management and be able to provide the unit with experience in proper disposition and retention for all types of content.

4. **Alternate Unit CDRM:** An Alternate Unit CDRM stands in for the Primary Unit CDRM when that individual is on leave or otherwise unavailable.

Role:

There are no RMs listed for this unit

There are no RMs listed for this unit

CDRM: Marine Corps Air Station Miramar, CA 2019-09-07

Organization:

Command:

Name:

Title:

Rank:

Email:

Capstone:

Billet:

+ Add Ca

Training:

Filename:

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.

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

New User Registration

EDIT PAGE

Save Cancel Paste Copy Attach File Spelling

Commit Clipboard Actions Spelling

Save Cancel

1 **Name *** Ashe CTR, Dela L

2 **Role:** Primary Unit CDRM

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:

5 **Approving Commander Rank ***

Approving Commander Email *

Approving Commander Name *

Approving Commander Title/Position *

6 **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.**

Save Cancel

To Register as a CDRM:

1. CDRM name, rank and e-mail are pre-populated from your Common Access Card (if it does not display or shows an incorrect name/rank/email; contact eishelpdesk@usmc.mil or 816-705-4865 for assistance)
 2. Primary or Alternate Unit CDRM role auto populates
 3. List your phone number
 4. Find your unit by either the Unit ID (if previously known) or the partial/full name of the organization. **Select your organization** at the appropriate level (i.e., Security Battalion, Wounded Warrior Regiment, etc. – do not register to your higher command or installation etc.)
- **UNIT ID: Ex. 418** (annotate the exact ID number for easier access)

Find your unit: *

418

Please ensure you select your correct unit, down to the

418: HQMC_AR - ADMINISTRATION AND RESOURCE MANAGEMENT DIVISION *LEVEL3

1418: MCICOM_SAPR - SEXUAL ASSAULT PREVENTION AND RESPONSE PROGRAM *LEVEL5

3418: 3D MLG_CLB-31_EOD - COMBAT LOGISTICS BATTALION 31 EXPLOSIVE ORDNANCE DISPOSAL *LEVEL6

CROSS End User Registration Guide

- Partial or Full name of the organization:

Find your unit: *

marine forces

Please ensure you select your correct unit, down to (i.e. S-1, G-6, Operations, etc).

1573: OMFR - OFFICE OF THE MARINE FORCES RESERVE *LEVEL3
 1845: MFC - MARINE FORCES COMMAND *LEVEL2
 2164: MFK - MARINE FORCES KOREA *LEVEL2
2165: MFN - MARINE FORCES NORTHERN COMMAND MARFORNORTH *LEVEL2
 2185: MARFORRES - MARINE FORCES RESERVE COMMAND, MARFORRES *LEVEL2
 2276: MARFORSTRAT - MARINE FORCES STRATEGIC COMMAND *LEVEL2
 2554: MFS - U.S. MARINE FORCES, SOUTH MARFORSOUTH *LEVEL2
 2574: MFP - U.S. MARINE FORCES PACIFIC COMMAND MARFORPAC *LEVEL2
 3427: MFK_G-1 - MARINE FORCES KOREA_G-1 ADMINISTRATION *LEVEL3
 3429: MFK_G-2 - MARINE FORCES KOREA_G-2 INTELLIGENCE *LEVEL3
 3430: MFK_G-3/5/7 - MARINE FORCES KOREA_G-3/5/7 OPERATIONS *LEVEL3
 3431: MFK_G-4 - MARINE FORCES KOREA_G-4 LOGISTICS *LEVEL3
 3432: MFK_G-6 - MARINE FORCES KOREA_G-6 COMMUNICATIONS *LEVEL3
 3433: MFK_G-8 - MARINE FORCES KOREA_G-8 FISCAL *LEVEL3
 3434: MFK_SJA - MARINE FORCES KOREA_STAFF JUDGE ADVOCATE *LEVEL3
 3435: MFK_H&S - MARINE FORCES KOREA_HEADQUARTERS & SERVICE *LEVEL3

Save Cancel



NOTE: Upon the selection of your organization, a list of current RM users will populate in **red**. This feature shows who is currently registered to your organization. If blank, it means you are the first user to register. You will also see an organizational hierarchy populate in **red** on the right-hand side. This shows your organization in relation to its parent command structure.



Find your unit: *

949: MCLBA - MCLBA COMMAND DECK *LEVEL6

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:

Alternate Unit CDRM - BLANKS SSgt LATIFAH I
 Staff Section Records Manager - Hedges LCPL Keishona C
 Primary Unit CDRM - Cerrato 1st Lt Marcus
 Staff Section Records Manager - Padilla Ramos LCpl Efrain
 Staff Section Records Manager - Nickens LCpl Shakeem E
 Staff Section Records Manager - shakeem.nickens
 Staff Section Records Manager - shakeem.nickens

698: IL - INSTALLATIONS AND LOGISTICS
 740: MCICOM - MARINE CORPS INSTALLATIONS COMMAND
 741: MCIEAST - MARINE CORPS INSTALLATIONS EAST
949: MCLBA - MCLBA COMMAND DECK

Approving Commander Rank * Approving Commander Email *



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

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

Approving Commander Rank *

Approving Commander Email *

Approving Commander Name *

Approving Commander Title/Position *

Alphonso Trimble

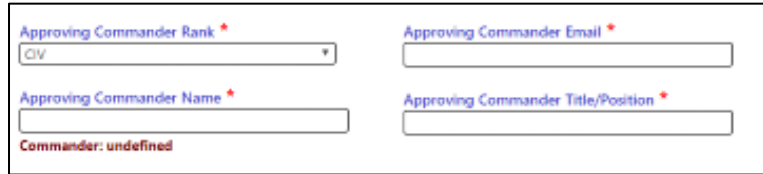
alphonso.trimble@usmc.mil

Commanding Officer

Commander: Alphonso Trimble

CROSS End User Registration Guide

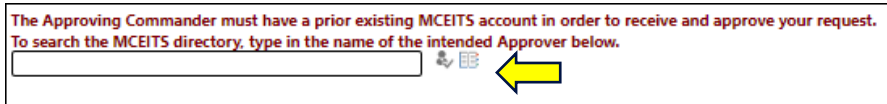
- ...or show as **undefined** if the information has not been listed within the site



A form with four input fields arranged in a 2x2 grid. The top-left field is labeled 'Approving Commander Rank *' and contains the text 'CIV'. The top-right field is labeled 'Approving Commander Email *'. The bottom-left field is labeled 'Approving Commander Name *'. The bottom-right field is labeled 'Approving Commander Title/Position *'. Below the bottom-left field, the text 'Commander: undefined' is displayed in red.

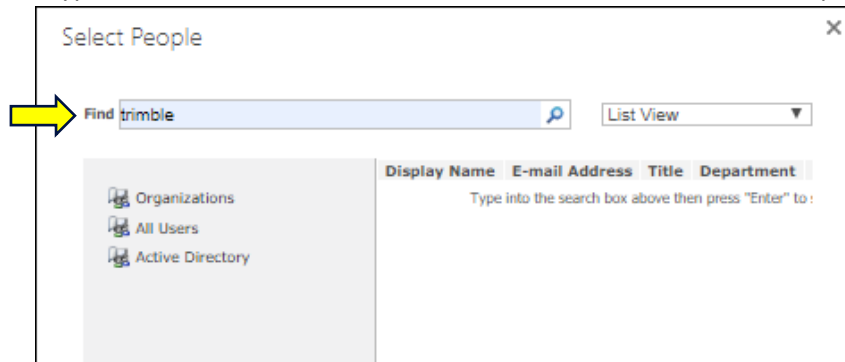
6. If your Commander is not listed, use the SEARCH DIRECTORY to determine if your Commander has a pre-existing, active account.

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



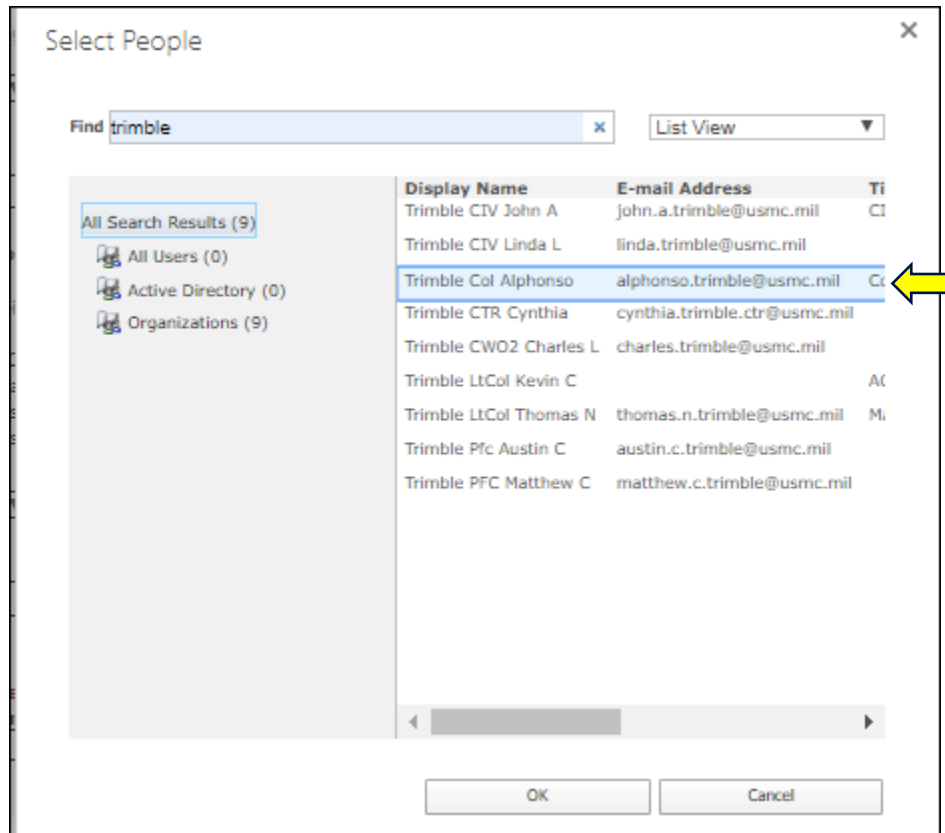
A red-bordered box containing a warning message in red text: 'The Approving Commander must have a prior existing MCEITS account in order to receive and approve your request. To search the MCEITS directory, type in the name of the intended Approver below.' Below the text is a search input field. To the right of the input field are two icons: a magnifying glass and a book icon. A yellow arrow points to the book icon.

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



A dialog box titled 'Select People' with a close button (X) in the top right corner. It features a search bar with the text 'Find trimble' and a magnifying glass icon. To the right of the search bar is a 'List View' dropdown menu. Below the search bar is a list of search categories: 'Organizations', 'All Users', and 'Active Directory'. To the right of this list is a table with columns 'Display Name', 'E-mail Address', 'Title', and 'Department'. Below the table, it says 'Type into the search box above then press "Enter" to:'. A yellow arrow points to the search bar.

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



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

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.

Trimble Col Alphonso

Save Cancel

- Select **"OK"** to accept pending Commander approval and follow the CROSS Approval Process on page 13 for next steps

eis.usmc.mil says

Pending CDR Approval

OK

Staff Section Records Manager Registration

If you elect to enroll to CROSS as a “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 * **1** Email *
 Ashe CTR Dela L dela.l.ashe.ctr@usmc.mil

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 the Common Access Card. If this information does not display or shows an incorrect name/rank/email, contact **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 either the Unit ID (if previously known) or the partial/full name of the organization. **Select your organization** down to the appropriate staff section or office (i.e., G-3, S-1, Command Deck, etc.,)



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.

Find your unit: *

418 Please ensure you select your correct unit, down to the

418: HQMC_AR - ADMINISTRATION AND RESOURCE MANAGEMENT DIVISION *LEVEL3

1418: MCICOM_SAPR - SEXUAL ASSAULT PREVENTION AND RESPONSE PROGRAM *LEVEL5

3418: 3D MLG_CLB-31_EOD - COMBAT LOGISTICS BATTALION 31 EXPLOSIVE ORDNANCE DISPOSAL *LEVEL6



CROSS End User Registration Guide

- UNIT ID: Ex. 418 (annotate the Unit ID number if known)

Find your unit: *

marine forces

Please ensure you select your correct unit, down to (i.e. S-1, G-6, Operations, etc).

1573: OMFR - OFFICE OF THE MARINE FORCES RESERVE *LEVEL3

1845: MFC - MARINE FORCES COMMAND *LEVEL2

2164: MFK - MARINE FORCES KOREA *LEVEL2

2165: MFN - MARINE FORCES NORTHERN COMMAND MARFORNORTH *LEVEL2

2185: MARFORRES - MARINE FORCES RESERVE COMMAND, MARFORRES *LEVEL2

2276: MARFORSTRAT - MARINE FORCES STRATEGIC COMMAND *LEVEL2

2554: MFS - U.S. MARINE FORCES, SOUTH MARFORSOUTH *LEVEL2

2574: MFP - U.S. MARINE FORCES PACIFIC COMMAND MARFORPAC *LEVEL2

3427: MFK_G-1 - MARINE FORCES KOREA_G-1 ADMINISTRATION *LEVEL3

3429: MFK_G-2 - MARINE FORCES KOREA_G-2 INTELLIGENCE *LEVEL3

3430: MFK_G-3/5/7 - MARINE FORCES KOREA_G-3/5/7 OPERATIONS *LEVEL3

3431: MFK_G-4 - MARINE FORCES KOREA_G-4 LOGISTICS *LEVEL3

3432: MFK_G-6 - MARINE FORCES KOREA_G-6 COMMUNICATIONS *LEVEL3

3433: MFK_G-8 - MARINE FORCES KOREA_G-8 FISCAL *LEVEL3

3434: MFK_SJA - MARINE FORCES KOREA_STAFF JUDGE ADVOCATE *LEVEL3

3435: MFK_H&S - MARINE FORCES KOREA_HEADQUARTERS & SERVICE *LEVEL3

Save Cancel

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

New User Registration

EDIT PAGE

Save Cancel Paste Copy Attach File Spelling

Commit Clipboard Actions Spelling

Save Cancel

Name *

Ashe CTR Dela L

Email *

dela.lashe.ctr@usmc.mil

Role:

Staff Section Records Manager

Phone Number *

Find your unit: *

418: HQMC_AR - HQMC_ADMINISTRATION AND RE

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:

- Primary Unit CDRM - Penaranda CIV Arlyn E
- Primary Unit CDRM - Hilton GySgt Renee S
- Primary Unit CDRM - Ramanathan CIV Sivakumar
- Current CDRM is not Listed - Send Approval Request to ARDB

418: HQMC_AR - ADMINISTRATION AND RESOURCE MANAGEMENT DIVISION

Save Cancel



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



5. **Select your Primary or Alternate CDRM.** This person will be the Approving Authority for your CROSS registration (see CROSS Approval Process on page 13)



NOTE: If you do not see the name of your CDRM listed, select “Current CDRM is not Listed – Send Approval Request to ARDB” and hit Save.

New User Registration

EDIT PAGE

Save Cancel Paste Copy Attach File Spelling

Commit Clipboard Actions Spelling

Save Cancel

Name *
Ashe CTR Dela L

Email *
dela.lashe.ctr@usmc.mil

Role:
Staff Section Records Manager

Phone Number *

Find your unit: *
418: HQMC_AR - HQMC_ADMINISTRATION AND RE

The following are the Contacts listed for your organization:
☐ Primary Unit CDRM - Penaranda CIV Arlyn E
☐ Primary Unit CDRM - Ramanathan CIV Sivakumar
☒ Current CDRM is not Listed - Send Approval Request to ARDB

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

418: HQMC_AR - ADMINISTRATION AND RESOURCE MANAGEMENT DIVISION

Save Cancel

eis.usmc.mil says

Since you did not select a CDRM, your RMKS account request will be forwarded to ARD for review

OK

- Select “Ok” and ARDB will receive an email to approve your registration within 72 hours

CROSS Approval Process

1. The Approving Authority will receive an email once the registration process is initiated.
2. Once received, the Approving Authority should **copy and paste** the link in Google Chrome or Microsoft Edge (do not click the link directly).
3. The link will take the approving official directly to an electronic Appointment Letter.
4. Once opened, the Approving Authority must select “Approve” or “Not Approved” and type their name **EXACTLY** as it appears from the email.
5. Ensure that you change your email into HTML format prior to either clicking or copy/pasting into Google Chrome or Microsoft Edge. This will prevent issues during the approval process.
6. 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

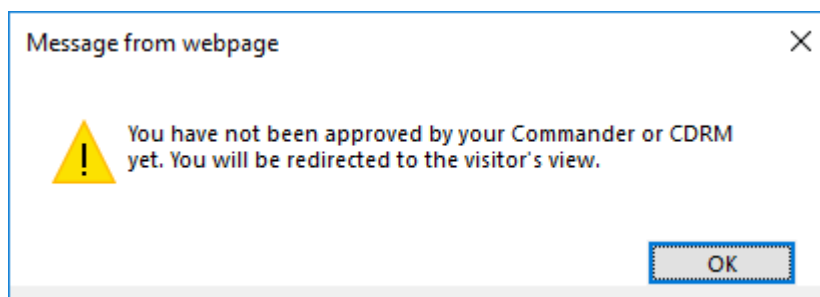
Sign your name EXACTLY as it appears on the email that you received
(Save Button will remain hidden until the name is typed identically): *

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

7. Once the registration is approved by the Commander/Agency Head/CDRM, the Registrant will receive an email stating that they were approved. If an Approver does not act within 72 hours, CROSS will automatically approve the request.
8. 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.
9. 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://usmc.sharepoint-mil.us/sites/USMC_CROSS
- If your registration has not yet been approved, you will be redirected to the Visitors page.
- This will allow you to view your registration status and provide you with interim access to all program training materials and resources via **“Search CROSS Articles and Documents.”**
- You may also contact the ARDB Helpdesk via the **Contacts** box if your registration is still pending after 72 hrs.

Command Records Operational Support Site

Version 1.0 (click to view current release notes)

Current User: Ashe CTR Del L

Visitor's Page

Show RMs for Unit :

Search RMs by Name:

Search RMs by Installation:

Your registration is currently pending approval by

User	RM	Status	Phone	Email
MCLBA_LSD - LOGISTICS SUPPORT DIVISION 'LEVEL7	Staff Section Records Manager: Lefkey CTR Page 8	Approved	Primary: 610-6751	delkey@usmc.mil
MCLBA_LSD - LOGISTICS SUPPORT DIVISION 'LEVEL7	Staff Section Records Manager: Shaw CTR Extern C	Approved	Primary: 210-619-0000	edwin.shaw@usmc.mil

Contacts

You can send an email directly by providing an email body below, and checking the requested recipients:

[Send Email](#)

Search CROSS Articles and Documents

Training:

Title	Uploaded
V1.1 RM ACBTS Account Request.pdf	2020-03-16
V1.2 CROSS End User Registration Guide.pdf	2020-03-16
V1.1 CROSS Training Guide Deck.pdf	2020-03-16
V3.2 CROSS End User Guide.pdf	2020-03-16



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**”

Command Records Operational Support Site

Version 1.0 (click to view current release notes) Current User: ADR CTR Del L

Visitor's Page

Your registration is currently pending approval by

Show RMs for Unit :

Search RMs by Name:

Search RMs by Installation:

Unit	RM	Status	Phone	Email
MCLBA,USD - LOGISTICS SUPPORT DIVISION	Staff Section Records Manager Lacey CTR Base B	Approved	Primary: 629-4751	lacey.lacey@usmc.mil
MCLBA,USD - LOGISTICS SUPPORT DIVISION	Staff Section Records Manager Steven CTR Edition C	Approved	Primary: 629-659-6000	edward.stan@usmc.mil

Contacts

You can send an email directly by providing an email body below, and checking the requested recipients:

Search CROSS Articles and Documents

Training

Title	Unloaded	Date
V1.1 RM MCDTS Account Request.pdf		2020-03-16
V1.2 CROSS End User Registration Guide.pdf		2020-03-16
V1.1 CROSS Training Slide Deck.pdf		2020-03-16
V1.2 CROSS End User Guide.pdf		2020-03-16

3. Search for any documents or knowledge articles under the search web part “**Search CROSS Related 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 Related 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

If additional support is required, please contact the CROSS Technical Support Help Desk at smb_hqmc_rm_outreach@usmc.mil or (703) 614-1081.

Command Records Operational Support Site

https://usmc.sharepoint-mil.us/sites/USMC_CROSS

