USMC RECORDS MANAGEMENT

ENTERPRISE INFORMATION SERVICES (EIS) HYBRID CLOUD SERVICES (HCS) ACCOUNT REQUEST GUIDE

Version 1.5

5 Feb 2021

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RECORDS MANAGER
OF THE MARINE CORPS

HARTWOOD
CONSULTING GROUP

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.

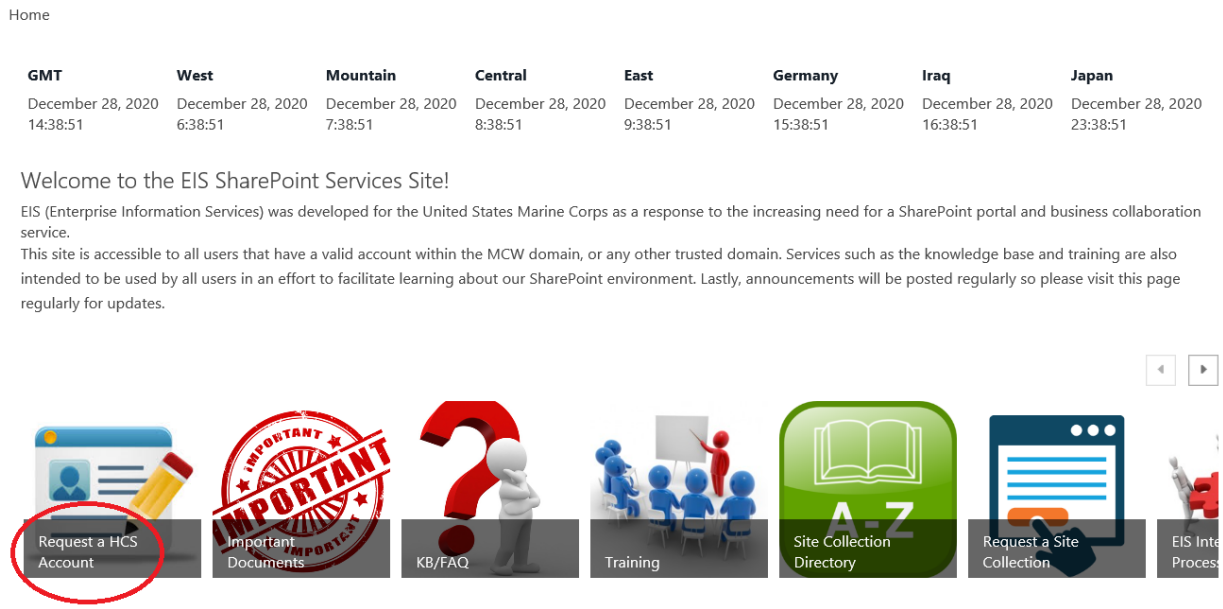
Version	Date	Changes	Made By
1.0	01/28/2020	Initial Draft	Dela Ashe
1.1	03/02/2020	Update to GOV POC and screenshots	Dela Ashe
1.2	03/24/2020	Update to content, incorporating new MCEITS requirement for GOV POC to request account on behalf of user, update to graphics	Dela Ashe
1.3	05/11/2020	Updated screen shots and content for new GOV POC process	Siva Ramanathan
1.4	12/28/2020	Updated screen shots and contents based on New MCEITS (HCS) process	Siva Ramanathan
1.5	2/5/2021	Updated SharePoint Site to CROSS instead of RMKS	Siva Ramanathan

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:

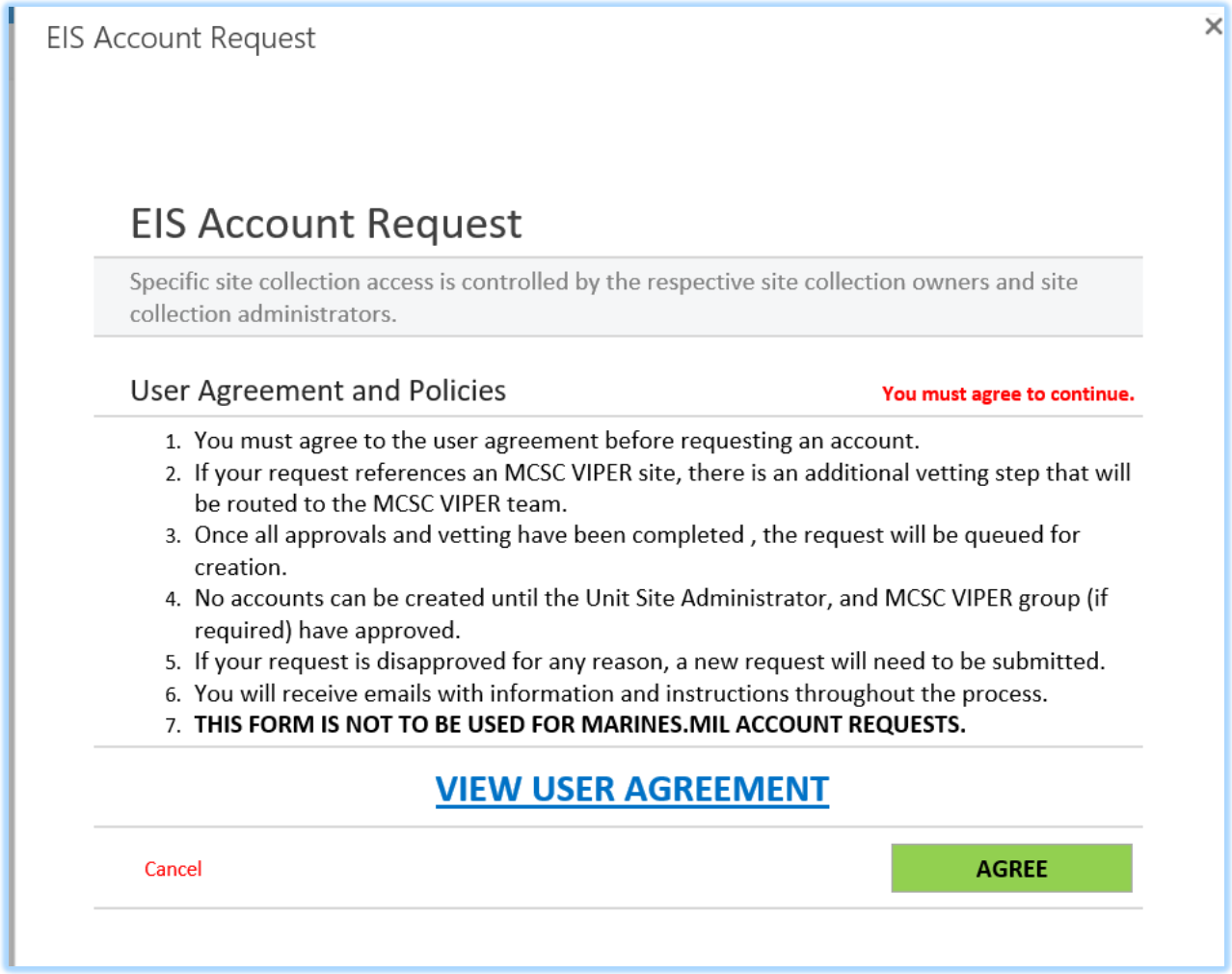
https://eis.usmc.mil/sites/spservices/helpdesk/adlist/Pages/default.aspx

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”



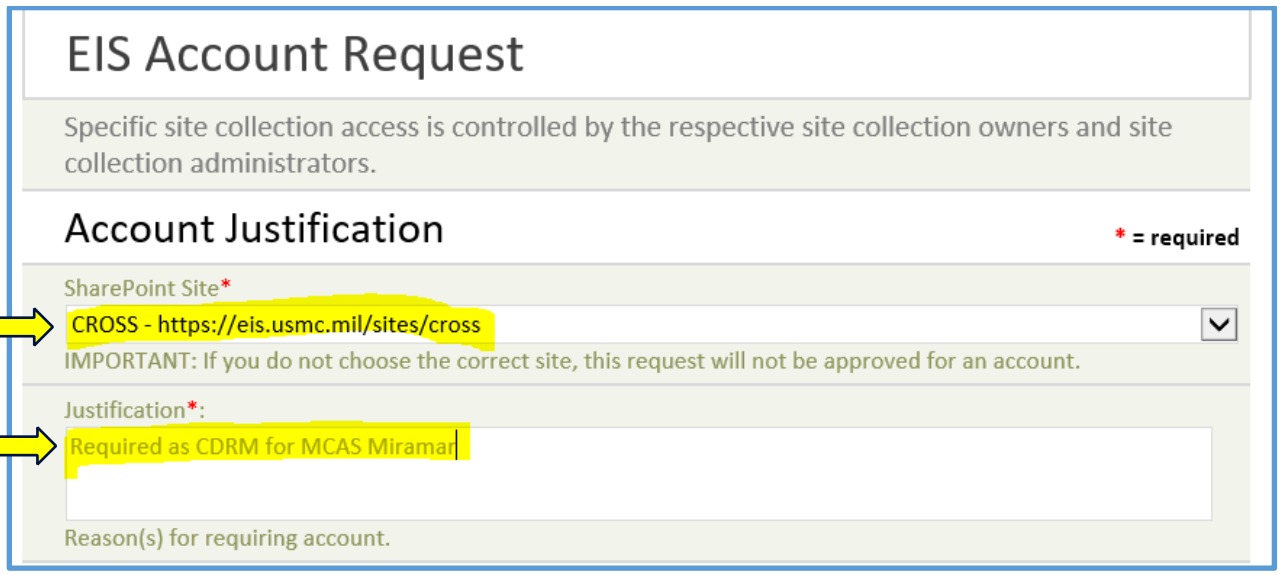
4. Provide Account Justification

- **Provide SharePoint Site: CROSS - https://eis.usmc.mil/sites/cross/**
- **Provide Justification**: List User Records Management **ROLE and ORGANIZATION NAME**

For Example: *Required as CDRM for MCAS Miramar*

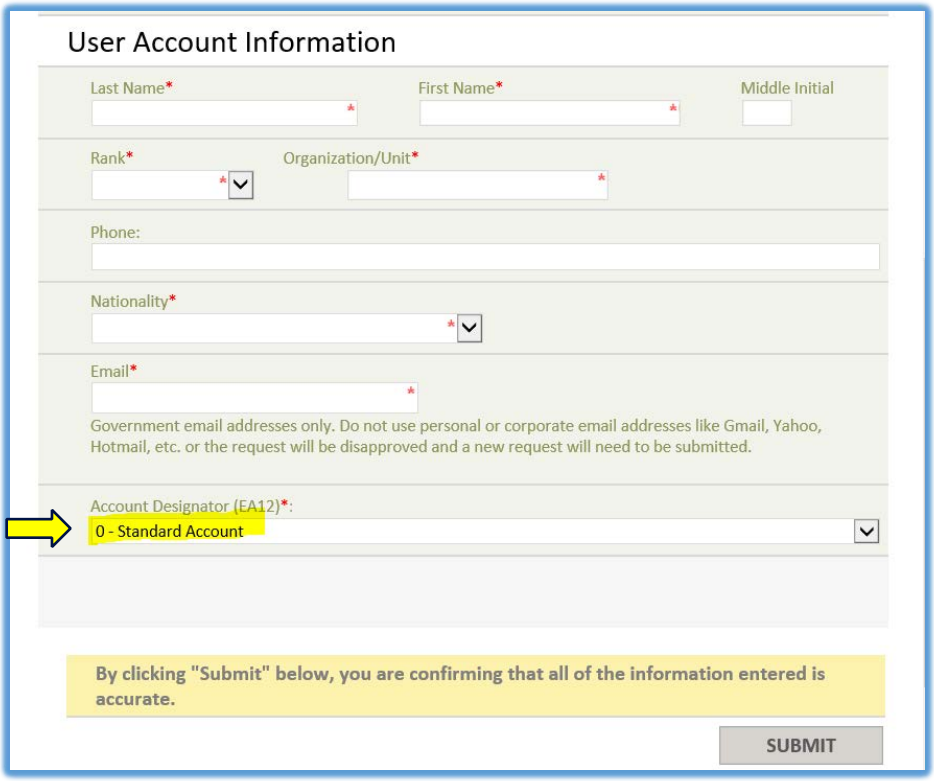
Required as Staff Section RM for [organization]

Required as Commander for [organization]



Fill in User Account Information

- Enter User Account Information
- **Account Designator:** Select "0 – Standard Account"
- Click Submit



NOTE:

- Clicking "Submit" will send your request to the Site Collection Administrator for HQMC ARDB, who administrates the **EIS SharePoint Site: CROSS - https://eis.usmc.mil/sites/cross/**
- 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**