



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

Version 1.5

5 Feb 2021

Prepared by:



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

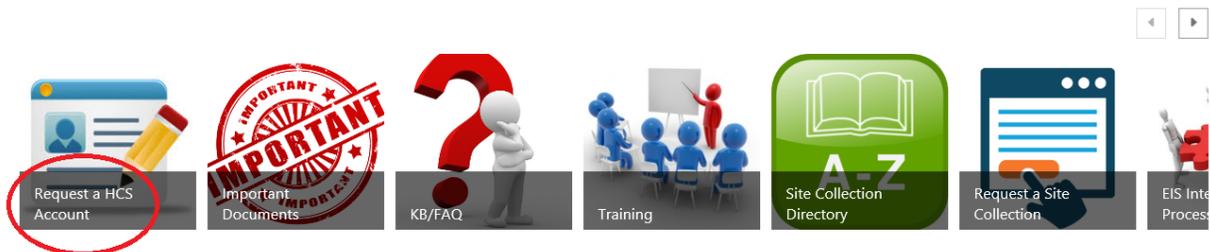
Home

GMT	West	Mountain	Central	East	Germany	Iraq	Japan
December 28, 2020 14:38:51	December 28, 2020 6:38:51	December 28, 2020 7:38:51	December 28, 2020 8:38:51	December 28, 2020 9:38:51	December 28, 2020 15:38:51	December 28, 2020 16:38:51	December 28, 2020 23:38:51

Welcome to the EIS SharePoint Services Site!

EIS (Enterprise Information Services) was developed for the United States Marine Corps as a response to the increasing need for a SharePoint portal and business collaboration service.

This site is accessible to all users that have a valid account within the MCW domain, or any other trusted domain. Services such as the knowledge base and training are also intended to be used by all users in an effort to facilitate learning about our SharePoint environment. Lastly, announcements will be posted regularly so please visit this page regularly for updates.



3. Agree to User Agreement and Policies

- Read User Agreement & Policies and click “Agree”

EIS Account Request ✕

EIS Account Request

Specific site collection access is controlled by the respective site collection owners and site collection administrators.

User Agreement and Policies You must agree to continue.

1. You must agree to the user agreement before requesting an account.
2. If your request references an MCSC VIPER site, there is an additional vetting step that will be routed to the MCSC VIPER team.
3. Once all approvals and vetting have been completed , the request will be queued for creation.
4. No accounts can be created until the Unit Site Administrator, and MCSC VIPER group (if required) have approved.
5. If your request is disapproved for any reason, a new request will need to be submitted.
6. You will receive emails with information and instructions throughout the process.
7. **THIS FORM IS NOT TO BE USED FOR MARINES.MIL ACCOUNT REQUESTS.**

[VIEW USER AGREEMENT](#)

Cancel 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]

EIS Account Request

Specific site collection access is controlled by the respective site collection owners and site collection administrators.

Account Justification * = required

SharePoint Site*

IMPORTANT: If you do not choose the correct site, this request will not be approved for an account.

Justification*:

Reason(s) for requiring account.

Fill in User Account Information

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

User Account Information

Last Name*	First Name*	Middle Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>
Rank*	Organization/Unit*	
<input type="text"/>	<input type="text"/>	
Phone:		
<input type="text"/>		
Nationality*		
<input type="text"/>		
Email*		
<input type="text"/>		
Government email addresses only. Do not use personal or corporate email addresses like Gmail, Yahoo, Hotmail, etc. or the request will be disapproved and a new request will need to be submitted.		
Account Designator (EA12)*:		
<input type="text" value="0 - Standard Account"/>		

By clicking "Submit" below, you are confirming that all of the information entered is accurate.

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