U.S. Department of State
Office of Foreign Missions

Courtesies of Port
e-Gov User Guide
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1 – INTRODUCTION

The e-Gov application is the external subsystem of online applications to request services from the Office of Foreign Missions. It is used by the Missions and Consulates to apply for accreditations, Diplomatic Motor Vehicle services, Tax exemption cards for personal taxes, utility taxes and gasoline taxes; and for Travel Services. The e-Gov program enables the Foreign Diplomatic and Consular community to apply for OFM, Office of Protocol, Tax, Customs and Travel services via the Internet.

Since its implementation this internet based application has allowed for electronic filing of previously time consuming and intensive paperwork submission of requests for services. The benefits associated with e-Gov include the reduced turn-around processing time on applications for DMV, Protocol, Tax, Customs, and Travel services. In addition, users can now review the online status of submitted applications.

The e-Gov application has helped to improve the accuracy of requests as system edits can detect and flag many common data entry problems.

1.1 – Authorization

The Bureau of Diplomatic Security, Office of Foreign Missions (DS/OFM) has developed and deployed an e-Government (e-Gov) solution that addresses the paper-oriented business model currently in place at OFM. The e-Gov solution will streamline operations and reduce operational costs.

1.2 – Background

The Office of Foreign Missions Information System (TOMIS) is an integrated, custom application system designed to support OFM and S/CPR activities for a client base consisting of 100,000 diplomatic staff, support personnel and their dependents from more than 150 accredited nations. The OFM user community includes OFM offices in Washington, DC, Chicago, Houston, Los Angeles, Miami, New York, and San Francisco, as well as affiliated organizations including the U.S. Mission to the United Nations Office of Host Country Affairs (USUN/HC), OFM's Interagency Liaison Group (ILG), the Secret Service, and Diplomatic Security.

Currently, five integrated subsystems support the missions of the offices:

1. Customs
2. Diplomatic Motor Vehicles (DMV)
3. Tax
4. Protocol (Accreditation)
5. Travel

2 – SYSTEM REQUIREMENTS

The e-Gov program is accessible via the Internet and will support standard web browsers, such as Microsoft Internet Explorer version 5.0 and above, or equivalent, which support the following features:

- ✓ JavaScript 1.5
- ✓ Cascading Style Sheets CSS1 or CSS2 standards
- ✓ XHTML 1.0
- ✓ HTML 4
- ✓ Graphics
- ✓ Adobe Acrobat 5.0

Your browser MUST accept cookies in order for this application to display and run properly. This is the default behavior for all browsers.

3 – OVERVIEW

Key to Symbols in This User Guide

⌨	Indicates a command executed via the keyboard.
🖱	Indicates a command executed by clicking the left or right button of the mouse.

3.1 Environment

The e-Gov program is a web-based application. You may initiate actions throughout the e-Gov Program using either the mouse or the keyboard. To use the mouse, position your cursor and click the left or right mouse button. Keyboard control is also available by using a combination of command keys on the keyboard.

This architecture allows the entry of data by positioning the cursor using the mouse, or by using the [TAB] key on the keyboard. Only columns in which data can be entered are activated for input. Fields marked in gray are **display-only**. NOTE: *Fields marked with an asterisk are* ***mandatory*****.** If data is not entered for mandatory fields the system will provide a message stating that the data for the field is required (***see Figure 3.1-1***).

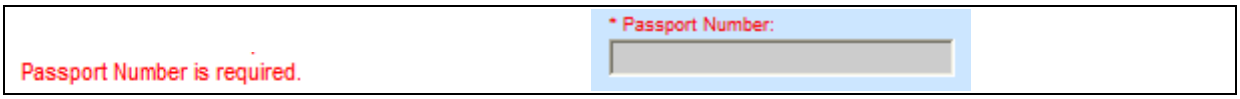


Figure 3.1-1 – Mandatory Field Identified

Data entry is made easy by using displays (field names) on the **active** window (the **active** window is the window currently responding to keyboard or mouse commands, although other windows may also be "open"). The displays in the active window allow you to see information pertinent to the field being entered, and allow you to see your data as you enter it. Enter data by highlighting or selecting the section you wish to edit, then typing in the data. In certain fields, you will be able to select an answer from a drop-down list of choices. Selections are made by using the mouse to 🖱 [CLICK] on list items selection box, or by navigating through the list using the [ARROW KEYS] and [ENTER] on the keyboard⌨. You can navigate through the menu bar by using the mouse to 🖱 [CLICK] on the menu option, or by using the [ARROW KEYS] and [ENTER] on the keyboard⌨. Certain menu items also have keyboard shortcuts that are available. See Section 4.2, *Window Symbol Definitions*, for more detailed instructions on the various types of data entry fields.

For additional help navigating this windows-based system, refer to Microsoft Windows Help™, available from the Start button in Microsoft's Windows operating systems.

3.2 Window Symbol Definitions

While using the e-Gov program, you will encounter symbols that are designed to ease the data entry process. Familiarity with these symbols will help you use the e-Gov program in the most efficient manner possible. The following table provides definitions for the symbols.

Table 3.2-1 Windows Symbol Definitions

Window Symbol	Definition	Navigation
	The EDIT or TEXT BOX symbol represents a field requiring data entry.	[CLICK] in the box to begin entering information. Use [TAB] to move from one edit box to the next edit box.
○ Inactive ⦿ Active	The RADIO BUTTON symbol is similar to the working of car radio controls. Selecting [CLICKing] a button makes your choice 'active', and releases your previous choice. Only one choice may be selected at a time, indicated by a dot appearing in the button selected.	To select or deselect an item, [CLICK] on the RADIO BUTTON. Select or deselect an item by pressing [ENTER] or [SPACE BAR]. Use [TAB], [UP ARROW] or [DOWN ARROW] to navigate from one selection to another.
☐ ☑	The CHECK BOX is an empty square when not selected and is a square filled with a "✓" when selected. You may have multiple boxes checked.	[CLICK] on the CHECK BOX to select or deselect it. Select or deselect the box by pressing [ENTER] or [SPACE BAR]. Use [TAB], [UP ARROW] or [DOWN ARROW] to navigate from one selection to another.
	The COMMAND BUTTON is a raised rectangle.	[CLICK] on the button to initiate an action. Press [ENTER] to execute the current choice. Use [TAB], [UP ARROW] or [DOWN ARROW] to navigate from one selection to another.

Window Symbol	Definition	Navigation
	The DROP-DOWN LIST BOX or DROP-BOX is represented by a push button with a down arrow inside. The window displays a vertical listing of possible category choices. Some DROP-DOWN LIST BOXES are editable. These have a blank space between the text portion and the drop-down arrow.	[CLICK] on the DROP-DOWN LIST BOX pushbutton to access the listing. [CLICK] on a list item to select it. Use [UP ARROW] or [DOWN ARROW] to navigate from one list item to another. Use [SPACEBAR] will select a chosen category and [ESC] will cancel the procedure and close the box.
	The SCROLL BAR allows you to move through a list that is too large for the area it fills.	Move through the list by dragging the small gray square with your mouse pointer. [CLICK] the small gray rectangle in the scroll bar, hold down the left mouse button, and pull the mouse forward and back. The list will move up and down. You can also use your keyboard to scroll through the list. Use the [UP ARROW] and [DOWN ARROW] to highlight the requisition you want.

4 – GETTING STARTED

4.1 – e-Gov On-Line Application

Activate the e-Gov program from the U. S. Department of State's Office of Foreign Missions Website (http://www.state.gov/ofm/index.htm) by clicking on the On-Line Application link (see ***Figure 4.1-1***):

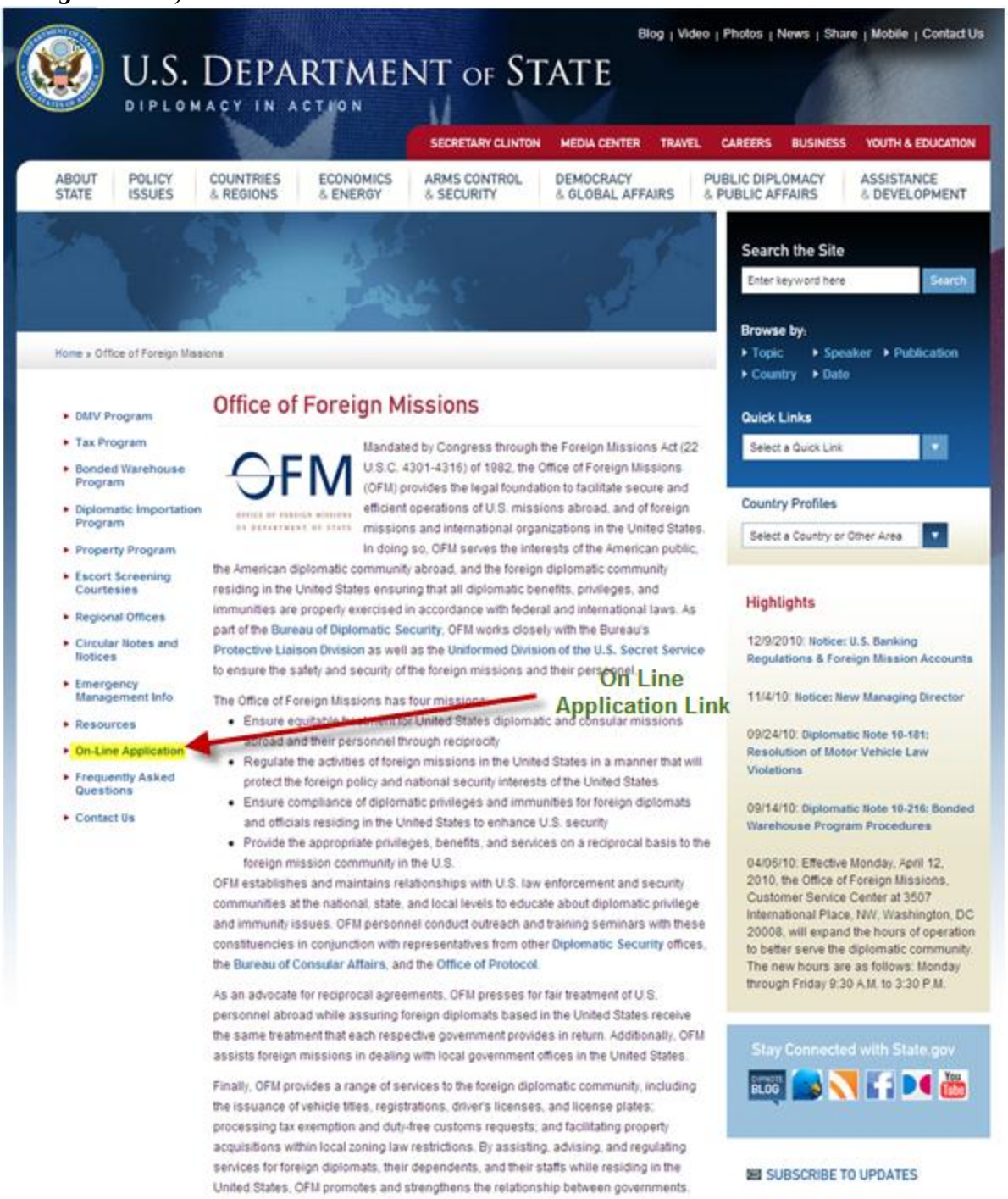


Figure 4.1-1 – Office of Foreign Missions' Website

Click on the **On-Line Application** link and the system will take you to the Logon Dialog Window (see ***Figure 4.1-2***).

Figure 4.1-2 – Login Window

First time users will enter the User Name and Password provided to them by the system administrator. Ensure that your cursor is positioned in the **User Name** data entry field. Use the mouse to point with the cursor, then [CLICK] the left mouse button in the User Name text window and type your Logon ID that has been provided. Use the [TAB] key to position the cursor in the **Password** text box, then [CLICK] the left mouse button in the Password text window and enter your password. With the left mouse button [CLICK] the **Login** button or press [ENTER] key.

If you do not have a User Name or Password, please see Appendix A to for instructions on how to request credentials for access to e-Gov.

4.2 Main Menu

After logging into the e-Gov program using assigned User Name and Password combination, the system will advance the user to the Main Menu (see ***Figure 4.2-1***).

Figure 4.2-1 – Main Menu

4.3 – Using the Menu Bar

The Menu Bar displays links of options (see ***Figure 4.3-1***).

Figure 4.3-1 – e-Gov Menu Bar

5 – E-GOV DATA ENTRY

5.1 – Request a New Service

To access the on-line forms click on either one of the **Request a New Service** links located on the main menu (see ***Figure 5.1-1***).

Figure 5.1-1 – e-Gov Main Menu

5.2 – Request a New Service Screen

After selecting the **Request a New Service** option, the system will advance to display the Request a New Service screen. The system will display a list of e-Gov applications that you have been given access to submit request for services. The screen is divided by functional area. The Courtesies of Port request is located in the Travel section (see ***Figure 5.2-1***).

Figure 5.2-1 – Application Selection Screen.

6 – COURTESIES OF PORT

The Courtesies of Port selection will advance you to Page 1 of 6 and display the data elements that need to be entered to begin the request for port courtesies (see ***Figure 6-1***).

Figure 6-1 – Courtesies of Port Page 1

6.1 Principal Traveler Information

The system will prompt you to enter principal traveler information: Last Name, First Name, Title (Options: President, Vice President, King, Queen, Prime Minister, Foreign Minister, Cabinet Official, Member of Legislature, Governor, Mayor, Spouse, Child, Ambassador of the US, Ambassador-Designate, Royal Family, Religious Dignitary, Advance Team, or Other), Date of Birth, Passport Number, Visa Foil Number, and Visa Type.

Step	Action	Result of Action
1.	The top part of Page 1 of 6 prompts you to enter data elements on Principal Traveler.	The system will default to the name of the Mission / Agency for which the user is associated. If filing from another agency, they system will display a drop-down menu to choose the Mission or Agency. The following fields will be displayed, where you must enter the following data elements: * **Last name** – free-form text * **First Name** – free-form text * **Title** from the drop down LOV *** Date of Birth** – format mm/dd/yyyy *** Passport Number** – free form text * **Visa Foil Number** – free form text with at least eight alphanumeric characters * **Visa Type** – drop-down list.

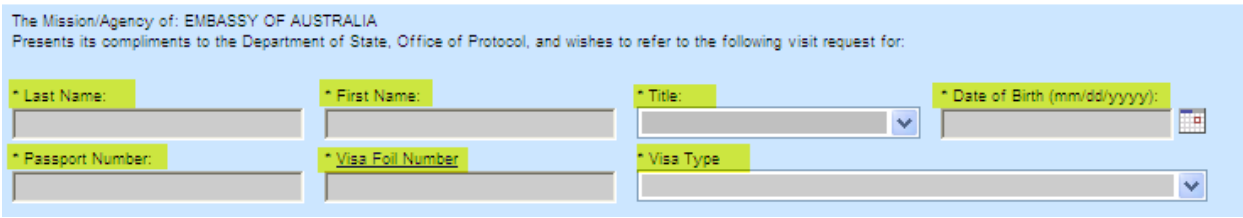


Figure 6.1-2 – Principal Traveler Information

6.2 – Chief of State/Head of Government

The middle part of the screen displays the following information messages:

For Chiefs of State and Heads of Governments, to confirm this visit, contact U.S. Secret Service (202) 406-7650 and fax (202) 406-7560.
For Foreign Ministers, to confirm this visit contact U.S. Security Protection, State Department Security Service (202) 895-3600 and fax (202) 895-3613.

The middle part of the screen also prompts you to identify if the applicant is Chief of State/Head of Government, if the request for protection is for the entire visit, if the applicant is continuing to Washington, DC, if the applicant is a Foreign Minister, if the applicant requests Courtesy of Port security only, if protection from the State Department Security Service, and if the traveler is continuing to DC (see ***Figure 6.2-1 Chief of State/Head of Government***).

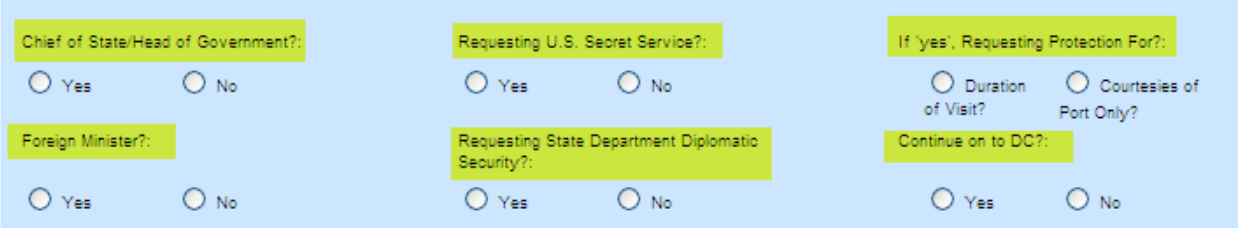


Figure 6.2-1 – Chief of State/Head of Government

6.2 – Flight Information

The bottom portion of the screen prompts you to enter Arrival Flight Information: First Port of Entry into the United States, Arrival Date, Arrival Time, Flight Type (Commercial Air Carrier, Special Flight (Private) (see ***Figure 6.2-1***).

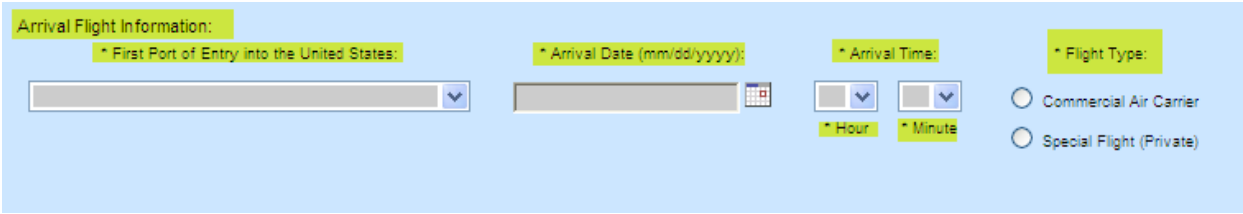


Figure 6.2-1 – Arrival Flight Information

Commercial Air Carrier

If you chose **Commercial Air Carrier** the system will prompt you to enter Flight Carrier name and Flight Number (see ***Figure 6.2-2***).

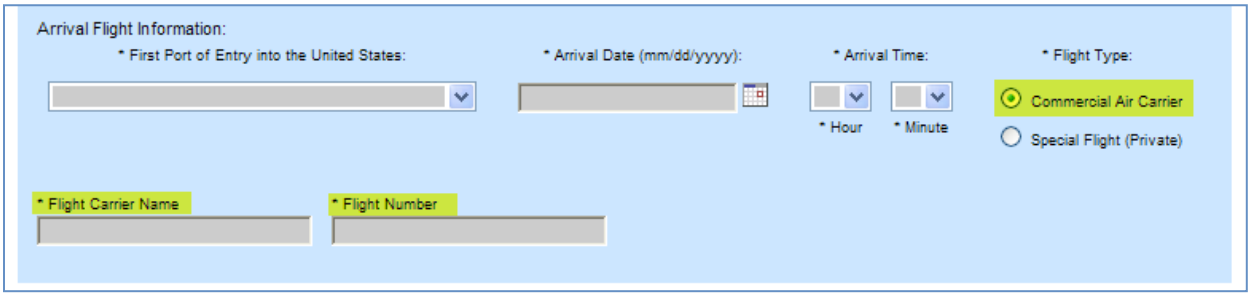


Figure 6.2-2 – Commercial Air Carrier Data

Special Flight (Private)

If you choose **Special Flight (Private)**, the system will prompt you to enter Aircraft Make, Aircraft Model, Tail Number and Call Sign (see ***Figure 6.2-3***).

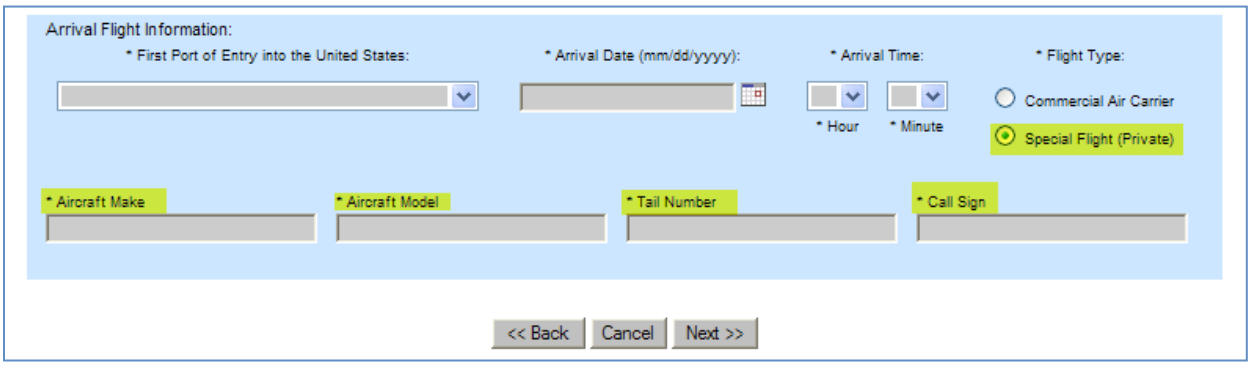


Figure 6.2-3 – Special Flight (Private) Data

Continue to DC

If you chose 'Yes' to answer **Continue on to DC** (see ***Figure 6.2-4***) the system will prompt you to enter Continue to DC Flight Information (see ***Figure 6.2-5***): Second Port of Entry into the United States: Arrival Date (mm/dd/yyyy), Arrival Time (Hour Minute) and Flight Type: **Commercial Air Carrier** or **Special Flight (Private)**.

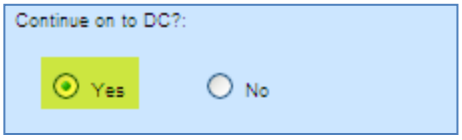


Figure 6.2-4 – Continue to DC

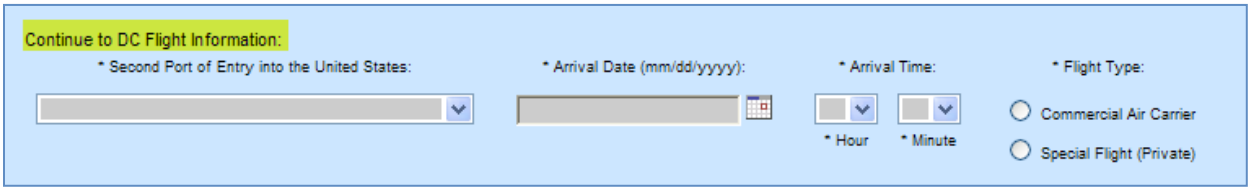


Figure 6.2-5 – Continue to DC Flight Information

6.3 – Enter Mandatory Data

You must enter all mandatory data as requested and prompted on the screen. You will have to enter information about the principal traveler including Last Name, First Name, Title, Visa Foil Number, and Date of Birth.

They system will allow you to answer 'Yes' to either Chief of State/Head of Government or Foreign Minister. Answering 'Yes' to one will default 'No' to the other.

The system will allow you to answer 'Yes' to either Request entire visit security or Request Courtesies of Port security only. Answering 'Yes' to one will default No to the other. However, you will be able to answer 'No' to both.

You will also enter First Port of Entry into the United States along with Arrival Flight Information which includes identifying Flight Type as Commercial Air Carrier or Special (Private) Flight.

If Commercial Air Carrier is selected as the Flight Type, the user will be prompted to enter Flight Carrier Name and Flight Number. If Special (Private) Flight is selected, the user will be prompted to enter Aircraft make, Aircraft Model, Tail Number, and Call Sign.

All of the aforementioned fields are mandatory and valid data must be entered in all fields, else the system will give an error denoted in red.

If you denote 'Yes' to Continue to DC, the system will prompt you to enter Continue to DC Flight Information. If Commercial Air Carrier is selected as the Flight Type, you will be prompted to enter Flight Carrier Name and Flight Number. If Special (Private) Flight is selected, the user will be prompted to enter Aircraft make, Aircraft Model, Tail Number, and Call Sign.

All of the aforementioned fields are mandatory and valid data must be entered in all fields, else the system will give an error denoted in red.

Figure 6.3-1 – Mandatory Field Identified

Figure 6.3-1 – Principal Traveler and Flight Data Entered

Click the **Next** button to accept the data entered and advance to the next screen. The system will display page 2 of 6 prompting you to add companions (see ***Figure 6.4-1***).

6.4 – Enter Companions

Click the Add Companion button to advance to Page 2a of 6 to enter Companions (see ***Figure 6.4-2***). If there are no companions click the Next button to advance to the Greeters screen (see ***Figure 6.5-1***).

Figure 6.4-1 – Companions

You will be prompted to enter Companion Information which includes Last Name, First Name, Title or Relationship, Date of Birth (mm/dd/yyyy), Passport Number, Visa Type and Visa Foil Number (see ***Figure 6.4-2***).

Figure 6.4-2 – Companion Information screen

All fields except for the Visa Foil Number are mandatory and must be filled or the system will provide an error text in red.

You must enter all mandatory Companion Information as requested and prompted on the screen. You will have to enter Last Name, First Name, Title or Relationship, Date of Birth, Passport Number, Visa Type, and Visa Foil Number.

The Date of Birth must be entered with mm/dd/yyyy format. The system will provide a drop-down list of values for the Visa Type. All of the other fields are free-form text.

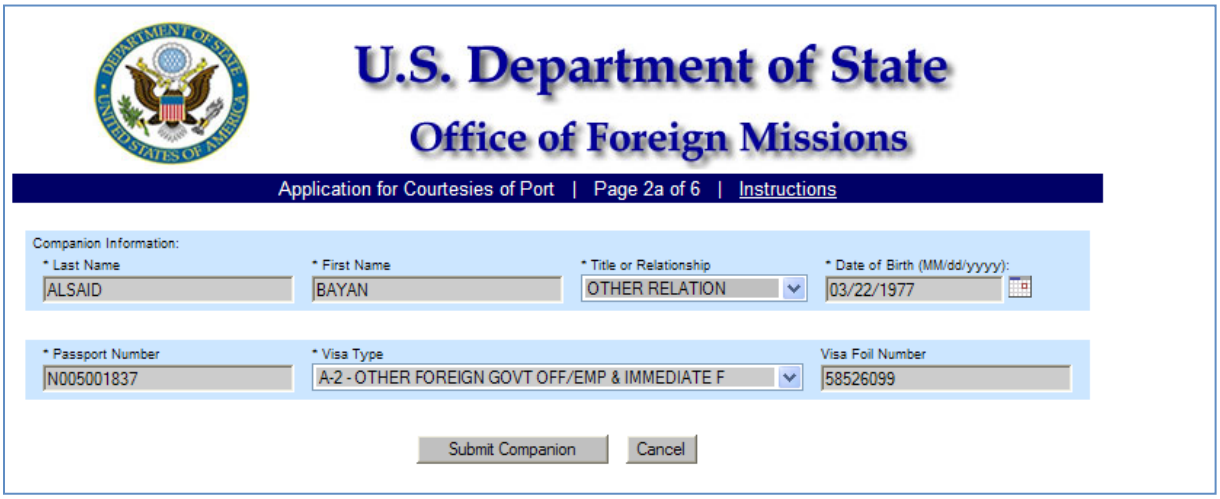


Figure 6.4-3 – Companion Data Entered

Click the **Submit Companion** button for the system to accept the information that you entered. The system will display page 2 of 6 showing the Companions list table with Name, Title or Relationship, Date of Birth, Passport Number, Visa Type, and Foil Number (see ***Figure 6.4-4***). The system will allow you to Edit or Delete the data that you entered with the Edit and Delete buttons on the same line. The **Cancel** button will prompt you to cancel the entry of this companion.

Figure 6.4-4 – Companion Data Accepted and Add (more) Companion(s) Screen

Click the **Back** button and the system will return you to Page 1 of 6 (see ***Figure 6.3-1***). Click the **Add Companion** button and the system will display Page 2a of 6 and allows you to add another companion (see ***Figure 6.4-2***). Click on the **Next** button and the system will display Page 3 of 6 and allow the user to enter greeters (see ***Figure 6.5-1***). Click on the **Cancel** button and the system will prompt the user to cancel this request (see ***Figure 6.4-5***). If you answer 'Yes' the system will exit you out of the application and return you to the Request a Service screen.

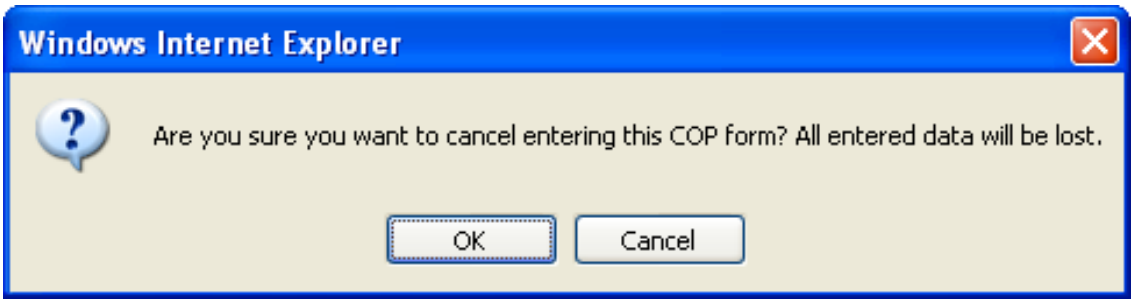


Figure 6.4-5 – Cancel this request

6.5 – Enter Greeters

Click on the Add Greeter button and the system will advance you to Page 3a of 6 to enter Greeters (see ***Figure 6.5-3 – Greeter Information***).

Figure 6.5-1 – Greeters

The system shall prompt you to enter Greeter Information: Last Name, First Name, and Title and will allow you to enter up to ten greeters if the Principal traveler is a Chief Of State/Head of Government or Prime Minister. However, the system will allow only two greeters if Principal traveler is not is a Chief Of State/Head of Government or Prime Minister.

Figure 6.5-3 – Greeter Information screen

The system will accept the data entered (see ***Figure 6.5-5***).

Figure 6.5-4 – Greeter Data Entered

Click the **Submit Greeter** button to accept the data entered and system will accept the data entered and display Page 3 of 6 (see ***Figure 6.5-5***).
Click the **Cancel** button to cancel this entry. The system will prompt to ask if you want to cancel this entry (see ***Figure 6.4-5***).

Figure 6.5-5 – Greeter Data Accepted and Add (more) Greeter(s) Screen

From the Greeters screen (Page 3 of 6), if you click the following Action, you will get the respective Result Action:

Step	Action	Result of Action
3.	Click the **Back** button.	The system will display Page 2 of 6 (see ***Figure 6.4-5***).
4.	Click the **Add Greeter** button.	The system will display Page 3a of 6 for you to enter the Name and Title of greeters (see ***Figure 6.5-3***).
5.	Click on the **Next** button.	The system will display Armed Security screen (see ***Figure 6.6-1***).
6.	Click on the **Cancel** button.	The system will prompt the user to cancel this form (see ***Figure 6.5-2***).

6.6 – Enter Armed Security

The system will advance to Page 4 of 6 and allow you to enter Armed Security data (see ***Figure 6.6-1***).

Figure 6.6-1 – Armed Security screen

Step	Action	Result of Action
1.	Click on the **Add Armed Security** button.	The system will prompt user to enter Armed Security information (see ***Figure 6.6-2***). ***Companion Information:*** *** Last Name** *** First Name** *** Rank** *** Service Name** *** Passport Number** *** Visa Foil Number** *** Visa Type** *** Weapon Make** *** Weapon Model** *** Weapon Serial Number** *** Weapon Caliber** *** Weapon number of Rounds of Ammunition**.

Figure 6.6-2 – Armed Security Information screen

Enter the requested data in the corresponding fields. The system will display the data entered (see ***Figure 6.6-3***). Click the **Submit Armed Security** button to accept the data entered. The system will return you to the Armed Security screen with the data that you entered (see ***Figure 6.6-4***).

Figure 6.6-3 – Armed Security Data Entered

Click the Cancel button and the system will cancel this entry of an Armed Security.

Figure 6.6-4 – Armed Security Data Accepted Add (more) Armed Security

Click the **Back** button and the system will display Page 2 of 6 (see ***Figure 6.6-13***). Click the **Add Armed Security** button and the system will display Page 4a of 6 (see ***Figure 6.6-14***). Click on the **Next** button and the system will display Point of Contact screen (see ***Figure 6.6-14***). Click on the **Cancel** button and the system will prompt the user to cancel this form

6.7 – Enter Point of Contact and Document Handler

The system will prompt you to enter the Point of Contact Information: Last Name, First Name, Title, Telephone Number, and Cell Phone Number. These data elements are mandatory and must be entered to continue.

On this same screen, Page 5 of 6, the system will prompt you to enter Contact Document Handler Information (see ***Figure 6.7-1***). These data elements for Contact Document Handler Information are not mandatory and the system will allow you to continue if left blank

Figure 6.7-1 – Point of Contact and Document Handler screen

The system will display the data entered (see ***Figure 6.7-2***).

Figure 6.7-2 – Point of Contact data entered

Click the **Next** button and the system will accept the data entered and advance to Page 6 of 6 (see ***Figure 6.8-1***). Click the **Back** button and the system will return to Page 4 of 6. Click the **Cancel** button and the system will prompt you to cancel this COP form.

6.8 – Departure Information

The Departure Flight Information screen will propagate the Last Name, First Name and Title fields with data provide for Principal Traveler (see ***Figure 6.8-1***). You will be prompted on Page 6 of 6 to enter Departure Information. The fields are not mandatory. However, if departure information is known and available please enter. Else, click the Next button to continue.

Figure 6.8-1 – Departure Information screen

The system will prompt you for the respective data elements if the Principal Traveler is using a Commercial Air Carrier (see ***Figure 6.8-2***) or Special (Private) Flight (see ***Figure 6.8-3***).

Enter data as requested.

Commercial Air Carrier Data

Figure 6.8-2 – Departure Information Commercial Air Carrier data

Special (Private) Flight Data

Figure 6.8-3 – Departure Information Special (Private) Flight data

Click the **Next** button and the system will accept the data entered and advance you to the Confirmation Page (see ***Figure 6.9-1***). Click the **Back** button. The system will return to Page 5 of 6 (see ***Figure 6.7-2***). Click the **Cancel** button. The system will prompt you to Cancel this COP form (see ***Figure 6.5-2***).

6.9 – Confirmation Page

The system will display all of the data that has been entered, on the Confirmation Page. You should verify that all of the data is correct before submitting the form. If you need to make a correction, click on the Edit Form button and the system will return you to Page 1 of 6. You will be able to advance thru the form to each page and make corrections accordingly.

If all of the data is correct, click on the Submit button to advance to the Submission page where the system generated Transaction ID will be displayed, along with the data that was entered on the form.

U.S. Department of State

Office of Foreign Missions

Application for Courtesies of Port | Confirmation Page | Instructions

Please take a moment to confirm your entry. If it is correct, click the Submit button to send the application.

COURTESIES OF PORT (COP)

NEW REQUEST

Date of Request	05/17/2011 15:38	Head of State	
Official Full Name	GREEN, GREGORY	Official Title	MAYOR
Official Date of Birth	08/29/1970	Official Passport Number	9911220033456
Official Visa Type	A-2	Official Foil Number	12345678X
Request U.S. Secret Service Protection	YES	Request Security for Entire Visit	YES
Security Continuing To DC	YES		

For Chiefs of State and Heads of Governments, to confirm this visit, contact U.S. Secret Service (202) 406-7650 and fax (202) 406-7560.
For Foreign Ministers, to confirm this visit contact U.S. Security Protection, State Department Security Service (202) 895-3600 and fax (202) 895-3613.

Arrival Flight Information

First Port of Entry into the U.S.	Arrival Date	Flight Type	Carrier Name	Flight Number
JFK - NEW YORK - JOHN F. KENNEDY INTERNATIONAL	2011-08-01T07:45:00	COMMERCIAL	AMERICAN AIRLINES	AA101

DC Flight Information

DC Port of Entry into the U.S.	Arrival Date	Flight Type	Carrier Name	Flight Number
BWI - Baltimore/Washington International	2011-08-07T12:00:00	COMMERCIAL	American Airlines	AA12

Departure Flight Information

Departure Port from the U.S.	Departure Date	Flight Type	Aircraft Make	Aircraft Model	Aircraft Tail Number	Aircraft Call Sign
JFK - NEW YORK - JOHN F. KENNEDY INTERNATIONAL	2011-09-08T08:00:00	PRIVATE	CESNA	A320	D1234	RT098

Companions

Full Name	Title/Relationship	Date of Birth	Passport Number	Visa Type	Foil Number
ALSAID, BAYAN	OTHER RELATION	03-22-1977	N005001837	A-2	58526099

Armed Security

Full Name	Rank	Service	Passport Number	Visa Type	Foil Number	Weapon Make	Weapon Model	Weapon S/N	Weapon Caliber	Weapon # of Rounds
WASHINGTON, WILLIAM	ADMIRAL	SECURITY, INC	X12345677890	A-2	X2010X984	WESSON	350	WES350MAGX99	35	20

Greeters

Full Name	Title
JOHNSON, JAMES	MR.

Point of Contact

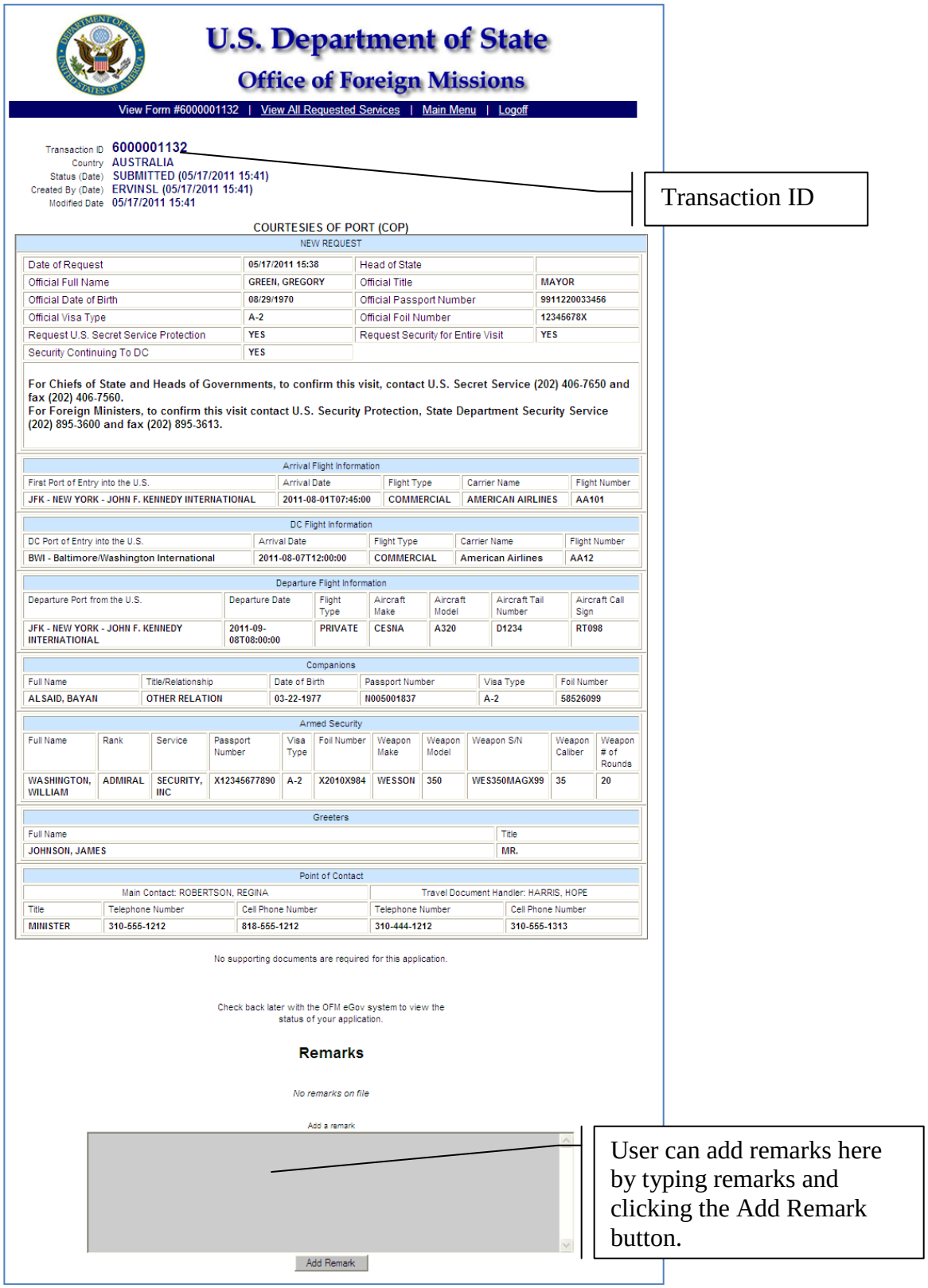
Main Contact: ROBERTSON, REGINA			Travel Document Handler: HARRIS, HOPE	
Title	Telephone Number	Cell Phone Number	Telephone Number	Cell Phone Number
MINISTER	310-555-1212	818-555-1212	310-444-1212	310-555-1313

Edit Form | Submit | Cancel

Figure 6.9-1 – Courtesies of Port Confirmation Page

Click the **Edit Form** button and the system will return you to Page 1 of 6 for you to edit the form. Click the **Submit** button and system will advance to Submission page with Transaction ID (see ***Figure 6.10-1***). Click the **Cancel** button. The system will prompt you to Cancel this COP form (see ***Figure 6.5-2***).

6.10 – Submission Page with Transaction ID



U.S. Department of State

Office of Foreign Missions

View Form #6000001132 | View All Requested Services | Main Menu | Logoff

Transaction ID 6000001132
Country AUSTRALIA
Status (Date) SUBMITTED (05/17/2011 15:41)
Created By (Date) ERVINSL (05/17/2011 15:41)
Modified Date 05/17/2011 15:41

Transaction ID

COURTESIES OF PORT (COP)

NEW REQUEST

Date of Request	05/17/2011 15:38	Head of State	
Official Full Name	GREEN, GREGORY	Official Title	MAYOR
Official Date of Birth	08/29/1970	Official Passport Number	9911220033456
Official Visa Type	A-2	Official Foil Number	12345678X
Request U.S. Secret Service Protection	YES	Request Security for Entire Visit	YES
Security Continuing To DC	YES		

For Chiefs of State and Heads of Governments, to confirm this visit, contact U.S. Secret Service (202) 406-7650 and fax (202) 406-7560.
For Foreign Ministers, to confirm this visit contact U.S. Security Protection, State Department Security Service (202) 895-3600 and fax (202) 895-3613.

Arrival Flight Information

First Port of Entry into the U.S.	Arrival Date	Flight Type	Carrier Name	Flight Number
JFK - NEW YORK - JOHN F. KENNEDY INTERNATIONAL	2011-08-01T07:45:00	COMMERCIAL	AMERICAN AIRLINES	AA101

DC Flight Information

DC Port of Entry into the U.S.	Arrival Date	Flight Type	Carrier Name	Flight Number
BWI - Baltimore/Washington International	2011-08-07T12:00:00	COMMERCIAL	American Airlines	AA12

Departure Flight Information

Departure Port from the U.S.	Departure Date	Flight Type	Aircraft Make	Aircraft Model	Aircraft Tail Number	Aircraft Call Sign
JFK - NEW YORK - JOHN F. KENNEDY INTERNATIONAL	2011-09-08T08:00:00	PRIVATE	CESNA	A320	D1234	RT098

Companions

Full Name	Title/Relationship	Date of Birth	Passport Number	Visa Type	Foil Number
ALSAID, BAYAN	OTHER RELATION	03-22-1977	N005001837	A-2	58526099

Armed Security

Full Name	Rank	Service	Passport Number	Visa Type	Foil Number	Weapon Make	Weapon Model	Weapon S/N	Weapon Caliber	Weapon # of Rounds
WASHINGTON, WILLIAM	ADMIRAL	SECURITY, INC	X12345677890	A-2	X2010X984	WESSON	350	WES350MAGX99	35	20

Greeters

Full Name	Title
JOHNSON, JAMES	MR.

Point of Contact

Main Contact: ROBERTSON, REGINA			Travel Document Handler: HARRIS, HOPE	
Title	Telephone Number	Cell Phone Number	Telephone Number	Cell Phone Number
MINISTER	310-555-1212	818-555-1212	310-444-1212	310-555-1313

No supporting documents are required for this application.

Check back later with the OFM eGov system to view the status of your application.

Remarks

No remarks on file

Add a remark

Add Remark

User can add remarks here by typing remarks and clicking the Add Remark button.

Figure 6.10-1 – Courtesies of Port Submission Page

7 - VIEWING YOUR SUBMITTED FORMS

Step	Action	Result of Action
1.	Initiate login to the e-Gov system.	The OFM Logon window is displayed with the User Name and Password fields enabled. The **Login** and **Reset** buttons are enabled.
2.	Enter a valid User Name and Password combination to log in: Type: TOFMXXX in the User Name field. Type: <password> in the password field. Click the **Login** button.	The e-Gov Main Menu is displayed. The following links are enabled: • **Request a New Service** • **View Service Requests** • **View Your User Profile**
3.	Click the link that reads **"View Service Requests**". (A link is displayed in blue font and is underlined.)	The e-Gov on-line system displays all the applications/forms that have been submitted (see ***Figure 7-1***).

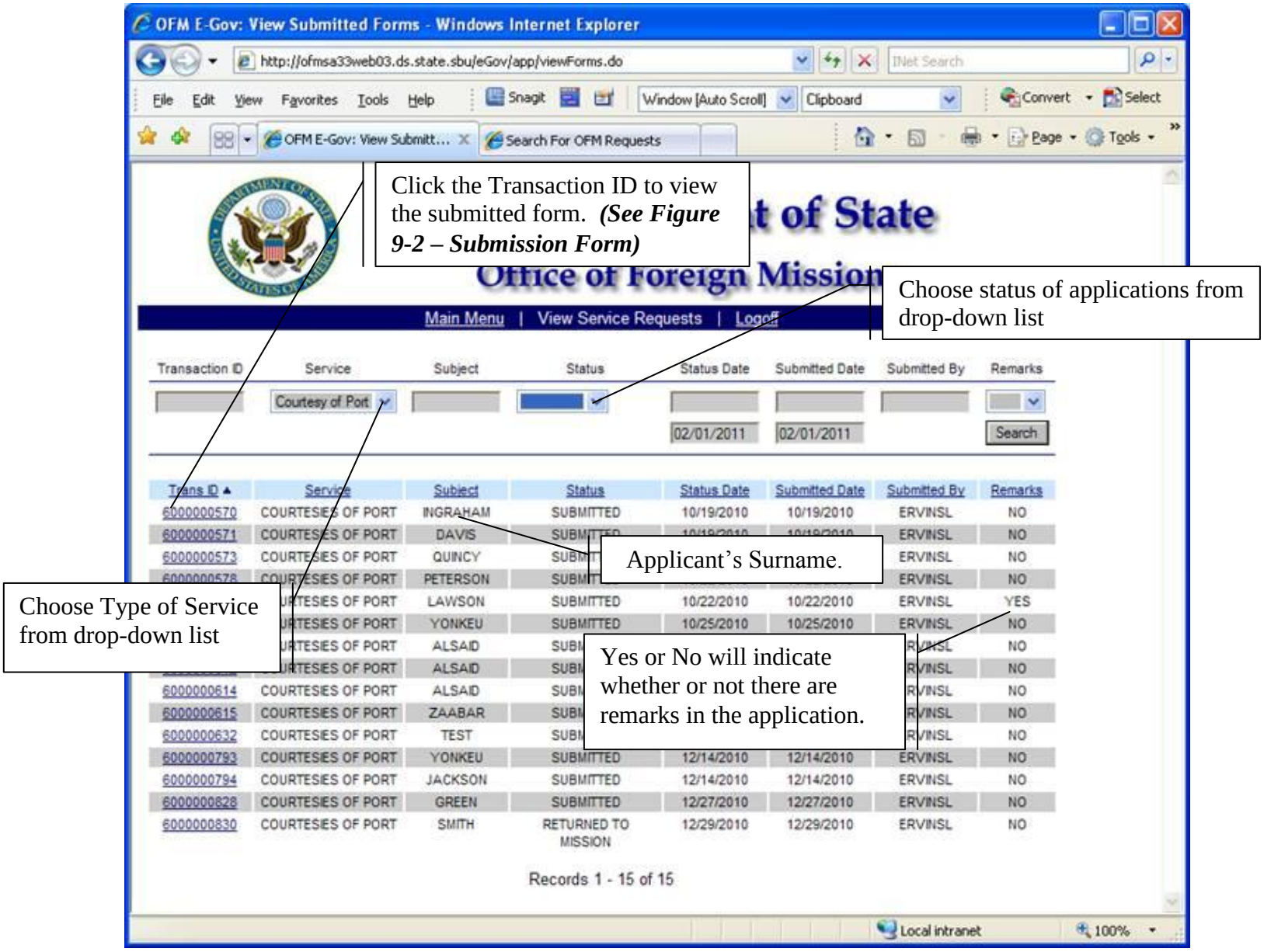


Figure 7-1 – View Service Requests

APPENDIX A – REQUEST ACCESS TO SYSTEM

If you need access to the e-Gov Program, but do not have a User Name and Password assigned to you by OFM, then please follow the steps below to gain access to the program.

Figure A-1 – Request Access to System

Step	Action	Result of Action
1.	From the OFM Login Screen click on the link that reads, "Request access to the system."	The system will display the screen to Access Request for OFM e-Gov Application (see ***Figure A-2***).
2.	Click on the Photograph and Signature Card link.	The system will prompt you to open or save the Photograph and Signature Card (see ***Figure A-3***).
3.	Click on the Privacy Act Statement link.	The system will open a window to display the Privacy Act Statement (see ***Figure A-5***).

U.S. Department of State

Office of Foreign Missions

Access Request for OFM e-Gov Application

Use the list below to determine your eligibility. If you meet the eligibility requirements, follow the instructions below to request access to the system.

Eligibility

- Account User must be an accredited member of the Mission administrative staff.
- Embassy Administrative Officer must approve all user requests.

Instructions

- Click the link below to open the Account Request Form.
- Print out the Account Request Form.
- Sections 1 and 4 must be filled out for all requests.
- Sections 2 and 3 must be filled out for requests for new accounts and changes to existing accounts.
- Section 5 is for Office of Foreign Missions use.
- Fax completed forms to Director of OFM Systems at the fax number listed on the form.

Link to Account Request Form

Return to Login Page

Figure A-2 – Access Request for OFM e-Gov Application

Step	Action	Result of Action
1a.	Review the directions carefully before you continue. Click on the link that reads, "Link to Account Request Form."	The system will prompt to ask you, "Do you want to open or save this file. (See ***Figure A-6***).
1b.	Click on the Return to Login Page.	The system will return you to the initial login page to enter your username and password. (See ***Figure A-1***).

Photography Signature Card

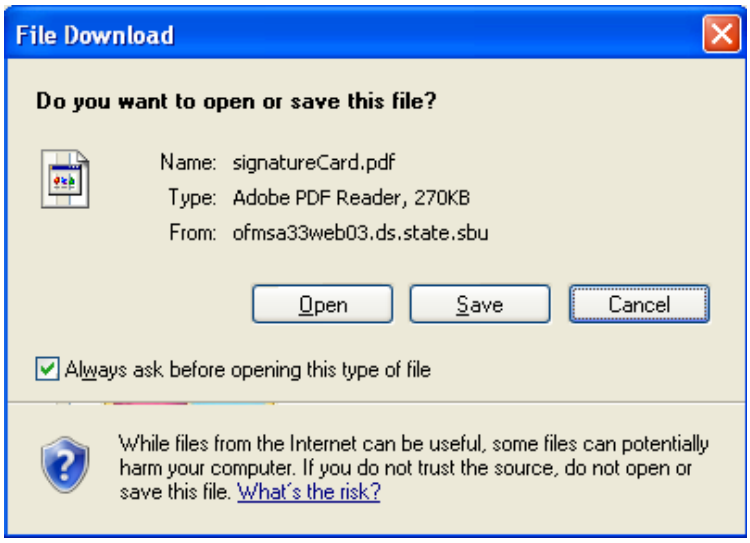


Figure A-3 – File Download: Photo Signature Card

Step	Action	Result of Action
2a.	Click on the **Open** button to access the card.	The system will open the file for you to fill out the application (see ***Figure A-4***).
2b.	Click the **Cancel** button.	The system will return you to the screen to Access Request for OFM e-Gov Application (see ***Figure A-2***).

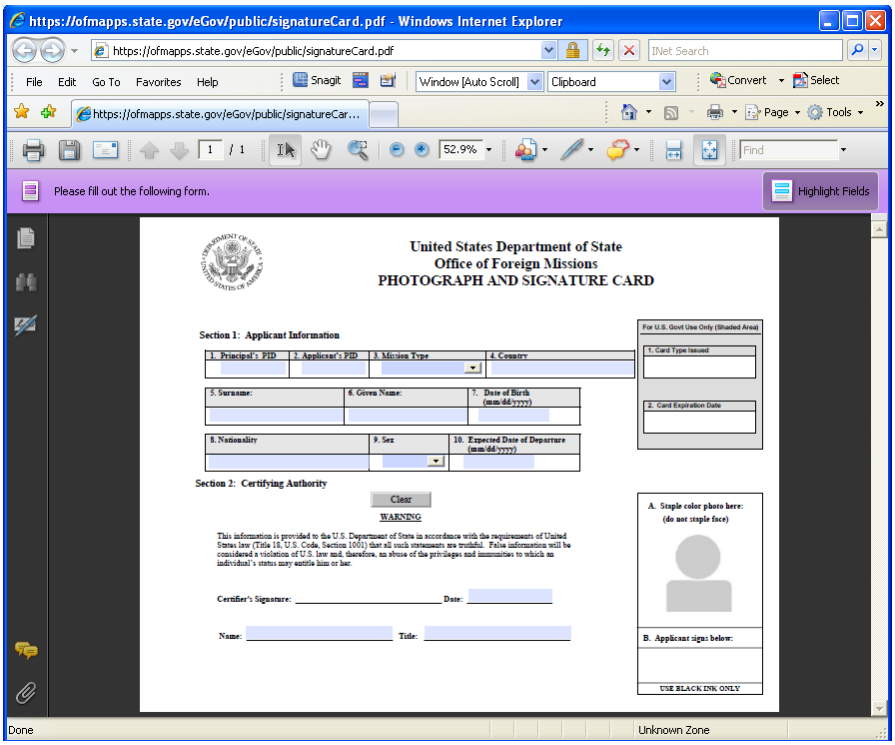


Figure A-4 – Photo Signature Card

Privacy Act Statement

Privacy Act Statement for Notification of Appointment of Foreign Diplomatic or Consular Officer (DS-2003); Notification of Appointment of Foreign Government Employee (DS-2004); Notification of Appointment of Honorary Consular Officer (DS-2005); Driver License & Tax Exemption Card Application (DS-1972) and Application for Title (DS-102)

Privacy Act Statement
The Privacy Act of 1974, as amended, 5 U.S.C. 552a, contains provisions regarding the maintenance, collection, use, and Dissemination of information about United States citizens and aliens lawfully admitted for permanent residence in the United States. The following information is provided in accordance with subsection (e) (3) of the Privacy Act.
AUTHORITIES: Vienna Convention on Diplomatic Relations of 1961; Vienna Convention on Consular Relations of 1963; Diplomatic Relations Act (22 U.S.C. 254a-e); International Organizations Immunities Act (22 U.S.C. 288e (a)); Foreign Missions Act (22 U.S.C. 4301-4316) as amended.
PURPOSE: The principal users of this information are offices within the U.S. Department of State, including but not limited to, the Office of Protocol, the Office of Foreign Missions, the Bureau of Diplomatic Security and the Bureau of Consular Affairs, to maintain A record of all individuals actively working at foreign missions or international organizations in the United States or its territories.
ROUTINE USES: The information provided on this form may be provided to other federal, state, and local government agencies for Law enforcement, administrative or other statutorily authorized purposes. This information also may be provided to the employing Foreign government or international organization. Names of the members of the diplomatic staff, office addresses, titles, and names Of spouses are published three times a year in The Diplomatic List, U.S. Department of State publication 10424. Names of Consular Offices in the United States, U.S. Department of State Publications 10277.
Submission of these forms is mandatory. Failure to provide any of the requested information may prevent acceptance and the Extension of benefits to principals or family members as provided in the above-cited authorities.

Figure A-5 – Privacy Act Statement

Access Request Form

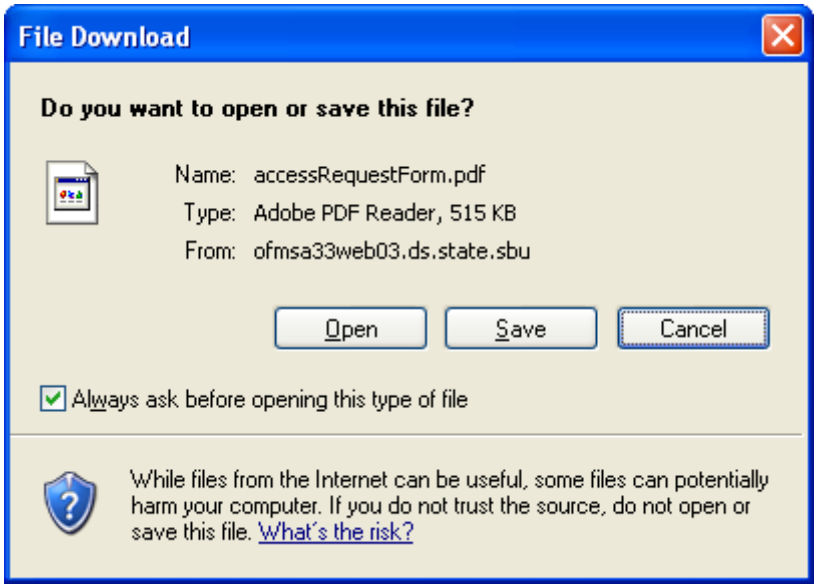


Figure A-6 – File Download: Access Request Form

Step	Action	Result of Action
1.	Click on the **Open** button to access the Application.	The system will open the file for you to fill out the application (see ***Figure A-8***).
2.	Click the **Cancel** button.	The system will return you to the screen to Access Request for OFM e-Gov Application (see ***Figure A-2***).

Step	Action	Result of Action
1.	Click on the **Save** button	The system will open a window and prompt you to save the accessRequestForm.pdf (see ***Figure A-7***).

If you click the Save button, the system will prompt you to save the e-Gov application to your hard drive. It may default you to your My Pictures folder with a file name of accessRequestForm.pdf (See Figure a-5). You can save the file and open to fill out at another time for current or for future requests to e-Gov.

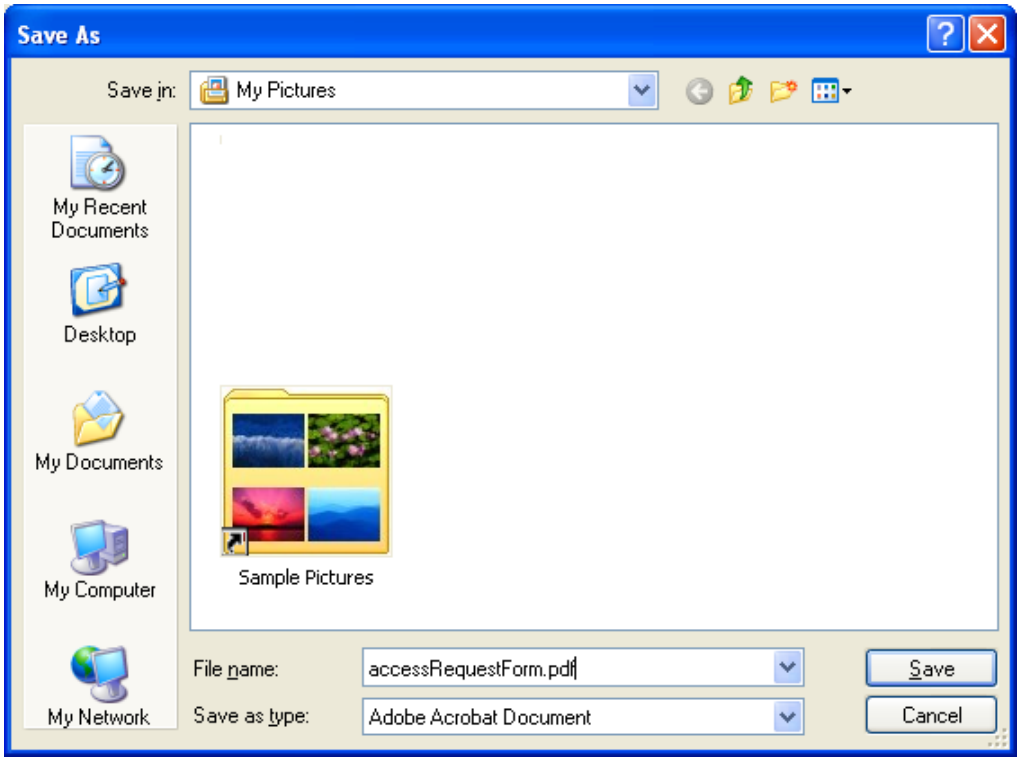
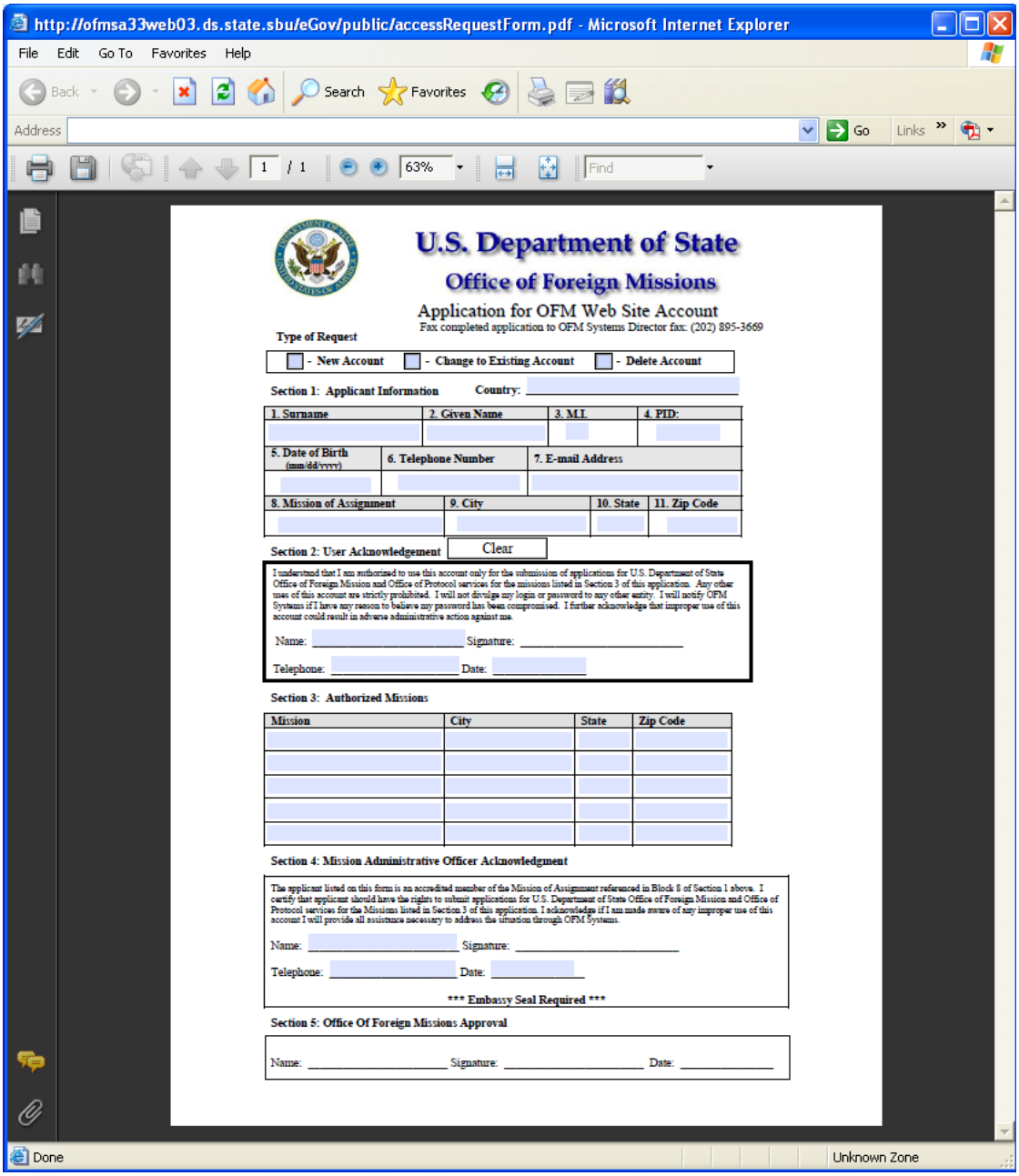


Figure A-7 – Save the e-Gov application

Step	Action	Result of Action
2.	Click on the **Save** button	The system will save the file with the filename in the directory that you specify.

Complete the application in full, print and fax it to the fax number provided on the form. OFM will establish your login account including user name and password. You will receive an email with your login credentials to access the online e-Gov application.



http://ofmsa33web03.ds.state.sbu/eGov/public/accessRequestForm.pdf - Microsoft Internet Explorer

U.S. Department of State

Office of Foreign Missions

Application for OFM Web Site Account

Fax completed application to OFM Systems Director fax: (202) 895-3669

Type of Request

☐ - New Account ☐ - Change to Existing Account ☐ - Delete Account

Section 1: Applicant Information Country: _____

1. Surname	2. Given Name	3. M.I.	4. PID:

5. Date of Birth (mm/dd/yyyy)	6. Telephone Number	7. E-mail Address

8. Mission of Assignment	9. City	10. State	11. Zip Code

Section 2: User Acknowledgement Clear

I understand that I am authorized to use this account only for the submission of applications for U.S. Department of State Office of Foreign Mission and Office of Protocol services for the missions listed in Section 3 of this application. Any other uses of this account are strictly prohibited. I will not divulge my login or password to any other entity. I will notify OFM Systems if I have any reason to believe my password has been compromised. I further acknowledge that improper use of this account could result in adverse administrative action against me.

Name: _____ Signature: _____

Telephone: _____ Date: _____

Section 3: Authorized Missions

Mission	City	State	Zip Code

Section 4: Mission Administrative Officer Acknowledgment

The applicant listed on this form is an accredited member of the Mission of Assignment referenced in Block 8 of Section 1 above. I certify that applicant should have the rights to submit applications for U.S. Department of State Office of Foreign Mission and Office of Protocol services for the Missions listed in Section 3 of this application. I acknowledge if I am made aware of any improper use of this account I will provide all assistance necessary to address the situation through OFM Systems.

Name: _____ Signature: _____

Telephone: _____ Date: _____

*** Embassy Seal Required ***

Section 5: Office Of Foreign Missions Approval

Name: _____ Signature: _____ Date: _____

Done Unknown Zone

Figure A-8 – Application for OFM e-Gov Account

APPENDIX B – USER PROFILE

To view your user profile, click the last hyperlink option on the main menu, "**View Your User Profile**". Or click on the View Profile hyperlink located on the Main Menu bar under the "**U.S. Department of State Office of Foreign Missions**" header.

Figure B-1 – View Your User Profile

Personal Information

After clicking on the View Your User Profile hyperlink, the system will advance to the **Personal Information Screen** (see ***FigureB-2***).

Figure B-2 – Personal Information Screen

Change Password

Users can change their password at anytime. However, it is recommended that users change their password upon initial login.

1. Using the mouse, left click the **Change Password** button, at the bottom of the *Personal Information Screen*.
2. The system will advance to the Change Password screen (see ***Figure B-3***).
3. Enter the assigned password in the Old Password text box.
4. Hit the tab key or position the cursor in the New Password text box and enter a new password.
5. Hit the tab key again or position the cursor in the Re-enter New Password text field and enter your new password again.
6. [CLICK] the **Submit** button, or press [ENTER] for the system to accept the new password.

Figure B-3 – Change Password Screen

Authorized Missions

You can view the missions that you are authorized to file for. The Authorized Missions lists contain locations for which you have rights to submit e-Gov requests (see ***Figure B - 4***). If you would like to remove from or add to this list, please contact the OFM Help Desk.

Figure B-4 – Authorized Missions

APPENDIX C – WHO TO CALL

Mission/Embassy WHO TO CALL for Assistance with Courtesies of Port

Non-Technical Questions

For non-technical questions about Courtesies of Port, please contact **Department of State Office of Protocol** Jesse Johnson, Protocol Officer, Customs, JohnsonJL@state.gov 202-647-4074.

For Technical Questions

For technical questions about e-Gov and the Courtesies of Port e-Gov application, please contact the **e-Gov HelpDesk** by electronic mail at ofmgovhelpdesk@state.gov or by telephone at 202-895-3564.