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## ANNOUNCEMENT: Change in eCountry Clearance (eCC) System

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Good morning colleagues,

The Department of State announced that it has shifted to a new system for eCountry Clearances called "myServices eCC" which is available at: <https://myservices.service-now.com/ecc>. The older eCC system (<https://ecc.state.gov>) will be phased out over the coming weeks. State provided the following timeline when submitting eCCs:

- Travel w/ an arrival date of December 13, 2019 or earlier – **Use Older System**
- Travel w/ an arrival date **after** December 13, 2019 – **Must be Submitted in New System**
- **January 20, 2020** – the older system will be completely **shutdown**. Please export any information you need from the current system before this date.

For the new system, users will need to request an account using the attached instructions. Additionally, users will need to enable multi-factor authentication by downloading an Authenticator app on their mobile device and following the instructions during myServices setup to scan a QR code. *(Note: The attached Multi-Factor Authentication Setup Instructions provided by State indicates that the Google Authenticator app will work, however State's Help Desk has stated that Microsoft Authenticator app is the preferred method of use).*

### Additional Information on the New eCC System:

- After a profile is set-up for a traveler, the traveler's profile information will auto-populate any time a travel request is created for them.
- Travel arrangers can also set-up profiles for travelers and manage travel requests on the traveler's behalf.
  - If the traveler has their own eCC myServices account, they can view and edit travel requests made by their travel arrangers.
- Instead of starting a new request, similar previous trips can be copied and used as a template for upcoming travel.
- Requests for multiple people traveling to the same post are allowed (even if they are on separate flights and staying in different hotels).
- The system will include a list of commonly used hotels.
- If you have technical questions regarding myServices, the Department of State's Help Desk can be contacted at 1 (888) 313-4567 or [myServiceseCC@state.gov](mailto:myServiceseCC@state.gov).

Please disseminate this announcement broadly across your line, staff, and program offices.

Thank you,  
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**4 attachments**



**myServices eCC Account Creation.pdf**  
414K



**myServices eCC Profile Mgmt.pdf**  
135K



**myServices eCC Multi-Factor Authentication Setup Instructions.pdf**  
189K



**myServices eCC New User Guide.pdf**  
712K