



myServices
Department of State
eCountry Clearance

myServices eCOUNTRY CLEARANCE

NEW USER GUIDE

Pilot 2018



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ECOUNTRY CLEARANCE

WHAT'S NEW IN MYSERVICES ECC?



1 **PORTAL** eCC will appear as a tab in the myServices header. You can also go directly to eCC with the following URL: “<https://myservices.service-now.com/ecc>”

3 **APPROVERS** will see a dynamic list of itineraries awaiting review under My Approvals on the homepage and header.

2 When first logging into eCC, users will be directed to complete their **TRAVELER PROFILE**. This information will be auto-populated with their itineraries.

4 Post Approvers & Administrators can view dynamic **REPORTS** showing current and expected travelers.

The screenshot shows the myServices eCountry Clearance interface. At the top, there is a navigation bar with 'myServices', 'PCS Travel', and 'eCC' (highlighted with a pink box). Below this is the 'myServices eCountry Clearance' header with navigation links for 'My Itineraries', 'My Approvals', 'Country Info', 'Help', 'Post Portal', 'Reports', and 'eCC Parameters'. An announcement banner reads 'Welcome to the beta version of myServices eCC!'. The main content area features a 'Welcome, eCC Paris!' message and a 'SELECT TRAVELERS...' dropdown menu (highlighted with a pink box). Below this is a 'My Itineraries (1 of 1)' section with a table of travel data.

Status	Itinerary Number	Post	Section	Traveler	Arrival Date	Departure Date	
! DRAFT	ITN000001192	Abuja	DEPARTMENT OF HEALTH AND HUMAN SERVICES/CENTERS FOR DISEASE CONTROL	eCC Consulate User	2018-10-01	2018-10-12	VIEW DETAILS



5 Streamline **FACT/HTSOS TRAINING COMPLIANCE** through built-in check for cumulative 45-day travel in a calendar year against current training completion dates in the Traveler Profile.

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ACCESSING MYSERVICES ECC (1 of 2)



Logging onto myServices eCC from the Internet

1. Open your web browser. Google Chrome is recommended.
2. Type in the URL (<https://myservices.service-now.com/ecc>) and you will be taken to the myServices eCC login page.

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Login

User name

Password

LOGIN

Request a user account
If you do not yet have a user account you can use the link to [request an account](#)

Forgot your login credentials?
If you cannot remember your login credentials, you can [reset your password here](#).

3. Enter your **user name** and **password**. Note: If you already have a myServices account, use the same username/password to access myServices eCC.

Don't have an account?
Click "**request an account**" to get access to myServices eCC.

Logging onto myServices eCC from OpenNet – Go to <http://myservices.state.sbu/ecc> and you will automatically be logged into myServices.

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ACCESSING MYSERVICES ECC (2 of 2)




Requesting a myServices eCC Account *(continued from previous page)*


Please provide some basic information so we can process your account request.

* First Name

* Last Name

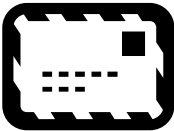
* Business Email 

* Business Phone

* Parent Agency 

Only users with an approved **government email address** will be able to request accounts.

Select the appropriate Parent Agency – i.e., Department of State.

 After clicking submit, users will receive an email with their **username** and **temporary password**. Upon logging into the application with the temporary password, users will be directed to update their password. Passwords must comply with Department standards and must be reset every 60 days.

If you would like access to myServices eCC via OpenNet but aren't set up for it currently, please email myServiceseCC@state.gov to request access.

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COMPLETING A TRAVELER PROFILE



Users will be prompted to complete their Traveler Profile when first accessing the application.

Email, First and Last Name and other **Employment Information** will be populated from the myServices user account.

Emergency Contact, Passport, and Training Information will be noted in the Traveler Profile instead of requiring users to add to every eCC.

☰ New Travel Profile 

Travel Profile

*Email Title

*First Name *Country of Birth

*Last Name US Citizen?

Phone Alternate Phone

Alternate Email

Employment Information

*Parent Agency *Employee Type

*Agency Grade

Emergency Contacts

First Name Phone


Last Name Email


Passports

*Passport Number *Passport Country

*Passport Type

Training

FACT (CT650) Completed 

HTSOS (HT401) Completed 

Training Exempt?

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SUBMITTING AN ITINERARY (1 of 3)



- 1 **Select the traveler(s)** for which you want to submit a country clearance request using the dropdown on the homepage. Then click **“Create Itinerary.”**

Selected travelers appear here. To remove a selection, click “X.”

Welcome, eCC Monrovia!

SELECT TRAVELERS... ▾

Didn't Find Your Traveler?

CREATE ITINERARY →

ECC TRAVELER x

- 2 Select the **destination post(s)** and provide information about your trip including, purpose of visit, arrival and departure dates.

Click “Add Another Post” to add additional destinations. When finished, click “Next.”

Select A Post... ▾

eCC Traveler

Country ▾

Section ▾

Purpose of Visit

Post Arrival Date

Post Departure Date

Post POC Name ▾

Post POC Email

Post POC Phone

Courtesy Copy Additional Sections

ADD ANOTHER POST +

NEXT →

ECOUNTRY CLEARANCE

SUBMITTING AN ITINERARY (2 of 3)



- 3 Next, add Transit Information such as your arrival/ departure flights. Use the “Add Travel Segment” option to include all planned transportation.

The screenshot shows a form titled "Abuja" for adding a travel segment. It includes a checked "eCC Traveler" box, a descriptive instruction, a "Transportation Method" dropdown, and fields for "Departure City", "Arrival City", "Departure Date and Time", and "Arrival Date and Time". Each date field has a calendar icon. A pink box highlights the "Add Travel Segment +" button at the bottom right. At the bottom of the form are "BACK", "SAVE", and "NEXT" buttons.

- 4 Complete the **Assistance and Lodging** page. *Depending on your destination, you may be asked to select a hotel from a list of options provided by post. A message will display indicating whether post will provide assistance booking.*

- 5 If **HTSOS or FACT training** is required for your destination, confirm the date you completed training or provide a reason for exemption. *If you have already added this information to the Traveler Profile no action is required.*

The screenshot shows a notification message for an "eCC Traveler". The message states: "Traveler is Not Compliant for High Threat Security Overseas Seminar Training (HT401), required for Abuja. The itinerary may not be approved until all required trainings have been completed." A pink box highlights a button labeled "CONFIRM TRAVELER TRAINING DETAILS" at the bottom of the message.

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SUBMITTING AN ITINERARY (3 of 3)



- 6 Finally, review your travel itinerary and click “Submit.” Travelers and users added to the “CC” option will receive an email notification confirming the submission.

Information is displayed per Traveler. You can collapse/expand information for each traveler using the light blue heading.

The screenshot displays the 'eCC Traveler' interface. At the top, the traveler's name 'eCC Traveler' is shown in a light blue header. Below this, the 'Trip Information' section shows 'Abuja, Nigeria' with a 'VIEW COUNTRY INFO' button. The 'Post Information' section includes fields for 'Section' (BILATERAL PARTNERSHIP/AFRICAN UNION), 'POC Name' (User Bangkok), 'Arrival Date' (2018-10-22 13:42:00), 'POC Phone Number' (00), 'Departure Date' (2018-10-22 13:42:00), and 'POC Email' (na@na.gov). The 'Assistance & Lodging' section shows 'No Assistance Required for Abuja'. The 'Training' section indicates 'Traveler is Compliant for High Threat Security Overseas Seminar Training (HT401)'. At the bottom, there are buttons for 'BACK', 'SAVE', 'Print to PDF', and 'SUBMIT'.

Click “**View Country Information**” to see information about your destination such as visa requirements, climate, and other travel information.

Use the “Edit” option under the “Actions” dropdown to go back and edit information in that section.

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VISITOR ACCESS REQUEST INTEGRATION



Information will be **auto-populated into an “Access Request”** in myServices with a **“Pending Approval”** status, saving time spent submitting Visitor Access Requests on behalf of TDY or other travelers.

IF BUILDING ACCESS IS REQUESTED...

Do you require building access?	<input checked="" type="checkbox"/>
Do you have any specific appointment requests?	<input type="checkbox"/>
Do you require CAA access?	<input type="checkbox"/>
Do you require PCC access?	<input type="checkbox"/>

AND THE ECC IS APPROVED



PENDING ACCESS REQUEST



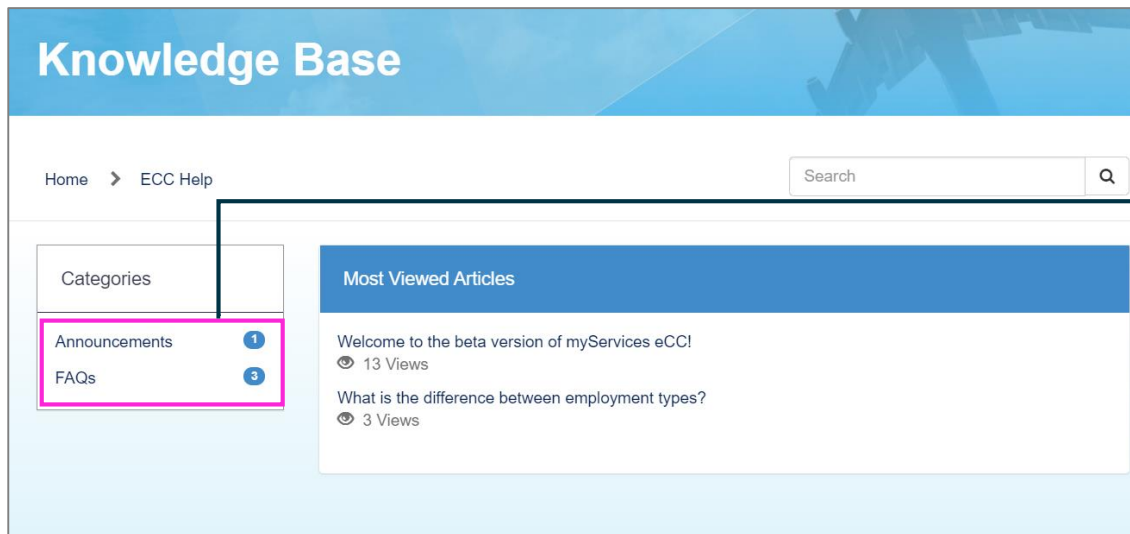
ACCESS REQUEST	ECC
Requester	Post POC
Visiting Post	Post
Visit Type -- Defaults to “TDY”	--
Purpose of Visit	Purpose of Visit
Start Date -- Defaults to 8AM local time	Arrival Date
End Date - Defaults to 6PM local time	Departure Date
Primary Escort (Name, Phone)	Post POC
American Supervisor	Traveler
Itinerary Description	Itinerary Number (ITN####) – Traveler Name – Post

VISITOR RECORD	ECC
Visitor Type -- Defaults to “Visitor”	--
Visitor First Name	Traveler First Name
Visitor Surname	Traveler Last Name
VIP Status	VIP
VIP Visit Type (CODEL, SECSTATE, STAFDEL, Supreme Court Justice, Other Executive, Other VIP)	VIP Title (if VIP is selected)
Clearance	Traveler Clearance Level
Organization/Company	Traveler Agency
ECC Number	ITN####
Citizenship	Passport Country

ECOUNTRY CLEARANCE RESOURCES



Click “Help” to access announcements, reference guides and FAQs in the eCC Knowledge Base. If you are unable to find an answer in the Knowledge Base email myServiceseCC@state.gov for assistance.



The following resources will be available in the myServices eCountry Clearance Knowledge Base:

- Customer Job Aid
- Post Approver Guide
- Post Administrator Guide
- FAQs

Content in the Knowledge Base will be updated to address common questions and feedback.