

Civilian Pay Systems and Tools

Purpose

The purpose of this document is to highlight the current DFAS systems recommended for use by our customers. The intended audience is the Customer Service Representative (CSR), Human Resource (HR) office, and Timekeepers. This document will assist all the representatives with understanding what system access is needed and where to go to obtain this access. This document will be a living document and will be updated as systems change.

Background

DFAS Civilian Payroll supports over 1 million payroll customers every pay period. There are many partners that contribute to the success of Civilian Pay. Having the right access in place is imperative to support all customers and providing on time and accurate payroll.

Systems

1. AMPS

Description

Account Management and Provisioning System (AMPS) is the electronic replacement for the DD2875 form. This system allows the user to request access to systems commonly used within the DFAS Agency. AMPS will allow the users to request specific access to systems and keeps a history of this access so that it can be modified, extended, or deactivated by the end users as required.

- a. <https://amps.dla.mil>
- b. AMPS requires the Authentication/PIV Certificate to access.
- c. New AMPS users will need to register in the system to request access through it.
- d. AMPS is used to gain Access to Remedy and DCPS.

2. DCPS

Description

Defense Civilian Pay System (DCPS) is the payroll system that is used by DFAS Civilian Payroll Technicians as well as the CSRs, Timekeepers and HR technicians to pay, research and process pay for all supported employees.

- a. <https://miap.csd.disa.mil/mss/LoginPage.do?logout=true>
- b. Access to DCPS is gained by using [AMPS](#).

3. Remedy

Description

Remedy is the system the CSRs, Timekeepers and HR Technicians use to communicate issues, changes and requests to the DFAS Payroll Office. It is important to provide/maintain an accurate email address in your Remedy profile as many important correspondences are sent to our Remedy users.

- a. Access to Remedy is requested through AMPS.
- b. [Remedy Title definitions](#) and guides are located on APAN.
- c. <https://cust-contact.dfas.mil/arsys/shared/login.jsp?arsys/>

4. GoDocs

Description

GoDocs is a document repository for DFAS to work items mailed or faxed by the CSR, Timekeeper and HR representative. To send in documents for Civilian Pay to work, when a Remedy ticket is not available or extra documentation is needed, you can send the document via U.S. Mail or Fax using a completed coversheet.

- a. Access to GoDocs is via U.S Mail or Fax using a completed coversheet.
- b. The Coversheet is located here
 - i. <https://corpweb1.dfas.mil/civpaywf/coversheet>
- c. Fax Number: 866-401-5849 (Must use a Fax Coversheet)

Tools

5. APAN

Description

All Partners Access Network (APAN) is a website that DFAS Civilian Pay utilizes to communicate general information and provide helpful guides for the CSR, Timekeeper and HR. For example, CSR Workshop Briefings are available here as well as other frequently used documents and forms. This site is maintained, and regularly updated, by the DFAS Civilian Payroll Office.

- a. <https://wss.apan.org/public/DFASPayroll/default.aspx>

6. Civilian Pay Help Desk

Description

The Civilian Pay Help Desk is staffed by DFAS Civilian Pay Technicians. The Help Desk staff are available M-F 0730-1600 to answer the questions that the CSR, Timekeepers and HR Reps cannot answer on their own or just need additional assistance.

- a. Phone number: 800-729-3277
- b. Hours: M-F 0730-1600 EST

7. IntelShare

Description

The DFAS Defense Civilian Pay System website is monitored at IntelShare. This website was formerly DFAS4DOD. IntelShare is a website that communicates information about the latest payroll guidance and also provides policies and regulations and frequently used payroll office forms. This is the location where you would find the Payroll Users Manual.

- a. Link to site: <https://intelshare.intelink.gov/sites/dfas/DCPS/>
- b. DCPS users must complete the DCPS Security Awareness web-based training (WBT) located at (<https://intelshare.intelink.gov/site/dfas/DCPS/SitePage/Training.aspx>) and include certificate of complete when submitting a request for DCPS access.

8. DCPS Password Resets

Description

If users make a mistake on their password three times in a row, DCPS will automatically lock their account. Users would call the Customer Care Center, 888-332-7366, Options 3, 2, and request account unlock or password reset. The representative will request DCPS user ID, and unlock the user. On Saturdays or after 4:30 p.m. weekdays, users can call 844-347-2457, Option 1, for assistance.

Conclusion

DFAS Civilian Payroll Office strives to maintain world-class customer support. The Customer Service Representatives, Timekeepers, and Human Resources Personnel are DFAS's primary customers, therefore our goal is to support you. We value your feedback and encourage you to share your ideas by participating in our Annual Customer Service Survey.