# Revision History

The table that follows summarizes the revision history of this document.

<table>
<thead>
<tr>
<th>Release</th>
<th>Summary of Revisions</th>
<th>Date</th>
<th>Author</th>
</tr>
</thead>
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Section 1.0  eCountry Clearance Home Page

Welcome to the eCC Home Page! Help is available to you by clicking on the Help Page link. You also have access to a Help System PDF for download.

When you click on the Help Page link, the eCC system will present the following screen for viewing and navigating.

Figure 1-1:  eCountry Clearance Home Page
Introduction

eCountry Clearance (eCC) is a web based request system designed to provide a way for anyone working for the US Federal Government to submit a request for country clearance when traveling on business outside of the United States. This Help Document is written to assist users of the eCC system to submit and process clearance requests. The eCC application has seven separate roles with separate tasks: Global Administrator, Post Administrator, Requestor, Post Approver, Draft Responder, Agency Administrator, and Country Desk Administrator.

Note: An Asterisk (*) denotes a required field throughout eCC application. For additional help, contact ITServiceCenter@state.gov.

See Also:
- Requestor
- Post Approver
- Post Administrator
- Draft Responder
- Agency Administrator
- Country Desk Administrator
- Distribution Groups and User Roles
- Country Clearance Request Process
- Business Flow Chart

Figure 1-2: eCC Online Help Guide

To the left of the help screen is a command bar (shown below) containing several buttons you can use to begin your search. See Table 1-1 Help Functions below for instructions on how to use the buttons.

You select the Table of Contents (located at the top of each Help screen) to return to a list of the Table of Contents for the Help System.

For additional help, contact eCCHelpDesk-DL@state.gov.
### Table 1-1: Help Functions

<table>
<thead>
<tr>
<th>Name of Button</th>
<th>Symbol</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
<td><img src="folder.png" alt="Folder" /></td>
<td>Reveals a table of contents to the left of the screen. Click any of the entries to open the related topic.</td>
</tr>
<tr>
<td>Index</td>
<td><img src="index.png" alt="Index" /></td>
<td>Reveals an index of topics in eCC. Click any of the entries to open a related topic.</td>
</tr>
</tbody>
</table>
| Search               | ![Search](search.png) | Allows you to search for a topic.  
  - Type a word in the Search box. If you type two words, all topics containing either of the words will be included in the search.  
  - Click Go to generate a list of all topics containing that word. (This list replaces the Table of Contents).  
  - You can then click any of the entries to open the related topic.  
  - Click Contents to display the Table of Contents. |
| Previous Topic       | ![Previous](previous.png) | Reveals the previous page in the browse sequence. |
| Next Topic           | ![Next](next.png)     | Reveals the next page in the browse sequence. |
| Hide Navigation Component | ![Hide](hide.png) | Hides the table of contents (click **Contents** to display again). |
Section 2.0  Overview

2.1 Introduction

eCountry Clearance (eCC) is a web based request system designed to provide a way for anyone working for the US Federal Government to submit a request for country clearance when traveling on business outside of the United States. This Help Document is written to assist users of the eCC system to submit and process clearance requests. The eCC application has nine separate roles with separate tasks: Requestor, Global Administrator, Post Administrator, Post Approver, Draft Responder, Agency Administrator, Country Desk Administrator, Risk Level Administrator, and Report Administrator.

2.2 eCountry Clearance Request Process Overview

The eCountry Clearance (eCC) request has two primary functions: (1) the ability to create a request for clearance to visit one or more countries by a Requestor and (2) the ability to review a request by the destination country post to determine whether to approve, decline a request, or request more information by the Post Approvers.

Creating a request involves the following steps:

1. Navigate to eCC at http://ecc.state.sbu (for DoS users) and https://ecc.state.gov for Internet/agency users.
2. Select Plan Itinerary on the left side of the screen. Select New Itinerary to begin.
3. Choose a Destination country from the list of available countries. Review the information regarding travel to the selected country.
4. Input the traveler information.

   Note: The “Add Another Traveler” button will only be available (displayed) for travel to countries that do not have any High Threat/High Risk (HT/HR) Posts. For travel to any country having HT/HR Posts, only one traveler is currently permitted per itinerary so the “Add Another Traveler” button will not be displayed for such Posts.
5. Repeat Steps 3 and 4 until all countries for this itinerary have been reviewed and selected, and then click Continue.
6. Input Carrier Information (This can include flights/trains, POV, GOV details and transit cities). Select Continue when done.
7. Input details regarding the request, such as clearance information, special assistance, and lodging details. If travel will be to more than one country there will be additional screens to add this information for each country selected. Incomplete information may result in a slower processing time for your request.
8. Review and confirm the details of your request. At this point the requester can either click Submit Request to finish, or Save Draft, if not ready to send, or return to the previous screens to modify request information. The modify button is in the upper right corner of each section and will return you to that section to make changes.

A submitted request goes through the following workflow:

1. The request is sent to the Post Approver, who can Approve, Decline, Forward, or Request More Information. The Post Approver is the designated approver of the section you indicated when you submitted the request.
   - If approved, an email notification will be sent to the Requestor alerting them of the approval.
   - If declined, an email and reason why the request was declined will be sent to the Requestor.

2. If the request is forwarded, (a Post may forward the request to a different Post/section than the one selected if they feel it was misdirected) notification shall be sent to the new Post and section now responsible for this request.

3. If more information about the Itinerary is required to complete the process, an email with details of the requirements will be sent to the requestor, and email notifications to other selected persons will be sent based on the details of the submitted request.

2.3 eCountry Clearance Request Process Overview – FACT Required

The eCountry Clearance system has been programmed to capture traveler self-certification of Foreign Affairs Counter Threat (FACT) or High Threat Security Overseas Seminar (HTSOS) training in eCC, as obligated by the Government Accountability Office (GAO) and Department of State (DoS) when Federal employees travel to high threat, high risk posts.

Creating a request involves the following steps:

1. Navigate to eCC at http://eCC.state.sbu (for DoS users) and https://ecc.state.gov for Internet/agency users.

2. Select Plan Itinerary on the left side of the screen. Select New Itinerary to begin.

3. Choose a Destination country from the list of available countries. Review the information regarding travel to the selected country. When a high threat, high risk Post has been selected (which is maintained by the Risk Level Admin. The Global Administrator grants a designated person(s) to maintain this list of Country Posts with their appropriate Risk Levels and FACT training requirement).

4. Input the traveler information. Click Continue.

Note:
The “Add Another Traveler” button will only be available (displayed) for travel to countries that do not have any High Threat/High Risk (HT/HR) Posts. For travel to any
countries having HT/HR Posts, only one traveler is currently permitted per itinerary. The “Add Another Traveler” button will not be displayed for such Posts.

5. Input Carrier Information (This can include flights/trains, POV, GOV details and transit cities). Select Continue when done.

6. Input details regarding the request. If a high threat, high risk post has been selected, the ‘Exempt from FACT?’ check box will display. Travelers may only check if they are exempt from FACT Training. If this box is checked, a required text box will display, ‘Reason for FACT Exempt:’. This must be completed in order to continue along in the request process. Click Continue.

7. The High Threat/High Risk or FACT Travel Section displays. If the traveler’s stay is greater than 45 calendar days, FACT Training is mandatory. If the traveler’s stay is less than 45 calendar days, HTSOS Training is mandatory. If you have not taken FACT or HTSOS Training, or DoS Equivalent Training, there is a required field, ‘If No, enter a justification for the Post Approver:’. This must be completed before continuing through the process. Complete this section and select Continue.

8. The Assistance section displays. Complete this section as applicable. Select Continue.

9. The Lodging section displays. Complete this section as applicable. Select Continue.

10. Review and confirm the details of your request. At this point the requester can either click Submit Request to finish, Save Draft, if not ready to send, or return to the previous screens to modify request information. The modify button is in the upper right corner of each section and will return you to that section to make changes as applicable.
2.4 Business Flow Chart

eCountry Clearance Business Process Overview

Requestor logs into the eCC application

- Selects the Destination Country
- Identifies the Traveler
- Completes Travel and Request Details
- Reviews and Submits the Request for Approval

The Post Approver is able to?

- Approve the Request
- Decline the Request
- Request More Information

The Draft Responder edits the specific sections of the request
The Requestor receives an Approval email
The Requestor receives a Declined email
The Requestor receives an email asking for more information

Figure 2-1: eCC Business Process Flow
Section 3.0  Registering and User Profile

3.1 Registering Non-OpenNet Users for eCountry Clearance

Navigate to https://ecc.state.gov web site, first time non-OpenNet and other agency users are required to register and create a new account in order to access eCC.

3.1.1 New User Registration

To register for eCC:

1. Navigate to https://ecc.state.gov. This brings the user to the eCC login page.

![Figure 3-1: eCC Login Page](image)

2. Click the Create Account button. The eCC Registration pop-up window appears.
3. Complete the information in the fields (all fields are required). Your email address must be your work email address, not your personal email. Please note that the Hint field is important and is a reminder should you forget your password.

**Note:** If you do not see your organization in the drop-down list, please send an email to eCCHelpDesk-DL@state.gov.

4. Click the **Save** button.

5. A small gray window opens to confirm that your information is correct. After verifying the information, click the OK button and the window will close. A second window notice that your activation code has been sent to your email address will appear.
3.1.2 Activate Your Account

Once you have created your account the last step is to activate it. The registration process is not complete until you have completed the activation. The activation code to complete this step is sent via email within seconds of submitting the registration information.

Figure 3-3: Email Notification Window

1. Open your work email account which you used when registering on eCC.
2. You will have received an email from the eCC system which contains an Activation code and a link to the registration page. (see Figure 8 – Email with Activation Code)
3. Copy the Activation Code. Click on the link at the bottom of the email.
4. You are brought back to the eCC Login page (See Figure 9 – Activation Code entry Field) -
5. Enter your email, password, and select Login; paste the Activation Code into the correct field
6. Click the Login button. This completes your account creation and registration.
Figure 3-4: eCC Email with Activation Code

**Note:** If you click Login and it does not take you to the eCC Login page after verifying that your input is correct, please contact: eCCHelpDesk-DL@state.gov.
Account creation and activation is a one-time occurrence. The next time you access the eCC site, you will only need to enter your email and password, and click the Login button.

An additional security feature has been added to the Login function designed to enhance profile and traveler data protection. There will now be three categories of questions which will be asked the next time you access eCC or whenever you forget your password or find the need to reset your password.
### Security Questions

If you forget your password, change emails or change domains, your security questions/answers help establish that you own your account:

1. **Please Select a Security Question**: In what city or town was your first job?  
   **Answer**: 
2. **Please Select a Security Question**: In what city does your nearest sibling live?  
   **Answer**: 
3. **Please Select a Security Question**: In what city were you born?  
   **Answer**: 

![Figure 3-6: Security Question Form](image)

A drop-down list of questions from each of the three categories will be displayed and you may choose one question from each category and provide an answer. One question from each category must be selected and answered. Once you are finished, click the **Save** button to update the answers to your profile record.

### 3.2 User Profile

The User Profile button, which is located at the top right-hand side of the screen, allows users to update their eCC profile. To update your user profile, click the User Profile button, this opens the eCC User Profile dialog box (see Figure 3-7: User Profile Page below). From here, you can update your email address, telephone number, password, and password hint.

Users cannot change their organization once the profile is created. Should a user change organizations, a new profile and password has to be registered when logging in for the first time with the new organization's email address.

eCC employs Single Sign On (SSO) when using the Department of State Intranet, if users need to access eCC via the Internet than a password must be created. To create your password, open the User Profile, and skip the Current Password text box and enter the password in the new password text box, confirm the password, and add the hint that will remind you of the password should you forget it later. Once you have completed this process, DOS users will have access to eCC using their user ID and password from the internet.
3.3 Resetting Your Password

The Forgot Password button is located on the logon screen when accessing eCC from the Internet. This button allows users to reset their eCC password. To update your password, enter your email address and click the **Forgot Password** button. If you do not enter your email address the application will display a warning message.
Figure 3-8: Enter your registered email address

If you should forget your password in the future, you will be asked to answer three questions that verify your identity. If you should forget one or all of the answers to any question contact the Help Support Desk to have your account unlocked and have your password reset. You will then be able to update your questions and answers as needed.

A message is displayed informing you that an email with instructions was sent to your email address.
Figure 3-9: Password Request Email Address is sent

Access your email Inbox and open the eCC application email. The email will contain:

- Your Password Hint
- A Password Reset Link.

Click the **Password Reset Link** to reset your Password, if needed.

Figure 3-10: Password Reset Link within Your Email
The link will take you to the eCC Password Reset Page.

1. Enter your new Password,
2. Re-enter the new Password to Confirm
3. Supply a Hint as a reminder to you later of your new password content.
4. Fill in the Type Code from the image as required
5. Save your Password.

![Choosing a New Password](image)

**Figure 3-11: Choosing a New Password**

You will receive a message from the eCC application that you have successfully created a new Password. Select ‘Go To eCC’ to continue with your eCountry Clearance process.
Section 4.0 Plan Itinerary

4.1 Requestor

The Requestor is responsible for starting the country clearance request process. The Requestor plans the itinerary, identifies the traveler/s and destination country, enters FACT Training information, if applicable, arrival and departure information, and submits the request to a designated Post and section for review and approval.

The Requestor then receives confirmation of the request’s status via email from the Post Approver. The emails are system generated. Users cannot reply to them but should check their emails for a status of the application of their requests.

Email notification subjects will be one of the following:

- eCC - REQUEST GRANTED/#4523/Traveler's Last Name
- eCC - REQUEST DECLINED/Itinerary #4333/Traveler's last name
- eCC - [ACTION] - Additional Information Requested, Itinerary #4491

Note: If additional information needs to be captured in a request after submission, the Requestor must a copy the existing request as a new request, apply any modifications, and re-submit the request. The old request is then cancelled. Note: This new request now has a new Itinerary number.

4.1.1 Comments and Status

The status of a request can be checked at any time by selecting the Plan Itinerary Menu item on the left hand side of the eCC Home screen. This will take you to My Itinerary screen

On the My Itinerary page you may see itineraries in draft mode under Draft Itineraries table area and/or submitted itineraries on the lower half of the table under Submitted Itineraries. The table includes the Itinerary number, travelers name; destination country; Itinerary status which can be Pending, Approved, Declined, or More Info. In addition, there is an action button in the right hand column of the table for deleting, copying, viewing a draft itinerary, or submitted itinerary. This will be addressed in more detail later in the document.

If the approvers at Post add comments or information to the request, the Requestor can view them by clicking on the Itinerary Number. This will bring up the request summary and any new comments added will be highlighted in yellow.

4.2 New/Saved Itineraries

From the My Itineraries screen the Requestor can create a new itinerary. An existing itinerary may be edited, saved, or completed from the Draft Itineraries Table Next time
you view My Itineraries notice that the submitted request has moved from the Draft area of the table to the Submitted Itinerary area of the table. Itineraries may also be copied or cancelled.

1. To begin the itinerary process, select the **New Itinerary** button (see the image below).

2. To edit an existing itinerary, click on the **Itinerary Number**. This will open the request summary page that highlights in red areas that need additional information.

3. To add a country to a saved request, choose a destination country from the drop-down list; click **Add Another Country to Itinerary**

4. Select the country from the drop-down list, and the country info page appears, click **Add Country to Itinerary**. **Note**: A country with HT/HR Posts cannot be added to an itinerary with a country that does not have any HT/HR Posts.

5. To delete a country from an itinerary, select the **Delete** button.

Un-submitted requests may still be edited. Once a request has been submitted it cannot be changed. If additional changes need to be made to the request after submission, the **Requestor** must copy the request, modify it, re-submit the request, and then cancel the old request. However, if the **Requestor** receives a request for additional information, they can click on the **Update Request** link at the bottom of the email, add the information, detailed in the body of the email, and re-submit the request.

![My Itineraries Page](image-url)

**Figure 4-1: My Itineraries Page**
Itinerary #:
Automatically generated number that acts as a unique identifier for an itinerary; may be used as a search key word

Travelers
The travelers on the country clearance request

Itinerary Status:
Status of the itinerary: Pending, Approved, Declined, or More Info Requested.

Country Requests:
Countries selected as the traveler's destination for a unique Itinerary

Last Name:
Traveler's last name (may be used to initiate a search).

The Copy button creates a clone of an existing request that with the same information as the original. The arrival, departure date, and carrier information are left blank so that they can be updated with new information. The system generates a new Itinerary number for the new copied request. Users can cancel a request after it has been submitted. You can cancel the request at any time until 24 hours prior to the travel date. To cancel a request, click on the Cancel button. A pop-up message appears confirming the cancellation. Select OK and the request is cancelled. An email notification of the cancellation is sent to the Requestor and the Post Approver.

4.3 Selecting the Destination Country

Once the New Itinerary button is selected the first action to be performed on the Plan Itinerary screen is to choose a Country of Destination. When clicking on Choose Country button a drop down list of countries displays for your selection.

By selecting a country and clicking Continue the system will display the country’s requirements for Country Clearance table.

![Plan Itinerary](image)

Figure 4-2: Plan Itinerary
4.4 Travel Information

4.4.1 Travel Information Screen:

The Travel Information screen contains detailed information about conditions, requirements for entry etc. for the country of travel. Topics include: Requirements for Security Clearance, Contact Information, Visa Requirements, Departure Tax, Health Information, Security Threat Information, Immigration, Customs, and Quarantine, TDY ICASS, Currency, Climate, Embassy Policy on Electronic Devices, Embassy Holidays, Transportation Information from Airport to Hotel, and Other.

To proceed to the next step in the process you may click on Add Country to Itinerary, Cancel to exit, or Print the information. When you add a country to the Itinerary the application sends you back to the Plan Itinerary screen and if you need you may add a second country to the request. Note: A country with HT/HR Posts cannot be added to an itinerary with a country that does not have any HT/HR Posts.
4.4.2 Identify Travelers

The Identify Travelers screen is used to list one traveler on the country clearance request. One traveler must be identified before the Requestor can proceed to the next screen. Multiple travelers per Itinerary are no longer allowed.

To begin the Identify Travelers process, click the **Add Traveler** button. This opens the Add Traveler dialog box, (see Figure 4-5 Traveler Information) from here, the user completes the information and clicks on **Save Traveler** to add this person to the itinerary or **Cancel** to exit the add traveler process.

![Figure 4-4: Identify Travelers Page](image)

To edit information about the traveler, click the **Edit** button.

The “Add Another Traveler” button will only be available (displayed) for travel to countries that do not have any High Threat/High Risk (HT/HR) Posts. For travel to any countries having HT/HR Posts, only one traveler is currently permitted per itinerary. The “Add Another Traveler” button will not be displayed for such Posts.
Figure 4-5: Traveler Information Page

If the traveler requests Unescorted CAA Access (Yes), then the screen will display the following information:

**Clearance Verification Security Clearance** Verification is required for access to classified areas. A Security Clearance Certification must be provided by the personnel security office of your agency to Diplomatic Security. Send signed clearance certifications to the Certification Unit. Telephone 571-345-3365, Fax 571-345-3150, or Email DSPSSCertteam@state.gov. For SCI contact the SSO, Fax 202-736-4228, or Email DS_SSO@state.gov.
After the traveler has been added, the systems takes you back to the Identify Traveler page where you will note a text box with the label **Describe arrival information for group members not included on this request.** Requestors may use this area to list any additional travelers that will be travelling with their party to Post, but who are on separate itineraries. This allows Posts to group travelers together.

**Note:** Items with an asterisk are required.

**First Name:**

*Traveler's first name*

**MI:**

*Traveler's middle initial*

**Last Name:**

*Traveler's surname*

**Agency/Organization:**

*Organization that employs the travel or whom the traveler will represent*
Employment Type:

Traveler’s employment type: can be Personal Services Contractor, Personal Services Agreement Other Direct Hire, or Contractor.

Email Address:

Traveler’s email address

Phone Number:

Contact Phone number of traveler

*Place of Birth:

Traveler’s place of birth

*Country of Passport:

Country where traveler’s passport was issued

*Passport Number:

Traveler’s passport number

*Passport Type:

Traveler’s passport type: can be Diplomatic, Official, or Personal

*Clearance Level:

Traveler’s Clearance level: None, FSN SBU, Interim/Temporary Secret, Secret, Interim/Temporary Top Secret, or Top Secret.

Request Unescorted CAA Access

Unescorted access to a classified access area- Indicate YES or NO

Emergency Contact

Use this field to enter the name and phone number of your emergency contact.

Additional Info about the Traveler:

Use this area to explain any important information pertaining to the traveler associated with the country clearance request.
4.5 Carrier Information

The Carrier Information screen captures the traveler’s mode of travel and all additional data associated with the carrier and travel. The Requestor can supply as many different carriers and modes of travel as needed and previously entered information may be edited.

Figure 4-7: Carrier Information Page

To begin, click the Add Carrier Information button. This opens the travel dialog box (see the image below). From here, the Requestor enters in the mode of travel, the carrier name and transport number, the departure point, date and time and the arrival point, date and time.

Figure 4-8: Add Carrier Information Page

To add another carrier, click the Add More Carrier Information button, and repeat the add carrier process.
Note: It is recommended that the Requestor enter in as much information as possible, including transit information, on the Carrier Information page. This will assist Post in coordinating the visit as well as allowing them the ability to monitor the travel information in case of delays or other issues that may arise.

**Carrier Name and Transportation #:**

*Specific carrier name and transportation ID number*

**Mode:**

*Type of travel*

**Depart City:**

*Travel’s city of origin*

**Depart Date/Time:**

*Date and time of departure*

**Arrival City:**

*Traveler’s city of destination*

**Arrival Date:**

*Date of arrival*

**Arrival time:**

*Time of arrival*

**Save Travel Information or Cancel Buttons:**

*From here the Requestor can edit or delete carrier information or cancel*

### 4.6 Request Details

Following the entry of Carrier Information, a second screen appears after the **Continue** button is selected. This screen captures more pertinent details about the traveler’s visit to the destination country such as, any transit cities the traveler may stop in, purpose of the visit and details of interest to the Post. Once all required information is entered select **Continue.**
If VIP Visit checkbox is selected the Type of Visitor must be indicated.

Figure 4-10: VIP Checkbox

4.7 Request Details- FACT Required

Following the entry of Carrier Information, a second screen appears after the Continue button is selected. This screen captures more pertinent details about the travelers visit to the high threat, high risk departure country selected such as any transit cities the traveler may stop in, the purpose of the visit and, details of interest to the Post. Once all required information is entered, select Continue.
Figures 4-11: High Risk Post Selected

**Note:** You will receive this message when you get to the Destination Page if you select a Clearance Post that is High Threat, High Risk. Click **OK**.

Figures 4-12: Plan Itinerary Destination Page when High Threat/High Risk and FACT Required Post is selected

**Note:** Because the traveler is NOT exempt from FACT, the traveler will NOT select the ‘Exempt from FACT?’ checkbox. Click **Continue**.
4.8 Request Details- FACT Exempt

Following the entry of Carrier Information, a second screen appears after the Continue button is selected. This screen captures more pertinent details about the travelers visit to the high threat, high risk departure country selected such as any transit cities the traveler may stop in, the purpose of the visit and, details of interest to the Post. Once all required information is entered, select Continue.
Figure 4-14: Plan Itinerary Destination Page when High Threat/High Risk and FACT Required Post is selected- FACT Exempt

If the traveler is exempt from FACT, the ‘Exempt from FACT?’ checkbox is checked. The requestor MUST enter a reason for FACT exemption in order to continue along in the process.

Figure 4-15: Exempt from FACT Checkbox

When the traveler selects ‘Exempt from FACT?’ a reason must be entered. Once the reason is entered, when the user selects **Continue**, the following message appears. Click OK to move onto the next page.
Figure 4-16: Exempt from FACT Checkbox message

**Itinerary #**
Unique number assigned to each itinerary as an identifier once the Country of destination is selected. This is the first action completed in the eCC process (Planning Itinerary).

**Itinerary Status:**
Status of the itinerary: draft or submitted.

**Date Requested:**
Date the request process began

**Destination Country**
Name of the destination country on the itinerary

**Destination and Transit Cities**
List of the destination city or multiple cities and any transit cities

**Clearance Post**
Post from which the Requestor seeks clearance

**Agency/Section**
Agency at Post or section from which the traveler will is requesting country clearance approval.

**Arrival Date**
Date the visitor will arrive in the country

**Departure Date**
Date the visitor will depart from the country.

Other Posts and Sections to be Informed of Visit:
Additional Posts or sections that need to be notified of the clearance request.

VIP Visit
Checkbox indicating whether this is a VIP visit or not

*VIP Type
Drop Down list of VIP types: CODEL, Other Cabinet, Other VIP, SECSTATE, STAFFDEL, Supreme Court Justice, White House

Access to Building Required?
Indicates if the visitor needs accompanied access to the Embassy or building if the Requestor click ‘yes’, then the POC field becomes mandatory.

*POC at Post
The Requestor indicates the established point of contact at Post. This is mandatory if the traveler needs accompanied access to the building.

Unescorted Access to PCC Required?
Indicate here if the visitor needs access to the Post Communications Center.

NOTE: Unescorted access may only be granted to current Cryptographic access authorization holders.

Exempt from FACT?
Checkbox indicating whether the traveler is Exempt from FACT Training or not

*Reason for FACT Exempt:
Required text box if requestor selects ‘Exempt from FACT?’ A reason as to why the traveler does not need FACT Training must be explained here.
4.9 High Risk Travel Section

This screen will be presented if the destination country/ies selected have a high level of risk for the traveler. This screen must be filled out prior to submitting a request for clearance. Use this screen to enter information regarding FACT/HTSOS Training. To see a list of current High Threat, High Risk Posts, select the ‘HTHR Post List’ hyperlink.

![Figure 4-17: High Risk Travel Section](image)

<table>
<thead>
<tr>
<th>High Risk Posts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Country Name</strong></td>
</tr>
<tr>
<td>AFGHANISTAN</td>
</tr>
<tr>
<td>ALBANIA</td>
</tr>
<tr>
<td>ARGENTINA</td>
</tr>
<tr>
<td>ARUBA</td>
</tr>
<tr>
<td>AUSTRALIA</td>
</tr>
<tr>
<td>VIETNAM</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
</tr>
</tbody>
</table>

![Figure 4-18: Current list of High Threat/High Risk and FACT Required Posts](image)
Figure 4-19: High Risk Travel Section – ‘No’ selected for FACT/HTSOS Training

**Note:** If the traveler is staying less than 45 days, and travel to a High Threat, High Risk Post is less than a total of 45 days in a 365-day period, the question will ask about HTSOS Training. The HTSOS course information is entered. If the answer to both questions is ‘No’ a justification or reason comment box will be displayed. If the user selects ‘No’ for FACT/HTSOS Training, the following message will display: “When traveling to a FACT Required or High Threat High Risk Post, submitting an eCC without verifiable training information will almost result in Country Clearance being rejected.” Click OK to continue.

Figure 4-20: High Risk Travel Section –FACT/HTSOS Training entered

When the user enters information for FACT/HTSOS Training and selects Continue, the following message displays: “You will need to provide documentation of FACT/HTSOS Training (e.g. Certificate) upon arrival at Post. Click OK to continue.”
4.9.1 Common Issue

Users do not know which section to indicate on the request.
The requestor may not know which section at Post should receive this request. Here we request you select the most appropriate Agency/Section from the drop-down list (e.g. Consular section, Executive Office Management Section. For Environmental issues, send the request to ECON if no EST section exists for that Post. If necessary, the Post Approver, after review, will forward your request to the correct section. Also, view the Travel Information for the country of destination. Many times the Post will list which sections receive requests for country clearance.

4.10 Assistance Required

Use this screen to enter any information regarding assistance required during travel and/or during lodging by the traveler. Complete this page as needed or select Continue and skip entry.

![Figure 4-21: Assistance Required Page](image)

Assistance:

Select the appropriate radio button (Yes or No) for information regarding:

- **Lodging accommodation if assistance from the Post is desired in making hotel reservations for the traveler**, 
- **Airport Assistance or Transportation Assistance**, 
- **Have an Accompanying Pouch**, 
- **Have an Appointment Request**
Note: If the Hotel Reservations checkbox is selected, the requestor cannot enter information under the lodging section.

Fiscal Data:
An alphanumeric strip of 16-20 characters- This data is entered to facilitate Post the processing of expenses for the requested services, if necessary. This is not a required field.

Any other Comments/Remarks:
The requestor can enter any additional information or remarks in this field. This box allows up to 4,000 characters of entry.

Lodging Accommodations Page
The requestor clicks the Add Lodging button, to display the Lodging Accommodations pop up window that lists frequently used Hotels for the Post. From here, the user completes the information and selects Add Lodging or Cancel.

4.11 Request Summary
The Request Summary screen displays the details entered into the Plan Itinerary screens. The Requestor can review the information to ensure completeness and accuracy.

To modify any of the data, select the Modify button located in the right corner of each section. The application will present the section of data where modifications can be made.

The Requestor can now Save Draft, Submit the Request, or Print the request. Following submission a system generated notification email will be sent to the Requestor.
Figure 4-22: Request Summary Page
Figure 4-23: Request Summary Page – FACT Information

Modify:
Use the Modify button to return to a section of the request for editing purposes.

Save Draft:
The Save Draft button does not submit the itinerary, but rather saves to the eCC database.

Submit Itinerary:
Submit the Itinerary when the request is completed and you are ready for review by the Post you are visiting. This button will send the request to the selected Post Approver DG.

Save as Text File
Allows the Requestor to create a text version of the request summary that can easily be placed in an email or printed

Print:
Print a copy of the itinerary
4.11.1 CC Function

A carbon copy (CC) of the submitted Itinerary request may be sent to other users once the request has been submitted. Any type of email address may be entered. It does not have to be .gov or .mil. Multiple addresses need to be separated by a semi-colon (;).

If an email address is entered, that person will receive an information copy of the request when it is submitted and again when a decision is made.

![Carbon Copy Function in eCC](image)

After you click the **Submit Request** button, the screen should display the time and date that the request was submitted in a yellow banner at the top of the page.

4.11.2 Common Issue

*What happens after a request is submitted?*

When you click the “Submit Request” button, the request is sent directly to Post for action. A copy is automatically sent to the corresponding Country Desk in the department.

This action should take only a minute or two, depending on bandwidth capability at Post. Some Posts with low bandwidth may take several minutes.

Some agencies have also set up eCC email so that a particular person/s automatically receives an information copy for any request sent by a member of their agency.

You can view the status of the request by selecting Plan Itinerary on the Home page which opens up ‘My Itinerary’ screen. You can then select the itinerary by number. The status of the request appears at the top of the page under the heading **Travel Itinerary.**
4.12 Copy, Modify, and Cancel a Request

Modifying a Request with a Copy Action

If a request requires modification after submission (e.g. if dates need to be changed, or another traveler needs to be added), users must Copy (clone) the submitted request, make the revisions to the cloned request and submit it as a new request. **You cannot edit a request after it has been submitted.** The only exception is when the Post selects Additional Information Needed. If you receive this email, you will be able to modify certain parts of the itinerary: Destination Information and Assistance Required, Hotel Accommodations.

After copying the request, the user then cancels the (old submitted) request, notifies the Post that a request was cancelled and the new request has been submitted with the corrected information.

The Copy function can be used if travelers consistently make the same trip or if the same traveler is traveling multiple times, copying an itinerary will save a copy containing the original’s travel information as a new request for modification as needed and assigns it a new generated Itinerary number.

![Figure 4-25: My Itineraries Page](image)

To copy a request, click the **Copy** button. A pop-up appears confirming that you want to copy the request. Click **OK**. The new itinerary appears in the Draft Itineraries table with a new itinerary number.

When you click on the copied itinerary, a request summary screen appears (see below) that highlights areas where information is needed.
Figure 4-26: Request Summary Page

Canceling a Request

To cancel a request, click the Cancel button to the right of the itinerary in the Submitted Itineraries table. A pop-up appears confirming that you want to cancel the request, click OK. The status of the request is now cancelled and an email notification is generated and sent to the Requestor and to the Post listed on the country clearance request.

The Cancel function can also be used if the traveler has arranged a trip and can no longer attend after the request has been approved. The request can be cancelled at any time before travel commences.

The Copy button creates a duplicate request that contains the same information as the original, except arrival date and departure date. The system generates a new itinerary request ID.

Users can Cancel a request after it has been submitted by selecting the Cancel button. A pop-up message appears confirming the cancellation. Select OK and the request is cancelled. Email notification of the cancellation is sent to the Requestor and the Post Approver.
4.13 Request for More Info

If you receive an email Request for More Info, it means the request is pending until the additional information required is supplied to the Post Approver. The Post Approver can then complete the review process and make a decision about your clearance to travel to a Post.

This type of request status (Request for More Info) is the only type of submitted request that allows updates although to limited fields. When you receive this type of email, look for a section called Additional Information Requested, this will explain what additional information is required. Click on the Update Request link at the bottom of the email. This will bring you to the Request Summary page. Click on the Modify button to edit the request.

Click Submit Request when additional information has been entered and is ready to be returned to Post.

When you modify the request to add additional information, you will notice that you cannot update certain sections of the itinerary, including: the traveler information and carrier information. If you need to add more information, you may add it in the country/destination information screen or in the Other Assistance Required field on the Accessibility screen.
Section 5.0 Processing Requests

5.1 Post Approver

Post Approvers are the action officers for eCC. Post Approvers are responsible for reviewing requests, making sure that all the requested information is included, and determining whether the request should be forwarded to another section, approved, declined, or requires more information to make a final decision. There can be multiple groups of Post Approvers at a Post. When the Requestors selects a Section at the destination Post during the country clearance request submission process the Post Approver for that section is alerted that a request requires review.

When the Post Approver is alerted via email he can access the request either by clicking on the enclosed link or simply going online. When a decision is reached, the eCC system sends an email notification to the Requestor that conveys the action taken.

Post Approvers can also be Requestors and Draft Responders. A Draft Responder is responsible for providing logistical information in response to a Requestors request. This information can be incorporated into the Post Approvers reply.

An email’s subject line can inform the recipient of the next steps required in the Country Clearance process. For example, if the email notification has ACTION in the subject line then the recipient’s role is as a Post Approver or a Draft Responder and must use the ‘Process a Request” or 'Draft a Response' function to process this request. If the email notification has INFO in the subject line, then the recipient r has no action to perform in the process since the submitted request is a copy for informational purposes only... Since one person can have many roles, the email notification subject line defines the action that each person must take for the request. When the individual reviews the email and its subject line the recipient will note the appropriate role for the request complete the appropriate function.

5.2 Process a Request

The Process a Request screen begins with a search function which allows the Post Approver to access an Itinerary for approval... A search function can be initiated based on the traveler's last name, arrival dates, status, country, Post, or section. The, Post Approver can perform a search all by leaving the search fields at their default setting of Select All. If you do not know the travelers complete last name, you can do a wildcard search. Enter the portion of letters of the last name that you know, then type a * and click Search.

To access the requests:

Click the Process a Request button located in the left hand navigation bar.

Click Search to look up the requests.

To select a request, click on the Request Number.

To process a request by email, see Process Email Requests.
Figure 5-1: Process a Request Page

**Itinerary:**

An automatically generated number that acts as a unique identifier for a request

**Travelers:**

Lists the first traveler on the request (Only the first traveler’s name displays, even if the request will indicate multiple travelers)

**Arrival Date:**

Indicates the Arrival Date in the country of travel

**Destination:**

List of countries to which the approver has approval authority

**Clearance From:**

Refers to the destination country Post and section

**Status:**

A drop-down list that allows the Approver to narrow his search – by searching on a request status: in Pending, Approved, Declined, or Requested More Info you can limit the amount of data that is displayed in the results

After selecting the itinerary number, a summary of the request opens. The Post Approver reviews the details of the request and then decides whether to forward the request to another section for processing, Approve, Decline, or Request Additional Information, for the final decision.

Requests can be sorted by Request #, Date Requested, Country, Post, Section, or Request Status. To sort the requests, click on one of the arrows next to the column header.
5.3 Approve a Request

The Post Approver selects Process a Request from the Menu Bar list of options. The Process a Request screen appears and the Post Approver searches for the appropriate request to review. (See the Section on Process a Request above for additional information).

![Figure 5-2: eCC Menu Bar](image)

![Figure 5-3: eCC Process a Request Page](image)
Once the Post Approver selects the Itinerary to review the View Request screen is presented with the complete detailed information of the request. The Post Approver has four buttons at the bottom of the screen from which they can choose: Approve Request, Request More Information, Decline Request and Forward Request.

After a request has been approved, the request can be edited by opening the appropriate request and clicking the Edit button at the bottom of the screen.

Approving a request for those itinerary’s that require FACT/HTSOS Training works the same as those itinerary’s that are not FACT Required. When reviewing the request, a traveler that requires FACT/HTSOS training will have a ‘FACT Information’ section listed, while a traveler that is not traveling to a High Threat, High Risk Post will not have that information included in their itinerary.

### 5.3.1 View a Request

To view a request:

Click the Itinerary in which you would like to view. This opens the View Request screen. The Post Approver is able to review and approve/decline/request more information as applicable.

![Figure 5-4: View a Request](image-url)
5.3.2 View a Request – Self-certified FACT/HTSOS Training

To view a request:

Click the **Itinerary** in which you would like to view. This opens the View Request screen. The screen shot below is an example of an alert to the Post Approver if a traveler fails to self-certify FACT or HTSOS Training. Additional FACT Information will also be included.

![View Request Screen]

**Figure 5-5: View a Request – Failure to self-certify FACT Training**

5.3.3 Approve a Request

To approve the request

Click the **Approve Request** button located at the bottom of the request. This opens the Approve Request screen.
2. Type in any comments on the Approval Screen.

Figure 5-6: Approve a Request

Figure 5-7: Approval Page

Insert Post Default Lodging:

This button presents a list of frequently used hotels for the Post Approver or Draft Responder from which to choose. The Post Approver or Draft Responder will perform
Enter this task when the requestor has asked for assistance with Hotel Accommodations (checkbox under the Assistance Section).

Manually Add Lodging:

This button presents a pop-up window that allows the Post Approver or Draft Responder to manually add a new hotel name, address, phone number, and rate to a drop-down list of frequently used hotels for that Post.

Control Officer:

The Point of Contact (POC) at the Post that facilitates communication between the visitor and the Post (e.g. setting up meetings, making hotel reservations.) Enter a POC.

Email:

Control Officer’s email address Enter an email address for your designated Control Office/POC at Post.

Phone #:

Control Officer’s Phone Number. Enter a phone number for the designated Control Office/POC at Post.

Expediter:

An Expediter usually assists new arrivals at the airport in facilitating the entry into the country. Enter the name of the Post Expediter, if applicable.

Airport Assistance / Transportation:

Add any assistance arrangements, if applicable. This information is provided under the Assistance Section by the requestor.

Appointment Request:

Any appointments requested by the traveler during their country visit. This information is provided under the Assistance Section by the requestor.

Other Provided Assists:

Lists any additional assistance required by the traveler (Found under the Assistance Section) by the requestor.

Comments:

Area for additional considerations regarding the traveler or Itinerary

Click Save Current Details if the Post Approver wants more time to review the request and come back to the review process at a later time. When you select this button, the application redisplays the request with a yellow bar at the top ‘Request has been saved’.

Return to List will appear as a third button if Save Current Details has been clicked. By selecting Return to List the application will take you back to the Process a Request screen to continue with the approval process.
Click the **Approve and Notify** button at the bottom of the screen to approve the request and generates an email notification indicating that the request is granted is sent to the Requestor and to the other approvers in that section.

In the case of an Approved request, if an Approver makes a change to a hotel, or to the control officer information a notification email will be sent to the requestor, approvers, and other drafter responders of the changes.

**Common Issue**

If you copy and paste information into the Comments, Appointments, Airport Assistance, fields or other fields, and attempt to Save the request or Notify the requestor, you could receive an error message. If copy/paste function is used the text may include characters that are unrecognized by eCC. Re-type the information and then save or notify. If the error persists, contact eCCHelpDesk-DL@state.gov

### 5.3.4 CC Function

After the Post Approver clicks the **Approve Request** button, a pop-up screen appears asking if you would like to enter additional email addresses for notification of the request. An informational copy of the notification email sent to the requestor will be forwarded to one or multiple emails as entered. Multiple emails are separated by a semicolon (;).

![Figure 5-8: Carbon Copy Function in eCC](image)

#### 5.3.5 Approval Email

When a request is approved, an email is automatically generated as confirmation to the **Requestor** and to the Approver Distribution Group (DG) Distribution Groups will be discussed in more detail in a later Section. The status of the request can be found in the subject line and the confirmation of the visitor’s accommodations for the trip is found in the body of the email.

### 5.4 Request More Info by Approver

To request additional information from the **Requestor**:
1. Click the **Request More Information** button located at the bottom of the request. This opens the Request More Information screen

![Image](520x520)

**Figure 5-9: Request More Information Button**

2. Type in the information you request from the Requestor

![Image](520x520)

**Figure 5-10: Request More Information Text Box**

3. Click **Save and Notify** at the bottom of the screen. An email notification is sent to the Requestor that additional information is requested and includes instructions from the Post Approver of what the Requestor must provide. A link to the submitted Itinerary is included for ease of reply.

4. Once the Requestor replies to the email request for more information, the Post Approver can finalize the request.

The **Save Current Details** is used when the Post Staff has not completed their process review and wishes to save it to continue later. Save Current Details updates the eCC database without returning it to the Requestor and generating an email.
5.5 Request More Info by Requestor

The Request More Information screen allows Post Staff to return the request to the Requestor for additional information (e.g. Additional details required). The following screen is displayed after the Post Approver selects the Save & Notify button, (see Process a Request for additional information). The next step is for the Requestor to supply the requested information by editing the itinerary and re-submitting the request.

![Request More Information](image)

**Figure 5-11: Request More Information**

**Request Status:**

The Request Status field on the upper right hand corner will contain the words MORE INFO as the notification of status to the Requestor.

**Request More Information Comments text box:**

The Post Approver uses this area to instruct the requestor concerning the type of information required to complete the clearance process for the request.

**Return to List**

This button will take the user back to the list of Requests to continue the process.
5.5.1 Request More Information Email

When the Post staff selects Save & Notify, an email is generated and sent to the Requestor and the Post Approver Distribution Group. The email will detail the status of the request and the information needed to complete the process. The Requestor can then go to the request online by selecting the Update Request link at the bottom of the email, or access the request directly by logging into eCC.

5.6 Decline Request

The Decline Request screen allows Post Approvers to provide an explanation as to why a request was declined. The Post Approver selects the Decline Request button (sees Process a Request for additional information and enters the reason for the decline of the request and selects Decline & Notify to alert the Requestor of the status of their request.

5.6.1 Decline a Request

To decline the request:

1. Click the Decline Request button located at the bottom of the request. This opens the Decline Request screen.

![Figure 5-12: Decline Request Button](image)

![Figure 5-13: Decline Request Page](image)
2. Enter a detailed explanation for the reason of the declined request
3. Click the **Decline & Notify** button at the bottom of the screen. A notification email is sent to the Requestor.

### 5.6.2 Decline Request Email

If a request is declined, both the Requestor and Post Approver DG receive an email that includes limited details about the request such as the travelers’ name, requested arrival date and the reason for the decline.

### 5.7 Forward a Request

Using the **Forward Request** option, Post Approvers can direct a request for country clearance to another approver section. The section can either be within the same Post or a different Post within the same country. This screen appears after Post Approver selects the **Forward Request** button. (See Process a Request for additional information).

Select a Post and Section from the drop-down list, and then select **Forward & Notify** to send the request, or Approvers can select **Save Current Details** to temporarily store the request in the eCC system.

### 5.7.1 Forward a Request

To forward a request:

1. Click the **Forward Request** button at the bottom of the screen. This opens the Forward Request screen.

![Figure 5-15: Forward Request Button](image-url)
2. When the screen opens (see next image) select the Post and section to receive the forwarded request, type any additional comments regarding this request. And click on Forward & Notify.

![Forward Request](image)

**Figure 5-16: Forward Request Page**

**Note:** A request can only be forwarded to another section that has approval authority, not to individual email addresses or sections that do not have approval authority.

**Post:**

*Post Approver must select another Post and Section (within the same country) or another Country Post and Section before forwarding a request.*

**Section:**

*The Post section for the destination Country Post- must be entered prior to forwarding a request*

**Comments:**

*Area for additional comments about the request that is being forwarded*
Once the request is forwarded to another Post Section or another Country Post and Section the original Post users that sent the request forward no longer have jurisdiction over that request. An email is sent to all the original approvers to alert them that the request is no longer in their section. That means that they are no longer able to Approve, Decline, or Request Additional Information on the request, or view the archived request at some later time.

5.8 Request Review Online

Each time a Post Approver selects a request, the details of the request appear on the View Request screen. This screen allows Post staff to review the information provided on the request and decide whether to Approve, Decline, Request More Information, or Forward the request to the appropriate section.

In the case of a request for clearance to a high risk level country, the FACT Exempt or FACT Course Information will be captured and displayed in a section called FACT Information.

For processing requests via an email link, see Process Email Requests. After the Post Approver has made a decision concerning the request, the eCC system generates a confirmation email to the Requestor and to the Post Approver or Post Approver DG. The subject of the email contains the itinerary number and the status of the request.

This process is also the same for the processing of High Threat, High Risk Country Clearance requests.
5.9 Process Email Requests

When an eCountry Clearance request is submitted, the system automatically generates an email to those individuals configured in the system to receive eCC requests for that Post and section. The Post Approver opens the mail and reviews the itinerary details provided by the Requestor. From here, the Post Approver selects the View Request link located in the lower half of the email. This link takes the Post Approver directly to the eCC View Request screen for processing of the request.

For Post Approvers, the subject of the email states eCC [ACTION] -Request Submitted, Itinerary #

The Post Approver email also contains a hyperlink that says "View Request," which he can select and be taken into the eCC system directly to the request.

For Draft Responders, the subject of the email states eCC [ACTION] -Request Submitted, Itinerary #
The **Draft Responder** email also contains a hyperlink that says "Draft a Response," which he can select and be taken into the eCC system directly to the request.

At the bottom of the email (see image below) there is a complete list of users that the request was sent to. This includes **Post Approvers** as well as any emails that were entered in as info copies (CCs).

![Email Subject Line with Action](image)

**Figure 5-18: Email Subject Line with Action**
Section 6.0  Draft Responders

**Draft Responders** receive an email notification for incoming requests and processed requests. They have the ability to access the request while it is Pending or in Approved status. If the request status is: ‘Declined’, ‘More Information Required’, or in ‘Forward’, status the **Draft Responders** will be unable to access the request.

**Draft Responders** have access to all requests that have been designated as available for processing. Users assigned this role can review requests, input data, and save. Draft Responders are not authorized to approve requests within the application.

**Post Approvers** and **Post Administrators** can also hold the role of a **Draft Responder** in eCC depending on Post policy...

The email notification a person receives indicates the activity that he is required to perform for a particular request in the Subject line of the email. If the email notification contains ACTION in the subject line then the receiver’s role as a **Post Approver** is to process the request by using the ‘Process a Request” function. If the email notification contains DRAFT RESPONSE in the subject line, then the receiver’s activity is to update the request information using the “Draft Response” function button. If the email notification contains INFO in the subject line, then the receiver knows that no action is required as this is just a copy of the request. Since one individual can have many roles, the email notification facilitates the action to be taken for each request.

**Draft Responders** can edit the following fields:

- Hotel Accommodations
- Control Officer
- (Control Officer’s) Email
- (Control Officer’s) Phone #
- Expediter
- Airport Assistance Transportation
- Appointment Request
- Other Provided Assistasnces
- Comments

See Also:

- Distribution Groups
Section 7.0 Draft a Response

The Draft Response screen allows the Draft Responder to look up requests based on the traveler’s last name, arrival date, country, Post, or section. If the Draft Responder leaves the search fields in their default setting as Select All the system will present all requests for view. If you do not know the traveler’s complete last name, you can perform a wildcard search by entering as many letters of the last name that you know and then type an asterisk(∗) and click Search.

To select a request, click on the Itinerary number. When the user selects a request, the Draft Response screen opens.

The Draft Response screen allows review of the request details; select Post lodging from a drop-down list; or add new lodging manually to the drop down list. It also permits the editing of the following fields: Control Officer, Expediter, Airport Assistance/Transportation, Appointment Request, Other Provided Assistance, and Comments. The Draft Responder only has the option to save any changes made.

When the Draft Responder makes changes to a hotel or information pertaining to a Control Officer for an APPROVED request, the system will generate notification emails to the requestor, approvers, and other drafter responders.

![Draft Response](image)

Figure 7-1: Draft Response
Section 8.0 Distribution Groups & Requests

8.1 Creating Distribution Groups and Assigning Roles

8.1.1 Distribution Groups

Distribution Groups and Member Roles

The purpose of a distribution group is to automatically direct the eCC request through the system to the authorized people for processing or notification and facilitate the assignment of roles within eCC.

8.1.1.1 Approver Distribution Groups

Approvers are the action officers for eCC, the people to whom the Chief of Mission (COM) has delegated authority to grant country clearances. If there are many sections and agencies at a Post, this may mean that several people will have authority to grant country clearance. For small Posts, this authority may fall to the Deputy Chief of Mission (DCM) and/or Management Officer. Posts decide who will be given the authority. Some sections do not need to have anyone designated, (i.e. CLO), as the section does not receive country clearance requests or the office has section head (i.e. MGT) oversight. Therefore not all sections need to be included in the approval distribution group.

Tasks Covered in the Approver Role

Those members in the Approver Distribution group will have access to the ‘Process a Request’ menu item from Menu bar on the left hand side of the Home Page. If an individual is not an approver, the Process a Request item will not appear in the Menu bar and therefore the screens will not be accessible.

Approvers receive a notification that there is a Country Clearance Request to be processed via an email notification. Whenever the Post Approver accesses the eCC application and clicks the Process a Request button they will see their list of submitted requests for review and processing.

8.1.1.2 Draft Responder Groups

eCC Draft Responder groups provide automatic copies to designated sections, and provide additional data to a request to assist the Approvers. Draft Responder copies are distributed each time a request is made to a section with a Draft Distribution Group assigned.

Tasks Covered in the Draft Responder Role

Draft Responders need to be informed on every request for a particular section and have the ability to input data into the response. For example, the Draft Responder can have
access to the GSO Travel Section to provide lodging and transportation assistance as requested. The staff personnel of the GSO will complete the lodging and transportation accommodations and Save Current Details for review by the Approver. The Post Approver will send the request on to the Requestor when completed.

8.1.1.3 Info Distribution Groups

A Post may also wish to have groups receive informational copies of all requests or receive only those pertinent to a particular section. There is no role assignment for this group since the functional responsibility is only to receive a copy. For example, RSO needs to see all country clearance requests in order to register a traveler’s security clearance for access purposes. The RSO has no role in the response but needs the informational copy to complete the Post request for access.

Therefore, persons that have minimal responsibility for the country clearance process at Post are excluded from these distribution groups.

8.1.1.4 Post Administrator Distribution Groups

The Post Administrator Distribution Group defines the individuals at Post who administer and maintain the eCC Distribution groups. They, maintain the processes in the Post data modules, and manage Post travel information.

Tasks Covered in the Post Administrator Role

Post Administrators will monitor and maintain all the distribution groups and members created and associated with the Post. Post Administrators will ensure the distribution groups are updated when individuals leave a Post or newly arrive at a Post. The Post travel information is reviewed and updated at least twice a year. They also address technical and functional problems that may be raised by the eCC support team such as the Washington Global Administrator, or DOS IT personnel.

Post Administrator Distribution groups should have a minimum of two active members, but are encouraged to maintain a membership of 3 or 4 to properly support the system at Posts. This should be the practice with all the other distribution groups.

Post Administrators also have the ability to create a stored list of Control Officers for their Post. Similar to the Post Lodging screen, Post Administrators can create a list of Control Officers, with email addresses and phone numbers to be used by the Post Approvers.

Post Administrators will have two administrative function buttons on their navigation bar: These are Post Admin and Modify Travel Info.

Post Administrators have administrative rights to two administrative modules: Post Admin and Modify Travel Info, for the management of the eCC application. Post Administrators have rights to the Global Administrator for the specific countries/Posts to
which the COM has authority. So while some countries will only have one Post to
oversee, others will have access to multiple countries and Posts.

8.1.1.5 Creating Distribution Groups

Distribution Groups (DGs) contain lists of email addresses that will be used to send eCC
notifications when a request is sent to Post for country clearance. Post Administrators are
responsible for creating DGs and maintaining the list of emails. Post Administrators also
set up the roles of the DGs. The role can be Approver, Draft Responder, or Info Only.

1. To create a DG, navigate to the Post Admin page in eCC. Ensure that the section
to which you want to add a DG is listed in the Post Sections tab. If the section is
not there, you need to add it. To do this, click the Add Section button located at
the bottom of the screen. Select the section from the list and click the Save
button. The section is now available.

2. If the section is there, click on the Post Groups tab and click on the section.
Click the Add Groups button. A screen is displayed for the Post Administrator
to create a DG.

3. When creating a DG it is important to use names which are intuitive so that it is
easy to group like members with like roles within a DB group. For example, you
may want to name the Post Approver DG group “Management Approver DG” for
the Approvers that reside in the management section of the Post. Following this
type of naming convention will make it easier for the current and future Post
Administrators to maintain the DGs.

4. After you have created the DG, click on the name of the group and the users list
appears. Click the Add Users button to add additional email addresses to the DG.
The DG has been created and has members in it, now you can tie the section and
the DG together.

5. Click the Section Notification tab. Next, select the section that you want to add a
DG to. Click the Add Section button located at the bottom of the screen. Select
the Country, Post, Section, DG, and Role of the users in the DG from the drop-
down lists, and then click the OK button.

6. One section can have multiple DGs assigned. For example, the Paris RSO office
could have eCC Paris RSO Approver and eCC Paris RSO Draft Responder DGs
assigned to their section. Follow the instructions in the previous paragraph to add
an additional DG to a section.

After you have added DGs to the section, you can review the setup in the Notification
List table. It shows you the Post, Section, Distribution Group, Role, and has an Action
column that allows you to remove the DG from a section.
8.2 Using the Post Administrator Screens

1. To create a DG, navigate to the Post Admin page in eCC. Ensure that the section you want to add a DG to be listed in the Post Sections tab. If the section is not there, you need to add it.

![Post Administration](image)

Figure 8-1: Post Sections Tab

**Note:** The Distribution Groups tab only contains the lists of groups and the users in them. To set up email notifications, the Post Admin must set the groups up in the Section Notification tab.

**Section Notifications and Distribution Groups cannot be deleted if there are Pending requests attached to the group.** To delete, you must approve or decline all pending requests, then you will be able to delete the notification or DG.

8.2.1 Adding a Section

To add a section, click the Add Section button located at the bottom of the screen, the Available Sections pop-up appears (see image below). Select the section from the list and click the Save button. The section is available and visible on the Post Sections screen.

![Available Sections](image)

Figure 8-2: eCC Available Sections Window
If your section is not listed in the **Available Sections** list, notify the Global Administrator via [eCCHelpDesk-DL@state.gov](mailto:eCCHelpDesk-DL@state.gov).

If you need to change a section and there are pending requests in the current section:

1. You need to create the new office section first, including the distribution groups and members and then assign roles via the section notification tab.
2. You should then process all pending requests or forward them to the new office section and then process them.
3. Once all pending requests are processed or forwarded, you can remove the approver role from the section notification table, but leave a drafter role there so you can retrieve the request at a later date, if need be.
4. Once the travel dates have gone into the past for all the processed requests, in the old section, you can **inactivate** the section from your Post section list. You will still be able to see the requests in the reports lists as they will still be recorded in the eCC tables.
5. If you are just changing the distribution group names and members and not the sections, you must make sure all pending requests are processed, and then change the group name. The new distribution group members will be able to see the old requests for the section when they do a search of approved/declined requests.

### 8.2.1.1 Post Groups

After the **Post Administrator** verifies that the section is available, they can add Distribution Groups (DGs) to a section. This is accomplished in the Post Admin pages and under the Post Groups tab.

A Distribution Group is not the same as a Distribution List. Distribution Groups include active users of eCC. A Distribution Group is the name assigned to a group of users at Post. Users in eCC DGs must login to the eCC application at least once to be a member of the list of users within a DG.

Existing information and data from the old Section/Distribution Group will be transferred to the new Section/DGs; therefore, if Post Administrator's do not want to, they do not need to change the names of existing DGs. If Post Administrators do decide to create new DGs to replace old lists, do not delete the old DG until you have verified that the correct members are in the new DG.

The **naming convention** for Distribution Groups are as follows: Post Section Role, for example: Buenos Aires Econ Approvers, or Buenos Aires Econ Draft Responders. A consistent naming convention helps in the maintenance and clarity for the current and future Post Administrators.
Note: In order for the Post Groups to receive email notifications of requests, the Post Administrator must set up the groups in the Section Notification tab. Please scroll down to the Section Notification tab for additional information.

To add DGs to sections and users to DGs:

1. Begin from the Post Groups tab, select a Country and Post from the drop-down lists.
2. Click on a section you want to add a DG to

3. Click the Add Group button, and type in a name for the Group (refer to the naming convention section above).
4. Add users to the Group by clicking the Add User button. This opens the Search screen (see image below). Type in the user's last or first name and click search. Click on the user’s name you wish to add. For State Department users, if you are unsure which user to pick, you may refer to the GAL to further clarify the user's information.

Figure 8-3: Post Administration Page
Figure 8-4: Search Page

Note: For users to be found on the eCC Database, they must log into the eCC application at least once. When accessing eCC from the Internet without an OpenNet UserID you must be registered with an account in eCC. You may then be able to be added as a member of a DG.

The Section Notification tab allows the Post Administrator, or administrative staff, to edit or confirm which sections will be automatically notified when an eCountry Clearance request is received at the Post. From this screen, the Post Administrator can define the roles (for a DG) of Approver, Draft Responder, or Info Only (CC) copy.

Note: Section Notifications cannot be deleted if there are Pending requests attached to the group.

To add a DG to a section (see the image below):

1. From the Section Notification tab, select your country and Post from the drop-down lists
2. Select the Section from the Sections list
3. Click the Add Sections button at the bottom of the screen
4. Select the Country, Post, Section, Group Distribution List, and Role from the drop-down lists. Click the OK button.
Each section can have multiple DGs assigned. For example, the Buenos Aires RSO section could have both Buenos Aires RSO Approver and Paris RSO Draft Responder DGs assigned to their section. To assign another DG to a section, repeat steps 1-4 in the above directions.

After the Post Administrator clicks the OK button, he can review the information in the Notification List table.

This screen (see image below) demonstrates that both the Buenos Aires MGT Approver and Buenos Aires EXEC Copy DG receive a notification whenever a request is sent to the Consular section.

The Role column indicates that the eCC Buenos Aires EXEC Copy DG gets an Info Copy whenever a request is sent to the MGT section. The in the role of Approver the eCC Buenos Aires MGT Approver DG Role will be able to approve all requests received by the management section.

**Note:** Only add one Approver role per section. You can have multiple Draft Responders and Info CC's, but if you have more than one Approver, email notifications will not work correctly.

**Note:** All changes made to DGs take effect immediately. Post Administrators no longer have to wait for Active Directory or Global Address Library replication because all emails and DGs are stored in the eCC database.
Section 9.0  Post Administration

9.1 Post Administrator

Post Administrators are responsible for setting up and maintaining Distribution Groups. Distribution Groups are important because the group in which a person is included dictates that person’s role (e.g. Post Approver, Draft Responder, or Administrator) Post Administrators are also responsible for updating the Travel Information for their country for modifying post specific data (Sections, Groups,), post hotels, and Control Officers.

Within the Post administration function, there are seven sub-functions: Post Administration; Post Sections:, Post Groups:, Section Notification:, Post Lodging, User Groups; and Control Officers.

Post Administrators are also Requestors, which means that they can request Country Clearances in addition to their administrator rights and can access the Plan Itinerary screen. At some Posts, Post Administrators as members of DBs have roles as approvers and draft responders.

9.2 Post Administrator Access

From the Post Administrator access screen, eCC Post Administrators can add or remove Post Administrators. Please note that you cannot remove your own name from the list.

To add a new Post Administrator, click the Add to List button located at the bottom of the screen. When the search screen appears, type in the user’s last name and first name then click the Search button. Click on the user’s name.

![Figure 9-1: Post Administration Page](image)

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To remove a user, click the **Delete** button located to the left of the user's name. A pop-up appears confirming that you wish to remove the user, click **OK**.

![Figure 9-2: Do You Want to Delete this Administrator?](image)

**Note:** For users to be found on the eCC Database, they must log into the eCC application at least once. When accessing eCC from the Internet without an OpenNet UserID you must be registered with an account in eCC. You may then be able to be added as a member of a DG.

### 9.3 Post Sections

The Post Sections screen allows the **Post Administrator**, or administrative staffs, to **add**, **view**, or **Inactivate** sections at their Post.

To use this page, Select your Country from the drop-down list, and then select a **Post**. Click the **Add Section** button to add an additional section to your Post.

![Figure 9-3: Post Sections Tab](image)
Country:

*List of countries to which the current user has administrative rights*

Post:

*The list of Posts to which the current administrator has administrative rights in eCC*

Active

*Checkbox to indicate whether the section is active or inactive*

Section:

*The Section's acronym*

Full Section Name:

*List of sections identified for this Post.*

Add Section

Clicking the Add Section button opens a pop up window where the user can ADD the new Section,
Common Issue

Once a section is added, the user must add a Distribution Group (DG) to that section. If no DG is added, the section will not have any users attached to it and the requests will not reach their intended audience.

9.4 Post Groups

The Post Groups tab allows the Post Administrator to add Distribution Groups (DG) to a section. A Distribution Group is not the same as a Distribution List. Distribution Groups do not rely on Active Directory; they allow the post to group users at Post to facilitate the management of access rights to certain functions within the application. Post Administrators can assign any type of name to the DGs but it is recommended that they follow a naming convention that is intuitive so that when looking at the DG Group the user is able to determine the type of Group it is and what type of roles the member’s t. As an example, for the Economic Section, a Post Administrator would name the DG: Econ Approvers, or Econ Draft Responders, depending on the role of the users in the group.

![Post Administration](image)

**Figure 9-4: Post Groups Tab**

From this screen, Post Administrators can add new groups, edit an existing group, or remove groups. Please see Creating Distribution Groups for additional information.

The Edit Group function allows the Post Administrator to update an existing group name. Changes made on this screen will update the groups in the Section Notification tab as well.
Common Issue

For instructions on how to add groups, see Creating Distribution Groups.

This screen does not determine a person’s role. This screen is only used to add one or more Distribution Groups to a Section and to add emails to DGs. The role is determined in the Section Notification screen.

9.5 Section Notification

The Section Notification screen allows the Post Administrators to edit or confirm which sections will be automatically notified when an eCountry Clearance request is received at the Post. From this screen, the Post Administrator can define the roles of Post Approver, Draft Responder, or Info Only (CC) copy.

![Figure 9-5: Section Notification Tab](image)

**Country:**

*Limited list of countries to which the user has administrative rights*

**Post:**

*The list of Posts to which the user has administrative rights in eCC*

**Section:**

*List of available sections at Post*

**Group Distribution List:**

*Drop-down list of available groups at that Post*

**Role:**
Displays the role within the Distribution Group Can either be Approver, Draft Responder, or Info CC.

**Section Select:**

List of all active sections at the selected Post as defined on the Post Sections tab

- Removes the selected row from the table and stops notifications to that country/Post/section.
- Admits the user to add additional sections to be notified of a new clearance request. Clicking Add Section opens a pop up window where the user can enter the Country, Post, and Section to be notified.

For instructions on how to set up Section Notifications, see Creating Distribution Groups.

### 9.6 Post Accommodations

Using the Post Hotels screen, the Post Administrator, or administrative staff, can set up most frequently used hotels for their specific Post that will be available for inclusion in a response. Later Post Administrators can continue to add hotels as needed...

To use this page, select a Country from the drop-down list, and then select a Post. From here, the user can enter default information for their Post.

To add a hotel:

Click the Add Hotel button. Enter in the appropriate information and click the Save button.

To edit an existing hotel:

Click the Edit button. Make your changes and click the Save button.

To delete a hotel:

Click the Delete button.

---

**Figure 9-6: Post Lodging Tab**
Country:

Limited list of countries to which the user has administrative rights

Post:

The list of Posts to which the user has administrative rights in eCC

Hotel Name:

Name of hotel most frequently used by the Post for Requestor lodging.

Street Address:

Full street address of the hotel(s) used by Post for Requestor lodging.

Phone:

Local telephone number of hotel

City:

City of the of hotel listed

Rate:

Cost of Room at the listed hotel.

[Add Post Hotel] Allows the user to add a hotel to the list for their Post.

[Edit] The Edit button allows the user to edit the selected default hotel.

[Delete] The Delete button deletes the selected hotel.

9.7 Control Officers

The Control Officers screen allows the eCC Post Administrator to create default Control Officers that can be entered into a request by a Post Approver or Draft Responder. This will save the Post Approver or Draft Responder time by pre-populating the Control Officer's Name, Phone Number, Email Address, and the Expediter's name.
To add a Control Officer, click the **Add Control Officer** button. This opens the Add Control Officer screen. From here, enter the Control Officer’s name, email address, and phone number. Then, click the **Save Control Officer** button.

Once the system returns you to the Post Administration page to add more control officers select the Add Control Officer button and follow the detailed instructions.

### 9.8 User Groups

From the User Groups screen, **Post Administrators** can view a list of all **Post Approvers** and **Draft Responders** at the Post and their Distribution Group. They have the ability to remove a user/member from the group to which they are assigned or to add a user to a group.
Figure 9-9: List of Approvers and Groups

To add a new user to the list, click the Add button located below the Users box. In the search box, type the user's last and first name, click Search. By clicking on their name the system adds them to the list. If their name does not appear in a search, it means they have not accessed eCC in the past. Therefore, you must have the user navigate to http://ecc.state.sbu and open the website and login. Non-OpenNet users must navigate to https://ecc.state.gov and create an account. After this is done, they will appear in the search.

To add a user to another Distribution Group (DG), highlight the user's name by pointing and clicking on the name. Then click the Add button located below the Groups Assigned To box. Select the DG from the drop-down list and click Add.

To remove a user from a DG, highlight the user's name by pointing and clicking on the name. Then select the DG from which you want to remove that user. Click the Remove user from group(s) button located below the Groups Assigned To box.

9.9 Modify Travel Information

Post Administrators are responsible for updating and maintaining critical Post information on the Modify Travel Information screen. There are 14 categories that are pertinent to Requestor’s awareness prior to traveling to a destination country. The categories are: Requirements for Country Clearance, Contact Information, Visa Requirements, Departure Tax, Health Information, Security Threat Information, Immigration, Customs, and Quarantine, TDY ICASS Policy, Currency, Climate, Embassy Policy on Electronic Devices, Embassy Holidays, Transportation Information from Airport to Hotel, and Other.
To use this page, select your **Country** from the drop-down list, then select a topic from the **View Topic** drop-down list. Make any required changes and then click the **Save Topic Details** button.

**Modify Travel Information**

**Country:** UNITED KINGDOM

**View Topic:** SECURITY THREAT INFORMATION

**Topic Details:**

**Mandatory Security Training**

Foreseen on long term TTV (in excess of 30 days) must have completed the mandatory S.A.F.E. (Supporting American Families and Employees) security training or attended their agency’s approved equivalent security training. For Department of State employess, attending the 800 seminar satisfies the requirement if training was completed within five years of travel. Please include certification of security training in the country clearance request.

**Aviation Security Information**

The Transportation Security Administration has updated security measures in place after the August 10, 2006 civil aviation security threat. Travelers may now carry through security checkpoints travel-size containers (3 ounces or less) that fit comfortably in ONE, QUART-SIZE, clear plastic, top-zip bag. After clearing security, travelers can now bring beverages and other items purchased in the secure boarding area on-board aircraft. In addition, larger amounts of prescription liquid medications, baby formula and diabetic glucose treatments will be permitted, but must be declared at the checkpoint for additional screening. Please read current travel restrictions and review the list of prohibited items prior to travel:

http://www.tsa.gov/travelers/airtravel/assistance/. This security regime applies to all domestic and international flights departing U.S. airports. For flights originating in the United Kingdom, local policies requiring only one carry-on bag apply. The liquids ban remains in effect. As these policies are more stringent...

**Figure 9-10: Modify Travel Information Page**

**Country:**

*Limited list of countries to which the user has administrative rights*

**View Topic:**

*A drop-down list of important topics of information about the destination country about which a traveler should be aware. These topics are kept current by the Post Administrator. Topics include: Climate, Contact information, Currency, Departure Tax, Embassy Holidays, Embassy Policy on Electronic Devices, Health Information, Immigration, Customs, and Quarantine, Other, Requirements for Country Clearance, Security Threat Information, TDY ICASS Policy, Transportation Information from Airport to Hotel, and Visa Requirements.*

**Topic Details:**

*Text box of information pertinent to the View Topic subject matter for the benefit of the traveler*

**Save Topic Details**

Allows the user to save changes made.

**Reset**

Clears any changes made by the user.
Section 10.0 Agency Administrator

The Agency Administrator has access to the following screens: Agency Admin, Plan Itinerary, View Info All Countries, FAQs, and access to the Reports to create Visitor List for their specific agency. Agency Administrators can view traveler name and destination country, Post, travel dates, itinerary number, and status.

On the Agency Admin screen, the user is responsible for two tabs: Admin Access and Agency Notification.

10.1 Admin Access Tab

Access the Admin Access tab to give access to users as Agency Administrators for an individual Organization / Agency in eCC.

Note: You can only add users to the section you are authorized to update as an administrator. Users must be registered in eCC in order to be selected on a search and added.

To add an Agency Administrator:

1. Select your agency from the drop-down list.
2. Click the Add button at the bottom of the screen.
3. Type in the last or first name of the administrator you want to add and click the Search button.
4. Click on the user's name. They are now an Agency Administrator.
10.1.1 Agency Notification Tab

The **Agency Notification** tab allows the **Agency Administrator(s)** to create notification lists by adding user email addresses for automatic notification whenever a country clearance request is sent to or from someone in their agency.

![Agency Notification Tab](image1)

**Figure 10-2: Agency Notification Tab**

To add email addresses to be notified:

1. Select your agency from the drop-down list.
2. Click the **Add** button at the bottom of the screen.
3. Type in the email address and click the **Save** button.

**Note:** If you cannot find a user, they probably have not registered for eCC. All users must register for eCC before their names can be added.
Section 11.0 Country Desk Admin

11.1 Country Desk Admin Role

The Country Desk Administrator is a member of a regional bureau in the Department who manages the distribution of copies of requests for country clearance to sections/bureaus via eCC.

The Country Desk Administrator has access to the following screens: Country Desk Administrator, Plan Itinerary, View Info All Countries, and FAQs.

11.2 Country Desk Administration

The first Country Desk Administrator is established by the Global Administrator. Thereafter; the Country Desk Administrator assigns other bureau country desk administrators and maintains the country desk administrator screens.

11.2.1 Admin Access Tab

The Admin Access tab is used to add additional users as Country Desk Administrators in eCC.

Note: A Country Desk Administrator only has the ability to add users to the country that they administrator. To be added the user must first be registered in eCC. If they have not registered, their name will not show up in the search of users. Users register by simply opening the application (ecc.state.sbu) from their desk top.

To add a Country Desk Administrator:

1. Select your country from the drop-down list.
2. Click the Add button at the bottom of the screen.
3. Type in the user's (the administrator being added) last or first name and click the Search button.
4. Click on the user’s name. They are now Country Desk Administrators.
5. To add another administrator, repeat steps 1-4.
6. When done, exit the screen

![Country Desk Administration](image)

**Figure 11-1: Country Desk Administration Page**
11.2.1.1 Country Desk Groups

The **Country Desk Groups** tab allows the **Country Desk Administrator(s)** to create Distribution Groups (DGs). DGs contain a list of email addresses for automatic notification each time a request for country clearance request is sent to or from someone in their country/region. There is no naming convention for DGs; however, it is recommended that the **Country Desk Administrator** select a name that is intuitive and related to the list. For example, the **Country Desk Administrator** for France might name a DG, France Country Desk Copy. This facilitates the process of recognizing and setup for others.

To add Distribution Groups to be notified:

1. Select your **Country** from the drop-down list.
2. Click the **Add Group** button at the bottom of the screen.
3. Type in the name of the Country Desk Distribution Group and click the **Save** button.
4. To add users to the DG, click on the DG name, the **Users** list appears.
5. Click the **Add Users** button. Type in the users last or first name and click **Search**.
6. Click on the users name to add them to the group.
7. Repeat Steps 4-6 to add additional users to the group.
8. Exit the screen when finished.

![Country Desk Administration](image)

**Figure 11-2: Country Desk Group**
11.2.1.2 Post Assignment

The Post Assignment tab allows Country Desk Administrators to assign a Distribution Group to a particular Post within the Country.

To add a DG to Post:

1. Select your Country from the drop-down list
2. Click on the Post
3. Click on the Add Group button and select the DG name from the drop-down list
4. Click the OK button and the DG is added to the Post

![Country Desk Administration](image)

Figure 11-3: Country Desk Administrator Assignments Screen
Section 12.0 Global Administrator

12.1 Global Administrator

The Global Administrator role includes one or more individuals from the Office of Management Policy Rightsizing and Innovation (M/PRI) in Washington, DC, who have administrative responsibilities for eCC operations. The administrators are responsible for managing Global eCC business data and producing reports of global eCC data.

Global Administrators have access to every Post's data and can assist Posts in the eCC set up process and with the use of DGs. Global Administrators manage all users of eCC and can deactivate Posts and users as needed. Global Administrators can be reached via email at eCCHelpDesk-DL@state.gov

12.2 User Manager Tab

The User Manager tab allows Global Administrators to search for, activate, and deactivate user accounts, as well as reset passwords and update GUIDs in the eCountry Clearance system. The Global Administrator can enter data in one, all, or leave all fields blank and click Search to find a user.

![Global Admin](image)

**Figure 12-1: Global Admin Page**

12.2.1 GUID –Globally Unique Identifier

The GUID function now includes ‘update’ functionality. When you click ‘Update’ button in the GUID column for selected user a popup window will display:
It will ask you to verify that the user that you are processing is either an existing user or a new user to eCC. You will then do the following for a/n:

Existing User with different Domain
1. If it’s an existing user, the GUID can be reset since the only change is that user has changed domains.

New eCC User
1. If it’s a new user you must verify that they also have a unique email address. That is, that their email address does not already exist in the eCC database and is active.

2. If you determine that the new user has the same email address, as a previous, inactive, user you can “Archive” the old account. Now the new user can register with his/her email address to get access eCC.
Last Name:
Requester's last name

First Name:
Requester's first name

Middle Name:
Requester's middle name

Email:
Requester's email address

Activation Code
New Account Activation code

Organization:
Organization that employs the requester or which the requester represents

Active:
Checkbox that indicates the user status (active or inactive)

Password:
This button is used to reset or unlock the user's password.

GUID:
Use this button to update the user's GUID (Globally Unique Identifier)

Update Email
Use this button to update a change in the user’s email address
12.3 Post Administrator Access Tab

The Post Admin tab allows the Global Administrator to assign Post Administrator access to a user for their Country and Post.

To use this page:

1. Select a Country and Post from the drop-down list.
2. Click the Add to List button, a Search pop-up window appears.
3. Type in the persons last or first name and click Search.
4. Click on the user’s name.

---

Figure 12-3: Post Admin Access Tab
**Global Admin**

**Country:**

*Drop down list of countries accessible for retrieval*

**Post:**

*List of Posts within the selected country*

[Delete] Deletes the Post Administrator from the list

[Add to List] Allows the Global Administrator to enter additional Post Administrators

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**Figure 12-4: Global/Report Adm Tab**

Country:

Drop down list of countries accessible for retrieval

Post:

List of Posts within the selected country
12.4 Trusted Org Management Tab

The Trusted Org Mgmt. tab allows the Global Administrator to manage the list of organizational/agency staff that have authority to create accounts in eCountry Clearance application. From this screen the administrator can view existing trusted organizations, add new organizations and activate or inactivate organizations using the Active checkbox.

![Trusted Org Management Tab](image)

**Figure 12-5: Trusted Org Management Tab**

**Organization:**

*Full Name of the trusted organization*

**Active:**

*Allows the administrator to activate or deactivate an organization.*
12.5 Country/Post Availability Tab

Access to the Country/Post Availability tab allows the Global Administrator to activate or deactivate Country Posts associated with Requestors that apply for country clearance in eCC. Select the checkbox to activate the Country/Post, or un-check the checkbox to deactivate it.

![Country/Post Availability Tab]

**Country**
*Country of the Post which is available to a requestor for country clearance*

**Post**
*Post available to a requestor for country clearance*

**Active:**
*Checkbox which allows the administrator to activate or deactivate a Country/Post*
12.6 Agency Admin Access

From the Agency Admin Access tab, Global Administrators grants non-State Department users administrator access.

Select an Organization/Agency from the drop-down list. Then click the Add button at the bottom of the screen.

![Agency Admin Access Tab](image)

**Figure 12-7: Agency Admins Tab**

This opens the search screen. Type in the users last or first name. Click the Search button. Double Click on the user’s name. They are added as Agency Administrators to the list.
Figure 12-8: Global Admin Agency Search Screen

**Note:** In order for a user’s name to show up in the search, they must have a registered account in eCC.

### 12.7 Country Desk Administration Tab

From the Country Desk Administration Access tab, [Global Administrators](#) grant [Country Desk Administrators](#) access to eCC.

To use this page: Select a **Country** from the drop-down list. Then click the **Add** button at the bottom of the screen.

Figure 12-9: Country Desk Admins Tab

This opens the search screen in a separate browser window.
Type the users Last or First name. Click the **Search** button. Once the user’s name is selected, the next pop-up window is displayed.
Select the Active checkbox to activate them as a Country Desk Administrator.

To deactivate a user you simply de-select the checkbox, making that user inactive.

You can also reset and unlock a Country Desk Administrators password from this screen.

### 12.8 Internet Access Tab

The Internet Access tab from the Global Administrator screen is designed to enable the Global Administrator to add or exclude specific domain access to the eCountry Clearance application functionality.

![Global Admin Internet Access Screen](image)

**Figure 12-12: Global Admin Internet Access Screen**

The screen presents a list of defined Internet domains which have access or are excluded from the eCountry Clearance application. There are six types of actions that can be performed on this screen: Add, Exclude, Edit, Delete, Save and Cancel.

**To add a specific domain,**

1. Click on the Internet Access Tab to display the list of available domains.
2. Click on the Add Internet Access button. The application takes you to the bottom of the list and presents an empty text box for your use.
3. Type in the domain name and click on the Save button to write the entry to the eCC list.
To exclude a new or existing domain from access to the eCountry Clearance application,

1. Search the list for the specific domain desired and then select the checkbox in the Exclude column of the screen.
2. Click on the Save button to update the eCC list.
3. If you are unable to find the specific domain you are searching for on the list: a) first add the domain to the list; b) select the Exclude checkbox and c) click the Save button to update the list.
12.9 Global/Report Admin Tab

As a Global Administrator, selecting the Global/Report Admin Tab allows you to add a user to the report list assigning the role of Global Report Administrator which gives the user the ability to run all available eCC reports for their specific Post. It also allows you to assign the Risk Level Admin role to a designated user/s that is responsible for maintaining the list of “High Threat/High Risk and FACT Required” posts as designated by Diplomatic Security.

![Global Admin Tab](image)

**Figure 12-14: Global/Report Admin Tab**

To add a new user,

1. Begin by entering the Last Name of an active user within the eCountry Clearance application and then click the Add New User to List tab.

The following search screen will display.
The Global Administrator can then select the appropriate checkbox. In this case, it would be Report Admin Checkbox to assign that role to the selected user. The Global Administrator also has the option to check the Risk Level Admin checkbox to assign that role to the selected user to maintain ‘High Threat/High Risk and FACT Required’ posts.

**Account ID:**

*Users unique identifier within the eCountry Clearance application*

**Last Name:**

*User Surname*

**First Name:**

*User Given Name*

**Middle Name:**

*User Middle Name or Initial*
Email:

User’s email Address

Organization

Agency that employs the user

Global Admin

Checkbox which activates the permissions for that user as a Global Administrator

Help Desk

Checkbox which activates the permissions for that user as a Help Desk Administrator

Report Admin

Checkbox which activates the permissions for that user as a Report Administrator

Risk Level Admin

Checkbox which activates the permissions for that user as a Risk Level Administrator

Figure 12-16: Risk Level Admin Screen
Section 13.0 **View Travel Info All Countries**

The View Traveler Info All Countries screen displays the Current Travel Information for that country. Users can select any country and view the description of each topic. The topics include: Requirements for Country Clearance, Contact Information, Visa Requirements, Departure Tax, Health Information, Security Threat Information, Immigration, Customs, and Quarantine, TDY ICASS Policy, Currency, Climate, Embassy Policy on Electronic Devices, Embassy Holidays, Transportation Information from Airport to Hotel, and Other.

From this screen users can **Print** or **Email** the information to a different user.

**Note:** This is a view only screen. To edit the Traveler Information screen, see Section 9.9 **Modify Traveler Information**.

*Click an area of the image to jump to the description of the selected area.*

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**Figure 13-1: View Travel Information**

**Country:**

*Drop-down list of all countries with US diplomatic representation*
Section 14.0 Post and Country Desk Reports

Post Administrators, Post Approvers, and Country Desk Administrators can generate several reports for Post or bureau use with eCountry Clearance. Reports can be used for daily maintenance of eCC requests, daily, weekly, monthly, or yearly tracking of visitors at Post or in country. They can also be used for reporting the frequency of approvals or denials by a Post. In addition, the reports also track travelers by Agency for ICASS purposes. All reports can either be printed or exported to Microsoft Excel.

To export a report to an Excel spreadsheet, scroll down to the bottom of the open report. Click the Export button. A gray pop-up message appears, you can click either Open or Save. A new Excel window opens and contains the report information.

Note: If you already have a report open and try to open a new report, you can open a new report in a new window.

To access eCC reports, click on the Reports menu item on the navigation panel or Menu bar on the left of the screen. This will bring you to a screen titled Reports. Select a Report from the drop-down list and enter the selection criteria desired.

The following reports are available in eCC:

Visitor Report:

The Visitors Report displays a detailed list of traveler information: Itinerary #, Traveler Name, Organization, Clearance, Bureau, Grade, Destination and Transit, Arrival and Departure Dates, Access to Building requirements, Request status, Country Name, Post and Section Name, Control Officer/POC, Meets the Security Training Requirement, and Lodging. Users can select from the following fields to generate a report:

- Country,
- Post
- Org/Agency
- APACS (if ‘Check this box to include DoD traveler requests’ is checked)
- Itinerary ID
- Last Name,
- Access to building (Yes or No)
- Start Date (Travel)
- End Date (Travel)
- Next 7 Days (Visitor List)
- Last Week (Visitor List)
- Last Month (Visitor List)
• Last Year (Visitor List)
• Request Status (Approved, Pending, More Info, Declined)
• Sort by (Itinerary ID, Traveler Name, Organization, Arrival Date, Departure Date, Post and Section)
• Results Per Page (5, 500, 1000, All)

Country Clearance Request by Status:
The Country Clearance Request by Status Report displays a detailed list of traveler information that includes: itinerary #, Destination country, Traveler name, organization, Arrival and Departure Dates, Clear from Post, Clear from Section, request status. Users can select from the following fields to generate a report:
• Country,
• Post
• Org/Agency
• Itinerary ID
• Last Name,
• Request Status (Approved, Pending, More Info, Declined).
• Arrive On or After (enter date)
• Arrive on or Before (enter date)

Approved Visitor Count by Agency/Month:
The Approved Visitor Count by Agency/Month displays: a count by Organization for all Months for a selected Fiscal Year, of approved visitors to the specified Country and Post
Users can select from the following fields to generate a report:
• Country,
• Post
• Organization
• Fiscal Year

Declined Visitor Count by Agency/Month:
The Declined Visitor Count by Agency/Month displays: a count by Organization for all Months for a selected Fiscal Year, of declined visitors to the specified Country and Post
Users can select from the following fields to generate a report:

- Country,
- Post
- Organization
- Fiscal Year

**Country Clearance Visitor Count by Status:**

The Country Clearance Visitor Count by Status Report displays: a count of Visitors by Country which have traveled for a specified Start and End Date Users can select from the following fields to generate a report:

- Country
- Start Date (Travel)
- End Date (Travel)

**APACS:**

The interface between eCC and APACS allows Posts to avoid duplication of effort on the part of DOD travelers who previously entered their travel information in both eCC and APACS. Post managers can import eCC DOD traveler information from APACS and generate a single eCC Visitors List Report containing visitor information from both eCC and APACS on an unclassified system.

Steps for importing DOD traveler’s information from APACS:

Select **Reports** from the left side of the screen.
Select **Visitors Report** from the drop-down
Check the box for **Check this box to include DOD traveler requests** (this box must be checked in order to display APACS travel request in eCC)

When the box is checked the fields for Post, Org/Agency, Last Name and Access to Building are not available. The results will include eCC and APACS traveler requests that fall within the parameters specified.

Select **Country** from the drop-down
Input **Itinerary ID** (optional)
Specify **Start Date** and **End Date**
Check the box for **Approved**

APACS records will be identified with the word APACS in the APACS column on the report.
NOTE:
Selection criteria for records included from APACS
- **Travelers Category:** DOD-CIVILIAN, DOD-MILITARY, FOREIGN NATIONAL
- **Itinerary Status:** APPROVED, APPROVAL-RESTRICTED
- **Travel Type:** OFFICIAL
- Checkbox to include traveler in eCC checked in the APACS Application.

**Country Clearance Visitor Counts by Post/Month/Section:**
The Country Clearance Visitor Count by Post Month/Section generates a list of Visitors numbers for a Country, Post, Section, Organization, or Agency for a specified Fiscal Year displaying counts for each month within the FY. Users can select from the following fields to generate a report:
- Country
- Post
- Org/Agency
- Fiscal Year

**Requests Audit Report:**
The Requests Audit Report lists information regarding the number of processed requests by country with status information, updated-by data, and date that requests were updated and comments. Users can select from the following fields to generate a report:
- Country,
- Itinerary ID
- Calendar Date
- Updated by
- Action (Request action status: Submitted, Forwarded, Approved, Declined, More Info)

**Travel Information Update Status Report:**
This report provides a status of the last time the countries travel information was updated by the Post. The data lists: Each Country, Data populated (Yes or No) and Date and Time of Last Update