

Follow this link to log into ICE: <http://ice.disa.mil/>
(Your CAC card should already be inserted into the CAC reader)

Click on Manager Login (CAC Require) in the upper right hand corner of page.

Select your security certificate and enter pin if requested. Click "Login".

Once you are logged in click on "Follow-Up" (located top menu bar).

Click "Service Provider".

On the "Follow-up Service Provider Summary for My Service Providers" page, select "Change Report Setting" (blue colored link, found under Date Range of submission area located at the top-middle of the page).

On the Update Settings for Service Provider Customer Follow-up Report pg:
Change the following:

- Start date to first day of the current month
- Under "Customer Contact Information Availability:" category select "Include ALL submissions regardless of submission content".
- Under "Customer Satisfaction Indication:" category select "Include ALL submissions regardless of Satisfaction indication".
- Under "Acceptable Follow-up/Response Period:" change number to 3 (Days)
- Click "Update"

You will notice next to your program name is a grid with various numbers. These numbers reflect all ICE submissions which have comment and/ or contact info.

Click on the number under "Sub-mission Count" column.

This will open up all your comments allowing you to update.

To update:

- Select "Follow-up Detail" button, this will place you on this particular comment's detailed follow-up page.
- Fill out self-explanatory areas (after you have contacted patron if contact info was provided or located).
- Select "update" at the bottom once you have completed filling out follow-up details.
- Even if the customer did not provide contact info you still need to document in the "notes" section what measures you are taking to correct issue. This gives you the opportunity to share with Garrison your "Best Practices". How did you resolve the issue?
- The "auto-complete" button should only be used to clear hard copy comment cards that do not have a comment or request response.

**Please be advised, all comments must be followed up within 3 days of submission.