

NETC News

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New Phone Number for CeTARS, FASTDATA and NETFOCUS Support

Story by Enid Wilson, Naval Education and Training Public Affairs

PENSACOLA, Fla. –The Naval Education and Training Command (NETC) Enterprise helpdesk support for several high-traffic NETC applications will transition to Space and Naval Warfare Systems Command (SPAWAR) Systems Center Atlantic Customer Support Center New Orleans (NOLA) Oct. 1.

Telephone and email support for Corporate enterprise Training Activity Resource System (CeTARS), Funds Administration and Standardized Document Automation System (FASTDATA), and Naval Education and Training Future Officer and Citizenship User System (NETFOCUS) will still be available 24 hours-a-day, seven days-a-week at the new number.

Users of CeTARS, FASTDATA and NETFOCUS, with questions should call the NOLA Enterprise Service Desk (ESD) at 1-800-537-4617, and select option 8.

Phone greetings on the Naval Education and Training Professional Development Center (NETPDC) Enterprise Customer Support Center line, 1-877-253-7122, will be updated to notify users of the new phone number.

“We expect the transition to be seamless to our customers,” NETC Helpdesk and Enterprise Data Center Support Manager Brenda McCreary said. “The NOLA helpdesk is manned and looking forward to accepting calls.”

All future helpdesk support requests for CeTARS, FASTDATA and NETFOCUS should be emailed to the NOLA helpdesk at Spawar.itchelpdesk@navy.mil. During the transition period, all emails received for these applications received by the NETC helpdesk will be forwarded to the NOLA helpdesk.

CeTARS serves as the gateway to 14 subsystems or modules, all of which are accessed via CeTARS' homepage. A few of the programs accessed through CeTARS include Bureau of Medicine and Surgery (BUMED) Gateway, Catalog of Navy Courses; Class Event and Resource

Scheduler; Enterprise Navy Training Reservation System; Navy Training Quota Management System and Recruit Training Management.

FASTDATA is a Department of the Navy (DON) financial management application.

NETFOCUS is used by Navy Reserve Officers Training Corps (NROTC) instructors, students and parents and applicants for the Seaman to Admiral (STA-21) program.

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