



## Comptroller Services Portal (CSP) Frequently Asked Questions

### **Q. What is the Comptroller Services Portal (CSP)?**

A. The Comptroller Services Portal (CSP) is the Air Force's 21st century solution for finance customer service. The CSP streamlines the customer experience and enables collaboration at the base level to elevate critical cases and ensure timely resolution.

### **Q. What kind of inquiries can I submit through CSP?**

A. Customers can submit and track their pay inquiries for military pay, travel pay, and civilian pay through CSP.

### **Q. Who can use CSP and how do they access it?**

A. Anyone with a CAC-enabled device can use CSP; military or civilian. Please use this link, the link provided on the Air Force Portal or the CSP icon located on your desktop.

<https://www.my.af.mil/gcss-af/USAF/content/gxkZc>

### **Q. How do I set up my profile?**

A. Please refer to the attached CSP Quick-Start Guide or watch the video in the link provided below.

<https://www.dvidshub.net/video/765598/af-comptroller-services-portal-intro>

### **Q. Why would I use CSP instead of sending an email, making a phone call, or visiting the Financial Services Office?**

A. Since everyone has 24/7 access to CSP with a CAC-enabled device, contacting Finance Customer Service has never been easier. It is a PII-protected portal which also allows for full visibility of a customer's pay inquiry.

### **Q. What if I am a DHA or mail.mil member?**

A. Please visit the following links for a step-by-step guide on how to access CSP.

[DHA](#)

[Mail.mil](#)

### **Q. How do I know if my inquiry will be resolved in a timely manner?**

A. 75 CPTS technicians will respond to the inquiry within five business days of the case being assigned or the customer responding to a follow-up. If the case is sitting with a customer for more than 30 days without a response, it will be closed.

### **Q. What if I don't have access to a CAC-enabled device?**

A. Please visit us between 0800-1600 Monday-Friday for assistance.

**Q. What if I am a retiree?**

A. Finance Customer Service can only assist retirees with resetting their MyPay pin. For all other assistance, retirees can visit the “Retirees” page on the Hill AFB website.

<https://www.hill.af.mil/About-Us/Retirees/>