



# P3 CUSTOMER PORTAL LEADERSHIP OVERVIEW

**Moody AFB Public Affairs**

**Customer Request Workflow & Training  
Reference**



# VALUE

- Standardizes all Public Affairs customer requests.
- Improves workload visibility and prioritization.
  - Ensures documentation and compliance.
- Reduces informal tasking and scheduling conflicts.
  - Enables data-driven resourcing decisions.



# REQUEST LINK

- <https://safpa.appianportalsgov.com/request/group/public-affairs/page/new-request-paa>



# EXECUTIVE QUICK START

- All Public Affairs requests are submitted through the P3 Customer Portal.
- General PA Support is the baseline workflow for most request types.
- Studio Photography requests follow a separate appointment-based workflow.
- Customers receive either an approval or denial notification with reasoning.
- Tour Requests require DD Form 2536 (Community Engagement Form) after approval.
- Public Affairs retains final approval authority for all requests.



# STEP 1 – PORTAL ACCESS

HOME [PUBLIC AFFAIRS](#) [▼](#) Public Affairs Productivity Portal

**Customer Entry Point**

**Enter your email**

If military, military email preferred

**NEXT**

**Customers enter their email address to begin.  
Military email is preferred.**

\*Once email is entered, a verification code will be sent to continue.



# STEP 2 – SERVICING TEAM & REQUEST TYPE

**Customers confirm  
Moody AFB and 23d  
Wing Public Affairs,  
then select the  
request category.**

Public Affairs Productivity Portal

Create a New Request! \* = Required

**Choose Your Team**

**SERVICING TEAM & CAPABILITIES**

**Service Location \***  
Moody AFB

**Servicing Team \***  
23d Wing Public Affairs

**Team Email**  
-23wg.public.affairs@us.af.mil

**Team Commercial Phone**  
229-257-4146

**Which service does this request fall under? \***

**General PA Support**  
Ceremonies, Events, DOES NOT INCLUDE STUDIO PHOTO

**Studio Photography**  
Portraits, Full-Length Portraits, Passport/ID, Studio

**Security & Policy Review**  
Formal content review, contracts, papers for ...

**Media Inquiry**  
Info request, visits, event coverage, Interviews

**Tour Request**  
Tours, Honorary CC, Airshows

**Presentation Requests**  
Community Briefs to Civic Groups like Rotary Clubs

**Public Inquiries**  
Noise Complaints, Informational Request, FOIA

A value is required

Request Routing

GO BACK

NEXT



# STEP 3 – PROJECT DETAILS

Public Affairs Productivity Portal

local!reservation  
null

HOME PUBLIC AFFAIRS ▾

## Create a New Request! \* = Required

Email  
Servicing Team  
**Project Details**  
Customer Details  
Additional Information  
Review

**Project Details**

**PROJECT INFORMATION**

Project Title \* Group Change of Command

Project Need Date 01/28/2026  2:00 AM

**EVENT DETAILS**

Does this request relate to a specific Event? \*

Yes  No

**Mission Impact Data**

**GO BACK** **NEXT**

**This Defines request scope, needed date, and whether or not its tied to an event.**

\*make sure your request is categorized as an event



# EVENTS

## ARE EVENTS

- Airshows
- Demos
- Multi agency affairs
- Named operations and exercises
- Nationally recognized ceremonies
- Change of commands group level and above

## NOT EVENTS

- Single agency events
- Tabletop exercises
- Volunteer activities not tied to a formal community event
- Daily operations



# STEP 4 – CUSTOMER INFORMATION

HOME PUBLIC AFFAIRS ▼ Public Affairs Productivity Portal

Create a New Request! \* = Required

**Customer Details**

**ORGANIZATION**  
What Organization are you a part of?  
 Air Force or Space Force  Other Military Service  Public

Select Unit ▼  
23rd Wing

**PERSONAL DETAILS**

Grade \*  First Name \*  Last Name \*   
Select a Title/Grade... Enter First Name... Enter Last Name...

**CONTACT**

Primary Email \*   
Enter Primary Email...

Contact Email ▼  
Primary   
Alternate   
Enter Alternate Email...

Commercial Number \*   
Enter Phone Number...

DSN   
Enter Number...

Work Cell   
Enter Number...

**PRIMARY CUSTOMER**

Is this request on behalf of someone else? \*  
 No  Yes

GO BACK NEXT

**Captures organization, unit, rank, and contact information for coordination.**

**You must provide an alternate contact.**



# STEP 5 – ADDITIONAL INFORMATION

Public Affairs Productivity Portal

HOME PUBLIC AFFAIRS ▾

Create a New Request! \* = Required

Email  
Servicing Team  
Project Details  
Customer Details  
Additional Information  
Review

Additional Information

Project Purpose \*

Why are you submitting this Request?

0/1000

Specific Details \*

Explain why this Project falls under your selected service. Specifically what is needed?

0/1000

Your Selected Service: General PA Support (Ceremonies, Events, DOES NOT INCLUDE STUDIO PHOTO)

Attachments

UPLOAD  Drop or paste files here

GO BACK

NEXT

Requirements Definition

Once here customers provide justification, specific support needs, and attachments that would support their request.



# STEP 6 – REVIEW & SUBMIT

Customer certifies official use and submits for PA review.

Public Affairs Productivity Portal

Create a New Request! \* = Required

**Review**

**SERVICING TEAM:** 23d Wing Public Affairs

**PROJECT DETAILS**

Title: Group Change of Command  
Purpose: sjn sl cd  
Service: [REDACTED]  
Specific Details: cds njndslkc,

**EVENT DETAILS**  
Is this an Event?: No

**CUSTOMER**  
[REDACTED]

ORGANIZATION  
23rd Wing

COMMERCIAL NUMBER  
[REDACTED]

PRIMARY EMAIL  
[REDACTED]

I certify the products and services received from this request are for official government use only.  
 I certify this request is being submitted by a Customer of the Public Affairs Office.

**Final Validation**

**GO BACK** **SUBMIT**



# STUDIO REQUESTS – SERVICE SELECTION

Public Affairs Productivity Portal

Create a New Request! \* = Required

Email

Servicing Team

Choose Appointment

Additional Information

Review

Choose Your Team

SERVICING TEAM & CAPABILITIES

Service Location \*

Moody AFB

Team Email

-23wg.public.affairs@us.af.mil

Which service does this request fall under? \*

General PA Support

Ceremonies, Events, DOES NOT INCLUDE STUDIO PHOTO

Studio Photography

Portraits, Full-Length Portraits, Passport/ID, Studio

Security & Policy Review

Formal content review, contracts, papers for ...

Media Inquiry

Info request, visits, event coverage, interviews

Tour Request

Tours, Honorary CC, Airshows

Presentation Requests

Community Briefs to Civic Groups like Rotary Clubs

Public Inquiries

Noise Complaints, Informational Request, FOIA

Appointment-Based

GO BACK

NEXT

This screenshot shows a web-based service selection interface for studio requests. The top navigation bar includes links for HOME, PUBLIC AFFAIRS (selected), and a dropdown for local reservation. The main title is 'STUDIO REQUESTS – SERVICE SELECTION'. On the left, a sidebar lists steps: Email, Servicing Team (highlighted with a yellow arrow), Choose Appointment, Additional Information, and Review. The main content area is titled 'Create a New Request!' and includes a 'Choose Your Team' section with 'SERVICING TEAM & CAPABILITIES'. It shows 'Service Location' as Moody AFB and 'Team Email' as -23wg.public.affairs@us.af.mil. Below this, a section titled 'Which service does this request fall under? \*' lists seven options: General PA Support (ceremonies, events, DOES NOT INCLUDE STUDIO PHOTO), Studio Photography (portraits, full-length portraits, passport/ID, studio), Security & Policy Review (formal content review, contracts, papers for ...), Media Inquiry (info request, visits, event coverage, interviews), Tour Request (tours, honorary CC, airshows), Presentation Requests (community briefs to civic groups like Rotary Clubs), and Public Inquiries (noise complaints, informational request, FOIA). A large orange button on the right is labeled 'Appointment-Based'. At the bottom are 'GO BACK' and 'NEXT' buttons.

Studio Photography is used for portraits, full-length photos.



# STUDIO REQUESTS – APPOINTMENT TYPE

HOME PUBLIC AFFAIRS ▾

local!reservation  
null

Public Affairs Productivity Portal

## Create a New Request! \* = Required

Email  
Servicing Team  
**Choose Appointment**  
Additional Information  
Review

**Book Studio Appointment**

What Service is Needed?

 **PORTRAIT**

 **FULL LENGTH**

[GO BACK](#) [NEXT](#)

**Customers select portrait or full-length service type.**



# STUDIO REQUESTS – SCHEDULE APPOINTMENT



HOME

PUBLIC AFFAIRS A small white arrow pointing down, indicating a dropdown menu.

Public Affairs Productivity Portal

## Create a New Request! \* = Required

**Book Studio Appointment**

[← Change Service](#)

First Select a Date (you may filter by day and month), then select an associated time slot. Once you review your appointment, select 'OK' then continue with the form.

Please only select one date at a time in order to view all time slots available

—Select a Month—

Date	Time	Reservation
Jan 29, 2026	Thursday	Please select a Date and Time
Feb 5, 2026	Thursday	No items available
Feb 12, 2026	Thursday	
Feb 19, 2026	Thursday	
Feb 26, 2026	Thursday	
Mar 5, 2026	Thursday	
Mar 12, 2026	Thursday	
Mar 19, 2026	Thursday	
Mar 26, 2026	Thursday	

« < 1 - 9 of 49 > »

[GO BACK](#) [NEXT](#)

**Customers select an available date and time slot.**

**\*If slot the slot searched for is not populating that means that time / day is not available.**

**To block multiple hours or days, please call and explain requirement with AFI justification for request consideration.**



# STUDIO REQUESTS – CONFIRM RESERVATION

HOME **PUBLIC AFFAIRS** ▾ Public Affairs Productivity Portal

Create a New Request! \* = Required

**Book Studio Appointment**

← Change Service

First Select a Date (you may filter by day and month), then select an associated time slot. Once you review your appointment, select 'OK' then continue with the form

ⓘ Please only select one date at a time in order to view all time slots available

January

Date	Time	Reservation
Jan 29, 2026	7:30 AM-8:00 AM	
	8:00 AM-8:30 AM	Your <b>Portrait</b> Appointment at <b>23rd Wing Public Affairs Studio</b> 5090 Gardner Street, Bldg. 115, STE. 116,
	8:30 AM-9:00 AM	Thursday 1/29/2026 8:00 AM-8:30 AM
	9:00 AM-9:30 AM	
	9:30 AM-10:00 AM	
	10:00 AM-10:30 AM	
	10:30 AM-11:00 AM	
	11:00 AM-11:30 AM	
	1:00 PM-1:30 PM	

« < 1 - 1 of 1 > »

« < 1 - 9 of 12 > »

**OK**

**GO BACK** **NEXT**

Once date and time is selected the system confirms studio location and appointment time.



# STUDIO REQUESTS – ADDITIONAL INFORMATION

On the additional information page the customer provides photo requirements and contact details.

\*Please provide any justification needed.

Public Affairs Productivity Portal

HOME PUBLIC AFFAIRS ▾

Email  
Servicing Team  
Choose Appointment  
**Additional Information**  
Review

## Additional Information

**PURPOSE**

**Project Purpose \***

Please specify the product size(s) needed and the reason for submitting this request...

0/1000

**Flags Required? \***

Yes  No

**ORGANIZATION**

**What Service are you a part of? \***

U.S. Air Force  
 Foreign Military Unit  
 Other  
 U.S. Army  
 U.S. Coast Guard  
 U.S. Marine  
 U.S. Navy  
 U.S. Space Force

**Organization Name ? \***

Enter Service...

**PERSONAL DETAILS**

**Grade \*** **First Name \*** **Last Name \***

Select a Title/Grade ▾ Enter First Name... Enter Last Name...

**CONTACT**

**Primary Email ? \*** **Contact Email ?** **Commercial Number \***

sir.wyrick@us.af.mil Primary Enter Phone Number...

**Alternate Email ?** **Alternate** **DSN**

Enter Alternate Email... Alternate Enter Number...

**Work Cell** **Enter Number...**

**ATTACHMENTS**

Attachments

UPLOAD Drop or paste files here



## **OTHER REQUEST TYPES (SAME WORKFLOW)**

- The following requests use the same workflow as General PA Support
- Security & Policy Review
- Media Inquiry
- Tour Request
- Presentation Requests
- Public Inquiries



# TOUR REQUESTS – COMPLIANCE REQUIREMENT

**Approved Tour Requests require completion of:**

- **DD Form 2536 – Community Engagement Form**
- **Public Affairs provides submission instructions after approval.**



## REQUEST REVIEW & OUTCOMES

- All requests are reviewed by 23d Wing Public Affairs.

Customers receive either:

- Approval confirmation, or Denial notification with reasoning.
- PA may request additional information prior to final decision.
  - Submission does not guarantee support.