



# **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

A screenshot of the "Public Affairs Productivity Portal" login page. The header is dark blue with a logo on the left, "HOME" and "PUBLIC AFFAIRS" with a dropdown arrow in the center, and "Public Affairs Productivity Portal" on the right. The main content area is white. In the center, it says "Enter your email" above a text input field with the placeholder "Enter Email...". Below the field is the text "If military, military email preferred". To the right of the input field is an orange button that says "Customer Entry Point". At the bottom right of the white area is a dark blue button that says "NEXT".

HOME PUBLIC AFFAIRS ▾ Public Affairs Productivity Portal

Enter your email

Enter Email...

If military, military email preferred

Customer Entry Point

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

Public Affairs Productivity Portal

## Create a New Request! \* = Required

Email

**Servicing Team**

Project Details

Customer Details

Additional Information

Review

**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

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



# STEP 3 – PROJECT DETAILS

HOMEPUBLIC AFFAIRS ▼Public Affairs Productivity Portal

local!reservationnull

## 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  
01/28/20262:00 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

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

**You must provide an alternate contact.**

HOMEPUBLIC AFFAIRS ▼Public Affairs Productivity Portal

Create a New Request! \* = Required

Email

Servicing Team

Project Details

Customer Details

Additional Information

Review

Customer Details

ORGANIZATION

What Organization are you a part of?

Air Force or Space Force

Other Military Service

Public

Customer Accountability

Select Unit

23rd Wing

PERSONAL DETAILS

Grade\*

Select a Title/Grade

First Name\*

Enter First Name...

Last Name\*

Enter Last Name...

CONTACT

Primary Email\*

Enter Primary Email...

Contact Email

Primary

Commercial Number\*

Enter Phone Number...

Alternate Email

Enter Alternate Email...

Alternate

DSN

Enter Number...

Work Cell

Enter Number...

PRIMARY CUSTOMER

Is this request on behalf of someone else? \*

No

Yes

GO BACKNEXT



# 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.

HOMEPUBLIC AFFAIRS ▼Public Affairs Productivity Portal

Create a New Request! \* = Required

Email

Servicing Team

Project Details

Customer Details

Additional Information

Review

Review

SERVICING TEAM: 23d Wing Public Affairs

PROJECT DETAILS

Title: Group Change of Command

Purpose: sjn sl cd

Service: [REDACTED]

Specific Details: cds ncjndslkc,

EVENT DETAILS

Is this an Event?: No

CUSTOMER

[REDACTED]

ORGANIZATION

23rd Wing

PRIMARY EMAIL

✉ [REDACTED]

COMMERCIAL NUMBER

[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.

GO BACKSUBMIT

Final  
Validation



# STUDIO REQUESTS – SERVICE SELECTION

HOME PUBLIC AFFAIRS ▼ Public Affairs Productivity Portal

localreservation  
null

## Create a New Request! \* = Required

**Appointment-Based**

Email

**Servicing Team**

Choose Appointment

Additional Information

Review

### 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? \*

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Formal content review,  
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**Tour Request**  
Tours, Honorary CC, Airshows

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


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

GO BACK NEXT

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



# STUDIO REQUESTS – APPOINTMENT TYPE

HOMEPUBLIC AFFAIRS ▼Public Affairs Productivity Portal


localreservation  
null

## Create a New Request! \* = Required


Email  
Servicing Team  
Choose Appointment  
Additional Information  
Review

### Book Studio Appointment

What Service is Needed?



PORTRAIT



FULL LENGTH

GO BACKNEXT

Customers select portrait or full-length service type.




# STUDIO REQUESTS – SCHEDULE APPOINTMENT

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.**

HOMEPUBLIC AFFAIRS ▼Public Affairs Productivity Portal

Create a New Request! \* = Required

Email

Servicing Team

Choose Appointment

Additional Information

Review

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--

--Select a Day--

Date	Time	Reservation
Jan 29, 2026	Thursday	No items available
Feb 5, 2026	Thursday	
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



# STUDIO REQUESTS – CONFIRM RESERVATION

HOMEPUBLIC AFFAIRSPublic Affairs Productivity Portal

Create a New Request! \* = Required

Email

Servicing Team

Choose Appointment

Additional Information

Review

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

--Select a Day--

Date

Jan 29, 2026Thursday

« < 1 - 1 of 1 > »

Time

7:30 AM-8:00 AM

8:00 AM-8:30 AM

8:30 AM-9:00 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 - 9 of 12 > »

Reservation

Your **Portrait** Appointment at **23rd Wing Public Affairs Studio**  
5090 Gardner Street, Bldg. 115, STE. 116,

Thursday  
1/29/2026  
8:00 AM-8:30 AM

OK

GO BACK

NEXT

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

Moody AFB Public Affairs | P3 Customer Portal



# 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 ?** **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.**