ARMY RECOVERY CARE PROGRAM

Army Recovery Care System (ARCS) 2.9.15

Administrator Module User Guide

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TECHNOLOGY THAT TRANSFORMS

Table of Contents

Getting Started

This section describes how to log in once your ARCS account is set up. You must log in before you can view any information.

ARCS Admin Overview

This section describes features that appear throughout ARCS Admin and will be referenced throughout this user manual.

ARCS Modules

Army Recovery Care Division (RCD) - The RCD module supports the Army Recovery Care program. RCD is a centralized, managed Army program under the ARCP that provides Recovery Care Coordinators (RCC) and Lead Coordinators (LC)s to assist and empower the Army's wounded, ill, and injured Soldiers/Veterans and their Families/Caregivers from injury through treatment, recovery and rehabilitation to achieve individual goals of returning-to-duty or a seamless, quality transition to Veteran status within their civilian community.

Ombudsman (OMB) - The Ombudsman module provides capabilities to support the Medical Command (MEDCOM) Army Medical Readiness Assistance Program (AMRAP)/Ombudsman Program which functions as a resource in support of Soldiers assigned to a SRU and their Family Members to include Non-SRU Soldiers and their Family Members who need assistance with medical related issues. This helps the MEDCOM AMRAP/Ombudsman Program provide an independent, neutral, and impartial way to resolve issues and concerns. The Ombudsman uses the ARCS OMB module to track issues by individual.

Soldier Module - The Soldier module provides Soldiers with the capability to complete their Self-Assessment and view appointments and action items while enrolled in a SRU. The Soldier module is linked with the SRU module.

Army Recovery Care Coordination Contact Center (ARC4) - The ARC4 module gives Soldiers and Family members a way to address their medical or other military life issues when regular channels have not resolved their concerns. The ARC4 facilitates a caller's issue or concern to the proper entity that is best suited to help them.

Soldier Recovery Unit (SRU) - The SRU module will provide capabilities to support the Army's Soldier Recovery Units (SRUs). These capabilities are required by a triad of care (squad leader, nurse-case manager, and primary care manager (physician)) that works to ensure advocacy for the Wounded, Ill, and Injured (WII) Soldier continuity of care and a seamless transition back to the force or to civilian life. These capabilities include tracking and management of clinical and non-clinical appointments, the Soldier's weekly self-assessments, the SRU risk assessments and management of the Soldier’s Recovery Care Plan (RCP).

About RCD User Roles

The ARCS RCD module has two sets of user roles:

- Regular ARCS user roles (see RCD ARCS User Roles).
- ARCP/RCD Subject Matter Expert (SME) roles (see ARCP-RCD SME Roles).

RCD ARCS User Roles

The following table describes the RCD ARCS user roles:

RCD ARCS User Roles

Role	Description
Administrator	Administrators manage ARCS user accounts and permissions, and work with Regional Supervisors to restrict access to case information as needed.
RCC	RCCs manage RCD Soldier cases on an ongoing basis. They work with the Operational SMEs to resolve issues and provide the necessary assistance to Soldiers and their family members.
Regional Supervisor	Regional Supervisors are responsible for managing caseloads for their assigned RCCs. They ensure that RCCs are completing their duties associated with managing cases in a timely manner. The Regional Supervisor is also responsible for re-assigning cases when needed.
Contact Center Operator	Contact Center Operators are responsible for finding contact information for Soldiers when current contact information is not available. The Contact Center also maintains regular contact with RCD Soldiers when they reach the final stage in the LCMP.
Contact Center Supervisor	Contact Center Supervisors are responsible for managing caseloads for the Contact Center and ensuring that Contact Center Operators are completing their duties associated with managing cases in a timely manner.
General User	General users may access ARCS to search for a Soldier, but may not view any case information or reports aside from the restricted case summary.
Leadership	RCD Leadership has oversight into all cases being managed by the RCD.
RCD Chief	The Recovery Care Division Chief has oversight and provides leadership to the Recovery Care Division.
Quality Control	Same view as RCD Chief.

ARCP-RCD SME Roles

The following table describes the ARCP/RCD SME roles:

ARCP/RCD SME Roles

Role	Description
COAD/COAR Coordinator	COAD/COAR coordinators are responsible for resolving issues related to the process for Soldiers looking to continue on Active Duty or Active Reserve duty.
Education Coordinator	Educator Coordinator SMEs work with the Soldiers and their family members to provide educational and employment support on an ongoing basis.
Employment Coordinator	Employment Coordinator SMEs work with the Soldiers and their family members to provide educational and employment support on an ongoing basis.
Finance Coordinator	Finance Coordinator SMEs are responsible for entering financial information for RCD Soldiers. They resolve finance issues and Financial Retirement estimates for the RCD Soldiers.
HR Coordinator	Human Resources Coordinator SMEs are responsible for resolving HR issues identified by the RCC.
Medical Coordinator	Medical Coordinator SMEs are responsible for resolving medical issues.
Medical Eligibility	Medical Eligibility SMEs are responsible for evaluating RCD cases to ensure that each Soldier is eligible for the RCD program. **NOTE: The Physical Disability Care Processing System (PDCAPS) provides PDA Status information to ARCS on wounded Soldiers.**
Operations Coordinator	Operations Coordinator users provide oversight and guidance to the Support Branch user community and administer ARCS for the RCD group.

Role	Description
StratComm Specialist	Strategic Communications SMEs are responsible for managing Discounts and publication information.
Symposium Coordinator	Symposium Coordinator SMEs are responsible for compiling and tracking issues to be discussed in the annual Symposium as well as tracking Soldiers who attend as delegates.
VA Liaison	VA Liaison SMEs are responsible for updating VA data for RCD Soldiers and resolving VA issues identified by the RCC.

About Army Recovery Care Coordination Contact Center (ARC4) User Roles

The ARCS **ARC4**[1] module has three user roles that determine the user's access and permissions.

ARC4 User Roles

Role	Description
Administrator	Administrators manage ARCS user accounts and permissions.
Customer Care Representative (CCR)	CCRs are responsible for responding to inquiries, requests for information and issues that come into the Army Recovery Care Coordination Contact Center (ARC4) via phone or email.
Supervisor	Supervisors are responsible for reviewing work completed by the CCR users, assigning and managing issues to external agencies, and generating reports.

[1]Army Recovery Care Coordination Contact Center

About Ombudsman User Roles

The ARCS Ombudsman module has five user roles that determine the user's access and permissions.

Ombudsman User Roles

Role	Description
Ombudsman	Ombudsman Field Officers work with Soldiers and family members to resolve issues.
Action Officer	In addition to Ombudsman duties, Action Officers are responsible for assigning cases and issues, as well as reviewing and closing completed issues.
MAG Distro	MAG Distros perform many of the same functions as the Action Officers in support of issues handled by the Ombudsman Field Officers.
MAG Leadership	MAG Leadership has oversight into all cases being managed by the Ombudsman and will use ARCS for reviewing cases and generating reports.
Administrator	Administrators manage ARCS user accounts and permissions.

About ARCS SRU User Roles

The ARCS SRU has user roles that determine the user's access and permissions.

ARCS User Roles

Role	Description
Administrator	Administrators manage ARCS user accounts and permissions, and have administrative access to case information.
All Access - Company	Read-only Company-level access plus permissions to manage Action Plans assigned by other users.
All Access - Platoon	Read-only access to all Soldiers assigned to the Platoon.
All Access - Squad	Read-only access to all Soldiers assigned to the Squad.
Recovery Care Coordinator (RCC)	RCCs manage Soldier cases on an ongoing basis and function in the role of Recovery Care Coordinators for all SRU Soldiers. They work with the Operational subject matter experts (SMEs) to resolve issues and provide the necessary assistance to Soldiers and their family members.
Battalion Commander	Battalion Commanders have oversight into all Soldiers enrolled in the SRU.
Company Commander	Company Commanders (CO CDR) provide oversight and leadership to the care of Soldiers at the SRU.
Program Analyst	The Comprehensive Transition Plan (CTP) Management Analysts are responsible for adding new Soldiers into each system required by the SRUto manage the Soldier’s care. They are also responsible for assigning the Soldier to SRU personnel who will be working with them.
HR Specialist	Human Resources (HR) Specialists are responsible for adding new Soldiers into each system required by the SRU to manage the Soldier’s care. They are also responsible for assigning the Soldier to SRU personnel who will be working with them.

ARCS User Roles

Role	Description
Nurse Case Manager	Nurse Case Managers (NCMs) interact with the Soldier on a regular basis to ensure they are getting the clinical support they need to progress through the RCP process.
Occupational Therapist	Occupational Therapists (OTs) participate in the RCP process for Soldiers.
Platoon Sergeant	Platoon Sergeants (PSG) provide oversight and leadership to the SLs working with Soldiers.
Primary Care Manager	Primary Care Managers (PCMs) are responsible for the clinical management and treatment of the Soldier.MRC
MRC Leadership	Medical Readiness Command (MRC) users have read-only access to all Soldiers assigned to SRUs within their region.
SFAC	Soldier Family Assistance Centers (SFACs) provide Soldier and family member support.
Social Services Assistant	Social Services Assistants participate in the RCP process for Soldiers.
Social Worker	Social Worker (SW) participates in the RCP process for Soldiers.
STARTC	Soldier Transfer and Regulating Tracking Center (STARTC) users are responsible for Soldier movement and transfer.
Squad Leader	SLs interact with the Soldier on a daily basis to ensure they are making their appointments and progressing through the RCP process.

ARCS User Roles

Role	Description
Transition Coordinator	Transition Coordinators manage the unit's Career and Education Readiness (CER) program and integrate CER activities for all SRU Soldiers in accordance with their track and career goals.
ARCP Leadership	Army Recovery Care Program (ARCP) Leadership has read-only access to all Soldiers across the enterprise (All RHCs and SRUs).
SRU Leadership	Read-only SRU-level access plus permissions to manage Action Plans assigned by other users.

Administration Application Header

Throughout the ARCS Admin module, there is a standard application header, as shown below. The items on the Menu bar will vary by user role.

Label	Name	Description
A	User Name	View the logged in ARCS user. If this is not you, you should log out immediately.
B	Hyperlink to Other ARCS Modules	Click the link to open other ARCS modules in another window. **Note: Availability depends on user permissions.**
C	Logout hyperlink	Click Logout to end the current ARCS session.
D	Help hyperlink	Click Help to view ARCS system help files.
E	Menu bar	Click on the tabs to go to a different section.

Release Notes History

Standard Features

The Admin module has several standard features which will appear throughout the application, as described in the following sections.

Time Stamps

Administration

Based on the location of the database, the time listed in ARCS appears in the below time zones.

- Production, Test, Training Site: Time is listed in Central Standard Time (CST)
- ARCS Development Environments: Time is listed in Eastern Standard Time (EST)

Icons

The Admin module uses icons in various contexts throughout the application. The following table describes the most common icons:

System Icons

Icon	Function	Description
	Add	Click the **Add** icon to add an item.
	Date Picker	Click the Date Picker icon to open a small calendar to select a date instead of entering it manually.
	Delete	Click the **Delete** icon to delete an item.
	Edit	Click the Edit icon to edit an item.
	Excel	Export as a spreadsheet in Excel: Export to Microsoft Excel.
	Help	Point to a help icon to view a tip.
	Time Picker	Click the icon to select a time instead of entering it manually.

Date Picker

Whenever you see the Date Picker icon, click it to select dates from a calendar instead of entering the dates manually.

Date Picker

Label	Name	Description
A	Date field	Click this field to enter the date manually (DD MMM YYYY format).
B	Previous/Next icons	Use the icons here to scroll by month or year: ▪ Click to go back one month. Click to go back three months. ▪ Click to go ahead one month. Click to go ahead three months.
C	Day selector	Select a day from the calendar to enter the date in the field.
D	Month/Year View	Click on the month (August 2011) to see the month/year view.

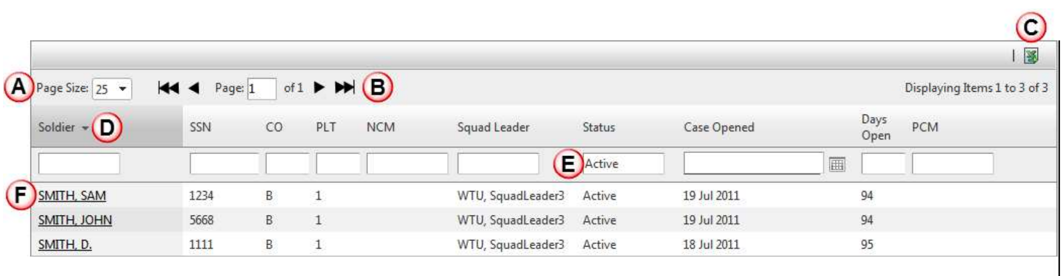
Month/year view

Date Picker Month and Year

Label	Name	Description
A	Month selector	Click a month to select it.
B	Previous/Next icons	Click to go back 10 years. Click to go ahead 10 years.
C	Year selector	Click a year to select it.
D	Today button	Click Today to select the current date
E	OK button	Click OK to confirm the selection.
F	Cancel button	Click Cancel to close the date picker without making a selection.

Grid Controls

ARCS uses grids to organize types of content, with standard features for sorting, filtering, and interacting with the content. Some features will vary by grid and user role.

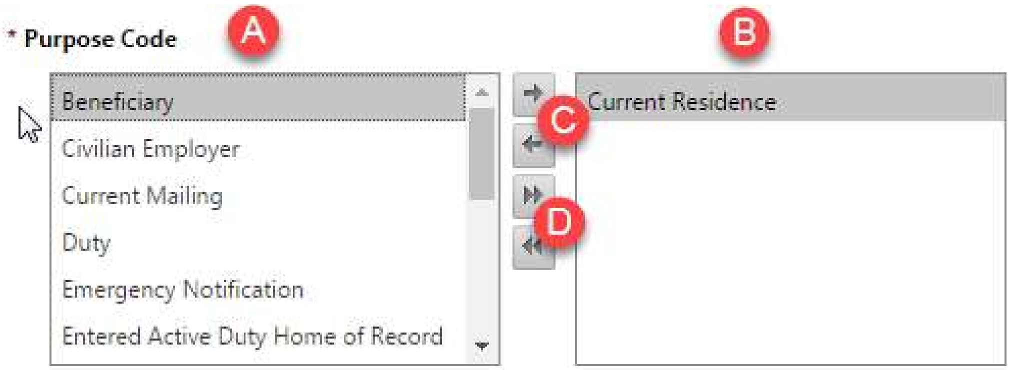


Grid Controls

Label	Name	Description
A	Page Size list box	Use the list box to select the number of records you want to view on one page.
B	Navigation buttons	If there are multiple pages for a grid, click on a button to go to another page. You can also enter a page number, and then press ENTER on the keyboard to go to a different page number.
C	Export icons	Click on the icon to export the grid contents as a Microsoft Excel.
D	Column Header	Click a column heading once to sort the grid by that column in ascending order. Click the column heading again to sort in descending order. As shown above, the list is sorted by the Soldier column in descending order.
E	Column Filter	Enter a filter term in the text box at the top of a column in the grid. Press Enter on the keyboard to see only the filtered results. As shown above, the grid is filtered to show only items that are Active.
F	Item Hyperlink	Click on the hyperlink to open the associated item. Some grids also allow right click to open to a specific case section, or open in a new tab/window.

Picklists

Use picklists to move options from one column to another. An example of a picklist can be seen when adding address information for a Soldier:



In the example above, options in the left panel will not be added to the address, while functions on the right side will be added.

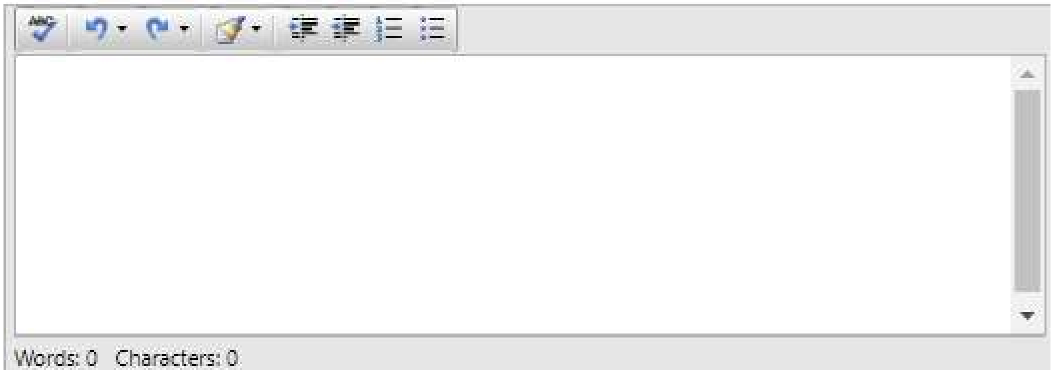
Picklist Controls

Label	Function	Description
A	Available Selection	Lists available options that are NOT selected
B	Chosen Items	Lists all items that are selected
C	Move highlighted item(s) right/left	Click to move highlighted items to the right or left **NOTE: Control + click to highlight multiple selections**
D	Move all right/left	Click to move all items right or left

NOTE: Double click any item to move it to the opposite box.

Text Editor

Use the Text Editor to apply formatting to text:

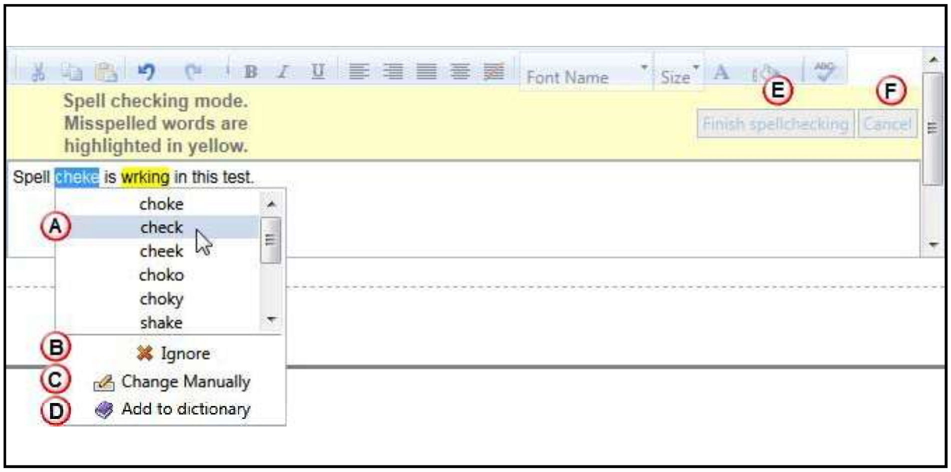


The following table describes the icons on the Text Editor toolbar:

	Spell Check	Click to check the spelling in the text field.
	Undo	Undo the previous action.
	Redo	Redo the previous action.
	Format Strip-per	Removes both visible and hidden formatting.
	Increase Indent	Indents selected text to the right.
	decrease Indent	Decreases indent for selected text.
	Numbered List	Select to begin a numbered list or highlight text to apply a numbered list.
	Bullet list	Select to begin a bullet list or highlight text to apply bullets.

Spell Check

The Spell Check feature is available from the text editor by clicking the Spell Check icon. If there are misspelled words in the text field, the text editor appears as shown below.



Click on a word to view the list of available options.

Spell Check

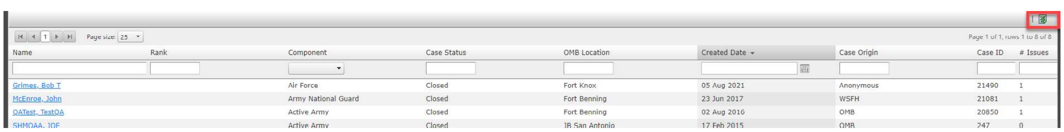
Label	Name	Description
A	Suggested Words	Click on a suggested word to replace the highlighted word.
B	Ignore	Click Ignore to ignore the highlighted word and go to the next highlighted word.
C	Change Manually	Click Change Manually to view the following field:  Make the change and then click the Edit Complete icon  to replace the highlighted word.
D	Add to dictionary	Click Add to dictionary to add the highlighted word to the dictionary.
E	Finish spell checking	Click Finish spell checking to complete the spell check.
F	Cancel	Click Cancel to cancel the spell check.

Once the spell check is complete, a dialog box opens.

Click **OK** to close the dialog box.

Export to Microsoft Excel

To export a grid to a spreadsheet that can be opened using Microsoft Excel, click the Excel icon  in the upper right corner of any grid.



System Requirements

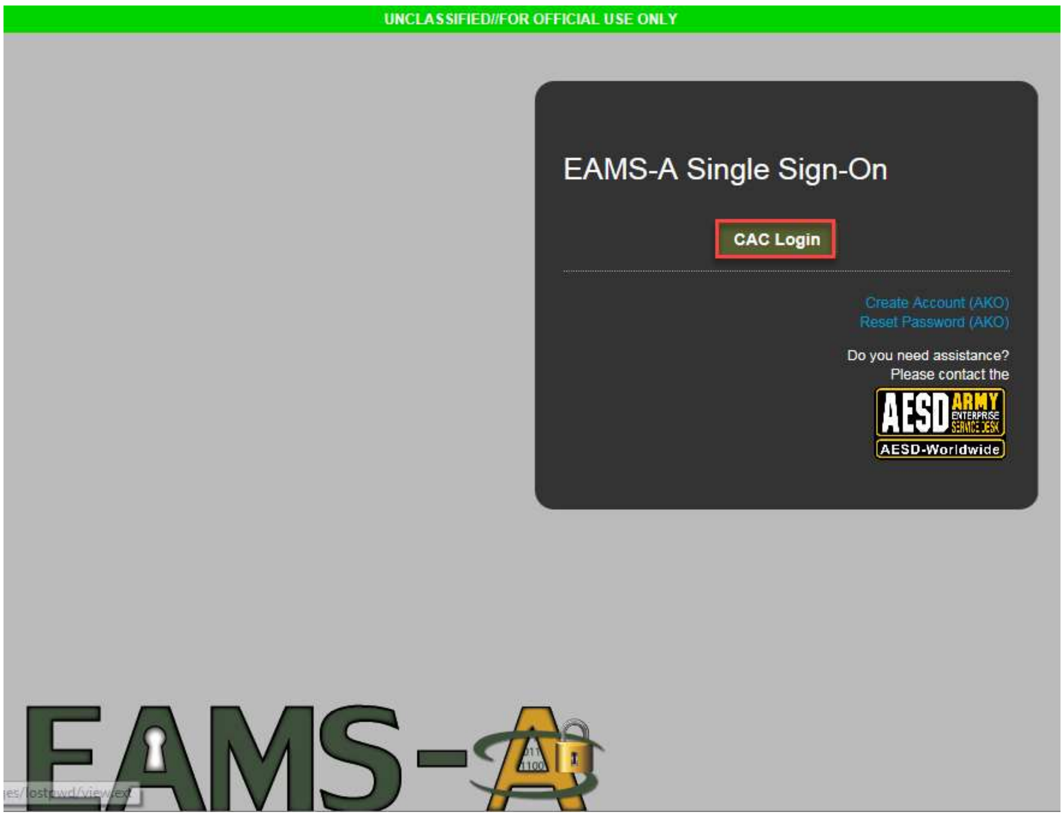
- Supported Browser - Google Chrome or MS Edge
- Internet connection (DSL or faster for optimal performance)
- Monitor with a screen resolution of 1280 x 1024 or higher
- An active ARCS account
- A completed and current DD2875
- A current HIPAA Certification uploaded to ARCS (annually)
- CAC and CAC reader
- Adobe Acrobat Reader for viewing Portable Document Format (PDF) files
- Microsoft Word for viewing .DOCX files
- Microsoft Excel for viewing exported .XLSX files

NOTE: Edge and Google Chrome are the tested and approved browsers for ARCS. Firefox may also be used, but may not be fully compatible. Internet Explorer, Safari and iOS/Android are not supported browsers.

Logging In

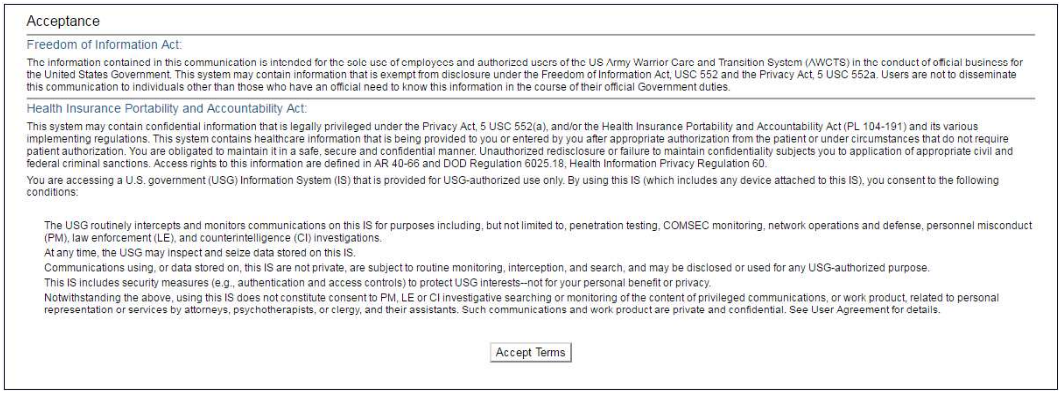
Once you have an ARCS account, you can log into the ARCS application using your Common Access Card (CAC):

1. Open your browser and enter the ARCS URL:
2. Click CAC Login from the EAMS-A Sign-On page.



3. Select a certificate, and then enter your Personal Identification Number (PIN).

The Acceptance screen opens.



4. Read the Freedom of Information Act (FOIA) and Health Insurance Portability and Accountability Act (HIPAA) notifications.

6. Click the "Accept Terms" button to continue to the Admin module.

User Not Authorized

The "User Not Authorized" page will display if you do not have an account in the ARCS module you are attempting to access, or the account has been disabled.

If you believe this message was displayed in error, check the URL and ensure it matches the module you are attempting to access.

- Administrative Module: https://awcts.csd.disa.mil/Admin
- Army Recovery Care Division (RCD) Program Module: https://awcts.csd.disa.mil/AW2
- Ombu dsman Module: https://awcts.csd.disa.mil/OMB
- Soldier Module (Soldiers enrolled at a SRU): https://awcts.csd.disa.mil/Soldier ("Soldier" is case sensitive)
- Wounded Soldier Family Hotline Module: https://awcts.csd.disa.mil/WSFH
- Warrior Transition Unit Module: https://awcts.csd.disa.mil/WTU

Automated Account Suspension

User accounts are automatically deactivated by ARCS after 30 days of inactivity. Users will receive an email notification at the email address in their user profile 5 days before account suspension as an alert.

To reactivate a suspended account, the account holder should contact their system administrator, or local Program Analyst.

Administrative users, ARCP, and regional staff should contact the ARCS Service Desk for assistance.

Contact ARCS Support Team

Contact ARCS Support Team

For assistance with ARCS, call or email the ARCS Service Desk:

- Hours: Monday - Friday, 0700 - 1900 (ET)
- Email: support@awcts.zendesk.com
- Phone: (855) 813-8867
- Help Center: https://awcts.zendesk.com/hc/en-us

System Timeout

ARCS automatically times out after 15 minutes of inactivity. A countdown timer appears when one minute remains. Continue to work in any active ARCS window to reset the timer.

Administrator Tasks

An ARCS Administrator has special permissions in each ARCS module. The tasks an Administrator can perform in each module are described in detail in the user manual for each module.

I RCD Module Administrator Tasks

In the Administrator module, an administrator can:

NOTE: Details on how to perform the following RCD module Administrator tasks can be found in the ARCS RCD User Manual.

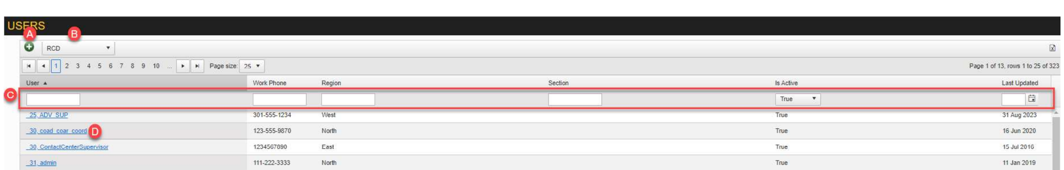
In the RCD module, an administrator can:

- Update SSN
- Restrict case access
- Edit/delete case log entries after 24 hours
- Edit/delete issue log entries after 24 hours
- Edit/delete task log entries after 24 hours
- Resolve Issues
- Edit employment questionnaires after 24 hours

RCD Users Grid

This section describes how to use the Users Dashboard to manage ARCS users. Administrators are responsible for managing user access to the ARCS features, functionality, and data.

Click **Users** on the Menu Bar header.



User Dashboard Items

Label	Name	Description
A	Add icon	Click the Add icon to add a new user
B	Module drop down	Select the module to view users
C	Filters	Search or sort users based on grid information
D	Name hyperlink	Click a user hyperlink to open the User Details screen for viewing or editing

Add New RCD User

New ARCS account requests require a signed DD 2875 System Access Request and current HIPAA Certificate.

After receiving the required documentation from a user, you can create a new user account. To add a new user:

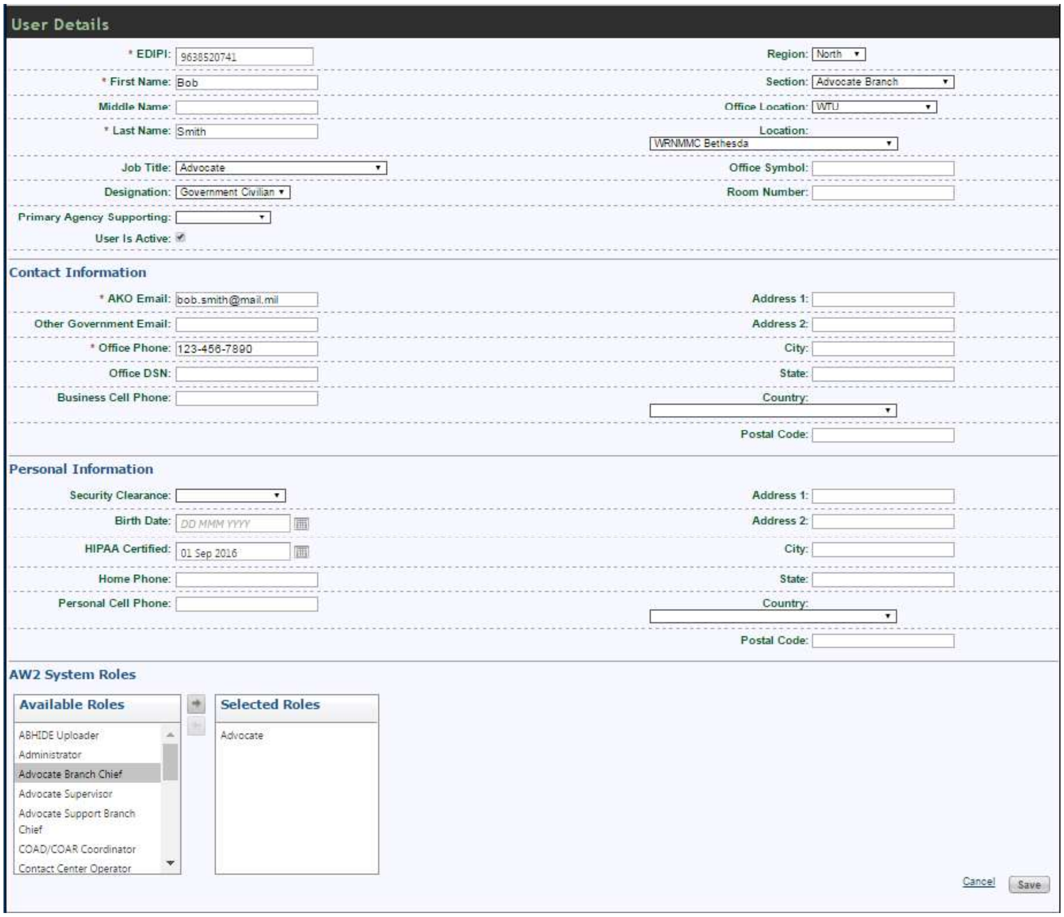
1. Click the Add icon .

The Add New User screen opens.

2. Enter the User's EDIPI from their ID card. **Do not make up a number as a placeholder.**
3. Click **Add** to continue, or **Cancel** to quit without saving.

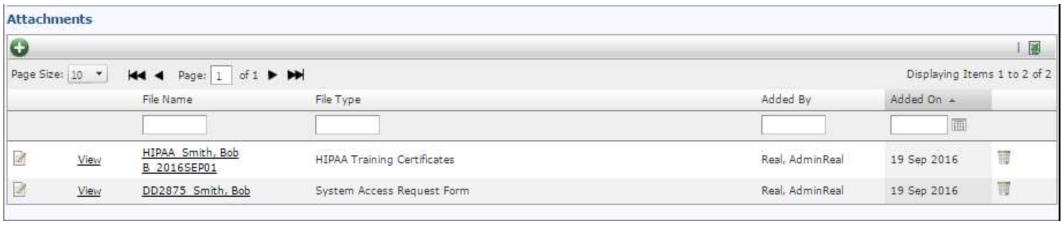
The RCD User Details screen opens.

> **NOTE: If the User has had an ARCS account, the record will open. Update the existing information and ensure the User is Active box is checked.**



4. Enter the required information. All required fields are marked with an asterisk (*).
5. Add at least one RCD System Role from the pick list.
6. Click **Save** to save the new user's account, or **Cancel** to return to the User Dashboard without saving.
7. Open the new users profile.

8. Add the User's DD 2875 System Access Request, and HIPAA Certificate to the attachments section.

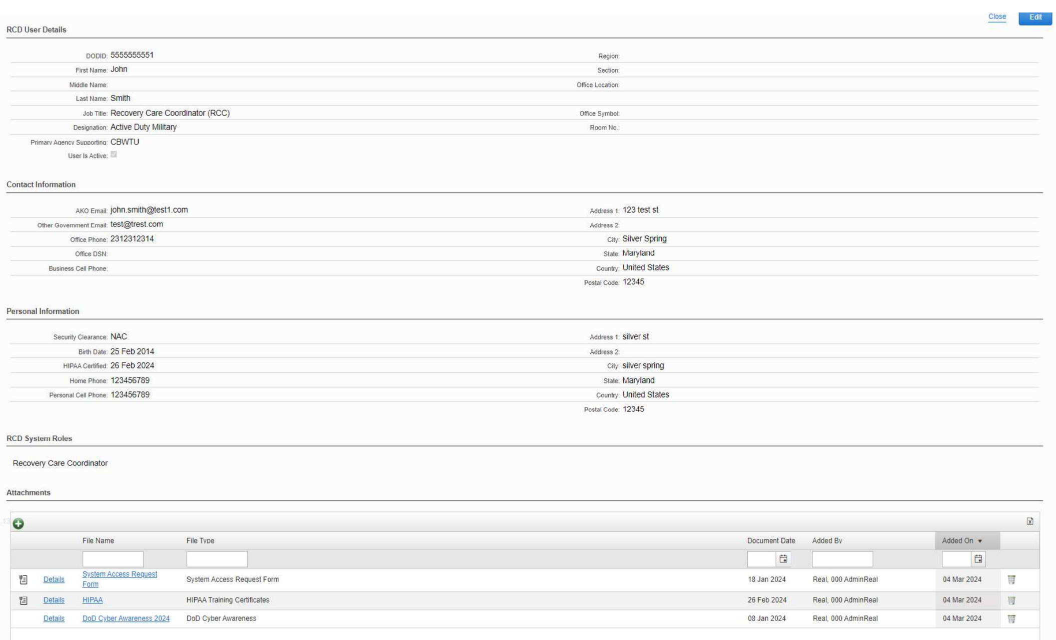


NOTE: HIPAA Certificates should be updated annually in attachments.

View RCD User Details

To open an existing user account for viewing or editing, click the name hyperlink from the Users Dashboard

The RCD User Details screen opens.



HIPAA Certified Date

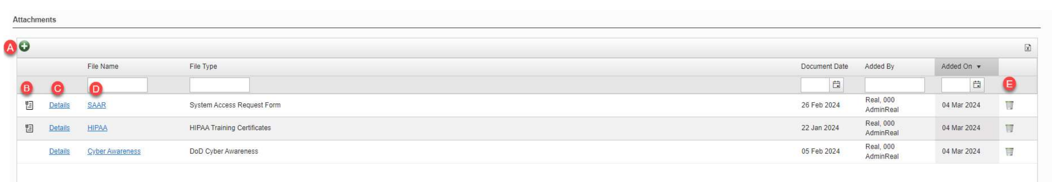
A current HIPPA training is required for access to ARCS. Users with HIPAA training older than one year will have their ARCS account access automatically suspended. HIPAA certified date is controlled by the document date on the last uploaded HIPAA certificate.

To update the HIPAA Certified Date, upload the user's current HIPAA Certificate to the user profile (See Add Admin Attachment or My Profile).

When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

User Profile Attachments

Use the Attachments section of the profile to upload required DD 2875 system Access Request and HIPAA Certificates.



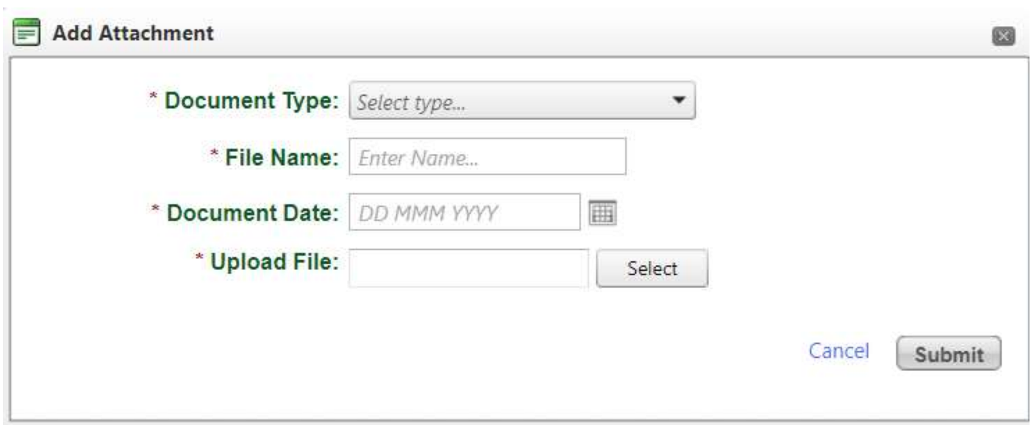
Attachments Screen Items

Label	Name	Description
A	Add Admin Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up.
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D	File Name hyperlink	Click the file name hyperlink to download the attachment
E	Delete Attachment icon	Click the Delete icon to delete the attachment

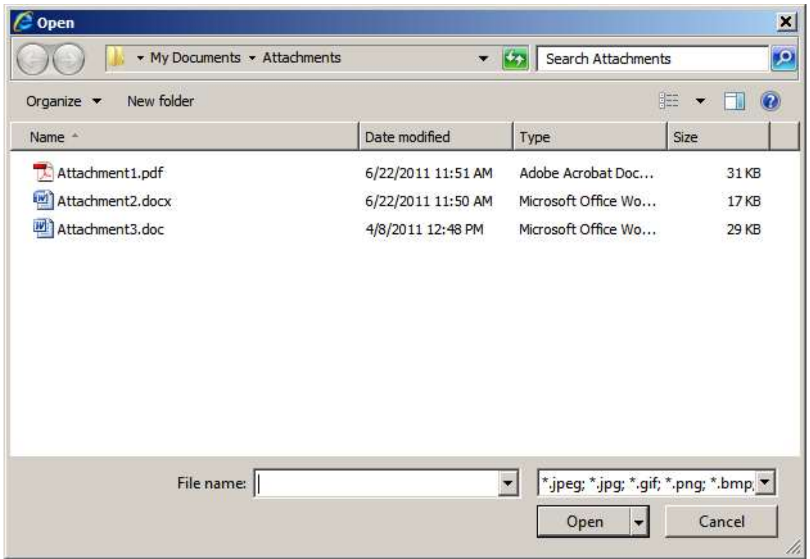
Add Admin Attachment

To add an attachment:

1. Click the Add icon .
2. The Add Attachment window opens.



3. Enter information for all required fields. Required fields are marked with an asterisk (*).
4. Click **Select**.
5. The Open dialog box opens (browser dependent).



5. Select a file, and then click **Open**.
6. Click **Submit** to add the attachment or click **Cancel** to close the window without saving.

NOTE:

View Attachment Details

To view details for any attachment:

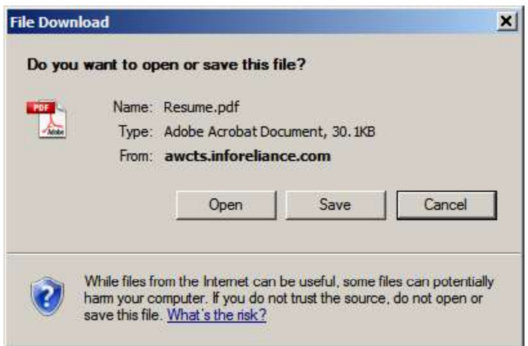
1. Click the **View** hyperlink:
2. The Attachment Details window opens.

3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

1. Click the **file name** hyperlink.
2. The File Download dialog box opens.

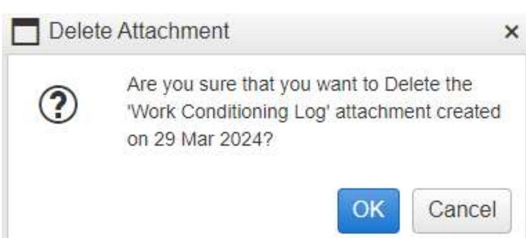


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Archive Attachment

To archive an attachment:

1. Click the Delete icon  to the right of the attachment.
2. The Delete Attachment dialog box opens.



3. Click **OK** to delete the attachment or click **Cancel** to return to the Attachment screen.

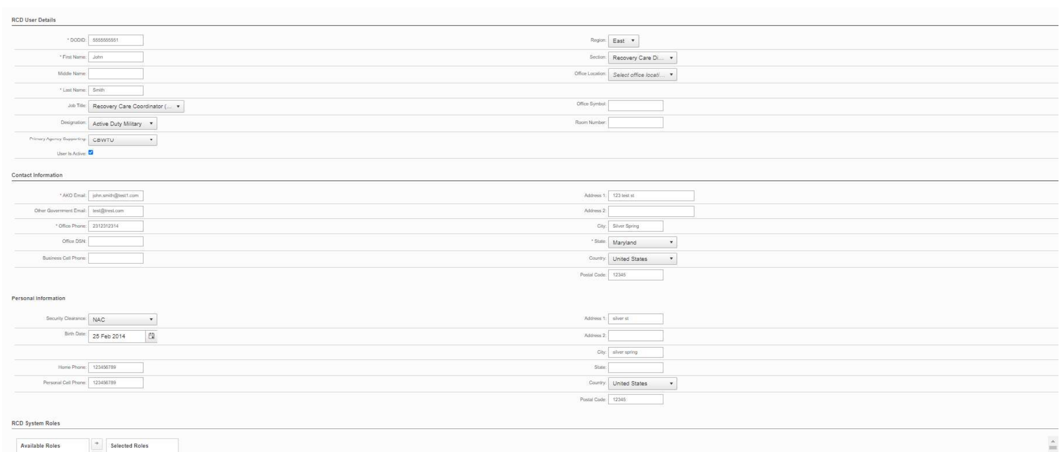
NOTE: To permanently delete a file from a Soldier's case, please submit a ticket to the ARCS service desk.

Edit RCD User

To edit an existing user account:

1. Click Edit.

The RCD User Details screen opens:

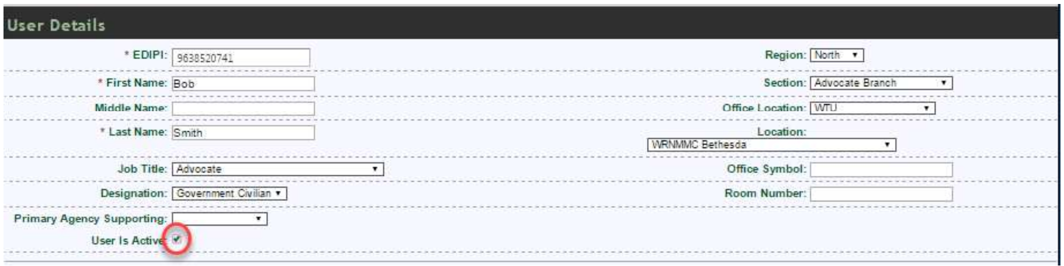


2. Update user details and/or permissions.
3. Click **Save** to save the changes, or **Cancel** to close the window without saving.

Deactivate RCD User

To deactivate a User account:

1. Open the User's record by selecting **Edit**.
2. Un-check the **User is Active** check box.



3. Click **Save** to deactivate the user, or **Cancel** to close the window without saving.

Re-activate RCD User

To enable a suspended User account:

1. Open the User's record by selecting **Edit**.
2. Check the **User is Active** check box.

3. Click **Save** to activate the user, or **Cancel** to close the window without saving.

OMB Module Administrator Tasks

In the Administrator module, an administrator can:

NOTE: Details on how to perform the following OMB module Administrator tasks can be found in the ARCS OMB User Manual.

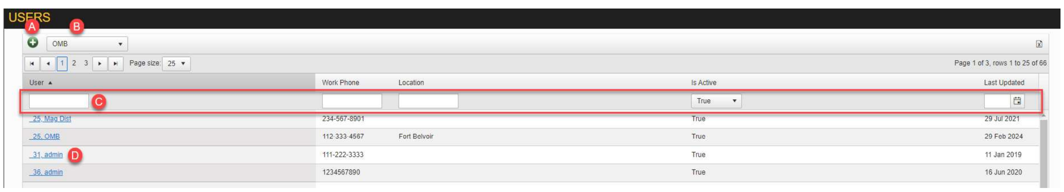
In the OMB module, an administrator can:

- Restrict case access
- Edit/delete case log entries after 24 hours
- Edit inquiries after 24 hours
- Edit Issue Category and Issue Type
- Edit/delete task log entries after 24 hours
- Resolve Issues

OMB Users Grid

This section describes how to use the Users Dashboard to manage ARCS users. Administrators are responsible for managing user access to the ARCS features, functionality, and data.

Click **Users** on the Menu Bar header.



User Dashboard Items

Label	Name	Description
A	Add icon	Click the Add icon to add a new user
B	Module drop down	Select the module to view users
C	Filters	Search or sort users based on grid information
D	Name hyperlink	Click a user hyperlink to open the User Details screen for viewing or editing

Add New OMB User

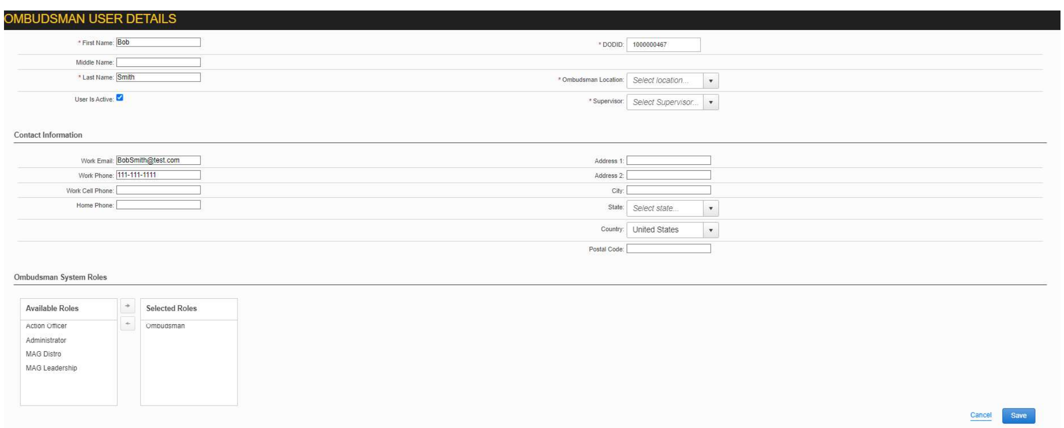
After receiving an OMB ARCS account request from a user, you can create a new user account. To add a new user:

1. Click the Add icon .

The Add New User screen opens.

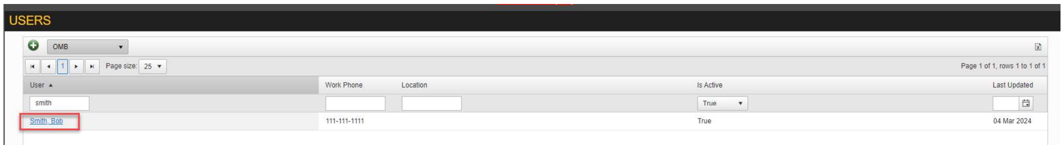
2. Enter the User's DODID from their ID card. **Do not make up a number as a placeholder.**
3. C lick **Add** to save the new user's account, or **Cancel** to quit without saving.

NOTE: If the User has had an ARCS account, the record will open. Update the existing information and ensure the User is Active box is checked.

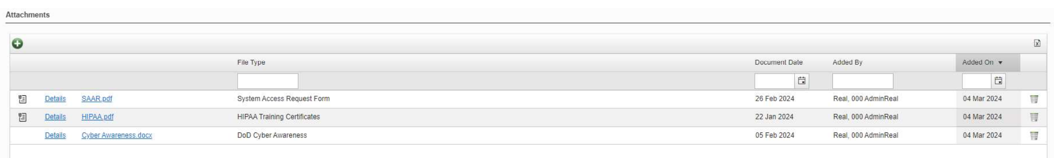


The Ombudsman User Details screen opens.

4. Enter the required information. All required fields are marked with an asterisk (*).
5. Add at least one OMB System Role from the pick list.
   - If the user role is Ombudsman, the Supervisor field is required.
6. Click **Save** to save the new User's account, or **Cancel** to return to the User Dashboard without saving.
7. Open the new User's profile.



8. Add the User's DD 2875 System Access Request, and HIPAA Certificate to the attachments section.

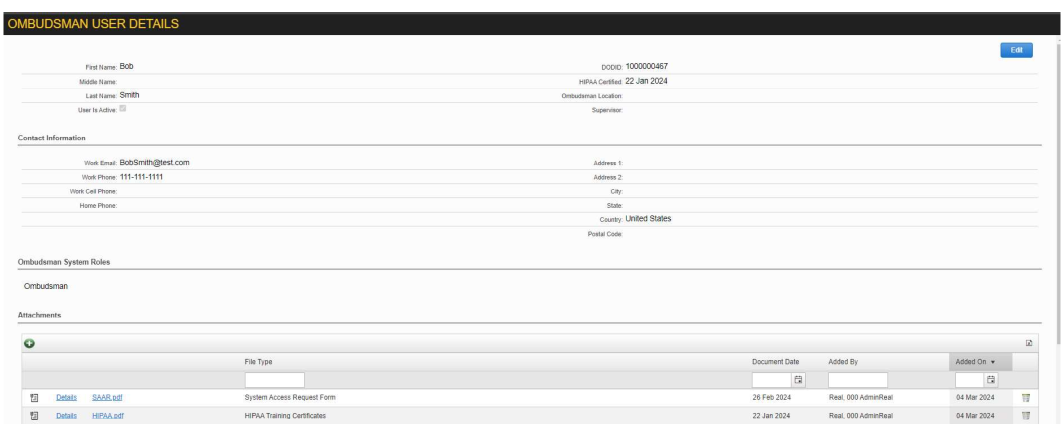


NOTE: HIPAA Certificates should be updated annually in attachments.

View OMB User Details

To open an existing user account for viewing or editing, click the name hyperlink from the Users Dashboard

The Ombudsman User Details screen opens.



HIPAA Certified Date

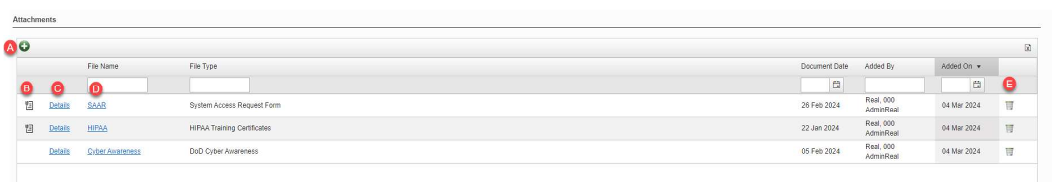
A current HIPPA training is required for access to ARCS. Users with HIPAA training older than one year will have their ARCS account access automatically suspended. HIPAA certified date is controlled by the document date on the last uploaded HIPAA certificate.

To update the HIPAA Certified Date, upload the user's current HIPAA Certificate to the user profile (See Add Admin Attachment or My Profile).

When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

User Profile Attachments

Use the Attachments section of the profile to upload required DD 2875 system Access Request and HIPAA Certificates.



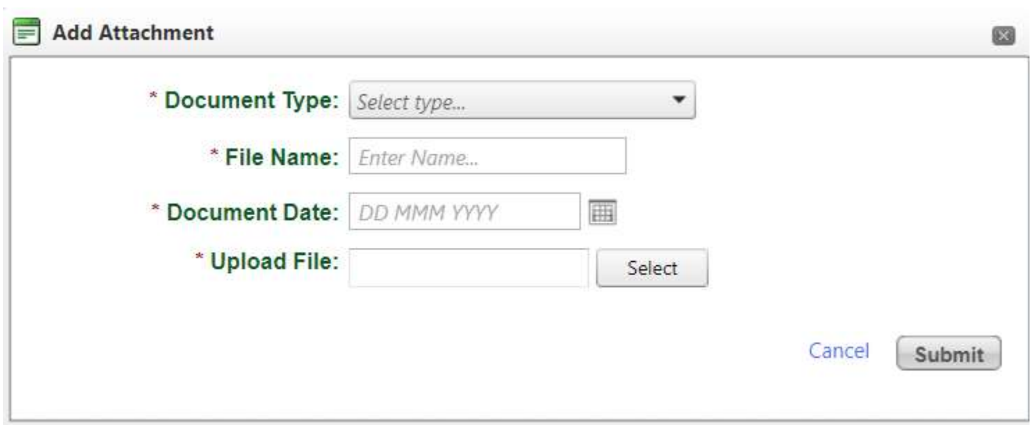
Attachments Screen Items

Label	Name	Description
A	Add Admin Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up.
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D	File Name hyperlink	Click the file name hyperlink to download the attachment
E	Delete Attachment icon	Click the Delete icon to delete the attachment

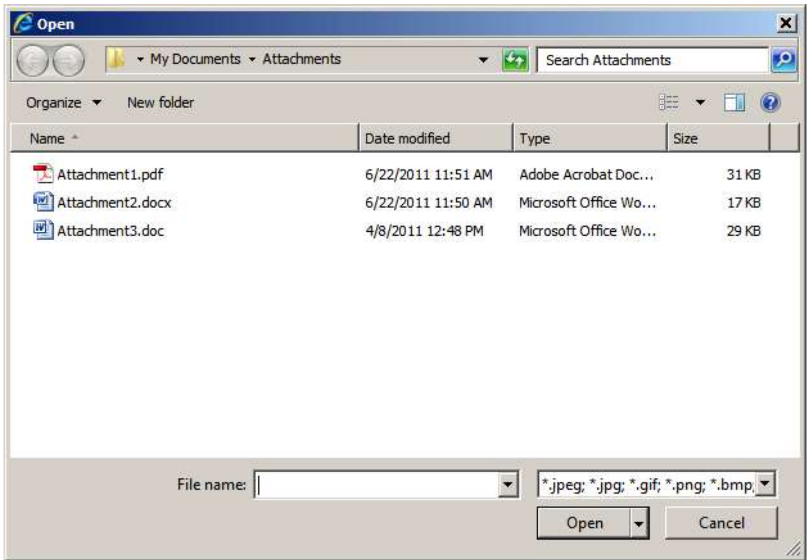
Add Admin Attachment

To add an attachment:

1. Click the Add icon .
2. The Add Attachment window opens.



3. Enter information for all required fields. Required fields are marked with an asterisk (*).
4. Click **Select**.
5. The Open dialog box opens (browser dependent).



5. Select a file, and then click **Open**.
6. Click **Submit** to add the attachment or click **Cancel** to close the window without saving.

NOTE:

View Attachment Details

To view details for any attachment:

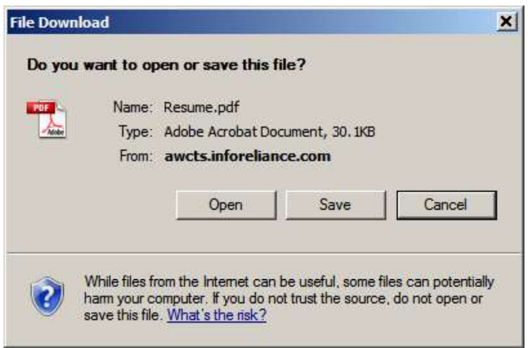
1. Click the **View** hyperlink:
2. The Attachment Details window opens.

3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

1. Click the **file name** hyperlink.
2. The File Download dialog box opens.

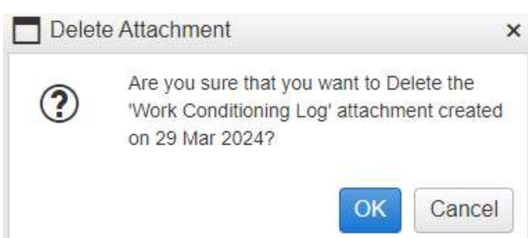


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Archive Attachment

To archive an attachment:

1. Click the Delete icon  to the right of the attachment.
2. The Delete Attachment dialog box opens.



3. Click **OK** to delete the attachment or click **Cancel** to return to the Attachment screen.

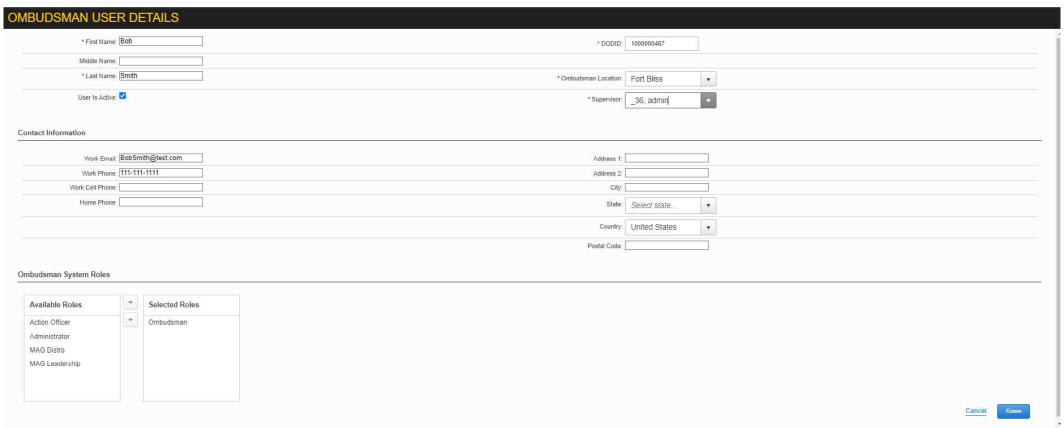
NOTE: To permanently delete a file from a Soldier's case, please submit a ticket to the ARCS service desk.

Edit OMB User

To edit an existing user account:

1. Click Edit.

The Ombudsman User Details screen opens:



2. Update user details and/or permissions.
3. Click **Save** to save the changes, or **Cancel** to close the window without saving.

Deactivate OMB User

To deactivate a User account:

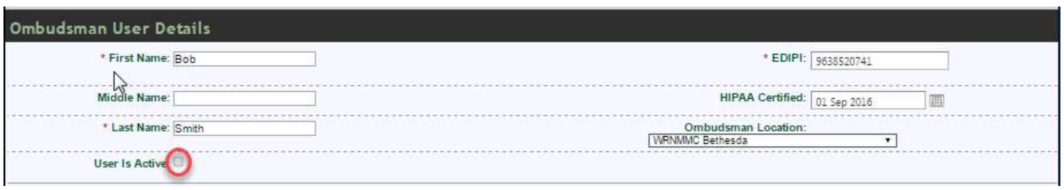
1. Open the User's record by selecting **Edit**.
2. Un-check the **User is Active** check box.

3. Click **Save** to deactivate the user, or **Cancel** to close the window without saving.

Re-activate OMB User

To enable a suspended User account:

1. Open the User's record by selecting **Edit**.
2. Check the **User is Active** check box.



3. Click **Save** to activate the user, or **Cancel** to close the window without saving.

ARC4 Module Administrator Tasks

In the Administrator module, an administrator can:

NOTE: Details on how to perform the following ARC4 module Administrator tasks can be found in the ARCS ARC4 User Manual.

In the ARC4 module, an administrator can:

- Update SSN
- Edit/delete case log entries after 24 hours
- Edit inquiries after 24 hours

HIPAA Certified Date

A current HIPPA training is required for access to ARCS. Users with HIPAA training older than one year will have their ARCS account access automatically suspended. HIPAA certified date is controlled by the document date on the last uploaded HIPAA certificate.

To update the HIPAA Certified Date, upload the user's current HIPAA Certificate to the user profile (See Add Admin Attachment or My Profile).

When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

About Army Recovery Care Coordination Contact Center (ARC4) User Roles

The ARCS **ARC4**[1] module has three user roles that determine the user's access and permissions.

ARC4 User Roles

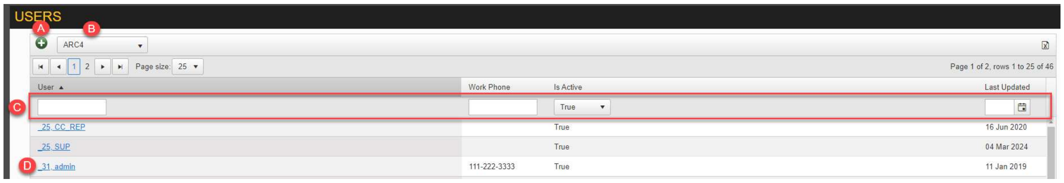
Role	Description
Administrator	Administrators manage ARCS user accounts and permissions.
Customer Care Representative (CCR)	CCRs are responsible for responding to inquiries, requests for information and issues that come into the Army Recovery Care Coordination Contact Center (ARC4) via phone or email.
Supervisor	Supervisors are responsible for reviewing work completed by the CCR users, assigning and managing issues to external agencies, and generating reports.

ARC4 Users Grid

This section describes how to use the Users Dashboard to manage ARCS users. Administrators are responsible for managing user access to the ARCS features, functionality, and data.

Click **Users** on the Menu Bar header.

[1] Army Recovery Care Coordination Contact Center



User Dashboard Items

Label	Name	Description
A	Add icon	Click the Add icon to add a new user
B	Module drop down	Select the module to view users
C	Filters	Search or sort users based on grid information
D	Name hyperlink	Click a user hyperlink to open the User Details screen for viewing or editing

Add New ARC4 User

After receiving an ARC4 ARCS account request from a user, you can create a new user account. To add a new user:

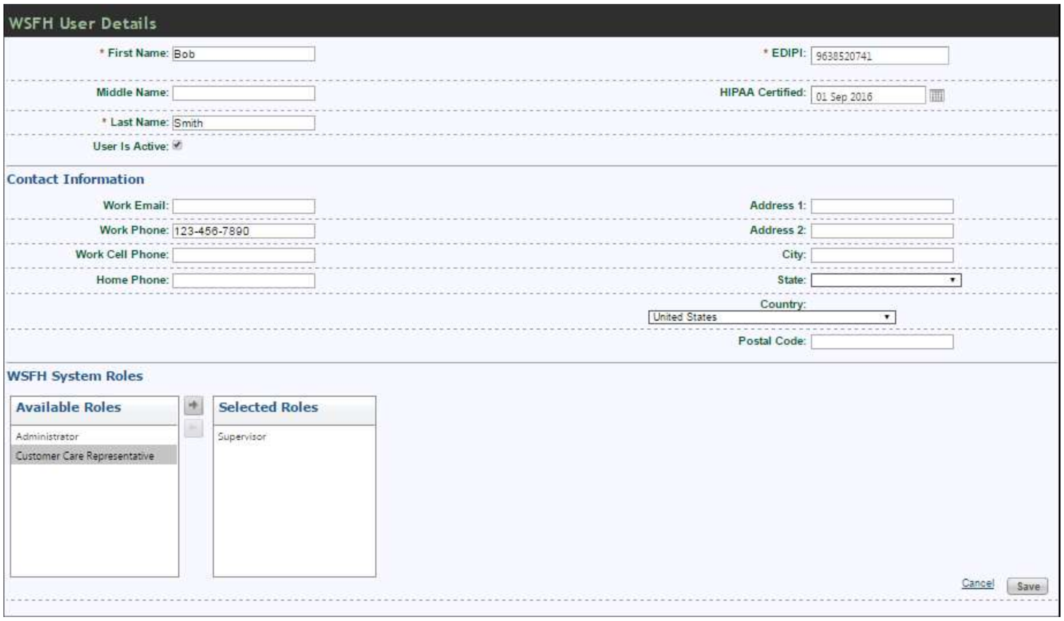
1. Click the Add icon .

The Add New User screen opens.

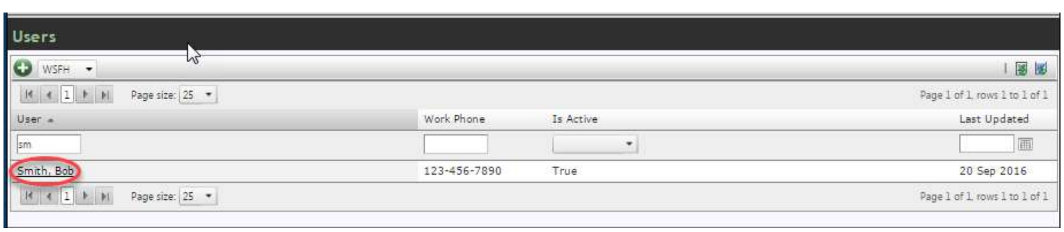
2. Enter the User's EDIPI from their ID card. **Do not make up a number as a place-holder.**
3. C lick **Add** to save the new user's account, or **Cancel** to quit without saving.

<u>NOTE: If the User has had an ARCS account, the record will open. Update the existing information and ensure the User is Active box is checked.</u>

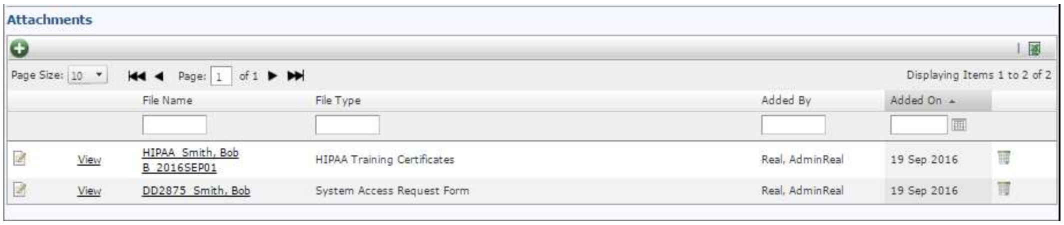
The ARC4 User Details screen opens.



4. Enter the required information. All required fields are marked with an asterisk (*).
5. Add at least one ARC4 System Role from the pick list.
6. Click **Save** to save the new User's account, or **Cancel** to return to the User Dashboard without saving.
7. Open the new User's profile.



8. Add the User's DD 2875 System Access Request, and HIPAA Certificate to the attachments section.

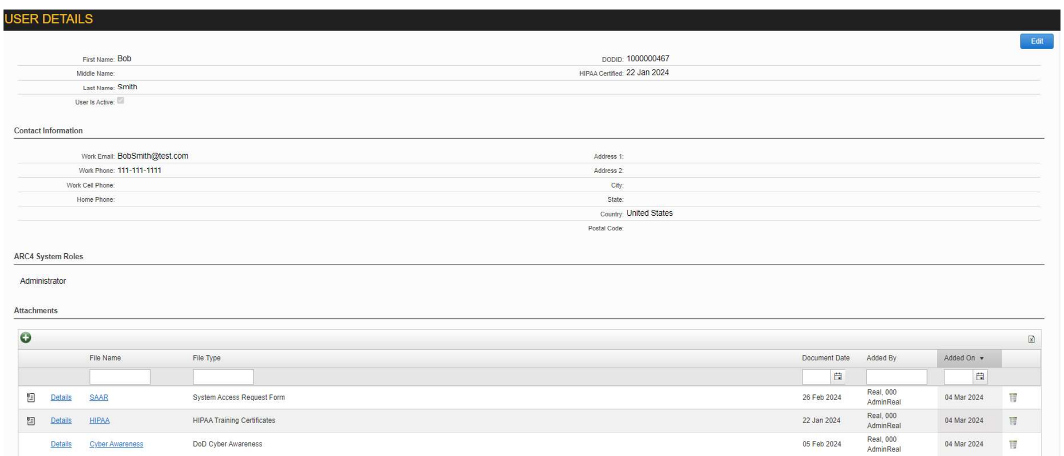


NOTE: HIPAA Certificates should be updated annually in attachments.

View ARC4 User Details

To open an existing user account for viewing or editing, click the name hyperlink from the Users Dashboard

The ARC4 User Details screen opens.



HIPAA Certified Date

A current HIPPA training is required for access to ARCS. Users with HIPAA training older than one year will have their ARCS account access automatically suspended. HIPAA certified date is controlled by the document date on the last uploaded HIPAA certificate.

To update the HIPAA Certified Date, upload the user's current HIPAA Certificate to the user profile (See Add Admin Attachment or My Profile).

When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

User Profile Attachments

Use the Attachments section of the profile to upload required DD 2875 system Access Request and HIPAA Certificates.

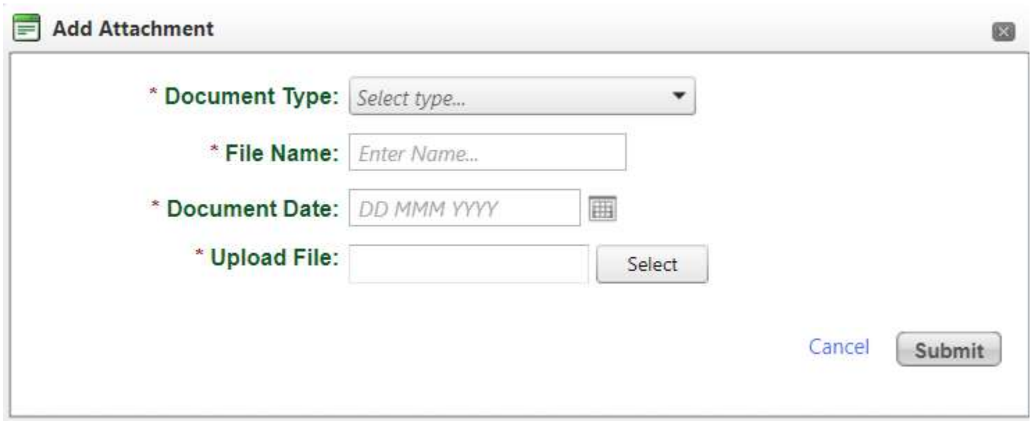
Attachments Screen Items

Label	Name	Description
A	Add Admin Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up.
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D	File Name hyperlink	Click the file name hyperlink to download the attachment
E	Delete Attachment icon	Click the Delete icon to delete the attachment

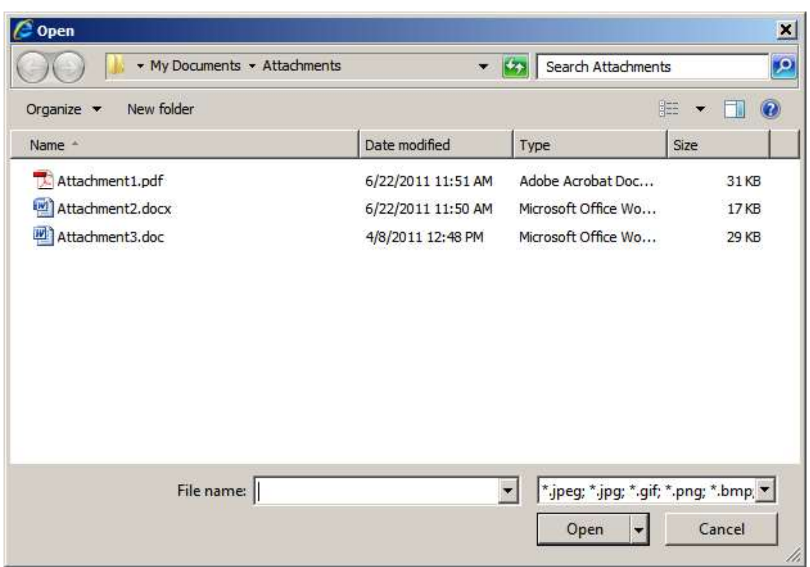
Add Admin Attachment

To add an attachment:

1. Click the Add icon .
2. The Add Attachment window opens.



3. Enter information for all required fields. Required fields are marked with an asterisk (*).
4. Click **Select**.
5. The Open dialog box opens (browser dependent).



5. Select a file, and then click **Open**.
6. Click **Submit** to add the attachment or click **Cancel** to close the window without saving.

NOTE:

View Attachment Details

To view details for any attachment:

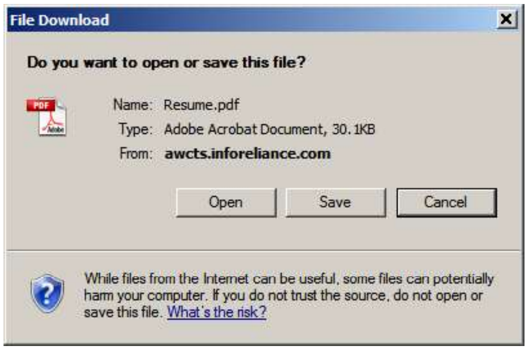
1. Click the **View** hyperlink:
2. The Attachment Details window opens.

3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

1. Click the **file name** hyperlink.
2. The File Download dialog box opens.

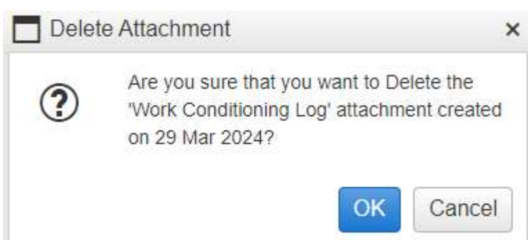


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Archive Attachment

To archive an attachment:

1. Click the Delete icon to the right of the attachment.
2. The Delete Attachment dialog box opens.



3. Click **OK** to delete the attachment or click **Cancel** to return to the Attachment screen.

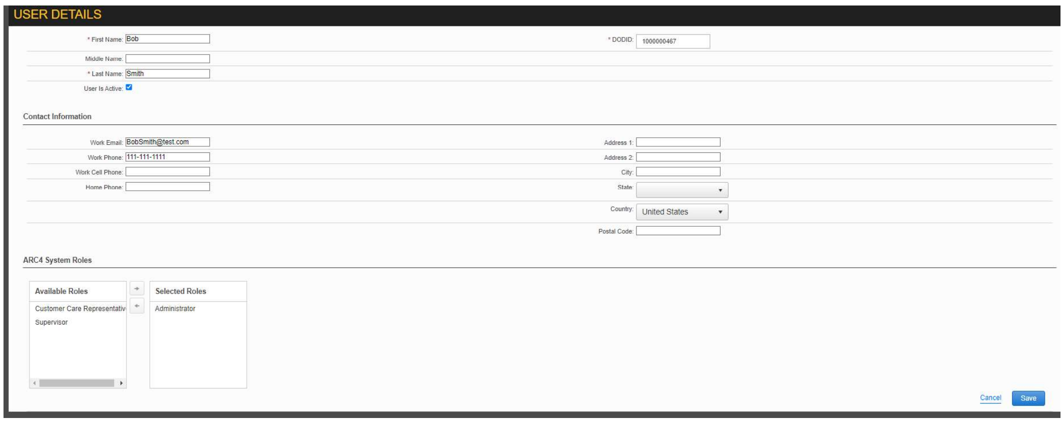
NOTE: To permanently delete a file from a Soldier's case, please submit a ticket to the ARCS service desk.

Edit ARC4 User

To edit an existing user account:

1. Click Edit.

The ARC4 User Details screen opens:



2. Update user details and/or permissions.
3. Click **Save** to save the changes, or **Cancel** to close the window without saving.

Deactivate ARC4 User

To deactivate a User account:

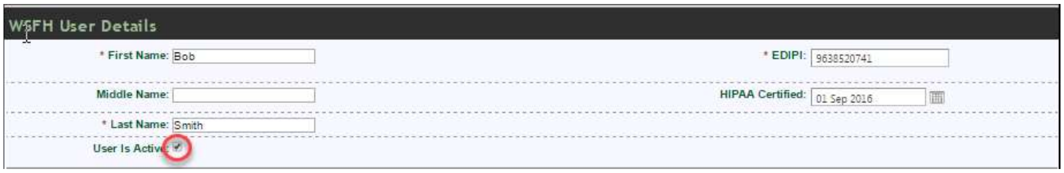
1. Open the User's record by selecting **Edit**.
2. Un-check the **User is Active** check box.

3. Click **Save** to deactivate the user, or **Cancel** to close the window without saving.

Re-activate ARC4 User

To enable a suspended User account:

1. Open the User's record by selecting **Edit**.
2. Check the **User is Active** check box.



3. Click **Save** to activate the user, or **Cancel** to close the window without saving.

SRU Module Administrator Tasks

In the Administrator module, an administrator can:

NOTE: Details on how to perform the following SRU module Administrator tasks can be found in the ARCS SRU User Manual.

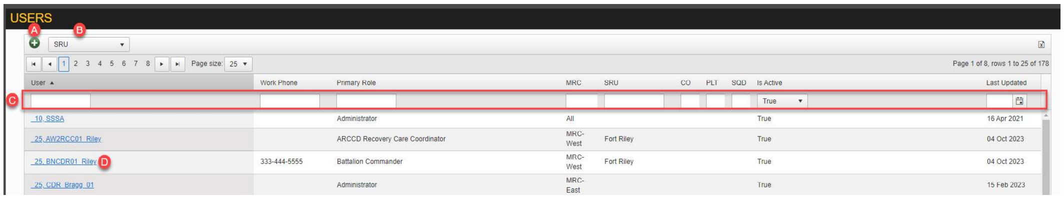
In the SRU module, an administrator can:

- Open and Close case records
- Reassign Cadre
- Edit Soldier information
- Edit/delete case log entries after 24 hours
- Edit/delete action item log entries after 24 hours
- Edit/delete task log entries after 24 hours

SRU Users Grid

This section describes how to use the Users Dashboard to manage ARCS users. Administrators are responsible for managing user access to the ARCS features, functionality, and data.

Click **Users** on the Menu Bar header.



User Dashboard Items

	Name	Description
A	Add icon	Click the Add icon to add a new user
B	Module drop down	Select the module to view users
C	Filters	Search or sort users based on grid information
D	Name hyperlink	Click a user hyperlink to open the User Details screen for viewing or editing

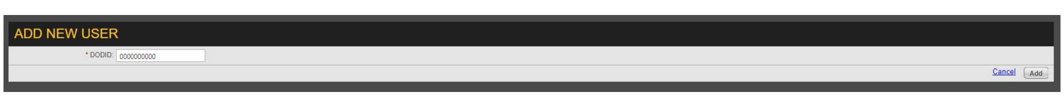
Add New SRU User

New ARCS account requests require a signed DD 2875 System Access Request and current HIPAA Certificate.

After receiving the required documentation from a user, you can create a new user account. To add a new user:

1. Click the Add icon .

The Add New User screen opens.

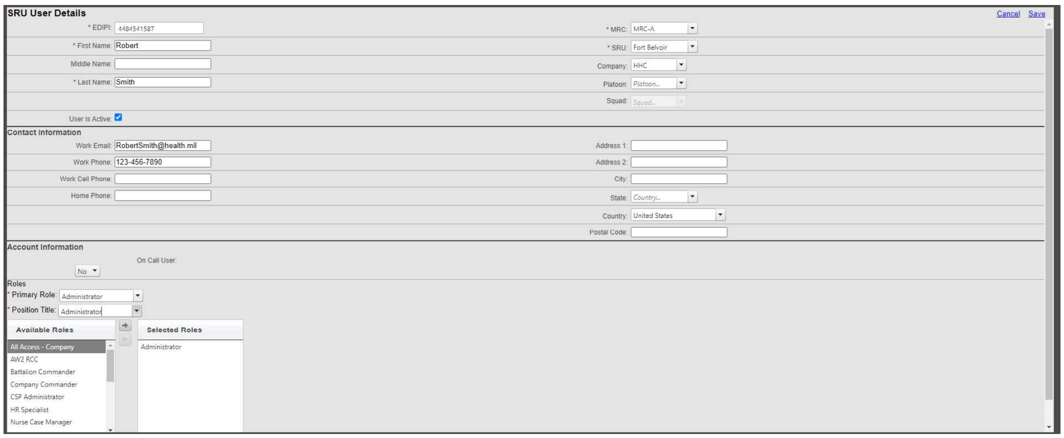


2. Enter the User's DODID from their ID card.

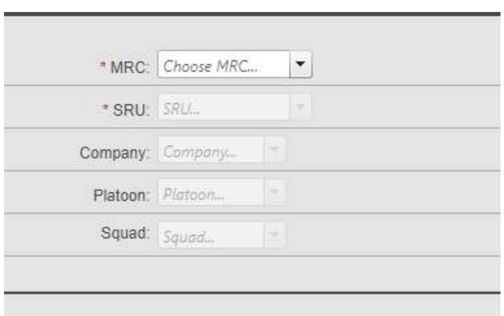
3. Click **Add** to continue, or **Cancel** to quit without saving.

The SRU User Details screen opens.

> **NOTE: If the User has had an ARCS account, the record will open. Update the existing information and ensure the User is Active box is checked..**

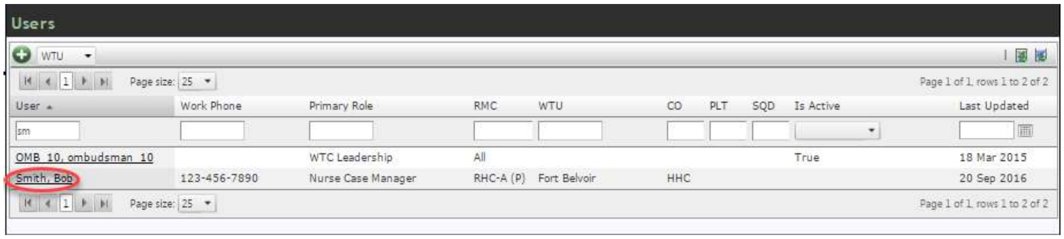


4. Select the Select the level of assignment (MRC, SRU, Company, Platoon, Squad). The available roles will vary based on the user's assignment.

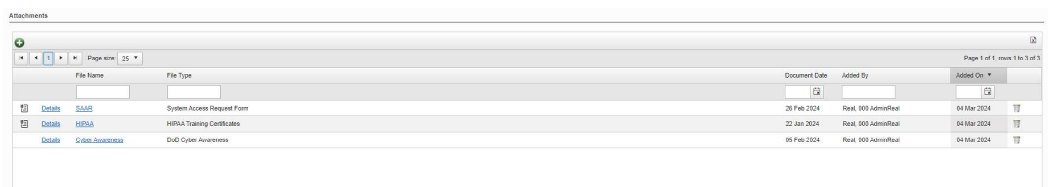


5. Enter the required information. All required fields are marked with an asterisk (*).
6. Add at least one SRU System Role from the pick list.
7. Select the User's primary role.

8. Click **Save** to save the new user's account, or **Cancel** to return to the User Dashboard without saving.
9. Open the new User's profile.



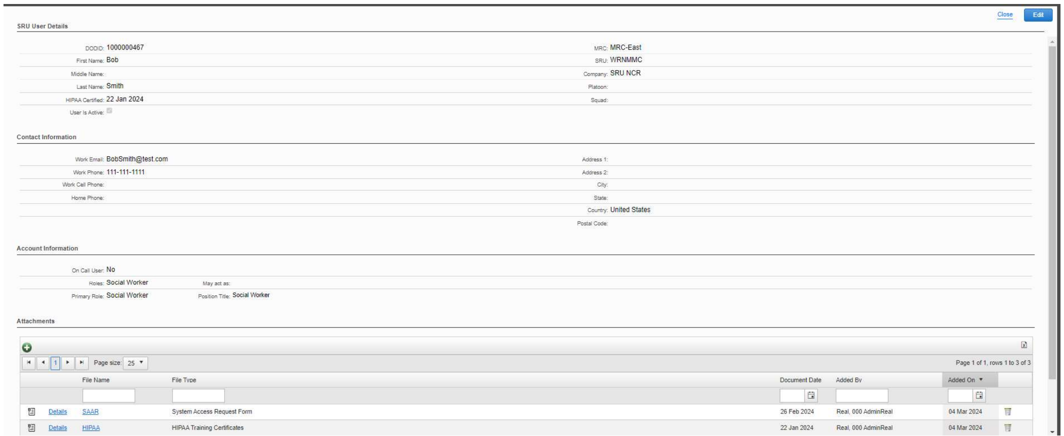
10. Add the User's DD 2875, System Access Authorization Request, and HIPAA Certificate to the attachments section.



View SRU User Details

To open an existing user account for viewing or editing, click the name hyperlink from the Users Dashboard

The SRU User Details screen opens.



HIPAA Certified Date

A current HIPPA training is required for access to ARCS. Users with HIPAA training older than one year will have their ARCS account access automatically suspended. HIPAA certified date is controlled by the document date on the last uploaded HIPAA certificate.

To update the HIPAA Certified Date, upload the user's current HIPAA Certificate to the user profile (See Add Admin Attachment or My Profile).

When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

User Profile Attachments

Use the Attachments section of the profile to upload required DD 2875 system Access Request and HIPAA Certificates.

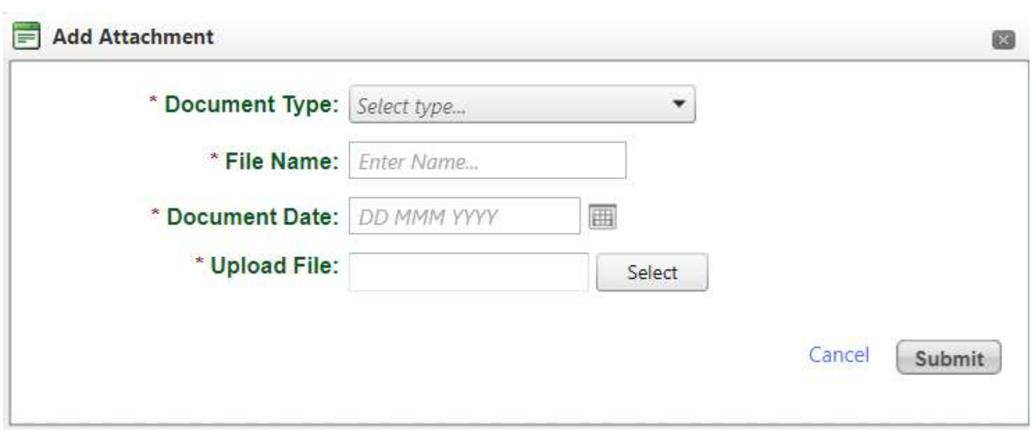
Attachments Screen Items

Label	Name	Description
A	Add Admin Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up.
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D	File Name hyperlink	Click the file name hyperlink to download the attachment
E	Delete Attachment icon	Click the Delete icon to delete the attachment

Add Admin Attachment

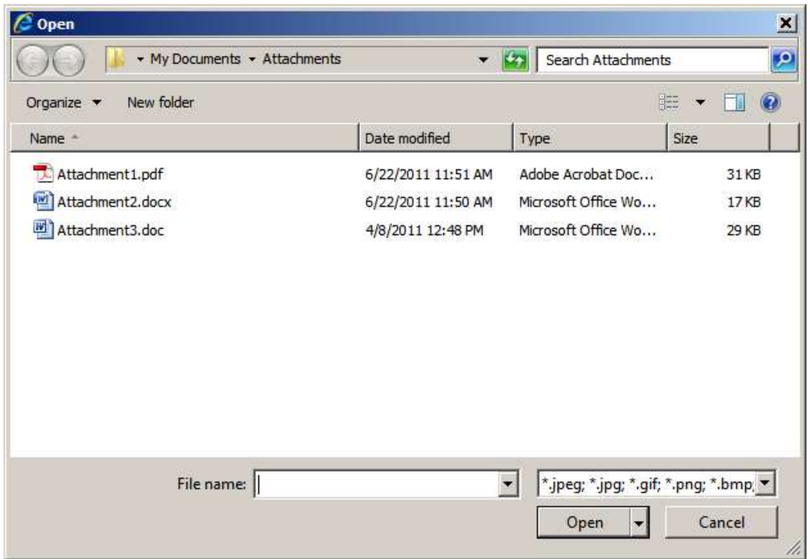
To add an attachment:

1. Click the Add icon .
2. The Add Attachment window opens.



3. Enter information for all required fields. Required fields are marked with an asterisk (*).

4. Click **Select**.
5. The Open dialog box opens (browser dependent).



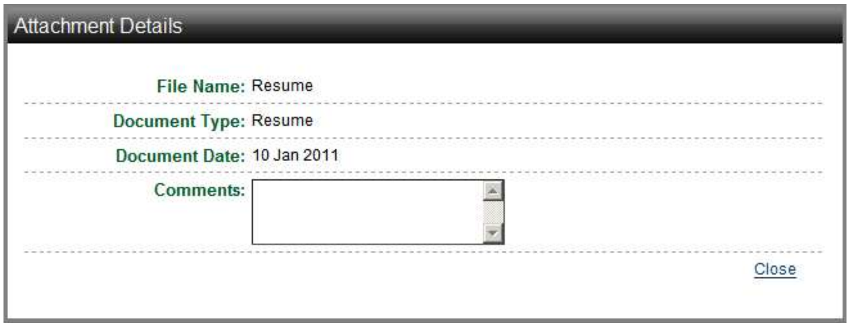
5. Select a file, and then click **Open**.
6. Click **Submit** to add the attachment or click **Cancel** to close the window without saving.

NOTE:

View Attachment Details

To view details for any attachment:

1. Click the **View** hyperlink:
2. The Attachment Details window opens.

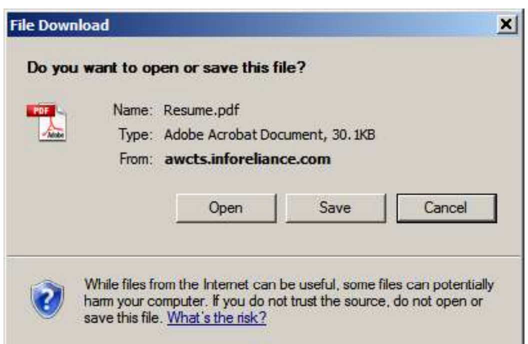


3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

1. Click the **file name** hyperlink.
2. The File Download dialog box opens.

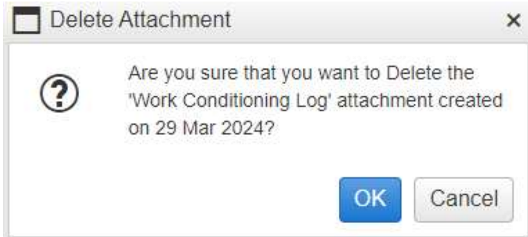


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Archive Attachment

To archive an attachment:

1. Click the Delete icon  to the right of the attachment.
2. The Delete Attachment dialog box opens.



3. Click **OK** to delete the attachment or click **Cancel** to return to the Attachment screen.

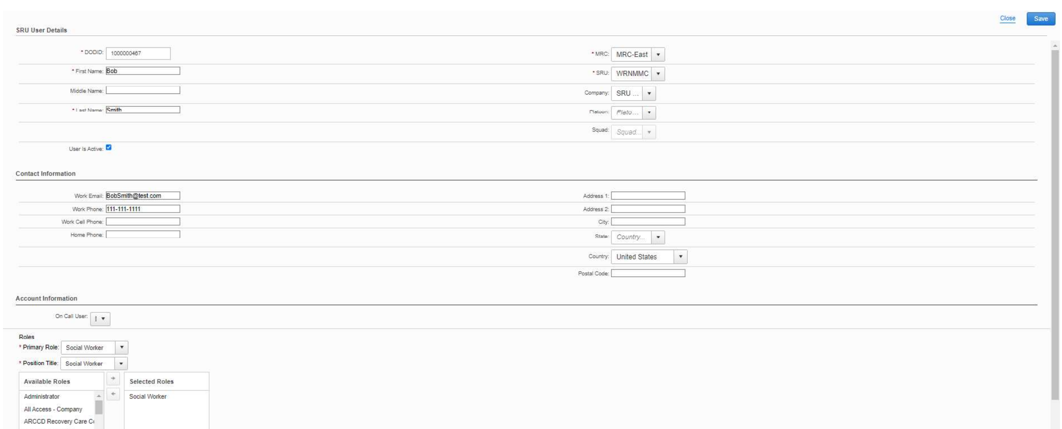
NOTE: To permanently delete a file from a Soldier's case, please submit a ticket to the ARCS service desk.

Edit SRU User

To edit an existing user account:

1. Click Edit.

The Edit SRU User screen opens:



2. Update user details and/or permissions.
3. Click **Save** to save the changes, or **Cancel** to close the window without saving. The icons are found in the upper right- hand corner.

Deactivate SRU User

To deactivate a User account:

1. Open the User's record by selecting **Edit**.
2. Un-check the **User is Active** check box.

3. Click **Save** to deactivate the user, or **Cancel** to close the window without saving.

Re-activate SRU User

To enable a suspended User account:

1. Open the User's record by selecting **Edit**.
2. Check the **User is Active** check box.

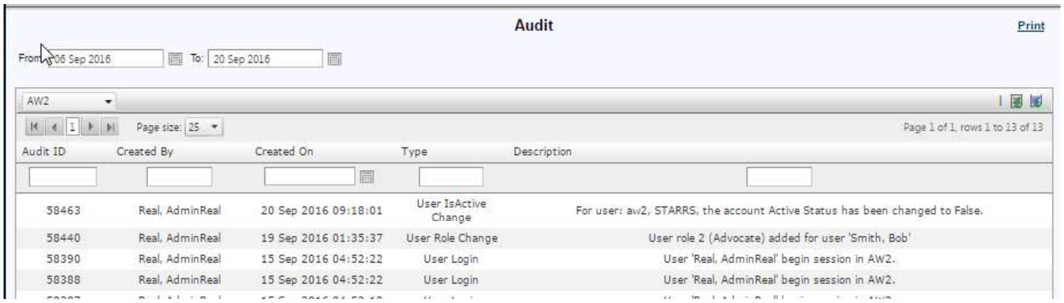
3. Click **Save** to activate the user, or **Cancel** to close the window without saving.

Audit Logs

Administrators can view audit logs for actions taken within the system.

1. Click Audits on the Menu bar Header.
2. Select a date range.
3. Select a module (limited by permissions).

The Audit Log opens.



The following log types are available:

- Assignment Change
- Look Up Type Description
- Assignment Change
- Cancel Appointment
- Cancel Self-Assessment
- Clinical Status Change
- Delete Attachment
- Inquiry Deleted
- Issue Deleted
- Log Entry Updated (previous name “Log Entry Changed”)
- Role Assignment Changed
- Self-Assessment Availability Updated
- Self-Assessment Frequency Updated
- Soldier Acceptance Access Agreement
- Soldier Login
- Status Change
- Transfer
- User Login Failed
- User Session Ended

SRU Management

PERMISSIONS: ARCS System Administrators

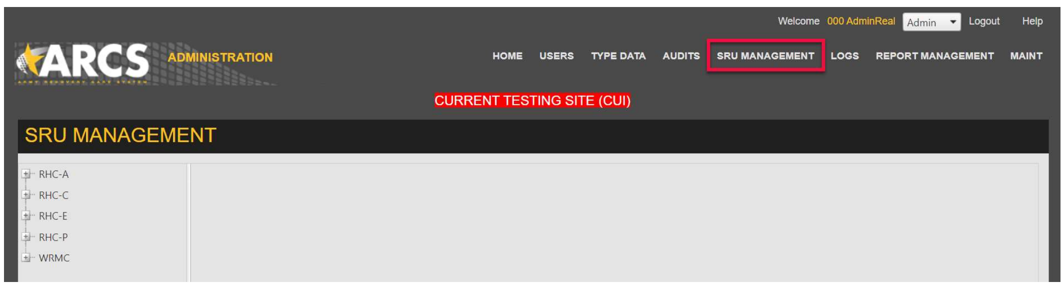
SRU Management Overview

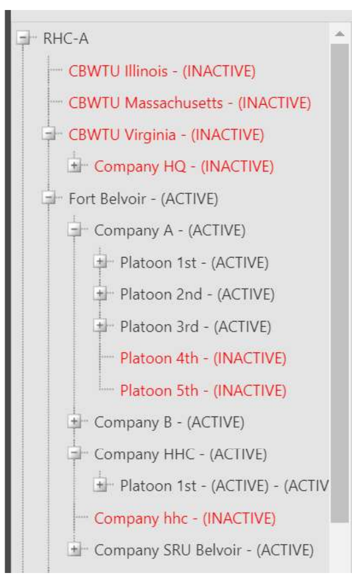
This section allows you to add, edit, or disable a SRU, Company, Platoon, and/or Squad.

PERMISSIONS: ARCS System Administrators

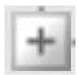
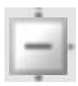
View SRU Management

1. Select the **SRU Management** in the Menu Bar header.





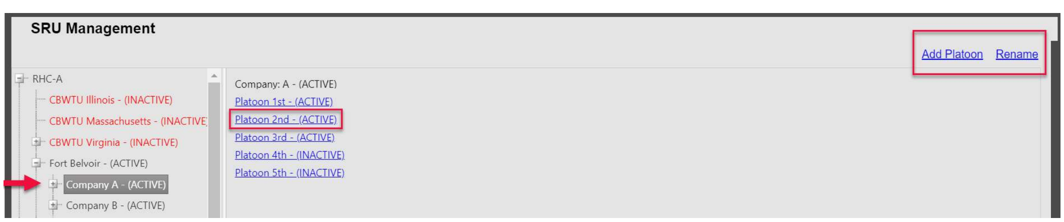
SRU Management Tab Items

Name	Description
Red Font	SRU, Company, Platoon, and/or Squad is disabled
Black Font	SRU, Company, Platoon, and/or Squad is active
	Click this icon to expand the entities sub groups
	Click this icon to collapse the entities sub groups

Adding or Renaming a SRU, Company, Platoon, or Squad

PERMISSIONS: ARCS System Administrators

1. Select the SRU, Company, Platoon, or Squad that needs edited (added or renamed).
   - Select the plus boxes to expand the lists

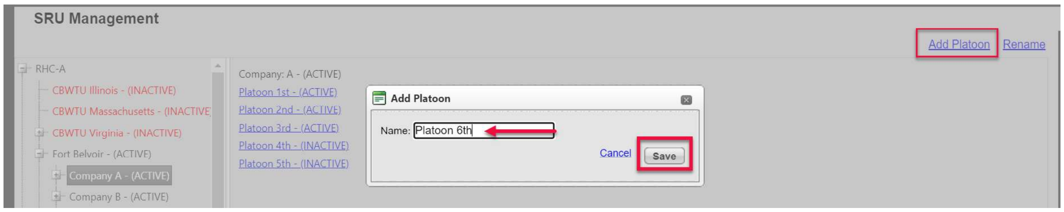


Adding to an existing SRU, Company, Platoon, or Squad

1. Select the **Add** blue hyperlink.
2. Add the new Company, Platoon, or Squad name.

3. If changes are correct, select **save.**

4. Refresh the screen to view the updates.



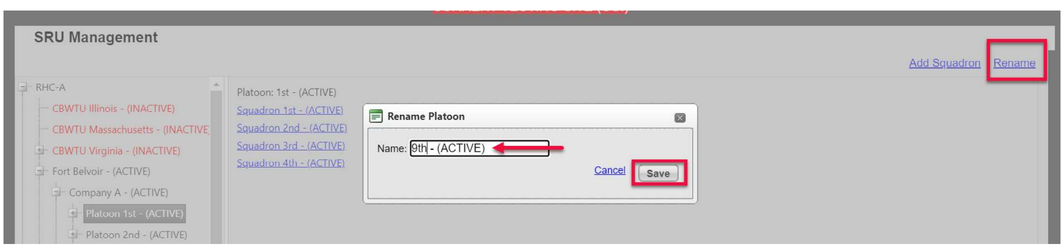
Renaming to an existing SRU, Company, Platoon, or Squad

1. Select the **Rename** blue hyperlink.

2. Update the Company, Platoon, or Squad name.

3. If changes are correct, select **save.**

4. Refresh the screen to view the updates.



Activating or Deactivating a SRU, Company, Platoon, or Squad

PERMISSIONS: ARCS System Administrators

1. Select the SRU, Company, Platoon, or Squad where you would like to activate or deactivate an Company, Platoon, or Squad.

- Select the plus boxes to expand the lists
    - Inactive - Red font
    - Activate- Black font

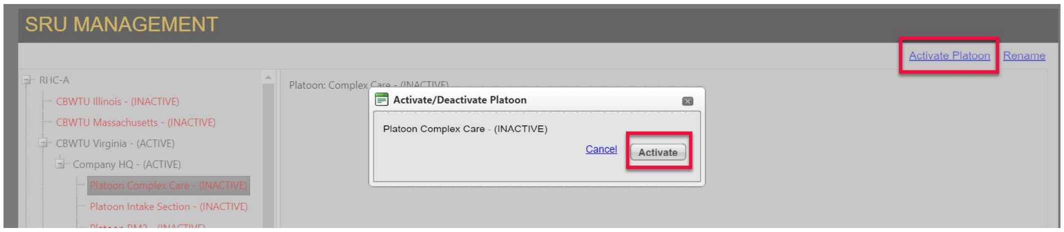
Activating a SRU, Company, Platoon, or Squad

- To Activate a Company- The parent SRU must be active in order to activate the Company.
- Activate a Platoon- The parent SRU and Company must be active in order to Activate the Platoon.
- Activate a Squad- The parent SRU , Company, and Platoon must be active in order to activate the Squad.

Steps to Activate a SRU, Company, Platoon, or Squad

1. Select the **Activate** hyperlink on the right hand side of the screen.
2. Select **Activate** in the pop-up

3. Refresh the screen to view the updates.



Deactivating a SRU, Company, Platoon, or Squad

- The SRU, Company, Platoon, or Squad cannot be deactivated if there are active soldiers in that area.
- To deactivate a Platoon- All Squads in that parent task must be deactivated in order to deactivated the Platoon.
- To deactivate a Company- All Squads and Platoons in that parent task must be deactivated
- To deactivate a SRU- All Squads, Platoons, and Companies in that parent task must be deactivated.

Steps to Deactivate a SRU, Company, Platoon, or Squad

1. Select the **Deactivate** hyperlink on the right hand side of the screen.
2. Select **Deactivate** in the pop-up
3. Refresh the screen to view the updates.

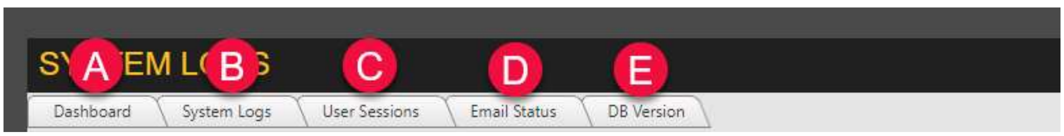
Logs

PERMISSIONS: ARCS System Administrators

System Logs Overview

PERMISSIONS: ARCS System Administrators

To view the system logs, select the **logs** in the Menu Bar header.



System Logs Banner

Label	Name	Description
A	Dashboard	View of interface statuses
B	System Logs	Detailed view of system driven events
C	User Sessions	Login summary of ARCS users
D	Email Status	View of pending e-mails
E	Data Base (DB) Version	List of the changes made in the data base

System Logs Dashboard

PERMISSIONS: ARCS System Administrators

The systems logs dashboard allows users to view the status updates of each interface within ARCS.

System Logs Icons

System Logs Icons

Label	Name	Description
A	Report Date	Displays the interface status as of the day selected
B	Date Picker	Click the Date Picker icon to open a small calender to select a date instead of entering it manually
C	Left Arrow	Click this icon to go back a day
D	Right Arrow	Click this icon to go forward a day
E	Child Record Display	Click the arrow to view the child records details

Statistic Key

- Red- Fail
- Yellow- Partially Succeeded
- Green- Loaded Successfully

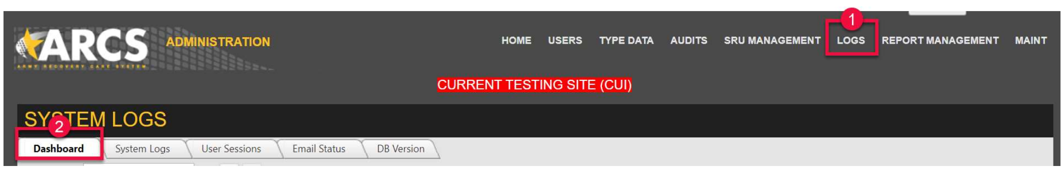
Interfaces

Interface		Status	Interface Run Time
IPPS-A	Integrated Personnel and Pay System - Army	Active	Tuesday and Friday
MODS	Medical Operational Data System (From the MODS-WT-Module)	Active	Midnight (CST)
TRANSPROC	Military Personnel Transition Point Processing	Active	One Day Behind

View Dashboards

To view the user system logs details:

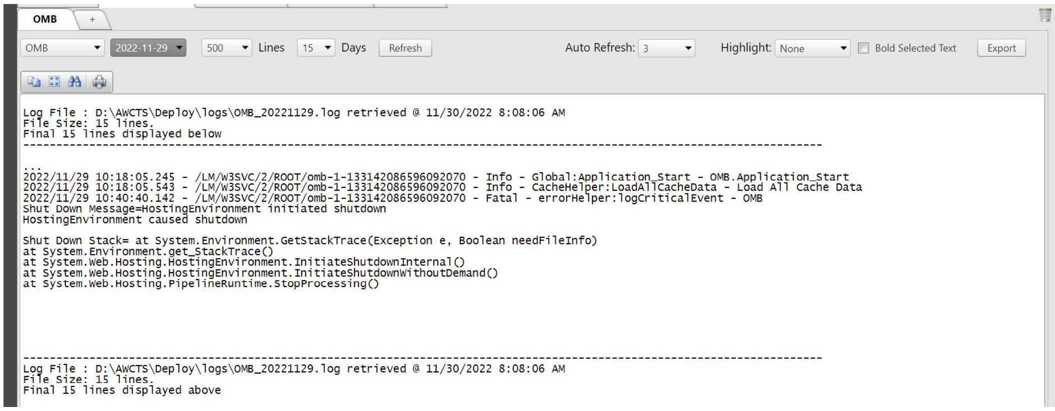
1. Select the **logs** in the Menu Bar header.
2. Select **Dashboard** on logs header.



System Logs

PERMISSIONS: ARCS System Administrators

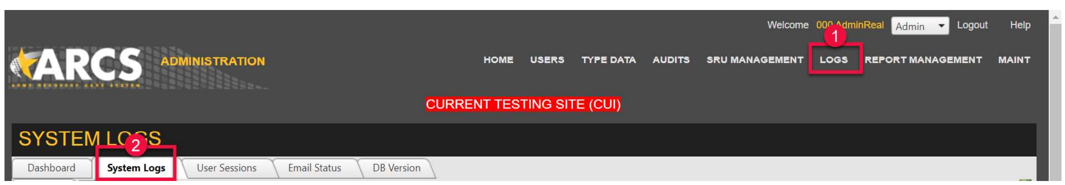
The system logs allow you to view when an action item or failure occur when running the software. This code is written by the developers.



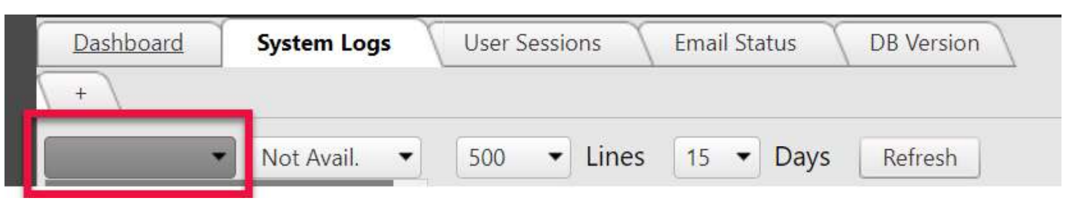
View System Logs

To view the user system logs details:

1. Select the **logs** in the Menu Bar header.
2. Select **system logs** on logs header.



3. Select the module, interface, service, etc.



- The options include:
  - AW2
  - HELP
  - MAIN
  - OMB
  - Soldier
  - WSFH
  - SRU
  - Admin
  - ExServices
  - InServices
  - RootServies
  - Email Service
  - CHCS
  - CHCS by MTFID
  - DCIPS
  - EPEB
  - ITAPDB
  - IPPS-A Connector
  - IPPS-A Processor
  - MODS
  - PDCAPS
  - TRANSPROC

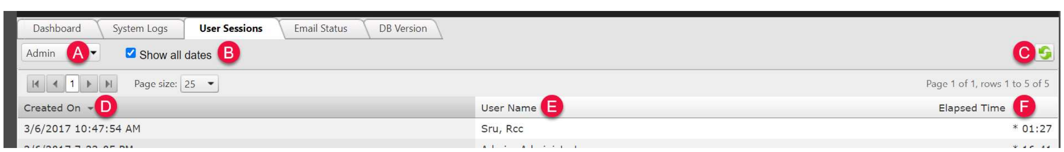
- User Suspense
- CER Emails
- AW2 Nightly
- OMB Nightly
- SRU SA
- SRU Target Transition
- SRU Survey Email

User Sessions

PERMISSIONS: ARCS System Administrators

User Sessions displays the login summary of ARCS user

User Sessions Icons



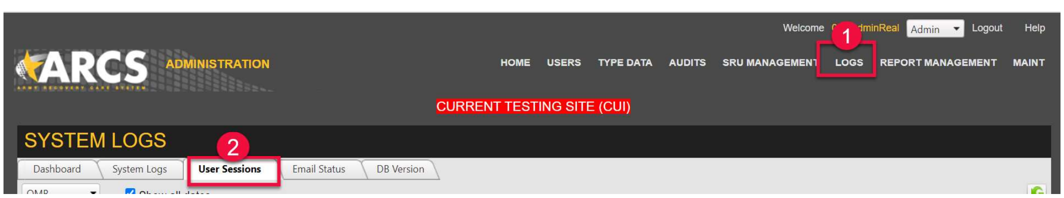
E-mail Status Icons

Label	Name	Description
A	Module Options	Options: • Admin • AW2 • OMB • WSFH • SRU
B	Show All Dates	Click the box to view all login dates
C	Refresh Option	Click the Icon to refresh the data
D	Created On	Date and Time (CST) of login
E	User Name	Individual logging into module
F	Elapsed Time	Duration the user was logged into the module

View User Sessions Status

To view the user session details:

1. Select the **logs** in the Menu Bar header.
2. Select **User Sessions** on logs header

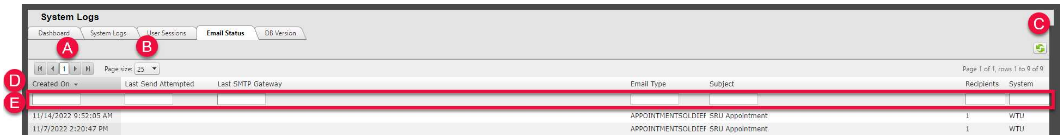


E-mail Status

PERMISSIONS: ARCS System Administrators

The e-mail status dashboard allows users to see a list of the pending e-mails that have not been sent.

E-mail Status Icons



E-mail Status Icons

Label	Name	Description
A	Navigation Buttons	Click the arrows to move page forward or backward
B	Page Size List Box	use the list box to select the number of records you want to view on one page
C	Refresh	Select the refresh icon to refresh your page view
D	Column Header	Click a column heading once to sort the grid by that column in ascending order. Click the column heading again to sort in descending order. As shown above, the list is sorted by created on. Column Header Options: • Created On- Date and time (CST) of when the e-mail was created • Last Send Attempt - Date and time (CST) of e-mail attempt to be sent • Last SMTP Gateway- Mail server name • E-mail Type- Unique e-mail category • Subject- Subject of e-mail • Recipient- number of recipients • System- Module
E	Column Filter	Enter a filter term in the text box at the top of a column in the grid. Press Enter on the keyboard to see only the filtered results

View E-mail Status

To view the user session details:

1. Select the **logs** in the Menu Bar header.

2. Select **email statuses** on logs header

If an e-mail does not send, the team will need to troubleshoot the issue.

Examples of when e-mails are sent:

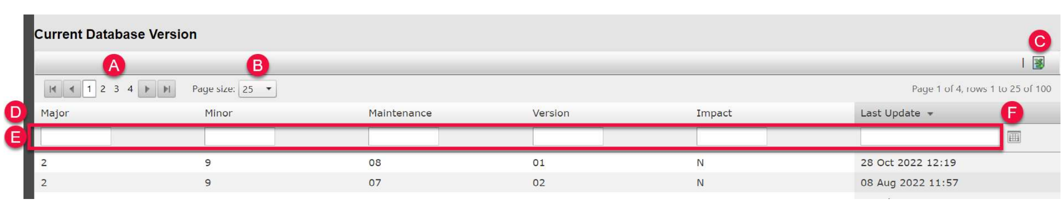
- Scrimmage- Scheduled/ Updated
- Action Item- Assigned/ Re-assigned
- Initial CER eligibility
- Account Suspension Warning
- HIPAA certification expiring

Database Version

PERMISSIONS: ARCS System Administrators

The database (DB) version allows you to view changes made in the system. These changes are typically tied to a system release.

Database Version Icons



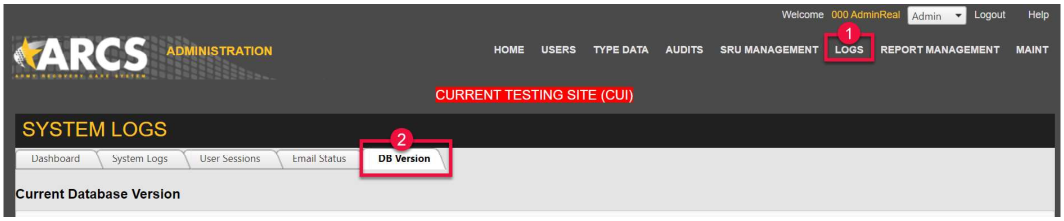
Database Status Icons

Label	Name	Description
A	Navigation Buttons	Click the arrows to move page forward or backward
B	Page Size List Box	use the list box to select the number of records you want to view on one page
C	Excel Export	Export as a spreadsheet in Excel
D	Column Header	Click a column heading once to sort the grid by that column in ascending order. Click the column heading again to sort in descending order. As shown above, the list is sorted by the last update. Options: • Major • Minor • Maintenance • Version • Impact • Last Update
E	Column Filter	Enter a filter term in the text box at the top of a column in the grid. Press Enter on the keyboard to see only the filtered results
F	Date Picker	Click the date picker icon to open a small calender to select a date

View Database Version

To view the user system logs details:

1. Select the **logs** in the Menu Bar header.
2. Select **DB Version** on logs header.


Welcome 000 AdminReal Admin Logout Help
ARCS
ADMINISTRATION
HOME USERS TYPE DATA AUDITS SRU MANAGEMENT LOGS REPORT MANAGEMENT MAINT
1
CURRENT TESTING SITE (CUI)
SYSTEM LOGS
2
Dashboard
System Logs
User Sessions
Email Status
DB Version
Current Database Version

System Banners

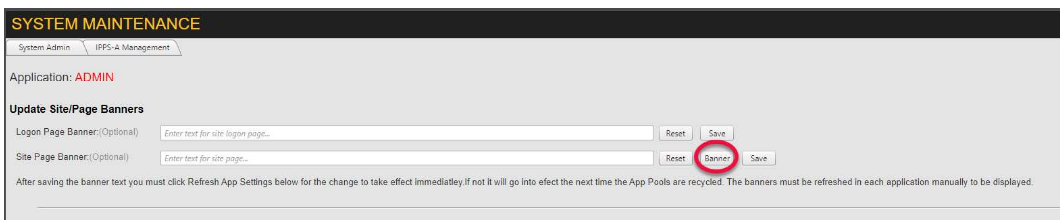
PERMISSIONS: ARCS System Administrators

Use the automated banners in system header to notify users in Admin module when system maintenance will occur or to display an adhoc messages.

To add a banner pop up click on **MAINT** in the Menu bar.

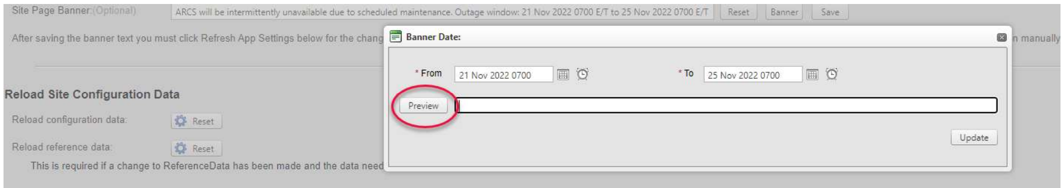
Creating a Automated System Maintenance Alert:

1. Select Banner on the Site Page Banner Line.

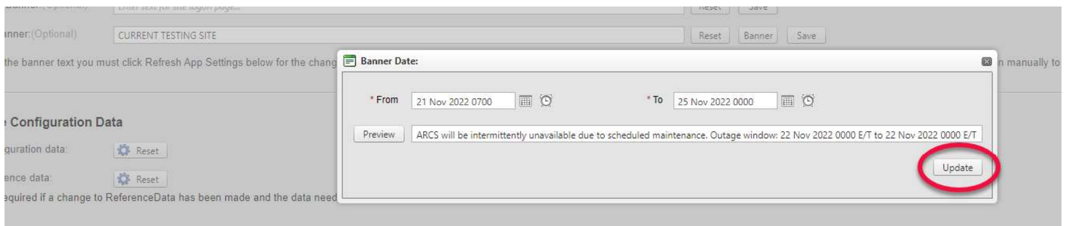


2. Add the dates and times in which the system maintenance will occur.

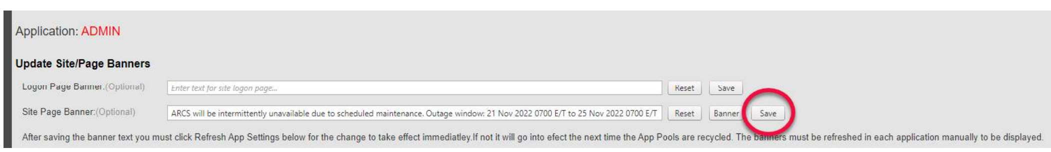
3. Select Preview.



- If the preview line is accurate, select update.
- If the preview line is not accurate, correct the date and/or time and click update.

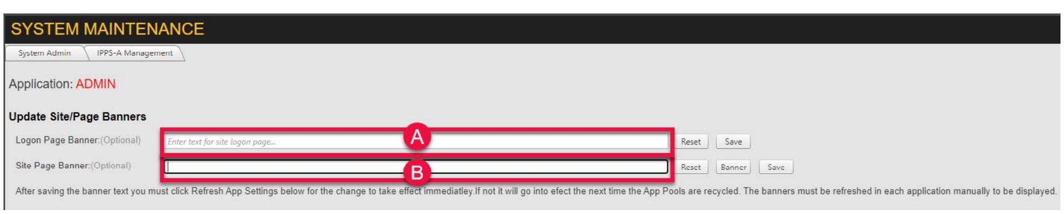


4. Click save.



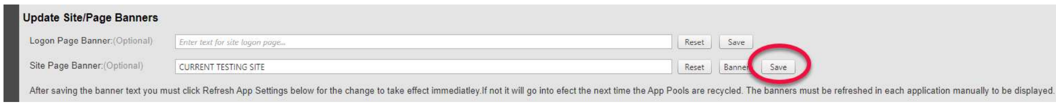
General Banner Update

1. Enter text in the logon page banner or site page banner.



- (A) Logon Page Banner- Message will appear upon login.
- (B) Site Page Banner- Message will appear at the top of the page.

2. Select Save.



Banners will refresh on screen within a couple of minutes of making the update and clicking save.

System Banners

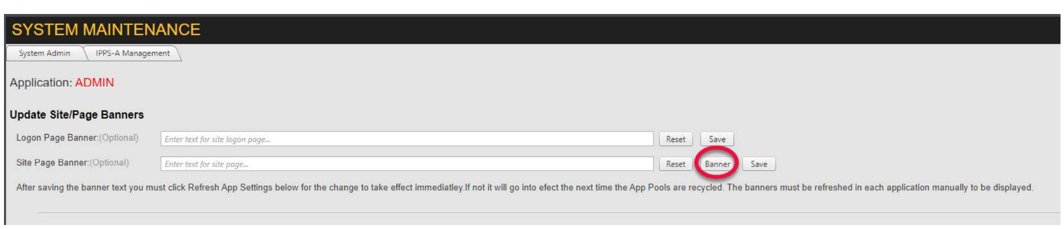
PERMISSIONS: ARCS System Administrators

Use the automated banners in system header to notify users in Admin module when system maintenance will occur or to display an adhoc messages.

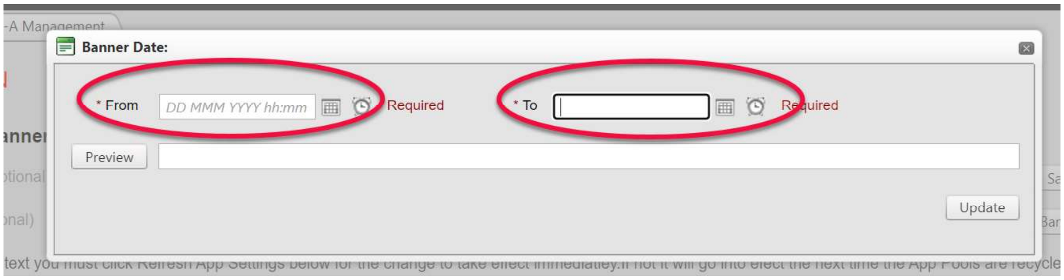
To add a banner pop up click on **MAINT** in the Menu bar.

Creating a Automated System Maintenance Alert:

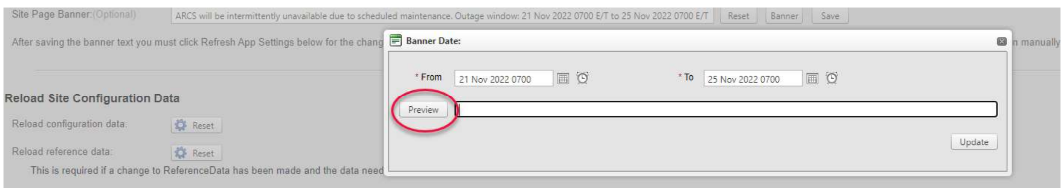
1. Select Banner on the Site Page Banner Line.



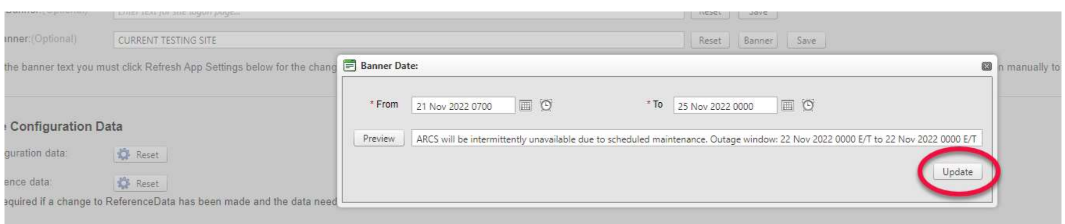
2. Add the dates and times in which the system maintenance will occur.



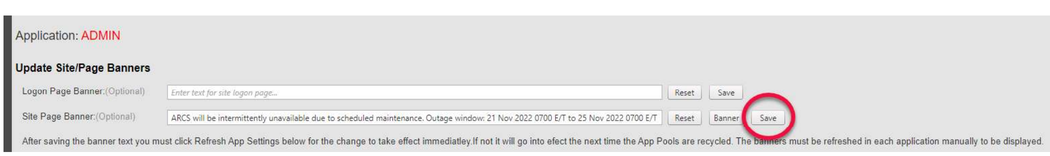
3. Select Preview.



- If the preview line is accurate, select update.
- If the preview line is not accurate, correct the date and/or time and click update.

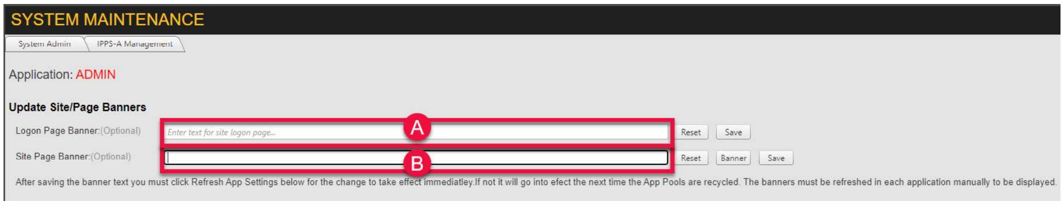


4. Click save.



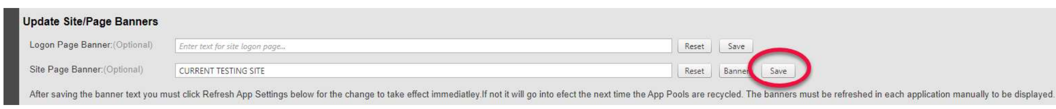
General Banner Update

1. Enter text in the logon page banner or site page banner.



- (A) Logon Page Banner- Message will appear upon login.
- (B) Site Page Banner- Message will appear at the top of the page.

2. Select Save.



Banners will refresh on screen within a couple of minutes of making the update and clicking save.

Release Notes Upload Overview

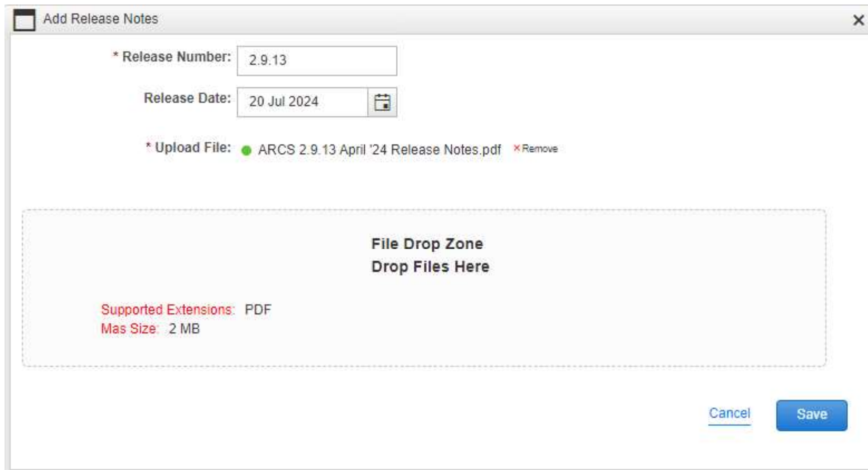
PERMISSIONS: System Administrators

Release notes will appear in a pop-up on the users homepage upon their first login after the release. They also can be found on their My Profile Page.

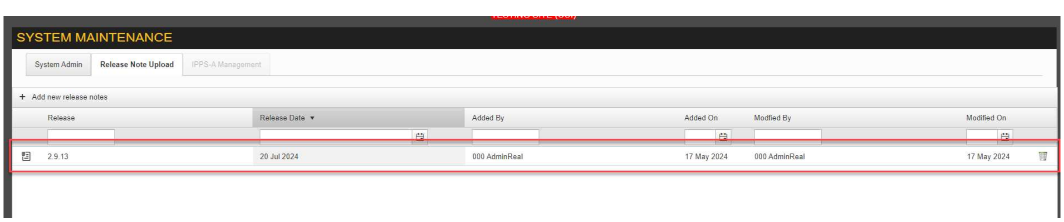
To upload the release notes after the release:

1. Select **Maint** in the Application Header
2. Select the **Release Note Upload** tab
3. In Add Release Notes Pop-Up:

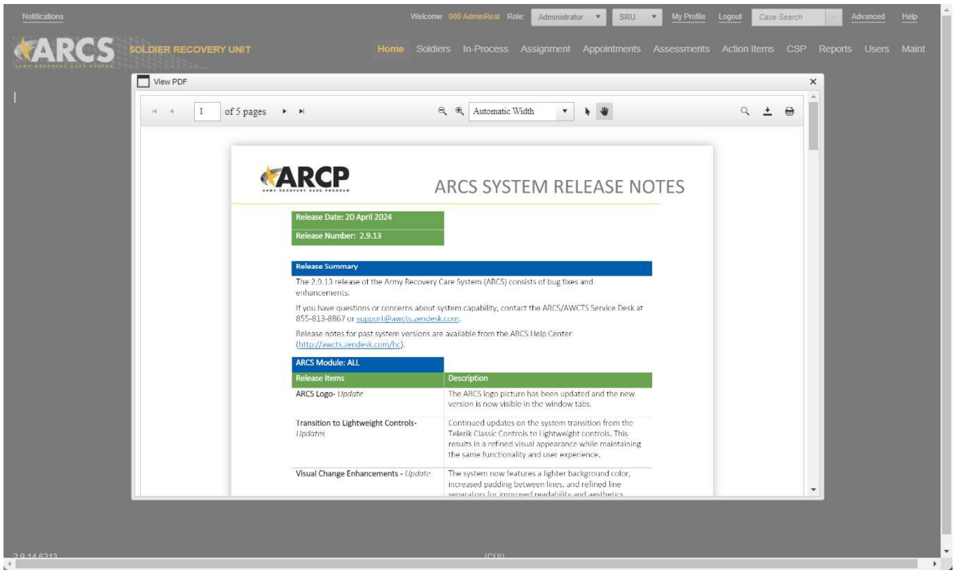
- Enter the **Release Number**
  - You do not need to add the '.', it will automatically format it
- Enter the **Release Date**
- **Upload** the PDF Version of the **Release Notes File**
- Select **Save**



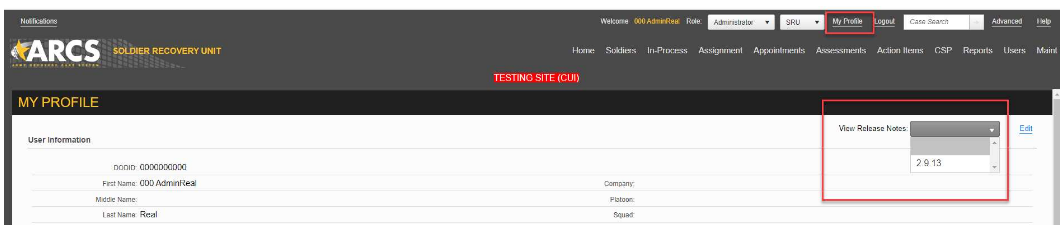
4. The Release Notes will be added to the Release Note Upload table



The Release Notes will appear in a one-time pop-up on the users page upon logging after the release.



The Release notes are also available in the users My Profile page.



Glossary

A

ACES
Army Continuing Education System

Action Item
Item within a Soldier's case that someone needs to take action on. Includes tasks, attachments and a log file for each Action Item. Action Items are created for a variety of reasons and may be assigned to other members of the Soldier's IDT.

Ad-Hoc Report
Report created with user selected entities. Ad Hoc reports can be run one time, so the report can be saved and run again in the future.

AHLTA
Armed Forces Health Longitudinal Technology Application. (DoD electronic Medical Record system; interfaces with CHCS, DEERS, etc.)

AKO
Army Knowledge Online

AMRAP
Army Medical Readiness Assistance Program

AOC
Area of Concentration

ARC4
Army Recovery Care Coordination Contact Center

ARCP
Army Recovery Care Program

ARCS
Army Recovery Care System (formerly AWCTS)

ASAP
Army Substance Abuse Program

AW2
Army Wounded Warrior

AWCTS
Army Warrior Care and Transition System (now ARCS)

C

CAC
Common Access Card - required for login to ARCS

CCU
Community Care Unit (no longer used)

CDR
Commander

CER
Career and Education Readiness

CHCS
Composite Health Care System

CO
Company

CO CDR
Company Commander

CTP
Comprehensive Transition Plan

D

DCIPS
Defense Casualty Information Processing System

DEERS
Defense Enrollment Eligibility Reporting System

DMDC
Defense Manpower Data Center

DOB
Date of Birth

DoD
Department of Defense

DODID
Department of Defense identification number

E

EDIPI
Electronic Data Interchange Personal Identifier (CAC Number)

ER
Emergency Room

ET
Eastern Time

F

FOIA
Freedom of Information Act

FTR
Focused Transition Review

H

HIPAA
Health Insurance Portability and Accountability

HR
Human Resources

I

ICD
International Classification of Diseases

IDES
Integrated Disability Evaluation System

IDT
Inter-disciplinary Team

IPPS-A
Integrated Personnel and Pay System - Army

ITAPDB
Integrated Total Army Personnel Database

M

M2
Medical Management

MAG
Medical Assistance Group (no longer used)

MEB
Medical Evaluation Board

MEDCOM
US Army Medical Command

MEDITT
Medical Evaluation Board Internal Tracking Tool

MOS
Military Occupational Specialty

MyTerm

N

NCM
Nurse Case Manager

O

OMB
Ombudsman ARCS Ombudsman Module

OT
Occupational Therapist

P

PCM
Primary Care Physician (now SRU Provider)

PDF
Portable Document Format

PEB
Physical Evaluation Board

PIN
Personal Identification Number

POC
Point of Contact

PSG
Platoon Sergeant

R

RCC
Recovery Care Coordinator (also serves as the Lead Coordinator)

RHC
Regional Health Command

RIAWA
Remain in the Army Work Assignment

S

SCAADL
Special Compensation for Assistance with Activities of Daily Life

Scrimmage
Meeting with SM and SRU personnel for goal setting and case review.

SFAC
Solider Family Assistance Center

SFL
Soldier for Life

SFL TAP
Soldier for Life, Transition Assistance Program

SL
Squad Leader

SM
Service Member

SMART
Specific, Measurable, Attainable, Realistic, and Time-based

SME
Subject Matter Expert

SRU
Soldier Recovery Unit

SSN
Social Security Number

ST
Soldier in Transition

STARTC
Soldier Transfer and Regulation Tracking Center

SW
Social Worker

T

TC
Transition Coordinator

TFA
Transition from the Army

TRANSPROC
Military Personnel Transition Point Processing System

TSGLI
Traumatic Servicemember's Group Life Insurance

V

VA
Veterans Affairs

VR&E
Vocational Rehabilitation and Employment

W

WCT
Warrior Care and Transition (now ARCP)

WII
Wounded, Ill, and Injured

WSFH
Wounded Soldier Family Hotline

WT
Warrior Transition