



***Army Recovery Care System
(ARCS) 2.9.15***

Administrator Module User Guide

PRODUCED BY



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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. <u>NOTE: The Physical Disability Care Processing System (PDCAPS) provides PDA Status information to ARCS on wounded Soldiers.</u>
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.

¹Army 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 SRU to 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

[April 2024 Release Notes \(2.9.13\)](#)

[January 2024 Release Notes \(2.9.12\)](#)

[October 2023 Release Notes \(2.9.11\)](#)

[July 2023 Release Notes \(2.9.10\)](#)

[April 2023 Release Notes \(2.9.9\)](#)

[Jan 2022 Release Notes \(2.9.8\)](#)

[Oct 2022 Release Notes \(2.9.7\)](#)

[July 2022 Release Notes \(2.9.6\)](#)

[April 2022 Release Notes \(2.9.5\)](#)

[January 2022 Release Notes \(2.9.4\)](#)

[Oct 2021 Release Notes \(2.9.3\)](#)

[July 2021 Release Notes \(2.9.2\)](#)

[April 2021 Release Notes \(2.9.01\)](#)

[January 2021 Release Notes \(2.8.27\)](#)

[September 2020 Release Notes \(2.8.26\)](#)

[July 2020 Release Notes \(2.8.25\)](#)

[April 2020 Release Notes \(2.8.24\)](#)

[January 2020 Release Notes \(2.8.23\)](#)

[October 2019 Release Notes \(2.8.22\)](#)

[July 2019 Release Notes \(2.8.21\)](#)

[May 2019 Release Notes \(2.8.20\)](#)

[February 2019 Release Notes \(2.8.19\)](#)

[December 2018 Release Notes \(2.8.18\)](#)

[August 2018 Release Notes \(2.8.17\)](#)

[May 2018 Release Notes \(2.8.16\)](#)

[November 2017 Release Notes \(2.8.14\)](#)

[August 2017 Release Notes \(2.8.16\)](#)

[June 2017 Release Notes \(2.8.12\)](#)

[February 2017 Release Notes \(2.8.11\)](#)

[November 2016 Release Notes \(2.8.10\)](#)

[August 2016 Release Notes \(2.8.9\)](#)

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.

The screenshot shows a data grid interface with the following components labeled:

- A**: Page Size dropdown menu (set to 25).
- B**: Navigation icons (Previous 10 years, Previous, Next, Next 10 years).
- C**: Filter icon (funnel).
- D**: Soldier dropdown menu.
- E**: Status dropdown menu (set to Active).
- F**: Data row for SMITH, SAM.

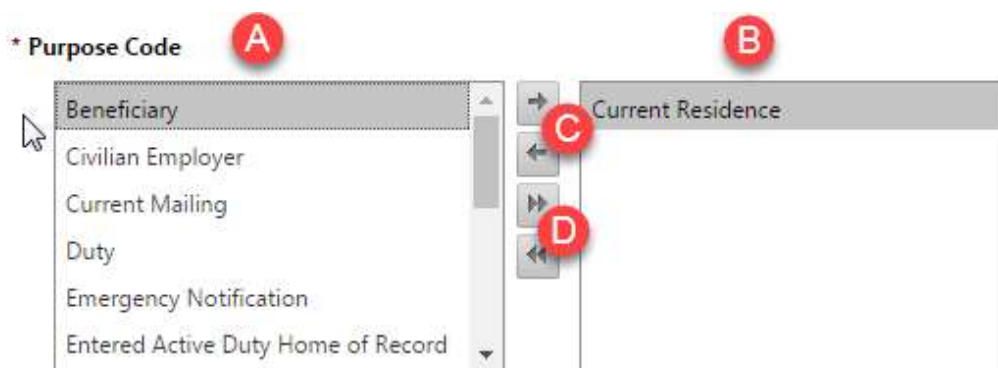
Soldier	SSN	CO	PLT	NCM	Squad Leader	Status	Case Opened	Days Open	PCM
SMITH, SAM	1234	B	1		WTU, SquadLeader3	Active	19 Jul 2011	94	
SMITH, JOHN	5668	B	1		WTU, SquadLeader3	Active	19 Jul 2011	94	
SMITH, D.	1111	B	1		WTU, SquadLeader3	Active	18 Jul 2011	95	

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.

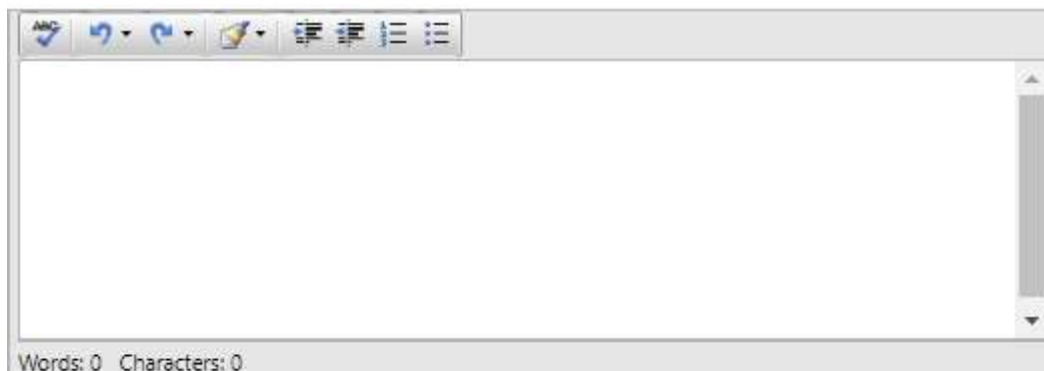
Picklist Controls

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 <u>NOTE: Control + click to highlight multiple selections</u>
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:

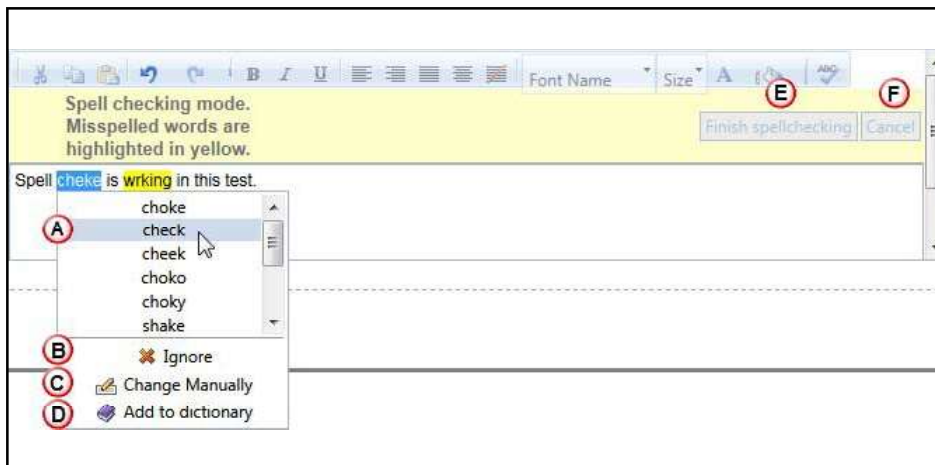


The following table describes the icons on the Text Editor toolbar:

	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.

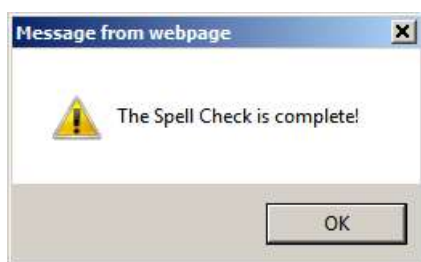


Click on a word to view the list of available options.

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.



Name	Rank	Component	Case Status	OMB Location	Created Date	Case Origin	Case ID	# Issues
Adams, Bob T		Air Force	Closed	Fort Knox	05 Aug 2021	Anonymous	21490	1
Adams, John		Army National Guard	Closed	Fort Benning	23 Jun 2017	WSPH	21061	1
Adams, Jessica		Active Army	Closed	Fort Benning	02 Aug 2010	OMB	20850	1
Adams, JCP		Active Army	Closed	IR San Antonio	17 Feb 2015	OMB	247	0

System Requirements

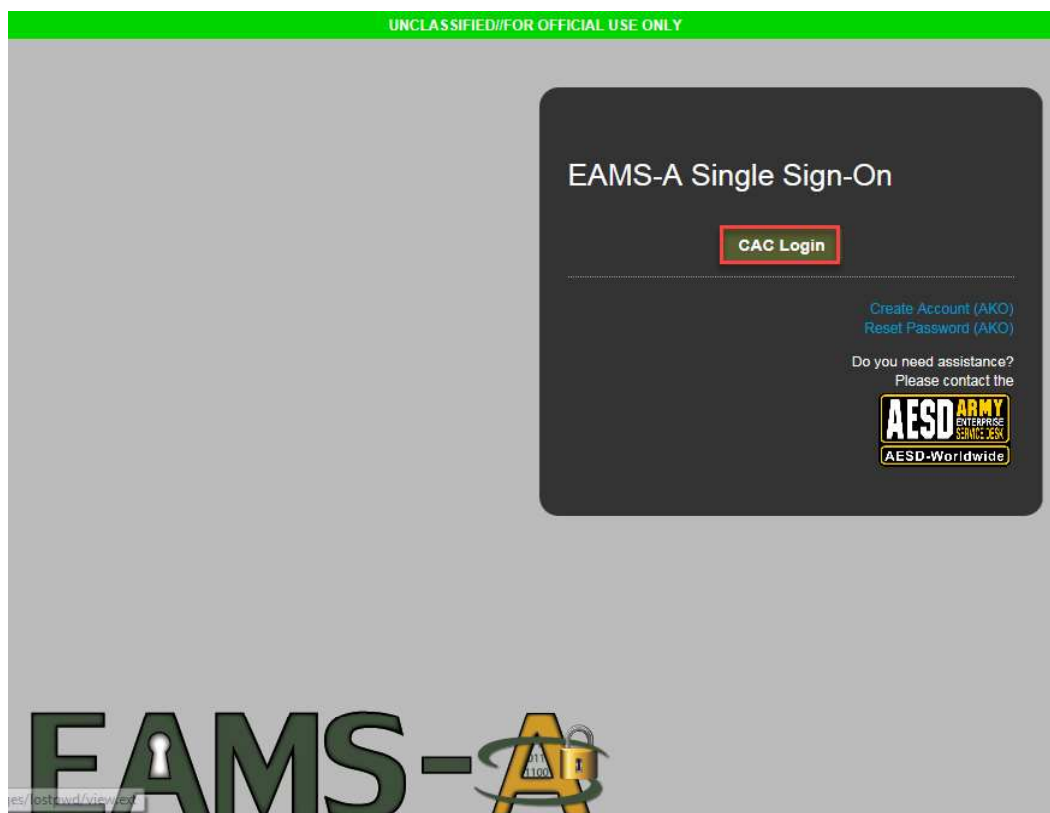
- Supported Browser - Google Chrome or MS Edge
- Internet connection (DSL or faster for optimal performance)
- Monitor with a screen resolution of 1280 x 1024 or higher
- An active ARCS account
- A completed and current DD2875
- A current HIPAA Certification uploaded to ARCS (annually)
- CAC and CAC 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.

Acceptance

Freedom of Information Act:

The information contained in this communication is intended for the sole use of employees and authorized users of the US Army Warrior Care and Transition System (AWCTS) in the conduct of official business for the United States Government. This system may contain information that is exempt from disclosure under the Freedom of Information Act, 5 USC 552 and the Privacy Act, 5 USC 552a. Users are not to disseminate this communication to individuals other than those who have an official need to know this information in the course of their official Government duties.

Health Insurance Portability and Accountability Act:

This system may contain confidential information that is legally privileged under the Privacy Act, 5 USC 552(a), and/or the Health Insurance Portability and Accountability Act (PL 104-191) and its various implementing regulations. This system contains healthcare information that is being provided to you or entered by you after appropriate authorization from the patient or under circumstances that do not require patient authorization. You are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality subjects you to application of appropriate civil and federal criminal sanctions. Access rights to this information are defined in AR 40-56 and DOD Regulation 6025.18, Health Information Privacy Regulation 60.

You are accessing a U.S. government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.

At any time, the USG may inspect and seize data stored on this IS.

Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.

This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.

Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

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>
- Ombudsman 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.

Username	Work Phone	Region	Section	Is Active	Last Updated
30_AJCV_300P	361-555-1234	West		True	31 Aug 2023
30_sarah_sarah_sarah	123-555-9876	North		True	16 Jun 2020
30_GustavoGustavoGustavo	123-555-0000	East		True	12 Jun 2016
31_admin	111-222-3333	North		True	11 Jan 2019

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.

User Details

* EDIPI: 9638520741

Region: North

* First Name: Bob

Section: Advocate Branch

Middle Name:

Office Location: WFM

* Last Name: Smith

Location: WRNMMC Bethesda

Job Title: Advocate

Office Symbol:

Designation: Government Civilian

Room Number:

Primary Agency Supporting:

User Is Active: ☒

Contact Information

* AKO Email: bob.smith@mail.mil

Address 1:

Other Government Email:

Address 2:

* Office Phone: 123-456-7890

City:

Office DSN:

State:

Business Cell Phone:

Country:

Postal Code:

Personal Information

Security Clearance:

Address 1:

Birth Date: 00 MM YYYY

Address 2:

HIPAA Certified: 01 Sep 2016

City:

Home Phone:

State:

Personal Cell Phone:

Country:

Postal Code:

AW2 System Roles

Available Roles

Selected Roles

ABHIDE Uploader
Administrator
Advocate Branch Chief
Advocate Supervisor
Advocate Support Branch Chief
COAD/COAR Coordinator
Contact Center Operator

Advocate

Cancel Save

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

Users

AW2

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

User	Work Phone	Region	Section	Is Active	Last Updated
Bob					
Potter, Bobby	999999999		Advocate Support Branch	True	06 Jul 2011
Smith, Bob	123-456-7890	North	Advocate Branch	True	19 Sep 2016

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

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

Attachments					
+ Page Size: 10 Page: 1 of 1 Displaying Items 1 to 2 of 2					
	File Name	File Type	Added By	Added On	
	View HIPAA_Smith_Bob_2016SEP01	HIPAA Training Certificates	Real, AdminReal	19 Sep 2016	
	View DD2875_Smith_Bob	System Access Request Form	Real, AdminReal	19 Sep 2016	

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.

RCD User Details

DDID: 555555551

Region

First Name: JOHN

Section

Middle Name:

Office Location

Last Name: Smith

Office Symbol

Job Title: Recovery Care Coordinator (RCC)

Room No.

Designation: Active Duty Military

Primary Assessor Supervisor: CBVYTU

User is Active: 

Contact Information

AKO Email: john.smith@test1.com

Address 1: 123 test st

Other Government Email: test@test.com

Address 2:

Office Phone: 2312312314

City: Silver Spring

Office Cell Phone:

State: Maryland

Country: United States

Postal Code: 12345

Personal Information

Security Clearance: NAC

Address 1: Silver St

Birth Date: 25 Feb 2014

Address 2:

HIPAA Certified: 26 Feb 2024

City: Silver Spring

Home Phone: 123456789

State: Maryland

Personal Cell Phone: 123456789

Country: United States

Postal Code: 12345

RCD System Rules

Recovery Care Coordinator

Attachments

+

File Name

File Type

Document Date

Added By

Added On

	Details System Access Request Form	System Access Request Form	18 Jan 2024	Real, 000 AdminReal	04 Mar 2024	
	Details HIPAA	HIPAA Training Certificates	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024	
	Details DD2 Cyber Awareness 2024	DD2 Cyber Awareness	08 Jan 2024	Real, 000 AdminReal	04 Mar 2024	

HIPAA Certified Date

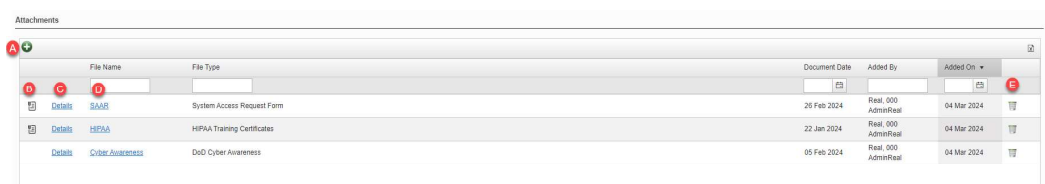
A current HIPAA training is required for access to ARCS. Users with HIPAA training older than one year will have their ARCS account access automatically suspended. HIPAA certified date is controlled by the document date on the last uploaded HIPAA certificate.

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.



File Name	File Type	Document Date	Added By	Added On
Details SAAR	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024
Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024
Details Cyber Awareness	DoD Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024

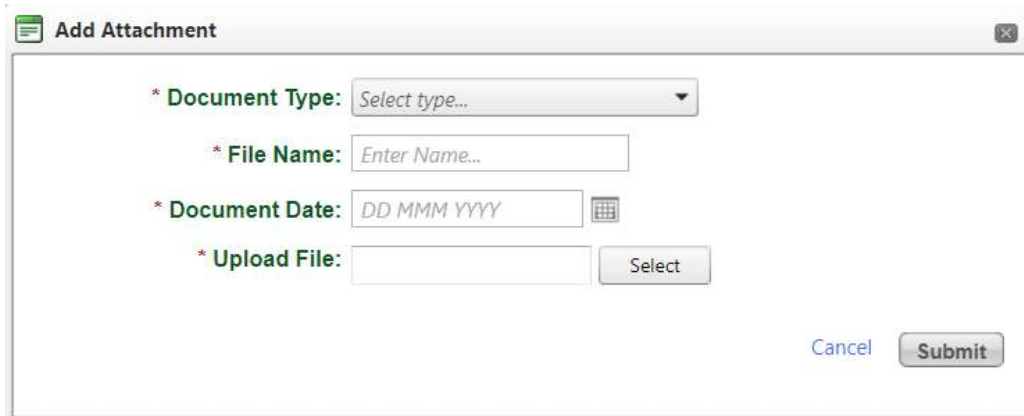
Attachments Screen Items

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

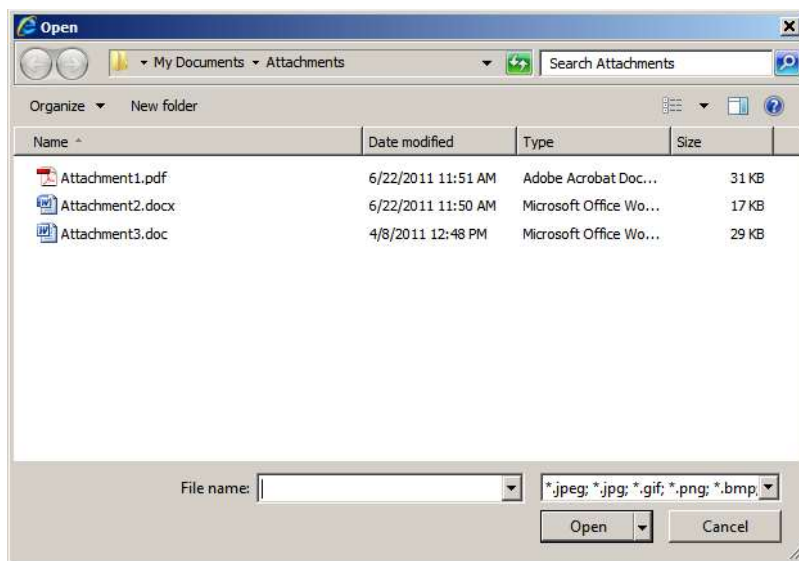
Add Admin Attachment

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.

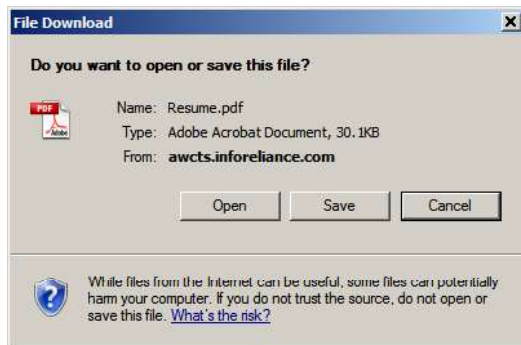


3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

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

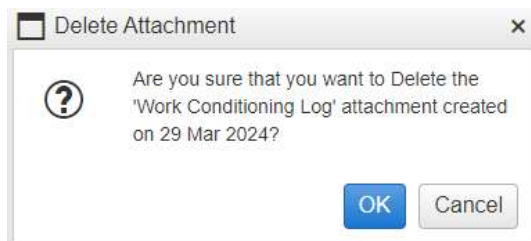


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

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:

The screenshot shows the 'RCD User Details' form. It contains the following sections and fields:

- User Information:** SSN, First Name, Middle Name, Last Name, Job Title (Recovery Case Coordinator), Designation (Active Duty Military), Primary/Secondary Recovery (Active/Inactive).
- Contact Information:** Email, Other Government Email, Office Phone, Office GSA, Business Cell Phone, Address 1, Address 2, City, State, Country, Postal Code.
- Personal Information:** Security Clearance (NAC), Birth Date (28 Feb 2014), Home Phone, Personal Cell Phone.
- RCD System Roles:** A table with columns for Available Roles and Selected Roles.

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.

The screenshot shows the 'User Details' form with the following fields and values:

- * EDIPI: 9638520741
- * First Name: Bob
- Middle Name:
- * Last Name: Smith
- Region: North
- Section: Advocate Branch
- Office Location: WTU
- Location: WRNMMC Bethesda
- Job Title: Advocate
- Designation: Government Civilian
- Office Symbol:
- Room Number:
- Primary Agency Supporting:
- User Is Active: ☒ (circled in red)

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.

This screenshot is identical to the one above, showing the 'User Details' form with the 'User Is Active' checkbox checked and circled in red.

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:

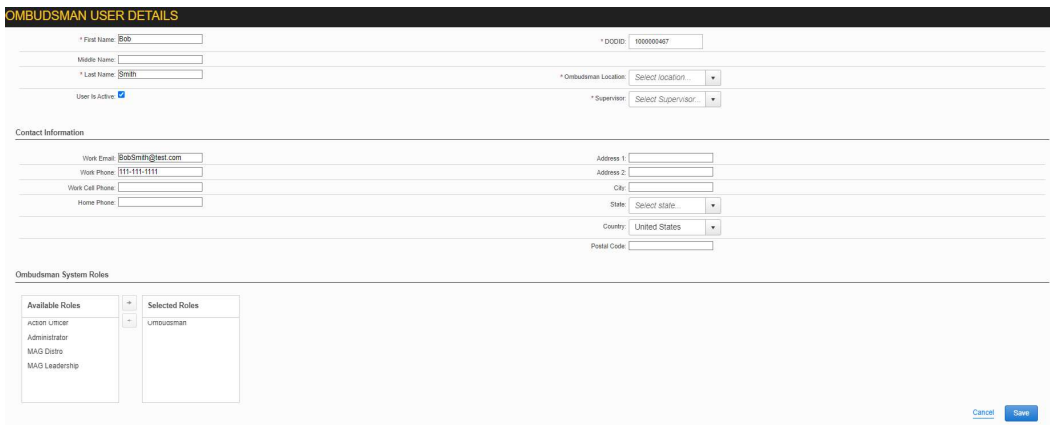
1. Click the Add icon .

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. Click **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.

USERS					
OMB 1 Page size: 25 Page 1 of 1, rows 1 to 1 of 1					
User	Work Phone	Location	Is Active	Last Updated	
Smith, Bob	111-111-1111		True	04 Mar 2024	

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

Attachments					
File Type Document Date Added By Added On					
Details	SAAR.pdf	System Access Request Form	26 Feb 2024	Real: 000 AdminReal	04 Mar 2024
Details	HIPAA.pdf	HIPAA Training Certificates	22 Jan 2024	Real: 000 AdminReal	04 Mar 2024
Details	Cyber Awareness.docx	DoD Cyber Awareness	05 Feb 2024	Real: 000 AdminReal	04 Mar 2024

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.

OMBUDSMAN USER DETAILS		Full			
First Name: Bob	DOB: 1000000457				
Middle Name:	HIPAA Certified: 22 Jan 2024				
Last Name: Smith	Ombudsman Location:				
User Is Active: ☒	Supervisor:				
Contact Information					
Work Email: BobSmith@test.com	Address 1:				
Work Phone: 111-111-1111	Address 2:				
Home Phone:	City:				
	State:				
	Country: United States				
	Postal Code:				
Ombudsman System Roles					
Ombudsman					
Attachments					
File Type Document Date Added By Added On					
Details	SAAR.pdf	System Access Request Form	26 Feb 2024	Real: 000 AdminReal	04 Mar 2024
Details	HIPAA.pdf	HIPAA Training Certificates	22 Jan 2024	Real: 000 AdminReal	04 Mar 2024
Details	Cyber Awareness.docx	DoD Cyber Awareness	05 Feb 2024	Real: 000 AdminReal	04 Mar 2024

HIPAA Certified Date

A current HIPAA 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.

File Name	File Type	Document Date	Added By	Added On
Details SAAB	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024
Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024
Details Cyber Awareness	DoD Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024

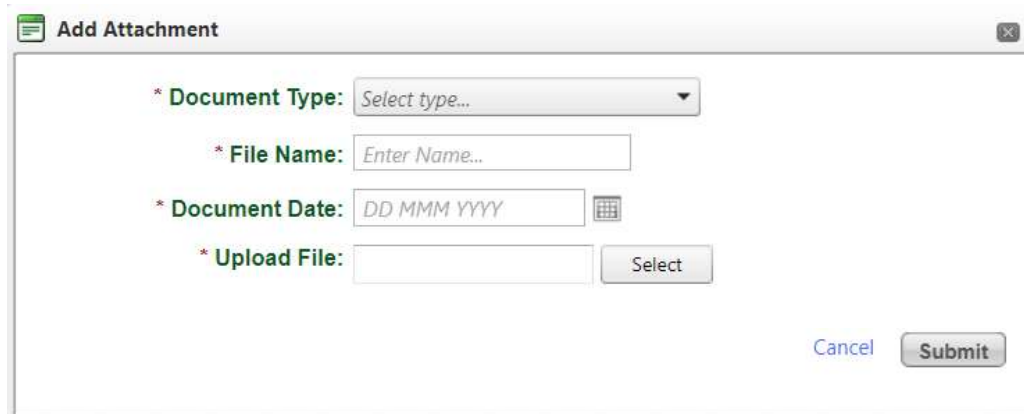
Attachments Screen Items

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

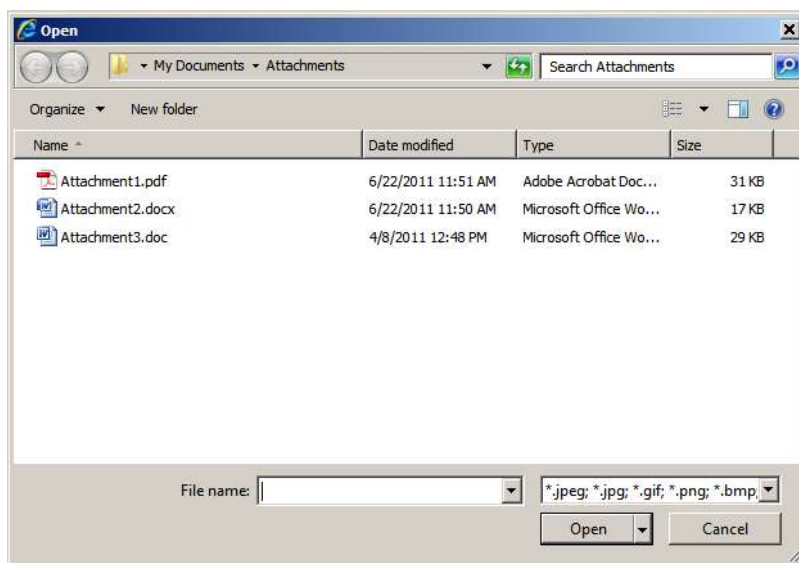
Add Admin Attachment

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.

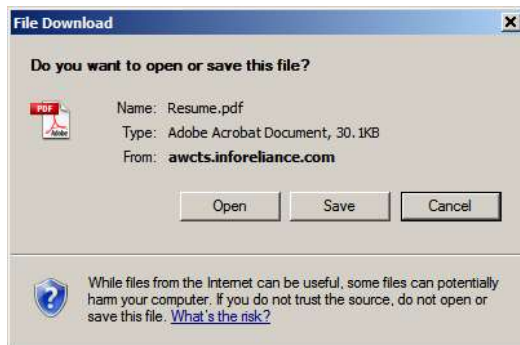


3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

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

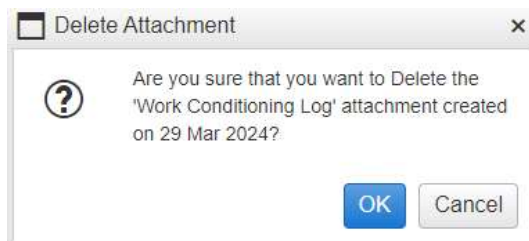


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

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.

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 HIPAA 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

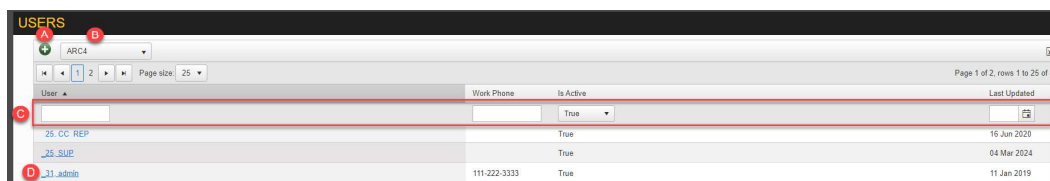
Role	Description
Administrator	Administrators manage ARCS user accounts and permissions.
Customer Care Representative (CCR)	CCRs are responsible for responding to inquiries, requests for information and issues that come into the Army Recovery Care Coordination Contact Center (ARC4) via phone or email.
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.

¹Army 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 placeholder.**
3. Click **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 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.

User	Work Phone	Is Active	Last Updated
Smth, Bob	123-456-7890	True	20 Sep 2016

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

Attachments				
+ Page Size: 10 ◀◀ ◀ Page: 1 of 1 ▶ ▶▶ Displaying Items 1 to 2 of 2				
	File Name	File Type	Added By	Added On
	View HIPAA_Smith_Bob_2016SEP01	HIPAA Training Certificates	Real, AdminReal	19 Sep 2016
	View DD2875_Smith_Bob	System Access Request Form	Real, AdminReal	19 Sep 2016

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.

USER DETAILS																									
First Name: Bob	UUID: 1000000467																								
Middle Name:	HIPAA Certified: 22 Jan 2024																								
Last Name: Smith																									
User Is Active: ☒																									
Contact Information																									
Work Email: BobSmith@test.com	Address 1:																								
Work Phone: 111-111-1111	Address 2:																								
Work Cell Phone:	City:																								
Home Phone:	State:																								
	Country: United States																								
	Postal Code:																								
ARC4 System Roles																									
Administrator																									
Attachments																									
<table border="1"> <thead> <tr> <th></th> <th>File Name</th> <th>File Type</th> <th>Document Date</th> <th>Added By</th> <th>Added On</th> </tr> </thead> <tbody> <tr> <td></td> <td>Details SARS</td> <td>System Access Request Form</td> <td>26 Feb 2024</td> <td>Real, 000 AdminReal</td> <td>04 Mar 2024</td> </tr> <tr> <td></td> <td>Details HIPAA</td> <td>HIPAA Training Certificates</td> <td>22 Jan 2024</td> <td>Real, 000 AdminReal</td> <td>04 Mar 2024</td> </tr> <tr> <td>Details</td> <td>Cyber Awareness</td> <td>DoD Cyber Awareness</td> <td>05 Feb 2024</td> <td>Real, 000 AdminReal</td> <td>04 Mar 2024</td> </tr> </tbody> </table>			File Name	File Type	Document Date	Added By	Added On		Details SARS	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024		Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024	Details	Cyber Awareness	DoD Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024
	File Name	File Type	Document Date	Added By	Added On																				
	Details SARS	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024																				
	Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024																				
Details	Cyber Awareness	DoD Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024																				

HIPAA Certified Date

A current HIPAA 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.

File Name	File Type	Document Date	Added By	Added On
Details SAARS	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024
Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024
Details Cyber Awareness	DoD Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024

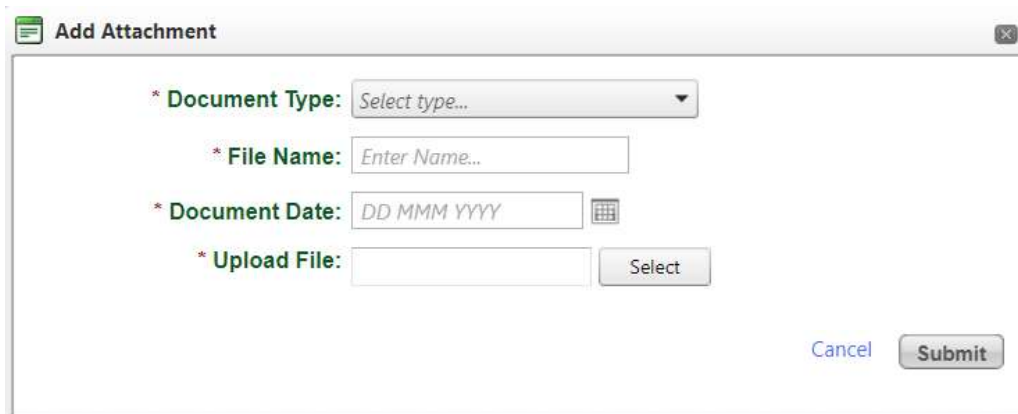
Attachments Screen Items

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

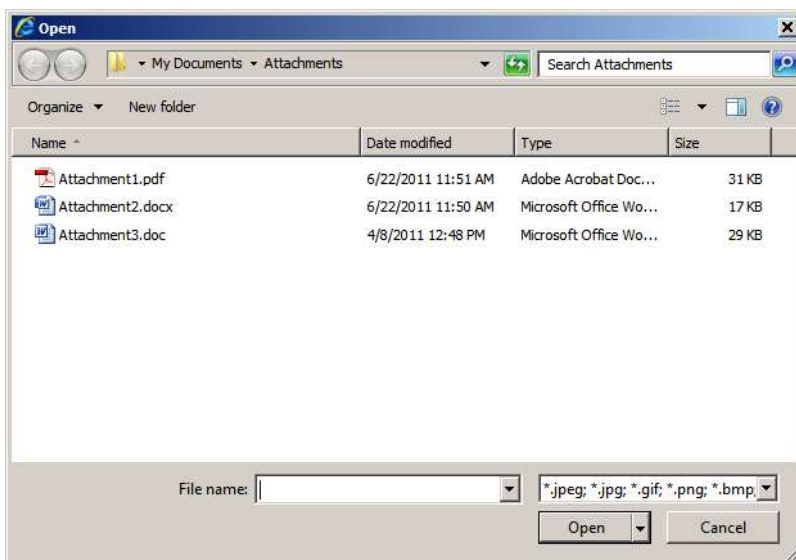
To add an attachment:

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



The 'Add Attachment' window is a modal dialog box with a title bar containing a green icon and a close button. It contains four required fields, each marked with a red asterisk: 'Document Type' (a dropdown menu with 'Select type...' as the placeholder), 'File Name' (a text input field with 'Enter Name...' as the placeholder), 'Document Date' (a date picker with 'DD MMM YYYY' as the placeholder), and 'Upload File' (a text input field with a 'Select' button to its right). At the bottom right of the window are 'Cancel' and 'Submit' buttons.

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.



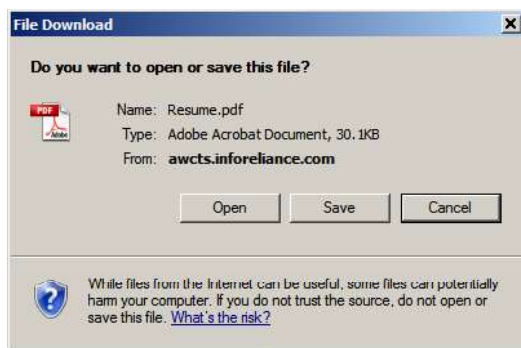
The screenshot shows a window titled "Attachment Details". Inside the window, there are four fields: "File Name: Resume", "Document Type: Resume", "Document Date: 10 Jan 2011", and "Comments: [text box]". The "Comments" field is a text box with a vertical scrollbar. At the bottom right of the window, there is a "Close" hyperlink.

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.

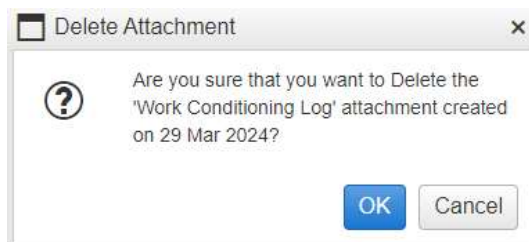


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

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.

The image shows a 'WSFH User Details' form. It contains the following fields and values:

- * First Name: Bob
- * EDIPI: 9638520741
- Middle Name: (empty)
- HIPAA Certified: 01 Sep 2016
- * Last Name: Smith
- User Is Active: ☒ (The checkbox is circled in red)

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	Work Phone	Primary Role	MRC	SRU	CO	PLT	SUD	Is Active	Last Updated
19_5595		Administrator	All					True	16 Apr 2021
25_8928CC01_Sley		ARCCO Recovery Care Coordinator	MRC- West	Fort Riley				True	04 Oct 2023
25_8928CC01_Sley	333-444-5555	Battalion Commander	MRC- West	Fort Riley				True	04 Oct 2023
25_518K_83899_31		Administrator	MRC- East					True	15 Feb 2023

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.

ADD NEW USER

* DODID | 000000000

Cancel Add

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

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

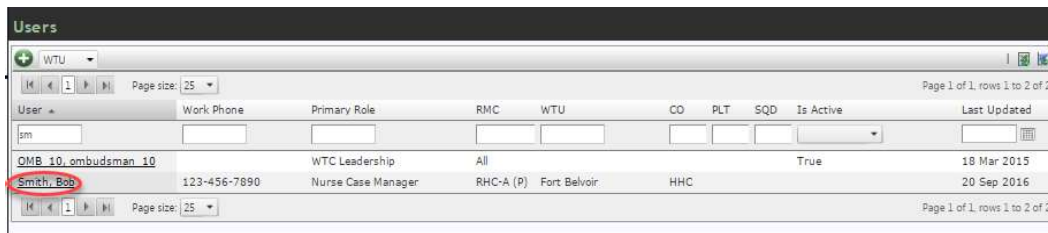
The SRU User Details screen opens.

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 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.

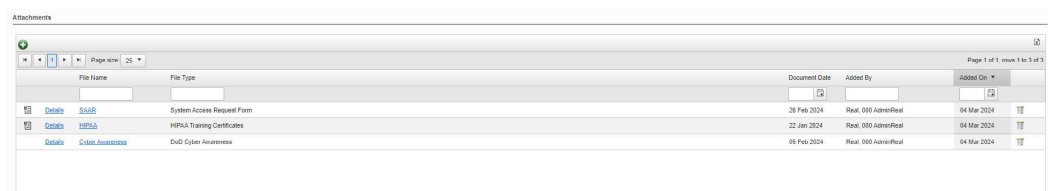
8. Click **Save** to save the new user's account, or **Cancel** to return to the User Dashboard without saving.
9. Open the new User's profile.



The screenshot shows the 'Users' dashboard with a table of users. The user 'Smith, Bob' is highlighted with a red circle. The table has columns for User, Work Phone, Primary Role, RMC, WTU, CO, PLT, SQD, Is Active, and Last Updated.

User	Work Phone	Primary Role	RMC	WTU	CO	PLT	SQD	Is Active	Last Updated
OMB 10, ombudsman 10		WTC Leadership	All					True	18 Mar 2015
Smith, Bob	123-456-7890	Nurse Case Manager	RHC-A (P)	Fort Belvoir	HHC				20 Sep 2016

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



The screenshot shows the 'Attachments' dashboard with a table of attachments. The table has columns for File Name, File Type, Document Date, Added By, and Added On.

File Name	File Type	Document Date	Added By	Added On
System Access Request Form	System Access Request Form	28 Feb 2024	Real, 000 AdminReal	04 Mar 2024
HIPAA Training Certificates	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024
Dx/Dx Cyber Awareness	Dx/Dx Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024

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.

SRU User Details Close Edit

DDID: 100009487	Unit: SRU East
First Name: Bob	Org: WFOBMAC
Middle Name:	Company: SRU NCR
Last Name: Smith	Position:
HIPAA Certified: 22 Jan 2024	Special:
User is Active: ☒	

Contact Information

Work Email: BobSmith@est.com	Address 1:
Work Phone: 111-111-1111	Address 2:
Work Cell Phone:	City:
Home Phone:	State:
	Country: United States
	Postal Code:

Account Information

On Call User: No	
Home: Social Worker	May act as:
Primary Role: Social Worker	Position Title: Social Worker

Attachments

File Name	File Type	Document Date	Added By	Added On
Details SAAR	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024
Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024

Page 1 of 1, rows 1 to 3 of 3

HIPAA Certified Date

A current HIPAA 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

File Name	File Type	Document Date	Added By	Added On
Details SAAR	System Access Request Form	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024
Details HIPAA	HIPAA Training Certificates	22 Jan 2024	Real, 000 AdminReal	04 Mar 2024
Details Cyber Awareness	DD Cyber Awareness	05 Feb 2024	Real, 000 AdminReal	04 Mar 2024

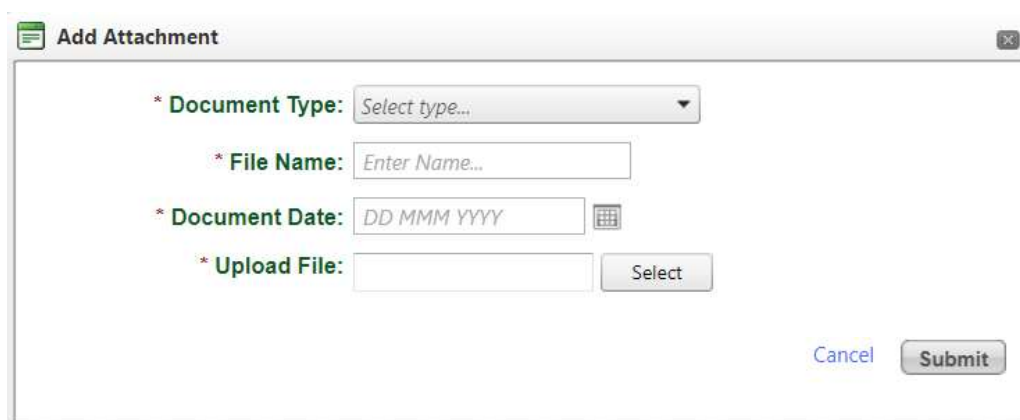
Attachments Screen Items

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

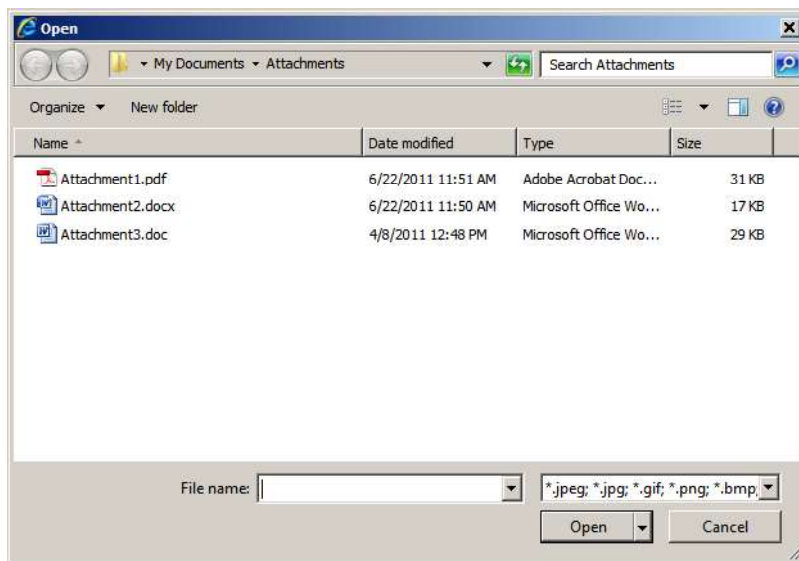
To add an attachment:

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.



The 'Attachment Details' dialog box displays the following information:

- File Name:** Resume
- Document Type:** Resume
- Document Date:** 10 Jan 2011
- Comments:** A text input field with a vertical scrollbar.

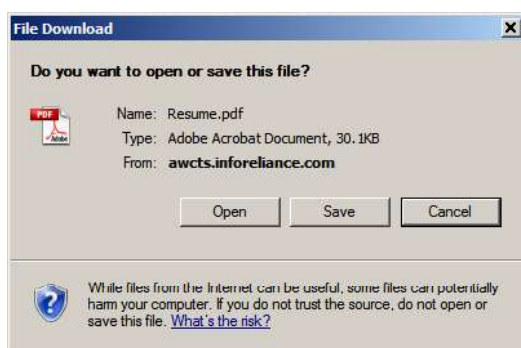
A [Close](#) hyperlink is located at the bottom right of the dialog.

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.

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

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.



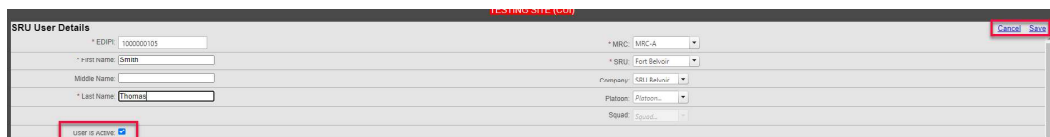
The screenshot shows the 'SRU User Details' form. The 'User is Active' checkbox is located at the bottom left and is currently unchecked. The form includes fields for EDIP, First Name (Thomas), Middle Name, Last Name (Smith), MRC, SRU, Company, Platform, and Squad. The 'Cancel' and 'Save' buttons are at the top right.

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.



The screenshot shows the 'SRU User Details' form. The 'User is Active' checkbox is located at the bottom left and is currently checked. The form includes fields for EDIP, First Name (Gmm), Middle Name, Last Name (Thomas), MRC, SRU, Company, Platform, and Squad. The 'Cancel' and 'Save' buttons are at the top right.

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.

Audit ID	Created By	Created On	Type	Description
58463	Real, AdminReal	20 Sep 2016 09:18:01	User IsActive Change	For user: aw2, STARRS, the account Active Status has been changed to False.
58440	Real, AdminReal	19 Sep 2016 01:35:37	User Role Change	User role 2 (Advocate) added for user 'Smith, Bob'
58390	Real, AdminReal	15 Sep 2016 04:52:22	User Login	User 'Real, AdminReal' begin session in AW2.
58388	Real, AdminReal	15 Sep 2016 04:52:22	User Login	User 'Real, AdminReal' begin session in AW2.

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

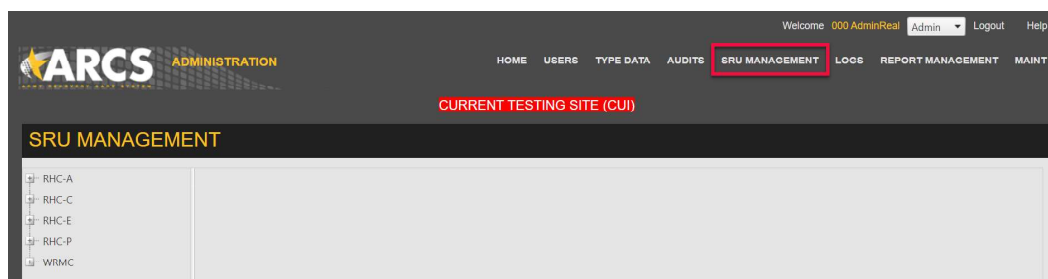
SRU Management Overview

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.

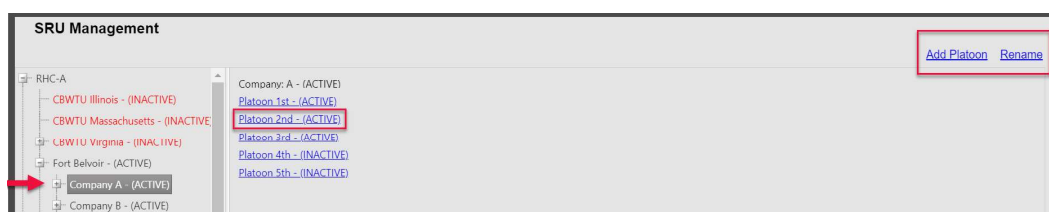


SRU Management Tab Items

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

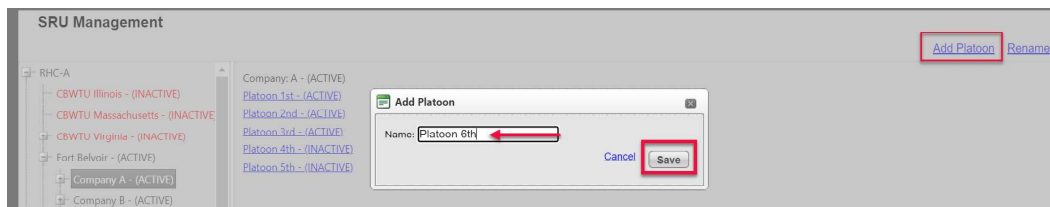
Adding or Renaming a SRU, Company, Platoon, or Squad**PERMISSIONS: ARCS System Administrators**

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**

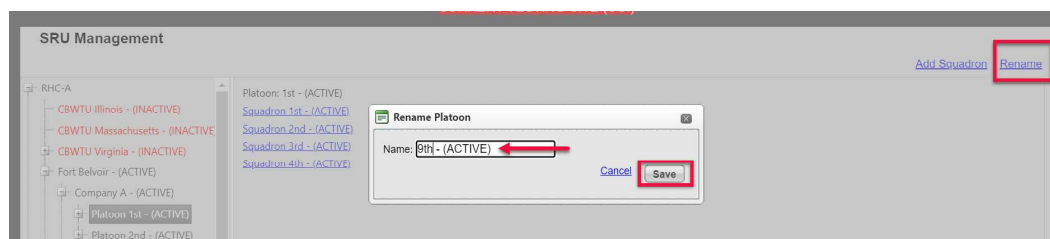
1. Select the **Add** blue hyperlink.
2. Add the new Company, Platoon, or Squad name.

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.

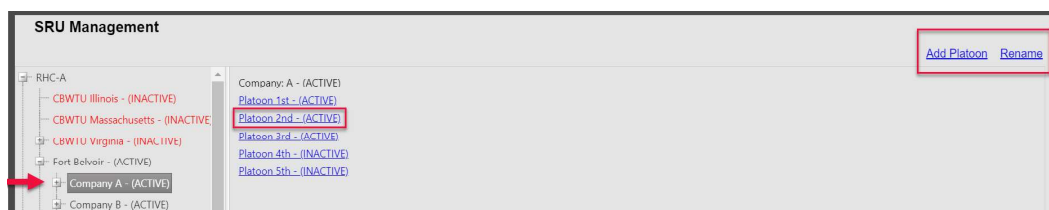


Activating or Deactivating a SRU, Company, Platoon, or Squad

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



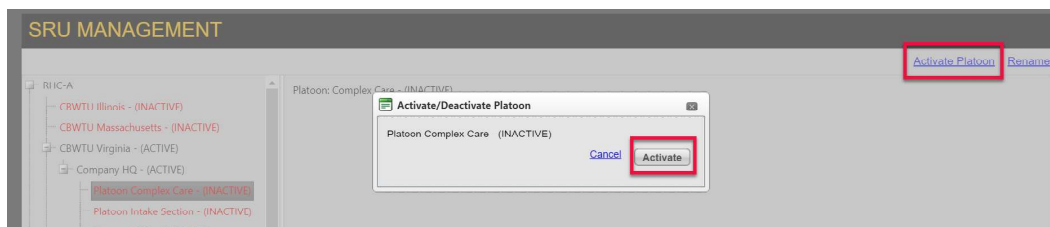
Activating a SRU, Company, Platoon, or Squad

- 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 deactivate 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.



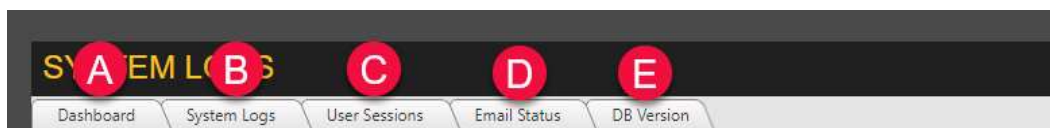
Logs

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

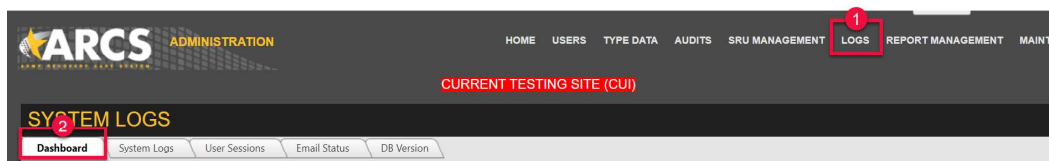
Interfaces

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:

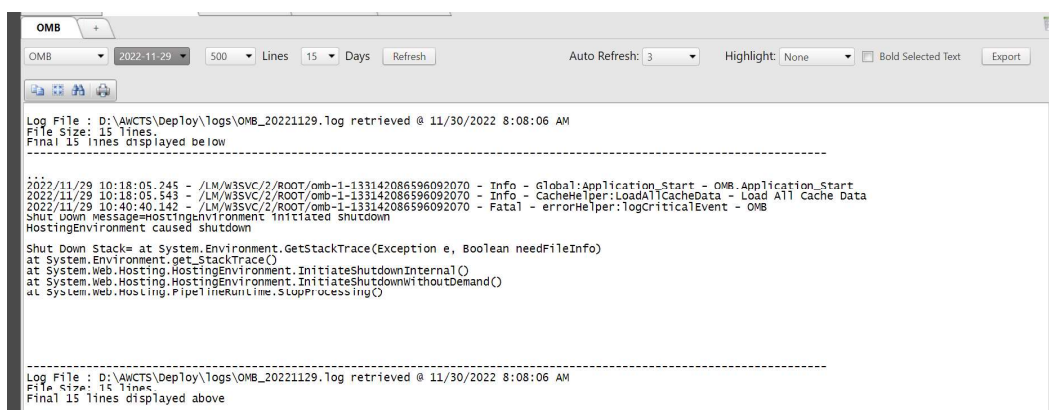
1. Select the **logs** in the Menu Bar header.
2. Select **Dashboard** on logs header.



System Logs

PERMISSIONS: ARCS System Administrators

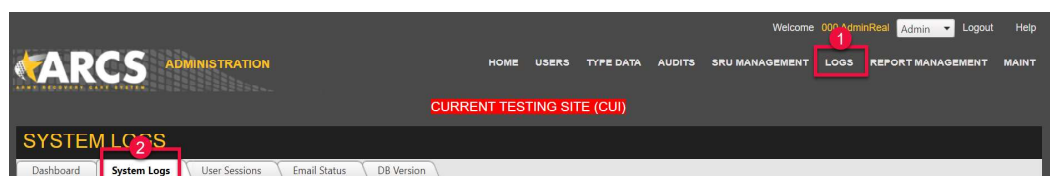
The system logs allow you to view when an action item or failure occur when running the software. This code is written by the developers.



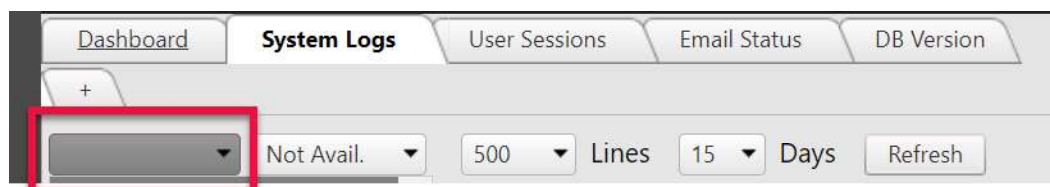
View System Logs

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
 - RootServices
 - 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

The screenshot shows the 'User Sessions' tab in a web application. At the top, there are navigation tabs: 'Dashboard', 'System Logs', 'User Sessions' (selected), 'Email Status', and 'DB Version'. Below the tabs, there is a header area with 'Admin' (labeled A), a 'Show all dates' checkbox (labeled B), and a 'Page size: 25' dropdown. The main content area is a table with columns 'Created On' (labeled D), 'User Name' (labeled E), and 'Elapsed Time' (labeled F). The first row of data shows '3/6/2017 10:47:54 AM', 'Sru, Rcc', and '01:27'. The bottom right corner of the table indicates 'Page 1 of 1, rows 1 to 5 of 5'.

Created On	User Name	Elapsed Time
3/6/2017 10:47:54 AM	Sru, Rcc	01:27

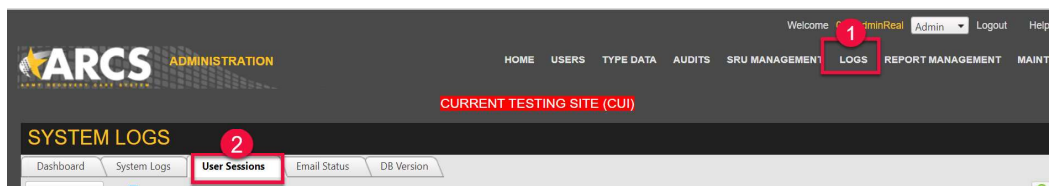
E-mail Status Icons

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



Created On	Last Send Attempted	Last SMTP Gateway	Email Type	Subject	Recipients	System
11/14/2022 9:32:05 AM				APPPOINTMENTSOLDIER SRU Appointment	1	WTU
11/17/2022 2:20:47 PM				APPPOINTMENTSOLDIER SRU Appointment	1	WTU

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

Current Database Version						
1 2 3 4 Page size: 25 Page 1 of 4, rows 1 to 25 of 100						
Major	Minor	Maintenance	Version	Impact	Last Update	
2	9	08	01	N	28 Oct 2022 12:19	
2	9	07	02	N	08 Aug 2022 11:57	

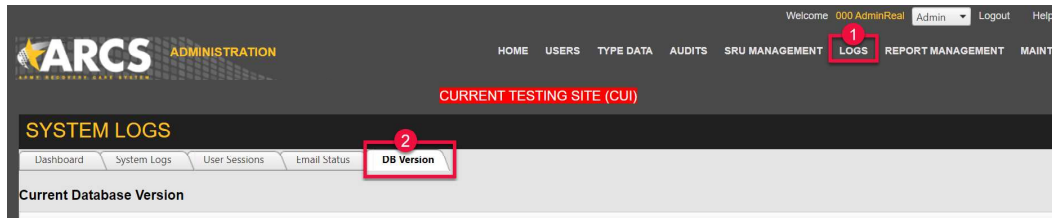
Database Status Icons

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 calendar 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.



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:

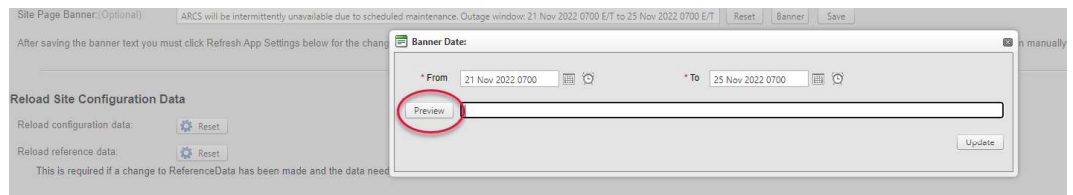
1. Select Banner on the Site Page Banner Line.

A screenshot of the 'SYSTEM MAINTENANCE' page. The page has a header with 'System Admin' and 'IPPS-A Management'. Below the header, there's a section for 'Update Site/Page Banners'. It contains two text input fields: 'Logon Page Banner:(Optional)' and 'Site Page Banner:(Optional)'. Each field has a 'Reset' button and a 'Save' button. The 'Banner' button is circled in red.

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

A screenshot of the 'Banner Date' dialog box. The dialog box has a title bar with a close button. It contains two date/time input fields: '* From' and '* To'. Both fields are circled in red. There are also 'Required' labels and a 'Preview' button. An 'Update' button is at the bottom right.

3. Select Preview.



Site Page Banner: (Optional) ARCS will be intermittently unavailable due to scheduled maintenance. Outage window: 21 Nov 2022 0700 E/T to 25 Nov 2022 0700 E/T [Reset] [Banner] [Save]

After saving the banner text you must click Refresh App Settings below for the change to take effect immediately. If not it will go into effect the next time the App Pools are recycled. The banners must be refreshed in each application manually to be displayed.

Reload Site Configuration Data

Reload configuration data: [Reset]

Reload reference data: [Reset]

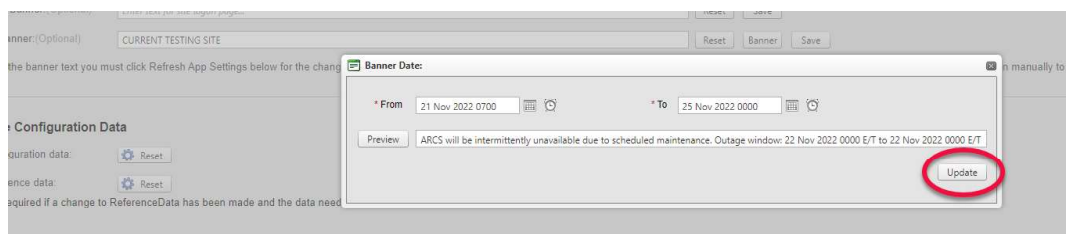
This is required if a change to ReferenceData has been made and the data needs to be reloaded.

Banner Date:

* From: 21 Nov 2022 0700 [Calendar Icon] * To: 25 Nov 2022 0700 [Calendar Icon]

Preview [Update]

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



Site Page Banner: (Optional) CURRENT TESTING SITE [Reset] [Banner] [Save]

After saving the banner text you must click Refresh App Settings below for the change to take effect immediately. If not it will go into effect the next time the App Pools are recycled. The banners must be refreshed in each application manually to be displayed.

Configuration Data

Reload configuration data: [Reset]

Reload reference data: [Reset]

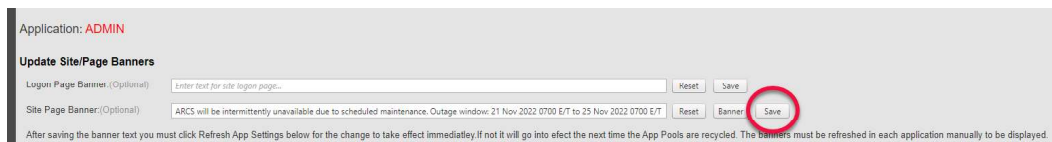
This is required if a change to ReferenceData has been made and the data needs to be reloaded.

Banner Date:

* From: 21 Nov 2022 0700 [Calendar Icon] * To: 25 Nov 2022 0000 [Calendar Icon]

Preview: ARCS will be intermittently unavailable due to scheduled maintenance. Outage window: 22 Nov 2022 0000 E/T to 22 Nov 2022 0000 E/T [Update]

4. Click save.



Application: ADMIN

Update Site/Page Banners

Logon Page Banner: (Optional) Enter text for site logon page... [Reset] [Save]

Site Page Banner: (Optional) ARCS will be intermittently unavailable due to scheduled maintenance. Outage window: 21 Nov 2022 0700 E/T to 25 Nov 2022 0700 E/T [Reset] [Banner] [Save]

After saving the banner text you must click Refresh App Settings below for the change to take effect immediately. If not it will go into effect the next time the App Pools are recycled. The banners must be refreshed in each application manually to be displayed.

General Banner Update

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



SYSTEM MAINTENANCE

System Admin > IPFS-A Management

Application: ADMIN

Update Site/Page Banners

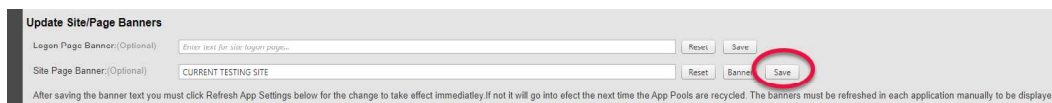
Logon Page Banner: (Optional) Enter text for site logon page... [Reset] [Save]

Site Page Banner: (Optional) [Reset] [Banner] [Save]

After saving the banner text you must click Refresh App Settings below for the change to take effect immediately. If not it will go into effect the next time the App Pools are recycled. The banners must be refreshed in each application manually to be displayed.

- (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.

Banner Date:

* From DD MMM YYYY hh:mm Required

* To Required

Preview

Update

3. Select Preview.

Banner Date:

* From 21 Nov 2022 0700 * To 25 Nov 2022 0700

Preview

Update

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

Banner Date:

* From 21 Nov 2022 0700 * To 25 Nov 2022 0000

Preview

Update

4. Click save.

Application: ADMIN

Update Site/Page Banners

Logon Page Banner (Optional)

Site Page Banner (Optional)

Reset Save

Reset Banner Save

General Banner Update

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

SYSTEM MAINTENANCE

System Admin | IPFS-A Management

Application: ADMIN

Update Site/Page Banners

Logon Page Banner:(Optional) Reset Save

Site Page Banner:(Optional) Reset Banner Save

After saving the banner text you must click Refresh App Settings below for the change to take effect immediately. If not it will go into effect the next time the App Pools are recycled. The banners must be refreshed in each application manually to be displayed.

- (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.

Update Site/Page Banners

Logon Page Banner:(Optional) Reset Save

Site Page Banner:(Optional) Reset Banner Save

After saving the banner text you must click Refresh App Settings below for the change to take effect immediately. If not it will go into effect the next time the App Pools are recycled. The banners must be refreshed in each application manually to be displayed.

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**

Add Release Notes

* Release Number: 2.9.13

Release Date: 20 Jul 2024

* Upload File: ARCS 2.9.13 April '24 Release Notes.pdf Remove

File Drop Zone
Drop Files Here

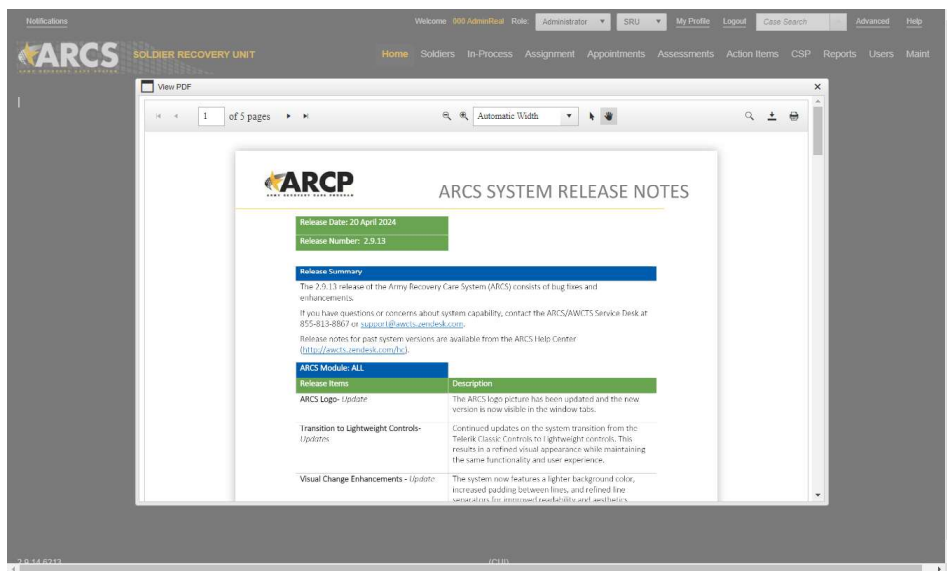
Supported Extensions: PDF
Max Size: 2 MB

Cancel Save

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

SYSTEM MAINTENANCE						
System Admin		Release Note Upload		ITPS-A Management		
Add new release notes						
Release	Release Date	Added By	Added On	Modified By	Modified On	
2.9.13	20 Jul 2024	000 AdminReal	17 May 2024	000 AdminReal	17 May 2024	

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

