



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

Ombudsman (OMB) Module User Guide

PRODUCED BY



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Getting Started

This section describes how to request access to the Army Recovery Care System (ARCS) application and log in for the first time. It also describes how to log in once your account is set up.

ARCS OMB Overview

This section describes ARCS OMB user roles, as well as some common features that appear throughout ARCS OMB and will be referenced throughout this user manual.

About the OMB Module

The Army Recovery Care System (ARCS) was developed for the Army Recovery Care Program (ARCP). The purpose of ARCS is to support the Army Ombudsman organization personnel who assist Soldiers and their families.

ARCS provides a system to monitor, track, and ensure appropriate assistance through an array of service providers.

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 Solider Recovery Unit (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 will use ARCS to track issues by individual.

Other 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.

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 Ombudsman User Roles

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

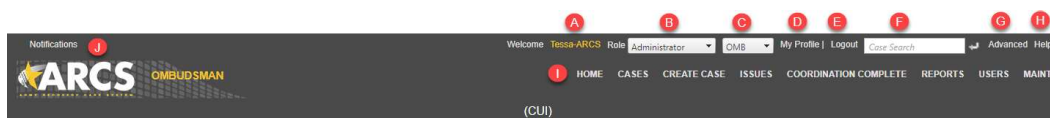
Your user role will determine whether you can create, view, edit, and delete information in ARCS. Your user role also determines what you see on your Home screen (see [Home](#)). The available roles are described in the table below:

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.

Application Header

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



Application Header

Label	Name	Description
A	User Name	View the logged in ARCS user. If this is not you, you should log out immediately.
B	Current User Role	Use the drop-down to change roles if assigned multiple roles.
C	Current Module	Use the drop-down to change modules if applicable.
D	My Profile hyperlink	Click My Profile to view your user and account information, and update your contact information (see My Profile).
E	Logout hyperlink	Click Logout to end the current ARCS session.
F	Case Search	Search for a Soldier by case number, partial SSN, or last name (see Search ARCS).
G	Advance hyperlink	Conduct an advanced search to find any records for the Soldier from a selected source (see Advanced Search).
H	Help	Click Help to open ARCS OMB module help files.
I	Menu Bar	Click on the tabs to go to a different section. Contents will vary depending on the users role.
J	Notifications Hyperlink	Click the icon to view the Notifications List.

Manage Roles

Users assigned multiple roles within an ARCS module can change between roles during a session.

To change the active role, select the desired role from the role drop down next to your user name in the header.



To select a default role which will be automatically selected each time you login:

1. Navigate to "[My Profile](#)"
2. Click Edit.
3. Select the desired role in the **Default Login Role**.

A screenshot of the 'My Profile' form. The form is divided into three sections: 'User Information', 'Contact Information', and 'Account Information'. The 'User Information' section includes fields for EDIPI (100000553), First Name (Test), Middle Name, and Last Name (CCR_Role). The 'Contact Information' section includes fields for Address Line 1, Address Line 2, City, State (dropdown), Country (United States dropdown), Postal Code, Work Phone, Cell Phone, Home Phone, and Email. The 'Account Information' section includes 'Account Status: Active' and 'Roles: Customer Care Representative, Administrator, Supervisor'. A 'Default Login Role' dropdown is highlighted with a red box, showing 'Administrator' as the selected role. At the bottom right, there are 'Cancel' and 'Save' buttons.

NOTE: Roles are assigned by a module administrator and vary by module.

My Profile

Click My Profile to view your user and account information, and update your contact information.

NOTE: User and Account Information sections are read-only and can only be updated by an Administrator.

My Profile Screen Items

Label	Name	Description
A	Edit button	Click Edit to edit your contact information.
B	Attachments	Manage attachments, including HIPAA Training Certificates (see Attachments)

Manage Roles

Users assigned multiple roles within an ARCS module can change between roles during a session.

To change the active role, select the desired role from the role drop down next to your user name in the header.



To select a default role which will be automatically selected each time you login:

1. Navigate to "[My Profile](#)"
2. Click Edit.

3. Select the desired role in the **Default Login Role**.

User Information

EDIPI: 1000000553

First Name: Test

Middle Name:

Last Name: CCR_Role

Contact Information

Address Line 1:

Address Line 2:

City:

State:

Country:

Postal Code:

Work Phone:

Cell Phone:

Home Phone:

Email:

Account Information

Account Status: Active

Roles: Customer Care Representative, Administrator, Supervisor

Default Login Role:

Cancel Save

NOTE: Roles are assigned by a module administrator and vary by module.

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](#)).

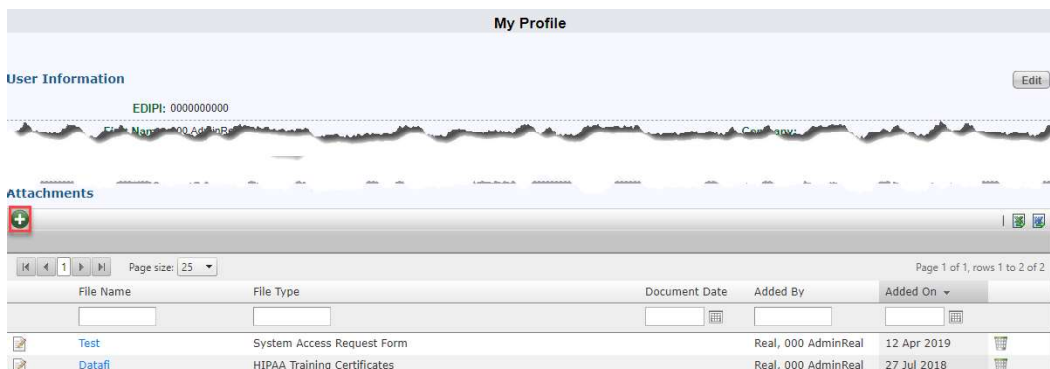
When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

Update HIPAA Certificate

HIPAA certification is required for ongoing access to ARCS. Accounts are suspended automatically on the first of the month following the expiration of the current HIPAA Trained date. When a user's HIPAA Certification is within 1 month of expiration, a warning message will be displayed at each log in indicating the pending suspension from ARCS.

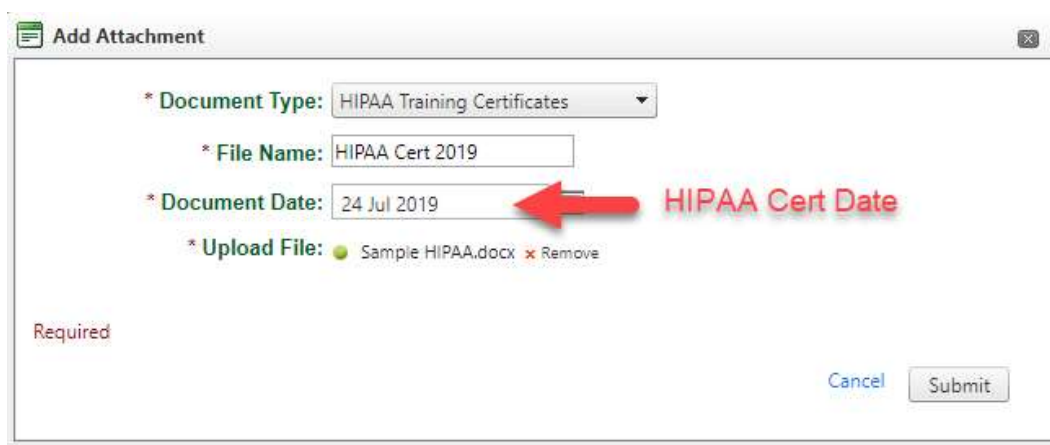
To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .



File Name	File Type	Document Date	Added By	Added On
Test	System Access Request Form		Real, 000 AdminReal	12 Apr 2019
Datafi	HIPAA Training Certificates		Real, 000 AdminReal	27 Jul 2018

2. Complete the fields - Document Date = Date Completed on HIPAA certificate.



* Document Type: HIPAA Training Certificates

* File Name: HIPAA Cert 2019

* Document Date: 24 Jul 2019 ← HIPAA Cert Date

* Upload File:  Sample HIPAA.docx ✖ Remove

Required

Cancel Submit

3. Click Submit.

The HIPAA Trained or HIPAA Certified Date will automatically update to match the Document Date indicated in the upload.

Search ARCS

You can search existing ARCS case records for a case by case number, partial SSN, or last name. To conduct a search, enter a search term, then

hit **ENTER** on your keyboard or select the arrow icon next to the case search.



The search results display any cases in the ARCS module being used that matches the search criteria. For example, in the OMB module, this type of search will return only OMB case records.

Click on a Soldier name hyperlink to view the Case Summary screen.

To search all ARCS modules, use the [Advanced Search](#) option.

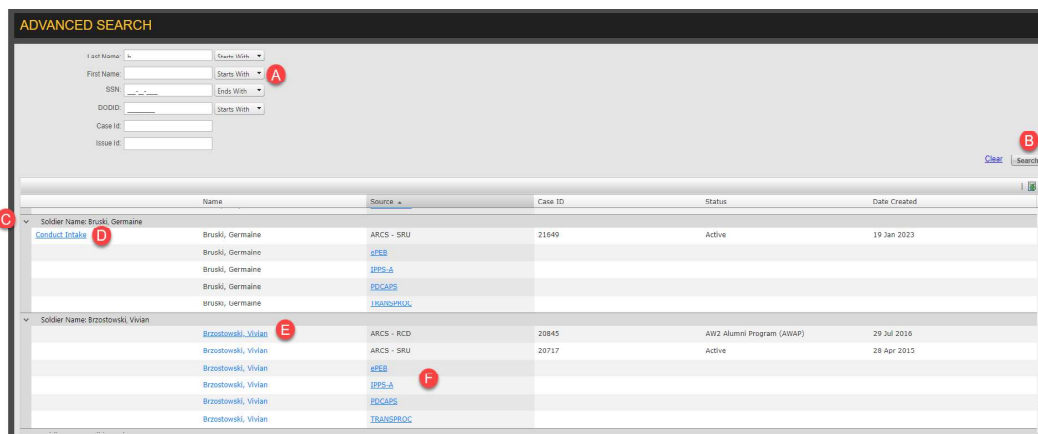
Advanced Search

You can conduct an advanced search to find any records for the Soldier from a selected source. When searching ARCS, you will see any matching cases owned by RCD, OMB, ARC4, or SRU.

To conduct an advanced search, click the Advanced hyperlink.



Enter the Search criteria and then click Search.



Name	Source	Case ID	Status	Date Created
Soldier Name: Bruski, Germaine				
Conduct Search	Bruski, Germaine	ARCS - SRU	21649	Active
	Bruski, Germaine	4FEB		19 Jan 2023
	Bruski, Germaine	EPES-A		
	Bruski, Germaine	PDCAFS		
	Bruski, Germaine	TRANSPROC		
Soldier Name: Brzostowski, Vivian				
	Brzostowski, Vivian	ARCS - RCD	20845	AW2 Alumni Program (AWAP)
	Brzostowski, Vivian	ARCS - SRU	20717	Active
	Brzostowski, Vivian	4FEB		29 Jul 2016
	Brzostowski, Vivian	EPES-A		28 Apr 2015
	Brzostowski, Vivian	PDCAFS		
	Brzostowski, Vivian	TRANSPROC		

Advanced Search

Label	Name	Description
A	Search Criteria fields	Enter the search criteria, including Last Name, First Name, SSN, DODID, . Name and SSN fields include controls "Starts With", "Ends With", and "Contains".
B	Search button	Click Search to search using the entered criteria.
C	Expand/Collapse group icon	Click the icon to expand/collapse the Soldier record.
D	Conduct Intake hyperlink	Click <u>Conduct Intake</u> to open the Soldier Intake screen.
E	Soldier name hyperlink	Click on a Soldier name hyperlink to view the Case Summary screen. <u>Hyperlinks are only available within the same ARCS module.</u>
F	Source hyperlink	Click the source hyperlink to view the service information.

Standard Features

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

Time Stamps

Ombudsman (OMB)

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

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

Icons

The OMB 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.
	Add Columns	Click the Add Columns icon to add the selected entities to the Include Columns section when building an Ad Hoc report.
	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. <u>Note: Some items can only be deleted within 24 hours by some user roles.</u>
	Edit	Click the Edit icon to edit an item. <u>Note: Some items can only be modified within 24 hours by some user roles.</u>
	Excel	Export as a spreadsheet in Excel: Export to Microsoft Excel .
	Help	Point to a help icon to view a tip.
	Refresh	Click the Refresh icon to refresh the data.
	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

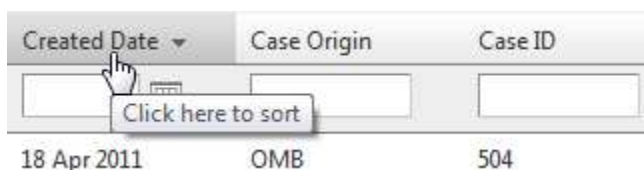


Date Picker Month and Year

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.

Contextual Help

For quick help on a specific action, hold the mouse over the item or button. If contextual help is available, a brief tip will appear:



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:

- A**: Page Size dropdown menu set to 25.
- B**: Navigation buttons (first, previous, next, last) and page indicator (Page 1 of 1).
- C**: Filter icon in the top right corner.
- D**: Soldier dropdown menu.
- E**: Status dropdown menu set to Active.
- F**: The data table containing three rows of information.

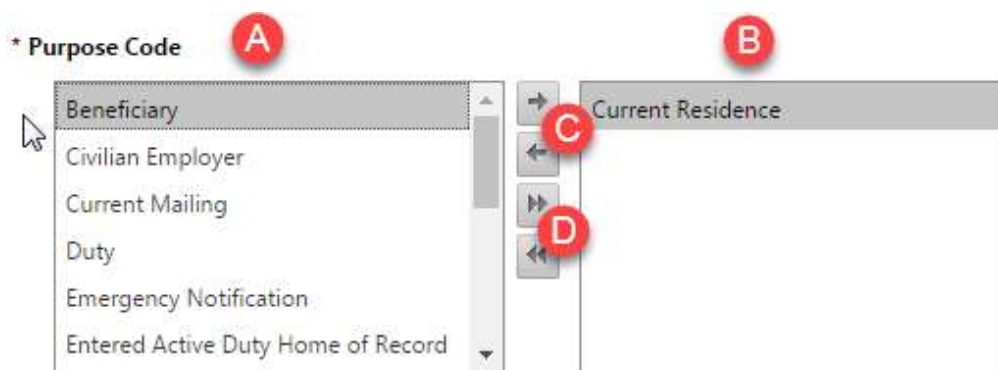
Soldier	SSN	CO	PLT	NCM	Squad Leader	Status	Case Opened	Days Open	PCM
SMITH, SAM	1234	B	1		WTU, SquadLeader3	Active	19 Jul 2011	94	
SMITH, JOHN	5668	B	1		WTU, SquadLeader3	Active	19 Jul 2011	94	
SMITH, D.	1111	B	1		WTU, SquadLeader3	Active	18 Jul 2011	95	

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.

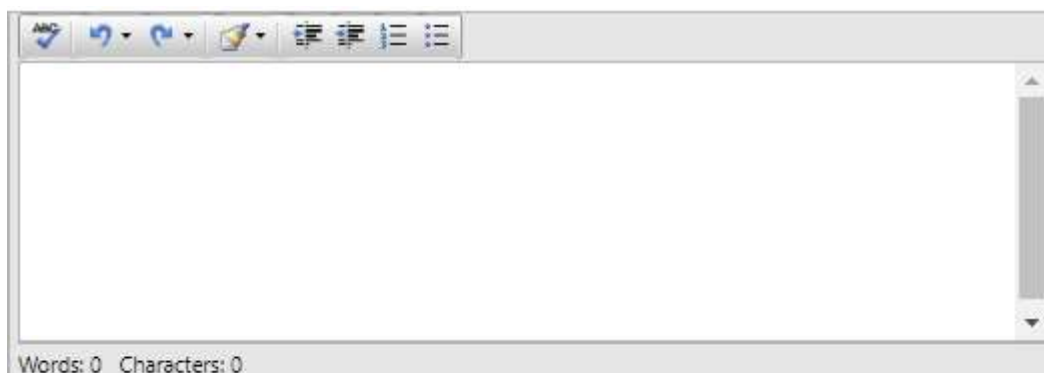
Picklist Controls

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.

Copy and Paste Settings (IE)

Using copy and paste from text editors in ARCS when using the Internet Explorer browser to a MS Word document can result in unusual formatting. To avoid this update the settings in Word:

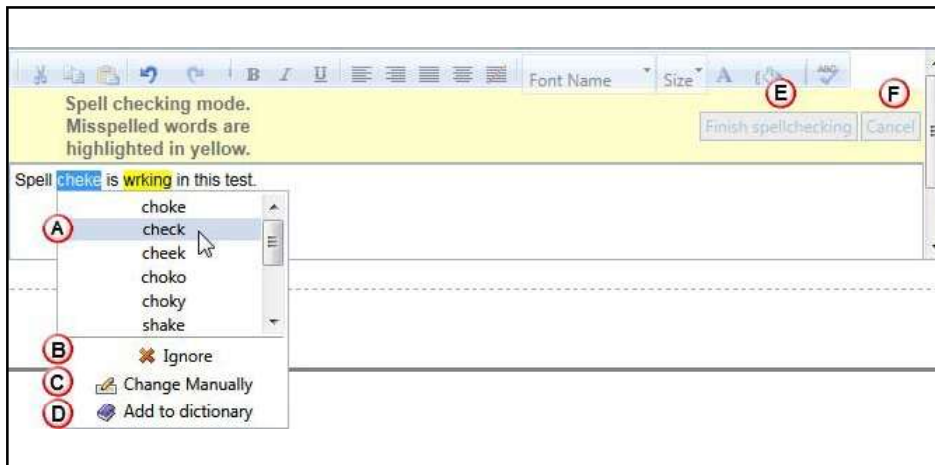
1. Open settings in MS Word
2. Advanced
3. Cut, Copy, and Paste
4. Change "Pasting from other programs" setting to "Merge formatting"

Alternately,

1. Right click where you want to paste into word
2. Select the merge formatting option in the paste area

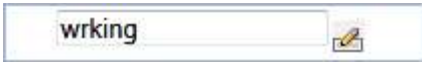
Spell Check

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.

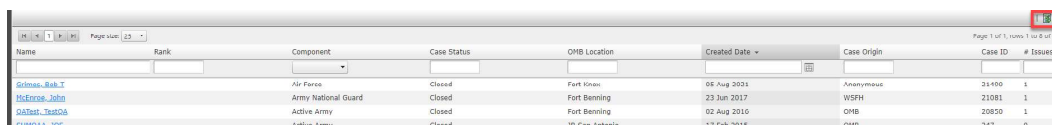
Once the spell check is complete, a dialog box opens.



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.



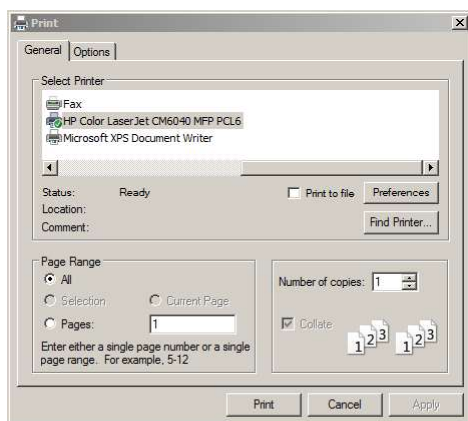
Name	Rank	Component	Case Status	OMB Location	Created Date	Case Origin	Case ID	# Issues
Schless, Bob T		Air Force	Closed	Fort Knox	06 Aug 2011	Anonymous	21400	1
McEnroe, John		Army National Guard	Closed	Fort Benning	23 Jun 2017	WSFH	21081	1
OSest, Test04		Active Army	Closed	Fort Benning	02 Aug 2016	OMB	20850	1
SEMUAL, VOF		Active Army	Closed	IR San Antonio	17 Feb 2015	DSB	747	0

Printing Pages

To print a screenshot of a page, click on the Print button on the right of the tabs.



This will open a printer dialog box (the look will vary depending on your browser). Select your printer from the list and click **Print** to get a print out or **Cancel** to close the dialog box.



You may also print directly from your browser using its print function.

NOTE: Only the visible part of the screen will print. Change the screen zoom in your browser to increase the printable area.

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.

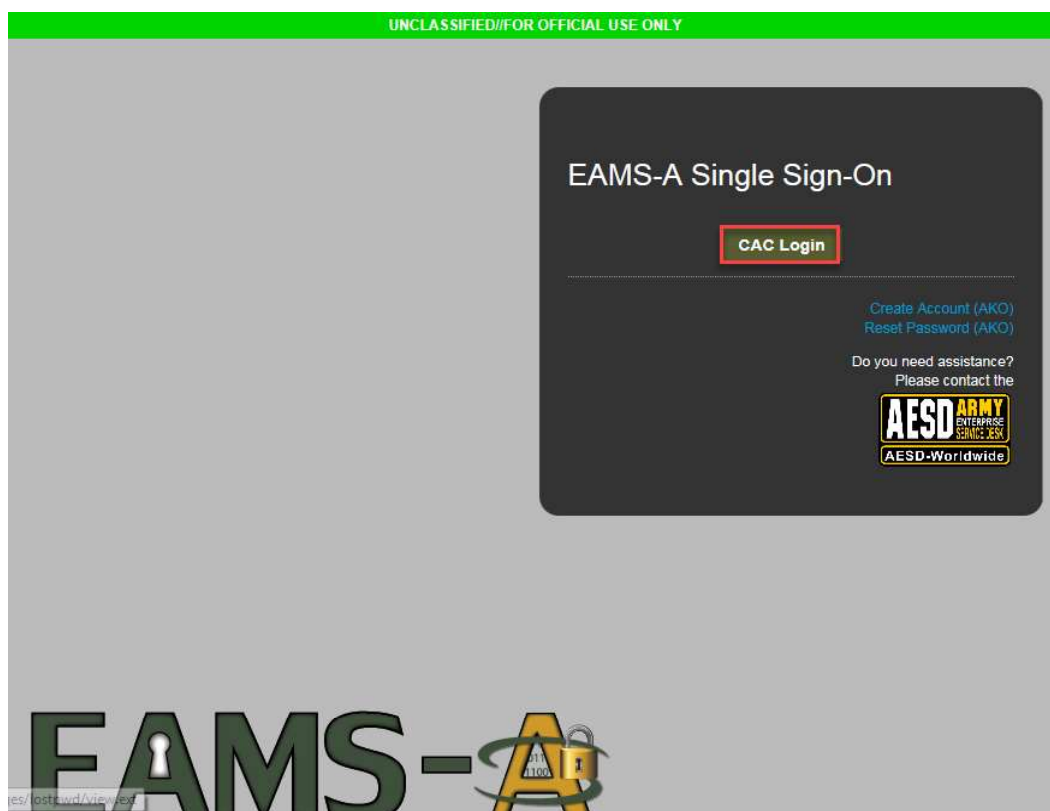
Requesting an ARCS OMB Account

To request an Ombudsman account, contact your Supervisor or the ARCS Administrator for your group.

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: <https://awcts.csd.disa.mil/OMB/>
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, 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 40-66 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. Accept Terms
--

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 OMB module.

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](#)

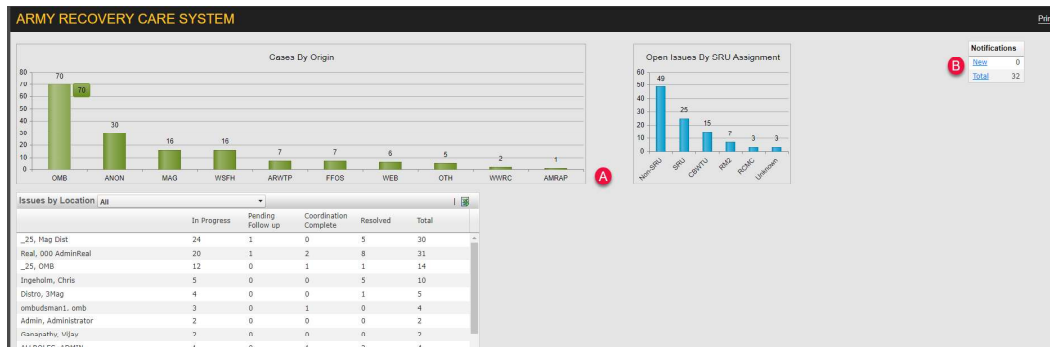
System Timeout

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.



Home

Use the Home screen to view a high-level of ARCS case information.



Home Screen

Label	Name	Description
A	Home Screen Charts	View information about cases and issues (see Home Screen Charts). Charts and Graphs vary by user role.
B	Notifications	View a listing of new and total notifications (see Notifications).

Notifications

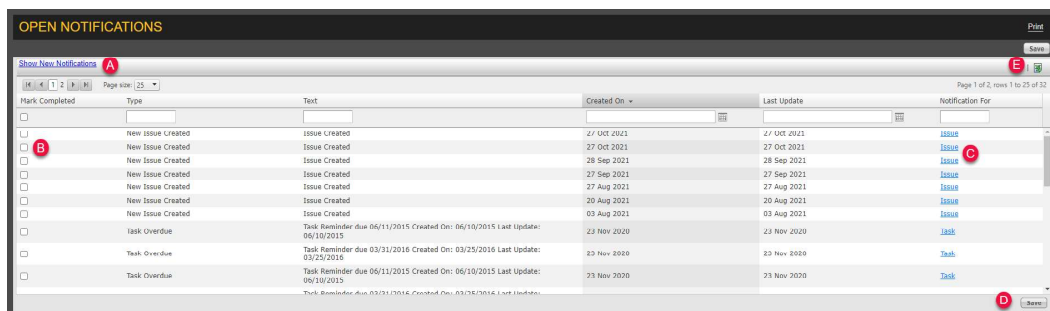
Ombudsman and Action Officer profiles

You will receive notifications when issues or tasks are assigned to you, or when changes are made to a case assigned to you.

Notifications		
A	New	5
B	Total	5

Notifications

Label	Name	Description
A	New hyper-link	Click New to open the Notification List and view the notifications generated in the last 24 hours.
B	Total hyperlink	Click Total to open the Notification List and view all open notifications.



Notifications List

Label	Name	Description
A	Show New/Open Notifications hyper-link	Click on the hyperlink to toggle between viewing new notifications and all open notifications.
B	Mark Completed check box	Select the check box for each notification you want to mark as complete.
C	Issue/Task hyper-link	Click on the Issue or Task hyperlinks to view the associated issue or task for a notification.
D	Save button	Click Save to mark the selected notifications as complete. This will remove the selected notifications from your notification list.
E	Export to Excel	Click on the icon to export the grid contents as a Microsoft Excel.

NOTE: Some notifications are automatically removed when you change the status on the related issue or task.

Home Screen Charts

The charts on the Home screen will vary by user role. The following table describes the charts available on the Home screen:

Home Screen Charts

Chart	Description
Issues By SRU Status	This chart displays the total open issues for each SRU status (SRU, or Non-SRU).
Cases by Origin	This chart displays the total active cases by each of the origins identified in the case.
Cases by SRU Status	This chart displays the total active cases by each of the SRU statuses.
Issues by Location	This chart displays the total number of issues for each Location, including resolved issues.
Issue Workload	This chart displays the open issues by status for a specific location and the total for that location. You can select a different location using the list box.
Issues by Ombudsman & Status	This chart displays issues by status (In Progress, Pending Follow Up, Coordination Complete, or Resolved) by both location and individual Ombudsman.
Issues at my Location	This chart displays issues created by and assigned to the user and all issues at the users location. Additionally,

Issues by Ombudsman Location

MAG Leadership profile

This section displays the total number of open issues for all locations, and then a count of open issues for each individual location.

Issues by Ombudsman Location	
Location	Total
All Locations	86
Carlisle Barracks	2
CBHCO Arkansas	4
CBHCO California	5
CBHCO Florida	2
CBHCO Puerto Rico	2
CBHCO Virginia	3
CBHCO Wisconsin	3
Fort Benning	2
Fort Bliss	1
Fort Bragg	1
Fort Buchanan	6
Fort Campbell	3
Fort Dix	3

Issues by Category

MAG Leadership profile

This section displays the total number of open issues, and then a count of open issues for each category.

Issue Type	Total
All Issues	86
Access to Care	4
Appointment Issues	2
Benefits	1
Chapter/Seperation	3
Education	2
Finance and Appointment	6
Financial Issues	11
Invitation Travel Orders Problem	9
Medical Care Complaint	3
Medication Issues	2
Non Medical Attendant	11
Other	11
Request for Information	10
Social Security Benefits	4
TRICARE	7

Cases

This section describes how to use the Case Dashboard to manage and create cases.

Click the **Cases** icon on the Menu bar to go to the Case Dashboard screen:



NOTE: The tabs on the Case Dashboard will vary by user role.

Cases Dashboard

Label	Name	Description
A	Case Tabs	Click on a tab to navigate to it. For a description of each tab see below.
B	Create Case link	Click Create Case to create a new case.
C	Print button	Click Print to print the Case Dashboard.
D	Export	Export as a spreadsheet in Excel

The following table describes the possible tabs on the Case Dashboard screen:

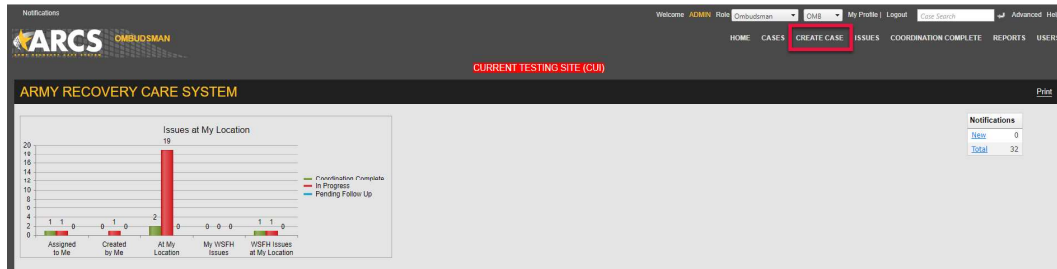
Case Dashboard Tabs

Tab	Description
All Cases	This tab displays all active cases.
Cases at My Location	This tab displays all cases at your location.
Resolved Cases	This tab displays all cases at your location with a Closed status.

NOTE: For more information on filtering and sorting columns on the tab grids see [Grid Controls](#).

Create Case

To create a new Ombudsman case, click **Create Case** from the Menu Bar.



There are two steps to creating a new case:

1. [Search for a Soldier](#)
2. Create Case using the [Intake Form](#)

Search for a Soldier

Upon clicking **Create Case**, the New Case screen opens:

The screenshot shows the 'NEW CASE' screen. It has a header 'NEW CASE' and two radio buttons: 'DODID' (labeled A) and 'SSN' (labeled B). Below the 'DODID' button is a text input field labeled 'Soldier DODID:' and a 'Search' button (labeled C). At the bottom right, there are two buttons: 'Anonymous Case' (labeled D) and 'Cancel' (labeled E).

New Case Screen

Label	Name	Description
A	Soldier DODID option	Enter the Soldier's DODID to search.
B	Soldier SSN option	Enter the Soldier's full SSN to search.
C	Search button	Click Search to check if a case with the SSN or DODID entered is currently in the ARCS system. There are three possible search results: • Existing Ombudsman case found (see SSN or DODID Case Found) • Existing Ombudsman Case not found (see SSN Case Not Found) • Existing Ombudsman Case not found (see DODID Case Not Found)
D	Anonymous Case option	Select the Anonymous Case option if the individual wants to remain anonymous and not provide their SSN or DODID. When creating an anonymous case, leave the SSN field blank, and do not enter a fake SSN. This will take you directly to the Soldier Intake screen when you click Create Case (see Intake Form).
E	Cancel hyperlink	Click Cancel to return to the Case Dashboard without creating a new case.

SSN or DODID Case Found

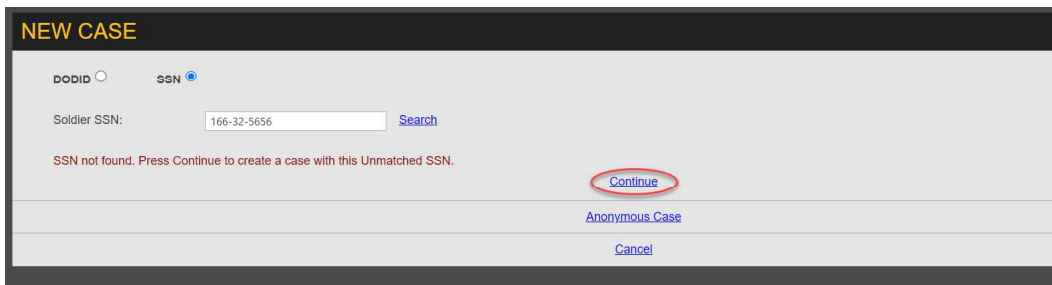
If the Soldier's SSN or DODID is found, one of the following will occur:

- If an Ombudsman case already exists in ARCS, the case will be displayed (see [Edit Case Information](#)).

- If an SSN or DODID is found in the Army Personnel Database (IPPS-A), the Soldier Intake screen will be displayed (see [Intake Form](#)).
- If the SSN or DODID has been used to create a case in ARCS by the RCD, ARC4, or SRU group, the Soldier Intake screen will be displayed.

SSN Case Not Found

If a case was not found, and there is no authoritative source information for the Soldier, an option to continue with the intake with an unmatched SSN will be displayed.



The screenshot shows a web form titled "NEW CASE". At the top, there are two radio buttons: "DODID" (unselected) and "SSN" (selected). Below this, there is a label "Soldier SSN:" followed by a text input field containing "166-32-5656" and a "Search" button. Below the input field, a red message states: "SSN not found. Press Continue to create a case with this Unmatched SSN." At the bottom of the form, there are three buttons: "Continue" (circled in red), "Anonymous Case", and "Cancel".

Click **Continue** to continue with the intake with an unmatched SSN.

NOTE: The SSN field on the Intake form will be populated with the entered SSN.

DODID Case Not Found

If a case was not found by searching by the Soldier's DODID, there are two options to continue with creating a case.

1. Create an **Anonymous Case**

- Select the **Anonymous Case** option if the individual wants to remain anonymous and not provide their SSN or DODID.
- When creating an anonymous case, leave the SSN field blank, and do not enter a fake SSN.

- This will take you directly to the Soldier Intake screen when you click Create Case (see Intake Form).
2. Search by **SSN** with an option to continue with the intake with an unmatched SSN.
- See [SSN Case Not Found](#).

Intake Form

The Intake Form has four sections:

- [Soldier Information](#)
- [Unit Information](#)
- [Physical Address Location](#)
- [Interview Information](#)

NOTE: All required fields are marked with an asterisk (*).

Once the sections are completed, click **Submit** to create the case. The [Case Summary](#) screen will open.

Soldier Information

Enter required information, including the Soldier's First Name, Last Name, and Component.

The screenshot shows a form titled "SERVICE MEMBER INTAKE" with a decorative border. The form contains the following fields:

Name: Palmer, Jeannie	SSN: 120399153
Rank: Lieutenant Colonel (LTC)	DODID: 1203001530
* Component: Select	

Below the form, the text "Unit Information" is visible.

NOTE: Most of the fields will be pre-populated from the Integrated Personnel and Pay System - Army (IPPS-A) or an existing ARCS case, unless it is an unmatched or anonymous case.

Unit Information

Select the Soldier's SRU Status and enter Unit Information.

If the Unit information is the same as the Physical Location, use the "Same As Physical Location" check box.

Unit Information

Unit: Unit Phone #:

Unit Location: Unit Phone Ext:

Division: International Number ☐

State: Enterprise Email:

Country: United States

Zip Code:

Copy Unit Address to Physical Address Location ☐

Physical Address Location

Enter the Service Member's physical location information.

Physical Address Location

* Address: * Phone:

Ext: International Number ☐

* City: * Phone Type:

* State: * Email:

* Country: United States

* Zip Code:

Section 4: [Interview Information](#)

Interview Information

Enter required information, including Person Interviewed, Address, City, State, Country, Ombudsman Location, Case Origin, and Contact Method.

The Ombudsman Location, Created By and Date Created are populated automatically.

NOTE: If you select “Soldier” as the Person Interviewed, the Address, City, State, and Country fields are not required in this section.

Click **Submit** to submit the case information, **Cancel** to return to the Case Dashboard without saving.

Edit Case Information

This section describes how to view and edit case details. Click on a Soldier name hyperlink from the Case Dashboard to open a case for viewing or editing.

Standard Case Features

Every case has standard features, as shown below.

Standard Case Features

Label	Name	Description
A	Case Header	Standard header that displays the Soldier's name, phone, component, SRU status, RCD Status, Case Status, Case ID, and ARC4 status.
B	Navigation Sidebar	Contains navigation hyperlinks to other sections. Click on a hyperlink to go to the selected section: • Case Summary • Case Information • Contact Information and Relationships • Case Logs • Issues • Attachments • Service Info
C	Attach button	Click Attach to attach a file to the case (see Add Attachment).
D	Print button	Click Print to print the case section (see Print Case Section).

Case Summary

Use the Case Summary screen to view basic Soldier and case status information. All fields on this screen are read-only, and cannot be directly edited. The information in some of the fields can be edited from another location in the ARCS application, while other fields contain data retrieved from external interfaces.

TESTING SITE (CUI)	
SERVICE MEMBER INTAKE	
* First Name: Ron	SSN: 171-04-4026
Middle Name:	DOID:
* Last Name: Arrington	
* Component:	Rank: Major (MAJ)
Unit Information	
Unit:	Unit Phone #: 123 456 7890
Unit Location:	Unit Phone Ext:
Division:	International Number ☐
State: Florida	Enterprise Email:
Country: United States	
Zip Code: 12345	
Copy Unit Address to Physical Address Location ☐	
Physical Address Location	
* Address: 123 Main St	* Phone: 000-111-2222
	Ext:
* City: Anytown	International Number ☐
* State: Florida	* Phone Type: Cell
* Country: United States	* Email: Test@gmail.com
* Zip Code: 12345	
Interview Information	
* Person Interviewed: Service Member	
First Name:	Relationship:
Last Name:	POC Phone:
Address:	Ext:
	International Number ☐
City:	Phone Type:
State:	POC Email:
Country: United States	
Zip Code:	
Call Details	
* WSFH Representative: 25_CC_REP	Case Created By: 25_CC_REP
* Contact Method:	Date Created: 16 Feb 2023
Intake Comments:	

0.05498

(CUI)

Case Summary Screen

Name	Description
Soldier Demo-graphics	Soldier information retrieved from the Army Personnel database (IPPS-A ¹).
Unit Information	Designated unit information as entered within the Unit Information section.
Physical Location	Designated Physical Location address as entered within the Soldier Information section.
Ombudsman Data	Ombudsman Case specific details.
Interview Information	Designated interview information as entered within the Interview Information section.

Case Information

Use the Case Information screen to update the Soldier's SSN, view and edit case details, and view the case history.

The screenshot shows the 'Case Information' screen. At the top, there are tabs for 'Main Data' (callout A) and 'History' (callout B). To the right of the tabs are links for 'Update SSN' (callout C) and 'Update Name' (callout D). Further right are 'Attach' (callout E) and 'Print' (callout F) buttons. Below these is an 'Edit' button (callout G). The main content area displays case details in a two-column format:

- Case ID: 21171
- Case Creation Date: 08 Dec 2017
- Case Status: Active
- Case Created By: _25, Mag Dist
- Status Date: 08 Dec 2017
- Ombudsman Location: West Point
- Component: Active Army
- Case Origin: OMB
- Restricted Access: ☐

Below this is a section titled 'Unit Information' with the following fields:

- Unit:
- State:
- Unit Location:
- Country: United States
- Division:
- Zip Code:
- AKO Email:
- Unit Phone Number:

¹Integrated Personnel and Pay System - Army

Case Information Screen

Label	Name	Description
A	Main Data tab	Click this tab to view and edit case data.
B	History tab	Click this tab to view the case history (see History Tab).
C	Update SSN link	Click Update SSN to update the Soldier's SSN - not available in matched cases (see Update SSN).
D	Update Name link	Click Update Name to update the Soldier's Name - not available in matched cases (see Personnel TabUpdate Unmatched Case).
E	Attach link	Click Attach to attach a file to the case (see).
F	Print link	Click Print to print the Case Information.
	Edit link	Click Edit to edit the case information (see Edit Case Data).

Edit Case Data

NOTE: Cases may not be closed if there are open issues associated with the case. For more information on closing a case, see [Close Case](#).

To edit information on the Main Data tab:

1. Click the **Main Data** tab.

The screenshot shows the 'CASE INFORMATION' screen with the 'Main Data' tab selected. The interface includes a top navigation bar with 'Main Data' and 'History' tabs, and 'Attach' and 'Print' links. The main content area displays case details for Case ID 192585. On the right side, there are links for 'Attach' and 'Print', and an 'Edit' button. The case details are organized into sections: Case Information (Case ID, Status, Status Date, Component, Case Creation Date, Case Created By, Ombudsman Location, Case Origin, Restricted Access) and Unit Information (Unit, State, Unit Location, Country, Division, Zip Code, Enterprise Email, Unit Phone Number, No Email - Verified).

2. Click **Edit**.

The Edit Case screen opens.

CASE INFORMATION	
EDIT CASE	
Case ID: 192585	Case Creation Date: 20 Jan 2023
Case Status: Active	Case Created By:
Status Date: 20 Jan 2023	Ombudsman Location: Fort Polk
* Component: Active Army	Case Origin: OMB
Restricted Access: ☐	
Unit Information	
Unit: C CO 317th ENG BN	State: Louisiana
Unit Location: Fort Polk	Country: United States
Division: 10th MTN DIV	Zip Code: 71459
Enterprise Email:	Unit Phone Number:
No Email - Verified: ☐	
Cancel Save	

3. Update case information.

4. Click **Save** to save the changes, **Cancel** to return to the Main Data tab without saving.

NOTE: Cases that are sensitive can be restricted to prevent unauthorized access to the case information. Users with Administrator or MAG Distro roles can restrict access. All other users will then only be able to see selected information in read-only format.

Personnel Tab Update Unmatched Case

Update Unmatched hyperlink only appears for Unmatched or Anonymous cases for users. This function allows updates to the SSN, Name, and Component (**ARC4**¹ only) when the record is not associated with an SSN from **IPPS-A**².

NOTE: The Update Unmatched hyperlink only appears for Unmatched or Anonymous cases for users with the Administrator role.

¹Army Recovery Care Coordination Contact Center

²Integrated Personnel and Pay System - Army

Case Information

Attach Print
Update Unmatched

Main Data History

Case ID: 21372 Case Creation Date: 27 May 2020
Case Status: Active Case Created By: _25, Mag Dist
Status Date: 27 May 2020 Ombudsman Location: Fort Belvoir
Component: Active Army Case Origin: OMB
Restricted Access: ☐

Unit Information

Unit: State:
Unit Location: Country: United States
Division: Zip Code:
Enterprise Email: Unit Phone Number:
No Email - Verified: ☐

To update,

1. Click Update Unmatched.

The dialog box opens:

Update Unmatched

☐ Update SSN

	Current Value	New Value
SSN:	365-87-4562	- - -
Last Name:	Abdi	Abdi
First Name:	Test	Test
Middle Name:		

Cancel Update

2. Update any desired information (name, COMPO).
3. To change the SSN or review the update SSN conditions, see [Update SSN](#)

Update SSN

To update the Soldier's SSN:

1. Click the **Update Unattached** hyperlink.

The Update SSN dialog box opens.

Update Unmatched

☒ Update SSN

	Current Value	New Value
SSN:	556-66-4141	365-87-4562
Last Name:	Abdi	
First Name:	Test	
Middle Name:		

Cancel Update

2. Click the "Update SSN" check box to activate the SSN fields.
3. Enter the Revised SSN.
4. Click **Update** to save the changes, **Cancel** to close the dialog box without saving.

Outcomes:

- SSN not found in **IPPS-A**¹ and not associated with any case in ARCS - Case updates with new SSN
- SSN found in **IPPS-A**²- User will get a warning and has the option to continue (updating will match the record to the IPPS-A record)

¹Integrated Personnel and Pay System - Army

²Integrated Personnel and Pay System - Army

- SSN found in another OMB case - User will get a warning and ARCS will not update the record
- SSN found in a case in another module - User will get a warning and has the option to continue (updating will merge record with the existing data associated with the other case)

History Tab

Use the History tab to view the case status history.

The screenshot shows the 'Case Information' screen with the 'History' tab selected. It contains two main sections: 'Case Status Summary' and 'Ombudsman Location History'.

Case Status Summary: This section has a table with columns 'Date Updated', 'Case Status', and 'Updated By'. It shows two records: one from 07 Jul 2017 with status 'Closed' and one from 23 Jun 2017 with status 'Active'. Both were updated by '_25, Mag Dist'. The table includes pagination controls (Page 1 of 1, rows 1 to 2 of 2) and a 'Page size' dropdown set to 25.

Ombudsman Location History: This section has a table with columns 'Date Updated', 'Ombudsman Location', and 'Updated By'. It currently shows 'No Records Found'.

Contact Information and Relationships

Use the Contact Information & Relationships screen to update Soldier contact information and manage additional contacts for each Soldier.

There are two tabs on this screen:

- [Soldier Contacts Tab](#)
- [Relationship Contacts Tab](#)

Soldier Contacts Tab

Use the Soldier Contacts tab to manage the Soldier's contact information.

Soldier/Relationship Information Print

Soldier Contacts Relationship Contacts A

Soldier Contact Information

Address B +

Page size: 25 Page 1 of 1, rows 1 to 2 of 2

Update	Purpose Code	Address	Added By	Updated By	Updated On	Delete
C 	Physical Address, Current Residence	1234 Main St Centerville, FL 12345 United States	SRU	SRU: Real, 000 AdminReal	29 Sep 2022	D 
	Physical Address	123 123, IN 12345 United States	RCD	RCD: advocate2, aw2	23 Feb 2017	

Phone E +

Page size: 25 Page 1 of 1, rows 1 to 1 of 1

Primary	Type	System Code	Number	Ext	Added By	Updated By	Updated On	Remove
F 	Cell	NONE	1234567890		SRU	SRU: Real, 000 AdminReal	29 Sep 2022	G 

Email H +

Page size: 25 Page 1 of 1, rows 1 to 1 of 1

Primary	Email Address	Added By	Updated By	Updated On	Remove
I 	fasdfasd@yahoo.com	SRU	SRU: _25, MA01_Polk	08 Dec 2020	J 

The following table describes the items labeled in the Soldier Contact Tab:

Soldier Contact Tab Items

Label	Name	Description
A	Relationship Contacts Tab	Click this tab to switch to viewing the Soldier's relationship contacts.
B	Add Address icon	Click the Add icon to add address information
C	Edit Address icon	Click the Edit icon to edit address information
D	Delete Address icon	Click the Delete icon to delete address information. Deleting addresses from other modules will hide the address from the current module only.
E	Add Phone Number icon	Click the Add icon to add a phone number
F	Primary Phone	The green circle indicates the Soldier's Primary Phone Number
G	Remove Phone Number icon	Click the Remove icon to remove a phone number from the current module
H	Add Email Address icon	Click the Add icon to add an email address
I	Primary Email	The green circle indicates the Soldier's Primary Email Address
J	Remove Email Address icon	Click the Remove icon to remove an email address from the current module

Relationship Contacts Tab

Use the Relationship Contacts tab to manage the Soldier's Personal and Professional relationship contacts.

Soldier Contacts

Relationship Contacts

Relationship Contacts

+

A

Name	Relationship	Affiliation	Organization	NOK Designation	Guardian	Power of Attorney	Source	Delete
Straight, Roger	Brother				No	No	WTU	C
Smith, Mike	Non-Medical Attendant			Primary Point of Contact	No	No	WTU	

Relationship Contacts

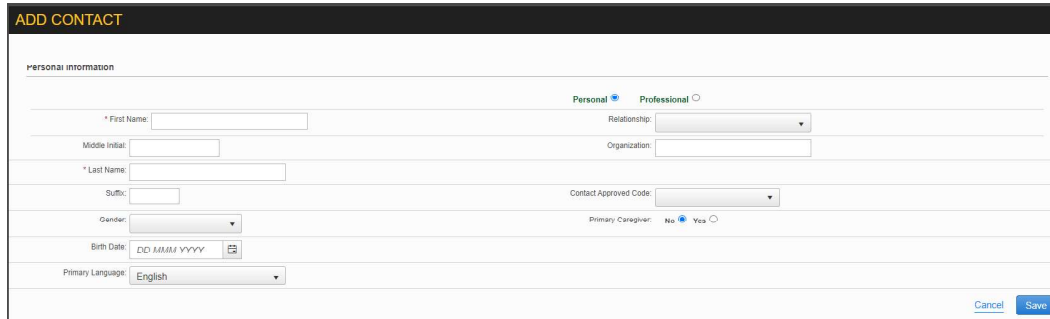
Label	Name	Description
A	Add Relationship Contact icon	Click the Add icon to add a new relationship contact
B	Contact Name hyperlink	Click a contact name hyperlink to view details for a relationship contact
C	Delete Relationship Contact icon	Click the Delete icon to delete a relationship contact

Related Topic: [Manage Soldier and Relationship Contact Information](#)

Add Relationship Contact

To add a relationship contact:

1. Click the Add icon . The Add Contact window opens.



ADD CONTACT

personal information

☒ Personal
 ☐ Professional

* First Name:
 Relationship:

Middle Initial:
 Organization:

* Last Name:
 Contact Approved Code:

Suffix:
 Primary Caregiver: ☒ No ☐ Yes

Gender:

Birth Date:

Primary Language:

Cancel Save

2. Select either the Personal or Professional option.

ADD CONTACT

Personal Information

☒ Personal ☐ Professional

* First Name: Relationship:

Middle Initial:

* Last Name: Organization:

Suffix: Contact Approved Code:

* Gender: Next of Kin:

NOTE: If you select “Professional,” you must select an affiliation. If you select “Personal,” you must select a relationship.

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

NOTE: A Soldier can only have one contact with a Primary Caregiver designation (for Personal contacts).

4. Click **Save** to save the relationship contact or **Cancel** to close the window without saving.

View Relationship Contact

To view details for a relationship contact, click the contact name hyperlink from the Name column.

AttachPrint

BackEdit

Personal Information

First Name: James

Relationship: Brother

Middle Initial:

Organization:

Last Name: Madison

Affiliation:

Suffix:

Contact Approved Code:

Gender:

Primary Caregiver: No

Birth Date:

Primary Language: English

Address

Page 1 of 1, rows 1 to 1 of 1

Purpose Code	Address	Added By	Updated By	Updated / Validated
Current Mailing	555 MAIN St Ourtown, AL 55555 United States	OMB	OMB: _25, OMB	12 December 2017

Phone Numbers

Page 1 of 1, rows 1 to 1 of 1

Primary	Type	System Code	Number	Ext	Added By	Updated By	Updated On	Remove
	Cell	NONE	666-777-8888		OMB	OMB: _25, OMB	12 Dec 2017	

Email

Page 1 of 1, rows 1 to 1 of 1

Primary	Email Address	Added By	Updated By	Updated On	Remove
	jmadison@test.com	OMB	OMB: _25, OMB	12 Dec 2017	

Relationship Contact Details

Label	Name	Description
A	Back hyperlink	Click Back to return to the Relationship Contacts tab.
B	Edit button	Click Edit to edit relationship contact details
C	Add Address button	Click the Add icon to add address information
D	Edit Address icon	Click the Edit icon to edit address information
E	Delete Address icon	Click the Delete icon to delete address information
F	Add Phone Number icon	Click the Add icon to add a phone number
G	Primary Contact icon	A primary email or phone number is indicated with the green circle.
H	Remove Phone Number icon	Click the Remove icon to hide a phone number
I	Add Email Address icon	Click the Add icon to add an email address
J	Remove Email Address icon	Click the Remove icon to edit an email address

Edit Relationship Contact Details

To edit a relationship contact:

1. Click the Edit button from the [Relationship Contact Details](#) screen.
2. The Edit Contact window opens.

The screenshot shows the 'ADD CONTACT' window with the following fields and options:

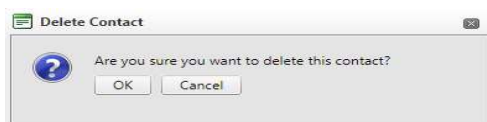
- Personal Information** (selected tab)
- Personal** (selected radio button)
- * First Name:
- Middle Initial:
- * Last Name:
- Suffix:
- Gender:
- Birth Date:
- Primary Language:
- Professional: ☐
- * Relationship:
- Organization:
- Affiliation:
- Contact Approved Code:
- Primary Caregiver: ☒ No ☐ Yes
- Buttons: Cancel, Save

3. Update the contact information.
4. Click **Save** to save the changes or **Cancel** to close the window without saving.

Delete Relationship Contact

To delete a relationship contact:

1. Click the Delete icon .
2. The Delete Contact dialog box opens.



3. Click **Delete** to delete the contact, or **Cancel** to close the dialog box without deleting.

Deleting a Relationship Contact from another module will "hide" the contact from the current module, but will not affect any other modules.

Manage Soldier and Relationship Contact Information

The following sections describe how to manage [address](#), [phone number](#), and [email](#) information for the Soldier and any Relationship Contacts.

Add Address

To add an address:

1. Click the Add icon  under Address.
2. The Add Address window opens.

Add Address

* Purpose Code

Beneficiary
Civilian Employer
Current Home of Record
Current Mailing
Current Residence
Duty

* Address:

Line 2:

* City:

* State:

* Country:

* Postal code:

Gateway PO:

Processing Category:

Cancel Save

3. Select one or more Purpose Codes (address type) using the drop down list. Ctrl + click to select multiple Purpose Codes.

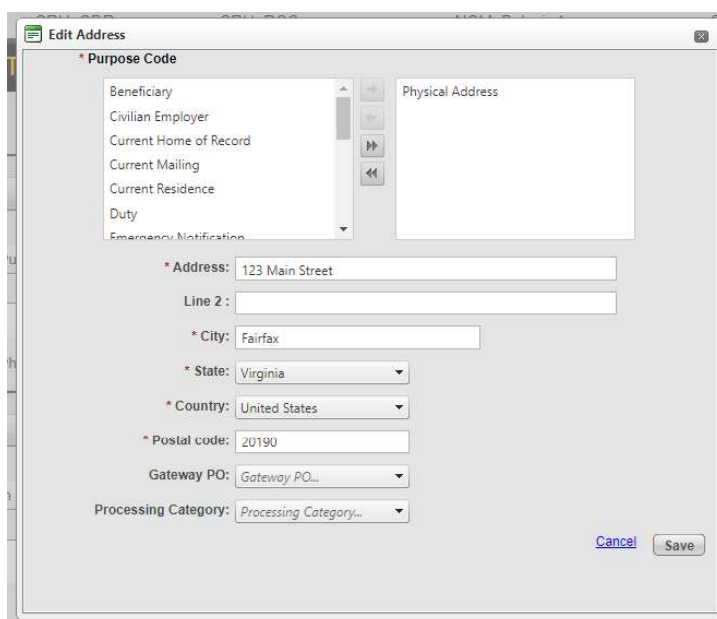
NOTE: Each Purpose Code may only be used for one address record per contact.

4. Enter address information. Required fields are marked with an asterisk (*).
5. Click **Save** to save the new address or **Cancel** to close the window without saving.

Edit Address

To edit an address:

1. Click the Edit icon  next to the address.
2. The Edit Address window opens.

The 'Edit Address' dialog box features a 'Purpose Code' section with a list of codes: Beneficiary, Civilian Employer, Current Home of Record, Current Mailing, Current Residence, Duty, and Emergency Notification. These codes are moved to a 'Physical Address' box using arrow buttons. Below this, there are input fields for Address (123 Main Street), Line 2, City (Fairfax), State (Virginia), Country (United States), Postal code (20190), Gateway PO (Gateway PO...), and Processing Category (Processing Category...). 'Cancel' and 'Save' buttons are at the bottom right.

3. Add or remove purpose codes using the picklist.
4. Make changes to the address.
5. Click **Save** to save the changes or **Cancel** to close the window without saving.

NOTE: User can only edit addresses from the active module.

Delete Address

To delete an address:

1. Click the **Delete** icon  to the right of the address.
2. The Delete Address dialog box opens.

The 'Delete Address' dialog box asks 'Are you sure you want to delete this address?' and includes 'Cancel' and 'Delete' buttons at the bottom right.

3. Click **Delete** to delete the address or **Cancel** to close the dialog box without deleting.

NOTE: This action cannot be undone.

Hide Address (other modules)

Users with edit permissions may remove addresses added from other modules. This prevents duplicate or outdated addresses from remaining visible within a case record.

Addresses will only be hidden from the active module.

The example here from the SRU module:

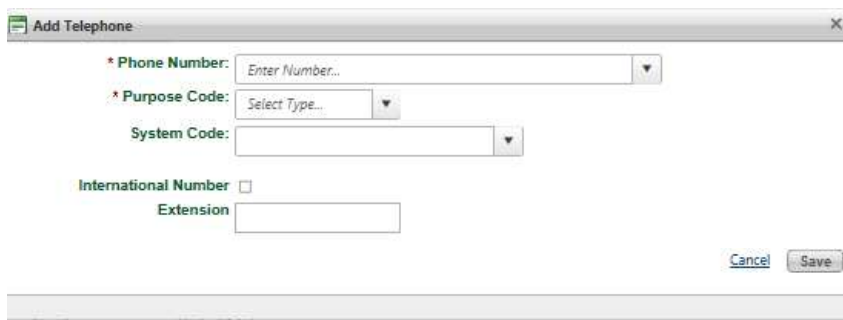
- Address Added By RCD module - trash can icon will **HIDE** the address from the SRU module only
- Address Added By SRU (active) module - trash can icon will **DELETE** the address

Soldier Contact Information						
Address						
 						
 Page size: 25 Page 1 of 1, rows 1 to 2 of 2						
Update	Purpose Code	Address	Added By	Updated By	Updated On	Delete
	Physical Address	1523 Main st Testville, VT 30245 United States	AW2	AW2: Real, 000 AdminReal	28 Dec 2020	
	Physical Address	123 Main Street Fairfax, VA 20190 United States	WTU	WTU: Admin, Administrator	28 Jul 2011	

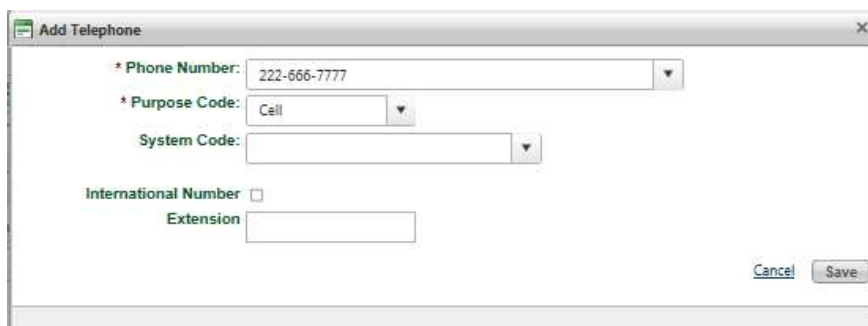
Add Phone Number

To add a phone number:

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



3. Select a phone number from the drop down, or enter a new phone number. The drop down will contain any phone number associated with the person's profile that was previously removed from the current module.
4. Select a Purpose Code (required) and add any other needed information.



5. Click **Save** to save the phone number or **Cancel** to close the window without saving.

Remove Phone Number

To remove a phone number from view in the current ARCS module:

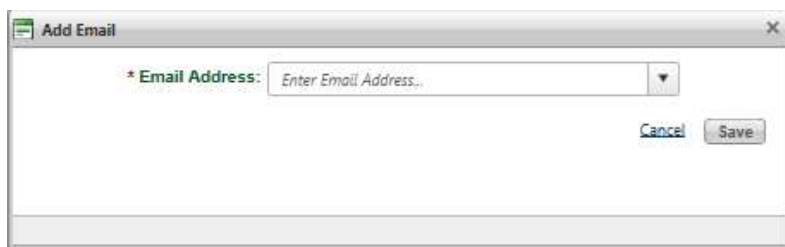
1. Click the Remove icon  to the right of the phone number.

NOTE: Removing a phone number from view will not delete it permanently. To bring a hidden phone number back, see [Add Phone Number](#).

Add Email Address

To add an email address:

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



3. Select an email address from the drop down, or enter a new email address. The drop down will contain any email address associated with the person's profile that was previously removed from the current module.



4. Click **Save** to save the email address or **Cancel** to close the window without saving.

Remove Email Address

To remove an email address from the current ARCS module:

1. Click the Remove icon  to the right of the email address.

NOTE: Removing an email address from view will not delete it permanently. To bring a hidden email back, see [Add Email Address](#).

Primary Contact

One primary phone number and one primary email address may be identified for a Soldier or relationship contact in each ARCS module.

To mark a phone number or email as primary, click the circle in the "Primary" column. A green circle indicates primary status.

Phone

Page size: 25 Page 1 of 1, rows 1 to 3 of 3

Primary	Type	System Code	Number	Ext	Added By	Updated On	Validated By	Validated On	Remove
☐									
☒	Cell	NONE	222-666-7777		AW2	03 Aug 2017			
☐	Home	NONE	1234567890		AW2	03 Aug 2017			
☐	Cell	NONE	123-456-7810		WTU	21 Jul 2017			

Remove the primary indicator by selecting another email or phone number on the grid, or click the green circle to deselect.

Case Logs

Use the Case Log screen to view consolidated case log entries. Case logs are updated by the system automatically at various points in the OMB life cycle. You can also manually add entries to the case log.

CASE LOG

Page size: 25 Page 1 of 1, rows 1 to 8 of 8

	Date Created	Added By	Entry Type	Log Type	Text	
☒	19 Dec 2023 13:27	25, Mac Dist	Issue Log		Testing	
☒	11 Dec 2023 13:23	Real, 000 AdminReal	Case Log		File attached by Real, 000 AdminReal on 11 Dec 2023 File Name: Regression	
☒	09 Nov 2023 13:13	25, Mag Dist	Issue Log		New Issue Background: Testing TFS	
☒	09 Nov 2023 13:13	25, Mag Dist	Issue Log		Testing - Created by 25, Mag Dist on 09 Nov 2023 13:13	

Case Log Screen Items

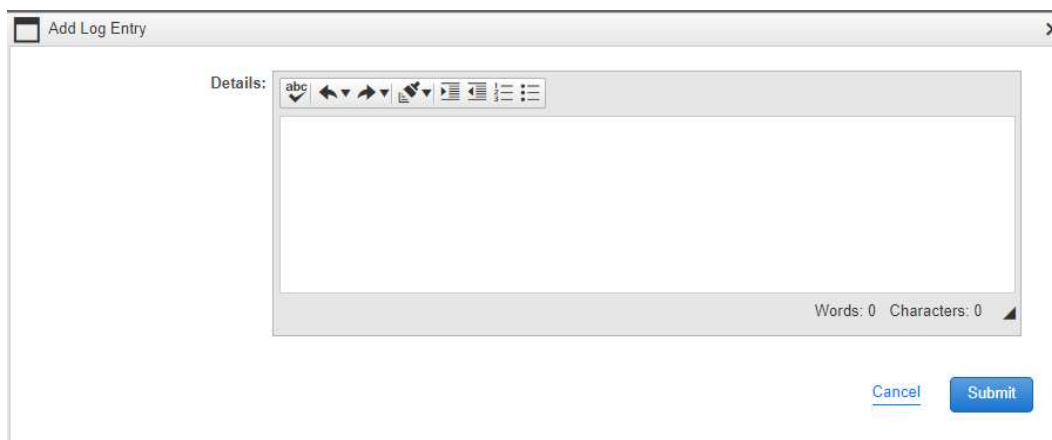
Label	Name	Description
A	Print icon	Click print to print the Case Log grid.
B	Export Icon	Click the export icon to export the grid to a Microsoft Excel or PDF Document.
C	Add Case Log Entry icon	Click the Add icon to add a case log entry
D	Edit Case Log Entry icon	Click the Edit icon to edit a case log entry
E	Date Added hyper-link	Click a Creation Date hyperlink to view a case log entry
F	Delete Case Log Entry icon	Click the Delete icon to delete a case log entry

NOTE: Manually added logs can be edited or deleted for up to 24 hours after creation by the person who created the entry.

Add Case Log Entry

To add a case log entry:

1. Click the Add icon .
2. The Add Log Entry dialog box opens.



Details: abc

Words: 0 Characters: 0

[Cancel](#) [Submit](#)

3. Enter comments for the log entry in the Comments field.
4. Click **Submit** to add the log entry or click **Cancel** to close the dialog box without saving.

View Case Log Entry

To view a case log entry:

1. Click on the **Date Added** hyperlink for the entry.
2. The Log Entry Details dialog box opens.



Log Entry Details

Created Date:	20 Mar 2012
Added by:	Ulrich, Kim
Details:	Intake Comments: Mrs. Jones mentioned that Tim has been acting depressed the last couple weeks.

[Close](#)

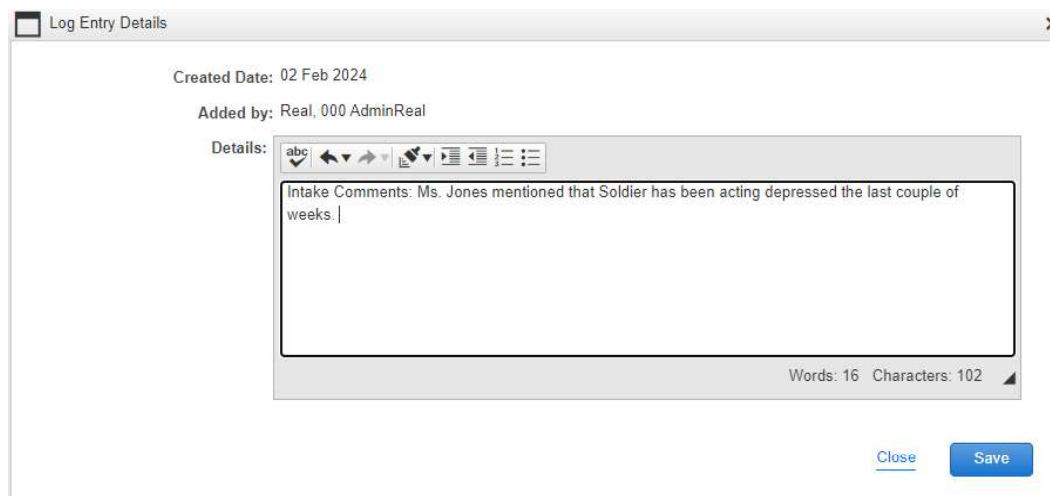
3. Click the **Close** hyperlink to close the dialog box.

Edit Case Log Entry

NOTE: Log entries can only be edited if the case is open.

To edit a case log entry:

1. Click the Edit icon  to the left of the log entry.
2. The Edit Log Entry dialog box opens.



Log Entry Details

Created Date: 02 Feb 2024

Added by: Real, 000 AdminReal

Details:

Intake Comments: Ms. Jones mentioned that Soldier has been acting depressed the last couple of weeks.

Words: 16 Characters: 102

Close Save

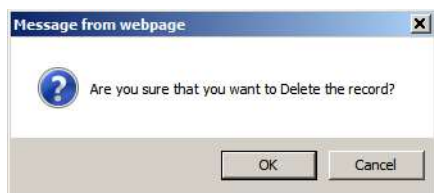
3. Make any changes to the log entry.
4. Click **Save** to save the changes or click **Close** to close the dialog box without saving the changes.

Delete Case Log Entry

NOTE: Case logs can only be deleted if the case is open.

To delete a case log:

1. Click the **Delete** icon  to the right of the log entry.
2. The Delete Log dialog box opens.



- Click **OK** to delete the case log entry or click **Cancel** to close the dialog box without deleting.

Issues

You can create and track issues for follow-up in ARCS. Issues can be assigned to yourself or any of the Ombudsman operational staff.

NOTE: For more information about viewing issues and tasks for all cases, see [Issues](#).

Issues								Attach	Print
+ A 1 Page size: 25 Page 1 of 1, rows 1 to 1 of 1									
Creation Date	Issue Origin	Issue Location	Issue Category	Issue Type	Issue Status	Project Follow Up	Issue Assigned to		
25 Aug 2017 B	FFOS	Fort Rucker	Administrative	ADME (Active Duty Medical Extension) Date	Coordination Complete	24 Sep 2017	Real, 000 AdminReal		

Issues Screen

Label	Name	Description
A	Add icon	Click the Add icon to add a new issue (see Add Issue).
B	Creation Date hyperlink	Click on a Creation Date hyperlink for an issue to open it for viewing or editing (see View Issue Details).

Add Issue

To add an issue:

- Click the **Add** icon.

The Add Issue screen opens.

Add Issue
[Cancel](#) [Submit](#)

Issue Information

Issue Created: 17 Apr 2018

Issue ID:

* Issue Category:

Assigned To:

* Issue Type:

* WTU Assignment:

* Issue Origin:

* Issue For:

* Issue Location:

Project:

* High Visibility: No ☐ Yes ☐

* Issue Referred: No ☐ Yes ☐

Issue Details

* Status:

* Method of Contact:

* Contact Date:

* Issue: Limit to 4000 chars

Words: 0 Characters: 0

* Issue Background: Limit to 2000 chars

Words: 0 Characters: 0

2. Enter issue information.
3. Click **Submit** to add the issue or **Cancel** to return to the Issues screen without saving.
4. The new issue status is automatically set to “In Progress.”

View Issue Details

To open an issue for viewing or editing, click on the **Creation Date** hyperlink.

The Issue opens to the Details tab.

ISSUE DETAIL

Details Log Tasks Attachments

Issue Created: 06 Feb 2023 Issue Id: 2232

Issue Category: Family Member Assigned To: OMB_10_ombudsman_10

Issue Type: Medical Care Complaint SRU Assignment: Non-SRU

Issue Origin: OMB Issue For: Service Member

Issue Location: Camp Zama, Japan Project:

High Visibility: No Good News Story: No

Issue Referred: No

Issue Details

Issue Status: In Progress

Method of Contact: Phone Call Contact Date: 06 Feb 2023

Issue: Description of issue.

Issue Background: Background information pertinent to this issue.

ACTION

Action:

No Records Found

Resolution

Projected Resolution Follow-up Date: 08 Mar 2023

Resolution:

Resolution Date:

Issue Status History Print Edit Close

Issue Details

Label	Name	Description
A	Details tab	Click the Details tab to view and edit issue details.
B	Log tab	Click the Log tab to manage issue log entries (see Log Tab).
C	Tasks tab	Click the Tasks tab to manage tasks for the issue (see Tasks Tab).
D	Attachments tab	Click the Attachments tab to manage attachments for the issue (see Attachments Tab).
E	Issue Status History	Click the link to run a report of the issue status history.
F	Print link	Click the Print link to print the current viewable page.
G	Edit link	Click the Edit button to edit the Issue details (see Details Tab).
H	Close hyper-link	Click Close to return to the Issues screen.

Issue Details Tab

Use the Details tab to view details about the issue. To edit the issue details:

1. Click **Edit** on the Details tab.

The screenshot shows the 'ISSUE DETAIL' window with the 'Details' tab selected. The 'Issue Information' section displays the following data:

Issue Information	
Issue Created: 06 Feb 2023	Issue ID: 2232
Issue Category: Behavioral Health	Assigned To: OMB_10 ombudsman_10
Issue Type: Diagnosis Issues	SRU Assignment: Non-SRU
Issue Origin: Outp	Issue Plan: Service Info-Less
Issue Location: Fort Belvoir	Project:
High Visibility: No (selected)	Good News Story: No (selected)
Issue Referred: No (selected)	

An 'Edit' button is highlighted in the top right corner of the window.

The Edit Issue window opens.

The screenshot shows the 'EDIT ISSUE' window. It contains the same 'Issue Information' section as the previous window, plus an 'Issue Details' section with the following fields:

- * Status: In Progress
- * Method of Contact: Face to Face
- * Contact Date: 06 Feb 2023
- * Issue: (Text area with word and character counts)
- * Issue Background: (Text area with word and character counts)

At the bottom, there is an 'ACTION' section with an 'Add' icon and a text input field.

2. Update the issue details.

NOTE: Click the **Add** icon to add an action (see [Add Action](#)).

3. Click **Save** to save the changes or **Cancel** to close the window without saving.

Add Action

To add an action to an issue:

1. Click the **Add** icon.

The Add Log Entry window opens.

2. Enter the action in the Details field. For information on using the text editor, see [Text Editor](#).
3. Click **Submit** to add the action or **Cancel** to close the window without saving.

NOTE: Adding an action automatically adds an issue log entry. For more information, see [Log Tab](#).

Issue Log Tab

Use the Log tab to manage log entries for a specific issue. Issue log entries will be automatically added to the case log.

Update	Date Created	Added By	Type	Description	Delete
	06 Feb 2023	OMB_10, ombudsman_10	Issue	Issue description changed from Description of issue. to 06 Feb 2023 11:55	
	06 Feb 2023	OMB_10, ombudsman_10	Issue	Updated Issue Background: d889	
	06 Feb 2023	OMB_10, ombudsman_10	Issue	Description of issue - Created by OMB_10, ombudsman_10 on 06 Feb 2023 11:43	

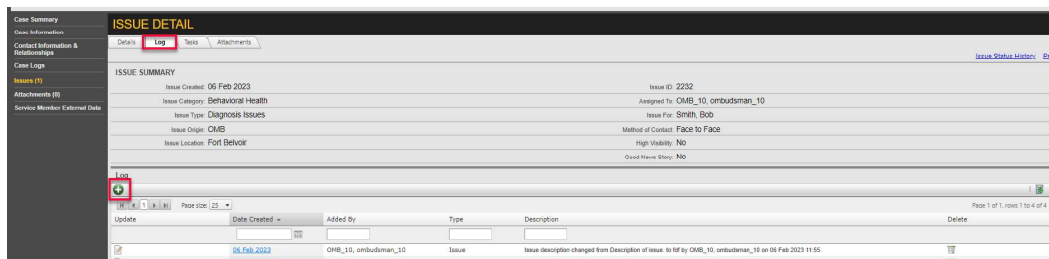
Issues Log Tab

Label	Name	Description
A	Add icon	Click the Add icon to add a new issue log entry (see Add Issue Log Entry).
B	Edit icon	Click the Edit icon to edit the issue log entry (see Edit Issue Log Entry).
C	Date Created hyperlink	Click a Data Created hyperlink to view the issue log entry (see View Issue Log Entry).
D	Delete icon	Click the Delete icon to delete a log entry (see Delete Issue Log Entry).

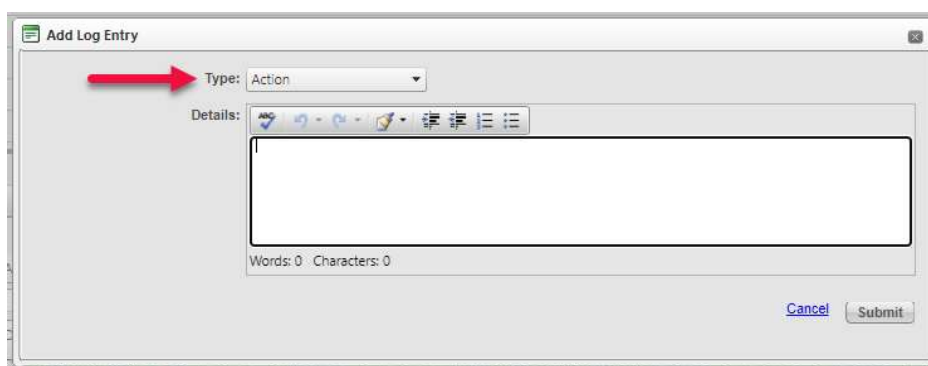
Add Issue Log Entry

To add an issue log entry:

1. Click the **Add** icon.



The Add Log Entry window opens.



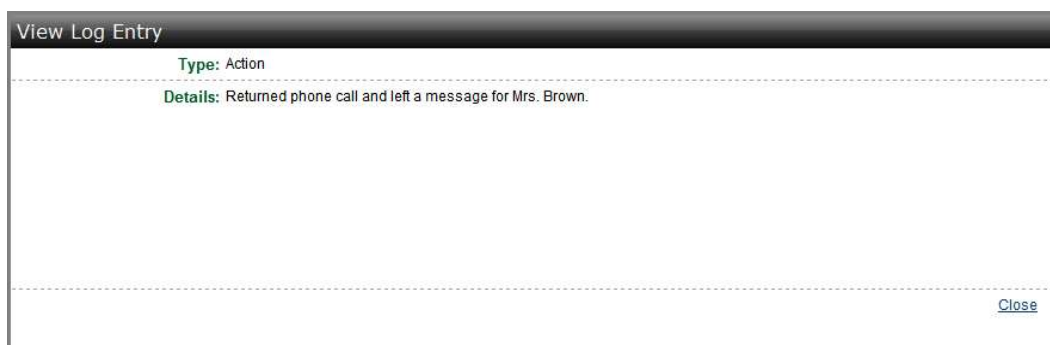
2. Select a log entry type from the list box (e.g., Action, Comments, etc.).
3. Enter details for the log entry in the Details field.
4. Click **Submit** to add the log entry or **Cancel** to close the window without saving.

View Issue Log Entry

To view an issue log entry:

1. Click on a **Date Created** hyperlink.

The View Log Entry window opens



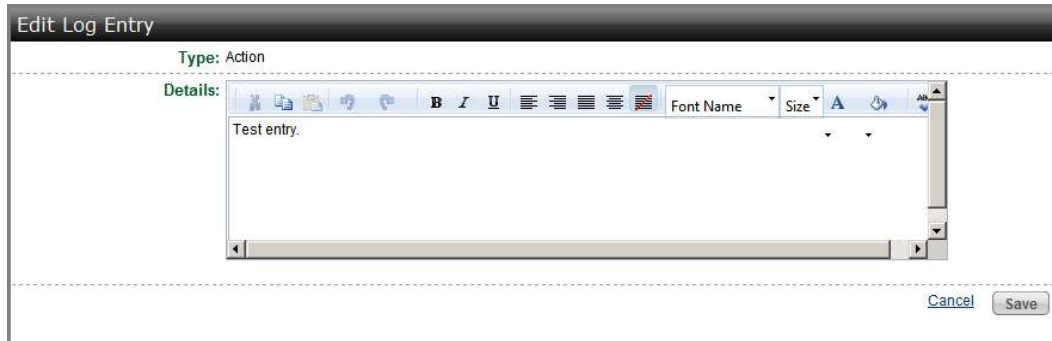
2. Click **Close** to close the window.

Edit Issue Log Entry

To edit a log entry:

1. Click the **Edit** icon.

The Edit Log Entry window opens.



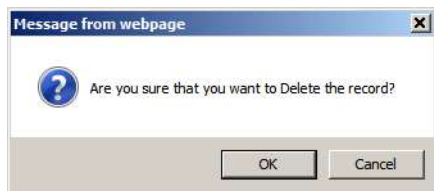
2. Make any changes to the log entry.
3. Click **Save** to save the changes or **Close** to close the dialog box without saving.

Delete Issue Log Entry

To delete a log entry:

1. Click the **Delete** icon .

The Delete Issue Log Entry dialog box opens.



2. Click **OK** to delete the log entry **Cancel** to return to the Issue Log tab.

Tasks Tab

Use the Tasks tab to manage tasks related to a specific issue.

Issue Detail [Print](#)

Details Log Tasks Attachments [Issue Status History](#)

Issue Summary

Issue Category: Employment Issue Type: Employment Screening
 Issue Status: In Progress Expedite: ☐
 Assigned To: Mullen, Vicki Issue For: GRAY, MIKE

Page size: 25 Page 1 of 1, rows 1 to 1 of 1

Date Created	Recurrence	Due Date	Complete Date	Status	Description	Assigned To
04 Jan 2018	None	11 Jan 2018		Open	follow up	_25, ADV_AW2

Issue Tasks Tab

Label	Name	Description
A	Add icon	Click the Add icon to add a new task (see Add Task).
B	Date Created hyperlink	Click a Date Created hyperlink to view a task (see View Task Details).

Add Task

To add a task:

1. Click the **Add** icon.

The Add Task window opens.

Creation Date: 12 Dec 2017 * Assigned To: Foolery, Tom

Task Status: Open * Due Date: 27 Dec 2017

* Short Description: Call

* Comments:

Words: 0 Characters: 0

[Cancel](#) [Save](#)

2. Enter information for all required fields. Required fields are marked with an asterisk (*).
3. The task will auto-assign to the creator unless another user is selected in "Assigned"

To".

4. Click **Save** to add the task or **Cancel** to close the window without saving changes.

NOTE: The Date Completed field does not appear until the task is saved. For more information on completing a task, see [Edit Task](#).

If you assign a task to another user, ARCS will add to the task to the My Tasks tab ([Issues](#)) for the assigned user, and put a notification on their Home page ([Home](#)).

View Task Details

To view details for a task, click on the **Date Created** hyperlink.

The Task Details screen opens.

Task Details [Attach](#) [Print](#)
[Close](#) [Edit](#)

Creation Date: 12 Dec 2017 Assigned To: _25, OMB
Task Status: Open Due Date: 05 Jan 2018
Short Description: Request for more info Date Completed:
Comments: Submitted a request to admin for information regarding Soldier's travel claims over the last 60 days.

Task Logs

	Date Created	Added By	Text	Delete
 D	12 Dec 2017 E	_25, OMB	Received last 60 days, but it appears that one of the travel claims the Soldier though was submitted is not showing up.	 F
	12 Dec 2017	_25, OMB	Contact SSG Price in Admin. He is pulling Soldier's travel vouchers for the last 60 days.	

Task Details Screen

Label	Name	Description
A	Close hyperlink	Click the Close hyperlink to return to the Tasks tab.
B	Edit button	Click the Edit button to edit the task (see Edit Task).
C	Add icon	Click the Add icon to add a new task log entry (see Add Task Log Entry).
D	Edit icon	Click the Edit icon to edit the task log entry (see Edit Task Log Entry).
E	Date Created hyperlink	Click a Date Created hyperlink to view a task log entry (see View Task Log Entry).
F	Delete icon	Click the Delete icon to delete a task log entry (see Delete Task Log Entry).

Edit Task

To edit a task:

1. Click the **Edit** button.

The Edit Task window opens.

2. Update the task information.

NOTE: If you change the Task Status to “Closed,” the Date Completed field appears and is a required field.

3. Click **Submit** to save the changes or **Cancel** to close the window without saving.

Task Logs

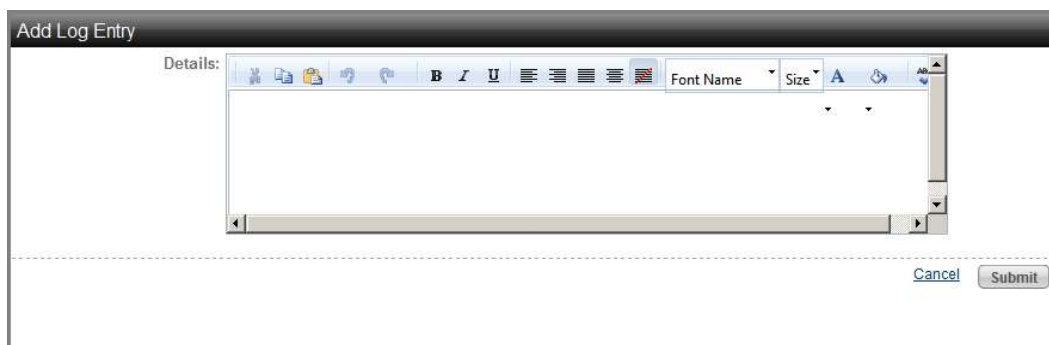
Add Task Log Entry

NOTE: Task log entries will be automatically added to the case log.

To add a task log entry:

1. Click the **Add** icon.

The Add Log Entry dialog box opens.



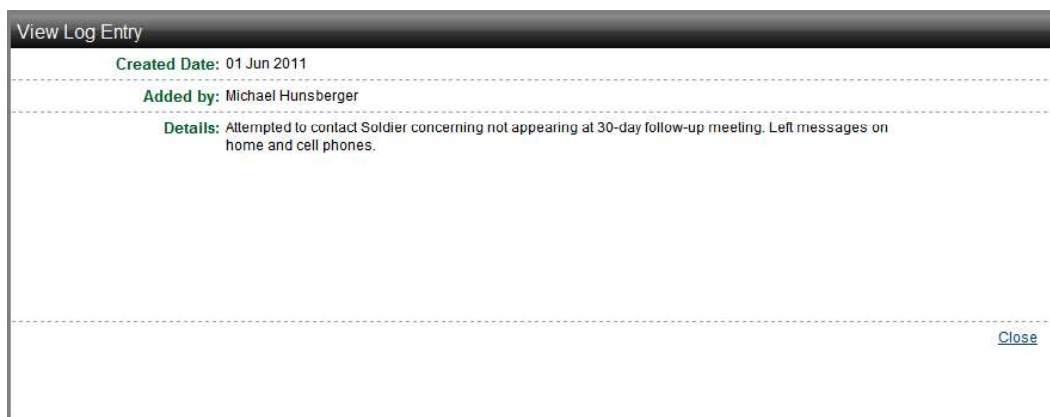
2. Enter comments for the log entry.
3. Click **Submit** to save the task log entry or **Cancel** to close the dialog box without saving.

View Task Log Entry

To view a task log entry:

1. Click the **Date Created** hyperlink.

The View Log Entry window opens.



2. Click **Close** to close the window.

Edit Task Log Entry

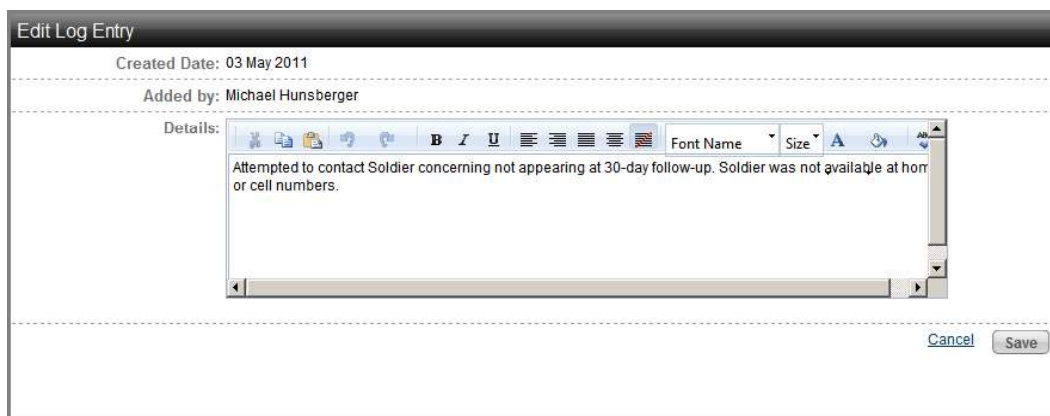
Task Log Entry

NOTE: Once you create a task log entry, you can only edit it within 24 hours. However, Administrators can edit a task log entry at any time.

To edit a task log entry:

1. Click the **Edit** icon.

The Edit Log Entry window opens.



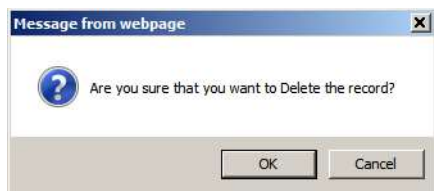
2. Make changes to the task log entry.
3. Click **Save** to save the task log entry or **Cancel** to close the window without saving.

Delete Task Log Entry

To delete a task log entry:

1. Click the **Delete** icon.

The Delete Task Log Entry dialog box opens.



2. Click **OK** to delete the task log entry or **Cancel** to return to the task.

Attachments Tab

Use the Attachments tab to manage files attached to a specific issue.

A screenshot of the "Issue Detail" page, specifically the "Attachments" tab. The page shows a summary of the issue and a list of attachments. The summary includes fields for Issue Created, Issue Category, Issue Type, Issue Origin, Issue Location, Issue ID, Assigned To, Issue For, Method of Contact, High Visibility, and Good News Story. The attachments table has columns for File Name, Document Type, Document Date, Added By, and Added On. A red circle 'A' is over the plus icon, 'B' is over the document icon, 'C' is over the 'View' link, 'D' is over the 'Test upload 1' link, and 'E' is over the delete icon.

File Name	Document Type	Document Date	Added By	Added On
 View Test upload 1	Award Documents	17 Nov 2017	Real, 000 AdminReal	17 Nov 2017

Issue Attachments Tab

Label	Name	Description
A	Add icon	Click the Add icon to add a new attachment (see Add Attachment). This adds a case log entry in the case log.
B	Edit icon	Click the Edit icon to edit the attachment (see Edit Attachment).
C	View hyperlink	Click the View hyperlink to view the attachment details (see View Attachment Details).
D	File Name hyperlink	Click the file name hyperlink to download the attachment (see Download Attachment).
E	Delete icon	Click the Delete icon to delete the attachment (see Archive Attachment).

Resolve Issue

NOTE: An issue may not be resolved if there are any open tasks. You can only resolve an issue if you have a MAG Distro, Action Officer, or Administrator role.

To resolve an issue:

1. From the **Issue Details** tab, click the **Edit** button.
2. From the Status list box, select “Coordination Complete”

The Resolution fields appear at the bottom of the screen.

RESOLUTION

Projected Resolution Follow-up Date: 17 May 2018

* Issue Resolution Level: Ombudsman Other

* Resolution:

Information pertaining to the outcome of this issue.

Words: 8 Characters: 52

* Resolution Date: 17 Apr 2018

3. Enter a projected resolution follow-up date, the details of the resolution, and a resolution date.
4. Click **Save** to resolve the issue or **Cancel** to return to the Issue Details tab without saving.

Survey

Once an issue status is Resolved (See [Resolve Issue](#)), a survey is sent to the person listed in the "Issue For" field. Survey Initiation and Completion is tracked within the ARCS Issue record.

If a survey is not Completed within 30 days of the Initiated Date, ARCS will automatically populate the Did Not Complete Date.

Initiate Survey

Administrator, MAG Distro, Action Officer

To mark the survey as Initiated:

1. Open the Issue to the Issue Details screen.
2. Click the Survey link.



The screenshot shows the 'Issue Detail' screen with tabs for Details, Log, Tasks, and Attachments. The 'Survey' link is highlighted in a red box. Below the tabs, the 'Issue Information' section displays details for Issue Id: 1285, Issue Category: Finance, Issue Type: Bonus Issues, Issue Origin: OMB, Issue Location: Camp Zama, Japan, Issue Status: Resolved, and Issue Referred: No. The 'Issue Details' section is partially visible at the bottom.

Issue Information	
Issue Created: 29 Aug 2017	Issue Id: 1285
Issue Category: Finance	Assigned To: _25, Mag Dist
Issue Type: Bonus Issues	WTU Assignment: CCU
Issue Origin: OMB	Issue For: Money, Mr. D
Issue Location: Camp Zama, Japan	Project:
High Visibility: No	Good News Story: No
Issue Referred: No	

Issue Details	
Issue Status: Resolved	

The Edit Survey Status pop up window appears.

3. Check the Initiated check box.



The 'Edit Survey Status' dialog box contains three radio buttons: 'Initiated' (selected and circled in red), 'Did Not Complete', and 'Completed'. To the right of these buttons are two date input fields. The first field is pre-filled with '13 Dec 2017' and has a calendar icon. The second field is labeled 'DD MMM YYYY:' and also has a calendar icon. At the bottom right of the dialog are 'Cancel' and 'Save' buttons.

The date will populate with today's date.

4. Verify the date, or select a new date.
5. Click Save to save the information, or Cancel to close the pop up without saving.

The Issue will now display on the Issue [Survey Tab](#).

NOTE: Issue status must be "Resolved" to access survey tracking.

Complete Survey

Administrator, MAG Distro, Action Officer

To mark the survey as Completed:

1. Open the Issue to the Issue Details screen.
2. Click the Survey link.



The 'Issue Detail' screen shows a tabbed interface with 'Details', 'Log', 'Tasks', and 'Attachments'. On the right, there are links for 'Issue Status History', 'Print', and 'Survey' (which is highlighted with a red box). Below the tabs is the 'Issue Information' section, which displays the following details:

Issue Created: 29 Aug 2017	Issue Id: 1285
Issue Category: Finance	Assigned To: _25, Mag Dist
Issue Type: Bonus Issues	WTU Assignment: CCU
Issue Origin: OMB	Issue For: Money, Mr. D
Issue Location: Camp Zama, Japan	Project:
High Visibility: No	Good News Story: No
Issue Referred: No	

Below this is the 'Issue Details' section, which shows 'Issue Status: Resolved'.

The Edit Survey Status pop up window appears.

3. Check the **Completed** check box if the survey was Completed. Check **Did Not Complete** if the survey was not completed within 30 days.

NOTE: Surveys not Completed within 30 days are automatically updated as "Did Not Complete" by the system.

The date will populate with today's date.

4. Verify the date, or select a new date.
5. Click Save to save the information, or Cancel to close the pop up without saving.

Attachments

Use the Attachments screen to attach documents to a Soldier's case as a reference for yourself and other users to track and view information related to that Soldier's case.

NOTE: Attachments added through Issues will also be shown in the case attachment list.

Category	Type	Comments	Document Date	Added By	Added On	Associated Item
CER/Transition	Resume	Resume	05 Feb 2024	CER_TC, CER_TC	05 Feb 2024	Case
Admin/Counseling	Initial Counseling	Initial Counseling	05 Feb 2024	SBU, Social Worker 1	05 Feb 2024	Action Item
CER/Transition	Work and Education Recommendation Summary (WERS)	WERS PUP	05 Feb 2024	CER_OT, CER_OT	05 Feb 2024	Transition Checklist
Adaptive Reconditioning	Activity Clearance Form (ACF)	Activity Clearance Form (ACF)	15 Jun 2021	Real, 000 AdminReal	16 Jun 2021	Case

Attachments Screen Items

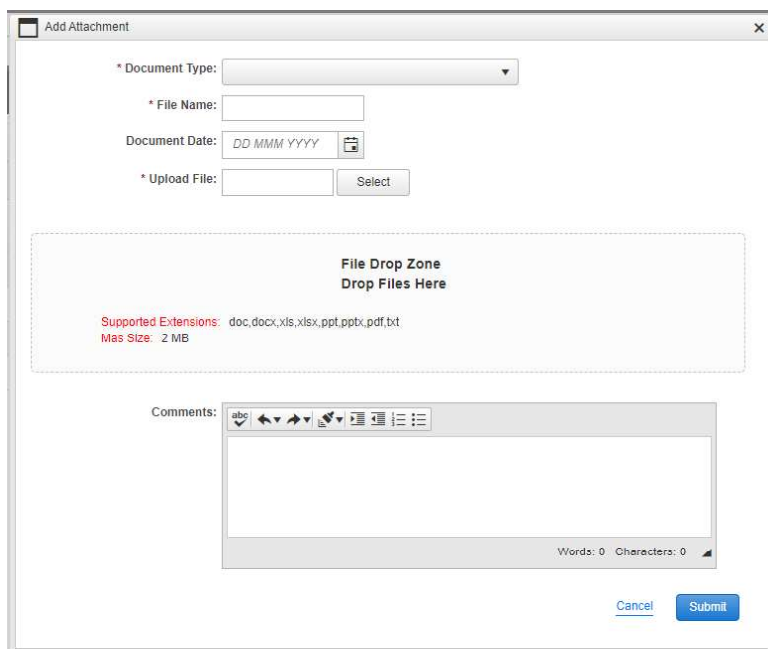
Label	Name	Description
A	Add Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	Edit Attachment icon	Click the Edit icon to edit the attachment details
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D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

Add Attachment

NOTE: Adding an attachment automatically adds a case log entry to the case log.

To add an attachment:

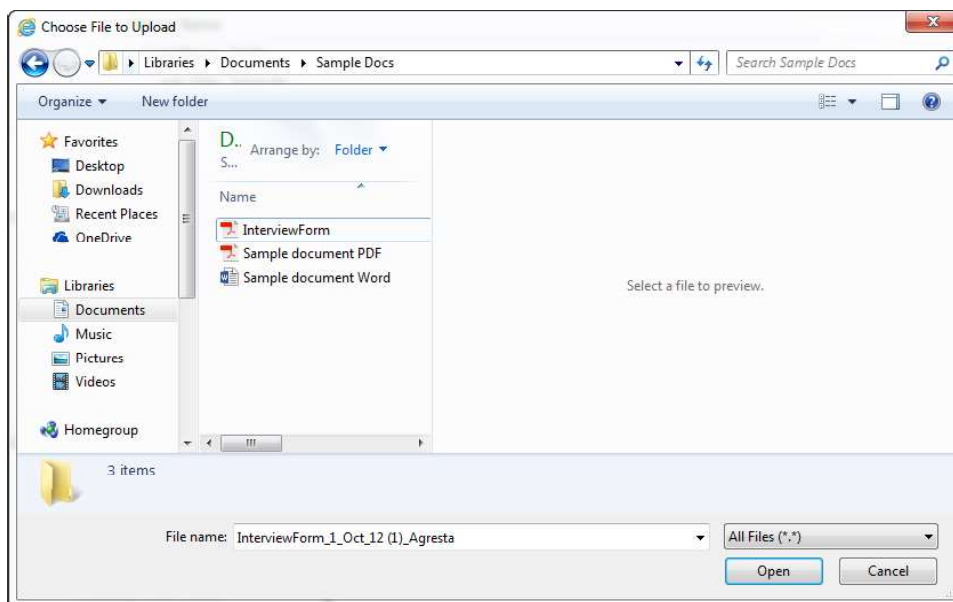
1. Click the Add icon .
2. The Add Attachment window opens.



The 'Add Attachment' dialog box contains the following elements:

- * Document Type:** A dropdown menu.
- * File Name:** A text input field.
- Document Date:** A date picker set to 'DD/MM/YYYY'.
- * Upload File:** A text input field with a 'Select' button next to it.
- File Drop Zone:** A dashed border area with the text 'Drop Files Here'. Below it, it lists 'Supported Extensions: doc, docx, xls,.xlsx, ppt, pptx, pdf, txt' and 'Max Size: 2 MB'.
- Comments:** A text area with a rich text editor toolbar. Below the text area, it shows 'Words: 0' and 'Characters: 0'.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right.

3. Click **Select**.
4. The Open dialog box opens.



5. Select a file and then click **Open**. When the file is done uploading, the circle icon will turn green.
6. If the wrong file is selected, select **Remove**.
7. Enter information for all required fields. Required fields are marked with an asterisk (*).
8. Click **Submit** to add the attachment or **Cancel** to close the window without saving.

To Drag and Drop an Attachment:

1. Open the file location folder next to the ARCS window.
2. Click a file to select it.
3. Left-click and hold the file selection.
4. Drag the cursor to ARCS in the File Drop Zone gray area.

The screenshot shows the 'Add Attachment' window. It includes fields for Document Type, File Name, Document Date, and Upload File. A central File Drop Zone is highlighted with a red border, indicating where to drag files. Below this, supported extensions and maximum file size are listed. A comments section with a text area and toolbar is at the bottom, along with Cancel and Submit buttons.

5. When the file is done uploading, the circle icon will turn green.

6. If the wrong file is selected, select **Remove**.
7. Enter information for all required fields. Required fields are marked with an asterisk (*).
8. Click **Submit** to add the attachment or **Cancel** to close the window without saving.

View Attachment Details

To view details for any attachment:

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



The image shows a window titled "Attachment Details". It contains the following fields:

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

At the bottom right of the window is a [Close](#) hyperlink.

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

Edit Attachment

To edit an attachment:

1. Click the Edit icon  to the left of the attachment.
2. The Edit Attachment window opens.



The 'Edit Attachment' dialog box contains the following fields and controls:

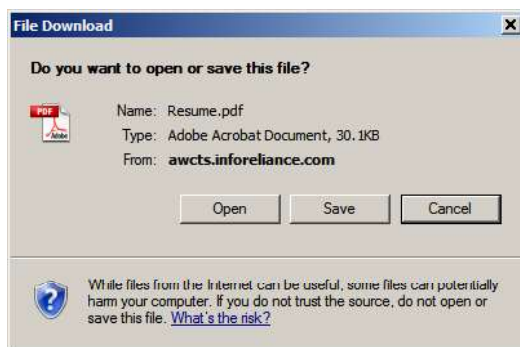
- Upload File:** A text input field followed by a 'Select' button.
- * File Name:** A text input field containing the value 'Resume'.
- * Document Type:** A dropdown menu with 'Resume' selected.
- Document Date:** A text input field containing '10 Jan 2011' and a calendar icon to its right.
- Comments:** A large text area with a vertical scrollbar.
- Buttons:** 'Cancel' and 'Save' buttons located at the bottom right.

3. Make any changes.
4. Click **Save** to save the attachment or click **Cancel** to close the window without saving.

Download Attachment

To download an attachment:

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

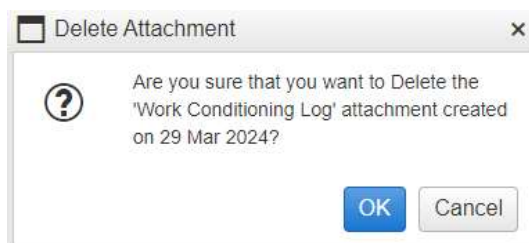


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

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.

Service Information

The Service Information screen has seven tabs. Each of these tabs are read-only, and are populated from the authoritative source.

Personnel Tab

Use the Personnel tab to view Soldier personnel data from **IPPS-A**¹. Click on a hyperlink to view a different screen on the tab.

¹Integrated Personnel and Pay System - Army

Personnel	Casualty	MODS	MEB	POCAPS	ePEB	TRANSPROC	TSGU
Basic Personnel Data Military Service Data Awards / Assignments / Locations Action Data / Clearance / Insurance Occupation / Skills Education / Certifications							
Basic Personnel Data							
First Name: Ron				Middle Initial:			
Last Name: Arrington				Suffix:			
Rank: Major				Effective Date of Rank: 25 Nov 2008			
MPC: ENLISTED				Age: 42			
Gender: Male				Date of Birth: 08 Aug 1960			
Race: Asian, Black or African American				Religious Denomination:			
Ethnic Group Code:				DODID: 171044026			
Army Component (Current): ACTIVE ARMY				SSN: ***-**-4026			
Home of Record:				Country of Citizenship:			
Primary Occupation:				Primary Language:			
Physical Profile:				Physical Category:			
Physical Exam Date:							
Marital Status: Married				Marital Status Date: 20 Dec 1999			
Number of Dependent Adults: Not Available				Number of Dependent Children: Not Available			
Spouse Data							
State of Birth:				Country of Birth:			
Country of Citizenship:							
SSN:				Service:			
Component:				MPC:			
Assignment Considerations							

Personnel Tab Hyperlinks

Name	Description
Basic Personnel Data	This screen displays Basic Personnel Data, Spouse Data, and Assignment Considerations sections.
Military Service Data	This screen displays Military Service Data and Military Duty Status sections.
Awards / Assignments / Locations	This screen displays Awards, Assignments, Deployments, and Mobilizations sections.
Action Data / Clearance / Insurance	This screen displays Major Personnel Action Data; Major Personnel Flag Action Data; Security Clearance Data; and Survivor Benefit, Life Insurance, and Defense Enrollment Eligibility Reporting System (DEERS) Status Data sections.
Occupation / Skills	This screen displays the Montgomery GI Bill (MGIB) data, Occupational Data, Additional Skills, and Special Skills sections.
Education / Certifications	This screen contains the Education Levels, Degrees, Military Education, Military Courses, and Professional Certifications sections.

Casualty Tab

Use the Casualty tab to view the Defense Casualty Information Processing System (DCIPS) Casualty Data Summary.

Service Information				Print
Personnel	Casualty	WTU	MEB	PDCAPS
		ePEB	TRANSPROC	TSGLI
DCIPS Casualty Data Summary				
Incident	Date of Incident	Conflict Type	Operation Incident	
566045	12 Mar 2015			

Click on an **Incident Code** hyperlink to view casualty information.

MODS Tab

Use the MODS tab to view Soldier information from MODS, including Patient Information, Patient Record, Patient Status, Case Manager Information, Line of Duty Investigation Information, UIC Data, Orders Information, Medical Information, and Gaining Information sections.

Service Information							
Personal		Casualty		WTU		MIB	
FOCAPS		ePEB		TRANSNOC		TSQL	
Soldier Data from MODS							
Patient Information							
Record Status: current				Patient Status: OFF INSTALLATION REMOTE(*50 MILES)			
Date Last Updated:				Mission: OPERATION IRAQI FREEDOM			
State:				Component:			
Rank: 1LT							
Patient Record							
Profile:							
Start Date: 29 Jul 2012				Convalescent Leave End Date:			
Clinical Start Date: 29 Jul 2012				Triage Prime Remote: Y			
Injury Description:							
Patient Status							
Deployed to Theater: Y				Treated in Theater: N			
Wounded in Action: N				Reason Entered WTU: MED/AC			
Projected Release from Active Duty:				Actual Release from Active Duty:			
Reason Released from Active Duty:							
Transferred to CBWTU: Y							
Case Manager Information							
Name: NCM1							
Telephone:				Email Address:			
Convalescent Leave: N				Convalescent Leave Start:			
Convalescent Leave Days:							
Line of Duty Investigation Information							
LOD Type: INFORMAL				LOD Determination: Y			
LOD Initiated Date: 7/29/2012 12:00:00 AM				LOD Completion Date: 4/23/2011 12:00:00 AM			
LOD Initiated By: MTF							
UTC Data							
Unit Type	Location Code	State	Country	UTC	Unit Command	Location	CBWTU Code
WALTER REED CD A	WALTER REED AMC	DC	US	W2P154	MC	WALTER REED AMC	Y
Orders Information							
Type	Start	End	Ex/#	Start	End		
Assigned	24 Jul 2011	31 Dec 2011			31 Dec 2011		
Medical Information							
MOB Days: 400				Med Care Status: current			
Number of Days on ADME:				Number of Days extended on ADME:			
Medical Condition:		Preexisting Condition:		Rank:			
No Records Found							
Gaining Information							
Gaining UIC:				Gaining Unit Design:			
Gaining Unit Command:				Gaining UIC Location:			
Gaining UIC State:				Gaining UIC Country:			
Gaining UIC CBWTU:							

MEB¹ Tab

Use the MEB tab to view MEB information, including MEB Soldier Status, Medical Actions, Physical Evaluation Board Liaison Officer (PEBLO) Actions, Unit / Soldier Actions, and Physical Evaluation Board sections.

¹Medical Evaluation Board

Service Information		Print
Personnel	Casualty	WTU
Medical Evaluation Board(MEB)		
MEB Soldier Status		
Deployed:	Assigned PEBLO:	
Conflict:	Information Last Updated:	
WTU:	Date Assigned to WTU:	
Medical Actions		
Date of Physician's Notification of MEB Action:	Physical Exam Completed:	
Consultation Required:	Consultation Dates:	
Date of MEB Physician Appointment:	Date Physician Dictated MEB Narrative Summary:	
PEBLO Actions		
Date of Initial PEBLO Counseling:	Date Signed MEB Returned to PEBLO:	
Date MEB w/Signatures of Approving Authority Returned to PEBLO:	Date Patient Counseled on MEB:	
Date MEB Appeal Returned of PEBLO by MEB Approving Authority:	Date MEB Stopped / Pending Optimal Treatment:	
MEB Recommendation Appealed:	Date Appeal Filed:	
Unit / Soldier Actions		
Date Commander Notified of MEB Action:		
Physical Evaluation Board		
Date MEB Forwarded to PEB:		

PEB¹ Tab

Use the PEB tab to view PEB information, including Case Data, and Board Data sections.

Service Information		Print
Personnel	Casualty	WTU
Physical Disability Evaluation Board Data (PEB)		
Case Data		
Soldier Name: Cieloszyk, Gaston		
File Status:	Case Creation Date: 03 Feb 2011	
MTF Name: Ft. Somewhere	Case Status: Closed	
Final Result: F	Percentage: 10	
Final Result Date: 03 Feb 2011	TDRL Re-Exam Date: 03 Feb 2011	
Board Data		
Board Date	Board Disposition	Disability %
01 Jan 2012	T	10
		Final Result
		F
		Result Date
		03 Feb 2011

Click on a **Board Date** hyperlink to view the PEB Details screen.

¹Physical Evaluation Board

TRANSPROC¹ Tab

Use the TRANSPROC tab to view Military Personnel Transition Point Processing System (TRANSPROC) data.

Service Information								Print
Personnel	Casualty	WTU	MEB	PDCAPS	ePES	TRANSPROC	TSGLI	
TRANSPROC								
Component	Modify Date	Separation Submit Date	Separation Received	Separation Effective Date	Location	Disposition	Order Print Date	
RESERVE	05 Sep 2000				WALTER REED			

NOTE: TRANSPROC information dated later than 2014 is not available at this time.

TSGLI² Tab

Use the TSGLI tab to view Traumatic Servicemember's Group Life Insurance (TSGLI) claims data.

EXTERNAL DATA							
Personnel *	Casualty	MODS	MEB	PEB	ePeb	TRANSPROC	TSGLI
TSGLI Claims							

NOTE: ARCS does not have an operational data interface with TSGLI at this time.

Print Case Section

To print the current case section:

1. Click the Print hyperlink.
2. The Print dialog box opens (varies depending on browser settings).

¹Military Personnel Transition Point Processing System

²Traumatic Servicemember's Group Life Insurance

3. Select the print options.
4. Click **Print** to print the section click **Cancel** to close the dialog box without printing.

Close Case

Permissions: Administrator, MAG Distro, or Action Officer

Once a case has no more active issues, it can be closed. Closed cases are not actively tracked or included in reporting.

To close a case:

1. Go to the Case Dashboard.
2. Click on a Name hyperlink to open the case.
3. Click the **Case Information** hyperlink from the Navigation Sidebar.
4. On the Main Data tab, click the **Edit** button.
5. Select **Closed** from the Case Status list box or **Closed - opened in error** (available for cases with no associated issues).



6. Click **Save**.

NOTE: The Closed option for is available only when there are no open issues or tasks. If there is an open issue and/or task, then the Closed option is hidden.

Reopen Case

To reopen a closed case:

1. Open the closed case.
2. Click **Case Information** from the Navigation Sidebar.

The case opens to the Main Data tab.

Case Information		Attach	Print
Update SSN Update Name			
Main Data History		Reopen Case	
Case ID: 21201	Case Creation Date: 27 Sep 2017		
Case Status: Closed	Case Created By: _25, Mag Dist		
Status Date: 17 Oct 2017	Ombudsman Location: Fort Belvoir		
Component: Active Army	Case Origin: OMB		
Restricted Access: ☐			
Unit Information			
Unit:	State:		
Unit Location:	Country: United States		
Division:	Zip Code:		
Enterprise Email:	Unit Phone Number:		

3. Click **Reopen Case**.

The Confirmation dialog box opens.

Confirmation	
Case Status will be Reopened, Do you want to Continue?	
No	Yes

4. Click **Yes** to reopen the case or **No** to close the dialog box without reopening the case.

The case status is changed to "Active."

Issues

This section describes how to manage issues and tasks created by you and/or assigned to you by another ARCS user. Issues and tasks are created and managed from within individual cases, and can also be accessed from the case (see [Edit Case Information](#)).

The following table describes the possible tabs on the Issues screen:

Issues Screen Tabs

Tab	Description
Issues at My Location	This tab displays all active issues at your location (see Issues at My Location Tab (Open Issues)).
Open Issues	This tab displays all active issues (see Open Issues Tab).
Pending Assignments	This tab displays issues for the selected location with a status of “Pending Assignment” (see Pending Assignment Tab).
Resolved Issues	This tab displays any Resolved issues at your location (see Resolved Issues Tab).
Coordination Complete	This tab displays issues for the selected location with a status of “Coordination Complete” (see Coordination Complete Tab).
Workload	This tab displays the number of issues with a given status for each location (see Workload Tab).
(My) Tasks	This tab displays the open tasks assigned to or created by you (see (My) Tasks Tab).

NOTE: For more information on filtering and sorting columns on the tab grids see [Grid Controls](#)

Open Issues Tab

Administrator, MAG Distro, MAG Leadership, Action Officer

For users with access to multiple locations, the Open Issues tab is the default.

Issues [Print](#)

Open Issues

Resolved Issues

Issues at My Location

Issue Location: Fort Lee A Assigned to Me | Created by Me B

Name	SSN	Component	WTU Assignment	Issue Location	Issue Origin	Issue Category	Issue Type	Issue Status	Projected Follow Up Date	Assigned Date	Creation Date	Issue Assigned To	Issue Created By
Tank Engine, Thomas C		Air Force	CCU	Fort Lee	OMB	Admin Orders test	Promotion Orders	In Progress	24 Jun 2017	25 May 2017	25 May 2017	Real, 000 AdminReal	Real, 000 AdminReal
ADAMS, DON	////	Active Army	Non-WIU	Fort Lee	MAG	Behavioral Health	Diagnostic Issues	In Progress	18 Jun 2017	19 May 2017	19 May 2017	Real, 000 AdminReal	Real, 000 AdminReal
Bellardine, Lyndon	4842	Active Army	CBWTU	Fort Lee	FFOS	Housing	Military Housing Complaint	In Progress	31 Aug 2016	01 Aug 2016	01 Aug 2016	Real, 000 AdminReal	Real, 000 AdminReal

Open Issues Tab

Label	Name	Description
A	Location list box	Select a different location from the list box.
B	Assigned to me Created by Me hyperlink	Click Assigned to me Created by Me to change the grid to view issues assigned to you or created by you. NOTE: Click the Issues at My Location hyperlink (not shown) to return to the Issues at My Location view.
C	Name hyperlink	Click a Name hyperlink to open an issue for viewing or editing (see View Issue Details).

Issues at My Location Tab (Open Issues)

Ombudsman

Use the Issues at My Location tab to view all open issues at your location.

Issues

Print

Open Issues

Resolved Issues

My Tasks

Issues

Open Issues: 7

Resolved Issues: 1

Total Issues: 8

Issues at My Location

Issue Location: Assigned to Me | Created by Me

1

Page size: 25

Page 1 of 1, rows 1 to 7 of 7

Name	Component	SRU Assignment	Issue Location	Issue Origin	Issue Category	Issue Type	Issue Status	Projected Follow Up Date	Assigned Date	Creation Date	Issue Assigned To	Issue Created By
Verified, Email	Active Army	Non-SRU	Fort Belvoir	OMB	Dental	Claims	In Progress	17 May 2020	17 Apr 2020	17 Apr 2020	Repanshek, Jake	Repanshek, Jake
Tank Engine, Thomas	Air Force	Non-WTU	Fort Belvoir	OMB	Finance	Travel Pay	In Progress	14 Sep 2017	15 Aug 2017	15 Aug 2017	_25, Mag Dist	_25, Mag Dist
Tank Engine, Thomas	Air Force	WTU	Fort Belvoir	OMB	Finance	Bonus Issues	In Progress	24 Jun 2017	25 May 2017	25 May 2017	_25, OMB	_25, OMB
Emon, Frost	Active Army	Unknown	Fort Belvoir	MAG	Dental	Care Complaint	In Progress	01 Apr 2017	02 Mar 2017	02 Mar 2017	_25, OMB	_25, OMB

Open Issues Tab

Label	Name	Description
A	Assigned to me Created by Me hyperlink	Click Assigned to me Created by Me to change the grid to view issues assigned to you or created by you. <u>NOTE: Click the Issues at My Location hyperlink (not shown) to return to the Issues at My Location view.</u>
B	Name hyperlink	Click a Name hyperlink to open an issue for viewing or editing (see View Task Details).

Pending Assignment Tab

Use the Pending Assignment tab to view issues for a selected location with a status of "Pending Assignment."

Issues

Open Issues

Resolved Issues

Pending Assignment

Coordination Complete

Workload

Tasks

Survey

Issues at My Location

Issue Location: AllAssigned to MeCreated by Me

1

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

Name	SSN	WTU Assignment	Issue Location	Issue Origin	Issue Category	Issue Type	Issue Status	Projected Follow Up Date	Assigned Date	Creation Date	Issue Assigned To	Issue Created By
last name, John	2314	Non-WTU	Fort Hood	OMB	Dental	Dental Appointment Issue	In Progress	31 Dec 2017		01 Dec 2017		Real, 000 AdminReal
last name, John	2314	Non-WTU	Fort Hood	FFOS	Behavioral Health	Access to Care	In Progress	07 Dec 2017	01 Dec 2017	07 Nov 2017		Real, 000 AdminReal

Pending Assignment Tab

Label	Name	Description
A	Location list box	Select a different location from the list box.
B	Assigned to me Created by Me hyperlink	Click Assigned to me Created by Me to change the grid to view issues assigned to you or created by you. NOTE: Click the <u>Issues at My Location</u> hyperlink (not shown) to return to the Issues at My Location view.
C	Name hyperlink	Click a Name hyperlink to open an issue for viewing or editing (see View Issue Details).

Assign Issue

If an issue was not assigned to an Ombudsman at creation, you can assign an Ombudsman.

To assign an Ombudsman:

1. Open the issue by clicking on the name hyperlink.
2. Click **Edit**.

Issue Detail

Details Log Tasks Attachments

Issue Status History Print Delete Issue

Edit

Issue Information

Issue Created: 01 Dec 2017 Issue Id: 1248

Issue Category: Dental Assigned To:

Issue Type: Dental Appointment Issue WTU Assignment: Non-WTU

Issue Origin: OMB Issue For: Soldier

Issue Location: Fort Hood Project:

High Visibility: No Good News Story: No

Issue Referred: No

Issue Details

Issue Status: In Progress

Flag for Review: No

Review Reason:

Method of Contact: Face to Face Contact Date: 01 Dec 2017

Issue: Test

ACTION

Action

No Records Found

Resolution

Projected Resolution Follow-up Date: 31 Dec 2017

Resolution:

Resolution Date:

[Close](#)

3. Select an assignee in the "Assigned To" field.
4. Click **Save**.

Resolved Issues Tab

Administrator, MAG Distro, MAG Leadership, Action Officer

Use the Resolved Issues tab to view any resolved issues at your location.

Issues [Print](#)

Open Issues **Resolved Issues**

Issues at My Location

Issue Location: Fort Hood Assigned to Me | Created by Me

Page size: 25 Page 1 of 1, rows 1 to 4 of 4

Name	SSN	Component	WTU Assignment	Issue Location	Issue Origin	Issue Category	Issue Type	Issue Status	Projected Follow Up Date	Assigned Date	Creation Date	Issue Assigned To	Issue Created By
Mika, Rachel	5656	Active Army	Non-WTU	Fort Hood	OMB	Dental	Claims	Resolved	31 Dec 2017	01 Dec 2017	01 Dec 2017	_25, Mag Dist	Real, 000 AdminReal
Blomberg, Marietta	9725	Air Force	Non-WTU	Fort Hood	OMB	Domestic	Marital Problems	Resolved	29 Nov 2017	30 Oct 2017	30 Oct 2017	Real, 000 AdminReal	Real, 000 AdminReal
Test, Test	9632	Active Army	Non-WTU	Fort Hood	OMB	Dental	Claims	Resolved	24 Nov 2017	25 Oct 2017	25 Oct 2017	Real, 000 AdminReal	Real, 000 AdminReal
Tonie, Tony	3698	Active Army	Non-WTU	Fort Hood	OMB	Dental	Claims	Resolved	10 Nov 2017	11 Oct 2017	11 Oct 2017	Real, 000 AdminReal	Real, 000 AdminReal

Once an issue is Resolved, the survey tracking functionality will be available. See [Survey](#).

Coordination Complete Tab

MAG Distro, Action Officer

Use the Coordination Complete tab to view issues for the selected location with a status of “Coordination Complete.”

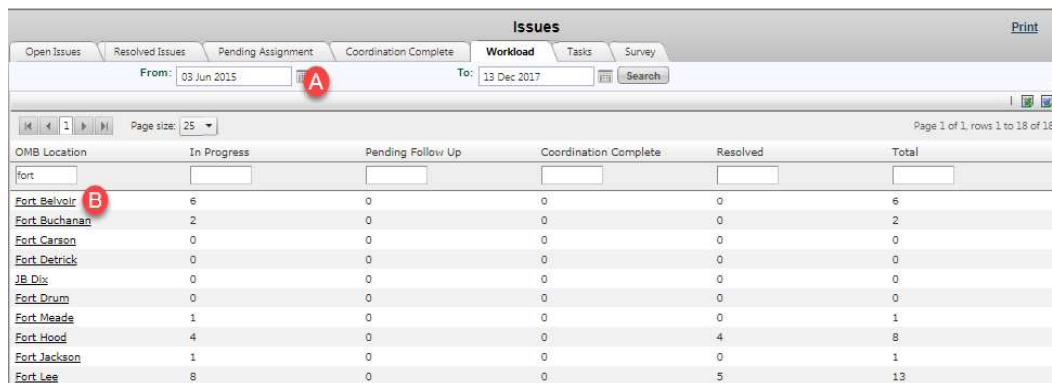
Name	SSN	WTU Assignment	Issue Location	Issue Origin	Issue Category	Issue Type	Issue Status	Projected Follow Up Date	Assigned Date	Creation Date	Issue Assigned To	Issue Created By	Survey Initiated Date	Survey Complete Date	Survey Did Not Complete Date
Davis, Dan	8547	CCU	Camp Zama, Japan	OMB	Finance	Bonus Issues	Coordination Complete	28 Sep 2017	29 Aug 2017	29 Aug 2017	_25, Mag Dist	_25, Mag Dist			
Carlan, Hans	5475	Non-WTU	Fort Rucker	FFOS	Administrative	ADME (Active Duty Medical Extension) Date	Coordination Complete	24 Sep 2017	25 Aug 2017	25 Aug 2017	Real, 000 AdminReal	Real, 000 AdminReal			
nsault, roland		Non-WTU	JB Lewis	MAG	Administrative	Uniform	Coordination Complete	02 Mar 2016	01 Feb 2016	01 Feb 2016	ADMIN_RN, ADMIN	ADMIN_RN, ADMIN			

Coordination Complete Tab

Label	Name	Description
A	Location list box	Select a different location from the list box.
B	Assigned to me Created by Me hyperlink	Click Assigned to me Created by Me to change the grid to view issues assigned to you or created by you. NOTE: Click the <u>Issues at My Location</u> hyperlink (not shown) to return to the <u>Issues at My Location</u> view.
C	Name hyperlink	Click a Name hyperlink to open an issue for viewing or editing (see View Issue Details).

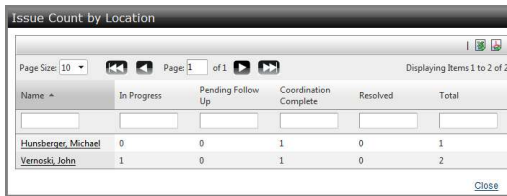
Workload Tab

Use the Workload tab to view the number of issues with a given status for each location.



OMB Location	In Progress	Pending Follow Up	Coordination Complete	Resolved	Total
Fort Belvoir	6	0	0	0	6
Fort Buchanan	2	0	0	0	2
Fort Carson	0	0	0	0	0
Fort Detrick	0	0	0	0	0
JB Dix	0	0	0	0	0
Fort Drum	0	0	0	0	0
Fort Meade	1	0	0	0	1
Fort Hood	4	0	0	4	8
Fort Jackson	1	0	0	0	1
Fort Lee	8	0	0	5	13

Workload Tab

Label	Name	Description
A	Date range fields	Enter a date range (in DD MMM YYYY format) or use the date pickers (see Date Picker), then click Search .
B	Name hyperlink	Click a name hyperlink to view the Issue Count by Location window.  The Issue Count by Location Window shows a list of Ombudsman with the number of issues in each status. Click the Close hyperlink to close the window.

(My) Tasks Tab

Ombudsman,

In order to resolve an issue, you may need to complete multiple tasks or assign tasks to other users. Use the Tasks tab to view all tasks assigned to you.

Issues										Print
Open Issues	Resolved Issues	Pending Assignment	Coordination Complete	Workload	Tasks	Survey				
Page size: 25										Page 1 of 1, rows 1 to 2 of 2
Name	SSN	Status	Creation Date	Due Date	Complete Date	Description	Assigned To	Issue Location	Issue Origin	
Snow, John	4321	Open	10 Jun 2015	11 Jun 2015		REMINDER	ADMIN_RN, ADMIN	JB San Antonio	MAG	
Test_Testing Anon1		Open	25 Mar 2016	31 Mar 2016		REMINDER	ADMIN_RN, ADMIN	JB San Antonio	MAG	

Click a Name hyperlink to open the Task Details screen (see [View Task Details](#)).

Reports

Choose from a variety of pre-loaded reports in ARCS or create your own using the Ad-Hoc Report Builder.

Viewing Reports

The reports screen can be filtered into three views:

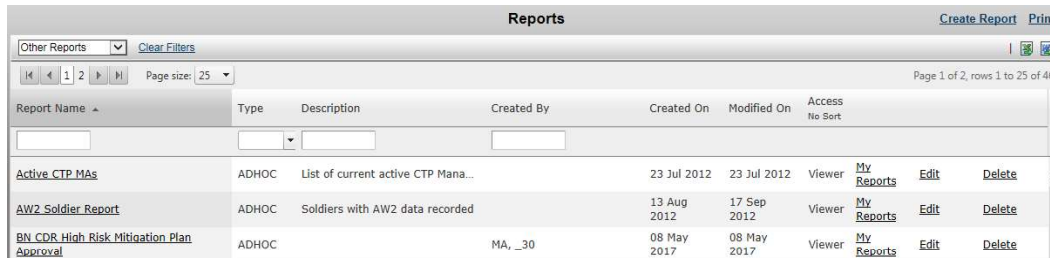
- My Reports:** This is the default view when accessing reports and is customizable by the user. My Reports contains all reports created by the user, previously assigned to the user before the update, and any added to My Reports from the Other Reports view. User created and user added reports will have a “Delete” link. If you are the “Owner” and Delete is selected, the report is permanently deleted. If someone else owns the file, it is simply removed from the current list. This allow the user to remove reports they no longer need.

Report Name	Type	Description	Created By	Created On	Modified On	Access	
*Start Date Testing REV01	ADHOC	modified by ME	Real, 000 AdminReal	29 Aug 2016	29 Aug 2016	Viewer	Delete
Active CTP MAs	ADHOC	List of current active CTP Mana...		19 Jul 2012	19 Jul 2012	Viewer	Remove Edit Delete
BN CDR entity test	ADHOC		Real, 000 AdminReal	28 Apr 2017	28 Apr 2017	Viewer	Delete

- System Reports:** Displays all system reports. System reports are created by the ARCS development team for the use of all system users and cannot be modified. Users must switch to this view to run system reports.

Report Name	Type	Description	Created By	Created On	Modified On	Access	
Appointments By WTU	SYSTEM	WTU Appointments by MTF and...	Admin, Administrator	21 Jan 2012	21 Jan 2012	Viewer	My Reports Edit
Assessment Metrics by Location	SYSTEM	Assessment Metrics by Location...	Admin, Administrator	10 Nov 2016	01 May 2017	Viewer	My Reports Edit
AW2 RCC Caseload by Location	SYSTEM	AW2 RCC Caseload by Location....	Admin, Administrator	10 Nov 2016	12 Apr 2017	Viewer	My Reports Edit
Cancelled Appointments	SYSTEM	WTU Cancelled Appointments R...	Admin, Administrator	21 Jan 2012	21 Jan 2012	Viewer	My Reports Edit

- Other Reports: Displays all ad-hoc reports created by system users (see [Create Report](#)). All Some users have the capability to use reports in this dashboard. Users can also add these reports to “My Reports” by clicking on “Add to My Reports.”



The screenshot shows a web interface titled "Reports" with a "Create Report" and "Print" link in the top right. Below the title is a filter section with "Other Reports" and a "Clear Filters" link. A pagination bar shows "Page 1 of 2, rows 1 to 25 of 46" and a "Page size: 25" dropdown. The main table has columns: Report Name, Type, Description, Created By, Created On, Modified On, Access, and No Sort. Three reports are visible:

Report Name	Type	Description	Created By	Created On	Modified On	Access	No Sort
Active CTP MAs	ADHOC	List of current active CTP Mana...		23 Jul 2012	23 Jul 2012	Viewer	My Reports Edit Delete
AW2 Soldier Report	ADHOC	Soldiers with AW2 data recorded		13 Aug 2012	17 Sep 2012	Viewer	My Reports Edit Delete
BN CDR High Risk Mitigation Plan Approval	ADHOC		MA, _30	08 May 2017	08 May 2017	Viewer	My Reports Edit Delete

Creating a New ARCS Ad Hoc Report

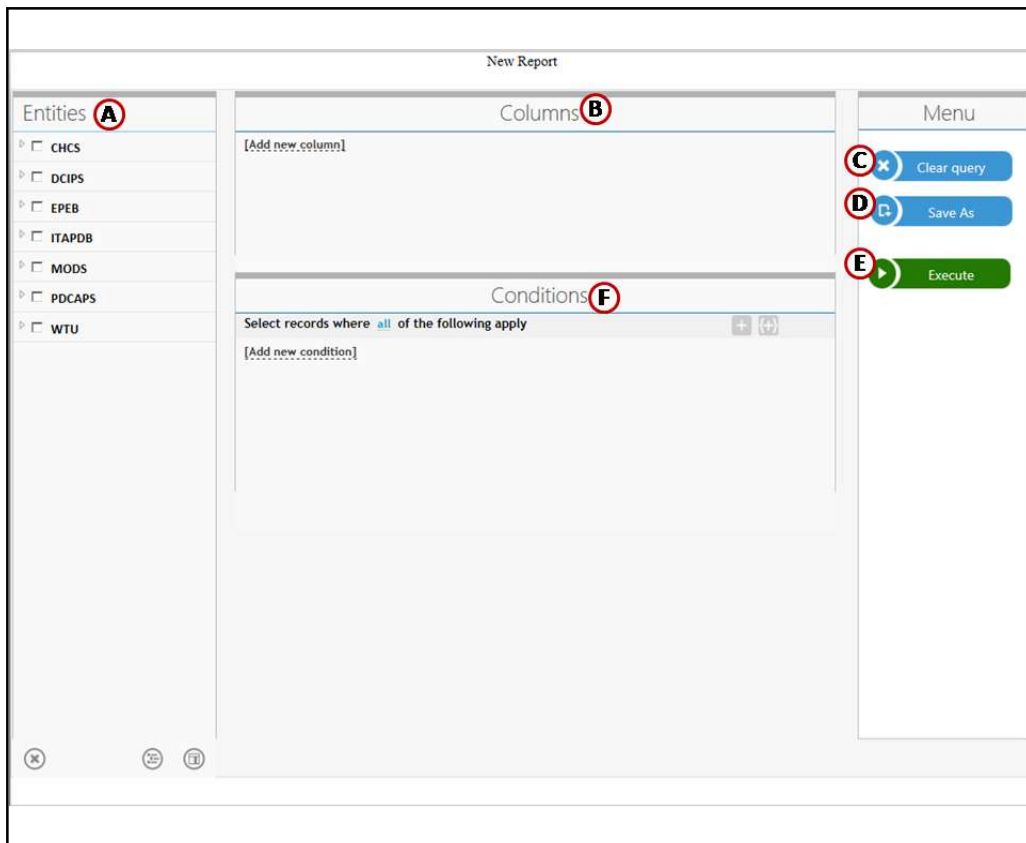
There are five steps to creating a new Ad Hoc Report:

1. Select [Create Report](#)
2. [Select Entities](#) to be reported
3. [Organize Columns](#) to display the desired information
4. [Specify Conditions](#) for the report
5. [Save the Report](#)

See [Delete Ad Hoc Report](#) for information on deleting reports from ARCS.

Create Report

1. Open the REPORTS screen in from the upper right of the header
2. Click **Create Report**
3. The Ad Hoc Report Creation Tool screen opens.

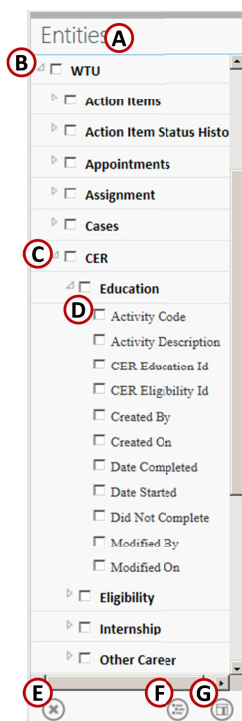


Ad-Hoc Report Builder

Label	Name	Description
A	Entities	Lists the data fields that are available to use in the report as displayed columns or as conditions
B	Columns	Lists the selected data fields that have been selected for reporting. The columns can be reordered and sorted.
C	Clear Query button	Clears the selected information from Columns and Conditions (clean re-start)
D	Save As button	Click Save As to save the report definition
E	Execute button	Click Execute to run the report
F	Conditions	Use this section to add, delete, and define the conditions used to customize the report

Select Entities

The reporting entities that you select will be the building blocks of your report. You can arrange them the way you like by setting up columns and conditions. Each selected entity can be added to the report as a column, a condition or both.

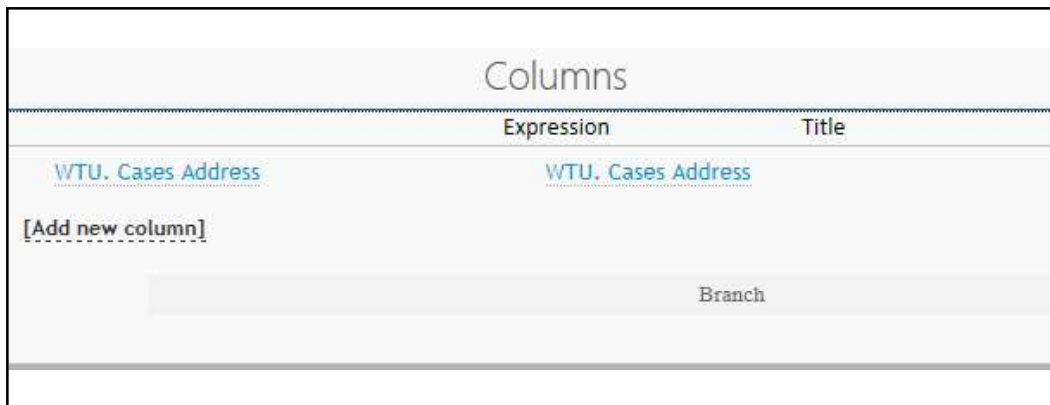


Entity Selection Screen

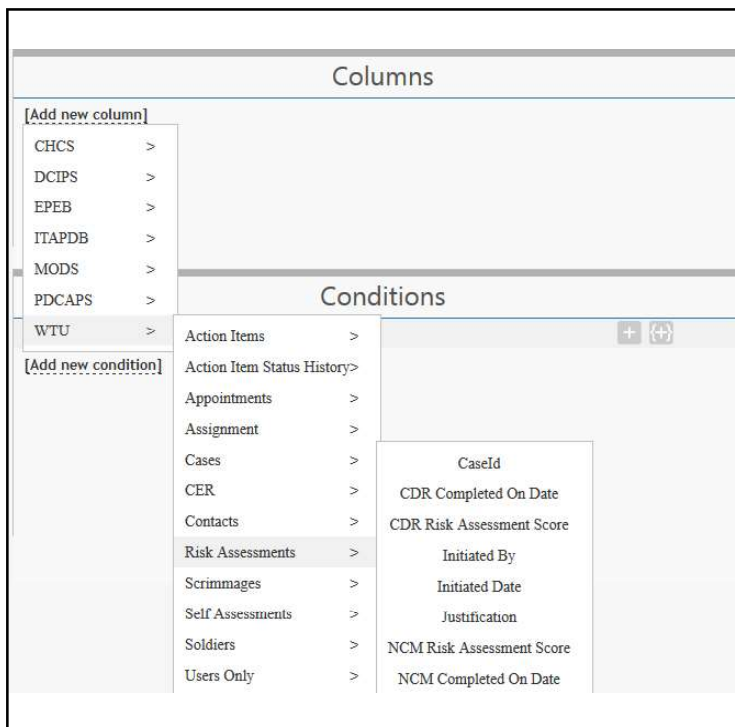
Label	Name	Description
A	Entities	Entities – Reportable data fields that may be selected for the ad-hoc report.
B	Expand/ Collapse Arrow	Click to expand or collapse entities sub groups
C	Subgroup	Expand the top-level entity to show all related sub-entities.
D	Entity	Specific data fields
E	Clear	Clear all selections
F	Move to Conditions	Moves selected entities to the Conditions window
G	Move to Columns	Moves selected entities to the Columns window

Another way to add entities to Columns and Conditions, is by using “drag and drop”. Click an entity without releasing the mouse button, drag the entity to the Column or Condition

window, and then release the mouse button. The picture below shows “Branch” being dragged into the Columns window.



The last way to add columns or conditions is to click on the [Add new column] or [Add new condition] links. Clicking on the links will open selection menu to choose the data item. Click on the data field to select.



Organize Columns

Once you have selected entities for your report, you can determine how you want your columns to display, e.g., in what order they should appear on the report and how each individual column should be sorted.

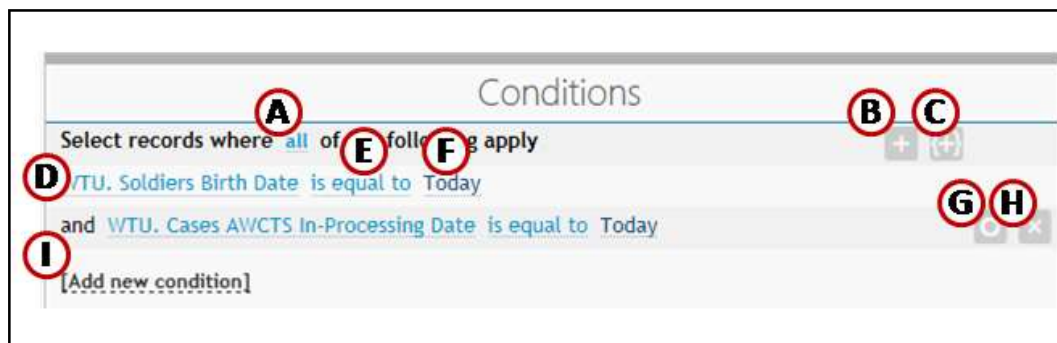


Report Selected Columns Description

Label	Name	Description
A	Sorting/Move Options	Sorting (Currently, only one column at a time may be sorted) • Not Sorted • Ascending • Descending Moves (re-order the columns) • Move to the top (make it the first item) • Move up (move up one position) • Move down (move down one position) • Move to the bottom (make it the last item)
B	Expression	Name of the entity.
C	Title	Same as Expression: Name of the entity.
D	Change to Aggregate Column	Changes the data field from reporting system data to aggregating, e.g., count, sum, average, minimum, maximum.
E	Delete	Remove (delete) data field from the report
F	Add New Column	Another option to add columns to the report. Opens list of all data fields for individual selection

Specify Conditions

Conditions can be added, added to groups, defined, and deleted.



Specify Report Conditions Screen

Label	Name	Description
A	Conditions options	Click the hyperlink to view a menu of available options, including: • all (AND) • any (OR) • none • not all
B	Add new condition	Select to view a multi-level menu to select conditions to add to report, e.g., case is active and in-processing date is between April and May.
C	Add group of conditions	Allows compound conditions. For example, "Show all cases that are active and (M2 Eligibility is Y or CDR Eligibility is Y)."
D	Entity	Selected condition(s) for the report
E	Operation	Click the hyperlink to view a menu of available operations, including: • starts with • contains • is equal to • does not start with • does not contain • is not equal to • in sub query • is null • is not null <u>NOTE: The options in this menu will change, depending on the type of condition (data field) selected.</u>

Label	Name	Description
F	Value	Click the hyperlink to enter or edit a value, such as an amount, number of days, date range, etc. <u>NOTE: This will change, depending on the condition and operation selected.</u>
G	Toggle	Turn condition on or off (helps in troubleshooting)
H	Delete	Delete the condition from the report
I	[Add New Condition]	Select to view a multi-level menu to select conditions to add.

Save Ad Hoc Report

To save a report definition:

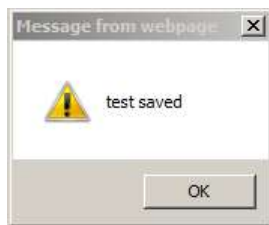
1. Click **Save As**.
2. A pop-up window opens



3. Enter a name for the report and click **OK**
4. Another pop-up window opens



5. Enter a description for the report (optional) and click **OK**
6. A Report save message is displayed.



7. Click **OK** to close the window

Delete Ad Hoc Report

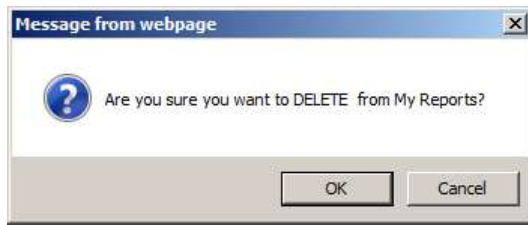
Note: Only the creator of the ad hoc report or an Administrator has permission to delete that report.

To delete a report.

1. Go to **Reports**
2. The Reports page is displayed showing “My Reports”

Reports						Create Report	Print
My Reports							
Report Name	Type	Description	Created By	Created On	Access		
CER Eligibility Report	ADHOC			06 Oct 2014	role		
Active Cases	ADHOC			02 Sep 2014	owner	Delete	
Active cases w/ RELFWTU	ADHOC			04 Dec 2014	owner	Delete	
Active Users	ADHOC			07 Aug 2014	owner	Delete	

3. Click the **Delete** hyperlink of the report to be removed
4. A warning message is displayed



5. Click **OK** to delete the report or click **Cancel** to close the dialog box without deleting.

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

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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

First Name: Bob DODID: 1000000457 Call

Middle Name: HIPAA Certified: 22 Jan 2024

Last Name: Smith Ombudsman Location: Supervisor:

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:

Ombudsman System Roles

Ombudsman

Attachments

File Type	Document Date	Added By	Added On
Details: SAAR.pdf	26 Feb 2024	Real: 000 AdminReal	04 Mar 2024
Details: HIPAA.pdf	22 Jan 2024	Real: 000 AdminReal	04 Mar 2024
Details: Cyber Awareness Brief	05 Feb 2024	Real: 000 AdminReal	04 Mar 2024

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.

ADD NEW USER

*DODID: 1234567891

Cancel Submit

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.

User	Work Phone	Location	Is Active	Last Updated
Bob Smith	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 SAR.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.

Edit OMB User

To edit an existing user account:

1. Click Edit.

The Ombudsman User Details screen opens:

OMBUDSMAN USER DETAILS

* First Name: * DOID:

Middle Name:

* Last Name: * Ombudsman Location:

User is Active: ☒ * Supervisor:

Contact Information

Work Email: Address 1:

Work Phone: Address 2:

Work Cell Phone: City:

Home Phone: State:

Country: Postal Code:

Ombudsman System Roles

Available Roles	Selected Roles
- Action Officer - Administrator - MAAO Director - WFOU Leadership	Ombudsman

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

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 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

Update HIPAA Certificate

HIPAA certification is required for ongoing access to ARCS. Accounts are suspended automatically on the first of the month following the expiration of the current HIPAA Trained date. When a user's HIPAA Certification is within 1 month of expiration, a warning message will be displayed at each log in indicating the pending suspension from ARCS.

To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .

The screenshot shows the 'My Profile' page. Under 'User Information', there is an 'Edit' button and a field for 'EDIP: 0000000000'. Below this is a section for 'Attachments'. It includes a table with columns: File Name, File Type, Document Date, Added By, and Added On. The table contains two rows: 'Test' (System Access Request Form, Real, 000 AdminReal, 12 Apr 2019) and 'Datafi' (HIPAA Training Certificates, Real, 000 AdminReal, 27 Jul 2018). A red box highlights the '+' icon in the Attachments header.

File Name	File Type	Document Date	Added By	Added On
Test	System Access Request Form		Real, 000 AdminReal	12 Apr 2019
Datafi	HIPAA Training Certificates		Real, 000 AdminReal	27 Jul 2018

2. Complete the fields - Document Date = Date Completed on HIPAA certificate.

The screenshot shows the 'Add Attachment' dialog box. It contains the following fields: '* Document Type:' (dropdown menu set to 'HIPAA Training Certificates'), '* File Name:' (text box with 'HIPAA Cert 2019'), '* Document Date:' (text box with '24 Jul 2019'), and '* Upload File:' (file selection area showing 'Sample HIPAA.docx' and a 'Remove' button). A red arrow points to the 'Document Date' field with the text 'HIPAA Cert Date' in red. At the bottom, there are 'Cancel' and 'Submit' buttons. A 'Required' label is also present.

3. Click Submit.

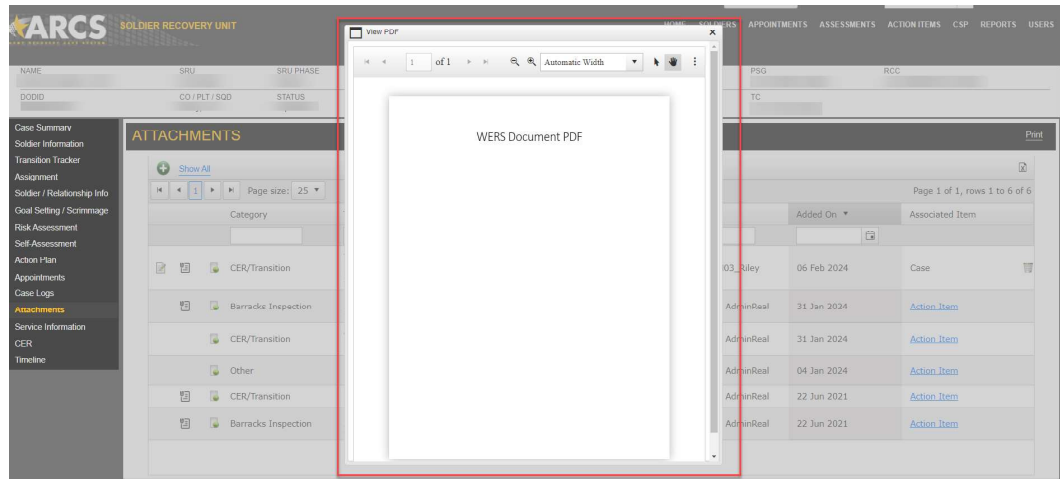
The HIPAA Trained or HIPAA Certified Date will automatically update to match the Document Date indicated in the upload.

View PDF Attachment

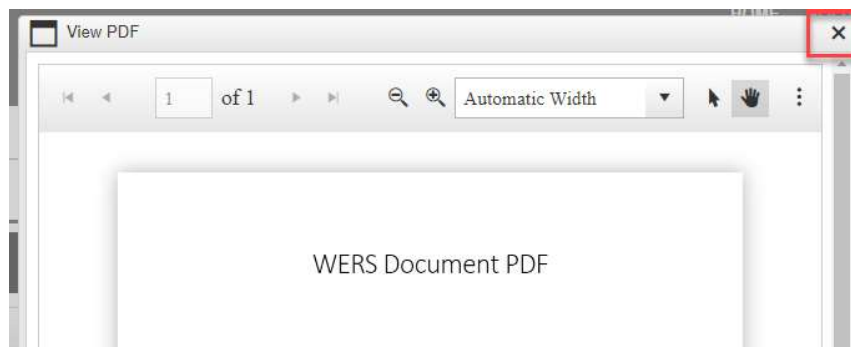
To view the PDF in a pop-up window:



1. Click the icon
2. The View PDF window opens



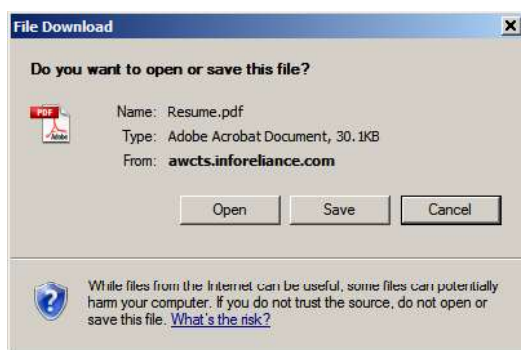
3. Select the X icon to close the window



Download Attachment

To download an attachment:

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

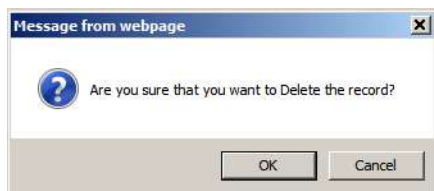


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Delete Attachment

To delete 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.

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.



The screenshot shows the 'Ombudsman User Details' form. The fields are as follows:

Ombudsman User Details	
* First Name: Bob	* EDIPI: 9638520741
Middle Name:	HIPAA Certified: 01 Sep 2016
* Last Name: Smith	Ombudsman Location: WRNMMC Bethesda
User Is Active: ☒	

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.



This screenshot is identical to the one above, showing the 'Ombudsman User Details' form with the 'User Is Active' checkbox checked. A red circle highlights the checkbox.

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

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>

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

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