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 Mod-ule	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 hyper-link	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 NotificationsList.

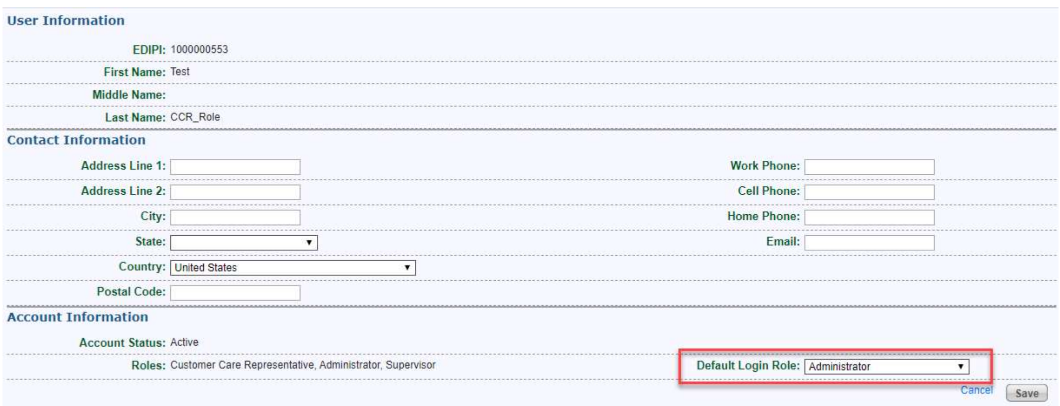
Manage Roles

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.**

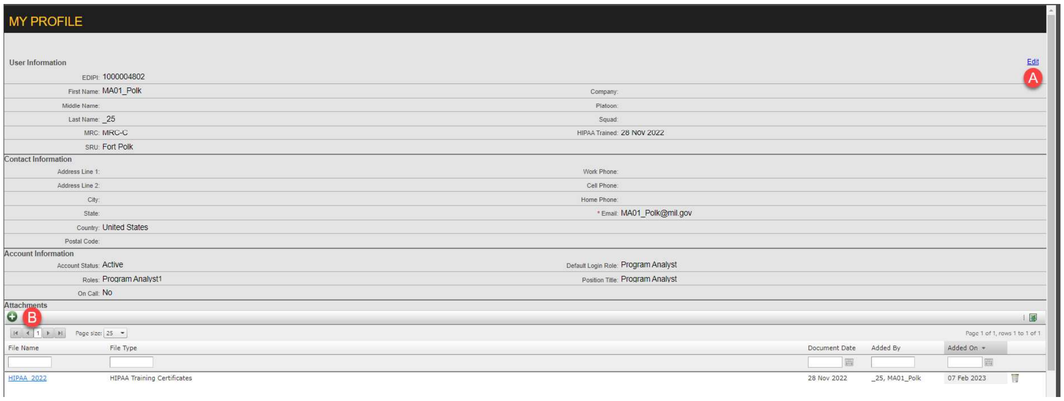


NOTE: Roles are assigned by a module administrator and vary by module.

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)

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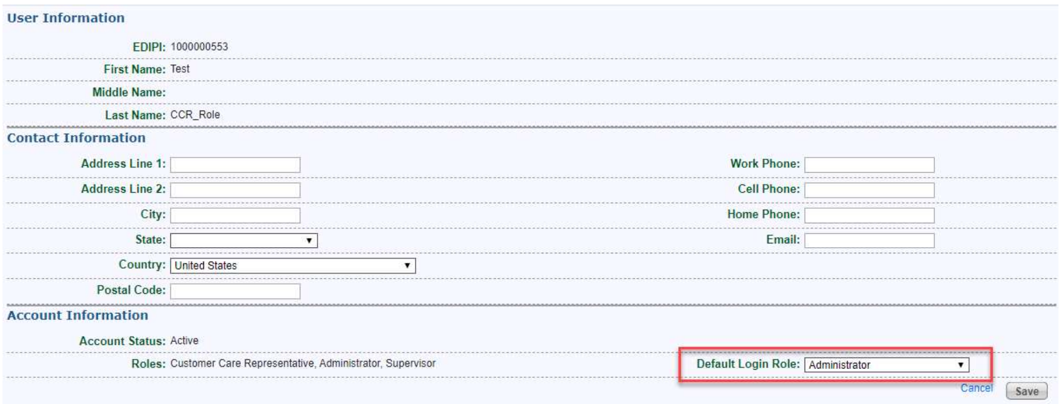


NOTE: Roles are assigned by a module administrator and vary by module.

HIPAA Certified Date

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

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

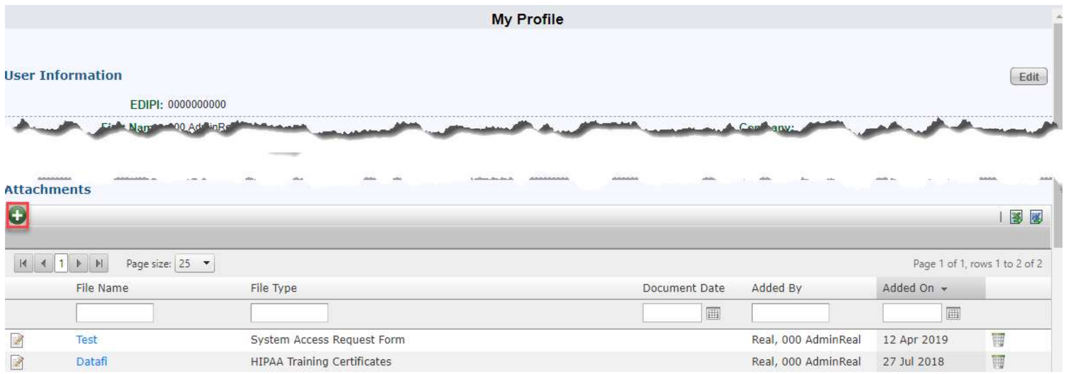
When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

Update HIPAA Certificate

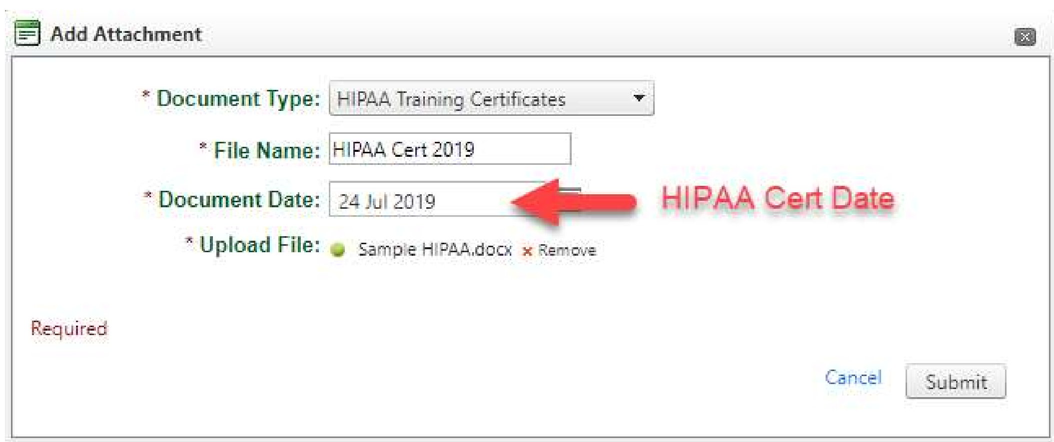
HIPAA certification is required for ongoing access to ARCS. Accounts are suspended automatically on the first of the month following the expiration of the current HIPAA Trained date. When a user's HIPAA Certification is within 1 month of expiration, a warning message will be displayed at each log in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

To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .



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



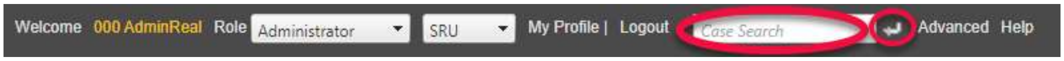
3. Click Submit.

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.

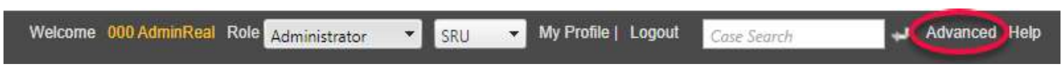
Click on a Soldier name hyperlink to view the Case Summary screen.

To search all ARCS modules, use the Advanced Search option.

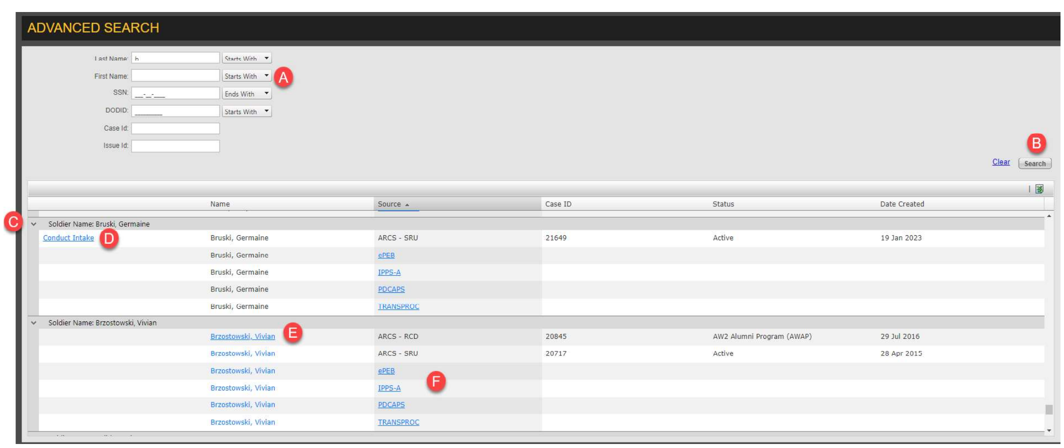
Advanced Search

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.



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 Conduct Intake to open the Soldier Intake screen.
E	Soldier name hyperlink	Click on a Soldier name hyperlink to view the Case Summary screen. **Hyperlinks are only available within the same ARCS module.**
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. **Note: Some items can only be deleted within 24 hours by some user roles.**
	Edit	Click the Edit icon to edit an item. **Note: Some items can only be modified within 24 hours by some user roles.**
	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.

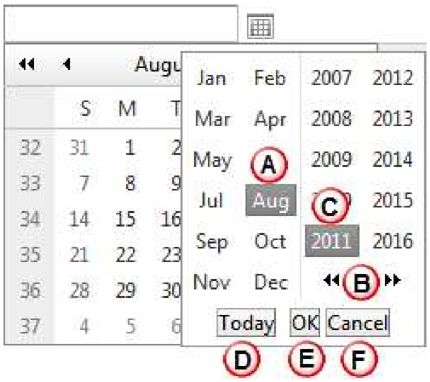
Date Picker

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

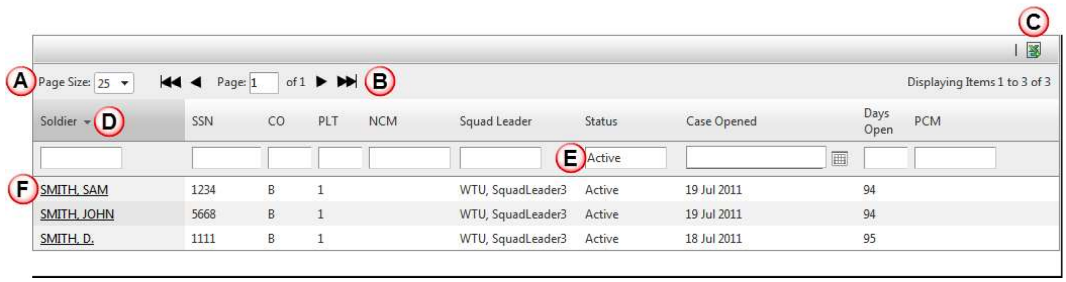
Label	Name	Description
A	Month selector	Click a month to select it.
B	Previous/Next icons	Click to go back 10 years. Click to go ahead 10 years.
C	Year selector	Click a year to select it.
D	Today button	Click Today to select the current date
E	OK button	Click OK to confirm the selection.
F	Cancel button	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.

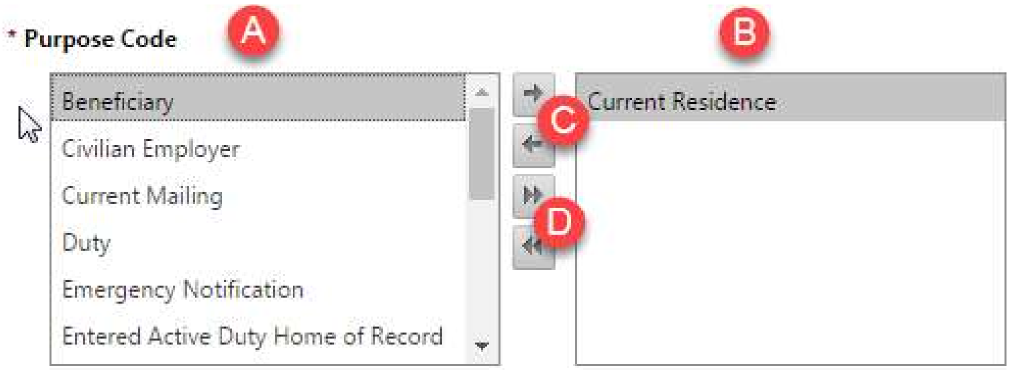


Grid Controls

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

Picklists

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



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

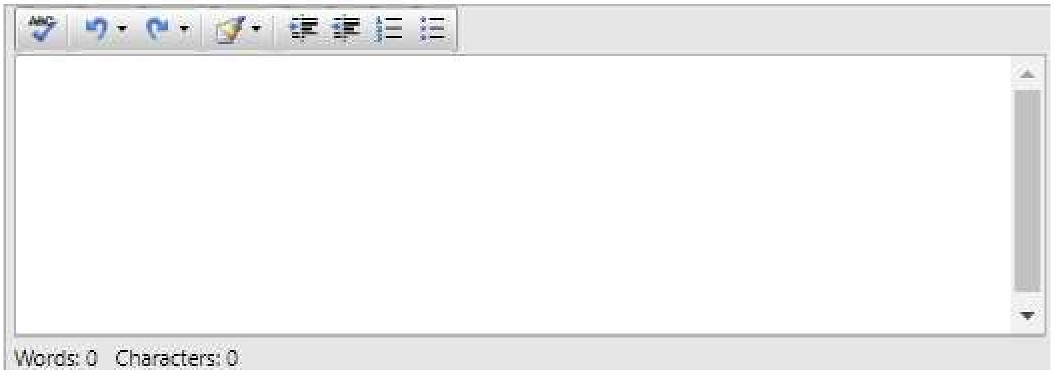
Picklist Controls

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

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

Text Editor

Use the Text Editor to apply formatting to text:



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

	Spell Check	**Click to check the spelling in the text field.**
	Undo	Undo the previous action.
	Redo	Redo the previous action.
	Format Stripper	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:

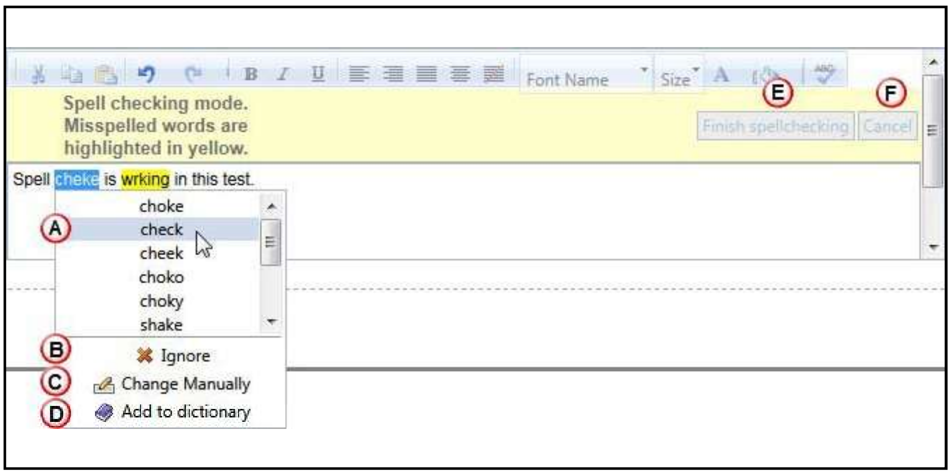
1. Open settings in MS Word
2. Advanced
3. Cut, Copy, and Paste
4. Change "Pasting from other programs" setting to "Merge formatting"

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.

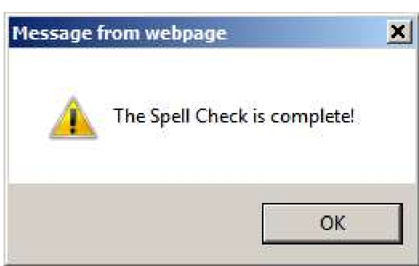


Click on a word to view the list of available options.

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.

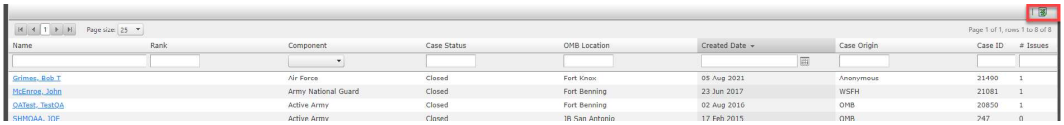
Once the spell check is complete, a dialog box opens.



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.



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 form 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.

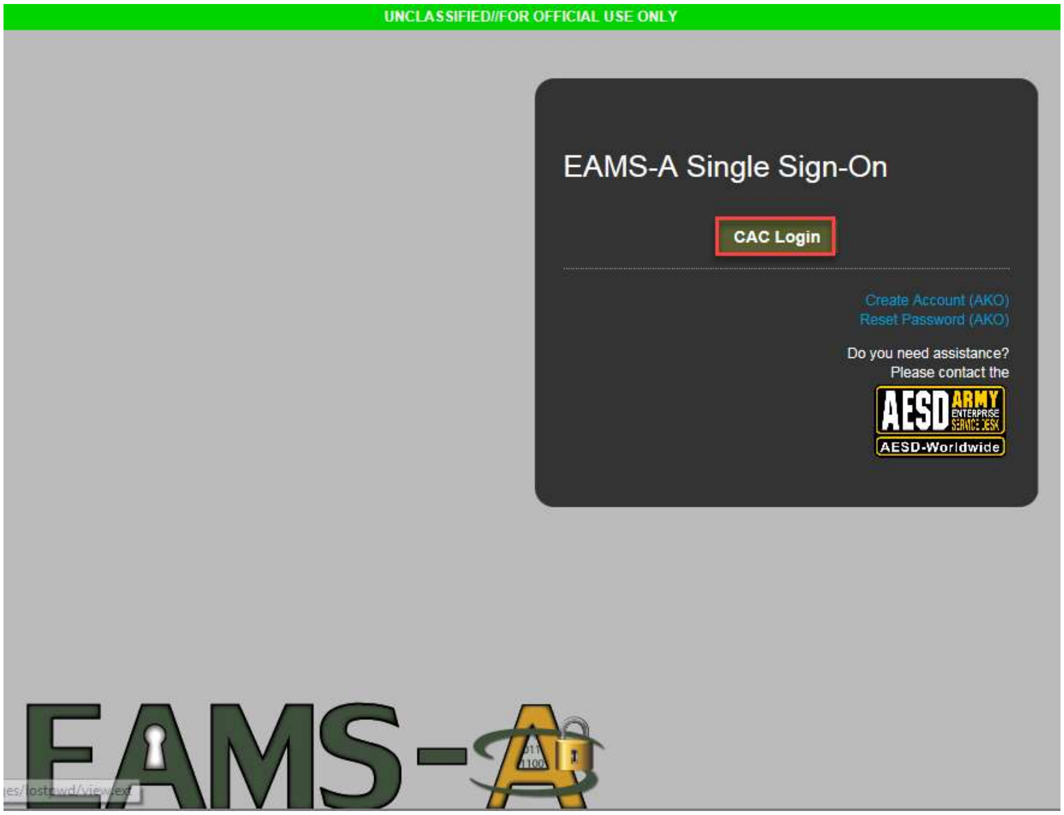
Requesting an ARCS OMB Account

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

Logging In

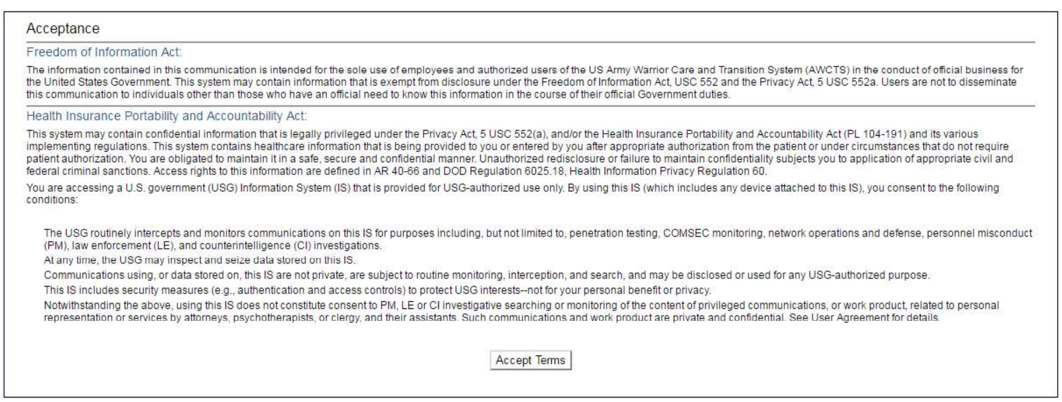
Once you have an ARCS account, you can log into the ARCS application using your Common Access Card (CAC):

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.



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.

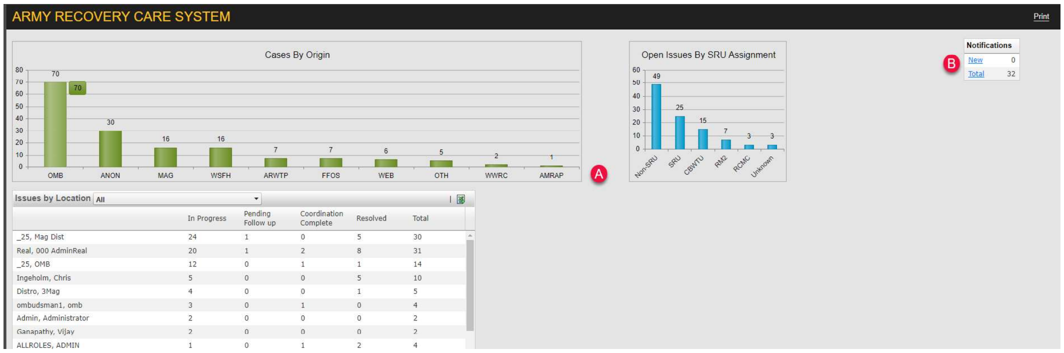
Contact ARCS Support Team

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.



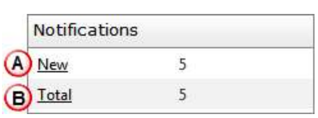
Home Screen

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

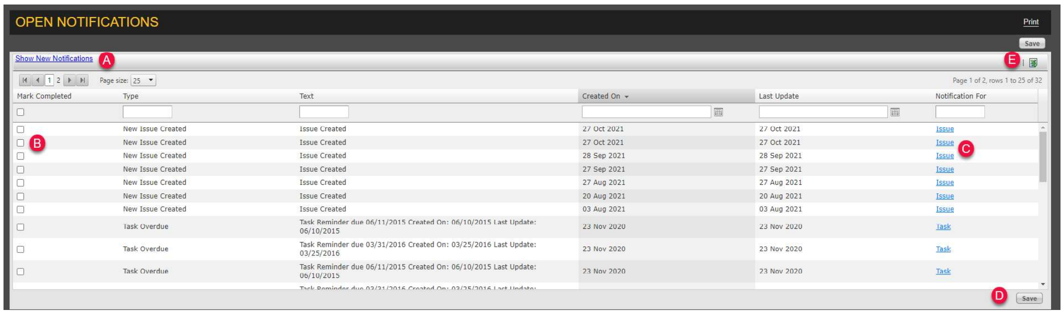
Ombudsman and Action Officer profiles

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



Notifications

Label	Name	Description
A	New hyperlink	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 hyperlink	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 hyperlink	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:

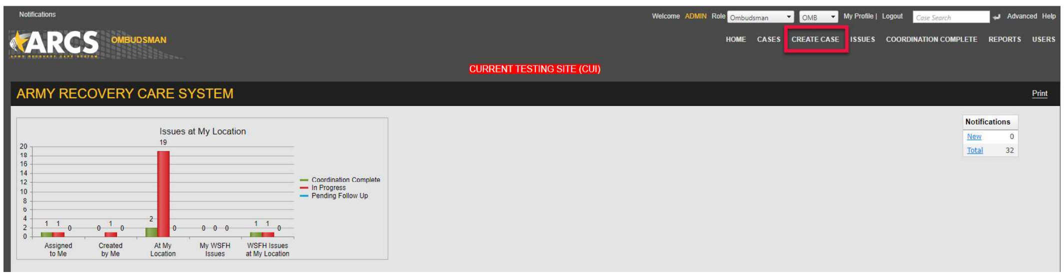
Case Dashboard Tabs

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:

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

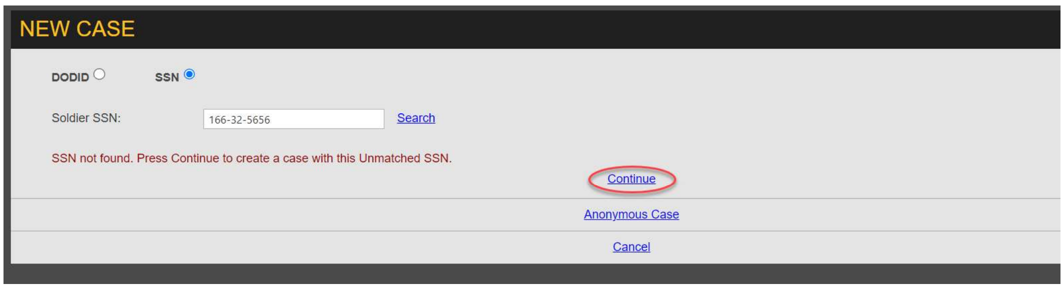
If the Soldier's SSN or DODID is found, one of the following will occur:

- 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.



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

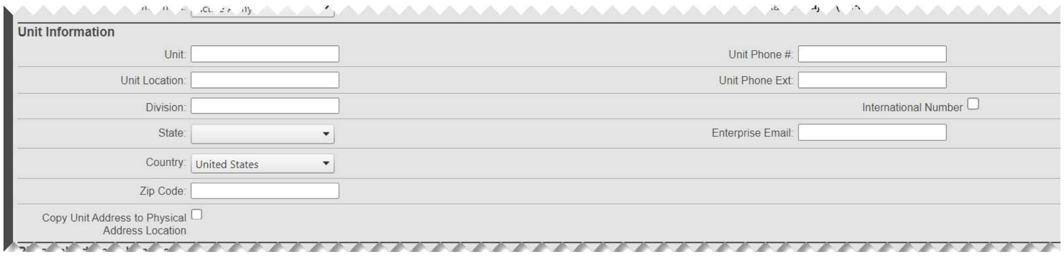
Enter required information, including the Soldier's First Name, Last Name, and Component.

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

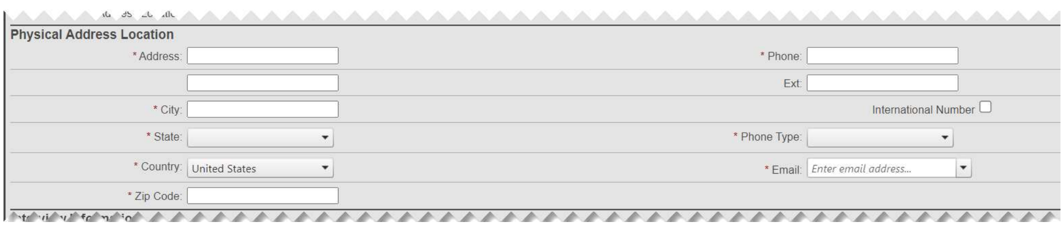
Select the Soldier's SRU Status and enter Unit Information.

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



Physical Address Location

Enter the Service Member's physical location information.

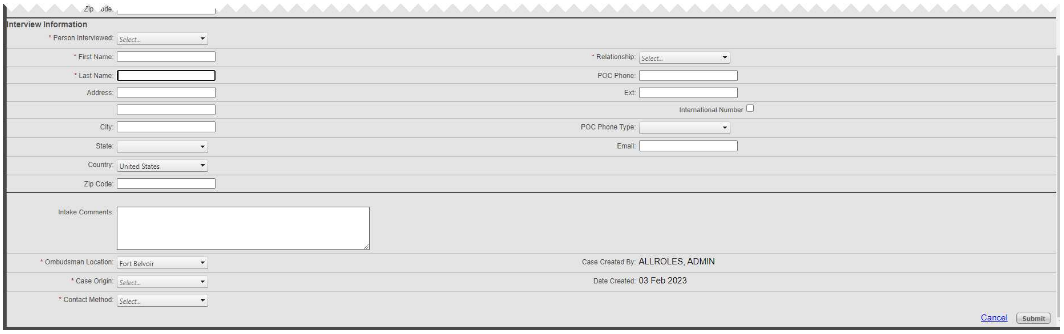


Section 4: Interview Information

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

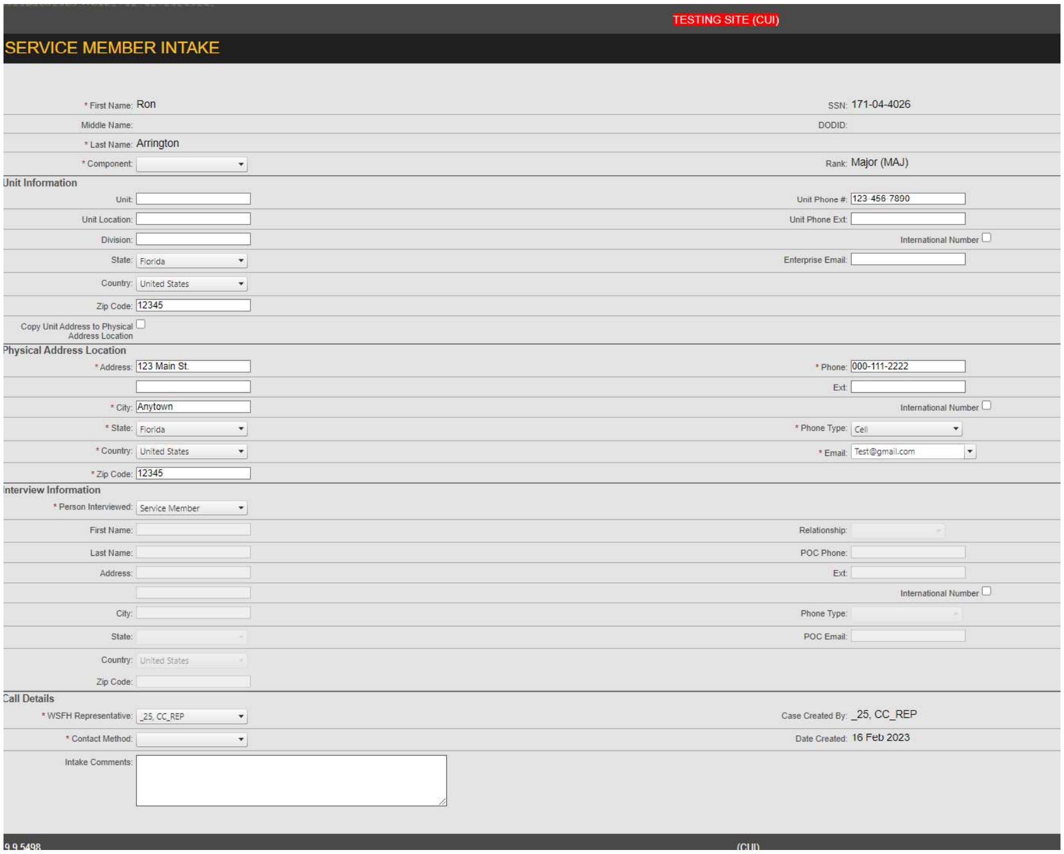
Every case has standard features, as shown below.

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:
DODID:
* 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:

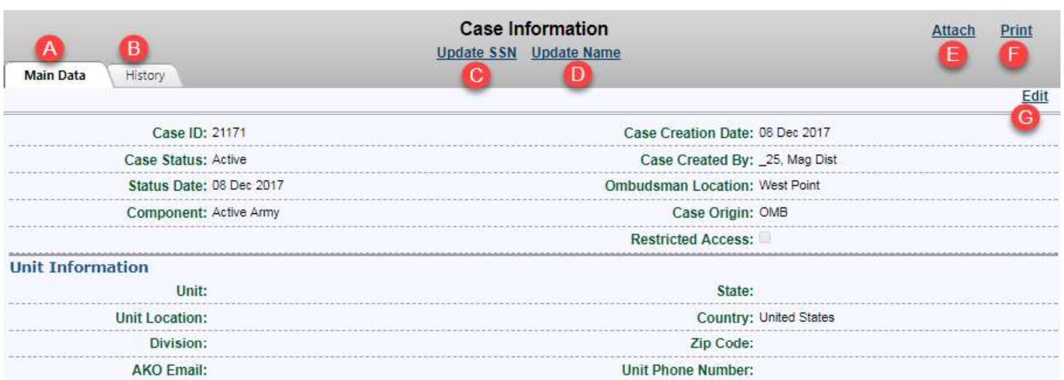
Call Details
* WSFH Representative: _25, CC_REP
Case Created By: _25, CC_REP
* Contact Method:
Date Created: 16 Feb 2023
Intake Comments:

Case Summary Screen

Name	Description
Soldier Demographics	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.



[1]Integrated 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

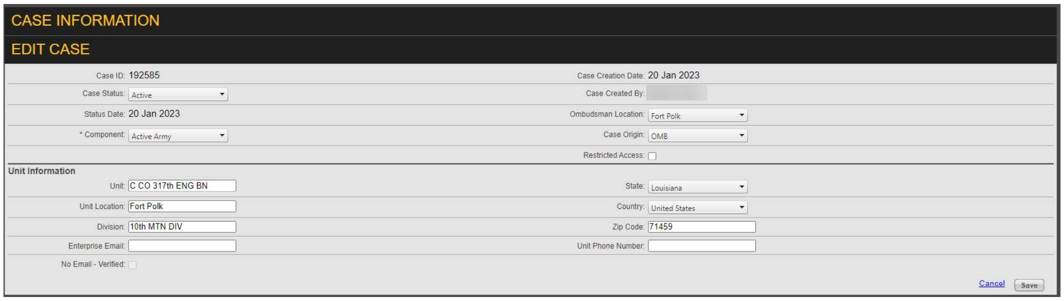
NOTE: Cases may not be closed if there are open issues associated with the case. For more information on closing a case, see Close Case.

To edit information on the Main Data tab:

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

2. Click **Edit**.

The Edit Case screen opens.



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

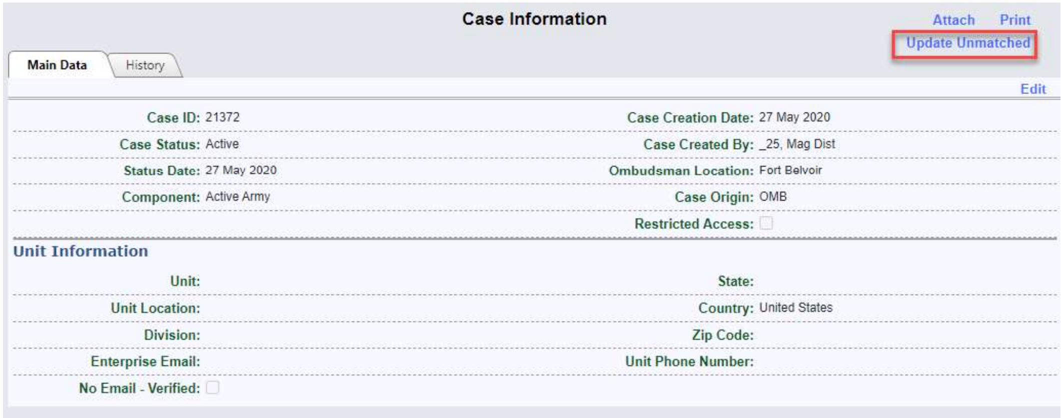
NOTE: Cases that are sensitive can be restricted to prevent unauthorized access to the case information. Users with Administrator or MAG Distro roles can restrict access. All other users will then only be able to see selected information in read-only format.

Personnel TabUpdate 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.

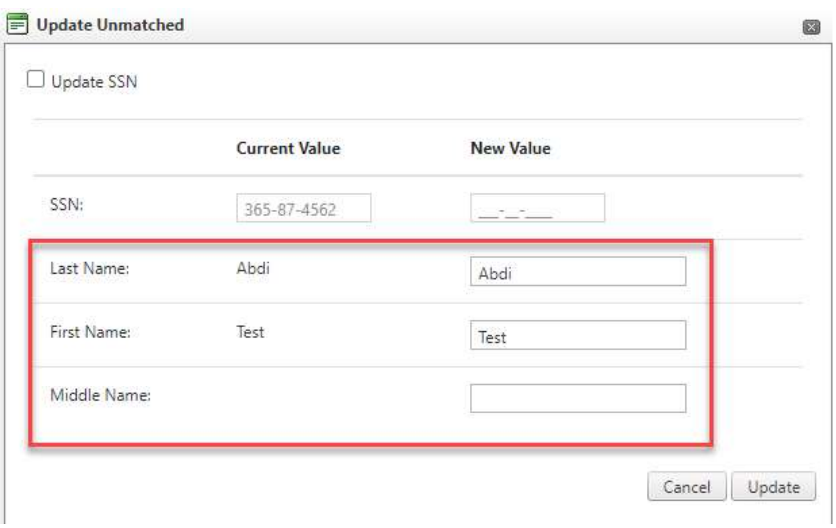
[1]Army Recovery Care Coordination Contact Center
[2]Integrated Personnel and Pay System - Army



To update,

1. Click Update Unmatched.

The dialog box opens:



2. Update any desired information (name, COMPO).

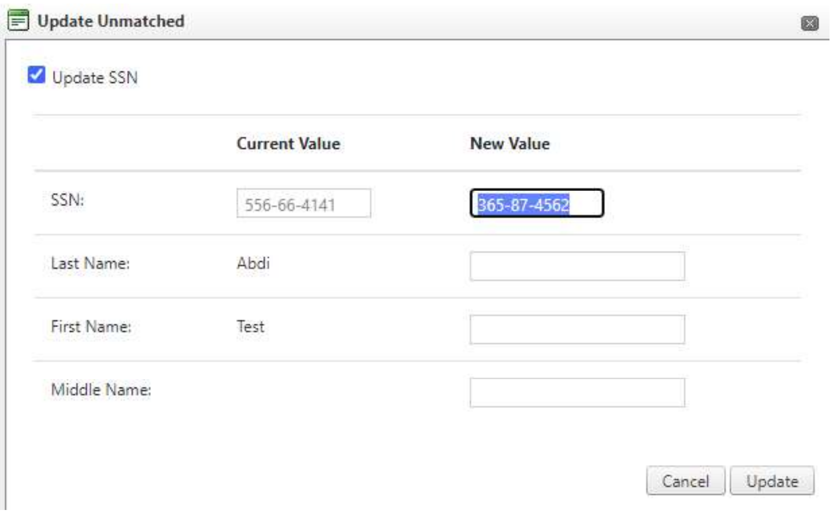
3. To change the SSN or review the update SSN conditions, see Update SSN

Update SSN

To update the Soldier’s SSN:

1. Click the **Update Unamtached** hyperlink.

The Update SSN dialog box opens.



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)

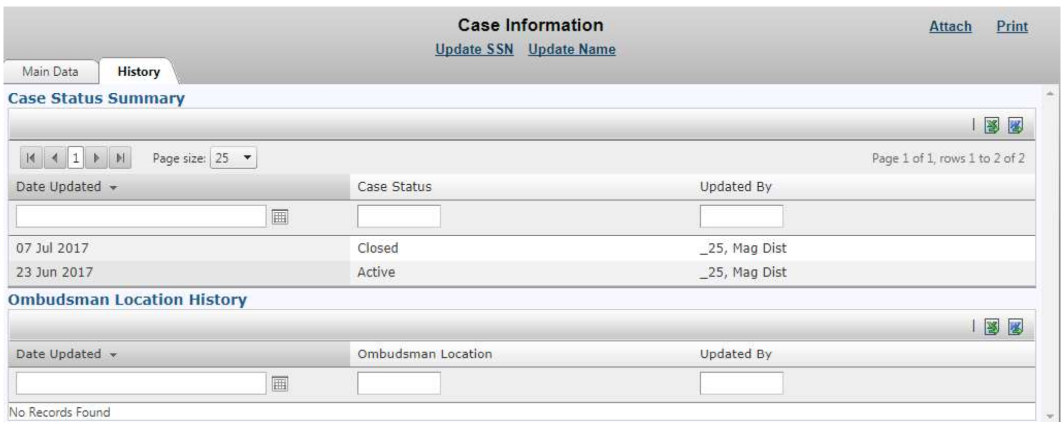
[1]Integrated Personnel and Pay System - Army

[2]Integrated 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.



Contact Information and Relationships

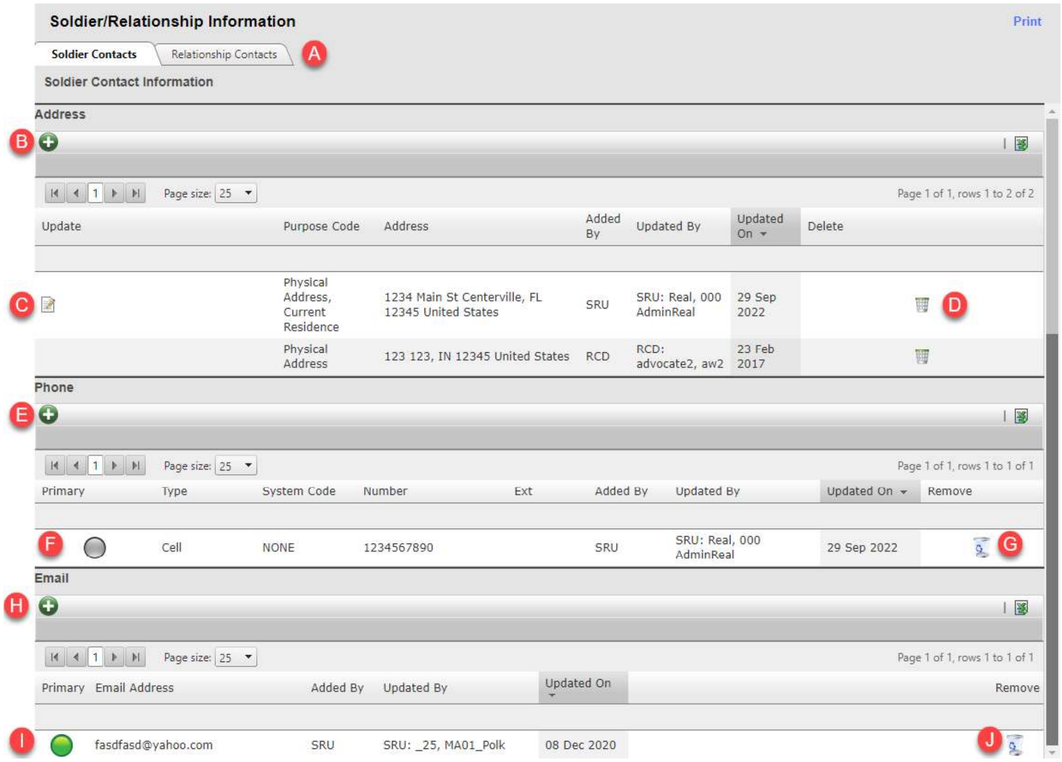
Use the Contact Information & Relationships screen to update Soldier contact information and manage additional contacts for each Soldier.

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.



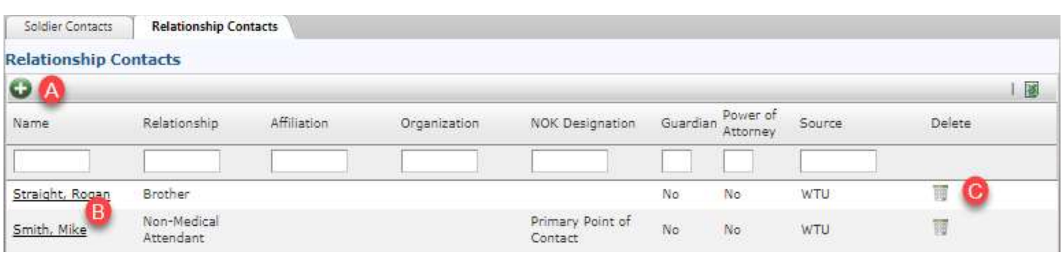
The following table describes the items labeled in the Soldier Contact Tab:

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.



Relationship Contacts

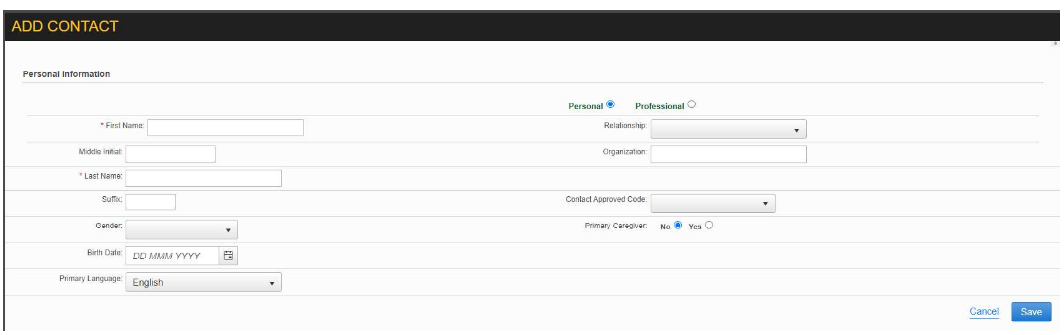
Label	Name	Description
A	Add Relationship Contact icon	Click the Add icon to add a new relationship contact
B	Contact Name hyperlink	Click a contact name hyperlink to view details for a relationship contact
C	Delete Relationship Contact icon	Click the Delete icon to delete a relationship contact

Related Topic: Manage Soldier and Relationship Contact Information

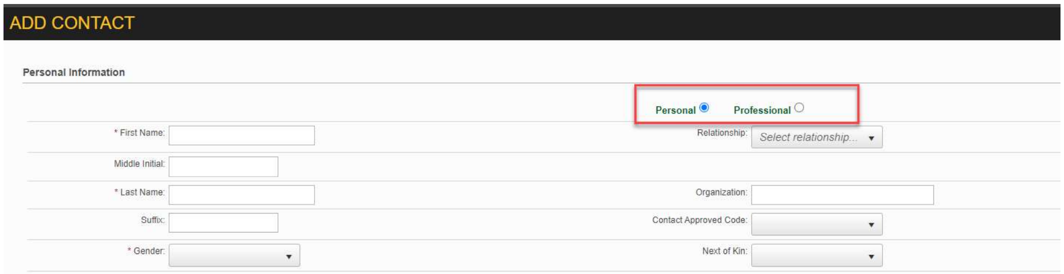
Add Relationship Contact

To add a relationship contact:

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



2. Select either the Personal or Professional option.



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

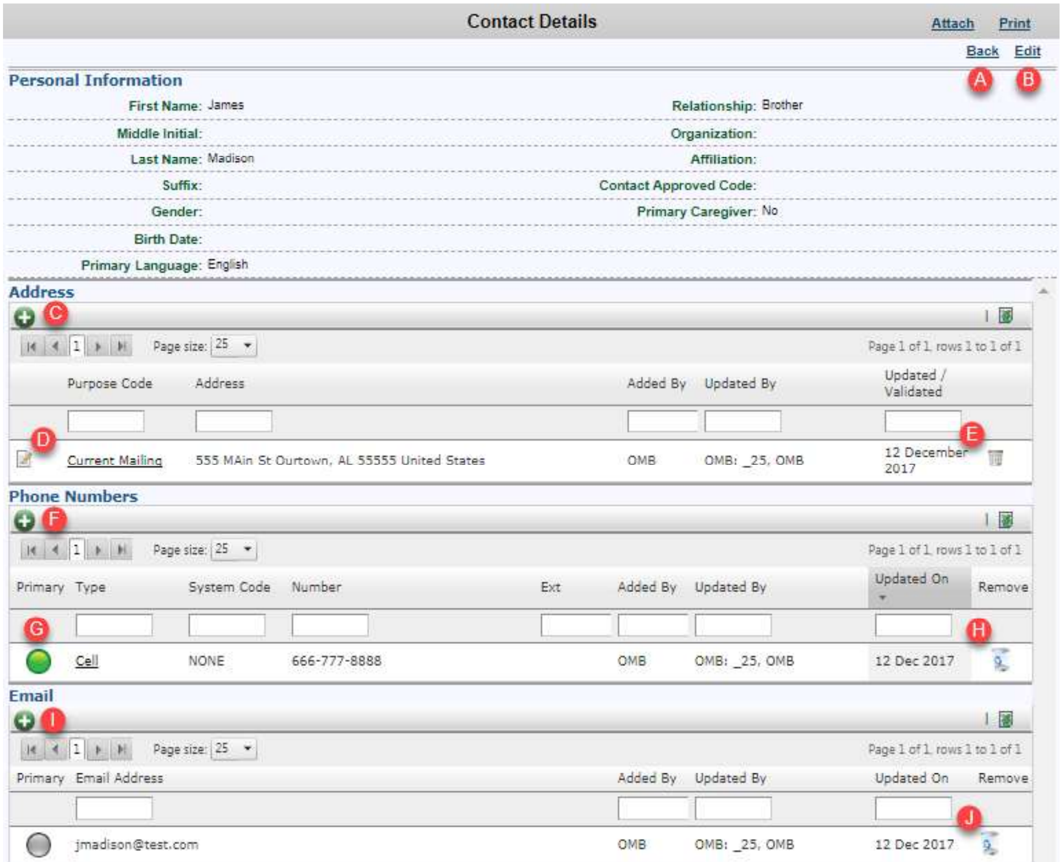
3. Enter information for all required fields. Required fields are marked with an asterisk (*).

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.


Contact Details
Attach
Print
Back
Edit
A
B
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
C
Page size: 25
Page 1 of 1, rows 1 to 1 of 1
Purpose Code
Address
Added By
Updated By
Updated / Validated
D
E
Current Mailing
555 MAin St Ourtown, AL 55555 United States
OMB
OMB: _25, OMB
12 December 2017
Phone Numbers
F
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
G
H
Cell
NONE
666-777-8888
OMB
OMB: _25, OMB
12 Dec 2017
Email
I
Page size: 25
Page 1 of 1, rows 1 to 1 of 1
Primary
Email Address
Added By
Updated By
Updated On
Remove
J
jmadison@test.com
OMB
OMB: _25, OMB
12 Dec 2017

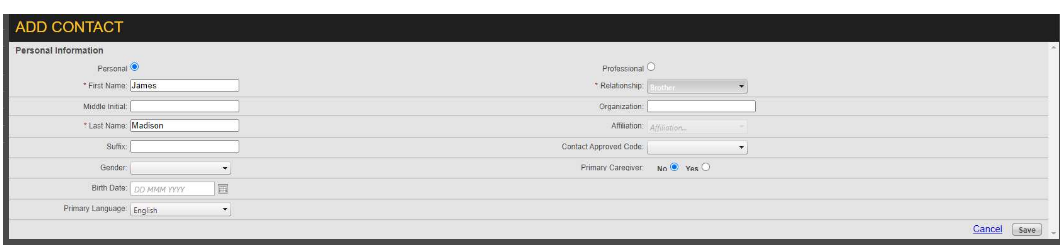
Relationship Contact Details

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.

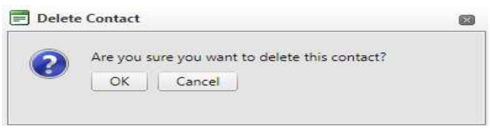


3. Update the contact information.
4. Click **Save** to save the changes or **Cancel** to close the window without saving.

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.

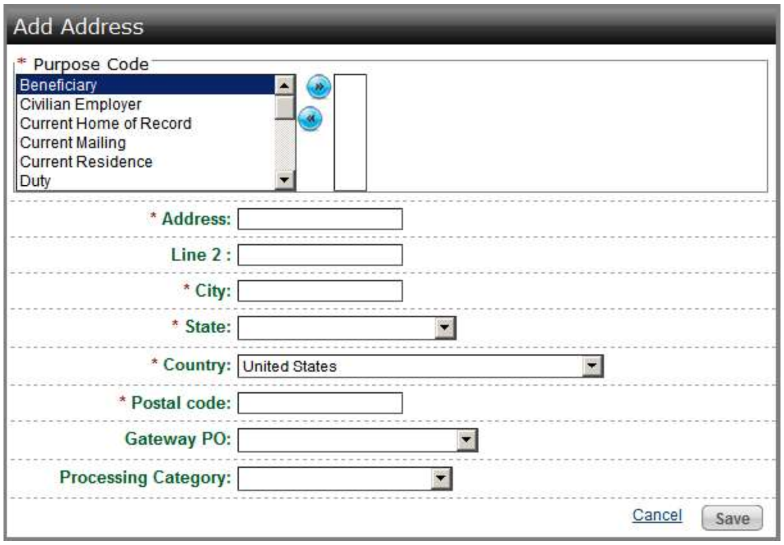
Manage Soldier and Relationship Contact Information

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.



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

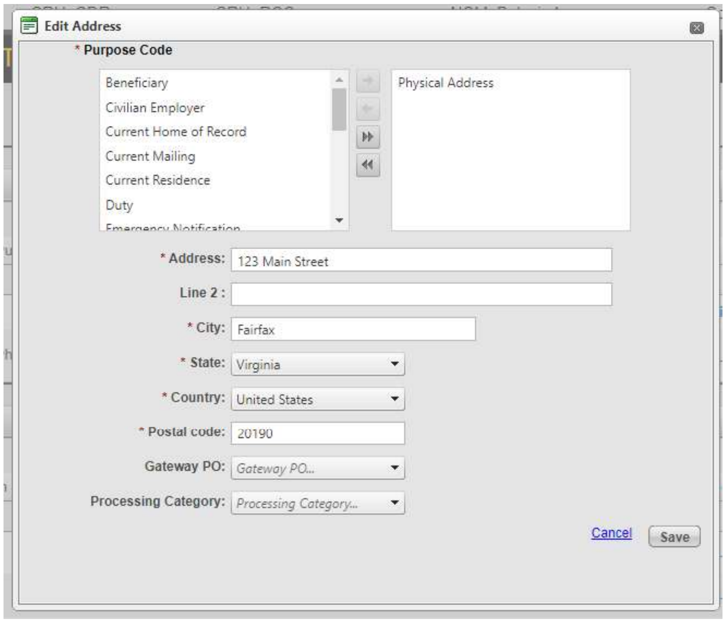
NOTE: Each Purpose Code may only be used for one address record per contact.

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.



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.

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

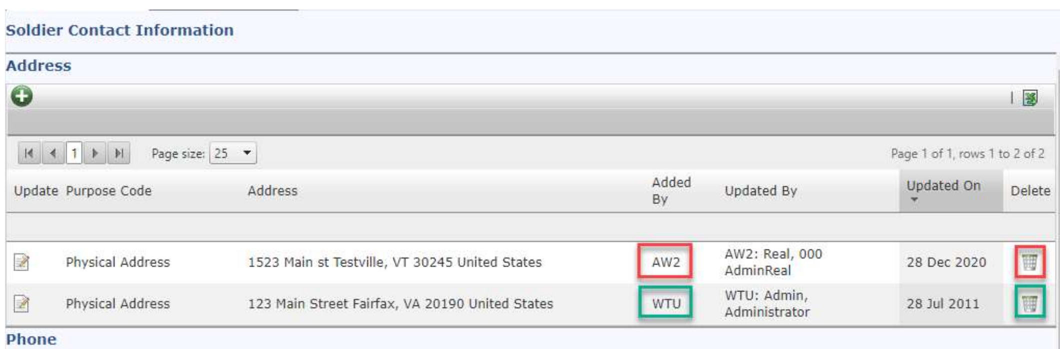
NOTE: This action cannot be undone.

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:

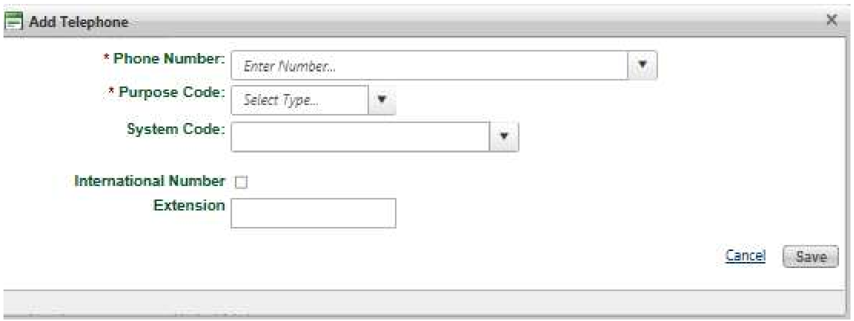
- Address Added By RCD module - trash can icon will HIDE the address from the SRU module only
- Address Added By SRU (active) module - trash can icon will DELETE the address



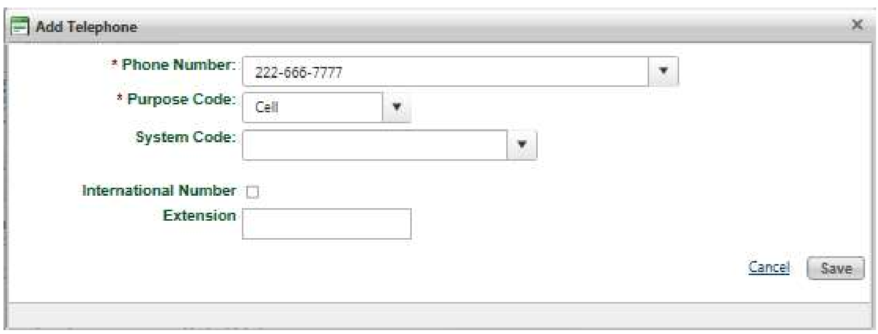
Add Phone Number

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:

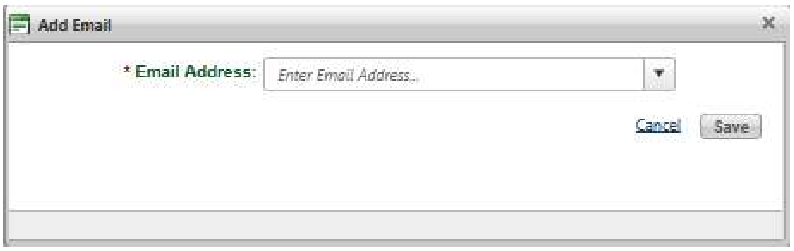
1. Click the Remove icon  to the right of the phone number.

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:

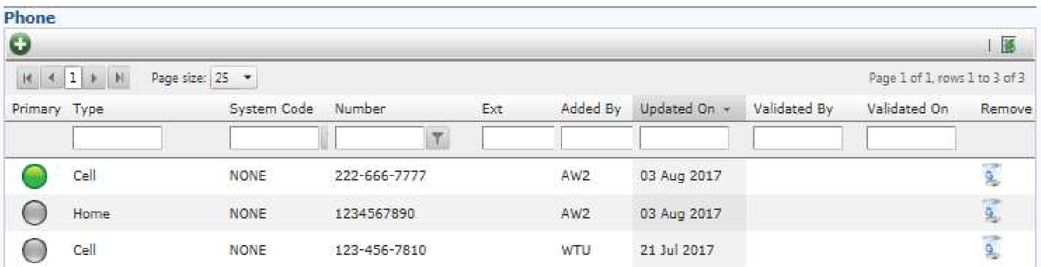
1. Click the Remove icon to the right of the email address.

> **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.

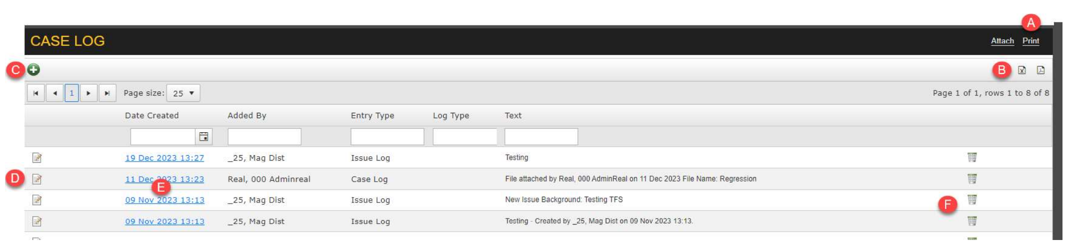
To mark a phone number or email as primary, click the circle in the "Primary" column. A green circle indicates primary status.



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 Screen Items

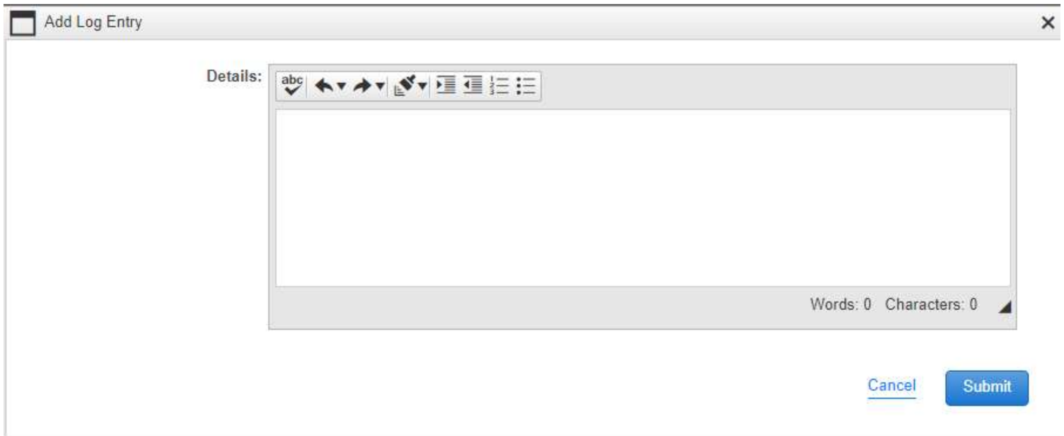
Label	Name	Description
A	Print icon	Click print to print the Case Log grid.
B	Export Icon	Click the export icon to export the grid to a Microsoft Excel or PDF Document.
C	Add Case Log Entry icon	Click the Add icon to add a case log entry
D	Edit Case Log Entry icon	Click the Edit icon to edit a case log 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.



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.

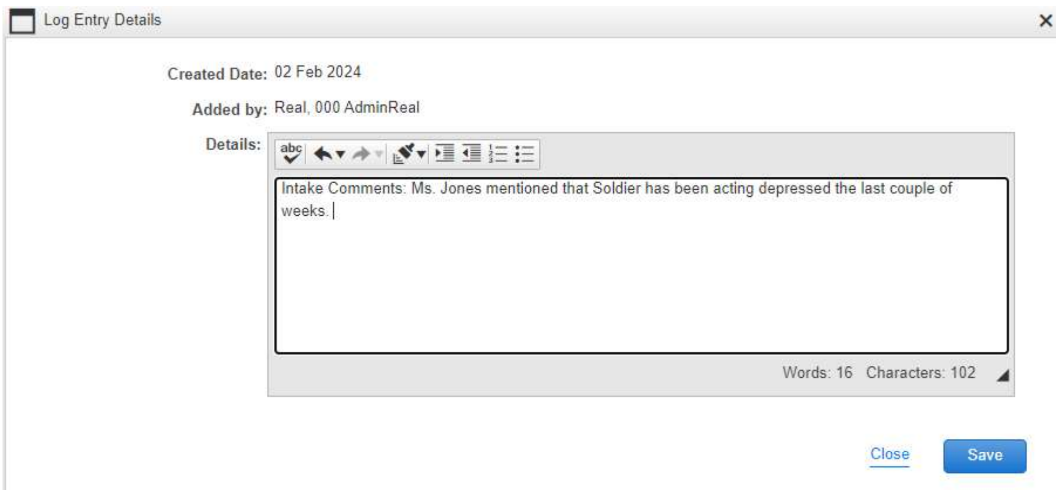
3. Click the **Close** hyperlink to close the dialog box.

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.



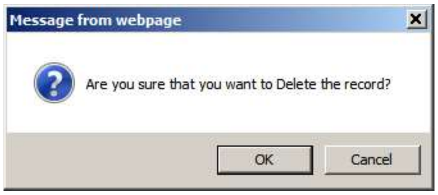
3. Make any changes to the log entry.
4. Click **Save** to save the changes or click **Close** to close the dialog box without saving the changes.

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.

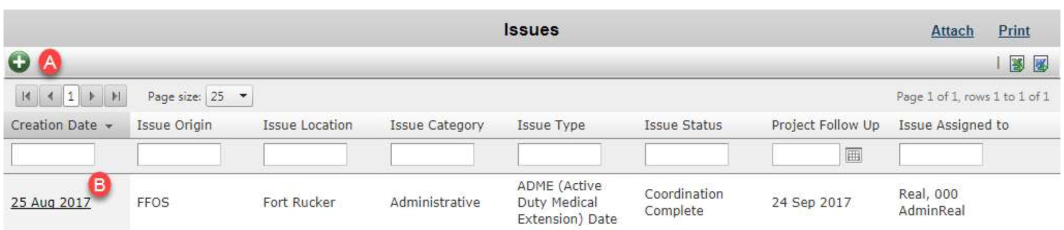


3. Click **OK** to delete the case log entry or click **Cancel** to close the dialog box without deleting.

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 Screen

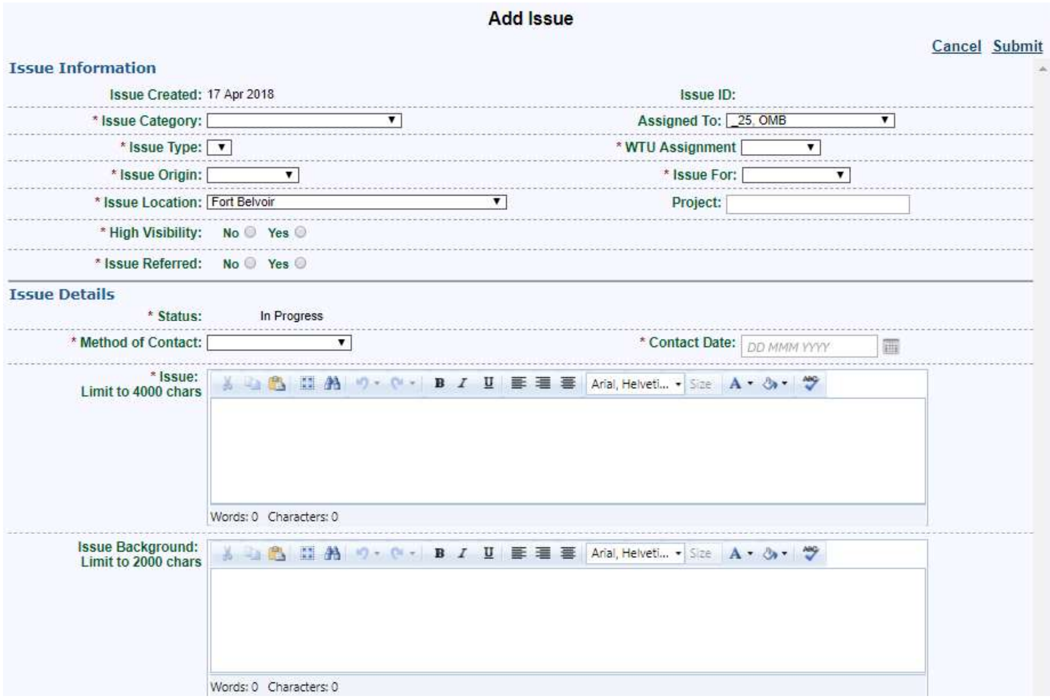
Label	Name	Description
A	Add icon	Click the **Add** icon to add a new issue (see Add Issue).
B	Creation Date hyperlink	Click on a Creation Date hyperlink for an issue to open it for viewing or editing (see View Issue Details).

Add Issue

To add an issue:

1. Click the **Add** icon.

The Add Issue screen opens.

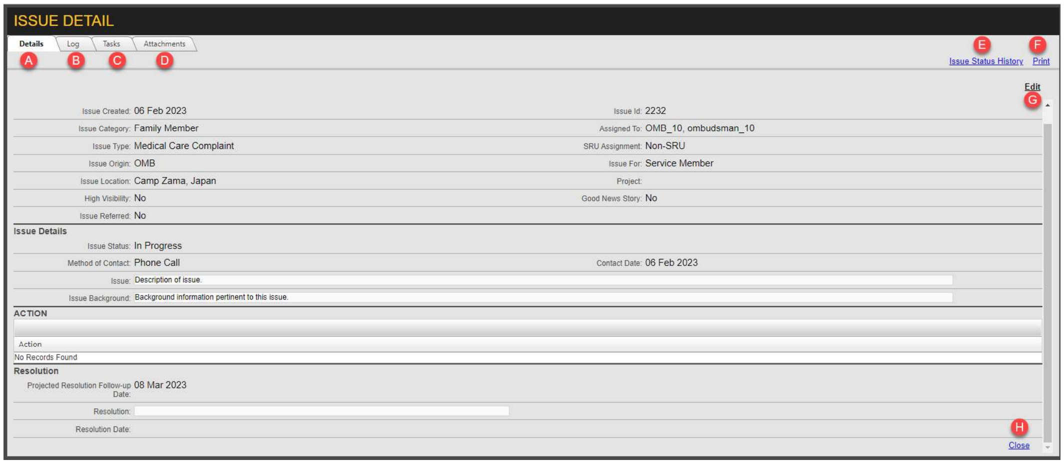


2. Enter issue information.
3. Click **Submit** to add the issue or **Cancel** to return to the Issues screen without saving.
4. The new issue status is automatically set to “In Progress.”

View Issue Details

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

The Issue opens to the Details tab.



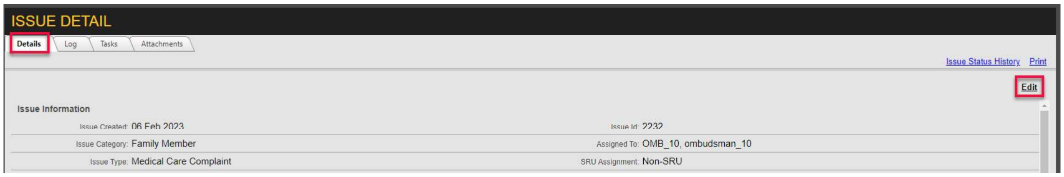
Issue Details

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.

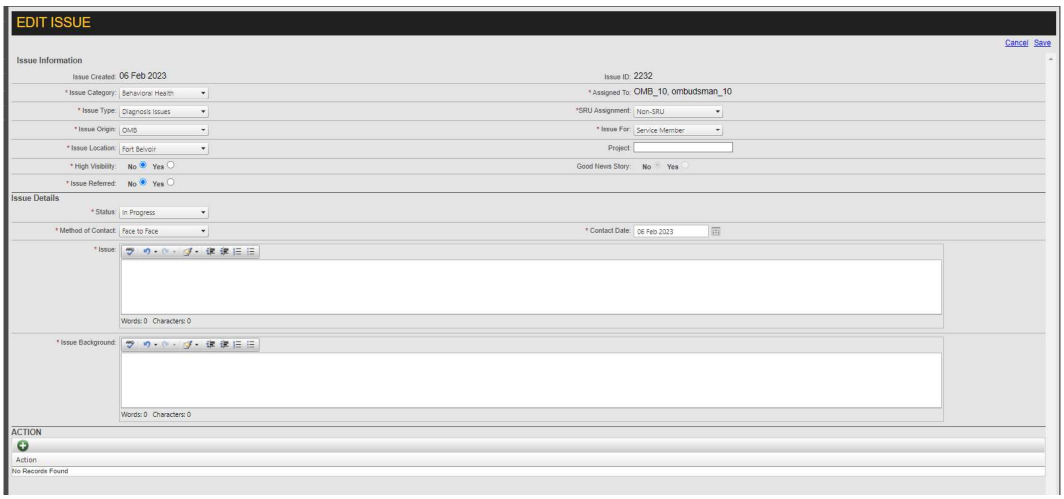
Issue Details Tab

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

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



The Edit Issue window opens.



2. Update the issue details.

NOTE: Click the Add icon to add an action (see Add Action).

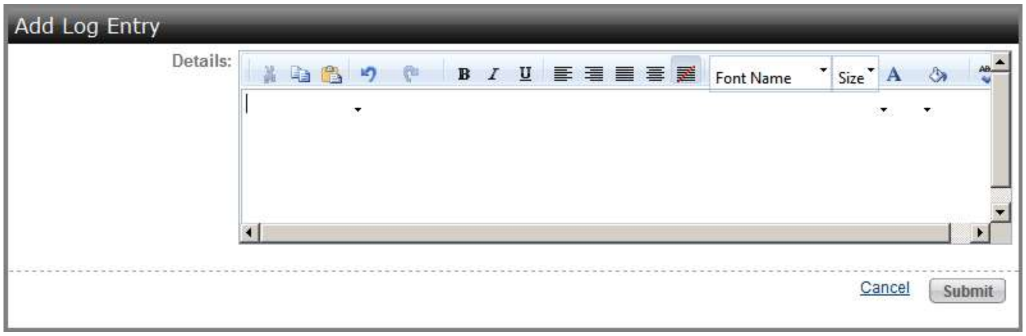
3. Click **Save** to save the changes or **Cancel** to close the window without saving.

Add Action

To add an action to an issue:

1. Click the **Add** icon.

The Add Log Entry window opens.

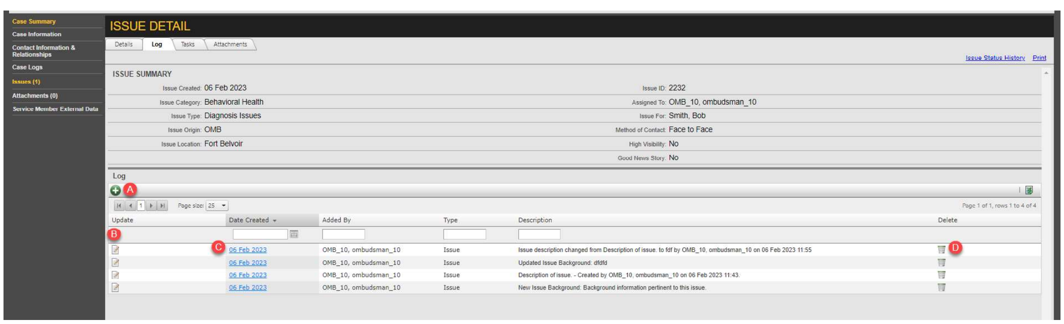


2. Enter the action in the Details field. For information on using the text editor, see Text Editor.
3. Click **Submit** to add the action or **Cancel** to close the window without saving.

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.



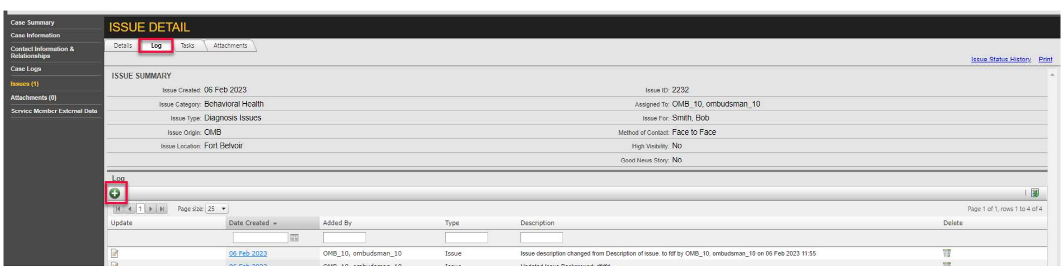
Issues Log Tab

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).

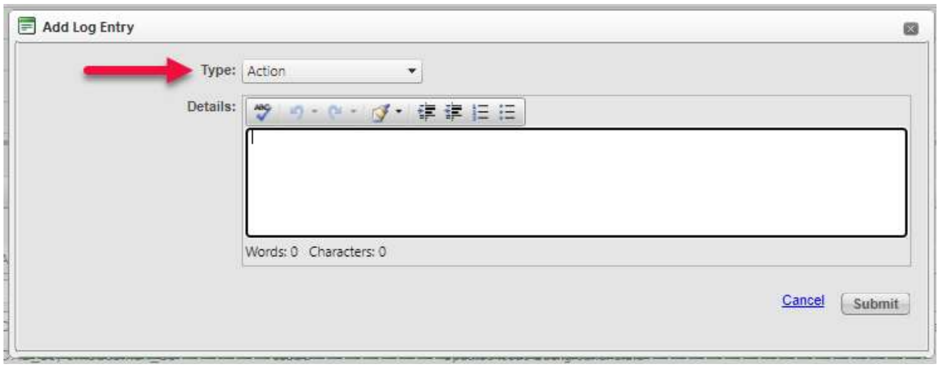
Add Issue Log Entry

To add an issue log entry:

1. Click the **Add** icon.



The Add Log Entry window opens.



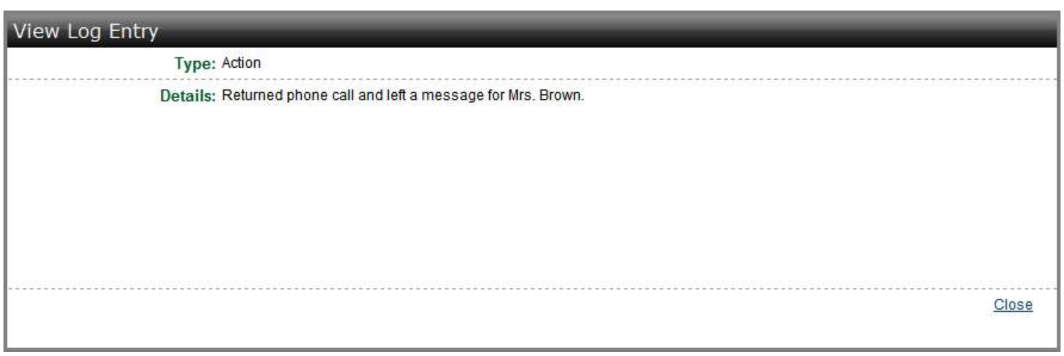
2. Select a log entry type from the list box (e.g., Action, Comments, etc.).
3. Enter details for the log entry in the Details field.
4. Click **Submit** to add the log entry or **Cancel** to close the window without saving.

View Issue Log Entry

To view an issue log entry:

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

The View Log Entry window opens



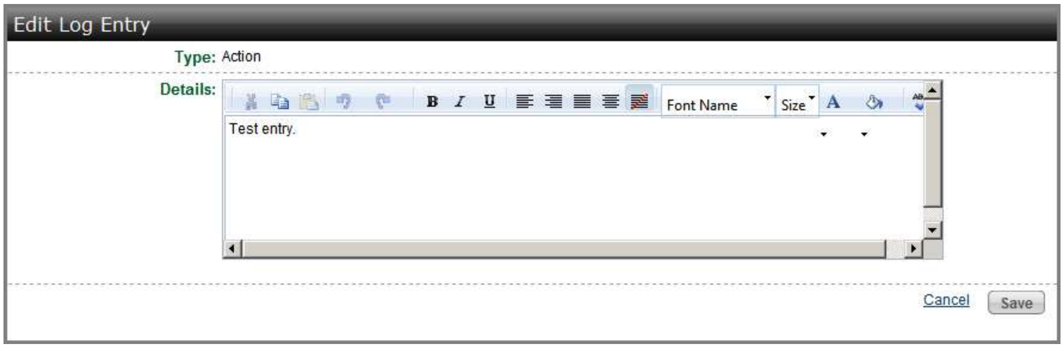
2. Click **Close** to close the window.

Edit Issue Log Entry

To edit a log entry:

1. Click the **Edit** icon.

The Edit Log Entry window opens.



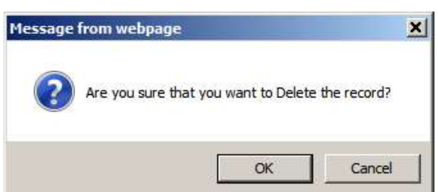
2. Make any changes to the log entry.
3. Click **Save** to save the changes or **Close** to close the dialog box without saving.

Delete Issue Log Entry

To delete a log entry:

1. Click the **Delete** icon .

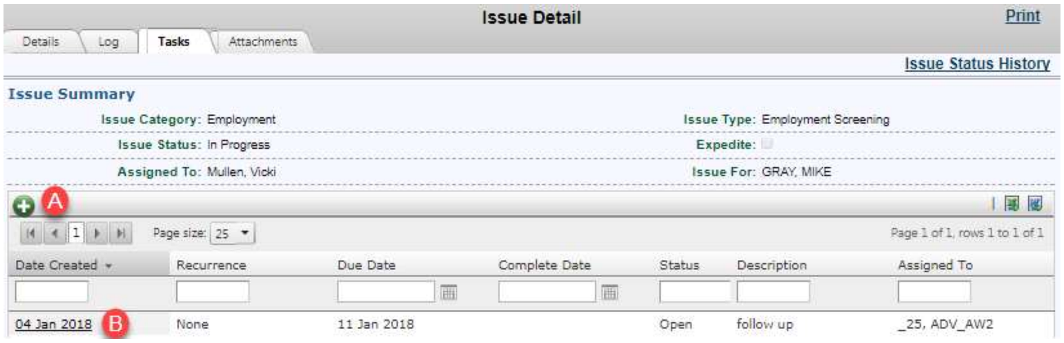
The Delete Issue Log Entry dialog box opens.



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 Tasks Tab

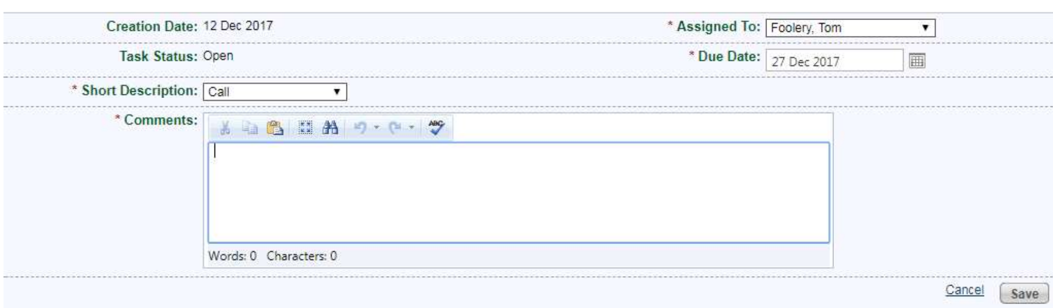
Label	Name	Description
A	Add icon	Click the **Add** icon to add a new task (see Add Task).
B	Date Created hyperlink	Click a **Date Created** hyperlink to view a task (see View Task Details).

Add Task

To add a task:

1. Click the **Add** icon.

The Add Task window opens.



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.

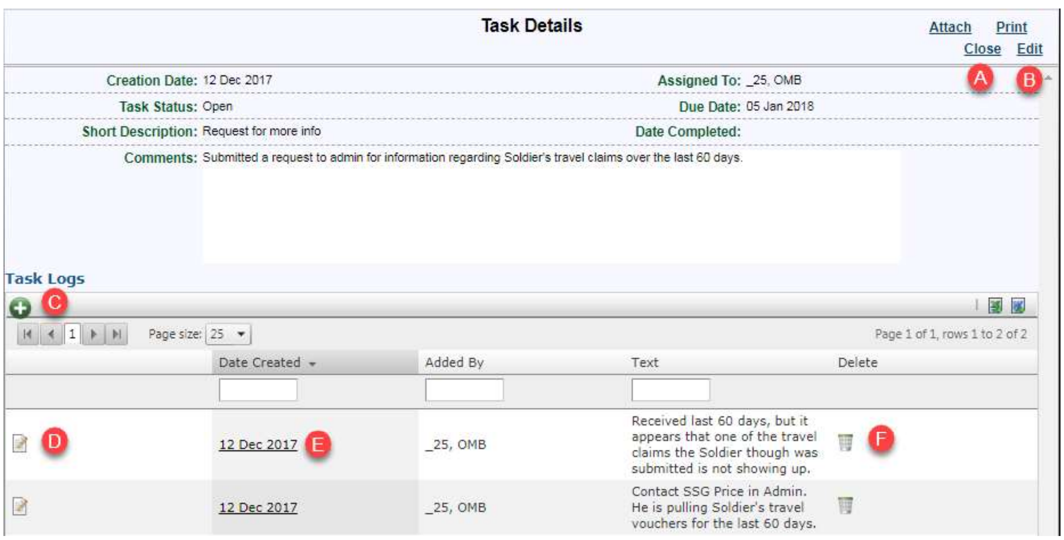
NOTE: The Date Completed field does not appear until the task is saved. For more information on completing a task, see Edit Task.

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 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

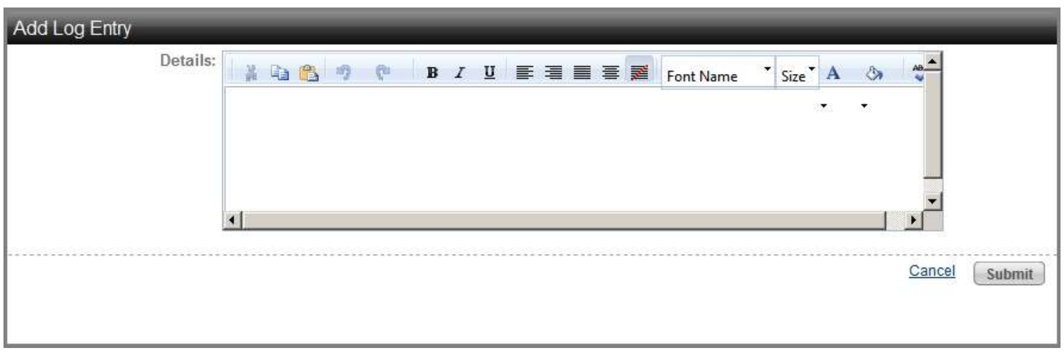
Add Task Log Entry

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

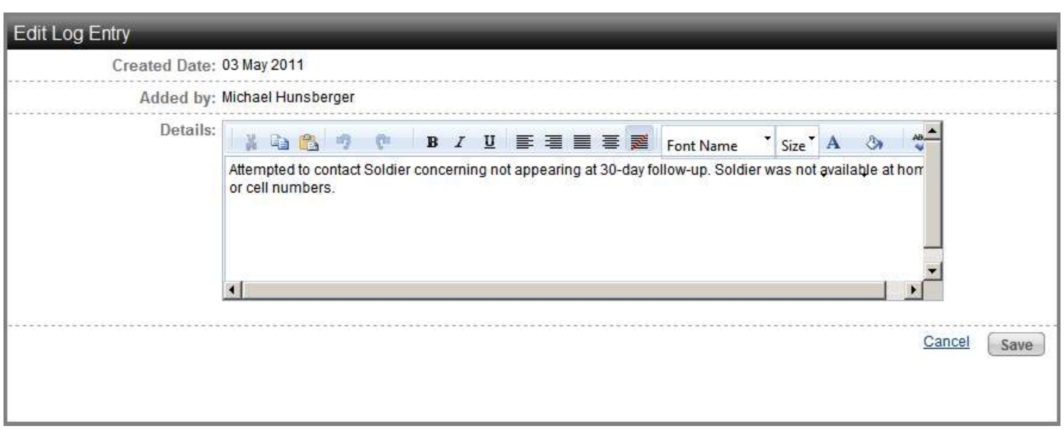
Task Log Entry

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.



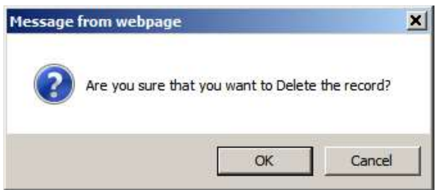
2. Make changes to the task log entry.
3. Click **Save** to save the task log entry or **Cancel** to close the window without saving.

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.

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).

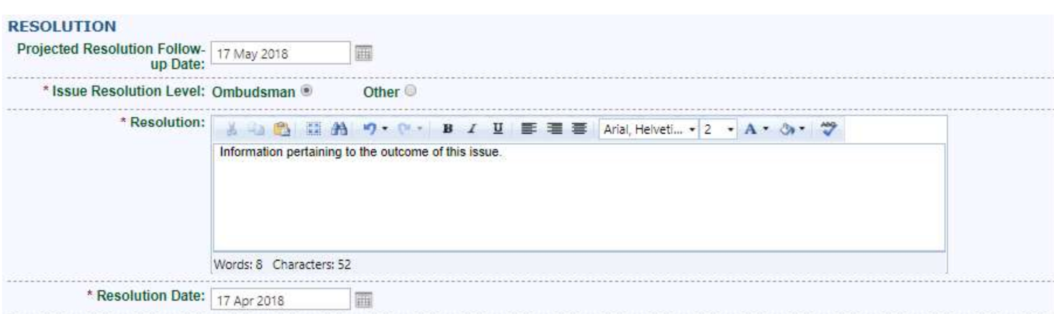
Resolve Issue

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.



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

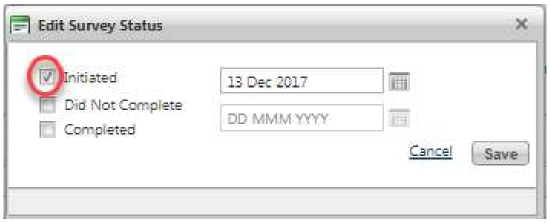
Administrator, MAG Distro, Action Officer

To mark the survey as Initiated:

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

The Edit Survey Status pop up window appears.

3. Check the Initiated check box.



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 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.

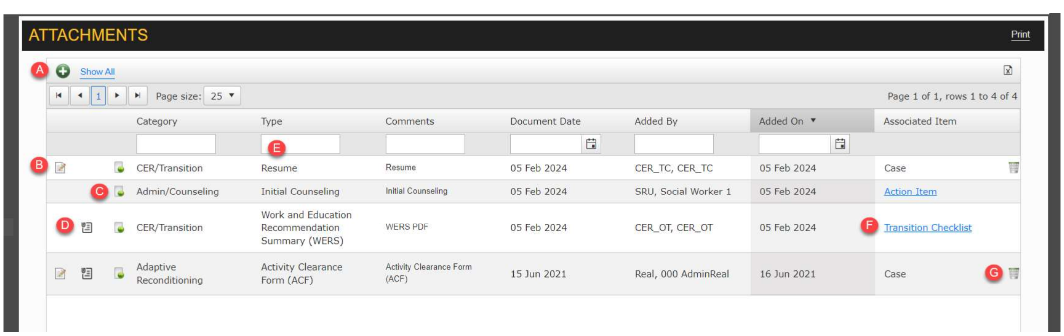
The date will populate with today's date.

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.



Attachments Screen Items

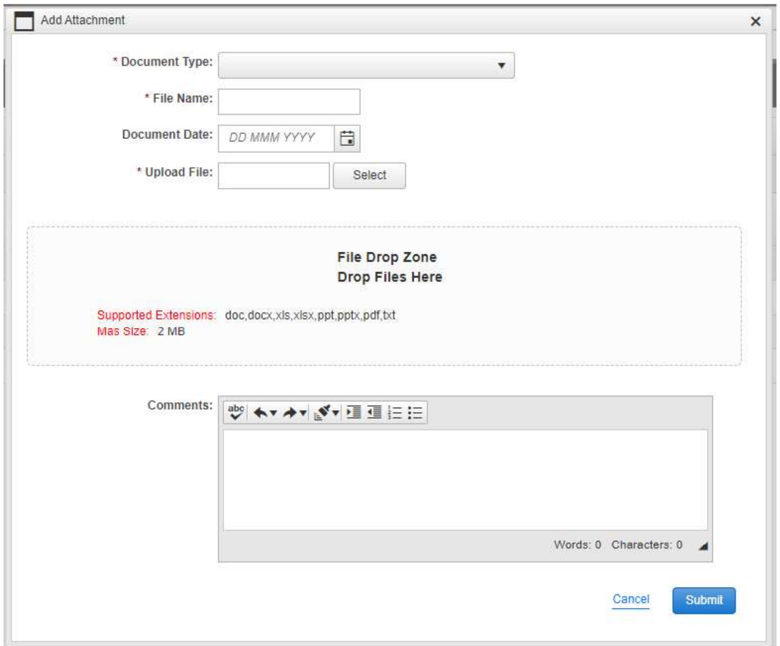
Label	Name	Description
A	Add Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	Edit Attachment icon	Click the Edit icon to edit the attachment details
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D	View PDF Attach-ment 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 attach-ment
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

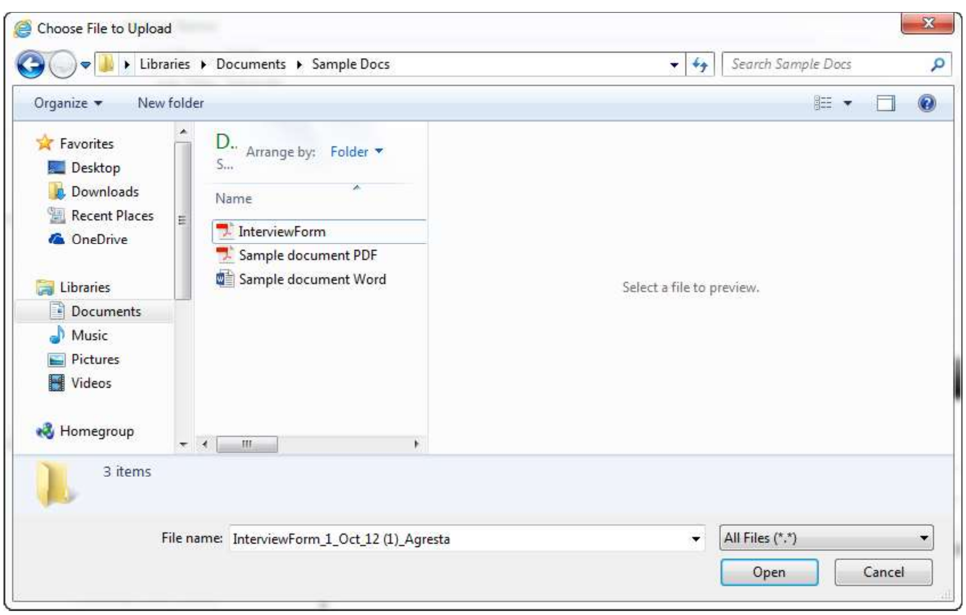
NOTE: Adding an attachment automatically adds a case log entry to the case log.

To add an attachment:

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



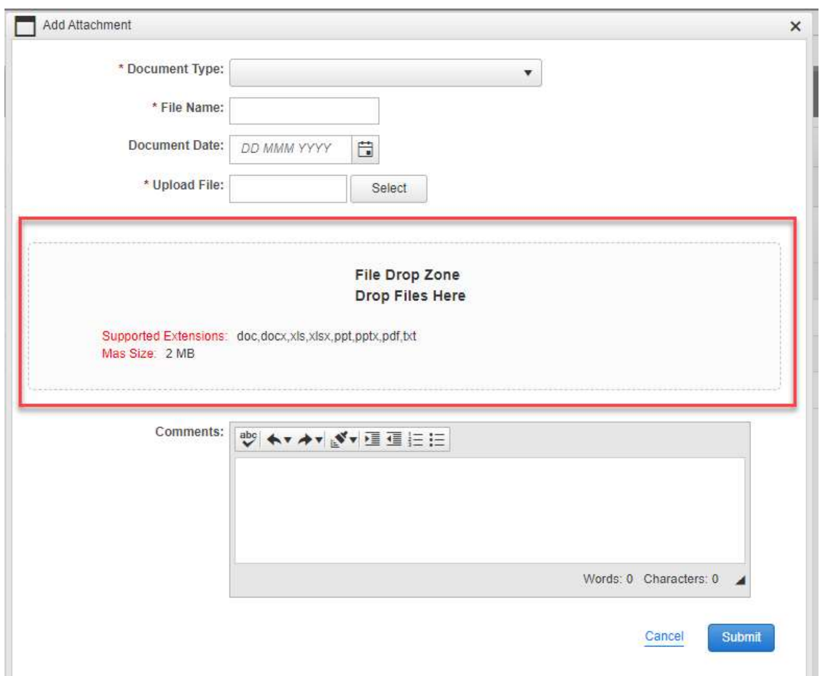
3. Click **Select**.
4. The Open dialog box opens.



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.



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:

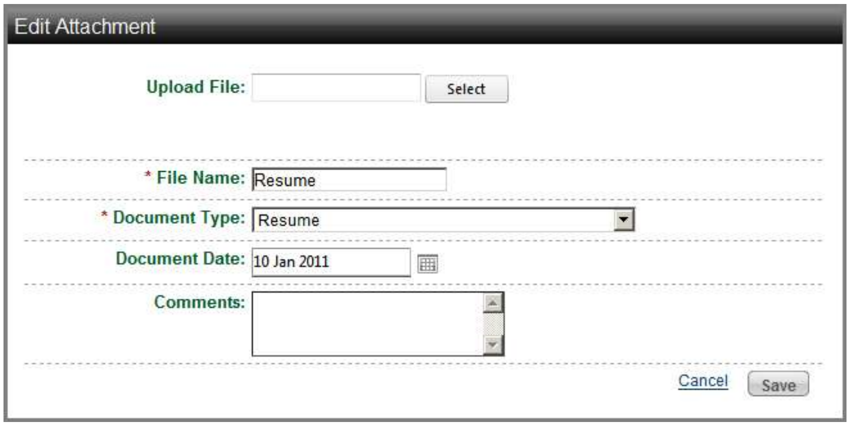
1. Click the **View** hyperlink:
2. The Attachment Details window opens.

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.

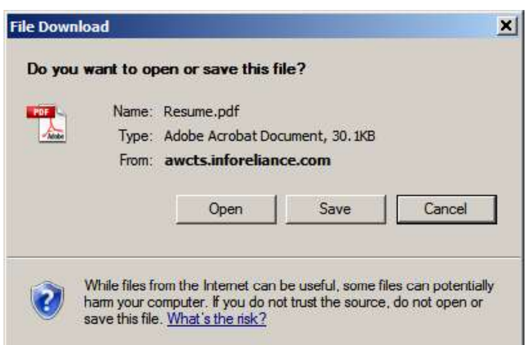


3. Make any changes.
4. Click **Save** to save the attachment or click **Cancel** to close the window without saving.

Download Attachment

To download an attachment:

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

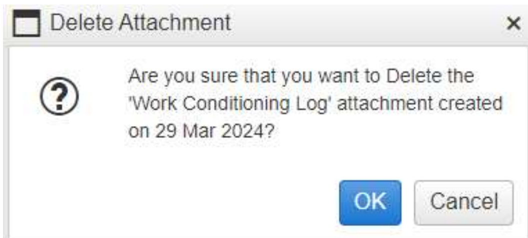


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

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.

[1] Integrated Personnel and Pay System - Army

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.

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.

MEB[1] 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.

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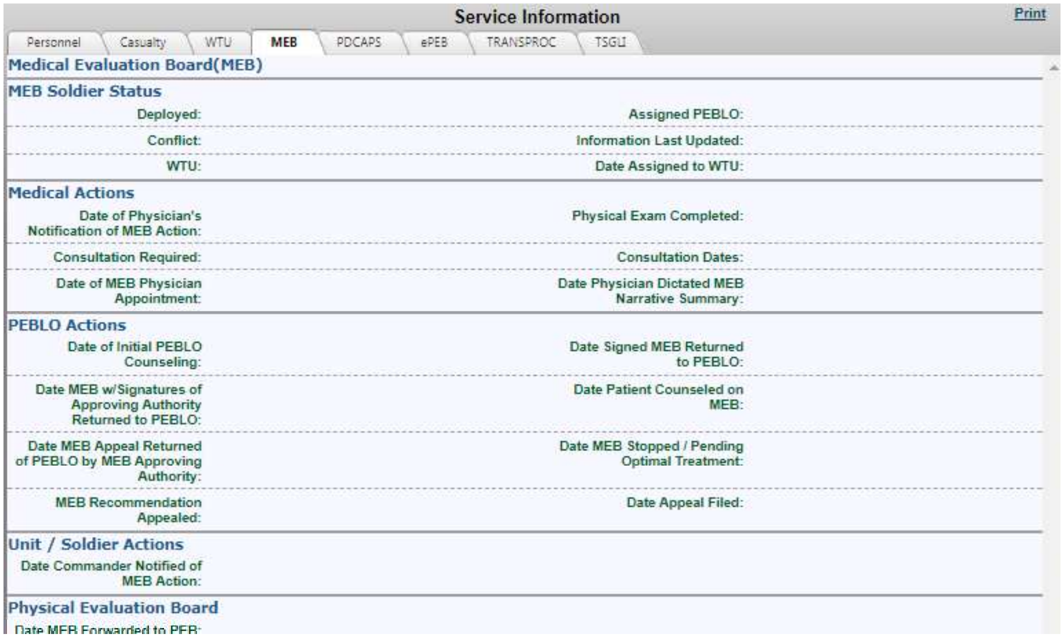
[1] Medical Evaluation Board



PEB[1] Tab

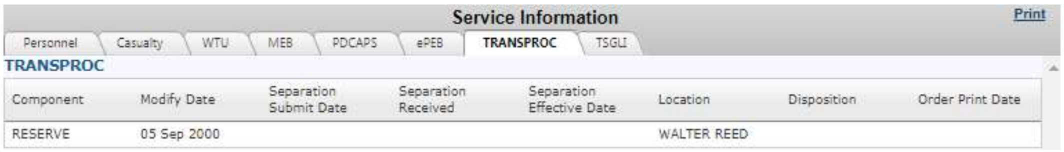
Use the PEB tab to view PEB information, including Case Data, and Board Data sections.

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

[1] Physical Evaluation Board

TRANSPROC[1] Tab

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



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

TSGLI[2] Tab

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

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).

[1] Military Personnel Transition Point Processing System

[2] Traumatic 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.

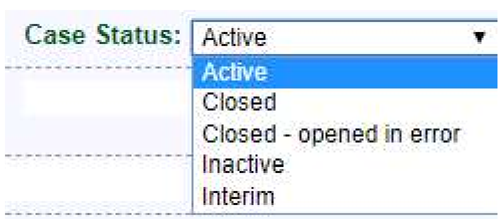
Close Case

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**.

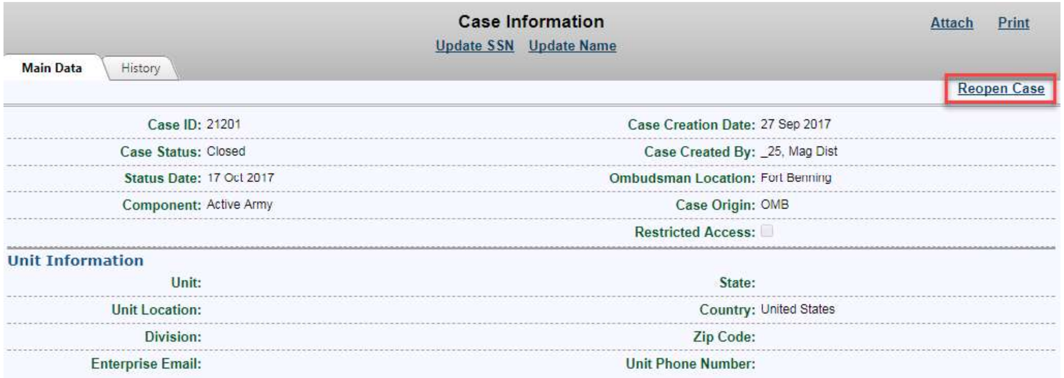
NOTE: The Closed option for is available only when there are no open issues or tasks. If there is an open issue and/or task, then the Closed option is hidden.

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.



3. Click **Reopen Case**.

The Confirmation dialog box opens.

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

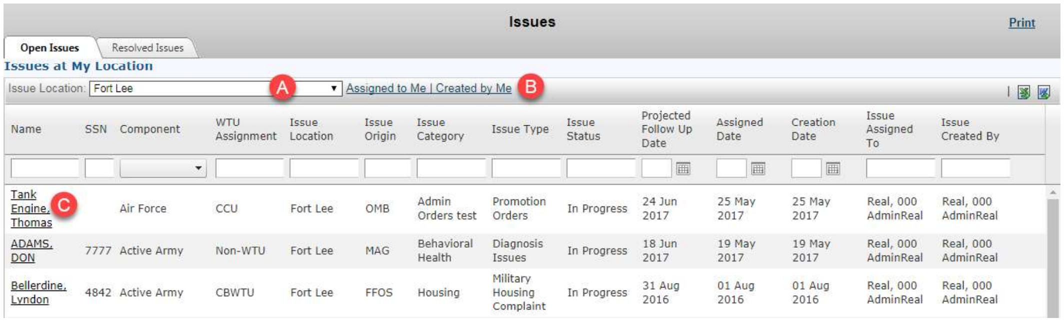
Tab	Description
Issues at My Location	This tab displays all active issues at your location (see Issues at My Location Tab (Open Issues)).
Open Issues	This tab displays all active issues (see Open Issues Tab)
Pending Assignments	This tab displays issues for the selected location with a status of "Pending 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.



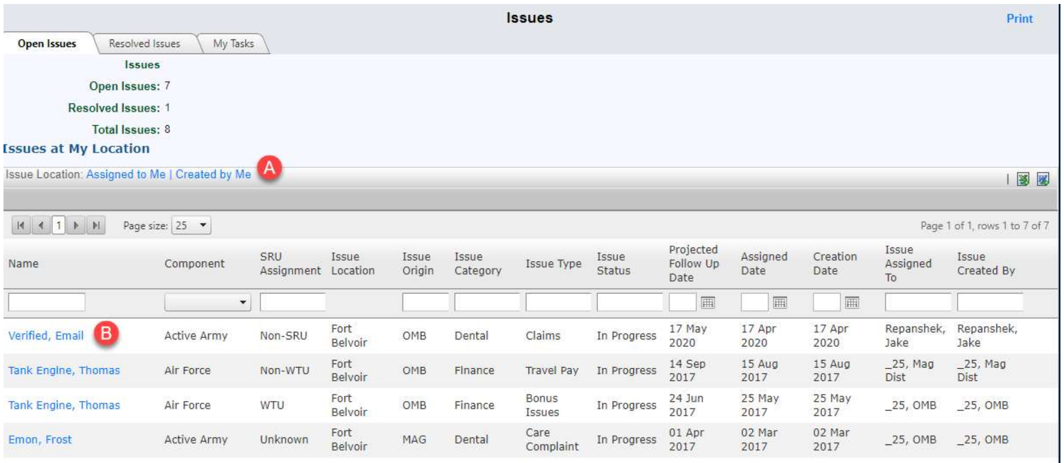
Open Issues Tab

Label	Name	Description
A	Location list box	Select a different location from the list box.
B	Assigned to me | Created by Me hyper-link	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.

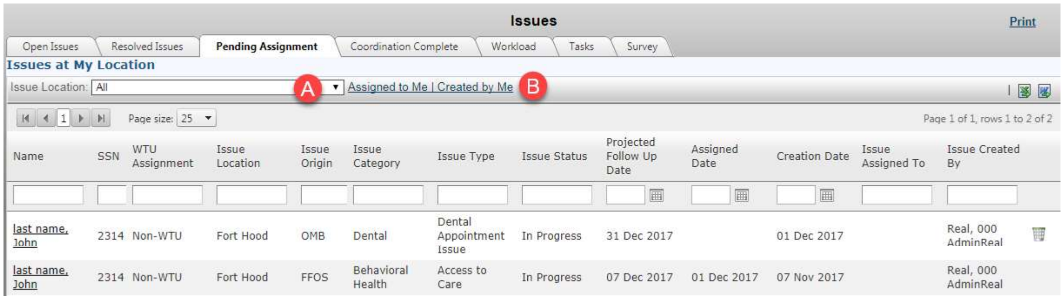


Open Issues Tab

Label	Name	Description
A	Assigned to me | Created by Me hyper-link	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.**
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."



Pending Assignment Tab

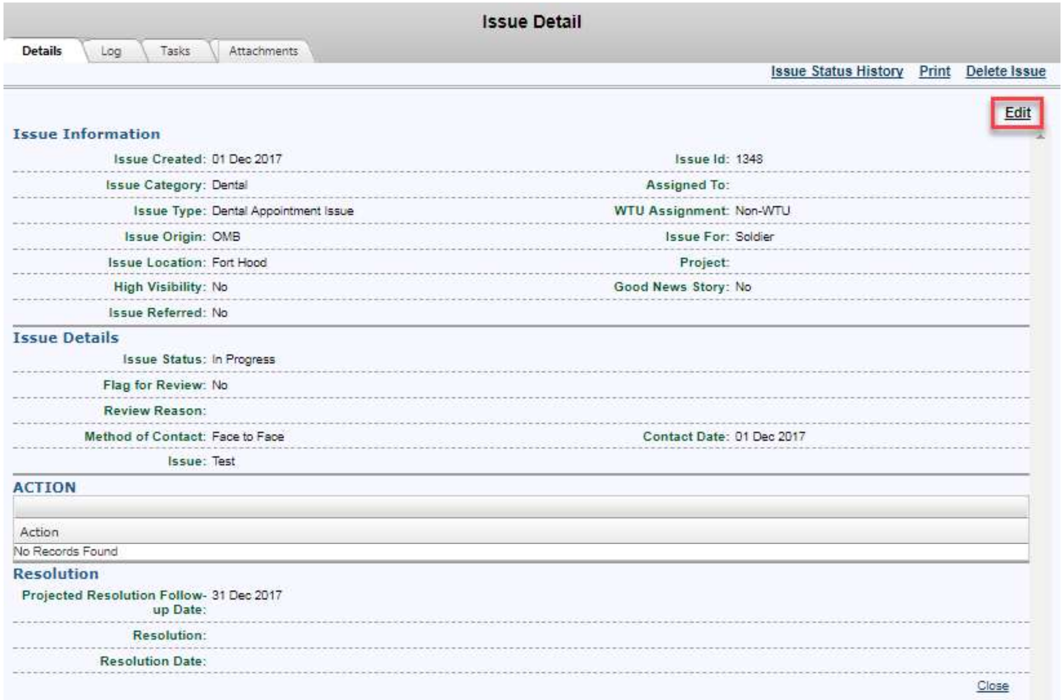
Label	Name	Description
A	Location list box	Select a different location from the list box.
B	Assigned to me | Created by Me hyper-link	Click **Assigned to me | Created by Me** to change the grid to view issues assigned to you or created by you. **NOTE: Click the Issues at My Location hyperlink (not shown) 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).

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**.

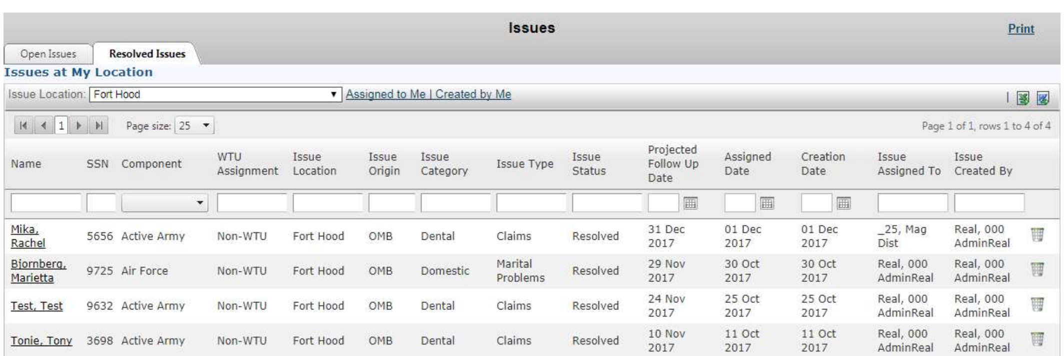


3. Select an assignee in the "Assigned To" field.
4. Click **Save**.

Resolved Issues Tab

Administrator, MAG Distro, MAG Leadership, Action Officer

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

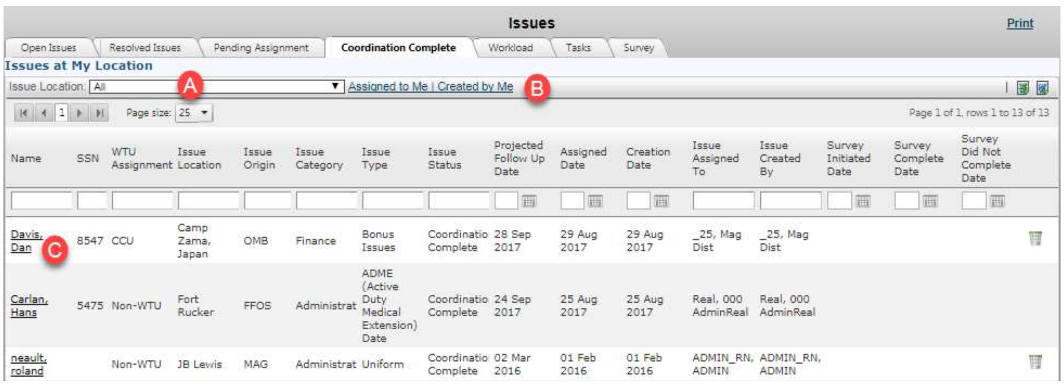


Once an issue is Resolved, the survey tracking functionality will be available. See Survey.

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."

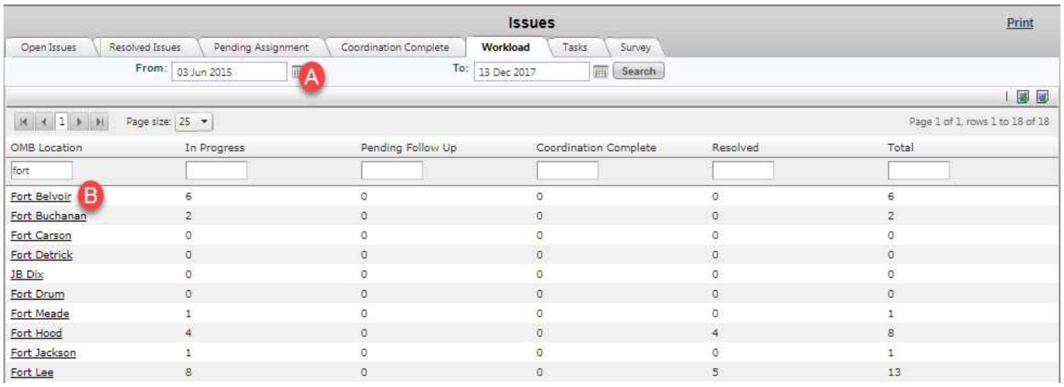


Coordination Complete Tab

Label	Name	Description
A	Location list box	Select a different location from the list box.
B	Assigned to me | Created by Me hyper-link	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).

Workload Tab

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



Workload Tab

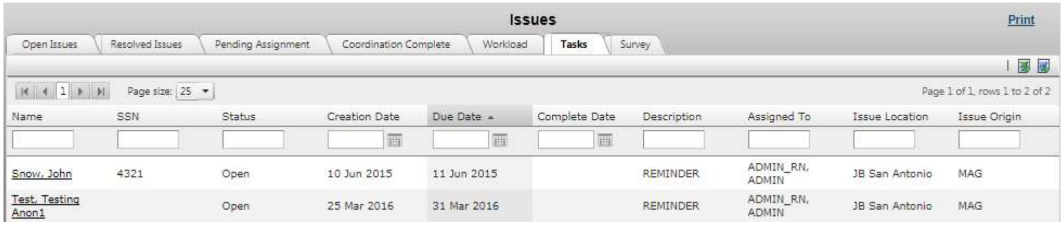
<table>
<tr><th>Label</th><th>Name</th><th>Description</th></tr>
<tr><td>A</td><td>Date range fields</td><td>Enter a date range (in DD MMM YYYY format) or use the date pickers (see Date Picker), then click Search.</td></tr>
<tr><td>B</td><td>Name hyperlink</td><td>Click a name hyperlink to view the Issue 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.</td></tr>
</table>

(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.



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

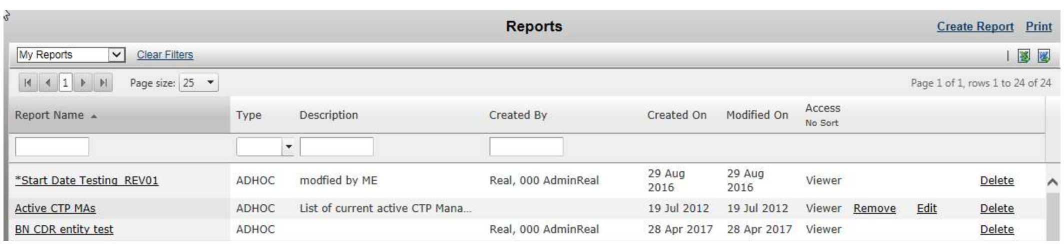
Reports

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

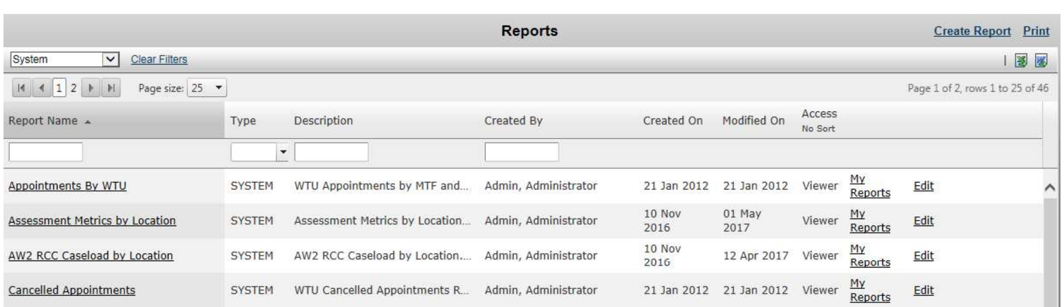
Viewing Reports

The reports screen can be filtered into three views:

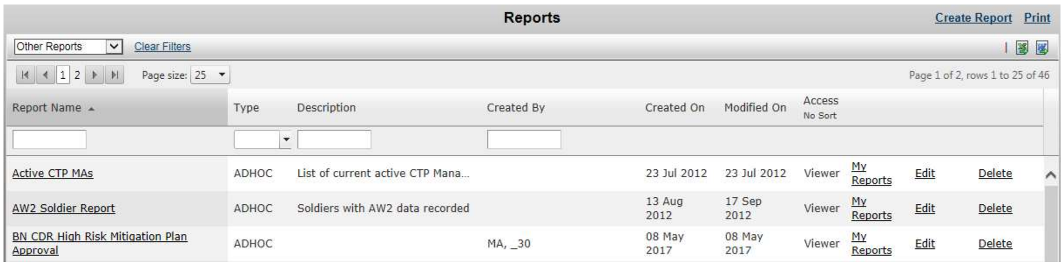
- **My Reports**: This is the default view when accessing reports and is customizable by the user. My Reports contains all reports created by the user, previously assigned to the user before the update, and any added to My Reports from the Other Reports view. User created and user added reports will 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.



- **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.



- 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.”



Creating a New ARCS Ad Hoc Report

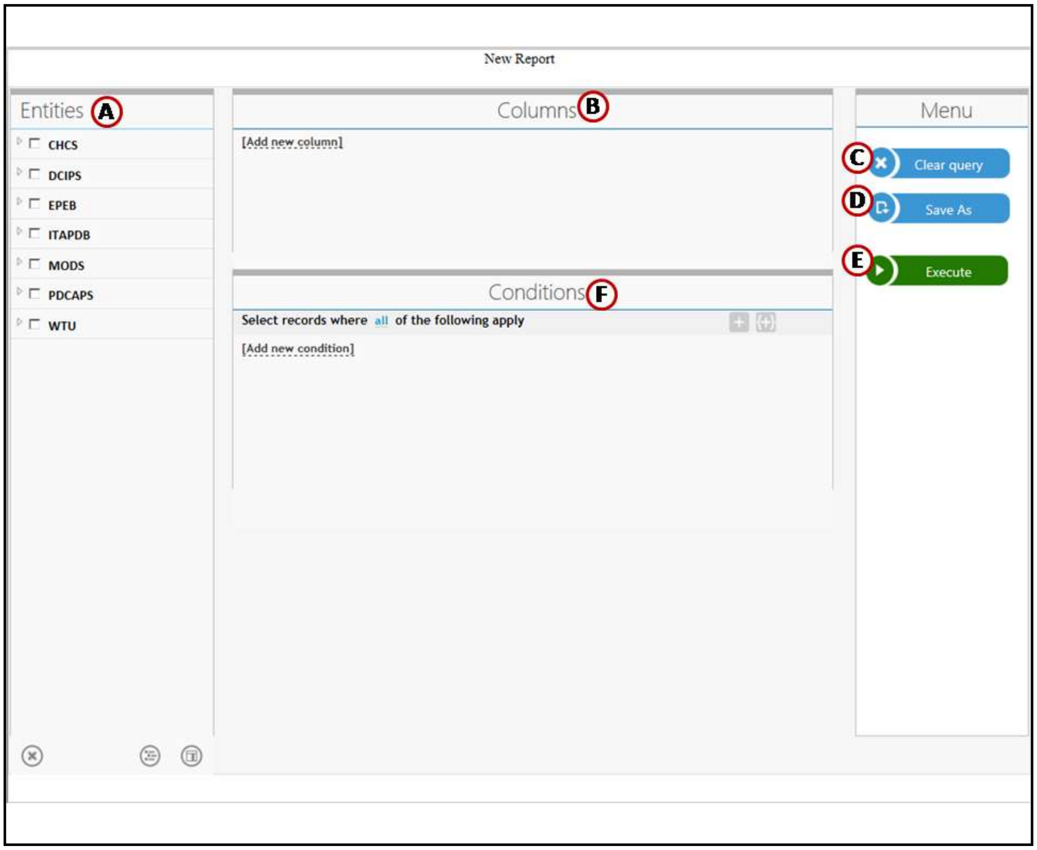
There are five steps to creating a new Ad Hoc Report:

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.

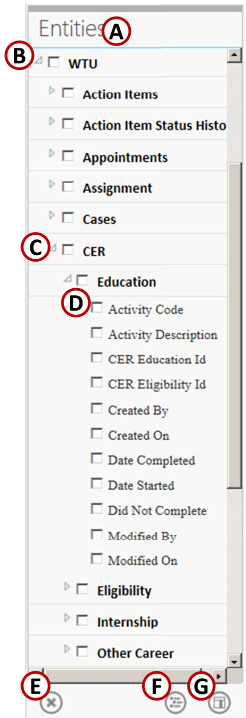

New Report
Entities
A
CHCS
DCIPS
EPEB
ITAPDB
MODS
PDCAPS
WTU
Columns
B
[Add new column]
Conditions
F
Select records where all of the following apply
[Add new condition]
Menu
C
Clear query
D
Save As
E
Execute

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

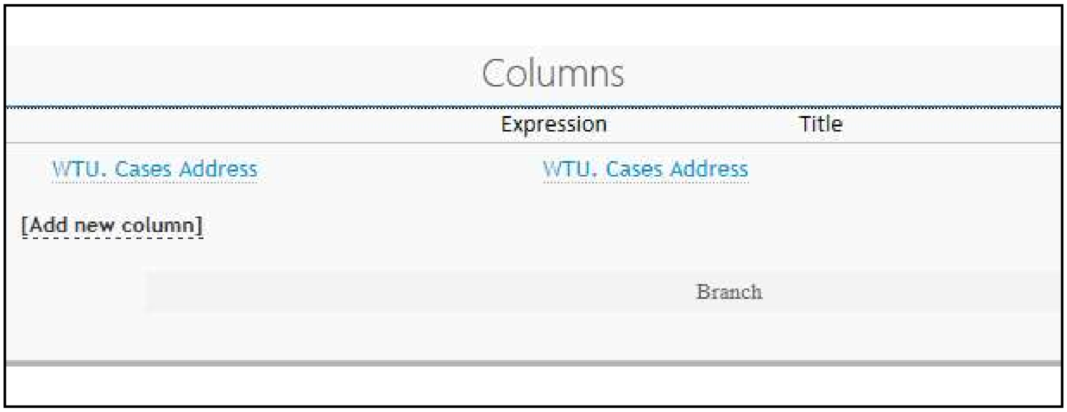
The reporting entities that you select will be the building blocks of your report. You can arrange them the way you like by setting up columns and conditions. Each selected entity can be added to the report as a column, a condition or both.



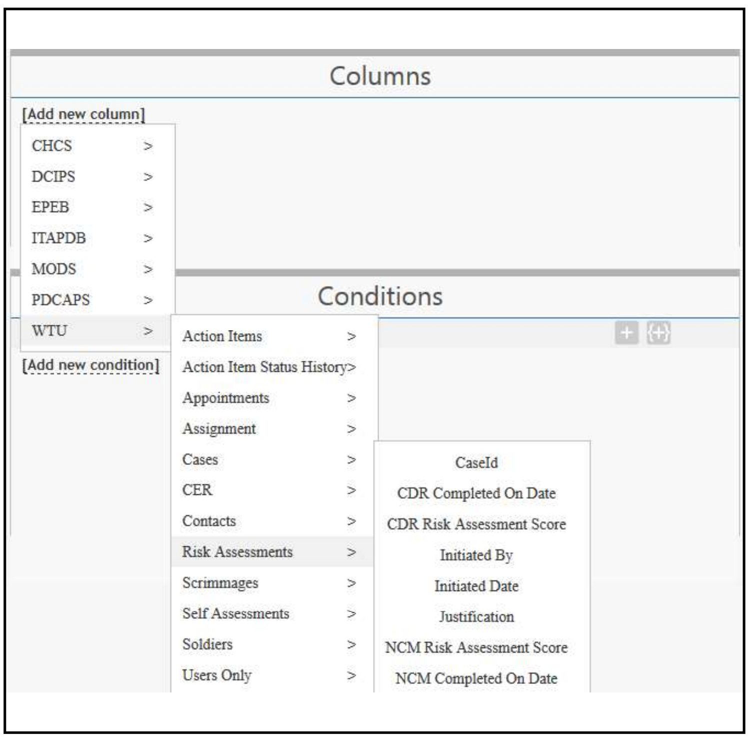
Entity Selection Screen

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 Condi-tions	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.

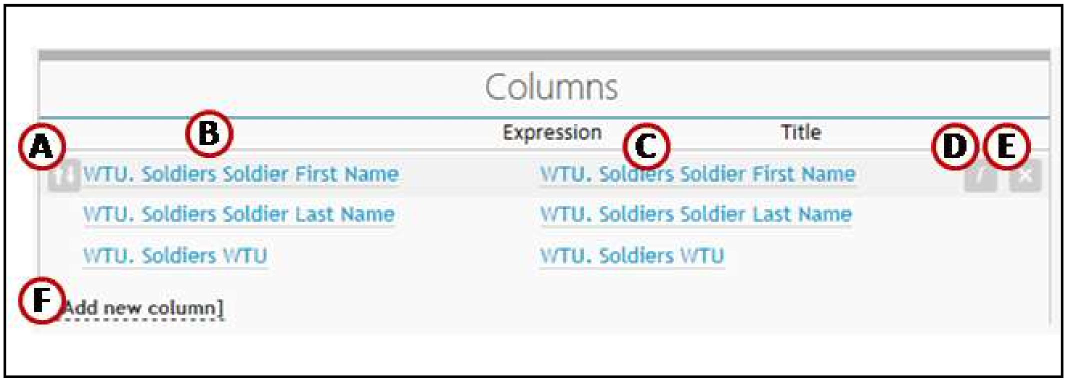


The last way to add columns or conditions is to click on the [Add new column] or [Add new condition] links. Clicking on the links will open selection menu to choose the data item. Click on the data field to select.



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.

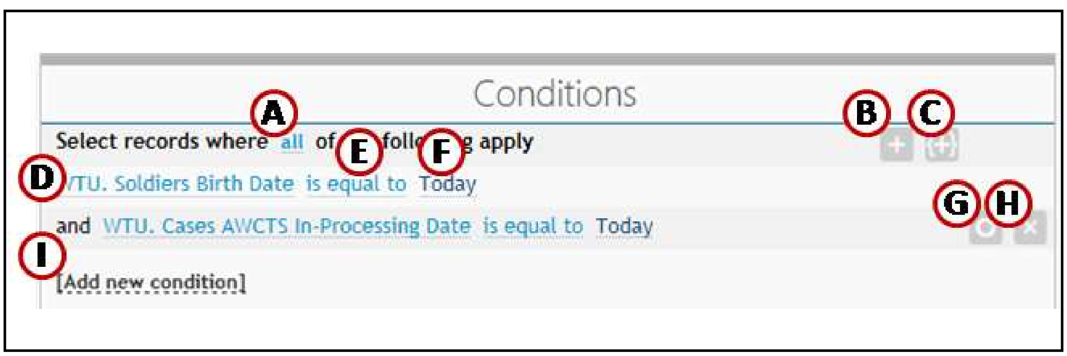


Report Selected Columns Description

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 con-ditions	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, includ-ing: • 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 **NOTE: The options in this menu will change, depending on the type of condition (data field) selected.**

Label	Name	Description
F	Value	Click the hyperlink to enter or edit a value, such as an amount, number of days, date range, etc. **NOTE: This will change, depending on the condition and operation selected.**
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.

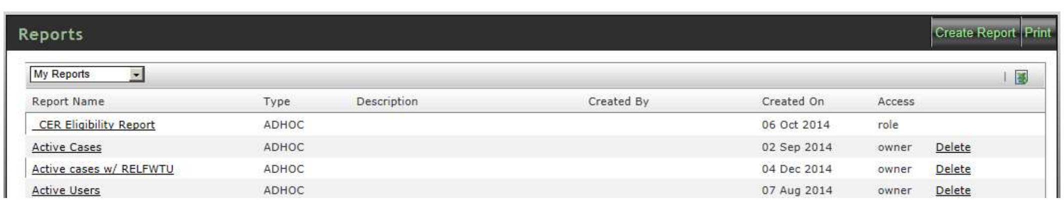
7. Click **OK** to close the window

Delete Ad Hoc Report

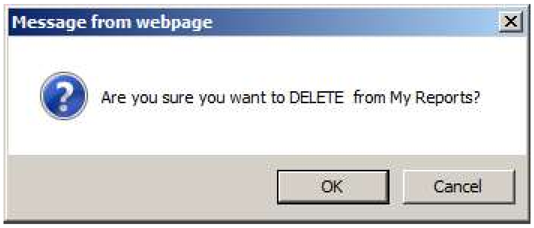
Note: Only the creator of the ad hoc report or an Administrator has permission to delete that report.

To delete a report.

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



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

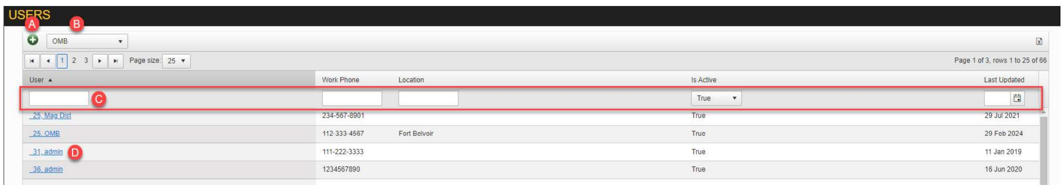


5. Click **OK** to delete the report or click **Cancel** to close the dialog box without deleting.

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.



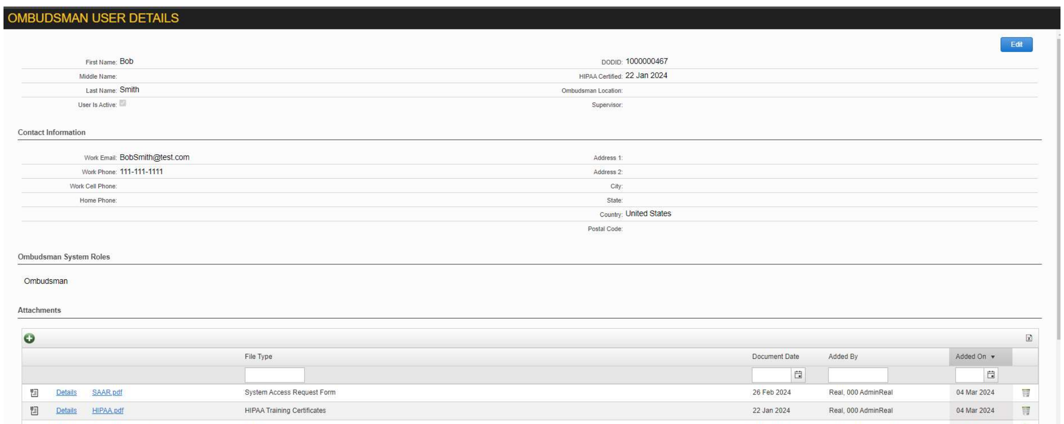
User Dashboard Items

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

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.

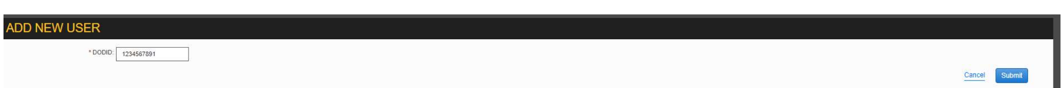


Add New OMB User

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

1. Click the Add icon .

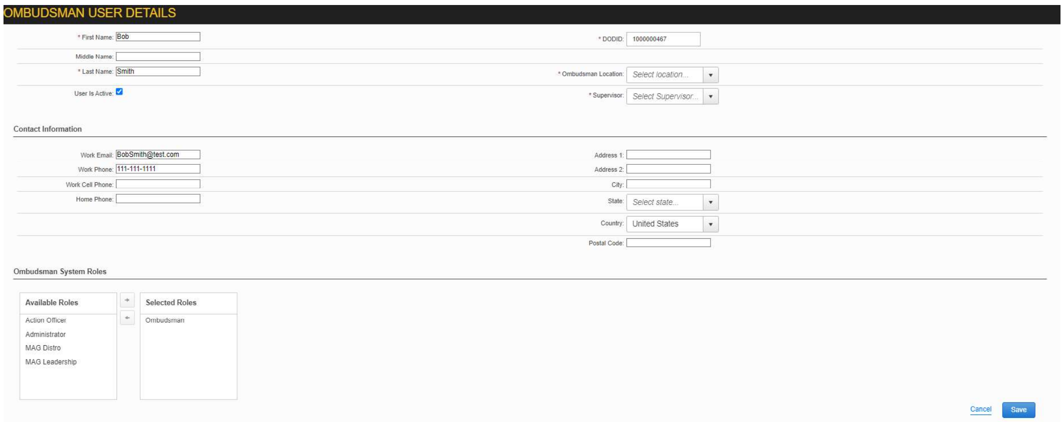
The Add New User screen opens.



2. Enter the User's DODID from their ID card. **Do not make up a number as a place-holder.**

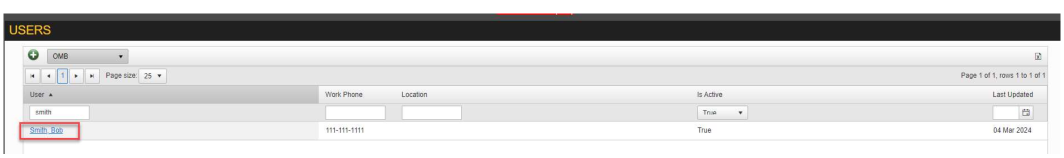
3. C lick **Add** to save the new user's account, or **Cancel** to quit without saving.

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

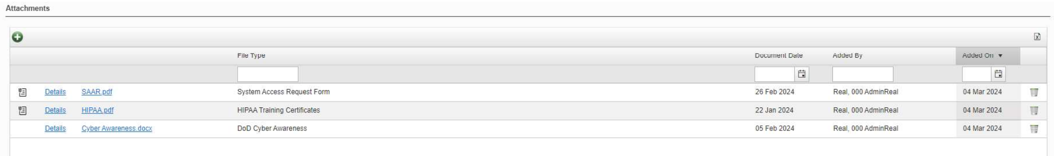


The Ombudsman User Details screen opens.

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



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



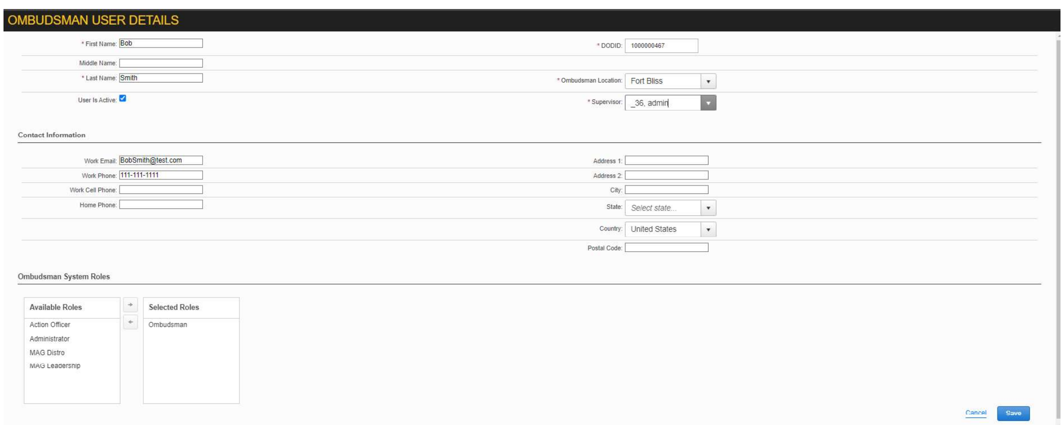
NOTE: HIPAA Certificates should be updated annually in attachments.

Edit OMB User

To edit an existing user account:

1. Click Edit.

The Ombudsman User Details screen opens:



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

User Profile Attachments

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

Attachments Screen Items

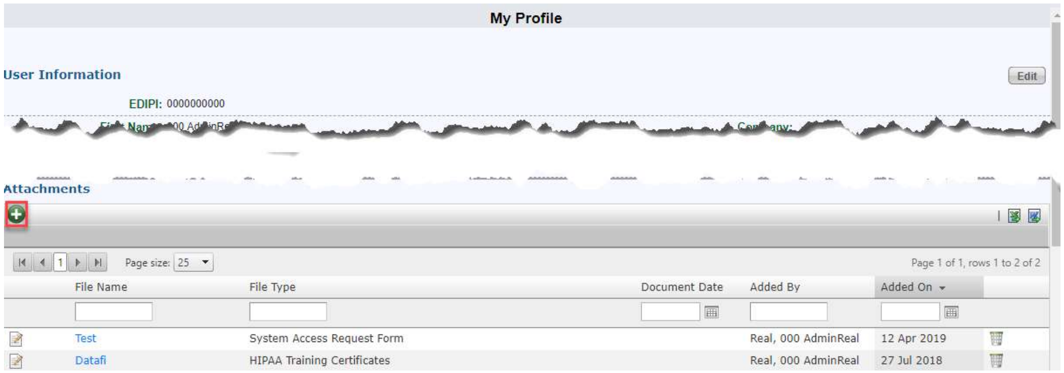
Label	Name	Description
A	Add Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up.
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
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

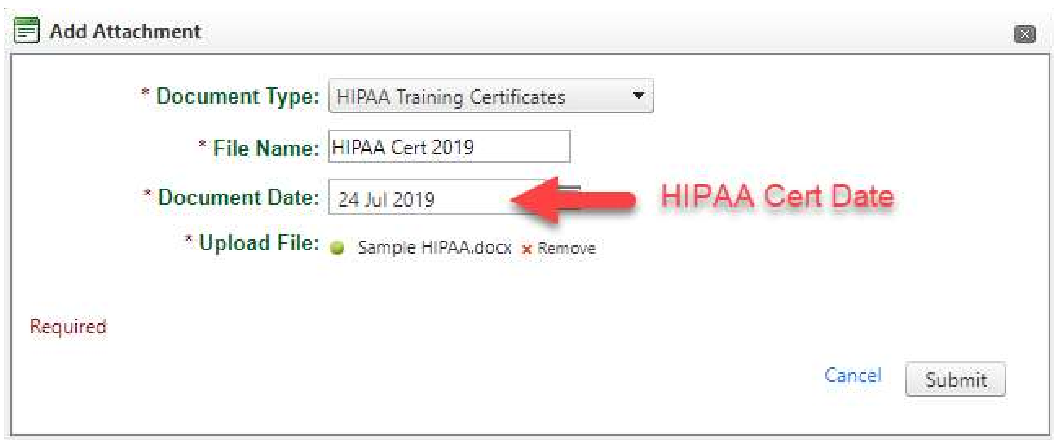
HIPAA certification is required for ongoing access to ARCS. Accounts are suspended automatically on the first of the month following the expiration of the current HIPAA Trained date. When a user's HIPAA Certification is within 1 month of expiration, a warning message will be displayed at each log in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

To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .



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



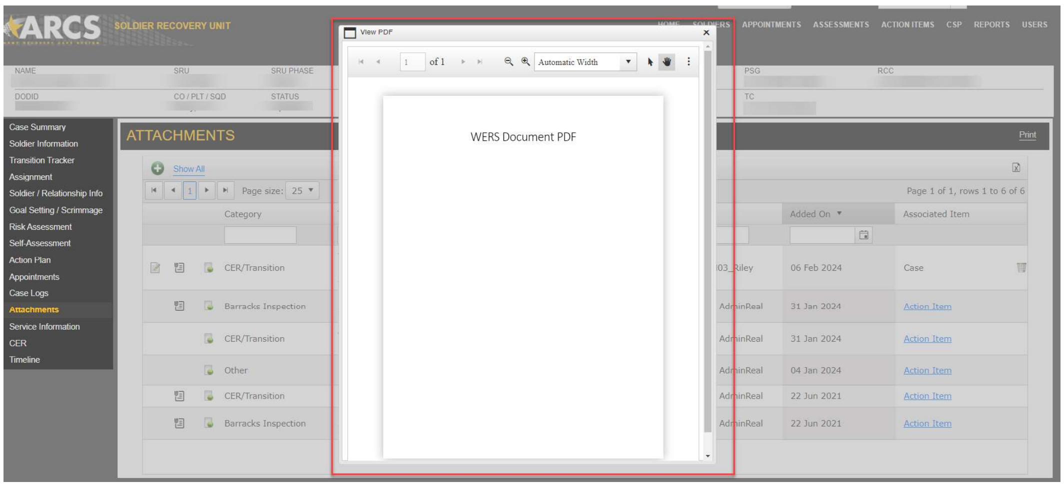
3. Click Submit.

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

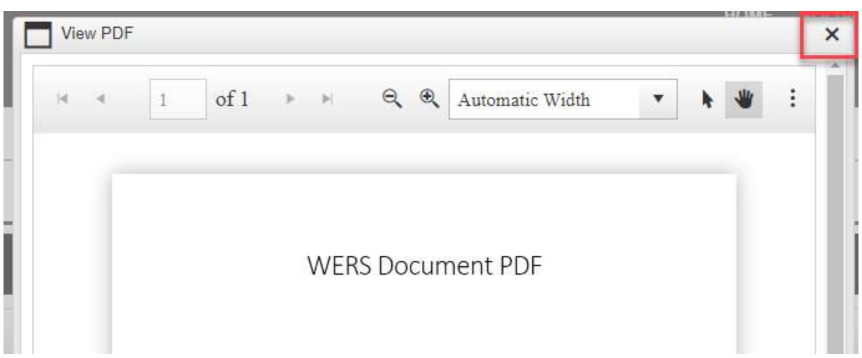
View PDF Attachment

To view the PDF in a pop-up window:

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



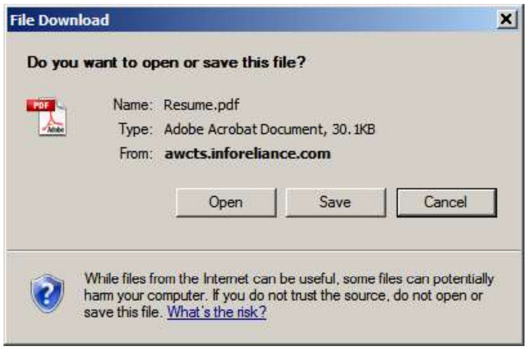
3. Select the X icon to close the window



Download Attachment

To download an attachment:

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

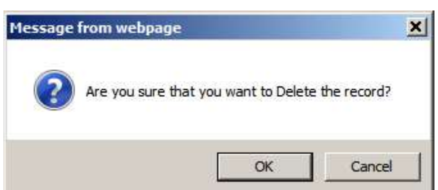


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

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:

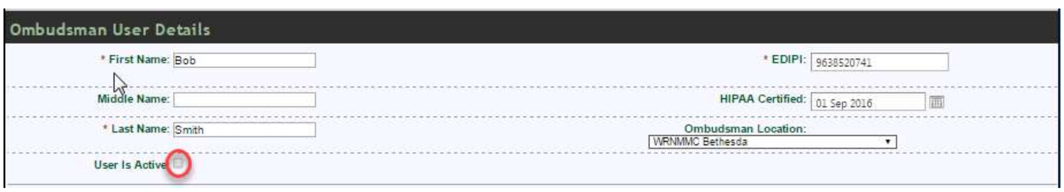
1. Open the User's record by selecting **Edit**.
2. Un-check the **User is Active** check box.

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

Re-activate OMB User

To enable a suspended User account:

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



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

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

Index

N

P

R

S