



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

***Army Recovery Care Division (RCD) 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 RCD Overview

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

#### About the RCD Module

The Army Recovery Care System (ARCS) was developed to support the Army Recovery Care Program (ARCP).

The purpose of ARCS is to support the ARCP organizations that assist wounded, ill and injured Soldiers and their families by providing a collaborative case management platform to monitor, track, and ensure appropriate assistance through an array of service providers for wounded, injured and ill Soldiers and Veterans.

Army Recovery Care Division program (RCD) is a centralized, managed Army program under the ARCP that provides Recovery Care Coordinators (RCC) and Lead Coordinators (LC) 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.

#### Other ARCS Modules

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



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

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

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

## About RCD User Roles

The ARCS RCD module has two sets of user roles:

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

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](#)).

**NOTE:** See [RCD Case Status Rules](#) for a detailed list of all case status rules, including which user roles can change a case to a given status.

## RCD ARCS User Roles

The following table describes the RCD ARCS user roles:

### **RCD ARCS User Roles**

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

### **ARCP-RCD SME Roles**

The following table describes the ARCP/RCD SME roles:

### **ARCP/RCD SME Roles**

| <b>Role</b>            | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COAD/COAR Coordinator  | COAD/COAR coordinators are responsible for resolving issues related to the process for Soldiers looking to continue on Active Duty or Active Reserve duty.                                                                                                                                                                                                          |
| Education Coordinator  | Educator Coordinator SMEs work with the Soldiers and their family members to provide educational and employment support on an ongoing basis.                                                                                                                                                                                                                        |
| Employment Coordinator | Employment Coordinator SMEs work with the Soldiers and their family members to provide educational and employment support on an ongoing basis.                                                                                                                                                                                                                      |
| Finance Coordinator    | Finance Coordinator SMEs are responsible for entering financial information for RCD Soldiers. They resolve finance issues and Financial Retirement estimates for the RCD Soldiers.                                                                                                                                                                                  |
| HR Coordinator         | Human Resources Coordinator SMEs are responsible for resolving HR issues identified by the RCC.                                                                                                                                                                                                                                                                     |
| Medical Coordinator    | Medical Coordinator SMEs are responsible for resolving medical issues.                                                                                                                                                                                                                                                                                              |
| Medical Eligibility    | <p>Medical Eligibility SMEs are responsible for evaluating RCD cases to ensure that each Soldier is eligible for the RCD program.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b><u>NOTE: The Physical Disability Care Processing System (PDCAPS) provides PDA Status information to ARCS on wounded Soldiers.</u></b></p> </div> |
| Operations Coordinator | Operations Coordinator users provide oversight and guidance to the Support Branch user community and administer ARCS for the RCD group.                                                                                                                                                                                                                             |

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

## **RCD Case Status Rules**

### **Case Status Rules**

| <b>Case Status</b> | <b>Assigned To</b>             | <b>Status Change Options</b>                                                | <b>May Be Changed By</b> | <b>Additional Information</b>                                                        |
|--------------------|--------------------------------|-----------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------|
| New                | Medical Eligibility            | Inactive<br>Confirmed<br>Pending Assignment<br>Needs Review<br>Review Board | Medical Eligibility      | Auto set upon completion of intake.                                                  |
| Confirmed          | Contact Center (CC) Supervisor | Pending Assignment<br>Unable to Contact<br>Recommend Inactive               | CC Supervisor            | Medically eligible for RCD, but Soldier does not have contact information available. |
| Pending Assignment | Regional Supervisor            | RCC Assigned<br>Active<br>Unable to Contact<br>Recommend Inactive           | Regional Supervisor      | Regional Supervisor will assign Soldier to an RCC.                                   |

| Case Status       | Assigned To                        | Status Change Options                                                                              | May Be Changed By                                         | Additional Information                                                                                                                                                                          |
|-------------------|------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unable to Contact | CC Supervisor<br>CC Representative | Active<br>RCC Assigned<br>AWAP<br>Pending Assignment<br>Recommend Inactive                         | CC Supervisor<br>Regional Supervisor<br>CC Representative | RCC is unable to contact the Soldier using available contact information.<br><br>Case will default to LCMP 1. Case is removed from RCC case-load and assigned to Contact Center for management. |
| Active            | RCC                                | Unable to Contact<br>Recommend Inactive<br>Recommend Reassignment                                  | RCC Supervisor<br>RCC                                     |                                                                                                                                                                                                 |
| RCC Assigned      | RCC                                | Unable to Contact<br>Interviewed<br>Recommend AWAP<br>Recommend Inactive<br>Recommend Reassignment | RCC<br>Regional Supervisor                                | RCC has been assigned and must complete the interview process.                                                                                                                                  |

| Case Status  | Assigned To         | Status Change Options                                                                       | May Be Changed By   | Additional Information                                                                                                                               |
|--------------|---------------------|---------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Inactive     | None                | Recommend Reopen                                                                            | Any user            | Unable to select Inactive if there are open Issues associated with case.<br><br>Inactive cases are "Closed".                                         |
| Interviewed  | Supervisor          | Active<br>RCC Assigned<br>Unable to Contact<br>Recommend Inactive<br>Recommend Reassignment | Regional Supervisor | Interview has been completed and requires Supervisor review.                                                                                         |
| Needs Review | Medical Eligibility | Confirmed<br>Pending Assignment<br>Inactive<br>Review Board                                 | Medical Eligibility | Additional review required before eligibility determination. Automatically sends referring RCC (if applicable) an email asking for more information. |



| Case Status            | Assigned To                       | Status Change Options                                                                                            | May Be Changed By                    | Additional Information                                                                                                                                                                                                     |
|------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommend Inactive     | Supervisor<br>Medical Eligibility | Active<br>Pending Assignment<br>Confirmed<br>Needs Review<br>Review Board<br>Inactive                            | Medical Eligibility                  | Used if the Soldier no longer requires or desires RCC support, Soldier cannot be contacted using all available means, or Soldier is deceased.<br><br>All Issues must be closed or "Recommend Inactive" cannot be selected. |
| Recommend Reassignment | Supervisor                        | Active<br>RCC Assigned<br>Pending Assignment<br>Pending CC Assignment<br>Unable to Contact<br>Recommend Inactive | Regional Supervisor<br>CC Supervisor | Soldier is moving to another region, or RCC needs to be reassigned.                                                                                                                                                        |

| Case Status          | Assigned To         | Status Change Options                                                       | May Be Changed By   | Additional Information                                                                                                                                                     |
|----------------------|---------------------|-----------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommend<br>Re-open | Medical Eligibility | Inactive<br>Confirmed<br>Pending Assignment<br>Needs Review<br>Review Board | Medical Eligibility | A case was inactive, but needs to be reassigned to an RCC as a managed case.<br><br>Cases automatically reopened due to medically retiring out of an SRU have this status. |
| Review Board         | Medical Eligibility | Inactive<br>Confirmed<br>Pending Assignment                                 | Medical Eligibility | Case requires review board to determine RCD eligibility.<br><br>Cases auto-generated due to medically retiring out of an SRU have this status.                             |

| Case Status               | Assigned To | Status Change Options                    | May Be Changed By | Additional Information                                                                                            |
|---------------------------|-------------|------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------|
| AW2 Alumni Program (AWAP) | None        | Pending Assignment<br>Recommend Inactive | ARCS System       | Set by ARCS when LCMP Phase = AWAP. Unable to select if there are open Issues associated with the Soldier's case. |

## Application Header



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

| Label | Name                                            | Description                                                                                                                                            |
|-------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| A     | User Name                                       | View the logged in ARCS user. If this is not you, you should log out immediately.                                                                      |
| B     | Hyperlink to <a href="#">Other ARCS Modules</a> | Click the link to open other ARCS modules in another window.<br><div><b>Note: Only available for users with permissions in multiple modules.</b></div> |
| C     | <a href="#">My Profile</a> hyperlink            | Click My Profile to view your user and account information, and update your contact information.                                                       |
| D     | Logout hyperlink                                | Click Logout to end the current ARCS session.                                                                                                          |
| E     | Case <a href="#">Search ARCS</a>                | Search for a Soldier by case number, partial Social Security Number (SSN), or last name.                                                               |
| F     | <a href="#">Advanced Search</a> hyperlink       | Conduct an advanced search to find any records for the Soldier from a selected source.                                                                 |
| G     | Help hyperlink                                  | Click Help to view ARCS system help files.                                                                                                             |
| H     | Menu bar                                        | Click on the tabs to go to a different section.                                                                                                        |
| I     | <a href="#">Notifications</a> Hyperlink         | Click notifications to view your notifications.                                                                                                        |

### Manage Roles

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

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



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

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

A screenshot of the 'My Profile' form. It is divided into three main sections: 'User Information', 'Contact Information', and 'Account Information'. The 'User Information' section includes fields for EDIPI, First Name, Middle Name, and Last Name. The 'Contact Information' section includes fields for Address Line 1, Address Line 2, City, State, Country, Postal Code, Work Phone, Cell Phone, Home Phone, and Email. The 'Account Information' section includes fields for Account Status and Roles. The 'Default Login Role' is set to 'Administrator' and is highlighted with a red box. There are 'Cancel' and 'Save' buttons at the bottom right.

**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 <b>Edit</b> to edit your contact information.                                          |
| B     | Attachments | Manage attachments, including HIPAA Training Certificates (see <a href="#">Attachments</a> ) |

### **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**.

The screenshot shows a web form titled "User Information". It contains several sections: "User Information" with fields for EDIP (1000000553), First Name (Test), Middle Name, and Last Name (CCR\_Role); "Contact Information" with fields for Address Line 1, Address Line 2, City, State (dropdown), Country (United States dropdown), Postal Code, Work Phone, Cell Phone, Home Phone, and Email; and "Account Information" with fields for Account Status (Active) and Roles (Customer Care Representative, Administrator, Supervisor). The "Default Login Role" dropdown menu is highlighted with a red box and is currently set to "Administrator". At the bottom right, there are "Cancel" and "Save" buttons.

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

#### HIPAA Certified Date

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

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

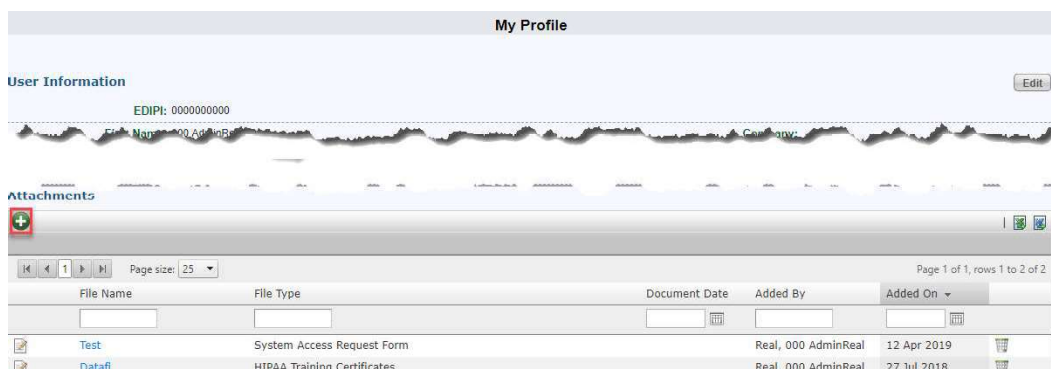
When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

#### Update HIPAA Certificate

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

To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .



**My Profile**

**User Information** Edit

EDIPI: 0000000000

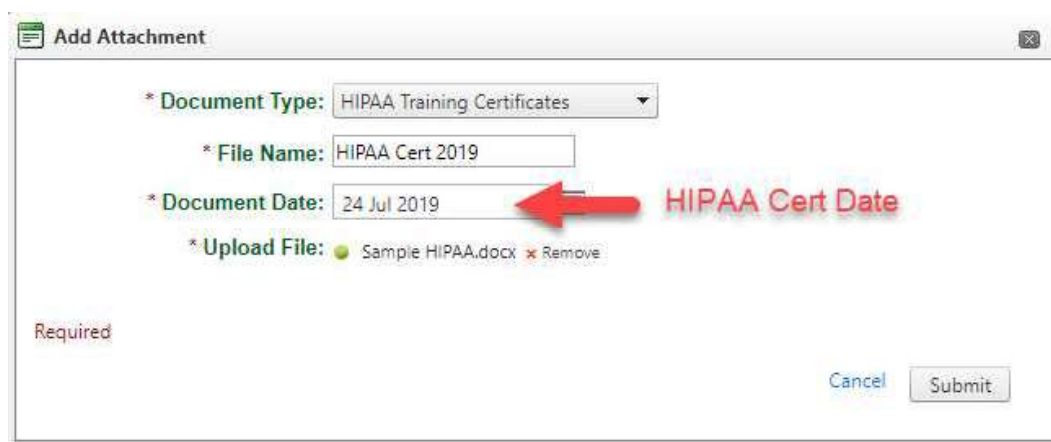
**Attachments**

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

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

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



**Add Attachment**

\* **Document Type:** HIPAA Training Certificates

\* **File Name:** HIPAA Cert 2019

\* **Document Date:** 24 Jul 2019 ← HIPAA Cert Date

\* **Upload File:**  Sample HIPAA.docx ✖ Remove

Required

Cancel Submit

3. Click Submit.

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

## Search ARCS

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

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





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

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

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

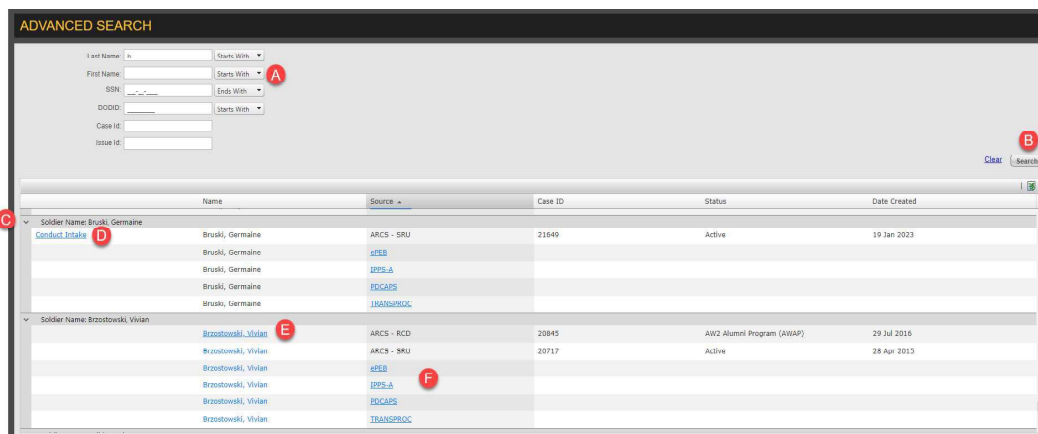
### Advanced Search

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 <b>Search</b> to search using the entered criteria.                                                                                                  |
| C     | Expand/Collapse group icon | Click the icon to expand/collapse the Soldier record.                                                                                                      |
| D     | Conduct Intake hyperlink   | Click <u>Conduct Intake</u> to open the Soldier Intake screen.                                                                                             |
| E     | Soldier name hyperlink     | Click on a Soldier name hyperlink to view the Case Summary screen. <div><u>Hyperlinks are only available within the same ARCS module.</u></div>            |
| F     | Source hyperlink           | Click the source hyperlink to view the service information.                                                                                                |

### **Standard Features**

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

---

### **Time Stamps**

#### **Army Recovery Care Division (RCD)**

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

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

## Icons

The SRU 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 <b>Add</b> icon to add an item.                                                                                                     |
|    | Add Columns     | Click the <b>Add Columns</b> icon to add the selected entities to the Include Columns section when building an Ad Hoc report.                 |
|    | Add Conditions  | Click the <b>Add Conditions</b> icon to add the selected entities to the Specify Conditions section when building an Ad Hoc report.           |
|    | Date Picker     | Click the <a href="#">Date Picker</a> icon to open a small calendar to select a date instead of entering it manually.                         |
|    | Delete          | Click the <b>Delete</b> icon to delete an item.<br><br><b><u>Note: Some items can only be deleted within 24 hours by some user roles.</u></b> |
|    | Edit            | Click the Edit icon to edit an item.<br><br><b><u>Note: Some items can only be modified within 24 hours by some user roles.</u></b>           |
|    | Excel           | Export as a spreadsheet in Excel: <a href="#">Export to Microsoft Excel</a> .                                                                 |
|    | Help            | Point to a help icon to view a tip.                                                                                                           |
|  | Refresh         | Click the <b>Refresh</b> icon to refresh the data.                                                                                            |
|  | Select All      | Click the <b>Select All</b> icon to select all entities and sub-entities when building an Ad Hoc report.                                      |
|  | Select None     | Click the Select None icon to deselect select entities and sub-entities when building an Ad Hoc report.                                       |
|  | View Operations | Click the View Operations icon to view operation options for columns and conditions when building an Ad Hoc report.                           |

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

## 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: <ul style="list-style-type: none"> <li>Click  to go back one month. Click  to go back three months.</li> <li>Click  to go ahead one month. Click  to go ahead three months.</li> </ul> |
| 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.

**A** Page Size: 25 **B** Page: 1 of 1 **C** Displaying Items 1 to 3 of 3

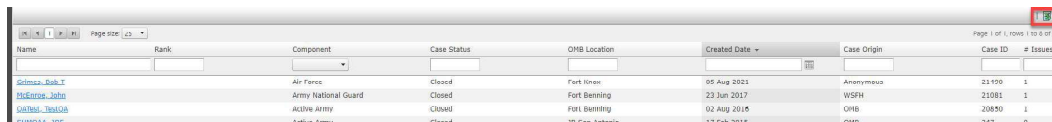
| <b>D</b> Soldier    | SSN  | CO | PLT | NCM | Squad Leader      | Status          | Case Opened | Days Open | PCM |
|---------------------|------|----|-----|-----|-------------------|-----------------|-------------|-----------|-----|
| <b>F</b> SMITH, SAM | 1234 | B  | 1   |     | WTU, SquadLeader3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

## **Grid Controls**

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

### **Export to Microsoft Excel**

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

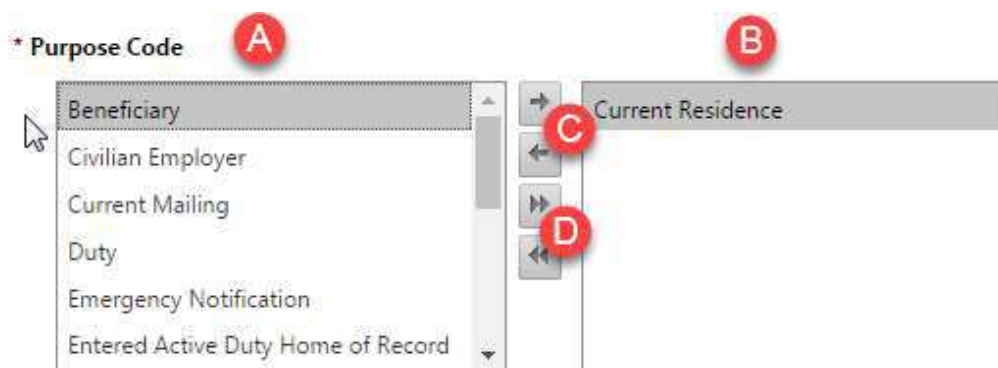


| Name           | Rank | Component           | Case Status | OMB Location   | Created Date | Case Origin | Case ID | # Issues |
|----------------|------|---------------------|-------------|----------------|--------------|-------------|---------|----------|
| Adams, John T. |      | Army National Guard | Closed      | Fort Monmouth  | 06 Aug 2013  | Anonymous   | 33100   | 1        |
| McKenna, John  |      | Active Army         | Closed      | Fort Belvoir   | 23 Jun 2017  | WSH         | 21081   | 1        |
| McKenna, John  |      | Active Army         | Closed      | Fort Belvoir   | 02 Aug 2015  | OMB         | 20850   | 1        |
| McKenna, John  |      | Active Army         | Closed      | TR San Antonio | 17 Feb 2015  | OMB         | 247     | 0        |



## 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.

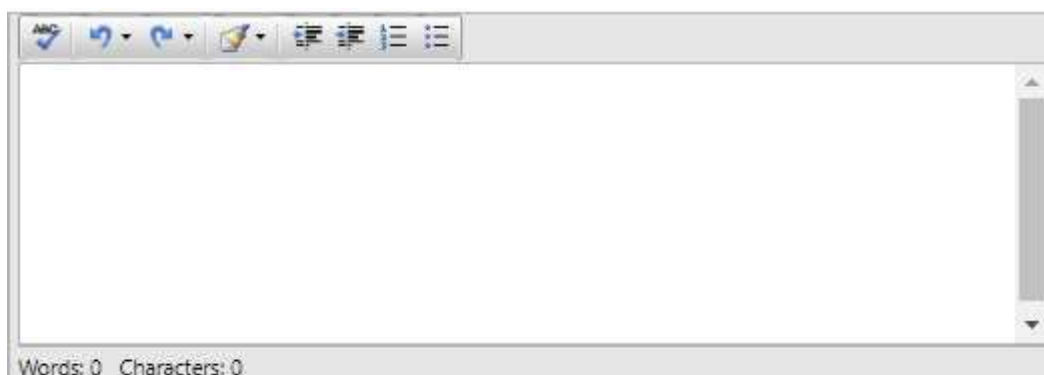
### **Picklist Controls**

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

|    | <b>Spell Check</b>   | <b>Click to check the spelling in the text field.</b>                       |
|-------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------|
|    | Undo                 | Undo the previous action.                                                   |
|    | Redo                 | Redo the previous action.                                                   |
|  | Format Strip-<br>per | Removes both visible and hidden formatting.                                 |
|  | Increase<br>Indent   | Indents selected text to the right.                                         |
|  | decrease<br>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:

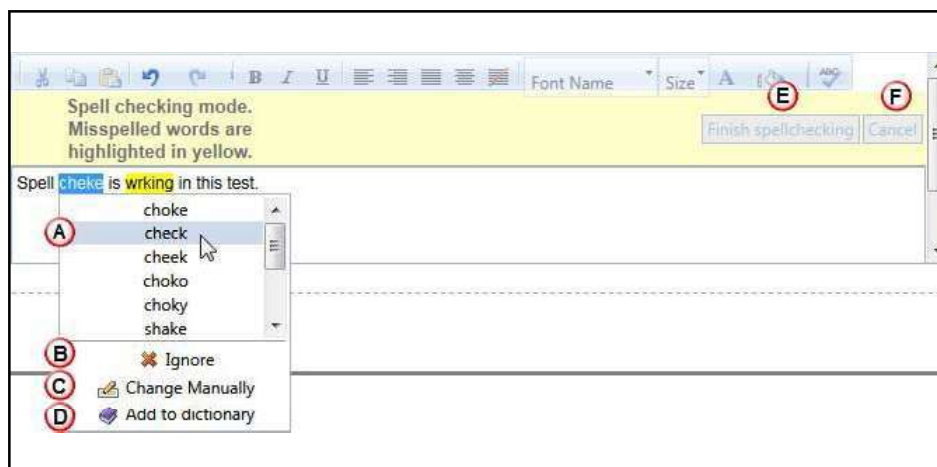
1. Open settings in MS Word
2. Advanced
3. Cut, Copy, and Paste
4. Change "Pasting from other programs" setting to "Merge formatting"

Alternately,

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

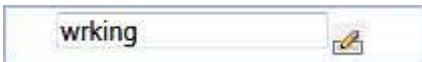
## Spell Check

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.

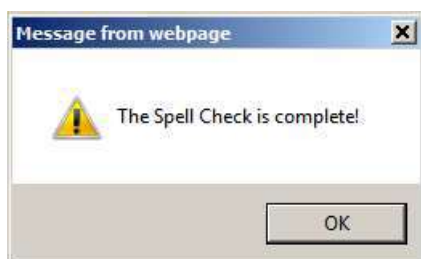


Click on a word to view the list of available options.

## **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       | <p>Click Change Manually to view the following field:</p>  <p>Make the change and then click the Edit Complete icon  to replace the highlighted word.</p> |
| 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.

## 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 RCD Account

You must log into ARCS RCD before you can view any information. To obtain an ARCS account, you must have:

- A valid CAC
- Completed HIPAA training certificate (annual requirement)
- IA Certificate
- DD Form 2875 (System Authorization Access Request)

To request an RCD account, contact 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 RCD URL: <https://awcts.csd.disa.mil/AW2/>
2. Insert your CAC. Select a certificate, and then enter your Personal Identification Number (PIN).

The Acceptance screen opens.

**Acceptance**

**Freedom of Information Act:**

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

**Health Insurance Portability and Accountability Act:**

This system may contain confidential information that is legally privileged under the Privacy Act, 5 USC 552(a), and/or the Health Insurance Portability and Accountability Act (PL 104-191) and its various implementing regulations. This system contains healthcare information that is being provided to you or entered by you after appropriate authorization from the patient or under circumstances that do not require patient authorization. You are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality subjects you to application of appropriate civil and federal criminal sanctions. Access rights to this information are defined in AR 40-66 and DOD Regulation 6025.18, Health Information Privacy Regulation 60. You are accessing a U.S. government (USG) information system (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

☒ I have read and accept the User Agreement.

Accept Terms

3. Read the Freedom of Information Act (FOIA) and Health Insurance Portability and Accountability Act (HIPAA) notifications.
4. Click the "Accept Terms" button to continue to the SRU 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.

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# Home

Use the Home screen for an overview of ARCS case information.

## Home Screen - Supervisor View



The Home screen appearance varies depending on your user role.

## Home Screen

| Label | Name               | Description                                                                                                    |
|-------|--------------------|----------------------------------------------------------------------------------------------------------------|
| A     | Home Screen Charts | View information about cases, interviews, contacts, and LCMP status (see <a href="#">Home Screen Charts</a> ). |
| B     | Notifications      | View new and total notifications (see <a href="#">Notifications</a> ).                                         |
| C     | Workload           | View the total number of open cases and issues in your region (see <a href="#">Workload</a> ).                 |

## Application Header

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





The following table describes the items in the Application Header.

### **Application Header Items**

| Label | Name                        | Description                                                                                                                               |
|-------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| A     | User Name                   | View the logged in ARCS user. If this is not you, you should log out immediately.                                                         |
| B     | Links to other ARCS Modules | Users with access to multiple modules can select a link to open other modules in a new tab.                                               |
| C     | My Profile hyper-link       | Click <b>My Profile</b> to view your user and account information, and update your contact information (see <a href="#">My Profile</a> ). |
| D     | Logout hyperlink            | Click <b>Logout</b> to end the current ARCS session.                                                                                      |
| E     | Case Search                 | Search for a Soldier by case number, partial SSN, or last name (see <a href="#">Search ARCS</a> ).                                        |
| F     | Advanced hyper-link         | Conduct an advanced search to find any records for the Soldier from a selected source (see <a href="#">Advanced Search</a> ).             |
| G     | Help                        | Click <b>Help</b> to launch the ARCS RCD Help Files.                                                                                      |
| H     | Menu bar                    | Click on the tabs to go to a different section.                                                                                           |
| I     | Notifications Hyperlink     | Click the icon to view the <a href="#">Notifications</a> List.                                                                            |

### **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 <b>Edit</b> to edit your contact information.                                          |
| B     | Attachments | Manage attachments, including HIPAA Training Certificates (see <a href="#">Attachments</a> ) |

### 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  .

**My Profile**

**User Information** Edit

EDIPI: 0000000000

**Attachments**

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

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

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

**Add Attachment**

\* **Document Type:** HIPAA Training Certificates

\* **File Name:** HIPAA Cert 2019

\* **Document Date:** 24 Jul 2019 ← HIPAA Cert Date

\* **Upload File:** Sample HIPAA.docx ✖ Remove

Required

Cancel Submit

3. Click Submit.

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

## Search ARCS

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

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



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

The screenshot shows the 'ADVANCED SEARCH' form. It includes fields for 'Last Name', 'First Name', 'SSN', 'OOOID', 'Case ID', and 'Issue ID'. There are 'Starts With' and 'Ends With' dropdowns for each field. A 'Clear' button and a 'Search' button are at the bottom right. The search results are displayed in a table with columns: Name, Source, Case ID, Status, and Photo Upload. The results are grouped by Soldier Name.

| Name                                     | Source     | Case ID | Status                    | Photo Upload |
|------------------------------------------|------------|---------|---------------------------|--------------|
| <b>Soldier Name: Brusk, Germaine</b>     |            |         |                           |              |
| Brusk, Germaine                          | ARCS - SRU | 21649   | Active                    | 19 Jan 2023  |
| Brusk, Germaine                          | ARCS       |         |                           |              |
| Brusk, Germaine                          | EPSS-A     |         |                           |              |
| Brusk, Germaine                          | PDGAPS     |         |                           |              |
| Brusk, Germaine                          | TRANSPROC  |         |                           |              |
| <b>Soldier Name: Brzostowski, Vivian</b> |            |         |                           |              |
| Brzostowski, Vivian                      | ARCS - RCD | 20845   | AW2 Alumni Program (AWAP) | 29 Jul 2016  |
| Brzostowski, Vivian                      | ARCS - SRU | 20845   | ACTIVE                    | 28 Apr 2015  |
| Brzostowski, Vivian                      | ARCS       |         |                           |              |
| Brzostowski, Vivian                      | EPSS-A     |         |                           |              |
| Brzostowski, Vivian                      | PDGAPS     |         |                           |              |
| Brzostowski, Vivian                      | TRANSPROC  |         |                           |              |

### **Advanced Search**

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

## Notifications

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

| Notifications |              |   |
|---------------|--------------|---|
| <b>A</b>      | <u>New</u>   | 2 |
| <b>B</b>      | <u>Total</u> | 4 |

### **Notification Section Items**

| Label | Name            | Description                                                                                               |
|-------|-----------------|-----------------------------------------------------------------------------------------------------------|
| A     | New hyperlink   | Click <b>New</b> to open the Notification List and view the notifications generated in the last 24 hours. |
| B     | Total hyperlink | Click <b>Total</b> to open the Notification List and view all open notifications.                         |

When you click on a hyperlink, the notification list opens.

### **Notifications List Items**

| Label | Name                                   | Description                                                                                                                                |
|-------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| A     | Show New/Open Notifications hyper-link | Click on the hyperlink to toggle between viewing new notifications and all open notifications.                                             |
| B     | Mark Completed check box               | Select the check box for each notification you want to mark as complete.                                                                   |
| C     | Issue, Task, and Case hyperlinks       | Click on an <b>Issue</b> , <b>Task</b> , or <b>Case</b> hyperlink to view the associated issue, task, or case for a notification.          |
| B     | Save button                            | Click <b>Save</b> to mark the selected notifications as complete. This will remove the selected notifications from your notification list. |

**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**

| <b>Chart</b>                                   | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Issue Assignment</b>                        | Each of the ARCP/RCD SMEs have a chart that displays the number of open issues for their categories which are assigned to them or to the Soldier's RCC.                                                                                                                                                                                                                                                           |
| <b>Total Population</b>                        | This chart displays the total number of cases assigned to CC Operators and RCCs.                                                                                                                                                                                                                                                                                                                                  |
| <b>Cases by Region &amp; LCMP Phase</b>        | This chart displays the total number of cases in each LCMP phase for each region broken down by RCP and non-RCP Soldiers..                                                                                                                                                                                                                                                                                        |
| <b>Cases by Status</b>                         | This chart displays the total number of active cases by their current status.                                                                                                                                                                                                                                                                                                                                     |
| <b>COAD / COAR</b>                             | This chart displays the number of cases for Army Reserve, Active Army, National Guard, and Unknown.                                                                                                                                                                                                                                                                                                               |
| <b>Compensation &amp; Benefits</b>             | This chart displays the total number of cases where compensation or benefits have been applied for versus cases where compensation or benefits have not been applied for.                                                                                                                                                                                                                                         |
| <b>Contact Status</b>                          | <p>This chart displays the current contact status for each active case: Contact Made, Contact Attempted, Need Contact, and No Contact Attempted. The contact status is based on the LCMP Phase for each case:</p> <ul style="list-style-type: none"> <li>• Phase 1: Management Support (every 30 days)</li> <li>• Phase 2: Progressive (every 90 days)</li> <li>• Phase 3: Supportive (every 180 days)</li> </ul> |
| <b>Contacts by Region</b>                      | Displays the total number of contacts for each region as well as Contact Center. The contact status is based on the LCMP phase for each case.                                                                                                                                                                                                                                                                     |
| <b>Education Issues Year to Date By Region</b> | This chart displays the number of education issues for the year to date for each region.                                                                                                                                                                                                                                                                                                                          |

| Chart                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Finance Issues By Category</b>   | This chart displays the number of finance issues by category.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Interviews</b>                   | <p>This chart displays the status of cases with pending interviews in the ARCS application:</p> <ul style="list-style-type: none"> <li>• Red bar - shows the number of cases 11 days or more since assignment where no interview has been conducted.</li> <li>• Yellow bar - shows the number of cases 10 days or less since assignment where no interview has been conducted.</li> <li>• Blue bar - shows the total number of interviews that need to be conducted.</li> </ul> |
| <b>Interviews Pending by Region</b> | This chart displays the number of case with pending interviews for each region.                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>LCMP Phase - Managed Cases</b>   | This chart displays the total number of active cases by LCMP phase: Transition Management, Progressive Care Management, and Supportive Care Management broken down by RCP and non-RCP Soldiers.                                                                                                                                                                                                                                                                                 |
| <b>My Cases by Status</b>           | This chart displays the total number of active cases by status that have been assigned to you.                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>My Contacts</b>                  | This chart displays the number of contacts needed, made, and attempted by you.                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Open Issues</b>                  | This chart displays the number of open issues and overdue issues assigned to you.                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Soldier by Employment Phase</b>  | This chart displays the number of Soldiers in each employment phase (e.g., Phase 1, Phase 2, etc.).                                                                                                                                                                                                                                                                                                                                                                             |



| Chart                               | Description                                                                                     |
|-------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>Soldier Found to Be Fit</b>      | This chart displays the number of Soldiers returned to duty for Active Army and National Guard. |
| <b>Soldier Population by Region</b> | This chart displays the number of Soldiers with active RCD cases in each region.                |
| <b>Workload by Region</b>           | This chart displays the number of active cases and open issues in each region.                  |

## Workload

**NOTE: The Workload section is available for Supervisor, Branch Chief, and Leadership roles.**

The Workload section shows the total number of active cases and open issues in your region.

| Workload |              |     |
|----------|--------------|-----|
| <b>A</b> | Total Cases  | 138 |
| <b>B</b> | Total Issues | 292 |

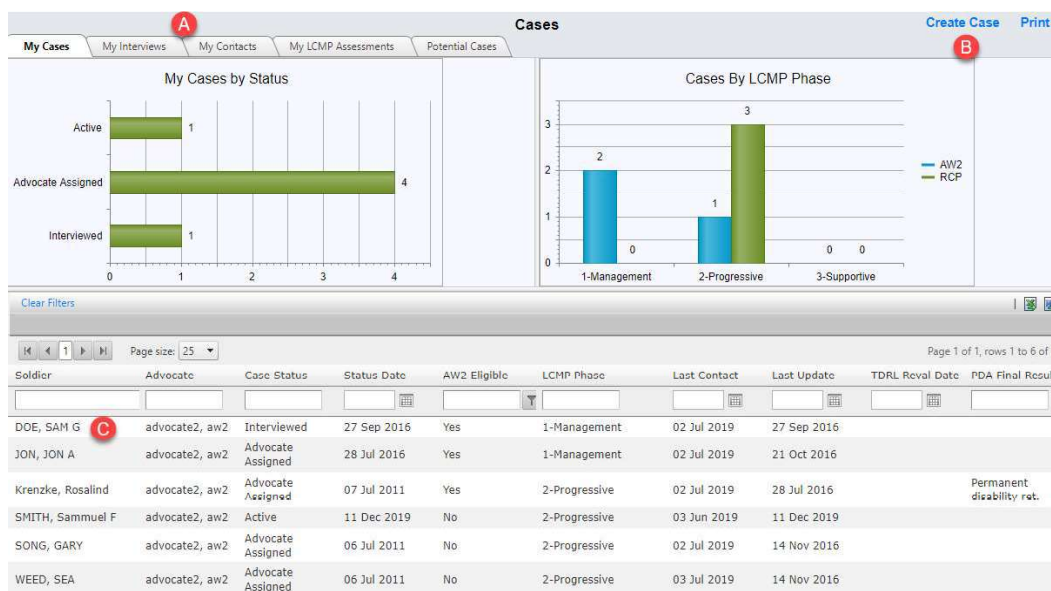
### **Workload**

| Label | Name         | Description                                         |
|-------|--------------|-----------------------------------------------------|
| A     | Total Cases  | Displays the total number of cases for the region.  |
| B     | Total Issues | Displays the total number of issues for the region. |

## Cases

This section describes how to use the Case Dashboard to manage RCD cases, create cases, and re-assign cases.

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



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

### Case Dashboard

| Label | Name               | Description                                                                                                |
|-------|--------------------|------------------------------------------------------------------------------------------------------------|
| A     | Case Tabs          | Click on a tab to go to it. For a description of each tab, see <a href="#">Case Dashboard Tabs</a> .       |
| B     | Create Case button | Click <b>Create Case</b> to create a new case (see <a href="#">Create Case</a> ).                          |
| C     | Name hyper-link    | Click a name hyperlink to open a case for viewing or editing (see <a href="#">Edit Case Information</a> ). |

The following table lists (alphabetically) the possible tabs on the Case Dashboard:

### **Case Dashboard Tabs**

| Tab              | Description                                                                                                                                                                                                                                                                                                                                                         |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assign Cases     | This tab allows you to assign cases with a Pending Assignment or Recommend Reassign status to an RCC/CC Operator. You can also transfer a case to another region from this tab (for more information about assigning or transferring cases, see <a href="#">Assign, Re-assign, or Transfer Cases</a> ).                                                             |
| Case List        | This tab shows cases assigned to RCCs in the selected region (defaults to your primary region). Click on a Name hyperlink to open the associated case.                                                                                                                                                                                                              |
| Case Load        | <p>This tab displays case load information for each user in the selected region (defaults to your primary region).</p> <ul style="list-style-type: none"> <li>• Case Load - number of active cases for the user.</li> <li>• Open Issues - number of open issues assigned to the user.</li> <li>• Open Tasks - number of open tasks assigned to the user.</li> </ul> |
| Contacts         | This tab displays your assigned cases (or cases assigned to RCCs/CC Operators in the selected region) with the contact status for each Soldier (see Contacts).                                                                                                                                                                                                      |
| Employment Phase | This tab displays the employment phase of Soldiers by region.                                                                                                                                                                                                                                                                                                       |
| Interviews       | <p>This tab displays a list of pending interviews and completed interviews by region. Click on a Name hyperlink to open the associated case.</p> <div data-bbox="496 1356 1386 1509" style="border: 1px solid black; padding: 10px;"> <p><b><u>NOTE: Switch views between Completed and Pending Interviews using the hyperlinks.</u></b></p> </div>                 |
| Mass Re-assign   | This tab allows you to re-assign multiple cases from one RCC/CC Operator to another (for more information about mass re-assigning cases, see <a href="#">Mass Re-Assign</a> )                                                                                                                                                                                       |
| My Cases         | This tab shows cases assigned to you. Click on a Name hyperlink to open the associated case.                                                                                                                                                                                                                                                                        |

| Tab                 | Description                                                                                                                                                                                                                |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| My Contacts         | <p>This tab shows a list of your cases with their current contact status.</p> <p><b>NOTE:</b> You can also click <b>Contacts</b> from the Menu bar to navigate directly to this tab (see <a href="#">My Contacts</a>).</p> |
| My Interviews       | This tab shows a list of interviews to be completed by the user. Click on a Name hyperlink to open the associated case.                                                                                                    |
| Overview            | This tab displays three charts: Active Cases by Status, Pending Cases by Status, and Workload.                                                                                                                             |
| Potential Cases     | This tab shows a list of cases where an intake form has been filled out, but the Soldier/Veteran has not been evaluated by the Medical Eligibility team.                                                                   |
| LCMP Assessments    | This tab shows a list of the last LCMP Assessment completed for each Soldier/Veteran.                                                                                                                                      |
| My LCMP Assessments | This tab shows a list of the last LCMP Assessment completed for each assigned Soldier/Veteran. Click on a Name hyperlink to open the associated case.                                                                      |

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

## Interview Form

To open the interview form:

1. Click **Interview** to download the interview Form to your computer.
2. Click **Save** or right-click on the document and choose "Save-as" to save the file to your computer. You must save the interview form before you can save changes within the document.
3. Open the Interview Form.

Please fill out the following form. If you are a form author, choose Distribute Form in the Forms menu to send it to your recipients. Highlight Fields

**AW2** U.S. ARMY WOUNDED WARRIOR PROGRAM (AW2) Initial Interview Form **WTC** U.S. ARMY WARRIOR TRANSITION COMMAND

|                                                                                                                                                |                                                                  |                                                                                                                                                                                                                                                                                                                                                      |     |              |                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                    |  |
|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Name: Last, First M.I.                                                                                                                         |                                                                  | Age                                                                                                                                                                                                                                                                                                                                                  | SSN | DOB (DDMMYY) | Rank                                                                                                                                                                                                                                                                         | Component / Current Status                                                                                                                                                                                                                                                                         |  |
|                                                                                                                                                |                                                                  |                                                                                                                                                                                                                                                                                                                                                      |     |              |                                                                                                                                                                                                                                                                              | <input type="checkbox"/> Active Duty Regular Army (AC)<br><input type="checkbox"/> Active Reservist (USAR)<br><input type="checkbox"/> Active National Guard (ARNG)<br><input type="checkbox"/> Medically Retired <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> G |  |
| Marital Status                                                                                                                                 | Gender                                                           | Education Level                                                                                                                                                                                                                                                                                                                                      |     |              | Degree Major                                                                                                                                                                                                                                                                 | Service Info (DDMMYY)                                                                                                                                                                                                                                                                              |  |
| <input type="checkbox"/> Single<br><input type="checkbox"/> Married<br><input type="checkbox"/> Divorced<br><input type="checkbox"/> Separated | <input type="checkbox"/> Male<br><input type="checkbox"/> Female | <input type="checkbox"/> GED <input type="checkbox"/> High School <input type="checkbox"/> Tech/Voc Diploma<br><input type="checkbox"/> Some College semester hrs<br><input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelors Degree<br><input type="checkbox"/> Masters Degree <input type="checkbox"/> PhD / Doctorate Degree |     |              |                                                                                                                                                                                                                                                                              | TIS:<br>ETS/DMOB:                                                                                                                                                                                                                                                                                  |  |
| Home Unit<br>Co. / Bn. / Div. / Location                                                                                                       |                                                                  | Mobilization Unit<br>Co. / Bn. / Div. / Location                                                                                                                                                                                                                                                                                                     |     |              | Awards (ADVOCATE Only)                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                    |  |
| City: State:                                                                                                                                   |                                                                  | City: State:                                                                                                                                                                                                                                                                                                                                         |     |              | Qty:                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                    |  |
| Unit when Injured                                                                                                                              |                                                                  |                                                                                                                                                                                                                                                                                                                                                      |     |              | 1. <input type="checkbox"/> Silver Star<br>2. <input type="checkbox"/> Bronze Star<br>3. <input type="checkbox"/> Purple Heart<br>4. <input type="checkbox"/> Combat Infantry Badge<br>5. <input type="checkbox"/> Combat Action Badge<br>6. <input type="checkbox"/> Other: |                                                                                                                                                                                                                                                                                                    |  |
| City: State:                                                                                                                                   |                                                                  | City: State:                                                                                                                                                                                                                                                                                                                                         |     |              | Location (Hosp/Unit):                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                    |  |

4. Complete all fields on the form.
5. Save the file and upload into ARCS.

**NOTE:** You can upload the Initial Interview form as an attachment. For more information, see [Attachments](#).

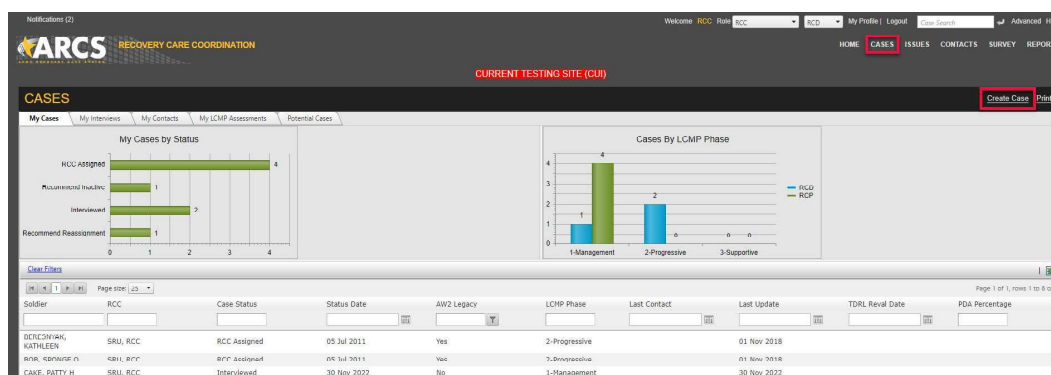
## Create Case

As part of the intake process, a new case will be created for RCD. This process includes pulling information from available data sources such as the Army Personnel System or existing OMB, ARC4, or SRU cases. SRU cases out-processed as Medically Retired (Future Duty code) will automatically have a case created and routed to medical eligibility if no case exists.

**NOTE:** A Soldier will never have more than a single RCD case within ARCS.

## PERMISSIONS: RCC, Regional Supervisor, Contact Center Supervisor, Contact Center Operator, Medical Eligibility

To create a new case, click **Create Case** from the Cases Dashboard.



There are two steps to creating a new case:

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

### Auto Case Creation

Cases out-processed from an SRU with a Future Duty code of "Medically Retired", "Medically Separated", or "Retired" will automatically create an RCD case if one does not exist. If there is an Inactive RCD case for that Soldier, the case will be brought to "Recommend Re-open" status. Auto-created cases will have a status of "Records Review". All automatically created cases will be assigned by default to the Medical Eligibility role for review.

RCD cases created by ARCS will contain limited information including:

- Basic Demographic Information
- Physical Location (if a "Post-Separation" Address was in the SRU module)
- RCC name and out-processing unit location (in Case Log)
- Documents from SRU module (if uploaded): DD 214, DD 215, LC Checklist, and DA 199

## Search for a Soldier

Upon clicking the **Create Case** button, the New Case screen opens.

### New Case Screen

| Label | Name             | Description                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A     | Soldier DODID    | Enter the Soldier's DODID (10 digits)                                                                                                                                                                                                                                                                                                                                                                                          |
| B     | Soldier SSN      | Enter the Soldier's SSN (nine digits).                                                                                                                                                                                                                                                                                                                                                                                         |
| C     | Search button    | Click <b>Search</b> to check if a case with the SSN or DODID entered is currently in the ARCS system. There are two possible search results: <ul style="list-style-type: none"><li>Existing RCD case found (see <a href="#">SSN or DODID Case Found</a>)</li><li>Existing RCD Case not found (see <a href="#">SSN Case Not Found</a>)</li><li>Existing RCD Case not found (see <a href="#">DODID Case Not Found</a>)</li></ul> |
| D     | Cancel hyperlink | Click <b>Cancel</b> to return to the Case Dashboard.                                                                                                                                                                                                                                                                                                                                                                           |

### SSN or DODID Case Found

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

- If an RCD case already exists in ARCS, the case will be displayed (see [Edit Case Information](#)).
- If an SSN is found in the Army Personnel Database (IPPS-A), the Soldier Intake screen will be displayed (see [Intake Form](#)).

- If the SSN has been used to create a case in ARCS by the OMB, ARC4 or SRU group, the Soldier Intake screen will be displayed (see [Intake Form](#)).

### SSN Case Not Found

If a case was not found, and the Soldier's SSN is not found in the Army Personnel Database, an option to continue with the intake with an unmatched SSN will be displayed.

The screenshot shows the 'NEW CASE' form. At the top, there are two radio buttons: 'DODID' (unselected) and 'SSN' (selected). Below this, there is a text input field for 'Soldier SSN' containing the value '465-65-6898'. To the right of the input field is a 'Search' link. Below the input field, a red message states: 'SSN not found. Press Continue to create a case with this Unmatched SSN.' At the bottom right, there are two buttons: 'Continue' (highlighted with a red box) and 'Cancel'.

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

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

### DODID Case Not Found

If a case was not found by searching by the Soldier's DODID, search by SSN with the option to create a case with an Unmatched SSN.

The screenshot shows the 'NEW CASE' form. At the top, there are two radio buttons: 'DODID' (unselected) and 'SSN' (selected, highlighted with a red box). Below this, there is a text input field for 'Soldier SSN' which is empty. To the right of the input field is a 'Search' link. A red 'Required' label is positioned to the left of the 'Search' link.

See [SSN Case Not Found](#).

### Intake Form

The Intake Form has six sections:



- [Soldier Information](#)
- [Soldier Location](#)
- [Point of Contact](#)
- [Injury Information](#)
- [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, as seen in [Edit Case Information](#).

### Soldier Information

**NOTE: Most fields in the Soldier Information section will be pre-populated from the Army Personnel Database or an existing ARCS case, unless the case is unmatched.**

Enter required information, including Referral Source, First Name, Last Name, and Date of Birth (DOB).

The screenshot shows a web form titled "SOLDIER INTAKE". It contains several fields with pre-populated data:

| * Referral Source: [dropdown] |  | SSN: 873024850         |
|-------------------------------|--|------------------------|
| Name: Abell, Janis            |  | DODID: 8730248509      |
| Rank: First Lieutenant (1LT)  |  | DOB: 05 Nov 1970       |
| Age: 52                       |  | Component: ACTIVE ARMY |

At the bottom left, there is a label "Soldier Location" with a series of small, repeating icons below it.

The Age field is read-only, and is automatically calculated based on the DOB.

The DODID will only populate if you create a case with the DODID.

### Soldier Location

Enter required information, including the Purpose (address or phone number type), and the Soldier's address information.

**Soldier Location**

\* Purpose: Physical Address

\* Address: 123 Main St

\* City: Anytown

\* State: Florida

\* Country: United States

\* Postal Code: 12345

\* Phone: 123-456-7890

International Number ☐

Purpose Code:

Email: Test@gmail.com

**NOTE: The Soldier's initial assigned region is based on the state entered here on the case intake form.**

## Interview Information

Select the required Person Interviewed, Contact Method, and Interviewer, and enter the Contact Date.

**Interview Information**

\* Person Interviewed: SOLDIER

\* Contact Method: Electronic

\* Interviewer: \_30\_coad\_coad\_coord

\* Contact Date: 16 Feb 2023

\* Comment: Enter interview information here.

\* Component at Time of Injury: Active Army

Words: 4 Characters: 34

Print all Contacts

## Point of Contact

Select the **Add Contact** check box to add a Point of Contact (POC). You can also select the **Add Address** check box to add location information for the POC.

**Point of Contact**

☒ Add Contact

\* Relationship:  Required

\* First Name:  Required

Middle Name:

\* Last Name:  Required

Suffix:

Email:

Phone:

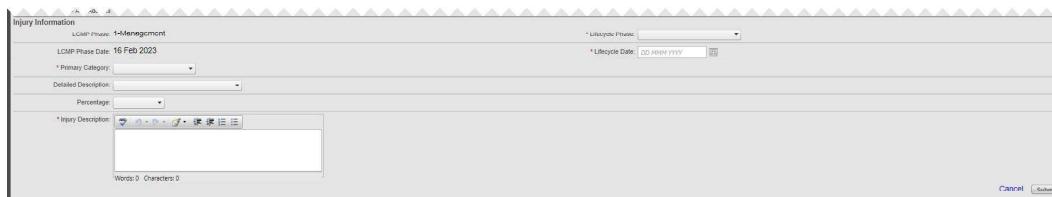
International Number ☐

Purpose Code:

☐ Add Address

## Injury Information

Select the required Primary Category, and enter an Injury Description.



**NOTE: Detailed Description list box options are based on the Primary Category you select.**

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

**NOTE: New cases are added to the Potential Cases tab until they are confirmed by Medical Eligibility.**

## Edit Case Information

This section describes how to view and edit case details.

**NOTE: If a case has been restricted, you can only view full case information if you have a Supervisor, SME, or the Assigned RCC role.**

Click on a Soldier name hyperlink from the Cases Dashboard to open a case for viewing or editing.

## Standard Case Features

Every case has standard features, as shown below.

|                                                                                                                     |                                     |                                 |                                                 |                 |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------------------|-------------------------------------------------|-----------------|
| A                                                                                                                   | NAME: GRAY MIKE                     | CASE STATUS: Interviewed        | LCMP PHASE: 1-Management                        | REGION: East    |
|                                                                                                                     | DISPATCH STATUS: No Contact Attempt | ASSIGNED TO: 30_Advocate        | LIFECYCLE PHASE: Management & Support (Veteran) | PRIMARY PLAN: C |
| <b>Case Summary</b> <span style="float: right;">           Attach <b>D</b> Interview <b>E</b> Print         </span> |                                     |                                 |                                                 |                 |
| B                                                                                                                   | <b>SUMMARY</b>                      |                                 |                                                 |                 |
|                                                                                                                     | Physical Location                   |                                 |                                                 |                 |
|                                                                                                                     | Physical Address: 234 Test plan     |                                 | Gender:                                         |                 |
|                                                                                                                     | Washington, DC 20005                |                                 |                                                 |                 |
|                                                                                                                     | Home Phone:                         |                                 | Date of Birth: 05 May 1966                      |                 |
|                                                                                                                     | Last Phone: 2242002-632             |                                 | Lumpsummy Number: N/A                           |                 |
|                                                                                                                     | Email: mgray@test.com               |                                 | Power of Attorney: N/A                          |                 |
|                                                                                                                     | RCC Info:                           |                                 |                                                 |                 |
|                                                                                                                     | Assigned RCC: 30_Advocate           |                                 | Case Created: 17 Feb 2015                       |                 |
|                                                                                                                     | RCC Phone: 122-426-7890             |                                 | Primary Injury:                                 |                 |
| RCC Email: othermail@email.com                                                                                      |                                     | LCMP Phase: 1-Management        |                                                 |                 |
| Last Contact: 10 Nov 2022                                                                                           |                                     | LCMP Phase Date: 11 Jul 2011    |                                                 |                 |
| Last Interview: 13 Jul 2011                                                                                         |                                     | AVC Legacy Case: Y              |                                                 |                 |
|                                                                                                                     |                                     | Determination Date: 11 Feb 2016 |                                                 |                 |
| PPS-A                                                                                                               |                                     |                                 |                                                 |                 |

## Standard Case Features

| Label | Name               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A     | Case Header        | Standard header appearing on every screen that displays the Soldier's name, case status, LCMP status, region, assigned RCC, life-cycle phase, and primary injury.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| B     | Navigation Sidebar | <p>Contains navigation hyperlinks to other sections. Click on a hyperlink to go to the selected section:</p> <ul style="list-style-type: none"> <li>• <a href="#">Case Summary</a></li> <li>• <a href="#">Case Information</a></li> <li>• <a href="#">Service Information</a></li> <li>• <a href="#">Soldier / Relationship Information</a></li> <li>• <a href="#">LCMP Assessments</a></li> <li>• <a href="#">Case Logs</a></li> <li>• <a href="#">Issues</a></li> <li>• <a href="#">Employment</a></li> <li>• <a href="#">Veterans Affairs</a></li> <li>• <a href="#">Donations</a></li> <li>• <a href="#">Attachments</a></li> </ul> |
| C     | Attach button      | Click <b>Attach</b> to attach a file to the case (see <a href="#">Attachments</a> ).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| D     | Interview button   | Click <b>Interview</b> to open the Initial Interview Form (see <a href="#">Interview Form</a> ).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| E     | Print button       | Click <b>Print</b> to print the case section (see <a href="#">Print Case Section</a> ).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Case Summary

Use the Case Summary screen to view key case information, including 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.

**SUMMARY** Attach Interview Print

[View Summary](#)

**Physical Location**  
 Physical Address: 123 Main St  
 Anytown, FL 12345  
 Gender: Male  
 Date of Birth: 03 May 1977  
 Home Phone:  
 Cell Phone:  
 Email: Test@gmail.com  
 Designated Guardian: N/A  
 Power of Attorney: N/A

**RCC Data**  
 Assigned RCC:  
 RCC Phone:  
 RCC Email:  
 Last Contact:  
 Last Interview:  
 Case Created: 16 Feb 2023  
 Primary Injury: A/B/C/D/E  
 LCOMP Phase: 1-Management  
 LCOMP Phase Date: 16 Feb 2023  
 JWC Legacy Case:  
 Determination Date:

**IPPS-A**  
 Gender: Male  
 Date of Birth: 03 May 1977  
 Marital Status: Married  
 Dependents: Not Available  
 Rank: Lieutenant Colonel  
 Component: ACTIVE ARMY  
 Location:  
 Home of Record:  
 Unit: WBEY03  
 Pay Entry Date:  
 Basic Active Service Date:  
 Control Group: WBP021U

**DCIPS**  
 Casualty Date:  
 Casualty Type:  
 Casualty Status:  
 Casualty Category:  
 Country:  
 Affiliation:  
 Component:  
 Unit:  
 Training / Duty Related:  
 LODI Determination:

**MODS**  
 Patient Status: current  
 Location: WALTER REED COA  
 City: WALTER REED AMC  
 State: DC

**PDCAPS**  
 Physical Evaluation Board Final Results:  
 Final Disposition: P - Permanent disability retirement  
 Final Result Date: 29 May 2010  
 TTDI Reevaluation:  
 Army Disability %:  
 Combat: N  
 Combat Excluded: Y

**DMOC**  
 EDIP: N/A

(CUI)

Refresh ID

### **Case Summary Screen Sections**

| Name              | Description                                                                                                                    |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Physical Location | Physical Location address and other information entered within the <a href="#">Soldier / Relationship Information</a> section. |
| RCD Data          | RCD Case specific details.                                                                                                     |
| IPPS-A            | Soldier information retrieved from the Integrated Personnel and Pay System – Army system.                                      |
| DCIPS             | Injury and incident information from DCIPS.                                                                                    |
| MODS              | Patient status retrieved from MODS.                                                                                            |
| PDCAPS            | Physical Evaluation Board information retrieved from PDCAPS.                                                                   |

## Case Information

Use the Case Information screen to view and edit case details, manage injury information, and view the case history.

The screenshot shows the 'Case Information' screen. At the top, there are three tabs: 'Main Data' (labeled A), 'Injury' (labeled B), and 'History' (labeled C). In the top right corner, there are links for 'Attach', 'Interview', 'Print', 'Update Name' (labeled D), and 'Update SSN'. On the right side, there is an 'Edit' button (labeled E). The main area contains a form with various fields for case details, including status, dates, eligibility, region, assigned to, employment phase, life expectancy, expedite status, top case status, restricted access, component at time of active army injury, primary injury category, insurance level, insurance description, lifecycle phase, lifecycle date, LCMP phase, LCMP phase date, last LCMP assessment, SCAADL applied status, SCAADL applied date, SCAADL finding date, SCAADL appealed status, SCAADL appealed date, SCAADL appeal finding date, case creation date, case created by, input data source, case ID, ombudsman case, WSFH case, SRU case, and referred by SRU.

### Case Information Screen

| Label | Name                  | Description                                                                                                                        |
|-------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------|
| A     | Main Data tab         | Use this tab to view and edit case data.                                                                                           |
| B     | Injury tab            | Click this tab to view the injury information for the Soldier (see <a href="#">Injury Tab</a> ).                                   |
| C     | History tab           | Click this tab to view the case history (see <a href="#">History Tab</a> ).                                                        |
| D     | Update Name/SSN links | Click Update Name or <b>Update SSN</b> to update the Soldier's information in an unmatched case (see <a href="#">Update SSN</a> ). |
| E     | Edit button           | Click <b>Edit</b> to edit the case information (see <a href="#">Edit Case Data</a> ).                                              |

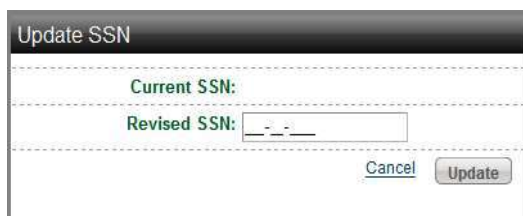
## Update SSN

**NOTE: The Update SSN button only appears if you have an Administrator or Supervisor role.**

To update the Soldier's SSN:

1. Click the **Update SSN** hyperlink.

The Update SSN dialog box opens.



2. Enter the Revised SSN.
3. Click **Update** to save the changes, or **Cancel** to close the dialog box without saving.

**NOTE: SSN may not be changed if there is already an RCD case corresponding with the entered SSN.**

## Edit Case Data

**NOTE: Cases with open issues may not be closed and this status will not be available. For more information on closing a case, see [Close Case](#).**

Use the Main Data tab to update the case status, mark a case as restricted, change insurance information, or change the LCMP Phase and date.

To edit information on the Main Data tab:

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

The Edit Case screen opens.

**Edit Case Information** Cancel Save

Case Status: Active ▼

Status Date: 13 Feb 2017

AW2 Eligible: Yes ▼

Determination Date:

Region: West ▼

FRC: No

Currently Assigned: 25, ADV\_SUP

Assign To: ▼

Employment Phase: Not Yet Contacted

Case Review: ☐

Expedite: ☐

Top Case: ☐

Restricted Access: ☐

Component at Time of Injury: Active Army ▼

Primary Injury Category: Abdominal Condition

Insurance Level: ▼

Insurance Description:

\* Lifecycle Phase: Management & Support (COAD/COAR) ▼

\* Lifecycle Date: 13 Feb 2017

LCMP Phase: 1-Management

LCMP Phase Date: 13 Feb 2017

Last LCMP Assessment:

SCAADL Applied: N/A ☐ Yes ☐ No ☐

SCAADL Approved: N/A ☐ Yes ☐ No ☐

SCAADL Appealed: N/A ☐ Yes ☐ No ☐

### 3. Update case information.

**NOTE:** See [RCD Case Status Rules](#) for a detailed list of all case status rules, including which user roles can change a case to a given status.

### 4. Click **Save** to save the changes or **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. The RCD Administrator can do this upon request from the Regional Supervisor. The case status must be at least “Pending Assignment” before it can be restricted.

## Injury Tab

Use the Injury Tab to add a physical condition, delete a physical condition, or make a physical condition primary.



Case Information

[Attach](#) [Interview](#) [Print](#)

[Update SSN](#)

Main Data

Injury

History

Physical Conditions

Page size: 25

Page 1 of 1, rows 0 to 0 of 0

|                              | Condition              | Detailed Description                          | Percentage | Date        | Delete                                                                              |
|------------------------------|------------------------|-----------------------------------------------|------------|-------------|-------------------------------------------------------------------------------------|
| <a href="#">Make Primary</a> | Disfigurement          | 7800 - Scars, disfiguring, head, face or neck |            | 04 Jan 2018 |  |
| Primary                      | Traumatic Brain Injury | 8045 - Brain disease due to trauma            |            | 04 Jan 2018 |  |

## Add Physical Condition

To add a physical condition:

1. Click the **Add** icon.

The Condition to Add window opens.

2. Select the **Is Primary Condition** check box if the condition is the primary condition.
3. Select a condition from the **Condition** list box.
4. Select a detailed description from the Detailed Description list box.

**NOTE:** Detailed Description list box options are based on the Condition you select.

5. Select a Percentage from the list box if known.
6. Click **Submit** to add the condition or **Cancel** to return to the Injury tab without saving.

### Delete Physical Condition

To delete a physical condition:

1. Click the **Delete** icon.

A dialog box opens.



2. Click **OK** to delete the record, or **Cancel** to close the dialog box without deleting the condition.

### Make Physical Condition Primary

To make a physical condition the Soldier's primary condition:

1. Click the **Make Primary** hyperlink.

Case Information

[Attach](#) [Interview](#) [Print](#)

[Update Name](#) [Update SSN](#)

Main Data

Injury

History

Physical Conditions

Page size: 25

Page 1 of 1, rows 0 to 0 of 0

|                              | Condition             | Detailed Description                 | Percentage | Date        | Delete                                                                                |
|------------------------------|-----------------------|--------------------------------------|------------|-------------|---------------------------------------------------------------------------------------|
| <a href="#">Make Primary</a> | Abdominal Injury      | 7310 - Stomach, injury of, residuals | 20         | 16 Oct 2018 |  |
| Primary                      | Disease Due To Trauma |                                      |            | 16 Aug 2016 |  |

A dialog box opens.



2. Click **OK** to change the primary condition or **Cancel** to close the dialog box without changing the primary condition.

### History Tab

Use the History tab to view the case history information. The Case Status Summary, Life-cycle Phase Summary, LCMP Phase Summary, and Employment Phase summary sections update anytime one of the statuses change.

[Attach](#) [Interview](#) [Print](#)  
[Update SSN](#)

Main Data
Injury
History

### Case Status Summary

Page 1 of 1, rows 1 to 7 of 7

| Status            | Status Date | Close Reason | Justification | Case Created | Modified By  |
|-------------------|-------------|--------------|---------------|--------------|--------------|
| Advocate Assigned | 26 Jan 2017 |              |               | 17 Feb 2015  | _25, ADV_SUP |
| Advocate Assigned | 26 Jan 2017 |              |               | 17 Feb 2015  | _25, ADV_SUP |
| Advocate Assigned | 26 Jan 2017 |              |               | 17 Feb 2015  | _25, ADV_SUP |
| Advocate Assigned | 26 Jan 2017 |              |               | 17 Feb 2015  | _25, ADV_SUP |
| Advocate Assigned | 25 Jan 2017 |              |               | 17 Feb 2015  | _25, ADV_SUP |
| Active            | 07 Nov 2016 |              |               | 17 Feb 2015  | _25, ADV_SUP |
| Advocate Assigned | 07 Nov 2016 |              |               | 17 Feb 2015  | _25, ADV_SUP |

### Lifecycle Phase Summary

Page 1 of 1, rows 1 to 6 of 6

| Lifecycle Phase                | Lifecycle Start | Modified By  |
|--------------------------------|-----------------|--------------|
| Management & Support (Veteran) | 05 Jul 2011     | _25, ADV_SUP |
| Management & Support (Veteran) | 05 Jul 2011     | _25, ADV_SUP |
| Management & Support (Veteran) | 05 Jul 2011     | _25, ADV_SUP |
| Management & Support (Veteran) | 05 Jul 2011     | _25, ADV_SUP |
| Management & Support (Veteran) | 05 Jul 2011     | _25, ADV_SUP |
| Management & Support (Veteran) | 05 Jul 2011     | _25, ADV_SUP |

### LCMP Phase Summary

Page 1 of 1, rows 1 to 7 of 7

| LCMP Phase    | Phase Date  | Modified By  |
|---------------|-------------|--------------|
| 2-Progressive | 07 Nov 2015 | _25, ADV_SUP |
| 2-Progressive | 07 Nov 2015 | _25, ADV_SUP |
| 2-Progressive | 07 Nov 2015 | _25, ADV_SUP |
| 2-Progressive | 07 Nov 2015 | _25, ADV_SUP |
| 2-Progressive | 07 Nov 2015 | _25, ADV_SUP |
| 2-Progressive | 07 Nov 2015 | _25, ADV_SUP |
| 1-Management  | 12 Jul 2011 | _25, ADV_SUP |

### Employment Phase Summary

| Employment Phase | Phase Date | Modified By |
|------------------|------------|-------------|
|------------------|------------|-------------|

## Service Information

The Service Information screen has seven tabs:

Each of these tabs is read-only, and is populated from the authoritative source.

## Personnel Tab

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

| Personnel                                                                                                                                                                                                                                                      | Casualty | MOOS | MEB | POCAPS                                      | ePEB | TRANSROC | TSGU |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------|-----|---------------------------------------------|------|----------|------|
| <a href="#">Basic Personnel Data</a> <a href="#">Military Service Data</a> <a href="#">Awards / Assignments / Locations</a> <a href="#">Action Data / Clearance / Insurance</a> <a href="#">Occupation / Skills</a> <a href="#">Education / Certifications</a> |          |      |     |                                             |      |          |      |
| <b>Basic Personnel Data</b>                                                                                                                                                                                                                                    |          |      |     |                                             |      |          |      |
| First Name: Ron                                                                                                                                                                                                                                                |          |      |     | Middle Initial:                             |      |          |      |
| Last Name: Arrington                                                                                                                                                                                                                                           |          |      |     | Suffix:                                     |      |          |      |
| Rank: Major                                                                                                                                                                                                                                                    |          |      |     | Effective Date of Rank: 25 Nov 2008         |      |          |      |
| MPC: ENLISTED                                                                                                                                                                                                                                                  |          |      |     | Age: 42                                     |      |          |      |
| Gender: Male                                                                                                                                                                                                                                                   |          |      |     | Date of Birth: 08 Aug 1980                  |      |          |      |
| Race: Asian, Black or African American                                                                                                                                                                                                                         |          |      |     | Religious Denomination:                     |      |          |      |
| Ethnic Group Code:                                                                                                                                                                                                                                             |          |      |     | DODID: 171044026                            |      |          |      |
| Army Component (Current): ACTIVE ARMY                                                                                                                                                                                                                          |          |      |     | SSN: ***-**-4026                            |      |          |      |
| Home of Record:                                                                                                                                                                                                                                                |          |      |     | Country of Citizenship:                     |      |          |      |
| Primary Occupation:                                                                                                                                                                                                                                            |          |      |     | Primary Language:                           |      |          |      |
| Physical Profile:                                                                                                                                                                                                                                              |          |      |     | Physical Category:                          |      |          |      |
| Physical Exam Date:                                                                                                                                                                                                                                            |          |      |     |                                             |      |          |      |
| Marital Status: Married                                                                                                                                                                                                                                        |          |      |     | Marital Status Date: 20 Dec 1999            |      |          |      |
| Number of Dependent Adults: Not Available                                                                                                                                                                                                                      |          |      |     | Number of Dependent Children: Not Available |      |          |      |
| <b>Spouse Data</b>                                                                                                                                                                                                                                             |          |      |     |                                             |      |          |      |
| State of Birth:                                                                                                                                                                                                                                                |          |      |     | Country of Birth:                           |      |          |      |
| Country of Citizenship:                                                                                                                                                                                                                                        |          |      |     |                                             |      |          |      |
| SSN:                                                                                                                                                                                                                                                           |          |      |     | Service:                                    |      |          |      |
| Component:                                                                                                                                                                                                                                                     |          |      |     | MPC:                                        |      |          |      |
| <b>Assignment Considerations</b>                                                                                                                                                                                                                               |          |      |     |                                             |      |          |      |

<sup>1</sup>My definition

### **Personnel Tab Hyperlinks**

| <b>Name</b>                         | <b>Description</b>                                                                                                                                                                                                                   |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.

| Incident | Date of Incident | Conflict Type | Operation Incident |
|----------|------------------|---------------|--------------------|
| 566045   | 12 Mar 2015      |               |                    |

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

### **MODS Tab**

Use the MODS tab to view Soldier information from MODS, including Patient Information, Patient Record, Patient Status, Case Manager Information, Line of Duty Investigation

Information, UIC Data, Orders Information, Medical Information, and Gaining Information sections.

| Service Information                           |                 |                        |         |                                                      |              |                 |            |
|-----------------------------------------------|-----------------|------------------------|---------|------------------------------------------------------|--------------|-----------------|------------|
| Personal                                      |                 | Casualty               |         | WTU                                                  |              | FSC             |            |
| Soldier Data from MOD5                        |                 |                        |         |                                                      |              |                 |            |
| <b>Patient Information</b>                    |                 |                        |         |                                                      |              |                 |            |
| Record Status: current                        |                 |                        |         | Patient Status: OFF INSTALLATION (REMOTE) (50 MILES) |              |                 |            |
| Date Last Updated:                            |                 |                        |         | Mission: OPERATION IRAQI FREEDOM                     |              |                 |            |
| State:                                        |                 |                        |         | Component:                                           |              |                 |            |
| Rank: 1LT                                     |                 |                        |         |                                                      |              |                 |            |
| <b>Patient Record</b>                         |                 |                        |         |                                                      |              |                 |            |
| Profile:                                      |                 |                        |         |                                                      |              |                 |            |
| Start Date: 29 Jul 2011                       |                 |                        |         | Convalescent Leave End Date:                         |              |                 |            |
| Clinical Start Date: 29 Jul 2011              |                 |                        |         | TriCare Prime Remote: Y                              |              |                 |            |
| Injury Description:                           |                 |                        |         |                                                      |              |                 |            |
| <b>Patient Status</b>                         |                 |                        |         |                                                      |              |                 |            |
| Deployed to Theater: Y                        |                 |                        |         | Treated in Theater: N                                |              |                 |            |
| Wounded in Action: N                          |                 |                        |         | Reason Entered WTU: MEDVAC                           |              |                 |            |
| Projected Release from Active Duty:           |                 |                        |         | Actual Release from Active Duty:                     |              |                 |            |
| Reason Released from Active Duty:             |                 |                        |         |                                                      |              |                 |            |
| Transferred to CBWTU: Y                       |                 |                        |         |                                                      |              |                 |            |
| <b>Case Manager Information</b>               |                 |                        |         |                                                      |              |                 |            |
| Name: NCM1                                    |                 |                        |         |                                                      |              |                 |            |
| Telephone:                                    |                 |                        |         | Email Address:                                       |              |                 |            |
| Convalescent Leave: N                         |                 |                        |         | Convalescent Leave Start:                            |              |                 |            |
| Convalescent Leave Days:                      |                 |                        |         |                                                      |              |                 |            |
| <b>Line of Duty Investigation Information</b> |                 |                        |         |                                                      |              |                 |            |
| LOD Type: INFORMAL                            |                 |                        |         | LOD Determination: Y                                 |              |                 |            |
| LOD Initiated Date: 7/29/2011 12:00:00 AM     |                 |                        |         | LOD Completion Date: 4/23/2011 12:00:00 AM           |              |                 |            |
| LOD Initiated By: MTF                         |                 |                        |         |                                                      |              |                 |            |
| <b>UIC Data</b>                               |                 |                        |         |                                                      |              |                 |            |
| Unit Type                                     | Location Code   | State                  | Country | UIC                                                  | Unit Command | Location        | CBWTU Code |
| WALTER REED CD A                              | WALTER REED AMC | DC                     | US      | W2P134                                               | MC           | WALTER REED AMC | Y          |
| <b>Orders Information</b>                     |                 |                        |         |                                                      |              |                 |            |
| Type                                          | Start           | End                    | Ex#     | Start                                                | End          |                 |            |
| Assigned                                      | 24 Jul 2011     | 31 Dec 2011            |         |                                                      | 31 Dec 2011  |                 |            |
| <b>Medical Information</b>                    |                 |                        |         |                                                      |              |                 |            |
| MOB Days: 402                                 |                 |                        |         | Med Care Status: current                             |              |                 |            |
| Number of Days on ADME:                       |                 |                        |         | Number of Days extended on ADME:                     |              |                 |            |
| Medical Condition:                            |                 | Preexisting Condition: |         | Rank:                                                |              |                 |            |
| See Remarks / notes                           |                 |                        |         |                                                      |              |                 |            |
| <b>Gaining Information</b>                    |                 |                        |         |                                                      |              |                 |            |
| Gaining UIC:                                  |                 |                        |         | Gaining Unit Design:                                 |              |                 |            |
| Gaining Unit Command:                         |                 |                        |         | Gaining UIC Location:                                |              |                 |            |
| Gaining UIC State:                            |                 |                        |         | Gaining UIC Country:                                 |              |                 |            |
| Gaining UIC CBWTU:                            |                 |                        |         |                                                      |              |                 |            |

## PEB<sup>1</sup> Tab

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

<sup>1</sup>Physical Evaluation Board

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

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

## MEB<sup>1</sup> 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.

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

<sup>1</sup>Medical Evaluation Board



## TRANSPROC<sup>1</sup> Tab

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

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

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

## TSGLI<sup>2</sup> Tab

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

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

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

## Soldier / Relationship Information

**NOTE: Soldier and Relationship contact information is shared with the other ARCS modules if the Soldier has a corresponding case.**

<sup>1</sup>Military Personnel Transition Point Processing System

<sup>2</sup>Traumatic Servicemember's Group Life Insurance

Use the Soldier / Relationship Information screen to update Soldier contact information and manage additional contacts for the Soldier.

### Soldier Contacts Tab

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

**NOTE: Contacts must be logged on this tab to be counted as a required contact per the LCMP Phase Contact requirements.**

**Soldier Contacts** Relationship Contacts

**Soldier Contact Information**

Last Contact Date: 23 Aug 2017  
 Last Interview: 05 Jul 2011  
 Authorization Date: 06 Jul 2011  
 Symposium Delegate: Yes  
 Symposium Delegate Selectee: Yes

Last Contact Outcome: Contact Made  
 Last Interviewer: Dixon, Timothy  
 Authorization Verified by: N/A  
 Contact Desired by SM: Yes

[Log Contact](#)

**Contact List** [Attach](#) [Interview](#) [Print](#)

[Edit](#)

**Address**

| Update | Purpose Code                       | Address                                            | Updated By        | Updated On  | Validated By | Validated On | Delete |
|--------|------------------------------------|----------------------------------------------------|-------------------|-------------|--------------|--------------|--------|
|        |                                    |                                                    |                   |             |              |              |        |
|        | Current Mailing, Physical Location | 123 Main St<br>Ourltown, AK<br>22556 United States | AW2: _25, ADV_SUP | 04 Jan 2018 |              |              |        |

**Phone**

| Primary | Type | System Code | Number     | Ext | Added By | Updated On  | Validated By | Validated On | Remove |
|---------|------|-------------|------------|-----|----------|-------------|--------------|--------------|--------|
|         |      |             |            |     |          |             |              |              |        |
|         | Cell | NONE        | 5236984712 |     | AW2      | 04 Jan 2018 |              |              |        |

**Email**

| Primary | Email Address | Added By | Updated By            | Updated On  | Validated By             | Validated On | Remove |
|---------|---------------|----------|-----------------------|-------------|--------------------------|--------------|--------|
|         |               |          |                       |             |                          |              |        |
|         | d@test.com    | AW2      | AW2: va_liaison1, aw2 | 27 Jul 2016 | AW2: Real, 000 AdminReal | 23 Aug 201   |        |

### **Soldier Contact Tab Items**

| Label | Name                                      | Description                                                                 |
|-------|-------------------------------------------|-----------------------------------------------------------------------------|
| A     | <a href="#">Relationship Contacts Tab</a> | Click this tab to switch to viewing the Soldier's relationship contacts.    |
| B     | Add Address icon                          | Click the Add icon to <a href="#">Add Address</a> information.              |
| C     | Edit Address icon                         | Click the Edit icon to <a href="#">Edit Address</a> information.            |
| D     | Delete Address icon                       | Click the Delete icon to <a href="#">Delete Address</a> information.        |
| E     | Add Phone icon                            | Click the Add icon to <a href="#">Add Phone Number</a> .                    |
| F     | Primary Phone                             | Click the circle to indicate <a href="#">Primary Contact</a> phone number.  |
| G     | Remove Phone icon                         | Click the Delete icon to <a href="#">Remove Phone Number</a> .              |
| H     | Add Email icon                            | Click the Add icon to <a href="#">Add Email Address</a> .                   |
| I     | Primary Email                             | Click the circle to indicate <a href="#">Primary Contact</a> email address. |
| J     | Remove Email icon                         | Click the Delete icon to <a href="#">Remove Email Address</a> .             |

#### Log Soldier Contact

**NOTE: Last Contact Date only updates when made by the Assigned RCC/CC Operator while a case is in "RCC Assigned" or "Active" status.**

To log a contact and update the Contact Status for the Soldier or a designated Guardian:

1. Click **Log Contact**.

The screenshot displays the 'Contact List' interface. At the top, there are tabs for 'Soldier Contacts' and 'Relationship Contacts', with 'Soldier Contacts' selected. To the right of the tabs are links for 'Attach', 'Interview', 'Print', and 'Edit'. Below the tabs, the 'Soldier Contact Information' section is visible. It contains several fields: 'Last Contact Date: 23 Aug 2017', 'Last Contact Outcome: Contact Made', 'Last Interview: 06 Jul 2011', 'Last Interviewer: Dinn, Timothy', 'Authorization Date: 06 Jul 2011', 'Authorization Verified by: N/A', 'Symposium Delegate Yes Candidate:', 'Contact Desired by SM: Yes', and 'Symposium Delegate Yes Selectee:'. At the bottom left of the form, a 'Log Contact' button is highlighted with a red border.

The Log Contact window opens.

**Log Contact**

\* Contact Date: 20 May 2011

\* Contact With: Soldier

\* Contact Outcome: Contact Attempted

Contact Method: Electronic

Contact Comments:

Cancel Save

2. Enter information for all required fields. Required fields are marked with an asterisk (\*).
3. Select the Contact Outcome.
  - If contact was made, click **Next** to continue.
  - If contact was attempted, click **Save** to return to the Soldier Contacts tab, or **Cancel** to return to the Soldier Contacts tab without saving.

**NOTE: The Save button is displayed if the Contact Outcome is set to “Contact Attempted.” The Next button is displayed if the option is set to “Contact Made.”**

The Validate Soldier Contact Information screen opens.

**Soldier Contacts**

**Validate Soldier Contact Information**

**Address**

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

| Valid                    | Update | Purpose Code      | Address                                      | Updated By         | Updated On  | Validated By | Validated On | Delete |
|--------------------------|--------|-------------------|----------------------------------------------|--------------------|-------------|--------------|--------------|--------|
| <input type="checkbox"/> |        | Physical Location | 1234 main st, VA 22336 United States         | RCD: 30_, Advocate | 29 Sep 2022 |              |              |        |
| <input type="checkbox"/> |        | Physical Location | 1212 Test Alexandria, VA 22304 United States | SRU: _SRU, MA      | 12 Jul 2017 |              |              |        |

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

**Phone**

Page size: 25

Page 1 of 1, rows 1 to 3 of 3

| Valid                    | Primary | Type | System Code | Number       | Ext | Added By | Updated On  | Validated By | Validated On | Remove |
|--------------------------|---------|------|-------------|--------------|-----|----------|-------------|--------------|--------------|--------|
| <input type="checkbox"/> |         | Home | Commercial  | 555-555-5555 |     | RCD      | 29 Sep 2022 |              |              |        |
| <input type="checkbox"/> |         | Cell | NONE        | 123-456-7890 |     | RCD      | 29 Sep 2022 |              |              |        |
| <input type="checkbox"/> |         | Home | NONE        | 555-555-5555 |     | RCD      | 01 Nov 2018 |              |              |        |

Page size: 25

Page 1 of 1, rows 1 to 3 of 3

**Email**

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

| Valid                    | Primary | Email Address | Added By | Updated By         | Updated On  | Validated By | Validated On | Remove |
|--------------------------|---------|---------------|----------|--------------------|-------------|--------------|--------------|--------|
| <input type="checkbox"/> |         | test@test.com | RCD      | RCD: 30_, Advocate | 16 Oct 2018 |              |              |        |
| <input type="checkbox"/> |         | test@mail.mil | SRU      | SRU: _SRU, MA      | 12 Jul 2017 |              |              |        |

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

[Cancel](#) [Validate & Complete](#)

- Update or Delete outdated information.
- Select the check box to the left of each address, phone number, or email address that is valid. Only addresses updated by "RCD" users will be available for validation. Non-RCD addresses will not have the check box.

**NOTE:** You can also edit or delete any items that are not valid (see [Delete Address](#), [Remove Phone Number](#), or [Remove Email Address](#) for more details).

- Click **Validate & Complete** to mark all items checked as valid.

#### Edit Soldier Summary Information

To edit Soldier summary information:

1. Click **Edit**.

The Soldier Contact Information Section becomes available for editing.

**Soldier Contact Information**

Last Interview: 
 Interviewed By:

---

Contact Desired by SM: ☐ No ☐ Yes
 Authorization Verified By:

---

Authorization Date:

---

Symposium Delegate Candidate: ☐ No ☐ Yes

---

Symposium Delegate Selectee: ☐ No ☐ Yes

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

## Relationship Contacts Tab

Use the Relationship Contacts tab to add, view, and edit the Soldier's Personal and Professional relationship contacts.

Soldier Contacts
 Relationship Contacts

Contact List
 Attach Interview Print

Relationship Contacts
 Log Contact

+

Page size: 25
 Page 1 of 1, rows 0 to 0 of 0

| Name         | Relationship | Affiliation | Organization | NOK Designation | Guardian | Power of Attorney | Source | Delete |
|--------------|--------------|-------------|--------------|-----------------|----------|-------------------|--------|--------|
|              |              |             |              |                 |          |                   |        |        |
| Q/A Test     | Aunt         |             |              |                 | No       | No                | AW2    |        |
| Mother, Dear | Mother       |             |              |                 | No       | No                | AW2    |        |

### ***Relationship Contacts Tab***

| Label | Name                   | Description                                                                                                                         |
|-------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| A     | Log Contact button     | Click <b>Log Contact</b> to log a relationship contact (see <a href="#">Log Relationship Contact</a> ).                             |
| B     | Add Contact icon       | Click the <b>Add</b> icon to add a new relationship contact (see <a href="#">Add Relationship Contact</a> ).                        |
| C     | Contact Name hyperlink | Click a contact name hyperlink to view details for a relationship contact (see <a href="#">View Relationship Contact Details</a> ). |
| D     | Delete icon            | Click the <b>Delete</b> icon to delete a relationship contact (see <a href="#">Delete Relationship Contact</a> ).                   |

#### Log Relationship Contact

**NOTE: Logging a contact within the Relationship contacts does not count towards the required LCMP contact requirements.**

To log a contact with a personal or professional relationship contact:

1. Click **Log Contact**.

The Log Relationship Contact window opens.

2. Enter information for all required fields. Required fields are marked with an asterisk (\*).
3. Click **Save** to save the relationship contact, or **Cancel** to return to the Relationship Contacts tab without saving.

### Add Relationship Contact

To add a relationship contact:

1. Click the **Add** icon.

The Add Contact window opens.

**ADD CONTACT**

Personal Information

\* First Name:

Middle Initial:

\* Last Name:

Suffix:

Gender:

Primary Language:

Birth Date:

Symposium Delegate Candidate: ☐ No ☒ Yes

Symposium Delegate Selected: ☐ No ☒ Yes

Relationship:

Organization:

Contact Approved Code:

Next of Kin:

Power of Attorney: ☒ No ☐ Yes

Guardian: ☒ No ☐ Yes

Primary Caregiver: ☒ No ☐ Yes

Military ID:

Military ID Expiration Date:

2. Select either the Personal or Professional option.

**ADD CONTACT**

Personal Information

\* First Name:

Middle Initial:

\* Last Name:

Suffix:

Gender:

Relationship:

Organization:

Contact Approved Code:

Next of Kin:

Power of Attorney: ☒ No ☐ Yes

Guardian: ☒ No ☐ Yes

Primary Caregiver: ☒ No ☐ Yes

Military ID:

Military ID Expiration Date:

**NOTE: If you selected “Professional,” you must select an affiliation as well. If you selected “Personal,” you must select a relationship instead.**

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 Next of Kin (NOK) Designation, and one Primary Caregiver. Selecting Yes for the Guardian option will enable you to log a contact from the Soldier Log Contact screen and will count towards the required LCMP Contact requirements.**

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

#### **View Relationship Contact Details**

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

The Contact Details window opens.

[Attach](#) [Print](#)

### Contact Details

[Back](#) [Edit](#)

**Personal Information**

First Name: Dear

Middle Initial:

Last Name: Mother

Suffix:

Gender: Female

Birth Date: 30 Jun 2016

Primary Language: English

Symposium Delegate No  
Candidate:

Symposium Delegate No  
Selectee:

Relationship: Mother

Affiliation:

Organization:

Contact Approved Code:

Next of Kin:

Power of Attorney: No

Guardian: No

Primary Caregiver: No

Military ID: No

Military ID Expiration Date:

**Address**

Page size: 25

Page 1 of 1, rows 1 to 1 of 1

| Update | Purpose Code | Address                                                                                    | Updated By        | Updated On  | Validated By | Validated On | Delete |
|--------|--------------|--------------------------------------------------------------------------------------------|-------------------|-------------|--------------|--------------|--------|
|        |              |                                                                                            |                   |             |              |              |        |
|        | D            | Current Mailing, Current Residence<br>555 Main St<br>Townsville, WA<br>98001 United States | AW2: 30_ Advocate | 04 Jan 2018 |              |              |        |

**Phone**

Page size: 25

Page 1 of 1, rows 1 to 1 of 1

| Primary | Type | System Code | Number     | Ext | Added By | Updated On  | Validated By | Validated On | Remove |
|---------|------|-------------|------------|-----|----------|-------------|--------------|--------------|--------|
|         |      |             |            |     |          |             |              |              |        |
|         | G    |             |            |     |          |             |              |              |        |
|         | Home | NONE        | 2065479852 |     | AW2      | 04 Jan 2018 |              |              |        |

**Email**

Page size: 25

Page 1 of 1, rows 1 to 1 of 1

| Primary | Email Address  | Added By | Updated By        | Updated On  | Validated By | Validated On | Remove |
|---------|----------------|----------|-------------------|-------------|--------------|--------------|--------|
|         |                |          |                   |             |              |              |        |
|         | J              |          |                   |             |              |              |        |
|         | mnm@family.com | AW2      | AW2: 30_ Advocate | 04 Jan 2018 |              |              |        |

**View Relationship Contact Details**

| Label | Name                  | Description                                                                                                      |
|-------|-----------------------|------------------------------------------------------------------------------------------------------------------|
| A     | Back hyperlink        | Click <b>Back</b> to return to the <a href="#">Relationship Contacts Tab</a> tab.                                |
| B     | Edit button           | Click <b>Edit</b> to edit relationship contact details (see <a href="#">Edit Relationship Contact Details</a> ). |
| C     | Add Address icon      | Click the Add icon to <a href="#">Add Address</a> information.                                                   |
| D     | Edit Address icon     | Click the Edit icon to <a href="#">Edit Address</a> information.                                                 |
| E     | Delete Address icon   | Click the Delete icon to <a href="#">Delete Address</a> information.                                             |
| F     | Add Phone icon        | Click the Add icon to <a href="#">Add Phone Number</a> .                                                         |
| G     | Primary Contact Phone | Click the circle to mark as <a href="#">Primary Contact</a> phone number.                                        |
| H     | Remove Phone icon     | Click the Delete icon to <a href="#">Remove Phone Number</a> .                                                   |
| I     | Add Email icon        | Click the Add icon to <a href="#">Add Email Address</a> .                                                        |
| J     | Primary Contact Email | Click the circle to mark as <a href="#">Primary Contact</a> email address.                                       |
| K     | Remove Email icon     | Click the Delete icon to <a href="#">Remove Email Address</a> .                                                  |

**Edit Relationship Contact Details**

To edit a relationship contact:

1. Click the **Edit** button.

The Edit Contact window opens.

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

### Delete Relationship Contact

To delete a contact:

1. Click the **Delete** icon.

The Delete Contact dialog box opens.

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

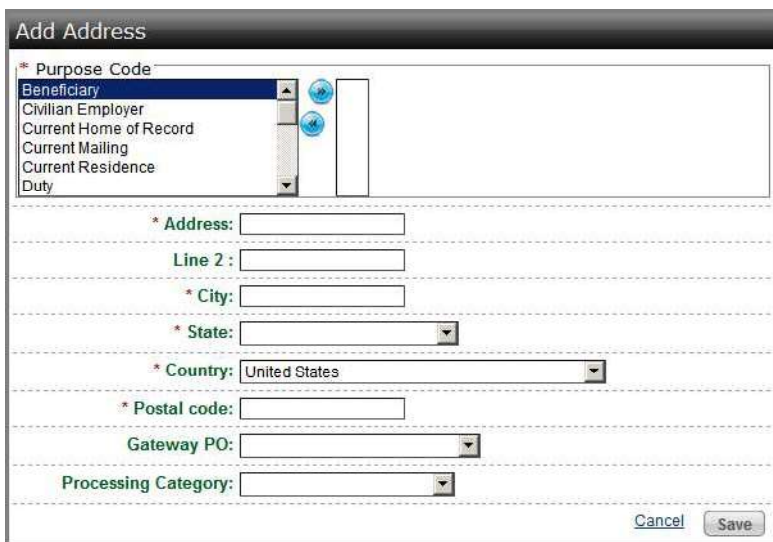
### Manage Soldier and Relationship Contact Information

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.

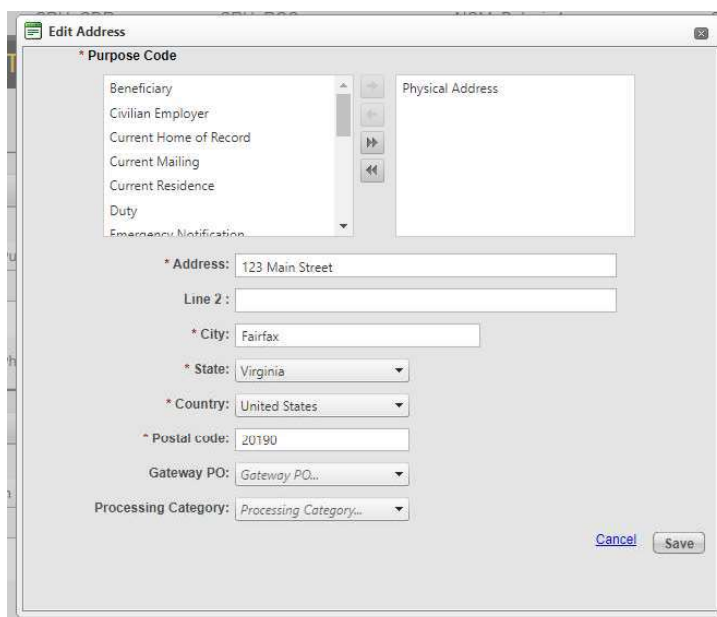
**NOTE: Each Purpose Code may only be used for one address record per contact.**

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:

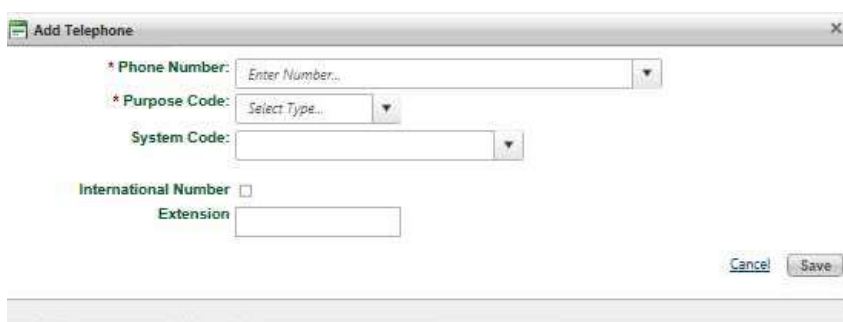
- Address Added By RCD module - trash can icon will HIDE the address from the SRU module only
- Address Added By SRU (active) module - trash can icon will DELETE the address

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

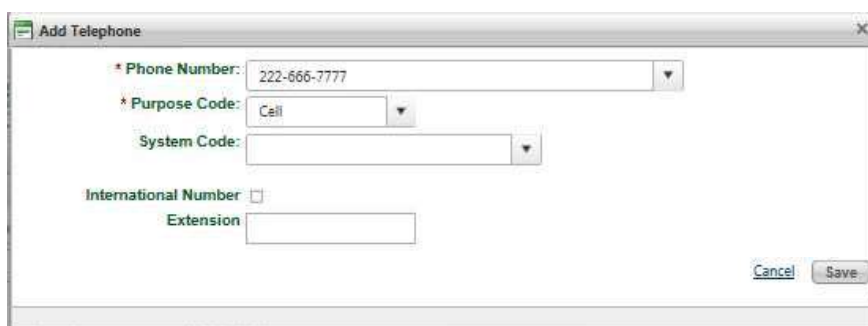
### Add Phone Number

To add a phone number:

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



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



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

#### Remove Phone Number

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

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

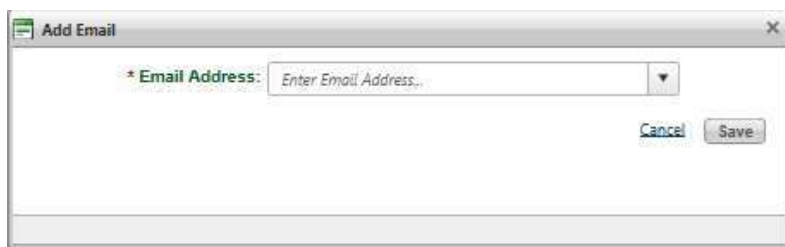
**NOTE: Removing a phone number from view will not delete it permanently. To bring a hidden phone number back, see [Add Phone Number](#).**



### Add Email Address

To add an email address:

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



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



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

### Remove Email Address

To remove an email address from the current ARCS module:

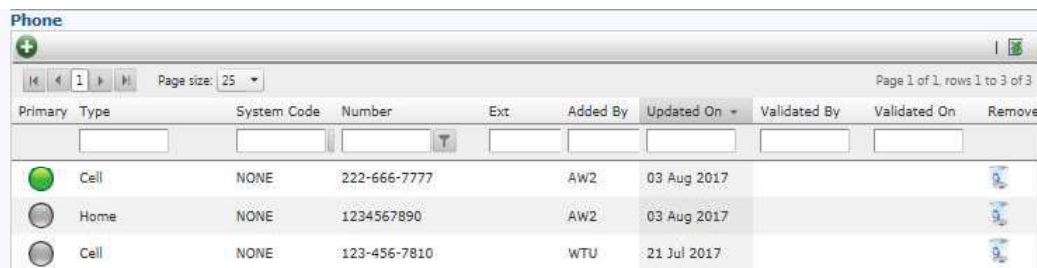
1. Click the Remove icon  to the right of the email address.

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

## Primary Contact

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

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



The screenshot shows a web interface titled "Phone" with a table of contact information. The table has columns for Primary, Type, System Code, Number, Ext., Added By, Updated On, Validated By, Validated On, and Remove. The first row is highlighted, indicating it is the primary contact. The table contains three rows of data.

| Primary                          | Type | System Code | Number       | Ext. | Added By | Updated On  | Validated By | Validated On | Remove |
|----------------------------------|------|-------------|--------------|------|----------|-------------|--------------|--------------|--------|
| <input checked="" type="radio"/> | Cell | NONE        | 222-666-7777 |      | AW2      | 03 Aug 2017 |              |              |        |
| <input type="radio"/>            | Home | NONE        | 1234567890   |      | AW2      | 03 Aug 2017 |              |              |        |
| <input type="radio"/>            | Cell | NONE        | 123-456-7810 |      | WTU      | 21 Jul 2017 |              |              |        |

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

## LCMP Assessments

LCMP Assessments are initiated by the RCC.

1. RCC completes the digital assessment. See [Add LCMP Assessment](#).
2. Assessments with no additional actions required are labeled as "Complete".
3. Assessments recommending a change in LCMP are routed to the Regional Supervisor for review. See [Approve or Disapprove LCMP Assessment](#).
4. Accepted LCMP changes are "Approved" by the Regional Supervisor and LCMP is automatically updated in the case.
5. "Disapproved" assessments are returned to the RCC for re-evaluation and re-submission.
6. There is no limit to the number of times an assessment can be returned to the RCC for updates.

### **LCMP Assessment Status**

| <b>Status</b> | <b>Meaning</b>                                                                                                         | <b>Person Responsible</b> | <b>Action Required</b>                                                         |
|---------------|------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------------|
| Complete      | LCMP assessment completed by RCC with no change recommended<br><br>-OR-<br><br>LCMP assessment completed by Supervisor | N/A                       | N/A                                                                            |
| Pending       | LCMP assessment completed by RCC with a change recommended                                                             | Regional Supervisor       | Approve or Disapprove assessment with comments                                 |
| Approved      | LCMP assessment approved by Regional Supervisor                                                                        | N/A                       | N/A                                                                            |
| Disapproved   | LCMP assessment disapproved by Regional Supervisor                                                                     | RCC                       | Review Supervisor comments and re-submit assessment with the appropriate edits |

#### **Add LCMP Assessment**

**Permissions: RCC, Regional Supervisor**

To initiate a new LCMP Assessment:

1. Navigate to the LCMP Assessments page in the Soldier's case.

|                                                   |                                                                             |                                                                                    |                                                |
|---------------------------------------------------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------|
| <b>NAME:</b> JOHN, RON<br><b>SSN:</b> ***-**-0001 | <b>CASE STATUS:</b> Advocate Assigned<br><b>ASSIGNED TO:</b> advocate2, aw2 | <b>LCMP PHASE:</b> 1-Management<br><b>LIFECYCLE PHASE:</b> Transition - Separation | <b>REGION:</b> North<br><b>PRIMARY INJURY:</b> |
|---------------------------------------------------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------|

Case Summary  
Case Information  
Service Information  
Soldier / Relationship Information  
**LCMP Assessments**  
Case Logs  
Issues  
Employment  
Veterans Affairs  
Donations  
Attachments

### Summary

[Attach](#) [Interview](#) [Print](#)

**Physical Location**

**Physical Address:**

**Home Phone:**

**Cell Phone:**

**Email:**

**Gender:**

**Date of Birth:** 07 Nov 1966

**Designated Guardian:** N/A

**Power of Attorney:** N/A

**AW2 Data**

**Assigned Advocate:** advocate2, aw2

**Advocate Phone:** 232-987-5678

**Advocate Email:** advocate2@test.com

**Last Contact:** 30 Jun 2019

**Last Interview:**

**Case Created:** 17 Feb 2015

**Primary Injury:**

**LCMP Phase:** 1-Management

**LCMP Phase Date:** 07 Jul 2011

**AW2 Eligible Case:** N

**Determination Date:**

- Click the green plus  to initiate an assessment.

| LCMP Assessments                                                                  |                      |                      |                      |                      |                      |                      | <a href="#">Attach</a> <a href="#">Print</a>                                        |
|-----------------------------------------------------------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-------------------------------------------------------------------------------------|
|  |                      |                      |                      |                      |                      |                      |                                                                                     |
| Assessment Date                                                                   | Status               | Status Change Date   | Starting LCMP Phase  | Recommended LCMP     | Total Issues         | Core Issues          |                                                                                     |
| <input type="text"/>                                                              | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |                                                                                     |
| 20 Nov 2019                                                                       | Complete             | 20 Nov 2019          | 1-Management         | 1-Management         | 2                    | 1                    |  |

- The assessment will open. If a previous assessment was completed, information from the last assessment will populate on the "Last" column.

| LCMP Assessment                                                                                             |                          |                     |
|-------------------------------------------------------------------------------------------------------------|--------------------------|---------------------|
| Review each item in the checklist and check items that meet criteria for an area. Core Areas are in yellow. |                          |                     |
| LCMP Assessment                                                                                             | Today                    | Last<br>03 Jan 2020 |
| <b>01. Administrative</b>                                                                                   |                          |                     |
| AW2 Eligibility                                                                                             | <input type="checkbox"/> |                     |
| Awards                                                                                                      | <input type="checkbox"/> |                     |
| DEERS Update                                                                                                | <input type="checkbox"/> |                     |
| DD-214-215                                                                                                  | <input type="checkbox"/> |                     |
| Retirement Orders                                                                                           | <input type="checkbox"/> |                     |
| Retirement Id                                                                                               | <input type="checkbox"/> | ✓                   |
| <b>02. ADL</b>                                                                                              |                          |                     |
| CAP Equipment                                                                                               | <input type="checkbox"/> |                     |
| Adaptive Housing (ramp, etc.)                                                                               | <input type="checkbox"/> |                     |
| Wheel Chair/Mobility Device                                                                                 | <input type="checkbox"/> |                     |
| Service Animal                                                                                              | <input type="checkbox"/> |                     |
| <b>03. Behavioral Health</b>                                                                                |                          |                     |
| High Risk Mental Health Issues                                                                              | <input type="checkbox"/> |                     |
| Suicidal/Homicidal Tendencies                                                                               | <input type="checkbox"/> |                     |
| In-Patient/Substance Abuse Facility                                                                         | <input type="checkbox"/> |                     |
| <b>04. Coordination</b>                                                                                     |                          |                     |
| Benefits                                                                                                    | <input type="checkbox"/> | ✓                   |
| Fed Recovery Coordinator (FRC)                                                                              | <input type="checkbox"/> |                     |
| Education and Training                                                                                      | <input type="checkbox"/> |                     |

4. Check all areas where the veteran has identified an issue. Core areas are indicated in yellow.
5. Once all areas of concern are documented, review the Case Data.

PDRL

|                                     |   |   |
|-------------------------------------|---|---|
| 15. Transition: Non WTU             |   |   |
| ABCMR                               |   |   |
| MEB/PEB                             |   |   |
| VA Reconsideration                  |   |   |
| 16. Outstanding                     |   |   |
| Issues >30 Days old (except appeal) |   |   |
| Core Areas                          | 0 | 0 |
| Total Areas                         | 1 | 2 |

\* LCMP Recommendation

LCMP 1 - Transition Management ☐  
 LCMP 2 - Progressive Management ☒  
 LCMP 3 - Supportive Management ☐  
 AWAP ☐  
 RCP Complete ☐

Case Data

|                      |               |
|----------------------|---------------|
| Current LCMP Phase   | 2-Progressive |
| Days in Program      | 133           |
| Days Post Separation |               |
| AW2 Eligible         | No            |
| # of Open Issues     | 0             |
| PDRL/TDRL            |               |

\* Comments:

Words: 0 Characters: 0

Cancel Next

6. Select an appropriate LCMP Recommendation.

**NOTE: Open Issues will prevent AWAP or RCP Complete. Core Issues will prevent changing from LCMP 1.**



\* LCMP Recommendation

LCMP 1 - Transition Management ☐

LCMP 2 - Progressive Management ☒

LCMP 3 - Supportive Management ☐

AWAP ☐

RCP Complete ☐

7. Enter comments justifying the selection and outlining details of any checked areas of concern.



\* Comments:

Veteran is doing well. No core issues identified. Still working on getting state Veteran education/training benefits. Application pending for local employment program, but Veteran is managing the process independently.

Words: 29 Characters: 221

8. Click Next to review your entry, or Cancel to leave the assessment without saving.
9. Review the summary.

**LCMP Assessment**

Your Assessment has not been submitted. Please review your assessments and click SAVE once complete.

**04. Coordination**

- Benefits

**LCMP Recommendation:**  
2-Progressive

| Case Data            |               |
|----------------------|---------------|
| Current LCMP Phase   | 2-Progressive |
| Days in Program      | 133           |
| Days Post Separation |               |
| AW2 Eligible         | No            |
| # of Open Issues     |               |
| PDRL/TDRL            |               |

**Advocate Comments:**

Veteran is doing well. No core issues identified. Still working on getting state Veteran education/training benefits. Application pending for local employment program, but Veteran is managing the process independently.

|             |   |
|-------------|---|
| Core Areas  | 0 |
| Total Areas | 1 |

Edit
 Save

- Click Save to complete the assessment, or Edit to continue working.

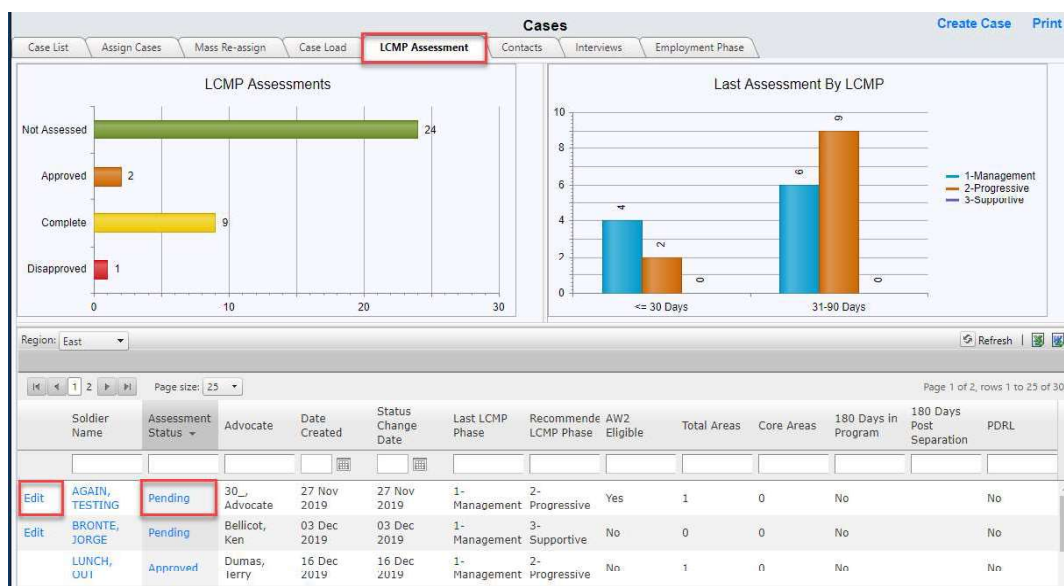
### Approve or Disapprove LCMP Assessment

#### PERMISSIONS: Regional Supervisor

To review and approve or disapprove an LCMP assessment submitted by an RCC:

- Open the LCMP Assessment Tab in the Cases page.
- Locate an assessment in "Pending" status.
- Click "Edit" (right-click allows users to open in a new tab or window).





4. Review the LCMP Assessment summary.
5. Select Approved or Disapproved and add Comments regarding the disposition (Comments do not go in the Case Log).

| <b>LCMP Assessment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|---|--------------------|--------------|-----------------|--|----------------------|--|--------------|-----|------------------|--|------------|--|
| <b>01. Administrative</b><br><ul style="list-style-type: none"> <li>DD-214-215</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| <p><b>LCMP Recommendation:</b><br/>2-Progressive</p> <div style="float: right; background-color: #ffffcc; padding: 5px; border: 1px solid black;"> <table style="margin: 0; width: 100%;"> <tr> <td style="text-align: right;">Core Areas</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: right;">Total Areas</td> <td style="text-align: center;">1</td> </tr> </table> </div>                                                                                                                                                                                                                                                                                                                                                                                                        |              | Core Areas | 0 | Total Areas        | 1            |                 |  |                      |  |              |     |                  |  |            |  |
| Core Areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0            |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| Total Areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 1            |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #fff2cc; padding: 5px;">Case Data</th> </tr> </thead> <tbody> <tr> <td style="width: 70%; padding: 5px;">Current LCMP Phase</td> <td style="padding: 5px;">1-Management</td> </tr> <tr> <td style="padding: 5px;">Days in Program</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Days Post Separation</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">AW2 Eligible</td> <td style="padding: 5px; text-align: center;">Yes</td> </tr> <tr> <td style="padding: 5px;"># of Open Issues</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">PDR/LTDR/L</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> |              | Case Data  |   | Current LCMP Phase | 1-Management | Days in Program |  | Days Post Separation |  | AW2 Eligible | Yes | # of Open Issues |  | PDR/LTDR/L |  |
| Case Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| Current LCMP Phase                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1-Management |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| Days in Program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| Days Post Separation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| AW2 Eligible                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Yes          |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| # of Open Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| PDR/LTDR/L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| <p><b>Advocate Comments:</b></p> <div style="border: 1px solid gray; height: 20px; margin-top: 5px;"></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |
| <p><b>* Supervisor Comments:</b></p> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="font-size: small;"> </div> <div style="text-align: right;"> <span style="color: green;">Approved <input type="radio"/></span><br/> <span style="color: red;">Disapproved <input checked="" type="radio"/></span> </div> </div> <div style="height: 60px; margin-top: 5px;"></div> <div style="font-size: x-small; margin-top: 5px;">Words: 17 Characters: 94</div> </div>                                                                                                                                                                                                                                    |              |            |   |                    |              |                 |  |                      |  |              |     |                  |  |            |  |

6. Click "Save" to finalize or "Close" to leave the assessment without updates.

**Approved** - LCMP is automatically updated in Case Information.

**Disapproved** - Assessment is returned to RCC for revision and re-submission.

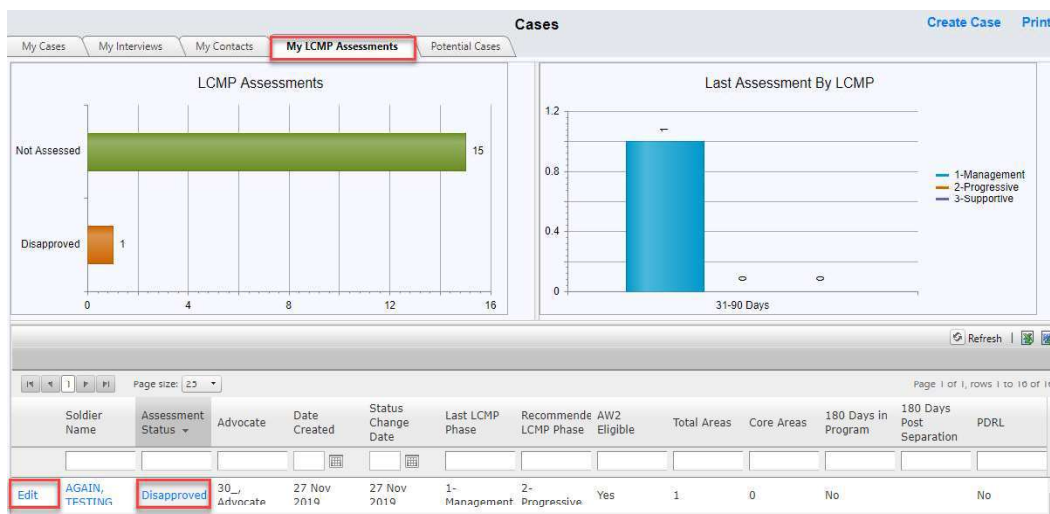
## Update Disapproved LCMP Assessment

**PERMISSIONS: RCC**

If an LCMP Assessment is Disapproved by the Supervisor, it is sent back to the RCC for revision. RCCs receive a notification in ARCS regarding the disapproval.

To update a disapproved assessment:

1. Locate the disapproved assessment from the My LCMP Assessments Tab or the Case record (navigate from notifications page).



2. Click on the "Edit" link (right-clicking from the tab view will allow opening in a new tab or window).
3. Make any edits to the LCMP Assessment indicated by the supervisor's comments (located at bottom of assessment).

**LCMP Assessment**

|                                     |                          |   |
|-------------------------------------|--------------------------|---|
| ABCMR                               | <input type="checkbox"/> |   |
| MEB/PEB                             | <input type="checkbox"/> |   |
| VA Reconsideration                  | <input type="checkbox"/> |   |
| 16. Outstanding                     |                          |   |
| Issues >30 Days old (except appeal) | <input type="checkbox"/> |   |
| Core Areas                          | 0                        | 0 |
| Total Areas                         | 1                        | 0 |

**\* LCMP Recommendation**

LCMP 1 - Transition Management ☐

LCMP 2 - Progressive Management ☒

LCMP 3 - Supportive Management ☐

AWAP ☐

RCP Complete ☐

| Case Data            |              |
|----------------------|--------------|
| Current LCMP Phase   | 1-Management |
| Days in Program      |              |
| Days Post Separation |              |
| AW2 Eligible         | Yes          |
| # of Open Issues     | 0            |
| PDR/TDRL             |              |

**\* Comments:**

Veteran misplaced copies of DD214. Has requested a copy and is expecting documents within the week. No other areas of concern indicated. Veteran is fully employed and family is well. Recommend LCMP 2.

Words: 33 Characters: 204

**Supervisor Comments:**

Please provide more detail in the comments to explain your reasoning for the change to LCMP 2.

4. Click Next.
5. Review the LCMP Assessment summary.

6. Click "Save" or "Edit" if additional changes are needed.

## Case Logs

| CASE LOG                                                                                                                                                                                                                                                                                                     |                           |                |                                                                              |  | Attach | Interview | Print |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------|------------------------------------------------------------------------------|--|--------|-----------|-------|
| <div> <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> <div> <div>1</div> <div></div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> </div> <div>Page size: 25</div> <div>Page 1 of 1, rows 1 to 13 of 13</div> |                           |                |                                                                              |  |        |           |       |
| Date Added                                                                                                                                                                                                                                                                                                   | Added By                  | Type           | Text                                                                         |  |        |           |       |
| 11/20/2023 11:03:47 AM                                                                                                                                                                                                                                                                                       | Finance_Coordinator1, Aw2 | Case Log       | Donation added by finance_coordinator1_aw2 on 02 Nov 2023 Donor: Big Holiday |  |        |           |       |
| 11/2/2023 11:31:44 AM                                                                                                                                                                                                                                                                                        | Finance_Coordinator1, Aw2 | Employment Log | Questionnaire for test test                                                  |  |        |           |       |
| 11/2/2023 11:51:44 AM                                                                                                                                                                                                                                                                                        | Finance_Coordinator1, Aw2 | Case Log       | Employment Questionnaire added by finance_coordinator1_aw2 on 02 Nov 2023    |  |        |           |       |
| 10/19/2023 3:50:06 PM                                                                                                                                                                                                                                                                                        | Real, 000 Adminreal       | Employment Log | Questionnaire for Dylan, Bob                                                 |  |        |           |       |
| 10/19/2023 3:50:06 PM                                                                                                                                                                                                                                                                                        | Real, 000 Adminreal       | Case Log       | Employment Questionnaire added by Real, 000 AdminReal on 19 Oct 2023         |  |        |           |       |

### **Case Log Screen Items**

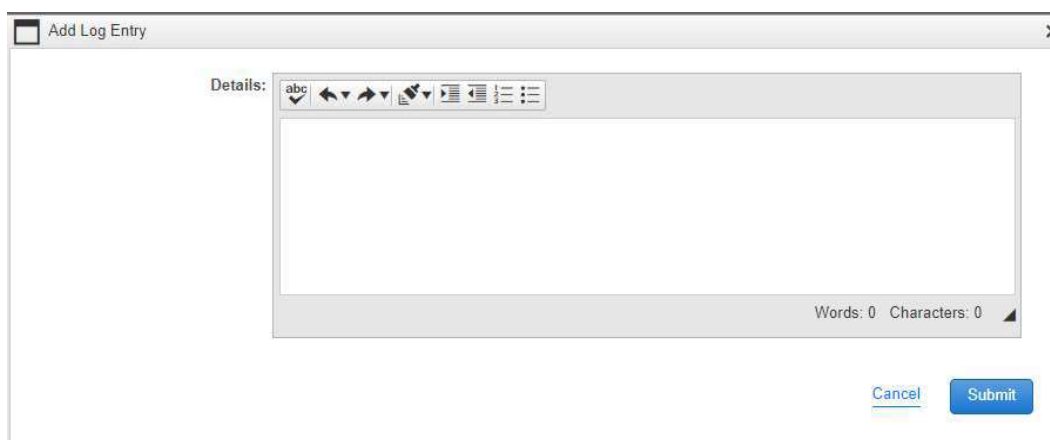
| Label | Name                                       | Description                                                                    |
|-------|--------------------------------------------|--------------------------------------------------------------------------------|
| A     | Print icon                                 | 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     | <a href="#">Add Case Log Entry</a> icon    | Click the Add icon to add a case log entry                                     |
| D     | <a href="#">Edit Case Log Entry</a> icon   | Click the Edit icon to edit a case log entry                                   |
| E     | <a href="#">Date Added</a> hyper-link      | Click a Creation Date hyperlink to view a case log entry                       |
| F     | <a href="#">Delete Case Log Entry</a> 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.

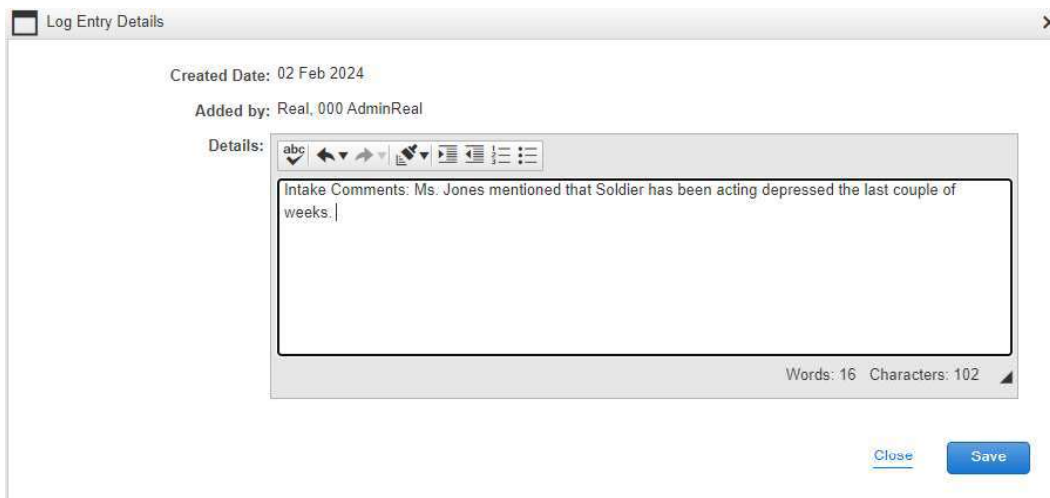


3. Click the **Close** hyperlink to close the dialog box.

## Edit Case Log Entry

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.



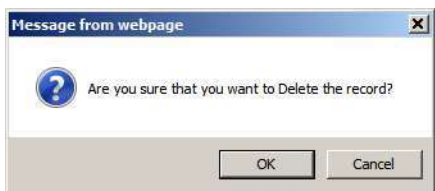
The 'Log Entry Details' dialog box is shown. It has a title bar with a close button. Inside, it displays 'Created Date: 02 Feb 2024' and 'Added by: Real, 000 AdminReal'. Below this is a 'Details:' section with a text area containing 'Intake Comments: Ms. Jones mentioned that Soldier has been acting depressed the last couple of weeks.' and a status bar showing 'Words: 16 Characters: 102'. At the bottom right are 'Close' and 'Save' buttons.

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

To delete a case log:

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



A 'Message from webpage' dialog box with a question mark icon. The text inside asks 'Are you sure that you want to Delete the record?'. At the bottom are 'OK' and 'Cancel' buttons.



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

## Issues

Use the Issues screen to view a list of all issues created for the Soldier or an identified relationship contact. Issues can be assigned to yourself or any of the RCD operational staff. Issues are also created and assigned by the system automatically at various points in the RCD life cycle.

**NOTE: Issue Assignment options will vary based on the case status and Issue Category and Issue Type selections. For more information about viewing issues and tasks for all cases, see [Issues](#).**

| Issues                                                                                                                                                                           |               |           |             |                               |             |            |                   |             |                     | <a href="#">Attach</a>        | <a href="#">Interview</a> | <a href="#">Print</a> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------|-------------|-------------------------------|-------------|------------|-------------------|-------------|---------------------|-------------------------------|---------------------------|-----------------------|
| <div>   </div> |               |           |             |                               |             |            |                   |             |                     | Page 1 of 1, rows 1 to 7 of 7 |                           |                       |
| <div> <div>Page size: 25</div> </div>                                                                                                                                            |               |           |             |                               |             |            |                   |             |                     |                               |                           |                       |
| Date Created                                                                                                                                                                     | Created By    | Issue For | Category    | Type                          | Status      | Open Tasks | Project Follow Up | Last Update | Assigned To         |                               |                           |                       |
| <a href="#">15 Jul 2016</a>                                                                                                                                                      | 30_, Advocate | Soldier   | COAD/COAR   | 5 Yr Plan - Other             | In Progress | 0          | 14 Aug 2016       | 03 Nov 2016 | 30_, Advocate       |                               |                           |                       |
| <a href="#">15 Jul 2016</a>                                                                                                                                                      | 30_, Advocate | Soldier   | Audit       | Finance Audit                 | In Progress | 0          | 14 Aug 2016       | 03 Nov 2016 | 30_, Advocate       |                               |                           |                       |
| <a href="#">02 Aug 2016</a>                                                                                                                                                      | 30_, Advocate | Soldier   | Employment  | Job Placement                 | In Progress | 0          | 01 Sep 2016       | 02 Aug 2016 | 30_, Advocate       |                               |                           |                       |
| <a href="#">15 Jul 2016</a>                                                                                                                                                      | 30_, Advocate | Soldier   | AWCTS ADMIN | Need Administrator Assistance | In Progress | 0          | 14 Aug 2016       | 02 Aug 2016 | Brown, Vondell      |                               |                           |                       |
| <a href="#">15 Jul 2016</a>                                                                                                                                                      | 30_, Advocate | Soldier   | COAD/COAR   | 5 Yr Plan - Initial Request   | In Progress | 0          | 14 Aug 2016       | 15 Jul 2016 | _30, coad_coar_coon |                               |                           |                       |

### Issues Screen

| Label | Name                   | Description                                                                                                                          |
|-------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| A     | Add icon               | Click the <b>Add</b> icon to add a new issue (see <a href="#">Add Issue</a> ).                                                       |
| B     | Date Created hyperlink | Click on the <b>Date Created</b> hyperlink for an issue to open it for viewing or editing (see <a href="#">View Issue Details</a> ). |

### Add Issue

To add an issue:

- Click the **Add**  icon.

The Add Issue screen opens.

2. Enter information for all required fields. Required fields are marked with an asterisk (\*). The new issue status is automatically set to “In Progress” and the Follow Up Date is 1 month in the future.
- 3.

**NOTE: Issue Type and assignment options are based on the Issue Category and Issue Type you select. When a case is pending Medical Eligibility review, you may only assign issues to yourself.**

4. Click **Submit** to add the issue, or **Cancel** to close the screen without saving changes.

**NOTE: The Resolution and Resolution Date fields do not appear until the Issue is saved. For more information on resolving an issue, see [Details Tab](#).**

## Issue Details Tab

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

The Issue opens to the Details tab.

The screenshot shows the 'Issue Detail' form with the 'Details' tab selected. The form contains the following information:

- Creation Date:** 04 Jan 2018
- Created By:** 30\_ Advocate
- Issue Id:** 1354
- Assigned To:** Mullan, Vicki
- Status:** In Progress
- Expediter:** [icon]
- Issue Category:** Employment
- Open Tasks:** 0
- Issue Type:** Employment Screening
- Issue For:** Soldier
- Resolution:**
- Follow Up Date:** 03 Feb 2018
- Resolution Date:**
- Comments:** Soldier is requesting assistance with employment resources. Currently working a retail job, but would like to work on career development.
- Resources:** Referring to Employment Coordinator.

Buttons and links visible include 'Print', 'Issue Status History', 'Edit', and 'Close'.

### Issue Details Tab

| Label | Name            | Description                                                                                              |
|-------|-----------------|----------------------------------------------------------------------------------------------------------|
| A     | Details tab     | Click the <b>Details</b> tab to view and edit issue details.                                             |
| B     | Log tab         | Click the <b>Log</b> tab to manage issue log entries (see <a href="#">Log Tab</a> ).                     |
| C     | Tasks tab       | Click the <b>Tasks</b> tab to manage tasks for the issue (see <a href="#">Tasks Tab</a> ).               |
| D     | Attachments tab | Click the <b>Attachments</b> tab to manage attachments for the issue (see <a href="#">Attachments</a> ). |
| E     | Edit button     | Click <b>Edit</b> to edit the Issue details.<br><br><b>NOTE: You cannot edit a resolved issue.</b>       |
| F     | Close hyperlink | Click <b>Close</b> to close the issue.                                                                   |

## Edit Issue Details

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.

**Edit Issue**

Creation Date: 04 Jan 2018

Note: The 'Assigned To' list can be filtered using the 'Role' and 'Region' filters.

Created By: 30, Advocate

Filter By Role: [Dropdown]

\* Status: [In Progress]

Filter By Region: [Dropdown]

\* Issue Category: Employment

\* Assigned To: Mullen, Vicki

\* Issue Type: Employment Screening

Expedite: [ ]

\* Issue For: Soldier

\* Follow Up Date: 03 Feb 2018

Comments: Soldier is requesting assistance with employment resources. Currently working a retail job, but would like to work on career development.

Resources: Limit to 4000 chars

Referring to Employment Coordinator.

Words: 4 Characters: 36

Cancel Save

2. Update the issue information.

**NOTE: The Status options will be different depending on if you created the issue, or if the issue was assigned to you by someone else. Issues may not be closed if there are any open tasks associated with the issue.**

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

## 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.

**Issue Detail** Print

Details **Log** Tasks Attachments Issue Status History

**Issue Summary**

Issue Category: Employment Issue Type: Employment Screening

Issue Status: In Progress Expedite: ☐

Assigned To: Mullen, Vicki Issue For: GRAY, MIKE

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

| Update | Date Created | Added By     | Text                                                                          | Delete |
|--------|--------------|--------------|-------------------------------------------------------------------------------|--------|
|        |              |              |                                                                               |        |
|        | 04 Jan 2018  | 30_ Advocate | Log note for this issue.                                                      |        |
|        | 04 Jan 2018  | 30_ Advocate | Issue category was changed from to Employment, on 04 Jan 2018 by 30_ Advocate |        |

### Log Tab Screen

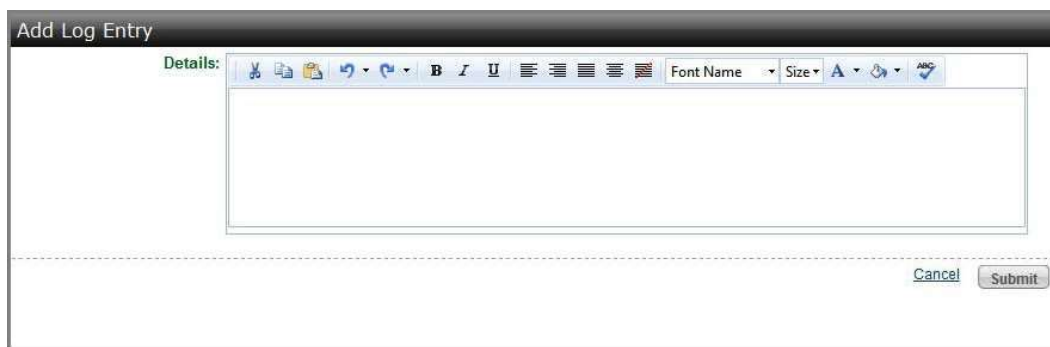
| Label | Name                   | Description                                                                                              |
|-------|------------------------|----------------------------------------------------------------------------------------------------------|
| A     | Add icon               | Click the <b>Add</b> icon to add a new log entry (see <a href="#">Add Issue Log Entry</a> ).             |
| B     | Edit icon              | Click the <b>Edit</b> icon to edit a log entry (see <a href="#">View Issue Log Entry</a> ).              |
| C     | Date Created hyperlink | Click a <b>Date Created</b> hyperlink to view the log entry (see <a href="#">Edit Issue Log Entry</a> ). |
| D     | Delete icon            | Click the <b>Delete</b> icon to delete a log entry (see <a href="#">Delete Issue Log Entry</a> ).        |

#### Add Issue Log Entry

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

To add an issue log entry:

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



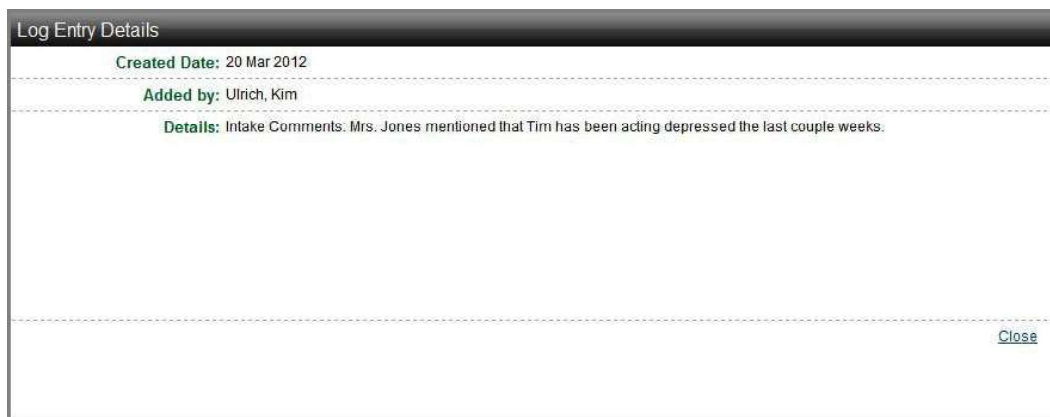
The 'Add Log Entry' dialog box features a title bar at the top. Below it, on the left, is a 'Details:' label. To the right of this label is a rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, bulleted list, numbered list, decrease indent, increase indent, and text color. Below the toolbar is a large text area for entering details. At the bottom right of the dialog, there are 'Cancel' and 'Submit' buttons.

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 Issue Log Entry

To view an issue log entry:

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



The 'Log Entry Details' dialog box has a title bar. Below the title bar, the 'Created Date' is displayed as '20 Mar 2012'. Below that, the 'Added by' is listed as 'Ulrich, Kim'. The 'Details' section contains the text: 'Intake Comments: Mrs. Jones mentioned that Tim has been acting depressed the last couple weeks.' At the bottom right, there is a 'Close' hyperlink.

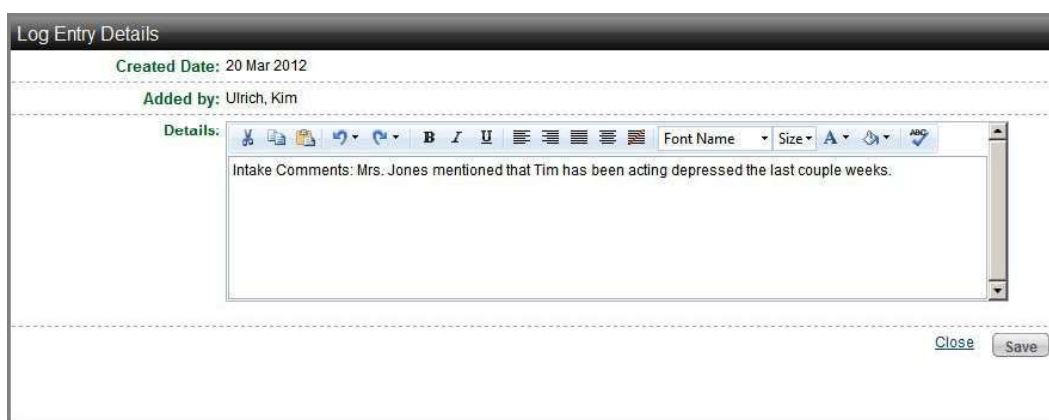
3. Click the **Close** hyperlink to close the dialog box.

### Edit Issue Log Entry

**NOTE: Once you create an issue log entry, you can only edit it within 24 hours. Administrators can edit an issue log entry at any time.**

To edit an issue log entry:

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



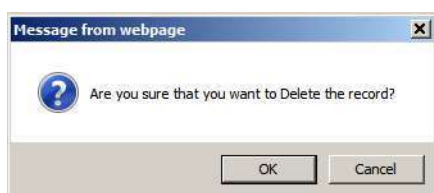
3. Make any changes to the log entry.
4. Click **Save** to save the changes or click **Close** to close the dialog box without saving the changes.

### Delete Issue Log Entry

**NOTE: Once you create an issue log entry, you can only delete it within 24 hours. Administrators can delete an issue log entry at any time.**

To delete an issue log entry:

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.

## Tasks Tab

Use the Tasks tab to manage tasks related to a specific issue. Use tasks to assign part of an issue to one or more additional people if you need to coordinate to resolve the issue.

## Tasks Tab

| Label | Name                    | Description                                                                                    |
|-------|-------------------------|------------------------------------------------------------------------------------------------|
| A     | Add icon                | Click the <b>Add</b> icon to add a new task (see <a href="#">Add Task</a> ).                   |
| B     | Date Created hyper-link | Click a <b>Date Created</b> hyperlink to view a task (see <a href="#">View Task Details</a> ). |

## Add Task

To add a task:

1. Click the **Add** icon.

The Add Task window opens.



The screenshot shows the 'Add Task' form. At the top, there's a title bar 'Add Task' and an 'Attach' link. Below the title bar, the form is organized into several sections. The first section contains 'Task Status: Open' and a 'Filter By Role:' dropdown. The second section has a '\* Due Date:' field with a calendar icon and a 'Filter By Region:' dropdown set to 'East'. The third section includes a '\* Short Description:' text box and a '\* Assigned To:' dropdown. The fourth section features a '\* Comments:' text area with a toolbar containing icons for text formatting and a 'Recurrence:' dropdown set to 'None'. At the bottom right, there are 'Cancel' and 'Submit' buttons. The form also displays 'Words: 0' and 'Characters: 0' at the bottom left of the comments section.

2. Enter information for all required fields. Required fields are marked with an asterisk (\*).
3. 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 [Issues Tab](#) and [Tasks Assigned to Me Tab](#) of the other user, and put a notification on their Home page (see [Home](#))

#### View Task Details

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

The Task Details screen opens.

**Task Details** [Attach](#)

Creation Date: 04 Jan 2018 Assigned To: \_25, ADV\_AW2

Recurring Period: None Due Date: 11 Jan 2018

Status: Open Date Completed:

Description: follow up

Comments: Call Veteran to follow up on employment questionnaire.

**Task Logs**

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

| Date Created | Added By     | Text                                                                                                              | Delete |
|--------------|--------------|-------------------------------------------------------------------------------------------------------------------|--------|
| 04 Jan 2018  | _25, ADV_SUP | Attempted to contact soldier to set up time to complete the Employment Questionnaire. No answer - left a message. |        |

### **View Task Details**

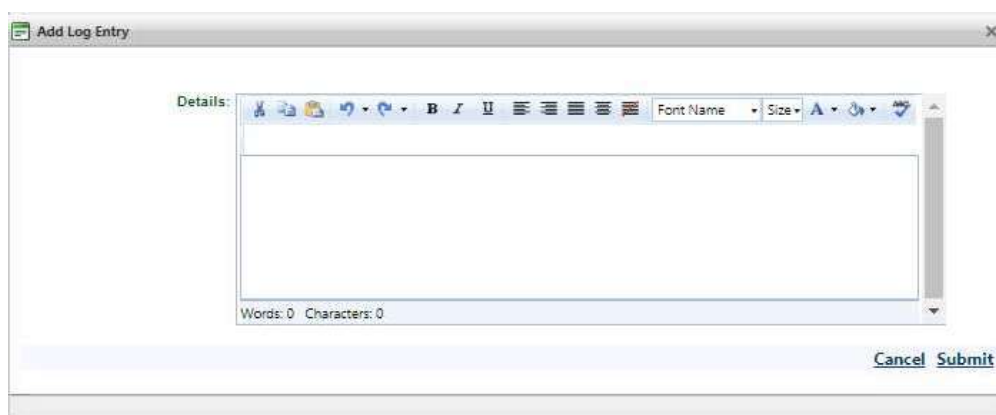
| Label | Name                   | Description                                                                                      |
|-------|------------------------|--------------------------------------------------------------------------------------------------|
| A     | Close hyperlink       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

#### 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 .
2. The Add Log Entry dialog box opens.

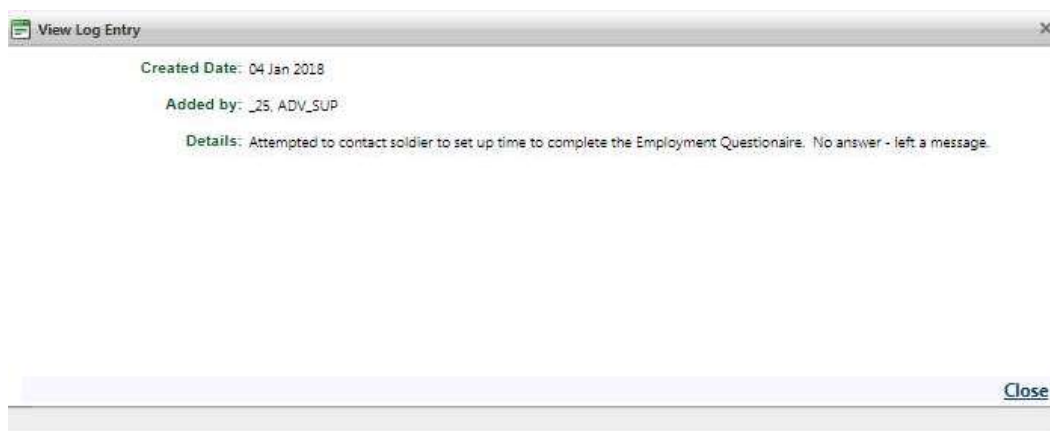


3. Enter comments for the log entry in the Comments field.
4. Click **Submit** to add the log entry or click **Cancel** to close the dialog box without saving.

#### View Task Log Entry

To view a task log entry:

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



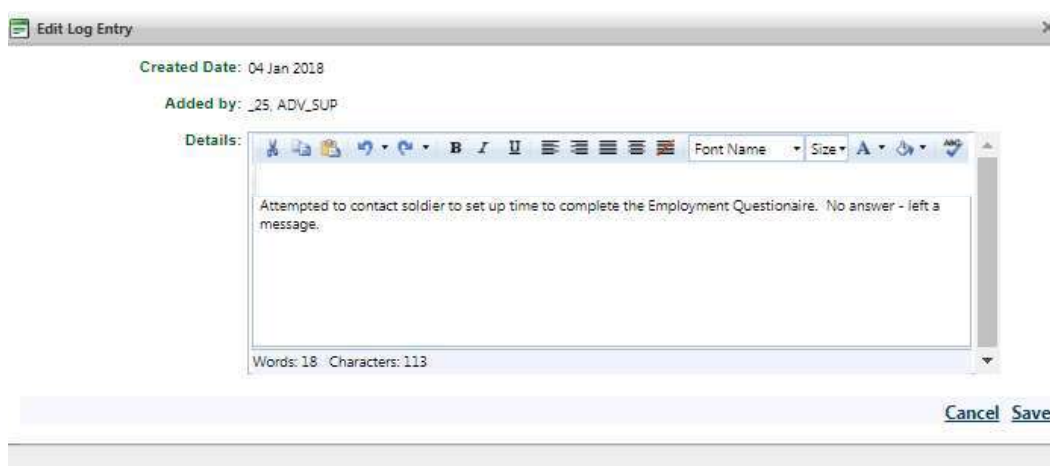
3. Click the **Close** hyperlink to close the dialog box.

### Edit Task Log Entry

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

To edit a task log entry:

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



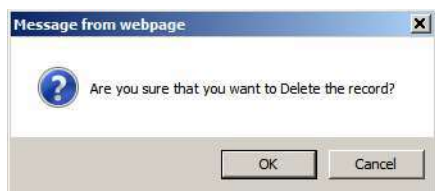
3. Make any changes to the log entry.
4. Click **Save** to save the changes or click **Close** to close the dialog box without saving the changes.

### Delete 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 delete a task log entry:

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



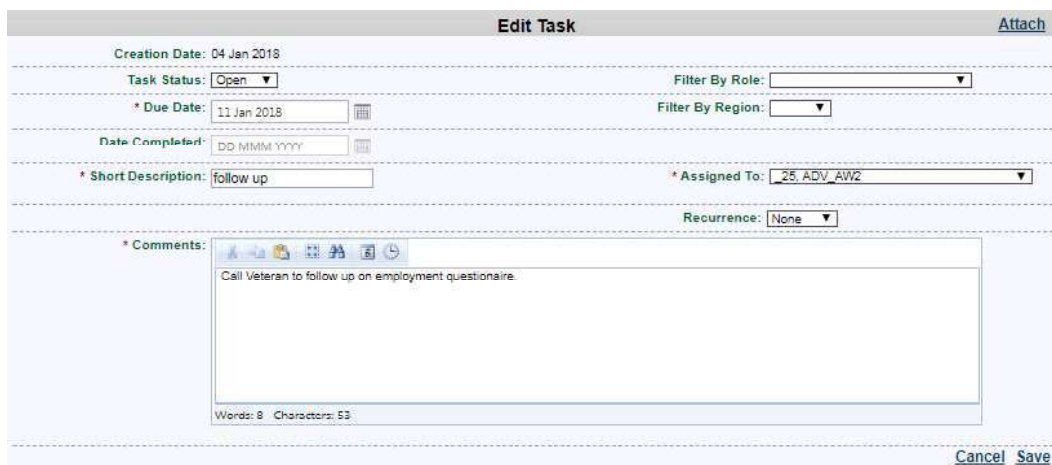
3. Click **OK** to delete the task log entry or click **Cancel** to close the dialog box without deleting.

### Edit Task

To edit a task:

1. Click the **Edit** button.

The Edit Task window opens.



2. Update the task information.
3. Click **Submit** to save the changes or **Cancel** to close the window without saving.

### Attachments Tab

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

**Issue Detail** Print

Details Log Tasks **Attachments** Issue Status History

**Issue Summary**

Issue Category: Employment Issue Type: Employment Screening

Issue Status: In Progress Expedite: ☐

Assigned To: Mullen, Vicki Issue For: GRAY, MIKE

**Attachments**

| File Name                        | Document Type        | Document Date | Added By     | Added On    |
|----------------------------------|----------------------|---------------|--------------|-------------|
| <a href="#">Interview - Gray</a> | Adv - Interview Form | 02 Jan 2018   | _25, ADV_SUP | 04 Jan 2018 |

### **Issue Attachments Tab**

| Label | Name                | Description                                                                                                              |
|-------|---------------------|--------------------------------------------------------------------------------------------------------------------------|
| A     | Add icon            | Click <b>Add</b> to add an attachment (see <a href="#">Add Attachment</a> ). This adds a case log entry in the case log. |
| B     | Edit icon           | Click <b>Edit</b> to edit the attachment (see <a href="#">Edit Attachment</a> ).                                         |
| C     | View hyper-link     | Click <b>View</b> to view the attachment details (see <a href="#">View Attachment Details</a> ).                         |
| D     | File Name hyperlink | Click the file name hyperlink to download the attachment (see <a href="#">Download Attachment</a> ).                     |
| E     | Delete icon         | Click <b>Delete</b> to delete the attachment (see <a href="#">Archive Attachment</a> ).                                  |

**NOTE:** All added attachments to the issue will also appear in the [Attachments](#) section.

### **Resolve Issue**

**NOTE:** An issue can only be resolved by the user who created the issue, or by an Administrator.

To resolve an issue:

1. Ensure all associated tasks are closed on the **Tasks** tab.
2. From the **Issue Details** tab, click the **Edit** button.
3. From the Status list box, select "Resolved."

**NOTE: Issues may only be resolved after all associated tasks have been closed.**

The Resolution and Resolution Date fields appear.

The screenshot shows the 'Edit Issue' form. Key fields include:

- Creation Date:** 02 Aug 2016
- Created By:** 30\_ Advocate
- Status:** Resolved (highlighted with a red box)
- Filter By Role:** [Dropdown]
- Filter By Region:** [Dropdown]
- Assigned To:** 30\_ Advocate
- Issue Category:** Employment
- Issue Type:** Job Placement
- Issue For:** Soldier
- Follow Up Date:** 01 Sep 2016
- Resolution:** [Dropdown, highlighted with a red box]
- Resolution Date:** DD MMYY (highlighted with a red box)
- Comments:** This is a test
- Resources:** VR&E counselor, Soldier resume.

4. Select a resolution from the list box.
5. Enter a resolution date.
6. Click **Save** to resolve the issue or **Cancel** to return to the Issue Details tab without saving.

## Employment

Use the Employment Information screen to complete a new Employment Questionnaire for the Soldier or any relationship contact. You can also view or edit existing questionnaires.

**NOTE: The Soldier's Employment Phase is set based on the Employment Questionnaire completed for the Soldier.**

**Employment Information**
[Attach](#) [Print](#)

Employment Phase: Phase 1: Not Involved in Any Career Activity
Updated: 29 Mar 2018

+
A

Page size: 25

Page 1 of 1, rows 1 to 2 of 2

| Update | Date Added  | Added By            | Date Updated | Updated By          | Employment Phase                             | Questionnaire For                                              |
|--------|-------------|---------------------|--------------|---------------------|----------------------------------------------|----------------------------------------------------------------|
| B      | 30 Mar 2018 | Real, 000 AdminReal | 30 Mar 2018  | Real, 000 AdminReal | Phase 1: Not Involved in Any Career Activity | John James (Brother) <span style="float: right;">Delete</span> |
|        | 02 Mar 2018 | Real, 000 AdminReal | 29 Mar 2018  | ADV_10, Advocate    | Phase 1: Not Involved in Any Career Activity | SOLDIER                                                        |

### **Employment Screen**

| Label | Name            | Description                                                                   |
|-------|-----------------|-------------------------------------------------------------------------------|
| A     | Add icon        | Click <b>Add</b> to add an Employment Questionnaire.                          |
| B     | Edit icon       | Click <b>Edit</b> to edit an Employment Questionnaire.                        |
| C     | Date hyper-link | Click a Date hyperlink to view a completed Employment Questionnaire.          |
| D     | Delete          | Click <b>Delete</b> to remove the questionnaire for any relationship contact. |

#### **Add Employment Questionnaire**

To add an Employment Questionnaire:

1. Click the **Add** icon .

The Add Employment Questionnaire screen opens.



**Add Employment Questionnaire**

\* Questionnaire for: Gen. Lopez
\* Current Career Phase: Phase 1: Not Assigned to Any Career Activity

**Type of Employment Desired:**  
(check all that apply)

☐ Full Time

☐ Part Time

☐ Temporary

☐ Seasonal

**Highest Level of Education / Training:**

☐ GED / H S Diploma

☐ Some College

☐ 1st Technical/Vocational (specify)

☐ 2nd Technical/Vocational (specify)

☐ 1st Associates Degree (Major)

☐ 2nd Associates Degree (Major)

☐ 1st BA/BS Degree (Major)

☐ 2nd BA/BS Degree (Major)

☐ 1st Masters Degree (Major)

☐ 2nd Masters Degree (Major)

☐ PhD (Major)

**Desired Work Schedule:**  
(check all that apply)

☐ Day Shift

☐ Evening / Night Shift

☐ Rotating Shift

☐ Weekends

☐ Seasonal / Summer / Holidays

**Miscellaneous:**

Typing/wpm:

Commercial Driving License: No

Professional License: No List:

Current Security Clearance:  Type:

**Languages Spoken:**

Spanish

**Looking For:**  
(check all that apply)

☐ Federal

☐ Private Industry Employment

☐ Self Employment / Own Business

☐ State / Local Government

☐ Volunteer Work

☐ Other (specify)

**Federal Employment Status:**

**Major Military Training Schools:**

**Lowest salary you will accept:**

Per year

Per hour

**Primary MOS Number**

**Name**

**Secondary MOS Number**

**Date Separated from Military:** DD MM YY

**US Citizen?** Yes

**What locations will the AW2 be willing to move to work:**  
(Select up to 8 locations)

Available locations:

AK-Anchorage

AK-Denali

AK-Delta

AK-Cold Bay

AK-Craig & Thome Bay

Copy Right

Copy Left

Cancel
Submit

2. Select whether the Employment Questionnaire is for the Soldier, or another relationship contact from the list box (required). If the name does not appear in the drop down, the individual already has an existing questionnaire. Select **Cancel** and use the edit option to update the existing questionnaire.
3. Select the Current Career Phase from the list box (required). This updates the Employment Phase displayed on the Case Information screen when the Soldier is selected.
4. Fill out the remainder of the form (not shown above).
5. Click **Save** to save the Employment Questionnaire or **Cancel** to return to the Employment Information screen without saving.

**NOTE: Attachments may be added to the Questionnaire once it has been saved.**

### View Employment Questionnaire

To view the details of a completed Employment Questionnaire:

1. Click a **Date** hyperlink.

The completed Employment Questionnaire opens.

| Questionnaire                            |                                        | <a href="#">Attach</a>                           | <a href="#">Print</a> |
|------------------------------------------|----------------------------------------|--------------------------------------------------|-----------------------|
| Employment Phase:                        |                                        | Questionnaire for: Soldier <a href="#">Close</a> |                       |
| Phase 5: Career or Education Advancement |                                        |                                                  |                       |
| Type of Employment Desired:              | Highest Level of Education / Training: |                                                  |                       |
| Full Time                                | Some College                           |                                                  |                       |
| Desired Work Schedule:                   |                                        |                                                  |                       |
| Day Shift                                |                                        |                                                  |                       |
| <b>Miscellaneous:</b>                    |                                        |                                                  |                       |
| Typing(wpm):                             | N/A                                    |                                                  |                       |
| Commercial Driving License:              | N                                      |                                                  |                       |
| Professional License:                    | N, List: N/A                           |                                                  |                       |
| Current Security Clearance:              | N/A, Type: N/A                         |                                                  |                       |
| Languages Spoken:                        | English                                |                                                  |                       |
| Looking For:                             |                                        | Federal Employment Status:                       |                       |
| Federal                                  |                                        |                                                  |                       |
| Private Industry Employment              |                                        |                                                  |                       |
| State / Local Government                 |                                        |                                                  |                       |
| Major Military Training Schools:         | N/A                                    |                                                  |                       |
| Lowest salary you will accept:           |                                        |                                                  |                       |
| \$60,000-\$70,000                        |                                        |                                                  |                       |
| N/A                                      |                                        |                                                  |                       |
| Primary MOS Number:                      | Locations willing to move to:          |                                                  |                       |
| N/A                                      |                                        |                                                  |                       |
| Name:                                    |                                        |                                                  |                       |
| N/A                                      |                                        |                                                  |                       |
| Secondary MOS:                           |                                        |                                                  |                       |
| N/A                                      |                                        |                                                  |                       |
| Date Separated from Military:            |                                        |                                                  |                       |
| 10 Aug 2016                              |                                        |                                                  |                       |
| US Citizen:                              |                                        |                                                  |                       |
| Yes                                      |                                        |                                                  |                       |
| Documents Attached:                      |                                        |                                                  |                       |
| <a href="#">Private Industry Resume</a>  |                                        |                                                  |                       |
| <a href="#">Federal Resume</a>           |                                        |                                                  |                       |
| <a href="#">DD214</a>                    |                                        |                                                  |                       |

From this screen, you can click on an attached document hyperlink to open or save the document.

2. Click **Back** to return to the Employment Information screen.

## Update Employment Questionnaire

**NOTE: Once you add an Employment Questionnaire, you can only edit it within 24 hours.**

**Administrators can edit a questionnaire at any time.**

To edit an Employment Questionnaire:

| Employment Information                                                                                   |             |              |              |              |                                              |                      | <a href="#">Attach</a> | <a href="#">Print</a> |
|----------------------------------------------------------------------------------------------------------|-------------|--------------|--------------|--------------|----------------------------------------------|----------------------|------------------------|-----------------------|
| Employment Phase: Phase 5: Career or Education Advancement                                               |             |              |              |              |                                              |                      | Updated: 04 Jan 2018   |                       |
| <div> <div> <div>1</div> <div>Page size: 25</div> </div> <div>Page 1 of 1, rows 1 to 2 of 2</div> </div> |             |              |              |              |                                              |                      |                        |                       |
| Update                                                                                                   | Date Added  | Added By     | Date Updated | Updated By   | Employment Phase                             | Questionnaire For    |                        |                       |
|                         | 04 Jan 2018 | 30_ Advocate | 04 Jan 2018  | 30_ Advocate | Phase 5: Career or Education Advancement     | SOLDIER              |                        |                       |
|                         | 28 Jul 2016 | 30_ Advocate | 28 Jul 2016  | 30_ Advocate | Phase 1: Not Involved in Any Career Activity | Mother Dear (Mother) |                        |                       |

1. Click the **Edit** icon .
2. Make changes to the Employment Questionnaire.
3. Attach any applicable documents, such as a resume or DD214.
4. Click **Save** to save the Employment Questionnaire or **Cancel** to return to the Employment Information screen without saving.

## Delete Employment Questionnaire

### PERMISSIONS: Administrator

Employment questionnaires created for a Soldier's relationship contacts can be deleted if they are no longer needed.

To remove an Employment Questionnaire:

1. From the Employment Information page, locate the questionnaire that is no longer needed.
2. Select the delete link.

| Employment Information                                                                                   |             |                     |              |                     |                                              |                      | <a href="#">Attach</a> | <a href="#">Print</a> |
|----------------------------------------------------------------------------------------------------------|-------------|---------------------|--------------|---------------------|----------------------------------------------|----------------------|------------------------|-----------------------|
| Employment Phase: Phase 1: Not Involved in Any Career Activity                                           |             |                     |              |                     |                                              |                      | Updated: 29 Mar 2018   |                       |
| <div> <div> <div>1</div> <div>Page size: 25</div> </div> <div>Page 1 of 1, rows 1 to 2 of 2</div> </div> |             |                     |              |                     |                                              |                      |                        |                       |
| Update                                                                                                   | Date Added  | Added By            | Date Updated | Updated By          | Employment Phase                             | Questionnaire For    |                        |                       |
|                       | 30 Mar 2018 | Real, 000 AdminReal | 30 Mar 2018  | Real, 000 AdminReal | Phase 1: Not Involved in Any Career Activity | John James (Brother) | <a href="#">Delete</a> |                       |
|                       | 02 Mar 2018 | Real, 000 AdminReal | 29 Mar 2018  | ADV_10, Advocate    | Phase 1: Not Involved in Any Career Activity | SOLDIER              |                        |                       |

3. Select **OK** to confirm the action, or **Cancel** to continue without deleting.

**NOTE: This action cannot be undone. Soldier Employment Questionnaires cannot be deleted.**

## Veterans Affairs

**NOTE: Only users with a VA Liaison or Administrator role can edit VA information. This screen is read-only for all other users.**

Use the Veterans Affairs screen to view and update VA information.

| Veterans Affairs                                                   |        | <a href="#">Attach</a>                                   | <a href="#">Print</a> |
|--------------------------------------------------------------------|--------|----------------------------------------------------------|-----------------------|
| Date of Discharge (DD214): 27 Jun 2016                             |        | <a href="#">Edit</a>                                     |                       |
| Transition Site:                                                   |        | Date applied for Compensation & Pension (C&P):           |                       |
| VA Disability Rating: 50%                                          |        | Location of Initial Application:                         |                       |
| Monthly Compensation: \$2,963.00                                   |        | Appeal Pending: NO                                       |                       |
| Date Applied for Social Security Benefits: 02 Aug 2016             |        | Tricare:                                                 |                       |
| Monthly Social Security Amount: \$200.00                           |        |                                                          |                       |
| Date of Application for VR&E:                                      |        |                                                          |                       |
| Date of Application for Veterans Group Life Insurance: 02 Aug 2016 |        |                                                          |                       |
| Other VA Benefits Received/Applied For:                            |        | VA Pension                                               |                       |
| Primary VA Medical Center: DE, Georgetown VA Outpatient Clinic     |        | Location of Claim Folder: AL, Intake Site At Fort Rucker |                       |
| OEF/OIF Program Manager:                                           |        | VA Primary Caregiver: White, Mary                        |                       |
| Transition Patient Advocate:                                       |        | Veteran Service Officer (VSO):                           |                       |
| VA Case Manager/Social Worker:                                     |        | VA Fiduciary: Johnson, Matt                              |                       |
| Federal Recovery Coordinator:                                      |        | VRE Counselor:                                           |                       |
| <b>VA Team</b>                                                     |        |                                                          |                       |
| Name                                                               | Title  | Organization                                             | Location              |
| Phone                                                              | E-Mail | Assignment Status                                        |                       |
| No Records Found                                                   |        |                                                          |                       |

**NOTE: The contacts listed in the bottom section are added from the [Soldier / Relationship Information](#) screen.**

Click **Edit** to [Edit VA Information](#).

## Edit VA Information

**Permissions: VA Liaison, RCC, Regional Supervisor**

To edit VA information:

1. Click **Edit**.

The Edit Veterans Affairs Information screen opens.

2. Make any changes to the VA information.
3. Click **Save** to save the changes or **Cancel** to quit without saving.

## Donations

Use the Donations screen view and add donation information.

| Donations                                                                                                                                                                  |             |               |               |            | Attach | Print |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------|---------------|------------|--------|-------|
| <div> <span>+</span> <span>A</span> </div> <div> <span>⏪</span> <span>1</span> <span>⏩</span> </div> <div> Page size: 25 </div> <div> Page 1 of 1, rows 1 to 2 of 2 </div> |             |               |               |            |        |       |
| Donor                                                                                                                                                                      | Description | Date Received | Donation Type | Value      |        |       |
| <span>Select</span> <span>B</span> Ms. A                                                                                                                                   | Amazon      | 25 Aug 2017   | Gift Cards    | \$3,000.00 |        |       |
| <span>Select</span> <span>B</span> Mr. D                                                                                                                                   |             | 08 Aug 2017   | Cash          | \$10.00    |        |       |

### Donations Screen

| Label | Name             | Description                                                                              |
|-------|------------------|------------------------------------------------------------------------------------------|
| A     | Add icon         | Click <b>Add</b> to add a donation (see <a href="#">Add Donation</a> ).                  |
| B     | Select hyperlink | Click a <b>Select</b> hyperlink to view a donation (see <a href="#">View Donation</a> ). |