

Add Donation

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

To add a donation:

1. Click the **Add** icon.

The Add Donation screen opens.

Add Donation

Product Data

* Donor: * Donation Type:

Product Description: Donation Program:

* Value (\$):

Received Date: 18 Jan 2018

Remarks:

Donor's Address

Address: Phone:

City: International numbers start with a +

State: Email Address:

Country: United States

Postal Code:

[Cancel](#)

2. Enter information for all required fields. Required fields are marked with an asterisk (*).
3. Click **Save** to save the donation or **Cancel** to return to the Donations screen without saving.

View Donation

To view a donation:

1. Click a **Select** hyperlink.

The Donation Information screen opens.

Donation Information		Attach	Print
Product Data		Done	
Donor: High tech company	Donation Type: Other		
Product Description: Computer	Donation Program:		
Value: \$1,700.00			
Received Date: 15 Jan 2018			
Remarks:			
Donor's Address			
Address: 123 Main st	Phone: 1234567890		
	International numbers start with a +		
City: Arlington	State: Virginia		
Email Address: bob@hightech.com			
Country: United States			
Postal Code: 22222			

2. Click **Cancel** to return to the Donations screen.

Attachments

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

ATTACHMENTS							Add Inquiry	Create Case	Search for Service Member	Print
1 Page size: 25 Page 1 of 1, rows 1 to 3 of 3										
File Name	Document Type	Document Date	Added By	Added On	Associated Issue					
Details E-mail Documentation	Email Correspondence	29 Feb 2024	Real, 000 AdminReal	29 Feb 2024						
Details MEB	MEB/PEB Related Documents	29 Feb 2024	Real, 000 AdminReal	29 Feb 2024	Issue					
Details DD214	DD214	29 Feb 2024	Real, 000 AdminReal	29 Feb 2024						

Attachments Screen

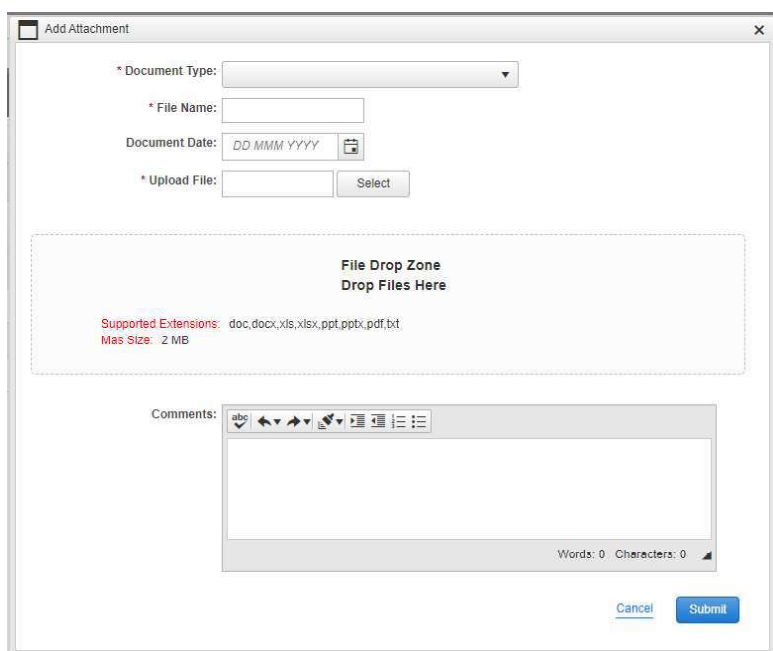
Label	Name	Description
A	Add icon	Click Add to add an attachment (see Add Attachment).
B	Edit icon	Click Edit to edit the attachment (see Edit Attachment).
C	Details hyperlink	Click Details to view the attachment details (see View Attachment Details).
D	File Name hyperlink	Click the file name hyperlink to download the attachment (see Download Attachment).
E	Associated Issue hyperlink	Click the Issue hyperlink to open the associated issue for the attachment (see Issue Details Tab). <u>NOTE: Only attachments added from an issue will have an associated issue.</u>
F	Delete icon	Click Delete to delete the attachment (see Archive Attachment).
G	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up. (see View PDF Attachment).

Add Attachment

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

To add an attachment:

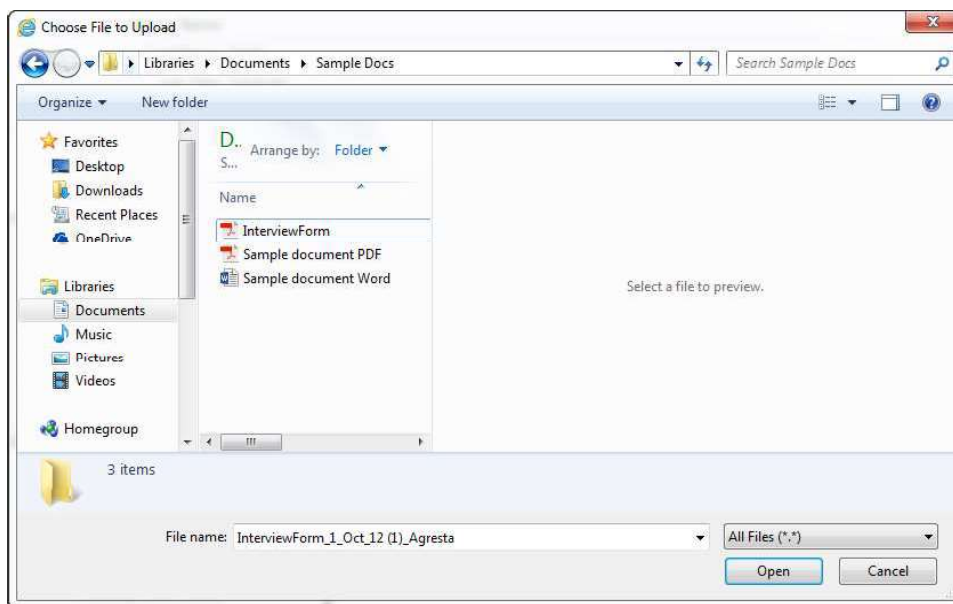
1. Click the Add icon .
2. The Add Attachment window opens.



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

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

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



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

To Drag and Drop an Attachment:

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

The screenshot shows the 'Add Attachment' window. It includes fields for Document Type, File Name, Document Date, and Upload File. A central File Drop Zone is highlighted with a red border. Below this, supported file extensions and a 2 MB size limit are listed. A comments section with a text area and toolbar is at the bottom, along with Cancel and Submit buttons.

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

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

Edit Attachment

To edit an attachment:

1. Click the Edit icon  to the left of the attachment.
2. The Edit Attachment window opens.
3. Make any changes.
4. Click **Save** to save the attachment or click **Cancel** to close the window without saving.

View Attachment Details

To view details for any attachment:

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



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

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

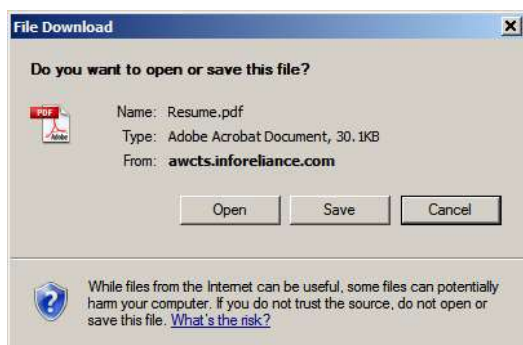
A [Close](#) hyperlink is located at the bottom right of the window.

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

Download Attachment

To download an attachment:

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



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

Archive Attachment

To archive an attachment:

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



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

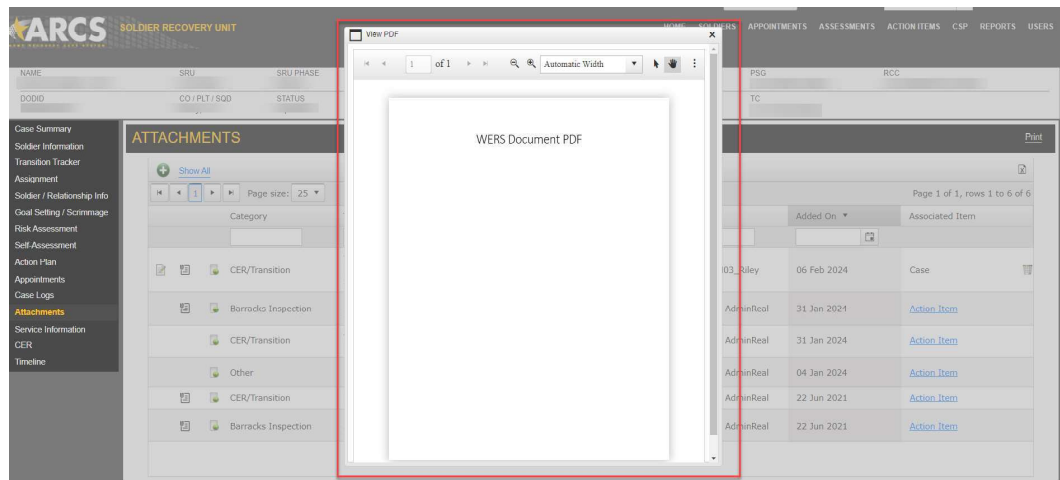
NOTE: To permanently delete a file from a Soldier's case, please submit a ticket to the ARCS service desk.

View PDF Attachment

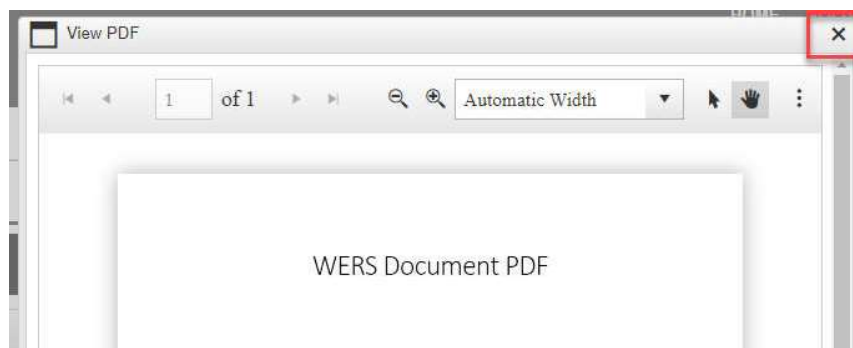
To view the PDF in a pop-up window:



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



3. Select the X icon to close the window



Interviews

The Automated Interview page allows Recovery Care Coordinators (RCCs) to conduct interviews directly within ARCS, eliminating the need for the previous paper-based method. This feature integrates seamlessly with other ARCS pages.

Use the Interviews page to complete a new interview for the Service Member or their guardian (representative). You can also view in-progress or completed interviews.

Interviews are initiated by the RCC or Regional Supervisor when the case is in the RCC Assigned Status. Once completed and approved by the Regional Supervisor, the interview becomes available in a read-only format.

The screenshot shows the ARCS Interview page. On the left is a sidebar with navigation options: Case Summary, Case Information, Service Information, Soldier / Relationship Information, LCMP Assessments, Case Log, Issues, Employment, Veterans Affairs, Donations, Attachments, and Interview (highlighted). The main content area has a header 'INTERVIEW' and instructions: 'If the interview is conducted with a guardian (representative for the Soldier/Veteran), ensure their contact information is inputted in the [Soldier/Relationship Information page](#) before you begin the interview.' Below the instructions is a table titled 'ALL INTERVIEWS' with columns: Interview Date, Interview Status, Interviewer, Person Interviewed, Contact Method, Submitted, Date Verified, and Supervisor. The table contains one row with the date '12 Jun 2024', status 'Verified', and other fields filled with placeholder text.

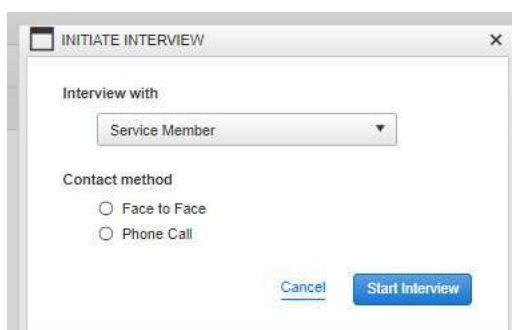
Initiate Interview

To initiate an Interview:

1. Select the + **Add new record** icon

This screenshot is similar to the previous one but shows the 'ALL INTERVIEWS' table with the text 'No Records Found' at the bottom. A red box highlights the '+ Add new record' button located above the table headers.

The Initiate Interview pop-up will appear



The 'INITIATE INTERVIEW' dialog box contains the following elements:

- Interview with:** A dropdown menu currently showing 'Service Member'.
- Contact method:** Two radio button options: 'Face to Face' and 'Phone Call'.
- Buttons:** 'Cancel' and 'Start Interview'.

1. Select the **Interview With**

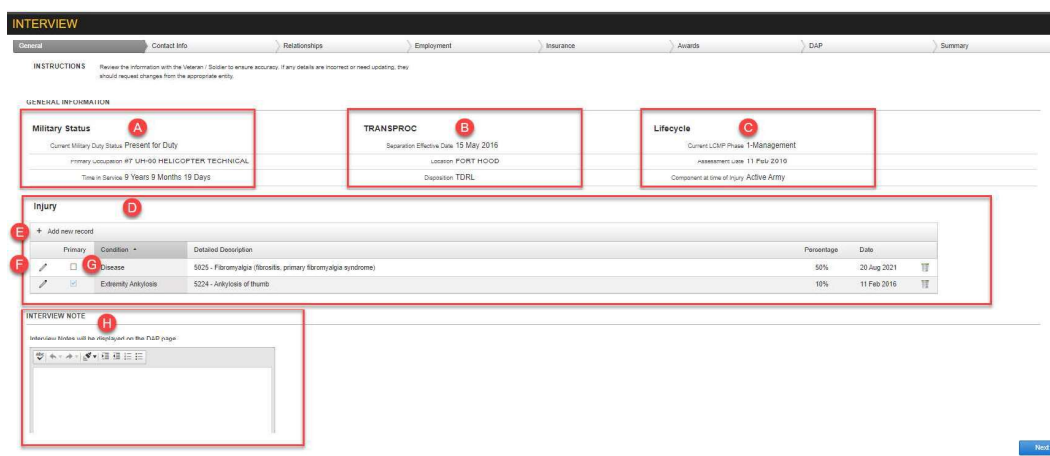
- If the interview is conducted with a guardian, ensure their contact information is inputted in the Soldier/ Relationship Information page. Once it is, their name will be available in the drop-down selection.

2. Select the **Contact Method**

3. Select **Start Interview** to proceed

General Tab

This section describes how to view and manage the General Page within the Interview.



The 'General' tab of the 'INTERVIEW' form includes the following sections and data:

- INSTRUCTIONS:** Review the information with the Veteran / Soldier to ensure accuracy. If any details are incorrect or need updating, they should request changes from the appropriate entity.
- GENERAL INFORMATION:**
 - Military Status (A):**
 - Current Military Duty Status: Present for Duty
 - Primary Component: #7 UH-60 HELICOPTER TECHNICAL
 - Time in Service: 9 Years 9 Months 19 Days
 - TRANSPROC (B):**
 - Separation Effective Date: 15 May 2016
 - Location: FORT HOOD
 - Disposition: TDRL
 - Lifecycle (C):**
 - Current LOMP Phase: 1-Management
 - Measurement Date: 11 Feb 2019
 - Component at time of Injury: Active Army
- Injury (D):**
 - + Add new record

Primary	Condition	Detailed Description	Percentage	Date
		Disease		
		5025 - Fibromyalgia (fibrositis, primary fibromyalgia syndrome)	50%	20 Aug 2021
		Extremity Amputation		
		5224 - Amputation of thumb	10%	11 Feb 2016
- INTERVIEW NOTE (H):**
 - Interviewer Notes will be displayed on this page.

General Screen

Label	Name	Description
A	Military Status	Read-only from the Service Information Page
B	TRANSPROC	Read-only from the Service Information Page
C	Lifecycle	Read-only from the Case Information Page
D	Injury	Information is from the Case Information Page. When the Injury information is updated within the Interview, it will update on the Case Information Page.
E	Add New Injury Record	Select the + Add new record to input a new injury record. When this is completed, the new record can be viewed on the Case Information Page.
F	Edit Injury Record	Select the pencil icon to update the Injury details (Condition, Detailed Description, and Percentage).
G	Make Injury Record Primary	Check within the Primary box to set the Injury as the Primary. At least one injury must be marked as primary.
H	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [Contact Info Tab](#)

Contact Info Tab

This section describes how to view and manage the Contact Info page within the Interview.

The Contact Information tab displays data from the Soldier / Relationship Information page. After information is entered in the Interview, it will also be visible on the Soldier / Relationship

Information page. The Location and Phone Number must be validated to proceed to the next step.

INTERVIEW

General > **Contact info** > Relationships > Employment > Insurance > Awards > DAP > Summary

Location

+ Add new record

Validate	Contact Type	Address	Validated By	Validated On
☐	Current Mailing, Current Residence, Physical Location	1234 Main Street Anytown, OH 44718 United States		11 Jun 2024

Phone Number

+ Add new record

Validate	Primary	Contact Type	System Code	International	Number	Extension	Validated By	Validated On
☐	☐	Cell		☐	(123) 456-7891		Brown, Annette	11 Jun 2024

Email

+ Add new record

Validate	Primary	Email Address	Validated By	Validated On
☐	☐	FakeEmail@yahoo.com		

INTERVIEW NOTE

Interview notes will be displayed on the DAP page.

Contact Info Screen

Label	Name	Description
A	Location	• Must include a Current Mailing, Current Residence, and Physical Location. • Must be validated.
B	Phone Number	• Must have at least one phone number entered. • Must be validated.
C	Email	• Optional to enter. • Optional to validate.
D	Interview Notes	Interview notes will be displayed on the DAP page.
E	Add New Record	Select the + Add New Record to input a new location, phone number, or email record. When this is completed, the new record can be viewed on the Soldier / Relationship Information page of the Service Member's record.
F	Edit Record	Select the pencil icon to edit the existing record. When this is completed, the modified record can be viewed on the Soldier / Relationship Information page of the Service Member's record
G	Validate	Select the validate checkbox to validate a record.
H	Primary	Select the primary checkbox to set a phone number or email as the primary record.

Next Up: [Relationships Tab](#)

Relationships Tab

This section describes how to view and manage the Relationships Page within the Interview.

INTERVIEW

General Contact Info **Relationships** Employment Insurance Assets DAP Summary

INSTRUCTIONS Review and update relationship contacts, including phone number and email address.

RELATIONSHIPS

A Relationship Status
Current Relationship Status: Married

B Relationship Contacts
Resident has declined to provide relationship contacts.

C Add new record

Name	Relationship	Primary Care Over	Outpatient	Contact Approval
Smith, Sam	Wife	No	No	Contact Approved
Johnson, Tom	Husband	Yes	Yes	Contact Approved

D Telephone Numbers

Contact Type	International	Number	Extension
Cell		(202) 456-7891	

E Email Address

Email Address
TomJohnson@gmail.com

INTERVIEW NOTE
Interview Notes will be displayed on the DAP page.

Previous Next

Relationships Screen

Label	Name	Description
A	Relationship Status	Read-only from the Service Information Page
B	Refused to Provide Relationship Contacts	Select the check box if the Service Member has declined to provide relationship contacts The check box will remain selected if it this option was selected on the Soldier/ Relationship Page.

Label	Name	Description
C	Contacts	Includes the Contacts phone number and/or email address. This information comes from the Soldier/ Relationship Page. If a new record is added or modified within the interview, it will also update on the Soldier/ Relationship Page.
D	Expand Icon	Select the arrow to expand to view the phone and email of the Relationship Contact

Label	Name	Description
E	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [Employment Tab](#)

Employment Tab

This section describes how to view and manage the Employment Page within the Interview. The page displays data retrieved from the Employment Page on the Service Member's case.

The screenshot shows the 'INTERVIEW' interface with the 'Employment' tab selected. The interface includes a navigation bar with tabs: General, Contact Info, Relationships, Employment (active), Insurance, Awards, DAP, and Summary. Below the navigation bar, the 'INSTRUCTIONS' section states: 'Select the Soldier's / Veteran's career phase and citizenship.' The 'STATUS' section contains two groups of radio buttons: 'Current Career Phase*' with options 'Phase 1: Not Involved in Any Career Activity', 'Phase 2: Career or Education Planning', 'Phase 3: In Education and/or Training', 'Phase 4: At Work (Paid/Volunteer)', and 'Phase 5: Career or Education Advancement'; and 'US Citizen*' with options 'Yes' (selected) and 'No'. Below the status section is the 'INTERVIEW NOTE' section, which contains a text area with the instruction 'Interview Notes will be displayed on the DAP page.' and a character count 'Words: 0 Characters: 0'. At the bottom right, there are 'Previous' and 'Next' buttons.

Employment Screen

Label	Name	Description
A	Current Career Phase	This information comes from the Employment page on the Service Member's case. If modified it will automatically update the corresponding fields on the Employment Page on the Service Member's case

Label	Name	Description
B	US Citizen	This information comes from the Employment page on the Service Member's case. If modified it will automatically update the corresponding fields on the Employment Page on the Service Member's case
C	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [Insurance Tab](#)

Insurance Tab

This section describes how to view and manage the Insurance Page within the Interview.

The Insurance tab displays data Case Information page. After information is entered in the Interview, it will also be visible the Case Information page.

INTERVIEW

General

Contact Info

Relationships

Employment

Insurance

Awards

DAP

Summary

INSTRUCTIONS

Verify and Update Insurance Information

INSURANCE

Insurance Level: TRICARE Select

Insurance Description

Insurance is Tricare select

Words: 4 Characters: 25

INTERVIEW NOTE

Interview Notes will be displayed on the DAP page.

Words: 0 Characters: 0

PreviousNext

Insurance Screen

Label	Name	Description
A	Insurance Level	This information comes from the Insurance tab on the Case Information page on the Service Member's case. If modified within the Interview, it will automatically update the corresponding fields on the Insurance tab on the Case Information page on the Service Member's case.

Label	Name	Description
B	Insurance Description	This information comes from the Insurance tab on the Case Information page on the Service Member's case. If modified within the Interview, it will automatically update the corresponding fields on the Insurance tab on the Case Information page on the Service Member's case.
C	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [Awards Tab](#)

Awards Tab

This section describes how to view and manage the Awards Page within the Interview.

INTERVIEW

General Contact Info Relationships Employment Insurance Awards DAP Summary

INSTRUCTIONS (Only on update screen)

A

AWARDS

Award	Date	Number
ARMED FORCES SERVICE MEDAL	22 Jul 2020	1
ARMY SERVICE RIBBON	14 Dec 2014	1
NATIONAL DEFENSE SERVICE MEDAL	26 Jan 2005	1

B

INTERVIEW NOTE

Interview Notes will be displayed on the DAP page.

Words: 0 Characters: 0

Awards Screen

Label	Name	Description
A	Awards	Read-only from the Service Information Page
B	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [DAP Tab](#)

DAP Tab

This section describes how to view and manage the DAP Page within the Interview.

INTERVIEW

General

Contact Info

Relationships

Employment

INSTRUCTIONS

Enter the Date, Assessment, and "Plan (DAP)" note below as specified in the ARCCD SOP. [View a DAP example](#)

DATA ASSESSMENT, AND PLAN (DAP)

Interview Log Notes

Section	Comment
General	This is an example of the General Interview Note.
Contact Info	This is an example of the Contact Info Interview Note.
Relationships	This is an example of the Relationships Interview Note.
Employment	This is an example of the Employment Interview Note.
Insurance	This is an example of the Insurance Interview Note.
Awards	This is an example of the Awards Interview Note.

Data

Specific, factual information; what was said during the contact (by the recipient), the focus of the contact.

Words: 0 Characters: 0

Assessment

The outcome of contact and how it relates to the overall goals. The recipient's stage(s) of change for subject(s) discussed (if able to assess). MCC's assessment of the recipient's situation or well-being.

Words: 0 Characters: 0

Plan

Plan of action between contact and next scheduled contact; strategies that the MCC plans to use to support the recipient during contact and about issues discussed; any goals identified by the recipient; MCC's supportive actions between now and the next contact

Words: 0 Characters: 0

DAP Screen

Label	Name	Description
A	Interview Log Notes	Read-only notes from the Interview Tabs.
B	Data Notes	The RCC can enter the Data notes within this area. Data: Specific, factual information; what was said during the contact (by the recipient); the focus of the contact.
C	Assessment Notes	The RCC can enter the Assessment notes within this area. Assessment: The outcome of contact and how it relates to the overall goals. The recipient's stage(s) of change for subject(s) discussed (if able to assess). RCC's assessment of the recipient's situation or well-being.
D	Plan Notes	The RCC can enter the Plan notes within this area. Plan: Plan of action between contact and next scheduled contact, strategies that the RCC plans to use to support the recipient during contact and about issues discussed; any goals identified by the recipient. RCC's supportive actions between now and the next contact

Next Up: [Summary Tab](#)

Summary Tab

This section describes how to view and manage the Summary Page within the Interview.

INTERVIEW

General Contact Info Relationships Employment Insurance Awards DAP Summary

SUMMARY

Contact Status

Interview Date: 12 Jun 2024

Interviewed By: [Redacted]

Contact Method: Phone Call

Military Status

Current Military Duty Status: [Redacted]

Primary Occupation: [Redacted]

Time in Service: [Redacted]

TRANSPROC

Separation Effective Date: [Redacted]

Location: WALTER REED

Disposition: [Redacted]

[View Printable Version](#)

D
Injury

Component at time of Injury

Primary	Condition	Detailed Description	Percentage	Date
☒	Sensory Condition	6275 - Smell, Loss of sense of, complete		12 Jun 2

E
Contact Information

Contact Type	Address	Validated By	Validated On
Physical Location	22 Jump St New LLano, OK 71461 United States	Gager, Kim	12 Jun 2024
Current Mailing, Current Residence	676 Dale Avenue Graham, FL 98338 United States		

Primary	Contact Type	System Code	International	Number	Extension	Validated By	Validated On
☐	Cell		☐	(578) 965-8888		Gager, Kim	12 Jun 2024

Primary	Email Address	Validated By	Validated On
No Records Found			

F
Employment

Current Career Phase PHASE2
US Citizen Y

G
Insurance

Insurance Level none
Insurance Description

H
Awards

Award	Date	Number
No Records Found		

I
DAP

DATA: This is an example of a data note.
ASSESSMENT: This is an example of an assessment note.
PLAN: This is an example of a plan note.

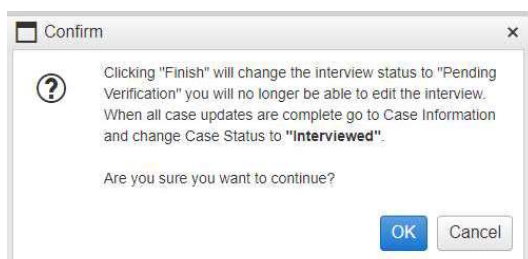
Previous
Finish

Summary Screen

Label	Name	Description
A	View Printable Version	Select the link to access the printable Interview form.
B	Interview Date	Input the date in which the interview took place.
C	Military Status	Read-only from the General tab of the Interview.
D	Injury	Read-only from the General tab of the Interview.
E	Contact Information	Read-only from the Contact Info tab of the Interview.
F	Employment	Read-only from the Employment tab of the Interview.
G	Insurance	Read-only from the Insurance tab of the Interview.
H	Awards	Read-only from the Awards tab of the Interview.
I	DAP Notes	Read-only from the DAP tab of the Interview.

To send the interview to the [Regional Supervisor](#) for review:

1. Select **Finish** on the bottom right- hand corner of the Summary Page.
2. A Confirm Pop-Up will appear.



3. Select **OK**.
4. Select **Case Information** on the Service Member's Case.
5. Select **Edit**.

6. Update the Case Status from RCC Assigned to **Interviewed**.
7. Select **Save**.

Approve or Return Interview

This section describes how to approve or return an Interview.

PERMISSIONS: Regional Supervisor

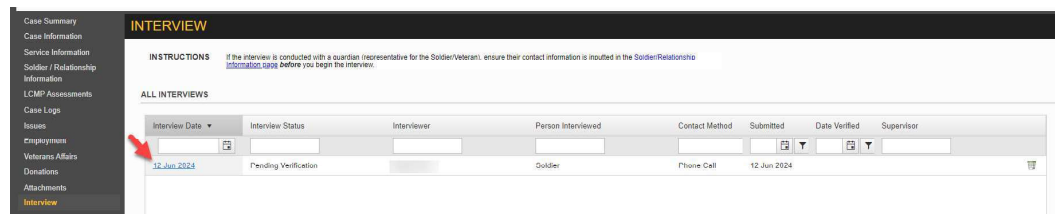
Regional Supervisor Review

After the RCC finishes the interview and updates the Case Status to Interviewed, the Regional Supervisor can review the completed interview. Supervisors will receive a new notification after the case status is updated. Interviews pending approval can also be found in the Completed Interviews Tab within the Cases page.



To view the Interview:

1. Go into Service Member's Case
2. Select Interview on the left menu
3. Select the hyperlink date for the pending verification interview



4. The Summary page of the Interview will load

Approving an Interview

1. Select the **Approve** radio button on the Summary page
2. Select **Finish** located on the bottom of the page
3. The Confirm pop-up will appear



4. Select **OK**

The Interview Status will be updated to **Verified** and the Case Status will be automatically to **Active**.

Returning an Interview

1. Select the **Return** radio button on the Summary page
2. The page will load a return form. The return form will include the Advocate's Name that is assigned to the case, the Advocate's Email. These fields cannot be modified.

The Supervisor can modify the subject and enter the text that will appear in the body of the email.

The screenshot shows a 'Validation' section with two radio buttons: 'Approve' and 'Return'. The 'Return' button is selected. Below the radio buttons are two text input fields labeled 'Advocate Name' and 'Advocate Email'. Below these is a 'Subject' field containing the text 'The interview for [redacted], has been returned for further review.' Below the subject field is a large text area with a toolbar at the top. The toolbar includes icons for bold, italic, underline, link, unlink, list, and table. The text area is empty. At the bottom right of the text area, it says 'Words: 0 Characters: 0'.

3. Select **Finish** located on the bottom of the page. When finish is selected, the e-mail will be sent to the RCC. The e-mail validation section will disappear from the Interview.
4. The Confirm pop-up will appear



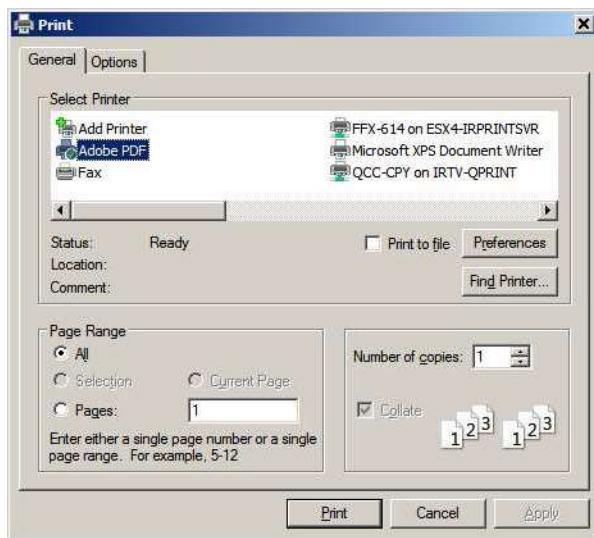
5. Select **OK**

The Interview Status will be updated to **Returned** and the Case Status will be automatically updated back to **RCC assigned**.

Print Case Section

To print the current case section or screen:

1. Click Print in the upper right of the screen.
2. The Print dialog box opens.



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

Close Case

You can close a case for Soldiers no longer eligible or needing RCD support. Setting the status to “Recommend Closure” will notify the Supervisor and Medical Eligibility to review the case to determine if it should be closed.

NOTE: You can only close a case if you have a **Medical Eligibility** role. See [RCD Case Status Rules](#) for a detailed list of all case status rules.

To close a case:

1. Go to the My Cases Tab of the Cases Dashboard.
2. Click on a Name hyperlink to open the case with a “Recommend Closure” status.
3. Click **Case Information** from the Navigation Sidebar.
4. On the Main Data tab, click the **Edit** button.
5. Select **Inactive** from the Case Status list box.

NOTE: The “Inactive” option will not appear in the list box if the case has any open issues.
Close any issues, then repeat steps 1-5.

The Close Reason Code and Justification fields open.

Edit Case Information

Case Status:

Status Date:

* Close Reason Code:

* Justification:

6. Select a reason code and enter a justification.
7. Click **Save**.

Re-open Case

To reopen a closed case:

1. Go to the inactive case.
2. Click the **Case Information** hyperlink from the Navigation Sidebar.

The Case opens to the Main Data tab.

Case Information

Attach Interview Print
Update Name Update SSN

Main Data Injury History

Case Status: Inactive Close Reason Code: Other

Status Date: 03 Aug 2010 Justification: test

Region: East FRC: No

Assigned To: Employment Phase: Not Yet Contacted

Reopen Case

3. Click **Reopen Case**.

A Confirmation dialog box opens.

NOTE: You can select either Assign To or Transfer To for each case but not both.

3. Click **Save** to save the changes.

The cases are transferred to the assigned RCCs/CC Operators, who receive notifications on their Home screens (see [Notifications](#)).

NOTE: To transfer multiple cases between RCCs/CC Operators within a region, use the [Mass Re-Assign](#) tab.

Case Regions by State

Region	State
EAST	FL
EAST	GA
EAST	KS
EAST	NC
EAST	PR
EAST	SC
EAST	VA
NORTH	AE
NORTH	CT
NORTH	DC
NORTH	DE
NORTH	IA
NORTH	KY
NORTH	MA
NORTH	MD
NORTH	ME
NORTH	MI

Region	State
NORTH	NH
NORTH	NJ
NORTH	NY
NORTH	OH
NORTH	PA
NORTH	RI
NORTH	VT
NORTH	WV
SOUTH	AL
SOUTH	AR
SOUTH	LA
SOUTH	MS
SOUTH	NM
SOUTH	OK
SOUTH	TN
SOUTH	TX
SOUTH	VI
WEST	AK
WEST	AP
WEST	AS
WEST	AZ
WEST	CA
WEST	CO
WEST	GU
WEST	HI
WEST	IA

Region	State
WEST	ID
WEST	IL
WEST	MN
WEST	MO
WEST	MP
WEST	MT
WEST	ND
WEST	NE
WEST	NV
WEST	OR
WEST	SD
WEST	UM
WEST	UT
WEST	WA
WEST	WI
WEST	WY

Mass Re-Assign

PERMISSIONS: Regional Supervisor, CC Supervisor

NOTE: Cases may only be re-assigned in mass to RCCs/CC Operators within the same region.

1. Click the **Mass Re-assign** tab.

The Mass Re-assign tab opens.

Cases [Create Case](#) [Print](#)

Case List Assign Cases **Mass Re-assign** Case Load Contacts Interviews Employment Phase

Assign From: **Barden, Christin (25.50)**

Assign To: **_25_ADV_AW2 (0.00)**

Region: **West** [Clear Filters](#) [Save](#)

Page size: **25** Page 1 of 4, rows 1 to 25 of 78

☐	Name	SSN	Status	Physical Location	Current Location
☒	BO, BO	8910	Interviewed		
☐	BRADLEY, JERARD	3716	New		
☒	BROWN, JOE D	8145	Advocate Assigned		
☐	Bruckman, Candice	0140	New	city1, CT	
☒	DUNNY, DUGG	7575	Advocate Assigned		
☒	CARAWAY, LYNDA	2089	New		
☒	Case, Mag	2200	New		
☒	CASE, NEW	3123	Review Board		Reston, VA
☒	DALLAS, CORBIN	7777	New	NeverNever Land, MD	
☒	Davis, Daniel M	2333	Recommend Reassignment		

2. Select an RCC/Contact Center Operator from the **Assign From** list box. The number in parentheses indicates the current case load.
3. Select an RCC/Contact Center Operator from the **Assign To** list box. The number in parentheses indicates the current case load.
4. Select the check box for each case to re-assign or use the **select all** check box.
5. Click **Save** to save the changes.

NOTE: Notifications are sent to both the losing and gaining RCCs/Contact Center Operators to notify them of the re-assignment.

RCD Case Status Rules

Case Status Rules

Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
New	Medical Eligibility	Inactive Confirmed Pending Assignment Needs Review Review Board	Medical Eligibility	Auto set upon completion of intake.
Confirmed	Contact Center (CC) Supervisor	Pending Assignment Unable to Contact Recommend Inactive	CC Supervisor	Medically eligible for RCD, but Soldier does not have contact information available.
Pending Assignment	Regional Supervisor	RCC Assigned Active Unable to Contact 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 CC Representative	Active RCC Assigned AWAP Pending Assignment Recommend Inactive	CC Supervisor Regional Supervisor CC Representative	RCC is unable to contact the Soldier using available contact information. 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 Recommend Inactive Recommend Reassignment	RCC Supervisor RCC	
RCC Assigned	RCC	Unable to Contact Interviewed Recommend AWAP Recommend Inactive Recommend Reassignment	RCC 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. Inactive cases are "Closed".
Interviewed	Supervisor	Active RCC Assigned Unable to Contact Recommend Inactive Recommend Reassignment	Regional Supervisor	Interview has been completed and requires Supervisor review.
Needs Review	Medical Eligibility	Confirmed Pending Assignment Inactive Review Board	Medical Eligibility	Additional review required before eligibility determination. Automatically sends referring RCC (if applicable) an email asking for more information.

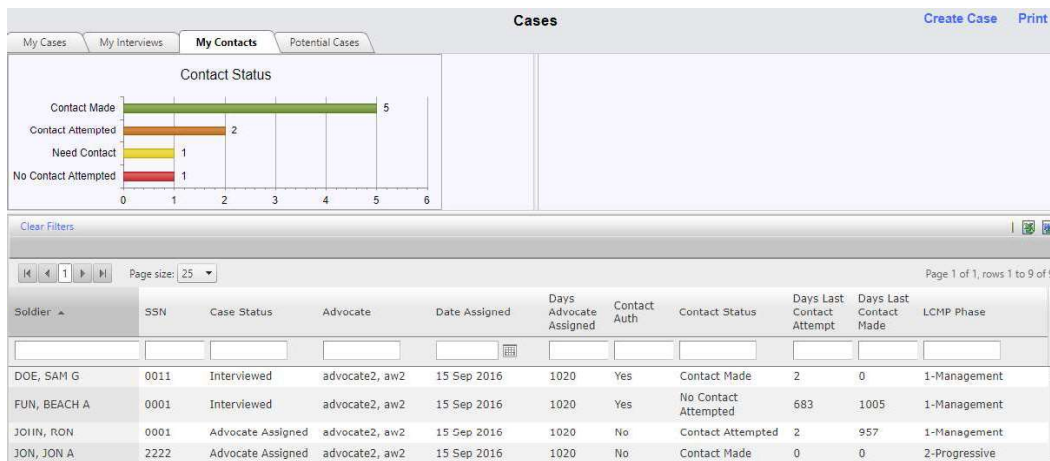
Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
Recommend Inactive	Supervisor Medical Eligibility	Active Pending Assignment Confirmed Needs Review Review Board Inactive	Medical Eligibility	Used if the Soldier no longer requires or desires RCC support, Soldier cannot be contacted using all available means, or Soldier is deceased. All Issues must be closed or "Recommend Inactive" cannot be selected.
Recommend Reassignment	Supervisor	Active RCC Assigned Pending Assignment Pending CC Assignment Unable to Contact Recommend Inactive	Regional Supervisor 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 Re-open	Medical Eligibility	Inactive Confirmed Pending Assignment Needs Review Review Board	Medical Eligibility	A case was inactive, but needs to be reassigned to an RCC as a managed case. Cases automatically reopened due to medically retiring out of an SRU have this status.
Review Board	Medical Eligibility	Inactive Confirmed Pending Assignment	Medical Eligibility	Case requires review board to determine RCD eligibility. 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 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.

My Contacts

The Contacts tab provides a snapshot of your assigned cases (or active cases by Region/CC) with the contact status for each Soldier. The contact requirements are based on the LCMP Phase for each Soldier.



Click on a name to open the case. Right-click on a row to open the case in a new window.

See [Grid Controls](#) for more information on filtering/sorting columns on the grid.

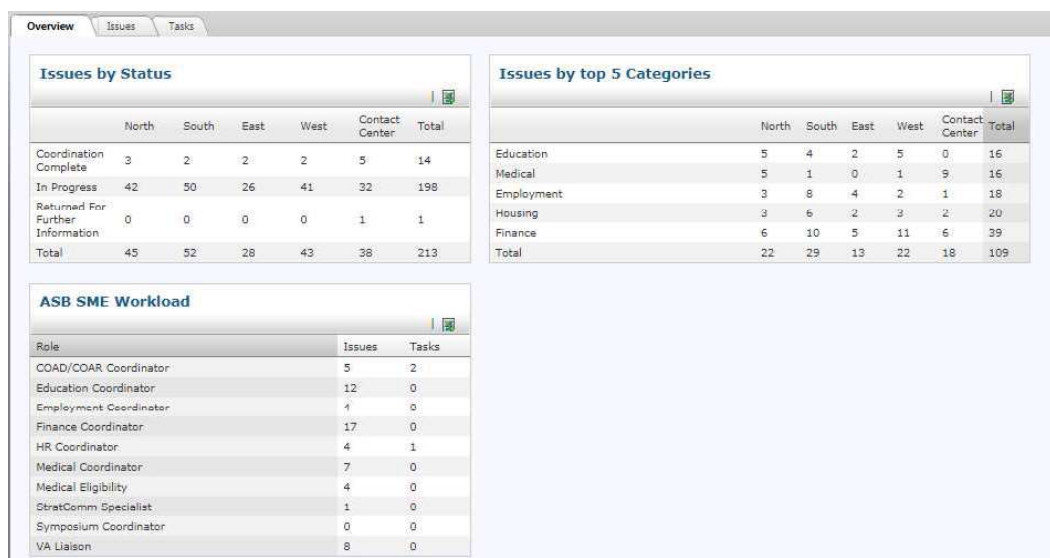
Issues

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

RCCs and CC Operators will see all open issues for Soldiers assigned to them. Supervisors will see all open issues for Soldiers that fall under their domain.

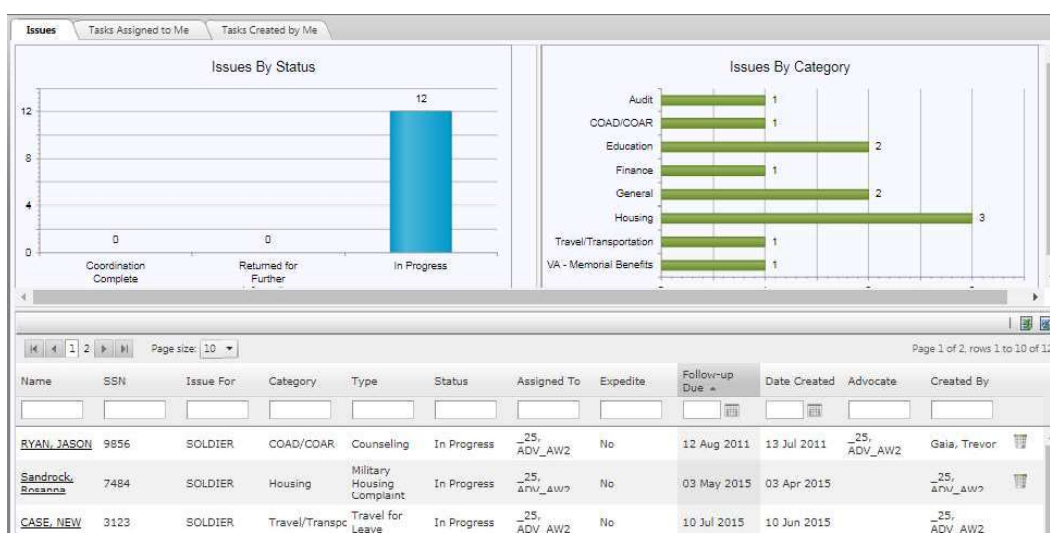
Overview Tab

The Overview tab is available to some user roles. It displays three charts: Issues by Status, Issues by top 5 Categories, and ASB SME Workload.



Issues Tab

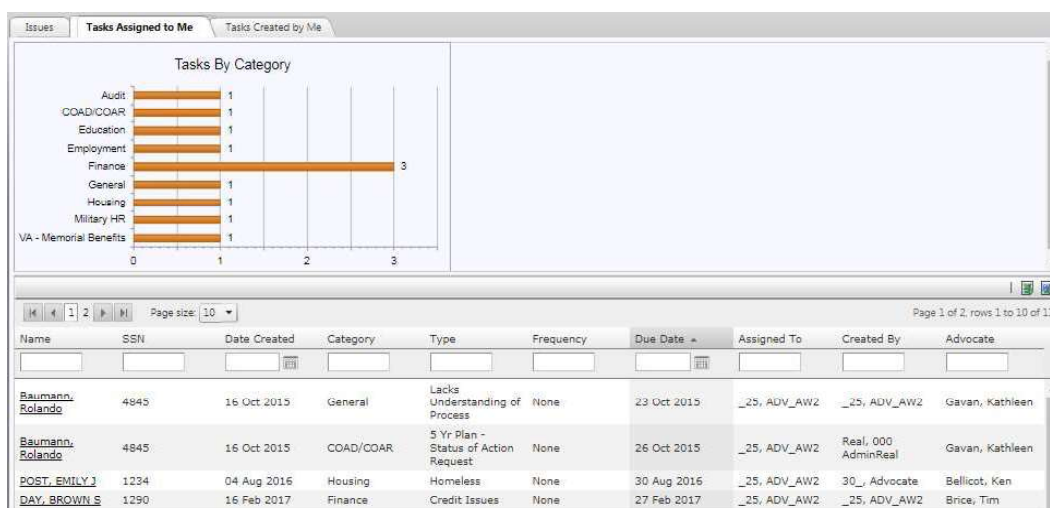
Once you are assigned issue, you are responsible for following up on the issue and providing a resolution. Charts and graphs will vary depending on your ARCS user role.



Click a Name hyperlink in the Soldier column to open the case.

Tasks Assigned to Me Tab

In order to resolve an issue, you may need to complete multiple tasks. The **Tasks Assigned to Me** displays all tasks assigned to you and identifies the due date, and creator of the task.

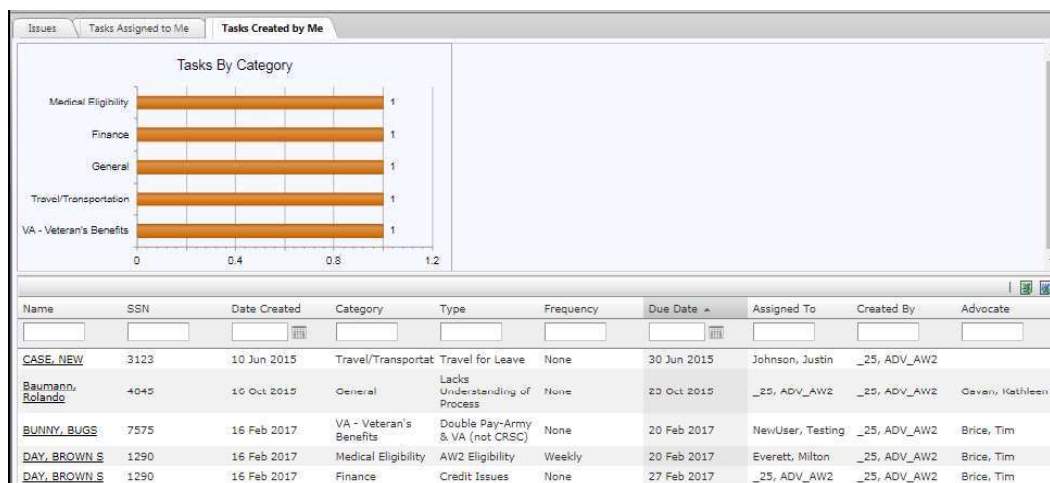


Click a Name hyperlink in the Soldier column to open the task within a case.

Related Topics: [Add Task Log Entry](#), [Edit Task](#)

Tasks Created by Me

In order to resolve an issue, you may need to assign tasks to other users or SMEs. The **Tasks Created by Me** allows you to track all tasks previously created by you.



Click a Name hyperlink in the Soldier column to open the task within a case.

[New tasks are added](#) within the [Issues](#) section of a Soldier's case.

SRU Survey

The Post-SRU Survey is administered by RCCs (Soldiers with managed RCD cases) and Contact Center Representatives (unmanaged or non-RCD Soldiers). To view the grid, select SRU Survey from the top menu.



Post-SRU Survey Grid	179
Active	179
Archive	180
Log Survey	181

Post-SRU Survey Grid

Active

The Active grid contains records of upcoming and active surveys

Post-WTU Survey								
Active		Archive						
Status	Assigned To	Soldier	WTU Location	Future Duty	Days Since Separation	Survey Eligible Date	# of Attempts	Last Attempt Date
Active	30_ Advocate	SSM MMM, KKK	Fort Belvoir	Medically Retired	511	17 Dec 2017	0	
In-Progress	30_ Advocate	SEC Renzi, Elaine	Fort Belvoir	Medically Retired	494	03 Jan 2018	2	13 Nov 2018
In-Progress	30_ Advocate	MG Flierl, Karen	Fort Belvoir	Medically Retired	225	29 Sep 2018	3	09 Nov 2018

Label	Name	Description
A	Status	- Pending - Soldiers out-processed from a SRU between 150-179 days ago - Active - Soldiers out-processed from a SRU 180 days ago or greater
B	Assigned To	RCC name (active RCD Soldier) or Contact Center (non-RCD Soldier or unmanaged RCD case)
C	Soldier	Soldier's name and rank - click on the name to Log Survey
D	SRU Location	SRU the Soldier was out-processed from
E	Future Duty	Disposition of the Soldier's SRU case
F	Days Since Separation	Days since the Soldier was out-processed from the SRU
G	Survey Eligible Date	Date the surveyor may begin attempting to contact the Soldier for the survey (180 days +)
H	# Attempts	Number of survey attempts logged in ARCS
I	Last Attempt Date	Date of the last survey attempt logged in ARCS

Archive

The Archive grid contains records of surveys that are no longer active.

Post-WTU Survey									
Active		Archive							
Status	Assigned To	Soldier	WTU Location	Future Duty	Days Since Separation	Survey Eligible Date	# of Attempts	Last Attempt Date	
Completed	30_ Advocate	GEN Rodriguez, Titus	Fort Belvoir	Retirement	226	28 Sep 2018	2	07 Nov 2018	
Refused	30_ Advocate	1LT Mcshaw, Fabian	Fort Belvoir	Medically Retired	196	28 Oct 2018	2	08 Nov 2018	

Label	Name	Description
A	Status	- Complete - A survey has been completed for this Soldier - Refused - The Soldier refused to completed the survey* - Exhausted - The surveyor attempted to reach the Soldier at least twice and all contact means have been exhausted* * Refused and Exhausted surveys are still available for new logging if the Soldier become available for the survey in the future
B	Soldier	Soldier name and rank - completed surveys are no longer active
C	Last Attempt Date	Date of the last survey attempt logged in ARCS. For completed surveys, the date reflects "survey completed on" date.

Log Survey

Permissions: RCC, Contact Center Representative

To log a survey attempt:

1. Click on the Soldier's name from the dashboard.

Log WTU Survey

Name: MG Flierl, Karen WTU: Fort Belvoir WTU Case ID: 21138

WTU Start Date: 28 Jul 2017 WTU End Date: 02 Apr 2018 Future Duty: Medically Retired

Eligibility Date: 29 Sep 2018 Prior Attempts: 8

Prior Surveys

Survey Outcome	Phone	Outcome Date	Entered By	Bad Number
No Contact	785968556663325	30 Apr 2019	Real, 000 AdminReal	☒
Left Message	54321	15 Apr 2019	Real, 000 AdminReal	☐
Left Message	123-456-7890	05 Feb 2019	Real, 000 AdminReal	☐
Left Message	123-456-7890	24 Jan 2019	Real, 000 AdminReal	☐

Survey Outcome

☐ No Contact Made
 ☐ Left Message
 ☐ Completed
 ☐ Refused
 ☐ Contact Means Exhausted

* Outcome Date:

* Phone Number:

Type:

Bad Phone Number ☐

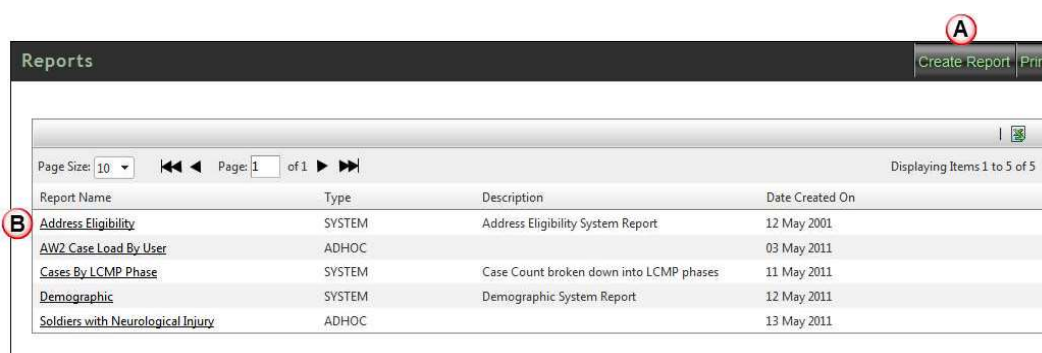
Cancel

2. Enter a survey outcome.
 - No Contact Made - no answer or could not leave a message
 - Left Message - left a voice mail or message with a person
 - Completed - Soldier completed the survey (moves Soldier name to archive page)
 - Refused - Soldier is not want to speak to the surveyor, or does not want to be surveyed (moves Soldier name to archive page)
 - Contact Means Exhausted - unable to contact the Soldier after at least 2 attempts (moves Soldier name to archive page)
3. Select an Outcome Date for the survey attempt - default is today's date
4. Select a phone number from the drop down, or add a new phone number and phone type.
 - If the phone number attempted is not a good number, select the "Bad Phone Number" check box to remove it from the drop down in the future and tag the number as bad.
5. Click Submit to save, or Cancel to close without saving.

Reports

Click **Reports** on the Menu bar to go to the Reports screen. The reports screen can be filtered into three views:

- [My Reports](#) (default)
- [System Reports](#)
- [Other Reports](#)



Reports Screen

Label	Name	Description
A	Create Report button	Click Create Report to create a new Ad Hoc report (see Create New Ad Hoc Report).
B	Report Name hyperlink	Click a report name hyperlink to view a system or saved Ad Hoc report: • View System Report • View Ad Hoc Report

My Reports

This is the default view when accessing reports and is customizable by the user. My Reports contains:

- All reports created by the user
- System and ad-hoc reports added to My Reports

Reports Print Create Report					
My Reports					
Report Name	Type	Description	Created By	Created On	Access
Cancelled Appointments A	SYSTEM	WTU Cancelled Appointments Report	Admin, Administrator	21 Jan 2012	Viewer Remove B
New Report CI	ADHOC	New Report CI	All, Admin	03 Mar 2015	Viewer C Delete Remove
No Show Appointments	SYSTEM	WTU No Show Appointments Report	Admin, Administrator	21 Jan 2012	Viewer Remove
Soldiers Unavailable for Self-Assessments	SYSTEM	WTU Soldiers Unavailable for Self-Assessments	Admin, Administrator	21 Jan 2012	Viewer Remove

My Reports Screen

Label	Name	Description
A	Report Name hyperlink	Click a report name hyperlink to view a system or saved Ad Hoc report:
B	Remove	Click to Remove a report from the My Reports screen.
C	Delete	Click to Delete an Ad-Hoc report from ARCS. Most users can only delete reports they created. Administrators can delete any ad-hoc report. <u>NOTE: Delete will permanently remove an ad-hoc report from ARCS.</u>

System Reports

System reports are created by the ARCS development team for the use of all system users and cannot be modified or deleted.

Users can add these reports to “My Reports” by clicking on “Add to My Reports.”

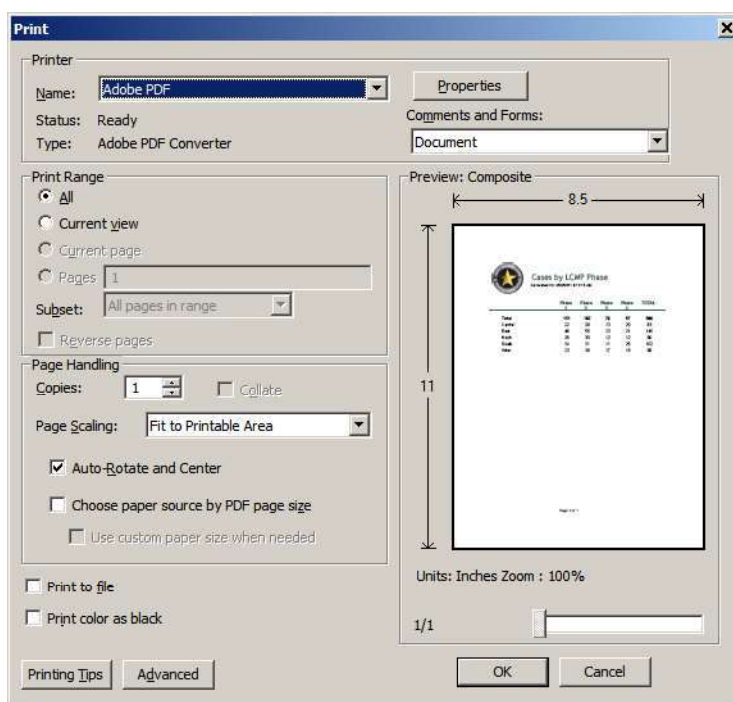
Reports Create Report Print					
System					
Report Name	Type	Description	Created By	Created On	Access
Appointments By WTU	SYSTEM	WTU Appointments by MTF and Clinic Report	SYSTEM, AWCTS	21 Jan 2012	view
Cancelled Appointments	SYSTEM	WTU Cancelled Appointments Report	SYSTEM, AWCTS	21 Jan 2012	view
Career Track Distribution	SYSTEM	WTU Career Track Distribution	SYSTEM, AWCTS	21 Jan 2012	view
Commander Risk Assessment Distribution	SYSTEM	WTU Commander Risk Assessment Distribution	SYSTEM, AWCTS	21 Jan 2012	view
Commander Risk Assessment Status by Soldier	SYSTEM	WTU Commander Risk Assessment Status by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
CTP Scrimmage and Goal Setting by Soldier	SYSTEM	WTU CTP Scrimmage and Goal Setting by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
CTP Summary by Soldier	SYSTEM	WTU CTP Summary by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
No Show Appointments	SYSTEM	WTU No Show Appointments Report	SYSTEM, AWCTS	21 Jan 2012	view
Pending Risk Assessments by Soldier	SYSTEM	WTU Pending Risk Assessment by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
Role Assignments by Soldier	SYSTEM	WTU Role Assignments by Soldier	SYSTEM, AWCTS	17 Nov 2012	view
Self-Assessment Status by Soldier	SYSTEM	WTU Self-Assessment Status by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
Self-Assessments by Soldier	SYSTEM	WTU Self-Assessments by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
Soldier Demographics	SYSTEM	WTU Soldier Demographics	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers >30 Days without Initial Scrimmage	SYSTEM	WTU Soldiers >30 Days without Initial Scrimmage	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers By Gender	SYSTEM	WTU Soldiers by Gender Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers By Grade	SYSTEM	WTU Soldiers by Grade Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers By HOR	SYSTEM	WTU Soldiers by HOR Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers by ICD Code	SYSTEM	WTU Soldiers by ICD Code	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers Most Recent Self-Assessment Completion	SYSTEM	WTU Soldiers Most Recent Self-Assessment Completion	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers Needing Assistance	SYSTEM	WTU Soldiers Needing Assistance Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers Unavailable for Self-Assessments	SYSTEM	WTU Soldiers Unavailable for Self-Assessments	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers with a Career Track	SYSTEM	WTU Soldiers with a Career Track	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers with a Completed Commander Risk Assessment	SYSTEM	WTU Soldiers with a Completed Commander Risk Assessment	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers with a Completed Initial Scrimmage	SYSTEM	WTU Soldiers with a Completed Initial Scrimmage	SYSTEM, AWCTS	21 Jan 2012	view
Transition Status by Soldier	SYSTEM	WTU Transition Status by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
WTU Unit Strength	SYSTEM	WTU Unit Strength Report	SYSTEM, AWCTS	21 Jan 2012	view

Print System Report

To print a system report:

1. Click the **Print** icon.

The Print dialog box opens.

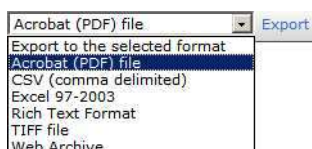


2. Choose print options.
3. Click **OK** to print the report.

Export System Report

To export a report:

1. Select a format (e.g., PDF, TIFF, Excel) from the list box.



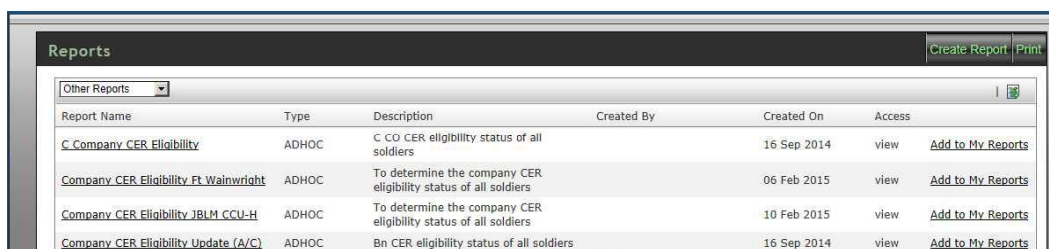
2. Click the **Export** hyperlink.

NOTE: The Export hyperlink will be unavailable until an export format is selected.

Other Reports

Displays all ad hoc reports created by system users (see [Create Report](#)). All users have the capability to use reports in this dashboard.

Users can add these reports to “My Reports” by clicking on “Add to My Reports.”

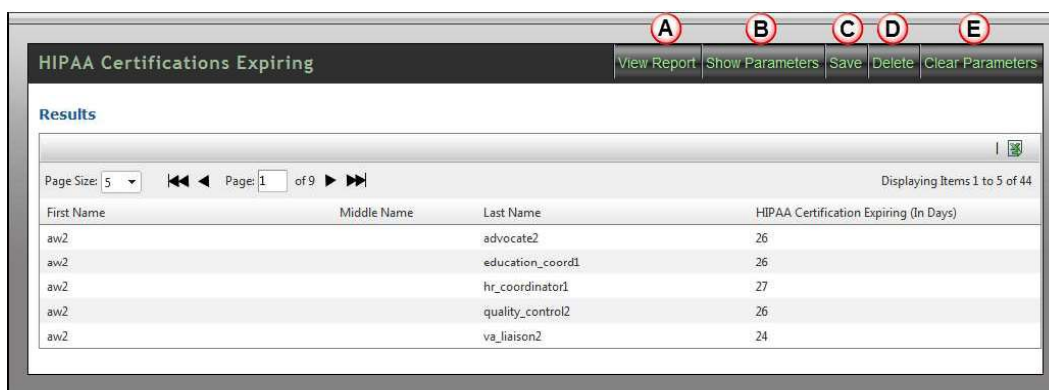


The screenshot shows a web interface titled 'Reports'. At the top right are buttons for 'Create Report' and 'Print'. Below the title is a dropdown menu set to 'Other Reports'. The main content is a table with columns: Report Name, Type, Description, Created By, Created On, and Access. There are four rows of reports, each with an 'Add to My Reports' link.

Report Name	Type	Description	Created By	Created On	Access
C Company CER Eligibility	ADHOC	C CO CER eligibility status of all soldiers		16 Sep 2014	view Add to My Reports
Company CER Eligibility Ft Wainwright	ADHOC	To determine the company CER eligibility status of all soldiers		06 Feb 2015	view Add to My Reports
Company CER Eligibility JBLM CCU-H	ADHOC	To determine the company CER eligibility status of all soldiers		10 Feb 2015	view Add to My Reports
Company CER Eligibility Update (A/C)	ADHOC	Bn CER eligibility status of all soldiers		16 Sep 2014	view Add to My Reports

View Ad Hoc Report

Click an Ad Hoc report name hyperlink to generate the report.



The screenshot shows a report titled 'HIPAA Certifications Expiring'. At the top right are buttons labeled A, B, C, D, and E, and a row of buttons: 'View Report', 'Show Parameters', 'Save', 'Delete', and 'Clear Parameters'. Below the title is a 'Results' section with a table. Above the table are controls for 'Page Size' (set to 5), navigation arrows, 'Page 1 of 9', and 'Displaying Items 1 to 5 of 44'.

First Name	Middle Name	Last Name	HIPAA Certification Expiring (In Days)
aw2		advocate2	26
aw2		education_coord1	26
aw2		hr_coordinator1	27
aw2		quality_control2	26
aw2		va_liaison2	24

View Ad hoc Report

Label	Name	Description
A	View Report button	Click View Report to view the report.
B	Show Parameters button	Click Show Parameters to view the parameters of an Ad Hoc report.
C	Save button	Click Save to save the report definition (see Save Ad Hoc Report).
D	Delete button	Click Delete to delete the report definition (see Delete Ad Hoc Report).
E	Clear Parameters button	Click Clear Parameters to clear all selections from the Select Entities, Include Columns, and Specify Conditions sections.

Creating a New ARCS Ad Hoc Report

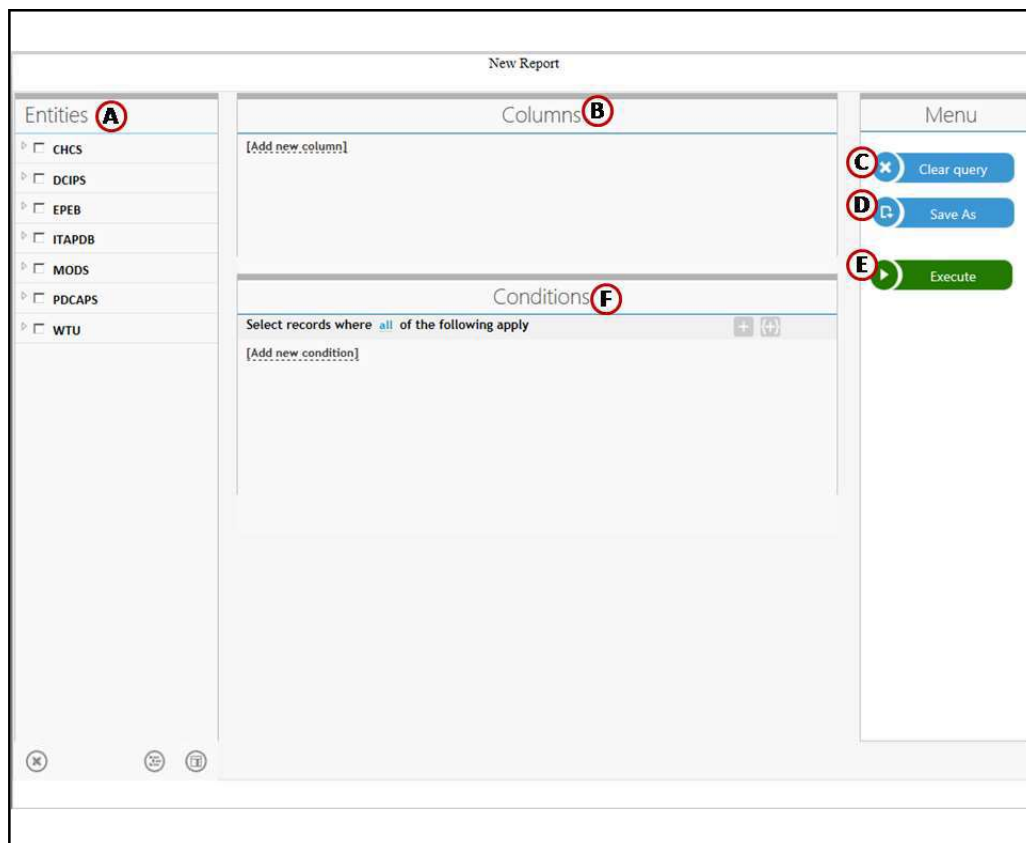
There are five steps to creating a new Ad Hoc Report:

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

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

Create Report

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

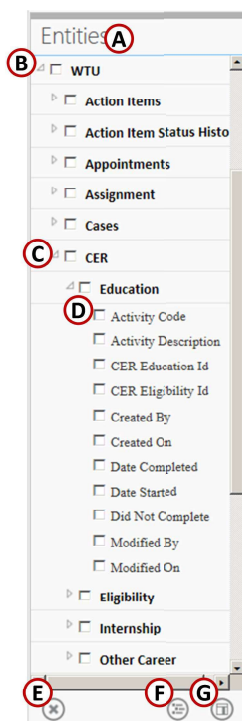


Ad-Hoc Report Builder

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

Select Entities

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

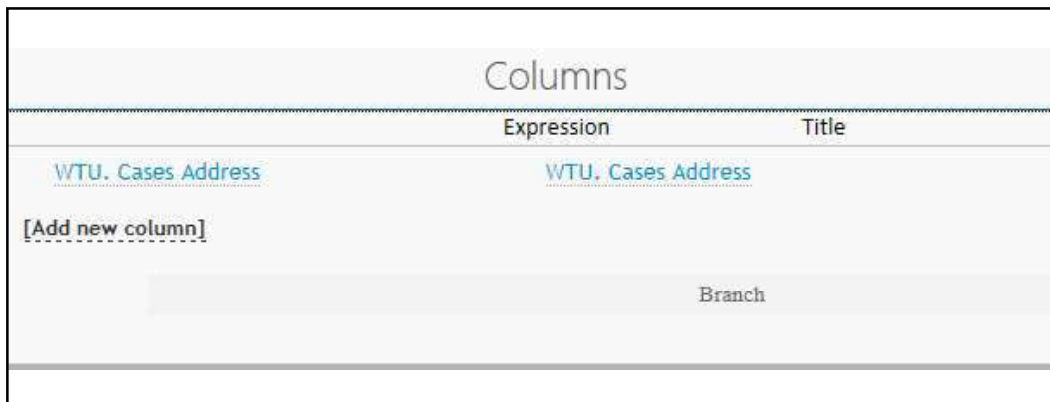


Entity Selection Screen

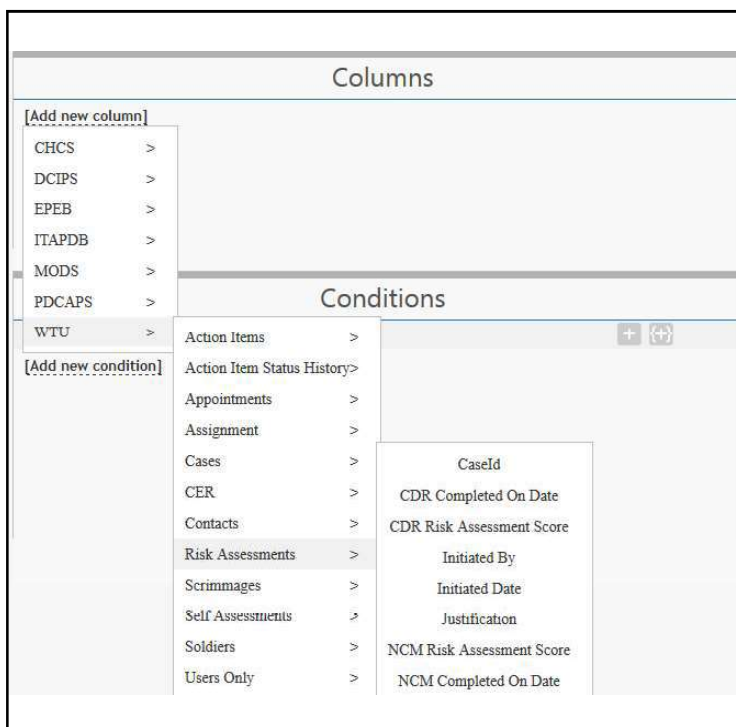
Label	Name	Description
A	Entities	Entities – Reportable data fields that may be selected for the ad-hoc report.
B	Expand/ Collapse Arrow	Click to expand or collapse entities sub groups
C	Subgroup	Expand the top-level entity to show all related sub-entities.
D	Entity	Specific data fields
E	Clear	Clear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

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

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



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



Specify Conditions

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

The screenshot shows a 'Conditions' dialog box with the following elements and callouts:

- A**: Points to the 'all' dropdown menu.
- B**: Points to the first '+' button.
- C**: Points to the second '+' button.
- D**: Points to the first condition text: 'W.TU. Soldiers Birth Date is equal to Today'.
- E**: Points to the 'and' connector.
- F**: Points to the second condition text: 'W.TU. Cases AWCTS In-Processing Date is equal to Today'.
- G**: Points to the first '-' button.
- H**: Points to the second '-' button.
- I**: Points to the '[Add new condition]' link.

The dialog box contains the following text:

Conditions

Select records where **all** of the following apply

W.TU. Soldiers Birth Date is equal to Today

and W.TU. Cases AWCTS In-Processing Date is equal to Today

[Add new condition]

Specify Report Conditions Screen

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

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

Organize Columns

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



Report Selected Columns Description

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

Save Ad Hoc Report

To save a report definition:

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



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



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



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

Delete Ad Hoc Report

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

To delete a report.

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



The screenshot shows a web application interface titled "Reports". In the top right corner, there are two buttons: "Create Report" and "Print". Below the title bar, there is a dropdown menu labeled "My Reports" with a downward arrow. Below this is a table with the following columns: "Report Name", "Type", "Description", "Created By", "Created On", and "Access". The table contains four rows of data, each with a "Delete" hyperlink in the "Access" column.

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

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



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

RCD Users Grid

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

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

User	Web Phone	Region	Section	Is Active	Last Updated
Add New User	301-555-1234	West		True	21 Aug 2023
Add New User	123-555-9876	North		True	18 Jul 2023
Customize User	123-555-9876	East		True	18 Jul 2023
Admin	111-222-3333	North		True	11 Jan 2019

User Dashboard Items

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

View RCD User Details	200
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[Deactivate RCD User](#) 207

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View RCD User Details

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

The RCD User Details screen opens.

The screenshot displays the 'RCD User Details' form. It includes sections for 'Contact Information' (email, address, phone), 'Personal Information' (security clearance, birth date, HIPAA certificate), 'RCD System Rules' (Recovery Care Coordinator), and 'Attachments' (a table of documents like System Access Request Form, HIPAA, and DoD Cyber Awareness).

File Name	File Type	Document Date	Added By	Added On
Details Edit System Access Request Form	System Access Request Form	18 Jan 2024	Real, 000 AdminReal	04 Mar 2024
Details Edit HIPAA	HIPAA Training Certificates	26 Feb 2024	Real, 000 AdminReal	04 Mar 2024
Details Edit DoD Cyber Awareness 2024	DoD Cyber Awareness	06 Jan 2024	Real, 000 AdminReal	04 Mar 2024

Add New RCD User

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

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

To add a new user:

1. Click the Add icon .

The Add New User screen opens.



Add New User

* EDIPI: 1234567890

Cancel Add

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

The RCD User Details screen opens.

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

User Details

* EDIPI: 9638520741 Region: North
 * First Name: Bob Section: Advocate Branch
 Middle Name: Office Location: WFU
 * Last Name: Smith Location: VARNUMC Bethesda
 Job Title: Advocate Office Symbol:
 Designation: Government Civilian Room Number:
 Primary Agency Supporting:
 User Is Active: ☒

Contact Information

* AKO Email: bob.smith@mail.mil Address 1:
 Other Government Email: Address 2:
 * Office Phone: 123-456-7890 City:
 Office DSN: State:
 Business Cell Phone: Country:
 Postal Code:

Personal Information

Security Clearance: Address 1:
 Birth Date: DD MM YYYY Address 2:
 HIPAA Certified: 01 Sep 2016 City:
 Home Phone: State:
 Personal Cell Phone: Country:
 Postal Code:

AW2 System Roles

Available Roles → **Selected Roles**

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

Advocate

Cancel Save

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

Users

AW2 Page size: 25 Page 1 of 1, rows 1 to 2 of 2

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

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

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

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

NOTE: HIPAA Certificates should be updated annually in attachments.

Edit RCD User

To edit an existing user account:

1. Click Edit.

The RCD User Details screen opens:

RCD User Details	
* SSN: 000000000 * First Name: John * Middle Name: * Last Name: Smith Job Title: Recovery Care Coordinator (C...) Designation: Active Duty Military Primary Agency Reporting: CDRF10 User is Active: ☒	Region: East Service: Recovery Care D... Office Location: Select office location... Office Number: Team Number:
Contact Information	
* ADD Email: john.smith@army.mil Other Document Email: sm@army.com * Office Phone: 2022121214 Office Cell: Business Cell Phone:	Address 1: 123 Main St Address 2: City: Silver Spring * State: Maryland Country: United States Postal Code: 20901
PERSONAL INFORMATION	
Security Clearance: NAC Birth Date: 29 Feb 2014 Home Phone: 0330070 Personal Cell Phone: 0330070	Address 1: 123 Main St Address 2: City: Silver Spring State: Country: United States Postal Code: 20901
RCD System Rules	
Available Rules: Selected Rules:	

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

User Profile Attachments

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

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

Attachments Screen Items

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

Update HIPAA Certificate

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

To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .

The screenshot shows the 'My Profile' page. At the top, there is a 'User Information' section with an 'Edit' button. Below it, the EDIPI number is 0000000000. The 'Attachments' section shows a table with two rows of data.

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

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

The screenshot shows the 'Add Attachment' dialog box. It contains the following fields and options:

- * Document Type: HIPAA Training Certificates (dropdown menu)
- * File Name: HIPAA Cert 2019 (text input)
- * Document Date: 24 Jul 2019 (text input, with a red arrow pointing to it and the text 'HIPAA Cert Date' next to it)
- * Upload File: Sample HIPAA.docx (with a green circle icon and a red 'x' icon labeled 'Remove')

At the bottom, there is a 'Required' label and 'Cancel' and 'Submit' buttons.

3. Click Submit.

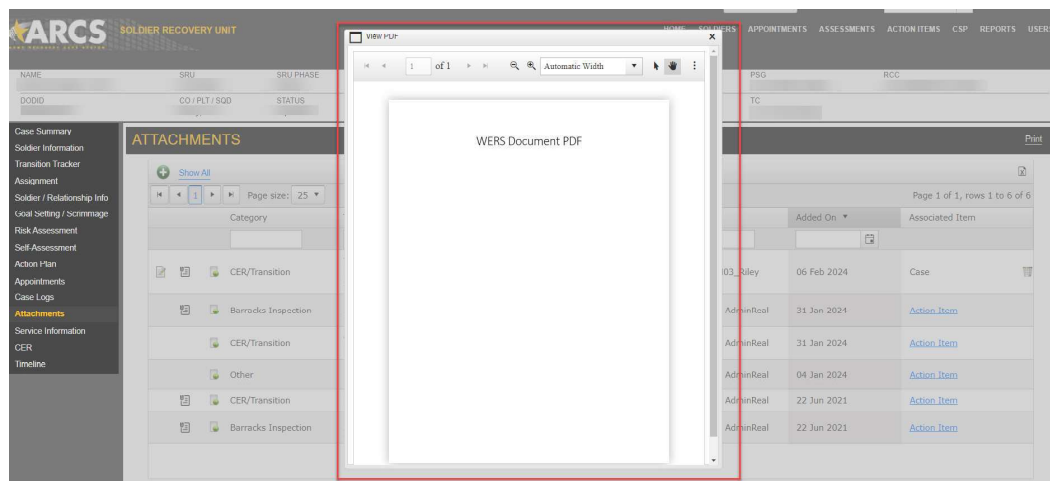
The HIPAA Trained or HIPAA Certified Date will automatically update to match the Document Date indicated in the upload.

View PDF Attachment

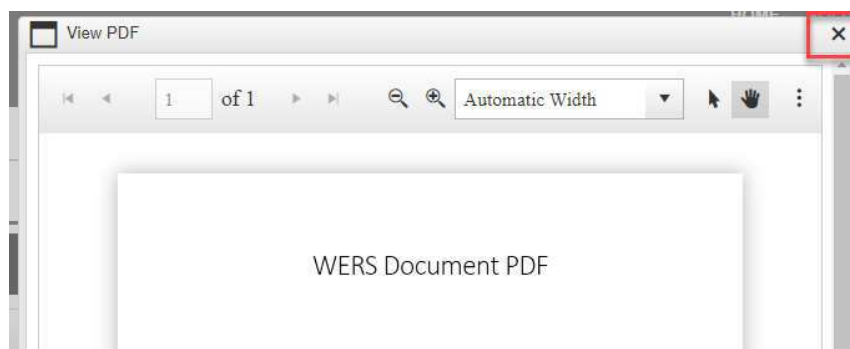
To view the PDF in a pop-up window:



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



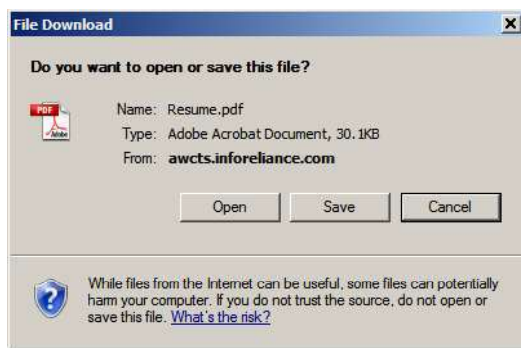
3. Select the X icon to close the window



Download Attachment

To download an attachment:

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

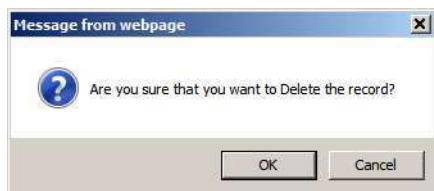


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Delete Attachment

To delete an attachment:

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



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

Deactivate RCD User

To deactivate a User account:

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

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

Field	Value
* EDIPI:	9638520741
* First Name:	Bob
Middle Name:	
* Last Name:	Smith
Region:	North
Section:	Advocate Branch
Office Location:	WTL
Location:	WRNMMC Bethesda
Job Title:	Advocate
Designation:	Government Civilian
Office Symbol:	
Room Number:	
Primary Agency Supporting:	
User Is Active:	☒

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

Re-activate RCD User

To enable a suspended User account:

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

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

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

Contact ARCS Support Team

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

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

Glossary

A

ACES

Army Continuing Education System

Action Item

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

Ad-Hoc Report

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

AHLTA

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

AKO

Army Knowledge Online

AMRAP

Army Medical Readiness Assistance Program

AOC

Area of Concentration

ARC4

Army Recovery Care Coordination Contact Center

ARCP

Army Recovery Care Program

ARCS

Army Recovery Care System (formerly AWCTS)

ASAP

Army Substance Abuse Program

AW2

Army Wounded Warrior

AWCTS

Army Warrior Care and Transition System (now ARCS)

C

CAC

Common Access Card - required for login to ARCS

CCU

Community Care Unit (no longer used)

CDR

Commander

CER

Career and Education Readiness

CHCS

Composite Health Care System

CO

Company

CO CDR

Company Commander

CTP

Comprehensive Transition Plan

D

DCIPS

Defense Casualty Information Processing System

DEERS

Defense Enrollment Eligibility Reporting System

DMDC

Defense Manpower Data Center

DOB

Date of Birth

DoD

Department of Defense

DODID

Department of Defense identification number

E

EDIPI

Electronic Data Interchange Personal Identifier (CAC Number)

ER

Emergency Room

ET

Eastern Time

F

FOIA

Freedom of Information Act

FTR

Focused Transition Review

H

HIPAA

Health Insurance Portability and Accountability

HR

Human Resources

I

ICD

International Classification of Diseases

IDES

Integrated Disability Evaluation System

IDT

Inter-disciplinary Team

IPPS-A

Integrated Personnel and Pay System - Army

ITAPDB

Integrated Total Army Personnel Database

M

M2

Medical Management

MAG

Medical Assistance Group (no longer used)

MEB

Medical Evaluation Board

MEDCOM

US Army Medical Command

MEDITT

Medical Evaluation Board Internal Tracking Tool

MOS

Military Occupational Specialty

My Term

My definition

MyTerm

N**NCM**

Nurse Case Manager

O**OMB**

Ombudsman ARCS Ombudsman Module

OT

Occupational Therapist

P**PCM**

Primary Care Physician (now SRU Provider)

PDF

Portable Document Format

PEB

Physical Evaluation Board

PIN

Personal Identification Number

POC

Point of Contact

PSG

Platoon Sergeant

R**RCC**

Recovery Care Coordinator (also serves as the Lead Coordinator)

RHC

Regional Health Command

RIAWA

Remain in the Army Work Assignment

S**SCAADL**

Special Compensation for Assistance with Activities of Daily Life

Scrimmage

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

SFAC

Solider Family Assistance Center

SFL

Soldier for Life

SFL TAP

Soldier for Life, Transition Assistance Program

SL

Squad Leader

SM

Service Member

SMART

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

SME

Subject Matter Expert

SRU

Soldier Recovery Unit

SSN

Social Security Number

ST

Soldier in Transition

STARTC

Soldier Transfer and Regulation Tracking Center

SW

Social Worker

T

TC

Transition Coordinator

TFA

Transition from the Army

TRANSPROC

Military Personnel Transition Point Processing System

TSGLI

Traumatic Servicemember's Group Life Insurance

V**VA**

Veterans Affairs

VR&E

Vocational Rehabilitation and Employment

W**WCT**

Warrior Care and Transition (now ARCP)

WII

Wounded, Ill, and Injured

WSFH

Wounded Soldier Family Hotline

WT

Warrior Transition

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