



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

Soldier Recovery Unit (SRU) Module User Guide

PRODUCED BY



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Getting Started

ARCS SRU Overview

This section describes features that appear throughout ARCS SRU and will be referenced throughout this user manual.

About the Soldier Recovery Unit (SRU) 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.

The Soldier Recovery Unit (SRU) module will provide capabilities to support the Army's SRUs. These capabilities are required by a triad of care (Platoon Sergeant [PSG] / Squad Leader [SL], Nurse Case Manager [NCM], and SRU Provider) that supports a Soldier's transition back to the force or to civilian life. These capabilities include tracking and management of clinical and non-clinical appointments.

ARCS is the system of record for all SRU non-clinical case management.

ARCS Modules

About ARCS SRU User Roles

The ARCS SRU has user roles that determine the user's access and permissions. Your user role will determine whether you can create, view, edit, and delete information in ARCS SRU. Your user role also determines what you see on your Home screen.

ARCS User Roles

Role	Description
Administrator	Administrators manage ARCS user accounts and permissions, and have administrative access to case information.
All Access - Company	Read-only Company-level access plus permissions to manage Action Plans assigned by other users.
All Access - Platoon	Read-only access to all Soldiers assigned to the Platoon.
All Access - Squad	Read-only access to all Soldiers assigned to the Squad.
Recovery Care Coordinator (RCC)	RCCs manage Soldier cases on an ongoing basis and function in the role of Recovery Care Coordinators for all SRU Soldiers. They work with the Operational subject matter experts (SMEs) to resolve issues and provide the necessary assistance to Soldiers and their family members.
Battalion Commander	Battalion Commanders have oversight into all Soldiers enrolled in the SRU.
Company Commander	Company Commanders (CO CDR) provide oversight and leadership to the care of Soldiers at the SRU.
Program Analyst	The Comprehensive Transition Plan (CTP) Management Analysts are responsible for adding new Soldiers into each system required by the SRU to manage the Soldier's care. They are also responsible for assigning the Soldier to SRU personnel who will be working with them.
HR Specialist	Human Resources (HR) Specialists are responsible for adding new Soldiers into each system required by the SRU to manage the Soldier's care. They are also responsible for assigning the Soldier to SRU personnel who will be working with them.

ARCS User Roles

Role	Description
Nurse Case Manager	Nurse Case Managers (NCMs) interact with the Soldier on a regular basis to ensure they are getting the clinical support they need to progress through the RCP process.
Occupational Therapist	Occupational Therapists (OTs) participate in the RCP process for Soldiers.
Platoon Sergeant	Platoon Sergeants (PSG) provide oversight and leadership to the SLs working with Soldiers.
Primary Care Manager	Primary Care Managers (PCMs) are responsible for the clinical management and treatment of the Soldier.MRC
MRC Leadership	Medical Readiness Command (MRC) users have read-only access to all Soldiers assigned to SRUs within their region.
SFAC	Soldier Family Assistance Centers (SFACs) provide Soldier and family member support.
Social Services Assistant	Social Services Assistants participate in the RCP process for Soldiers.
Social Worker	Social Worker (SW) participates in the RCP process for Soldiers.
STARTC	Soldier Transfer and Regulating Tracking Center (STARTC) users are responsible for Soldier movement and transfer.
Squad Leader	SLs interact with the Soldier on a daily basis to ensure they are making their appointments and progressing through the RCP process.

ARCS User Roles

Role	Description
Transition Coordinator	Transition Coordinators manage the unit's Career and Education Readiness (CER) program and integrate CER activities for all SRU Soldiers in accordance with their track and career goals.
ARCP Leadership	Army Recovery Care Program (ARCP) Leadership has read-only access to all Soldiers across the enterprise (All RHCs and SRUs).
SRU Leadership	Read-only SRU-level access plus permissions to manage Action Plans assigned by other users.

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 ARCS Modules	Click the link to open other ARCS modules in another window. <u>Note: Only available for users with permissions in multiple modules.</u>
C	My Profile 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 Search ARCS	Search for a Soldier by case number, partial Social Security Number (SSN), or last name.
F	Advanced Search 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	Notifications Hyperlink	Click notifications to view your notifications.

Notifications

You will receive system notifications when items are assigned to you or when changes are made to a case assigned to you. When you click on the Notifications link, the notification list opens.

Name	Completed	Type	Text	Created On	Last Update	Notification For
Transition Tracker Checklist Item Assigned	☐		Transition Checklist Item Assigned for General, Tamen has been assigned to you by Real, 000 AdminReal with a Target Date of 22 Feb 2024	22 Feb 2024	22 Feb 2024	Transition Tracker
Risk Assessment Initiated	☐		Risk Assessment initiated for Ferri, Kyle	13 Feb 2024	13 Feb 2024	Risk Assessment
New Case Created	☐		Case for Ferri, Kyle has been Assigned to you by Real, 000 AdminReal	13 Feb 2024	13 Feb 2024	Case
Risk Assessment Initiated	☐		Risk Assessment initiated for ADAMS, DON	30 Jan 2024	30 Jan 2024	Risk Assessment
New Appointment	☐		Soldier ADAMS, DON has a new One-time appointment scheduled	30 Jan 2024	30 Jan 2024	Appointment
New Appointment	☐		Soldier Burke, Pat has a new One-time appointment scheduled	04 Jan 2024	04 Jan 2024	Appointment
New Appointment	☐		Soldier Burke, Pat has a new One-time appointment scheduled	04 Jan 2024	04 Jan 2024	Appointment
Risk Assessment Initiated	☐		Risk Assessment initiated for Batten, Ellis	11 Dec 2023	11 Dec 2023	Risk Assessment

Label	Name	Description
A	Show New/Open Notifications hyperlink	Click on the hyperlink to toggle between viewing new notifications and all open notifications.
B	Save button	Click Save to mark the selected notifications as complete. This will remove the selected notifications from your notification list.
C	Mark Completed check box	Select the check box for each notification you want to mark as complete.
D	Item hyperlink	Click on the hyperlink to view the associated item for a notification.

NOTE: Some notifications are automatically removed when you change the status on the related item.

Manage Roles

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

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



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

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

User Information

EDIPI: 1000000553

First Name: test

Middle Name:

Last Name: CCR_Role

Contact Information

Address Line 1:

Address Line 2:

City:

State:

Country:

Postal Code:

Work Phone:

Cell Phone:

Home Phone:

Email:

Account Information

Account Status: Active

Roles: Customer Care Representative, Administrator, Supervisor

Default Login Role:

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

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

My Profile

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

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

My Profile Screen Items

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

HIPAA Certified Date

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

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

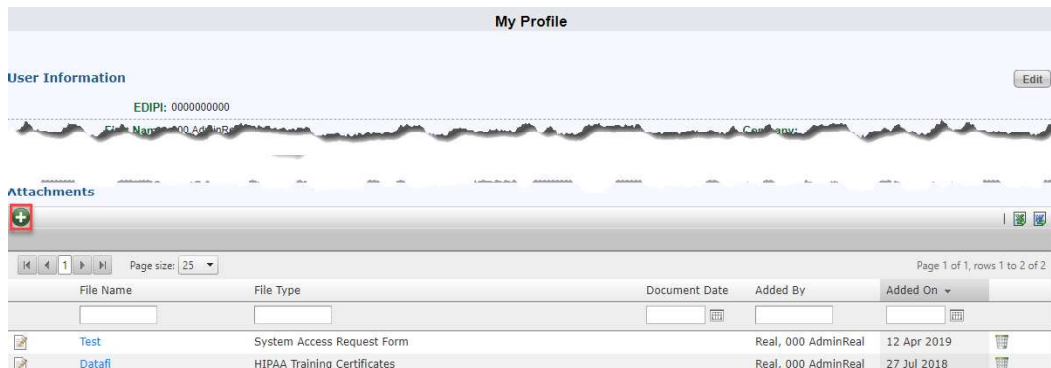
When the user's HIPAA certificate expires in the current month, the user will receive a message at each login until a new certificate is uploaded. Accounts are suspended on the 1st of the following month if a new HIPAA certificate is not uploaded.

Update HIPAA Certificate

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

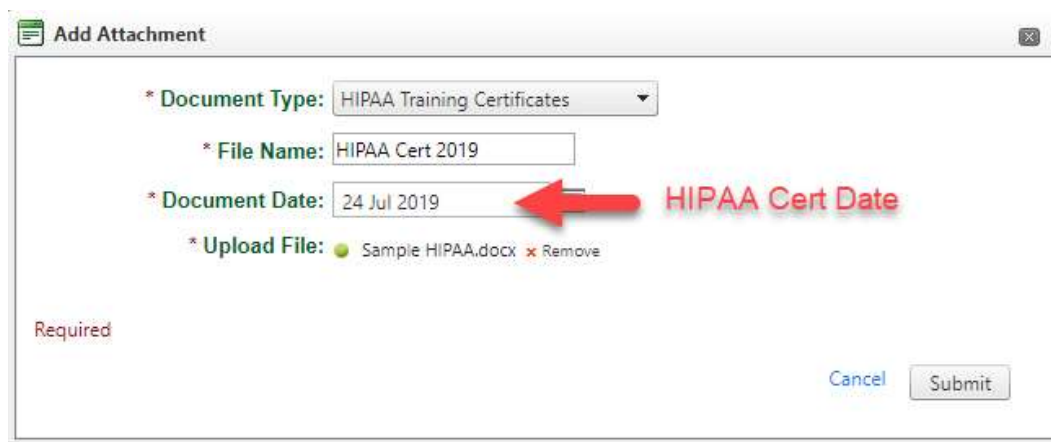
To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .



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

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



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 SRU module, this type of search will return only SRU case records.

Search Results

Name	SSN	Source ^	Case ID	Status	Date Created
> Soldier Name: SMITH, D.; SSN: 1111					
> Soldier Name: Smith, Jane; SSN: 6987					
v Soldier Name: SMITH, JOHN; SSN: 5668					
SMITH, JOHN	5668	AWCTS - WTU	589	Active	12 Aug 2010
> Soldier Name: SMITH, KAREN; SSN: 3456					
> Soldier Name: SMITH, SAM; SSN: 1234					
> Soldier Name: SMITH, TRACY; SSN: 3426					

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

Standard Features

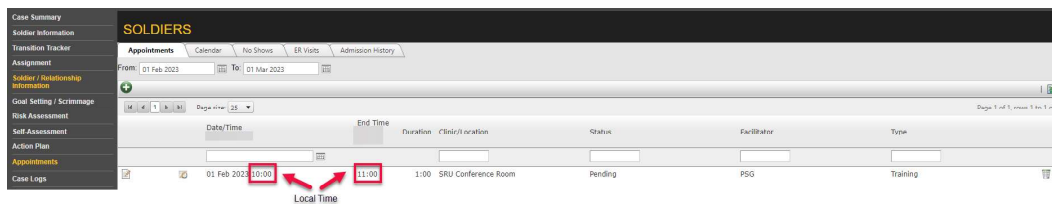
The SRU module has several standard features which will appear throughout the application, as described in the following sections.

Time Stamps

Soldier Recovery Unit (SRU)

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)
 - Please note, appointments times are listed in local time (see picture below).
- 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 Add icon to add an item.
	Date Picker	Click the Date Picker icon to open a small calendar to select a date instead of entering it manually.
	Delete	Click the Delete icon to delete an item.
	Edit	Click the Edit icon to edit an item.
	Excel	Export as a spreadsheet in Excel: Export to Microsoft Excel .
	Help	Point to a help icon to view a tip.
	Risk: Low	Indicates that a risk is low.
	Risk: Guarded	Indicates that a risk is guarded.
	Risk: Moderate	Indicates that a risk is moderate.
	Risk: High	Indicates that a risk is high.
	Time Picker	Click the icon to select a time instead of entering it manually.

Date Picker

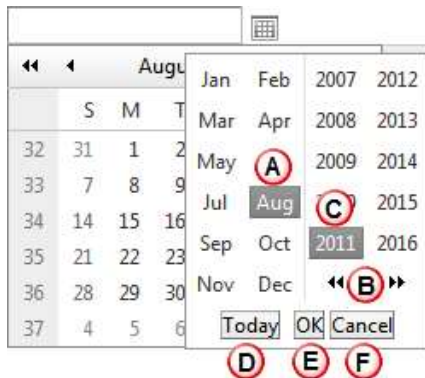
Whenever you see the Date Picker icon , click it to select dates from a calendar instead of entering the dates manually.



Date Picker

Label	Name	Description
A	Date field	Click this field to enter the date manually (DD MMM YYYY format).
B	Previous/Next icons	Use the icons here to scroll by month or year: - Click  to go back one month. Click  to go back three months. - Click  to go ahead one month. Click  to go ahead three months.
C	Day selector	Select a day from the calendar to enter the date in the field.
D	Month/Year View	Click on the month (August 2011) to see the month/year view.

Month/year view

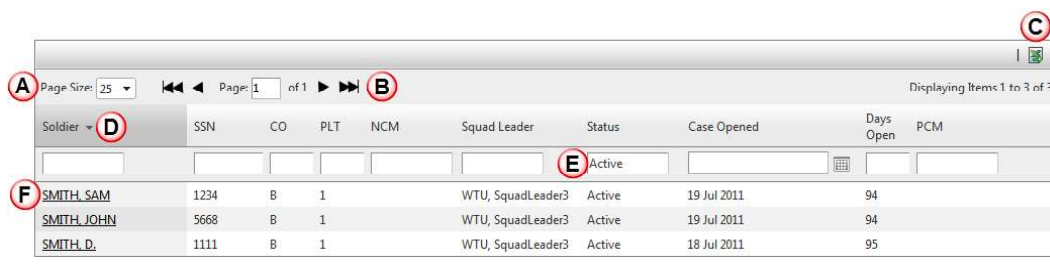


Date Picker Month and Year

Label	Name	Description
A	Month selector	Click a month to select it.
B	Previous/Next icons	Click ◀◀ to go back 10 years. Click ▶▶ to go ahead 10 years.
C	Year selector	Click a year to select it.
D	Today button	Click Today to select the current date
E	OK button	Click OK to confirm the selection.
F	Cancel button	Click Cancel to close the date picker without making a selection.

Grid Controls

ARCS uses grids to organize types of content, with standard features for sorting, filtering, and interacting with the content. Some features will vary by grid and user role.

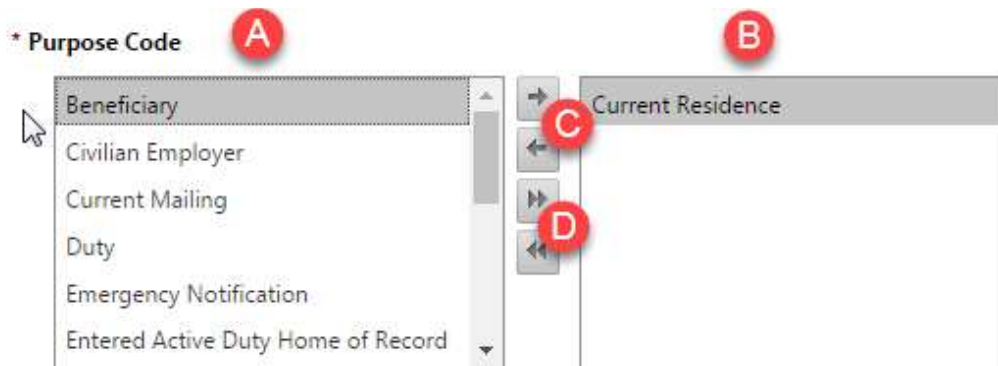


Grid Controls

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

Picklists

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



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

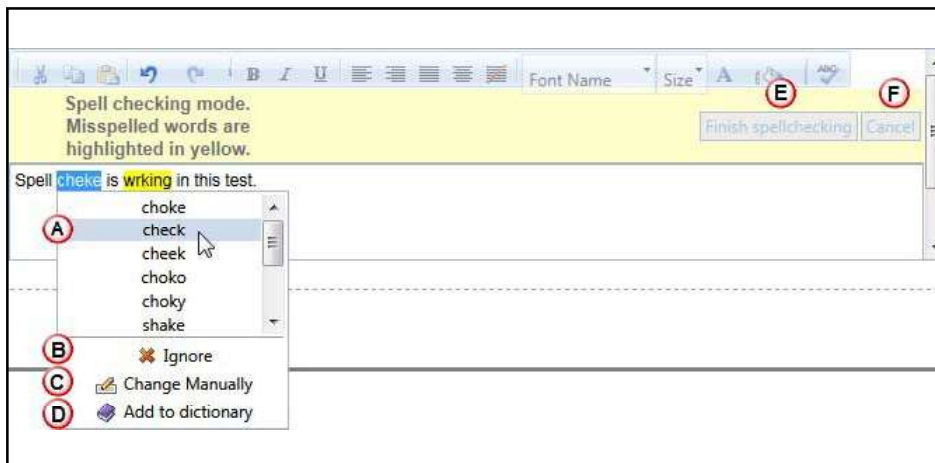
Picklist Controls

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

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

Spell Check

The Spell Check feature is available from the text editor by clicking the Spell Check icon. If there are misspelled words in the text field, the text editor appears as shown below.



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

Spell Check

Label	Name	Description
A	Suggested Words	Click on a suggested word to replace the highlighted word.
B	Ignore	Click Ignore to ignore the highlighted word and go to the next highlighted word.
C	Change Manually	Click Change Manually to view the following field:  Make the change and then click the Edit Complete icon  to replace the highlighted word.
D	Add to dictionary	Click Add to dictionary to add the highlighted word to the dictionary.
E	Finish spell checking	Click Finish spell checking to complete the spell check.
F	Cancel	Click Cancel to cancel the spell check.

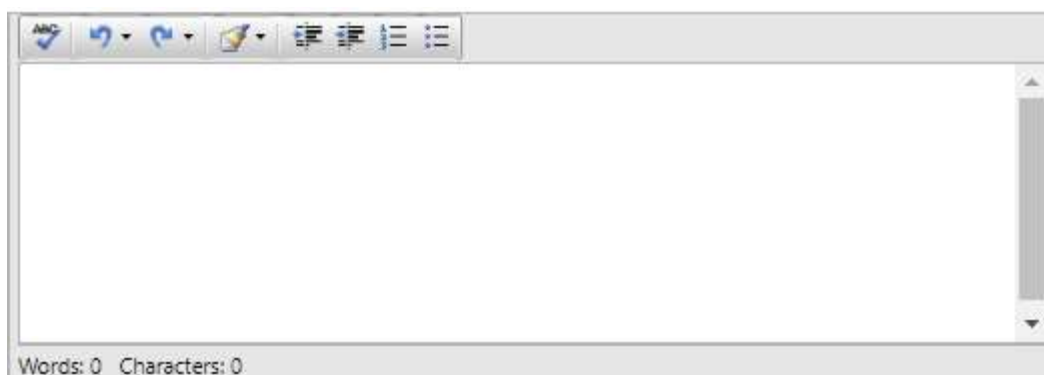
Once the spell check is complete, a dialog box opens.



Click **OK** to close the dialog box.

Text Editor

Use the Text Editor to apply formatting to text:



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

	Spell Check	Click to check the spelling in the text field.
	Undo	Undo the previous action.
	Redo	Redo the previous action.
	Format Stripper	Removes both visible and hidden formatting.
	Increase Indent	Indents selected text to the right.
	decrease Indent	Decreases indent for selected text.
	Numbered List	Select to begin a numbered list or highlight text to apply a numbered list.
	Bullet list	Select to begin a bullet list or highlight text to apply bullets.

Copy and Paste Settings (IE)

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

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

Alternately,

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

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.



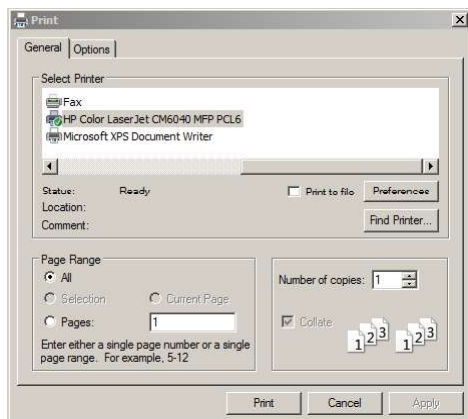
Name	Rank	Component	Case Status	OMB Location	Created Date	Case Origin	Case ID	# Issues
Adrian, Rick T		Air Force	Closed	Fort Knox	05 Aug 2021	Anonymous	21400	1
McKenna, John		Army National Guard	Closed	Fort Benning	23 Jun 2017	WSPN	21081	1
Adrian, Rick T		Active Army	Closed	Fort Benning	02 Aug 2010	OMB	20850	1
Adrian, Rick T		Active Army	Closed	IR San Antonio	17 Feb 2015	OMB	747	0

Printing Pages

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



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



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

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

System Requirements

- Supported Browser - Google Chrome or MS Edge
- Internet connection (DSL or faster for optimal performance)
- Monitor with a screen resolution of 1280 x 1024 or higher
- An active ARCS account
- A completed and current DD2875
- A current HIPAA Certification uploaded to ARCS (annually)
- CAC and CAC reader
- Adobe Acrobat Reader for viewing Portable Document Format (PDF) files
- Microsoft Word for viewing .DOCX files
- Microsoft Excel for viewing exported .XLSX files

NOTE: Edge and Google Chrome are the tested and approved browsers for ARCS. Firefox may also be used, but may not be fully compatible. Internet Explorer, Safari and iOS/Android are not supported browsers.

Requesting an ARCS SRU Account

You must log into ARCS SRU before you can view any information. To use ARCS, you must have:

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

SRU Cadre Access

Your unit's Program Analyst or ARCS Administrator can facilitate account creation. SRU staff will submit necessary documentation to the Program Analyst.

ARCP Staff

Submit documentation to Program Management Support Division (MCWT-MCB), US Army MEDCOM, DCOS Warrior Care and Transition. Currently Ms. Alissa Watts, alissa.m.watts.civ@health.mil.

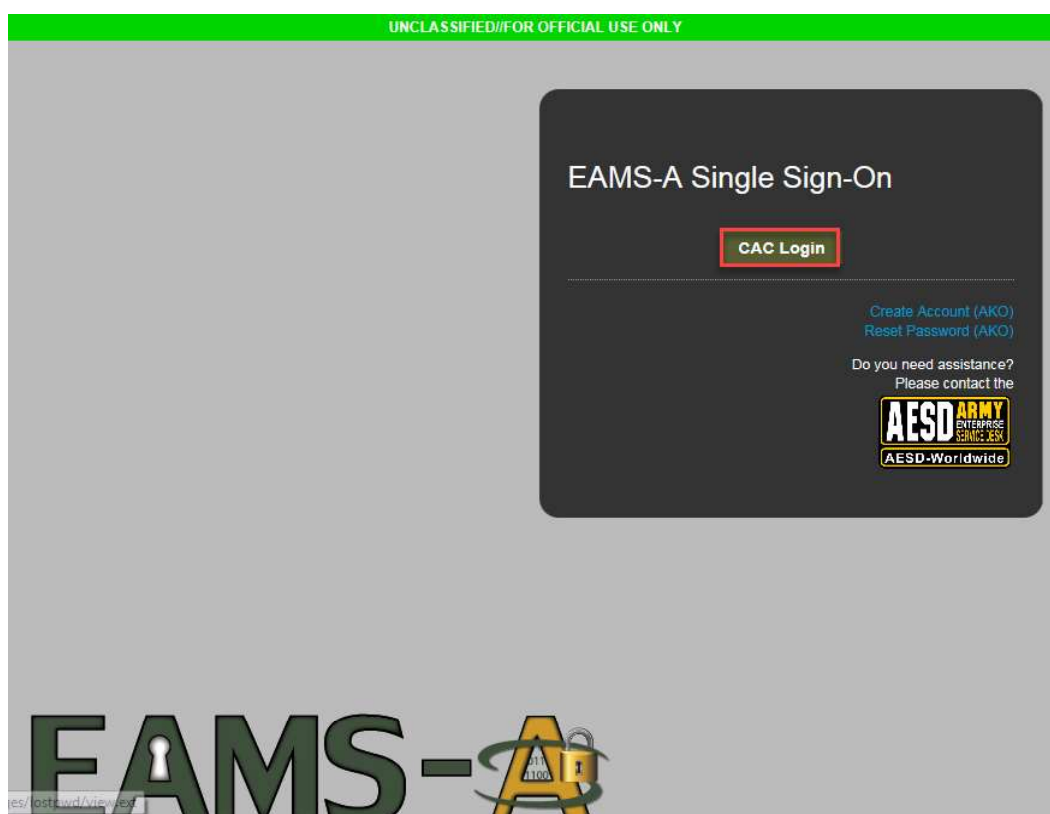
All other SRU module requests

Submit required documentation to Infrastructure and Support Division, US Army MEDCOM, DCOS Warrior Care and Transition. Currently Mr. Michael Mobley, michael.h.-mobley1.civ@health.mil.

Logging In

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

1. Open your browser and enter the ARCS URL: <https://awcts.csd.disa.mil/WTU/>
2. Click CAC Login from the EAMS-A Sign-On page.



3. Select a certificate, and then enter your Personal Identification Number (PIN).

The Acceptance screen opens.

Acceptance

Freedom of Information Act:

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

Health Insurance Portability and Accountability Act:

This system may contain confidential information that is legally privileged under the Privacy Act, 5 USC 552(a), and/or the Health Insurance Portability and Accountability Act (PL 104-191) and its various implementing regulations. This system contains healthcare information that is being provided to you or entered by you after appropriate authorization from the patient or under circumstances that do not require patient authorization. You are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality subjects you to application of appropriate civil and federal criminal sanctions. Access rights to this information are defined in AR 40-66 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.

4. Read the Freedom of Information Act (FOIA) and Health Insurance Portability and Accountability Act (HIPAA) notifications.

6. Click the "Accept Terms" button to continue to the SRU module.

User Not Authorized

The "User Not Authorized" page will display if you do not have an account in the ARCS module you are attempting to access, or the account has been disabled.

If you believe this message was displayed in error, check the URL and ensure it matches the module you are attempting to access.

- Administrative Module: <https://awcts.csd.disa.mil/Admin>
- Army Recovery Care Division (RCD) Program Module: <https://awcts.csd.disa.mil/AW2>
- Ombudsman Module: <https://awcts.csd.disa.mil/OMB>
- Soldier Module (Soldiers enrolled at a SRU): <https://awcts.csd.disa.mil/Soldier> ("Soldier" is case sensitive)
- Wounded Soldier Family Hotline Module: <https://awcts.csd.disa.mil/WSFH>
- Warrior Transition Unit Module: <https://awcts.csd.disa.mil/WTU>

Automated Account Suspension

User accounts are automatically deactivated by ARCS after 30 days of inactivity. Users will receive an email notification at the email address in their user profile 5 days before account suspension as an alert.

To reactivate a suspended account, the account holder should contact their system administrator, or local Program Analyst.

Administrative users, ARCP, and regional staff should contact the ARCS Service Desk for assistance.

[Contact ARCS Support Team](#)

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.

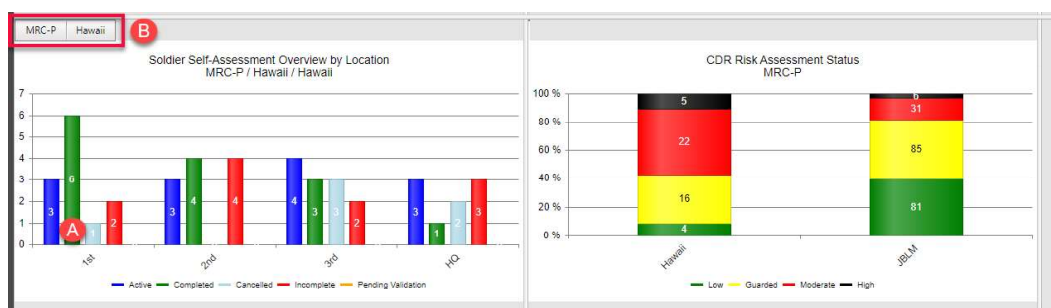


Main Menu

Dashboards

ARCS Dashboards are available to some ARCS users based on the user's role and assignment level (Squad, Platoon, Company, SRU, Region, or All).

Current dashboards include Commander's Risk Assessment Status, SRU Phase Roll-up, Transition Coordinator overview, Soldier Risk-Assessment Overview, Transition Tracker Overview, Case Review Overview, Action Item overview, and Soldier Self-assessment Overview. Some of these Dashboards are interactive. Clicking on a bar in the bar graph provides drill-down capability. For example, clicking on a Platoon will result in showing the distribution of the component squads.



Label	Name	Description
A	Risk-level bar graph	Shows the distribution of the most recent Commander's Risk designation. Clicking the bar will drill down to the next level of the chart.
B	Dashboard bread-crumbs	Click levels in the header to return to higher-level views.

Self-Assessments Dashboard

The Self-Assessments Dashboard is available for Nurse Case Managers, Platoon Sergeants, and Squad Leaders. It displays all **Active** and **Pending Validation** self-assessments.

Self-Assessments Due		
Soldier	Status	Due
Chipley, John	Pending validation	02 Feb 2023
Cannon, Clayton	Active	01 Feb 2023
Brzostowski, Vivian	Pending NCM	31 Jan 2023
Hindley, Barbara	Pending PSG/SL	28 Jan 2023
Zimmer, Sherry	Active	28 Jan 2023
Dagenais, Elmo	Pending validation	Tomorrow
Bellerdine, Lyndon	Active	Tomorrow

Status

- Active - The Soldier has not completed the self-assessment. Click the Active hyperlink to view the Soldier's Contact Information page.
- Pending Validation - Clicking the Soldier's name hyperlink will open the self-assessment Validation screen. Both the NCM and PSG/SL are required to take action.
- Pending PSG/SL Validation or Pending NCM Validation - No action is required. The User has completed their portion of the validation, but the other validator has not.

Due

Self-assessments remain open for a total of 7 days. Soldiers must complete their portion followed by Nurse Case Manager and SL/PSG validation. Dates in the dashboard will display "Today," "Tomorrow," or the actual date. Validations must be performed by the due date, or the self-assessment is considered Incomplete.

Risk Assessment Dashboard

Appears on HOME page for: Squad Leader, Platoon Sergeant, Nurses Case Manager, Social Worker, Company Commander, Program Analyst

The Risk Assessment Dashboard displays open Risk Assessments for Soldiers assigned the user and Soldiers in "Pending In-Processing" status (before they are assigned to a Com-

pany in the SRU). All current completed risk levels assigned by other Cadre will display on the dashboard.

Soldier Name	Risk-Assessments Due				PSG
	Created	CO CDR	SW	NCM	
Devaughan, Suzette	11/07/2017				!
Christophel, Robyn	11/07/2017				
Behen, Cyril	11/03/2017				✓
Blow, Stacey	11/03/2017			!	
Total: 4					

Information is color coded:

- Red name hyperlink: Initial 24 hour Risk Assessment
- Blue name hyperlink: All other Risk Assessments

Launch the Risk Assessment directly from the dashboard by clicking on the Soldier's name hyperlink. When the user has completed their portion of the assessment, the Soldier's name is removed from the grid.

Transition Coordinator Dashboard

The Transition Coordinator Dashboard displays all Soldiers assigned to the user in the TC role.

Name	PLT	Eligibility Status	Days Since Eligible	Participation Status	E2I	VR&E 1-on-1
VANBREDERODE, FAWN	2nd		38		Add	Add
HIGUERA, ADRIAN	2nd		15		Add	Add
PETRIE, PAUL	2nd		0		Add	
VEST, JORDAN	2nd		17			
WINFREE, JEFFREY	2nd		38		Add	Add
HOVEY, MATTHEW	2nd				Add	Add
RIDDLE, SHANNON	2nd					

Cases with any of the following conditions will display:

- [Eligibility Status](#) is Amber or Red
- Days Since Eligible
- [Participation Status](#) is Amber or Red
- VR&E 1-on-1 Counseling is not complete
- Education & Employment Initiative (E2I) Referral is not complete

The clicking on the Soldier name hyperlink will take the user to the CER page in the Soldier's case.

CER Eligibility and Participation

Icon	Definition	Eligibility Status	Participation Status
	Not Applicable	Phase One Goal Setting is not complete	- Phase One Goal Setting is not complete - Soldier is CER Ineligible (less than 75 days) - Soldier is Long Term Ineligible
	Requirement is complete	- Soldier is CER Eligible - Soldier is Ineligible (30 days or less) - M2 and CDR have entered eligibility information - Soldier is Long-Term Ineligible	Soldier is participating in an activity that is greater than 30 days from ending

Icon	Definition	Eligibility Status	Participation Status
	Proactive actions can be taken to remain compliant	- M2 and/or CDR eligibility is not yet determined and Phase One Goal Setting was completed within the last week - Soldier is Ineligible for greater than 30 days and less than or equal to 60 days (Not identified Long-Term Ineligible) Action: M2/C2 Update eligibility, change eligibility comments, or establish Long-Term Ineligibility	- Soldier is Pending Placement (expires after 30 days) - Soldier has an activity ending in less than or equal to 30 days Action: Establish follow-on CER activity

Icon	Definition	Eligibility Status	Participation Status
	The established requirement for compliance has passed. Action is required.	• M2 and/or CDR eligibility is not yet determined and Phase One Goal Setting was completed more than one week ago • Soldier is Ineligible for greater than 60 days Action: M2/C2 Update eligibility, change eligibility comments, or establish Long-Term Ineligibility	• Soldier is not participating in any activity • Completed CSP Job Placement Information is missing • Soldier is non-compliant with CER program Action: Establish CER activity or update CSP Job Placement for completed CSP activity

VR&E and E2I

Icon	Definition	VR&E 1-on-1	E2I Referral
Add	• Hyperlink text opens data entry pop-up • Cell background turns red when the case has been open 90 days or more with no data entry	• VR&E 1-on-1 Counseling dates are blank in Employment Prep	• Education & Employment Initiative (E2I) Referral activity in Employment Prep is blank
Pending	• Hyperlink text opens data entry pop-up • A new date can be chosen in the pop-up • Cell background turns red when the case has been open 90 days or more and the activity is not complete	• Start Date for VR&E 1-on-1 Counseling is today or later OR • End Date for VR&E 1-on-1 Counseling is after today	• Start Date for E2I Referral is today or later OR • End Date for E2I Referral is after today
	• Activity is complete	• The end date for VR&E One on One Counseling is today or earlier	• The end date for E2I is today or earlier

NOTE: VR&E and E2I pop up windows allow one date. This date will be entered into the Start and End Date fields on the employment Prep page.

Action Item Dashboard

Appears on HOME page for: Recovery Care Coordinator (RCC), Company Commander, Nurse Case Manager, Occupational Therapist, Program Analyst, Platoon

Sergeant, Social Worker, Squad Leader, Transition Coordinator, Social Service Assistant, Battalion Commander, HR Specialist, SRMM, and SRU Leadership

The Action Item Dashboard displays all active action items assigned to the user.

Action Items Due		
Soldier Name	Target Date	Category
Floyd, Elena	02 Feb 2022	Emotional
Kunde, Fred	10 Feb 2022	Mitigation Plan
Ruiz, Walter	16 Feb 2023	Mitigation Plan
Brining, Burton	17 Feb 2023	Other Re-Evaluation
Close, Allan	20 Feb 2023	VA - Benefits
Ruiz, Walter	09 Mar 2023	VR&E One on One Counseling
Webster, Lynette	10 Mar 2023	Emotional

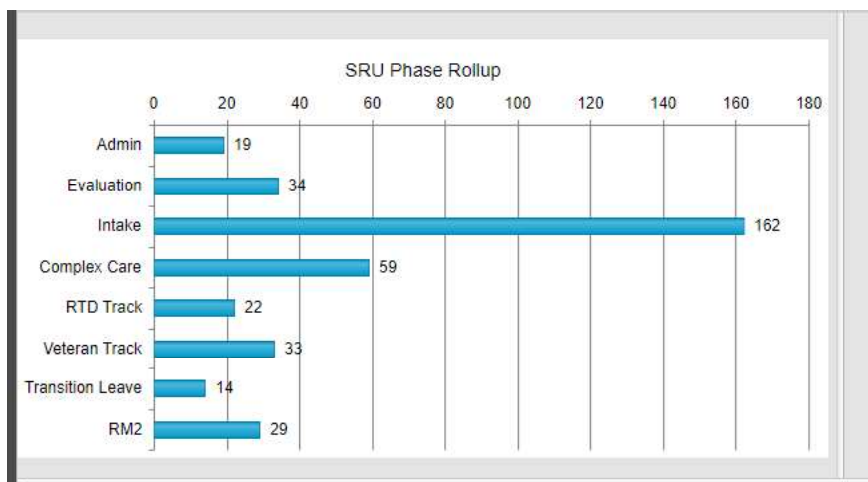
The information is sorted by target date and color coded.

- Highlighted red - past due
- Highlighted Amber- upcoming (due in 3 days)

Launch the Risk Assessment directly from the dashboard by clicking on the Soldier's name hyperlink. When the status has been changed to completed the action item is removed from the grid.

SRU Phase Rollup Dashboard

The SRU Phase Dashboard is available for Admin, All Access- Company, Recovery Care Coordinators, Battalion Commanders, Company Commanders, Program Analysts, MRC Leadership, ARCP Leadership, SRU WTU Leadership roles. It provides an overview of active cases in the different SRU phases.



Details vary by role:

- ARCP Leadership, Administrator- View of all active Soldiers
- MRC Leadership- Region Level View of active Soldiers
- All Access- Company, Recovery Care Coordinator, Battalion Commander, Company Commander, Program Analyst, SRU Leadership roles- SRU Level View of Active Soldiers

Transition Tracker Dashboard

The Transition Coordinator Dashboard displays the progress of the Transition Tracker Checklist Items associated with the Soldier. The view of the dashboard details will vary based on the default role of the user.

1. Role Specific Dashboard

- This dashboard displays Checklist Items assigned to the user.
- It displays Soldiers that are in the CRP program
- It displays Soldiers with a Target date of less than 60 days.

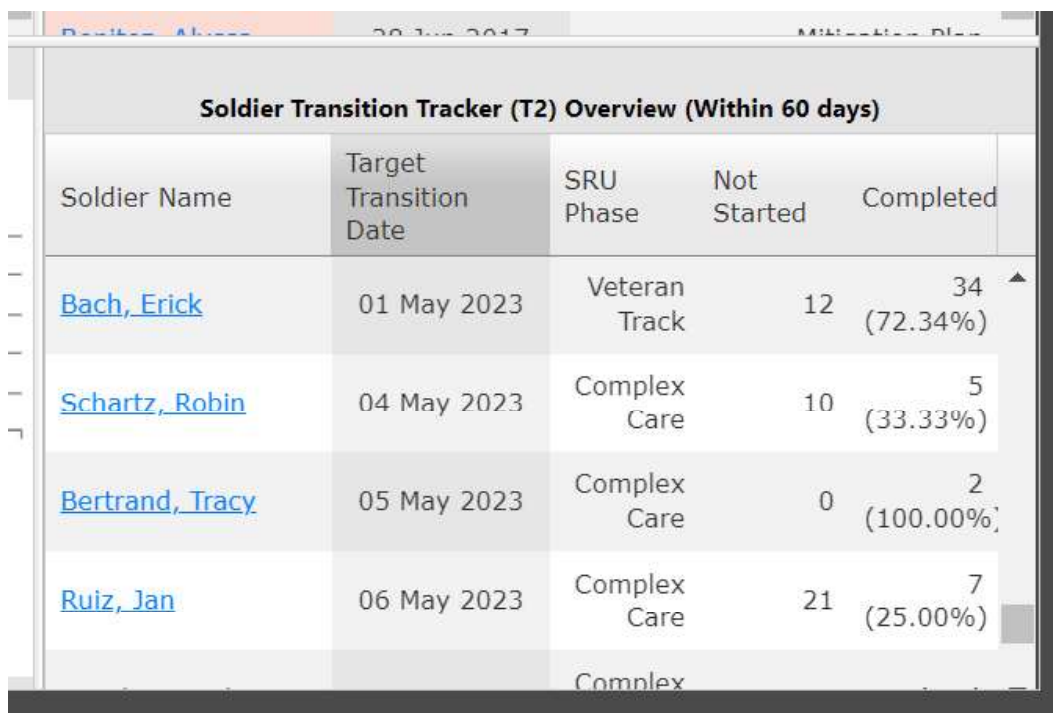
- Roles Include: Nurse Case Manager, Occupational Therapist, Recovery Care Coordinator, Social Worker, Squad Leader, and Transition Coordinator

Soldier Transition Tracker (T2) Overview (Within 60 days)					
Soldier Name	Target Transition Date	Not Started	In-Progress	Completed	
Argenti, Kathie	01 Mar 2020	2	2	3 (42.86%)	▲
Delgado, Sean	27 Jul 2021	3	3	8 (57.14%)	
Schronce, Chene	18 Sep 2021	5	2	4 (36.36%)	
Munoz, Tami	28 Oct 2021	0	1	5 (83.33%)	
Enote, Lashonda	25 Nov 2021	3	1	4 (50.00%)	
Palmer, Roderick	24 Mar 2022	0	0	0 (0%)	
Brzostowski, Vivian	09 Oct 2022	0	0	0 (0%)	
Amaral, Ramon	01 Nov 2022	6	1	3 (30.00%)	
Mahmud, William	28 Nov 2022	13	3	1 (5.88%)	
Daulton, Rosalyn	01 Dec 2022	7	2	0 (0%)	▼

2. View All Dashboard

- This dashboard displays the status of all Checklist Items assigned to the Soldiers within the SRU of the user.
- It displays Soldiers with a Target date of less than 60 days.
- Role Include: Battalion Commander, Company Commander, SRU Leadership, Social Service Assistant, Program Analyst, Platoon Sergeant, and HR Spe-

cialist



Soldier Transition Tracker (T2) Overview (Within 60 days)				
Soldier Name	Target Transition Date	SRU Phase	Not Started	Completed
Bach, Erick	01 May 2023	Veteran Track	12	34 (72.34%)
Schartz, Robin	04 May 2023	Complex Care	10	5 (33.33%)
Bertrand, Tracy	05 May 2023	Complex Care	0	2 (100.00%)
Ruiz, Jan	06 May 2023	Complex Care	21	7 (25.00%)

Launch the Soldier's [Transition Tracker](#) home page by clicking on the Soldier's name hyperlink.

Scrimmages Scheduling Dashboard

Appears on HOME page for: Social Services Representatives

The Scrimmage Scheduling Dashboard displays the Soldier's at the Social Service Representative's SRU that have scrimmages that need to be scheduled. The Soldier's name will appear on the dashboard when the Soldier begins the Complex Care, Veteran Phase, or RTD Phase.

Scrimmages Scheduling				
Name	SRU Phase	Event	Date	Deadline ▲
Seiters, Stephen	Complex Care	Complex Care	16 Nov 2022	31 Dec 2022
Arriaga, Jordan	Veteran Track	MRDP (Veteran)	11 Jan 2023	25 Jan 2023
Atkinson, Patricia	RTD Track	MRDP (RTD/REFRAD	11 Jan 2023	25 Jan 2023
Robinson, Roman	RTD Track	MRDP (RTD/REFRAD	20 Jan 2023	03 Feb 2023
ADAMS, DON	Veteran Track	MRDP (Veteran)	30 Jan 2023	13 Feb 2023
Pacheco, Nelson	Complex Care	Complex Care	25 Jan 2023	11 Mar 2023

The information is sorted by deadline date and color coded.

- Red Text- Deadline past due
- Black Text- Deadline is upcoming
- Sorting:
 - Select the Deadline Arrow to change the sort view

Scrimmages Scheduling				
Name	SRU Phase	Event	Date	Deadline ▼
Pacheco, Nelson	Complex Care	Complex Care	25 Jan 2023	11 Mar 2023
ADAMS, DON	Veteran Track	MRDP (Veteran)	30 Jan 2023	13 Feb 2023
Robinson, Roman	RTD Track	MRDP	20 Jan 2023	03 Feb 2023

Launch the Soldier's goal setting/ scrimmage page directly from the dashboard by clicking on the Soldier's name hyperlink.

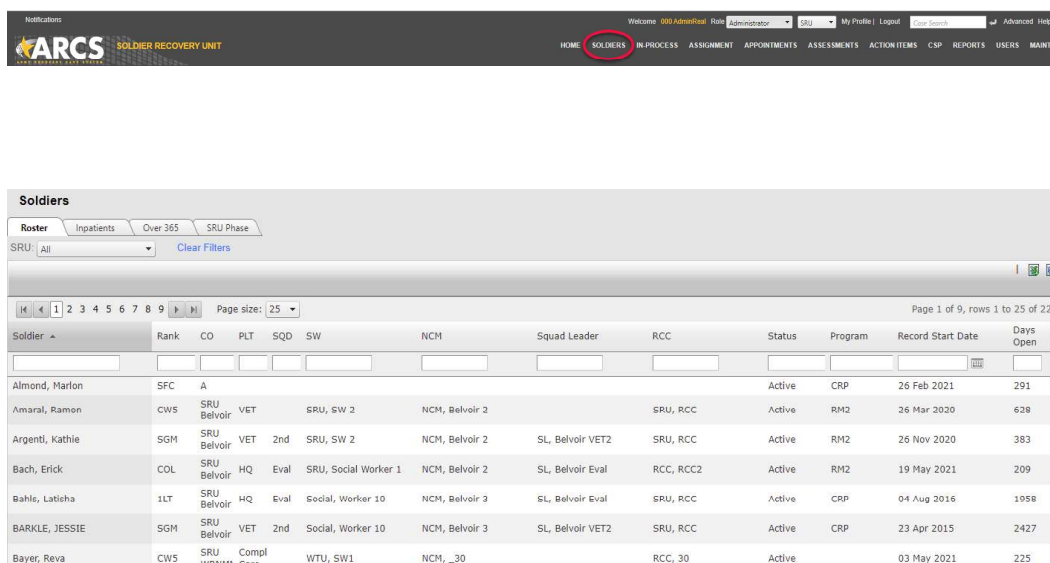
After the scrimmage has been scheduled, the Soldier's name will be removed from the grid.

The OT assigned to the Soldier must update the Phase 1 Goal Setting page. Until this step is done, the SSR will not have access to schedule the Initial Scrimmage for the Soldier.

Soldier Roster

This section describes how to use the Soldier Roster screen to manage cases.

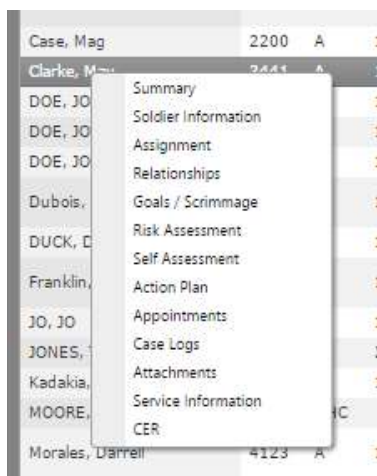
Click on **SOLDIERS** in the menu bar to view the Soldier Roster.



Soldier	Rank	CO	PLT	SQD	SW	NCM	Squad Leader	RCC	Status	Program	Record Start Date	Days Open
Almond, Marlon	SFC	A							Active	CRP	26 Feb 2021	291
Amaral, Ramon	CW5	SRU Belvoir	VET		SRU, SW 2	NCM, Belvoir 2		SRU, RCC	Active	RM2	26 Mar 2020	628
Argenti, Kathie	SGM	SRU Belvoir	VET	2nd	SRU, SW 2	NCM, Belvoir 2	SL, Belvoir VET2	SRU, RCC	Active	RM2	26 Nov 2020	383
Bach, Erick	COL	SRU Belvoir	HQ	Eval	SRU, Social Worker 1	NCM, Belvoir 2	SL, Belvoir Eval	RCC, RCC2	Active	RM2	19 May 2021	209
Bahle, Laticha	1LT	SRU Belvoir	HQ	Eval	Social, Worker 10	NCM, Belvoir 2	SL, Belvoir Eval	SRU, RCC	Active	CRP	04 Aug 2016	1958
BARKLE, JESSIE	SGM	SRU Belvoir	VET	2nd	Social, Worker 10	NCM, Belvoir 3	SL, Belvoir VET2	SRU, RCC	Active	CRP	23 Apr 2015	2427
Bayer, Reva	CW5	SRU WRAMP	Compl Care		WTU, SW1	NCM, _30		RCC, 30	Active		03 May 2021	225

Select a Soldier

Right-click on a Soldier name and select a case section to open directly to that section in a new window.



Left-click on a Soldier name to open the case on the [Case Summary](#) page.

Search/Filter Using [Grid Controls](#)

Enter information in an empty box under the headings to search for specific text. Tab, click on another box or press **Enter** and the list will be filtered to show only data that matches the information you entered. Additional filters may be added.

NOTE: Using Right-click navigation allows the user to return to a filtered grid upon closing the pop-up window.

Roster Tab

The Roster tab displays all **Soldiers assigned to you** or Soldiers in your unit with no assignment. To view the tab, click on **Soldiers** in the menu bar. The grid displays cases with Active, Pending In-Processing, or Pending Assignment status.



NOTE: Some user roles will see a roll up of Soldiers assigned to other users in their squad, platoon, company, or SRU level.

Inpatients Tab

The Inpatients tab displays all **Soldiers** from your Soldier Roster where the clinical status is set to "Inpatient." See [Clinical Status](#)

Soldier	Rank	CO	PLT	SQD	MTF	Admission Ward	Admission Date/Time	PCH	NCM	RCC
Abell, Janis	1LT	A	1st	1st	0123				Ncm, Belvoir 1	
ADAMS, DON	CPL	SRU Belvoir	CC	1st	0123			Sru, Pom2	Ncm, Belvoir 1	Kadalia, Sukatu

NOTE: If the Clinical Status is incorrect, notify your unit Program Analyst or ARCS Administrator.

Over 365 Roster Tab

Soldier	Rank	CO	PLT	SQD	SIW	NCM	Squad Leader	RCC	Status	Record Start Date	Days Open
ALLISON, LUCILLE	SGT	A	2nd	2D		Ncm, Belvoir 1			Active	23 May 2017	2074
Almond, Harlon	SFC	A				_25, NCH03_Rsk			Active	26 Feb 2021	699

The Over 365 Roster tab displays all **Soldiers assigned to you** where the case was opened more than 365 days ago. Days Open is calculated based on the MODS record start date.

NOTE: Some user roles will see a roll up of Soldiers assigned to other users in their squad, platoon, company, or SRU level.

In-Processing a Soldier in ARCS SRU Overview

PERMISSIONS: Program Analyst, HR Specialist, Administrator, On-Call User (partial in-processing)

This section describes how to add Soldiers to the ARCS SRU module and assign them to the Medical Readiness Command (MRC), SRU, command, platoon, and squad that will be managing their care.

A Soldier must be in the Integrated Personnel and Pay System - Army (IPPS-A) to be in-processed to ARCS-SRU.

NOTE: An On Call user can initiate off-duty in-processing, but only CTP Management Analysts and HR Specialists can completely in-process a Soldier.

In-Process Soldier

To in-process a Soldier, click the In-Process icon on the Menu bar to go to the New Case screen. A Soldier can be in-processed by entering their Social Security Number or their **DODID**¹.

INITIATE SOLDIER IN-PROCESS

A DODID ☒ **B** SSN ☐ **C** Search

Soldier DODID: Search

¹Department of Defense identification number

In-Process Soldier

Label	Name	Description
A	Soldier DODID	Enter the Soldier's DODID.
B	Soldier SSN	Enter the Soldier's Social Security Number (SSN).
B	Search button	Click Search to search the IPPS-A¹ for the Soldier. There are two possible search results: ■ Soldier Found in Database ■ Soldier Not Found in Database - verify SSN and try again. <u>NOTE: Non-Army personnel cannot be entered into ARCS - SRU at this time.</u>

SSN Found

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

- If an SRU case already exists in ARCS, the case will be displayed
 - Active Case - Continue working with the open case
 - Out-Processed Case - [New Case \(Soldier returning to SRU program\)](#)
- If the SSN is found in the **IPPS-A**², the Soldier In Processing screen opens

SSN Not Found

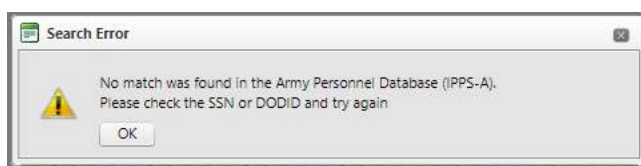
If the Soldier's SSN is not found in the Army **IPPS-A**³, you will receive a message to check the SSN and search again.

NOTE: A Soldier cannot be in-processed if they do not have a record in the IPPS-A.

¹Integrated Personnel and Pay System - Army

²Integrated Personnel and Pay System - Army

³Integrated Personnel and Pay System - Army



Enter another SSN and then click **Search Again** or **Cancel** to exit.

DODID Found

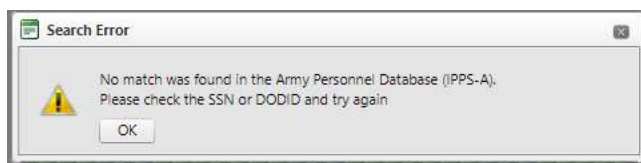
If the Soldier's DODID is found, one of the following will occur:

- If an SRU case already exists in ARCS, the case will be displayed
 - Active Case - Continue working with the open case
 - Out-Processed Case - [New Case \(Soldier returning to SRU program\)](#)
- If the DODID is found in the **IPPS-A**¹, the Soldier In Processing screen opens

DODID Not Found

If the Soldier's DODID is not found in the Army **IPPS-A**², you will receive a message to check the DODID and search again.

NOTE: A Soldier cannot be in-processed if they do not have a record in the IPPS-A.



Enter another DODID and then click **Search Again** or **Cancel** to exit. Another option is to try searching by SSN.

¹Integrated Personnel and Pay System - Army

²Integrated Personnel and Pay System - Army

Complete Soldier In-Processing

PERMISSIONS: Program Analyst, HR Specialist, Administrator

The Soldier In-Processing screen has five sections:

- [Soldier Information](#)
- [Physical Location](#)
- [Alternate Point of Contact](#)
- [Select Location and Assignment](#)
- [Assign Roles](#)

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

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

Soldier Information

Most fields in the Soldier Information section are populated from the **IPPS-A**¹ and are read-only. These fields may include name, SSN, Rank, Component, Age, Gender, Date of Birth (DOB), DODID, and Areas of Concentration (AOC) / Military Occupational Specialty (MOS).

1. Select a Patient Status: Inpatient or Outpatient.
2. Validate whether or not the in-processing is/was initiated outside normal duty hours (after hours).

Name: Bradley, Jerald	SSN: 845313216
Rank: First Lieutenant	DODID: 8453132169
Gender: Male	DOB: 02 Nov 1977
Component: ACTIVE ARMY	Age: 45
* SRU Phase: SRU	AOC/MOS:
After Hours: ☐	* Patient Status: Status...

See [Clinical Status](#) for more information on how Patient Status affects in-processing.

¹Integrated Personnel and Pay System - Army

Physical Location

The Physical Location form includes the following fields:

- * Address: [Text Box]
- * City: [Text Box]
- * State: [State Dropdown]
- * Country: [Country Dropdown]
- * Postal Code: [Text Box]
- Phone: [Text Box]
- International Number: [Text Box]
- Phone Type: [Phone Type Dropdown]
- Cell Phone: [Text Box]
- International Number: [Text Box]
- * Email: [Email address... Dropdown]

3. Enter the Soldier's address and contact information. The Soldier's .mil email address should be used.

Alternate Point of Contact (POC)

NOTE: An Alternate POC type is required unless the Unavailable check box is selected. If an Alternate POC is entered, a personal relationship contact is automatically created.

4. Select a Relationship from the list box and then enter the Alternate POC name.

The Alternate Point of Contact form includes the following fields:

- Unavailable: [Checkbox]
- * Relationship: [Relationship... Dropdown]
- * Last Name: [Text Box]
- * First Name: [Text Box]
- POC Phone: [Text Box]
- Email: [Text Box]

5. You can also enter the POC Phone and Email address.

Select MRC, Location and Assignment

The MRC and SRU locations will be pre-selected based on where you are located. If you are assigned to a specific Company within the SRU, the Company will also be pre-selected.

The Select MRC, Location and Assignment form includes the following fields:

- * Regional Health Command: [RMC... Dropdown]
- * SRU Location: [SRU... Dropdown]
- Select the Company, Platoon, and Squad to which the new Soldier will be assigned.
- * Select Assignment: Company: [Company... Dropdown]
- Platoon: [Platoon... Dropdown]
- Squad: [Squad... Dropdown]

Assign Roles

- Select names from the drop down menus to assign the Soldier's case.

NOTE: The Role Assignment values are based on the selected Assignment.

- Click **Submit** to submit the case information or click **Cancel** to return to the Soldier Roster without saving.

New Case (Soldier returning to SRU program)

NOTE: To reopen a case closed in error, contact the ARCS Service Desk.

PERMISSIONS: Administrator, Program Analyst, HR Specialist, or On-Call User

Using the New Case link in an Out-Processed record creates a case with a new case ID, but the Soldier and Relationship Contact information will be pulled from the existing case record.

- Search for the closed case (status set to Cancelled or Out-Processed).
- Click on a name hyperlink to view the case.
- Click **Assignment** from the Navigation Sidebar.

4. On the Main Data tab, click the **New Case** link.
5. The In-process screen will open.
6. [Complete Soldier In-Processing](#) or perform [Off-Duty In-Process](#).

Off-Duty In-Process

PERMISSIONS: Any User Designated as "On-Call" by the Program Analyst or Administrator.

Designated on-call users can in-process a Soldier when the primary Program Analyst or HR Specialist for the SRU is not on duty.

1. Click the **In-Process** icon on the Menu bar to go to the Initiate Off-Duty In-Processing screen.

NOTE: You can also perform an advanced search and then select the Conduct Off-Duty In-Processing hyperlink.

2. Enter the Soldier's SSN or DODID, and then click **Search**.
3. Verify that the Soldier displayed is the Soldier to be in-processed.

4. Verify "After Hours" status. The default indicates the record is being in-processed outside normal duty hours. If that is not the case, de-select the check box.

5. Select a Patient Status (inpatient or outpatient) and then click **Initiate In-Processing**.

- Outpatient:
 - The Risk Assessment will generate immediately. The Risk Assessment can be completed by any SL/PSG, NCM, SW and Company Commander assigned to the SRU.
- Inpatient:
 - The Risk Assessment will not generate automatically. If desired, a Risk Assessment can be initiated manually from the Risk Assessment section of the Soldier's case.

5. The Case Summary screen will open.

NOTE: The Case Status on the Assignment screen is "Pending In-processing."

The Program Analyst or HR Specialist for the SRU will complete the in-processing from this point.

Complete Off-Duty In-Processing

PERMISSIONS: Program Analyst, HR Specialist, Administrator

To complete off-duty in-processing:

1. Click Assignment from the Menu bar (refer to [Application Header](#)).
2. Select the **Pending In-Process** tab.

Soldier	Rank	Losing SRU	Gaining SRU	Gaining Company	Accepted By	Date Accepted
Bickel, Rachael	CPT	Fort Belvoir	Fort Belvoir	SRU Belvoir	Real, 000 AdminReal	14 Dec 2021
Bloo, Lucile	SGM	WRNPHMC	WRNPHMC	SRU WRNPHMC	Real, 000 AdminReal	14 Dec 2021
BOUSMAN, MARQUITA	SSG	Fort Polk	Fort Belvoir	SRU Belvoir	Real, 000 AdminReal	14 Dec 2021

3. Click a Soldier name hyperlink to view the Soldier's case.
4. Navigate to the Assignment page.

5. Click In-Process.

The screenshot shows the 'ASSIGNMENT' screen for a soldier named Bottella, Bridget. The top section contains fields for NAME, RANK, STATUS, SRU PHASE, SRU, CO, FLT, and SOD. Below this, there are tabs for 'Main Data' and 'History'. The 'Main Data' tab is active, showing fields for Case Status, Start Date, MRC, SRU, Role Assignment, and various phone numbers. A red box highlights the 'In-Process' button in the top right corner.

6. Continue using the steps in [Complete Soldier In-Processing](#).
7. Once all sections are completed, click **Submit** to create the case. The Case Summary screen will open.

NOTE: Verify the "After Hours" flag. This flag defaults to "Yes" (checked) when a Soldier is off-duty in-processed, but can be updated during regular in-processing.

Cancel Off-Duty In-Processing

Permissions: Program Analyst, HR Specialist, Administrator

If off-duty in-processing is performed in error, the case can be canceled before full in-processing is done.

To cancel off-duty in-processing:

1. Click **Assignment** from the Menu bar.
2. Select the **Pending In-Process** tab.
3. Click a Soldier name hyperlink to view the Soldier In-Process screen.

NOTE: You can also search for a Soldier, open the case, go to the Assignment screen, and then click the In-Process button.

4. At the bottom of the screen, click **Cancel In-Processing**.
5. The Cancellation Reason dialog box opens.

6. Enter a reason.
7. Click **Submit** to cancel the in-processing.



A dialog box titled "Cancellation Reason". It contains a "Reason:" label followed by a dropdown menu showing "ANC" with a blue checkmark. Below the dropdown is a large empty text area. At the bottom right, there are two buttons: "Cancel" and "Submit".

The case status is changed to "Cancelled," and the case is removed from the Pending In-Process tab. Click **Cancel** to close the dialog box.

Assignment

This section describes how to view and manage assignment information for Soldiers assigned to your SRU. Click on the Assignments menu in the [Application Header](#).

Pending In-Process Tab

PERMISSIONS: Program Analyst, HR Specialist, Administrator

Use the Pending In-Process tab to view a list of any cases where off-duty in-processing has been initiated by an On-Call user.



The screenshot shows the ARCS Soldier Recovery Unit interface. The top navigation bar includes links for HOME, SOLDIERS, IN-PROCESS, **ASSIGNMENT** (highlighted with a red box), APPOINTMENTS, ASSESSMENTS, ACTION ITEMS, CSP, REPORTS, USERS, and MAIN. Below the navigation bar, there's a section for "ASSIGNMENTS" with tabs for "Pending In-Process" (highlighted with a red box), Bulk Reassignment, Pending Assignment, Case / Workflow, and Transfers. The main content area displays a table of assignments.

Soldier	Rank	SRU	Program Date	In-Processing Began	Initiated By
Hudson, Dale	MSG	Fort Belvoir		20 Jan 2023	NCM, Belvoir 1
Schwanerbach, Jacobina	CW2	Fort Belvoir	29 Jul 2012	23 Sep 2022	NCM, Belvoir 1
Warren, Rafael	SGT	WRN/HMC		05 Aug 2022	NCM, 30

1. Select **Assignment** in the menu bar.
2. Click on a Soldier name hyperlink to go to the Soldier.
3. Navigate to the Assignment page.
4. Select the In-process link.

5. Complete the **Soldier In-Process** screen: [In-Process Soldier](#).

Bulk Reassignment Tab

PERMISSIONS: Program Analyst and HR Specialist

NOTE: Always remove Soldiers from a user's caseload BEFORE modifying user roles. For example, remove Soldiers assigned to a Squad Leader before changing that Squad Leader to Platoon Sergeant.

Use the Bulk Reassignment tab to reassign Soldiers to another user internally within the same SRU Company. It is available for the following Cadre roles:

- Company Commander
- Nurse Case Manager
- Occupational Therapist
- Platoon Sergeant
- Primary Care Manager
- Squad Leader
- Social Worker
- Transition Coordinator
- Recovery Care Coordinator

Selecting a Squad Leader or Platoon Sergeant in a different Platoon or Squad will change the selected Soldiers' assigned Platoon and/or Squad.

ASSIGNMENTS

Send to In/Outbox | **Bulk Reassignment** | Send to Assignment | Case / Worksheet | Transfer

Role: Nurse Case Manager

Assign From: Ncm, Belvoir 2

Assign To: Ncm, Belvoir 1

Save Cancel

☐ Soldier	Rank	CO	PLT	SQD	CDR	SW	OT	NCM	PSG	SL	TC
☐ Amaral, Ramon	SFC	SRU Belvoir	VET	1st	SRU, CDR	SRU, SW 2	CER, OT, CER, OT	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET1	CER, TC, CER, TC
☐ Arcene, Kathie	SSG	SRU Belvoir	VET	2nd	SRU, CDR	SRU, SW 2	OT, Belvoir	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET2	CER, TC, CER, TC
☐ Bach, Erick	COL	SRU Belvoir	HQ	Eval	SRU, CDR	SRU, Social Worker 1	CER, OT, CER, OT	NCH, Belvoir 2	PSG, Belvoir HQ	SL, Belvoir Eval	CER, TC, CER, TC

To reassign Soldiers:

1. Select a role from the **Role** list box.
2. Select a name from the **Assign From** list box. A list of Soldiers assigned to selected user are displayed.
3. Select a name from the **Assign To** list box.
4. Select the check box to the left of one or more Soldier names.
5. If reassigning the Platoon Sergeant, select a Squad Leader assignment for each of the selected Soldiers.
6. Click **Save**.

ASSIGNMENTS

Send to In/Outbox | **Bulk Reassignment** | Send to Assignment | Case / Worksheet | Transfer

Role: Nurse Case Manager

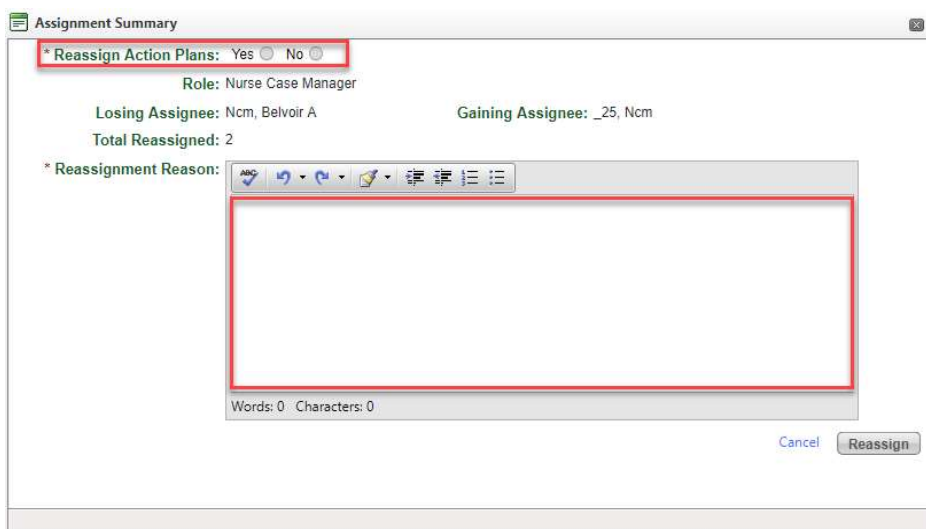
Assign From: Ncm, Belvoir 2

Assign To: Ncm, Belvoir 1

Save Cancel

☐ Soldier	Rank	CO	PLT	SQD	CDR	SW	OT	NCM	PSG	SL	TC
☐ Amaral, Ramon	SFC	SRU Belvoir	VET	1st	SRU, CDR	SRU, SW 2	CER, OT, CER, OT	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET1	CER, TC, CER, TC
☐ Arcene, Kathie	SSG	SRU Belvoir	VET	2nd	SRU, CDR	SRU, SW 2	OT, Belvoir	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET2	CER, TC, CER, TC
☐ Bach, Erick	COL	SRU Belvoir	HQ	Eval	SRU, CDR	SRU, Social Worker 1	CER, OT, CER, OT	NCH, Belvoir 2	PSG, Belvoir HQ	SL, Belvoir Eval	CER, TC, CER, TC
☐ Belandine, Lucinda	SFC	SRU Belvoir	VET	2nd	SRU, CDR	SRU, SW 2	CER, OT, CER, OT	NCH, Belvoir 2	PSG, Belvoir HQ	SL, Belvoir VET2	CER, TC, CER, TC
☐ Boushoush, Youssef	1LT	SRU Belvoir	CC	2nd	SRU, CDR	Social, Worker 10	CER, OT, CER, OT	NCH, Belvoir 2	PSG, Belvoir CC	SL, Belvoir CC	CER, TC, CER, TC
☐ Chidley, John	1SG	SRU Belvoir	VET	2nd	SRU, CDR	Social, Worker 10	CER, OT, CER, OT	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET2	SRU, TC2
☐ Cleasock, Gaston	SSG	SRU Belvoir	VET	2nd	SRU, CDR	Social, Worker 10	CER, OT, CER, OT	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET2	SRU, TC2
☐ Courso, Torie	GA	SRU Belvoir	VET	2nd	SRU, CDR	Social, Worker 10	CER, OT, CER, OT	NCH, Belvoir 2	PSG, Belvoir HQ	SL, Belvoir VET2	SRU, TC2
☒ Courso, Torie	CW2	SRU Belvoir	VET	2nd	SRU, CDR	Social, Worker 10	CER, OT, CER, OT	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET2	SRU, TC2
☒ Courso, Torie	WO1	SRU Belvoir	VET	2nd	SRU, CDR	Social, Worker 10	CER, OT, CER, OT	NCH, Belvoir 2	Davis, Dan	SL, Belvoir VET2	SRU, TC2

7. Indicate Yes or No in the Reassign Action Plans field.
 - If the reassignment is temporary, select No to prevent Action Plans for the selected Soldiers from transferring to the gaining Cadre.
 - If the reassignment is permanent, select Yes to transfer Action Plans to the gaining Cadre.
8. Enter a reason in the Reassignment Reason text box.



Assignment Summary

* Reassign Action Plans: Yes ☐ No ☐

Role: Nurse Case Manager

Losing Assignee: Ncm, Belvoir A Gaining Assignee: _25, Ncm

Total Reassigned: 2

* Reassignment Reason:

Words: 0 Characters: 0

Cancel Reassign

9. Click **Reassign**.

Reassign Squad Leader

1. Bulk Reassignment – Select Role = Squad Leader.
2. Select Losing Squad Leader.
3. Select Gaining Squad Leader (available choices are in the same platoon only).



Assignments

Pending In-Process Bulk Reassignment Pending Assignment Case / Workload Transfers

Role: Squad Leader

Assign From: S, Belvoir A 1Pl 25 Assign To: S, Belvoir A 1Pl 15

Platoon: 1st Squad: 2nd Platoon: 1st Squad: 1st

4. Select the checkbox next to one or more Soldiers for the reassignment.



Reassign Cancel

Soldier	SSN	CO	PLT	SQC	CDR	SW	OT	NCH	PSG	SL	TC
☒ Javon, Lee	6958	A	1st	2nd	25, CDR, Belvoir	Social Worker, SW_50	Occupational, Therapist 10	Nurse Case, Manager 10	Platoon, Sergeant 10	SL, Belvoir A 1Pl 25	Transition, Coordinator 10

5. Click reassign.

Soldier	SSI	CO	PLT	SQ	CDR	SW	OT	NCM	PSG	SL	TC
Javon Lee	6/958	A	1st	2nd	25th CDR, Belvoir	Social Worker, SW_80	Occupational, Therapist 10	Nurse Case, Manager 10	Platoon, Sergeant 10	SL, Belvoir A 1PL, 25	Transition, Coordinator 10

- Complete the Reassignment Reason and click Reassign.

Assignment Summary

Role: Squad Leader

Losing Assignment: 31 Belvoir A 10125

Gaining Assignment: 31 Belvoir A 10125

Losing Platoon: 101

Gaining Platoon: 101

Losing Squad: 2nd

Gaining Squad: 101

Total Reassigned: 1

Reassignment Reason:

Transferring to 2nd squad per Company Commander

Reassign

- All selected Soldiers are assigned to the new Squad Leader AND the gaining squad.

Reassign Platoon Sergeant

NOTE: If a Squad Leader is covering down for a Platoon Sergeant, see the ARCS Help Center for information on correctly performing the reassignment. Not following these instructions can result in Soldiers missing from the roster.

- Bulk Reassignment – Select Role = Platoon Sergeant.
- Select Losing Platoon Sergeant.
- Select Gaining Platoon Sergeant (available choices are in the same company only).

Assignments

Pending In-Process Bulk Reassignment Pending Assignment Case / Workload Transfers

Role: Platoon Sergeant

Assign From: Whinnic A 2Pl

Assign To: Whinnic A1 Plg

Platoon: 2

Platoon: 1

- Select the check box next to one or more Soldiers for the reassignment.

Reassign		Cancel										
Soldier	SSN	CO	PLT	SQC	CDR	SW	OT	NCM	PSG	Select SL	TC	
☒ Arington, Tara	9316	A	2	30	CDR	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	Wtu Squad		
☒ Dobbs, Otis	7060	A	1	1st	30, CDR_02	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	Select...	30, TC	

5. Squad Leader:

- a. If the transfer is to another platoon, select a Squad Leader for each Soldier. If no Squad Leader is selected, the Squad Leader will be “Unassigned” and the squad assignment will be blank.

Soldier	SSN	CO	PLT	SQC	CDR	SW	OT	NCM	PSG	Select SL	TC
☒ Arington, Tara	9316	A	2	30	CDR	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	Wtu Squad	
☒ Dobbs, Otis	7060	A	1	1st	30, CDR_02	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	Select...	30, TC

- b. If the gaining Platoon Sergeant is assigned to the same platoon, the Soldier will retain their Squad Leader and squad assignment.

Soldier	SSN	CO	PLT	SQC	CDR	SW	OT	NCM	PSG	SL	TC
☒ Arington, Tara	9316	A	2	30	CDR	30, SW	30, OT	30, NCM	WRNMMC, A 2PL		
☒ Dobbs, Otis	7060	A	1	1st	30, CDR_02	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	Wtu, NationSig2	30, TC

6. Click Reassign.

Reassign		Cancel										
Soldier	SSN	CO	PLT	SQC	CDR	SW	OT	NCM	PSG	Select SL	TC	
☒ Arington, Tara	9316	A	2	30	CDR	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	Wtu Squad		
☒ Dobbs, Otis	7060	A	1	1st	30, CDR_02	30, SW	30, OT	30, NCM	WRNMMC, A 2PL	30, 1	30, TC	

7. Complete the Reassignment Reason and click Reassign.

Assignment Summary

Role: Platoon Sergeant

Losing Assignee: Wynn, A 2R

Gaining Assignee: Wynn, A 2R

Losing Platoon: 2

Gaining Platoon: 1

Losing Squad:

Gaining Squad:

Total Reassigned: 2

* Reassignment Reason:

Transfer Soldiers to new Platoon

Words: 5 Characters: 22

Reassign

8. All selected Soldiers are assigned as follows:
 - a. Within same platoon – New Platoon Sergeant, same Squad Leader, no change in platoon or squad assignment.
 - b. New platoon, Squad Leader selected – New Platoon Sergeant, new Squad Leader, changes to both platoon and squad assignment matching new Cadre.
 - c. New platoon, no Squad Leader selected – New Platoon Sergeant, Squad Leader is Unassigned, change in platoon assignment, squad assignment is blank.

Pending Assignment Tab

Use the Pending Assignment tab to view and update assignment information for Soldiers whose transfer has been accepted.

ARCS SOLDIER RECOVERY UNIT

HOME SOLDIERS IN PROCESS **ASSIGNMENT** APPOINTMENTS ASSESSMENTS ACTION ITEMS CSP REPORTS USERS MAINT

TESTING SITE (CUI)

ASSIGNMENTS

Pending In-Process Bulk Reassignment **Pending Assignment** Case / Workflow Transfers

Page 1 of 1, rows 1 to 24 of 24

Soldier	Rank	Losing SRU	Gaining SRU	Gaining Company	Accepted By	Date Accepted
Bickel, Robert	CPT	Fort Belvoir	Fort Belvoir	SRU Belvoir	Real, 000 AdminReal	14 Dec 2021
Biro, Laurie	SGM	WRNMMC	WRNMMC	SRU WRNMMC	Real, 000 AdminReal	14 Dec 2021
BOUSMAN, MARQUITA	SSG	Fort Polk	Fort Belvoir	SRU Belvoir	Real, 000 AdminReal	14 Dec 2021

Select **Assignment** in the menu bar. Click on a Soldier name hyperlink to go to the Assignment screen. From this screen you can edit the Soldier's Platoon, Squad, and role assignments and change the status from Pending Assignment to Active.

Case / Workload Tab

PERMISSIONS (View Only): Program Analyst, Battalion Commander, Company Commander, HR Specialist, Administrator

Use the Case / Workload tab to view the workload for users in your SRU.

Case Load by Role View

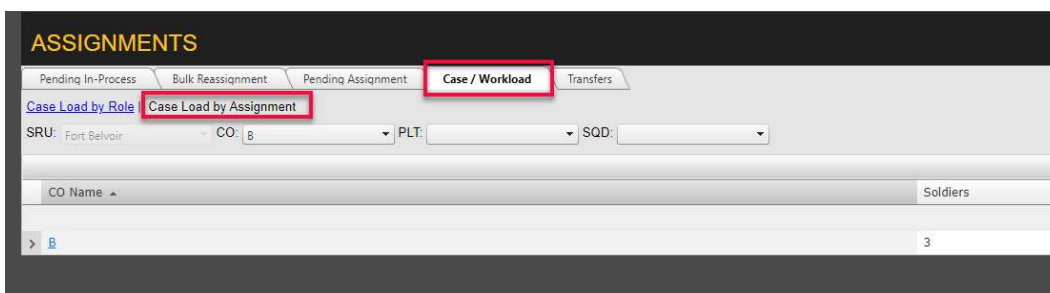
Use the Case Load by Role view to see all users assigned to the SRU filtered by role.



Select a role from the Role list box to filter the view to a selected role. In the example above, the list is filtered to view NCMs only. Each user returned may be expanded to see the breakdown of company, platoon and squad assignments for their Soldiers.

Case Load by Assignment View

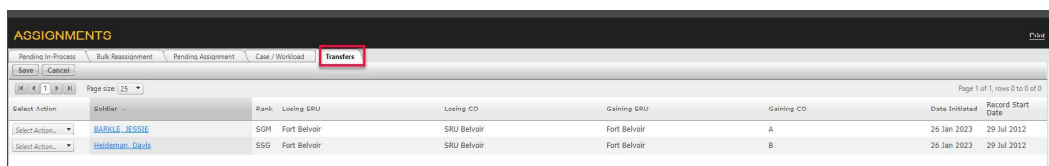
Use the Case Load by Assignment view to see Soldiers assigned to the SRU filtered by company, platoon and squad.



Select a new company, platoon and squad to filter the view to a selected assignment. In the example above, the list is filtered to view all platoons and squads in Company B.

Transfers Tab

Use the Transfers tab on the Assignments page to view a roster of Incoming and Outgoing Soldiers for the SRU.



The screenshot shows the 'ASSIGNMENTS' page with the 'Transfers' tab selected. The table displays the following data:

Select Action	Soldier	Rank	Leaving SRU	Leaving CO	Gaining SRU	Gaining CO	Date Initiated	Record Start Date
Select Action...	BADALE, JESSIE	SGM	Fort Belvoir	SRU Belvoir	Fort Belvoir	A	26 Jan 2023	29 Jul 2012
Select Action...	Haldeman, David	SSG	Fort Belvoir	SRU Belvoir	Fort Belvoir	B	26 Jan 2023	29 Jul 2012

Transfer SRU or Company

Program Analyst, HR Specialist, Administrator

NOTE: Transfers will not be complete until the Gaining CO CDR accepts the transfer.

To transfer a case to another MRC, SRU, or Company:

1. Click **Transfer** from the Assignment section of the Soldier's case.



The screenshot shows the 'ASSIGNMENT' section of a soldier's case. The 'Transfer' button is highlighted in the top right corner of the assignment details area.

2. . The Transfer dialog box opens.

NOTE: Transferring a Soldier to another SRU will automatically cancel all future manual appointments, remove assigned Cadre and remove Company, Platoon and Squad assignments once the transfer is accepted by the gaining Unit.

3. Edit the transfer information.
4. Click **Reassign** to save the changes or **Cancel** to return to the Main Data tab without saving.

NOTE: The case status is set to "Pending Transfer." Pending transfers can be accepted or canceled.

Reviewing Soldier's Information

Before accepting a transfer, it is possible to review a Soldier's case.

1. Left click on a Soldier's name hyperlink.
2. This will open a new window that displays the Case Summary screen: [Case Summary](#).
3. Review desired information and close the additional window.
4. Proceed to [Accepting Transfers](#) or [Canceling Transfers](#).

Accepting Transfers

PERMISSIONS: STARTC users and Administrators can accept any transfer. CO CDR can accept transfers to their assigned Company.

To accept a transfer:

1. From the Transfers tab on the Assignments screen, select "Accept Transfer" from the Select Action list box.



2. Click **Save** to complete the transfer.



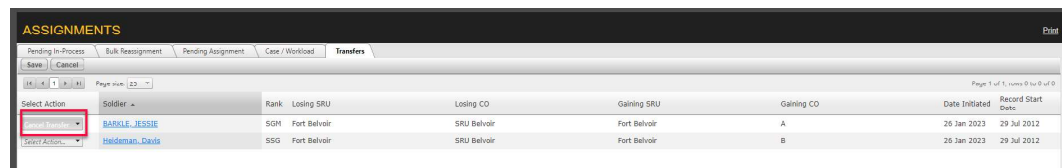
The Soldier is removed from the Transfers tab and case status is set to "Pending Assignment."

Canceling Transfers

NOTE: STARTC, CTPManagement Analyst, HR Specialist, Company Commander, Administrator

To cancel a transfer:

1. Select "Cancel Transfer" from the Select Action list box.



2. Click Save.



The Soldier is removed from the Transfers tab and remains in the original unit. Case status will return to "Active."

Appointments



This section describes how to use the Appointments screen to view and manage appointment information for Soldiers assigned to you.

This consolidated view will show any appointments entered into AHLTA/CHCS along with any manually added and managed appointments that are not tracked through AHLTA/CHCS. The three tabs on the Appointments screen show different views of the appointments:

Dashboards Appointments Tab

Use the Appointments tab to view scheduled appointment details for Soldiers assigned to you. Appointments appearing on this tab are either added manually, or pulled from AHLTA/CHCS.

NOTE: Clinical appointments entered in AHLTA are pushed into the AHLTA/CHCS servers. ARCS SRU interfaces with each AHLTA/CHCS server to pull appointment information on a nightly basis.

Appointments													Print
Appointments No Shows ER Visits													
From: 02 May 2017 To: 09 May 2017 Today's Appointments													
Fort Belvoir Case Status: Active													
Page size: 25 Page 1 of 1, rows 1 to 5 of 5													
Soldier	SSN	CO	PLT	SQD	NCM	Location	Facilitator	Date/Time	Status	Comments	Source	Type	
Arostegui, Marcelo	6540	A	1st	2nd	Nurse Case, Manager 10	SFAC	SFL TAP Counselor	05 May 2017 07:30	Pending	7:30-4 daily, Bring pre-work	MANUAL	SFL-TAP	
Amrich, Darrell	3324	A	1st	2nd	Nurse Case, Manager 10	SSIG 25 Cubical	SSIG 25	04 May 2017 11:30	Pending	Please updated Goal Setting before attending.	MANUAL	Counseling	
Arostegui, Marcelo	6540	A	1st	2nd	Nurse Case, Manager 10	SFAC	SFL TAP Counselor	04 May 2017 07:30	Pending	7:30-4 daily, Bring pre-work	MANUAL	SFL-TAP	

Click **Today's Appointments** to view only appointments for the current day.

Click on a **Soldier** name to view the appointment details within the case.

No Shows Tab

Use the **No Shows** tab to view appointments with a date/time stamp that have occurred in the past where the appointment status is "No Show."

NOTE: Appointment No Shows from CHCS will not appear until the following day.

Appointments													Print
Appointments No Shows ER Visits													
From: 25 Apr 2017 To: 03 May 2017													
Fort Belvoir Case Status: Active													
Page size: 25 Page 1 of 1, rows 1 to 2 of 2													
Soldier	SSN	CO	PLT	SQD	Clinic	Location	Facilitator	Date/Time	Status	Reason	Source	Type	
Arostegui, Marcelo	6540	A	1st	2nd	Nurse Case, Manager 10	SFAC	SFL TAP Counselor	02 May 2017 07:30	No Show	Emergency Room	MANUAL	SFL-TAP	
Boulouris, Bryant	6201	A	1st	1st		SOC WORK CLINIC	MR Fast	02 May 2017 07:00	No Show	Forgot	MANUAL	Other	

Click on a **Soldier** name hyperlink to view the No Show tab within the Soldier's case.

ER¹ Visits Tab

Use the ER Visits tab to view a list of ER visits for Soldiers with a SRU case.

Soldier	SSN	CO	PLT	SQD	Clinic	Location	Facilitator	Date/Time	Status	Type
	4615	A	2D	3D		ER FB		01 May 2017 10:26	KEPT	EROOM
	4570	B	1st	2D		EMERGENCY ROOM		01 May 2017 10:07	KEPT	EROOM

Click on a Soldier name hyperlink to view the Soldier's ER Visits tab within the case.

Assessments



This section describes how to use the Assessments screen to view and manage assessment information for Soldiers assigned to you.

The three tabs on the Assessments screen show different assessment information:

Risk Assessments Tab

Use the Risk Assessments tab to view Risk Assessments for Soldiers.

¹Emergency Room

Assessments											
Risk Assessments			Self-Assessments			CDR's Assessments					
From: 18 Nov 2020			To: 16 Feb 2021			Key: Not Assessed			Low	Guarded	Moderate
Clear Filters									High		
Soldier	Rank	SRU	CO	PLT	SQD	RA Assigned Date	Status	CDR	PSG/SL	NCM	SW
Brzostowski, Vivian	PFC	Fort Belvoir	SRU Belvoir	VET	1st	11 Feb 2021	Active				
Courrege, Tyree	GA	Fort Belvoir	SRU Belvoir	VET	2nd	02 Feb 2021	Active				
Bruni, Kenya	COL	Fort Belvoir	SRU Belvoir	HQ		15 Dec 2020	Complete				

Click on a Soldier name hyperlink to view the Risk Assessment Summary within the case (see [Risk Assessment](#)).

NOTE: If a Risk Assessment has not been started, you can initiate a new assessment for a Soldier by clicking [Initiate New Risk Assessment](#) within the Soldier's case.

Self-Assessments Tab

Use the Self-Assessments tab to view Self-Assessments issued within the specified date range. The default date range is 30 days.

Assessments

Risk Assessments

Self-Assessments

CDR's Assessments

From: 02 Sep 2019 To: 02 Oct 2019

Key: No Issues Some Issues Significant Issues

Clear Filters

Page 1 of 17, rows 1 to 25 of 425

Soldier	Rank	WTU	CO	PLT	SQD	Availability	Frequency	Issued	SA Status	Next SA Date	Date Last SA Completed	Career	Physical	Emotional	Social	Family	Admin
Chipley, John	LTG	Fort Belvoir	HHC	1st - (ACT)	1st	Yes	Weekly	02 Oct 2019	Pending Validation	09 Oct 2019	02 Oct 2019						
Zombo, Karen	MS7	Fort Belvoir	A	1st	2nd	Yes	Weekly	02 Oct 2019	Active	09 Oct 2019							

Click on a Soldier name hyperlink to view the Self-Assessment Summary within the case, or access the Self-assessment validation.

Hover over the ratings bubbles to see the specific category.

NOTE: For additional help with managing Self-Assessments, see [Self-Assessment](#).

CDR Assessment

Use the CDR's Assessments tab to view CO CDR Risk Assessment details for Soldiers. Each Soldier will appear 1 time on the grid with their most recent Risk level.

Soldier	Rank	RHC	SRU	CO	PLT	SQD	Current CDR Assess	Assessment Date	Most Recent RA Date
Amaral, Ramon	CW5	RHC-A	Fort Belvoir	SRU Belvoir	VET	2nd	Low	07 Oct 2020	07 Oct 2020
Argenti, Kathie	SGM	RHC-A	Fort Belvoir	SRU Belvoir	VET	2nd	Guarded	16 Feb 2021	24 Sep 2020
Bahls, Latisha	1LT	RHC-A	Fort Belvoir	SRU Belvoir	VET	2nd	High	21 Oct 2020	21 Oct 2020

Click on a Soldier name hyperlink to view the Risk Assessment Summary within the case.

Assessment Date - Date the Company Commander completed the last risk designation and mitigation plan.

NOTE: If a new Risk Assessment is initiated, the Assessment Date will not be updated until the Company Commander completes their portion of the latest Risk Assessment.

Most Recent RA Date - Date the most recent Risk Assessment is initiated.

NOTE: If a Risk Assessment has not been started, you can initiate a new assessment for a Soldier by clicking [Initiate New Risk Assessment](#).

Action Items

Use the Action Items screen from the main menu bar to view a list of Action Items and tasks assigned to you.



These roles have a separate view for "All" Action Items in their assigned SRU/Company: Program Analyst, SRU Leadership, All-Access Company, Platoon Sergeant.

Soldier	Rank	CO	PLT	SQD	Type	Source	Category	Facilitator	Task Description	Created By	Date Created	Target Date
Arsenault, Kathie	SSG	SRU	Belvoir	VET	2nd	Action Item	Self-Assessment	Physical - Pain	Ncm, Belvoir 2	Ncm, Belvoir Eval	01 Dec 2020	09 Apr 2022
Arsenault, Kathie	SSG	SRU	Belvoir	VET	2nd	Action Item	Self-Assessment	Physical - Health Care	Ncm, Belvoir 2	Ncm, Belvoir 2	09 Mar 2022	01 Apr 2022
Arsenault, Kathie	SSG	SRU	Belvoir	VET	2nd	Action Item	Other	Ncm, Belvoir 2	Ncm, Belvoir 2	Ncm, Belvoir 2	09 Mar 2022	29 Apr 2022

Click on a Soldier name hyperlink to view or manage the **Action Item** within the case. See [Action Plan](#).

NOTE: Once you change the action item status to "Complete" it is removed from the Action Items screen. See [Close Action Item](#).

Add Action Item

PERMISSIONS: Administrator, SRU Leadership, RCC, CO Commander, CTP Management Analyst, Nurse Case Manager, Occupational Therapist, SRU Provider, PSG, Social Worker, SSA, Squad Leader, Transition Coordinator, Battalion Commander

To add an action item:

1. Click the Add icon  from the Soldier's profile.
2. The Add Action Item window opens.

ADD ACTION ITEM

* Source: Scrimmage * Position Title: Social Services As Assign to Me

* Category: Spiritual * Facilitator: SSA, Belvoir SRU

Status: In Progress * Target Date: 24 Feb 2023

* Description: Chaplain Referral

* Details:

Soldier is interested in getting more information on religious activities available on post.

Words: 13 Characters: 93

Cancel Submit

3. Enter the action item details for all fields:
4. Category Options are specific to the selected Source.
5. Select a role to assign an action item to a facilitator for review and completion.
6. Click **Submit** to add the action item, which creates an ID number automatically and Action Item Details tab is displayed, or click **Cancel** to close the window without adding the action item.

NOTE: Email notifications to the assigned facilitator and case logs are generated for new action items.

Add Action Item Log Entry

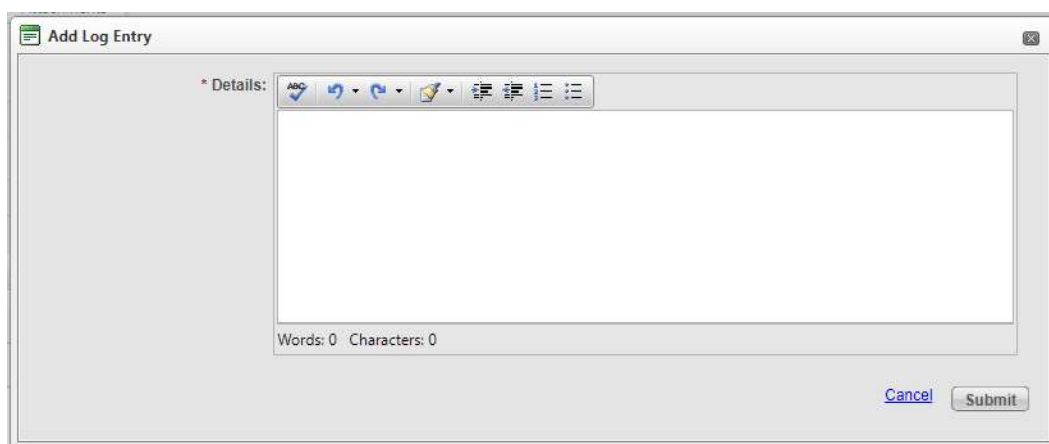
To add an action item log entry:

1. Click the Add icon .



The screenshot shows the 'EDIT ACTION ITEM' window with the 'Log' tab selected. The 'Action Item Summary' section displays: Source: Self-Assessment, Category: Physical - Weight Control, Facilitator: CER_TC, CER_TC, Target Date: 21 Apr 2023, and Soldier Assess/Priority: Low. The 'Log Entries' section has a green circular icon with a white plus sign (the 'Add' icon) highlighted with a red square. Below this is a table with columns: Date Created (Local Time), Added By, Text, and Delete. The table contains one entry: Date Created: 2/1/2023 12:15:17 PM, Added By: Real, 000 AdminReal, Text: Working on Losing 29 lbs over the next 2 months to meet Army height/weight standards. Created by Real, 000 AdminReal on 01 Feb 2023 12:43.

1. The Add Log Entry window opens.

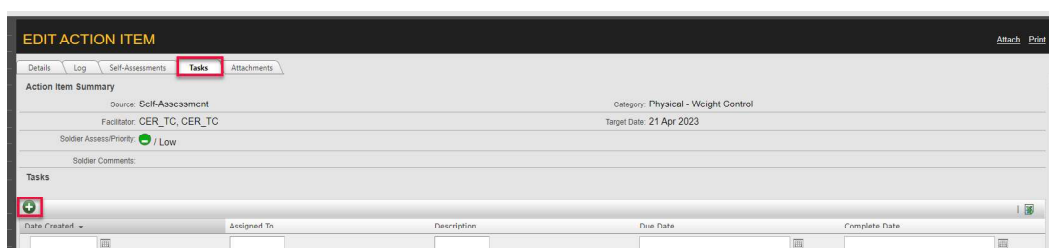
A screenshot of a web application window titled "Add Log Entry". The window has a "Details:" section with a large text area for entering details. Above the text area is a toolbar with icons for undo, redo, bold, italic, and other text formatting options. Below the text area, it says "Words: 0 Characters: 0". At the bottom right of the window are "Cancel" and "Submit" buttons.

3. Enter details for the log entry in the Details field.
4. Click Submit to add the log entry or click Cancel to close the window without saving.

Add Action Item Task

To add an action item task:

1. Select the Tasks tab within the Action Plan.

A screenshot of a web application window titled "EDIT ACTION ITEM". The window has several tabs: "Details", "Log", "Self-Assessments", "Tasks", and "Attachments". The "Tasks" tab is selected and highlighted with a red box. Below the tabs is an "Action Item Summary" section with fields for "Source: Self-Assessment", "Facilitator: CER_TC, CER_TC", "Category: Physical - Weight Control", and "Target Date: 21 Apr 2023". Below this is a "Tasks" section with a table. The table has columns for "Date Created", "Assigned To", "Description", "Due Date", and "Complete Date". A green plus icon in a circle is highlighted with a red box in the top left corner of the table.

2. Click the Add icon .
3. The Add Task window opens.

The screenshot shows the 'ADD TASK' window. It includes a title bar with 'ADD TASK' and a 'Print' button. The main area contains several fields: 'Task Status' (Open), '* Due Date' (02 Mar 2023), '* Position Title' (Nurse Case Manager), and '* Assigned To' (NCM, Belvoir). There is a text area for 'Details' with the text 'Soldier would like to see a Nutritionist to assist with resources for diet/portion control to facilitate weight loss.' and a word/character count at the bottom. 'Cancel' and 'Save' buttons are at the bottom right.

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

NOTE: The Due Date must be a future date.

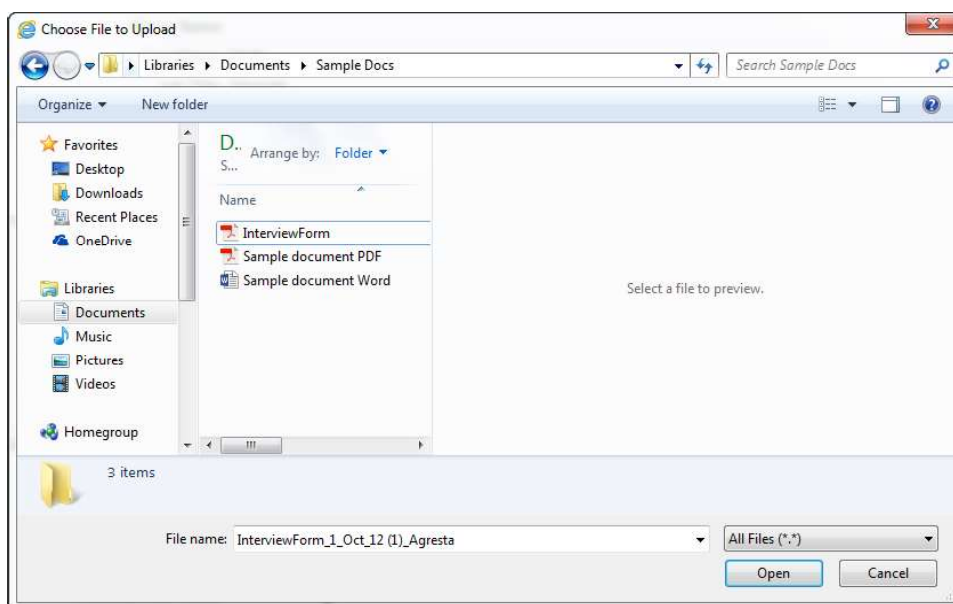
4. Click **Save** to add the task or click **Cancel** to close the window without saving changes.
5. An email is sent to the Assignee notifying them of the task.

NOTE: Do not reassign tasks, no notification is generated if the Assigned To field is changed.
The best practice is to close the existing task and create a new task for the correct facilitator.

Add Attachment

To add an attachment:

1. Click the Add icon .
2. The Add Attachment window opens.
3. Click **Select**.
4. The Open dialog box opens.



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

To Drag and Drop an Attachment:

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

Add Attachment

* Document Type:

* File Name:

Document Date:

* Upload File:

File Drop Zone
Drop Files Here

Supported Extensions: doc, docx, xls, xlsx, ppt, pptx, pdf, txt
Max Size: 2 MB

Comments:

Words: 0 Characters: 0

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.

CSP (Career Skills Program)

MEDCOM Career Skills Program (CSP) profiles are created and managed in ARCS by the CSP administrator. Programs listed in ARCS are already approved by MEDCOM. For more information on a particular CSP, view the details, including the MOU packet. For program approval, please contact the MEDCOM CSP administrator.

CSP Grid

SRU users will have a default view based on the assigned organization level.

Garrison	Program Title	Employer/Partner	CSP Type	DOLSOC	Effective Date	Expiration Date	Expires in (days)	MOU	Participation
Fort Belvoir	Biology W	Science Company	Apprenticeships	Education, Training, and Library (25-0000)	02 Nov 2018	04 Dec 2021	1125	View	0
Fort Belvoir	Accounting	Walmart	Credentialing	Legal (23-0000)	01 Oct 2018	01 Oct 2022	1426	View	0
Fort Belvoir	History	Army	On the Job Training	Legal (23-0000)	01 Jun 2018	01 Jun 2018	-157	View	0
Fort Belvoir	Astronomy	NASA	Non-Federal Internships	Life, Physical, and Social Science (19-0000)	03 Sep 2018	30 Sep 2020	695	View	0
Fort Belvoir	Nursing	Science	Employee Based Skills Training	Management (11-0000)	01 Aug 2018	01 Oct 2022	1426	View	0
Fort Belvoir	Nursing	Science	Non-Federal Internships	Management (11-0000)	01 Aug 2018	01 Oct 2022	1426	View	0
Fort Belvoir	Social Work	Local	Non-Federal Internships	Transportation and Material Moving (53-0000)	25 Sep 2018	26 Dec 2018	51	View	0
Fort Belvoir	Star	Movie	Apprenticeships	Management (11-0000)	01 Oct 2018	04 Jul 2019	241	View	0
Fort Belvoir	Dance	Movie	Apprenticeships	Protective Services (33-0000)	01 Dec 2018	30 Nov 2021	1121	View	0
Fort Belvoir	Dance	Movie	Employee Based Skills Training	Protective Services (33-0000)	01 Dec 2018	30 Nov 2021	1121	View	0

CSP Grid

Label	Name	Description
A	Grid Filters	Select one or more filters from the drop down menus to change the search parameters and then click "refresh".
B	Refresh	Click refresh after modifying grid filters.
C	Program Title	Click the program title to view program details.
D	Expires in Days	Number of days until the program expires (based on the latest attached MOU expiration date)
E	View MOU Packet	Click to download a PDF copy of the active MOU packet.
F	Participation	Number of Soldiers participating in the listed CSP (Not active until v.2.8.19)

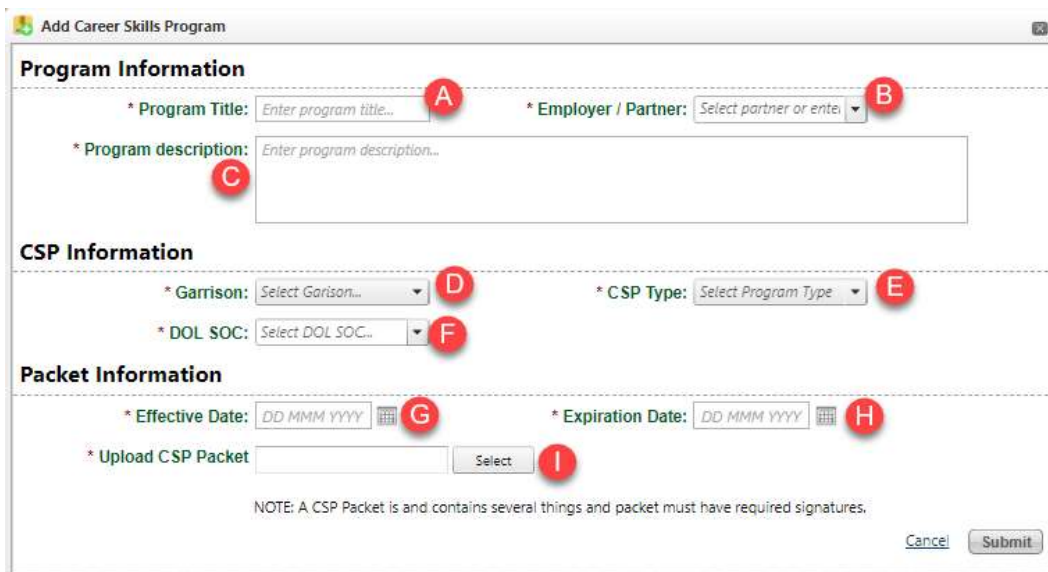
Add CSP Profile

Permissions: Administrator, CSP Administrator

A new MEDCOM CSP profile is created when all supporting documents are approved.

To add a profile to the CSP grid:

1. Click add .
2. Complete the CSP profile information.



The screenshot shows a web form titled "Add Career Skills Program". It is divided into three sections: "Program Information", "CSP Information", and "Packet Information".

- Program Information:**
 - * Program Title: (Callout A)
 - * Employer / Partner: (Callout B)
 - * Program description: (Callout C)
- CSP Information:**
 - * Garrison: (Callout D)
 - * DOL SOC: (Callout F)
 - * CSP Type: (Callout E)
- Packet Information:**
 - * Effective Date: (Callout G)
 - * Expiration Date: (Callout H)
 - * Upload CSP Packet: (Callout I)

At the bottom, there is a "NOTE: A CSP Packet is and contains several things and packet must have required signatures." and two buttons: "Cancel" and "Submit".

Add CSP Profile

Label	Name	Description
A	Program Title	Type the Program Title
B	Partner/Employer	Add a new Partner/Employer, or select from the existing options
C	Program Description	Add a more detailed description of the CSP activity
D	Garrison	Select one or more Garrisons associated with the CSP profile
E	CSP Type	Select one or more CSP types associated with the CSP profile
F	DOL SOC	Select one Department of Labor Standard Occupational Classification
G	Effective Date	Select the effective date indicated on the signed MOU
H	Expiration Date	Select the expiration date for the signed MOU - default is 2 years
I	Upload CSP Packet	Upload a single PDF document including all required program approvals and documentation - MUST BE PDF

3. Click Submit to save the profile, or Cancel to close the window.

Edit CSP Profile

Permissions: CSP Administrator, Administrator

To edit an existing CSP profile:

1. Open the CSP profile by clicking on the program name.

Career Skills Program (CSP)

Filter by Location...

Filter by Expiration...

Refresh

1234

Page size: 25

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Garrison	Program Title	Employer/Partner	CSP Type	DOLSOC	Effective Date	Expiration Date	Expires in (days)	MOU	Participation
Fort Belvoir	Biology W	Science Company	Apprenticeships	Education, Training, and Library (25-0000)	02 Nov 2018	04 Dec 2021	1117	View	0
Fort Belvoir	HVAC Technician	Assn of Builders and Contractors	Apprenticeships	Installation, Maintenance, and Repair (49-0000)	09 Nov 2018	08 Nov 2020	726	View	0
Fort Belvoir	Accounting	Walmart	Credentialing	Legal (23-0000)	01 Oct 2018	01 Oct 2022	1418	View	0

2. Click "Edit."

HVAC Technician

Program Information

Edit

Employer / Partner:

Assn of Builders and Contractors

Program Description:

HVAC Technician Apprenticeship

Expiration Date:

08 Nov 2020

Expires In:

726

Current CSP Packet:

CSP MOU Packet_ABC_HVAC.pdf

[View](#)

File Name	Status	Effective	Expiration
CSP MOU Packet_ABC_HVAC.pdf	Active	09 Nov 2018	08 Nov 2020

Done

3. Update program details or [Add New Packet](#).

EDIT Career Skills Program

Program Information

* Program Title: HVAC Technician

* Employer / Partner: Assn of Builders and ...

* Program description: HVAC Technician Apprenticeship

CSP Information

* Garrison: Fort Belvoir

* DOL SOC: Installation, Maintena...

* CSP Type: Apprenticeships

Packet Information

* Effective Date: 09 Nov 2018

* Expiration Date: 08 Nov 2020

CSP MOU Packet_ABC_HVAC.pdf View Add New

Cancel Submit

- Click "Submit" to save changes, or "Cancel" to close the profile without saving.

NOTE: Changes to a profile affect ALL garrisons associated with the CSP profile. Removing a garrison from the CSP profile will immediately end participation for any Soldier enrolled in that activity at the removed garrison. Changing the DOL SOC will affect all associated records for the selected program.

Add New Packet

A new MOU packet is needed when a program is renewed or the existing MOU is replaced by a different agreement.

To add a new packet:

EDIT Career Skills Program

Program Information

* Program Title: HVAC Technician * Employer / Partner: Assn of Builders and i

* Program description: HVAC Technician Apprenticeship

CSP Information

* Garrison: Fort Belvoir * CSP Type: Apprenticeships

* DOL SOC: Installation, Maintena

Packet Information

* Effective Date: 09 Nov 2018 * Expiration Date: 08 Nov 2020

CSP MOU Packet_ABC_HVAC.pdf View **Add New**

Cancel Submit

1. Select "Add New" on the Edit Career Skills Program screen.
2. Upload the new MOU packet and verify the effective and expiration dates.
 - Effective Date default = Active MOU packet expiration + 1 day (*the next day after the previous packet expires*)
 - Expiration Date default = MOU Effective Date + 2 years

EDIT Career Skills Program

Program Information

* Program Title: HVAC Technician * Employer / Partner: Assn of builders and i

* Program description: HVAC Technician Apprenticeship

CSP Information

* Garrison: Fort Belvoir * CSP Type: Apprenticeships

* DOL SOC: Installation, Maintena

Packet Information

* Effective Date: 09 Nov 2020 * Expiration Date: 09 Nov 2022

* Upload CSP Packet: CSP MOU Packet_ABC_HVAC.pdf Remove

NOTE: A CSP Packet is and contains several things and packet must have required signatures.

Cancel Submit

3. Click "Submit" to save the new packet, or "Cancel" to close the window without saving.

When viewing program information, all CSP packets are available. ARCS will identify the "active" packet and link to that document from the CSP main grid.

HVAC Technician

Program Information [Edit](#)

Employer / Partner: Assn of builders and Contractors

Program Description: HVAC Technician Apprenticeship

Expiration Date: 08 Nov 2020 Expires In: 704

Current CSP Packet: CSP MOU Packet_ABC_HVAC.pdf [View](#)

File Name	Status	Effective	Expiration
CSP MOU Packet_ABC_HVAC.pdf	Active	09 Nov 2018	08 Nov 2020
CSP MOU Packet_ABC_HVAC.pdf	Pending	09 Nov 2020	09 Nov 2022

[Done](#)

NOTE: Adding a new packet will affect the program expiration date. ONLY 1 packet is considered the "Active" packet at any given time.

Reports

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

Viewing Reports

The reports screen can be filtered into three views:

- **My Reports:** This is the default view when accessing reports and is customizable by the user. My Reports contains all reports created by the user, previously assigned to the user before the update, and any added to My Reports from the Other Reports view. User created and user added reports will have a "Delete" link. If you are the "Owner" and Delete is selected, the report is permanently deleted. If someone else

owns the file, it is simply removed from the current list. This allow the user to remove reports they no longer need.

Reports							
My Reports Clear Filters 1 2 3 4 5 Page size: 25 Page 1 of 1, rows 1 to 24 of 24							
Report Name	Type	Description	Created By	Created On	Modified On	Access	
						No Sort	
*Start Date Testing REV01	ADHOC	modified by ME	Real, 000 AdminReal	29 Aug 2016	29 Aug 2016	Viewer	Delete
Active CTP MAs	ADHOC	List of current active CTP Mana...		19 Jul 2012	19 Jul 2012	Viewer	Remove Edit Delete
BN CDR entity test	ADHOC		Real, 000 AdminReal	28 Apr 2017	28 Apr 2017	Viewer	Delete

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

Reports							
System Clear Filters 1 2 3 4 5 Page size: 25 Page 1 of 2, rows 1 to 25 of 46							
Report Name	Type	Description	Created By	Created On	Modified On	Access	
						No Sort	
Appointments By WTU	SYSTEM	WTU Appointments by MTF and...	Admin, Administrator	21 Jan 2012	21 Jan 2012	Viewer	My Reports Edit
Assessment Metrics by Location	SYSTEM	Assessment Metrics by Location...	Admin, Administrator	10 Nov 2016	01 May 2017	Viewer	My Reports Edit
AW2 RCC Caseload by Location	SYSTEM	AW2 RCC Caseload by Location...	Admin, Administrator	10 Nov 2016	12 Apr 2017	Viewer	My Reports Edit
Cancelled Appointments	SYSTEM	WTU Cancelled Appointments R...	Admin, Administrator	21 Jan 2012	21 Jan 2012	Viewer	My Reports Edit

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

Reports							
Other Reports Clear Filters 1 2 3 4 5 Page size: 25 Page 1 of 2, rows 1 to 25 of 46							
Report Name	Type	Description	Created By	Created On	Modified On	Access	
						No Sort	
Active CTP MAs	ADHOC	List of current active CTP Mana...		23 Jul 2012	23 Jul 2012	Viewer	My Reports Edit Delete
AW2 Soldier Report	ADHOC	Soldiers with AW2 data recorded		13 Aug 2012	17 Sep 2012	Viewer	My Reports Edit Delete
BN CDR High Risk Mitigation Plan Approval	ADHOC		MA, _30	08 May 2017	08 May 2017	Viewer	My Reports Edit Delete

View System Report

1. Click on the name of the report to launch the report.
2. Provide valid parameters in the bar on the right side of the screen. Required inputs are identified with yellow warning boxes.

This may include:

- Region
- SRU
- Date Range
- Case Status

The screenshot shows a web application interface for the Soldier Recovery Unit (SRU) Module. The main content area is mostly blank, with a yellow warning box at the top stating: "Missing or invalid parameter value. Please input valid data for all parameters." On the right side, there is a sidebar with several filter sections:

- RHC**: A list of options including WRMC, RHC-P, RHC-A (selected), RHC-C, and RHC-E. Below the list is a "clear selection" button.
- WTU**: A list of options including CBWTU Virginia, Fort Belvoir, Fort Dix, Fort Drum, JBLE, Fort Knox, Fort Meade, Fort Bragg, WRNMMC, Fort Gordon, Fort Benning, Fort Campbell, and Fort Stewart. Above the list is a yellow warning box that says "Please input a valid value."
- Date Frequency**: A list of options including Last Month (Apr 17), 1 week, 1 month, 3 months, 6 months, and 1 year. Below the list is a "clear selection" button.
- From**: A text input field.

At the bottom of the sidebar is a "Preview" button.

Each parameter may allow multiple inputs. Left click on each desired selection, or use **Select All** under the box. If **Select All** is not available, the field only allows a single input.

This is a close-up of the RHC filter section. It shows a list of options: WRMC, RHC-P, RHC-A, RHC-C, and RHC-E. Below the list is a "select all" button. A yellow warning box is visible above the list, stating: "Please input a valid value."