

# Issue Management System (IMS) Issue Submission Guide

Instructional User Guide | Version 1



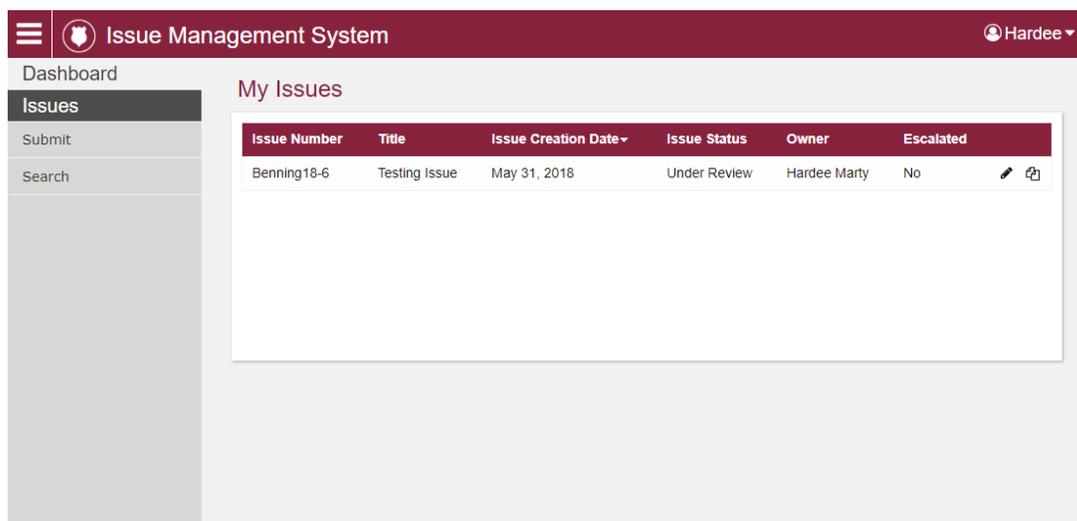
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# 1.0 - Welcome to IMS

Welcome to the **Issue Management System**, also known as **IMS**, which gives individuals an online resource to voice their concerns about issues they see within Army garrisons, installations, or other Army Communities. These may include quality of life needs, expectations of Army constituents, and other requests for improved standards of living within an Army Community.

IMS offers a streamlined process for Army leadership to communicate with their Army Communities, and review and address issues that are submitted by community members.



*IMS User Dashboard for Registered Users*

Supported browsers for AFWP Applications are Internet Explorer 11, Chrome, and Firefox. You may experience functionality and appearance differences when using the application depending on your browser version.

## 1.1 - IMS Registration

Logging in to IMS requires an **AFWP Account**. The **Army Family Web Portal**, also known as **AFWP**, is an online hub for Army Community Service (ACS) where users can create AFWP Accounts to log in to IMS and other AFWP systems.

To **create an AFWP Account**:

1. Select **Register** on the **IMS Home Page**.
2. Enter the required information into the **following data fields**:

- *Email, Password, and Confirm Password.*

**Note:** Passwords are case-sensitive and require a minimum of 15 characters, including at least 2 of each of the following: **uppercase letters, lowercase letters, numbers, and 2 special characters (@!#\$%^+=).**

3. Select **Register** to finish creating an AFWP Account.
4. An **automated email** will be sent to the email that was entered in step 2 with a link and a token number.

**Note:** Links within emails generated from the AFWP system may have the word “caution” before the link, so if you copy it, be sure to remove the word caution.

For example: “caution: <https://www.armyfamilywebportal.com/>” =  
“<https://www.armyfamilywebportal.com/>”.

5. Select the link in the email to verify the account.

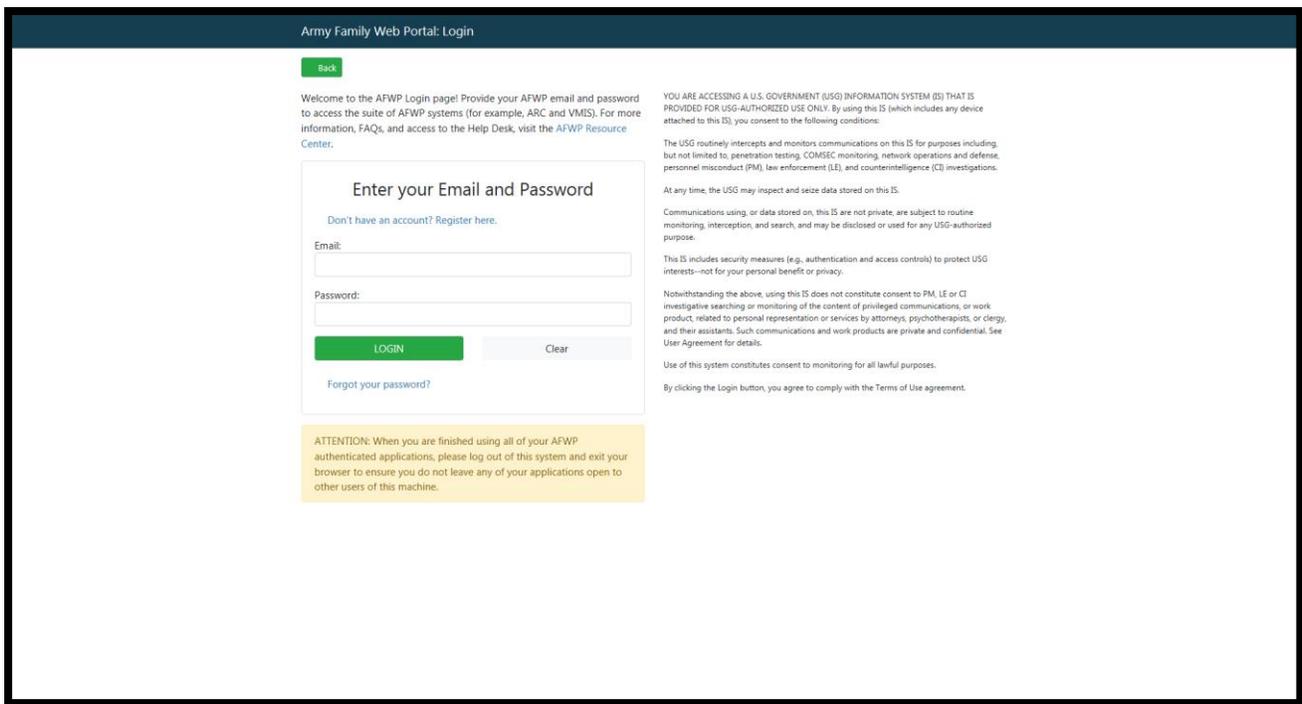
**Tip:** The verification link is marked by “/verify” to make the verification process easier.

6. On the page that appears, enter the **email address and the token number** provided in the automated email.
7. Select **Verify Email.**

### 1.1.1 - Single Sign-On (SSO)

**AFWP Accounts** utilize a **Single Sign-On (SSO)** feature that permits users to log in to different AFWP systems with the same email address and password combination. This reduces the overall number of usernames and passwords to remember between AFWP web applications without any compromise of security.

**Tip:** If you have ever created an AFWP Account for a **different AFWP system**, you can log in to IMS using the **same credentials** as those systems.



### Single Sign-On Login Page

## 1.2 - AFWP Account Management

AFWP Accounts are managed from a location called the **AFWP Account Management page**. All user types can access this page via the upper-right corner of any AFWP System or directly to the URL (<https://account.armyfamilywebportal.com/>). All user types can access this page to update their associated email address, password, or connect a CAC to their AFWP Account so it can be used to log in to AFWP systems.

**Note:** Changes made on the Account Management page will apply to **all AFWP systems** associated with logged-in AFWP Account.

### 1.2.1 - Update Login Credentials

1. Select the **name of the user** in the upper-right corner of any IMS page while logged in.
2. Select **Account Management** from the drop-down list that appears to be taken to the **Account Management page**.
3. Select the **pencil icon**  to the right of the **Email Address** or **Password** field and modify its contents as needed.
4. Select **Save** to confirm the changes.

## 1.2.2 - Update Profile Information

1. Select the **name of the user** in the upper-right corner of any IMS page while logged in.
2. Select **Account Management** from the drop-down list that appears to be taken to the **Account Management page**.
3. Select the **Profile tab** in the left-hand sidebar of the Account Management page.
4. Update the available fields in the **Personal Information** and **Demographic Information** sections.
5. Select **Save** at the bottom of the page to confirm the changes.

## 1.2.3 - Connect a CAC

Users can connect their own **Common Access Card (CAC)** with their AFWP Account, making it possible to **log in using their CAC** instead of an email address and password. The CAC must be inserted into the CAC reader **before** beginning the CAC connection process.

To **connect a CAC**:

1. Select "log in" on the application page and you will be prompted to load your certificate.

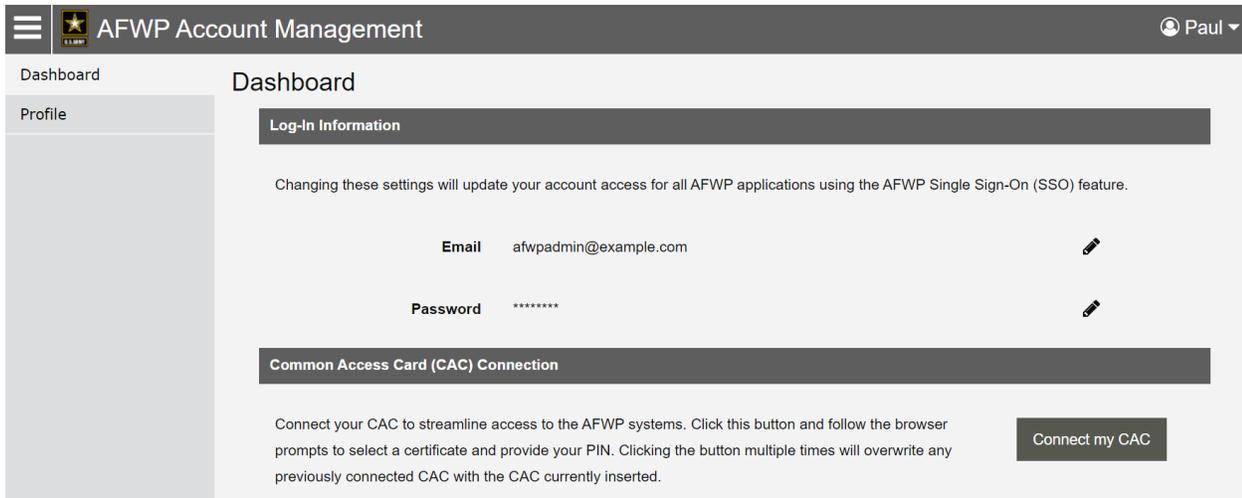
**Note:** Before you register/connect your CAC, you must load the appropriate certificate and enter your pin once you are directed to the SSO page.

2. Once you login, select "Account Management" from the drop down in the upper right corner and when prompted enter your AFWP Account credentials.
3. Select **Connect my CAC** on the AFWP Account Management page to begin the CAC connection process, and keep the following in mind as you read the instructions on the site carefully:
  - ▶ The connection process will require the CAC's **associated pin** to be entered correctly **each time** the CAC is used to log in.
  - ▶ You **can't connect an expired CAC**, your browser will not allow you to authenticate your CAC.
  - ▶ **Using a CAC will require you to download specific CAC certificates for specific browsers. Make sure to do this before attempting to connect a CAC to your AFWP Account.**

**Tip:** For more information related to certificates, visit these links:

<http://public.cyber.mil/pki-pke/end-users/getting-started/>

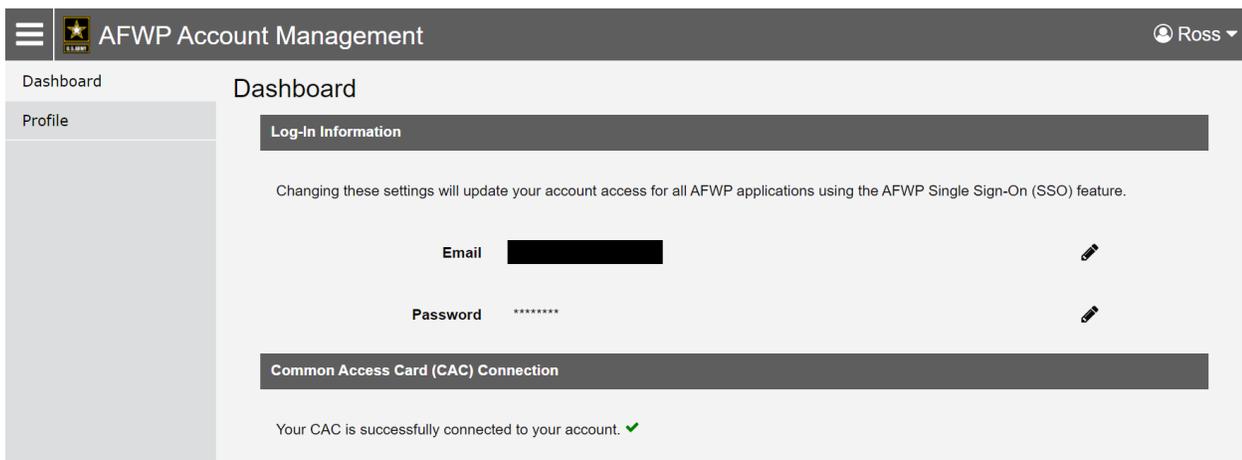
<http://public.cyber.mil/pki-pke/end-users/web-browsers/>



4. Follow the prompts that appear.

### 1.2.4 - Check if a CAC is connected to your account

- ▶ An AFWP account can only have one CAC connected at a time
- ▶ To see if you have a CAC connected to your AFWP account, go to Account Management. You should see a confirmation there whether you login with your CAC or with your username/password.



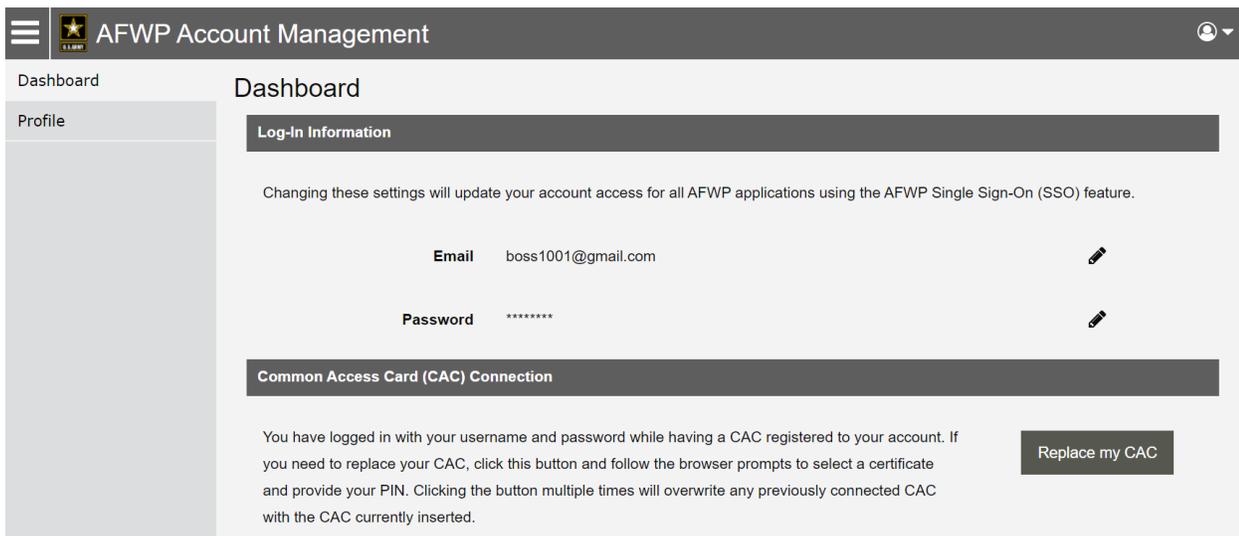
This screenshot shows what should appear when a CAC is successfully added.

## 1.2.5 - Replace your CAC

Only one CAC can be connected to an account at a time, therefore if you have a new CAC or your CAC needs to be updated, you will need to replace the old CAC with a new one. Keep in mind that a CAC can only be replaced, not removed.

### To replace a CAC:

1. To replace your CAC - you have to login with your username and password and then connect your replacement CAC
2. Once you login, select “Account Management” from the drop down in the upper right corner.
3. Select **Replace my CAC** on the AFWP Account Management page to begin the CAC connection process, and refer to section 1.1.1 for things to keep in mind.
4. Follow the prompts that appear.



This screenshot shows what should appear when attempting to replace a CAC.

## 1.2.6 - Recover Forgotten Password

1. Select **Login** from the **IMS Home Page** while logged out.
2. Select **Need to reset your password?** at the bottom of the login page that appears.
3. Enter the **email address** of the AFWP Account that needs to be reset.
4. Select **Reset Your Password** and a **confirmation email** will be sent to the provided email address.

5. There will be two links in the email, be sure to select the URL for **changing your password**.
6. Navigate to the **unique URL** in the confirmation email to log in to IMS..
7. Follow the prompts to **create a new password** and complete the recovery.

**Note:** *If you change your password for any reason, you will be logged out of any open AFWP system sessions. You will then have to log back in using your new password.*

## 1.3 - User Dashboard

The **User Dashboard** is the central location of IMS and features a table named **My Issues** that contains issues previously submitted by the logged-in user. My Issues includes expanded information about any issues that the user has submitted, including the **issue number**, **issue title**, **creation date**, **issue status**, **owner/submitter**, and whether the issue has been **elevated**.

**Tip:** *Selecting the column headers of the My Issues table will **sort the contents** by the column's respective criteria, such as alphabetical order, date of submission, and issue status.*

## 1.4 - Contact the Help Desk

1. Select **FAQ/Help** in the left corner of the footer at the bottom of any page on Account Management.
2. A new tab will open that will direct you to the Army Family Web Portal Resource Center (ARC)
3. Select **Contact the Help Desk** at the bottom of any ARC page.
4. Provide the necessary information in the **following data fields**:
  - *Your Name, Your Email Address, Subject, Category, Message, and Attachment.*
5. Select **Send Message** to complete the submission for review.

**Note:** *Your message will be processed as soon as possible. You may receive direct follow up communication from the help desk via email.*

## 1.5 - Guest Usage

Users are given the option to submit issues as a Guest without having to create or sign in to an IMS Account. However, it is important to note that Guest users will be unable to access the full set features that are available to registered users.

Guest users are **unable to**:

- ▶ Receive follow-up communication about an issue resolution or any needed information.
- ▶ Track previously submitted issues on the User Dashboard.
- ▶ Save search criteria to perform faster searches in the future.
- ▶ Provide profile information about the specific user's military community, contact information, etc.

**Note:** To learn how to submit issues as a Guest, refer to **Section 2.4 – Submit an Issue as a Guest**.

## 1.6 - Program Manager Locator

A tool available to both Registered and Guest users is the **Program Manager Locator**, and can be accessed from the Navigation Panel at any time. This feature gives users the ability to find out who the Points of Contact (POCs) are for a given Community.

**Note:** The information provided is based on the information used by the AVC program.

To **find a POC** using the Program Manger Locator feature:

1. Select **Program Manager Locator** from the left-hand Navigation Panel on any IMS page.
2. Select the **Community drop-down** at the top of the page and choose the desired Community.
3. Refer to the table below that will populate with the **name, email, and phone number** of that Community's POC(s).

## 2.0 - Submitting an Issue

Submitting issues about problems within an installation or other Army Community is the core function and service of IMS. Community members are encouraged to submit thorough issues that clearly communicate their problems to the AFAP Staff Members.

**Users should search for existing issues before submitting new issues** to see if the same issue has already been submitted. Failure to perform this check can lead to the **rejection of duplicated issues**.

To learn more about searching for issues, see **Section 3.0 – Search for Existing Issues**.

**Note:** Submitting an issue to IMS indicates that the user agrees to the IMS and AFWP privacy and usage policies. Submitted issues are not guaranteed a resolution, direct contact, or any other specific outcome. Issues will be handled in a fashion deemed sufficient and appropriate by AFAP and/or other Army officials given the nature, scope, and circumstances of the issue.

The screenshot shows the 'Submit an Issue' page in the Issue Management System. The page has a dark red header with the system name and a user profile icon. A left sidebar contains navigation options: Dashboard, Issue Submitter (selected), Submit Issue, Search Issues, and Program Manager Locator. The main content area is titled 'Submit an Issue' and includes instructions for users. The form consists of several sections, each with a character count on the right side:

- Military Community \***: A dropdown menu for selecting a military community.
- Issue Demographic \***: A dropdown menu for selecting a demographic.
- Issue Title \***: A text field for describing the issue in clear and concise terms. Example: 'TRICARE Medical Coverage for Dependent Parents and Parents-in-Law'. Character count: 500.
- Statement of the Problem \***: A text field for providing an introductory sentence that states the problem in 1 sentence. Example: 'Dependent Parents and Parents-in-Law are not entitled to purchase TRICARE medical coverage.' Character count: 500.
- Validation \***: A text field for stating why it is a problem, with facts/supporting information in 1-8 sentences. Example: 'Soldiers and their primary dependents are authorized TRICARE benefits. Dependent Parents and Parents-in-Law are only authorized care on a space available basis and pharmaceuticals from Military Treatment Facilities (MTF)'. Character count: 500.
- Impact \***: A text field for describing the impact if not resolved, why it's important, and the impact on quality of life if not resolved in 1 sentence. Example: 'Without TRICARE medical coverage, Dependent Parents and Parents-in-Law either purchase expensive outside medical insurance, pay out of pocket for medical care without reimbursement or neglect their health.' Character count: 2000.
- Recommended Action \*\***: A text field for describing a viable solution to correct the issue that you have identified. Example: 'Authorize Dependent Parents and Parents-in-Law the option to purchase TRICARE medical coverage.' Character count: 500.

At the bottom of the form, there is a checkbox for 'Receive email notifications when this issue is updated.' and a 'Privacy and Security' section with a link to the AFWP Website's privacy policy.

IMS Issue Submission Page for a Guest User

**Note:** Beware of system timeouts. Be sure to save your progress frequently, especially while filling in long forms.

## 2.1 - Submit an Issue as a Registered User

Users who have created an AFWP Account for IMS or another AFWP system can utilize the full set of features available to IMS users. Learn more about registering for IMS and creating an AFWP Account in **Section 1.1 – Register for IMS**.

To **submit an issue** as a registered user:

1. Select **Log In** on the IMS Home Page, or from the top-right corner of any other IMS page.
2. Enter the **email address** and **password** of the AFWP Account associated with the user, and then select **Log In**.
3. After logging in, select **Submit Issue** from the left-hand Navigation Panel on any IMS page.

**Note:** A complete AFWP Profile is **required** to submit issues in IMS while logged in. Users who have not yet done so will be redirected to **complete their AFWP Profile**.

4. Enter the required information into each of the **following data fields**:
  - *Military Community, Issue Demographic, Issue Title, Statement of the Problem, Validation, Impact, and Recommended Action.*

**Tip:** To facilitate an appropriate and timely response, be sure to **read the description of each field carefully** and provide clear, thorough descriptions of the issue.

5. Check or uncheck **Receive email notifications when this issue is updated** to indicate if follow-up emails should be sent to the user's provided email address.
6. **Note:** The "Receive email notifications when this issue is updated" checkbox on the issue submission page is the only opportunity to opt in to receive email notifications regarding the issue.

**Note:** The "Receive email notification when this issue is updated" checkbox on the issue submission page is the only opportunity to opt-in to receive email notifications.

7. **Verify** that the information is accurate and then select **Submit**.
8. After the issue is submitted, select **View issue details** to review what was just submitted, or select **Copy issue** to create a second issue using the same information.

**Tip:** The **Copy issue** feature is helpful if more than one community or demographic should receive the issue.

## 2.2 - Edit a Submitted Issue

After an issue is submitted, it is still possible to **edit specific contents** of the issue. However, these options are **limited and will become disabled** if the issue is accepted by a garrison and no longer has a status of Under Review.

To **edit** a submitted issue:

1. After logging in, select **Dashboard** from the left-hand Navigation Panel on any IMS page.
2. **Locate the issue** to be edited in the My Issues table.
3. Select the **pencil icon**  to open the selected issue for editing.
4. **Add or modify** any of the information in the fields that are not grayed out.
5. Select **Save** to **confirm the changes** and complete the edit.

## 2.3 - Copy a Submitted Issue

In certain circumstances, users may wish to duplicate a submitted issue, such as when an issue should be submitted to more than one community. IMS includes a **copy issue** feature that can make this process simpler and less time consuming.

To **copy** a submitted issue:

6. After logging in, select **Dashboard** from the left-hand Navigation Panel on any IMS page.
7. **Locate the issue** to be edited in the My Issues table.
8. Select the **copy icon**  to open a duplicate of the selected issue.
9. **Add or modify** any necessary information before submitting the copied issue.
10. Check or uncheck **Receive email notifications when this issue is updated** to indicate if follow-up emails should be sent to the user's provided email address.

**Note:** The "Receive email notifications when this issue is updated" checkbox on the issue submission page is the only opportunity to opt in to receive email notifications regarding the issue.

11. **Verify** that the information is accurate and then select **Submit**.

## 2.4 - Delete a Submitted Issue

1. After logging in, select **Dashboard** from the left-hand Navigation Panel on any IMS page.
2. **Locate the issue** to be edited in the My Issues table.

**Note:** In order to delete an issue, it must be in the “Under Review” status.

3. Select the **pencil icon**  to open the selected issue for editing.
4. At the bottom of the page that appears, select **Delete Issue** and a confirmation prompt will appear.
5. Select **Delete Issue** on the prompt that appears to confirm the deletion.

## 2.5 - Submit an Issue as a Guest

Individuals who choose not to create and/or log in with an AFWP Account can submit issues anonymously as a Guest. Guests will only have **limited access to issue submission features** and are unable to review the progress of any submitted issues.

To **submit an issue** as a Guest:

1. Select **Use Site as Guest** on the IMS Home Page.
2. Enter the required information into each of the **following data fields**:
  - *Military Community, Issue Demographic, Issue Title, Statement of the Problem, Validation, Impact, and Recommended Action.*

**Tip:** To facilitate an appropriate and timely response, be sure to **read the description of each field carefully** and provide clear, thorough descriptions of the issue.

3. **Verify** that the information is accurate and then select **Submit**.
4. Select **Submit** in the prompt that appears to confirm that the user would like to **proceed as a Guest**. If not, the user may **log in** from this window prompt.

**Warning:** If you begin to submit an issue as a guest, then decide to log in before submission, you will be required to re-enter all information for the issue.

5. After the issue is submitted, optionally select **Copy issue** to create a second issue using the same information, or close the window.

## 3.0 - Search for Existing Issues

Issues that have already been submitted will appear in the **Search Issues** results page, which can be accessed by both Guests and registered users. Users are encouraged to **search for existing issues** before submitting new ones to ensure that no duplicate issues are found.

**Note:** Only issues that have been **accepted by a Military Community** will appear in the search results, and accepted issues can be **viewed by anyone**.

### 3.1 - Perform an Issue Search

To **perform a search** of existing issues:

1. Select **Search Issue** from the left-hand Navigation Panel on any IMS page, either as a Guest or logged-in user.
2. Enter the **desired keywords** to search in the search bar at the top of the page.
3. To use more specific search criteria, select the **Advanced Options** link.
4. Enter any **advanced search criteria** among the following options:
  - *Military Community, Owner, Status, Elevated, From Date, and To Date.*
5. Select **Search** to perform the search.
6. If any results are found, they will appear in the **search table** below.

**Tip:** Select the **Issue Creation Date column heading** to sort the search results by the order in which they were submitted to IMS.

### 3.2 - Save Search Criteria

IMS allows users to **save the criteria of a specific search** in order to quickly repeat this search without having to input the same parameters every time, such as military community, owner, status, etc. These personalized searches can be named for easy reference, as well as removed if they are no longer needed.

**Note:** Saving search criteria is a feature **only available to registered users** and cannot be utilized by Guests.

To **save a search's criteria** in IMS:

1. After logging in, select **Search Issue** from the left-hand Navigation Panel on any IMS page.

2. Select the **Advanced Options** link on the search page to expand the available filters and search options.
3. Select the **desired search criteria** among the following options:
  - *Keywords, Military Community, Owner, Status, Elevated, From Date, and To Date.*

**Note:** While searching under the “Owner” category, it will only search the current owner not any previous owners.

4. Select **Search** to populate the results.
5. Select **Save Search** once the desired criteria have been provided.
6. Select the **Saved Searches** drop-down to access the newly created saved search, as well as any previous saved searches created by the logged-in user.

**Note:** To delete a saved search, select the **Manage Saved Searches** link on the Search page of IMS, then select the **trash can icon**  to the right of the search to be deleted.

### 3.3 - Export Search Results

The **Export Search Results** feature allows the user to generate a CSV file containing the results of a specific search in IMS. This feature is **only available to registered users** and cannot be accessed by Guests.

To **export search results** as a CSV:

1. After logging in, select **Search Issue** from the left-hand Navigation Panel on any IMS page.
2. **Perform a search** with or without advanced search options enabled.
3. After the results appear, select the **Advanced Options** link on the search page to expand the search options.
4. Select **Export Results** to download the **CSV file** to the user’s local computer.