

ACCOUNT CREATION & RESET:

Go to the A-RAM: <https://aramportal.com> and submit a software ticket.

Substantial amount of software tickets are for account creation/reset. Reminders:

- (1) Once user accounts are created/reset, the user must log in within 24 hours or the account will become locked and need to be reset again.
- (2) Users must **log in once every 30 days or the account will lock**. When submitting an account creation/reset ticket, please include upcoming user availability days/shift hours on your ARAM ticket so that the account will be active for the user to log in to.

A-RAM DO's & DON'T's

Do: Submit hardware trouble tickets.

Do: Submit software trouble tickets.

Do: Submit new account & reset requests.

Do: Be descriptive, describe the issue and include all relevant information.

Do: Check A-RAM daily for updates.

Don't: Request additional equipment, contact your site manager for additional equipment.

Don't: Use A-RAM to request updates to the OPMG ODIN dashboard. Contact OPMG for all ODIN related topics. AIE-Helpdesk can't assist with ODIN.

Don't; Submit "Bad Tickets" to A-RAM!, Be Specific (i.e., include serial numbers, device names (ex BEL-TUL-L1GWS), model number).

AIE HELPDESK:

A-RAM: <https://aramportal.com> (Preferred)

Email: AIEHELPDESK1@GDIT.COM

Toll Free: (877) 640-6597 - After hours

- **The A-RAM portal will receive and process your help desk request the fastest!**
- **Ensure your information as the submitter is correct.**
- **The more information the better on submitting tickets.**
- **Do not put PII on the form:**
 - *No Social Security numbers
 - *No Driver License numbers
 - *CAC allowed, but only if needed.

A-RAM HELPS US-HELP YOU!!!

Submit an AIE help desk ticket

Please describe your issue in detail using the fields below.

Your Name *	Phone Number *	Email Address *
		john.doe.civ@mail.mil
Installation *	Location *	
Select an Installation	East Gate - ACP 02	
Lane	Increment *	
Fill if applicable	AIE	
Failure Type *		
Hardware		
Nomenclature *		
Enter N/A if not applicable		
Model/Part Number *		
Enter N/A if not applicable		
Serial Number *		
Enter N/A if not applicable		
Failure Item *		
Account Creation		
Description of Issue:		
Please describe your issue in detail. Include all serial numbers and product/model names for hardware issues as applicable. Do not include PII (e.g., SSN, DOB) in your ticket. This will be flagged.		

Automated Installations Entry (AIE)



FY25 Q4 Bulletin Announcements

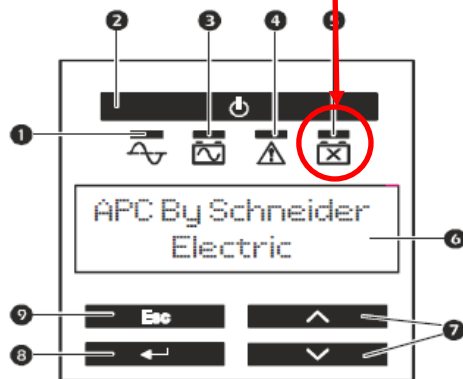
UPS BATTERY CHECKS!

UPS Batteries typically need to be replaced about every three years. Ways to keep your UPS battery lasting longer:

- * **Keep it in a temperature-controlled area**
- * **Keep intake/exhaust fans clear of dust**
- * **Allow spacing near fans to allow air flow**
- * **Do not unplug UPS: Unnecessarily discharging the battery will shorten the battery's life.**
- * **Please be sure to include the Nomenclature/Brand (APC, etc) and Model/Part Number of your UPS unit on the ARAM ticket.**

How to tell the UPS battery needs to be replaced:

*Unit is beeping, **flashing red light**, bad battery message on the LCD screen, etc. Wait until you have submitted a ticket before muting the beeps.



Replace the battery immediately when the UPS indicates battery replacement is necessary. You can submit an A-RAM ticket, however make sure you include the model number of your UPS unit and if uncertain, please contact your site manager.

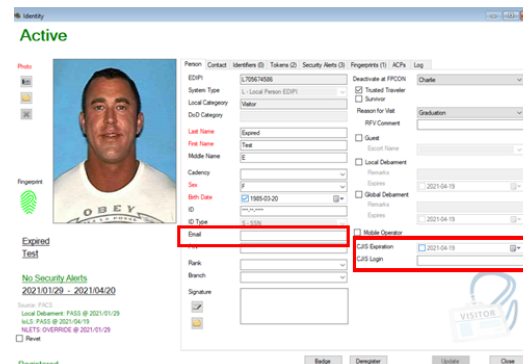
NLETS UPDATE

New NLETS connections are being established at several Installations, enhancing vetting capabilities beyond the what was present with only IoLS. With these new capabilities it is important to ensure that Registrar personnel have their NCIC credentials added to their AIE profile for proper functionality. **Follow the steps below with all certified personnel.**



"NLETS Comm" box will now be present along the Hawkeye top header. **Green text** means the communication is OK, **Red text** means there is a communication error.

How to add NCIC Credentials?



From a RGWS/EMWS access Hawkeye and select the "Browse" button. The "Browse" menu will appear, search for and select the appropriate personnel to access their AIE profile. If a profile does not appear, register the personnel into AIE to add their credentials. Once inside the AIE profile add the personnel's CJIS expiration date, login username and email address. The CJIS login is commonly referred to as an NCIC login, or a similar name depending on which state provided login credentials.

SCAN THE **BACK OF THE CAC!!!**

Please scan the barcode on the **BACK** of the card.

•The information provided with scanning the back of the card will provide better information than the information from the front of the card. Why?

•**1D barcode has all the information in IMESA to verify a credential. (Back of CAC)**

•**2D barcode has minimum information and cannot verify information at IMESA. (Front of CAC)**



HANDHELD SCANNER LANYARDS

All Handheld scanners are issued with lanyards, **USE** the lanyards. The use of lanyards prevents damage to the device from being run over. If you don't have a lanyard on your device, submit an A-RAM Ticket. **DON'T JUST HAVE A LANYARD TO HAVE IT, ENFORCE THE USE OF LANYARDS.** Replacement devices takes time and it costs money!!!!

DON'T BE THIS PERSON!

