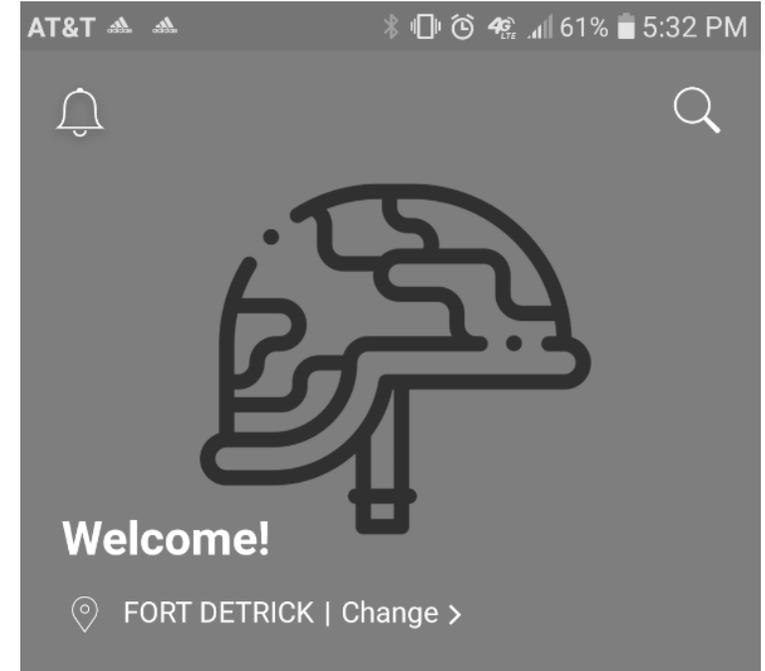


# ArMA – Resident Ticket Submission

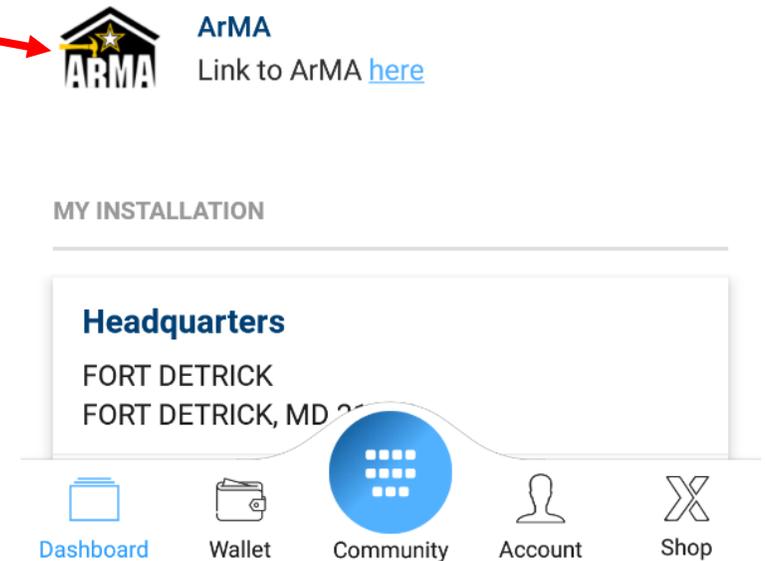
For cell phone submission and status checks.

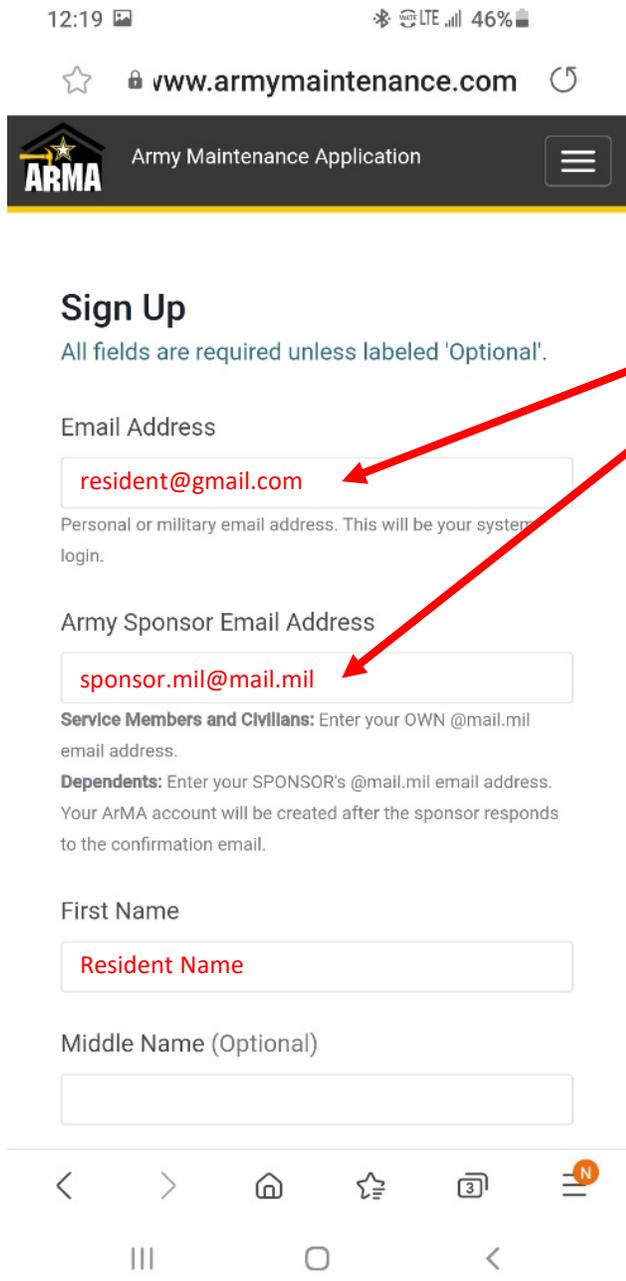
Soldiers living in the barracks are identified as “Residents” in this presentation.

# ArMA Link on Digital Garrison



ArMA can be accessed through this link in the Digital Garrison app





# Account Set-up

## ArMA Account Setup:

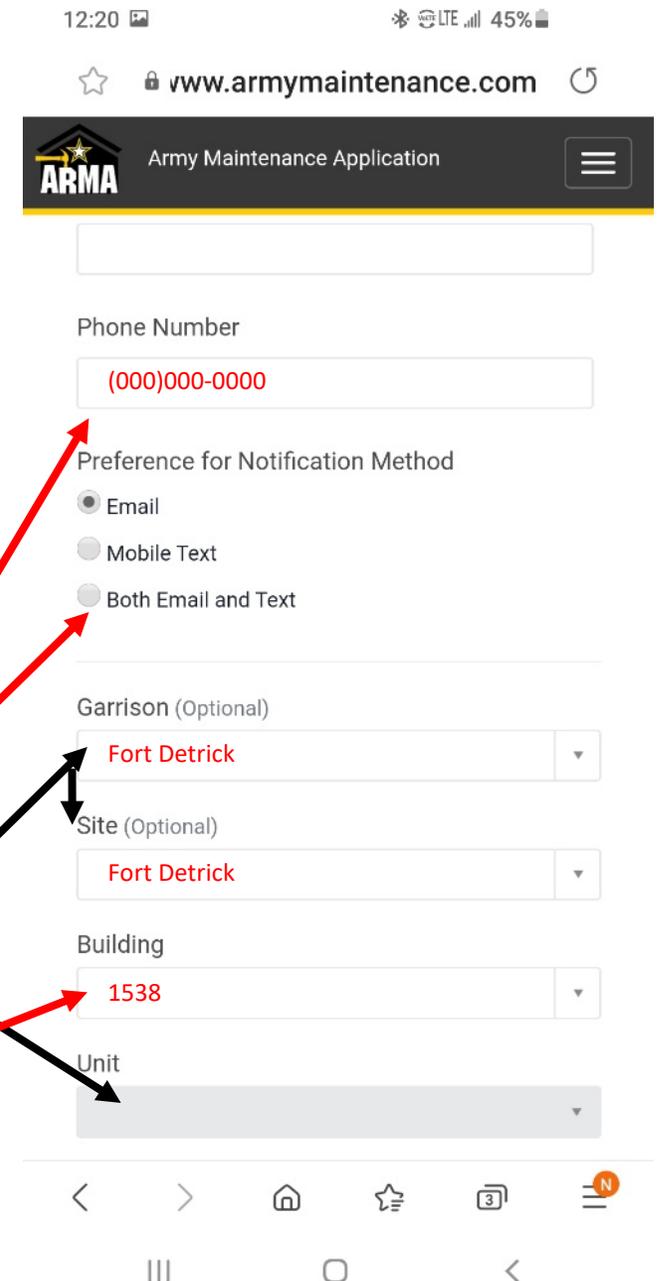
- Resident email address (.com)
- Military Sponsor Account (.mil)
- Resident can sponsor their own .com email from their .mil account, or a unit POC can be the .mil sponsor.

Enter Resident's personal contact number.

Select Resident's Contact Preference

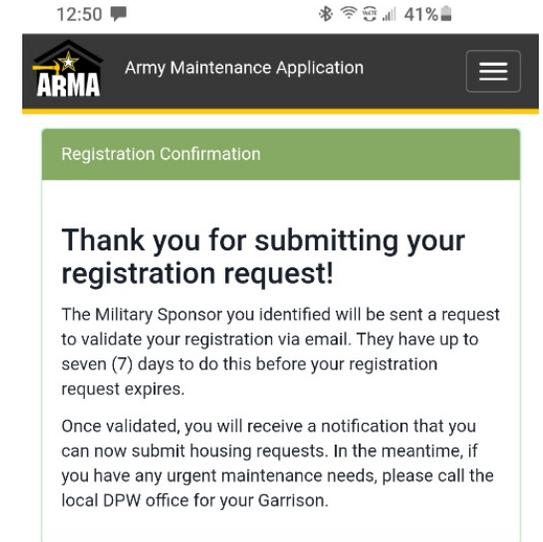
Selecting your location with the Garrison will open the "Unit" options.

Enter Building Number.



# Registration Request to Sponsor Message

The Military Sponsor email **MUST** be replied to within 7 Days, or the account will “Expire.”



# Start a Ticket

12:15 47%

www.armymaintenance.com

ARMA Army Maintenance Application

User name

Password

Resident Login

[Forgot Password ?](#)

Don't have a resident account? [Sign up now](#)

[DPW User Login](#)

Login to ArMA:

- Resident .com email address
- ArMA Account password

Select "Maintenance Support" on the home screen.

1:16 37%

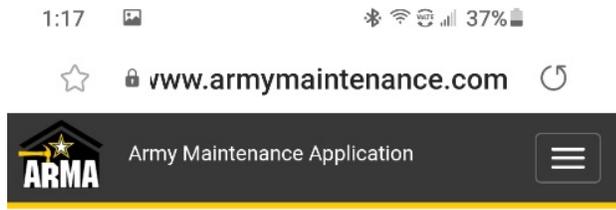
www.armymaintenance.com

ARMA Army Maintenance Application

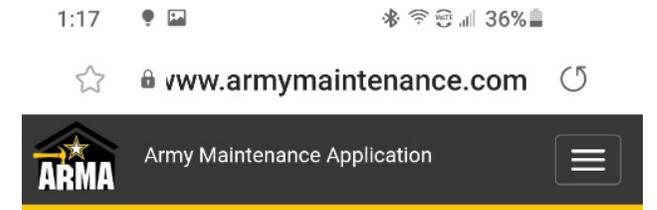
Maintenance Support  
Browse maintenance services for your housing.

Account Management  
Services for managing your account.

**IMPORTANT !!**  
If you require **emergency** maintenance services related to life, health, or safety, please call for immediate support.



# Ticket Submission

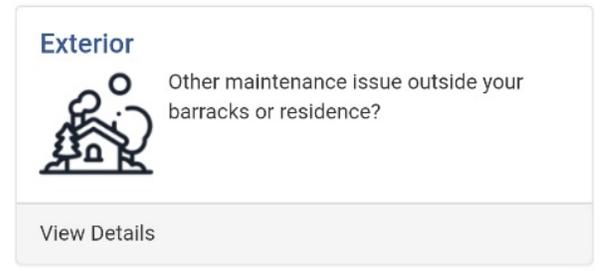
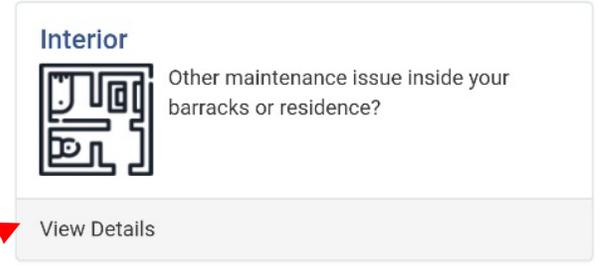


To submit a Ticket;

1, Maintenance Support tickets are submitted by Category.

2, Scroll Down to view all Categories.

3, Select the Category that is the closest match for Resident's discrepancy.



# Ticket Information Fields

- example ticket is a clogged drain, so used the “Plumbing” Category.

## Location:

- Building number automatically fills from account Resident’s account.
- Resident enters Location Details within the building, like room number, and where in the room. (ex. Bathroom sink)

## Describe what is wrong.

- Residents just need to describe the problem, a technician will determine the repair actions. (ex. Clogged drain)
- Pictures of the problem help expedite repairs.

Resident information automatically fills from the account login.

The screenshot shows the ARMA Army Maintenance Application interface. At the top, the status bar displays the time 1:47, signal strength, Wi-Fi, and 34% battery. The browser address bar shows www.armymaintenance.com. The app header includes the ARMA logo and 'Army Maintenance Application'. The navigation path is Home > Maintenance Support > Plumbing. The main content area is titled 'Plumbing' and asks 'Do you have a leak, clog, or other plumbing related issue?'. The form fields are: 'Location' (dropdown menu showing 'Fort Detrick/Fort Detrick/01538'), '\* Location Details' (text area with instructions to be detailed), '\* Description of Issue/Request' (text area with a paperclip icon for attachments), 'Resident' (dropdown menu showing 'Matthew Clopper'), 'Email Address' (text field showing 'historygrad2009@gmail.com'), 'Phone Number' (text field showing '3047021717'), 'Alternate Contact Name' (empty text field), and 'Alternate Phone Number' (empty text field). Red arrows from the text on the left point to the 'Location' dropdown, the 'Location Details' text area, the 'Description of Issue/Request' text area, and the 'Resident' dropdown menu.

# Submission Confirmation

1:49 33%

www.armymaintenance.com

ARMA Army Maintenance Application

Home > Submission Confirmation

**Your request has been submitted!**

Refer to number: **CS0012071**

You can check the status of all your requests here.

< > Home ☆ 4 N

Resident receives a confirmation number.

Confirmation number is now the ArMA Ticket Number

1:55 32%

www.armymaintenance.com

ARMA Army Maintenance Application

Home > My Requests

My Lists

- Household Requests
- My Requests

My Requests

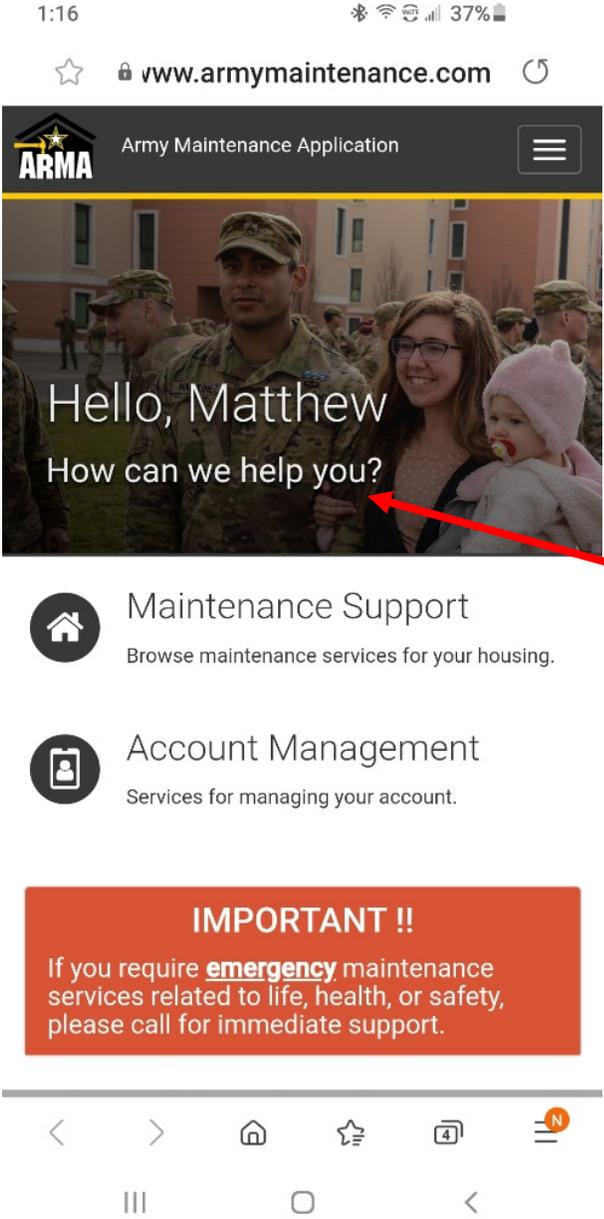
Keyword Search

| Number    | Category | Short description                           | State | Created      |
|-----------|----------|---|-------|--------------|
| CS0012071 | Plumbing | Plumbing Request at Fort Detrick/Fort De... | New   | 2021-04-13:4 |

< > Rows 1 - 1 of 1

< > Home ☆ 4 N

# Check Status

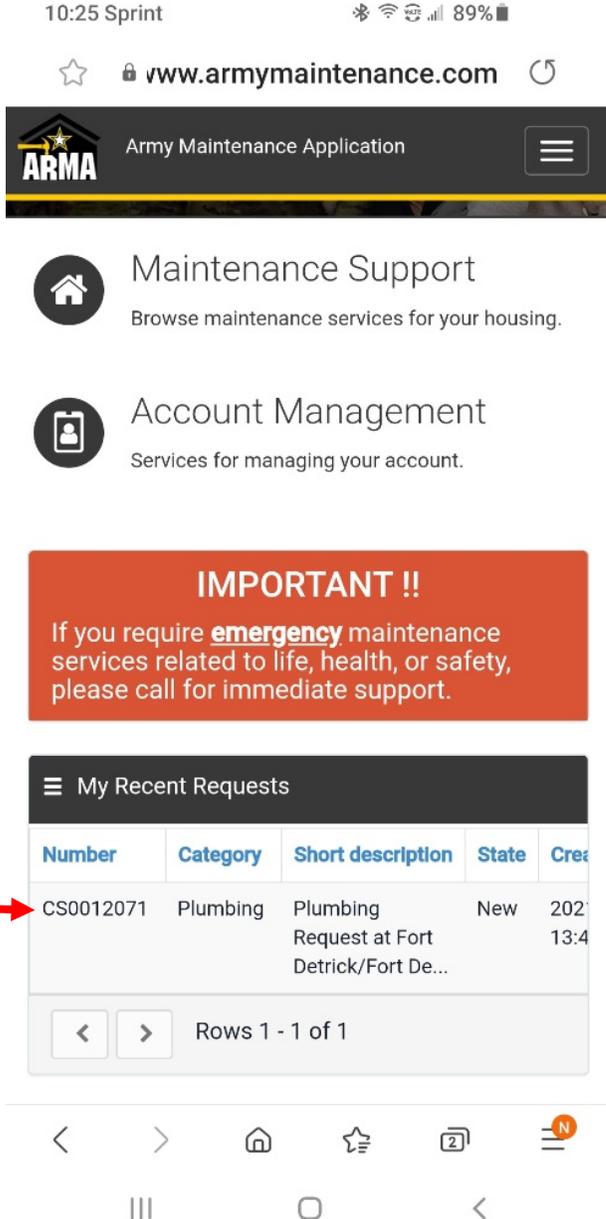


To check a Ticket Status;

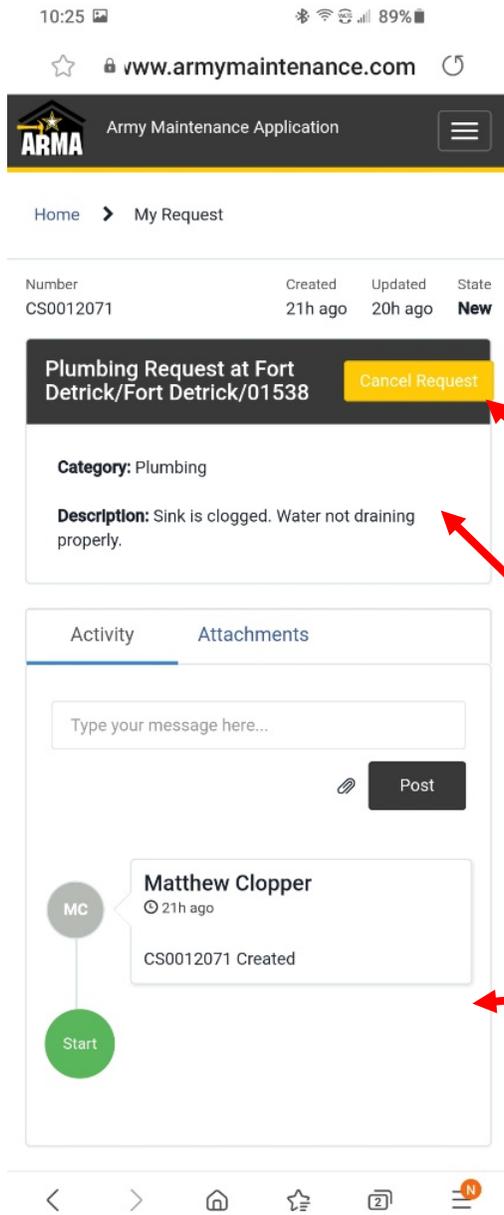
1, Login to the home screen.

2, Scroll Down

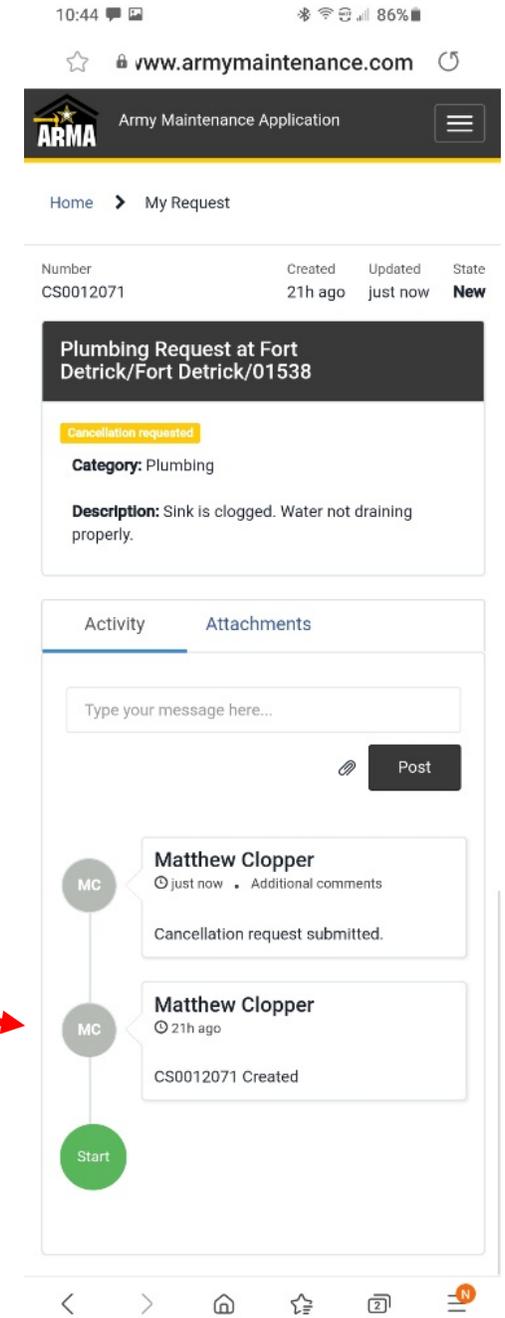
3, Select ticket from "My Recent Requests" list.



| Number    | Category | Short description                           | State | Created   |
|-----------|----------|---|-------|-----------|
| CS0012071 | Plumbing | Plumbing Request at Fort Detrick/Fort De... | New   | 2021-13:4 |



# ArMA Ticket Status Page



Updates show at the top of the screen.

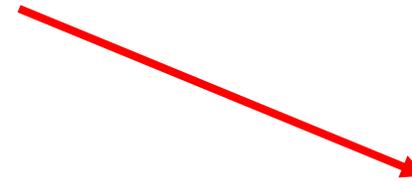
Click if Resident wants to Cancel the Ticket.

Ticket information is displayed.

Every Activity is shown in the log at the bottom of the page.

# Cancellation Confirmation

Resident will be able to see DPW actions on their ticket.



The screenshot displays the 'My Request - Army Maintenance' page. At the top, the status is 'Cancelled'. Below this, a card provides details for a 'Plumbing Request at Fort Detrick/Fort Detrick/01538', including the category 'Plumbing' and a description: 'Sink is clogged. Water not draining properly.' The 'Activity' tab is selected, showing a chronological list of actions:

- Holly Torbet** (HT) - about an hour ago: This request has been cancelled.
- Matthew Clopper** (MC) - 2h ago: Cancellation request submitted.
- Matthew Clopper** (MC) - 23h ago: CS0012071 Created.

The activity feed starts with a 'Start' button at the bottom.

# Helpdesk Actions

< ☰ Case - CS0012071  

Timeline - Began 21 hours ago - Updated 9 minutes ago

Number

\* Category  ▼

Channel  ▼

\* Resident

Submission Timelines are tracked

Helpdesk Clerk receives Resident requests by Ticket number.

If a Resident is the last person to edit the ticket, this box will automatically check on the DPW Clerk Screen.

21 hours With Agent  
0 seconds With Customer

State

Action status

Needs attention

Opened

Priority  ▼

\* Assignment group

Assigned to

\* Location

\* Location details

# Helpdesk Action Log

Notes Resolution Information

Watch list Work notes list

Activities: 8

HT Holly Torbet Additional comments • 2021-02-05 11:06:16

This request has been cancelled.

HT Holly Torbet Field changes • 2021-02-05 11:06:16

State Cancelled *was* New

MC Matthew Clopper Additional comments • 2021-02-05 10:44:46

Cancellation request submitted.

MC Matthew Clopper Field changes • 2021-02-05 10:44:46

|                 |                        |
|-----------------|------------------------|
| Action status   | Cancellation requested |
| Needs attention | true <i>was</i> false  |

All activities are recorded



Comments are tracked in the Notes List.

