

**ARMY DISASTER PERSONNEL ACCOUNTABILITY AND
ASSESSMENT SYSTEM (ADPAAS)**

**Army Family Members (AFM)
User's Guide
Version 2.4**

for

Army G-1



1 May 2020

**HQDA G-1
Personnel Contingency Cell (PCC)
300 Army Pentagon
Washington DC 20310-3200**

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Change History

The following Change History log contains a record of changes made to this document. Entries should be made in descending order, with **most recent** changes at the top of the table.

Published / Revised Date	Version	Author(s)	Page or Nature of Change
1 May 2020	2.4	HQDA G1 – PCC (LTC Meagan A. Bryant)	Updated whole document based on internal peer review and COVID-19
Feb 2018	2.3	HQDA G1 - PCC (Mr. Jeffery Needham)	Changes throughout due to new release of ADPAAS software
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17 Sep 2008	1.2	SSC SD	Updated version for Army DPAAS 2.4
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01 Jul 2008	1.0	SSC SD	Initial version for Army DPAAS 1.0

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1 What is ADPAAS?

ADPAAS is the Army Disaster Personnel Accountability and Assessment System. In the event of a natural or man-made disaster, e.g., fire, hurricane, flood, earthquake, pandemics, etc., it is imperative that the Army senior leadership knows the whereabouts of all Army sponsors and their Family Members. Your active involvement in assessing your personal and Family Members' whereabouts will ensure that the Army will better be able to support you. Using the information you provide in ADPAAS, the Army can dispatch search and recovery crews, assign Case Managers to meet your displaced/evacuation needs, initiate emergency assistance and entitlements, and provide a smooth and orderly return to your home location or reassignment to a new Permanent Duty Station.

ADPAAS is accessed through a user-friendly website designed to help you, Army Family Members (AFMs), including Regular Army Soldiers, Reservists, National Guardsmen, DA civilians, OCONUS Contractors and their immediate Family members, who are directly affected by major natural or man-made disasters.

- ADPAAS allows you to report your current location, to update emergency personal contact information, and to request assistance (especially if you had to evacuate far away from your home or place of work).
- Your reporting assists the Army to know where you are, how you are doing, and to coordinate with applicable agencies in responding to your needs.
- ADPAAS allows your commanders and supervisors to account accurately for all assigned personnel and their Family Members.
- Your reporting assists the Army leadership and authorities to make better decisions in supporting you and your family, to maintain military readiness, and to preserve National Security during a disaster.
- ADPAAS allows Case Managers to contact you, to provide you with important information, and to assist you in recovering from a crisis.

1.1 ADPAAS Terms

- **EVENT** – A disaster, terrorist attack, pandemic, or other occasion, large or small, where the Army has determined the need for AFMs to provide information about how they're doing and where they are, and to complete a Needs Assessment Survey describing their needs.
- **GAOC** – Geographic Area of Coverage – Also known as the “affected area”, this is the area where the disaster occurred.
- **GAOI** – Not present in Geographic Area of Interest. (Requires positive confirmation.)
- **AFFECTED** – Describes an AFM if they live, work, or are temporarily in the area where an event has happened. This is a temporary status, for only as long as the Army determines. It is possible that you were not physically in the area but were still flagged as in the affected area. If so, you can simply indicate that you were not in the affected area at the time of the event, and were not impacted by the event.
- **EVENT CASE** – Following an event, an Army Family may need to fill out a Needs Assessment Survey. If they indicate that they have any needs, an “Event Case” will be created in ADPAAS. Once an Event Case is created, a Case Manager will be

assigned to contact and assist the family in recovering from the event. Case Managers are provided with the latest benefits information, and will work with the family over time until all their needs are addressed.

1.2 What Do I Need To Use ADPAAS?

ADPAAS requires you to have access to the public Internet, using a personal or public computer, or a smartphone with access to the Internet. During a disaster, you may be displaced from your home and office, and may not have a portable computer with Internet capability. In this case, the following are a few alternative resources that you may use:

- If you have a smartphone or tablet with Wi-Fi access, you may access the ADPAAS mobile website using either of these devices. See section [3](#) for more information.
- If you have a cell phone or telephone available, you may contact other family members or friends, and ask them to access ADPAAS on your behalf. They will need your, or your Sponsor's, Social Security number (SSN) and date of birth (DOB).
- You may use any public computer, e.g. those available at a community center, emergency shelter, airport, school, library, Internet cafe, copy store or coffee shop.
- You may request assistance from various groups, e.g., local authorities, community service organizations, relief agencies, volunteers, etc., to relay your status to your chain of command.
- During a major disaster, the Army may establish a special hotline telephone number to call for detailed information and/or assistance. The hotline number may be announced by the news media and may be available by contacting either of the following phone numbers:
 - Army Information Hotline 1-800-833-6622
 - Military OneSource 1-800-342-9647

2 Log in to ADPAAS

To log in to the ADPAAS site from a computer, you will complete the following steps.

- Go to <https://adpaas.army.mil/>. **NOTE:** "https" is required in the web address. A message saying you are accessing a United States Government Information System will appear:

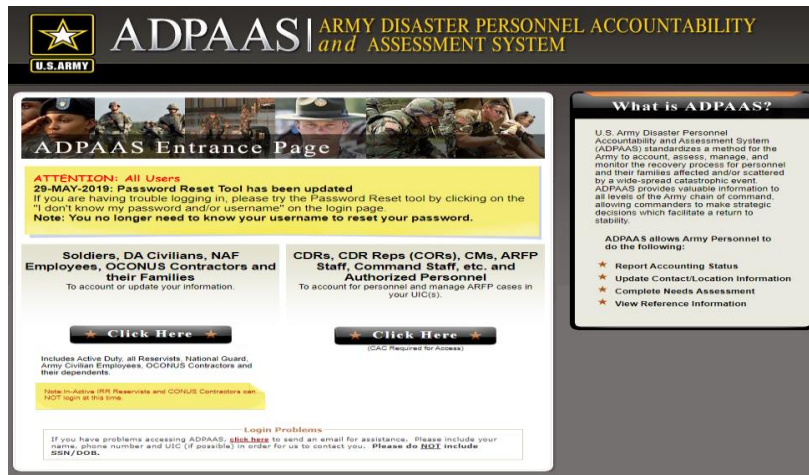
***** Unclassified//For Official Use Only *****

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:

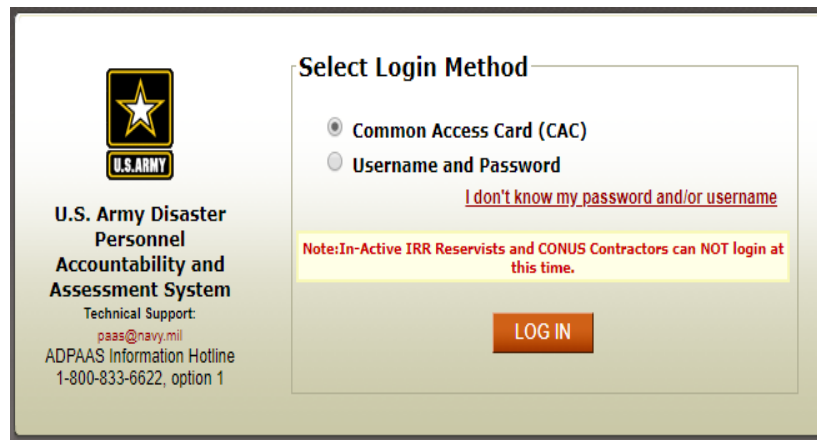
- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG 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.

Acknowledge

- b. Click the **OK** button. The “ADPAAS Entrance Page” will be displayed:



- c. Click the **Click Here** button for “Soldiers, DA Civilians, NAF Employees, OCONUS Contractors and their Families”. The “Login” page appears with two login options:



The 2 login options are discussed in the following sections.

2.1 Log in with a Common Access Card (CAC)

To log in to the ADPAAS website from your computer with your Common Access Card (CAC), you need a CAC reader attached to your computer, your CAC and a Personal Identification Number (PIN).

Insert your CAC into your computer’s CAC reader, select the CAC option, and then click the **LOGIN** button.

2.2 Log in with a Username and Password

You can log in to the ADPAAS website from your computer with a username and password, even if you don’t know the password and/or username. The username to use is the Sponsor’s email address. Unless you have previously logged onto the system and changed

it, the initial password is the Sponsor's DOB plus the last four digits of the Sponsor's SSN: YYYYMMDDXXXX. If the Sponsor is a foreign national, use 0000 for the last 4 of the SSN.

- a. Select the **Username and Password** option and the following screen is displayed:


**U.S. Army Disaster
Personnel
Accountability and
Assessment System**
Technical Support:
adpaas@conus.army.mil
ADPAAS Information Hotline
1-800-833-8622, option 3

Select Login Method

☐ Common Access Card (CAC)
☒ **Username and Password**
[I don't know my password and/or username](#)

Email:
(e.g., Sponsor's .mil addr)


Password:
(YYYYMMDDXXXX, e.g., 197602294321)

Initial password is the sponsor's Date of Birth and last 4 of their SSN
(Foreign Nationals use 0000 for the last 4 of their SSN).

Note: In-Active IRR Reservists and CONUS Contractors can NOT login at this time.

LOGIN

1. If you know the email address and password, enter these and then click the **LOGIN** button.
2. If you don't know the password and/or username, click **I don't know my password and/or username**. This will display the following "Request a Password" window:


**U.S. Army Disaster
Personnel
Accountability and
Assessment System**
Technical Support:
paas@navy.mil
ADPAAS Information Hotline
1-800-833-6622, option 1

I Forgot My Username and/or Password

Retrieving your Username and/or resetting your Password requires authentication by entering your Personal Information.

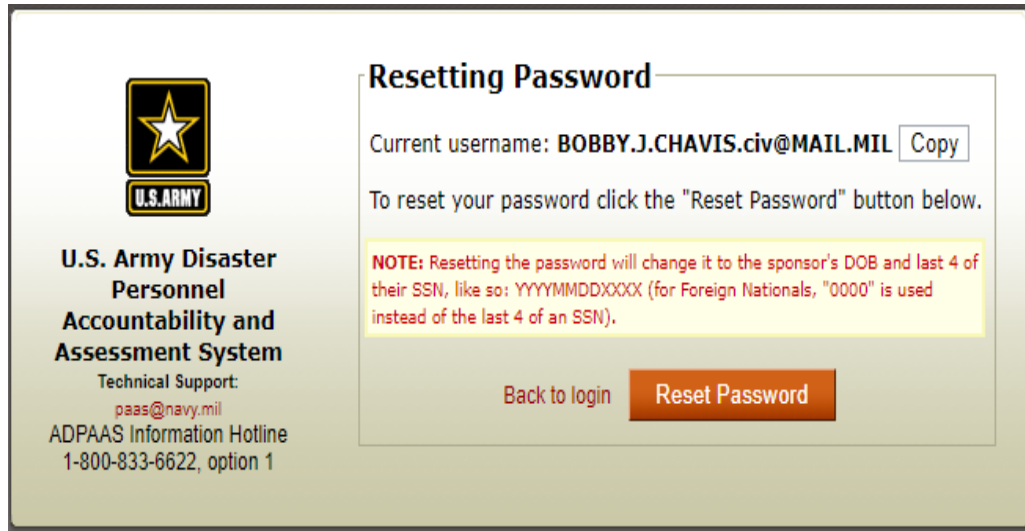
Sponsor SSN:
(No dashes or spaces)

DOB: DD JAN ▼ YYYY

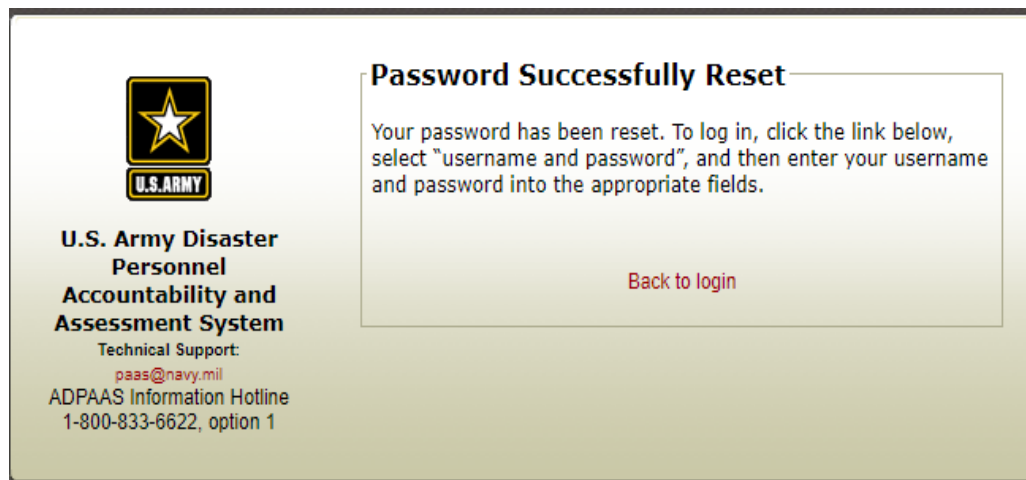
Last name:

Cancel **Submit**

3. Enter Sponsor's SSN, DOB, Last Name, and then click **Submit**. This will display the following screen:



4. To reset the password click the **Reset password** checkbox and the following screen will display: Password Successfully Reset.



Authentication Error

You cannot log in with the information you provided.

- Email/Password
 - Make sure the Work Email entered is the work email from DEERS (e.g., .mil address).
 - If using your initial (default) password, make sure your date of birth is entered in this format: **YYMMDD** (e.g., for a DOB of July 4, 1976, enter 19760704) followed by the last 4 digits of your SSN.
- Are you accessing the web site through an **email link**? If yes, your password needs to be reset. Contact your ADPAAS COR for your organization or call the ADPAAS Information Hotline @ ADPAAS Information Hotline 1-800-833-6622, option 1 to reset your password.
- Are you a **new hire** (past 3 months)? If yes, your personnel information was not imported from DEERS.
 - During an **exercise**, you are not required to account for yourself. Wait for the next DEERS update (15th of every month).
 - During a **disaster event**, contact your ADPAAS COR for accountability or call the ADPAAS Information Hotline @ ADPAAS Information Hotline 1-800-833-6622, option 1.
- Are you a **CONUS Contractor**? If yes, your personnel information is not reflected in ADPAAS. Contact your organization's accountability POC to be accounted for.

Back to Login

Remember: Contact your Command for accountability

For further assistance/technical issues, please call
ADPAAS Information Hotline @ ADPAAS Information Hotline
1-800-833-6622, option 1
or send an email to paas@navy.mil.

- If an authentication error is received, read instructions for possible errors and select the **Back to Login** button and try to log back into ADPAAS.

2.3 Account for Yourself and Your Dependents

If you are affected by an event when you log in to the system, the “Account for Event” pop-up window will be displayed and prompt you to account for yourself and your Family Members:

ADPAAS ARMY DISASTER PERSONNEL ACCOUNTABILITY and ASSESSMENT SYSTEM

Section 508/Accessibility Statement
Welcome, MEAGAN BRYANT! [Logout](#)

Home My Info Assessment Reference Training Help

World Clock

Hawaii San Francisco Houston Washington DC ZULU Berlin Jerusalem Iraq Korea

System Announcements

System Notices

*******ATTENTION*******

Account for Event: **HQDA directed exercise TEST EVENT IAW ADPAAS Office**

Our records indicate you are affected by an active event. Please update your status as required and click [Save] or click [Close] if your status is current.
Select an Accounting Status from the drop down menu

AFM	Name (Last, First, MI)	Accounting Status	Last Updated:	Updated By:
	BRYANT, MEAGAN ASHLEY	Unreported	Never	

Save Close

USARC sponsored Real Wo
END: **TBD**
USARC sponsored Real W
W968AA, with hierarchy wi
Accountability Instructions fo

Family Member
irement *****
ID Updates -
requires the EDIPI/DOD ID of family
er is in DEERS then they have an
icate and update family DOD ID's in
(JTWC)

ADPAAS Help Desk Hotline:
1-800-833-6622
askhrc.army@us.army.mil
0800 - 1700 HRS
Mon thru Fri
** No longer 24 Hours

National Doppler Radar
National Services Center

READY ARMY
Ready Army
For Preparing Army Communities Today for the
Hazards of Tomorrow
Army Reserve Family Programs

ADPAAS ARMY DISASTER PERSONNEL ACCOUNTABILITY and ASSESSMENT SYSTEM

Section 508/Accessibility Statement
Welcome, MEAGAN BRYANT! [Logout](#)

Home My Info Assessment Reference Training Help

World Clock: Hawaii San Francisco Houston Washington DC ZULU Berlin Jerusalem Iraq Korea

System Announcements: **ATTENTION** Account For Event: HQDA directed exercise TEST EVENT IAW ADPAAS Office

USARC sponsored Real Wo
START: 19MAR20 at 1300 H
END: TBD
USARC sponsored Real W
W968AA, with hierarchy wi
Accountability Instructions fo

Our records indicate you are affected by an active event. Please update your status as required and click [Save] or click [Close] if your status is current.
Select an Accounting Status from the drop down menu

AFM	Name (Last, First, MI)	Accounting Status	Last Updated	Updated By
	BRYANT, MEAGAN ASHLEY	Unreported	Never	

Unreported
Home/Work/Telework
Evacuated
On Leave
Separated/Retired
Transferred
Other

ADPAAS Help Desk Hotline:
1-800-833-6622
askhrc.army@us.army.mil
0800 - 1700 HRS
Mon thru Fri
** No longer 24 Hours

Resources: **READY ARMY** For Preparing Army Communities Today for the Hazards of Tomorrow
Army Reserve Family Programs

- a. For the Sponsor and each dependent who is required to account, click the **Accounting Status** drop-down list and select an accounting status:

AFM	Name (Last, First, MI)	Accounting Status:
	Test, CHRISTINE	Unreported
	Test, John	Home/Work/Telework
	Test, Jack	Evacuated
	Test, Alice	On Leave

Select Reason if in GAOL:
In the Area

Save Cancel

- b. For anyone who is not required to account and who was physically in the area when the event occurred or who was evacuated from the area due to the event:

AFM	Name (Last, First, MI)	Accounting Status
	Test, CHRISTINE	Home/Work/Telework
	Test, John	Home/Work/Telework
	Test, Jack	Not Required to Account- Select Reason if in GAOL
	Test, Alice	Not Required to Account- Select Reason if in GAOL

Select one:
On Leave in Area
On TDY in Area
Currently Lives in Area
Currently Works in Area

In the Area

Save Close

1. Click the drop-down list to select a reason why this person was, or is, in the GAOC.
2. Click the **In the Area** button and then click **OK** when asked if you are sure. **In the Area** will be replaced with a drop-down list with **Unreported** at the top:

AFM	Name(Last, First, MI):	Accounting Status:
	Test, CHRISTINE	Home/Work/Telework
	Test, John	Home/Work/Telework
	Test, Jack	On Leave in Area
	Test, Alice	Home/Work/Telework

Unreported
 Home/Work/Telework
 Evacuated
 On Leave
 Separated/Retired
 Transferred
 Other

Save
Cancel

3. Click the drop-down list on the right to select the appropriate status. The same choices as seen in step a (above) are displayed.
- c. Click the **Save** button to submit the selected accounting statuses. The “Account For Event” pop-up window will close and you will be prompted to update your location and contact information.

3 Log in to ADPAAS from Your Smartphone or Tablet

In the event that you don’t have access to a computer, you can get to ADPAAS using your smartphone or tablet using wi-fi access.

- a. Go to <https://adpaas.army.mil/>. **NOTE:** “https” is required in the web address. The login screen will appear:

Username Primary Email

Password Password

Initial password is the sponsor's Date of Birth and last 4 of their SSN (Foreign Nationals use 0000 for the last 4 of their SSN), e.g. 197602294321

Log In

Help

Technical Support:
1-800-833-8822, option 3

- b. Enter your username and password and then click the **Login** button. **NOTE:** Your initial password is your DOB and last 4 of your SSN: YYYYMMDDXXXX.

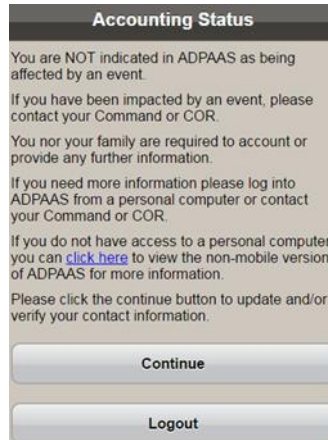
If you need help logging in, click the **Help** button.

The next screen you see will depend on whether you are affected by an event or not.

3.1 If You Are NOT Affected by An Event

If you are NOT affected by an event, the first screen you see when you log in to your

smartphone or tablet will indicate this:



Accounting Status

You are NOT indicated in ADPAAS as being affected by an event.

If you have been impacted by an event, please contact your Command or COR.

You nor your family are required to account or provide any further information.

If you need more information please log into ADPAAS from a personal computer or contact your Command or COR.

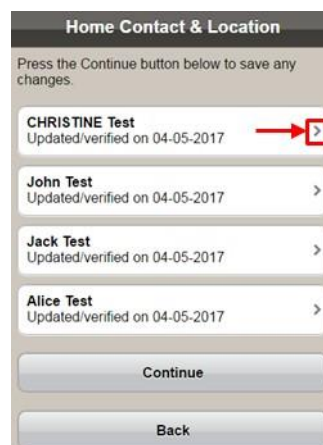
If you do not have access to a personal computer, you can [click here](#) to view the non-mobile version of ADPAAS for more information.

Please click the continue button to update and/or verify your contact information.

Continue

Logout

- a. Click the **Continue** button. This will display the “Home Contact & Location” page with your name, the names of your Family Members, and the dates that each of you was last updated:



Home Contact & Location

Press the Continue button below to save any changes.

CHRISTINE Test
Updated/verified on 04-05-2017

John Test
Updated/verified on 04-05-2017

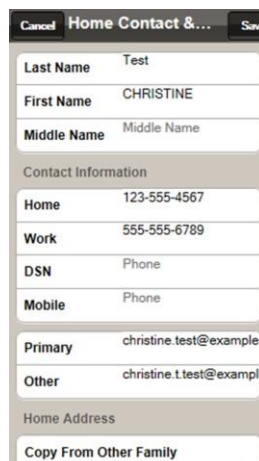
Jack Test
Updated/verified on 04-05-2017

Alice Test
Updated/verified on 04-05-2017

Continue

Back

1. Click the > by any of the names to display the “Home Contact and Location Information” page for that person:



Cancel **Home Contact &...** **Save**

Last Name Test

First Name CHRISTINE

Middle Name Middle Name

Contact Information

Home 123-555-4567

Work 555-555-6789

DSN Phone

Mobile Phone

Primary christine.test@example

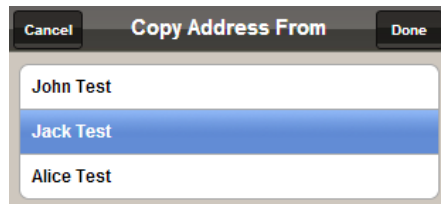
Other christine.t.test@exampl

Home Address

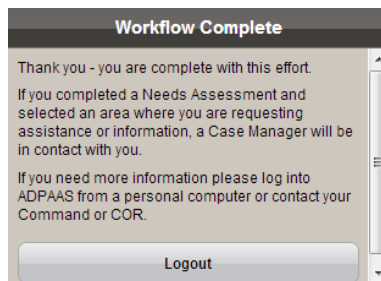
Copy From Other Family

2. Update any necessary information.

3. To copy the Home Address from another Family Member, click the **Copy From Other Family** button. This will bring up a list of Family Members:



- i. Select the Family Person from whom to copy the information.
 - ii. Click the **Done** or **Cancel** button as applicable. This will display the “Home Contact and Location Information” page for the person whose home address you just updated.
4. Click the **Cancel** or **Save** button as applicable. This will take you back to the “Home Contact & Location” page with names and update dates for each Family Member.
- b. Click the **Continue** or **Back** button as appropriate. Once you click **Continue**, the “Workflow Complete” screen will be displayed:



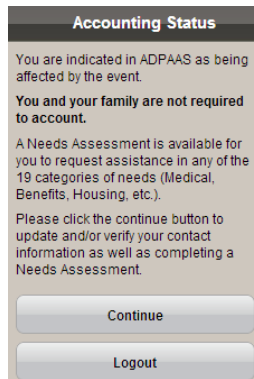
1. Click the **Logout** button to log out of ADPAAS.

3.2 If You ARE Affected by An Event

If you ARE affected by an event, the window you see when you log in to your smartphone or tablet will indicate this. In some cases you will be required to account, and, in other cases, you won't be required to account. There are also some events that allow you to fill out a needs assessment and others that don't, independent of whether you have to account or not. Key thing to remember is keeping you and your family members contact information current will allow for accurate and timely identification and notification if you and your family are affected and that you need to self account.

3.2.1 Affected by an Event and Not Required to Account

If you were affected by an event, it could be that by the time you are able to account, accounting for that event has already stopped. In this case, you won't be required to account, but if the event requires that you fill out a needs assessment, you will still be required to do this. The first screen you see when you log in will be the “Accounting Status” indicating that you are affected by an event but that you are not required to account:



Accounting Status

You are indicated in ADPAAS as being affected by the event.

You and your family are not required to account.

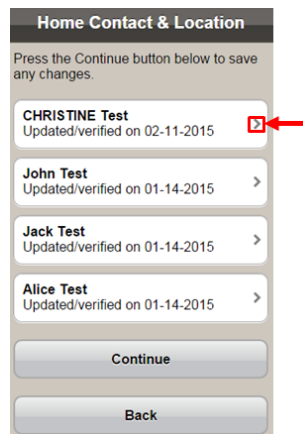
A Needs Assessment is available for you to request assistance in any of the 19 categories of needs (Medical, Benefits, Housing, etc.).

Please click the continue button to update and/or verify your contact information as well as completing a Needs Assessment.

Continue


Logout

- a. Click the **Continue** button. This will display the “Home Contact & Location” page with your name, the names of your family members, and the dates that each of you was last updated:



Home Contact & Location

Press the Continue button below to save any changes.

CHRISTINE Test
Updated/verified on 02-11-2015 ☒ 

John Test
Updated/verified on 01-14-2015 >

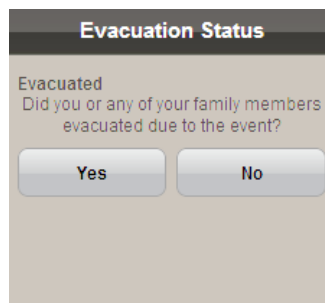
Jack Test
Updated/verified on 01-14-2015 >

Alice Test
Updated/verified on 01-14-2015 >

Continue

Back

- b. Follow the steps under section [3.1](#) step [a](#) for updating your home contact location information and that of your family members.
- c. Click **Continue** or **Back** as appropriate.
- d. Once you have updated your home contact location information and that of your Family Members, the next screen you see will be the “Evacuation Status” page:



Evacuation Status

Evacuated

Did you or any of your family members evacuated due to the event?

Yes No

1. If you or any of your Family Members were **NOT** evacuated due to the event, click **No**. The “Workflow Complete” screen will be displayed, as seen in step [b](#) of section [3.1](#). Click **Logout** to log out of ADPAAS.

2. If you or any of your Family Members **WERE** evacuated due to the event, click **Yes**, and the “Displaced Contact & Location” screen will be displayed:

Displaced Contact & Location

Since you indicated that you have evacuated, please enter your location information.

Location Brother's House

Displaced Address

USA

999 Safe St

Street

Safety

AZ

55555

Contact 555-555-9786

Continue

Back

- i. Enter, or update, the Displaced Contact & Location information, including a contact phone, and then click the **Continue** button. The next screen displayed depends on whether the event allows you to fill out a needs assessment or not.
- a) If the event does **NOT** allow you to fill out a needs assessment, the “Workflow Complete” screen will be displayed. Click the **Logout** button to log out of ADPAAS.
- b) If the event allows you to fill out a needs assessment, you will see the “Assessment” screen. Go to section [3.2.3](#) for more information.

3.2.2 Affected by an Event and Required to Account

If you or a Family Member **IS** affected by an event and also required to account, the first screen you see when you log in to your smartphone or tablet will depend on whether you have accounted yet or not.

- a. If you or a Family Member **IS** affected by an event and also required to account, and you have not yet accounted, the first screen you see when you log in to your smartphone or tablet will indicate this and that you are required to account:

Accounting Status

You are required to account for each member of your family who has been affected by the Test Event event.

CHRISTINE Test
Required to Account

Alice Test
Required to Account

Jack Test
Not Required to Account

John Test
Required to Account

Continue

CHRISTINE Test **Save**

Current Residence

Displaced Location

On Leave

Separated/Retired

Transferred

Other

Click the ➤ by any of the names of those who are required to account. This will display a list of 6 statuses for you to select from:

1. Click your status to select it.
2. Click the **Save** button and the “Accounting Status” screen will be displayed again, this time displaying the status you selected (in this case “Current Residence”):
 - i. Click the **Continue** button. This will display the “Home Contact & Location” screen for you and your Family Members.
 - ii. Follow steps [1](#) - [4](#) under step [a](#) of section [3.1](#) for updating your home contact location information and that of your Family Members.
3. Click the **Continue** button. The next screen displayed depends on whether the event allows you to fill out a needs assessment or not.

Accounting Status

You are required to account for each member of your family who has been affected by the Test Event event.

CHRISTINE Test
Current Residence

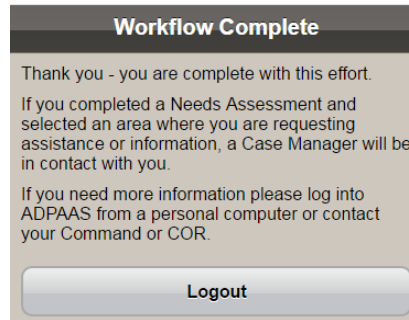
Alice Test
Current Residence

Jack Test
Not Required to Account

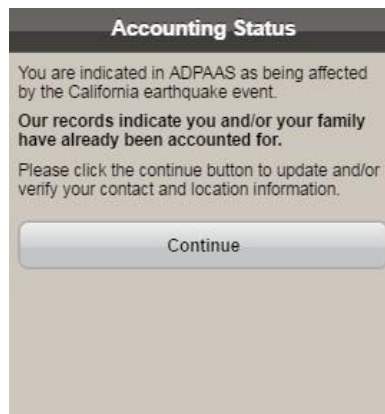
John Test
Current Residence

Continue

- i. If the event does **NOT** allow you to fill out a needs assessment, the “Workflow Complete” screen will be displayed:



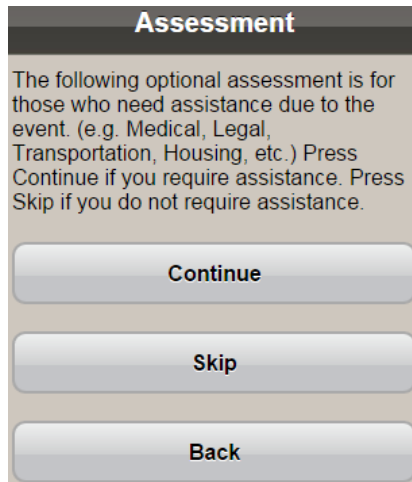
- a) Click the **Logout** button to log out of ADPAAS.
- ii. If the event **DOES** allow you to fill out a needs assessment, you will see the “Assessment” screen. Go to section [3.2.3](#) for more information.
- b. If you or a Family Member **IS** affected by an event and also required to account, the first screen you see when you log in to your smartphone or tablet will indicate this:



1. Click the **Continue** button. This will display the “Home Contact & Location” screen for you and your Family Members,
2. Follow steps [1](#) - [4](#) under step [a](#) of section [3.1](#) to update any information necessary.

3.2.3 The Needs Assessment Survey from Your Smartphone or Tablet

If you are affected by an event and the event allows personnel to complete a needs assessment survey, you can complete the survey from your smartphone or tablet. The first screen you see when you get to the assessment looks like this:

The image shows a mobile application screen titled "Assessment". The text on the screen reads: "The following optional assessment is for those who need assistance due to the event. (e.g. Medical, Legal, Transportation, Housing, etc.) Press Continue if you require assistance. Press Skip if you do not require assistance." Below the text are three buttons: "Continue", "Skip", and "Back".

Assessment

The following optional assessment is for those who need assistance due to the event. (e.g. Medical, Legal, Transportation, Housing, etc.) Press Continue if you require assistance. Press Skip if you do not require assistance.

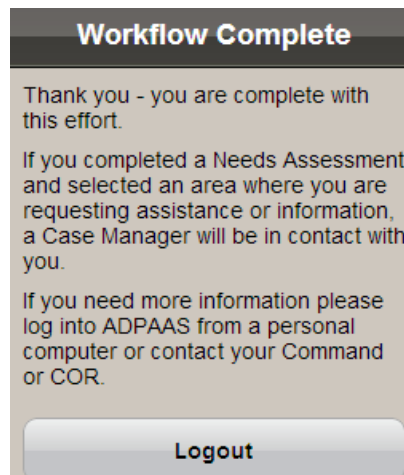
Continue

Skip

Back

- a. If you choose to go back to the "Home Contact & Location" page to update or verify your or any of your dependent's information, click **Back**.
- b. If you choose NOT to fill out the needs assessment, click the **Skip** button. The "Workflow Complete" screen will be displayed.

CAUTION: If you choose the **Skip** button, you can **NOT** log in later to assess, so do not choose this button unless you are certain you don't want to assess now and won't want to in the future, either.

The image shows a mobile application screen titled "Workflow Complete". The text on the screen reads: "Thank you - you are complete with this effort." followed by "If you completed a Needs Assessment and selected an area where you are requesting assistance or information, a Case Manager will be in contact with you." and "If you need more information please log into ADPAAS from a personal computer or contact your Command or COR." Below the text is a single button labeled "Logout".

Workflow Complete

Thank you - you are complete with this effort.

If you completed a Needs Assessment and selected an area where you are requesting assistance or information, a Case Manager will be in contact with you.

If you need more information please log into ADPAAS from a personal computer or contact your Command or COR.

Logout

1. Click the **Logout** button to log out of ADPAAS.
- c. To fill out the needs assessment, click **Continue** button. This will display the top of the assessment survey:

Assessment

The following Assessment is available for you to request assistance in any of the 19 categories of needs.

- Medical >
- Missing Family Locator >
- Transportation To Onward Destination >
- Local Transportation >
- Temporary Housing >
- Permanent Housing >
- Personal Property >

1. Click the > next to each need category to assess, scrolling down to see all 19 categories. When you click a need category, a screen will be displayed with 5 levels of needs and space for a comment. For example, the “Medical” category displays the following screen:

Medical [Cancel] [Done]

? Do you or your family need medical help?

(Select all that apply)

- ☐ Need immediate care from a doctor or hospital
- ☐ Need medical help or prescription drugs for a chronic illness
- ☐ Need help making an appointment for routine needs
- ☐ Need information only
- ☐ N/A

Comments

[Red arrow points to the empty comments text box]

- i. Make selections for each need category in the survey to indicate your current needs.
- ii. If desired, enter any additional information in the **Comments** field at the bottom of each category. These could be helpful to the Case Manager that will be contacting you.

Assessment

The following Assessment is available for you to request assistance in any of the 19 categories of needs.

- ✗ Medical >
- ✓ Missing Family Locator >
- ✓ Transportation To Onward Destination >
- ✗ Local Transportation >
- Temporary Housing >
- Permanent Housing >
- Personal Property >

- iii. Click the **Done** or the **Cancel** button as appropriate. When you click the **Done** button, the category will either have a ✓ to indicate that you selected you have a need, or an ✗ to indicate that you clicked “N/A”:
2. After scrolling down to assess in all 19 needs categories, click the **Continue** button at the bottom (not shown).

NOTE: If you do NOT fill in a particular category, it is assumed that you do not have a need in that category.

A “Thank you” message will appear:

Assessment

Thank you for completing the needs assessment.

If you need any further assistance then call 1-800-833-6622, option 3.

Continue

- i. Click **Continue** and the “Workflow Complete” screen will be displayed:

Workflow Complete

Thank you - you are complete with this effort.

If you completed a Needs Assessment and selected an area where you are requesting assistance or information, a Case Manager will be in contact with you.

If you need more information please log into ADPAAS from a personal computer or contact your Command or COR.

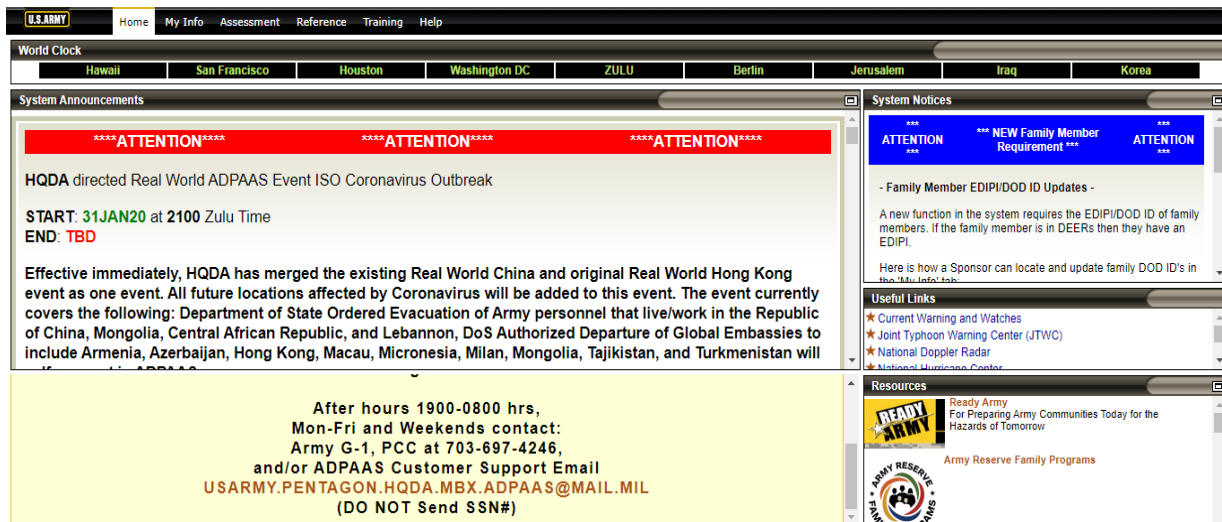
Logout

- ii. Click the **Logout** button to log out of ADPAAS.

4 Home Tab

The first tab you see when you log in will be the **Home** tab. The “Home” page provides a general overview of any current events and related accounting efforts, as well as a listing of basic resources and useful links.

- a. After you have logged in and moved away from the “Home” page, you can click the **Home** tab at any time to re-display the “Home” page. **NOTE:** This page changes often; what you see next is just an example from one particular day:



- b. Click any of the orange hyperlinks to open the corresponding website or document in a separate window.

5 My Info Tab

The **My Info** tab displays information which is just about you, your dependents, and any events that affect you. The first page you see is the same as if you had clicked the **Summary** menu item on the left.

If you have not previously logged in to ADPAAS, the first thing you should do is review the personal information contained therein, and make updates to your physical address (not your mailing address), phone numbers, and email addresses. This needs to be done for each of your Family Member's, as well. Section [5.2](#) describes how to update your information and section [5.6](#) describes how to update information about your Family Members.

5.1 Summary

When you first click the **My Info** tab, you will see a summary of information. This will display several menu items on the left and 3, or 4, panes on the right, including at least: “Contact Information”, “Work Information”, and “Family Information”.

NOTE: You will also see the **Displaced Location** and **Event Information** menu items on

the left and the “Event Information” pane on the right, if you are currently affected by an event.

- a. Click the **My Info** tab. The “Army Family Information Summary” page appears. If you were already on the **My Info** tab and browsed elsewhere within this tab, you can return to this “Summary” page by clicking the **Summary** menu item on the left side of the page.

NOTE: In the next figure you can see that the individual is affected by an event, because you can see the **Displaced Location** and **Event Information** menu items on the left and the “Event Information” pane on the right.

- b. To add or update any of the summary information, use the **Contact Information** menu item described in the next section. **NOTE:** Only Administrators can change your Rank/Rate or Command.

5.2 Affiliation Information

Under the **My Info** tab, clicking the **Affiliation Information** menu item on the left side of the page displays a window with 2 panes of information about your unit affiliation. There is an edit button to update the information.

- a. Click the **Affiliation Information** menu item. The page that appears is made up of the following panes: “Primary Affiliation” and “DEERS Affiliation”.
- b. The bottom pane provides a snapshot of data last received from the Defense Enrollment Eligibility Reporting System (DEERS) and the date it was received (if applicable).

The screenshot shows the 'My Info' page with a left sidebar containing links: Summary, Affiliation Information, Contact Information, COR List, Displaced Location, Emergency Contacts, Event Information, Family Member Info, and User Account. The main content area has two sections:

- Primary Affiliation: Army** (with an **Edit Affiliation** button):

Designation:	Country: USA	Building:
Paygrade:	State/Province:	Floor: 1
UIC:	ZIP/Postal Code:	Room: 120
Sub Org:		
- DEERS Affiliation Info** (with a link to log in to DEERS):

Designation:	Country: USA	Building:
Paygrade:	State/Province:	Floor:
UIC:	ZIP/Postal Code:	Room:
Sub Org:		

- c. You have the option to verify that the information in the top half is accurate. The information can be updated manually or by using the **'Copy Address' button**. You can also update your information at the DEERS site through the direct link above the DEERS Information pane.
- d. To update work location click the **Edit Work Location** button to edit. The "Edit Sponsor's Work Location Info" page appears:

The screenshot shows the 'Edit Affiliation Information' page. It has a left sidebar with the same links as the previous page. The main content area is titled 'Edit Affiliation Information' and includes the instruction 'Update the ADPAAS Information or copy sections from DEERS.' Below this, there are two panes:

- ADPAAS Information** (Physical address not PO/APO/FPO address):

Agency: Army
Designation: Reserve on Active Duty
Paygrade:
UIC:
Sub Org:
Country: USA
State/Province:
ZIP/Postal Code: 600371289
Building:
Floor: 1
Room: 120
- DEERS Information** (This data is pulled from DEERS periodically. To log in to DEERS and update your info, click here):

Agency:
Designation:
Paygrade:
UIC:
Sub Org:
Country: USA
State/Province:
ZIP/Postal Code:
Building:
Floor:
Room:

Between the two panes is a button labeled **< Copy Address**. At the bottom of the page are **Save** and **Cancel** buttons. Red arrows in the original image point to the 'Edit Affiliation' button in the top screenshot, the 'Copy Address' button, and the 'log in to DEERS' link.

- e. Enter or edit any information, as necessary and then click the **Save** or **Cancel** button, as appropriate.
- f. If your ADPAAS location and contact information on the left is incorrect or incomplete and the displayed DEERS data is correct, you may use the **< Copy Work Location** button to copy the displayed DEERS data over the corresponding ADPAAS data instead of manually typing in the information.

5.3 Contact Information

Under the **My Info** tab, clicking the **Contact Information** menu item on the left side of the page displays a window with 2 panes of information about you. Each pane has a button to edit the information and a **Help** button.

Contact Info [Go Home](#)

Click the **Edit** button to make changes.

Verify Info as Current **Edit Contact Info**

Last updated 04-01-2020 by MEAGAN BRYANT
Sponsor: updated 04-01-2020

Personnel are responsible for maintaining accurate address and contact information in this section. Click the "Edit" button to make changes.

BRYANT, MEAGAN ASHLEY (F)

Home Address: [Redacted] Home: [Redacted] Primary Email: [Redacted]
Country: USA Work: [Redacted] Secondary Email: [Redacted]
Cell: [Redacted]
DSN: [Redacted]

DEERS Home Address and Contact Info (as of 03-30-2020)

Data below will be updated within a month with data from DMDC (pulled from DEERS and other Army databases).

Home Address: [Redacted] Home: [Redacted] Primary Email: [Redacted]
Country: USA Work: [Redacted] Secondary Email: [Redacted]
Cell: [Redacted]
DSN: [Redacted]

To login to DEERS, click here.

Work Location [Go Home](#)

Work Location is now on the Affiliation Information page

The “Contact Info” pane has two parts. The top half contains your home address and contact information. This can be updated at any time to reflect Temporary Duty (TDY), Leave, and/or temporary living addresses while on Temporary Change of Station (TCS) orders, etc. (It should not display your mailing address, only your physical address.)

The bottom of this pane provides a snapshot of data last received from the Defense Enrollment Eligibility Reporting System (DEERS) and the date it was received (if applicable).

Contact Info [Go Help](#) [Click the Edit button to make changes.](#)

Personnel are responsible for maintaining accurate address and contact information in this section. Click the "Edit" button to make changes.

BRYANT, MEAGAN ASHLEY (F) [Verify Info as Current](#) [Edit Contact Info](#)
 Last updated 04-01-2020 by MEAGAN BRYANT
 Sponsor: updated 04-01-2020

Home Address: [Redacted] Home: [Redacted] Primary Email: [Redacted]
 Country: USA Work: [Redacted] Secondary Email: [Redacted]
 Cell: [Redacted]
 DSN: [Redacted]

DEERS Home Address and Contact Info (as of 03-30-2020)
 Data below will be updated within a month with data from DMDC (pulled from DEERS and other Army databases). To login to DEERS, click here.

Home Address: [Redacted] Home: [Redacted] Primary Email: [Redacted]
 Country: USA Work: [Redacted] Secondary Email: [Redacted]
 Cell: [Redacted]
 DSN: [Redacted]

Work Location [Go Help](#)
 Work Location is now on the Affiliation Information page

- If your contact information is correct, click **Verify Info as Current** to update the name, date and timestamp displayed for last update. Current address and contact information is critical for locating and communicating with personnel and their families. You may also see a different date when the system or a Command Officer Representative (COR) updated the information. In ADPAAS a COR has limited rights to view and handle AFMs within the unit to which they are assigned.
- Click Edit Contact Info to add and/or update contact information. The "ADPAAS Information" and "DEERS Information" panes appear:

Update the ADPAAS Information or copy sections from DEERS.

Name: Last: [Redacted] First: [Redacted] Middle: [Redacted] Suffix: [Redacted] Gender: [Redacted] (FEMALE)

NOTE: Please remove any FPO/APO mailing address listed and replace with your physical address.

ADPAAS Information (Last updated 04-01-2020 by MEAGAN BRYANT)

Country: USA
 Street1: 555 Main St
 Street2:
 City: Anywhere
 State/Province: DC District of Columbia
 ZIP/Postal Code: 12345
 Home: 555-123-4567
 Work:
 Cell: 555-123-4567
 DSN:
 Cell Carrier: Verizon
 Primary Email: email@gmail.com
 Secondary Email: email@gmail.com
 Preferred: Primary Email

DEERS Information (as of 03-30-2020)

Country: us
 Street1: [Redacted]
 Street2:
 City: [Redacted]
 State/Province: [Redacted]
 ZIP/Postal Code: [Redacted]
 Home: [Redacted]
 Work:
 Cell:
 DSN:
 Primary Email: [Redacted]
 Secondary Email:

< Copy Addr < Copy Phones < Copy Email

Save Cancel

- If needed, edit your last, first, or middle name, suffix, or gender at the top of the page.
- If needed, edit, or add to, your ADPAAS information in the box on the left. Do not insert your mailing address here, only your physical address.
- If your ADPAAS location and contact information on the left is incorrect and the displayed DEERS data is correct, you may use any of the three **< Copy** buttons to copy the displayed DEERS data over the corresponding ADPAAS data instead of manually typing in the information.
- If the displayed DEERS information is incorrect, or if there is none, click the **here** link

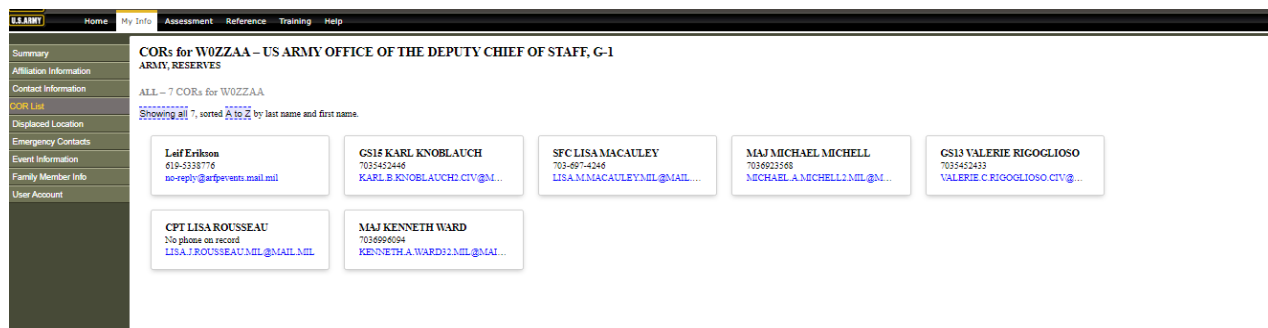
above the DEERS data to log onto the DEERS site and update your DEERS information.

NOTE: Using the provided link to update your DEERS information at the DEERS site will NOT immediately update the DEERS information displayed in ADPAAS. ADPAAS reflects the last data import received from DEERS. Updating your data in DEERS will help future data imports from DEERS to be accurate.

5. If the ADPAAS address or phone information for any of your dependents is the same as yours, you can check the “Time Saver” check box by their name to update their information as well.
6. Click the appropriate button to either **Save** or **Cancel** the updates you made.
- b. Click the **here** link in “click **here**” to log in to the DEERS site and update the DEERS information. **NOTE:** This will NOT immediately update the DEERS information displayed in ADPAAS. ADPAAS reflects the last data import received from DEERS. Updating your data in DEERS will help future data imports from DEERS to be accurate.

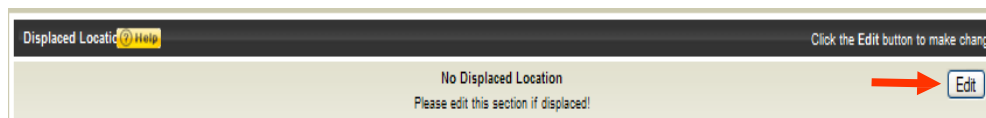
5.4 COR List

Under the **My Info** tab, clicking the **COR List** menu item on the left side of the page displays the CORs for your assigned unit as well as their contact phone and email address.



5.5 Displaced Location

Under the **My Info** tab, clicking the **Displaced Location** menu item on the left side of the page displays the “Displaced Location” window with the address of where you went when evacuated, as a result of being affected by an event.



- c. If you were displaced due to an event, click the **Edit** button in the “Displaced Location” window. The following “Edit Displaced Location” page appears.

- d. Add and/or edit your Displaced Location information as required and click the appropriate button to either **Save** or **Cancel** the updates you made. (These buttons are at the bottom of the page, not shown.)

5.6 Emergency Contact

Under the **My Info** tab, clicking the **Emergency Contact** menu item on the left side of the page displays “Emergency Contact” pane with location and contact information for one or more people who can serve as a Point of Contact (POC) in case you can’t be reached:

- a. Click the **Add POC** button in the “Emergency Contact” pane. The “Add Point of Contact” window opens:

Add Point of Contact [Help](#)

First Name:

Last Name:

Middle Name:

Relationship:

Address:

Street1:

Street2:

City:

State:

Zip:

Country:

Contact Info:

Home: Primary Email:

Work: Secondary Email:

Cell:

- b. Add the name, address and contact information for the new POC.
- c. Click the appropriate button to either **Save** or **Cancel**. Clicking **Save** will close the “Add Point of Contact” window and display the “Emergency Contact” pane in the “Contact Information” page with the newly added POC:

Emergency Contact [Help](#) Click "Add" to add an Emergency Contact (e.g., Relative, Care Giver).

Doe, Jane (good friend)

Address: 125 Main St
Anyton, CA 99999
Country: USA

Home: 123-555-5678
Work: 123-555-0987
Cell: 123-555-1234

Primary Email: jane.doe@example.com
Secondary Email:

- d. Click the **Edit Contact** button for a specific POC to open the “Edit Point of Contact” window for that POC, which looks very similar to the “Add Point of Contact” window discussed in the previous step.
- e. Click the **Remove Contact** button for a specific POC to delete that POC.

5.7 Event Information

If you have been affected by an event, you will see an **Event Information** menu item under the **My Info** tab. You will not see this menu item if you have not been affected by an event. Clicking the **Event Information** menu item will display a window with important information regarding this event. Click the **Event Information** menu item. The “Event Information” page appears:

The screenshot shows the ADPAAS AFM user interface. The sidebar on the left contains navigation links: Summary, Affiliation Information, Contact Information, COR List, Displaced Location, Emergency Contacts, **Event Information**, Family Member Info, and User Account. The main content area is divided into four panes:

- Displaced Location:** Shows "No Displaced Location" with an "Edit" button.
- Accounting Status for 2020 EX TEST EVENT:** Displays a table with columns for Name (Last, First Middle), Accounting Status, Last Updated, and Updated By. The entry for BRYANT, MEGAN ASHLEY shows a status of "Evacuated/Displaced" and a last update of "04-01-2020 06:10 AM PDT" by "MEAGAN BRYANT".
- Event Information:** Shows event details including "Event Name: HQDA directed exercise TEST EVENT IAW ADPAAS Office", "Active Dates: 03-25-2020 - Present", and various checkboxes for TOY/TAD Orders, Member Deployed, and Attended Brief.
- Other POCs:** Shows "No POC Information. Click Add POC to add a Point of Contact." with an "Add POC" button.

This page consists of four panes all related to the event.

5.7.1 Event Information - Displaced Location

The “Displaced Location” pane is a duplicate of the “Displaced Location” pane from the “Contact Information” page. See section 5.3 for more information.

5.7.2 Accounting Status

The “Accounting Status” pane contains the accounting statuses for you and all of your dependents in the system for a particular event. In addition, it shows when the status was last updated, and by whom:

- Click the **Edit** button to update the accounting status of anyone necessary.
- Select the correct status from the drop down menu for the Sponsor and any dependents.
- Select **Save** to capture the update.

This screenshot shows the 'Accounting Status' pane with a dropdown menu open. The dropdown menu lists the following options: Evacuated, Home/Work/Telework, Evacuated On Leave, Separated/Retired, Transferred, and Other. A red arrow points to the 'Edit' button in the Accounting Status table, which is used to update the status of the event participants.

5.7.3 Event Information

The “Event Information” pane provides detailed event-related information:

Event Information [Help](#) Click the Edit button to make changes

Event Name: Earthquake in California Active Dates: 04-03-2017 - Present

Total Evacuated: 0

☐ TDY / TAD Orders ☒ Have Pets Insurance Co. Best Insurance Co.

☐ EVAC TDY / TAD Orders ☒ Using Rental Car FEMA Number: 56789

☐ Member Deployed ☒ School-Age Children

☐ Attended Brief

Edit

- c. Click the **Edit** button in the top-right corner of the “Event Information” pane. The pane contents become editable and the **Edit** button (just pressed) will be replaced by a **Save** button:

Event Information [Help](#) Click the Save button to make changes

Event Name: Earthquake in California Active Dates: 04-03-2017 - Present

Total Evacuated: 0 or N/A

☐ TDY / TAD Orders ☒ Have Pets Insurance Co. Best Insurance Co.

☐ EVAC TDY / TAD Orders ☒ Using Rental Car FEMA Number 56789

☐ Member Deployed ☒ School-Age Children

☐ Attended Brief

Save **Cancel**

- d. Update the pane contents as required and then click the **Save** button. The pane contents will be saved and the **Save** button will be replaced by an **Edit** button.

5.7.4 Other POCs

The “Other POCs” pane is a duplicate of the “Emergency Contact” pane displayed when you click the **Contact Information** menu item. See section [5.6](#) for more information.

6 Family Member Info

Under the **My Info** tab, clicking the **Family Member Info** menu item on the left side of the page displays a window with information about any spouse, child, or parent. For Soldiers, this information corresponds to page-2 dependents, whereas for both Civilians and Contractors, this information is optional and may be manually entered. However, OCONUS Civilians and Contractors that have family members accompanying them in a Command Sponsored status are required to add all DEERS dependents!

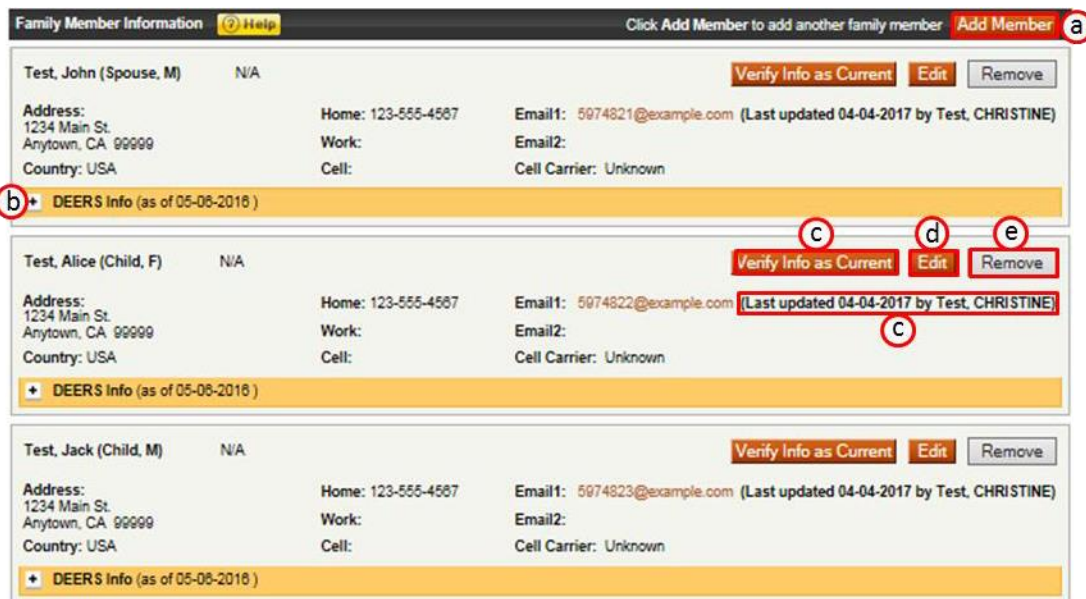
If you have not entered any Family Members, the page will state, “No Family Member Information”, as shown next:

ADPAAS AFM [Home](#) [My Info](#) [Assessment](#) [Reference](#) [Training](#) [Help](#)

Family Member Information [Help](#) Click Add Member to add another family member **Add Member**

No Family Member Information

If you have already entered a Family Member, they will be displayed, as shown next:



Family Member Information [Help](#) Click Add Member to add another family member **Add Member** **a**

Test, John (Spouse, M) N/A **Verify Info as Current** **Edit** **Remove**

Address: 1234 Main St. Anytown, CA 99999 Home: 123-555-4567 Work: Email1: 5074821@example.com (Last updated 04-04-2017 by Test, CHRISTINE) Email2: Country: USA Cell: Cell Carrier: Unknown

b + DEERS Info (as of 05-05-2018)

Test, Alice (Child, F) N/A **Verify Info as Current** **Edit** **Remove**

Address: 1234 Main St. Anytown, CA 99999 Home: 123-555-4567 Work: Email1: 5074822@example.com (Last updated 04-04-2017 by Test, CHRISTINE) Email2: Country: USA Cell: Cell Carrier: Unknown

+ DEERS Info (as of 05-05-2018)

Test, Jack (Child, M) N/A **Verify Info as Current** **Edit** **Remove**

Address: 1234 Main St. Anytown, CA 99999 Home: 123-555-4567 Work: Email1: 5074823@example.com (Last updated 04-04-2017 by Test, CHRISTINE) Email2: Country: USA Cell: Cell Carrier: Unknown

+ DEERS Info (as of 05-05-2018)

This page lists each of your dependents in their own pane with their individual location, contact information and relationship to you. DEERS and non-DEERS Family Members should be added here.

If a dependent has special needs, that may be indicated as well as their “Exceptional Family Member (EFM) Category” (if any), provided that either you or a Case Manager entered this information. However, this information is not tied to any official database.

a. To add a Family Member, click the **Add Member** button. This will display the “Add Additional Family Member” window:

Add Additional Family Member [Help](#)

Display Name: *Last: *First: Middle: Gender: MALE ▼

Relationship: Unknown ▼

*DOB: JAN ▼ (YYYY)

*Has a DoD ID? ☐ Yes ☐ No

☐ Special Needs (e.g., Elderly, Disabled) Exceptional Family Member Category: N/A ▼ [Help](#)

Current Contact Info

*Street 1:

Street 2:

*City:

*State: Choose State ▼

*Zip:

Country: USA ▼

Home: Cell:

Cell Carrier: Unknown ▼

Primary Email:

Secondary Email:

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

Enter at least the following fields: **Last Name, First Name, Gender, DOB** (Date of Birth), **Street 1, City, State, and Zip**. The DOB is mainly to distinguish school-aged children and can be approximate (e.g., 1 JAN 2000). Be sure to enter only the physical address, not the mailing address. You **MUST** identify if the family members has been issued a DODID number on their dependent ID card. If they have then insert the DODID number. If they have not been issued a DODID number they are **NOT** a DEERS family member. Just select Has a DODID number as **No**. This will require you to check a validation statement, and then continue to load physical contact information.

1. Enter any other fields if you have them, though these are optional.
 - i. Click the **Relationship** drop-down list to indicate the dependent's relationship to you.
 - ii. The DOB is mainly to distinguish school-aged children and can be approximate (e.g., 1 JAN 2010).
 - iii. For dependents with special needs, click the **Special Needs** check box and the **Exceptional Family Member Category** drop-down list.
 - a) If you click the **Special Needs** checkbox, a **Special Needs Description** field will pop up that you must enter.
 - b) For help with the **Exceptional Family Member Category** drop-down list, click the related **Help** button. Do not input HIPAA data here.

NOTE: The information you enter about the special needs of an EFM is not officially tied to any EFM database.

2. Click the **Save** or **Cancel** button as appropriate. If necessary, you can come back later to edit the information you have entered. If you click the **Save** button, you will see an additional pane with the newly added Family Member's information.
- b. Click the +/- toggle buttons to expand and collapse the DEERS information for any Family Member.

Family Member Information Help Click Add Member to add another family member Add Member

Test, John (Spouse, M) N/A Verify Info as Current Edit Remove

Address: 1234 Main St. Anytown, CA 99999 Home: 123-555-4567 Email1: 5974821@example.com (Last updated 04-04-2017 by Test, CHRISTINE) Work: Email2: Country: USA Cell: Cell Carrier: Unknown

- DEERS Info (as of 05-08-2018)

NOTE: The DEERS data displayed in ADPAAS reflects the last data import received from DEERS and is dated to indicate when the last import was received:

Family Member Information Help Click Add Member to add another family member Add Member

Test, John (Spouse, M) N/A Verify Info as Current Edit Remove

Address: 1234 Main St. Anytown, CA 99999 Home: 123-555-4567 Email1: 5974821@example.com (Last updated 04-04-2017 by Test, CHRISTINE) Work: Email2: Country: USA Cell: Cell Carrier: Unknown

- DEERS Info (as of 05-08-2018)

Home Address: 1234 Main St. Anytown, CA 99999 Country: USA Home: Work: Email1: Email2: Cell:

- c. If a Family Member's contact information is correct, click the **Verify Info as Current** button for that Family Member to update the name and date timestamp displayed for last update. Current address and contact information is critical for locating and communicating with Family Members.
- d. If a Family Member's contact information is incorrect, click the **Edit** button for that Family Member to open the "Edit Family Member" page. This page is similar to the "Edit Sponsor's Home Address and Contact Info" page used to edit the Sponsor's contact information, described in step [b](#) of section [5.2.1](#).
- e. Click the **Remove** button for a particular Family Member to delete that Family Member, due to divorce, death, etc. A confirmation window will appear.

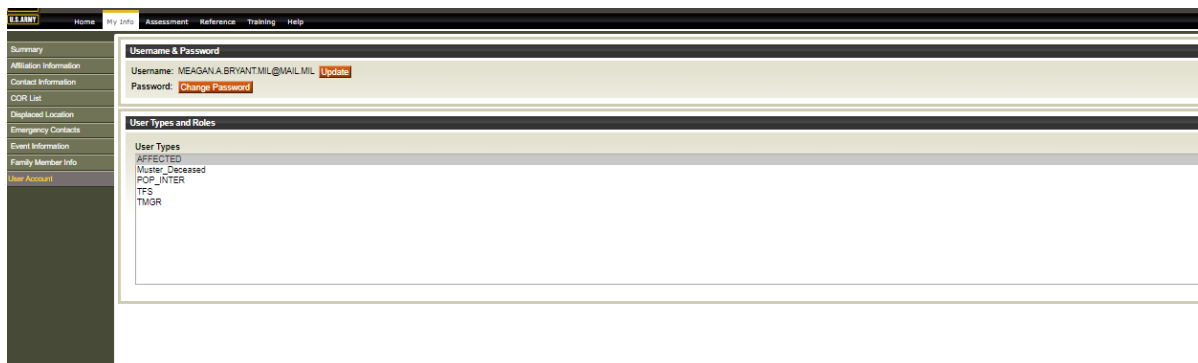
NOTE: You can't remove Family Members if they have been affected by a current event and are required to be accounted for. Once the event is closed, then the dependent can be removed.

NOTE: Only a Sponsor can add or delete a Family Member from DEERS, and proper documents are required, such as a marriage certificate, divorce decree and/or birth certificate. To do this, the Sponsor must go to the nearest uniformed services personnel office, which can be found here: <http://www.dmdc.osd.mil/rsl/>.

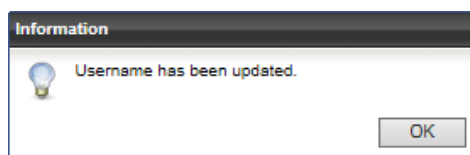
7 User Account

Under the **My Info** tab, the **User Account** menu item on the left side of the page allows you to update your username and reset your password.

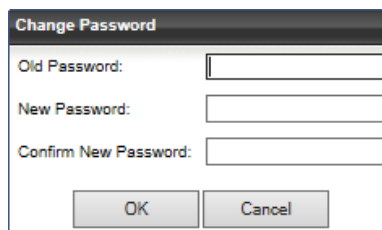
- a. Click the **User Account** menu item. The “User Account” window appears:



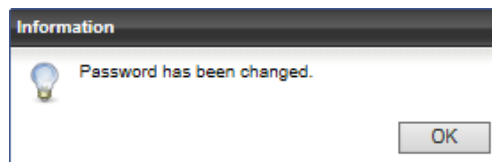
1. Click the **Update** button to enter a username and then click the **OK** button to make this your username. A **confirmation** message appears:



2. To change your password, Click the **Change Password** button. A “Change Password” window will appear:



3. Enter the old and new passwords, making sure that the new password contains at least one uppercase letter, one lowercase letter and one special character.
4. Click the **OK** button to submit your password change. You will receive confirmation that your password was successfully changed.



8 Assessment Tab

When you first click the **Assessment** tab, there are 3 possible screens you may see. Which screen you see depends on whether you are affected by an event or may be required.

If you are **NOT** affected by an event, you will see the following message:



Our records currently indicate that you are not affected by any event.

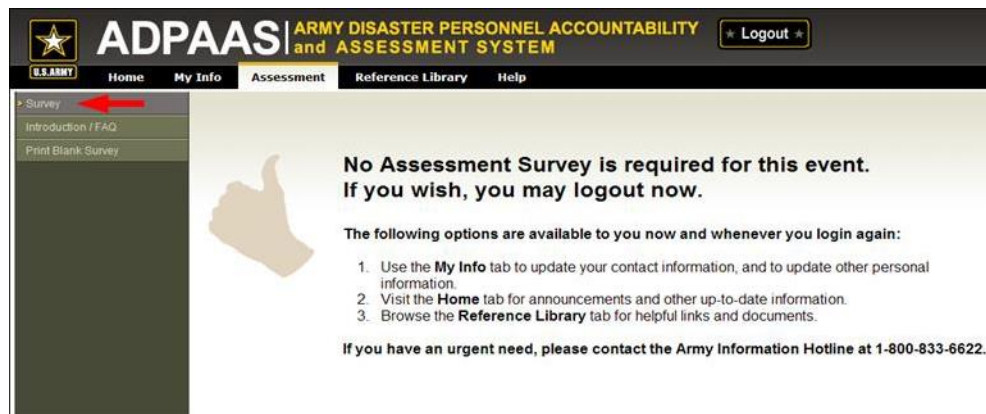
You are not required to self-account at this time.

You may log out now or click the “My Info” tab to verify and update your contact information.

If you are affected by an event, please contact your chain of command or call the ADPAAS Information Hotline at 1-800-833-6622, option 3

8.1 Needs Assessment Survey from your Computer

If you **are** affected by an event that does **not** allow personnel to complete a Needs Assessment, you will see a message stating that no assessment survey is required when you click the **Assessment** tab:



If you are affected by an event that **does** allow personnel to complete a Needs Assessment, you will have to verify your contact information and complete a needs assessment, described in the following 3 sections.

If you have **already** verified your contact information and completed a needs assessment, what you see when you click the **Assessment** tab will be a completed Needs Assessment Summary, described in section [6.1.4](#).

8.1.2 Needs Assessment Summary

If you are affected by an event that **does** allow you to complete an assessment and you have not already completed an assessment, the **Assessment** tab will take you through a process designed to obtain your current location and contact information and to assess your needs as a result of being affected by an event.

- a. Click the **Assessment** tab. This will display a screen where you will provide your needs assessment. Each field can be edited as necessary.

- b. Review the contents of all fields and select **Need Assistance** where applicable. Select the option that describes your request.

Each need category has 3 possible choices for you to select from: Not Affected, Not Sure, and Need Assistance.

NOTE: Selecting “Not Affected” for a need category means a category does not apply to you at the present time.

NOTE: Selecting “Not Sure” or “Need Assistance” will expand that section to provide you with more detailed choices and a “Comments” field, as displayed in the following picture. Leave your choice as “Not Sure” if you have an unknown or developing situation, e.g. you were evacuated in advance from a high danger area, and news reports now indicate that the area was severely damaged, but you do not know if your home was actually affected.

Make selections for every need in the survey to indicate your current needs.

Step 2 of 3: Earthquake in California Needs Assessment Survey

Not Affected Not Sure Need Assistance (Check all that apply. Please choose **Not Affected** if none apply!)

☒ ☐ ☐ **MEDICAL** (Do you or your family need medical help?)

☒ ☐ ☐ **MISSING FAMILY LOCATOR** (Do you need help finding missing family members?)

☐ ☐ ☒ **TRANSPORTATION TO ONWARD DESTINATION** (Do you or your family need help getting to Safe Haven or Permanent Duty Station (PDS)?)

☐ Need evacuation transportation to safe haven, out of the disaster area

☒ Need transportation to safe haven or alternate duty location

☐ Need transportation to return to my duty station

☐ Need information only

Comments: (must check a box above first)

Our car wouldn't start when trying to leave home.

For additional comments use the bottom of the form.

☐ ☐ ☐ **LOCAL TRANSPORTATION** (Do you need transportation to meet personal/family needs?)

- i. If desired, enter any additional information in the **Additional Comments** field at the bottom of the survey (not shown). These could be helpful to the Case Manager who will be contacting you. Do not insert any HIPAA data.
- ii. After completing all 19 needs categories, click the **Continue >>** button at the bottom of the survey (not shown).

8.1.3 Needs Assessment Survey (Submission)

Once you complete the assessment process, as covered in the previous 2 sections, you are provided confirmation that your assessment was submitted, informed that a Case Manager will contact you, and given information on other uses of ADPAAS:

Survey Completed

Step 3 of 3: Your assessment survey has been submitted. Thank you!

A case manager from a Army Family Advocate Center (FAC) will be assigned to contact you and assist with your needs. Please be patient. Depending on the severity of your needs and those of other affected AFM, it may take some time to contact you.

The following options are available to you now and whenever you log in again:

1. Use the **My Info** tab to update your contact information, and to update other personal information
2. Visit the **Home** page for announcements and other up-to-date information
3. Browse the **Reference Library** for helpful links and documents
4. On the **Assessment** tab, you will see your Assessment Summary. You can print a copy for your records, or you may click the **Edit** links to make changes.

Note: you can only make changes to your survey until your case has been opened. Once your case has been opened, use the [Add Comment] button which will appear.

The "Print Blank Survey" link is on the left menu in case you need to provide others who can't access this system with blank survey forms to fax or deliver to a FAC.

Changes Saved

- c. Read the provided information and then click **Changes Saved** to close the window.

NOTE: Once a Case Manager electronically opens your Needs Assessment Summary and begins processing your requests, you will not be able to edit your entries so it is important for you to review your entries for completeness and accuracy before you submit them.

8.1.4 Reviewing the Needs Assessment Summary

After submitting your Assessment Survey, you can review a summary of the completed Assessment Survey. If your case has not yet been opened, you will also still be able to *edit* the survey, in case your circumstances have changed.

If a case has not yet been opened for you, you will see an **Edit** button by each category, so you can still edit the Assessment Survey.

This assessment is available by clicking the **Assessment** tab, or if you're already under the **Assessment** tab, by clicking the **Survey** menu item:

- d. Click the **Print for your records** button if you want a printed copy of your Assessment Survey.
- e. Click any Assessment Category link on the right to jump to that section of the Assessment Summary.
- f. If your case has not yet been opened, you will see the **Edit** button next to each category. If your circumstances have changed, click the appropriate **Edit** button(s) to update your information.

Once a case has been opened for you, you will no longer be able to edit the survey.

NOTE: Not all events will have a Needs Assessment survey. If there is no Assessment, after you click the **Continue** button, you are finished, and can go to the other tabs such as **Home**, **My Info**, **Reference**, **Training** or **Help**.

8.1.5 Needs Assessment Introduction/FAQ

This is a brief introduction to the Assessment Survey as well as Frequently Asked Questions:

The Needs Assessment Survey is designed to help sponsors and dependents identify disaster-related needs. By reviewing the 19 disaster categories, Sponsors and dependents are able to specify needs to ensure the best possible disaster assistance.

Take a moment to review the survey description and 5 frequently asked questions and then click any of the questions to see the answers.

8.1.6 Printing a Blank Needs Assessment Survey

If it would be more convenient for you, or others you may know, you can fill out a hard copy of the Needs Assessment Survey and call it in later.

- a. Under the **Assessment** tab, click the **Print Blank Survey** menu item on the left. A printable Needs Assessment Survey will be displayed:

- b. Click the **Print this page** button to send the survey to a printer.
- c. If it is your intention to call in the survey results later, completely fill out the blank survey form and then call the Army Info Hotline phone: 888-276-9472.
- d. The following numbers are also available for reporting your, or your family's, needs:
 - Military OneSource
 - Within CONUS, Toll Free - (800) 342-9647 / (800) 464-8107 Outside CONUS, Collect Call - (703) 253-7599
 - Hearing-impaired callers - (866) 607-6794

- Spanish-speaking callers (para llamadas en Español) - (877) 888-0727

9 Reference

The **Reference** tab is a good place to go for a lot of useful information and links to additional information.

- Click the **Reference** tab. Several scrollable panes of information are displayed:

The screenshot shows the ADPAAS Reference tab with the following sections:

- Key Phone Numbers and Web Addresses:** A table listing various agencies and their contact information.

Agency	Phone Number
ADPAAS INFORMATION HOTLINE	1-800-833-6622
The Army Human Resources Command (personnel questions)	1-888-ARMY-HRC
24-hour Army Reserve Helpline	1-877-464-9330
Army Worldwide Locator Assistance (Active Duty Only)	703-325-3732
FEMA	1-800-621-FEMA (3362)
	TTY 1-800-642-7585
USA.gov	(Link)
GSA.gov	(Link)
American Red Cross	1-866-438-4636
DFAS	1-888-332-7411
APWU Healthcare Plan	1-800-222-2798
	TDD 1-800-622-2511
Blue Cross and Blue Shield	1-888-258-3432
GEHA Benefit Plan	1-800-821-8136
	TDD 1-800-821-4833
PBP Health Plan	1-800-544-7111
- DoD Civilians and Retirees:** A table listing various DoD components and their contact information.

DOD Component	Phone Number
Army Retired Affairs	1-800-336-4909
Department of the Air Force	1-800-435-9941
Department of the Army	1-888-766-3258
Department of the Navy	1-877-689-2722
Department of the Marine Corps	1-877-689-2722
All Defense Agencies	1-703-604-6071 (Call Collect)
DOD Civilian Hotline	1-888-363-4872
Defense Finance and Accounting Service (DFAS), or APF civilian pay, including how to re-direct paychecks or direct deposits	1-888-332-7411
Thrill Savings Plan (TSP)	1-877-968-3378
- Military points of Contact:** A table listing various military contacts and their phone numbers.

Army Contacts	Phone Number
ADPAAS INFORMATION HOTLINE	1-800-833-6622, option 3
	1-877-464-9330
- Online References for Support Personnel:** A list of links to various support personnel resources, including:
 - Assessment Form (Blank) PDF
 - FEMA
 - Federal Employees Benefits Handbook (PDF)
 - Federal Retirees and Survivor Annuitants (PDF)
 - Lifelines
 - Military Homefront
 - Operation Homefront
 - PERSONAL & FAMILY HURRICANE PREPAREDNESS PLAN
 - Ready Army
 - Red Cross
 - Social Security Administration
 - The Military Family Network
 - United We Serve
- Online References for Family Members:** A list of links to various family member resources, including:
 - ADPAAS AFM Computer Based Training
 - ADPAAS AFM User's Guide v2.3 Feb2018 (PDF) 3.8 MB
 - ADPAAS Poster for AFM
 - ADPAAS Trifold Brochure
 - DA FM 7767 ADPAAS Needs Assessment Survey (PDF)

- Click any of the links to either open another window with a website, or to view or download a file.

10 Training

The **Training** tab provides ADPAAS training support to include CBT modules and links to PDF user guides. An e-tutorial is also provided which provides insight into the importance and purpose of why personnel accountability is critical to readiness family support.

The screenshot shows the ADPAAS Training tab with the following sections:

- Computer Based Training (CBT):** A section with a description of CBT modules and a link to view the AFM CBT.
- Army Family Member (AFM) Training:** A section with a link to view the AFM CBT.
- ADPAAS Instructions:** A section with a list of ADPAAS instructional files for download to assist in using the system.
 - ADPAAS Self-Account Help (PDF)
 - Army Family Member Login Methods (PDF)
 - Updating Profile AFM (PPTX)
- Personnel Accountability eTutorial (PA):** A section with a description of the eTutorial and a link to view the eTutorial.

11 Help

The **Help** tab takes you to the “Help” page where you can find ADPAAS support contact information, links to user guides, system release notes, and family member feedback survey.

U.S. ARMY Home My Info Assessment Reference Training **Help**

Feedback

Family Member Feedback

Please take a few moments to answer the following questions and provide comments:

1. How easy was the system to log in to?

very easy ☐ ☐ ☐ ☐ ☐ very difficult

(If not easy, please explain)

2. How clear were the steps to follow after you first logged in? In other words, did you understand where to go?

very clear ☐ ☐ ☐ ☐ ☐ not clear at all

(If not clear, please explain)

3. Overall, how easy was the system to use?

very easy ☐ ☐ ☐ ☐ ☐ very difficult

(If not easy, please explain)

4. Do you understand why you were asked to provide contact information?

yes ☐ no ☐

(If no, please clarify)

Contact Numbers

★ ADPAAS Help Desk Hotline:
1-800-833-6622
askhrc.army@us.army.mil
0800 - 1700 HRS
Mon thru Fri *** No longer 24 Hours

User Guides and other Downloads

★ ADPAAS AFM CBT
★ ADPAAS AFM User's Guide v2.3 Feb2018 (PDF) 3.8 MB
★ ADPAAS Brochure (PDF) 5.9MB
★ ADPAAS Poster (JPG) 292KB
★ ADPAAS_AFM_Video_Mar10 (WMV) 11MB
★ AFM ADPAAS Poster (PDF) 220KB
★ DA FM 7767 ADPAAS Needs Assessment Survey (PDF)

Release Notes(New)

ADPAAS Release Notes for Version 4.47.0

All General:

- ★ System errors will display the server name on error pages
- ★ New Event Notification Templates created
- ★ System supports multiple affiliations on the full profile summary page
- ★ System now supports GETTING children from Unit Hierarchies
- ★ Personnel page returns correct Civ Sub Org results
- ★ Profile page returns correct Civ Sub Org results

- To contact the Help desk, use the information in the “Contact Numbers” pane.
 - Click any of the links in the “User Guides and other Downloads” pane to download a document.
- NOTE:** One particularly helpful link is to the ADPAAS AFM CBT. Click this under the “User Guides and other Downloads” pane to start Computer-Based Training (CBT) on how to use ADPAAS:
- Read the “Release Notes” to view information about the latest changes made to the system.
 - Complete the Feedback survey in the “Feedback” pane by clicking the radio buttons to answer the survey questions and adding comments:

4. Do you understand why you were asked to provide contact information?

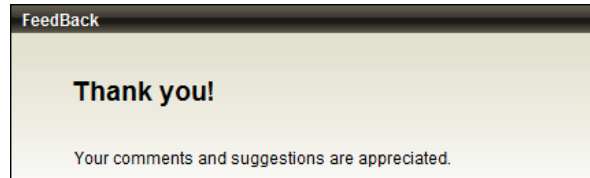
yes ☐ no ☐

(If no, please clarify)

5. What would you suggest be changed or added to improve the system?

Submit **Reset**

- Click the **Submit** button to submit the survey (or the **Reset** button to start over). You will receive confirmation that your feedback was submitted:



Remember, your feedback will help us improve the system, not just for you, but for all future Army Family Members.

Thank you for using ADPAAS!

12 Acronyms

ADPAAS	Army Disaster Personnel Accountability and Assessment System
AFM	Army Family Member
CAC	Common Access Card
CBT	Computer Based Training
CONUS	Continental United States
COR	Command Officer Representative
DA	Department of the Army
DEERS	Defense Enrollment Eligibility Reporting System
DOB	Date of Birth
EFM	Exceptional Family Member
FAQ	Frequently Asked Questions
GAOC	Geographic Area of Coverage
GAOI	Geographic Area of Interest
HIPAA	Health Insurance Portability and Accountability Act
HQDA	Headquarters Department of the Army
OCNUS	Outside the Continental United States
PCC	Personnel Contingency Cell
PDF	Portable Document Format (Adobe Acrobat file format)
PIN	Personal Identification Number
POC	Point of Contact
SSC SD	SPAWAR Systems Center, San Diego
TCS	Temporary Change of Station
TDY	Temporary Duty