



# ARMYMAINTENANCE.COM

Maintenance request website/application for all DPW-maintained garrison facilities.

Available from any smart phone or desktop web browser.

Scan the QR code with your smart phone camera to open ArMA.



## ACCESS

- Use of the ArMA application requires either user registration/verification or CAC login. Required customer information includes:
  - Email address
  - Phone number
  - Location/building
  - Unit
- If the customer is registering on their personal device, a military sponsor must validate your request via email. Military spouses may use their husband/wife as their military sponsor.
- Customers may define their ArMA notification preferences as email, text message, or both.

## REQUEST

- Maintenance requests exist for the most common maintenance repairs, including plumbing, electrical, HVAC, broken glass, among others.
- Please be detailed in identifying the location of the issue, including the room or apartment number, if applicable.
- Please be detailed in the description of the issue as this will expedite the repair process.
- Please include one or more photographs of the issue. Statistically, repair requests with contextual photographs are being completed quicker than those without photos.

## ACCOUNT

- Multiple accounts may be linked into a single group (or “household”) in the Account Management section of the ArMA application so that all members of the group have visibility into any open maintenance requests.
- A primary account (or “head of household”) must be identified when establishing an account group. After establishing the group, the primary account must add (or remove) the members of the group.
- When a member of a group changes units or locations, all members of the group will also be updated accordingly.

## REVIEW

- A list of all of your open maintenance requests is available at the bottom of the home page of the application for easy reference. Click the case number to view the details about your open maintenance request.
- You can use Activity text box when viewing a case to provide comments or inquiries back to the DPW. Any comments or questions from the DPW clerks will be readily visible just below the input text box.
- The paperclip can be used to add additional photos or attachments to your maintenance request.

## IMPORTANT!!

**If you require emergency maintenance services, related to life, health, and safety, please CALL (315) 772-DPW1 (3791)**



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## ACCESS

Army Maintenance Application

Username

Password

Forgot Password?

Login

Don't have an account?

or

Login with CAC card

Need ArMA application support?

Army Maintenance Application

**Sign Up**

All fields are required unless labeled 'Optional'.

Email Address

Personal or military email address. This will be your system login.

Army Sponsor Email Address

Service Members and Civilians: Enter your DOW military email address.  
Dependents: Enter your SPONSOR's military email address.  
Your ArMA account will be created after the sponsor responds to the confirmation email.

First Name

Middle Name (Optional)

Last Name

Phone Number

Army Maintenance Application

Hello, Douglas

How can we help you?

Maintenance Support  
Browse maintenance services.

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.

Your Local DPW  
Fort Knox DPW BOID Work Order Reception  
For all emergencies related to life, health, safety, please call 911.

For emergency service work please call (502) 624-1171. For all other real property service requests please use the Application for submission.  
Business Hours.

## REQUEST

Army Maintenance Application

All Categories

**Maintenance Support**

**Appliance**  
Is one of your major appliances, such as washer or dryer, not working properly?  
View Details

**Electrical/Power**  
Is your power out or are you having some other electrical-related issue?  
View Details

**Exterior Structure**  
Gutter, Roof, Masonry, and Stair/Ramp Issues.  
View Details

**Heating/Ventilation/AC**  
Are you experiencing a heating, ventilation, or air conditioning (HVAC) issue?  
View Details

## ACCOUNT

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Army Maintenance Application

All Categories

**Account Management**

**Update My Profile**  
Complete or update phone number, garrison/location, and unit information  
View Details

**Establish Household/Link Account**  
Does your spouse need visibility into your maintenance requests or vice versa? Do you need to link an existing account?  
View Details

Army Maintenance Application

Account Management  
Services for managing your account.

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Your Local DPW  
Fort Campbell  
270-798-1200

Business Hours  
Monday through Friday 7:30 a.m. to 4:00 p.m.

Please call the IOC for after hours emergency support.

Location:  
865 Bastogne Ave.,  
Fort Campbell, KY 42223

My Recent Requests

Num	Category	Short description	State	C
CS0188265	Plumbing	Toilet flapper will not sit flat and the...	New	

Rows 1 - 1 of 1

## REVIEW

Army Maintenance Application

Home > My Request

**Toilet flapper will not sit flat and so the toilet never stops running.** Cancel Request

Category: Plumbing

Description: Toilet flapper will not sit flat and the so the toilet never stops running.

Activity Attachments

Type your message here...

Post

Chad Elliott  
just now · Additional comments

Thank you for contacting the DPW. We have a plumber scheduled in your building tomorrow for another work order. We will ensure he stops by to address your request. Thank you for your patience.

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