## REGISTER

- Use of the ArMA application requires user registration. Information needed to register includes:
  - Personal email address
  - Military sponsor (.mil and .civ emails ONLY)
  - Location/building in which you reside
  - Unit
  - Phone number

- Prior to using the ArMA application your sponsor must validate your request via email.
- Spouses may use their active duty spouse as their sponsor.
- You may specify your ArMA notification preferences as email, text message, or both at registration.

## REQUEST

- Maintenance requests exist for the most common maintenance repairs, including plumbing, electrical, HVAC, broken glass, among others.
- If a dedicated catalog item does not exist for your specific maintenance request, use the general “Interior” or “Exterior” request item.
- Please be detailed in identifying the location in your residence of the issue, including your 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.

## RESIDENCE

- A “household” can be created in the Account Management section of the ArMA application so that all members of a given residence can have visibility into any open maintenance requests.
- A “head of household” must be identified when establishing a residence. After establishing the household, the head of household must add (or remove) the members of the household. The head of household may be a member of the military or their spouse.
- When a member of a household changes units or locations, all members of the household 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 your DPW for immediate support.

The contact information for your DPW is available on the homepage of the ArMA application.
**Maintenance and repair request application for barracks and government owned housing.**

Available from any smart phone or desktop web browser.

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

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