

ARMY MAINTENANCE

Use the ArMA online portal to request facilities maintenance or report HVAC issues. Verify who should submit maintenance for building before using ArMA.

Army Maintenance is in full swing. As a reminder, all non-reimbursable work order requests shall be entered in the ArMA online portal for processing, this includes HVAC issues.

If you have HVAC issues with multiple rooms, please list those rooms in the description area to ensure we capture all affected areas.

To register for an ArMA customer account please visit <https://ArmyMaintenance.com>.

- Reimbursable requests will follow Legacy System
 - Send 4283 to usarmy.knox.id-training.mbx.dpw-work-orders@army.mil
<<mailto:usarmy.knox.id-training.mbx.dpw-work-orders@army.mil>>
- Customers can pull their own facility reports
 - <https://www.armymaintenance.com/subscribe>
<<https://www.armymaintenance.com/subscribe>>
 - Reports can be pulled daily or weekly on any facility
 - Commanders/Facility Managers can pull reports on all their facilities and see status of work orders that have been requested
- Work orders requests shall include:
 - Customer ID
 - Facility and Room Number
 - Description of Issue
 - Point of Contact
- Emergency work orders will still be called in to 502/624.1171, and then entered through the ArMA system