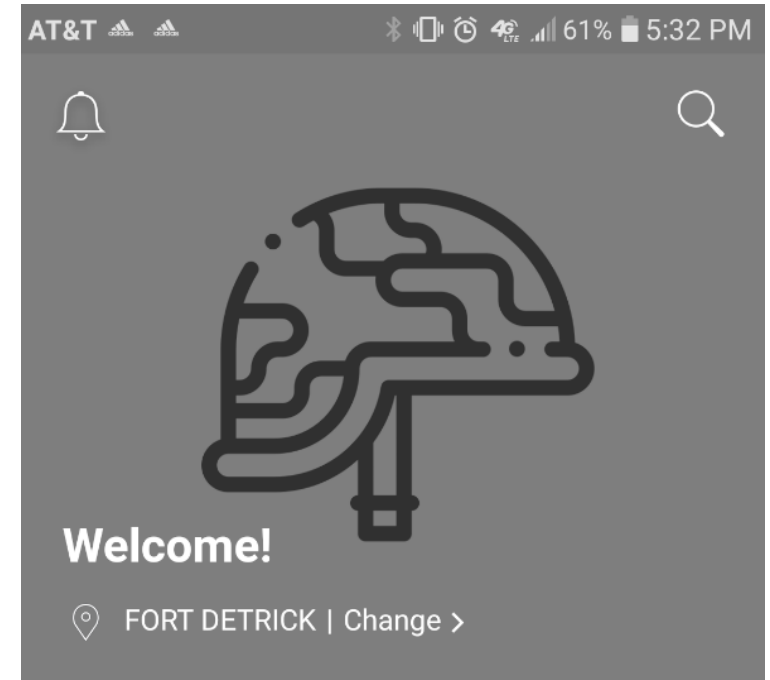


ArMA – Resident Ticket Submission

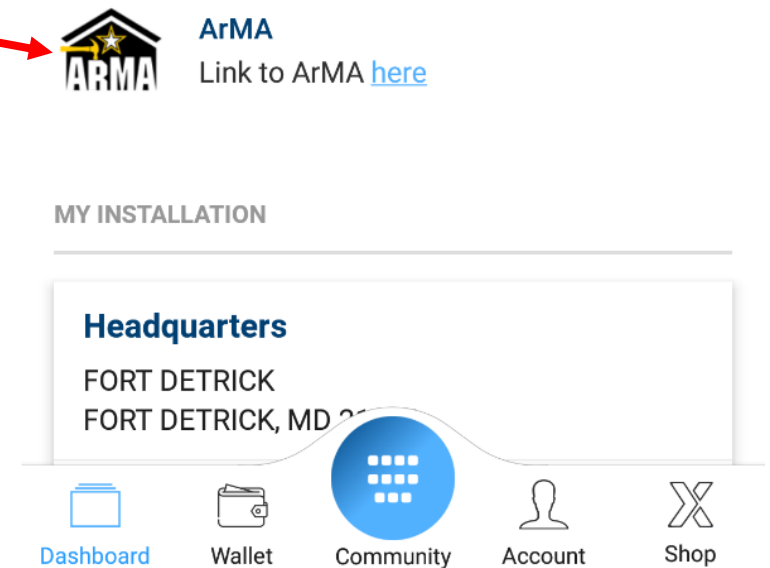
For cell phone submission and status checks.

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



12:19 LTE 46%

www.armymaintenance.com

ARMA 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 OWN @mail.mil email address.
Dependents: Enter your SPONSOR's @mail.mil email address. Your ArMA account will be created after the sponsor responds to the confirmation email.

First Name

Middle Name (Optional)

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 Fort Detrick as the Resident Garrison will open the "Unit" options.

Enter Barracks Building Number.

12:20 LTE 45%

www.armymaintenance.com

ARMA Army Maintenance Application

Phone Number

Preference for Notification Method
 Email
 Mobile Text
 Both Email and Text

Garrison (Optional)

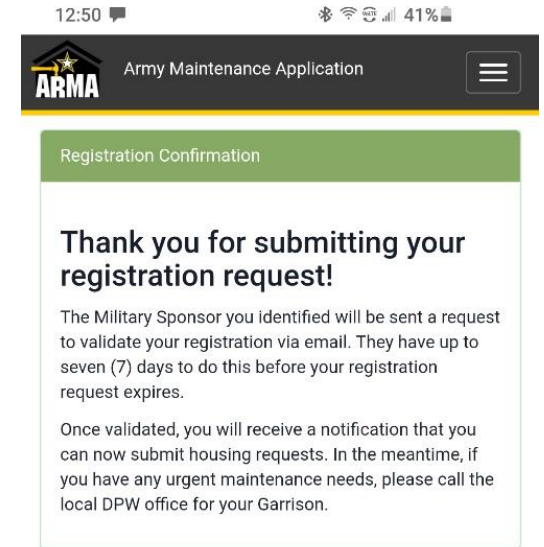
Site (Optional)

Building

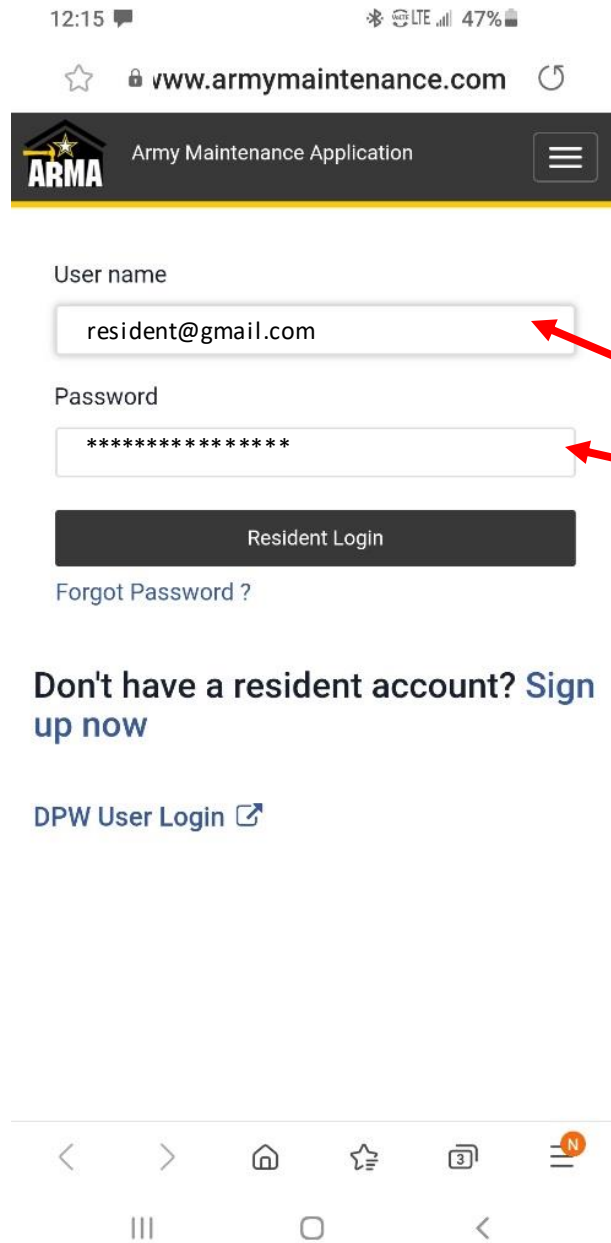
Unit

Registration Request to Sponsor Message

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



Start a Ticket

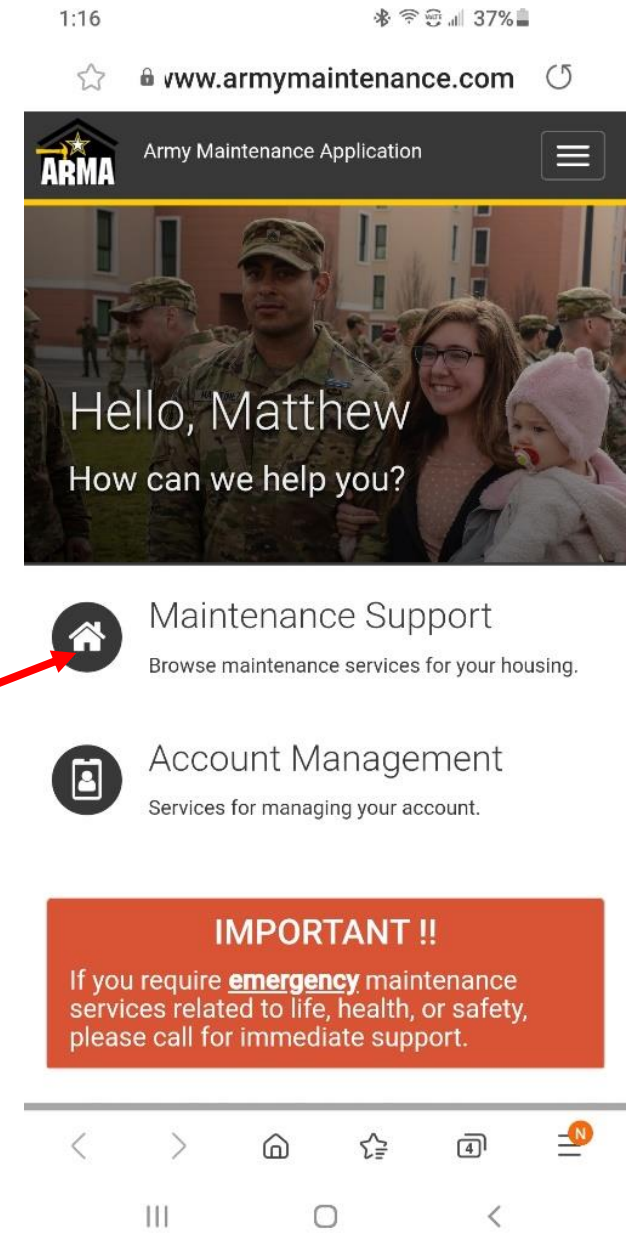


Login to ArMA:



- Resident .com email address
- ArMA Account password

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

[DPW User Login](#)

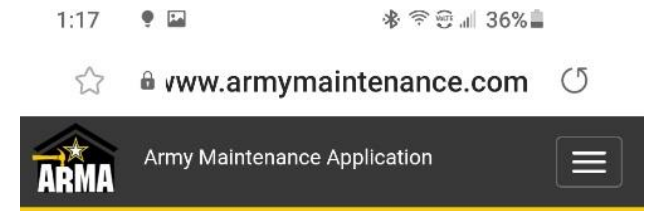
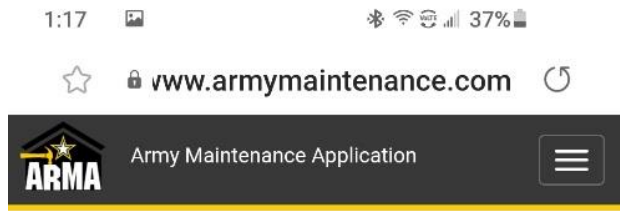


Select "Maintenance Support" on the home screen.

-  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

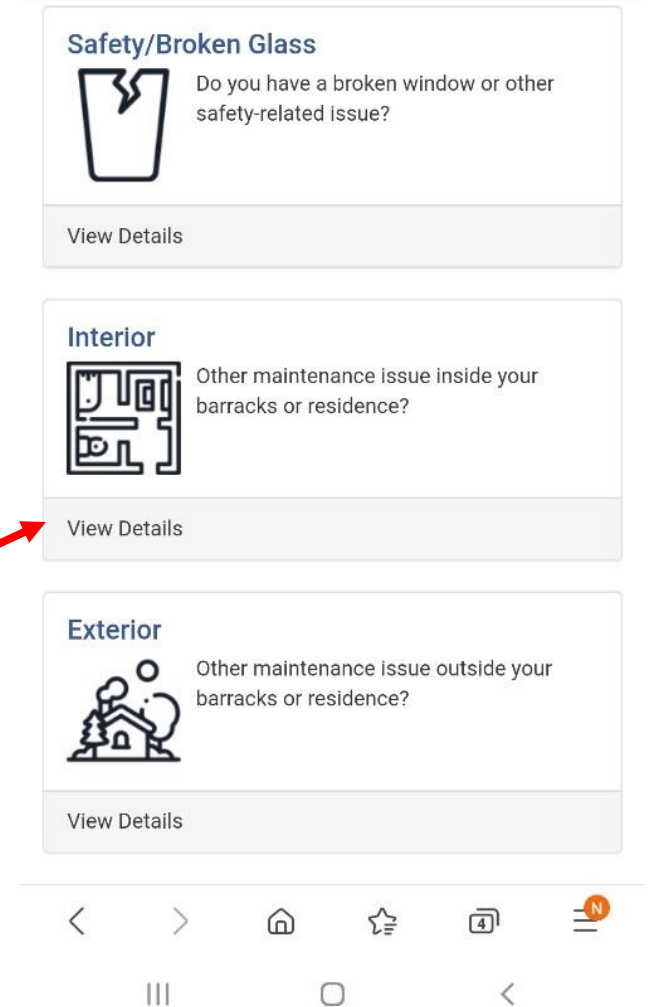
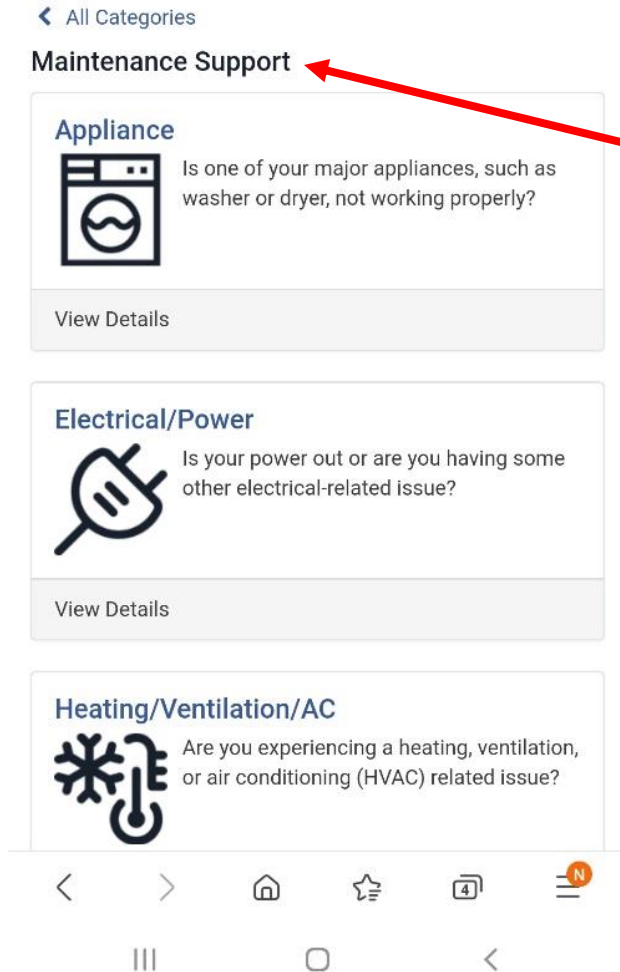


To submit a Ticket;

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)

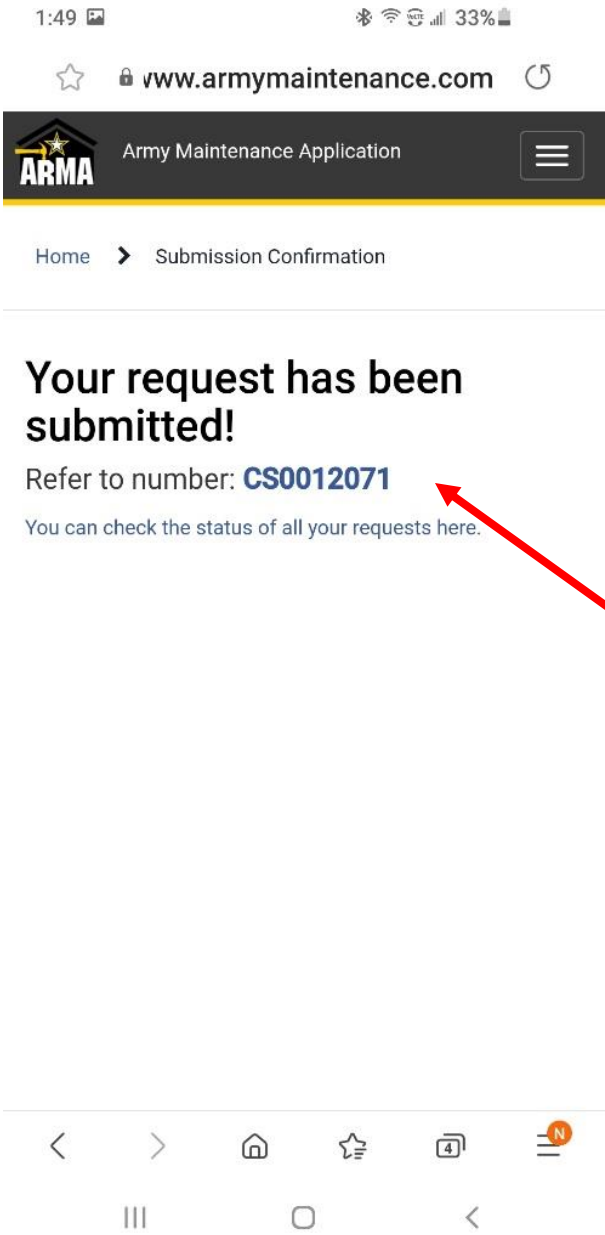
Describe what is wrong.

- 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.

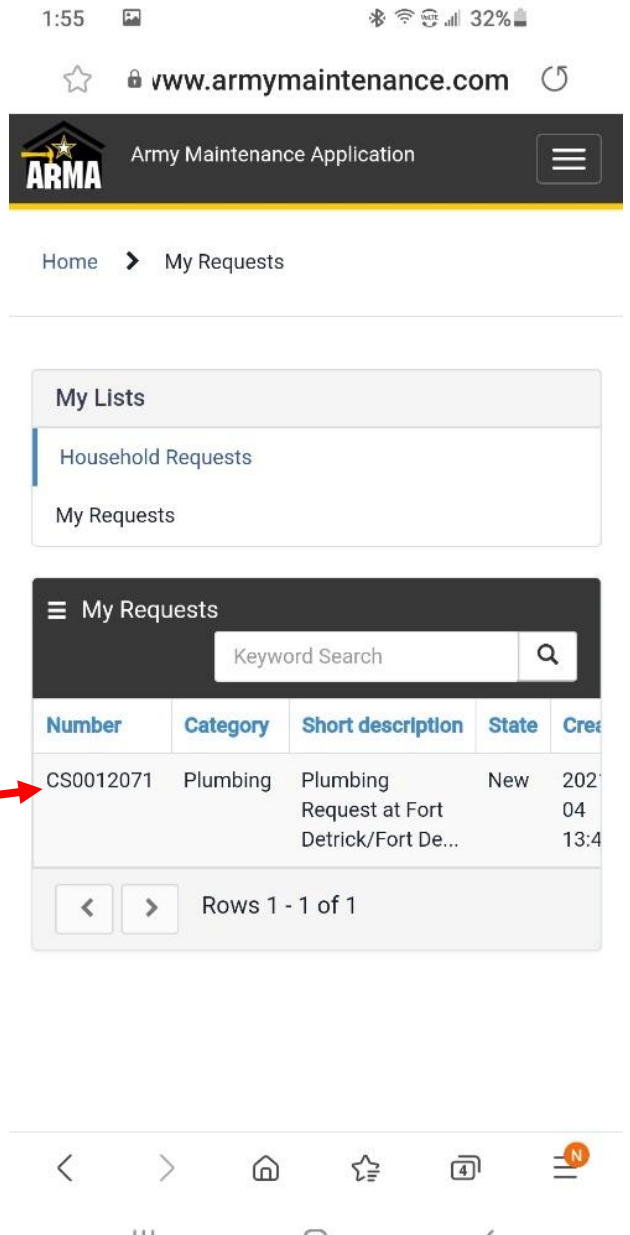
The screenshot shows the ARMA mobile application interface. At the top, the status bar displays the time 1:47, signal strength, Wi-Fi, and 34% battery. The browser address bar shows www.armymaintenance.com. The app header includes the ARMA logo and 'Army Maintenance Application'. The navigation bar shows 'Home' and 'Maintenance Support'. The current page 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 as detailed as possible), '* Description of Issue/Request' (text area with a paperclip icon for attachments), 'Resident' (dropdown menu showing 'Matthew Clopper'), 'Email Address' (text field showing 'hstorygrad2009@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.

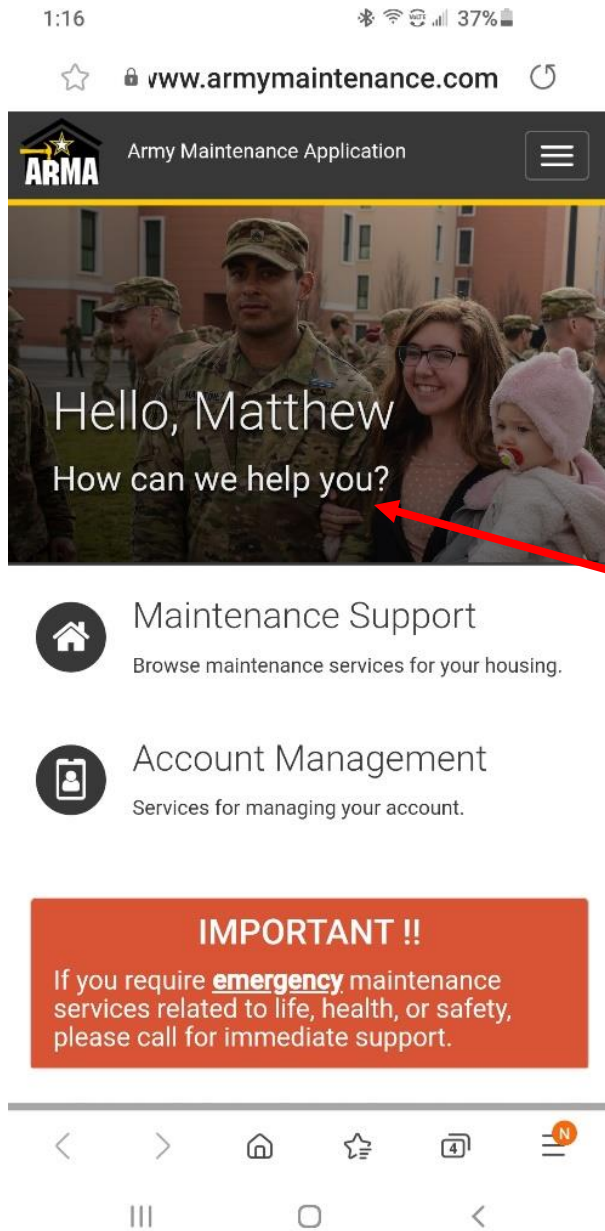
Submission Confirmation



Resident receives a confirmation number.

Confirmation number is now the ArMA Ticket Number





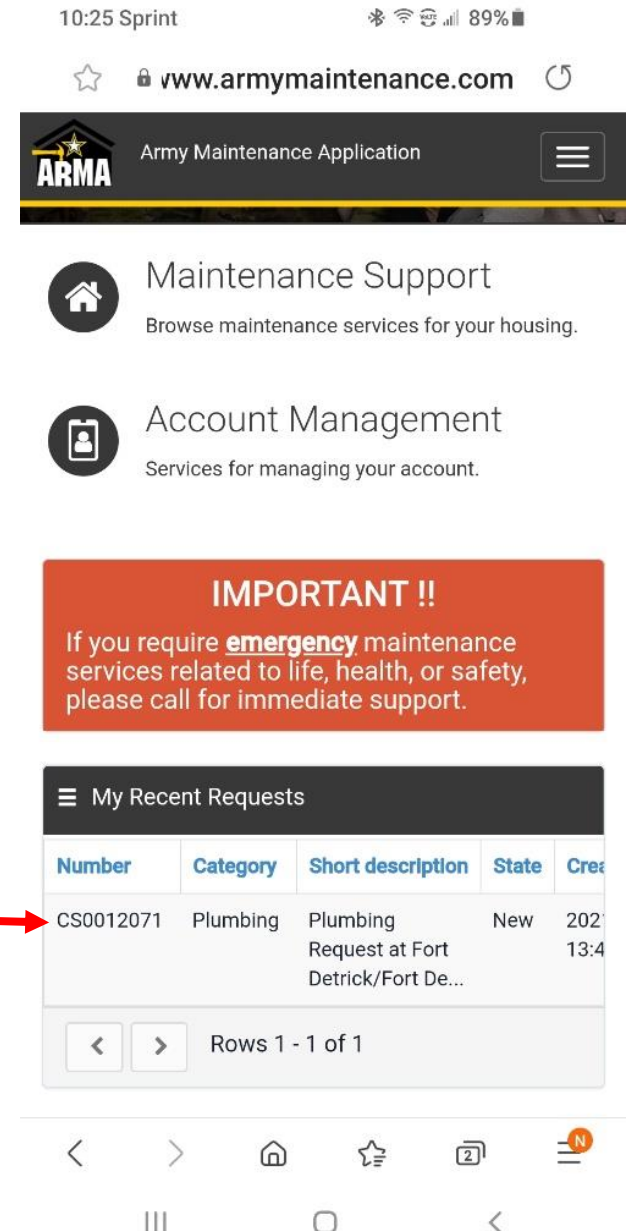
Check Status

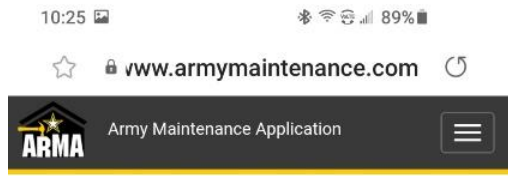
To check a Ticket Status;

1, Login to the home screen.

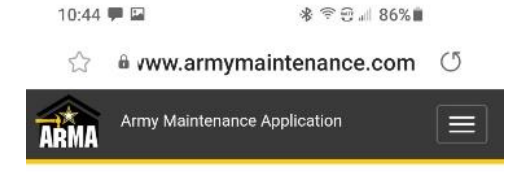
2, Scroll Down

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





ArMA Ticket Status Page



Home > My Request

Number	Created	Updated	State
CS0012071	21h ago	20h ago	New

Plumbing Request at Fort Detrick/Fort Detrick/01538 [Cancel Request](#)

Category: Plumbing

Description: Sink is clogged. Water not draining properly.

Activity Attachments

Type your message here...

Post

Matthew Clopper
21h ago
CS0012071 Created

Start



Home > My Request

Number	Created	Updated	State
CS0012071	21h ago	just now	New

Plumbing Request at Fort Detrick/Fort Detrick/01538

Cancellation requested

Category: Plumbing

Description: Sink is clogged. Water not draining properly.

Activity Attachments

Type your message here...

Post

Matthew Clopper
just now
Cancellation request submitted.

Matthew Clopper
21h ago
CS0012071 Created

Start



Updates show at the top of the screen.

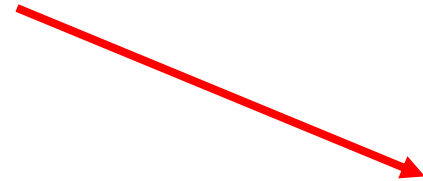
Click if Resident wants to Cancel the Ticket.

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' page in the Army Maintenance Application. 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: a creation event by Matthew Clopper (MC) 23h ago, a cancellation request submission by Matthew Clopper (MC) 2h ago, and a final cancellation confirmation by Holly Torbet (HT) about an hour ago. A 'Post' button is visible for adding new activity.

Number	Created	Updated	State
CS0012071	23h ago	about an hour ago	Cancelled

Plumbing Request at Fort Detrick/Fort Detrick/01538

Cancellation requested

Category: Plumbing

Description: Sink is clogged. Water not draining properly.

Activity

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

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.

