

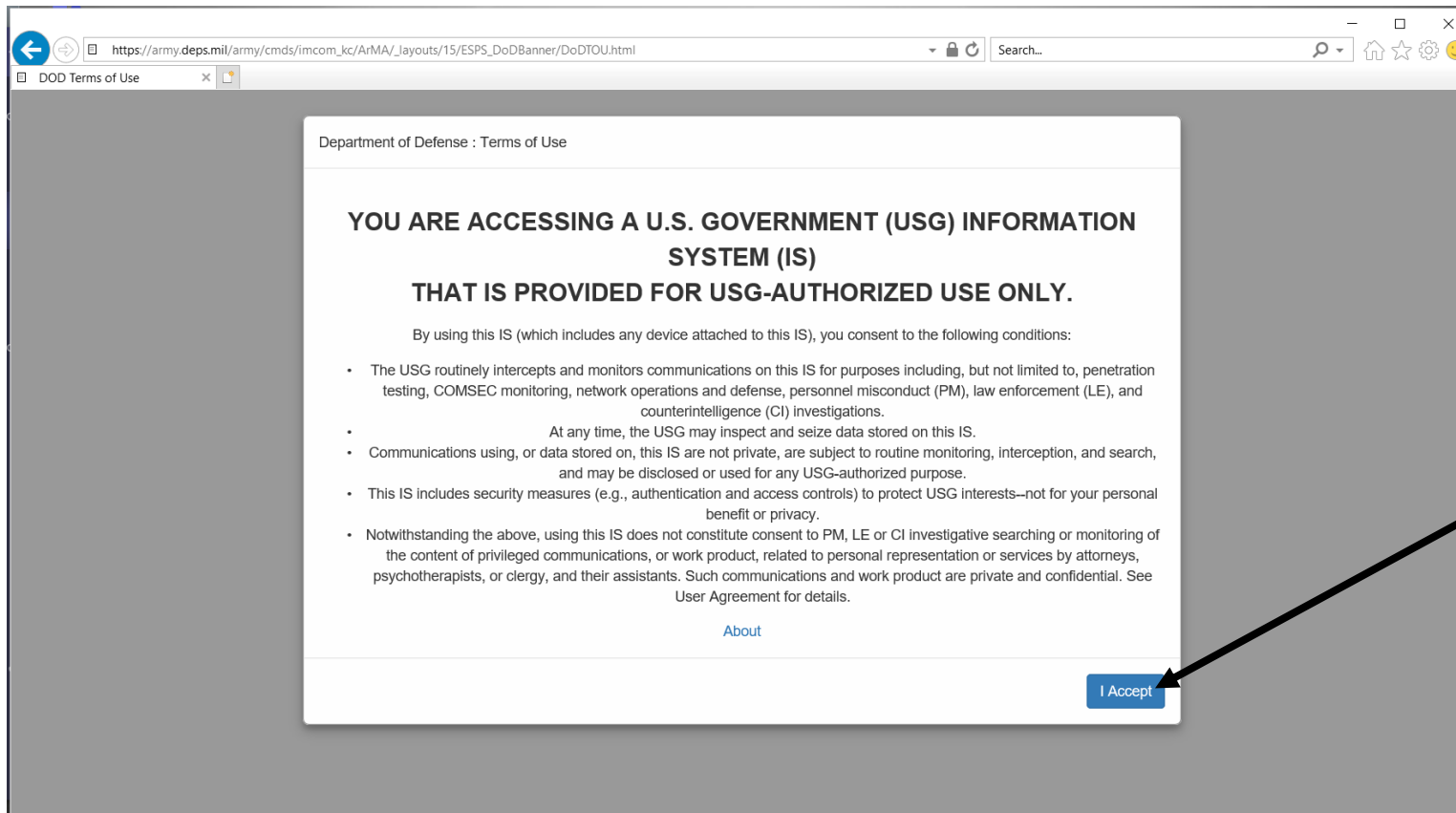
ArMA Account Setup Instructions

Access and ticket creation instructions for the Army Maintenance
Application (ArMA).

For repairs in the Fort Detrick barracks.

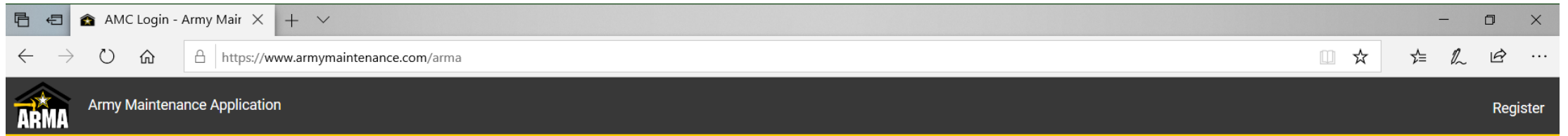
ArMA Resident Access Site

- <https://www.armymaintenance.com>
- Edge works better than Explorer.



Click "I Accept."

Account Signup



The screenshot shows a web browser window with the title "AMC Login - Army Mair". The address bar displays "https://www.armymaintenance.com/arma". The page header features the ARMA logo on the left, the text "Army Maintenance Application" in the center, and a "Register" link on the right.

Login

User name

Password

Placeholder for DoD required text. Must check this box before login is allowed.

☒ I Agree

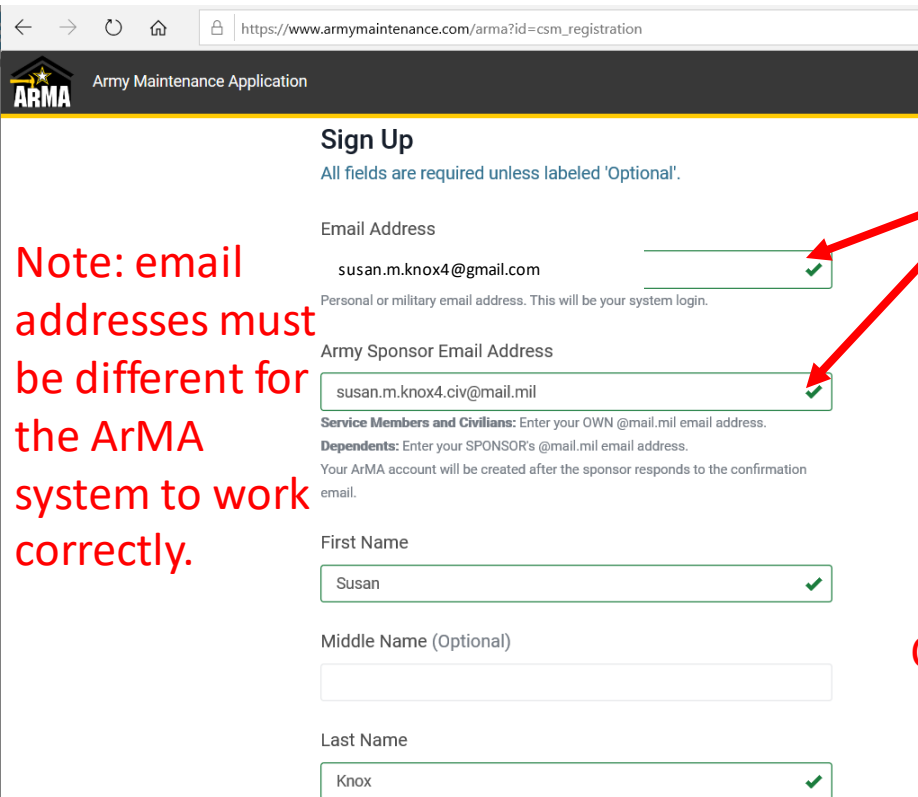
[Forgot Password ?](#)

Login

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

Click "Sign up now" to create an account.

Account Information



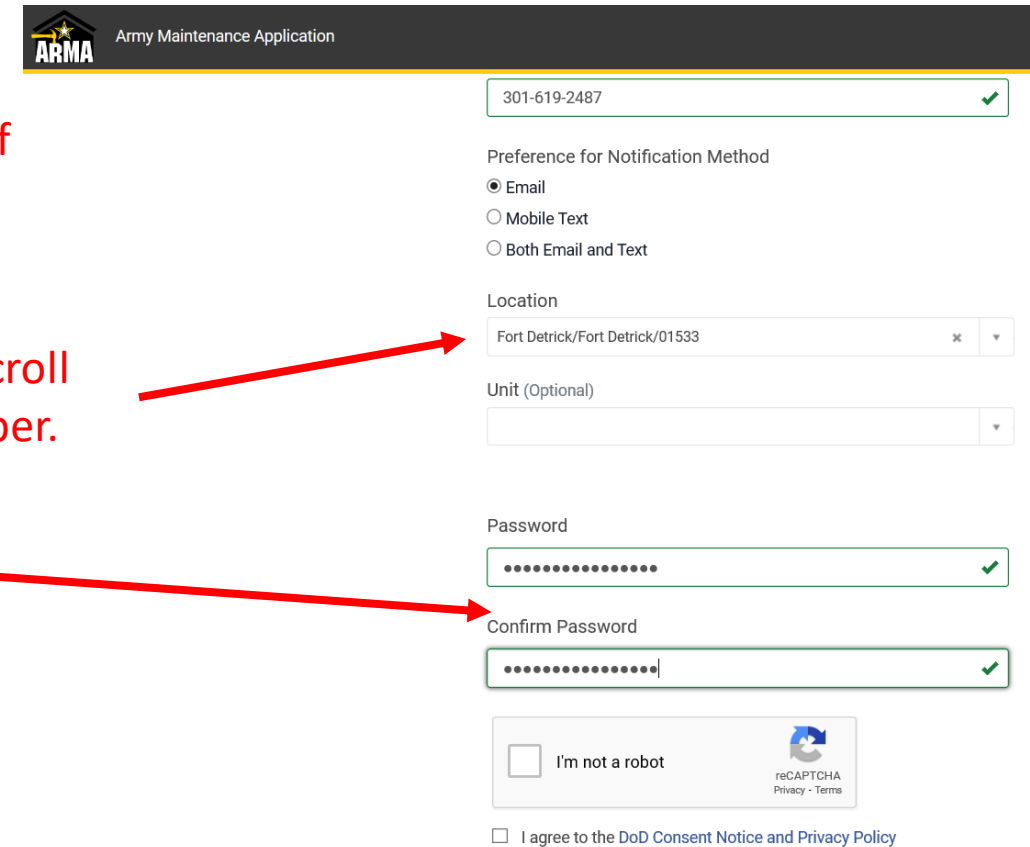
The screenshot shows the 'Sign Up' page of the Army Maintenance Application (ARMA). The page has a dark header with the ARMA logo and the text 'Army Maintenance Application'. Below the header, the 'Sign Up' section is titled, followed by a note: 'All fields are required unless labeled 'Optional''. The form includes several input fields: 'Email Address' (susan.m.knox4@gmail.com), 'Army Sponsor Email Address' (susan.m.knox4.civ@mail.mil), 'First Name' (Susan), 'Middle Name (Optional)' (empty), and 'Last Name' (Knox). Each field has a green checkmark indicating it is valid. Below the email fields, there is a note: '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.'

Note: email addresses must be different for the ArMA system to work correctly.

- Fill out contact information. (Personal email)
- Service members are self sponsored. (.mil email)

Type in "Fort Detrick" and scroll to select your building number.

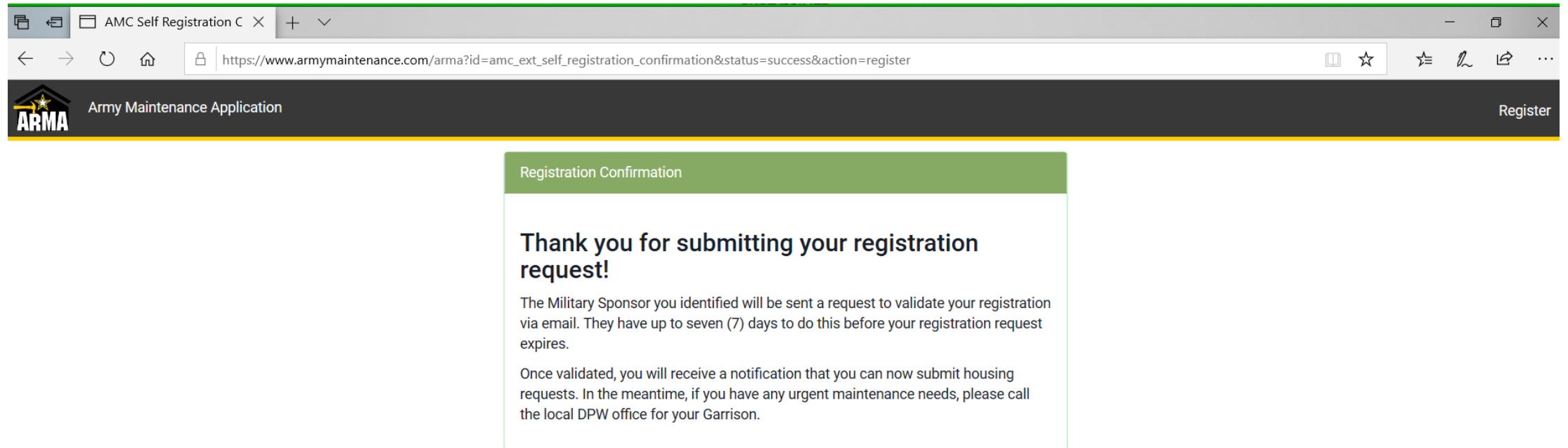
Create your own password.



The screenshot shows the continuation of the ARMA registration process. It includes a phone number field (301-619-2487) with a green checkmark. Below it is the 'Preference for Notification Method' section with three radio buttons: 'Email' (selected), 'Mobile Text', and 'Both Email and Text'. The 'Location' field is set to 'Fort Detrick/Fort Detrick/01533'. The 'Unit (Optional)' field is empty. The 'Password' and 'Confirm Password' fields are filled with dots and have green checkmarks. At the bottom, there is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. Below the reCAPTCHA is a checkbox labeled 'I agree to the DoD Consent Notice and Privacy Policy'.

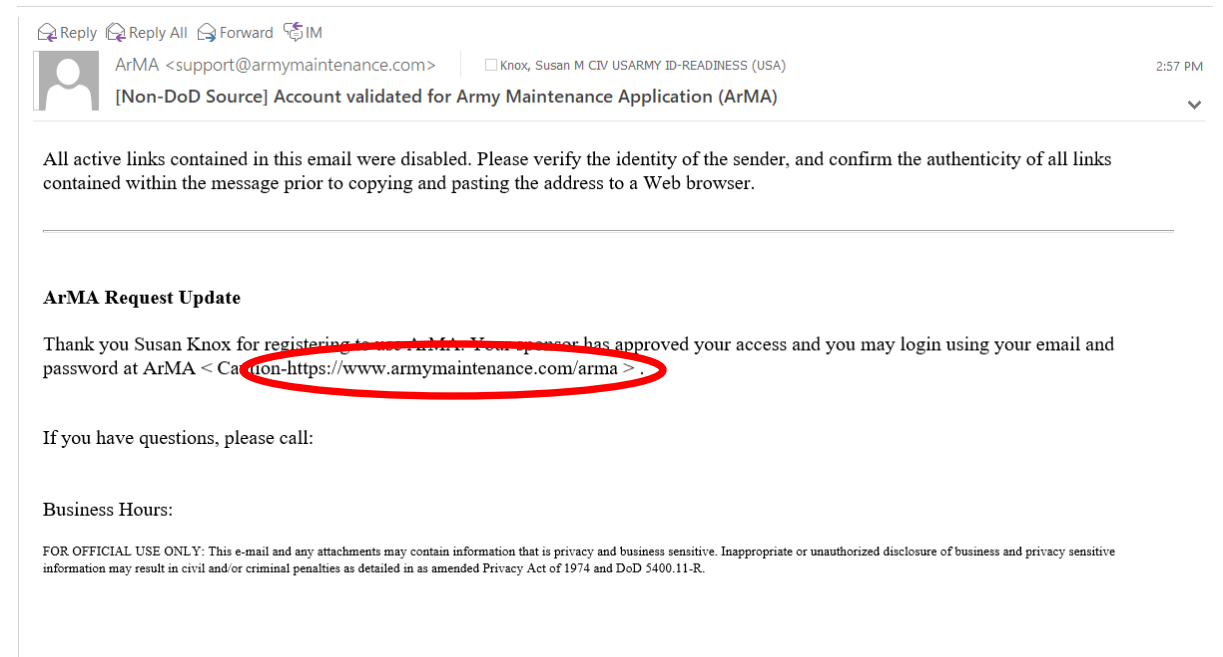
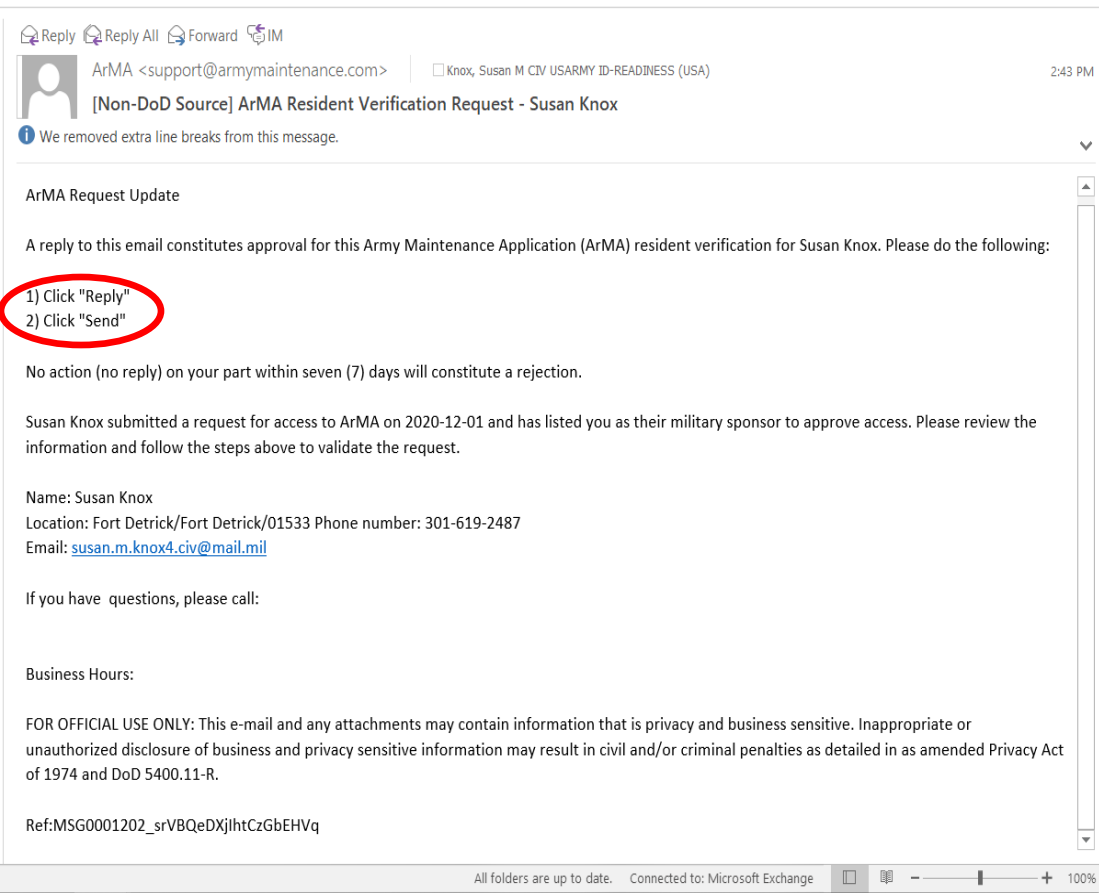
Complete CAPTCHA, and Accept the DoD Consent Notice then click "Submit"
(Black button at the bottom of the page)

Registration Submitted



Next actions are via sponsor email.

Sponsor & Confirmation Emails



Resident should follow the link in the Validated Account email.

May take 15 minutes after sponsor verification.

**Sponsor must reply to Verification Request email.
No written message required.**

ArMA Login

Login

User name

susan.m.knox4.civ@mail.mil

Password

••••••••••••••••

Placeholder for DoD required text. Must check this box before login is allowed.

☒ I Agree

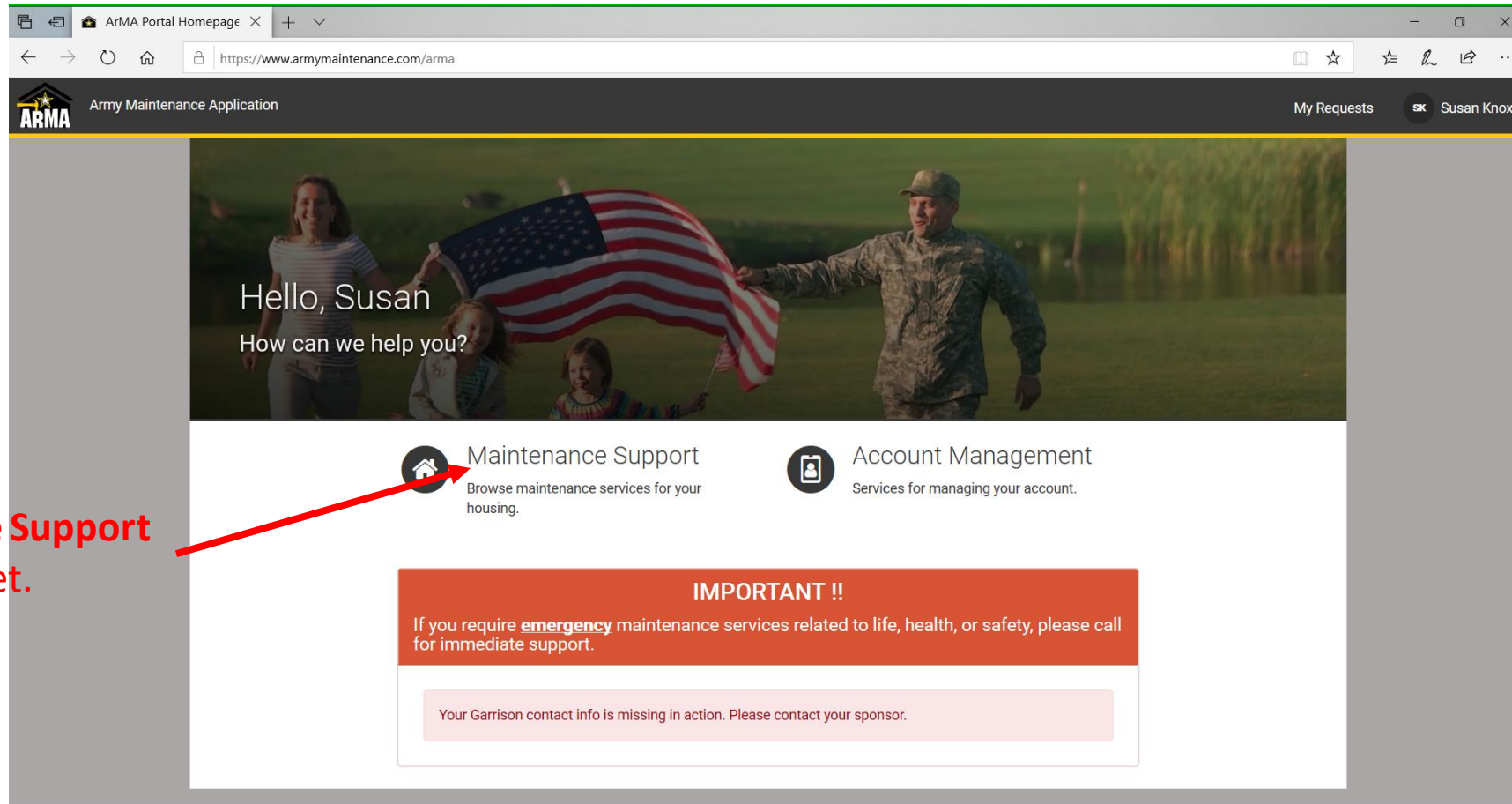
[Forgot Password ?](#)

Login

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

Login using newly created account information.

ArMA Homepage



Select **Maintenance Support** to start trouble ticket.

ArMA Ticket Creation

The screenshot displays the Army Maintenance Application (ArMA) interface. The browser address bar shows the URL: https://www.armymaintenance.com/arma?id=sc_category&catalog_id=-1&sys_id=9aa10a2ac3112200b12d9f2974d3aefd. The page header includes the ArMA logo, the text "Army Maintenance Application", and user information "My Requests" and "SK Susan Knox".

The main content area is titled "Maintenance Support" and features a sidebar with "Categories" including "Maintenance Support" and "Account Management". The main area displays a grid of maintenance categories, each with an icon, a title, a description, and a "View Details" button:

- Appliance**: Is one of your major appliances, such as washer or dryer, not working properly?
- Electrical/Power**: Is your power out or are you having some other electrical-related issue?
- Heating/Ventilation/AC**: Are you experiencing a heating, ventilation, or air conditioning (HVAC) related issue?
- Locks/Keys/Access**: Are you having an issue getting into your barracks or residence? Need keys?
- Pest Control**: Do you need pest control to eradicate bugs from your barracks or residence?
- Plumbing**: Do you have a leak, clog, or other plumbing related issue?
- Safety/Broken Glass**: Do you have a broken window or other safety-related issue?
- Interior**: Other maintenance issue inside your barracks or residence?
- Exterior**: Other maintenance issue outside your barracks or residence?

A red arrow points from the text "Select type of support required." to the "Safety/Broken Glass" category. The URL at the bottom of the page is: https://www.armymaintenance.com/arma?id=sc_cat_item&sys_id=ad539b26dbafdc107bd95425f396199a&sysparm_category=9aa10a2ac311220

Select type of support required.

ArMA Ticket Creation (Cont'd)

← → ↻ 🏠 🔒 https://www.armymaintenance.com/arma?id=sc_cat_item&sys_id=677012dedb6f9c107bd95425f3961957&sysparm_category=9aa10a2ac3112200b12d9f2974d3aefd 📖 ☆ ⚙️ 🔍 📄 ⋮

ARMA Army Maintenance Application My Requests **SK** Susan Knox

Home > All Catalogs > Consumer Service > Maintenance Support > Interior

Other maintenance issue inside your barracks or residence?

Location
Fort Detrick/Fort Detrick/01533

*Location Details
Building 1533 Room 207A

*Description of Issue/Request
Top hinge on hallway door is broken

Resident
Susan Knox

Email Address
susan.m.knox4.civ@mail.mil

Phone Number
301-619-2487

Submit

Autofill from your account.

You enter your repair Location.

What item needs to be repaired?
(hinge)

Where is it located? (top of hallway door)

Autofill from your account.

Ticket Confirmation Methods

You will receive a confirmation number via preferred communication method.
(example is email)

Confirmation Number is also in “My Requests” link.

