



# 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.

ArMA Army Maintenance Application

Username

Password

Forgot Password?

Login

Don't have an account?

or

Login with CAC card

Need ArMA application support?

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 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

## 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.
- 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.

ArMA 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 BOLD 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

ArMA 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)

## IMPORTANT!!

If you require emergency maintenance services, related to life, health, and safety, please CALL (785) 239-0900 for immediate support.



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## 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 request.

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 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	Status
CS0188265	Plumbing	Toilet flapper will not sit flat and the...	New

Rows 1 - 1 of 1

Home > My Request

**Toilet flapper will not sit flat and the 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.

## Command Reporting – Email Subscription

[armymaintenance.com/subscribe](http://armymaintenance.com/subscribe)



- Subscribe to Unit Report or Building Report
  - Official .mil email address required (with email confirmation)
  - Single or multiple unit selection OR Single or multiple building selection
  - Daily report generation with selective delivery
  - Reports are generated at 0600Z and emailed at 0800Z based on the selected days of the week.
- Receive Reports
  - A subscription verification email will be sent to you and you **MUST** reply to that email in order to activate your unit or building report subscription. Reply to email with UNSUBSCRIBE to stop receiving email
  - Reports are sent in both PDF and Microsoft Excel formats.
  - No Personally Identifiable Information (PII)
  - Building, Unit, Status, Description
  - ArMA Cases for the last 30 days

## IMPORTANT!!

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