CITRIX AIM Account Request or Change Request

The following information is to be completed by all applicants:

First Name: [_____] **MI:** [____] **Last Name:** [_____]

Rank/Rate: [_____] **Type (i.e., MIL, CIV, CTR):** [_____]

Phone Number: [_____] **Email Address:** [_____]

Command Name/Location: [_____] **UIC:** [____]

Supervisor Name: [_____] **Supervisor Email:** [_____]

PIV Number (16 digits, not SSN): [_____] **CAC Expiration Date:** [____]

(DDMMMYY)

For ActiveClient Users- To locate your CAC/PIV #
on your PC:

1. Click on Start->Programs->ActivCard->ActiveClient-> User Console->My Certificates
2. Select the Authentication Certificate
3. Select the Details tab
4. Scroll down and highlight "Subject Alternative Name" In the field below find "Principal Name = (16 digit PIV #@mil)" list only the 16 digits on this form
5. Choose applicable command from drop down list at right;
6. If your command is not available, enter in 'Other' below right

AIM I/II Database Requested

[_____]

Other: [_____]

Please provide justification for access:

[_____]

By signing, you certify the above request is valid and all information contained within this document is correct and verified.

Requestor Signature: [_____]

Supervisor/Sponsor Signature: [_____]

SAAR-N filed at command: [ ] YES [ ] NO

Command IAM Signature: [_____]

Learning Center FTS/Information Owner: [_____]

AIM Program Manager/Delegate: [_____]

CITRIX Account Request Form Instructions

TERMS AND CONDITIONS

1. The CITRIX ACCOUNT REQUEST FORM CONTAINS PII and MUST BE TREATED ACCORDINGLY, **ENSURE ALL ROUTING IS ENCRYPTED**
2. CITRIX-AIM I/II access requires a SAAR-N form on file at the command/unit with which you are affiliated and IA training completed within the current annual year. If you do not yet have a SAAR-N form on file, contact your AIM Administrator, government sponsor or contracting officer for additional guidance.
3. DoD Policy mandates accounts be disabled when inactive for over 30 days. After 45 days of inactivity, account will be deleted. When deleted, all permissions are removed and an CITRIX Account Request form will be required to reactivate. **RECOMMEND 15 DAY LOGIN REMINDERS.**
4. CITRIX-AIM I/II account does not grant access to the Content Planning Module (CPM). CPM is a separate system with separate access requirements. To request CPM access, you can do so by completing the online user request form at: https://cpm-aim.ncdc.navy.mil/
5. TROUBLE CALLS for CITRIX-AIM I/II will be submitted via NAVWARDS Help Desk. Please send an email to NAVWARDS@us.navy.mil or call (800) 537-4617; Option 7; Option 2
6. Requestor will complete and ensure CITRIX account request form is filled out completely
7. By digitally signing the CITRIX Account Request form, you are hereby acknowledging all information provide is correct and agreeing to comply with all account requirements.

REQUEST FORM DIRECTIONS

1. Name, Rank/Rate, Type (MIL, CIV, CONTR), Phone, email address (personal emails are not authorized), Command Name/ Location, Command UIC, Direct Supervisors Name, Direct Supervisors Phone number, enter a 16 digit CAC EDI number and full expiration (DDMMMYY);
2. Choose Command, this is the AIM I and/or AIM II database you are requesting access to;
3. Choose new account or re-activation;
4. Identify the application (AIM I, AIM II or both) that user is requesting access for;
5. Provide justification for access. This is for Learning Center POC/Information Owner approval; (Indicate if use for Ready, Relevant Learning (RRL) content development.
6. Requestor must save and digitally sign form, subject line reading: CITRIX - [AIM I and/or AIM II] - `Command/Center/Unit' - 'Last name of user.'
7. Requestor to send via encrypted email to their supervisor for verification, approval and signature. Supervisor will ensure subject line reads: Account Request: CITRIX - [Insert Application Name Here, i.e., AIM] - `Command/Center/Unit' - 'Last name of user.'
8. FOR CONTRACTORS - Supervisor signature will be the Government Sponsor for your request. This should be different from your direct Supervisor indicated above. The Government Sponsor must be a military officer or GS-12 and above. The government sponsor is defined as the government representative that holds responsibility for contractor access.
9. Supervisor/Government Sponsor digitally signs the form and forwards via encrypted email using subject line above to the Learning Center POC/Information Owner, along with the SAAR-N, if applicable.
10. **The Learning Center POC/Information owner is the AIM I/II administrator for the Command chosen above.**
11. The Learning Center POC/Information owner will approve request for approval to access AIM I/II information. The Learning Center POC/Information will be responsible to ensure Requestor has approval to access Command information. Learning Center POC/Information owner will digitally sign request and forward via encrypted email to the Command IAM.
12. Command IAMs verifies requestor's data by verifying requestor has a valid SAAR-N on file and IA Awareness Training has been completed within the calendar year. If SAAR-N is provided, the command IAM retains requestor's SAAR-N. Command IAM will digitally sign request and forward via encrypted email to the AIM Program Team marjorie.r.mcintyre.civ@us.navy.mil or jennifer.wildey.ctr@navy.mil.