Retention Management System Interstate Transfer User Guide

Version 10.18.0

Privacy Act Statement

Table of Contents

1 Whats New

Version 10.18.0-Released 2023/02/22

RESOLVED ISSUES

- An error when saving in Panel 4 of any IST work bucket was resolved.
- The “Missed Counseling” report did not load on the Exercise or Production sites.
  - This error has been resolved.
- No data was found in the “AWOL Status by Unit State” report.
  - This error has been resolved.
- The “Extensions in Progress” report was not returning any data.
  - This error has been resolved.
- The “Report Usage” report was not returning any data.
  - This error has been resolved.
- Users at the NGB level could only use the “Assume Command” function for their parent State and not any others.
  - This error has been resolved.
- An error when attempting to load the “Eligible by ETS Date” report was resolved.

Version 10.17.0-Released 2023/01/18

ENHANCEMENTS

- Any instances of “APFT” were updated to read “ACFT” instead.

KNOWN ISSUES

- The “Assume Command” blade in the Command Center is not fully operational.
- Continued impact from IPPS-A R3 data issues.

Version 10.16.0-Released 2022/12/07

ENHANCEMENTS

- The work bucket order was changed to match the flow of a Soldier working through RMS- Vulcan then Retention. The Vulcan RSP Case Work Parent folder and its same workflow appears above the

RMS Case Work Parent work bucket.

- The following documents were deleted from the References section in the Resource Center blade: ARNG SRIP Policy FY22, ARNG SRIP Policy FY22 Memo, RNG SRIP Q1 Top 3 State MOS.
  - The following documents were added to the reference section: FY23 VolEd Policy, FY23 SRIP Implementation-final, FY23 ARNG SRIP FINAL, FY23 ARNG SRIP 1QTR Top MOS List.
- SAAR documents are now required for access to SMMS applications and will need to be uploaded into UMT before access can be approved for Users. The form is available on the SMMS home page.
- The Physical Assessment module in the Administration blade allows for batch inputs for available test fields for the ACFT and OPAT options.

RESOLVED ISSUES

- Typing in the calendar field of an ACFT Physical Assessment case in the Administration blade created an error but selecting from the calendar picker does not.
  - This error has been resolved.

Version 10.15.0-Released 2022/11/01

ENHANCEMENTS

- Users can add and edit information in the Unit Information module in the Administration blade.
- Custom controls were created to allow users to save the Message Type, State, and Email address fields in the IST Notifications (Opt In) module in the Administration blade. Users can also edit or delete saved updates.
- The STRM Course Completion module was hung in the Administration blade.
  - Selecting a course from the phase drop-down brings up a list of cases.
  - Cases that populate from the phase drop-down can be marked as complete if the Soldier has taken the course test.
  - Once saved, the ‘Date Completed’ column populates with the test date.
- The OPAT option was added to the ACFT Assessments module in the Administration blade. Users can select the test date which passes to any cases where Physical Assessment data is input and saved.

RESOLVED ISSUES

- On the Exercise and Production sites, the Create Case tab in Panel 3 was not populating the controls or cases tied to the Soldier.
  - This error has been resolved.
- Data was not being saved when attempting to add request form information to approve change

requests.

  - This error has been resolved.

- The check preventing users from using SMMS applications in Internet Explorer was not functioning in any environments.
  - This error has been resolved.

Version 10.14.0-Released 2022/09/22

ENHANCEMENTS

- The ability to add or edit information in the IST Unit Information module within the Administration blade was added.

RESOLVED ISSUES

- Under the Document Center blade in the Command Center, the link to the Vulcan RSP user guide did not correctly populate on the Production site.
  - This error has been resolved.

Version 10.13.0-Released 2022/08/25

ENHANCEMENTS

- The Complete Case- Gaining State section (button 5) in Panel 4 was modified to express that all checklist items must be marked YES before the case can be completed.
- The Case Details section in Panel 4 now reflects the Soldier's risk factor status based on the Risk Levels rules. The High Risk column in the Panel 2 results screen also reflects the status of a Soldier's risk factor, if they are at High Risk.
- Users can now select from the Risk Note drop-down in the Risk Factors tab in Panel 4, add the note, and have the note save and populate in the Case History tab.
- IST Help Desk Admins can override a risk level from the Risk Factors tab in Panel 4 as long as the case has not been open for more than 60 days.
- The Override Eligibility button in the Risk Factors tab of Panel 4 appears only for NGB Level Admins and State Level Super Admin. For all other users, the Continue button appears.
- Updates were made to the Army Combat Fitness Test Scorecard to populate when a user wants to export the results of the ACFT. The Soldiers name, gender, unit information, should pass to the form.
- Users now can add/edit/delete a future date for drills scheduled through the RSP Admin blade module

RESOLVED ISSUES

- Uploading multiple documents at the same time sometimes failed.
  - This error was resolved by updating the upload mechanism to upload documents sequentially.
- An error causing items in the Document Center blade to display blank panels when clicked on was resolved.
- An error preventing remarks from being made in Panel 3 of a Warrior case was resolved.

Version 10.12.0-Released 2022/08/03

ENHANCEMENTS

- The ability to Add, Edit, and Delete information in the RCT Roster in the Administration blade was added.
- The LNO Edit Ticket Email Distro List was created in the Administration blade. Users can use it to save email addresses to selected states so that those addresses receive email notifications when an LNO ticket is created for, or returned to, that state.

Version 10.11.0-Released 2022/07/06

ENHANCEMENTS

- The ability to add a name to the IST Counselor drop-down list was added in Panel 4 of an IST work bucket.
  - An "ADD" button was added above the Counselor drop-down menu for users to add the Counselor's phone number, extension, AKO ID, and name. Users can also remove a name from the drop-down from the Administration blade in the Command Center.
- The ability for the user to update the Counselor drop-down in the 4th panel of an IST work bucket was added. Users can add available Counselors as they appear in the drop-down option. Added users will need to have their names pass over to the Print Letter form when a counselor is selected.
- A link to the Uniform Distribution inventory was added under the Vulcan RSP section of the Administration blade in the Command Center.
  - The inventory displays the current uniform inventory, by size, for each state.
  - It allows the user to select one of the states and then view the history of PT Uniform transactions.
  - It allows the user to select one of the states and adjust the PT Uniform inventory count, by size, for that state.
- Calendar year 2022 was added to the UMT User Activity report. It drills down into Calendar Year month, then Run Date, with a base report of Application, Calendar Year, Calendar Year Month, Date Accessed, Full Name, email address.

RESOLVED ISSUES

- The Name and Grade of a Soldier were not passing over to the proper fields with the rest of inputted info in the Gaining Unit Counseling Form and Losing Unit Counseling Form 4856.
    - This error has been resolved.

Version 10.10.0-Released 2022/06/09

ENHANCEMENTS

- The My Reports blade was created in the Command Center. It contains the My Reports, Private Reports, and Shared Reports folders.

KNOWN ISSUES

- The RMS Metric Brief report does not open and instead creates an error message.

Version 10.9.0-Released 2022/05/12

ENHANCEMENTS

- The Enterprise/AKO ID section was changed to a drop-down and the email address now auto - populates.
    - The Enterprise/AKO ID drop-down is found in the LNO User window which opens when adding a new user to the LNO Assignments chart in the Administration blade.
- A section for Training Videos was created in the Resource Center blade of the Command Center.
- The Category Manager, LNO Assignments, and Resolutions links under the Administration blade in panel 1 were role restricted, only to be seen/actioned on by the NGB Admin role and hidden for all other roles.
- The ability to upload multiple files to the Documents tab was added.
    - This applies to panel 4 of the AWOL Recovery, Sponsorship, Career Development Counseling, Extension, and Interstate Transfer cases, as well as panels 3 and 4 of a Vulcan RSP case.

RESOLVED ISSUES

- The field under Days Until Shop_Color Code was being duplicated and has now been resolved. Only applicable fields show options for the user.
    - Users would see duplicate fields, that while the same, were different tables.
- The POC Last Name field in the Warrior Roster Builder report had an extra space that was deleted.
    - It used to read POC L ast Name.
- An error surrounding the “Failed Transaction Flag” field in the ATRRS Training Roster was resolved.

  - The “Failed Transaction Flag” would throw an error when inserted into the report. It was removed as an option from the left side.

Version 10.8.0-Released 2022/04/4

ENHANCEMENTS

- The ability to assign LNOs to a Training Base was added to the Forms drop-down under the Interstate Transfer work buckets. The form appears in the custom controls for buttons 1, 2, 3, 4, 5, 6 in panel 4.
- IST form DA 4187 was added to the Forms drop-down under the Interstate Transfer work buckets.

Version 10.7.0-Released 2022/03/14

ENHANCEMENTS

- The Accept Paragraph/Line (Losing State), Complete Gaining State Checklist, and Complete Gaining Unit Checklist action buttons found in the Panel 4 Case Details tab of an Interstate Transfer work bucket were removed.
- The Accept Paragraph/Line (Losing State), Complete Gaining State Checklist, and Complete Gaining Unit Checklist work buckets were removed.
- The Enlisted Affiliation Incentives Request Form and Enlisted Incentives Request Form were added to the Resource Center blade.
- The ARNG SRIP Policy FY22, ARNG SRIP Policy FY22 Memo, and ARNG SRIP Q1 Top 3 State MOS documents were added to the Resource Center blade.
- The Case History tab is grayed out and inaccessible unless there is data present. If data is present the tab is accessible and show a history grid with a Contact button that opens a pop-up window when clicked.
- The Strength Maintenance Program and Summary of Change documents were extensively updated, and the Assignment of Enlisted Personnel document was added to the Resource Center blade.

RESOLVED ISSUES

- An error creating an IST case using Soldier Search was resolved.
- Errors surrounding the Losing Unit Counseling (4856) and Gaining Unit Counseling (4856) forms in the Interstate Transfer work buckets were resolved.
- An error with users having blank UIC/Grades in UMT user profiles which was not allowing them to fall into the appropriate user hierarchies was resolved.

Version 10.6.0-Released 2022/02/8

ENHANCEMENTS

- PFA/APFT Assessments successfully opens in panel 3 from the Administration blade.
- Controls were created in the Assume Command blade to assume different commands and roles.
- An updated DA 4836 form has replaced the outdated form in RMS

RESOLVED ISSUES

- An error involving the calendar defaulting to January 1900 was resolved.
- An error involving the Document Center not listing properties was resolved.
- An error causing .docx file types to be unsupported in the Document center was resolved.

Version 10.5.0-Released 2022/01/10

ENHANCEMENTS

- Users under the RSP Shipper Management work bucket will have access to a checklist form that is exportable.
- A link to the User Management Tool was added to the Administration blade.

KNOWN ISSUES

- The subscribe button for Reenlistment Success reports generates an error message.

Version 10.4.0-Released 2021/12/13

RESOLVED ISSUES

- An error in the 4th panel of the Interstate Transfer work bucket was resolved.

Version 10.3.0-Released 2021/10/16

ENHANCEMENTS

- The list of RMS User Roles that can issue incentive Contracts was updated.
- Updated ability to capture Family Contact information.
    - Adding primary and alternate contact information for soldiers.

2 SMMS Overview

The Strength Maintenance Management System (SMMS) is a CAC-authenticated management and reporting tool for the Army National Guard (ARNG) force's readiness and strength at the unclassified level. SMMS is a web-based system with multiple modules and tools that support the Recruiting and Retention Community utilizing a familiar desktop-style user interface. SMMS also currently hosts the G1 Gateway and the Guard Incentive Management Subsystem (GIMS).

2.1 Accessing Retention Management System Interstate Transfer

Access to the SMMS and IST is Common Access Card (CAC) authenticated through EAMS-A.

> If you need assistance with your account, please contact the Army Enterprise Service Desk (AESD) at 866-335-ARMY. For application support, please contact the G1 Help Desk at 877-339-5570.

Warning: The SMMS is a DOD website. The security accreditation level of this site is classified as FOUO and below. Do not process, store, or transmit information classified above the accreditation level of this system. DOD web sites may be monitored for all lawful purposes, including ensuring their use is authorized, managing the system, facilitating protection against unauthorized access, and verifying security procedures, survivability, and operational security. Monitoring includes, but is not limited to, active attacks by authorized DOD entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, including personal information, placed on or sent over this system may be monitored. Use of this DOD web site, authorized or unauthorized, constitutes consent to monitoring. Unauthorized use of this DOD web site may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action. Use of this system constitutes consent to monitoring for all lawful purposes.

2.2 Logging on to SMMS

1. In order to access the SMMS, and all of the available products, navigate to **https://smms.ngb.army.mil/v4/RMS/.**
2. Insert your CAC into the reader attached to your computer.

3. Select the authentication certificate and enter your CAC PIN.

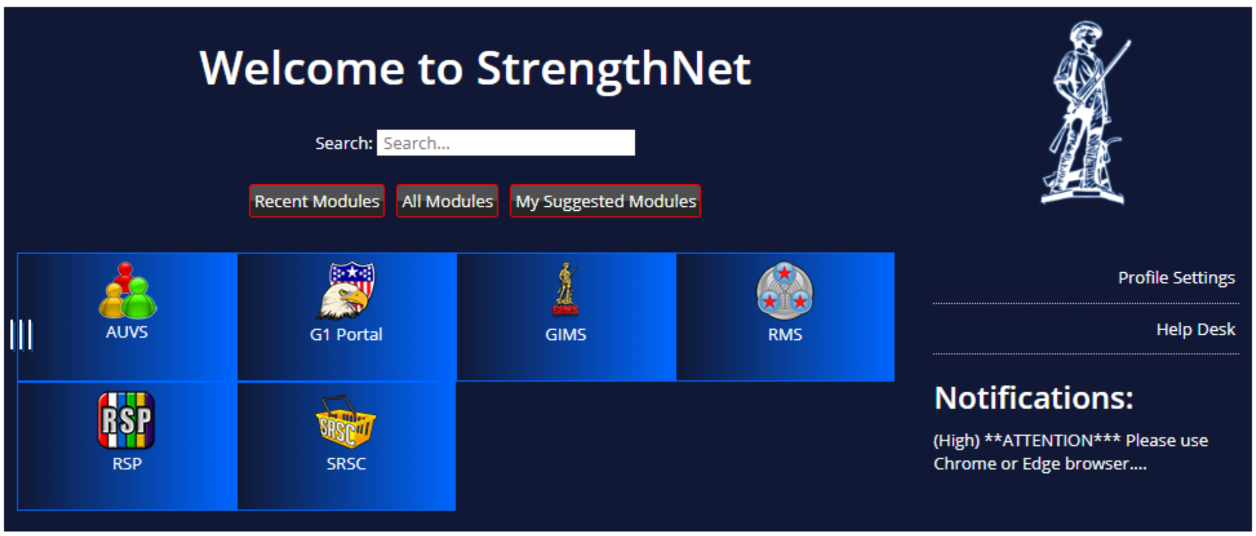
   ▶ The SMMS opens.

   > **Note -** Upon first logging into the SMMS, you must read and accept the Acceptable Use Policy.

4. When you log on, if there are any active system notices, they appear in a pop-up window.
5. Click **Dismiss** after reviewing the message or click **Remind Me Later** to view the message again the next time you log in to the SMMS.

2.3 The StrengthNet Landing Page

As soon as you log into SMMS, the StrengthNet Landing Page opens. This page displays links to the most popular products in the SMMS portal.

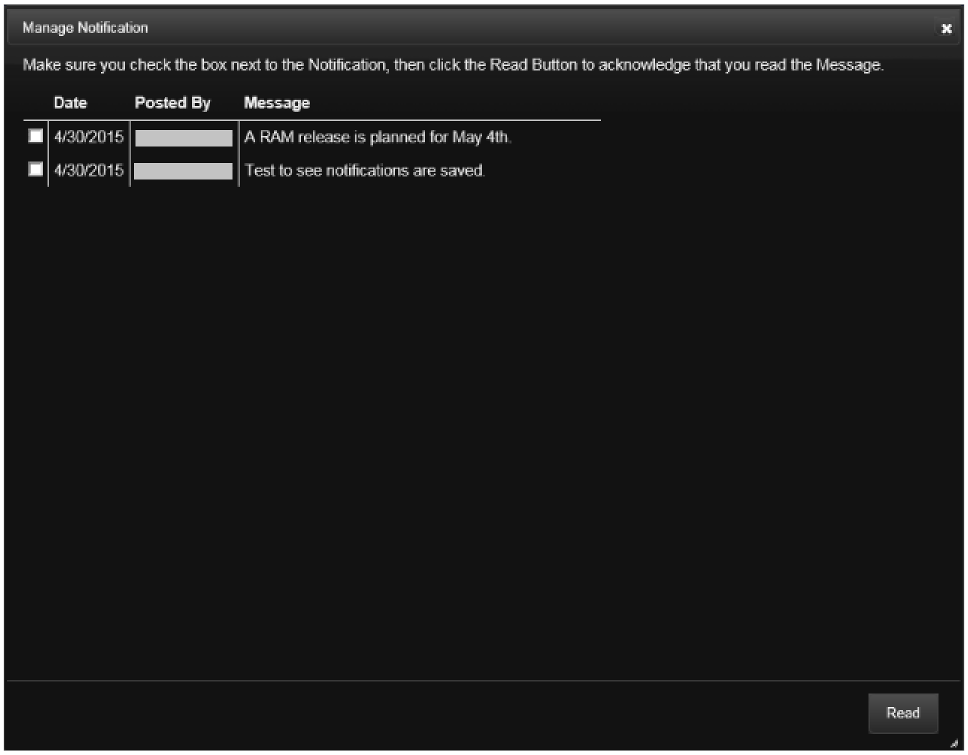


There are three ways to access links on the StrengthNet Landing Page:

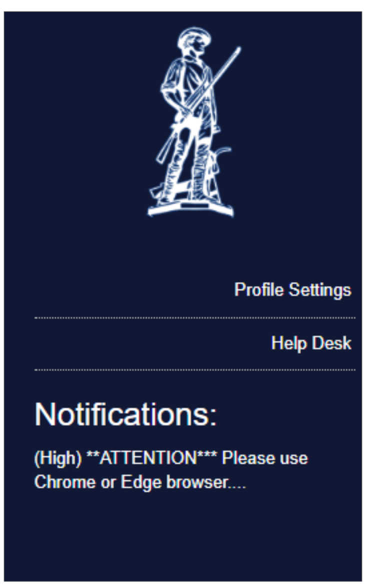
- **Product Boxes:** Clicking the modules in the boxes either opens the module via the webtop, or with some modules, opens the module in your browser window. The *G1 Gateway* product box opens the G1 Gateway website in a separate tab in your browser.
  - Recent Modules: limits the modules displayed to the last ten you have accessed
  - All Modules: default view
  - My Suggested Modules: displays modules matching tags selected in your profile settings
- **Search:** Type the name of a module in the *Search* field. The modules displayed are filtered as you type.
- **Shortcut menu:** Hover your mouse over the icon on the left side of the screen to view a pop-up menu with shortcuts to all the module tiles and options available from the Landing Page.

2.3.1 Message Notification

If any messages require your attention, the *Message Notification* window appears when you open the site. Select the check box for each message and click **Read** to acknowledge the message so it won't appear the next time you log in.

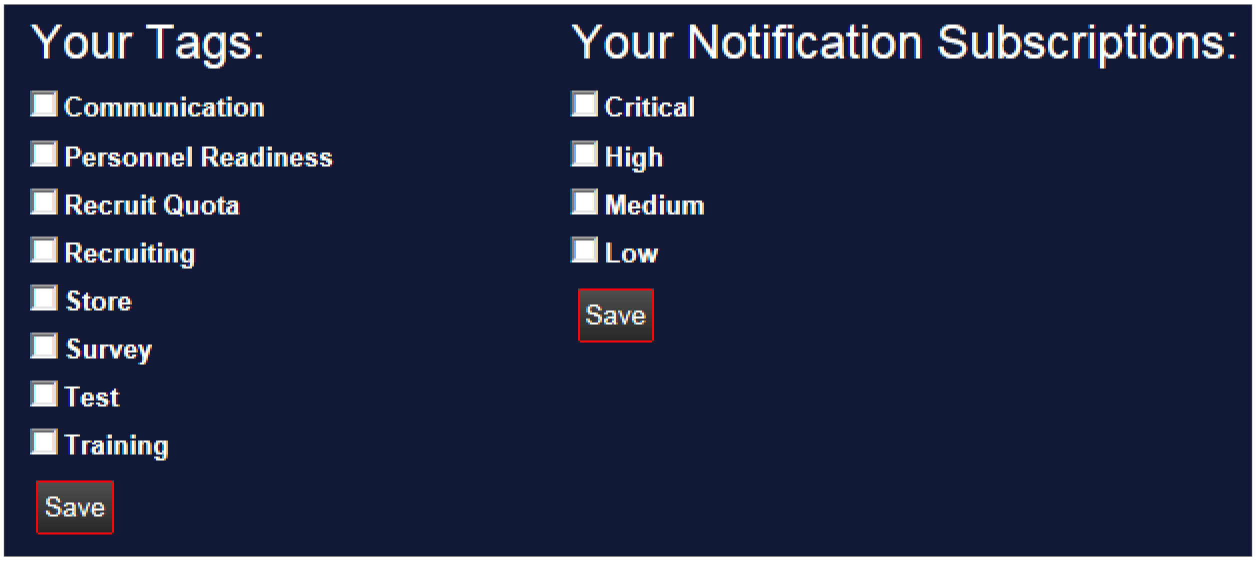


The recent messages from the *Message Notification* window also appear on the right side of the screen for future reference.



2.3.1.1 Profile Settings

The *Profile Settings* page displays tags that you can select to filter the modules displayed from the *My Suggested Modules* screen or to limit your notification subscriptions.



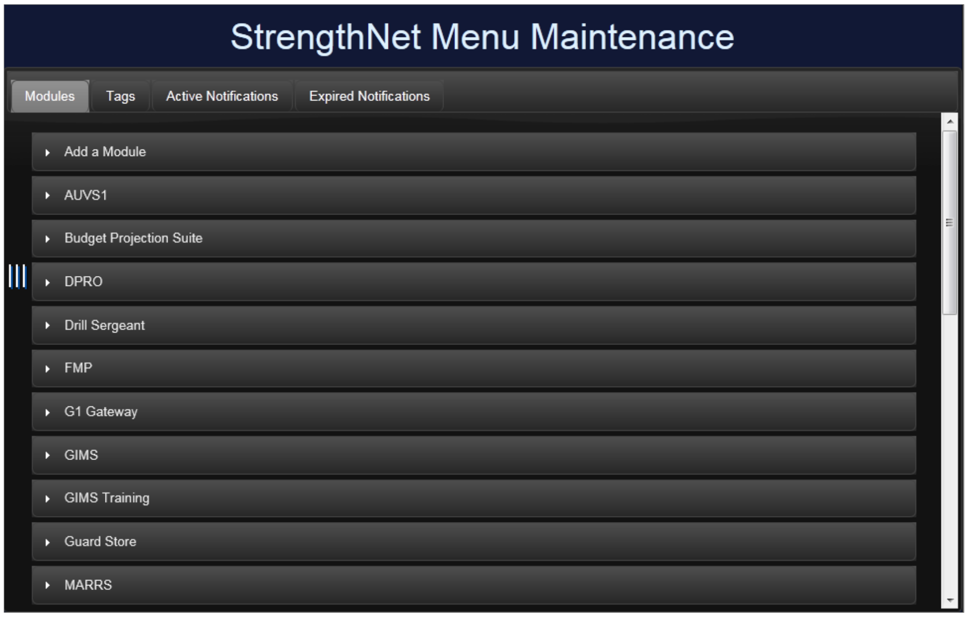
Selecting tags may help you decide which modules are of interest to you and to your mission. Modules matching your selected tags are displayed when you select the *My Suggested Modules* filter. Tags are maintained by administrators.

2.3.1.2 Help Desk

The Help Desk contact information is available from this screen.

2.3.1.3 Manage Menu

The *Manage Menu* button opens the *StrengthNet Menu Maintenance* page to the *Modules* tab. Only admin users have access to the Manage Menu.

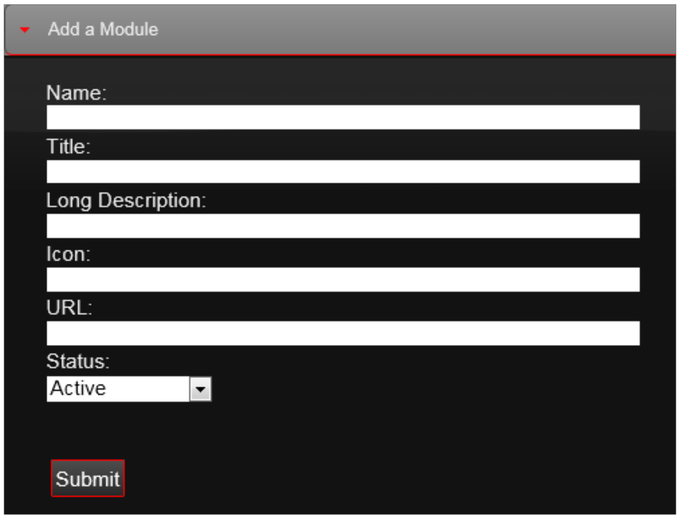


Manage Menu options include:

- *Modules* tab
- *Tags* tab
- *Active Notifications* tab
- *Expired Notifications* tab
- *User Management* tab

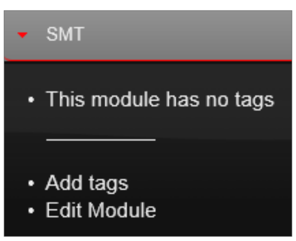
Modules Tab

Click **Add a Module** at the top of the list to create a new module.



> **Note -** The contents of the *Long Description* fields are displayed as a tooltip once the module has been added, as seen in the screenshot below.
>
> 
>

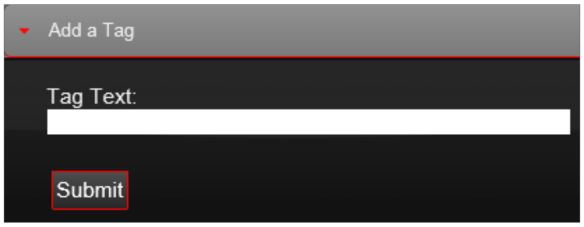
To edit an existing module, select that module from the list. The example below illustrates the options to add tags to or edit the SMT module.



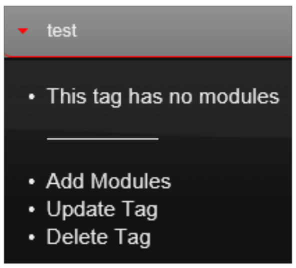
Click **Add tags** to view a list of existing tags. Select the checkbox for any tag(s) you want to apply to the module.

Tags tab

Click **Add a Tag** to create a new tag.

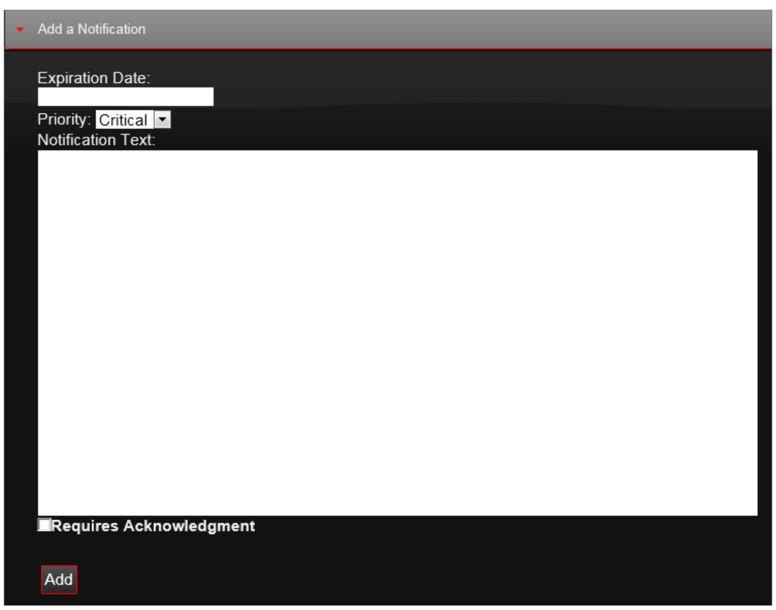


To edit an existing tag, select that tag from the list. The example below illustrates the options to edit a tag labeled "test."



Active Notifications tab

To add a notification:

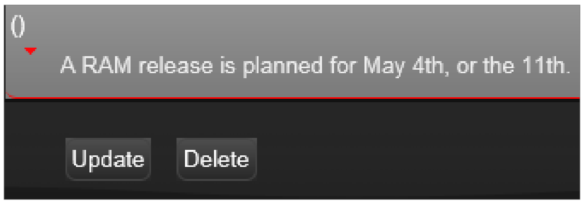


1. Set the expiration date.
2. Set the priority to Critical, High, Medium, or Low.

3. Enter notification text.
4. Optionally, select the *Requires Notification* check box to flag the message as high priority. This requires the user to select the message and click *Read* in the *Message Notification* window that appears after logging in.
5. Click **Add**.

Expired Notifications tab

In this section you can select an expired notification to update or delete.

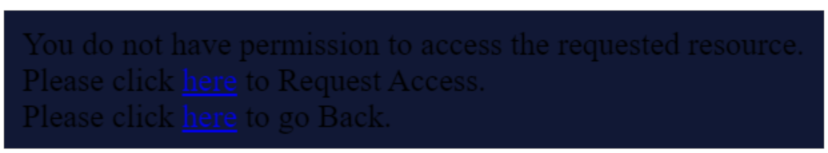


User Management tab

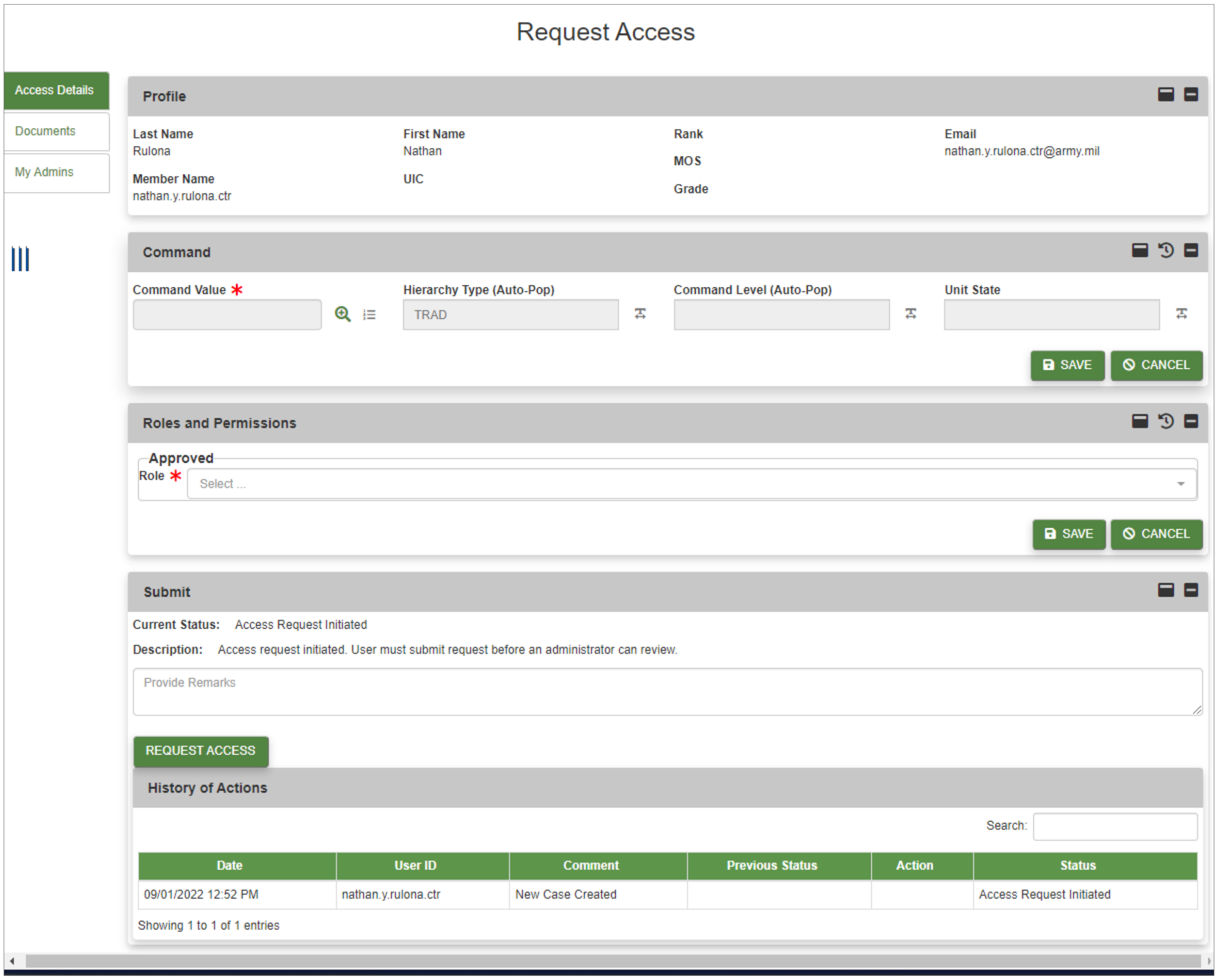
To navigate back to the *Manage Menu* screen click **Home.**

2.4 Requesting Access on StrengthNet

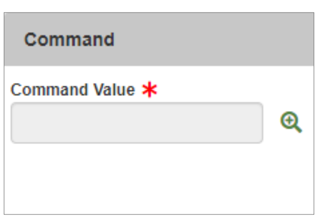
1. On the StrengthNet Landing Page, click the application you wish to request access to.
   - A page displaying hyperlinks to request access to the application appears.



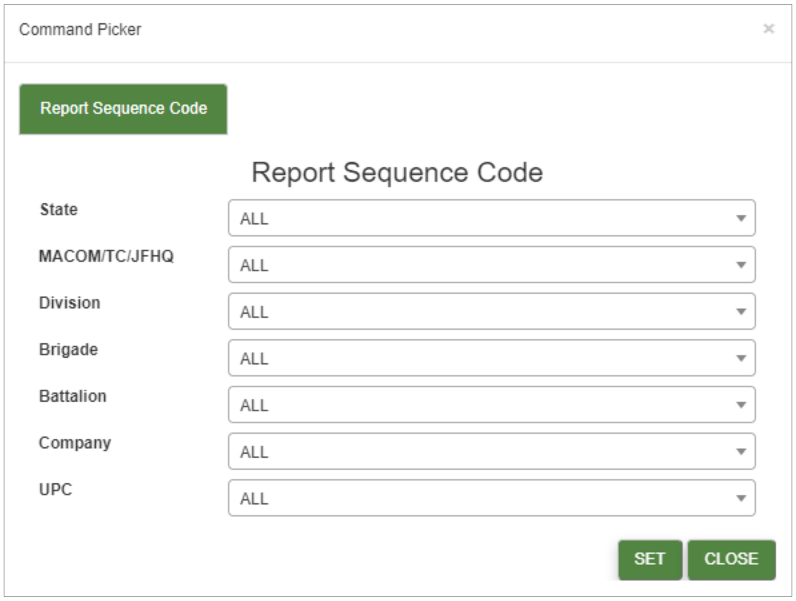
2. Your profile appears in the *Request Access* screen



3. First, click the magnifying glass next to the *Command Value* field.

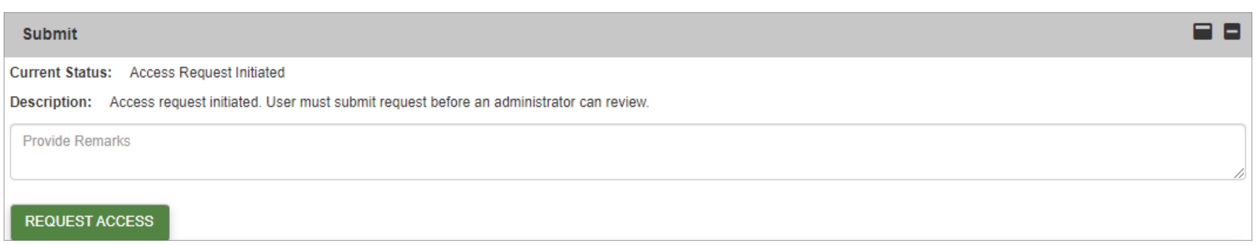


- The *Command Picker* window opens. Select the appropriate options from the drop-down menus. Click **SET**.



4. The *Hierarchy Type* and *Command Level* fields will automatically populate.
   - Click **SAVE**.
5. In the *Roles and Permissions* section, select the appropriate role from the *Role* drop-down menu.

   - Click **SAVE**.
6. Once all required information has been filled in, click **REQUEST ACCESS** in the *Submit* section.

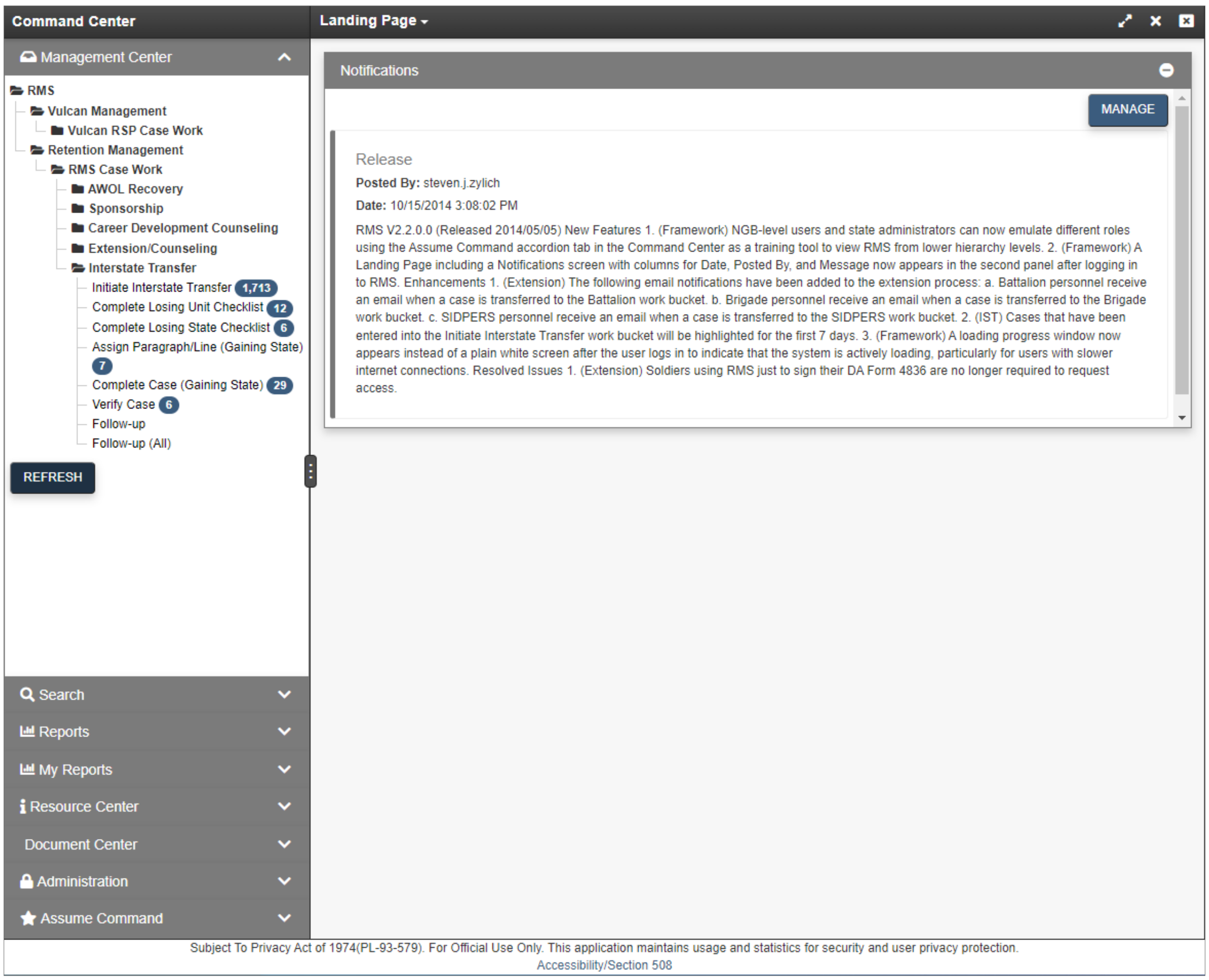


   - Click **YES** in the confirmation window.
7. Your request is submitted for Administrator approval.

3 Retention Management Software Overview

3.1 Opening IST

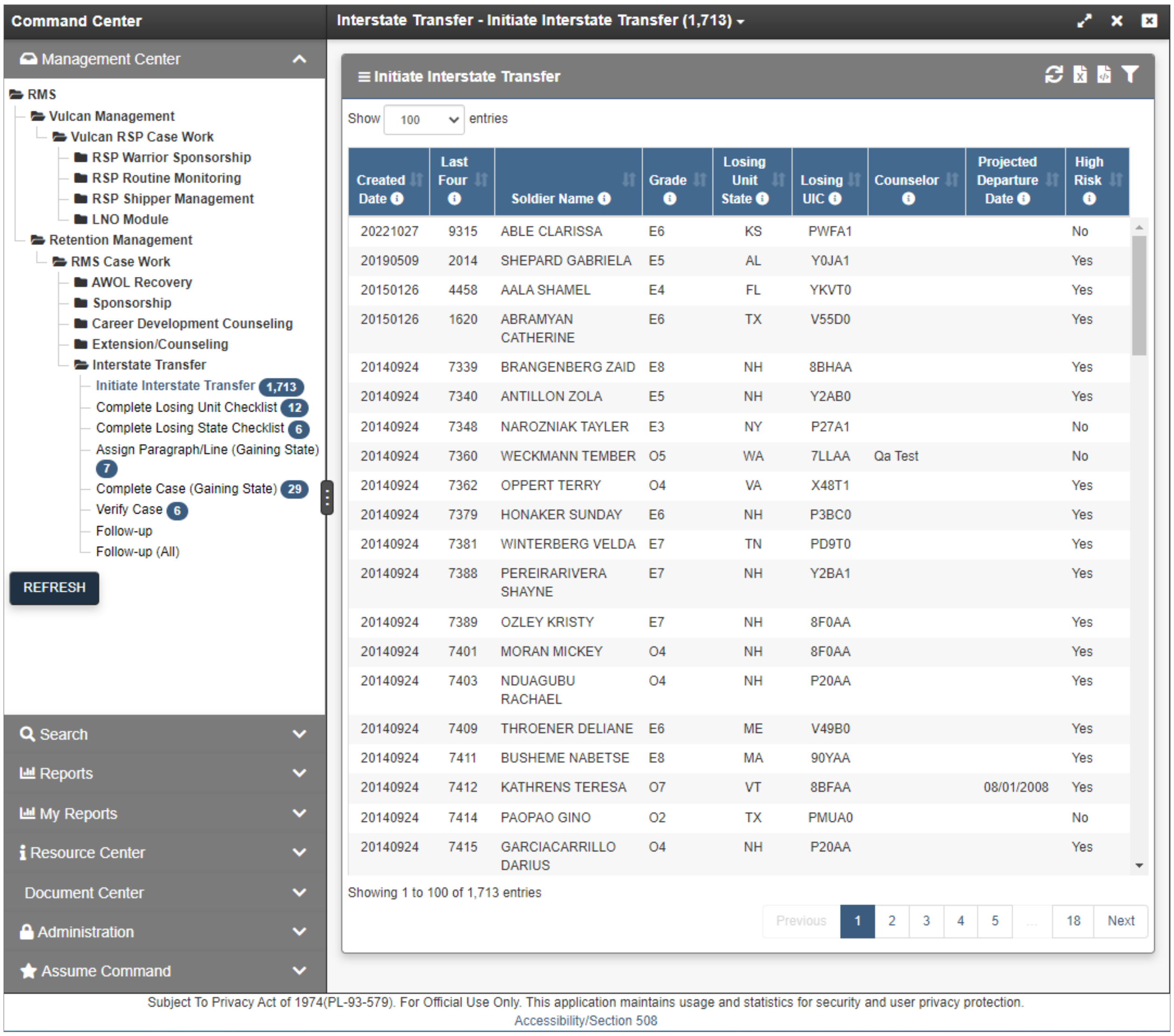
From the RMS Landing Page, you can open the *Interstate Transfer* module from the *Management Center* menu in the Command Center.



3.2 Introduction to the IST Interface

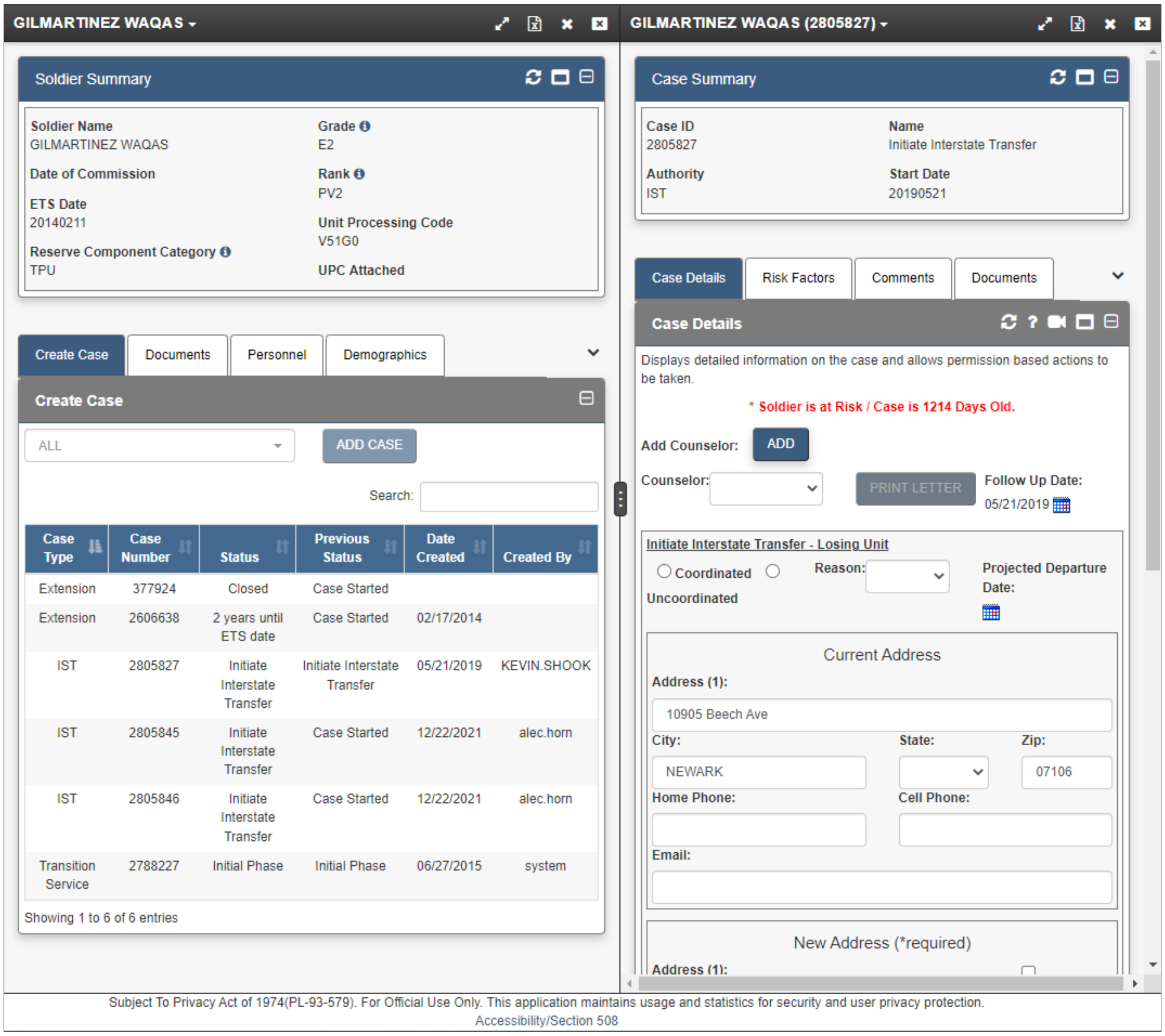
The IST user interface allows you to accomplish your work from four panels, each of which performs a different function.

> **Note -** Each panel can be collapsed or expanded at any time by clicking the black bar at the top of each panel.



From left to right, panels 1 and 2 contain:

1. **Command Center:** see **Command Center** on page 27.
2. **Soldier Roster:** see **Soldier Roster** on page 28**Soldier Roster** on page 28.



Panels 3 and 4 contain:

3. **Soldier Details:** see **Soldier Details** on page 30.
4. **Case Details:** see **Case Details** on page 31.

3.2.1 Command Center

The Command Center is where you access your job duties within IST.

The Command Center is composed of several different blades:

- **Management Center:** See **Management Center** below.
- **Search:** See **Search** on page 57.
- **My Reports:** Contains private and shared reports. See **My Reports** on page 74
- **Resource Center:** Contains documents, user guides, and training videos. See **Resource Center** on page 78
- **Document Center:** Contains any policy guidance or other documents uploaded by module administrators for users of the module to view.
- **Administration:** See **Administration** on page 79.
- **Assume Command:** See **Assume Command** on page 92.

3.2.1.1 Management Center

The *Management Center*, located in the first panel on the far left of the screen, organizes cases in permission-based work buckets, or groups of similar cases. Work buckets display a list of Soldiers needing a particular action that you may need to perform. You can only view work buckets, and the cases within, if you have the appropriate role and permission. The number in parentheses beside each work bucket is the number of cases that you can either view or edit.

> **Note -** Depending on your role, you may be able to view work buckets and cases that you are unable to edit.

IST Work Buckets

The work buckets within the IST module include:

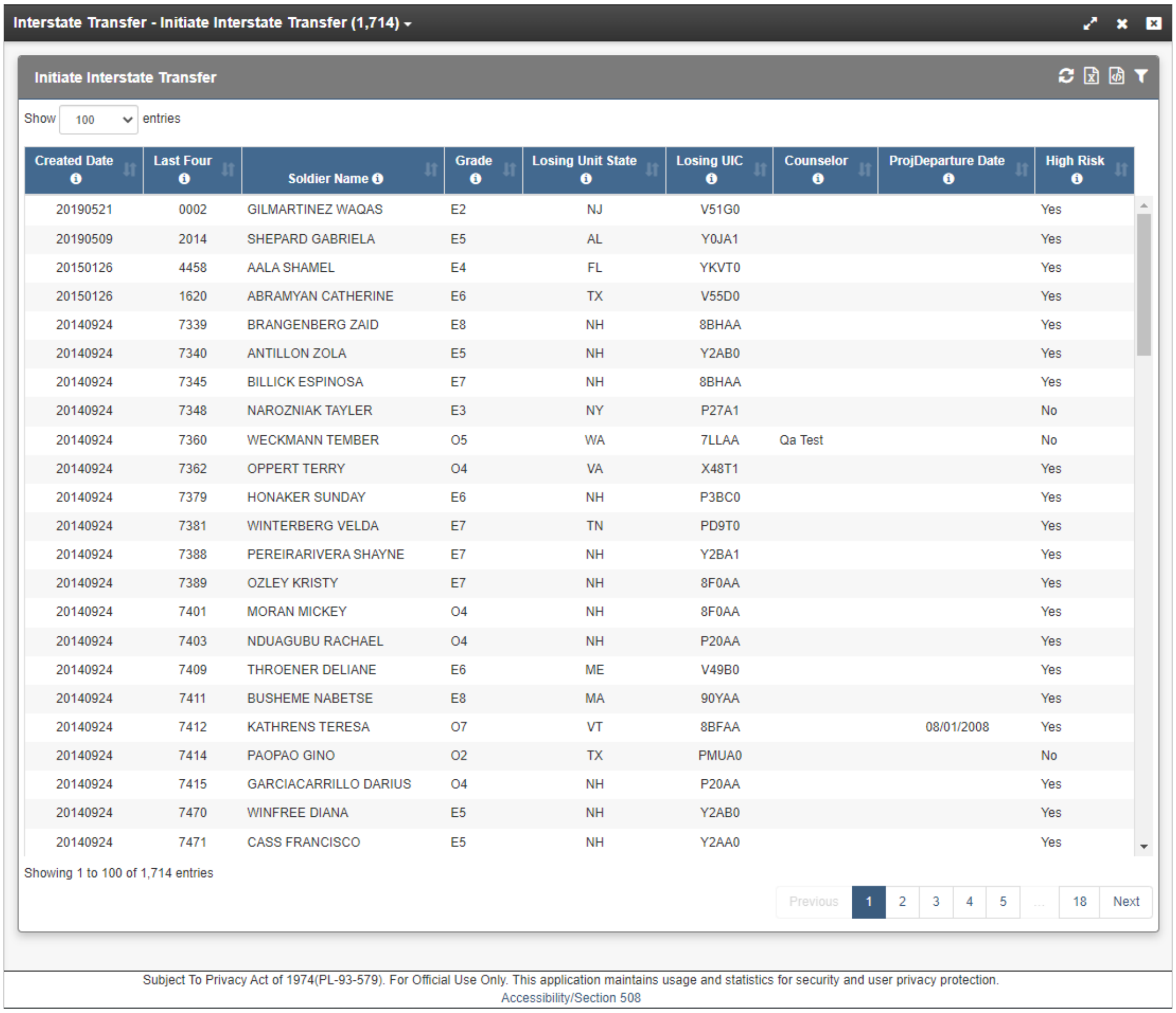
Work Bucket	Case
Initiate Interstate Transfer	The losing unit and Soldier need to initiate the transfer.
Complete Losing Unit Checklist	The losing unit needs to complete its checklist to progress the case.
Complete Losing State Checklist	The losing state needs to complete its checklist to progress the case.
Assign Paragraph/Line (Gaining State)	The gaining state must assign a vacancy for the Soldier, and may request Split Training if the selected position is currently filled but is expected to become vacant soon.
Accept Paragraph/Line (Losing State)	The losing state may either accept the assigned position, end Split Training, or reject Split Training.
Complete Gaining State Checklist	The gaining state needs to complete its checklist to progress the case.
Complete Gaining Unit Checklist	The gaining unit needs to complete its checklist to progress the case.
Complete Case (Gaining State)	The gaining state must certify that the Soldier has been provided Orders, POCs, and a unit sponsor.
Verify Case	The IST Administration must verify the completion of the case.
Follow Up	Incomplete cases with a follow-up date equal to or before today's date appear in this work bucket so that the IST Help Desk can review the case.
Follow-up (All)	All open cases with a follow-up date are located in this work bucket.

3.2.2 Soldier Roster

The Soldier Roster is the second panel from the left, which lists a selected work bucket's contents.

The list includes Soldiers who have a case in that work bucket and general information about those Soldiers, such as Soldier name, UPC, Grade, Current and Destination UIC, Social Security Number (SSN), etc.

You can select any Soldier from this list to view detailed information about that Soldier. After clicking a Soldier, the third and fourth panels populate, and the first and second panels automatically collapse.



Interstate Transfer - Initiate Interstate Transfer (1,714)

Initiate Interstate Transfer

Show 100 entries

Created Date	Last Four	Soldier Name	Grade	Losing Unit State	Losing UIC	Counselor	ProjDeparture Date	High Risk
20190521	0002	GILMARTINEZ WAQAS	E2	NJ	V51G0			Yes
20190509	2014	SHEPARD GABRIELA	E5	AL	Y0JA1			Yes
20150126	4458	AALA SHAMEL	E4	FL	YKVT0			Yes
20150126	1620	ABRAMYAN CATHERINE	E6	TX	V55D0			Yes
20140924	7339	BRANGENBERG ZAID	E8	NH	8BHAA			Yes
20140924	7340	ANTILLON ZOLA	E5	NH	Y2AB0			Yes
20140924	7345	BILLICK ESPINOSA	E7	NH	8BHAA			Yes
20140924	7348	NAROZNIAK TAYLER	E3	NY	P27A1			No
20140924	7360	WECKMANN TEMBER	O5	WA	7LLAA	Qa Test		No
20140924	7362	OPPERT TERRY	O4	VA	X48T1			Yes
20140924	7379	HONAKER SUNDAY	E6	NH	P3BC0			Yes
20140924	7381	WINTERBERG VELDA	E7	TN	PD9T0			Yes
20140924	7388	PEREIRARIVERA SHAYNE	E7	NH	Y2BA1			Yes
20140924	7389	OZLEY KRISTY	E7	NH	8F0AA			Yes
20140924	7401	MORAN MICKEY	O4	NH	8F0AA			Yes
20140924	7403	NDUAGUBU RACHAEL	O4	NH	P20AA			Yes
20140924	7409	THROENER DELIANE	E6	ME	V49B0			Yes
20140924	7411	BUSHEME NABETSE	E8	MA	90YAA			Yes
20140924	7412	KATHRENS TERESA	O7	VT	8BFAA		08/01/2008	Yes
20140924	7414	PAOPAO GINO	O2	TX	PMUA0			No
20140924	7415	GARCIACARRILLO DARIUS	O4	NH	P20AA			Yes
20140924	7470	WINFREE DIANA	E5	NH	Y2AB0			Yes
20140924	7471	CASS FRANCISCO	E5	NH	Y2AA0			Yes

Showing 1 to 100 of 1,714 entries

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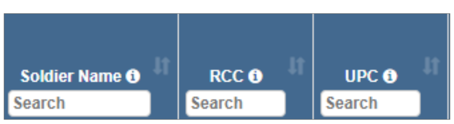
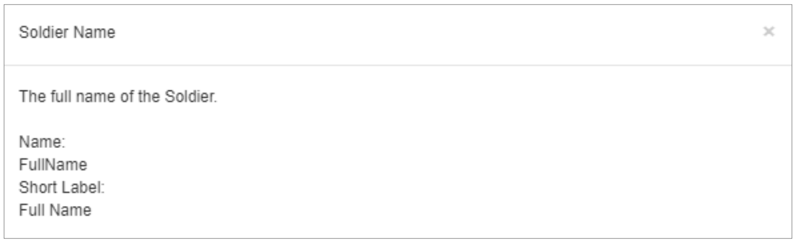
3.2.2.1 Soldier Roster Tools

There are several ways to customize the Soldier Roster (second) panel.

- Filter the results by clicking on the **Show/Hide Filters** icon at the top of the panel. Enter text above a column in the *Search* field. The results are filtered as you type.



- View tool-tips by clicking the information icon in any column heading.



- Options to refresh the screen, show/hide filters, clear filters, export to CSV, or export to Excel are available in the tool panel above the roster.

Tip: See the **Glossary of Icons** on page 56 for specific descriptions.

3.2.3 Soldier Details

Soldier Details, located in the third panel, includes information about the specific Soldier you selected, including contact history, personnel data, and other data available within RMS.

The Soldier Details panel contains the following tabs:

Tab	Function
Create Case	Add different case types to a Soldier's file.
Documents	Includes all uploaded documents associated with the Soldier. (See **Documents** on page 52 for more information.)
Personnel	Displays basic personnel information for the Soldier, such as AFQT Score, Date of Commission, Duty Position Qualified, etc.
Demographics	Displays demographic information on the Soldier, such as Age, Gender, and Marital Status.
Current Assignment	Displays information on the Soldier's current assignment such as Line, Paragraph, and Position Title.
Active Duty Tours	Displays a summary of the Soldier's ARNG Active Duty Tours.
ATRRS History	Displays information about the Soldier's Army Training Requirements and Resources System (ATRRS) Reservation History (Class Number, Course Number, Completion Status, and Start and End Dates).
Medical Status	Displays information on the medical status of the Soldier, including deployment limitations and other attributes of medical readiness.
SFPA	Displays the most recent status of each Suspension of Favorable Personnel Actions (SFPA) flag associated with a Soldier and tracked by his or her current state.
Line Scores	Displays the line scores for the Soldier which are derived from individual ASVAB subtest scores.

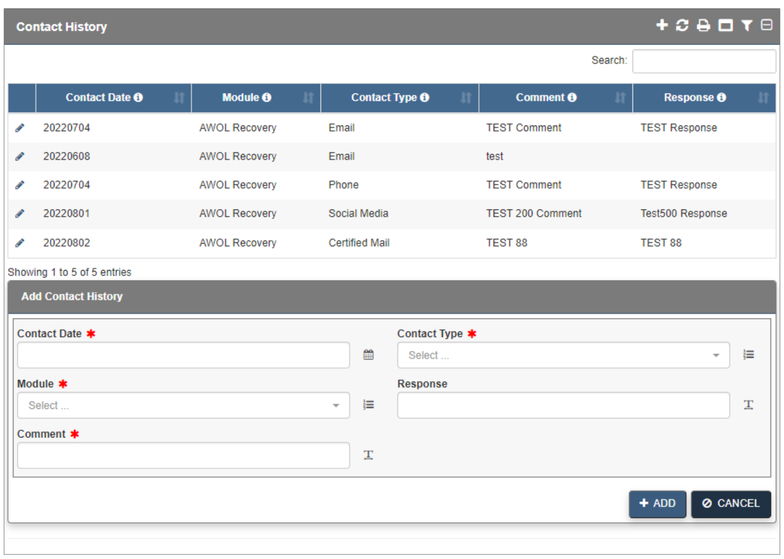
Tab	Function
Reenlist/Ext Activity	Displays information on any recent reenlistment or extension activities, if applicable.
Drill Attendance (U)	Displays information on any Drill Attendance codes of "U" (Unsatisfactory Attendance).
SIB Transactions	Displays information on any IPPS-A transactions submitted for the Soldier, if applicable.
Additional Contact Info	Allows you to view existing contact information and edit or add information.
Contact History	Tracks all contact made with the Soldier. (See **Viewing and Adding Contact History** below for more information.)

3.2.3.1 Viewing and Adding Contact History

The third panel *Contact History* tab displays a record of all of the instances of contact with the Soldier.

1. Click **Contact History**.

   ► The *Contact History* tab opens.



2. To add a new contact record, fill in the fields and drop-down lists.
3. Click **+ADD**.

   ► The contact is added to the *Contact History* tab.

3.2.4 Case Details

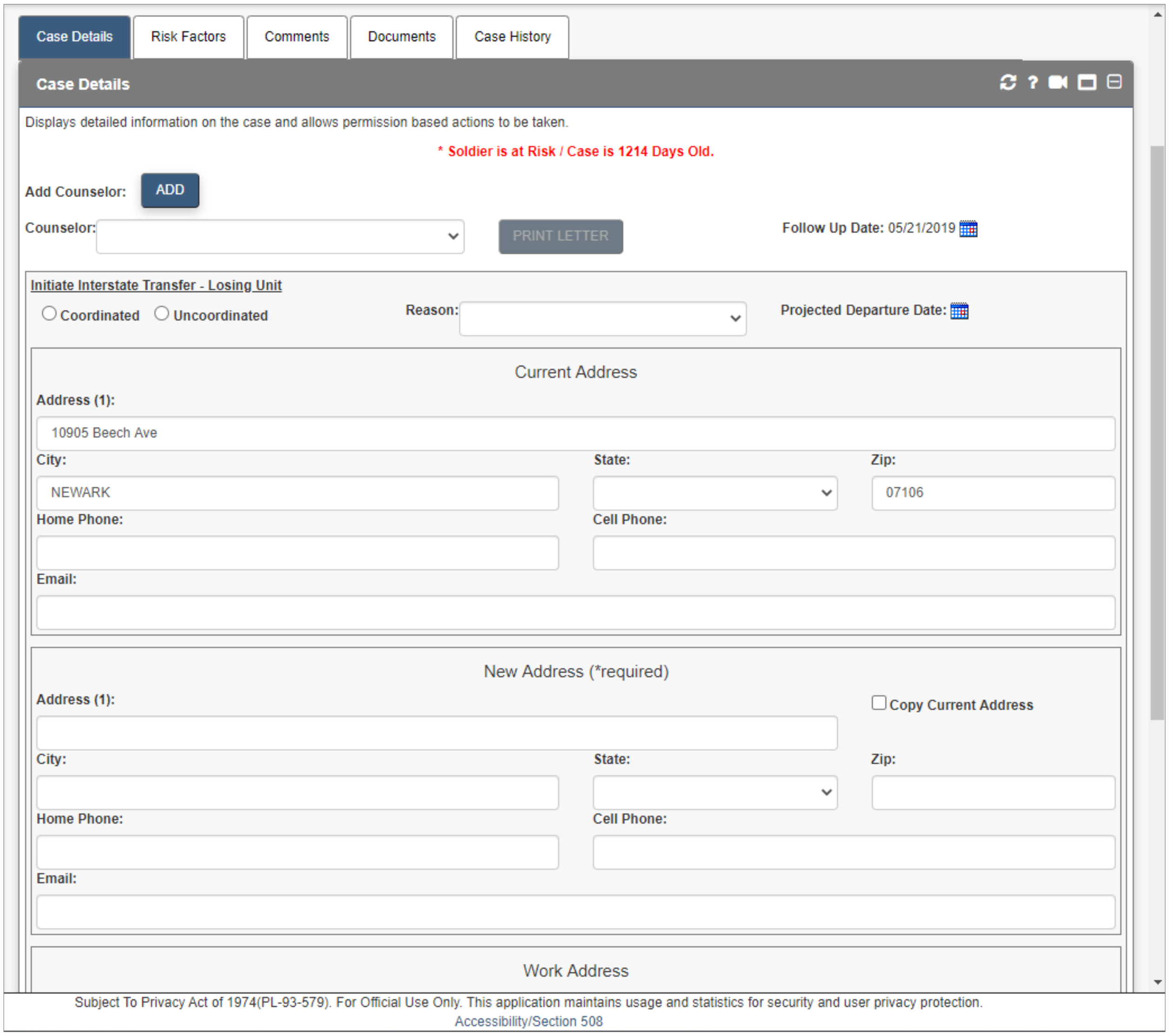
The fourth panel, *Case Details*, contains all information pertaining to a Soldier's selected Case.

The *Case Details* panel contains the following tabs:

Tab	Function
Case Details	Displays detailed information on the case and allows permission based actions to be taken.
Risk Factors	Displays all risk factors for the case and allows new risk factors to be added.
Comments	Displays case comments and allows new comments to be added.
Documents	Displays information on the documents already uploaded for the case and allows users to upload additional documents relating to the case. See **Documents** on page 52.
Case History	Displays information on the history of actions taken on the case. See **Case History** on page 54.

4 Interstate Transfer Module

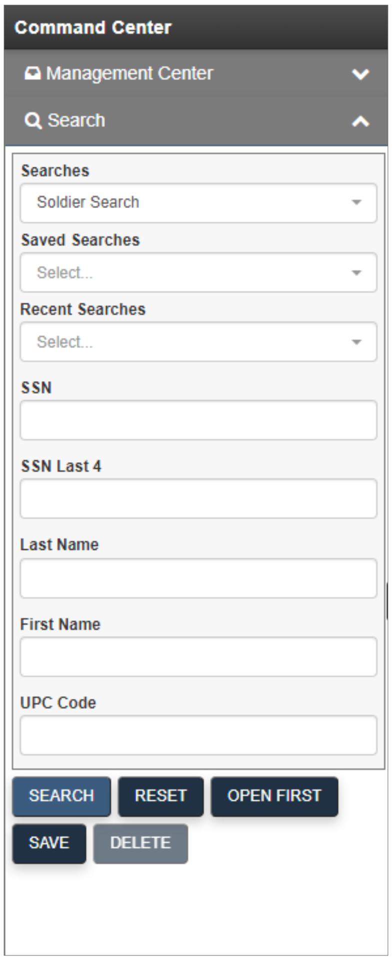
The Interstate Transfer (IST) module facilitates communication between all of the parties involved in the 9-step process. This section describes the work done in the *Case Details*, or fourth panel.



> **Note -** Navigating through the *Case Details* tab can be accomplished by clicking the numbers at the bottom of the screen, which allow you to jump to any page within the Case Summary for the Soldier.

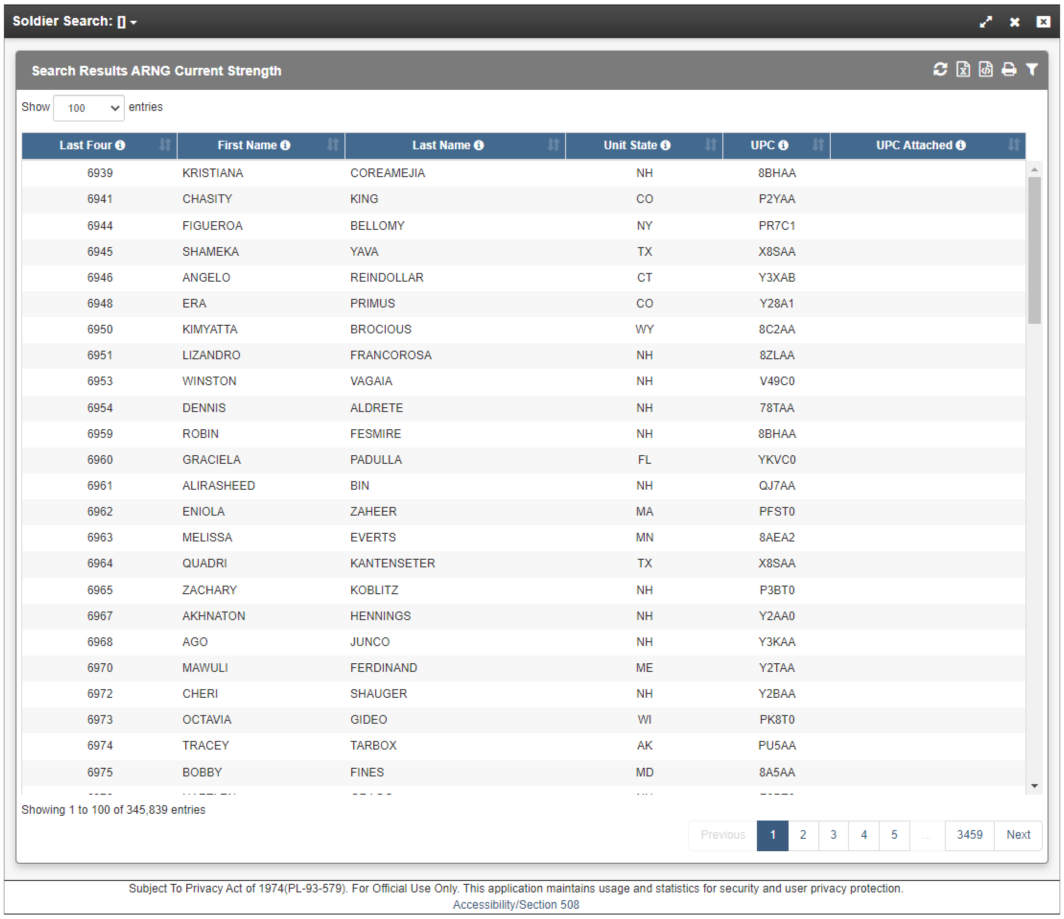
4.1 Create a new Interstate Transfer

1. Click the **Search** tab within the Command Center panel.
   - The *Search* screen appears.



2. Enter information into any of the available fields—*SSN*, *SSN Last 4*, *Last Name*, or *First Name*.
3. Click **Search**.

➤ The second panel displays a list of Soldiers matching your search criteria.


Soldier Search: [] ▾

Search Results ARNG Current Strength

Show 100 entries

Last Four	First Name	Last Name	Unit State	UPC	UPC Attached
6939	KRISTIANA	COREAMEJIA	NH	8BHAA	
6941	CHASITY	KING	CO	P2YAA	
6944	FIGUEROA	BELLOMY	NY	PR7C1	
6945	SHAMEKA	YAVA	TX	X8SAA	
6946	ANGELO	REINDOLLAR	CT	Y3XAB	
6948	ERA	PRIMUS	CO	Y28A1	
6950	KIMYATTA	BROCIOUS	WY	8C2AA	
6951	LIZANDRO	FRANCOROSA	NH	8ZLAA	
6953	WINSTON	VAGAIA	NH	V49C0	
6954	DENNIS	ALDRETE	NH	78TAA	
6959	ROBIN	FESMIRE	NH	8BHAA	
6960	GRACIELA	PADULLA	FL	YKVC0	
6961	ALIRASHEED	BIN	NH	QJ7AA	
6962	ENIOLA	ZAHEER	MA	PFST0	
6963	MELISSA	EVERTS	MN	8AEA2	
6964	QUADRI	KANTENSETER	TX	X8SAA	
6965	ZACHARY	KOBLITZ	NH	P3BT0	
6967	AKHNATON	HENNINGS	NH	Y2AA0	
6968	AGO	JUNCO	NH	Y3KAA	
6970	MAWULI	FERDINAND	ME	Y2TAA	
6972	CHERI	SHAUGER	NH	Y2BAA	
6973	OCTAVIA	GIDEO	WI	PK8T0	
6974	TRACEY	TARBOX	AK	PU5AA	
6975	BOBBY	FINES	MD	8A5AA	

Showing 1 to 100 of 345,839 entries

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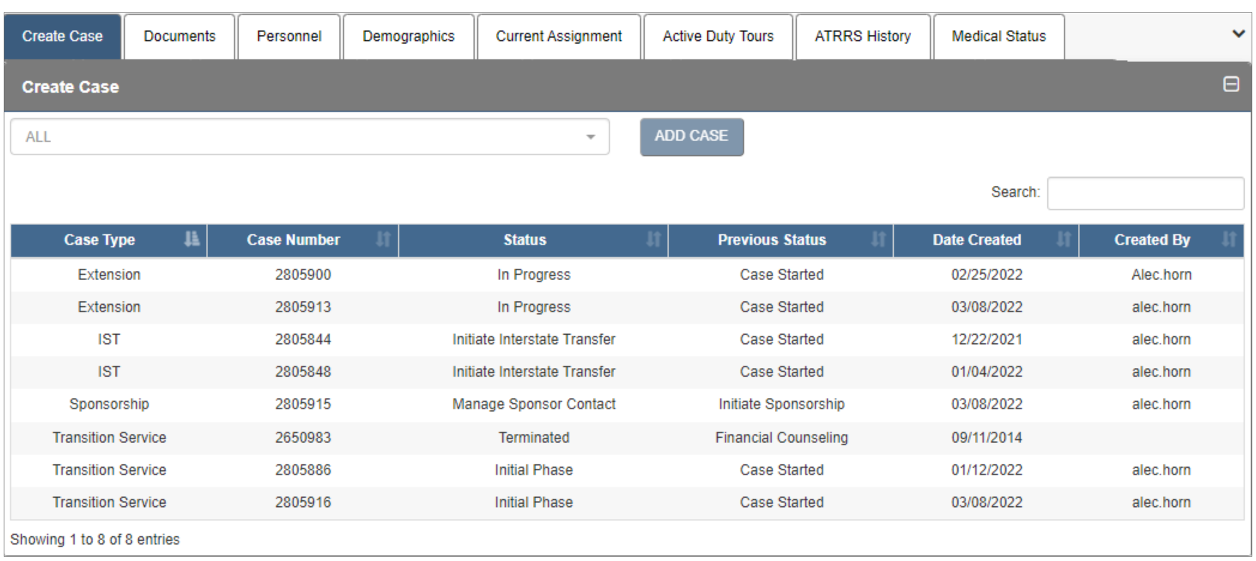
4. Click the name of the Soldier requesting an IST.

➤ The *Soldier Details* panel opens for the selected Soldier with the *Create Case* tab selected.


Create Case | Documents | Personnel | Demographics | Current Assignment | Active Duty Tours | ATRRS History | Medical Status

Create Case

ALL

ADD CASE

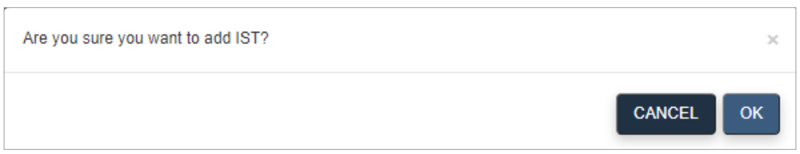
Search:

Case Type	Case Number	Status	Previous Status	Date Created	Created By
Extension	2805900	In Progress	Case Started	02/25/2022	Alec.horn
Extension	2805913	In Progress	Case Started	03/08/2022	alec.horn
IST	2805844	Initiate Interstate Transfer	Case Started	12/22/2021	alec.horn
IST	2805848	Initiate Interstate Transfer	Case Started	01/04/2022	alec.horn
Sponsorship	2805915	Manage Sponsor Contact	Initiate Sponsorship	03/08/2022	alec.horn
Transition Service	2650983	Terminated	Financial Counseling	09/11/2014	
Transition Service	2805886	Initial Phase	Case Started	01/12/2022	alec.horn
Transition Service	2805916	Initial Phase	Case Started	03/08/2022	alec.horn

Showing 1 to 8 of 8 entries

5. Choose **IST** from the available drop-down list.

6. Click **ADD CASE**.
7. A dialog box appears asking you to confirm the creation of an IST case.



8. An IST case is created for the Soldier. The point of contact listed on the IST RCT Roster for the state of the Soldier's UPC is sent an automated email notification about the new IST case. (See **RCT Roster** on page 84 .)

4.2 Access An Existing Case

To open an existing IST case:

1. Open the **Management Center** within the *Command Center* in the first panel.
2. Open the **Retention Management** folder.
3. Open the **RMS Case Work** folder.
4. Click the **Interstate Transfer** folder.
5. Click the work bucket that describes the next step of the IST process needed for the Soldier's case to progress.

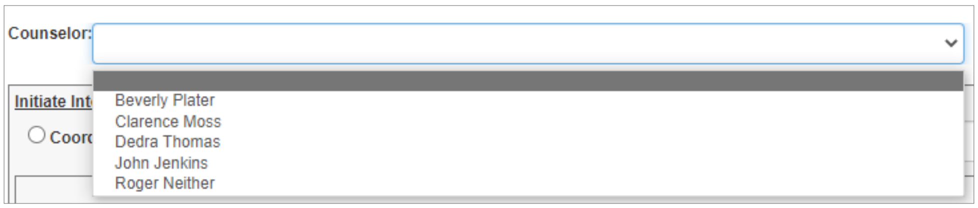
► The *Roster Report* opens in the second panel.

6. Click the Soldier whose case you wish to view.
   - The *Soldier* and *Case Details* panels open.

4.3 Initiate Interstate Transfer

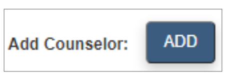
After an IST case has been created, the first step of the process is filled out by the losing unit and Soldier in the fourth panel on the *Initiate Interstate Transfer–Losing Unit* screen.

1. Select a *Counselor* from the drop-down menu.



> **Note -** This step is performed by a user in the IST Helpdesk Admin Role.

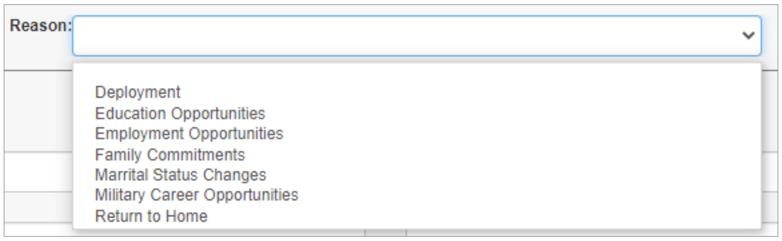
2. If a certain counselor is not listed in the drop-down, you can add them to the list by clicking the **ADD** button.



   - The *Add Counselor* window opens.

3. Fill in the required information and click **SAVE**. The new counselor is added to the drop-down list.
4. Choose whether the transfer is *Coordinated* or *Uncoordinated*.

5. Select a *Reason* from the drop-down menu.



6. Input the Soldier's *Projected Departure Date* (if Coordinated) or *Arrival Date* (if Uncoordinated).

7. Enter the Soldier's new address information in the *New Address* section.
8. Enter the Soldier's new work address information in the *Work Address* section.
9. Click **INITIATE TRANSFER** at the bottom of the section.
   - An *Additional Comments* window appears.

10. Optionally, enter additional comments, then click **OK**.
    - The case moves to the *Complete Losing Unit Checklist* work bucket to be completed by the losing unit.

> **Note -** The *Complete Losing Unit Checklist–Losing Unit* screen can also be accessed by clicking the number **2** button at the bottom of the panel.

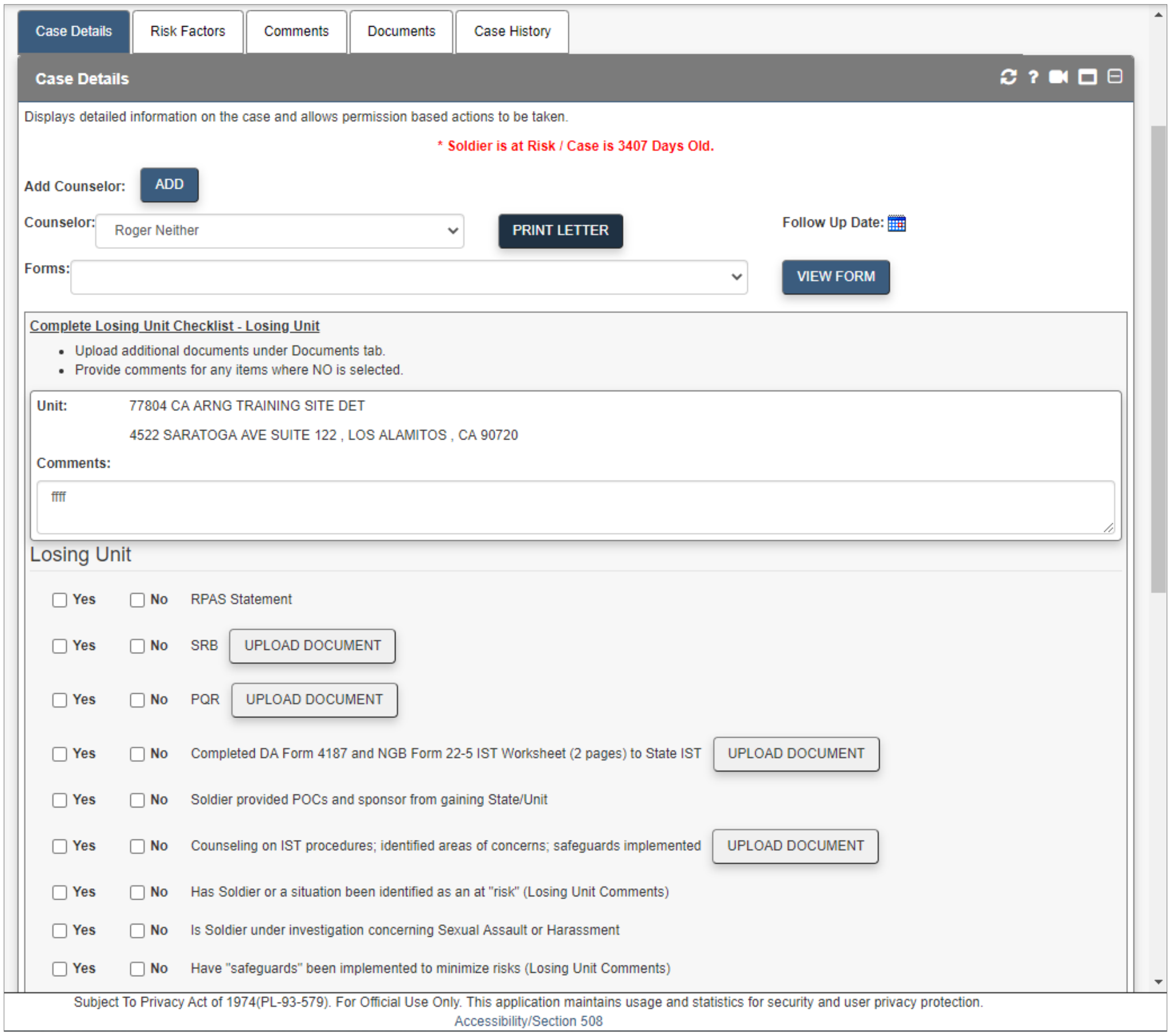
> For more information about risk factors, refer to **Risk Factors** on page 49.

4.4 Complete Losing Unit Checklist

This step must be performed by the losing unit to answer questions about the Soldier's case, including whether all required procedures have been completed and needed forms have been uploaded.

The *Complete Losing Unit Checklist–Losing Unit* screen loads after the **INITIATE TRANSFER** button is clicked from the *Initiate Interstate Transfer* screen, which is on the first page of the Case tab in the fourth panel. It can also be accessed by selecting a case from the *Complete Losing Unit Checklist* work bucket's

Soldier Roster. It is the second page of the Case tab.



Note - Scroll down to view all the lines of the checklist.

1. Complete the checklist, selecting **Yes** or **No** as appropriate.
2. To upload a source document, click **UPLOAD DOCUMENT**.
3. Click **Choose File** and select the document from your computer.
4. Choose a description from the drop-down list of required documents, or select *Other* and type a description of the uploaded document below the drop-down list.
5. Click **SAVE**.
6. Click **COMPLETE CHECKLIST** at the bottom of the section.

- An *Additional Comments* window appears.

7. Optionally, enter additional comments, then click **OK**.

- The case moves to the *Complete Losing State Checklist* work bucket to be completed by the losing state.

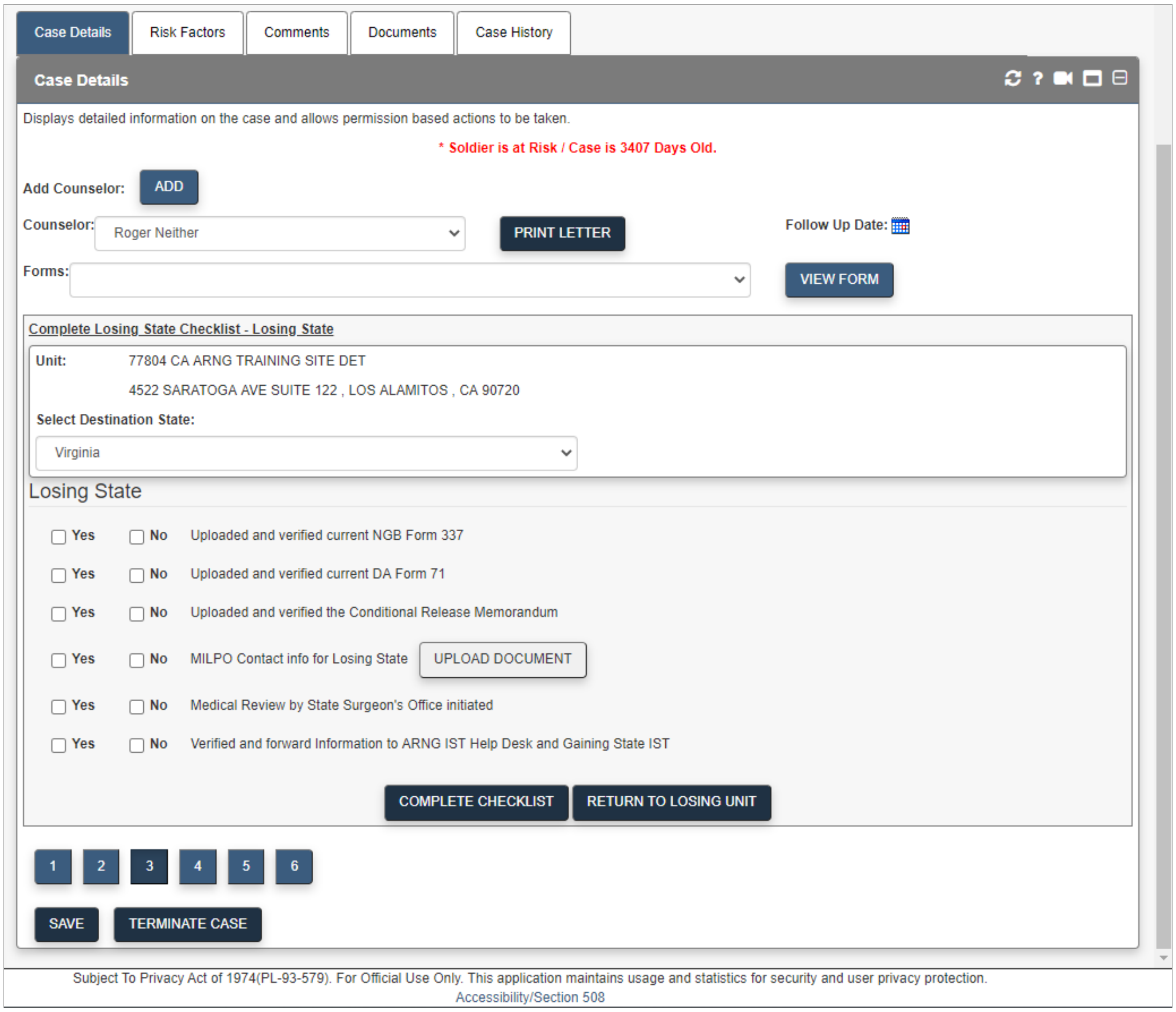
Note - Once the Unit has completed the Losing Unit Checklist, the system automatically sends the Soldier an email with a status update.

A *Forms* drop-down menu becomes available at the top of the Case tab after the Initiate Transfer step on the first page. For more information about available forms, refer to **Forms** on page 54.

4.5 Complete Losing State Checklist

The *Complete Losing State Checklist* step must be performed by the losing state to verify that processes required at the state level have been completed.

The *Complete Losing State Checklist–Losing State* screen loads after the **COMPLETE CHECKLIST** button is clicked from the *Complete Losing Unit Checklist*, which is on the second page of the Case tab in the fourth panel. It can also be accessed by selecting a case from the *Complete Losing State Checklist* work bucket's Soldier Roster. It is the third page of the Case tab.



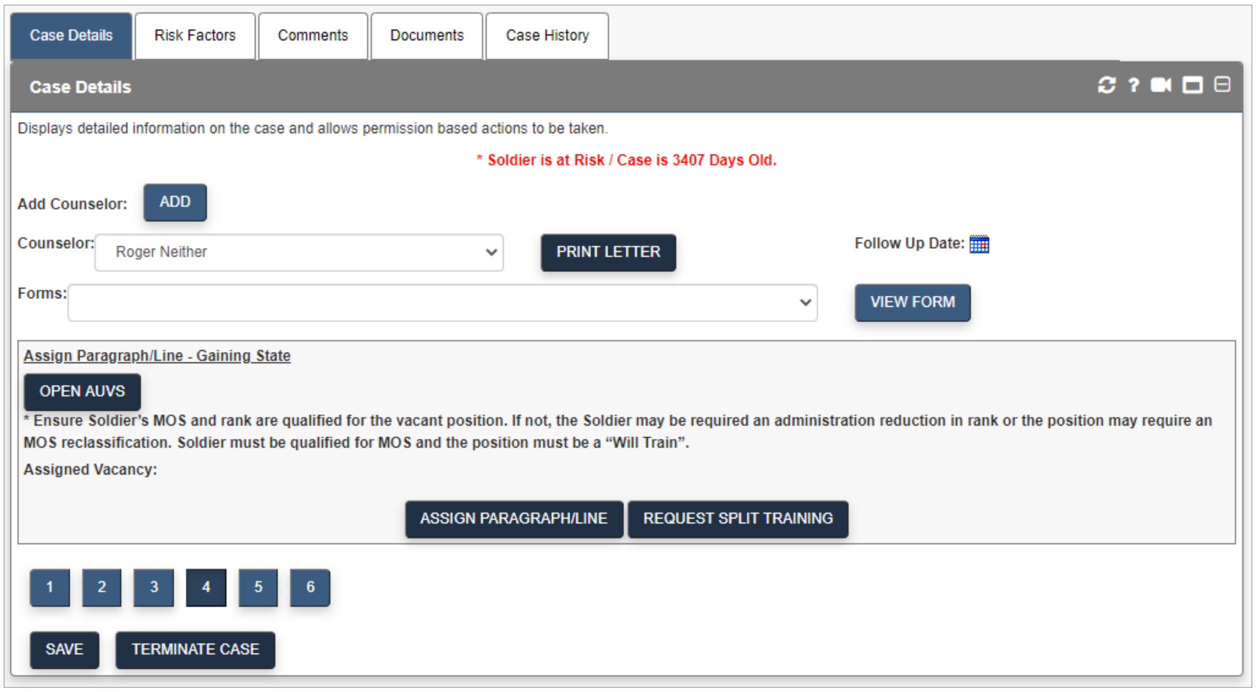
1. Complete the checklist, selecting **Yes** or **No** as appropriate.
2. Click **COMPLETE CHECKLIST**.
   - ► An *Additional Comments* window appears.
3. Optionally, enter additional comments, then click **Save**.
   - ► The case moves to the *Assign Paragraph/Line (Gaining State)* work bucket to be completed by the losing state.

> **Note -** To return the case to the losing unit, click **RETURN TO LOSING UNIT**. The case then moves back to the *Complete Losing Unit Checklist* work bucket.

4.6 Assign Paragraph/Line

The *Assign Paragraph/Line* step must be finished by the gaining state to select a vacancy for the Soldier. If a preferred position is currently filled but is expected to become vacant soon, a Split Training request can be submitted.

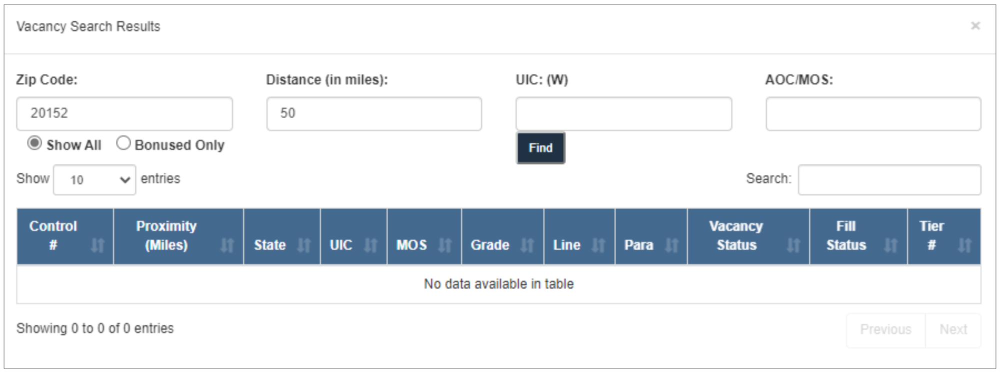
The *Assign Paragraph/Line–Gaining State* screen loads after the **COMPLETE CHECKLIST** button is clicked from the *Complete Losing State Checklist–Losing State* screen, which is on the third page of the Case tab in the fourth panel. It can also be accessed by selecting a case from the *Assign Paragraph/Line (Gaining State)* work bucket's Soldier Roster. It is the fourth page of the Case tab.



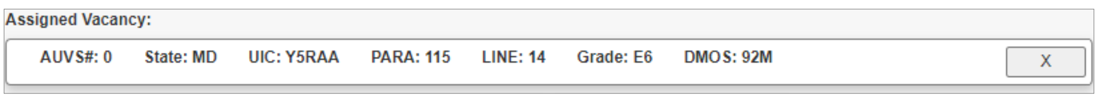
4.6.1 To assign a vacancy

1. Click **OPEN AUVS**.

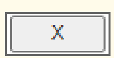
- The *Vacancy Search Results* pop-up window opens to search within the Automated Unit Vacancy System (AUVS).



2. Enter your search criteria in the provided fields.
3. Click **Find**.
   - AUVS returns all of the vacant positions that match the Soldier's Grade or one higher, contain the selected MOS, and are located within the selected geographical area.
4. Click one of the positions to select it.
   - The position is listed in the *Assigned Vacancy* field.



5. Repeat steps 1-4 as needed to assign a different vacancy.

> Click the **X** button  to erase the Assigned Vacancy selection.

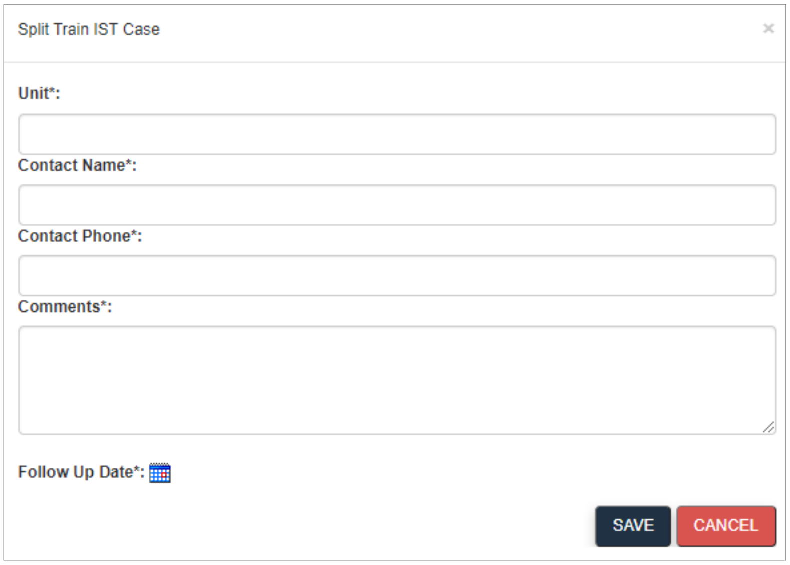
6. Click **ASSIGN PARAGRAPH/LINE**.
   - An *Additional Comments* window appears.
7. Optionally, enter additional comments, then click **Save**.
   - The case moves to the *Accept Paragraph/Line–Losing State* work bucket to be completed by the losing state.

> **Note -** At this stage, the system automatically sends the Soldier an email with a status update.

4.6.2 To request split training

Split Training is an option when the selected position is currently filled but is expected to become vacant soon. Split Training allows the Soldier to train for the position in the gaining state until the position is vacant. The case remains in Split Training status until the losing state either rejects Split Training or clicks the *End Split Training* button on the *Accept Paragraph/Line–Losing State* page when the position is vacated.

1. Click **REQUEST SPLIT TRAINING** if the position in the Assigned Vacancy field has a Fill Status of *Filled/Claimed* in the *Vacancy Search Results* window.
   - The *Split Train IST Case* pop-up window loads.



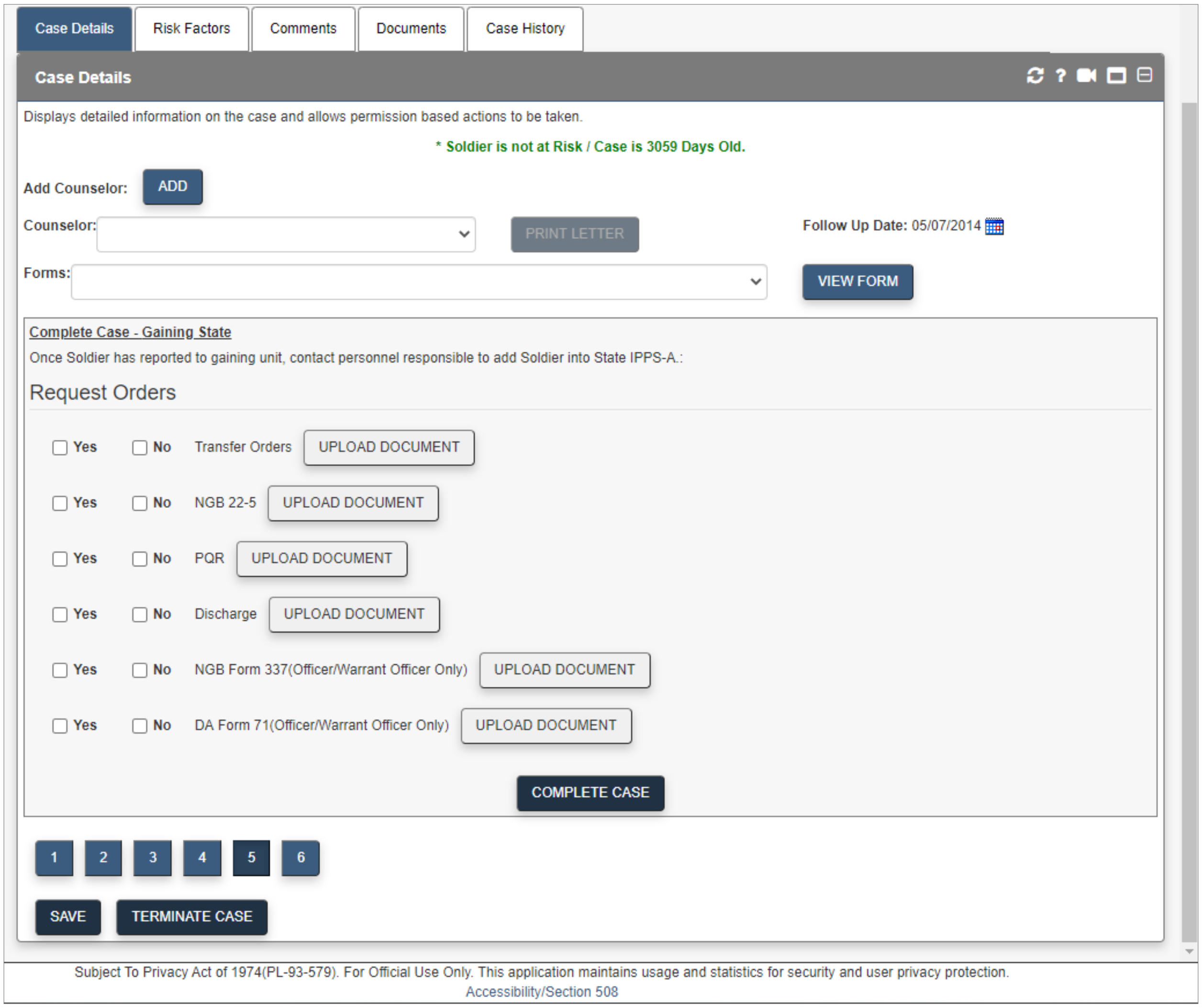
2. Enter the *Unit* of the new position, *Contact Name* and *Contact Phone* of the person the losing state may contact to check on the status of the position, *Comments* about the expected timeline for the position to be vacated, and select a *Follow Up Date* recommended for the losing state to check on the status of the position.
3. Click **SAVE**.
   - The case is now in Split Training status and moves to the *Complete Case - Gaining State* screen on the fifth page of the Case tab. At the top of the screen, a control number displays in parentheses after *Split Train* in the format IST{CaseID}-YYYY-NNN.

> **Note -** YYYY is the current 4-digit year and NNN is the next 1-3 digit number in the IST sequence for that year.

4.7 Complete Gaining State Checklist

This step must be finished by the gaining state to verify accuracy of documents and that processes required at the state level have been completed.

The *Complete Case–Gaining State* screen loads after a selection is made from the *Accept Paragraph/Line–Losing State* screen, which is on the fifth page of the Case tab in the fourth panel. It can also be accessed by selecting a case from the *Complete Case (Gaining State)* work bucket's Soldier Roster. It is the fifth page of the Case tab.



1. Complete the checklist, selecting **Yes** or **No** as appropriate.
2. Click **COMPLETE CHECKLIST**.
   - An *Additional Comments* pop-up window loads.
3. Enter comments and click **OK**.
   - The case moves to the *Verify Case* work bucket to be completed by the gaining unit.

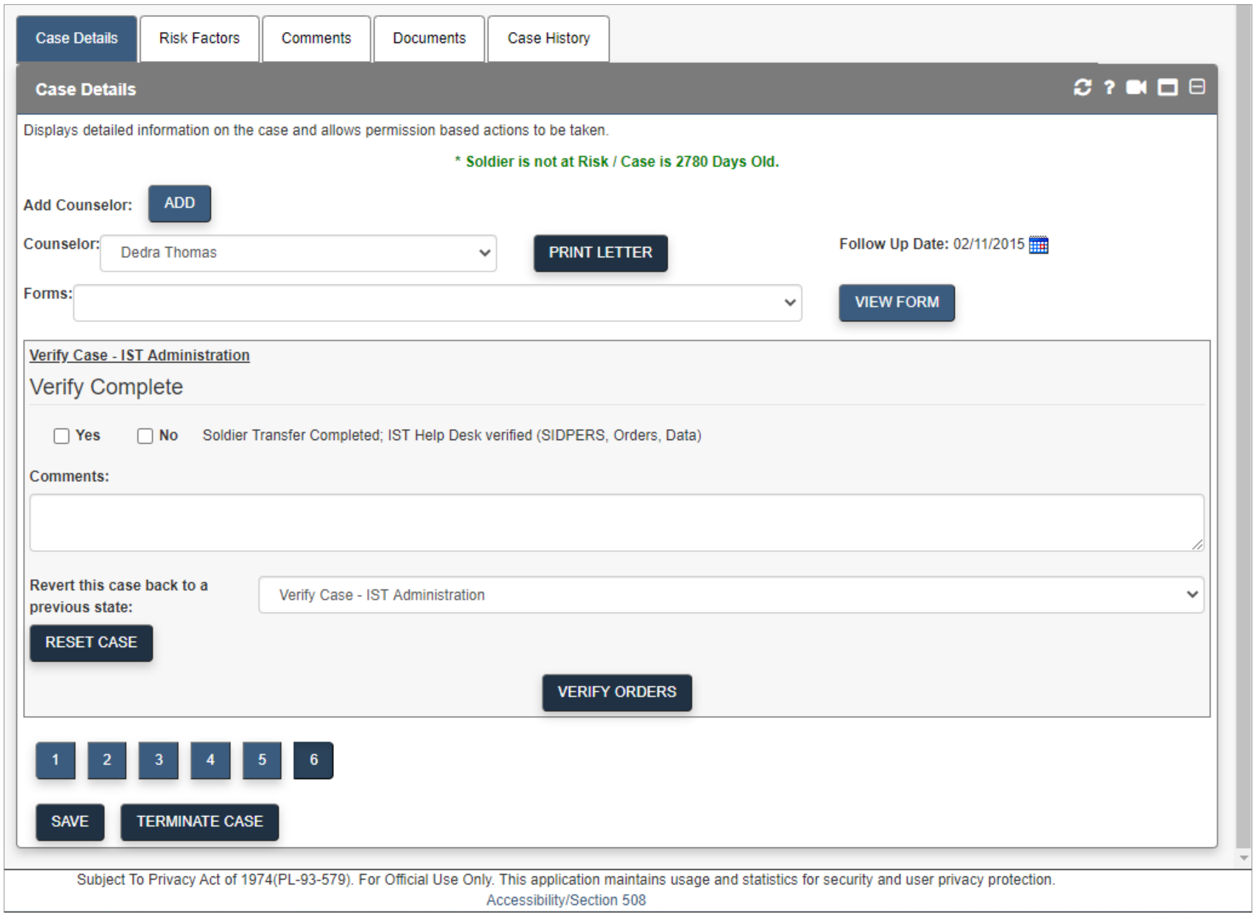
> **Note -** At this stage, the system automatically sends the Soldier an email with a status update.

> **Note -** To return the case to the losing state, click **RETURN TO LOSING STATE**. The case then moves back to the *Complete Losing State Checklist* work bucket.

4.8 Verify Case

The *Verify Case* step must be finished by a user assigned to the IST Helpdesk Admin Role.

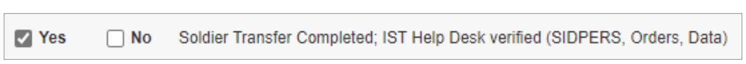
The *Verify Case–IST Administration* screen loads after the **COMPLETE CASE** button is clicked from the *Complete Case–Gaining State* screen, which is on the fifth page of the *Case* tab in the fourth panel. It can also be accessed by selecting a case from the *Verify Case* work bucket's Soldier Roster. It is the sixth page of the Case tab.



1. Verify that the Soldier's Interstate Transfer case is completed.
   - ▶ Ensure that all previous steps are completed, such as the Soldier has been added to IPPS-A, has been provided Orders, and case data is correct.

   > **Note -** Meet with the Soldier to verify supporting documentation.

2. Check **Yes**.



3. Enter comments in the *Comments* field.
4. Click **VERIFY ORDERS**.
   - ▶ An *Additional Comments* pop-up window loads.

5. Enter comments and click **OK**.
   - The IST case is completed.

4.8.1 Reopen a Case

After a case has been verified, a *Reopen Case* button appears at the bottom-left of the fourth panel.

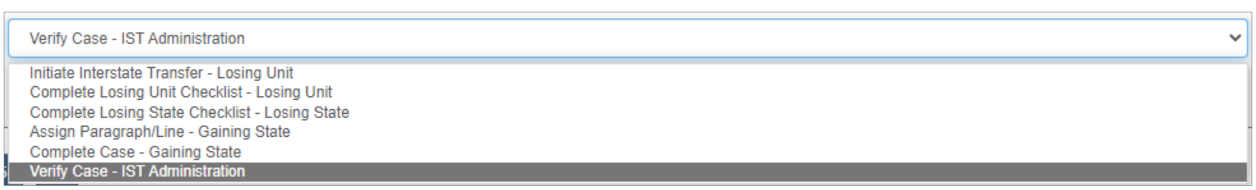
1. Click **REOPEN CASE**.
   - An *Additional Comments* pop-up window loads.
2. Enter comments and click **OK**.
   - The case returns to the *Verify Case–IST Administration* screen.

4.8.2 Reset a Case

After a case has been reopened, the *Reset Case* button is enabled to send a case back to a specific stage.

1. Click the drop-down list in the *Verify Case–IST Administration* screen.

2. Select the stage you would like to send the case back to.



3. Click **RESET CASE**.
   - An *Additional Comments* pop-up window loads.
4. Enter comments and click **OK**.
   - The case is sent back to the selected stage to be completed by the relevant parties.

4.9 Follow Up

The *Follow-up* work bucket contains open cases assigned to a specific Help Desk user and/or all cases with a follow-up date of today's date or earlier, depending on the user's role. The *Follow-up (ALL)* work bucket contains all open cases with a follow-up date.

Throughout the Interstate Transfer process, you can assign a follow-up date to a Soldier's case, allowing them to go back and revisit the Soldier's case at a later time.

1. Click the *Follow-up* work bucket and select a Soldier from the *Follow Up* Roster Report in the second panel.
2. Review the Soldier's information within the third panel.
3. Continue working on the Soldier's case as necessary.

5 Additional Actions

By default, the fourth panel opens with the *Case Details* tab selected. The *Risk Factors, Comments,Documents,*and*Case History* tabs can also be viewed within this panel.

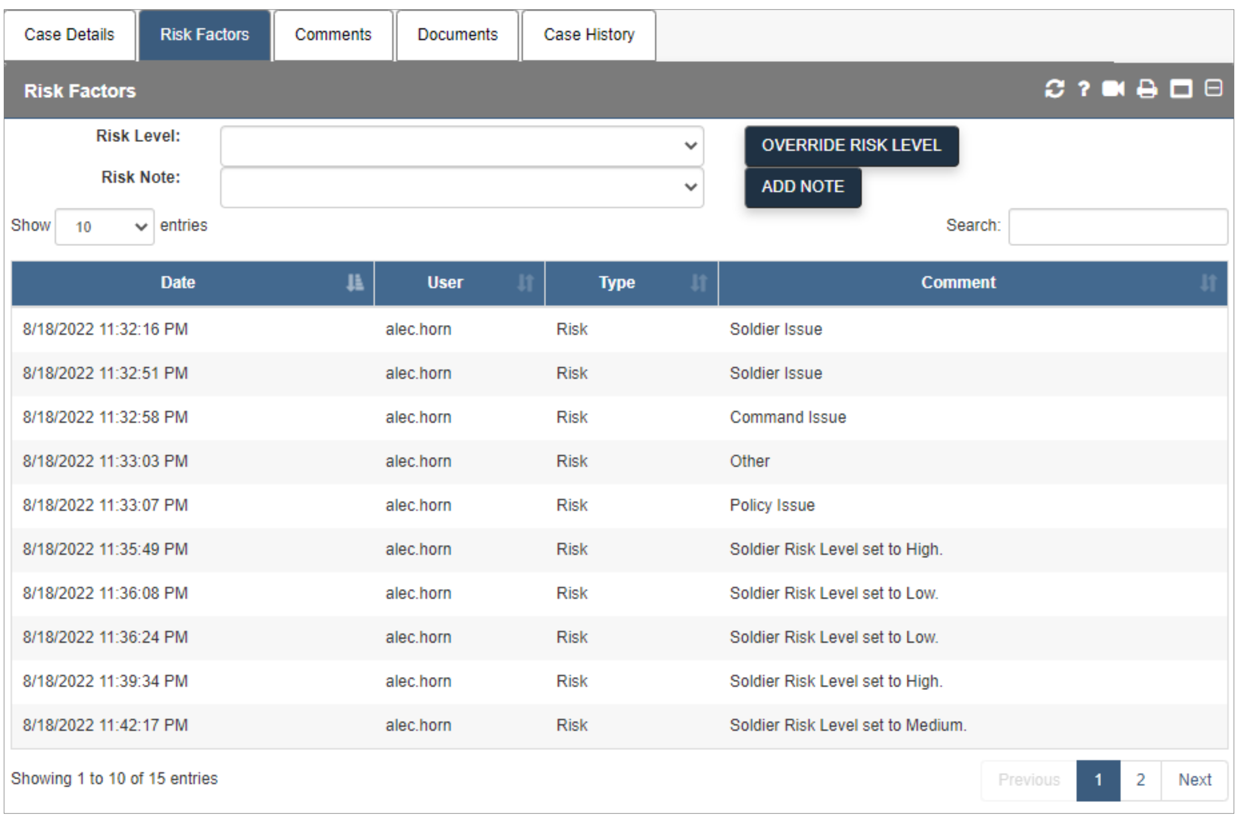
5.1 Risk Factors

IST uses a risk code to communicate the potential stress the Interstate Transfer may put on the Soldier. Any IST user can add a risk note to a case from the *Risk Factors* tab in the *Case Details* (fourth) panel; IST Help Desk Admin users can also override a risk level from the *Risk Factors* tab.

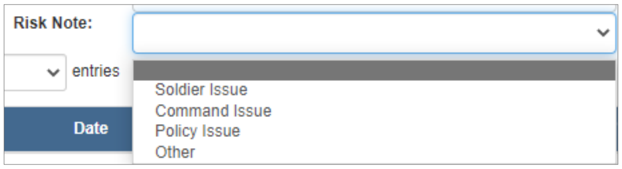
5.1.1 Risk Notes

Adding a risk note to a case automatically increases the case's risk level to medium.

1. In the *Case Details* (fourth) panel, click the **Risk Factors** tab.
   - The *Risk Factors* tab opens, displaying previously entered Risk Factors.



2. To add a new note, open the *Risk Note* drop-down menu and select an option.



3. Click **ADD NOTE**.
   - The note is added to the grid table and the screen is refreshed.

5.1.2 Risk Levels

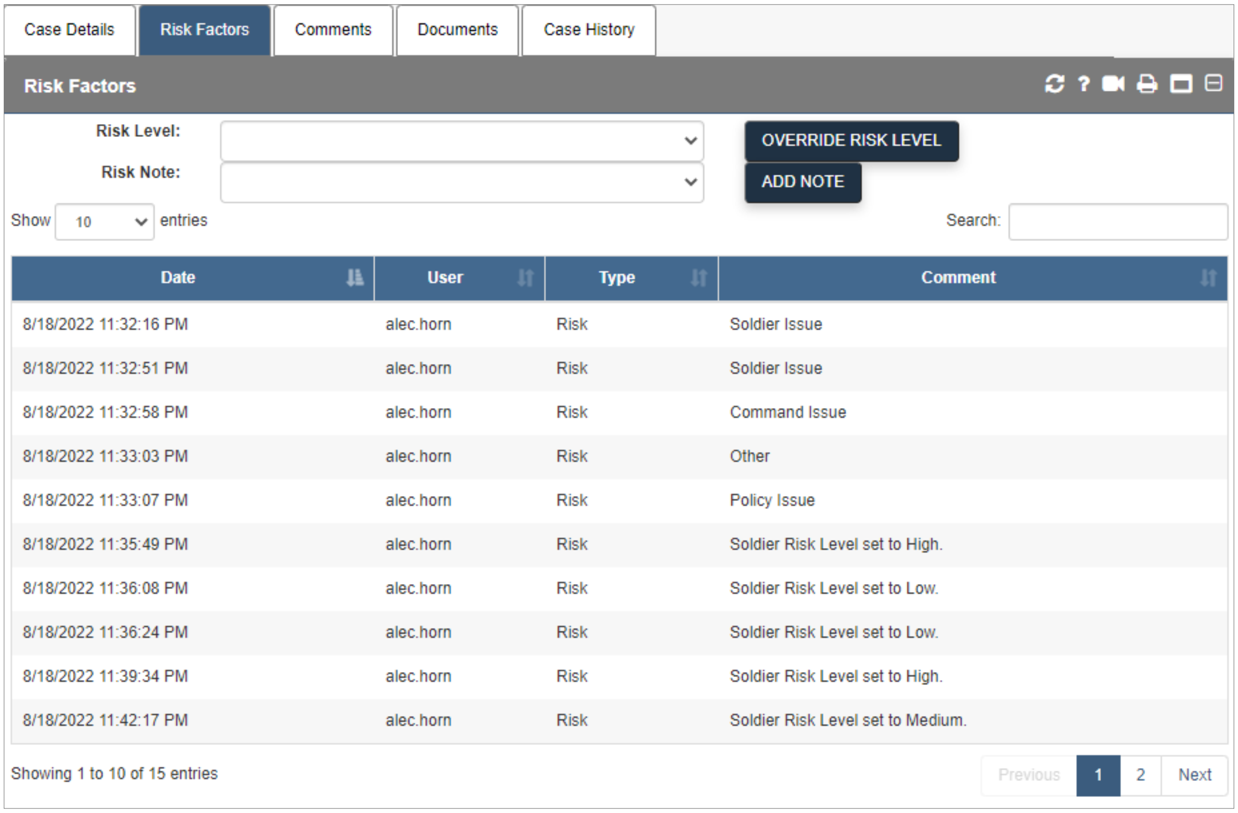
There are three risk codes that indicate the level of risk involved with a given Soldier's interstate transfer: no risk (green), medium risk (amber), and high risk (red). While the criteria that determines each risk level can depend on multiple factors, an example of a high-risk transfer is an unemployed Soldier or if the transfer is uncoordinated. If the case has been open for more than 45 days, the risk level is automatically set to medium.

Medium Risk Rules	High Risk Rules
Case is over 45 days old	*Uncoordinated* radio button is selected
Case Risk Notes exist	New Address is not completed
	Work Contact Name is null or *Unemployed* is selected
	Case is inactive for over 30 days
	Case is over 60 days old

5.1.2.1 Override Risk Levels

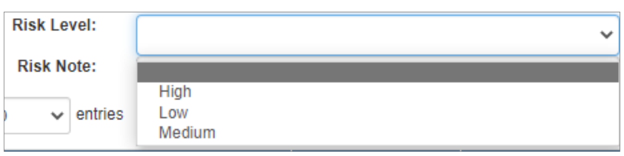
IST Help Desk Admin users are able to override a risk level from the *Risk Factors* tab.

1. In the *Case Details* (fourth) panel, click the **Risk Factors** tab.
   - The *Risk Factors* tab opens, displaying previously entered Risk Factors.



Date	User	Type	Comment
8/18/2022 11:32:16 PM	alec.horn	Risk	Soldier Issue
8/18/2022 11:32:51 PM	alec.horn	Risk	Soldier Issue
8/18/2022 11:32:58 PM	alec.horn	Risk	Command Issue
8/18/2022 11:33:03 PM	alec.horn	Risk	Other
8/18/2022 11:33:07 PM	alec.horn	Risk	Policy Issue
8/18/2022 11:35:49 PM	alec.horn	Risk	Soldier Risk Level set to High.
8/18/2022 11:36:08 PM	alec.horn	Risk	Soldier Risk Level set to Low.
8/18/2022 11:36:24 PM	alec.horn	Risk	Soldier Risk Level set to Low.
8/18/2022 11:39:34 PM	alec.horn	Risk	Soldier Risk Level set to High.
8/18/2022 11:42:17 PM	alec.horn	Risk	Soldier Risk Level set to Medium.

2. Select a new *Risk Level* from the drop-down menu.

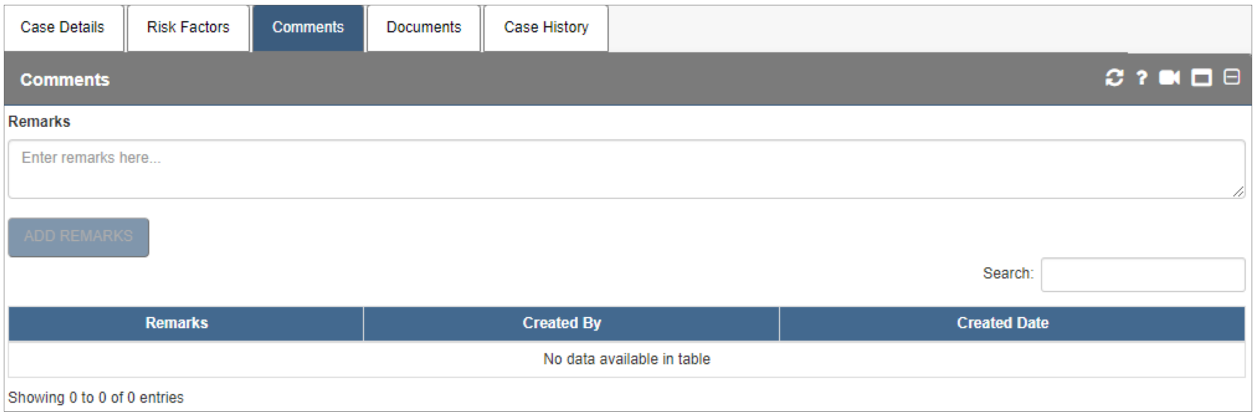


> **Note -** You cannot override the risk level if the case has been open for more than 60 days.

3. Click **OVERRIDE RISK LEVEL**.
   - The risk level is updated and added to the risk history table; the screen is refreshed.

5.2 Comments

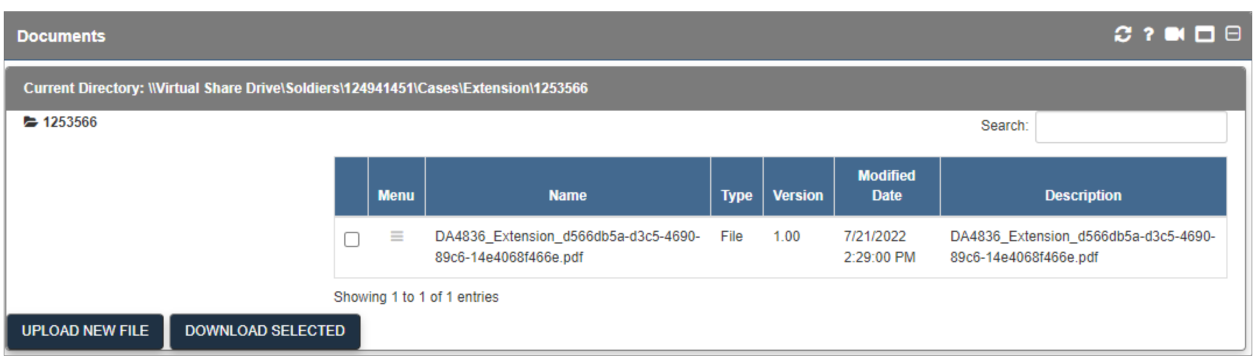
1. Click the **Comments** tab in the *Case Details* (fourth) panel.
   - The tab opens, displaying any comments previously entered about the case.



2. Enter comments in the *Remarks* field.
3. Click **ADD REMARKS**.
   - The comment is displayed at the bottom of the tab.

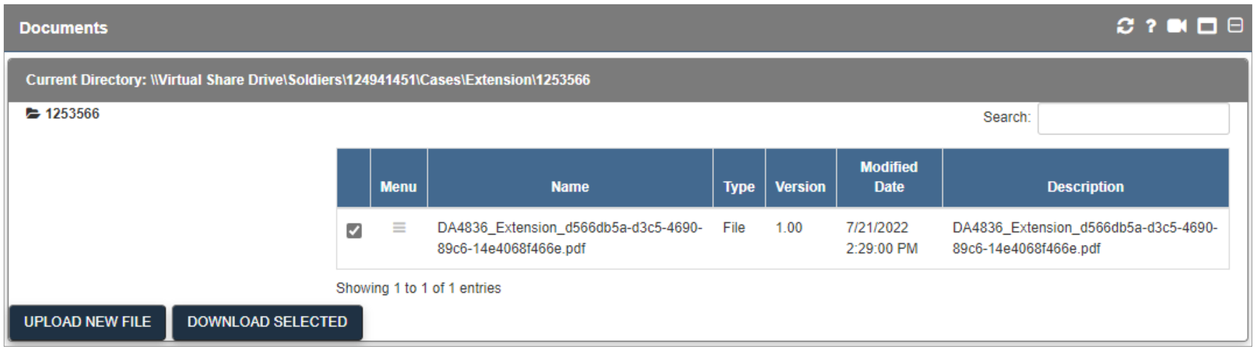
5.3 Documents

The *Documents* tab allows you to filter, download, and upload files pertaining to the selected Soldier.



5.3.1 Download a File

1. From the *Documents* tab, check the check box(es) of the file(s) that you want to download.

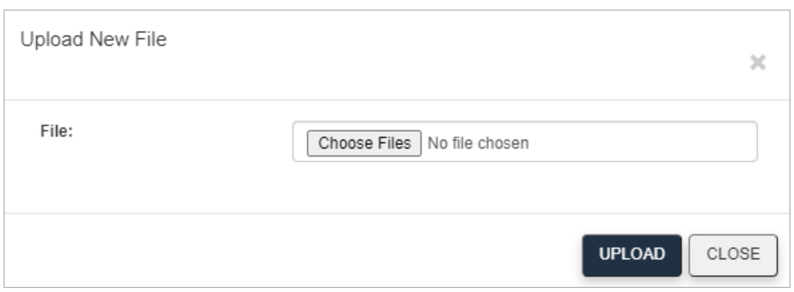


> **Note -** If more than one file is selected, the files are downloaded as a zip file.

2. Click **DOWNLOAD SELECTED** at the bottom of the screen. The file(s) are downloaded.

5.3.2 Upload a File

1. Click **UPLOAD NEW FILE**.
   - The *Upload New File* dialog box opens.



2. Click **Choose Files**.
3. Navigate to the file, and click **Open**.
   - The *File* field is populated with the name of the file.

> **Note -** You can upload multiple files at a time by simply selecting more than one file before clicking **Open**.

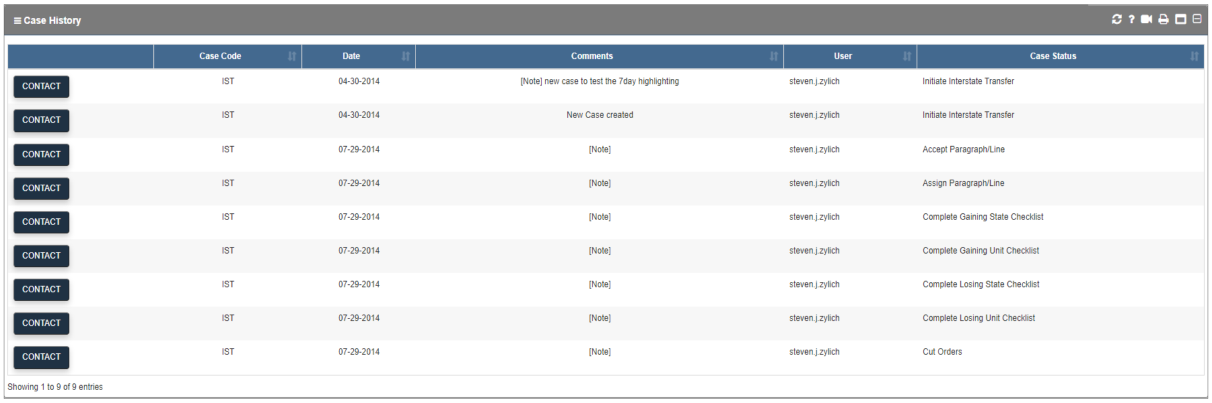
4. Click **UPLOAD**.
   - The file is uploaded.

> **Note -** Any documents uploaded in the 4th panel will be available in the *Documents* tab in Panel 3 where all documents uploaded to the Soldier's case are consolidated.

5.4 Case History

1. In the *Case Details* (fourth) panel, click the **Case History** tab.

   ▶ The *Case History* tab opens, displaying information about previous actions completed for the Soldier.



≡ Case History

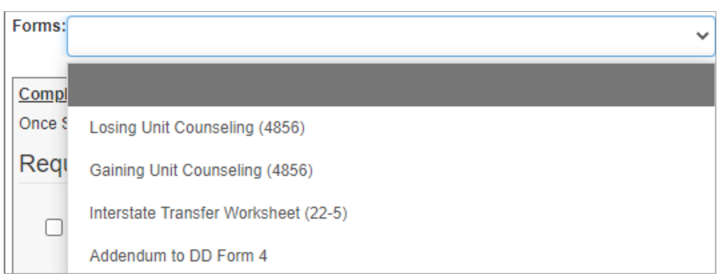
	Case Code	Date	Comments	User	Case Status
CONTACT	IST	04-30-2014	[Note] new case to test the 7day highlighting	steven.j.zylich	Initiate Interstate Transfer
CONTACT	IST	04-30-2014	New Case created	steven.j.zylich	Initiate Interstate Transfer
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Accept Paragraph/Line
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Assign Paragraph/Line
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Complete Gaining State Checklist
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Complete Gaining Unit Checklist
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Complete Losing State Checklist
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Complete Losing Unit Checklist
CONTACT	IST	07-29-2014	[Note]	steven.j.zylich	Cut Orders

Showing 1 to 9 of 9 entries

5.5 Forms

You can view and complete certain forms from within the IST case. Form data is composed of Soldier data, data collected for the IST case, and user input. All form data can be saved within the IST case. The form data can also be viewed, saved, and printed in PDF format.

1. Select the desired form from the *Forms* drop-down list at the top of the *Case Details* tab.



2. Click **VIEW FORM**.

   ▶ The form content opens in a new window.

3. Fill out the form with the appropriate information and click **PRINT PDF**.

   ▶ The selected form can be opened or saved to your Downloads folder as a PDF.

6 Contacting the Help Desk

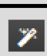
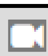
You can contact the Help Desk in one of two ways:

1. Call 1-855-249-9311.
2. Email mailto:ng.ncr.arng.mbx.rcms-g@mail.mil

When contacting the Help Desk, please include the name of the module and a brief description of what you were doing before receiving an error message within the module.

7 Glossary of Icons

These are all of the icons encountered throughout the IST product.

Case Management Icons	Function
	Refresh
	Show/hide the filter fields above the columns
	Print
	Export to CSV
	Export to Excel
	Closes the current panel
	Closes all tabs currently open for just the selected panel
	Toggle section
	Toggle full screen
	Maximize section
	Displays the look up values for a particular field
	Show DEI
	Help
	Video

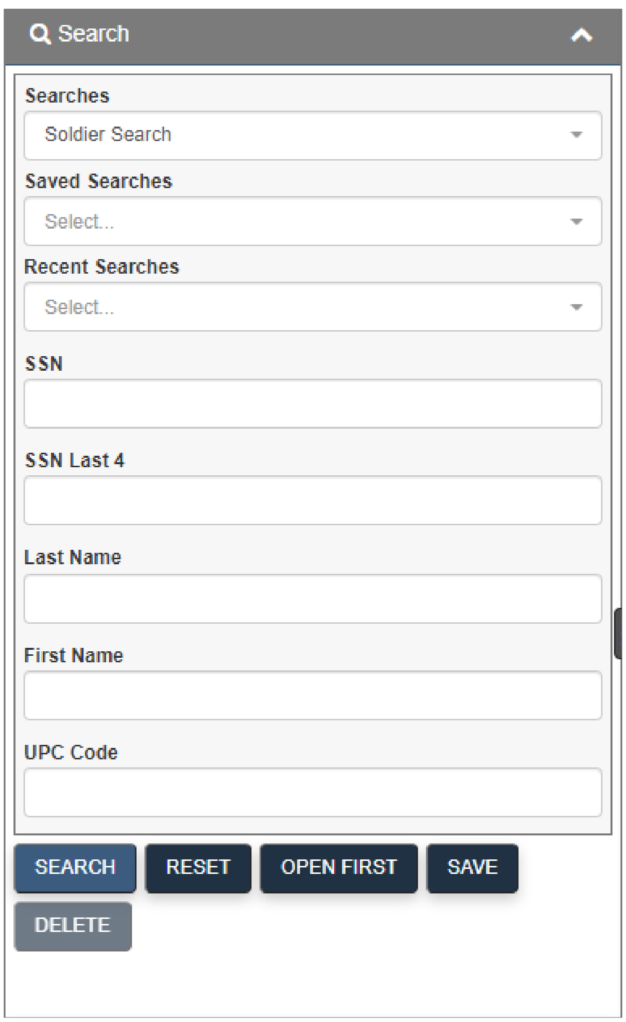
8 Additional Tools

Additional Tools explains additional functionality included within RMS, including the *Search* and *Reports* sections.

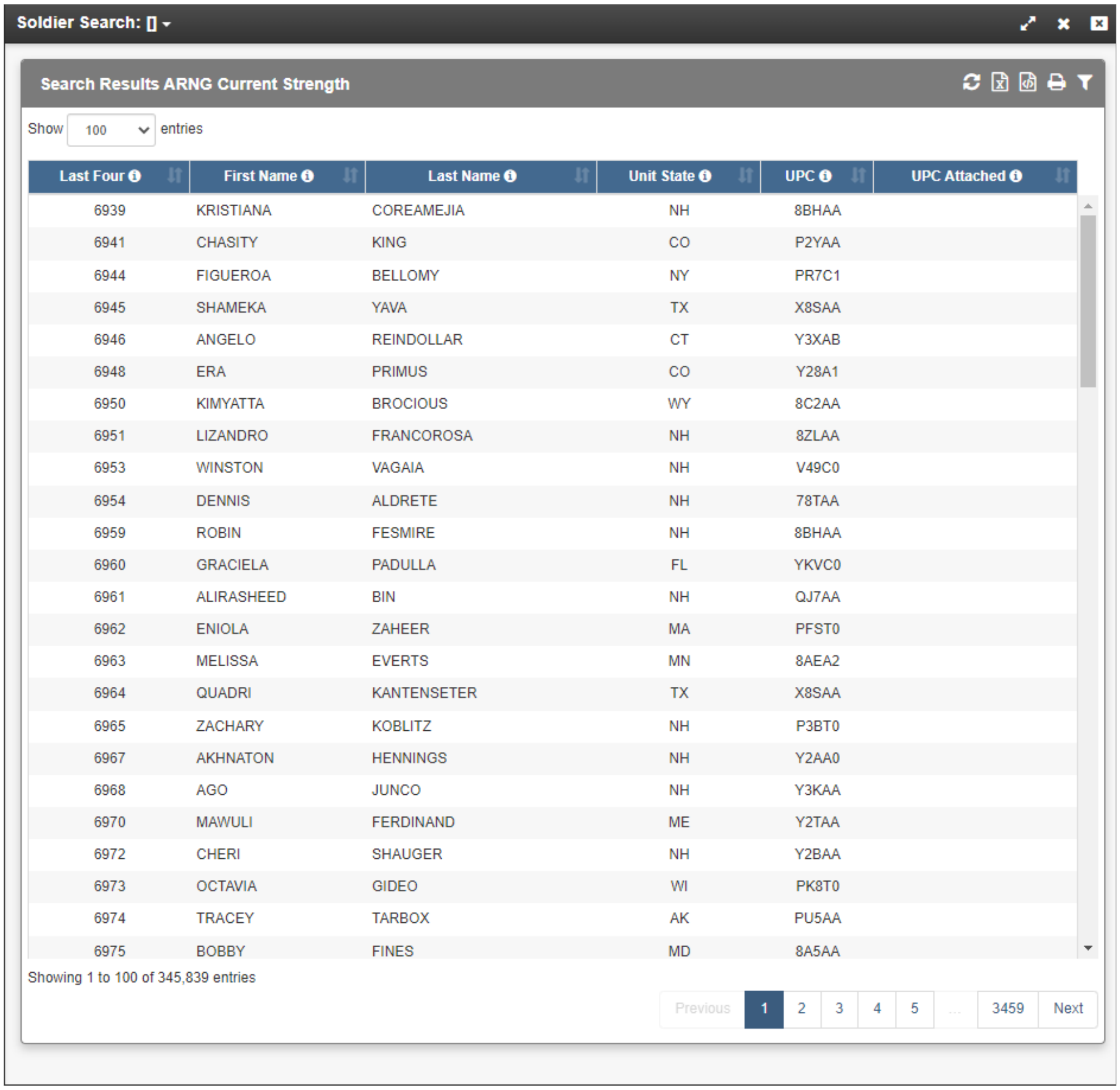
8.1 Search

You can search for Soldiers within the module by selecting the *Search* tab from the *Command Center*, and then choosing the appropriate *Search Type*. (See **Soldier Roster Tools** on page 29 for more information about options in the search results panel.)

8.1.1 Soldier Search



1. Enter information into any of the available fields—*SSN*, *SSN Last 4*, *Last Name*, *First Name*, or *UPC Code*.
2. Click **SEARCH**.
   - The second panel displays a list of Soldiers matching your search criteria.


Soldier Search: []

Search Results ARNG Current Strength

Show 100 entries

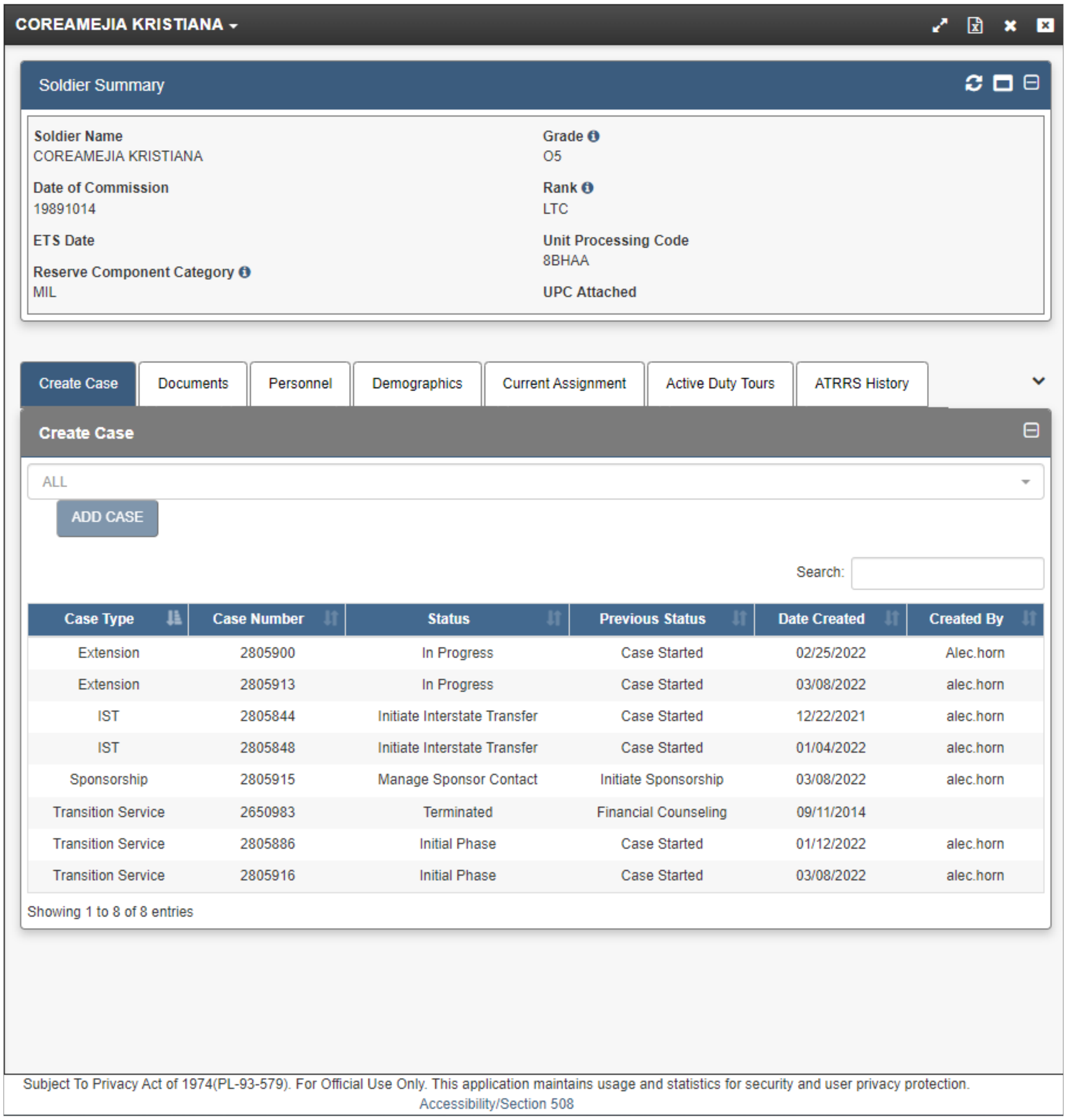
Last Four	First Name	Last Name	Unit State	UPC	UPC Attached
6939	KRISTIANA	COREAMEJIA	NH	8BHAA	
6941	CHASITY	KING	CO	P2YAA	
6944	FIGUEROA	BELLOMY	NY	PR7C1	
6945	SHAMEKA	YAVA	TX	X8SAA	
6946	ANGELO	REINDOLLAR	CT	Y3XAB	
6948	ERA	PRIMUS	CO	Y28A1	
6950	KIMYATTA	BROCIOUS	WY	8C2AA	
6951	LIZANDRO	FRANCOROSA	NH	8ZLAA	
6953	WINSTON	VAGAIA	NH	V49C0	
6954	DENNIS	ALDRETE	NH	78TAA	
6959	ROBIN	FESMIRE	NH	8BHAA	
6960	GRACIELA	PADULLA	FL	YKVC0	
6961	ALIRASHEED	BIN	NH	QJ7AA	
6962	ENIOLA	ZAHEER	MA	PFST0	
6963	MELISSA	EVERTS	MN	8AEA2	
6964	QUADRI	KANTENSETER	TX	X8SAA	
6965	ZACHARY	KOBLITZ	NH	P3BT0	
6967	AKHNATON	HENNINGS	NH	Y2AA0	
6968	AGO	JUNCO	NH	Y3KAA	
6970	MAWULI	FERDINAND	ME	Y2TAA	
6972	CHERI	SHAUGER	NH	Y2BAA	
6973	OCTAVIA	GIDEO	WI	PK8T0	
6974	TRACEY	TARBOX	AK	PU5AA	
6975	BOBBY	FINES	MD	8A5AA	

Showing 1 to 100 of 345,839 entries

Previous 1 2 3 4 5 ... 3459 Next

3. Click a Soldier's name to view more information about the Soldier.

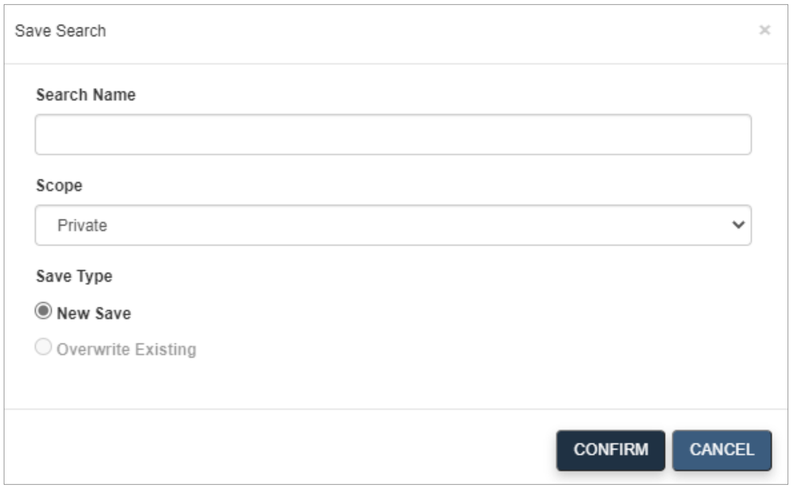
- The third panel opens.



Note - Some tabs may be hidden when the panel opens. Click the arrow icon to view them.

8.1.2 Save a Search

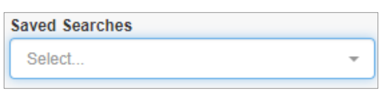
1. Click **SAVE** after entering search parameters to save a search for later use.



2. Enter a name for the search.
3. Choose the *Scope* for the search, either Private or Public.
4. Choose to overwrite an existing save, or save the search as something entirely new.
5. Click **CONFIRM**.
   - The search is saved and can be used again by clicking the *Saved Searches* drop-down menu.

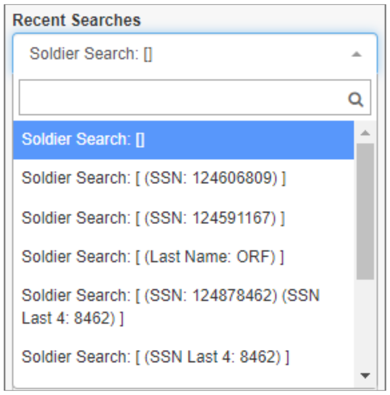
8.1.3 View Saved Searches

From the *Saved Searches* drop-down menu, you can choose to view the criteria for any previously saved search.



8.1.4 Recent Searches

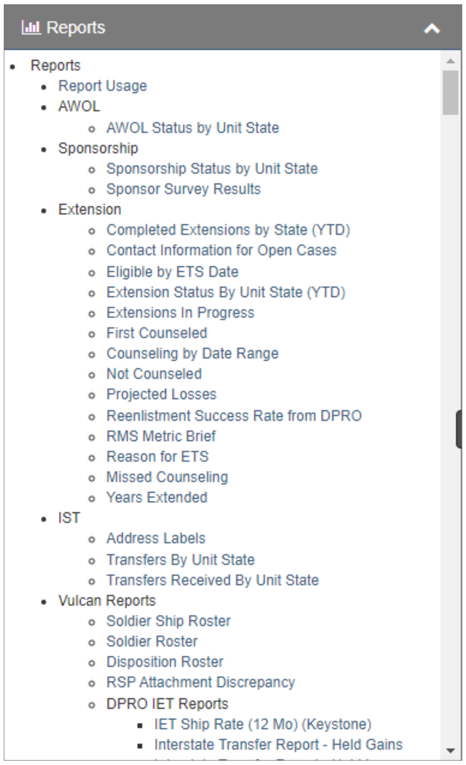
From the *Recent Searches* drop-down menu, you can view the search criteria from your recent searches.



8.2 Reports

Reports are a central tool in IST. They display data in a tabular format and provide many options for customization. In general, reports allow you to view information tailored to your needs at the scope that makes sense for your subject of interest. They provide a user-friendly way to access detailed information on nearly any data used in IST.

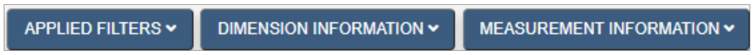
You can view reports within the module by selecting the *Reports* tab from the Command Center, and then choosing the appropriate folder.



This section of the user guide explains how to navigate and work within a report. The functions described here are available for all reports, regardless of how they were generated.

8.2.1 The Reports Screen

At the top of every report screen you can find the **APPLIED FILTERS, DIMENSION INFORMATION,** and **MEASUREMENT INFORMATION** buttons. These give information about the report and options for modifying it. The report itself occupies the remainder of the screen.



8.2.2 Data Marts

Reports can run directly against a data mart or can link directly to a data mart. All reports either represent a portion or portions of data mart data. A data mart is a central source for data pertaining to a certain focus. Each data mart defines the dimensions and measurements available to you as well as the roll-up definitions (table joins) that derive the information. Data marts pull their data from select source tables, which define how a user or report queries against them.

8.2.3 Report Information

The section at the top-left side of Panel 2 contains the title of the report and a short description of the information contained therein. The *MEASUREMENT INFORMATION* section describes the numeric values being presented (e.g., Assigned Strength), usually as columns in the report. The *DIMENSION INFORMATION* section identifies the other field elements being displayed in the report, often grouped as row values (e.g., Unit State) and/or filters (e.g., Run Date).

See **Measurements** below or **Dimensions** below for more information.

8.2.3.1 Measurements

Measurements are fields that represent a numeric count (e.g., a sum total) or mathematical function (e.g., an average value or the percentage of a population) of something being analyzed. They are typically derived from information stored as binary (yes/no) values in the Data Store at the individual record level-of-detail.

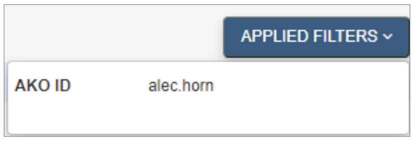
Examples of data stored as measurements include total assigned strength, total gains over a given period of time, MOS-qualified personnel, average age, and an organization's loss rate.

8.2.3.2 Dimensions

Dimensions are fields with values that are typically grouped to form a basis of comparison (e.g., male vs. female), or are used to filter or parse data (e.g., unit state = Virginia). Since they are not typically represented with binary "Yes/No" values, dimensions cannot be directly summed; rather, they are used in combination with various measurements (e.g., total missions, etc.) to produce your result matrix. For example, consider "gains" (measurement) by "unit state," or "assigned strength" (measurement) by "gender" (dimension). Dimension values are typically represented as rows in a given report, although they can also appear as columns in a cross-tab report.

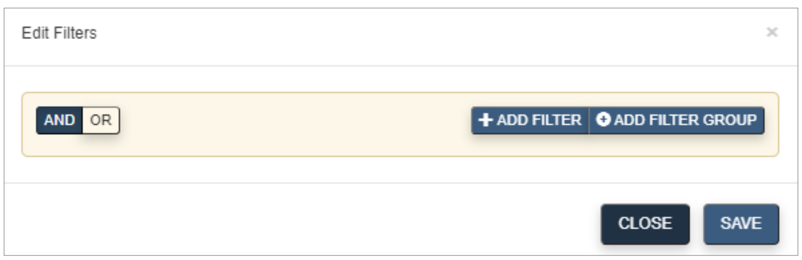
8.2.4 Applied Filters

The **APPLIED FILTERS** button displays the current filter on the report, if applicable. Any additional filters you apply appear when you click it, as do any drill-down criteria you add.



8.2.4.1 Editing a Filter

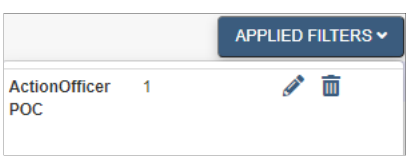
1. Click the **Edit Filters** button to change the parameters of one of the filters.
   - The *Edit Filter* screen appears. Click **ADD FILTER**. A drop-down menu appears.



2. To update the filter, select an operator from the drop-down list.
3. Next, select the value upon which to filter the report.
4. Click **SAVE** to confirm your selections.
   - The updated report appears.

8.2.4.2 Deleting a Filter

1. Click the **Delete Filter**icon under *APPLIED FILTERS*. Click**DELETE**the confirmation window.

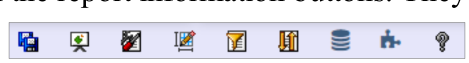


Click **DELETE** next to the selected filter.

- The updated report appears.

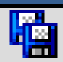
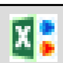
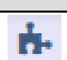
> **Note -** This option is not available for the *Run Date* filter, which must appear on all reports.

8.2.5 Report Tools

Report tools are displayed at the top of the panel beneath the report information buttons. They include various options for editing, saving, and viewing a report. 

The following table explains each of the icons that can be found in the *Reports* blade. Icons with complex functions are explained in greater depth in their own section of the user guide.

> **Note -** Available icons may vary among products.

Button	Result
	A *Save Report* dialogue screen appears.
	The report is emailed to the email account associated with your profile.
	A pop-up window appears with options for subscribing to the report.
	A pop-up window appears with basic options for editing an aggregate report.
	A pop-up window appears with in-depth options for editing an aggregate report.
	The base report appears.
	A collection of dashboards appear, displaying the information from your report.
	A pop-up window appears with instructions for exporting the report data to a Microsoft Excel spreadsheet.
	A pop-up window appears with instructions for exporting the aggregate and base reports as separate tabs in a Microsoft Excel spreadsheet.
	View advanced options for sorting the report.
	A pop-up window appears with instructions for exporting the report data to a Microsoft Excel Comma Separated Values File.
	The *Report Builder* screen appears. It allows you to select specific measurements, dimensions, and filters to include within the base report.
	Print the report.
	A pop-up window appears with *Dimensions* and *Measurements* panels explaining the data in your report.
	A pop-up window appears displaying the SQL code.
	A pop-up window appears displaying Xml code.

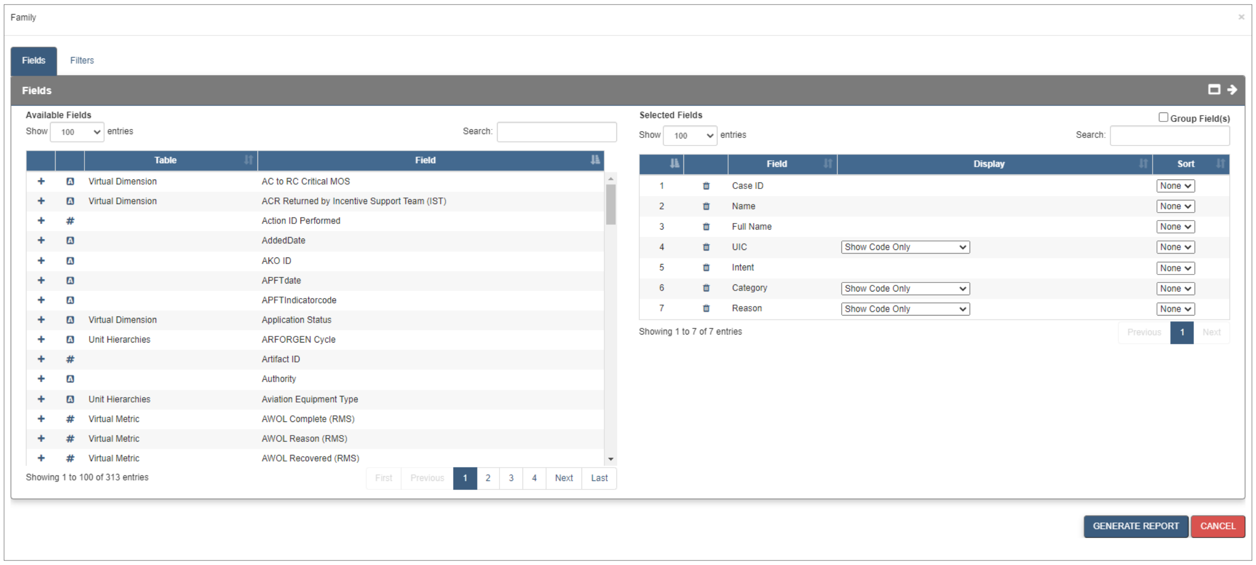
8.2.5.1 Report Builder

The *Report Builder* tool allows you to modify base reports (see **Aggregate and Base Reports** on page 71) with customized dimensions, measurements, and filters.

> **Note -** In IST, filters determine what data you see and how it is configured in any given report, dashboard, or view.

Building a Report with Report Builder

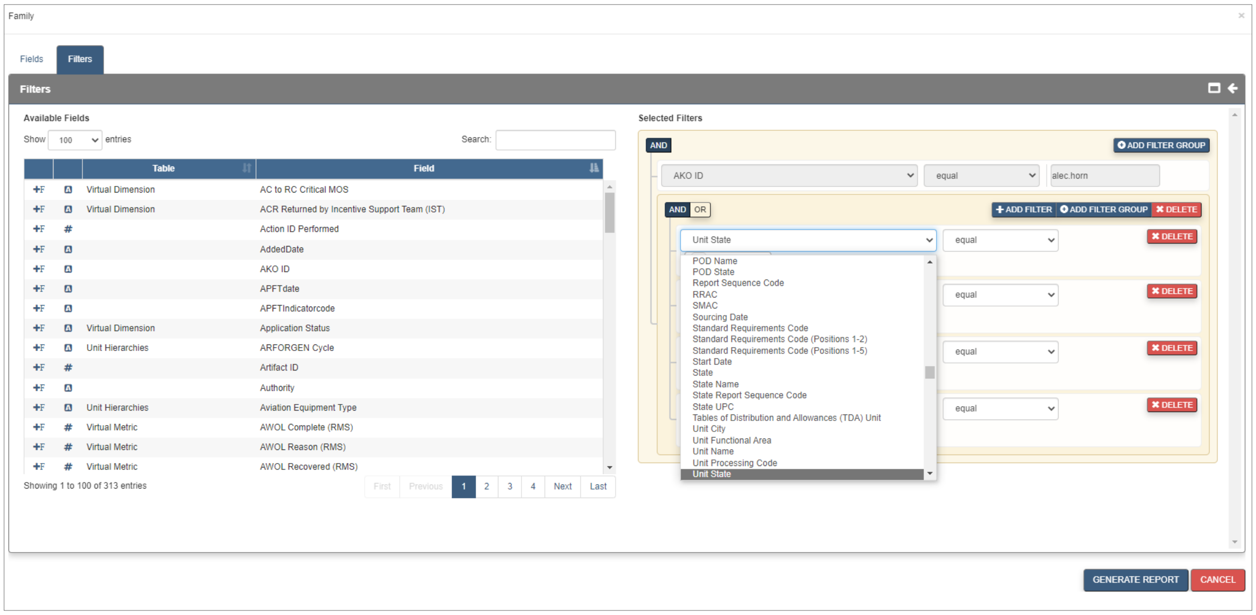
1. From within a base report, click the **Edit Base Report** button .
   - The *Report Builder* appears.



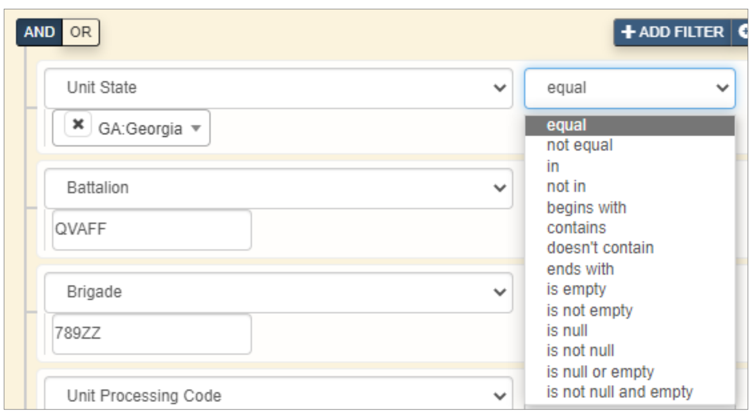
> **Note -** The **Edit Base Report** button is not available in all base reports.

2. Optionally, view more information and filter the metrics and dimensions displayed in the *Fields* panel.
   - Type a metric or dimension name into either of the *Fields* text boxes. The list is now sorted to include only items that match your entry.
3. Add any element from the *Fields* panel to the *Selected Fields* panel to add it as a column in your report.
   - Click the + icon on an element in the *Fields* panel to add it to the *Selected Fields* panel.
   - Click the *Remove* icon on an element in the *Selected Fields* panel to remove it.
   - Change the *Sort* order of any field to ascending, descending, or none.
   - Change the primary, secondary, and additional sorts as needed by adjusting the number fields in the *Sort* column.
4. Add any element from the *Fields* list to the *Selected Filters* panel from the *ADD FILTER* drop-down to filter which results are returned in the report.

- The *Select Operation* menu appears.



5. Choose an option from the *Select Operation* menu.



- If applicable, type a value in the text field that appears to complete adding this filter.

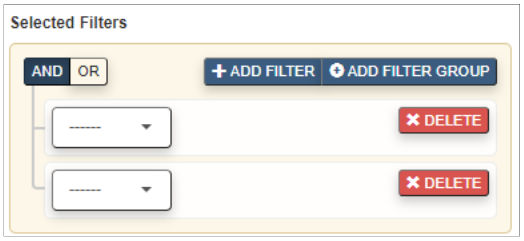
6. Repeat steps two through four as necessary.
7. Click **GENERATE REPORT**.
   - The report appears.

Grouping Filters

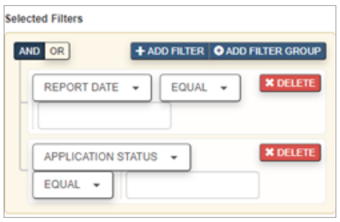
Adding a second filter groups the two filters together with a single operator (*And*/*Or*). Additional filters can be added to the group or to create a subgroup with a separate operator.

> **Note -** The *Run Date* filter is not grouped with any other filters.

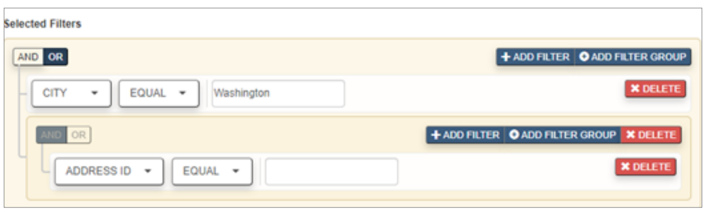
1. Click **ADD FILTER** to add an additional filter at the bottom of the *Selected Filter(s)* panel.



▶ The filters are grouped with a single operator.



2. Click **ADD FILTER GROUP** to add an additional filter on top of another filter to create a subgroup.



▶ The subgroup is created with a separate operator.

Other Report Builder Actions

Task	Action
Delete an element from the *Selected Field(s)* or *Selected Filter(s)* panel	Click the **Remove** icon or click **DELETE**
Exit *Report Builder*	Click **Cancel**.

8.2.5.2 Sort the Report

To sort a report, click the header of the column by which you want to sort. Clicking the header more than once toggles between sorting in ascending order and descending order.

8.2.5.3 Save the Report

1. Click the **Save as New Report** icon .
   - The *Save Report* window opens.

> Saving a report saves the report specifications, including any preferences or filters you set for the report. When a saved report is opened, the report is populated with the latest data available.

2. In the *Report Type* drop-down list, select either **Private** or **Shared**. *Private* is for reports that only you can see and *Shared* are reports that everyone can see.
3. Enter a name in the *Report Name* text box and click **SAVE** to save the report.

8.2.5.4 Subscriptions in IST

IST provides access to many products and presentations through a subscription service that automatically sends the selected item(s) to your .milEnterprise email account.

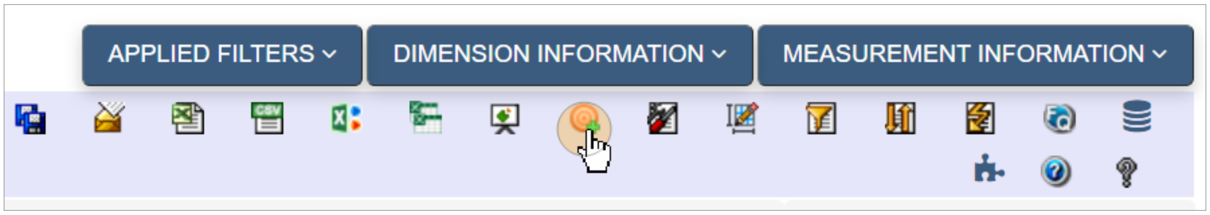
Daily subscriptions are sent out every day between 8 p.m. and 6 a.m.

Weekly subscriptions are sent Monday through Friday between 6 p.m. and 6 a.m. (Monday's subscription email contains Friday data). If there are still weekly subscriptions in the queue after 6 a.m., they will be sent the following day(s) until all jobs have processed.

Monthly subscriptions are sent to the users beginning the first of each month and continue until all subscriptions are sent (meaning some users may receive their subscription on the second or third of the month or later). Monthly subscriptions contain end of month data for the previous month. If a user creates this type of subscription in the middle of the month they will receive one subscription immediately containing the data for the previous month. The job will then be scheduled as a normal Monthly subscription.

> **Note -** No new subscriptions will be generated on holidays and/or weekends, but any subscriptions that are still pending from the previous day will be sent out.

Subscribing from Reports



1. Select the desired report.
2. Drill down to the necessary level of detail, or click the **Go to Base Report** icon to view Soldier-level data.

   > **Tip:** Click the **Home** link to return to the unfiltered report.
   >
   > 
   >

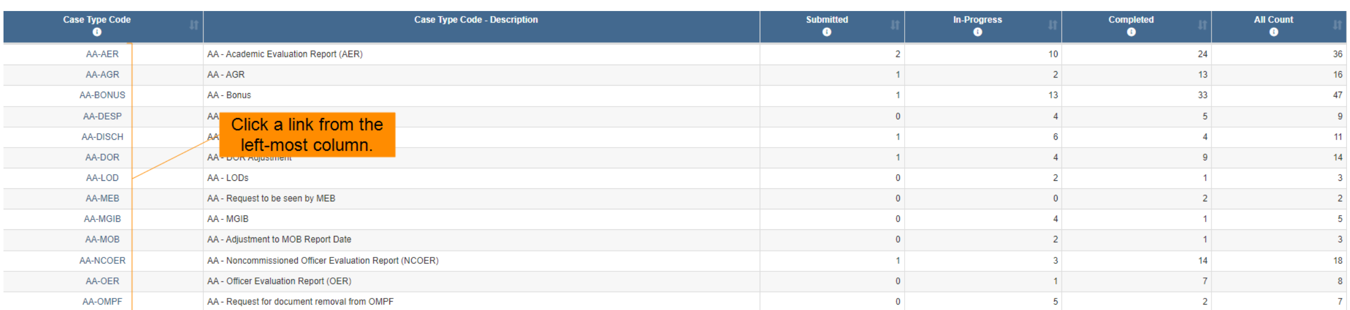
3. Click the **Subscriptions** icon in the *Report Tools* section to open a *Subscriptions* menu.
4. Change the *Subscription Name*, *Frequency*, and *Output Format* of the subscription as necessary.
5. Click **SAVE**.

8.2.6 Drilling Down

Drilling down in a report allows you to view information at any scope, from the NGB to the Soldier level.

An example of drilling down in a report is listed below.

1. From any non-base report (see **Aggregate and Base Reports** on the next page) click a link from the left-most column to drill down one level.



Case Type Code	Case Type Code - Description	Submitted	In-Progress	Completed	All Count
AA-AER	AA - Academic Evaluation Report (AER)	2	10	24	36
AA-AGR	AA - AGR	1	2	13	16
AA-BONUS	AA - Bonus	1	13	33	47
AA-DESP	AA	0	4	5	9
AA-DISCH	AA	1	6	4	11
AA-DOR	AA - DOR Adjustment	1	4	9	14
AA-LOD	AA - LODs	0	2	1	3
AA-MEB	AA - Request to be seen by MEB	0	0	2	2
AA-MGIB	AA - MGIB	0	4	1	5
AA-MOB	AA - Adjustment to MOB Report Date	0	2	1	3
AA-NCOER	AA - Noncommissioned Officer Evaluation Report (NCOER)	1	3	14	18
AA-OER	AA - Officer Evaluation Report (OER)	0	1	7	8
AA-OMPF	AA - Request for document removal from OMPF	0	5	2	7

   ▶ The report reloads, filtered to show data for the selected group.

2. From here, click a specific MACOM to drill into information about the Divisiones in the chosen MACOM.

   ▶ The report reloads, filtered to show data for the selected MACOM grouped by Division.

3. Continue to drill down in this way until the report is a roster of Soldiers.

- The report is now a base report. For more information about base reports, see **Aggregate and Base Reports** below.

> **Note -** Not all reports have the same drilling order. The order depends on how the current report is configured. This general procedure, however, is accurate for drilling on any report.

8.2.7 Aggregate and Base Reports

Aggregate Reports

Aggregate reports are created when a set of values has a mathematical operation performed against it. Any report level above a Base Report is an aggregate report, particularly marked by multiple rows of data combined into a single row on a report, thus providing counts. Raw counts may represent a minimum, maximum or average. You see aggregated data as you drill down through the levels of a report until you arrive at the base report, at which point one row of data in the base report corresponds to one row of data in the database.

Unit State	Unit State - Description	Family	Education	Job	Medical	Financial	Legal	Transportation	Expectations Not Met	Communication	Morale	Religion	Flagged	Other
GA	Georgia	0	0	0	0	0	0	0	0	0	0	0	1	0
IA	Iowa	0	1	0	0	0	0	0	0	0	0	0	0	0
KS	Kansas	0	0	0	0	0	0	0	0	1	0	0	0	0
MA	Massachusetts	0	0	0	0	0	0	0	0	0	0	0	1	0
MI	Michigan	0	0	0	0	0	0	0	0	1	0	0	0	0
NY	New York	1	0	0	0	0	0	0	0	0	0	0	1	0
VA	Virginia	0	2	0	0	0	0	0	1	1	0	0	0	0
	Total	1	3	0	0	0	0	0	1	3	0	0	3	0

Base Reports

A base report, the lowest drilling level for any report, is a roster of items that make up the aggregate counts for all higher-level reports. There are two ways to access base reports directly from any report where you have permission to access it:

- Click the **Go To Base Report** icon.
- Click any of the blue numbers to the right of the column listing States.

> **Note -** If there is no further level of aggregate information to drill into, you cannot click on the value.

From within a base report, the *Report Tools* panel features a *Report Builder* icon instead of the standard *Basic Edit* and *Advanced Edit* icons associated with aggregate reports. For more information on Report Builder, see **Report Builder** on page 65.

8.2.8 Reports Glossary

See the table below for explanations of report terminology.

Term	Explanation
Aggregate Report	Aggregate reports are created when a set of values has a mathematical operation performed against it. Any report level above a Base Report is an aggregate report, particularly marked by multiple rows of

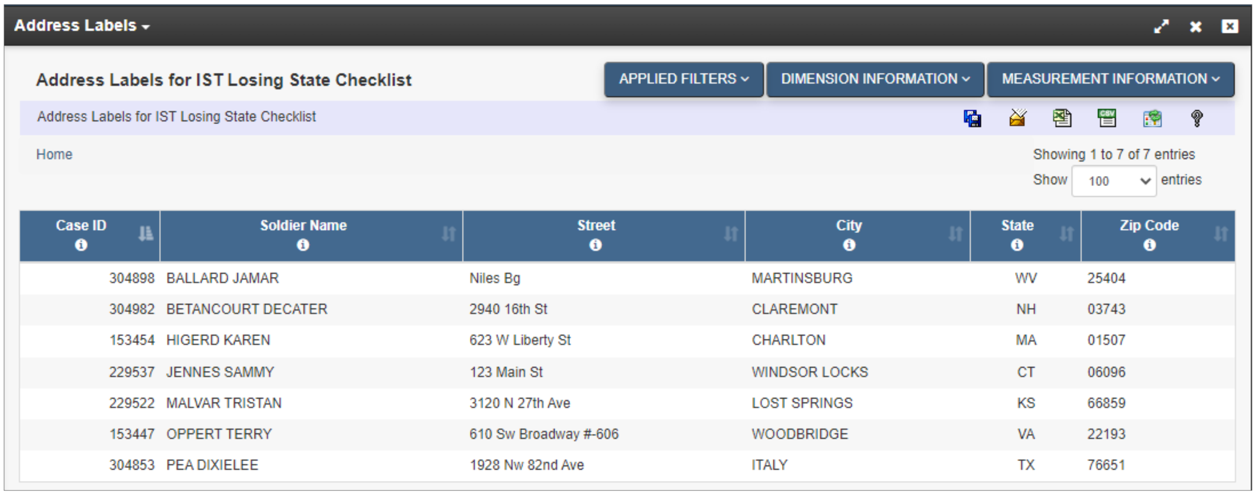
Term	Explanation
	data combined into a single row on a report, thus providing counts. Raw counts may represent a minimum, maximum or average. You see aggregated data as you drill down through the levels of a report until you arrive at the base report, at which point one row of data in the base report corresponds to one row of data in the database.
Base Report	The lowest drilling level for any report, a base report is a roster of the individual items (e.g., missions) that make up the aggregate counts for all higher-level reports. See **Aggregate and Base Reports** on the previous page.
Data Mart	Reports can run directly against a data mart or can link directly to a data mart. All reports either represent a portion or portions of data mart data. A data mart is a central source for data pertaining to a certain focus. Each data mart defines the dimensions and measurements available to you as well as the roll-up definitions (table joins) that derive the information. Data marts pull their data from select source tables, which define how a user or report queries against them.
Dimension	Dimensions are any field that's not measuring something. They are values stored as text codes in the Data Store. Since they do not represent binary "Yes/No" values, dimensions cannot be directly summed; however, in some instances, it may be possible to convert a dimension into a measurement for summing. Dimensions can be used to filter or group results. They can also be columns in any report. Examples of data stored as dimensions include age, civilian education level, fund code, project code, gender, grade, rank, and years in service.
Drill Down	Drilling down refers to clicking a link in the left-most column of a report to view the report's information at the level below. Users can continue to drill down until the report is a base report, which is usually a roster of items (e.g., missions). Not all reports have the same drilling order. The order depends on how the current report is configured.
Field	Fields are all the available pieces of information around which you build your report. Any field can act as a selected field, a selected filter, or both. A selected field displays beside the Soldiers as a column in the report. A selected filter limits the items included in the report based on what you typed in the *Search* box.
Filter	Filters are any criteria used to limit the population of the report. Filters consist of a field or piece of metadata, along with a logical operator and a value on which to filter. You can apply any number of filters to any report, and only data that matches all filters is represented. Examples of filters include primary MOS equals 11B and run date is less than 20121015mission type equals 2B and State equals Missouri. Respectively, these filters limit your search to Soldiers coded as 11B and to data collected prior to October 15, 2012mission types coded for the state of Missouri.
Measurement	Measurements define a count of an item to be analyzed. They are sums and rates derived from information stored as binary "Yes/No" values in the Data Store. Examples of data stored as measurements include assigned strength, total losses, and MOS qualifiednumber of missions, number of flight hours, and number of seizures.
Metric	A metric is anything that can be counted. Metric and measurement can be used interchangeably.

8.3 IST Reports

An overview of each report available for IST is listed below.

8.3.1 Address Labels

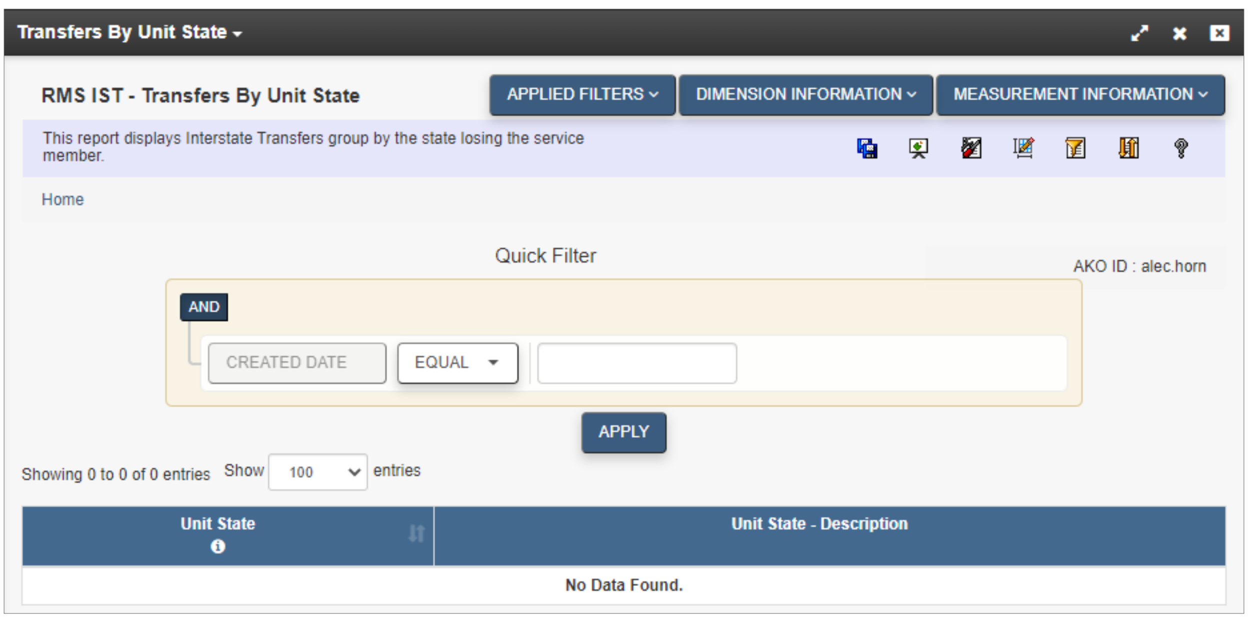
This report displays the contact information needed for address labels for cases in the Complete Losing State Checklist work bucket in the Interstate Transfer folder.



Case ID	Soldier Name	Street	City	State	Zip Code
304898	BALLARD JAMAR	Niles Bg	MARTINSBURG	WV	25404
304982	BETANCOURT DECATER	2940 16th St	CLAREMONT	NH	03743
153454	HIGERD KAREN	623 W Liberty St	CHARLTON	MA	01507
229537	JENNES SAMMY	123 Main St	WINDSOR LOCKS	CT	06096
229522	MALVAR TRISTAN	3120 N 27th Ave	LOST SPRINGS	KS	66859
153447	OPPERT TERRY	610 Sw Broadway #-606	WOODBRIDGE	VA	22193
304853	PEA DIXIELEE	1928 Nw 82nd Ave	ITALY	TX	76651

8.3.2 Transfers by Unit State

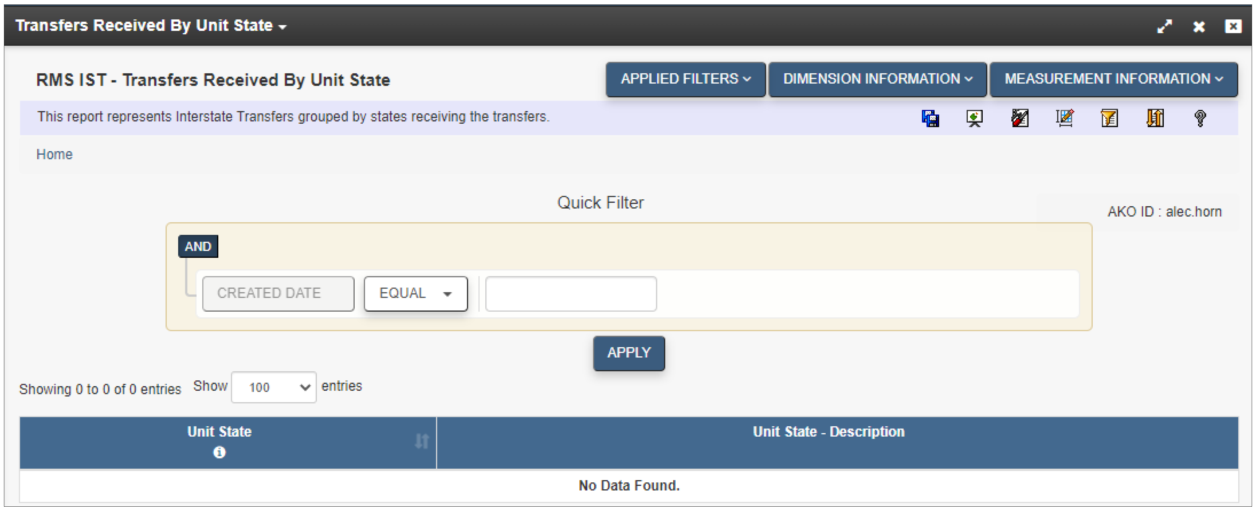
This report displays the number of Interstate Transfers grouped by the state losing the service member. Each status has an accompanying percentage column, showing the user what percentage of that state's cases are in that status.



Unit State	Unit State - Description
No Data Found.	

8.3.3 Transfers Received by Unit State

This report represents the number of Interstate Transfers grouped by the state receiving the service member. Each status has an accompanying percentage column, showing the user what percentage of that state's cases are in that status.

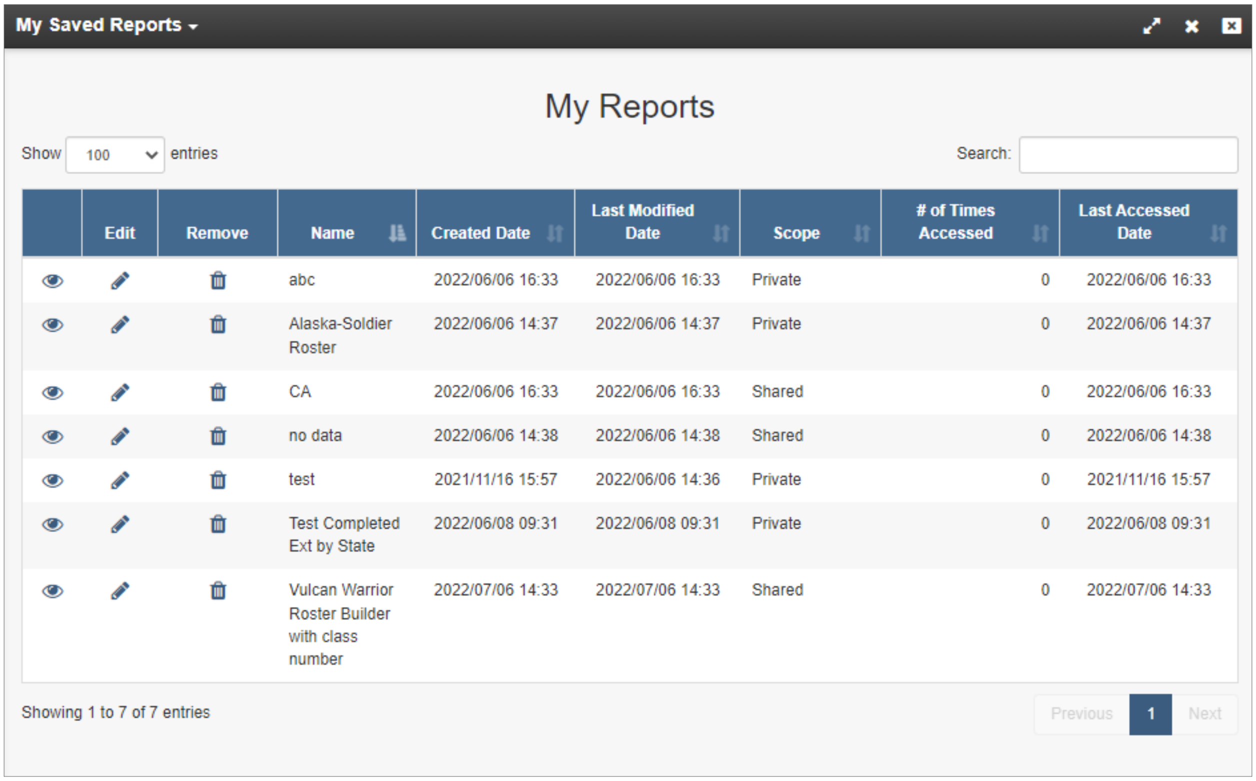


8.4 My Reports

This blade stores reports specific to the user and contains the *My Reports*, *Private*, and *Shared* reports folders.

8.4.1 My Reports Folder

This folder stores reports associated with the user in the *My Reports* grid.



	Edit	Remove	Name	Created Date	Last Modified Date	Scope	# of Times Accessed	Last Accessed Date
			abc	2022/06/06 16:33	2022/06/06 16:33	Private	0	2022/06/06 16:33
			Alaska-Soldier Roster	2022/06/06 14:37	2022/06/06 14:37	Private	0	2022/06/06 14:37
			CA	2022/06/06 16:33	2022/06/06 16:33	Shared	0	2022/06/06 16:33
			no data	2022/06/06 14:38	2022/06/06 14:38	Shared	0	2022/06/06 14:38
			test	2021/11/16 15:57	2022/06/06 14:36	Private	0	2021/11/16 15:57
			Test Completed Ext by State	2022/06/08 09:31	2022/06/08 09:31	Private	0	2022/06/08 09:31
			Vulcan Warrior Roster Builder with class number	2022/07/06 14:33	2022/07/06 14:33	Shared	0	2022/07/06 14:33

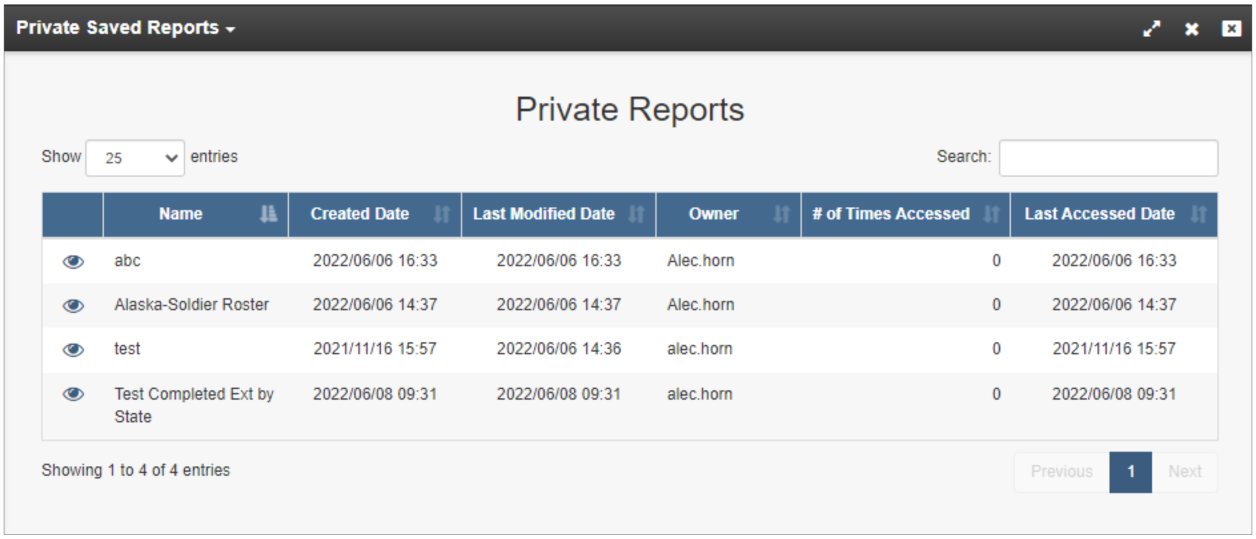
Click the **View** icon to open the saved report.

Click the **Delete** icon to remove the report from the *My Reports* folder.

Click the **Edit** icon to open the *Edit Report Details* window and change the report name and type.

8.4.2 Private Reports

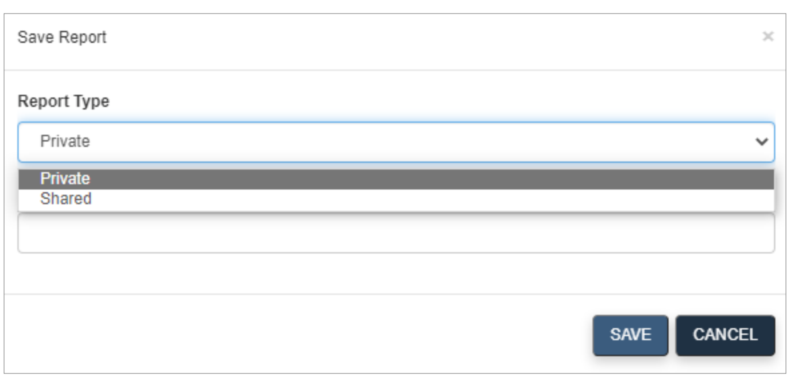
This folder contains private reports saved by the user. Reports saved to this folder are displayed in the *Private Reports* grid.



To save a report to this folder:

1. Open a report from the *Reports* blade.
2. Click the **Save** icon from among the report tools.
3. The *Save Report* window opens.

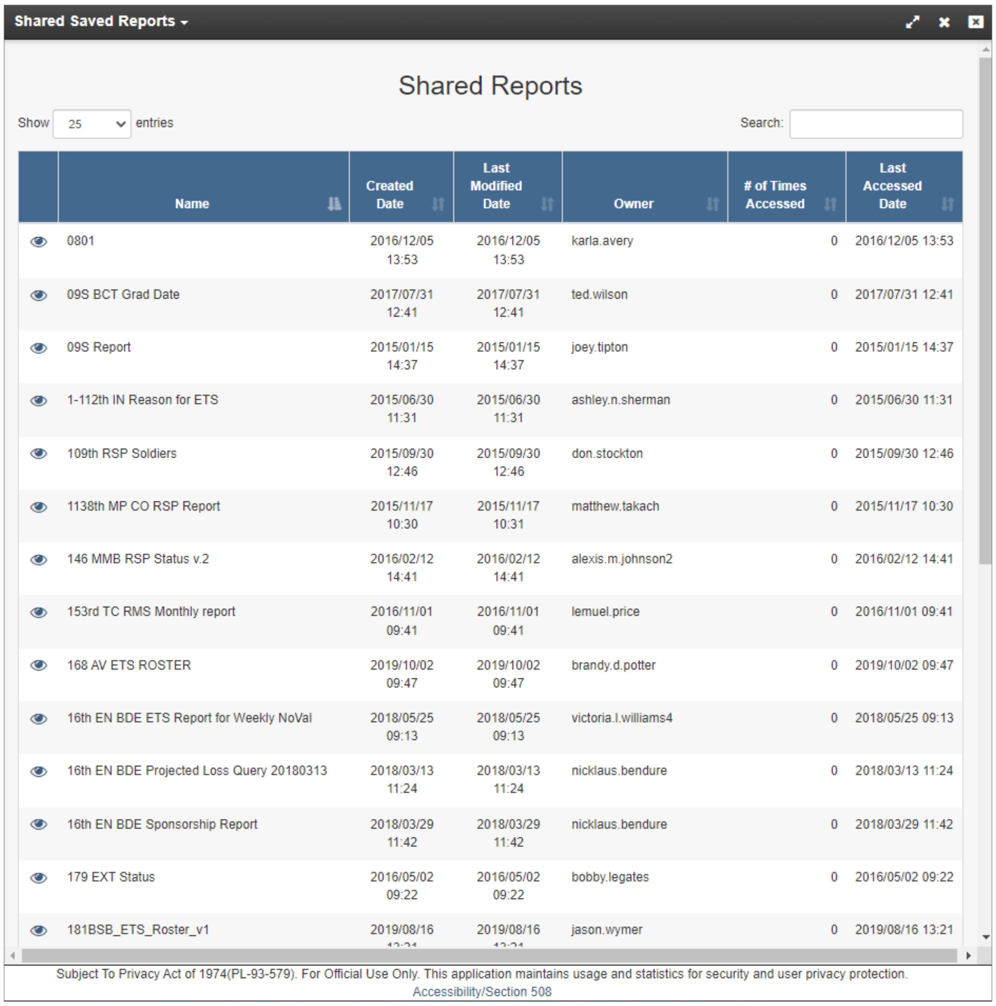
4. Choose the **Private** report type from the drop-down and give the report a name.



5. Click **SAVE**.
   - The report is saved to the *Private Reports* folder.

8.4.3 Shared Reports

This folder contains shared reports saved by the user. Reports saved to this folder are displayed in the *Shared Reports* grid.



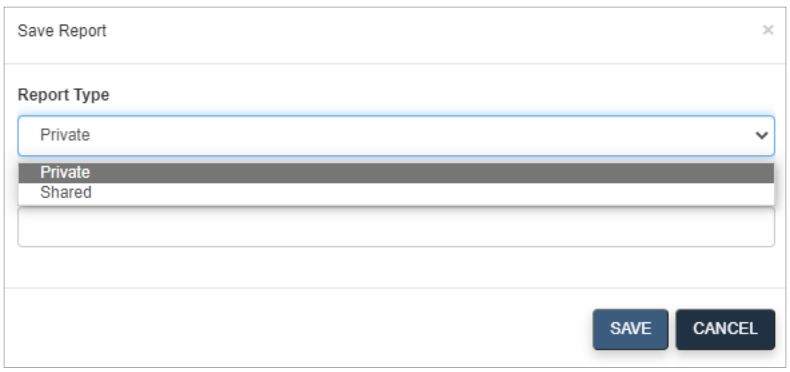
	Name	Created Date	Last Modified Date	Owner	# of Times Accessed	Last Accessed Date
	0801	2016/12/05 13:53	2016/12/05 13:53	karla.avery	0	2016/12/05 13:53
	09S BCT Grad Date	2017/07/31 12:41	2017/07/31 12:41	ted.wilson	0	2017/07/31 12:41
	09S Report	2015/01/15 14:37	2015/01/15 14:37	joey.tipton	0	2015/01/15 14:37
	1-112th IN Reason for ETS	2015/06/30 11:31	2015/06/30 11:31	ashley.n.sherman	0	2015/06/30 11:31
	109th RSP Soldiers	2015/09/30 12:46	2015/09/30 12:46	don.stockton	0	2015/09/30 12:46
	1138th MP CO RSP Report	2015/11/17 10:30	2015/11/17 10:31	matthew.takach	0	2015/11/17 10:30
	146 MMB RSP Status v.2	2016/02/12 14:41	2016/02/12 14:41	alexis.m.johnson2	0	2016/02/12 14:41
	153rd TC RMS Monthly report	2016/11/01 09:41	2016/11/01 09:41	lemuel.price	0	2016/11/01 09:41
	168 AV ETS ROSTER	2019/10/02 09:47	2019/10/02 09:47	brandy.d.potter	0	2019/10/02 09:47
	16th EN BDE ETS Report for Weekly NoVal	2018/05/25 09:13	2018/05/25 09:13	victoria.l.williams4	0	2018/05/25 09:13
	16th EN BDE Projected Loss Query 20180313	2018/03/13 11:24	2018/03/13 11:24	nicklaus.bendure	0	2018/03/13 11:24
	16th EN BDE Sponsorship Report	2018/03/29 11:42	2018/03/29 11:42	nicklaus.bendure	0	2018/03/29 11:42
	179 EXT Status	2016/05/02 09:22	2016/05/02 09:22	bobby.legates	0	2016/05/02 09:22
	181BSB_ETS_Roster_v1	2019/08/16	2019/08/16	jason.wymer	0	2019/08/16 13:21

Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.
Accessibility/Section 508

To save a report to this folder:

1. Open a report from the *Reports* blade.
2. Click the **Save** icon from among the report tools.
3. The *Save Report* window opens.

4. Choose the **Shared** report type from the drop-down and give the report a name.

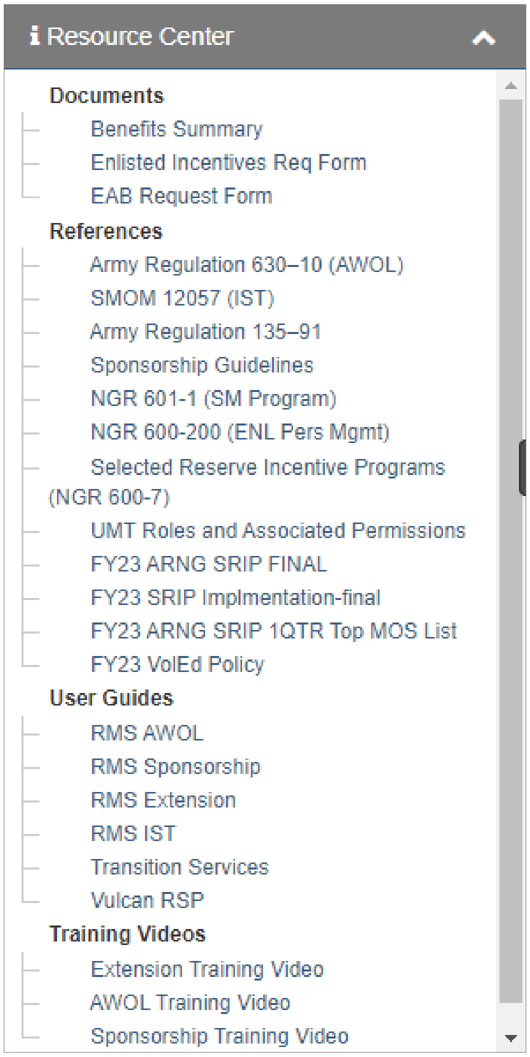


5. Click **SAVE**.

   ► The report is saved to the *Shared Reports* folder.

8.5 Resource Center

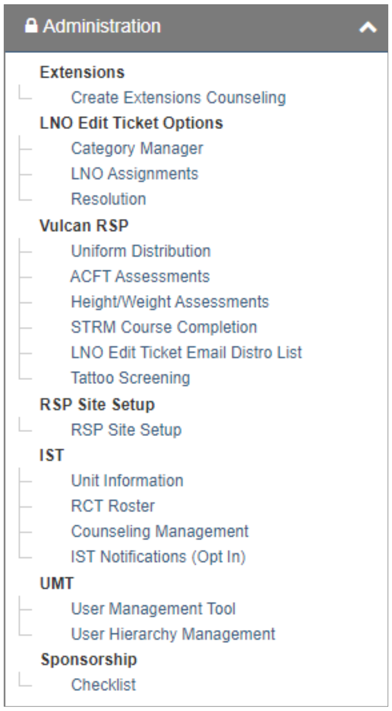
The *Resource Center* blade includes reference documents, user guides, and training videos for the application.



Clicking a link opens the item in a new window.

8.6 Administration

The *Administration* tab contains tools used for administrative action. Open the *Administration* tab in the Command Center to view the tools available to you.



8.6.1 IST Unit Information

Development Note - This section is still under development.

1. Click **Unit Information** in the *Administration* blade.
2. *IST Unit Information* opens in Panel 2. *Unit Information* displays information about units that may

need to be contacted for IST cases.

IST Unit Information

Search: Show 10 entries Excel

UIC	Unit Name	State	Phone #	Active	Last Modified By	Last Modified Date
1	1	AK	1	true	alec.horn	2022/09/16
7770H	W777 AZ ARNG REC RET DET FWD	AZ		true	denise.b.miskell	2014/06/06
77714	REC & RET DIV - HI, HIARNG	HI		true	denise.b.miskell	2014/06/06
77723	RECRUITING AND RETENTION BN	MD		true	denise.b.miskell	2014/06/06
77736	NVARNG R & R DET	NV		true	denise.b.miskell	2014/06/06
77749	RECRUITING & RETENTION COMMAND	VA		true	denise.b.miskell	2014/06/06
7774A	RECRUIT SUSTAINMENT COMPANY A	OR		true	denise.b.miskell	2014/06/06
7774B	RECRUIT SUSTAINMENT COMPANY B	OR		true	denise.b.miskell	2014/06/06
77754	WV RECRUITING & RETENTION CMD	WV		true	denise.b.miskell	2014/06/06
77756	VA SMP PLATOON	VA		true	denise.b.miskell	2014/06/06

Showing 1 to 10 of 7,584 entries

Previous 1 2 3 4 5 … 759 Next

Add Edit

Navigation

1. Navigate to other pages in the report using the *Previous*, *Next*, and number buttons beneath the report table.

   Previous 1 2 3 4 5 … 759 Next

2. You can also search for specific information using the *Search* bar at the top of the screen. The results update automatically as you type.

   Search:

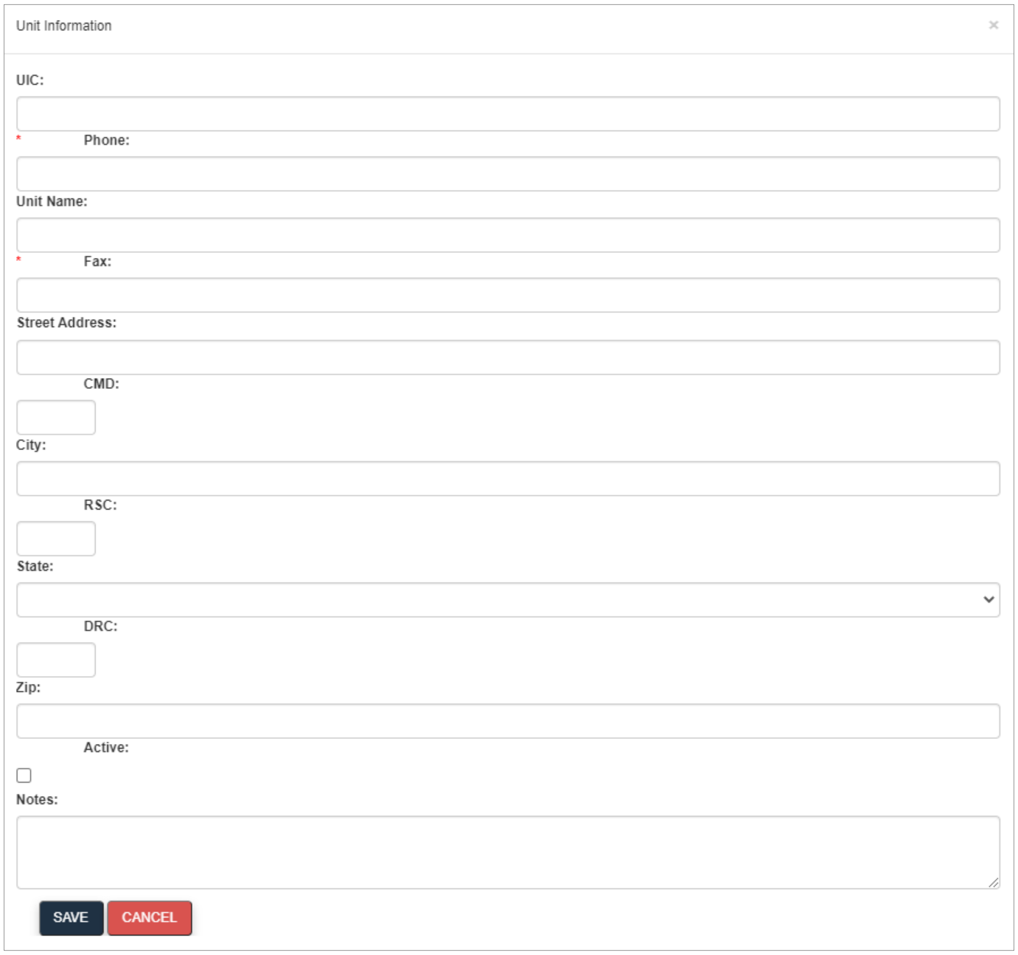
Filtering the Report

1. Filter the report by clicking within the column filter fields.

UIC	Unit Name	State	Phone #	Active	Last Modified By	Last Modified Date

Add a Unit

1. Click **Add** below the table.
   - The *Unit Information* window opens.



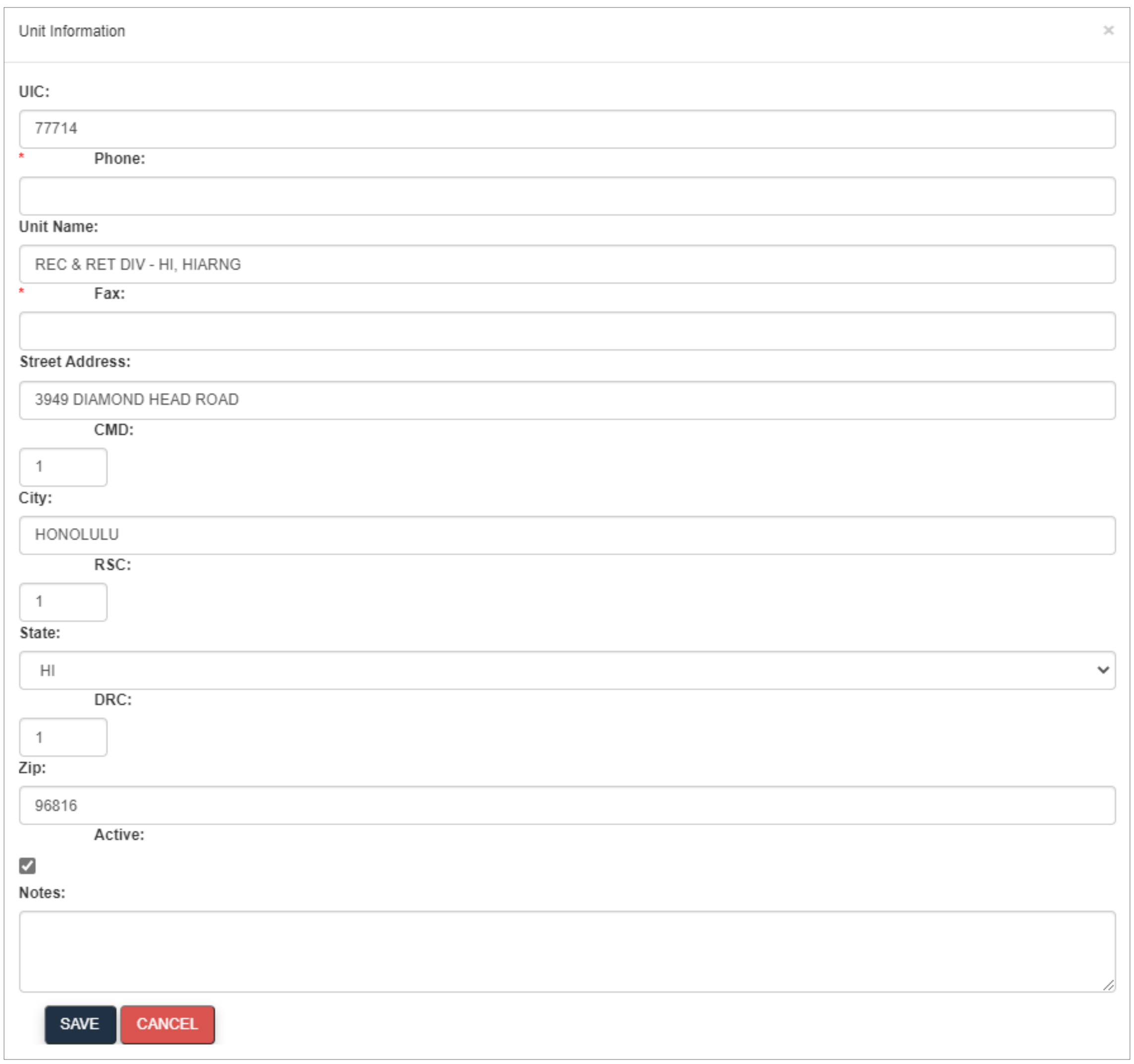
2. Enter information into the fields as needed.
3. Click **SAVE**.
   - The unit is added.

Edit Unit Information

1. Click the row of the unit to edit.
   - The selected row is highlighted blue.

UIC	Unit Name	State	Phone #	Active	Last Modified By	Last Modified Date
1	1	AK	1	true	alec.horn	2022/09/16
7770H	W777 AZ ARNG REC RET DET FWD	AZ		true	denise.b.miskell	2014/06/06
77714	REC & RET DIV - HI, HIARNG	HI		true	denise.b.miskell	2014/06/06
77723	RECRUITING AND RETENTION BN	MD		true	denise.b.miskell	2014/06/06

2. Click **Edit** below the report.
3. The *Unit Information* window opens. Edit the information as needed.



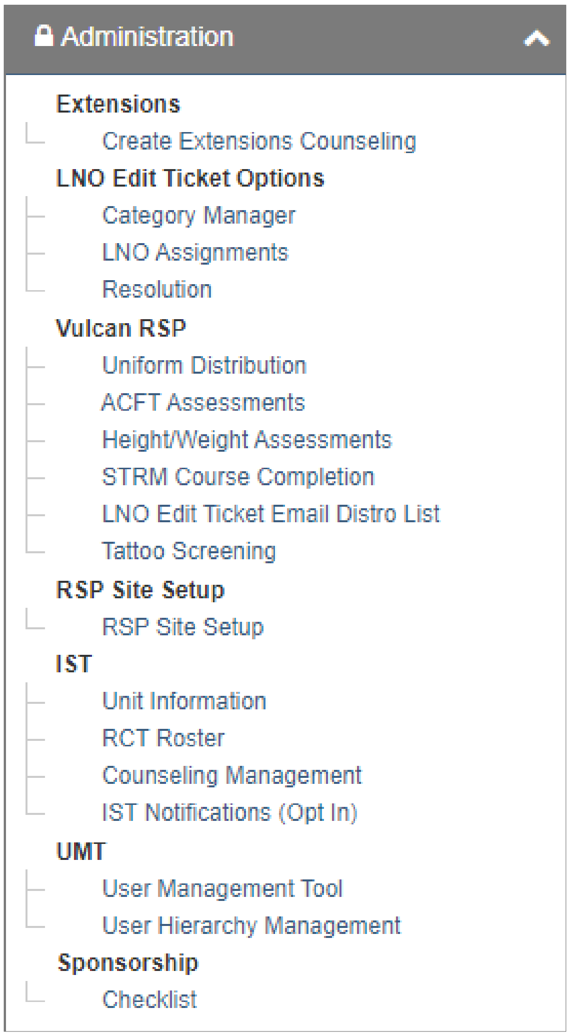
4. Click **SAVE**.
   - Your edits are saved.

8.6.2 RCT Roster

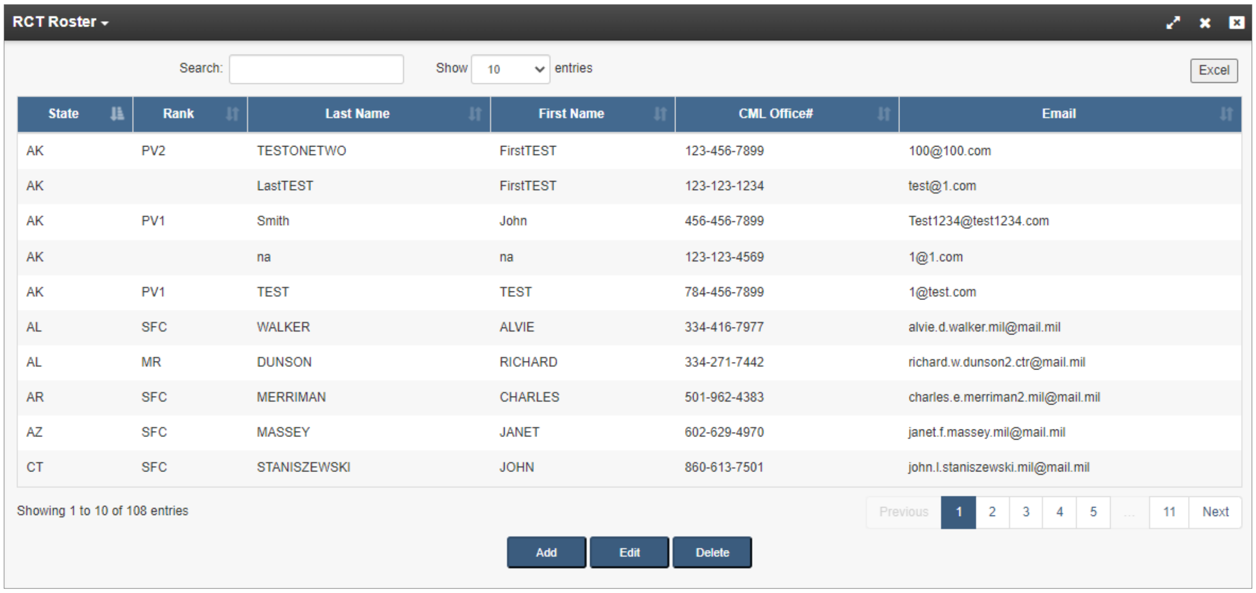
Development Note - This section is still under development

The RCT Roster provides a way for IST Admin users to maintain unit contact information. It displays the IST points of contact for each of the 54 states and territories in a table format.

1. Click **RCT Roster** within the *Administration* tab.



2. The *RCT Roster* opens in the second panel.

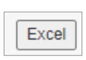


Navigation

1. Navigate to other pages in the roster using the *Previous Page* and *Next Page* icons below the roster.
2. You can also search for a specific case using the *Search* field at the top of the screen.

More Options

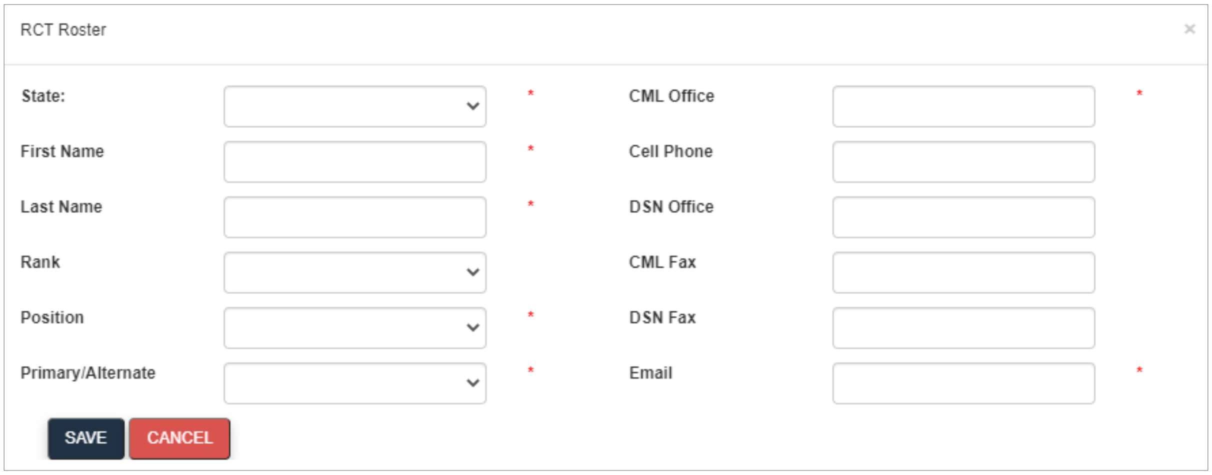
1. To export to Excel, click **Excel** at the top right of the screen.



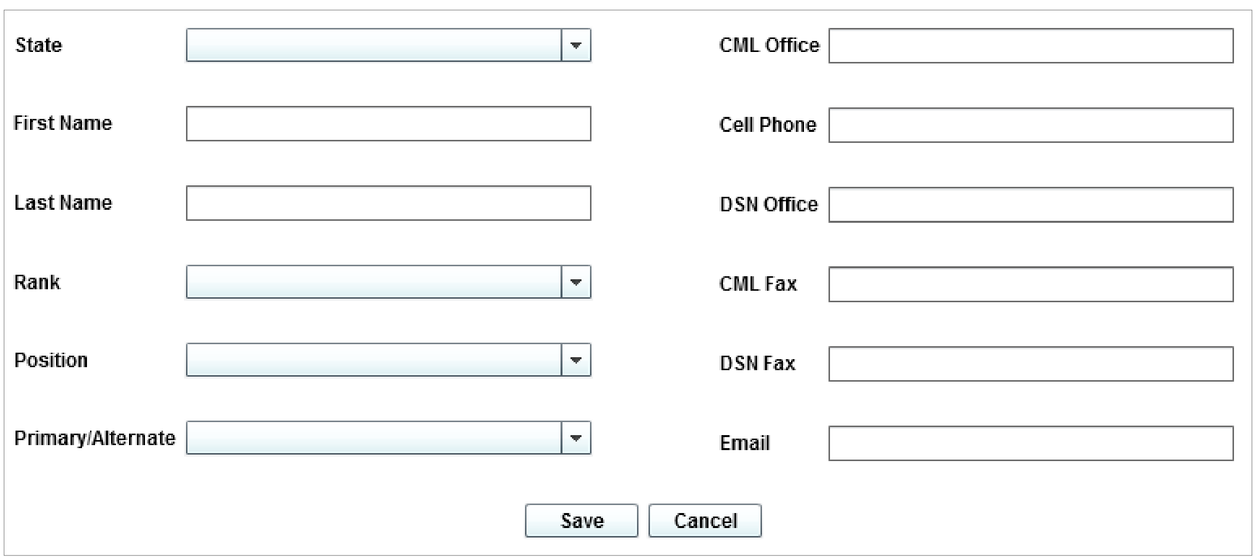
2. The roster is downloaded as an excel file.

Add an IST contact

1. Click **Add** below the roster.
   - The *RCT Roster* window opens.



2. Select options from the drop-down menus and enter information into the fields as needed. Fields marked with a red asterisk are required fields.



3. Click **SAVE**.
   - The contact is added.

Edit an IST contact

1. Click the row of the contact to edit.

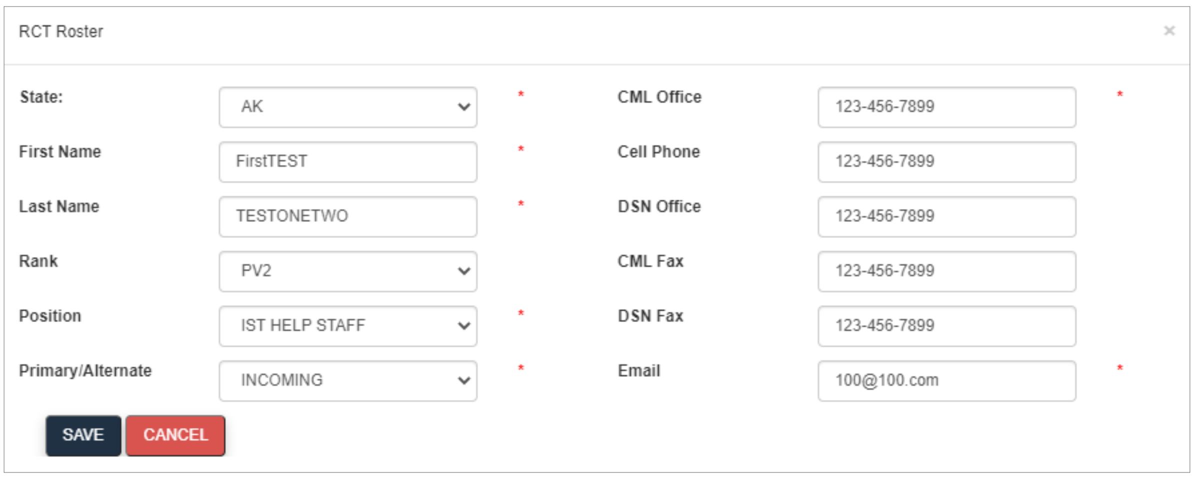
   ▶ The selected row is highlighted blue.

State	Rank	Last Name	First Name	CML Office#	Email
AK	PV2	TESTONETWO	FirstTEST	123-456-7899	100@100.com
AK		LastTEST	FirstTEST	123-123-1234	test@1.com

2. Click **Edit** below the roster.

   ▶ The *RCT Roster* window opens.

3. Edit the options from the drop-down menus and information in the fields as needed.



4. Click **SAVE**.

   ▶ Your edits are saved.

Delete an IST contact

1. Click the row of the contact to delete.

   ▶ The selected row is highlighted blue.

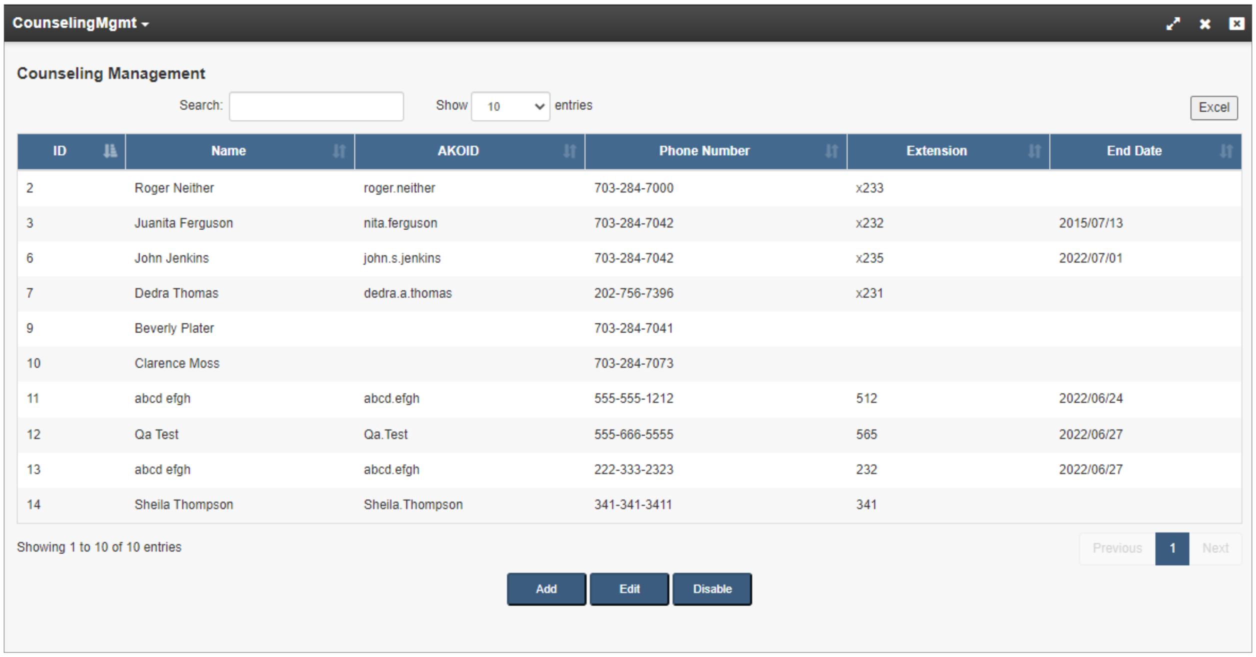
State	Rank	Last Name	First Name	CML Office#	Email
AK	PV2	TESTONETWO	FirstTEST	123-456-7899	100@100.com
AK		LastTEST	FirstTEST	123-123-1234	test@1.com

2. Click **Delete** below the roster.

   ▶ The contact is deleted.

8.6.3 Counseling Management

1. Click **Counseling Management** within the *Administration* tab.
2. The *Counseling Management* screen opens in the second panel.

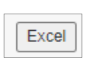


Navigation

1. Navigate to other pages in the roster using the *Previous Page* and *Next Page* icons below the roster.
2. You can also search for a specific case using the *Search* field at the top of the screen.

More Options

1. To export to Excel, click **Excel** at the top right of the screen.



2. The roster is downloaded as an excel file.

Add an LNO User

1. Click **Add** below the roster.
   - The *LNO User* window opens.

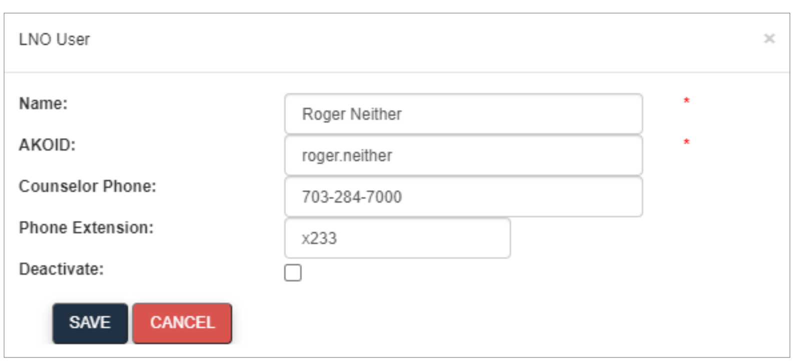
2. Fill in the appropriate information in the fields. Fields marked with a red asterisk are required fields.
3. Click **SAVE**.
   - The user is added.

Edit an LNO User

1. Click the row of the user you want to edit.
   - The selected row is highlighted blue.

ID	Name	AKOID	Phone Number	Extension	End Date
2	Roger Neither	roger.neither	703-284-7000	x233	
3	Juanita Ferguson	nita.ferguson	703-284-7042	x232	2015/07/13

2. Click **Edit** below the roster.
   - The *LNO User* window opens.
3. Edit information in the fields as needed.



4. Click **SAVE**.
   - Your edits are saved.

Delete an IST contact

1. Click the row of the user you want to delete.
   - The selected row is highlighted blue.

ID	Name	AKOID	Phone Number	Extension	End Date
2	Roger Neither	roger.neither	703-284-7000	x233	
3	Juanita Ferguson	nita.ferguson	703-284-7042	x232	2015/07/13

2. Click **Delete** below the roster.
   - The user is deleted.

8.6.4 IST Notifications (Opt In)

The *IST Notifications (Opt In)* screen allows Admin users to add email addresses to receive email notifications that are only sent to State users by default.

Opening IST Notifications (Opt In)

1. Click **IST Notifications (Opt In)** in the *IST* folder of the *Administration* blade.
2. *IST Notifications (Opt In)* opens in the second panel.

Message Type	Description	State	Email
IST Initiation Notification to State Representative	Letter notifying the state representative that an ist case has been initiated.	IL	100@100.com

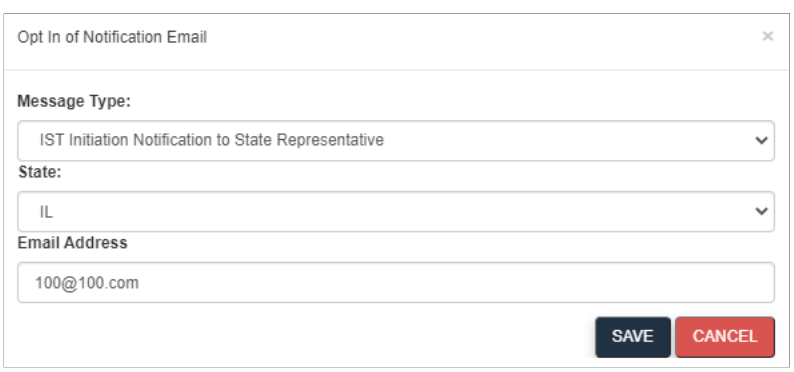
Add an email

1. Click **Add** below the table.
   - The *Opt In of Notification Emails* window opens.

2. Select a *Message Type* from the drop-down list.
3. Select a *State* from the drop-down list.
4. Enter the user's email address in the provided field.
5. Click **SAVE**.
   - Your input is saved.

Edit a Notification

1. Click the notification you wish to edit.
2. Click **Edit** below the roster.
   - The *Opt In of Notification Email* window opens.
3. Edit information in the fields as needed.



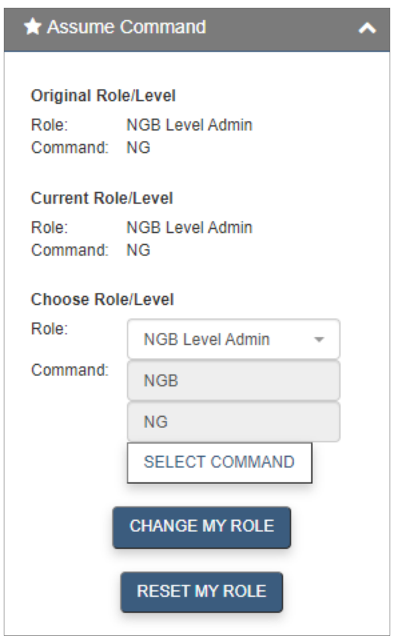
4. Click **SAVE**.
   - Your edits are saved.

Delete an IST contact

1. Click the row of the user you want to delete.
   - The selected row is highlighted blue.
2. Click **Delete** below the roster.
   - Click **YES** in the confirmation window.

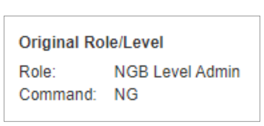
8.7 Assume Command

Assume Command is located in the bottom tab of the Command Center panel. This functionality is available to NGB-level users and state administrators. Assume Command allows you to emulate different roles as a training tool to view RMS from lower hierarchy levels. It also grants or restricts access to actions and content based on your role.



8.7.1 Original Role

You can see your assigned role within the Assume Command tab in the *Original Role/Level* section.

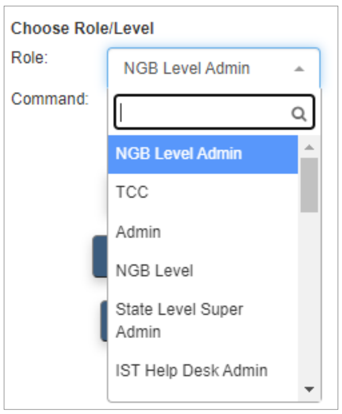


RMS is equipped with the ability to change your role in order to view RMS through the eyes of a different user—as long as that user role you assume command for does not have greater permissions than your original role. This functionality allows you to see the screens that another user would see, which can help with troubleshooting any problems other users are having.

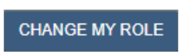
8.7.2 Change Role

If your role is IST Help Desk Admin, NGB Level Admin, or State Level Admin, you can change your command level to one of the 54 states and territories.

1. Click the **Role** drop-down menu to select a preset role.



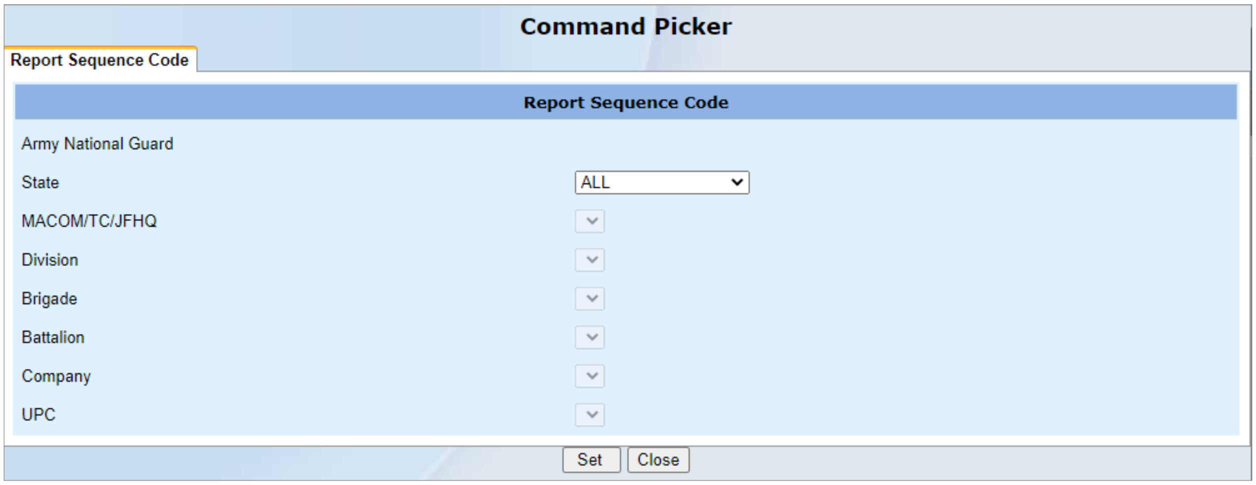
2. Select the desired role and click **CHANGE MY ROLE**.



► Your role is changed and you are taken back to the Management Center section of the Command Center. The next time you visit the Assume Command tab, your changed role is reflected in the *Current Role/Level* box.

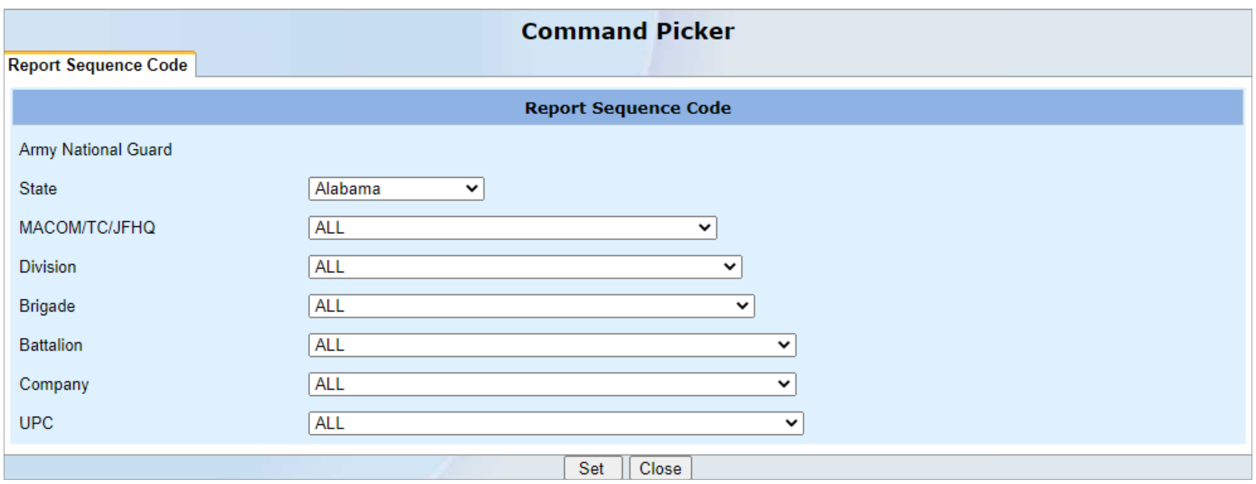
3. Click **Select Command**.

- The Command Picker window opens.



4. Choose a state from the drop-down list.

- The drop-down lists for the other fields become available.



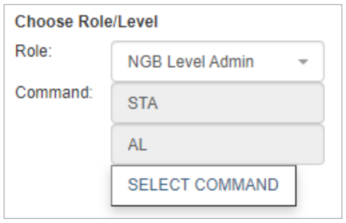
> **Note -** The default choice is ALL for the Command Picker. Optionally, by selecting a specific state, MACOM, division, etc, the system filters the work buckets, limiting the number of Soldiers you see.

5. Select the necessary information from each list.
   Each piece of information limits what can be selected from the following drop-down list.

> **Note -** The information selected affects what cases are visible in your work buckets.

6. Click **Set** when finished.

- The command level is automatically updated.



7. To return to your original role and level, click **RESET MY ROLE**.

- Your role is reset and you are taken back to the Management Center section of the Command Center. The Assume Command tab now shows matching entries for *Original Role/Level* and *Current Role/Level*.

9 User Management Tool

The User Management Tool (UMT) is the IST common access management product. UMT's main purpose is to provide authorized Army Reserve administrators the ability to grant access and permissions to other users. Users with Common Access Cards (CACs) can request access to products, and administrators can review these requests, granting them or rejecting them, through UMT. Administrators validate the requested command settings, assign users one of the product's predefined roles, provide access to specific permissions within the role, and establish the member’s product expiration date.

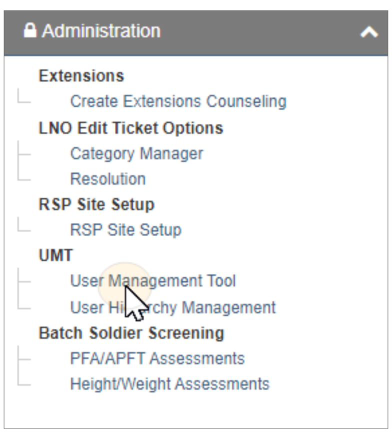
After a request has been approved, users can request role or permission changes, request a change to their command setting, or annually revalidate their access requirements through their application’s “Upgrade/Revalidate” tool. Administrators use UMT to approve or deny these changes as well.

UMT also allows administrators to produce reports concerning their users, their roles and permissions, and various other product statistics.

9.1 Accessing UMT

Only users with administrative privileges can access UMT.

To access UMT, select the **Administration** blade in the *Command Center* then click **User Management Tool**.



9.2 UMT Overview

If you have experience with the multi-panel case management format used in many SIMS applications, the UMT interface will be familiar to you. This chapter covers both basic and in-depth information about how to use UMT.

Managing a user's access to IST always follows the same basic steps:

1. In the *Command Center*, open one of the work buckets or perform a search.

   ➢ Panel 2 displays one or more names (unless the work bucket is empty or the search found no results).

2. Click a name from the list in Panel 2.

   ➢ Panel 3 opens, and the other panels are minimized.

3. Review the information provided in Panel 3 and update it as needed.
4. Select the appropriate action to allow or deny access.

The following user guide sections contain basic information for new users and detailed reference information.

Understanding the Case Management Framework on the next page

- How UMT organizes cases (users) into work buckets
- How actions work, including how actions and work buckets are connected

Navigating the UMT Panels on page 103

- Using the Command Center to find users via work buckets and Search
- Using Panel 2
- Using Panel 3

Controlling User Roles and Permissions in Panel 3 on page 108

In addition to a detailed explanation of the *Access Details* tab of Panel 3, you can find information on:

- Setting roles and permissions for a user
- IST roles
- IST available permissions
- Mapping roles to permissions

Automatic Notifications on page 126

Describes notifications that are automatically generated by the system.

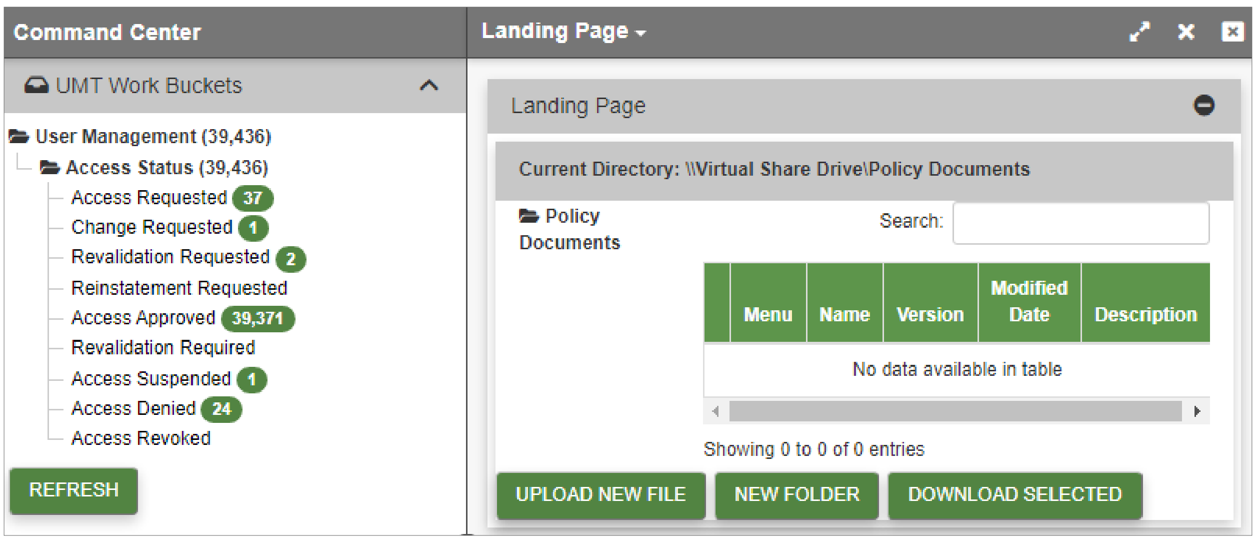
UMT Reports on page 124

Describes reports available in UMT.

9.3 Understanding the Case Management Framework

UMT leverages Case Management, a user interface that incorporates multiple panels which each perform a different function, allowing users to work on multiple items at once. Panels can be opened on top of one another without needing to close them out, and different panels can be opened side-by-side. This section covers the basics of navigating the three-panel layout of UMT.

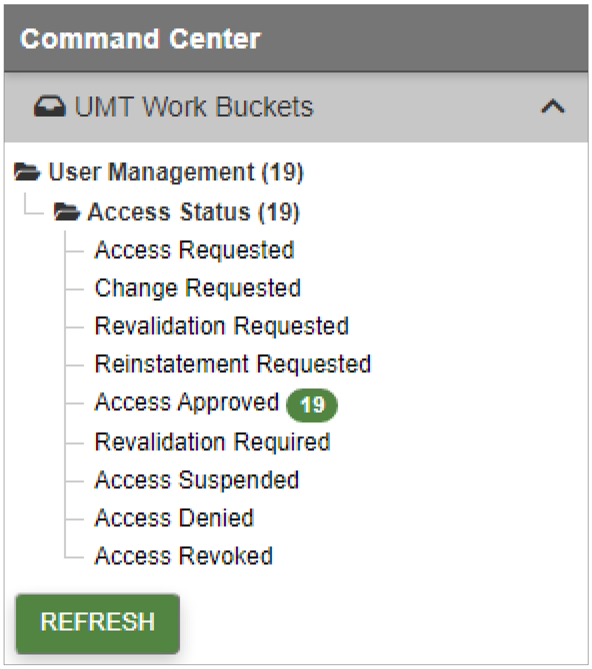
Upon accessing UMT, the first two panels appear. These are the *Command Center* (Panel 1), which provides access to your work buckets, search tools, and reports, and the *Landing Page* (Panel 2), which displays policy documents related to system access.



9.3.1 Understanding Work Buckets

UMT contains several work buckets from which Administrators manage access. These work buckets represent current states of cases and appear in the *UMT Work Buckets* blade under the *Command Center*.

Users' command settings and role levels act as constraints on which records they can manage. These constraints are applied as filters that reduce the number of records (or cases) that appear in the Administrators’ work buckets. For example, if you are a Brigade Administrator, you only see those who requested brigade, battalion or company/detachment access within your brigade.



Records also appear in work buckets based on what unit the user requested; if a user requests the wrong unit, the right administrator won't be able to see it. The number of cases you can access in each work bucket appears to the right of each work bucket label.

For a description of each work bucket, see **Mapping Manual Actions to Begin-State Work Buckets** on page 101.

If a user has requested access but you cannot see the request, please contact the Help Desk so we can review and correct the user's request, if possible.

9.3.2 Understanding Actions

The transition of records between work buckets occurs in one of two ways:

- A user or Administrator within UMT performs a manual action (for example, approving an access request).
- An automated, time-based event moves the record (for example, a user's access has expired).

For more on automated events, see **Time-Based State Transitions** on page 103.

Manual actions are initiated by clicking action buttons that appear throughout the tool, such as those illustrated below:

The system typically performs validation tests prior to performing an action, and the transition is instantaneous once the validation test is successfully completed.

> After clicking an action button, you may need to click **REFRESH** (underneath the work buckets) to see the updated work bucket counts. 

Below is a complete list of all manual actions that appear in UMT for IST:

Action	Description	Account Type
Approve Access	Approve an applicant's request for access through the SAAR expiration date.	Admin
Approve Change	Approve changes requested by a member to their role or permissions, or to the duration or scope of their access.	Admin
Approve Revalidation	Approve a member's revalidation request, returning them to Access Approved until their new Account Expiration date.	Admin
Cancel Request	Cancel your request for access to the application.	User
Deny Access	Deny an applicant's request for access. The stated reason for denial is included in an automatically generated email.	Admin
Deny Change	Deny changes requested by a member to their role or permissions, or to the duration or scope of their access.	Admin
Extend Access	Extend a member's access for a short period of time while their revalidation action is pending.	Admin
Reinstate Access	Reinstate a suspended member's access, moving them back to Access Approved or to Revalidation Required (if Account Expiration is imminent).	Admin
Request Access	Submit your request for access to the application. Ensure that all required forms and requested content have been provided.	User
Request Change	Submit your request for a change to your role or permissions, or to the duration or scope of your access.	User
Request Reinstatement	Request reinstatement to the application after being suspended.	User
Request Revalidation	Submit your request to extend/revalidate your access to the application. Ensure that all required forms and requested content have been provided.	User
Return for Correction	Return a member's revalidation request for rework prior to granting approval.	Admin
Revalidate Temporarily	Move a suspended user to the Revalidation Required state to facilitate a request for revalidation.	Admin
Revoke Access	Revoke a member's access to the application. Reentry after revocation requires a new access request by the user.	Admin
Suspend Access	Suspend a member's access to the application for a short period of time, after which their access is automatically revoked unless the member's access is reinstated.	Admin

9.3.2.1 Mapping Manual Actions to Begin-State Work Buckets

The manual actions are mapped to each work bucket as identified below.

Work Bucket	Description	Admin Actions	User Actions
Access Requested	Users whose access requests have been submitted, and who are waiting for a review and approval of these requests by an administrator.	• Approve Access • Deny Access	Cancel Request
Change Requested	Users who have requested changes to their access parameters (i.e., command, role, permissions and/or expiration date), and who are waiting for a review and approval of these requests by an administrator.	• Approve Change • Deny Change	[None]
Revalidation Requested	Users who have requested revalidation of their access parameters (i.e., command, role, permissions and/or expiration date), and who are waiting for a review and approval of these requests by an administrator.	• Approve Revalidation • Extend Access • Return for Correction • Suspend Access • Revoke Access	[None]
Reinstatement Requested	Previously approved users whose access has been suspended (due to non-use, an expiration of their account, or administrative action), whose access requests have been submitted, and who are waiting for a review and approval of these requests by an administrator.	• Reinstate Access • Revoke Access	[None]
Access Approved	Users who have been approved for system access through their account expiration date, within the scope of their command setting, role and permissions.	• Suspend Access • Revoke Access	Request Change

Work Bucket	Description	Admin Actions	User Actions
Revalidation Required	Revalidation is required for user to maintain system access. User must submit a revalidation request for administrator review.	• Extend Access • Suspend Access • Revoke Access	Request Revalidation
Access Suspended	Previously approved users whose access has been suspended due to non-use, an expiration of their account, or administrative action. Users in this category must submit reinstatement requests to reobtain access.	• Revalidate Temporarily • Reinstate Access • Revoke Access	Request Reinstatement
Access Denied	Users whose access requests have been denied by an administrator. Users in this category may submit new access requests to obtain access.	• Approve Access	Request Access
Access Revoked	Previously approved users whose access has been revoked. Users in this category must submit new access requests to reobtain access.	• [None]	Request Access

Users (i.e., members or prospective members) can impact the state of a case, even without access to the UMT tool, through actions in the *Access Request* or *Upgrade/Revalidate* tools. For example, a new user can cancel a request, removing the case from the *Access Requested* work bucket.

9.3.2.2 Mapping Manual Action Transitions to End-State Work Buckets

The table below lists whether a case is moved between work buckets, added, or removed based on its current state and the action taken.

Action	Resulting End State
Approve Access	Case is moved from Access Requested to Access Approved by Admin.
Approve Change	Case is moved from Change Requested to Access Approved.
Approve Revalidation	Case is moved from Revalidation Requested to Access Approved.
Cancel Request	Case is removed from Access Requested (by user).
Deny Access	Case is removed from Access Requested.
Deny Change	Case is moved from Change Requested to Access Approved.
Extend Access	Case is not moved, but the user's Expiration Date is extended.

Action	Resulting End State
Reinstate Access	Case is moved from Access Suspended to Accessed Approved or Revalidation Required.
Request Access	Case is added to Access Requested.
Request Change	Case is moved from Access Requested to Change Requested (by user).
Request Reinstatement	Case is moved from Access Suspended to Reinstatement Requested (by user).
Request Revalidation	Case is moved from Revalidation Required to Revalidation Requested (by user).
Return for Correction	Case is moved from Revalidation Requested to Revalidation Required.
Revalidate Temporarily	Case is moved from Access Suspended to Revalidation Required.
Revoke Access	Case is removed from all relevant work buckets.
Suspend Access	Case is moved from all relevant work buckets to Access Suspended.

Most actions that occur in UMT result in automatic notifications that alert both users and Admins of the changes.

9.3.2.3 Time-Based State Transitions

A small number of state transitions occur as the result of the passage of time, as opposed to a manual action taken by an Administrator or user. Time-base transitions include:

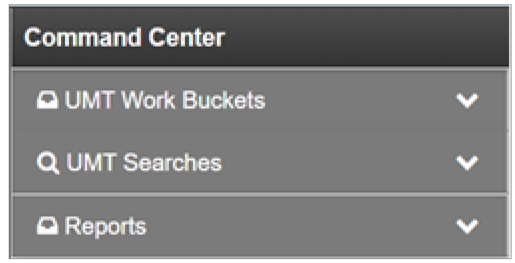
- Suspensions for non-use or failure to re-validate
- Auto-denials due to inaction on requests by Administrators
- Revocations after a period of suspension

9.4 Navigating the UMT Panels

UMT uses a three-panel layout, with each panel serving a different function:

- **Panel 1:** The *Command Center,* which allows users to view lists of records and reports
- **Panel 2:** The *Landing Page,* which displays results from work buckets in the Command Center
- **Panel 3:** The *Interactive User Managements Functions* page, where users perform most management activities

9.4.1 Panel 1: The Command Center



The *Command Center* lets you access information through sections referred to as blades. Depending on how your application is configured, your *Command Center* view may include up to three blades: *UMT Work Buckets*, *UMT Searches*, and *Reports*, as seen below.

Select a blade to view records, search for records, or view reports. Performing a search or selecting a work bucket or report displays relevant information in Panel 2.

For more information on UMT work buckets, see **Understanding Work Buckets** on page 98.

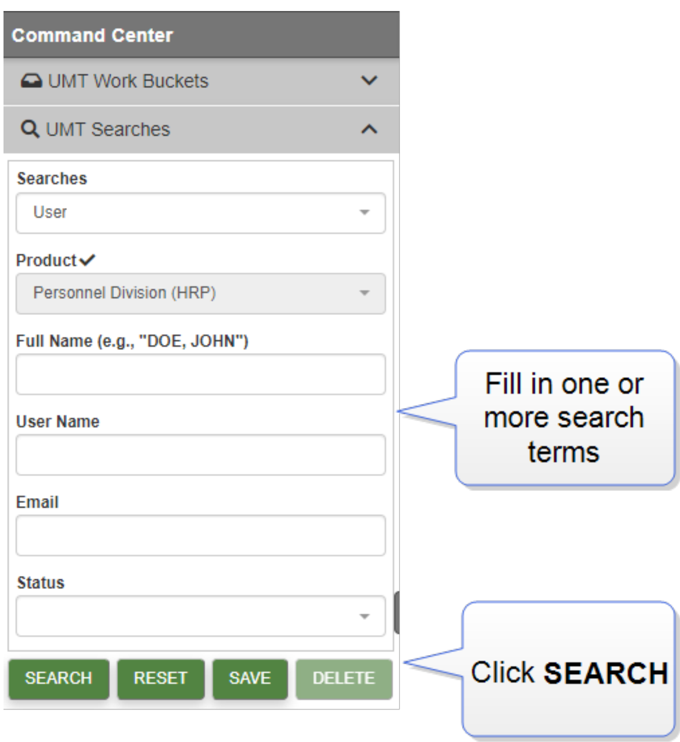
For more information on Reports, see **UMT Reports** on page 124.

For more information on UMT searches functionality, see **UMT Search** below.

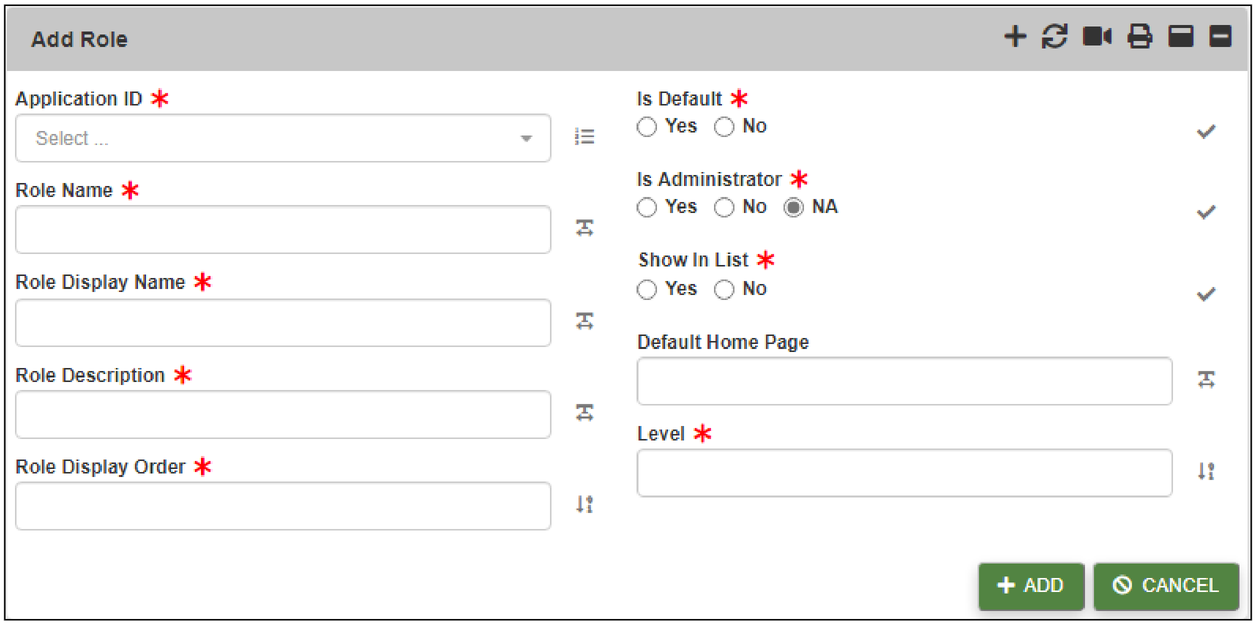
9.4.1.1 UMT Search

If you have the necessary permissions, you can perform a search for a user or set of users.

To perform a search, choose the search type in the Searches box, enter one or more search terms, and click **SEARCH**. There is also an option to **SAVE** your search if it's one that you use often. The **RESET** button removes all the search terms you've entered.

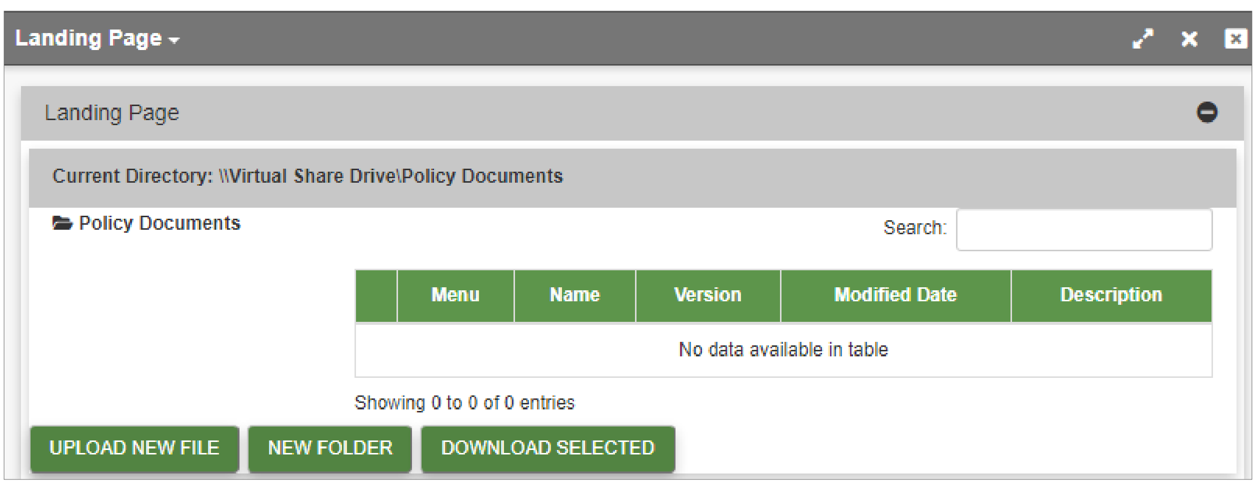


Depending on your permissions, when you perform a search, Panel 2 displays both your search results and an option to add a new instance of whatever you searched for. In other words, if you searched for roles, you would have the opportunity to create a new role.

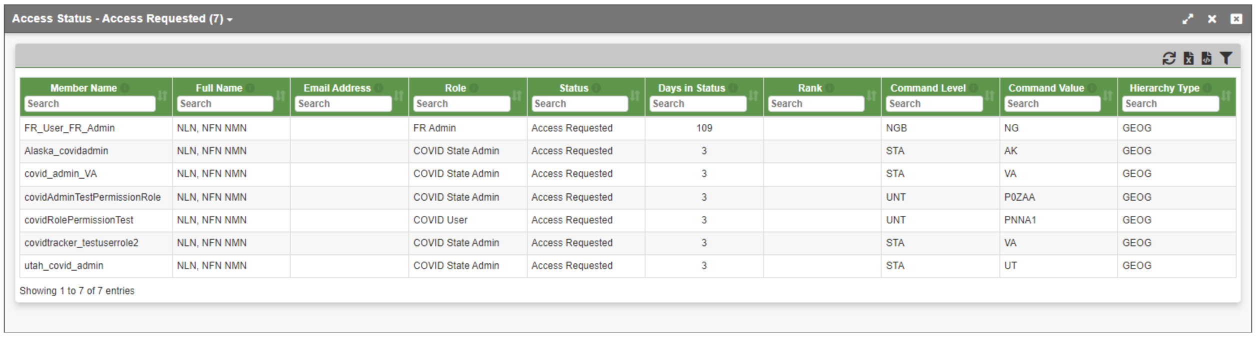


9.4.2 Panel 2: Landing Page and Results Display

When you initially access UMT, Panel 2 opens to the *Landing Page*. This page initially displays a Virtual Share Drive directory containing policy and procedure documents concerning user access. To download a particular document, select the box(es) in column 1 and click **DOWNLOAD SELECTED**.



Any time you select something in the *Command Center* – for example, open a work bucket or perform a search – the results appear in Panel 2. UMT displays work bucket contents and search results as lists.


Access Status - Access Requested (7)

Member Name	Full Name	Email Address	Role	Status	Days in Status	Rank	Command Level	Command Value	Hierarchy Type
Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
FR_User_FR_Admin	NLN, NFN NMN		FR Admin	Access Requested	109		NGB	NG	GEOG
Alaska_covidadmin	NLN, NFN NMN		COVID State Admin	Access Requested	3		STA	AK	GEOG
covid_admin_VA	NLN, NFN NMN		COVID State Admin	Access Requested	3		STA	VA	GEOG
covidAdminTestPermissionRole	NLN, NFN NMN		COVID State Admin	Access Requested	3		UNT	P0ZAA	GEOG
covidRolePermissionTest	NLN, NFN NMN		COVID User	Access Requested	3		UNT	PNNA1	GEOG
covidtracker_testuserrole2	NLN, NFN NMN		COVID State Admin	Access Requested	3		STA	VA	GEOG
utah_covid_admin	NLN, NFN NMN		COVID State Admin	Access Requested	3		STA	UT	GEOG

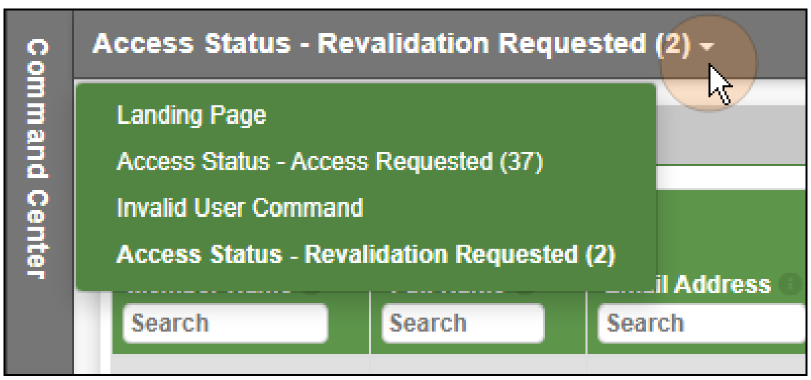
Showing 1 to 7 of 7 entries

You can filter the list by clicking the **Filter** icon. You can sort the list by clicking at the top of the column you want to sort by (for example, name or command).

Selecting a record from the list in Panel 2 opens it in Panel 3.

The Panel Bar

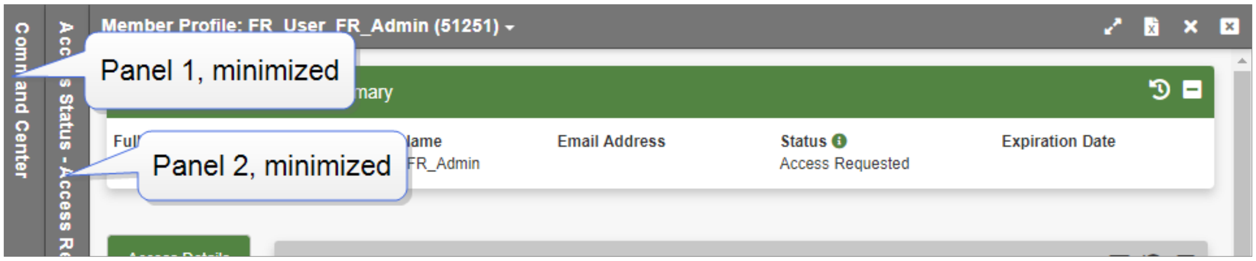
The *Landing Page* is always accessible in Panel 2 from the drop-down list across the top of the panel. Any page that the user does not manually close remains accessible through this drop-down until the user closes the tool itself.



Note - In Panel 3, the panel bar works the same way it does in Panel 2.

Minimizing Panels

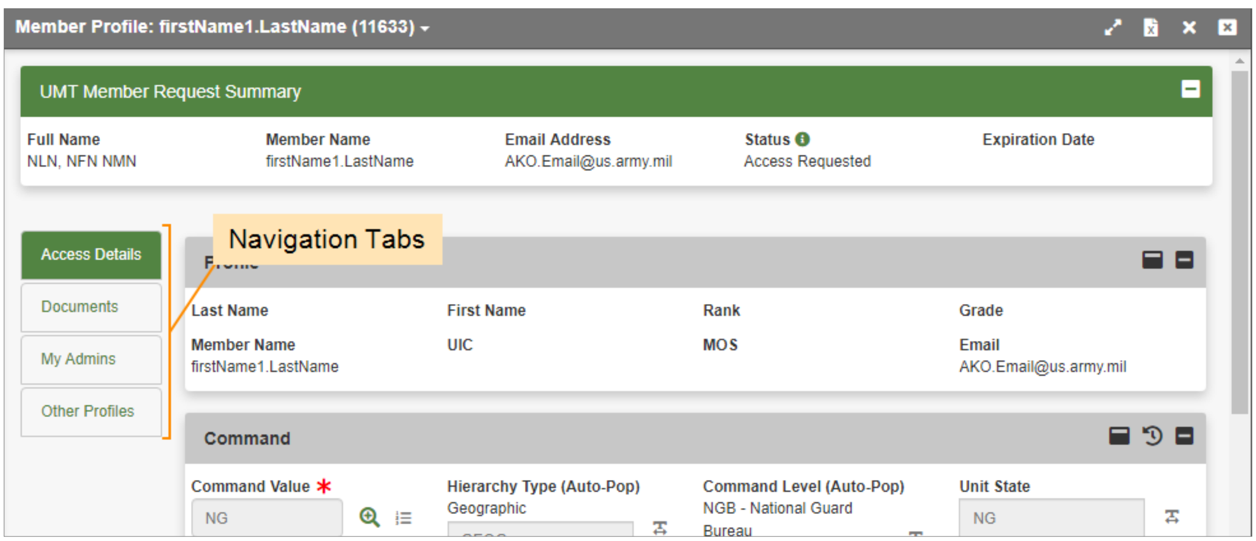
When you select a record in Panel 2, Panel 3 opens as Panels 1 and 2 minimize on the left. You can easily navigate back to Panel 1 or Panel 2 by clicking the minimized panels.



The top right corner of each panel bar contains several different icons, including tools to Refresh, Export, or Filter information. Hovering the cursor over an icon opens a tool tip describing the icon's function.

9.4.3 Panel 3: User Management Functions

Panel 3 displays information about your users and their access settings. From here you can manage their roles and permission, as well as the scope and duration of their access. This panel includes a *Summary* section at the top and navigational tabs that appear on the left side immediately beneath the *Summary*. These tabs include *Access Details, Documents*, *My Admins*, and *Other Profiles*.



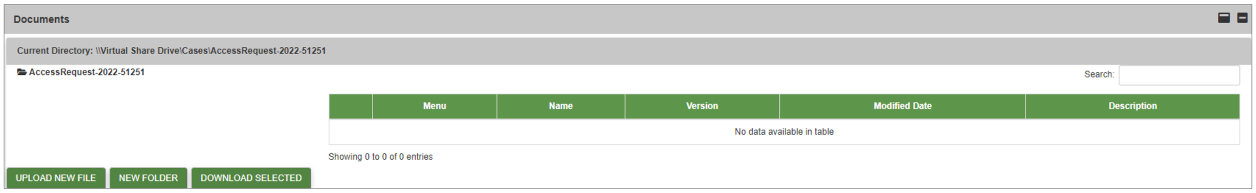
The *Access Details* page opens by default. Clicking one of the other tabs opens relevant information pertaining to that tab.

Access Details tab

Access Details contains the command information and most of the possible actions for a case. It is described here: **Controlling User Roles and Permissions in Panel 3** on the next page.

Documents tab

UMT allows the user to upload and download a member's System Authorization Access Request (SAAR) as part of the registration process. An Administrator may occasionally request (or a user may supply) additional supporting documentation to justify the user's access request. For example, in order for a user to be appointed as a Mini Administrator within IST, a Memorandum for Record must be uploaded. These additional documents are managed under the *Documents* tab, shown below:



To upload a new document, click **UPLOAD NEW FILE**. A pop-up window appears and prompts you to upload a file. Click **Choose File** and select a file to upload, enter a File Name and Description, and click **UPLOAD**.

> **Note -** For RCMS products, the file type must have one of these extensions: pdf, tiff, tif, xps, xls, xlsx, png, doc or docx.

To download existing documents, select one or more check boxes in the left-most column, then click **DOWNLOAD SELECTED**. The document appears in a .zip file at the bottom of the screen and is added to your *Downloads* folder.

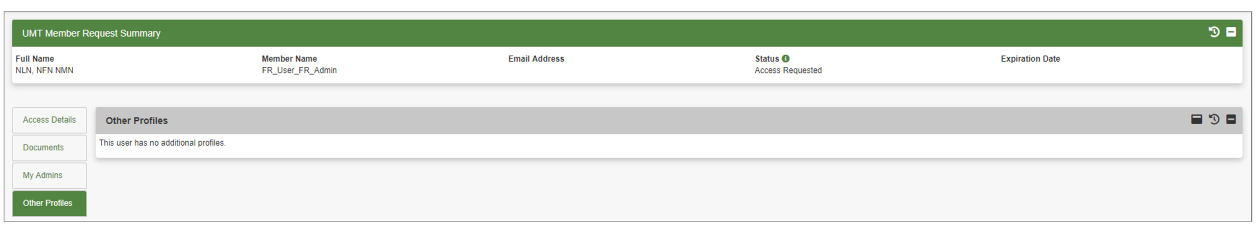
To create a new folder for uploaded documents, click **NEW FOLDER**. A pop-up window appears and prompts you to create a folder name. After you do, click **CREATE**.

My Admins tab

My Admins shows a list of relevant administrators, including name, rank, email address, command value, and command level.

Other Profiles tab

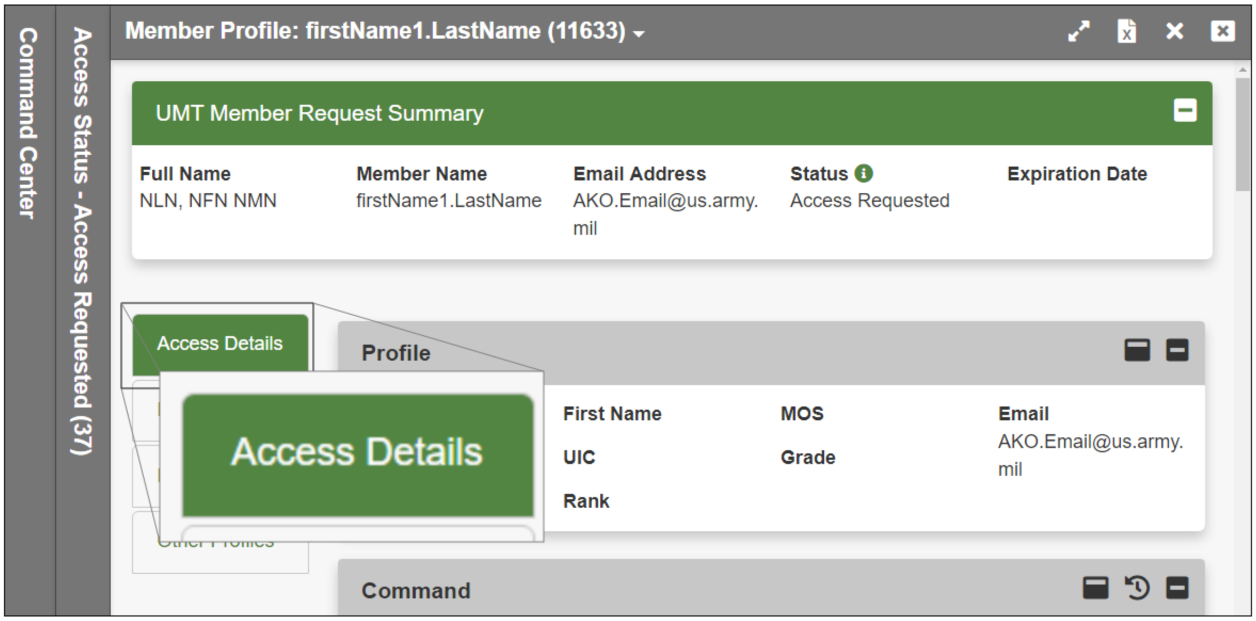
The *Other Profiles* tab provides access to a report listing all RMS products to which a member has ever requested access. This report contains the product name, the member's role and current status, the date that the member last accessed the product, and the date that the member's access to the product expires.



> **Note -** This report is for informational purposes only. If you are an administrator for multiple products, you must access UMT through each product individually to manage the user accounts for that product.

9.4.4 Controlling User Roles and Permissions in Panel 3

The *Access Details* section of Panel 3 is the main work area where you review and manage the cases in your work buckets.



Access Details includes several sub-sections:

- The user's profile: **Profile** below
- A section for the user's command setting: **Command** on the next page
- A section used to establish the user's role and permissions: **Roles and Permissions** on page 111
- A section where you execute actions to move the case across work buckets (e.g., approve, deny, return for re-work, etc.): **Submit** on page 122
- A read-only section where you can view all actions taken on a user's account: **History of Actions** on page 123

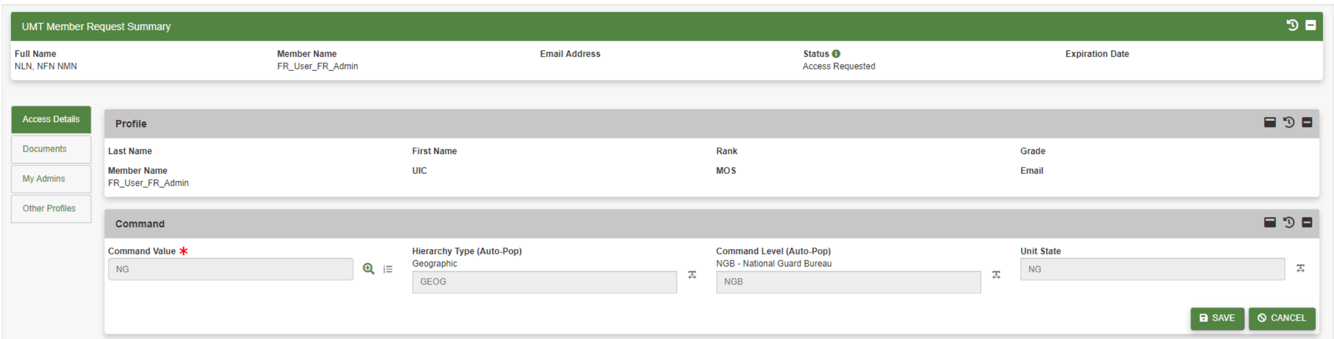
While the contents of each section are similar, they may vary slightly based on the work bucket selected. For example, a new access request only shows the prospective member's *requested* command, while a change request for an existing member shows both their *current* and *requested* command in order to help you assess the change. Sections may also vary in their editability based on the work bucket selected. For example, a case in the *Access Revoked* state displays most of its data as read-only, since that case cannot be re-opened or changed.

9.4.4.1 Profile

The *UMT Profile* is the first section that appears under *Access Details*. In IST, the *Profile* is a non-editable section containing information mostly extracted from the user's Common Access Card, including Last Name, First Name, Rank, Grade, Member Name, UIC, MOS, and Email. These are all common fields that are considered as part of the approval process. Fields that are not applicable to a given member are left blank. Any desired changes to these field values must be addressed at the source – fields cannot be edited by IST administrative personnel.

9.4.4.2 Command

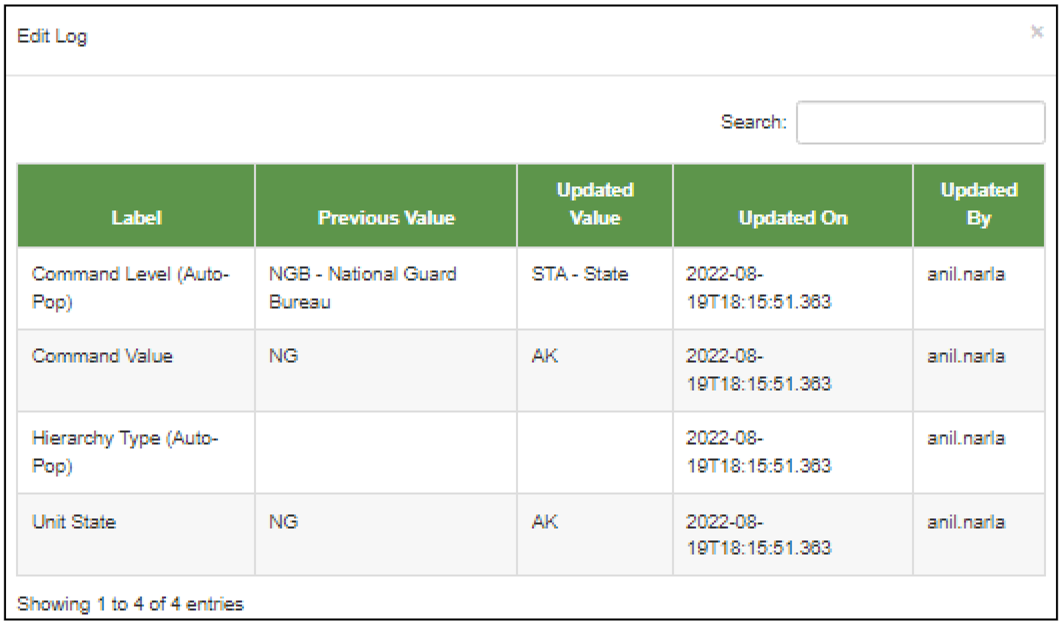
The *Command* section displays the command access level requested by a prospective member or previously assigned to an existing member's account. Command access governs the detailed records that are visible to that member (e.g., Soldier-level), and the entry level at which they access IST.



Existing members accessing the UMT Command section typically see read-only values above Command Value, Hierarchy Type, and Command Level fields, which represent approved values. If a change is requested, the newly requested values appear in the editable text boxes, and the user has the ability to override these fields as needed. To make these edits, click **Search** to the right of the Command Value field, select the correct values by navigating through the C2 structure drop-downs in the pop-up window that appears (the Command Picker), and click **SET** to return to the original screen. Modifications made through this single dialog are extended to all three edit boxes. Click **SAVE** to save changes and finish.

Command Edit Log

To see past changes to the user's command, click **Edit Log**. The edit log shows when specific changes were made, and by whom.



Edit Log

Search:

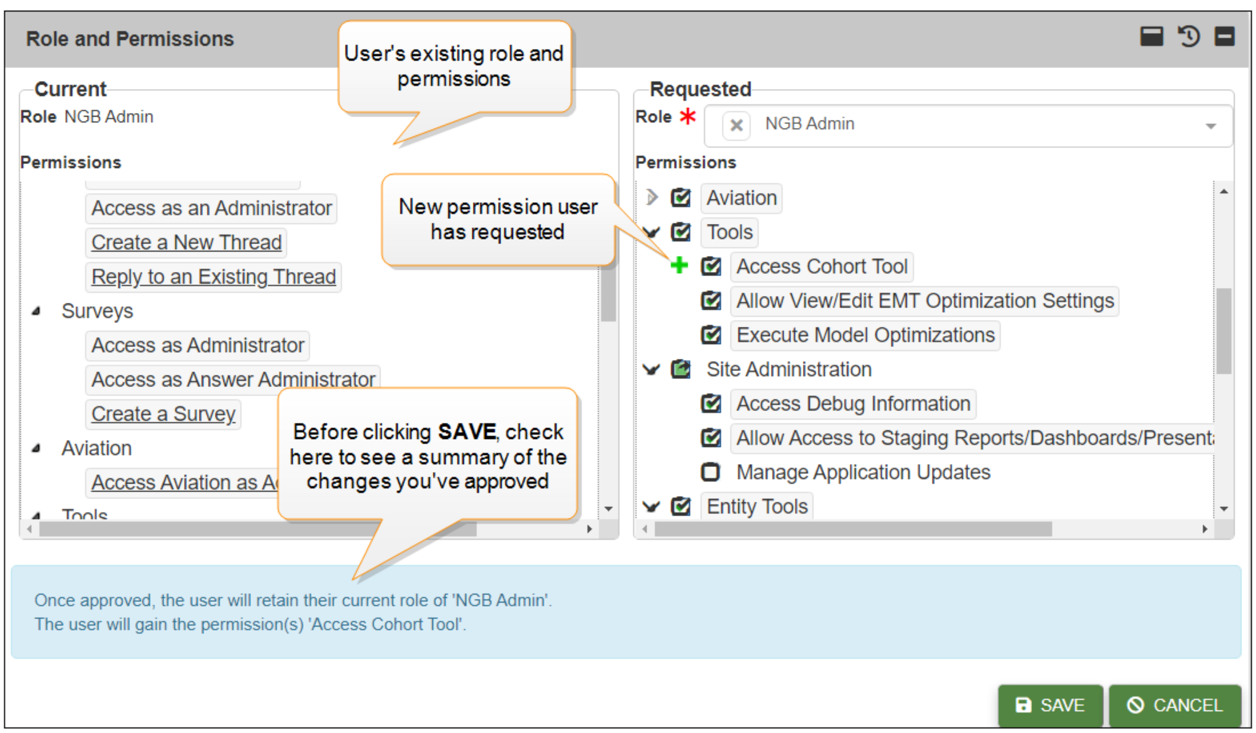
Label	Previous Value	Updated Value	Updated On	Updated By
Command Level (Auto-Pop)	NGB - National Guard Bureau	STA - State	2022-08-19T18:15:51.383	anil.narla
Command Value	NG	AK	2022-08-19T18:15:51.383	anil.narla
Hierarchy Type (Auto-Pop)			2022-08-19T18:15:51.383	anil.narla
Unit State	NG	AK	2022-08-19T18:15:51.383	anil.narla

Showing 1 to 4 of 4 entries

9.4.4.3 Roles and Permissions

The next section is the *Roles and Permissions* section, where the administrator manages items including which internal tools members can access and the level of data visible to users.

> **Note -** The screenshot below is an example not specific to IST. It illustrates what an administrator sees when a user has requested a new permission.



Available roles and permissions vary by product and appear within functionally defined permission groups that can be collapsed or expanded by clicking on the chevron (▶) to the left of each group. For existing members, *Current* roles and permissions are displayed on the left and *Requesting* roles and permissions are displayed on the right.

Each role is associated with one or more permissions, which are either included in the role by default or are optionally added by the administrator. Permissions included in the role by default are considered *Default*, and those that can be added manually are considered *Non-Default*. On the *Requested* side, *Default* permissions are underlined and appear before *Non-Default* permissions within each group.

Administrators can change a user's role and can add or revoke individual permissions as required. To change a role, click on the drop-down box under *Requesting*, and select the new role. To change permissions, toggle them on or off by checking the check boxes next to each one.

When a role is changed, *Default* permissions associated with the new role are added to the user's permissions and any *Default* permissions associated exclusively with the old role are removed. *Non-Default* permissions are preserved. A summary at the bottom of the page appears listing all changes.

Click **SAVE** to finalize all changes and finish.

Roles and Permissions Edit Log

To see past changes to the user's role and permissions, click **Edit Log**. The edit log shows when specific changes were made, and by whom.

IST User and Administrator Roles

All users in IST are assigned a role which determines what they can access, view, and manage. Each role includes various associated *permissions* that define the specific functions, activities, and products to which a member may have access within the application.

UMT is designed to give administrators fine-grained control over what each user can do. Each role has a default set of permissions and optional permissions. It is possible to add or remove specific permissions for each individual user.

> *Example: A role provides access to an* optional *permission allowing users to view system debug information. Having this role does not guarantee that the user has access to this debug information, however, since the permission is optionally granted.*

It is also important to note that roles (and/or permissions) that are associated with administrative functions (such as "Granting Permissions") provide a given user with access to UMT through the ribbon menu. Users without an administrative role (or relevant permission) do not see this link.

The ability to approve roles is based upon the *level* of an administrative user. Levels are assigned to each role and range from 0 (the highest level) to 99 (the lowest level). As a general rule, administrative users can only view and approve UMT functions for members assigned a role at a lower level. Administrators assigned a role at level 0 can see and perform actions on all members.

> **Note -** An Administrator assigned the top-level role, 0, can approve all other roles. Any role with a level below 0 can only approve roles below than that level (e.g., a level 1 role can approve any level 2 or below; a level 4 role can approve any level 5 or below).

IST Role	Description	Level	Administrative Role?
IST Help Desk Admin	Can complete any IST action for any state, including approve users in UMT. IST Help Desk Admin have access to the *Administration* tab functions for IST.	0	Yes
Vulcan NGB Level Admin	Can view the status of RSP in all states in the nation. They can see statistics summarizing the status of RSP in each state, view many reports, and complete all tasks that State Administrators and Users can complete.	0	Yes
Vulcan State Level Admin	Can view all the RSP Sites within a particular state. They can see statistics summarizing the status of the RSP in each of the existing RSP sites, identify units that are RSP site, view many reports, and complete many other essential tasks.	0	Yes
State Level Admin	Can do everything in RMS for their own state, including approve user requests in UMT.	0	Yes
State Level Super Admin	Can view and complete everything in RMS, including adding Admin users and approving user requests in UMT. They have access to the *Override Eligibility* button on the fourth-panel *Extension Eligibility* screen to bypass all eligibility rules.	0	Yes
NGB Level	Can view all data but cannot edit anything.		No
IST Help Desk	Can complete any IST action for any state.		No
State Level	Can view all data for their own state, but cannot edit anything.		No
State IST Coordinator	Can complete losing or gaining state actions and approvals for Soldiers in their state.		No
IPPS-A	Can click the *Entered into IPPS-A* button to complete an Extension case in the IPPS-Awork bucket, or click *Return to Unit* to request corrections.		No
Battalion Level	Can view all data for their own battalion, but cannot edit anything.		No
Brigade Level	Can view all data for their own brigade, but cannot edit anything.		No

IST Role	Description	Level	Administrative Role?
Sponsor	Can log attempts to contact a Soldier and track sponsorship activities on the *Manage Checklist* screen.		No
Vulcan LNO	Training Liaison Officers at the various IET Sites can open and maintain LNO Tickets and have read-only access to other Soldier information.		No
Vulcan User	Users with access to the RSP Site level can view all the Soldiers assigned to a particular RSP Site. They can see statistics summarizing the status of the Site, define a Site Drill Schedule, update Soldier information in bulk, and complete many other essential tasks.		No
Vulcan Read Only	Users with NGB, State, and RSP Site level roles can also be restricted to read-only access.		No
Financial Counselor	User can send a case for and sign-off on a case Budget. Work buckets are displayed, allows users to view a case budget and report.		No
Transition Counselor	Users are allowed to approve a case, effectively closing a case. Work buckets are displayed and allow a user to perform duties of a Transition Counselor such as sign DD2958 as a Transition Counselor, view Reports, and ability to upload files to the VSD Library.		No
Unit Level	Can complete actions for any unit they have been granted access to in UMT.		No

Permissions

IST has a list of permissions associated with one or more role. These permissions are organized into eight functional groups: Administration, Aviation, Entity Tools, Forum, Reports, Site Administration, Surveys, and Tools.

Group	Permission	Description
Administration	AWOL: Display work buckets	Ability to display AWOL work buckets.
Administration	AWOL Close AWOL Case	Ability to terminate an AWOL case.
Administration	AWOL Complete Case	Ability to complete 4856 counseling and close the case.

Group	Permission	Description
Administration	AWOL Contact Soldier	Ability to contact an AWOL soldier and record their information.
Aviation	AWOL Counsel Soldier	Ability to counsel a soldier from an AWOL case.
Entity Tools	AWOL Edit Case	Ability to edit AWOL cases.
Entity Tools	AWOL Update Contact Info	Ability to update contact information on a AWOL case.
Forum	Document Center: Delete	Ability to delete files from a Soldier's document center.
Forum	Document Center: Upload	Ability to upload files to a Soldier's document center.
Forum	Document Center: Vulcan RSP	Ability to view Vulcan RSP from a Soldier's document center.
Forum	Extension: Battalion Review	Ability to review Extension cases in the Battalion work bucket.
Forum	Extension: Brigade Review	Ability to review Extension cases in the Brigade work bucket.
Reports	Extension: Display work bucket's	Ability to display Extension work buckets.
Reports	Extension: IPPS-A Review	Ability to review Extension cases in the IPPS-A work bucket.
Reports	Extension: State Review	Ability to review Extension cases in the State work bucket.
Reports	Extension Counseling	Ability to conduct counseling for Extension cases.
Reports	Extension Enter into IPPS-A	Ability to enter an extension in IPPS-A and complete it.
Reports	Extension Enter Override	Ability to override data value for Soldier's in Extension cases.

Group	Permission	Description
Reports	Extension Issue Incentive Contract	Ability to issue a bonus contract for Extension cases.
Site Administration	Extension Override Eligibility	Ability to override eligibility for Extension cases.
Site Administration	Extension Process 4836	Ability to complete and upload document 4836 to the case.
Site Administration	IST: Display work bucket's	Ability to display IST work buckets.
Surveys	IST: Help Desk	Ability to access the IST Help Desk.
	IST: Help Desk Admin	Grants IST Help Desk access to users.
Surveys	IST: Override Risk Level	Ability to override risk levels for IST cases.
Surveys	IST: Reject Para/Line	Ability to reject assigned Paragraph/Lines for IST cases.
Tools	IST: Reopen Case	Ability to reopen IST cases.
Tools	IST: Reset Case	Ability to reset IST cases.
	IST: State Level User	Grants state level access to the user for IST cases.
	IST: Terminate Case	Ability to terminate IST cases.
	IST: Unit Level User	Grants unit level access to the user for IST cases.
	IST: Update Contact Info	Ability to update contact information on an IST case.
	IST: Verify Orders	Ability to verify cases and orders for IST cases.
	NGB Admin	Grants NGB Administrator access to user.
	Process: Vulcan LNO; Action: Case Closed; Current: New; To: Closed	Ability to close Vulcan LNO cases from the New work bucket.
	Process: Vulcan LNO; Action: Case Closed; Current: Returned to LNO; To: Closed	Ability to close Vulcan LNO cases from the Returned to LNO work bucket.

Group	Permission	Description
	Process: Vulcan LNO; Action: Case Closed; Current: Returned to State; To: Closed	Ability to close Vulcan LNO cases from the Returned to State work bucket.
	Process: Vulcan LNO; Action: Case Terminated; Current: New; To: Terminated	Ability to terminate Vulcan LNO cases from the New work bucket.
	Process: Vulcan LNO; Action: Case Terminated; Current: Returned to LNO; To: Terminated	Ability to terminate Vulcan LNO cases from the Returned to LNO work bucket.
	Process: Vulcan LNO; Action: Case Terminated; Current: Returned to State; To: Terminated	Ability to terminate Vulcan LNO cases from the Returned to State work bucket.
	Process: Vulcan LNO; Action: Return to LNO; From: Returned to State; To: Returned to LNO	Ability to move Vulcan LNO cases from the Returned to State work bucket to the Returned to LNO work bucket.
	Process: Vulcan LNO; Action: Returned to LNO; Current: New; To: Returned to LNO	Ability to move Vulcan LNO cases from the New work bucket to the Returned to LNO work bucket.
	Process: Vulcan LNO; Action: Returned to State; Current: Returned to LNO; To: Returned to State	Ability to move Vulcan LNO cases from the Returned to LNO work bucket to the Returned to State work bucket.
	Sponsorship: 1st Drill Orientation	Grants 1st Drill Orientation sponsor access.
	Sponsorship: 1st Line Leader	Grants 1st Line Leader sponsor access.
	Sponsorship: 1st Sergeant	Grants 1st Sergeant sponsor access.
	Sponsorship: Commander	Grants Commander sponsor access.
	Sponsorship: Display work bucket's	Ability to display Sponsorship work bucket's.
	Sponsorship: Initial Contact Prior to 1st Drill	Ability to access Initial Contact Prior to 1st Drill.
	Sponsorship: Readiness NCO	Grants Readiness NCO access.

Group	Permission	Description
	Sponsorship: Supply Sergeant	Grants Supply Sergeant access.
	Sponsorship Add Note	Ability to add a note to a Sponsorship case.
	Sponsorship Assign Sponsor	Ability to assign a sponsor to a Sponsorship case.
	Sponsorship Close Sponsorship	Ability to mark a Sponsorship case as closed.
	Sponsorship Complete Checklist	Ability to complete the checklist for a Sponsorship case.
	Sponsorship Contact Soldier	Ability to contact a Soldier about their Sponsorship case.
	Sponsorship Contact Sponsor	Ability to assign and contact a sponsor to a Sponsorship case.
	Sponsorship Print Checklist	Ability to print a checklist for a Sponsorship case.
	Sponsorship Reassign Sponsor	Ability to reassign a sponsor for a Sponsorship case.
	Sponsorship Return Checklist	Ability to return a checklist to the sponsor for a Sponsorship case.
	Sponsorship Terminate Case	Ability to terminate a Sponsorship case.
	Sponsorship Update Contact Info	Ability to update contact information on a Sponsorship case.
	State Admin	Grants State Admin access to the user.
	Transition Service: Approve Case	Allows user to approve a case effectively closing it.
	Transition Service Budget Review	Allows user to send a case for budget review.
	Transition Service Budget Sign Off	Allows user to sign off on a case budget.
	Transition Service Commander Sign	Allows user to sign DD2958 as a Commander.

Group	Permission	Description
	Transition Service Display	Ability to display Transition Display work bucket's
	Transition Service Terminate Case	Allows user to terminate a case.
	Transition Service: Transition Counselor	Allows user to perform duties of a Transition Counselor.
	Transition Service: Transition Counselor Signoff	Allows user to sign DD2958 as a Transition Counselor
	Transition Service: View Budget	Allows user to view a case budget.
	Transition Service: View Question History Tab	Allows user to view the question history tab.
	View Reports	Ability to access and view the Reports blade.
	View Vulcan	Ability to view Vulcan work bucket's.
	VSD Delete Files	Ability to delete files from VSD library.
	VSD Upload Files	Ability to upload files to the VSD library.
	Vulcan Can Edit	Ability to edit Vulcan cases.
	Vulcan Edit Closed Ticket	Ability to edit closed Vulcan tickets.
	Vulcan LNO: Terminate Case	Ability to terminate Vulcan LNO cases.
	Vulcan NGB Admin	Grants Vulcan NGB Admin access to user.
	Vulcan View Document Tab	Ability to view the Document tab in the 3rd and 4th panels of the Vulcan work bucket.
	Vulcan Add Comments	Ability to add comments in Vulcan work buckets.
	Vulcan Disposition Override	Ability to override disposition for Vulcan cases no matter the IET status.
	Vulcan VSD Delete Files	Ability to delete files from the Vulcan VSD library.

Group	Permission	Description
	Vulcan VSD Upload Files	Ability to upload files to the VSD library.
	Admin: Receive Notifications	Ability for administrators to receive notifications.
	Extension: Display Career Development Counseling	Ability to display Career Development Counseling work buckets
	Vulcan LNO	Grants Vulcan LNO access to user.
	Vulcan Read Only	Grants Vulcan Read Only access to user.
	Vulcan State Admin	Grants Vulcan State Admin access to user.
	Vulcan User	Grants Vulcan User access to user.

Mapping of Roles to Permissions

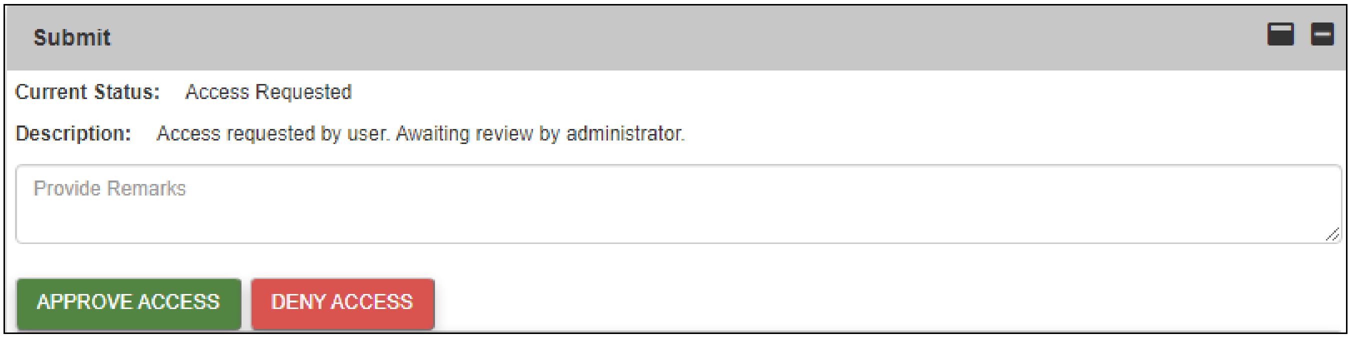
Each role has a corresponding list of default and optional permissions that control what the user can do. The chart below displays a cross-tab of roles (across the top) and permissions (down the side). Items shown with a "D" (in green) are *Default* permissions, meaning the user obtains this permission by default at the time they are awarded the role. Items shown with an "O" (in gray) are optional permissions, meaning these permissions are available to be assigned, but not assigned by default.

9 User Management Tool

Roles/Permissions	IST Help Desk Admin	Vulcan NGB Level Admin	Vulcan State Level Admin	State Level Admin	State Level Super Admin	NGB Level	IST Help Desk	State Level	State IST Coordinator	IPPS-A Level	Battalion Level	Brigade Level	Sponsor	Vulcan LNO	Vulcan User	Vulcan Read Only	Financial Counselor	Transition Counselor	Unit Level
AWOL: Display Workbuckets	O	O	O	D	D	D	D	D	D	D	D	D	D				O	O	D
AWOL Close AWOL Case				D	D	D	D	D	D	D	D	D	D						D
AWOL Complete Case				D	D	D		D			D	D							D
AWOL Contact Soldier				D	D	D	D	D	D	D	D	D	D						D
AWOL Counsel Soldier				D	D	D	D	D	D	D	D	D	D						D
AWOL Edit Case				D	D	D		D			D	O							D
AWOL Update Contact Info				D	D	D	D	D	D	D	D	D	D						D
Document Center: Delete		O	O	O	D	O								O	O	O			
Document Center: Upload		D	O	D	D	O								D	O	O			
Document Center: Vulcan RSP		D	D	D	D	O								D	D	D			
Extension: Battalion Review	D			D	D	O		D			D	D							
Extension: Brigade Review	D			D	D	O		D				D							
Extension: Display Workbuckets	O			D	D	D	O	D	O	D	D	D					O	O	D
Extension: IPPS-A Review					D	D				D									
Extension: State Review				D	D	O		D											
Extension Counseling	D			D	D	O		O			D	D	D						D
Extension: Display Career Development Counseling	O	O	O	O	O		O	O	O	O	O	O	O				O	O	D
Extension Enter into IPPS-A	D			D	D	O				D									
Extension Enter Override	D			D	D	O		O					D						D
Extension Issue Incentive Contract				D	D	O	D	D	D	D	D	D	D						D
Extension Override Eligibility				O	D	O													
Extension Process 4836				D	D	O		O		O	D	D	D						D
IST: Display Workbuckets	D	O	O	D	D	D	D	D	D	O	O	O	O				O	O	D
IST: Help Desk	D				D	O	D												
IST: Help Desk Admin	D				D	O													
IST: Override Risk Level	D				D	O	D												
IST: Reject Para/Line	D				D	O	O												
IST: Reopen Case	D				D	O	D												
IST: Reset Case	D				D	O	O												
IST: State Level User	O			D	D	O		D	D										
IST: Terminate Case	D				D	O	O												
IST: Unit Level User	O				D	O			D		O	O							D
IST: Update Contact Info	D			D	D	D	D	D	D		O	O							D
IST: Verify Orders	D				D	O	O												
NGB Admin	D				D														
Process: Vulcan LNO; Action: Case Closed; Current: New; To: Closed		D			D									D					
Process: Vulcan LNO; Action: Case Closed; Current: Returned to LNO; To: Closed		D			D									D					
Process: Vulcan LNO; Action: Case Closed; Current: Returned to State; To: Closed		D			D									D					
Process: Vulcan LNO; Action: Case Terminated; Current: New; To: Terminated		D		O	D	O													
Process: Vulcan LNO; Action: Case Terminated; Current: Returned to LNO; To: Terminated		D		O	D	O													
Process: Vulcan LNO; Action: Case Terminated; Current: Returned to State; To: Terminated		D		O	D	O													
Process: Vulcan LNO; Action: Return to LNO; From: Returned to State; To: Returned to LNO		D	D	D	D										D				
Process: Vulcan LNO; Action: Returned to LNO; Current: New; To: Returned to LNO		D	D	O	D	O									D				
Process: Vulcan LNO; Action: Returned to State; Current: Returned to LNO; To: Returned to State		D	O	O	D	O								D					
Sponsorship: 1st Drill Orientation		D	D	D	D	O					D	O	D						D
Sponsorship: 1st Line Leader		D	D	D	D	O					D	O	D						D
Sponsorship: 1st Sergeant		D	D	D	D	O					D	O	D						D
Sponsorship: Commander		D	D	D	D	O					D	O	D						D
Sponsorship: Display Workbuckets	O	O	O	D	D	O	D	O	D	O	D	O	D				O	O	D
Sponsorship: Initial Contact Prior to 1st Drill		D	D	D	D	O					D	O	D						D
Sponsorship: Readiness NCO		D	D	D	D	O					D	O	D						D
Sponsorship: Supply Sergeant		D	D	D	D	O					D	O	D						D
Sponsorship Add Note		D	D	D	D	O					D	O	D						D
Sponsorship Assign Sponsor		D	D	D	D	O					D	O							D
Sponsorship Close Sponsorship		D	D	D	D	O					D	O							D
Sponsorship Complete Checklist		D	D	D	D	O					D	O	D						D
Sponsorship Contact Soldier		D	D	D	D	O					D	O	D						D
Sponsorship Contact Sponsor		D	D	D	D	O					D	O							D
Sponsorship Print Checklist		D	D	D	D	O					D	O	D						D
Sponsorship Reassign Sponsor		D	D	D	D	O					D	O							D
Sponsorship Return Checklist		D	D	D	D	O					D	O							D
Sponsorship Terminate Case		D	D	D	D	O					D	O	D						D
Sponsorship Update Contact Info		D	D	D	D	O					D	O	D						D
State Admin				D	D					O									
Transition Service: Approve Case				D	D	O		D										D	
Transition Service Budget Review				D	D	O											D		
Transition Service Budget Sign Off				D	D	O											D	O	
Transition Service Commander Sign				D	D	O					O	O							
Transition Service Display	O	O	O	D	D	D	O	D	O	O	D	D	O				D	D	
Transition Service Terminate Case				D	D	O												D	
Transition Service: Transition Counselor				D	D	O					O	O						D	D
Transition Service: Transition Counselor Signoff				D	D	O												D	
Transition Service: View Budget				D	D	O					O	O					D	O	D
Transition Service: View Question History Tab				D	D	O					O	O						O	D
View Reports	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	
View Vulcan	O	D	D	D	D	D	O	O	O	O	O	O	O	D	D	D			D
VSD Delete Files	D	D	D	O	D	O	O	O	O	O	O	O	O	O	O	O	O		D
VSD Upload Files	D	D	D	D	D	D	D	O	D	D	D	D	D	D	D	D	D	D	
Vulcan Can Edit		D	D	D	D	O	O	O	O	O	O	O	O	D	D				D
Vulcan Edit Closed Ticket		O		O	D	O													
Vulcan LNO: Terminate Case		D			D														
Vulcan NGB Admin		D			D														

9.4.4.4 Submit

The *Submit* section allows the user to record remarks and perform actions that result in a change of status.

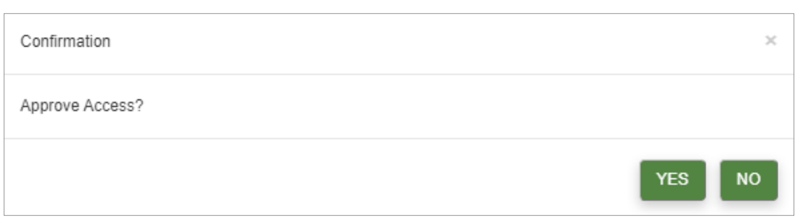


Entering a remark before clicking an action button provides a narrative that is stored with the action you take. Remarks are frequently transmitted to users or administrators as a component of the automated notification system. Remarks are mandatory for all actions with a RED action button, and optional but recommended for actions with a GREEN action button. In the example above, approval of the access request does not require a remark, but denial does require a remark explaining the reason, which is transmitted back to the user.

Selecting an action moves a case from one state (work bucket) to another. In the example above, the member's case resides in the *Access Requested* work bucket until the user clicks either **APPROVE ACCESS** or **DENY ACCESS**. Once one of these actions is performed, the case moves to the appropriate work bucket. Changes might include a modified command setting, a new role, or changes to permissions.

Action Validations

When you click an action button, the system first asks for confirmation of the action, then performs extensive validation tests to ensure that all required entries have been completed. Below is a screen shot of the confirmation pop-up. To confirm and continue, click **YES**. To return to your case and not continue, click **NO**.



Automated validation tests typically check for three required entries:

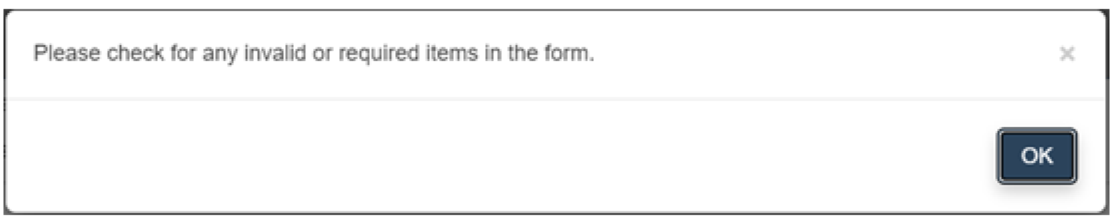
- Has a Command value been selected and has that section been saved?
- Has a Roles and Permissions value been selected and has the section been saved?

- Has a SAAR been uploaded, has that form been certified, has an expiration date up to one year in the future been entered, and has that section been saved?

When validation tests are performed, a corresponding message appears:

- Red or green colored messages indicate whether the action was successful. Green messages indicate success, and automatically close after a few seconds. Red messages indicate that an issue was encountered and must be manually closed by clicking **Close** .

- Pop-up messages generally provide clearer explanations of what you must do to proceed with your action. An example is "Please check for any invalid or required items in the form."



9.4.4.5 History of Actions

The *History of Actions* table within the *Submit* section displays all actions which have previously been taken on a user's account, either by an Administrator or by automated processes. This section lists actions chronologically, with the most recent at the top. The *Search* box allows the user to search for a specific historic action, in the event that the number of actions makes finding one difficult.

History of Actions

Search:

Date	User ID	Comment	Previous Status	Action	Status
07/16/2009 08:37 AM	firstName1.LastName	NGB Staff	Access Request Initiated	Request Access	Access Requested
07/16/2009 08:37 AM	firstName1.LastName		Access Revoked	Request Access	Access Request Initiated
07/16/2009 08:37 AM	firstName1.LastName		Access Requested	Approve Access	Access Approved

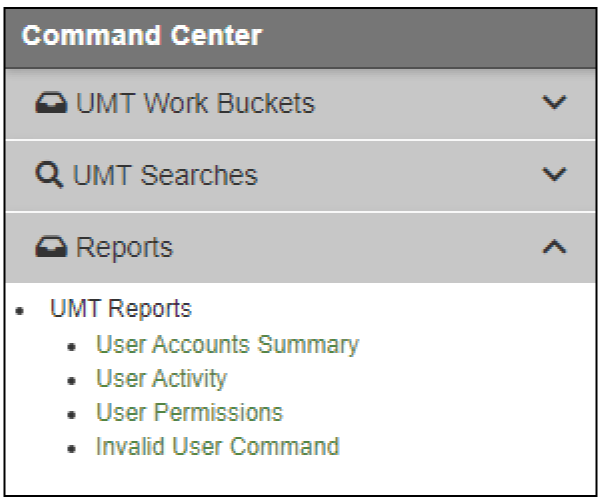
Showing 1 to 3 of 3 entries

The table below lists each field displayed in the *History of Actions* section:

Field	Description
Date	The date and time the particular action was taken.
User ID	The unique identifier for the individual or process that performed the action.
Comment	Remarks provided by the administrator or automated function that concern the action performed.
Previous Status	The state (or work bucket) the account was in prior to the action being performed.
Action	The event that caused a change in status.
Status	The state (or work bucket) the account is in after the completion of the action.

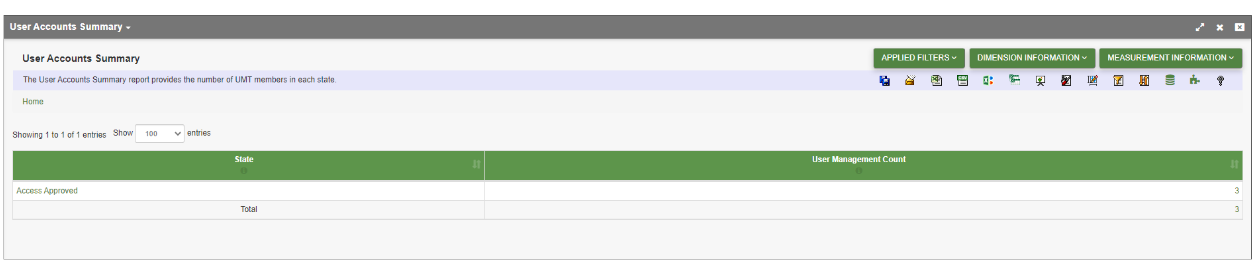
9.5 UMT Reports

Reporting is accessed via the *Reports* blade in the Command Center. Users can view the *User Accounts Summary*, *User Activity*, *User Permissions*, and *Invalid User Command* reports from there.



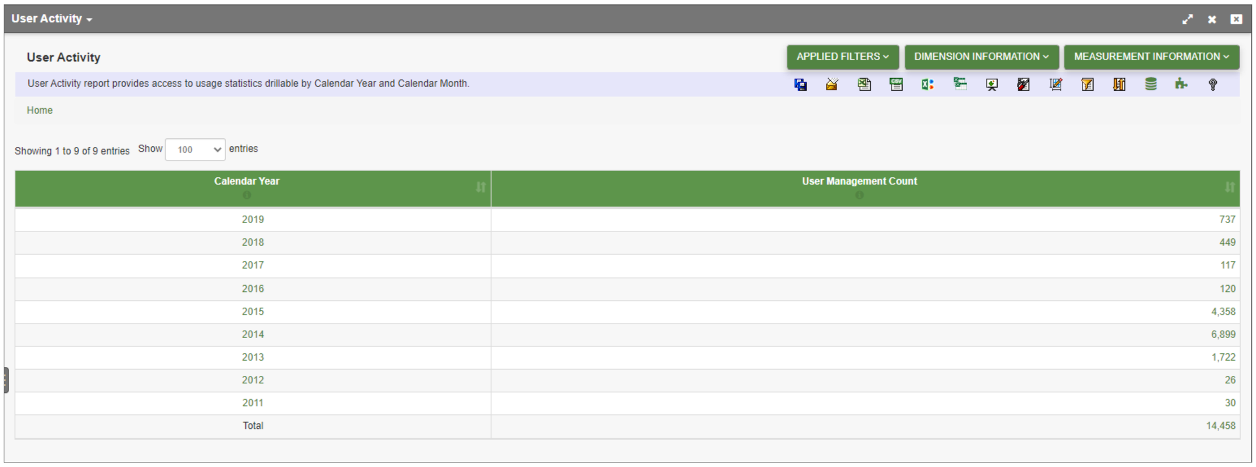
9.5.1 User Accounts Summary

This report provides the number of UMT members in each state.



9.5.2 User Activity

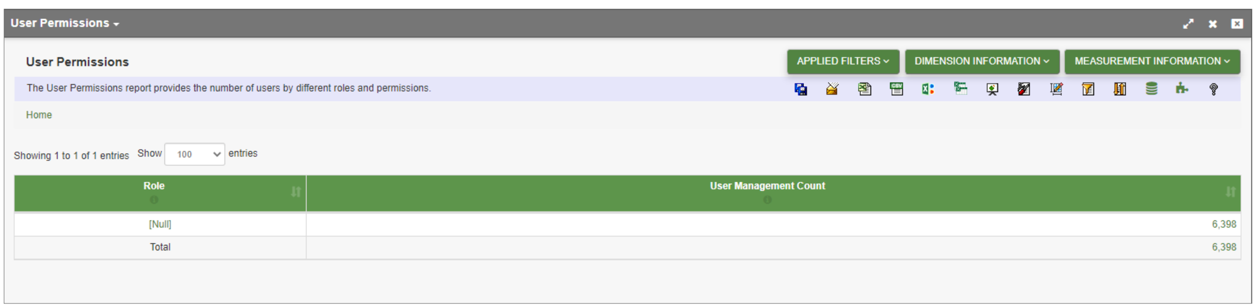
This report provides access to usage statistics drillable by Calendar Year and Calendar Month.



Calendar Year	User Management Count
2019	737
2018	449
2017	117
2016	120
2015	4,358
2014	6,899
2013	1,722
2012	26
2011	30
Total	14,458

9.5.3 User Permissions

This report provides the number of users by different roles and permissions.



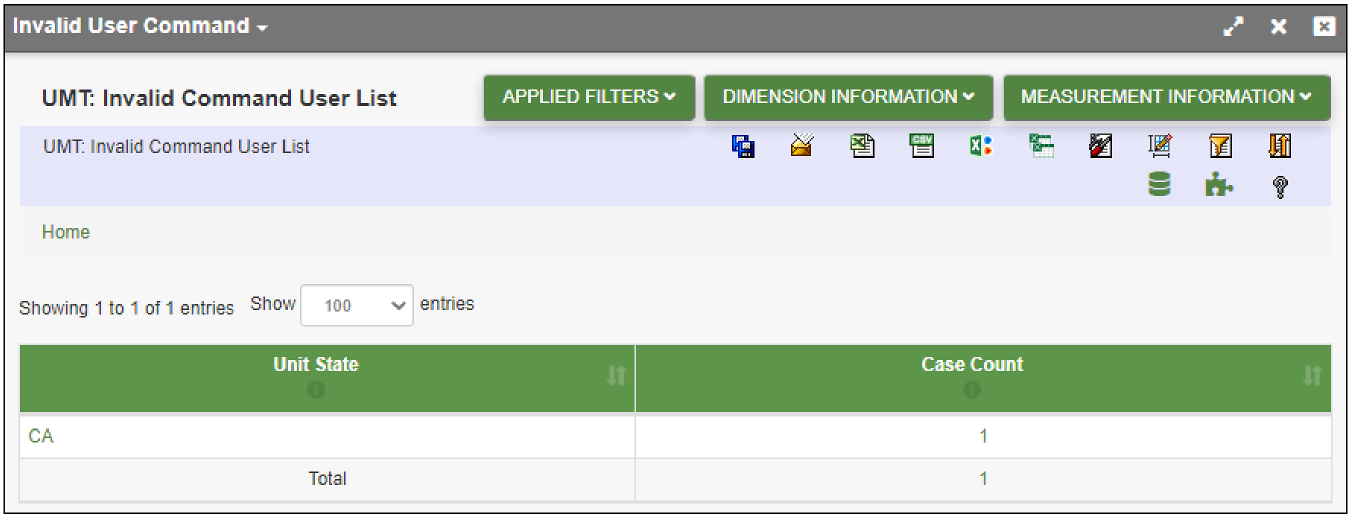
Role	User Management Count
[Null]	6,398
Total	6,398

9.5.4 Invalid User Command

This report identifies, for any module that requires a Command Hierarchy selection, those users whose Command Level/Command Value settings are no longer valid. These users will have problems using the module until these values are updated.

> *Example: BDE/XYZAA is now converted to BDE/ABCAA or DIV/XYZAA. The user's setting of BDE/XYZAA needs to be updated.*

This report helps identify these users.



9.6 Automatic Notifications

UMT provides both state-driven and time-driven notifications. Depending on the state or time, notifications are sent to either the User, Admin, or both, and may or may not include remarks entered by the User or Admin in the User Interface. Generally speaking, remarks that are "Required" fields are included in the emails.

The chart below summarizes by action who receives the notifications, whether the notification includes remarks, and whether the notification is driven by a state change or time-base event.

Action	Sent to User	Sent to Admin	Includes Remarks	State-Driven	Time-Driven
Access Requested	x			x	
Access Requested		x		x	
Access Request Canceled	x			x	
Access Approved	x			x	
Access Denied	x		x	x	
Access Extended (Revalidation Required)	x			x	
Access Extended (Revalidation Requested)	x			x	
Access Revoked	x		x	x	
Access Suspended (Administrator Action)	x		x	x	
Access Suspended (Unapproved Revalidation)	x		x	x	
Access Suspended (Non-Revalidation)	x		x		x
Access/Change Request Auto-Denied	x		x		x

Action	Sent to User	Sent to Admin	Includes Remarks	State-Driven	Time-Driven
Access/Change Request Auto-Denied		x	x		x
Change Approved	x			x	
Change Denied	x		x	x	
Change Requested	x			x	
Change Requested		x		x	
Non-Use Warning	x				x
Profile Command (Auto-Modified)	x				x
Reinstatement Requested	x				
Reinstatement Requested		x	x		
Reinstatement Approved	x			x	
Reinstatement Approved (Revalidation Required)	x			x	
Reinstatement Request Approved (Revalidation Required)	x			x	
Reinstatement Denied	x		x		
Revalidation Requested	x			x	
Revalidation Requested		x		x	
Revalidation Approved	x			x	
Revalidation Request Returned	x		x	x	
Revalidation Requested Warning	x				x
Revalidation Required	x				x
Revalidation Required (Warning)	x				x

9.6.1 State-Driven Notifications

State-driven notifications occur automatically when an action results in a change of the member's status (or state). State changes are typically associated with a change to the number of records that appear in a given work bucket. For example, as shown in the chart above, when a request for access results in a state change and that member being moved into the *Access Requested* work bucket, both the user and Admin receive automated notifications.

9.6.2 Time-Based Notifications

Some notifications are driven by the passage of time, rather than a change in state. For example, after an extended period of non-use, the system sends a notification of account suspension if the application is not accessed within a predefined number of days.

The chart below lists that thresholds for time-based notifications:

Event	Event Description	Days
Access/Change Request	Number of consecutive days in an Access Requested state before approval is automatically denied	90
Warning for Non-Usage	Number of consecutive days of non-usage before being warning of a pending move into a Suspended state	90
Suspension for Non-Usage	Number of consecutive days of non-usage before being placed into a Suspended state	120
Revalidation Required (Entry)	Number of days prior to the SAAR expiration date that a case is moved into a Revalidation Required state	45
Revalidation Required (1st Warning)	Number of days prior to being Suspended while in Revalidation Required state that a 1st reminder email sent	15
Revalidation Required (2nd Warning)	Number of days prior to being Suspended while in Revalidation Required state that a 2nd reminder email sent	7
Revalidation Required Non-Action Warning	Number of days after being placed into a Revalidation Requested state that a reminder email of pending Suspension is sent	15
Extension (SAAR Expired)	Number of calendar days access can be extended by the Administrator if the SAAR expiration date has expired	30
Extension (SAAR Active)	Number of additional days of access that can be granted by the Administrator if the SAAR expiration date has not expired	30
Revocation after Reinstatement Request	Number of consecutive days allowed in a Reinstatement Request state before access is automatically Revoked	30
Revocation after Suspension	Number of consecutive days allowed in a Suspended state before access is automatically Revoked	30
Removal after Revocation	Number of consecutive days in a Revoked state before case is removed from all work-buckets	90