UNITED STATES ARMY RESERVE COMMAND

User Guide for ARAMP

(Army Reserve Account Maintenance and Provisioning)


Nov. 13 2008
### Table 1: Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Summary of Changes</th>
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<tr>
<td>Initial</td>
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<td>Initial Release</td>
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<tr>
<td>Version 2.2.3</td>
<td>3/15/2008</td>
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<tr>
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### Table 2: Document Approval

<table>
<thead>
<tr>
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<tr>
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<tr>
<td>APPROVED BY</td>
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</tbody>
</table>

### Table 3: Document Authors

<table>
<thead>
<tr>
<th>DOCUMENT AUTHORS</th>
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This guide was developed for G2-6 / Enterprise Services Division for the sole purpose of documenting the intended use of software that was developed to support the US Army Reserve.

NOTE: This document is formatted for two-sided printing. For page numbers and headings to be on the outside edge of all pages, use duplex printing.
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1 Introduction

ARAMP is designed to allow users the ability to request new accounts and update properties for their existing accounts. ARAMP was built for both new users and existing users on the domain and this document will outline the paths for both.

Below is a summary of what will be covered in subsequent chapters:

- New account requests
  - Prerequisites for a new user request
  - AKO authentication
  - Account types
- Modifying new account requests
- The process of a new account request
- Existing user account options
  - Account info
  - Business info
  - Address info
  - Phone info
  - Requesting an additional/administrative account
  - Requesting remote access
  - Requesting a change of a user’s major command

2 New User Account Requests

2.1 Prerequisites

Before requesting a new account a user must have an AKO (Army Knowledge Online) account and a Common Access Card (CAC). The new account login name will match the AKO username and some of the required information is verified against an active AKO account. For more information visit AKO [https://www.us.army.mil](https://www.us.army.mil)
2.2 The New User Account Request Process

1. Users of the ARAMP system must have a valid AKO account, and CAC card and a computer with a CAC reader installed. The URL to the ARAMP application is: https://aramp.usar.army.mil/
Users may access this URL over the internet, but will need a CAC reader attached to the computer.

2. To request a new user account a user will click on New Users click here to begin the process.
3. The user must then enter their AKO credentials which will authenticate the user against AKO and retrieve some basic information to populate several fields necessary for a new user request.

4. The authentication process can take up to 20 seconds to connect and validate the user.
5. If the user already has an account, or an account with the same AKO name exists on the network, then the request cannot continue. In this case, the user should contact their supervisor to resolve this issue.

6. Upon a successful AKO authentication the user must verify the last 4 digits of their SSN. This is for security purposes and to ensure a new request has sufficient security rights to be granted an account on the domain.
In order to proceed you must open and digitally sign the Form75r and upload it to ARAMP. The instructions are listed below.

**ARAMP Form75r Digital Signature Instructions**

**Step One**

**Print out and Read these Instructions.**

Once you have printed and read these instructions, close this window and click on "Continue to Step Two -->

**Step Two**

**Click on the link and choose "Open".**

Make sure your CAC (Common Access Card) is inserted.
Fill out the bottom of the form by clicking in the blanks beside the appropriate fields and typing in your information.

**Fill out ALL fields including DATE before digitally signing the Signature field.**

Next, double click on the red arrow beside the line for "Signature". Choose your appropriate certificate. Select "I am approving this document" as reason for signing document.
Select "I am approving this document" from the list of "Reasons for Signing Document". Click on "Sign and Save As..." and save the .pdf out to your "My Documents" folder on your local drive.
Apply Signature to Document

To complete the signing process, you must apply the Digital Signature to the document by saving the document. In case you need to later make changes to the original, it is recommended that you create a new signed copy of the document by clicking Sign and Save As.

Sign as

Reason for Signing Document: (Select or bulk)

I am approving this document

Choose “Sign and Save As” and save to “My Documents”

Close Adobe Acrobat and return to ARAMP. Click on the "Continue to Step Three -->" link at the bottom of the page.

Step Three

Click on "Browse" and select the USAR75R.pdf file in your "My Documents" folder"
Next Click on "Continue to Step Four -->"
Step Four

Click on "Click Here to Upload 75-R" at which point your digitally signed document will be sent to the server.

7. To accept the agreement, press **“Click here to upload 75-R”**.
8. New user must then successfully complete the *DOD Information Assurance Awareness Training located at Ft Gordon's Signal Command web site* in order to have an account.

Users must choose an **Account Type** (Contractor, Civilian, Active Component, MIL (AGR), or RES (TPU)). The required fields are dependent on which type of account the user is requesting.
9. The following explains the fields that must be filled out during this step:

- **Rank/Job/Grade** - if a user chooses Contractor, fields such as Job and Contracting Company are required. If a user chooses Civilian then there is a field for Grade. Active and MIL (AGR) have a field for Rank.
- **Password** – this will be the password for the account and must meet the security standards (ten characters: 2 uppercase, 2 lowercase, 2 special characters).
- **UIC** – if the user’s UIC belongs to the Headquarters then the user must also choose a Staff Section. Click the “Search” to lookup a UIC
- **Staff Section** – Staff Section only appears if the UIC chosen is the UIC for the Major Command, and will also be required
- **Email** – there are three choices:
  - Create Mailbox – this option will create an outlook mailbox for the new account
  - Forward Mail to AKO – this option will create an entry in Outlook’s address book (GAL), which points to the AKO email address for the user
  - Do not create email – this option will not create a mailbox and will not create a pointer to the user’s AKO email address
- **Request Remote Access** – if an account requires remote access (VPN) then this option should be requested.
- **Phone** – (Optional) phone is optional but if input it must follow the format: xxx.xxx.xxxx
- **Country of Citizenship** – If your country of citizenship is outside of the United States please choose it from the dropdown list. This will then be appended to the end of your displayname
- **Reason for Request** – Only external users will need to fill out a reason for requesting account on the AR domain
Click here to Search for a UIC
### ARAMP User Guide

**Date:** Nov 8, 2006

#### ARAMP Search for a UIC - Windows Internet Explorer

<table>
<thead>
<tr>
<th>1</th>
<th>WM6001 - 0081 RRC (-)</th>
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<td>WM60YF - 0081 RRC DET 20</td>
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<td>25</td>
<td>WM60YR - 0081 RRC DET 25</td>
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**User Guide**
<table>
<thead>
<tr>
<th>UC Code</th>
<th>Description</th>
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<td>WEB01</td>
<td>0081 RRC (KY)</td>
</tr>
<tr>
<td>WEB03</td>
<td>0081 RRC (WISO-KY)</td>
</tr>
<tr>
<td>WEB07</td>
<td>0081 RRC (WISO-QA)</td>
</tr>
<tr>
<td>WEB09</td>
<td>0081 RRC (WISO-NC)</td>
</tr>
<tr>
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<td>0081 RRC (WISO-NC)</td>
</tr>
<tr>
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<td>0081 RRC (WISO-QA)</td>
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<tr>
<td>WEB00</td>
<td>0081 RRC (WISO-NC)</td>
</tr>
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</table>

This is a screenshot from the ARAMP User Guide, showing a search results table for UC codes.
### Account Registration

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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<tr>
<td>Account Name</td>
<td>john.doe2</td>
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<tr>
<td>Major Command</td>
<td>USARC</td>
</tr>
<tr>
<td>Unit (UCN)</td>
<td>886607</td>
</tr>
<tr>
<td>Staff Section</td>
<td>PLEASE CHOOSE</td>
</tr>
<tr>
<td>Account Type</td>
<td>PLEASE CHOOSE</td>
</tr>
</tbody>
</table>
NOTE: this is a sample screenshot for an Active Component account. Rank is now a required field.
**NOTE:** This is a sample of a Civilian Account; *Grade* is a required field for this type of account.
NOTE: This is a sample of a RES (TPU) Account; Rank is a required field for this type of account.

The following is the External Account request. This is for users outside of the AR domain who would like to request an AR account.
Account Name: johnjdoe

External users are individuals from organizations other than the AR network who require an additional account in AR. Examples are the 9th BPC, HQDA, PDF RCAS, etc.

If you do not meet this criteria, please choose the major command to which you belong for account creation.

Major Command: EXTERNAL USER
Account Type: TPU
Rank: PFC
First Name: John
Middle Initial: J
Last Name: Doe
Generational Qual:
Phone: 111.222.3333 (xxx.xxxx.xxxx)
Email: johnjdoe@usr.ar.my.mil
Country of Citizenship: UNITED STATES OF AMERICA

Request Remote Access: Yes

Reason for Request:
I am requesting this account for the following reason: ...

Create New User
10. Once the request is complete it is sent off for approval. This process is explained further in Section 2.4.

Please note: ALARACT 158/2008, DTG 301545Z Jun 08 states that users must sign and upload the new Form75R to Army Tracking and Certification Tracking System. [https://atc.us.army.mil/iastar](https://atc.us.army.mil/iastar)
2.3 Modifying or Deleting a New User Request

A new user request may be modified/deleted in certain circumstances. If a request has not been approved by anyone in the approval chain, a request may be modified or deleted. Also, someone in the approval process may request additional information/change and in that case a user may modify a new user request. To do this, a user will go to https://ARAMP/, click on New Users click here and then type in their AKO credentials. The user will be presented with the following screen:

A user may modify or delete the pending request. A deleted request will be completely removed from the system.

2.4 The Process of a New User Request

Once a user completes the account registration portion, an email is sent to a security group for approval. The security group verifies the user’s information and verifies the proper clearance for an account on the network. Once a security manager approves the request it is sent to a user group manager within the major command of the new user request. This person reviews the information for accuracy and, once approved, this account is created in the proper OU. The user is then sent a confirmation email. At this point the user may logon using their newly created account.
3 Existing Users

1. Existing users are users who have accounts and are logged on with this account. The user then navigates to: https://ARAMP/ and clicks on Existing Users click here.

2. If a user has prior ARAMP requests in the system there will be a link on the main page to view more information about the requests:
3. When an existing user clicks **Existing Users click here** for the first time they may be prompted to choose an account type. This screen only appears if the account type is not set in Active Directory.
4. This is the ARAMP existing users interface. Menu options are on the left and the **Log Off** button is located on the right. This interface is designed to accommodate future additions of functionality.

Users must also Digitally Sign and upload a Form75R by clicking on the link. Once completed users will be directed to also upload the form to the Army Tracking and Certification Tracking System.

*Please note: ALARACT 158/2008, DTG 301545Z Jun 08 states that users must sign and upload the new Form75R to Army Tracking and Certification Tracking System.*

[https://atc.us.army.mil/iastar](https://atc.us.army.mil/iastar)
5. Clicking on **Account** on the left menu displays information pertinent to a user’s account. Updating this information will update the appropriate fields in active directory. An update should propagate globally within 15-30 minutes network wide.
6. **The Business Info** menu option displays information such as **Major Command, Unit (UIC), Staff Section, Primary Duty, Higher Headquarters, Remote Access, and Contracting Company (only if user’s Account Type is Contractor)**. Available fields again are based on the account type. Military accounts will have more options including **Commander Status** and **Commander Level**. Links to **Change Major Command** and **Request Remote Access** may also appear. Both of these requests require further approval and are outlined later in this document. Again, updating any fields under this option will update immediately and should propagate within 15-30 minutes network wide.
Business Info

Contracting Company: DIGICOM CORP
Major Command: USARC
Unit (UCO): W47AAA
Staff Section: G2-G
Primary Duty: APPLICATION DEVELOPMENT BRANCH
Higher Headquarters: FALSE
Remote Access: Remote Access is enabled

update
Click on “Search” and type in the UIC of the unit to which you belong.
7. The **Address** option shows information about the user’s location. This information is updateable and will propagate network wide within 15-30 minutes.

8. The **Phone** menu option displays phone information associated with this account. This information is updateable and should propagate within 15-30 minutes network.
9. **Change Account Type** falls under account options but does not require further approval. A user may change their account type and this will change the fields that a user may edit within **Account**, **Business**, and **Address**. This will also change the way a user’s display name will appear (the display name also will change in Outlook’s address book (GAL).
4 Additional Requests

Additional requests such as Request Remote Access and Change Major Command require further approval. They are sent to an OU administrator and, once approved, will be updated for the account.

4.1 Requesting Remote Access

Requesting remote access requires a reason for the request. The request is sent to an OU administrator for approval. If approved, the user will receive a confirmation email and remote access is enabled. Updated information should propagate within 15-30 minutes from approval.
4.2 Request change of Major Command

If a user requests a **Change Major Command** an email is sent to the OU administrator of the losing command requested as well as sent to the gaining command’s OU administrator. If the gaining command’s OU administrator approves the request, the user’s account is removed from all groups and moved to the new major command. The user’s account is also added to the appropriate standard groups in the new command, based on the account type. A confirmation email is sent to the user and the user may login with 15-30 minutes of approval. If a user makes a request to the wrong command, they can go in and submit a new request to the correct command, which will cancel the old pending request. **NOTE:** if the user chooses a UIC that belongs to the Major Command, then the Staff Section dropdown will appear and the user will need to choose a Staff Section.

*Please note: ALARACT 158/2008, DTG 301545Z Jun 08 states that users must sign and upload the new Form75R to Army Tracking and Certification Tracking System.*

[https://atc.us.army.mil/iastar](https://atc.us.army.mil/iastar)
Click “Search” and type in the UIC of the Unit to which you belong.
### ARAMP User Guide

#### Change Major Command

Your Current Command is: **USARC**

<table>
<thead>
<tr>
<th>Field</th>
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<tr>
<td>New Command:</td>
<td>RRC294</td>
</tr>
<tr>
<td>New Unit (UIC):</td>
<td>765007</td>
</tr>
<tr>
<td>Staff Section:</td>
<td>PLEASE CHOOSE A STAFF SECTION</td>
</tr>
<tr>
<td>Country of Citizenship:</td>
<td>UNITED STATES OF AMERICA</td>
</tr>
</tbody>
</table>

Submit

*Note: this request will require approval from the UserSmpMgt in the new Major Command*
4.3 Request Mailbox

If a user does not have a mailbox or a forward in exchange they can then request one. This will need to be approved by the OU administrator. Once approved the mailbox or forward to AKO will be processed and setup.
4.4 Request Additional Account

To request an administrative account you must complete the following on the Army Training and Certification Tracking System (ATCTS) website at https://atc.us.army.mil/iastar:


4. Upload a copy of your duty appointment orders to ATCTS. Appointment orders templates are available at: https://atc.us.army.mil/iastar/regulations.php

Users can request additional accounts including Administrative, Service, Utility and Test accounts. Administrative accounts will require Level 2 training and approval by an Enterprise Group. The other accounts will require OU administrator approval and will be created upon approval. Administrative and Test accounts must be 15 characters, Service, and Enterprise, and Utility require passwords of 50 characters. Administrative account requests must download and
digitally sign the Form-751r form and upload it with request. A member of IA Security must also digitally sign the form and you will be sent a link to download the form once signed. Then the request is sent to an OUAdmin for approval and if approved the administrative account will be created. See ARAMP additional account request for instructions on how to download and digitally sign the form 75-1r.

4.5 Request Active Directory Group
Users may request a group to be created in their OU’s “Command Specific” group container. The naming convention for groups is [OU] [Staff Section] [Group Name]. An example would be USARC G8 Admins. Group Type choices include “Security Group” and “Distribution Group” which is for a global distribution email list. Group Manager is the person who will manage this group and have the ability to add/delete members to it. If you are unsure than leave this box unchecked.
Once submitted, these requests will go to an OUAdmin for approval. The OUAdmin may also update the name of the group if they so choose. Upon approval the group will be created and you will be notified through email.

5 Terms and References
Refer to the Glossary at the end of this document for terms with which you are not familiar.

6 Help with ARAMP
ARAMP is supported by the Enterprise Service Division (ESD) Service Desk. To submit a request for assistance, you must go to the Service Desk web site, https://esahelp/caisd/pdmweb.exe, which is available 24 hours a day, 7 days a week. At this site you may search the knowledgebase or create an incident.
The facility is staffed from 0700 to 2000 Monday through Friday, EST. The telephone number is 1-877-777-6854.
Glossary

The following terms are used in this document. For a definitions of all terms used in the ARAMP project, see the separate document "Glossary of Terms used in ARAMP."

<table>
<thead>
<tr>
<th>TERMS</th>
<th>DEFINITIONS</th>
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<td>AKO</td>
<td>Army Knowledge Online</td>
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<td>ARAMP</td>
<td>Army Reserve Account Maintenance and Provisioning</td>
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<tr>
<td>CAC</td>
<td>Common Access Card</td>
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<td>Defense Enrollment Eligibility Reporting System</td>
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<td>ESD</td>
<td>Enterprise Services Division</td>
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<td>Global Address List in Outlook</td>
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<td>Organizational Unit</td>
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<tr>
<td>TPU</td>
<td>Troop Program Unit</td>
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<tr>
<td>USARC</td>
<td>US Army Reserve Command</td>
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<td>Virtual Private Network</td>
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