



U.S. AIR FORCE

ARIMS Prerequisites



1. Login to <https://www.arims.army.mil>
2. Proceed on Notification Page and Login with CAC
3. Select the **“MY ACCOUNT”** tab
4. View/Ensure Office Symbol is **PRESENT & CORRECT.**
5. If Incorrect, select **“HELP”** tab and submit a help ticket.



U.S. AIR FORCE

DOD Notification Page



ARIMS

Army Records Information Management System

UnClassified

HOME

SEARCH

HELP

ARMY RECORDS INFORMATION MANAGEMENT SYSTEM DISCLAIMER

ATTENTION: THIS IS A DEPARTMENT OF DEFENSE COMPUTER SYSTEM

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy. Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.



[Proceed to ARIMS.ARMY.MIL Homepage >>](#)



U.S. AIR FORCE

“My Account” Tab



Army Records Information Management System

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MY ACCOUNT

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MY ACCOUNT > MY ACCOUNT OVERVIEW

+ FAVORITES

My Account Overview

My Contact List

My Favorites

USER PROFILE

Username: randie.marie.kilpack

Army Account Type: DA

User Class: RHAM-RM

UIC:

Unit Name: JOINT BASE LEWIS-MC

Office Symbol:



Grade:

First Name: Randie

Middle Name: Marie

Last Name: Kilpack

Address: WA 98433

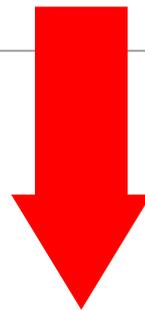
AKO Email Address: randie.marie.kilpack@us.army.mil

Telephone:

*

DSN Telephone:

Fax:



Select "My Account" tab and select/input your unit's/organization's office symbol



U.S. AIR FORCE

INCORRECT Office Symbol



1. Select the **"HELP"** tab
2. Select the **"HELP DESK"** link
3. Select the **"NEW HELP TICKET"** link
4. Submit **CORRECT** information



U.S. AIR FORCE

“Help” Tab



ARIMS

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Help Desk

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Online Video Tutorials

Useful Links

ARIMS ONLINE HELP DESK

With Self Service, you can accomplish the following without requesting service directly from your support desk personnel:

Ticket Type	Date Submitted	Ticket Number	Ticket Status?
Other	2/26/2014 3:02 PM	242359	Complete
Office Symbols	9/19/2013 2:58 PM	240110	Closed

- View Your Help Desk Ticket History
- New Help Desk Ticket

Ticket History

- To view your help desk ticket history: Click View your ARIMS help desk ticket items page appears, showing a list
- To view additional tickets: Select a ticket title in the dropdown

Submit an ARIMS Online Help Desk Ticket

- There are two ways to submit an ARIMS help desk ticket.

- Select New Help Ticket
- Enter the CORRECT Office Symbol
- Submit

