

23-Jan-15  
15-005

Sir or Ma'am,

We were recently informed by the UTAPSWeb team that they have updated their system's security. If you have not accessed your UTAPSWeb account during the past 30 days, your account is potentially disabled.

If this is the case, to unlock your account, send an email (with your full name and statement that you are an IMA/PIRR) to the HQ AFRC Technical Support desk ([AFRC.UTAPSWeb@us.af.mil](mailto:AFRC.UTAPSWeb@us.af.mil)) and courtesy copy (Cc) Ms. Katie Morgan ([katie.morgan.1@us.af.mil](mailto:katie.morgan.1@us.af.mil)). You can also call the help desk at 1-877-294-5822, option 2.

Once your account is unlocked, you will be prompted to select three challenge questions, which will be used to unlock your account during periods of 30-89 days of inactivity.

Per AF-MAN 33-282 para 4.4.2.7, *Cyber Security*, after 90 days of inactivity, your account will be deactivated, and you will need to contact the AFRC Technical Support desk to have it reactivated.

To avoid having your account disabled or deactivated, it is recommended that you log in to your UTAPSWeb account on a monthly basis.

I appreciate your understanding and patience as the Air Force takes these steps to protect our valuable information systems.

CHRISTOPHER E. CRONCE, Colonel, USAF  
Commander, HQ Individual Reservist Readiness and Integration Organization

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