

United States Air Force Reserve

Integrity - Service - Excellence

Understanding myPers



RIO/Det 6
15 February 2019 at 1000 EST
MacDill AFB
Bldg 296 (927th ARW)
CC Conf Rm (2nd Floor)

DCS link:
<https://conference.apps.mil/webconf/FDBriefing>

Telecon: (605) 475-6777 (Access Code: 8255#)

U.S. AIR FORCE



- How to log into myPers
- How to update My Profile
- Understanding myPers
- How to correspond with Det 6 personnel via myPers
- How to submit Travel Voucher via myPers
- How to submit Certified Order via myPers



How to log into myPers

- You can access myPers via Air Force Portal:

<https://www.my.af.mil/gcss-af/USAF/ep/globalTab.do?channelPageId=s6925EC1356510FB5E044080020E329A9>

- Under Quick Links type in myPers

AF PORTAL

NEWS & ANNOUNCEMENTS | BASE, ORG & FUNCTIONAL AREA | APPLICATIONS | CAREER & TRAINING | LIFE & FITNESS | LIBRARY & RESOURCES

DISA Headquarters Vacancies

I-WEPTAC 2019 REGISTRATION NOW OPEN

AF ENDS PROMO TESTING

AIR FORCE ANNOUNCEMENTS PUBLICATIONS + ADD

CURRENT OUTAGES/ISSUES

Air Force Personnel Operations Agency (AFPOA) - Outages as of 14 Mar (1550Z)
Read More...

Air Force Personnel Operations Agency (AFPOA) -

QUICK LINKS

MYPERS

PERSONNEL AND CAREER

- myPers



How to log into myPers

- Direct Link for myPers: <https://mypers.af.mil/>



The screenshot shows the myPers login interface. At the top, there are two main options: "CAC Available? Select CAC Login" and "Log in with an existing account". A large blue arrow points to the "CAC Login" button within the first option. Below this, there are input fields for "User ID" and "Password", and a "LOG IN" button. A link for "Forgot your username or password?" is also visible. At the bottom, there is a section for "General Information" with a disclaimer.

CAC Available? Select CAC Login

CAC Login

Please select your CAC E-Mail certificate to ensure proper login to the myPers website.

Log in with an existing account

User ID

Password

LOG IN

[Forgot your username or password?](#)

No DOD-issued CAC and no User ID/Password available?
Use this link: [Create Account](#).

General Information:

When accessing the information from some personal use web browsers may need to download [Department of Defense root certificates](#) if they are having difficulties accessing the personnel services website from home.

If you are experiencing errors logging in or with this web site please contact 210-565-5004 or DPA 665-5004.

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How to update My Profile

- When you log into myPers on left hand side of screen select My Profile

The screenshot shows the myPers website interface. At the top left is the U.S. Air Force logo and the text "myPers". Below this is a navigation bar with tabs for "ACTIVE DUTY AF", "AIR RESERVE", "AIR NATIONAL GUARD", "RETIREE", and "CIVILIAN". The "AIR RESERVE" tab is currently selected. On the left side, there is a "MY ACCOUNT" section with a dropdown menu for "Change your account view" showing "MARY MULKEY". Below this are several menu items: "Incidents/Messages", "My Documents", "Notifications", "Change Password", and "My Profile". A blue arrow points to the "My Profile" option. The main content area displays "Home > Enlisted" and a welcome message: "Welcome, TSG MARY MULKEY". Below the welcome message is an "Alerts (2)" section with two alerts: "Air Force Personnel Center Data Center Scheduled" and "Military Personnel Data System Scheduled Mainten". At the bottom right, there is a "2018 Health Related Behaviors Survey" notification.



How to update My Profile

- Primary E-mail Address will reflect your .mil email, you will have the option to add two alternate emails
- It is recommended that you add one alternate email. If you don't have access to your .mil email at all times email correspondence can be sent to civilian email address

myPers

Select a product

Advanced Search Search

ACTIVE DUTY AF AIR RESERVE AIR NATIONAL GUARD RETIREE CIVILIAN RESOURCES FOR F

MY ACCOUNT

Change your account view

MARY MULKEY

- Incidents/Messages
- My Documents
- Notifications
- Change Password
- My Profile

Still Need Help?
Contact Us

Home > My Profile

User Info

- Required
- First Name: MARY
- Last Name: MULKEY
- Primary E-mail Address: mary.mulkey@us.af.mil
- E-mail Address 2: [Empty]
- E-mail Address 3: [Empty]
- Change Default Homepage: Air Reserve
- Enlisted

Login Info

- Required
- User ID: [Redacted]

SAVE CHANGES



• Understanding myPers

- myPers, the Air Force official online source for personnel policies, day to day transactions, and empowering members to manage their careers. myPers is a great tool for a series of information, communicating with ARPC personnel or your Detachment.

The screenshot shows the myPers website interface for an Air Reserve Enlisted member. The top navigation bar includes 'ACTIVE DUTY AF', 'AIR RESERVE', 'AIR NATIONAL GUARD', 'RETIREE', 'CIVILIAN', and 'RESOURCES FOR FSS'. The user is logged in as 'MARY MULKEY'. The main content area displays a 'Welcome, TSG MARY MULKEY' message, followed by 'Alerts (2)' regarding scheduled maintenance. A prominent yellow callout box highlights the 'CY20 Enlisted Developmental Education Board 30-Day Notification'. Below this, there are sections for 'I Would Like To...' with various program links, 'Most Viewed Articles', and 'Announcements for Airmen'. A blue arrow on the left points towards the 'LEARN MORE ABOUT' sidebar menu.



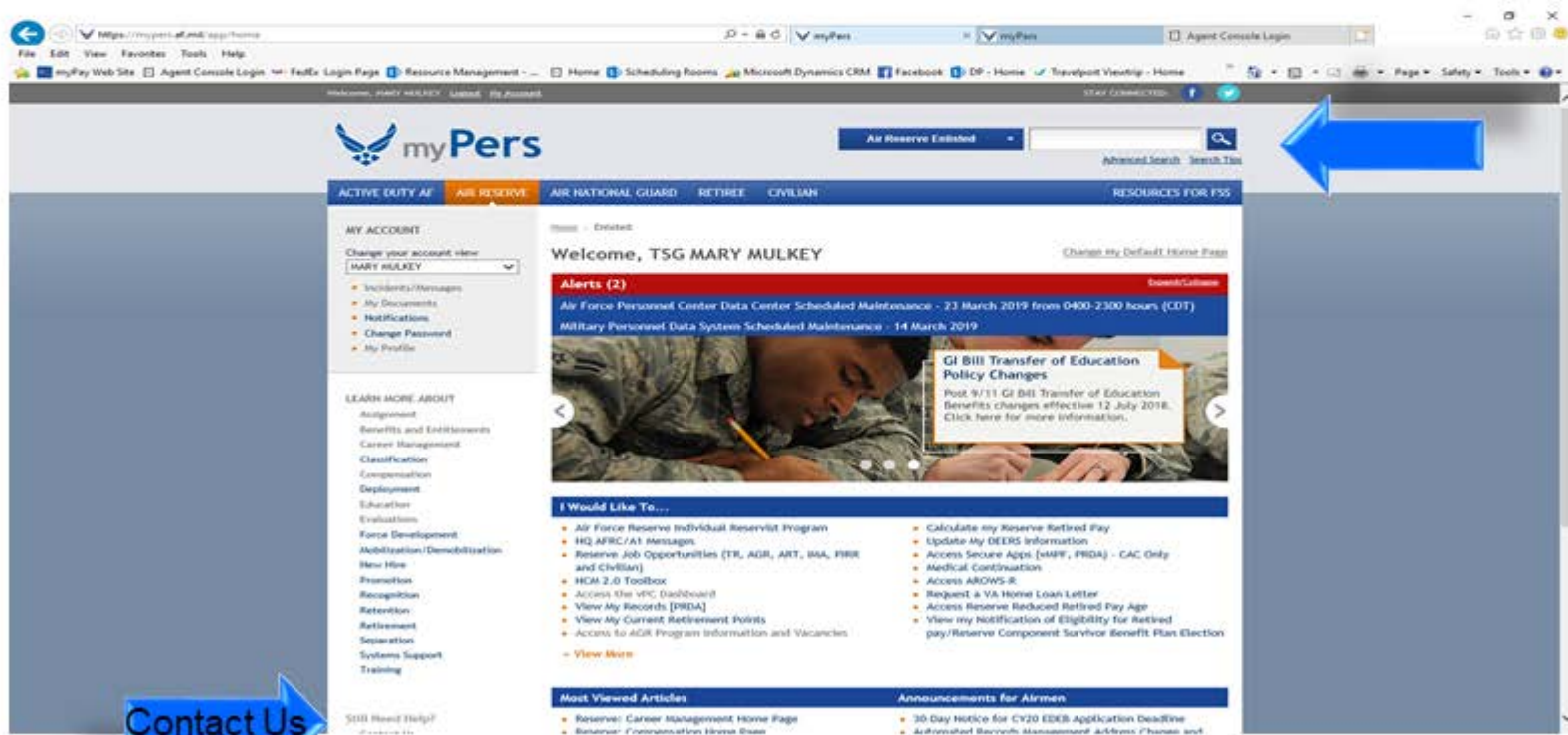
Understanding myPers

- myPers information is continually updated to ensure members and supervisors have the most current information readily available
- myPers should be a members first stop for personnel services and information. Information and guidance on many of the most commonly asked personnel issues is readily available and easily accessible 24/7
- Self-service applications - Members can initiate or accomplish many personnel actions online including applying for Retirement, requesting a VA Home Letter, submit R-EDP/R-ODP, apply for EDEB/RSSB/RDEBD etc.



Understanding myPers

- Information for items not listed on the top menu can be found by entering search terms in the myPers search window. After reviewing knowledge articles, members can select the contact us link on the left hand side of the page to request additional information from the Total Force Service Center.

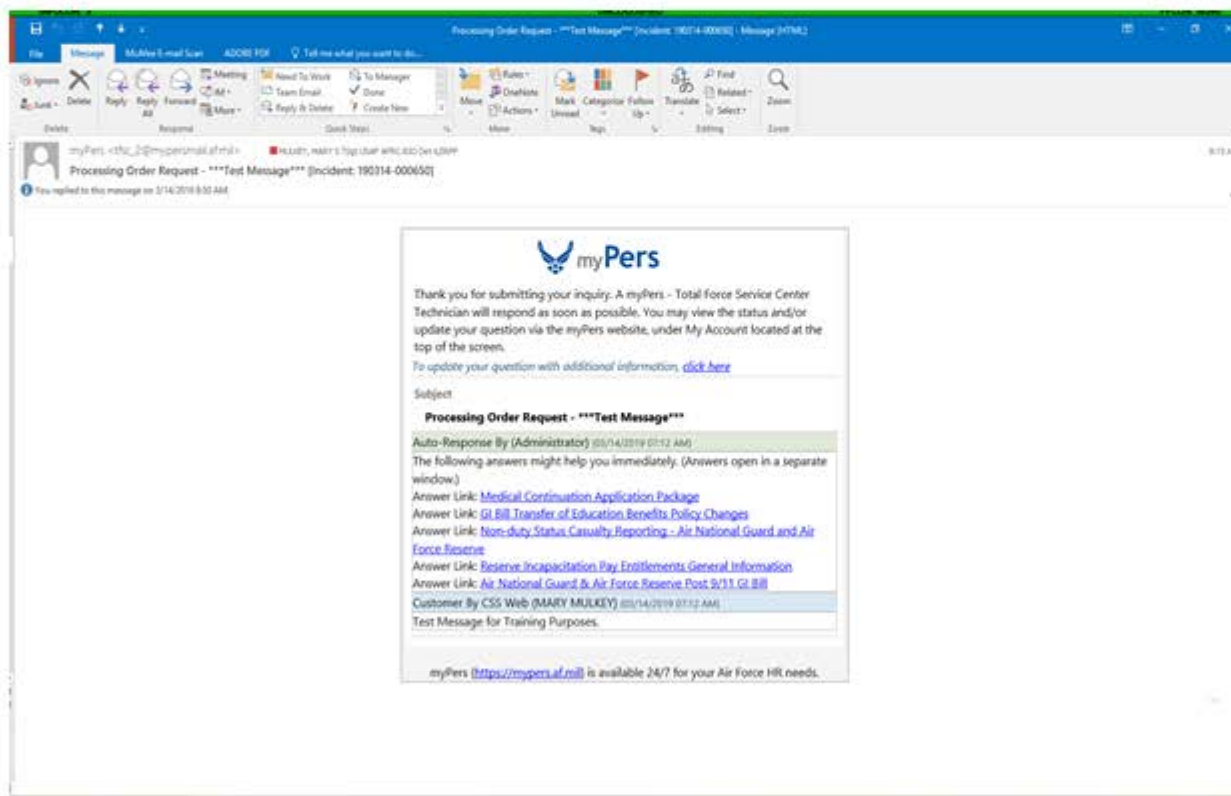




U.S. AIR FORCE

How to communicate with Det 6 via myPers

- Det 6 personnel will initiate incident to communicate with members via myPers
- Member will receive similar email below





How to communicate with Det 6 via myPers

U.S. AIR FORCE

- Member will need to log into myPers: <https://mypers.af.mil/app/home>
- On left hand side click on Incidents/Messages
- Select Incident
- **NOTE: We are unable attach PII info to email, member must log in to myPers to retrieve documents**

MY ACCOUNT

Change your account view

MARY MULKEY

- Incidents/Messages
- My Documents
- Notifications
- Change Password
- My Profile

[Home](#) > Enlisted

Welcome, TSG MARY MULKEY

Alerts (2)

Air Force Personnel Center Data Center Scheduled Maintenance
Military Personnel Data System Scheduled Maintenance





How to communicate with Det 6 via myPers

U.S. AIR FORCE

- **Select Incident**

MY ACCOUNT

Change your account view

MARY MULKEY ▾

- Incidents/Messages
- My Documents
- Notifications
- Change Password
- My Profile

Home > Incidents/Messages [E-mail Us](#)

Incidents are only viewable for 1 year from date closed.

My Incidents

Results 1 - 10 of 116

Subject	Status	Date Created	Date Last Updated	Reference #
Processing Order Request - ***Test Message***	Updated	03/14/2019	03/14/2019	190314-000650
To Be Deleted	Closed	03/11/2019	03/14/2019	190311-005130



How to communicate with Det 6 via myPers

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- Member can reply under Results and/or Additional Info & upload supporting documents

Processing Order Request - ***Test Message***

Discussion Thread

Customer (MARY MULKEY) via channel 'CSS Email' 03/14/2019 07:55 AM
 Good Afternoon,

Test message for training purposes.

TSgt Mulkey

Rule Response 03/14/2019 07:12 AM

The following answers might help you immediately. (Answers open in a separate window.)

Answer Link: [Medical Continuation Application Package](#)

Answer Link: [GI Bill Transfer of Education Benefits Policy Changes](#)

Answer Link: [Non-duty Status Casualty Reporting - Air National Guard and Air Force Reserve](#)

Answer Link: [Reserve Incapacitation Pay Entitlements General Information](#)

Answer Link: [Air National Guard & Air Force Reserve Post 9/11 GI Bill](#)

Customer (MARY MULKEY) via channel 'CSS Web' 03/14/2019 07:12 AM

Test Message for Training Purposes.

Additional Details

Reference Number	190314-000650
Product	Air Reserve Enlisted
Category	Benefits and Entitlements
Created	03/14/2019 07:12 AM
Updated	03/14/2019 07:55 AM
Status	Updated

Contact Information

Email Address: mary.mulkey@us.af.mil

Print Question

Results and/or Additional Information

Attach Additional Documents to Question (Optional)

Only the following file types are allowed:

.csv, .doc, .docx, .gif, .htm, .html, .jpg, .jpeg, .pdf, .png, .ppt, .pptx, .rtf, .tif, .tiff, .txt, .xls, .xslm, .xlsx, .xml

When You are Done...

Reply

Add Documents



How to communicate with Det 6 via myPers

- **How to avoid delays when submitting info in myPers**
 - Always do your best to reply to incident that you may need assistance with
 - Don't just select any incident to reopen thread to start new discussion on separate matter
 - If you need assistance with a new matter we recommend that you email the respective org box. Det 6 personnel will build incident and reply to you via myPers
- If you're uncertain how to submit something in myPers please feel free to contact Total Force Service Center (TFSC) or Det 6 directly
- **NOTE:** When you select Contact US in myPers vs replying to an open incident, the incident is assigned to ARPC Workflow to review and assign to correct queue. This can delay the process when Det 6 personnel are standing by for response from member



How to submit travel voucher via myPers

U.S. AIR FORCE

- As of 15 Oct 18, submissions to the Individual Reserve Travel Office (IRT) will no longer be accepted via email, AMRDEC, or fax.
- The myPers case management system will ensure customer submissions are verified, tracked, and executed within measurable timelines to ensure quality customer service.
- If you have grossly aged items, please contact the Total Force Service Center (TFSC) at 1-800-525-0102 or Det 6 directly with your myPers ticket number. The TFSC or Det will contact the HQ RIO TRAVEL for oversight/updates.
- Please be advised that submitting incorrect/incomplete packages, omitting key supporting documents, or delayed responses to technician follow-up requests will delay your final reimbursement.
- Key training and required submission documentation can be found on the RIO Connect App and at the HQ RIO Website <https://www.arpc.afrc.af.mil/hqrio/IRTravel.aspx>



How to submit travel voucher via myPers

- **1st Step – Check Order to determine how voucher must be filed**
 - **Normally on 2nd page of order (Section e) it will state the following:**
 - **SETTLEMENT FOR THIS ORDER MUST BE FILED IN **DTS** WITHIN 5 WORKDAYS AFTER COMPLETION OF TRAVEL**
 - **SETTLEMENT FOR THIS ORDER MUST BE FILED IN **RTS** WITHIN 5 WORKDAYS AFTER COMPLETION OF TRAVEL**
- **If order states **RTS** you will submit **DD Form 1351-2** and supporting documents via myPers for processing <https://mypers.af.mil/app/dynamicforms/display/form/268>**



How to submit travel voucher via myPers

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- Add Target SSAN (No Dashes)
- Annotate Officer or Enlisted
- Select Request Type
- Add Questions/Comment that you may have
- Attach Supporting Documents
- Select Submit



ARPC (FOUO) IMA RPO/Travel Request

• Target SSAN (No Dashes)

• Officer or Enlisted:

• Request Type

Questions/Comments

Attach Documents

Attachment limitations: Documents cannot be greater than 20 MB, maximum of 20 attachments and only the following document type: gif, htm, html, jpeg, pdf, ppt, pptx, rtf, tif, tiff, txt, xls, xlsx, xml

SUBMIT



How to submit travel voucher via myPers

- If voucher has not been processed within 30 days of submitting it please contact Total Force Service Center (TFSC) or your Detachment for assistance
- Det 6 will review incident to determine if request must be elevated to travel office supervisor



How to submit certified order via myPers

There are two ways to submit your orders for mil pay:

1. Tour of Duty Certification (TODC) via AROWS-R

- Can be used for orders under 30 days
- Quick & easy process that will reduce processing time & errors. Usually paid in 10 workdays. ****Best method to use****
- **NOTE:** If you have IDTs in conjunction (back to back) TODC will not be an option

OR

2. Upload in myPers a copy of certified orders (AF 938) to RPO

- myPers: <http://www.arpc.afrc.af.mil/HQRIO/IMA-RPO.aspx>
- Will take longer to process than TODC





How to submit certified order via myPers

- As of 15 Oct 18, submissions to the Reserve Pay Office (RPO) will no longer be accepted from email, AMRDEC, or fax.
- The MyPers case management system will ensure customer submissions are verified, tracked, and executed within measurable timelines to ensure quality customer service
- If you have grossly aged items, please contact your assigned detachment with your MyPers ticket #. The Det will contact the HQ RIO for oversight/updates.
- Please be advised that submitting incorrect/incomplete packages, omitting key supporting documents, or delayed responses to technician follow-up requests will delay your final reimbursement.
- Key training and required submission documentation can be found on the RIO Connect App and at the HQ RIO Website <https://www.arpc.afrc.af.mil/HQRIO/IMA-RPO.aspx>



How to submit certified order via myPers

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- Step 1: Click on Link: <https://www.arpc.afrc.af.mil/HQRIO/IMA-RPO.aspx>
- Step 2: Select option that applies to you

Choose from the links below to submit your reserve pay request. No travel requests are to be submitted here.

IMA RPO Requests	BAH AF Form 594, BAH Waiver, Clothing/Uniform Allowance, IMA RPO Welcome Packages, Misc. inquiries
Leave Request	AF Form 988 Part 1, AF Form 988 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries
Short Tour Request	MPA/RPA Orders less than 30 days, Annual Training, Cost of Living Allowance (COLA)
Long Tour Request	<u>MPA/RPA Orders greater than 29 days, Pre-certified & Close-out CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move in Housing Allowance (MIHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)</u>





How to submit certified order via myPers

U.S. AIR FORCE

- Step 3: When you click on Short Tour Request it will take you to the following link:
<https://mypers.af.mil/app/dynamicforms/display/form/272>



ARPC (FOUO) IMA Orders for Pay - Short Tours

• Target SSAN (No Dashes)

• Officer/Enlisted

• Short Tour Type:

Questions/Comments:

Attach Documents

Attachment limitations: Documents cannot be greater than 20 MB, maximum of 20 attachments and only the following document types are allowed: csv, doc, docx, gif, htm, html, jpg, jpeg, pdf, ppt, pptx, rtf, tif, tiff, txt, xls, xlsx, xml

Privacy Act Disclaimer appropriate to the information displayed. "This contains information which must be protected by IAW AFI 33-332 and DoD Regulation 5400.11; Privacy Act of 1974 as Amended Applies, and it is For Official Use Only (FOUO)." It must be protected or privacy act information removed prior to further disclosure.



How to submit certified order via myPers

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- **Step 4 – Add the following information:**
- **Add Target SSAN (No Dashes)**
- **Annotate Officer or Enlisted**
- **Select Short Tour Type (Example: Short Tour (IMA) Annual Training)**
- **Add Questions/Comment that you may have**
- **Attach Supporting Documents**
- **Select Submit**

NOTE: Order must be certified by member and supervisor. If supervisor is unavailable someone in the Chain of Commander or URC that can confirm duty was performed can certify order.



How to submit certified order via myPers

U.S. AIR FORCE

Example



ARPC (FOUO) IMA Orders for Pay - Short Tours

• Target SSAN (No Dashes)

• Please select an item under Air Reserve Officer/Enlisted

• Short Tour Type:

Questions/Comments:

Attach Documents

Attachment limitations: Documents cannot be greater than 20 MB, maximum of 20 attachments and only the following document types are allowed: gif, htm, html, jpg, jpeg, pdf, ppt, pptx, rtf, tif, tiff, txt, xls, xlsx, xml

SUBMIT



How to submit certified order via myPers

- On the HQ RIO Website <https://www.arpc.afrc.af.mil/HQRIO/IMA-RPO.aspx> you will find direct links on how to submit IMA RPO Request, Leave Request, Short Tour Request and Long Tour Request, Pay Guidance, Pay Forms, Leave Carryover Guidance, Leave Sellback Guidance and Contingency Pay Guidance
- IMA RPO Requests - BAH AF Form 594, BAH Waiver, Clothing/Uniform Allowance, IMA RPO Welcome Packages, Misc. inquiries
- Leave Request - AF Form 988 Part 1, AF Form 988 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries
- Short Tour Request - MPA/RPA Orders less than 30 days, Annual Training, Cost of Living Allowance (COLA)
- Long Tour Request - MPA/RPA Orders greater than 29 days, Pre-certified & Close-out CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move in Housing Allowance (MIHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)



U.S. AIR FORCE

Det 6 Force Development Briefs

- **29 Mar 19 – Retirement Preparation**
- **12 Apr 19 – Officer Force Development (Developmental Plans/Teams)**
- **26 Apr 19 – Enlisted Force Development (EDP/KPL/DT)**
- **10 May 19 – URC Responsibilities**
- **24 May 19 – Understanding the Order Process**
- **14 Jun 19 – Enlisted Promotion Process**



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Questions?



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HQ RIO Resources

- HQ/RIO public website:
<http://www.arpc.afrc.af.mil/Home/HQRIO.aspx>
- HQ RIO Facebook: www.facebook.com/HQRIO
- HQ RIO Twitter: www.twitter.com/HQRIO
- HQ RIO iPhone App: Search “HQ RIO”
- Det 6 Website:
<http://www.arpc.afrc.af.mil/Home/HQRIO/HQRIOdetachments.aspx>
- Det 6 Facebook Page: <https://www.facebook.com/RIO-Det-6-741390915926303/>
- Download the RIO Connect App Today!
** New Mobile app for IMAs is "everywhere you are!" **
The RIO Connect app is available in both the Google Play or Apple App stores by searching RIO Connect.

