

DTI Notice: 230512-01

Topic: Clarification of vPC Continuance for Evaluation and ERAB Processing

Applicable to: Air National Guard and Air Force Reserve Airmen

BLUF: To assist units with processing overdue evaluations, identified FSS and CSS members can utilize vPC for a limited time to upload overdue evaluations and Evaluations Report Appeal Board (ERAB) requests for processing by ARPC.

Please note, all future evaluations starting with the 2023 colonel SCOD must be submitted via myEval 2.0. Additionally, overdue IMA evaluations will be processed by their RegAF units outside of vPC using CMS.

To mitigate potential system issues or misrouting, overdue evaluations need to be routed for all signatures outside of vPC and then sent to the locally identified FSS/CSS members for upload and routing to ARPC.

The number of FSS/CSS members who have access and the ability to upload evaluations to ARPC is at the discretion of the wing commander; but ARPC recommends limiting that number to two to three FSS/CSS personnel. If identified members do not already have the MPF Management or CSS role in vPC, they need to contact their local PSM to obtain the appropriate role. These members are the only people who are authorized to process evaluations in vPC and will be provided a username and password to access the system.

As a reminder, all evaluation quality reviews need to be done at the unit level, ARPC will not review evaluations for quality. IAW DAFI 36-2406, paragraph 1.6.10.5, the MPFs will return reports that do not meet requirements of the DAFI.

Once the evaluation is received at ARPC, technicians will update MILPDS and upload the evaluation into the member's record. It may take ARPC several months to update a member's record. Please tell your members to be patient as we are currently processing over 28,000 overdue evaluations across the guard and reserve. However, if a member is meeting a board, you can follow the previously messaged methods on how to expedite the evaluation.

vPC Helpful Tips and Common Questions/Issues

To assist FSS/CSS members' access vPC, it is important to highlight some FAQs and issues:

- ❖ **Be sure to use the correct link.**
 - FSS/CSS users should use the [Dashboard link](#) to upload and submit evaluations to ARPC.
- ❖ **Be sure to use the correct email for the 2 Factor Authentication login.**
 - If an incorrect email is input during this step, the Authenticator will not have the correct address to send the code to. It may take 2-3 minutes to receive the authenticator code, be sure to check your junk email, too.
- ❖ **Follow the prompts on the screen before you contact ARPC.**

- If you get a pop-up that states you need to register first, be sure to click the 'Register' link and complete the required information before you can access vPC
- ❖ **Clear your browsing cookies and close all browser windows often.**
 - When troubleshooting it is helpful to start fresh by first clearing browsing cookies using a fresh browser window.
- ❖ **Contact Search is currently not working at the moment.**
 - System Development Technicians are aware of this issue and are working to rectify, there is no longer a need to report this issue.
- ❖ **Initiating new Evals in vPC is not working at the moment. Utilize MILPDS info to create the new evaluation outside of vPC and have your FSS/CSS create the new record and upload the eval and send to ARPC when the system has been fixed.**
 - System Development Technicians are aware of this issue and are working to rectify, there is no longer a need to report this issue.
 - Continue to monitor the FSS Collaborations channel on Teams for shared information about all things evals.

During this transition, members may experience a slight delay in processing of case inquiries. Please ensure they consider these potential delays when requesting corrections that may affect their promotion, development, or benefits.

As we continue to implement digital transformation initiatives, additional information will be provided to the field. As always, please direct members needing immediate assistance to the Total Force Service Center, at 1-800-525-0102. Wing Commanders, FSS Commanders and Superintendents should contact the FSSE Line with urgent issues.