

**Frontline Notification:** 241107-01

**Topic:** Points Management Case Creation Update

**Applicable to:** Air National Guard and Air Force Reserve Airmen

**BLUF:** HQ ARPC Points Management is experiencing technical difficulties with direct myFSS case creation. Users attempting to create a case for Points Management via the AFR/ANG General Point Credit Information knowledge article (Answer ID: 000008063) or by selecting “ARC-Points Management-Points Correct” from the case creation menu may encounter errors. This is a known issue and is currently being addressed. We do not have an estimated timeline for the myFSS bug to be fixed.

**Alternative Case Submission:** Cases can still be submitted to Points Management via the “Ask a Question” link on the myFSS landing page. Please follow these steps to ensure your case is assigned to the proper queue in a timely manner:

1. Select the **“Ask A Question”** link at the top right of the myFSS landing page.
2. Select **“Personnel Question”** from the initial drop-down menu.
3. Choose the appropriate selection in the **Component** field.
4. In the **“What program does your question pertain to:”** field, select **“Career Management”**.
5. In the **“Please provide the subject of your question:”** field, start the subject with **“Points Management –”** to ensure the case is assigned to our queue immediately.
6. Describe the problem you are experiencing in the textbox provided.
7. Select the **“Add Attachments”** button to add any supporting documents related to your request.
8. Select the **“Submit Question”** button to submit your request.