

ACTS_Online_Help

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Application Types

DD149

A DD149 is an application used to request a discharge characterization upgrade or a change of reason for discharge on a discharge that occurred more than 15 years ago.

The DD149 application does support requests in which a general court martial has occurred.

DD293

A DD293 is an application used to request a discharge characterization upgrade or a change of reason for discharge on a discharge that occurred within the last 15 years.

The DD293 application does not support requests in which a general court martial has occurred.

Browser Requirements

ACTS Online requires that you use one of the following browsers to effectively use the online application system:

- Microsoft Internet Explorer 6.0 or higher
- Mozilla Firefox 2.0 or higher

If you currently use older versions of these browsers, you may experience technical difficulties with the online application system.

ACTS Online does not support Macintosh Safari or WebTV.

If you would like to download the latest browser versions

Below, we have added links to Microsoft Internet Explorer and Mozilla Firefox. To download the latest versions of either of these browsers click the icon provided below and follow their website instructions.



Get Microsoft Internet Explorer for Windows



Get Mozilla Firefox

Browser Version

Find out what browser version you are using

If you are using **Microsoft Internet Explorer**

1. Click on the [Help](#) button located at the top of your browser.
2. Click on the [About Internet Explorer](#) option from the menu.
3. A window displays the Internet Explorer version number.

If you are using **Mozilla Firefox**

1. Click on the [Help](#) button located at the top of your browser.
2. Click on the [About Mozilla Firefox](#) option from the menu.

3. A window displays the Mozilla Firefox version number.

Change Data

Changes to your application can only be made prior to submission. This means that you have not clicked on the **Submit** button at the end of the application process.

To change data in any field, simply delete the text in the chosen field and type the text as you want it to appear.

When you click the **Next** button the data is automatically saved and you advance to the next screen in the application process.

Note:

Fields that require data will not allow you to save with blank fields (see Warnings or Errors).

(Also see Edit Application).

Change Your Personal Information

Personal contact information can be changed at anytime by logging into the ACTS Online system and selecting the **Edit Profile** option.

You may edit your name, address, and/or phone number(s) by clicking on any of these options from the **Edit Profile** page.

1. Login.
2. Click **Edit Profile** from the top toolbar.
3. The following screen will appear with your information populated in the fields.

ARMY REVIEW BOARDS AGENCY

Home | FAQs | Help | **Edit Profile** | Log Out | About

ACTS Online ARBA CASE TRACKING SYSTEM ONLINE

Edit Profile
If you wish to make a change to a submitted application, please [contact ARBA directly](#).

Name | Address | Phones

You can edit your profile here

Salutation:

First Name:

Middle Name:

* R Last Name:

Suffix:

Email:

* R What is your mother's maiden name?

Save Reset

Privacy Information | Printer/Browser Requirements | Contact Us for Army Info | References

4. At the top of the screen select Name, Address or Phones.
5. Change or add information.
6. Click Save.
7. To return to the main page you can either:
 - Click the **Home** button in the top right hand corner or
 - Click the ACTS Online icon in the top left hand corner

Note:

The **Reset** button will clear out all the data on this screen.

ACTS_Online_Help

(Also see - Change Data)

Downloadable Forms

If you do not meet the browser requirements for completing an online application, or you want to manually submit an application, forms can be downloaded by clicking on the below provided links:

Instructions for filling out a correction of military records application
DD149 Application
DD293 Application

Edit Application

Applications may be edited online anytime prior to electronic submission.

1. Log on to the ACTS Online System.
2. Click on  .
3. Locate the application you would like to edit.
4. Click on the Application Summary link.
5. Click on the **Edit** link corresponding to the section of the application you wish to change.
6. Click View Application Summary in the left navigation bar.
7. Repeat step 5 to make additional changes.

Note:

Once you click **Submit** you are no longer able to edit your application information online. To make changes you must contact ARBA directly. You may, however, still update your personal contact information.

(Also see Resume Application)

Exit the System

If you want to exit the system:

1. Click **Log Out** from the top toolbar. This option logs you out of the system but leaves your browser open.
2. Close your browser by clicking on the **X** located at the top right corner of the screen or by selecting **File** and **Close** from the menu bar.

Note: Exiting in this manner may cause you to lose unsaved data.

If you accidentally exit the system:

The system saves data entered for each screen. You may lose data entered on the last screen, if you did not manually save that page.

1. Log on to the ACTS Online System.
2. Click on **Application Search**.
3. Locate the application you were currently working on.
4. Click on the Application Summary link.
5. Click on the **Edit** link corresponding to the section of the application you last worked.
6. Continue with the application process.

Expired User Account

Applications with no activity will remain on the ACTS Online system for a period of 30 days before they are deleted.

Prior to deleting any applications the user is provided with a 10-day grace period of which to complete and electronically submit their application. Any application not submitted will be deleted at the end of the 10-day grace period.

To continue with the application process once the application has been deleted, the user is required to create a new user account and begin the process from the beginning.

Getting Started with ACTS Online

Using the ACTS Online system does not require you to download any special software to complete an online application. It does, however, require that you have a version of Internet Explorer or Netscape Navigator that meets the Browser Requirements to use the system. (see Browser Requirements).

In order to login to the system, you must create a user account (see User Account).

Internet Security

Sending Data over the Internet securely

Internet Explorer and Netscape Navigator both employ 128-bit secure connection for using secure Web sites. This encryption technology helps to prevent people from gaining access to information that you have not given them permission to access.

If you are accessing this site from an address outside the continental United States, and do not have access to the a browser that meets the Browser Requirements to use the system, there is no guarantee that your data will be secure (see Browser Requirements).

Navigating

ACTS Online is designed to allow you to move forward or backward from screen to screen.

Previous moves you back to the previous screen, much like the browser "back" button, while saving the data entered on the current screen.

Next moves you to the next screen, while saving the data entered on that current screen.

Note: In order for the system to allow you to move between screens it requires that you completely fill out all "required fields" on that page. "Required fields" are indicated by the shaded text fields or by an asterisk that appears when you try to save data.

Reset clears all the recently entered information on the current page. It does not reset the entire application.

Save allows you to save the information entered while remaining on the current screen.

Skipping Sections

Once you have completed the **Your Information** portion of the application process, you may skip sections by clicking on any of the items listed in the left-hand navigation bar.

Returning to the Main Page

You may return to the main page at anytime by clicking the Home button located in the upper right hand corner, or by clicking on the logo at the top left corner of the screen.



Online Help - Printable Version

For your convenience a printable version of online help is available in PDF format.

If you do not have Adobe® Acrobat® Reader® software loaded on your computer you may download a free version by clicking on the below Adobe ICON or link provided below.



Adobe Acrobat Reader

[Click here for printable version of online help.](#)

Password

Create Password

In order to maintain your information securely, the system requires that you create a password that is at least **9** characters in length. For password protection, it is recommended that you use a mix of characters and numbers, for example: Base3ball! would be an acceptable password.

Forgot Password

If you have forgotten your password select the [Forgot your password](#) option from the main page of the ACTS Online system. For security reasons, a new password will be automatically generated and sent to the email address you originally provided. The automatically generated password can be changed at any time. (see Change Password).

Change Password

To change your password select the [Change your password](#) option from the main page of the ACTS Online system.

1. From the Change Password Window, enter the required information.
2. Click the [Change Password](#) button.

Printer Setup

To setup your printer from a personal computer:

1. Click on the Windows **Start** button located in the bottom left corner of your screen.
2. Point to Settings, and click Printers.
3. Double-click the Add Printer icon.
4. Follow the instructions in the Add Printer Wizard.
5. If you want to print a test page, make sure your printer is turned on and ready to print.

Privacy Information

No personal information is collected when you visit the ACTS Online web site unless you choose to provide that information to us.

For site security purposes and to ensure that this service remains available to all users, this government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

For more information, please refer to the Privacy Act Information published on the ACTS Online web site.

Saving a Web Page

To save a Web page on your computer:

1. Click on the **File** menu option located in the upper left corner of the toolbar.
2. Click **Save As** or **Save Page As**.
3. The Save as dialog box appear.
4. Navigate to the location where you would like to save your document.
 - ex: Using the "Save In:" drop down menu bar, located in the upper left portion of the Save as dialog box, identify the location where you want to place the document (ex: c:\mydocuments\).
5. In the **File** name box, located in the bottom portion of the Save as dialog box, name your document.
6. In the **Save As** type box, located in the bottom portion of the Save as dialog box, choose from one of the following file types.
 - **Web Page, complete** - To save all of the files needed to display this page, including graphics, frames, and style sheets. This option saves each file in its original format.
 - **Web Archive, single file** - To save all of the information needed to display this page in a single MIME-encoded file. This option saves a snapshot of the current Web page. This option is available only if you have installed Outlook Express 5 or later.
 - **Web Page, html only** - To save just the current HTML page. This option saves the information on the Web page, but it does not save the graphics, sounds, or other files.
 - **Text Only** - To save just the text from the current Web page. This option saves the information on the Web page in straight text format.
7. Click the **Save** button.

Search for Application

To search for an application that you submitted

1. Log on to the ACTS Online System using your user account name and password that you used when you initially filled out the application.
2. Click on **Application Search**.
3. A list of applications will be displayed as depicted below.



The screenshot shows the ACTS Online interface. At the top, it says "ARMY REVIEW BOARDS AGENCY" and "ACTS Online ARBA CASE TRACKING SYSTEM ONLINE". There are navigation links for "Home" and "FAQs". On the left, there are buttons for "Submit Application" and "Application Search". The main content area is titled "Application Search Results" and includes a message: "To resume completing your online application, select the Application Summary link, then click on Edit for the portion you wish to complete." Below this is a table with the following data:

Application Type	Submitted	Submission Date	Created Date	Applicant's Last Name	Applicant's First Name	View
293	Yes	2007/03/22	2007/02/19			Status Page Signature Page Application Summary
149	Yes	2007/03/22	2007/03/22			Status Page Signature Page Application Summary

At the bottom of the table area, there is a button labeled "Back to Search Screen". The footer contains links for "Privacy Information", "Printer/Browser Requirements", "Contact Us for Army Info", and "References".

4. Locate the application.

Resume Application

To resume filling out an application you started, but did not Submit

1. Log on to the ACTS Online System using your user name and password.
2. Click on **Application Search**.
3. A list of applications will be displayed as depicted below.

The screenshot shows the ACTS Online interface. At the top, there is a header for the Army Review Boards Agency with the ACTS Online logo and the text 'ARBA CASE TRACKING SYSTEM ONLINE'. Navigation links for 'Home' and 'FAQs' are in the top right. On the left, there are buttons for 'Submit Application' and 'Application Search'. The main content area is titled 'Application Search Results' and includes a message: 'To resume completing your online application, select the Application Summary link, then click on Edit for the portion you wish to complete.' Below this is a table with columns for Application Type, Submitted, Submission Date, Created Date, Applicant's Last Name, Applicant's First Name, and View. Two application entries are listed: one with ID 293 and another with ID 149. Each entry has links for 'Status Page', 'Signature Page', and 'Application Summary'. A 'Back to Search Screen' button is located at the bottom of the table. A footer at the very bottom contains links for 'Privacy Information', 'Printer/Browser Requirements', 'Contact Us for Army Info', and 'References'.

Application Type	Submitted	Submission Date	Created Date	Applicant's Last Name	Applicant's First Name	View
293	Yes	2007/03/22	2007/02/19			Status Page Signature Page Application Summary
149	Yes	2007/03/22	2007/03/22			Status Page Signature Page Application Summary

4. Click on the Application Summary link.

5. You may then move through the application, just as you began by clicking on the **Next** or **Previous** buttons.

Send Data

There is currently no electronic attachment capability included in this application.

If you need to send supporting documentation, you must do so by mail. Please send all supporting documentation upon submission of the Signature page (see Signature Page).

Session Timeouts

For Security reasons, your user sessions are limited to 70 minutes. After 60 minutes of inactivity, you will be alerted that the system is about to log you off.

You may respond to this alert by choosing to continue working on the application. If you do nothing, the system will log you out in order to prevent unauthorized users access to your information.

If your session has timed out, you must log back into the system, and access your application through the search function (see Resume Application).

If you choose to resume your application process, the timer will reset to an additional 70 minutes.

Signature Page

The signature page that appears after you select **Submit** to electronically submit your application, must be printed out, signed, and mailed into ARBA. The mailing address is located on the bottom portion of the Signature Page. You do not need to mail in the entire application.

Print Signature Page

1. Make sure you have a printer setup.
2. Go to File on the top menu bar.
3. Select Print.

For more information about printing your online application, click on the Printer Icon from the main page.



Printer

Signature page must be printed, signed, and mailed upon completion.
[more >](#)

Status of Application

ACTS Online allows you to check the status of an application you submitted. **To search for an application that you submitted**

1. Log on to the ACTS Online System using your user account name and password that you used when you initially filled out the application.
2. Click on **Application Search**.
3. A list of applications will be displayed as depicted below

The screenshot shows the ACTS Online interface. At the top, it says "ARMY REVIEW BOARDS AGENCY" and "ACTSOnline ARBA CASE TRACKING SYSTEM ONLINE". There are links for "Home" and "FAQs". On the left, there are buttons for "Submit Application" and "Application Search". The main content area is titled "Application Search Results" and includes instructions: "To resume completing your online application, select the Application Summary link, then click on Edit for the portion you wish to complete." Below this is a table with the following data:

Application Type	Submitted	Submission Date	Created Date	Applicant's Last Name	Applicant's First Name	View
293	Yes	2007/03/22	2007/02/19			Status Page Signature Page Application Summary
149	Yes	2007/03/22	2007/03/22			Status Page Signature Page Application Summary

At the bottom of the table area is a "Back to Search Screen" button. The footer contains links for "Privacy Information", "Printer/Browser Requirements", "Contact Us for Army Info", and "References".

4. Locate the application and click on the Status Page Link for the application and the following will be displayed.

The screenshot shows the ACTS Online interface for an application status page. At the top, it says "ARMY REVIEW BOARDS AGENCY" and "ACTSOnline ARBA CASE TRACKING SYSTEM ONLINE". There are links for "Home", "FAQs", "Help", "Edit Profile", and "Log Out". On the left, there are buttons for "Submit Application" and "Application Search". The main content area is titled "Application Status" and shows "Case Status: In Progress" and "Case Number:". Below this is a notice: "Notice: Please allow 15 business days for mailed signature page and attached documents to be received and posted in ACTS Online as In Progress. Case processing will not begin until the mailed signature page is received." Below the notice is a table with the following data:

Document Name	Document Description	Received	Received Date
Signature Page		Yes	2007/03/22
App 3	Discharge Papers	Yes	2007/03/22

Below the table is a section titled "Your Address Changes" with the text: "If your contact information or address changes, it is your responsibility to [contact ARBA](#) with your new address or contact information. Changing your contact information online will not notify ARBA of the change." At the bottom of the content area is a "Back" button. The footer contains links for "Privacy Information", "Printer/Browser Requirements", "Contact Us for Army Info", and "References".

Summary Page

The [Summary Page](#) allows you to view a summary of the information you entered for a particular application.

Once you have completed filling out the online application you can view the summary page by clicking on the View Summary Page link in the left navigation bar.

It is important that you review this page for accuracy and make any edits to your information using the [Edit](#) links provided for each section. It is recommended that you print the Summary Page for your records.

Note: The Summary Page does **NOT** need to be mailed in.

The application Summary page can also be viewed and edited using the application search functionality. Note: You will NOT have the ability to edit the application once it has been submitted. The steps that allow you to view the application summary page via the Search Application module follow:

1. Log on to the ACTS Online System using your user name and password.
2. Click on [Application Search](#).
3. A list of applications will be displayed as depicted below.



The screenshot shows the ACTS Online interface. At the top, it says 'ARMY REVIEW BOARDS AGENCY' and 'ACTSOnline ARBA CASE TRACKING SYSTEM ONLINE'. There are links for 'Home' and 'FAQs'. On the left, there are buttons for 'Submit Application' and 'Application Search'. The main content area is titled 'Application Search Results' and contains a table with the following data:

Application Type	Submitted	Submission Date	Created Date	Applicant's Last Name	Applicant's First Name	View
293	Yes	2007/03/22	2007/02/19			Status Page Signature Page Application Summary
149	Yes	2007/03/22	2007/03/22			Status Page Signature Page Application Summary

Below the table is a 'Back to Search Screen' button. At the bottom of the page, there are links for 'Privacy Information', 'Printer/Browser Requirements', 'Contact Us for Army Info', and 'References'.

4. Click on the Application Summary link.

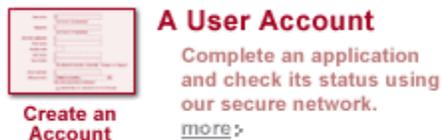
Technical Support

If you require technical support with the ACTS Online system, you can email your questions to actsonline@hqda.army.mil.

User Account

Create User Account

1. To set up a new user account, click on the [Create An Account](#) icon from the main ACTS Online web page.



2. Choose a username and password that is at least 9 characters in length (see Password).
3. Enter your personal information and click Save.
4. You will receive an email at the email address you provided, confirming your account has been set up.

Note :

- In order to set up an account you will need a working email address.
- Your user account may still be active even after an application has been deleted.

Returning Users

If you have already created an account and you know your Username and Password, you may login to the application directly from the main ACTS Online page. (see Resume Application).

User Types

Anyone applying for a correction of errors or injustice in their military records may use this system to complete an online DD149 or a DD293 application.

Current and former members of the military service may apply for a correction of errors or injustice in their military records.

If service member is deceased or incompetent, any of the below users can apply for the service member with legal proof of the death or incompetence of the service member.

- spouse, widow or widower
- next of kin (mother, father, brother, sister, or children)
- legal representative, or
- other specified individual

Former spouses can apply on issues of Survivor Benefit Plan (SBP) benefits.

Department of the Army civilian employees can apply in such cases as error or injustice in reports of survey or criminal titling but not for civilian personnel or pay issues.

Warnings

Warnings

The system will warn you of an invalid entry by applying an asterisk next to the field with invalid data or next to an empty field when data is required for that field.

Often a warning may appear in text at the bottom of the screen indicating if there is an error in data entry on the form.

"R" Required Fields

If you see the symbol "**R**" next to a field in the online application, this indicates that the field is required. You will not be able to proceed to the next screen if you have not properly filled out all required data on the screen you are currently in.

A warning will appear in text at the bottom of the screen corresponding to the field where there is an asterisk.

Errors

You may experience errors in the application process if you do not fill out all the required information. The application may prevent you from moving to the next or even previous screen.

Fields that require information will be highlighted with an Asterisk.

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