

PR EXTRANET - ARMS REGISTRATION

- **NOTE: If you have previously registered, or are a user with an email ending in @osd.mil, you can skip the registration process**

Step 1: Create external account

1. Log into ARMS: <https://arm.osd.mil>
2. When prompted for certificate, select the certificate issued by "DOD EMAIL CA -XX" (see below)
 - a. If prompted for your pin, enter in your CAC card PIN
3. Click "Create Account" hyperlink
4. Fill out the form and click "Submit"

Step 2: Request access to your application using ARMS

1. Log into ARMS: <https://arm.osd.mil>
2. Click "Current Applications"
3. Click "Applications in ARMS"
4. Most individuals will click "Request Access" hyperlink for "Personnel and Readiness"
 - a. Some individuals may require access to a different application, for example "Repeal Integration Team" or "DLO Management Tool". Your POC for the site should inform you of this if this applies to you.
5. You should receive an email from "ARMS" titled "ACCOUNT ADDED TO APPLICATION PENDING APPROVAL NOTIFICATION"

Step 3: Wait for POC approval

Wait for an email from "arms" titled "ACCOUNT ADDED TO APPLICATION NOTIFICATION" before proceeding to the next step.

Step 4: Proceed to request access to Sharepoint

Follow additional instructions provided by your Sharepoint site POC for navigating to sharepoint.

EXTERNAL USERS: RESET PASSWORD

These instructions are for users with accounts created using ARMS. They will not work for Internal OSD network users.

Step 1: Reset Password

1. Log into ARMS: <https://arm.osd.mil>
2. When prompted for a certificate, select the certificate issued by "DOD EMAIL CA -XX"
3. If prompted for your pin, enter in your CAC card PIN
4. Click on "Account Management" link or tab on top
5. Click on "Reset Password" link
6. On the "Request New Password" page, click on "REQUEST NEW PASSWORD" button
7. Click "Ok" when prompted
8. You should receive an email with your new password

Step 2: Change Password

1. Access ARMS at <https://arm.osd.mil>
2. Click on "Account Management" link or tab on top
3. Click on "Change Password" link
4. In the "Change Password" Page, paste or type the password from the password reset email
5. Type in your new password (you must remember this password)
6. Retype in your new password

TROUBLESHOOTING

1. I receive an error page prompting me for a certificate, or I'm prompted for a username and password
 - a. This is a commonly reported issue. The solution is typically to close all internet explorer browser windows. When reattempting to connect to the site, be sure to choose your EMAIL certificate at any prompts.

GRAPHIC EXAMPLES OF PROMPTS OR SCREENS YOU MAY SEE:



