AGENDA

• ADPAAS Overview
• Login Methods
• Verify Profile Information
• Self-Accounting
• Navigate ADPAAS
• Practical Exercise
The Army’s web-based tool for initial accounting and ongoing support of the Army Family after a disaster event.

Assists the Army in answering the following:

“How are you?”
“Where are you?”
“How can we contact you?”
“What are your needs?”
All "Army Family Members"

- **Sponsors**—National Guard Soldiers and Federal Technicians
- **National Guard Family members**—dependents of Soldiers and Technicians
ADPAAS Terms

- **EVENT** – A natural or man-made disaster, terrorist attack or any other event large or small, where the Army has made a decision to conduct accountability.

- **GAOC** – Geographical Area of Coverage. The area where the event occurred. Also known as “the affected” area.

- **AFFECTED** – Any Army Family Members that lives, works, or are temporarily in the area where the event occurred.
ACCOUNTED FOR

• physically present

• contacted or made contact with...

• in an official status (unauthorized absence, desertion, deceased, or missing)

• the sponsor indicates their family members are accounted for or accountability is verified through other means
Logging into ADPAAS

Web Access ➔ https://adpaas.army.mil

ADPAAS is available via the web and on certain Smartphones.

Choose the left button (Army..)

**Note: Who are not required to account.
Choosing a Login Method

1. Common Access Card (CAC)
2. Username & Password
3. Personal Information

** The CAC Card and Username Method have the same level of access

** The Personal Information Method has limited access
Method 1: Common Access Card (CAC)

Select CAC Certificate

Type in CAC PIN
The default username is your AKO email address.

The password is a combination of the DOB and the last 4 of the SSN.

You can reset your username and password directly from this feature.

Click “I don’t know my password and/or username”
Resetting Username and Password

Select Login Method

Sponsor SSN: [Field]
(No dashes or spaces)
DOB: [DD] [JAN] [YYYY]
Last name: [Field]

Note: In-Active IRR Reservists and CONUS Contractors can NOT login at this time.

LOGIN  Cancel

- Enter your SSN, DOB & Last Name
- Login
Resetting Username and Password

- Select your Username
- Click the Reset Password box
- An email notification will be sent to your email.
- Save, confirm and Logout
Resetting Username and Password

- Continue to login with the **new** Username and Password
ADPAAS Mobile Web App
Mobile Access → https://adpaas.army.mil

- Available ONLY Sponsors, and personnel affected by an event
- Can’t be used to update contact information
- Designed for ONLY iPhone, Android, and certain touch-screen Blackberry phones (not iPad or non-touch screen phones)

- The default username is your AKO email address
- The password is a combination of the DOB and the last 4 of the SSN (YYYYMMDDXXXX)
AT ANY TIME:

- Review and update personal contact information

- Default Screen is the “Summary”
Verify and update contact Info
Review DEERS information
Add other POCs

* KEEP PERSONAL CONTACT INFORMATION UP-TO-DATE: MAKE CHANGES AT ANY TIME *
Editing Contact Information

Two Ways to Update:

1. Type in the ADPAAS Information form
2. Over-write with DEERS info by selecting “Copy”
   - Location, phone, and email (separately)
   - For one or more family member
3. Make sure you scroll down and SAVE

• Your ADPAAS location and contact info will NOT be over-written by DEERS unless you copy it over
Editing Family Member Info

Family Members Info:
1. Add, Remove, or Edit
2. Edit allows manual update or over-write with DEERS info by selecting “Copy”
   - Location, phone, and email (separately)
   - For one or more family member

• Family member ADPAAS location and contact info will NOT be over-written by DEERS unless you copy it over
When an Event Occurs

Report status and whereabouts to your Command by ......

- 1st – Logging onto ADPAAS (Self Account)
- 2nd – Contacting your Command/Organization/Call Center
- 3rd – Calling the Army Information Line

Self Account by ......

Logging onto ADPAAS (https://adpaas.army.mil)

Complete Steps 1-3 ..... 

✔ Step 1: Self-account for Event
✔ Step 2: Update Location and Contact Info
✔ Step 3: Complete Needs Survey (IF Required)
Self-Accounting During an Event

1st – Logon to ADPAAS (Self Account)
2nd – Contact your Command/Organization/Call Center
3rd – Call Army Information Line

In ADPAAS, there is a three-step process:

• **Step 1:** Self Account & Verify Contact Info
• **Step 2:** Needs Assessment Survey (If Required)
• **Step 3:** Submit Needs Survey
If ADPAAS Shows You are NOT Affected by an Event but you are affected...

“"I logon but I’m not required to Account or Assess?"

- Contact Army Information Line - they can add you to the event so you can account/assess
If ADPAAS Shows You ARE Affected by an Event...

Accountability windows are automatically displayed:
Step 1: Self-Account for Event (can’t move on until complete)
Update Location and Contact Info (can’t move on until complete)

ADPAAS https://adpaas.army.mil
Step 1 – Self-Account

Step 1: Self-Account for Event

- Select appropriate status and click the ‘Save’ button
Provide current contact and location information
• Pre-populated with DEERs data
  – Update with home address and multiple contact means if not evacuated
  – Update with evacuated location and multiple contact means if evacuated
• Provide other ‘checkbox’ information
  ❑ TDY/TAD Orders
  ❑ Member Deployed
  ❑ School Aged Children
  ❑ Have Pets

• IF your default information isn’t correct, update it here and....
...UPDATE YOUR DEERS INFO at https://www.dmddc.osd.mil/appj/address/index.jsp

ADPAAS https://adpaas.army.mil
Step 2 - If Needs Assessment is **NOT** required...

You have completed accountability and may logoff

- Keep your location and contact information current throughout the event by going to the “My Info” tab.
Step 2 – If Needs Assessment Survey is Required

Click on the ‘Survey’ button to continue.
### Step 2 Cont. Needs Assessment Survey

#### Not Affected | Not Sure | Need Assistance (Check all that apply. Please choose Not Affected if none apply!)
--- | --- | ---
MEDICAL (Do you or your family need medical help?)
MISSING FAMILY LOCATOR (Do you need help finding missing family members?)
TRANSPORTATION TO ONWARD DESTINATION (Do you or your family need help getting to Safe Haven or Permanent Duty Station (PDS)?)
LOCAL TRANSPORTATION (Do you need transportation to meet personal/family needs?)
TEMPORARY HOUSING (Do you need help with temporary housing?)
  - Need urgent help finding temporary housing
  - Need help finding more adequate temporary housing
  - Have adequate short-term temporary housing, but need help finding long-term temporary housing until my home can be rebuilt or repaired
  - Need information only
  - Comments: [must check a box above first]
  - For additional comments use the bottom of the form.
PERMANENT HOUSING (Do you need help with permanent housing?)
PERSONAL PROPERTY (Do you need help shipping and/or storing personal property?)
FINANCIAL ASSISTANCE (Do you need help with personal finances?)
PAY AND BENEFITS (Do you need help with your pay, benefits, evacuation allowances, or travel orders?)
ARMY CIVILIAN EMPLOYEES (Are you an Army civilian in need of help with a work-related issue?)

- **Up to 19 categories of needs covered**
- **Select one button for each category**
- **Enter additional comment if desired**

[ADPAAS](https://adpaas.army.mil)
Step 3 – Submitting the Needs Assessment Survey

Hello Smith, John A. Before you can indicate that you need assistance, a Case Manager will be assigned to contact you and assist. Please be patient. Depending on the severity of your needs and those of other affected Family Members, it may take some time to contact you.

The following options are available to you now and whenever you log on again:

1. Use the My Info tab to update your contact information, and to update other personal information.
2. Visit the Home page for announcements and other up-to-date information.
4. On the Assessment tab you will see your Assessment Summary. You can print a copy for your records, or you may click the “Edit” links to make changes. (Note: you can only make changes to your survey until your case has been opened.

Once your case has been opened, use the “Add Comment” button which will appear. The “Print Blank Survey” link is on the left menu in case you need to provide others who can’t access this system with a blank survey form to fax or deliver to a FAC.

Changes Saved
Method 3. Personal Information

Enter the Sponsors’ SSN, DOB and last name

** This sign-on feature has limited access and can only be used for self-accounting and updating personal information.
Follow the Steps for Self-Accounting and Updating Limited Personnel Information

** UPDATE Access “ONLY” **
Step 1 - Choose an Accounting Status

- Select appropriate status and click the ‘Next’ button
Step 2 – Update your Current Location

- Choose “No” if you remained at your current location (Home or Work)
- Click “Next”
Step 2 – Update your Current Location Cont..

- Choose Yes” if you were evacuated to a displaced location
- Enter your displaced location and click “Next”
Step 3 - Update Contact Information

** Indicates there is a record on file, the user can make “updates” only

- Click “Finish”
Update Contact Information Cont....

- “Self-Accounting” complete
- close ADPAAS by logging out
AUTHENTICATION ERROR

Review all possible reasons for receiving an error message

** Contact your organization ADPAAS COR to “Reset your username and password” and customer inquiries **

**Note: POC information**

If you need further assistance call the Army Information Hotline
• If you are displaced update your displaced location information.

• Select “Edit” button to Enter Displaced Location Info
Updating your Displaced Location

Enter Displaced Location Info

Ensure that you click the “SAVE” button at the end of every completed data entry.
Review important event information (GAOC)!
# Reference Library

## Key Phone Numbers and Web Addresses

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARMY INFORMATION HOTLINE</td>
<td>1-800-932-9222</td>
</tr>
<tr>
<td>24-hour Army Reserve HelpLine</td>
<td>1-877-464-9330</td>
</tr>
<tr>
<td>Army Worldwide Locator Assistance (Active Duty Only)</td>
<td>703-325-3732</td>
</tr>
<tr>
<td>FEMA</td>
<td>1-800-621-FEMA (3352) TTY 1-800-642-7585</td>
</tr>
<tr>
<td>USA.gov</td>
<td>(404) 224-2222</td>
</tr>
<tr>
<td>GSA.gov</td>
<td>(866) 501-2035</td>
</tr>
<tr>
<td>American Red Cross</td>
<td>1-800-438-8636</td>
</tr>
<tr>
<td>DFAS</td>
<td>1-888-332-7411</td>
</tr>
<tr>
<td>AFWU Healthcare Plan</td>
<td>1-800-222-2796 TDD 1-800-622-2511</td>
</tr>
<tr>
<td>Blue Cross and Blue Shield</td>
<td>1-888-258-3432</td>
</tr>
<tr>
<td>GEHA Benefit Plan</td>
<td>1-800-821-9136 TDD 1-800-821-4833</td>
</tr>
<tr>
<td>PPO Health Plan</td>
<td>1-800-544-7111</td>
</tr>
</tbody>
</table>

### DoD Civilians and Retirees

<table>
<thead>
<tr>
<th>DOD Component</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Army Retired Affairs</td>
<td>1-800-335-4699</td>
</tr>
<tr>
<td>Department of the Air Force</td>
<td>1-800-435-9941</td>
</tr>
<tr>
<td>Department of the Army</td>
<td>1-888-765-3258</td>
</tr>
<tr>
<td>Department of the Navy</td>
<td>1-877-689-2722</td>
</tr>
<tr>
<td>Department of the Marine Corps</td>
<td>1-877-689-2722</td>
</tr>
<tr>
<td>All Defense Agencies</td>
<td>1-703-840-6071 (Call Collect)</td>
</tr>
<tr>
<td>DOD Civilian Hotline</td>
<td>1-888-363-4872</td>
</tr>
<tr>
<td>Defense Finance and Accounting Service (DFAS), or AFPC civilian pay, including how to re-direct paychecks or direct deposits</td>
<td>1-888-332-7411</td>
</tr>
<tr>
<td>Theft Savings Plan (TSP)</td>
<td>1-877-968-3378</td>
</tr>
</tbody>
</table>

### Military Points of Contact

<table>
<thead>
<tr>
<th>Army Contacts</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>403-966-3378</td>
<td>1-877-968-3378</td>
</tr>
</tbody>
</table>

## Online Resources

- America Supports You
- Army and Air Force Mutual Aid Society
- Army Emergency Relief
- Entitlement Sample DD 1510 (PDF)
- FEMA - Declared Disasters
- Military One Source
- National Military Family Association
- Pentagon Channel
- Ready.gov
- Red Cross
- The Military Family Network
- Tricare (Medical)
- Tricare (Humana) - After the Disaster
- United Concordia (Dental)
- United We Serve

## DoD Government Websites

- DEERS Login Page
- Department of Defense Reserve Affairs
- Department of Homeland Security
- Department of the Air Force
- Department of the Army
- Department of the Navy
- Department of the Marine Corps
- DFAS/Military Pay
- Military Assistance Program
- Operation Homefront
- Operation Prepare
- USAA Military Benefits
Help Tab

Family Member Feedback

Please take a few moments to answer the following questions and provide comments.

1. How easy was the system to log in to?
   - very easy ☐ ☐ ☐ ☐ ☐ very difficult
   (if not easy, explain) ☐ ☐ ☐ ☐ ☐

2. How clear were the steps to follow after you first logged in? In other words, did you understand where to go?
   - very clear ☐ ☐ ☐ ☐ ☐ not clear at all
   (if not clear, explain) ☐ ☐ ☐ ☐ ☐

3. Overall, how easy was the system to use?
   - very easy ☐ ☐ ☐ ☐ ☐ very difficult
   (if not easy, explain) ☐ ☐ ☐ ☐ ☐

4. Do you understand why you were asked to provide contact information? (If no, please clarify)
   - yes ☐ ☐ ☐ ☐ ☐
   - no ☐ ☐ ☐ ☐ ☐ (please explain) ☐ ☐ ☐ ☐ ☐

ADPAAS https://adpaas.army.mil
**PRACTICAL EXERCISE**  
(10 mins)

**TASKS:**  
1. Logon to ADPAAS, update contact information and add a POC

**CONDITIONS:**  
The current weather forecast is predicting a hurricane will be in the area by the end of the week. You were informed by your Commander/Organization to log into ADPAAS and update your contact information.

**STANDARDS:**  
Update contact information within 48 hours.  
Review the Reference Library and Home Tab for references.
QUESTIONS
J1 Contacts

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