



How to Guide- **For Record Managers**

Creating Problem Cases from the Record Review Tool



Preparing to Submit a Problem Case

- **Record Managers (RMs)** must complete the review - A Record Manager has the same functions as the Authorized Official role but adds the ability to initiate and complete record reviews within the Record Review Tool (RRT).
- Reference the documents in the Soldier's record, **Do NOT** reference the Record Review comments in the description of problem.
- **NO** more than 5 problems per case per Soldier. --- If more than 5 problems within one case, create a new one and follow the same steps in the subsequent slides.



DO's and DONT'S

- ✓ **Do not-** submit problem cases for missing documents. iPERMS does not have the capability to produce any documents.
- ✓ **Do not-** submit problem cases for technical issues. If you are having technical difficulties please call 502-613-9990 for assistance (Option #3).
- ✓ **Do not-** submit problem cases for Soldiers reviewing records for board purposes. Contact 502-613-9990 (Option #2)
- ✓ **Do-** be specific in your description of the problem.
- ✓ **Do-** keep records of the problem case number for future reference.



Identify the Problem

Record Review Tool - Windows Internet Explorer

TEST.03444 AKO PERSONNEL RECORDS REVIEW | 00-3444

Review Details Documents Signatures Report a Problem Save Refresh

Personnel Records Review

- Service Data
- Personal Data
- Education

Document Name	Document Title	Effective Date	Soldier Reviewed	RM Verified	Reviewer Document Comments
NGB 23A1	ARMY NATIONAL GUARD RETIREMENT POINTS STATEMENT SUPPLEMENTAL DETAILED REPORT	2004-11-11	<input checked="" type="checkbox"/> 2014-03-24	<input checked="" type="checkbox"/> 2014-03-24	
DA 71	OATH OF OFFICE - MILITARY PERSONNEL	2004-11-11	<input checked="" type="checkbox"/> 2014-03-24	<input checked="" type="checkbox"/> 2015-11-06	DUPLICATE

Show 0 previously reviewed documents

Soldier/Reviewer Comments

Missing Documents

Soldier Comments

Reviewer Comments

0 of 4000 characters



Select the Problem

CLICK

The screenshot shows the 'Record Review Tool' interface in a Windows Internet Explorer browser window. The browser title is 'Record Review Tool - Windows Internet Explorer'. The page URL is 'PERSONNEL RECORDS REVIEW | TEST.03444 AKO | 00-3444'. The interface has several tabs: 'Review Details', 'Documents', and 'Signatures'. A 'Report a Problem' button is visible in the top right corner. On the left, there is a navigation pane with a tree view containing 'Personnel Records Review', 'Service Data', 'Personal Data', and 'Education'. The main content area displays a table of documents:

Document Name	Document Title	Effective Date	Soldier Reviewed	RM Verified	Reviewer Document Comment
NGB 23A1	ARMY NATIONAL GUARD RETIREMENT POINTS STATEMENT SUPPLEMENTAL DETAILED REPORT	2004-11-11	<input checked="" type="checkbox"/> 2014-03-24	<input checked="" type="checkbox"/> 2015-11-20	
DA 71	OATH OF OFFICE - MILITARY PERSONNEL	2004-11-11	<input checked="" type="checkbox"/> 2014-03-24	<input checked="" type="checkbox"/> 2015-11-20	DOES NOT BELONG TO SOLDIER

Below the table, there are two text input fields: 'Soldier Comments' and 'Reviewer Comments'. The 'Reviewer Comments' field has a character count of '0 of 4000 characters'. A dropdown menu is open next to the 'DOES NOT BELONG TO SOLDIER' comment, showing the following options: 'DOES NOT BELONG TO SOLDIER', 'DUPLICATE', 'ILLEGIBLE', 'INCOMPLETE/MISSING PAGES', and 'INVERTED'. A blue arrow labeled 'CLICK' points to the dropdown menu.



Report a Problem

The screenshot shows a web application window titled "Record Review Tool - Windows Internet Explorer". The browser address bar shows "TEST.03444 AKO" and "PERSONNEL RECORDS REVIEW | 00-3444". The application has several tabs: "Review Details", "Documents", and "Signatures". A blue arrow labeled "CLICK" points to a yellow "Report a Problem" button in the top right corner. Below the tabs is a table with the following data:

Document Name	Document Title	Effective Date	Soldier Reviewed	RM Verified	Reviewer Document Comments
NGB 23A1	ARMY NATIONAL GUARD RETIREMENT POINTS STATEMENT SUPPLEMENTAL DETAILED REPORT	2004-11-11	<input checked="" type="checkbox"/> 2014-03-24	<input checked="" type="checkbox"/> 2014-03-24	
DA 71	OATH OF OFFICE - MILITARY PERSONNEL	2004-11-11	<input checked="" type="checkbox"/> 2014-03-24	<input checked="" type="checkbox"/> 2015-11-06	DUPLICATE

At the bottom of the interface, there are two text input areas: "Soldier Comments" and "Reviewer Comments". The "Reviewer Comments" area has a character count of "0 of 4000 characters".



Provide the Following Information:

- **DOCUMENT NAME:** One document name as it appears in the document name column (Example: DA71)
- **EFFECTIVE DATE:** One entry date as it appears in the effective date (Example: 1988-02-02)
- **ACTION REQUESTED:** (Example: Remove Document)
- **JUSTIFICATION:** (Example: Duplicate Document)

---NOTE---

The specific information above is **REQUIRED** in order to process the request. Put **no more** than five different document problems in one case. **One** Soldier per case.

Create a Problem Case

Report a Problem

Fields marked with an asterisk (*) are required.

Type of Problem:	Document Problem ▾
* Description of Problem:	<div style="border: 1px solid gray; padding: 5px;"><p>Document 1 DOCUMENT: One document name as it appears in the document column (Example DA 71) EFFECTIVE DATE: One entry date as it appears in the effective date (Example: 198-02-02) ACTION REQUESTED: (Example: Remove Document) JUSTIFICATION: (Example: Duplicate Document for (1LT Duck, Donald)</p><p>Document 2 DOCUMENT: One document name as it appears in the document column on the RRT EFFECTIVE DATE: One entry date as it appears in the effective date (Example: 198-02-02) ACTION REQUESTED: (Example: Remove Document) JUSTIFICATION: (Example: Duplicate Document for(1LT Duck, Donald)</p><p>Characters remaining: <input type="text" value="3378"/></p></div>
* SSN:	<input type="text" value="123456789"/>
* Your Email:	<input type="text" value="mickey.m.mouse1.mil@mail.mil"/>
* Report to Domain:	<input type="text" value="AA"/> DO NOT CHANGE problem to the iPERMS System Administrator.

KEEP IT SIMPLE!

Soldier's SSN

DO NOT CHANGE

**Domain is auto-filled
DO NOT CHANGE**

CLICK

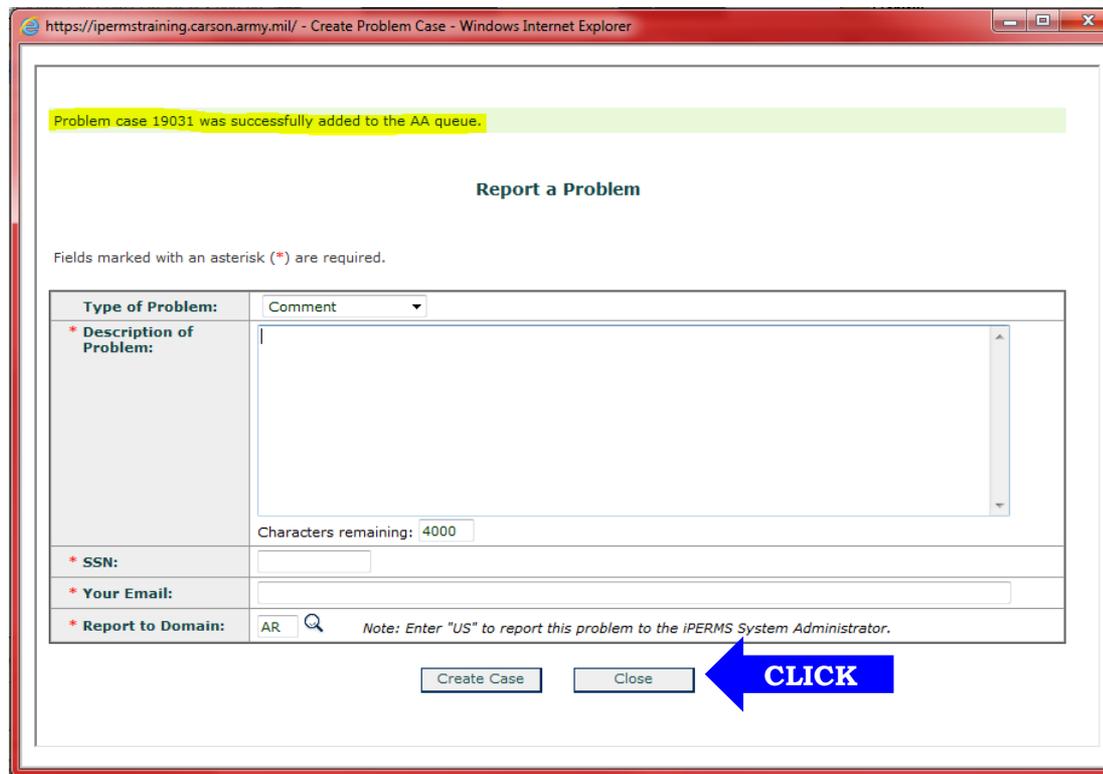
Create Case

Close

Problem Reported

*****NOTE*****

Keep track of your problem case number until you have received an email that case is closed.



https://ipermstraining.carson.army.mil/ - Create Problem Case - Windows Internet Explorer

Problem case 19031 was successfully added to the AA queue.

Report a Problem

Fields marked with an asterisk (*) are required.

Type of Problem:	Comment
* Description of Problem:	<input type="text"/> Characters remaining: 4000
* SSN:	<input type="text"/>
* Your Email:	<input type="text"/>
* Report to Domain:	AR <input type="text"/> <input type="text"/> <small>Note: Enter "US" to report this problem to the IPERMS System Administrator.</small>

Create Case Close **CLICK**



Points of Contact

- iPERMS Access
usarmy.knox.hrc.mbx.iperms-accounts@mail.mil
502-613-9990 or DSN 983-9990 (Option #3)

- iPERMS Records Support (within 60 days of the Board)
usarmy.knox.hrc.mbx.iperms-board-support@mail.mil
502-613-9990 or DSN 983-9990 (Option #2)

- Record Maintenance and Updates (non-board)
usarmy.knox.hrc.mbx.perms-records@mail.mil
502-613-9990 or DSN 983-9990 (Option #1)

- If overseas dial 312 (CONUS Code) and remaining DSN

- For up-to-date information click on our page:
<https://www.hrc.army.mil/content/Record%20Update%20and%20Maintenance>