

**1 GETTING STARTED..... 1**

**1.1 Process for Requesting a Installation Functional Administrator (IFA) ISM Login and Password..... 2**

    1.1.1 Obtaining the FH-Form 25-29-R-E..... 2

    1.1.2 Completing the FH Form 25-29-R-E ..... 4

**1.2 Process for Requesting an General ISM Login and Password..... 5**

    1.2.1 Printing and Completing the FH Form 25-29-R-E..... 6

    1.2.2 Initiating the online request for a General ISM user account: ..... 8

**1.3 Preconfiguring Discoverer Setting Prior to First Time Login ..... 12**

**1.4 Logging Into the TRANSPROC ISM ..... 14**

**1.5 Logging on to Discoverer for the First Time ..... 16**

**1.6 Logging on to Discoverer for the First Time (Windows XP users)..... 22**

**1.7 TRANSPROC ISM Main Menu..... 30**

    1.7.1 TRANSPROC Application Links..... 30

    1.7.2 TRANSPROC Main Menu Options ..... 30

        1.7.2.1 TRANSPROC User Roles ..... 30

        1.7.2.2 TRANSPROC Main Menu Options..... 31

            1.7.2.2.1 Separation Processing Menu ..... 31

            1.7.2.2.2 Orders Menu ..... 32

            1.7.2.2.3 Reports Menu..... 33

            1.7.2.2.4 FA Admin Menu ..... 34

    1.7.3 Navigational Features and Common Buttons of TRANSPROC ..... 34

        1.7.3.1 Breadcrumbs ..... 34

        1.7.3.2 Tabs..... 35

        1.7.3.3 Smart Search Button ..... 35

        1.7.3.4 Calendar Button..... 35

        1.7.3.5 Mandatory Fields ..... 36

    1.7.4 Submitting a Problem Report or ECP from the ISM Login Screen ..... 36

# 1 Getting Started

This lesson will review the steps necessary for getting started with the TRANSPROC ISM. In this lesson we will review the following subject matters:

- **Requesting a ISM Login and Password**
  - *Obtaining and Completing the FH Form 25-29-R-E (for Installation Functional Administrator accounts)*
  - *Requesting a General ISM user account – not IFA*
- **Logging into the TRANSPROC ISM**
- **Pre Configuring Discoverer Settings**
- **Logging into Discoverer for the first time**
  - *Windows Users*
  - *Windows XP Users*
- **TRANSPROC ISM Main Menu**
  - *TRANSPROC Application Links*
  - *TRANSPROC Main Menu Options*
- **Navigation Features of TRANSPROC**
  - *Breadcrumbs*
  - *Tabs*
  - *Smart Search Buttons*
  - *Calendar Button*
  - *Mandatory Fields*
- **Submitting Problem Reports and Engineering Change Proposals (ECPs)**

**Target Audience:** *All TRANSPROC Users*

**Estimated Training Time:** *30 minutes*

## 1.1 Process for Requesting a Installation Functional Administrator (IFA) ISM Login and Password

The TRANSPROC Installation Functional Administrator (IFA) accounts are managed by the CONUS-TNOSC. To request an IFA account you must submit a completed FH Form 25-29-R-E to your installation IASO (Information Assurance Security Officer). Once your IASO signs off on the form to approve authorization for the account, the IASO will then submit an account request trouble ticket to CONUS-TNOSC via the CONUS-TNOSC Remedy system [See Security Features User Guide (SFUG)] for detailed information. Once the IASO submits the trouble ticket to CONUS-TNOSC they will verify the request information and establish your IFA account. Once the account is established you will receive an e-mail notification stating that your account has been approved. Your AKO username and password will also serve as your TRANSPROC ISM user name and password.

If the CONUS-TNOSC gives you access to the Discoverer ad hoc reporting tool, you will receive a second e-mail which provides a temporary password to Discoverer. Receipt of this e-mail may be delayed since the system generates Discoverer temporary passwords only every 30 minutes.

### 1.1.1 Obtaining the FH-Form 25-29-R-E

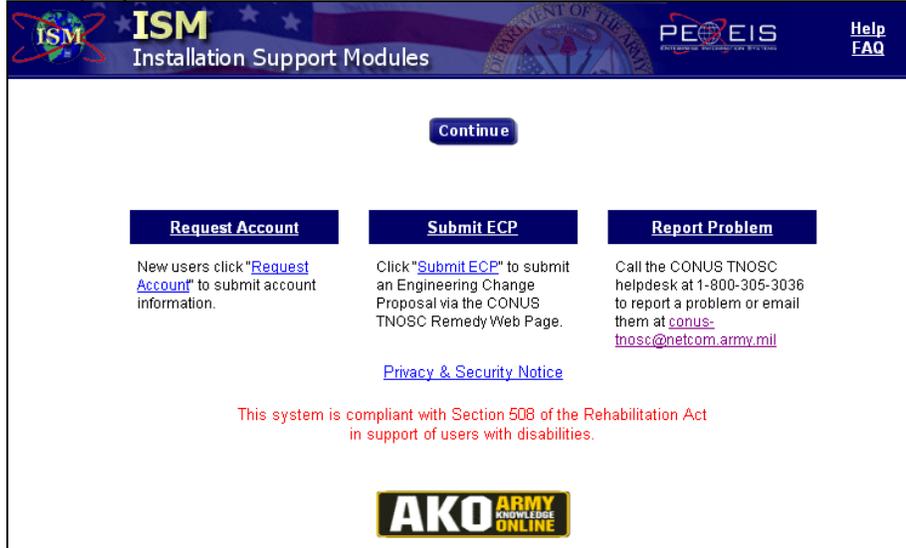
#### From your computer desktop:

1. Launch an internet explorer session by clicking on the Internet Explorer icon.
2. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>. The following dialog box will appear:



3. Enter your AKO username in the User Name field and click on the password field.

- Enter your AKO password in the Password field and click on the **OK** button. If your AKO username and password are valid, the following page is displayed:



- Click on the **Request Account** button or the **Request Account** link on this page. The following page will appear:

### Request ISM User Account

Follow the instructions below to request an account. The fields indicated with \* are mandatory.

**SAFP/FA/Regional Director:** [FH Form 25-29-R-E](#) is a requirement for accessing the Installation Support Modules (ISM). Fill out this form and obtain the appropriate signatures. Your IASO will need to submit an SAFF/FA/Regional Director account request trouble ticket to TNOSC. You will be notified by email when TNOSC has created your account.

---

**Users:** [FH Form 25-29-R-E](#) is a requirement for accessing the Installation Support Modules (ISM). Fill out this form and obtain the appropriate signatures. Upon completion, please submit this form to the Functional Administrator(s) for the ISM applications for which you are requesting access.

Complete the personal information below. Upon saving this information you will be taken to a screen to request ISM account access permissions. You will be notified by email once the FA has received the FH Form 25-29-R-E and has approved your account.

**User Information (not applicable for SAFF/FA/Regional Director)**

AKO User Id: BRENDA.MONROETROTZ

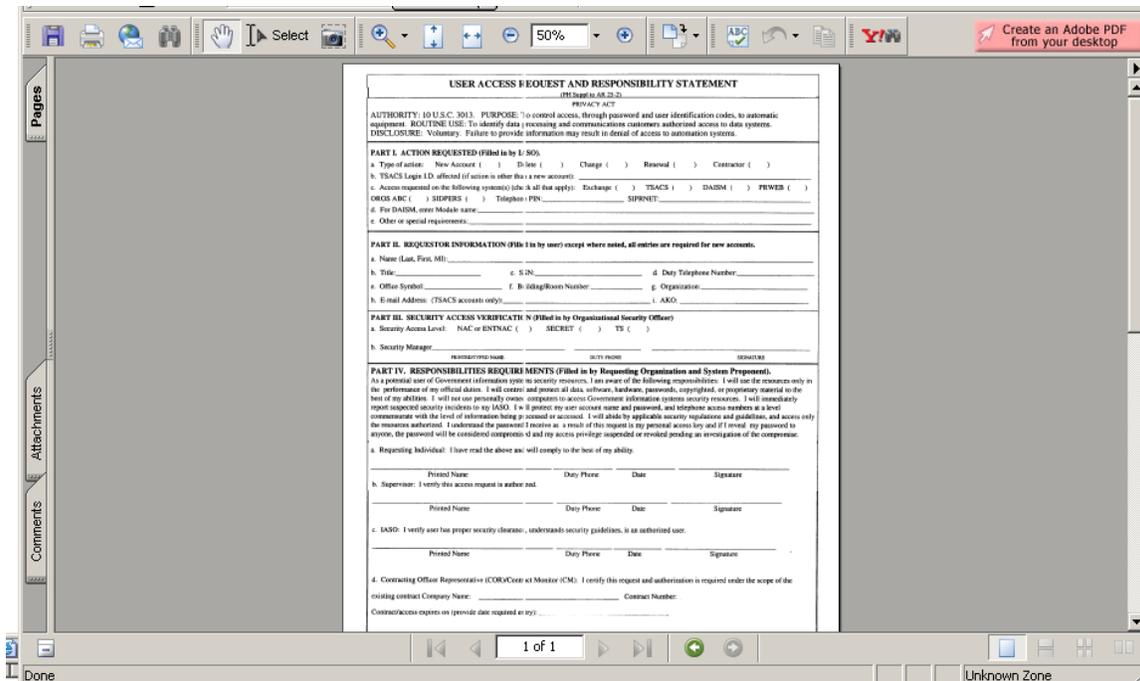
\* Organization:  \* Building/Rm Number:

\* Duty Phone Number:

\* Email:

\* Confirm Email:

Click on any [FH Form 25-29-R-E](#) link on this screen. The following screen will appear:



6. Click on the print icon or select **File > Print** from the menu bar to print out the **FH Form 25-29-R-E**.
7. Complete the FH Form 25-29-R-E manually and submit the form to your IASO. The IASO will sign the form to approve authorization for your ISM IFA account.

### 1.1.2 Completing the FH Form 25-29-R-E

Instructions for completing the FH Form 25-29-R-E are shown below.

#### Part I: Action Requested

- a. Select New Account
- b. Leave this field Blank
- c. Select DAISM
- d. Enter TRANSPROC ISM
- e. Enter your job description, such as TRANSPROC functional administrator for Fort Belvoir.

#### Part II: Requestor Information

Enter in your personnel information

**Part III: Security Access Verification (Must be completed by the Organizational Security Officer)**

- a. Select the Security Access Level associated with the individual requesting an account, if the person does not have a security clearance then you can add None (X) to the end of the field
- b. Complete the Security Manager information as necessary.

**Part IV: Responsibilities Requirements (Must be completed by the Requesting Organization and System Proponent)**

Complete the signature blocks as necessary.

Once you have this information completed, provide a copy to your IASO for submission to the CONUS-TNOSC. The CONUS-TNOSC will verify the request information and establish your IFA account. Once the account is established you will receive an e-mail notification stating that your account has been approved. Your AKO username and password will also serve as your TRANSPROC ISM user name and password.

If the CONUS-TNOSC gives you access to the Discoverer ad hoc reporting tool, you will receive a second e-mail which provides a temporary password to Discoverer. Receipt of this e-mail may be delayed since the system generates Discoverer temporary passwords only every 30 minutes

**1.2 Process for Requesting a General ISM Login and Password**

The process for requesting a general ISM login/password and a IFA ISM login and password is very similar.

All general TRANSPROC ISM user accounts are managed by the Installation Functional Administrators (IFAs) and the alternate IFAs (AIFAs). Each IFA or AIFA sets up general user accounts for all general TRANSPROC ISM users at the installation. General TRANSPROC users include all users EXCEPT the Subject Area Functional Proponent (SAFP), the Physical Disability Branch User, and the Installation Functional Administrator. The IFA can grant access to alternate IFAs. Alternate FAs can perform the same functions as the IFA. Each installation can have up to 4 alternate IFA accounts.

The first step for submitting a general ISM user account request is to manually complete the FH Form 25-29-R-E. Once completed, this form must be submitted to the IFA to ensure that you have the proper clearance/authorization to access the TRANSPROC ISM. After submitting the form to the IFA, you must then submit your request online. **Sections 1.2.1** and **1.2.2** will provide you with the step by step procedures for requesting a general ISM account.

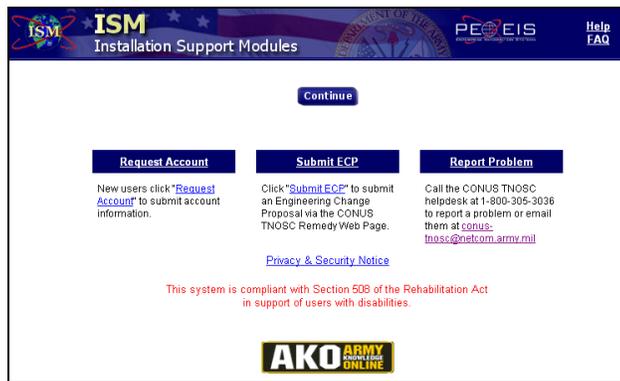
1.2.1 Printing and Completing the FH Form 25-29-R-E

From your Computer Desktop:

1. Launch an internet explorer session by clicking on the Internet Explorer icon.
2. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>. The following dialog box will appear:



3. Enter your AKO username in the User Name field and click on the password field.
4. Enter your AKO password in the Password field and click on the **OK** button. If your AKO username and password are valid, the following page is displayed:



5. Click on the **Request Account** button or the Request Account link on this page. The following page will appear:

### Request ISM User Account

Follow the instructions below to request an account. The fields indicated with \* are mandatory.

**SAFP/FA/Regional Director:** [FH Form 25-29-R-E](#) is a requirement for accessing the Installation Support Modules (ISM). Fill out this form and obtain the appropriate signatures. Your IASO will need to submit an SAFP/FA/Regional Director account request trouble ticket to TNOBC. You will be notified by email when TNOBC has created your account.

---

**Users:** [FH Form 25-29-R-E](#) is a requirement for accessing the Installation Support Modules (ISM). Fill out this form and obtain the appropriate signatures. Upon completion, please submit this form to the Functional Administrator(s) for the ISM applications for which you are requesting access.

Complete the personal information below. Upon saving this information you will be taken to a screen to request ISM account access permissions. You will be notified by email once the FA has received the FH Form 25-29-R-E and has approved your account.

**User Information (not applicable for SAFP/FA/Regional Director)**

AKO User Id: BRENDA.MONROETROTZ

\* Organization:  \* Building/Rm Number:

\* Duty Phone Number:

\* Email:

\* Confirm Email:

- Click on any [FH Form 25-29-R-E](#) link on this screen. The following screen will appear:

The screenshot shows a web browser window displaying the 'USER ACCESS REQUEST AND RESPONSIBILITY STATEMENT' form. The form is divided into several sections:
 

- PART I. ACTION REQUESTED:** Includes fields for 'Type of action', 'TSACS Login ID', 'Access requested on the following system(s)', 'ORCID ABC', and 'Other or special requirements'.
- PART II. REQUESTOR INFORMATION:** Includes fields for 'Name (Last, First, MI)', 'Title', 'Office Symbol', 'E-mail Address', 'Duty Telephone Number', 'Building/Rm Number', and 'Organization'.
- PART III. SECURITY ACCESS VERIFICATION:** Includes a 'Security Manager' field and a 'Security Access Level' dropdown menu.
- PART IV. RESPONSIBILITIES REQUIREMENTS:** Contains a large block of text regarding the user's responsibilities and a signature line for the 'Requesting Individual'.

 The form also includes a 'Supervisor' section with a signature line and an 'IASO' section with a signature line. The browser interface shows a toolbar at the top and a status bar at the bottom.

- Click on the print icon or select **File > Print** from the menu bar to print out the **FH Form 25-29-R-E**.
- Complete the FH Form 25-29-R-E manually and submit the form to your IASO. The IASO must sign the form to approve authorization for your account. The form must then be submitted to the TRANSPROC IFA.

FH Form 25-29-R-E completion instructions		
Block	To be completed by	Info to be entered
Part Ia. Type of Action	User Requesting Account	New Account ( X )
Part Ib. TSACS....	N/A	N/A
Part Ic. Access Req.....	User Requesting Account	DAISM ( X )
Part Id. For DAISM,...	User Requesting Account	TRANSPROC ISM
Part Ie. Other or Special...	User Requesting Account	Write in your user role, ie. RSO, Installation Sep User, Alternate IFA & the installation you wish to access
Part IIa-h.	User Requesting Account	Self Explanatory
Part IIIa. Security Access Verification	Organizational Security Officer	Select the Security Access Level obtained with the individual requesting the account. If no security access level exists add None ( X ) to the end of the field to indicate they do not currently have a security access level
Part IIIb. Security Manager	Organizational Security Officer	Self Explanatory
Part IVa.	User Requesting Account	Self Explanatory
Part IVb.	Supervisor of Individual Requesting Account	Self Explanatory
Part IVc.	Installation Information Assurance Service Officer	Self Explanatory
Part IVd.	Contracting Officer Representative	Self Explanatory- this section is necessary if the individual requesting the account is a contractor

**Note:** In order to request or gain access to the TRANSPROC ISM you must have a valid AKO User ID.

**1.2.2 Initiating the online request for a General ISM user account:**

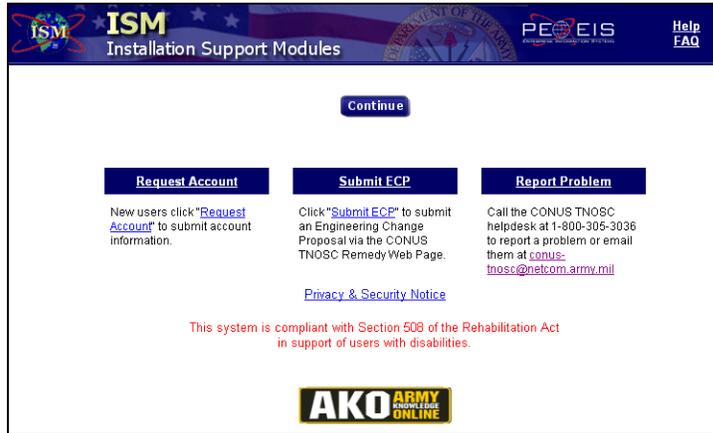
Once you have completed the FH Form 25-29-R-E you can proceed with the following steps to initiate their account request.

**From your computer desktop:**

1. Launch an internet explorer session by clicking on the Internet Explorer icon.
2. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>. The following dialog box will appear:



3. Enter your AKO username in the User Name field and click on the password field.
4. Enter your AKO password in the Password field and click on **OK**. If your AKO username and password are valid, the following page is displayed:



5. Click on **Request Account** or on the [Request Account](#) link on this page. The following page will appear:

**Request ISM User Account**  
Follow the instructions below to request an account. The fields indicated with \* are mandatory.

**SAFP/FA/Regional Director:** [FH Form 25-29-R-E](#) is a requirement for accessing the Installation Support Modules (ISM). Fill out this form and obtain the appropriate signatures. Your IASO will need to submit an SAFP/FA/Regional Director account request trouble ticket to TNOSC. You will be notified by email when TNOSC has created your account.

---

**Users:** [FH Form 25-29-R-E](#) is a requirement for accessing the Installation Support Modules (ISM). Fill out this form and obtain the appropriate signatures. Upon completion, please submit this form to the Functional Administrator(s) for the ISM applications for which you are requesting access.

Complete the personal information below. Upon saving this information you will be taken to a screen to request ISM account access permissions. You will be notified by email once the FA has received the FH Form 25-29-R-E and has approved your account.

**User Information (not applicable for SAFP/FA/Regional Director)**

AKO User Id: BRENDA.MONROETROTZ

\* Organization:  \* Building/Rm Number:

\* Duty Phone Number:

\* Email:

\* Confirm Email:

6. In the **User Information** region at the bottom of the Request ISM User Account page, enter the following online account request information:
  - a. In the **Organization** field, enter the unit with which you are affiliated (Mandatory data entry field).
  - b. In the **Building/Rm Number** field, enter the building and room number in which you reside (Mandatory data entry field).

- c. In the **Duty Phone Number** field, enter the duty phone number including area code (Mandatory data entry field-Dashes not necessary).
- d. In the **Email** field, enter your e-mail address. (Mandatory data entry field. Your correct e-mail information is needed since your user account information will be e-mailed to you.)
- e. In the **Confirm Email** field, enter your e-mail address again. Scroll to the bottom of the page and click on **Save**. The Request Account Access page is displayed (Mandatory data entry field) as follows:

**Request Account Access**  
 Select a module then click the Continue button.  
 Repeat for each module for which you want to request access. Review the access request(s) in the Requested Roles list.  
 To remove one or more access requests from the list prior to submission, click the appropriate check box(es), then click the Delete Selected button.  
 To submit the request(s), click the Submit button. The fields indicated with \* are mandatory.

**User Information**

<b>Name:</b> NEW USER	<b>Organization:</b> PEO EIS/APM IMS-A
<b>AKO User Id:</b> new.user	
<b>Building/Rm Number:</b> BLDG 1445/RM 334	<b>Duty Phone Number:</b> (703) 000-0000
<b>Email:</b> NEW.USER@ARMY.MIL	

**Request Module Access**

**Module:**  Module drop down option

**Continue**

**Requested Roles**

<input type="checkbox"/>	Module	Installation(s)	Job Description	CIF(s)	Requested Role
<div style="display: flex; justify-content: space-around;"> <span>Back ←</span> <span>Delete Selected</span> <span>Submit</span> <span>Cancel</span> </div>					

- 7. Select **TRANSPROC** from the **Module:** drop-down list and click on **Continue**. The **Account Access Details** page will appear as follows:

**Account Access Details**  
 Select an installation, enter a brief job description or title, then click the Request Access button.  
 Review the access request in the Requested Roles list on the next screen. The fields indicated with \* are mandatory.

**User Information**

<b>Name:</b> NEW USER	<b>Organization:</b> PEO EIS/APM IMS-A
<b>AKO User Id:</b> new.user	
<b>Building/Rm Number:</b> BLDG 1445/RM 334	<b>Duty Phone Number:</b> (703) 000-0000
<b>Email:</b> NEW.USER@ARMY.MIL	

**Request Module Access**

**Module:** TRANSPROC

\* **Installation(s):**

\* **Job Description:**

**Request Access** **Cancel**

- 8. Select your installation from the **Installation(s):** drop-down list.
- 9. Input your job description into the **Job Description:** data entry field.

10. Click the **Request Access** button. The access request is displayed in the **Requested Roles** region at the bottom of the page.

**Request Account Access**  
Select a module then click the Continue button.  
Repeat for each module for which you want to request access. Review the access request(s) in the Requested Roles list.  
To remove one or more access requests from the list prior to submission, click the appropriate check box(es), then click the Delete Selected button.  
To submit the request(s), click the Submit button. The fields indicated with \* are mandatory.

**User Information**

Name: NEW USER      Organization: PEO EIS/APM IMS-A  
 AKO User Id: new.user  
 Building/Rm Number: BLDG 1445/RM 334      Duty Phone Number: (703) 000-0000  
 Email: NEW.USER@ARMY.MIL

**Request Module Access**

\* Module:

**Continue**

**Requested Roles**

<input type="checkbox"/>	Module	Installation(s)	Job Description	CI(s)	Requested Role
<input type="checkbox"/>	TRANSPROC	FORT STEWART	RSO		

**Back**   **Delete Selected**   **Submit**   **Cancel**

11. Repeat Steps 7-11 if you want to request access to multiple application modules or installations.

**Note:** Step 8 directs you to select TRANSPROC and step 9 directs you to select your installation, but you can select any module or installation from the drop down list (This allows you to request access to multiple modules or installations in a single operation.)

12. Prior to continuing the request process, review the access that you have requested. If you:
- Need to change information shown in the User Information region, click the **Back** button at the bottom of the page.
  - Need to delete an access request, click the check box next to the request that you want to delete then click the **Delete Selected** button. A message is displayed prompting you to confirm that you want to delete the request. Click **OK** in the message window. The request is deleted from Requested Roles list.
  - Want to submit the access request, click the **Submit** button. Your request(s) are submitted, and the ISM Log In page is displayed.
  - Want to cancel your request all together, click on the **Cancel** button at the bottom of the page, and the ISM Log In page is displayed.

- To close (exit) the browser application, click on the X in the upper-right corner of the window.



The access authorization form (FH Form 25-29-R-E) must be completed, signed, and submitted to the FA. **An account request cannot be processed until the FA receives this form.**

Upon completion of user information online, the FA can review the account request in the ISM application. Once the FH Form 25-29-R-E is completed and submitted to your TRANSPROC IFA, your ISM user account can be created. If your TRANSPROC IFA has not received your account request then it may be possible that your request was submitted to the wrong installation.

Once your ISM user account is approved by your IFA, you will receive an e-mail notification that confirms that the user account requested has been activated and is ready for use. Your AKO username and password will also serve as your ISM username and password.

If you were given access to Discoverer, you will receive your Discoverer password in an email notification ½ an hour to an hour after you receive your ISM account confirmation.

### 1.3 Preconfiguring Discoverer Setting Prior to First Time Login

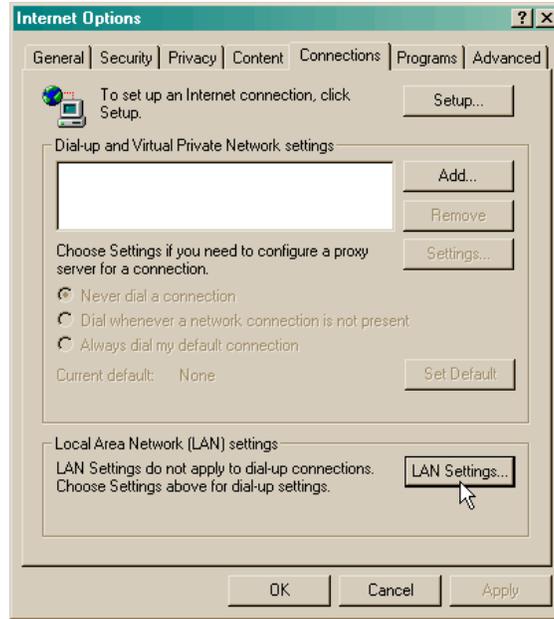
Prior to logging onto Discoverer for the first time you may need to configure your internet settings in order to access Discoverer.

#### From your Computer Desktop:

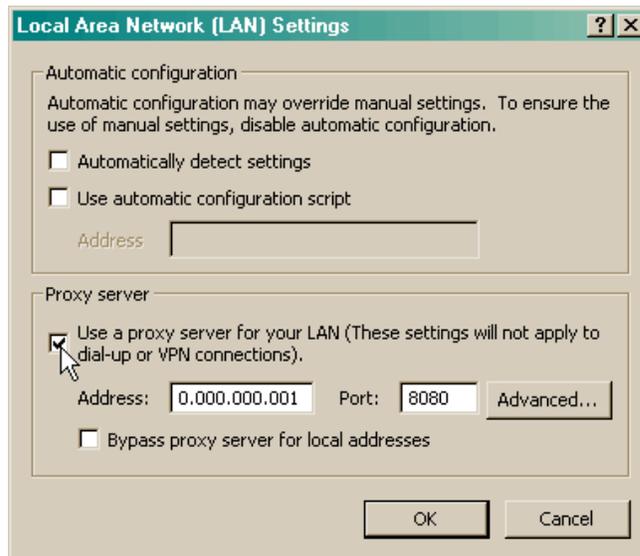
- Launch an internet explorer session by clicking on the Internet Explorer icon.
- Select **Tools > Internet Options** from the menu bar. The Internet Options window is displayed.



- Click the **Connections** tab.



4. On the tab, click the **LAN Settings** button. The Local Area Network (LAN) Settings window is displayed.



5. In the window, if the **Use a proxy server for your LAN** check box is checked, click on it so that the check box is blank.
6. Click **OK** on the LAN Settings window.
7. Click **OK** on the Connections tab.

## 1.4 Logging Into the TRANSPROC ISM

Once you receive your confirmation email, you can then logon to the TRANSPROC ISM application.

### From your Computer Desktop:

1. Launch an internet explorer session by clicking on the Internet Explorer icon.
2. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>. The following dialog box will appear:



3. Enter your AKO username in the User Name field and click on the password field.
4. Enter your AKO password in the Password field and click on the **OK** button. If your username and password are invalid, the prompt requesting your AKO username and password will continue to appear until you enter a valid AKO username and password. If your AKO username and password are valid, the following page is displayed:



5. Click on the **Continue** button. The following screen will appear:

ATTENTION

THIS IS A DOD COMPUTER SYSTEM. BEFORE PROCESSING CLASSIFIED INFORMATION, CHECK THE SECURITY ACCREDITATION LEVEL OF THIS SYSTEM. DO NOT PROCESS, STORE OR TRANSMIT INFORMATION CLASSIFIED ABOVE THE ACCREDITATION LEVEL OF THIS SYSTEM. THIS COMPUTER SYSTEM, INCLUDING ALL RELATED EQUIPMENT, NETWORKS AND NETWORK DEVICES (INCLUDES INTERNET ACCESS) ARE PROVIDED ONLY FOR AUTHORIZED U.S. GOVERNMENT USE. DOD COMPUTER SYSTEMS MAY BE MONITORED FOR ALL LAWFUL PURPOSES, INCLUDING TO ENSURE THEIR USE IS AUTHORIZED FOR MANAGEMENT OF THE SYSTEM, TO FACILITATE PROTECTION AGAINST UNAUTHORIZED ACCESS, AND TO VERIFY SECURITY PROCEDURES, SURVIVABILITY, AND OPERATIONAL SECURITY. MONITORING INCLUDES, BUT IS NOT LIMITED TO, ACTIVE ATTACKS BY AUTHORIZED DOD ENTITIES TO TEST OR VERIFY THE SECURITY OF THIS SYSTEM. DURING MONITORING, INFORMATION MAY BE EXAMINED, RECORDED, COPIED AND USED FOR AUTHORIZED PURPOSES. ALL INFORMATION, INCLUDING PERSONAL INFORMATION, PLACED ON OR SENT OVER THIS SYSTEM MAY SUBJECT YOU TO CRIMINAL PROSECUTION. EVIDENCE OF UNAUTHORIZED USE COLLECTED DURING MONITORING MAY BE USED FOR ADMINISTRATIVE, CRIMINAL, OR OTHER ADVERSE ACTION. USE OF THIS SYSTEM CONSTITUTES CONSENT TO MONITORING FOR ALL LAWFUL PURPOSES.

OK

- Click on the **OK** button. The **Welcome to ISM** screen will appear as follows:



Clicking on this link will take you into the TRANSPROC ISM

- Click on the **TRANSPROC** link in the navigation bar to enter into the TRANSPROC ISM.

## 1.5 Logging on to Discoverer for the First Time

If you have Windows XP as the operating system on your computer, refer to instructions for [Logging on to Discoverer for the first time \(Windows XP Users\)](#).

When you log on to the Discoverer ad hoc query tool for the first time, you will have to:

- Reset your password,
- Install the Oracle JInitiator file,
- Save the Oracle certificate file from an e-mail attachment, and
- Log on to Discoverer again.



**You must have administrator privileges on your computer to download and install the Oracle JInitiator file.** (If you are able to install programs on your computer without getting any messages that you do not have authorization to do so, then you probably have administrator privileges, and can proceed with the file download and installation.)

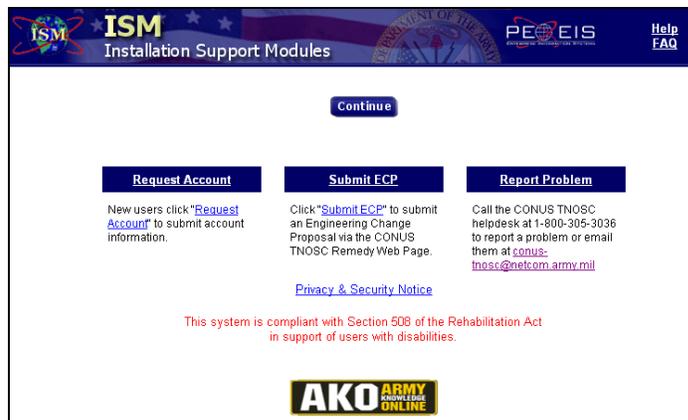
If you do not have administrator privileges on your computer, you must contact your local System or Network Administrator who can install the JInitiator file on your computer.

### From your Computer Desktop:

1. Launch an internet explorer session by clicking on the Internet Explorer icon.
2. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>. The following dialog box will appear:



3. Enter your AKO username in the User Name field and click on the password field.
4. Enter your AKO password in the Password field and click on the **OK** button. If your AKO username and password are valid, the following page is displayed:



5. Click on the **Continue** button. The following screen will appear:

ATTENTION

THIS IS A DOD COMPUTER SYSTEM. BEFORE PROCESSING CLASSIFIED INFORMATION, CHECK THE SECURITY ACCREDITATION LEVEL OF THIS SYSTEM. DO NOT PROCESS, STORE OR TRANSMIT INFORMATION CLASSIFIED ABOVE THE ACCREDITATION LEVEL OF THIS SYSTEM. THIS COMPUTER SYSTEM, INCLUDING ALL RELATED EQUIPMENT, NETWORKS AND NETWORK DEVICES (INCLUDES INTERNET ACCESS) ARE PROVIDED ONLY FOR AUTHORIZED U.S. GOVERNMENT USE. DOD COMPUTER SYSTEMS MAY BE MONITORED FOR ALL LAWFUL PURPOSES, INCLUDING TO ENSURE THEIR USE IS AUTHORIZED FOR MANAGEMENT OF THE SYSTEM, TO FACILITATE PROTECTION AGAINST UNAUTHORIZED ACCESS, AND TO VERIFY SECURITY PROCEDURES, SURVIVABILITY, AND OPERATIONAL SECURITY. MONITORING INCLUDES, BUT IS NOT LIMITED TO, ACTIVE ATTACKS BY AUTHORIZED DOD ENTITIES TO TEST OR VERIFY THE SECURITY OF THIS SYSTEM. DURING MONITORING, INFORMATION MAY BE EXAMINED, RECORDED, COPIED AND USED FOR AUTHORIZED PURPOSES. ALL INFORMATION, INCLUDING PERSONAL INFORMATION, PLACED ON OR SENT OVER THIS SYSTEM MAY SUBJECT YOU TO CRIMINAL PROSECUTION. EVIDENCE OF UNAUTHORIZED USE COLLECTED DURING MONITORING MAY BE USED FOR ADMINISTRATIVE, CRIMINAL, OR OTHER ADVERSE ACTION. USE OF THIS SYSTEM CONSTITUTES CONSENT TO MONITORING FOR ALL LAWFUL PURPOSES.

OK

6. Click on the **OK** button. The **Welcome to ISM** screen will appear as follows:



7. Click the **Discoverer** link in the navigation bar. A second browser window launches, displaying the Discoverer log on page.



- In the Discoverer log on page, enter the temporary password that was e-mailed to you in the **Password** field.

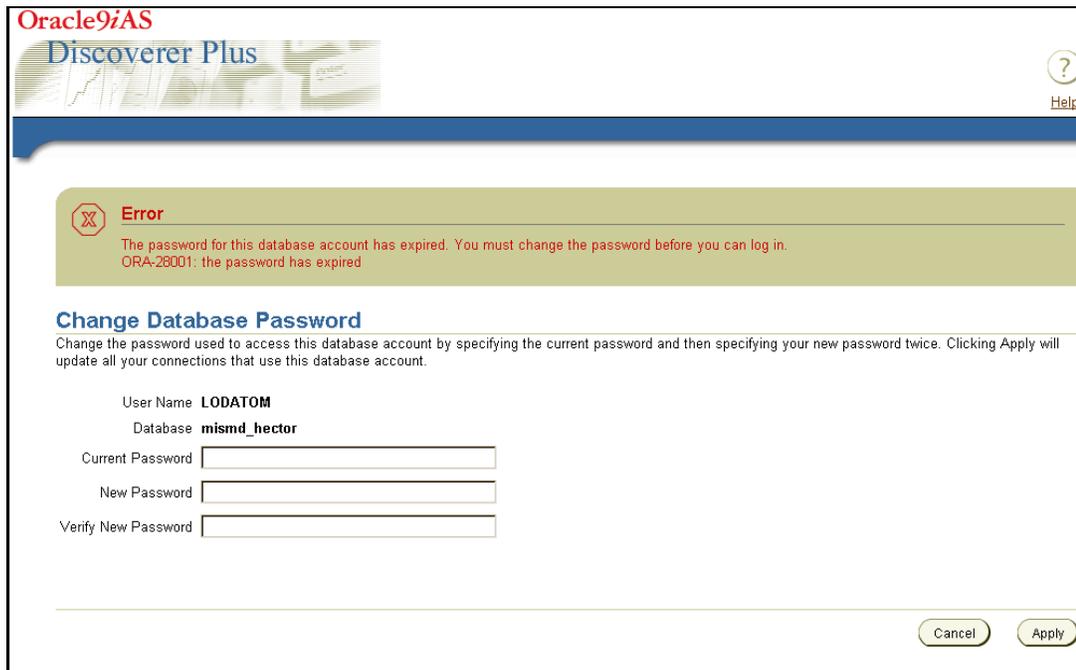


The password is “masked”— asterisks (\*) appear in the field instead of your password. This ensures that your password cannot be viewed on the screen.

- Click the **Connect** button. The **Change Database Password** page is displayed as shown below:



Changing (or resetting) your password the first time that you log on to the Discoverer tool ensures security of the system. An unauthorized person may find your temporary password and attempt to use it to log on to the system. However, once you change the password, the temporary password becomes invalid and the attempt to breach the system is prevented.

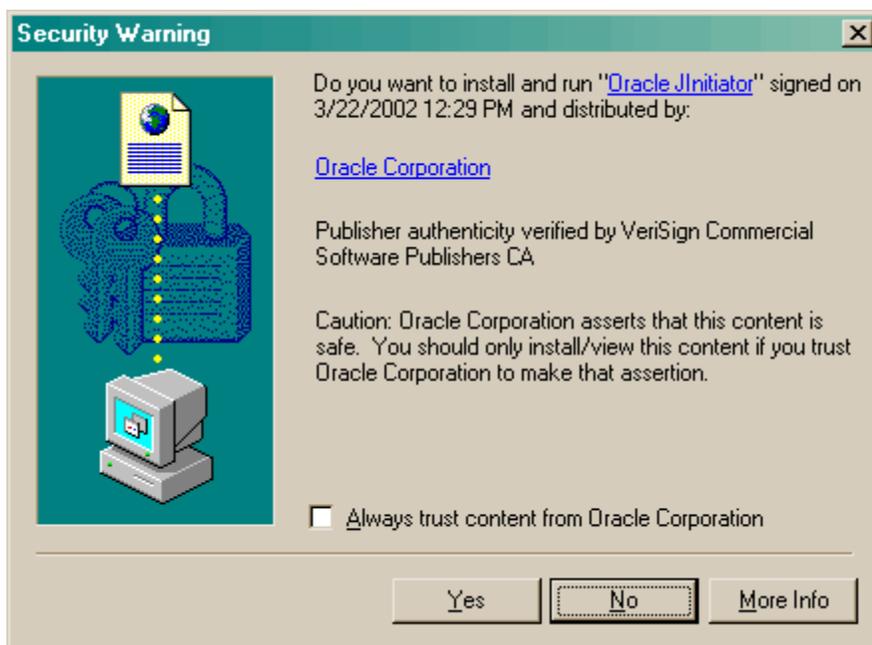


10. Enter the temporary password that was e-mailed to you in the **Current Password** field. **Passwords are case-sensitive.**
11. Enter a new password in the **New Password** field.



A Discoverer password must be at least eight (8) characters long and must contain at least two (2) numbers. Passwords are case-sensitive so you may use a combination of uppercase and lowercase letters in the password.

12. In the **Verify New Password** field, enter the password that you typed in the **New Password** field and click on the **Apply** button. (Entering the password twice ensures that you typed the password that you intended.)
13. The following security warning message is displayed prompting you to install the Oracle JInitiator file.



14. Click **Yes** in the security warning message. The Oracle JInitiator setup wizard launches, displaying the Choose Destination window
15. Click **Next** in the Choose Destination window. The setup wizard executes, and the file is installed on your computer. Depending upon your computer settings, an Installation Complete message may be displayed.
16. Click **OK** in the Installation Complete message window. The Oracle9iAS Discoverer Plus window opens and Discoverer starts to execute. An error message may be displayed.

The error message indicates that Oracle cannot run using the HTTPS protocol, which is the protocol used by the ISM system. To get Oracle Discoverer to run properly, you will edit an Oracle certificate file.

17. Click on **OK** in the error message until it no longer appears. (You may have to click on **OK** several times.) A Java error window is displayed.
18. Close the Java error window by clicking the Close icon .
19. Exit Discoverer by selecting **File: Close** in the browser window. (This will close all Discoverer windows.)
20. Log out of TRANSPROC and close Internet Explorer.
21. Now you need to save the Oracle Certificate File from the E-mail Attachment.

**A modified Oracle certificate file (certdb.txt) was sent to you as an attachment to the e-mail that contained your temporary Discoverer password.**

22. Launch your e-mail application, and locate the e-mail that supplied your temporary Discoverer password. This e-mail has a couple of attachments, but the attachment file named "**certdb.txt**" is the file that will modify the Oracle certificate file.
23. Save the "**certdb.txt**" attachment file in the following directory:

**C:\Program Files\Oracle\JInitiator 1.3.1.21\lib\security (In some cases the Local Disk is D:\, if this is the case with your workstation then you need to save the file to D:\Program Files\Oracle\JInitiator 1.3.1.21\lib\security).**

You will be prompted to confirm that you want to overwrite the existing file; click on **Yes**. The attachment is saved in the directory, and the Oracle certificate file is modified.

**If you have Microsoft Outlook or Microsoft Outlook Express, you can save the attachment by performing the following:**

1. Select **File: Save Attachments**. The Save Attachment window is displayed.
2. Navigate to the directory where you want to save the attachment (see the directory path in Step 17), and click the **Save** button. A message is displayed asking whether you want to overwrite the existing file.
3. Click **Yes** in the message window. The attachment is saved in the directory, and the Oracle certificate file is modified.

-OR-

1. Right click on the "certdb.txt" and select the option to "Save Target As", then select your destination **C:\Program Files\Oracle\JInitiator 1.3.1.21\lib\security**. In some cases the Local Disk is D:\, if this is the case with your workstation then you need to save the file to D:\Program Files\Oracle\JInitiator 1.3.1.21

24. Exit your e-mail application.
25. Login to the TRANSPROC ISM via the ISM login screen. This will bring you to the **ISM Main Menu**.
26. Click the **Discoverer** link in the **Welcome to ISM page**. A second browser window launches, displaying the Discoverer log on page.
27. In the Discoverer log on page, enter your Discoverer password in the Password field.

**Remember, you changed your password when you first logged on to Discoverer. You need to use this password, not the temporary password. The password is "masked"– asterisks (\*) appear in the field instead of your password. This ensures that your password cannot be viewed on the screen.**

28. Click the **Connect** button. The Oracle9iAS Discoverer window is displayed (with the Workbook Wizard window on top) as shown:

If you need instructions for the Discoverer tool, see Discoverer Manual

## 1.6 Logging on to Discoverer for the First Time (Windows XP users)

When you log on to the Discoverer ad hoc query tool for the first time, you will have to:

- Reset your password,
- Install the Oracle JInitiator file,
- Save the Oracle certificate file from an e-mail attachment, and
- Log on to Discoverer again.

**You must have administrator privileges on your computer to download and install the Oracle JInitiator file.** (If you are able to install programs on your computer without getting any messages that you do not have authorization to do so, then you probably have administrator privileges, and can proceed with the file download and installation.)

If you do not have administrator privileges on your computer, you must contact your local System or Network Administrator who can install the JInitiator file on your computer.

### From your Computer Desktop:

1. Launch an internet explorer session by clicking on the Internet Explorer icon.
2. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>. The following dialog box will appear:



3. Enter your AKO username in the User Name field and click on the password field.
4. Enter your AKO password in the Password field and click on the **OK** button. The following page is displayed:



If your AKO username and password are not valid the dialog box in step 2 will appear until you enter a valid AKO username and password.

5. Click on **Continue**. The **Welcome to ISM** page will appear as follows:



6. Click on the **DISCOVERER** link from the **Welcome to ISM** page. A second browser window launches, displaying the Discoverer log on page.



7. In the Discoverer log on page, enter the temporary password that was e-mailed to you in the **Password** field.



The password is “masked”— asterisks (\*) appear in the field instead of your password. This ensures that your password cannot be viewed on the screen.

8. Click the **Connect** button. The Change Database Password page is displayed as shown below:



Changing (or resetting) your password the first time that you log on to the Discoverer tool ensures security of the system. An unauthorized person may find your temporary password and attempt to use it to log on to the system. However, once you change the password, the temporary password becomes invalid and the attempt to breach the system is prevented.

Oracle9iAS  
Discoverer Plus

**Error**  
The password for this database account has expired. You must change the password before you can log in.  
ORA-28001: the password has expired

**Change Database Password**  
Change the password used to access this database account by specifying the current password and then specifying your new password twice. Clicking Apply will update all your connections that use this database account.

User Name **LODATOM**  
Database **mismd\_hector**

Current Password   
New Password   
Verify New Password

Cancel Apply

9. Write down or note the Discoverer User Name and Database information that is displayed on the **Change Database Password** page.



Your Discoverer user name is usually your last name followed by your first initial; however, there may be cases in which the Discoverer user name is different.

10. Enter the temporary password that was e-mailed to you in the **Current Password** field. **Passwords are case-sensitive.**

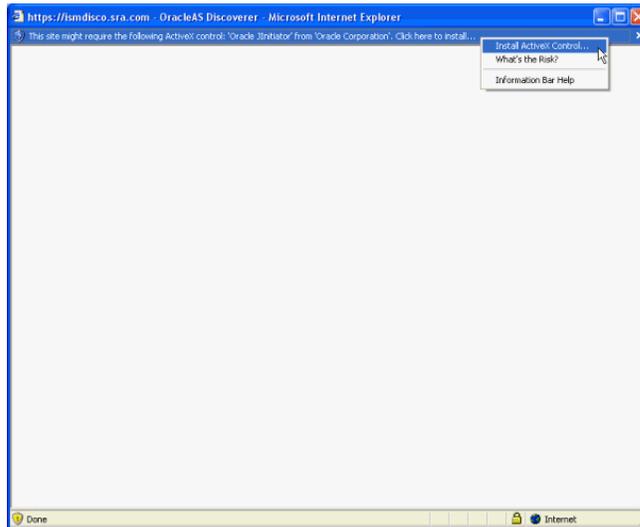
11. Enter a new password in the **New Password** field.



A Discoverer password must be at least eight (8) characters long and must contain at least two (2) numbers. Passwords are case-sensitive so you may use a combination of uppercase and lowercase letters in the password. **Discoverer passwords cannot begin with special characters.**

12. In the **Verify New Password** field, enter the password that you typed in the **New Password** field. (Entering the password twice ensures that you typed the password that you intended.)

13. Click on **Apply**. The following screen is displayed:



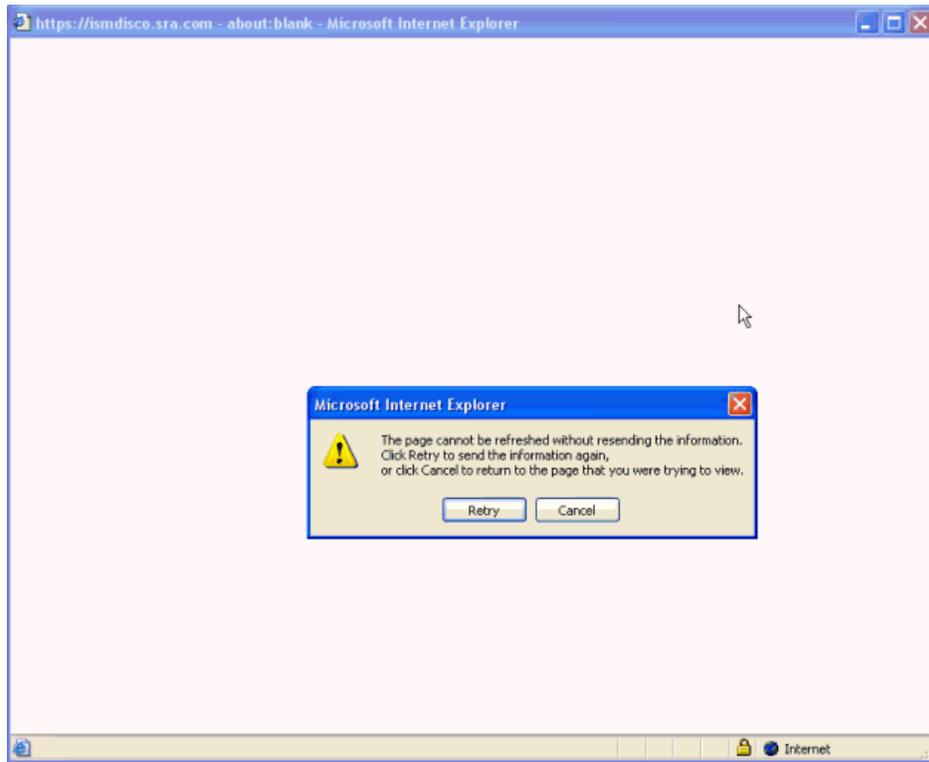
14. At the top of the blank page that displays, click on the bar that says "This site might require the following ActiveX control..." A pop-up menu is displayed, as shown above.

15. Select the **Install ActiveX Control** option from the pop-up menu. The Discoverer Database Log On page is displayed as shown below:

In the Discoverer Database Log On page, enter the following information:

- a. Your Discoverer user name in the **User Name** field (the one you wrote down in Step 10),
- b. Your password (the one you just changed—not the temporary password) in the **Password** field, and

- c. The database name in the **Database** field (the one you wrote down in Step 10).
  - d. Leave the **End User Layer** field blank.
  - e. Leave the **Language** as the default **English (United States)**.
  - f. Click the **Connect** button. The Install Active X page is displayed (as in Step 13).
16. Click on the bar that says "This site might require the following ActiveX control..." and select the **Install ActiveX Control** option from the pop-up menu. The following page is displayed.



17. Click the **Retry** button in the message. The following security warning message is displayed prompting you to install the Oracle JInitiator file.

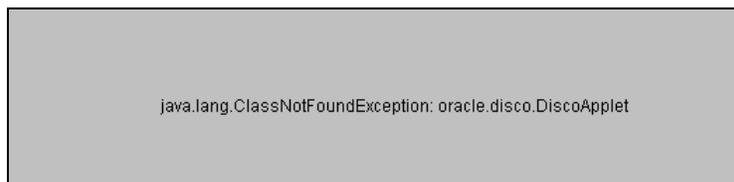


18. Click **Install** in the security warning message. The Oracle JInitiator setup wizard launches, displaying the Choose Destination Location window on top of the wizard window.
19. Click **Next** in the Choose Destination window. The setup wizard executes, and the file is installed on your computer. Depending upon your computer settings, an Installation Complete message may be displayed.
20. Click **OK** in the Installation Complete message window. The Oracle9iAS Discoverer Plus window opens and Discoverer starts to execute. The following error message may be displayed:



The error indicates that Oracle cannot run using the HTTPS protocol, which is the protocol used by the ISM system. To get Oracle Discoverer to run properly, you will edit an Oracle certificate file.

21. Click **OK** in the error message until it no longer appears. (You may have to click **OK** several times.) A Java error window is displayed as shown below:



22. Close the Java error window by clicking the **X**.
23. Exit Discoverer by selecting **File: Close** in the browser window. (This will close all Discoverer windows.)
24. Log out of **TRANSPROC** and close Internet Explorer.
25. Now you need to save the Oracle Certificate File from the E-mail Attachment.

A modified Oracle certificate file (certdb.txt) was sent to you as an attachment to the e-mail that contained your temporary Discoverer password.

26. Launch your e-mail application, and locate the e-mail that supplied your temporary Discoverer password. This e-mail has a couple of attachments, but the attachment file named "**certdb.txt**" is the file that will modify the Oracle certificate file.
27. Save the "**certdb.txt**" attachment file in the following directory: **C:\Program Files\Oracle\JInitiator 1.3.1.21\lib\security (In some cases the Local Disk is D:\, if this is the case with your workstation then you need to save the file to D:\Program Files\Oracle\JInitiator 1.3.1.21\lib\security)**. You will be prompted to confirm that you want to overwrite the existing file; click **Yes**. The attachment is saved in the directory, and the Oracle certificate file is modified.

If you have Microsoft Outlook or Microsoft Outlook Express, you can save the attachment by performing the following:

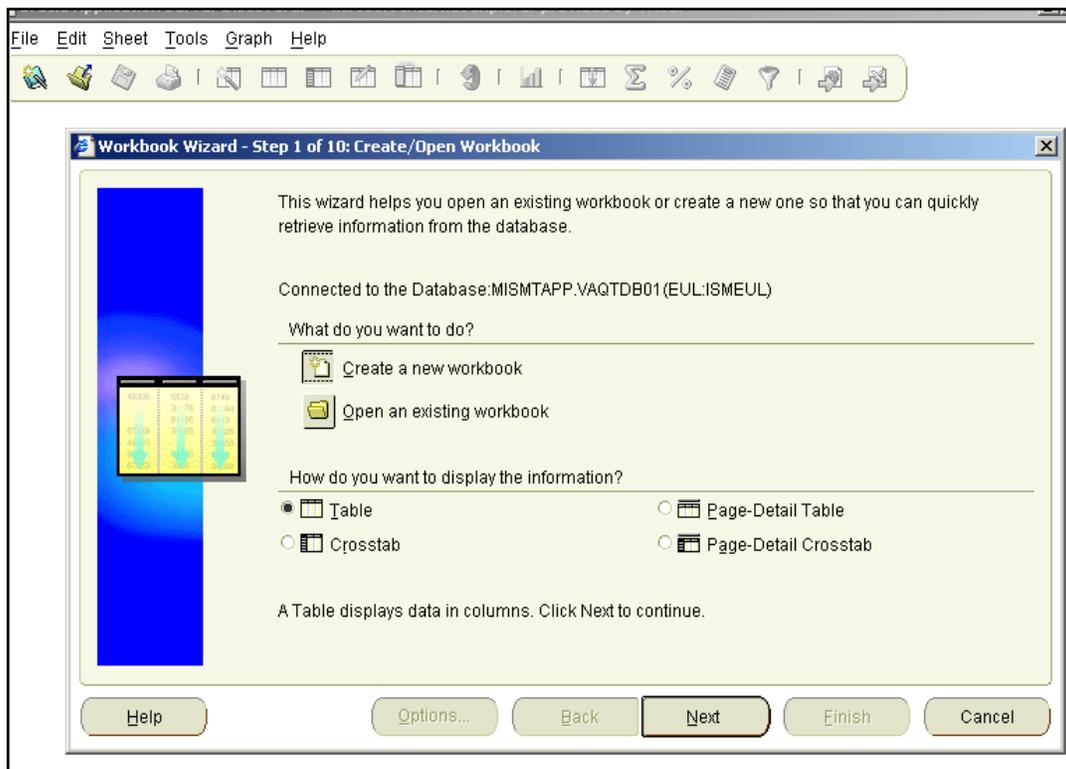
1. Select **File: Save Attachments**. The Save Attachment window is displayed.
  2. Navigate to the directory where you want to save the attachment (see the directory path in Step 17), and click the **Save** button. A message is displayed asking whether you want to overwrite the existing file.
  3. Click **Yes** in the message window. The attachment is saved in the directory, and the Oracle certificate file is modified.
- OR-
2. Right click on the "certdb.txt" and select the option to "Save Target As", then select your destination **C:\Program Files\Oracle\JInitiator 1.3.1.21\lib\security**. In some cases the Local Disk is D:\, if this is the case with your workstation then you need to save the file to D:\Program Files\Oracle\JInitiator 1.3.1.18

29. Exit your e-mail application.
30. Launch an internet explorer session by clicking on the Internet Explorer icon.
31. In the Address field at the top of the page, enter the following URL: <https://ism.army.mil>.
32. Enter your AKO username in the User Name field and click on the password field.
33. Enter your AKO password in the Password field and click on the **OK** button.
34. Click on the **Continue** button.
35. The **Welcome to ISM** screen will appear.

36. Click on the [DISCOVERER](#) link from the **Welcome to ISM** menu. A second browser window launches, displaying the Discoverer log on page.
37. In the Discoverer log on page, enter your Discoverer password in the Password field.

Remember, you changed your password when you first logged on to Discoverer. You need to use this password, not the temporary password. The password is “masked” – asterisks (\*) appear in the field instead of your password. This ensures that your password cannot be viewed on the screen.

38. Click the **Connect** button. The Oracle9iAS Discoverer window is displayed (with the Workbook Wizard window on top). The first time loading can take several minutes, you will see a magnifying glass and then a blank white screen, a blue bar appears in the lower right corner indicating that the program is loading. Eventually you will see the following screen:



## 1.7 TRANSPROC ISM Main Menu

The navigational features described below will assist you when navigating within the TRANSPROC ISM.

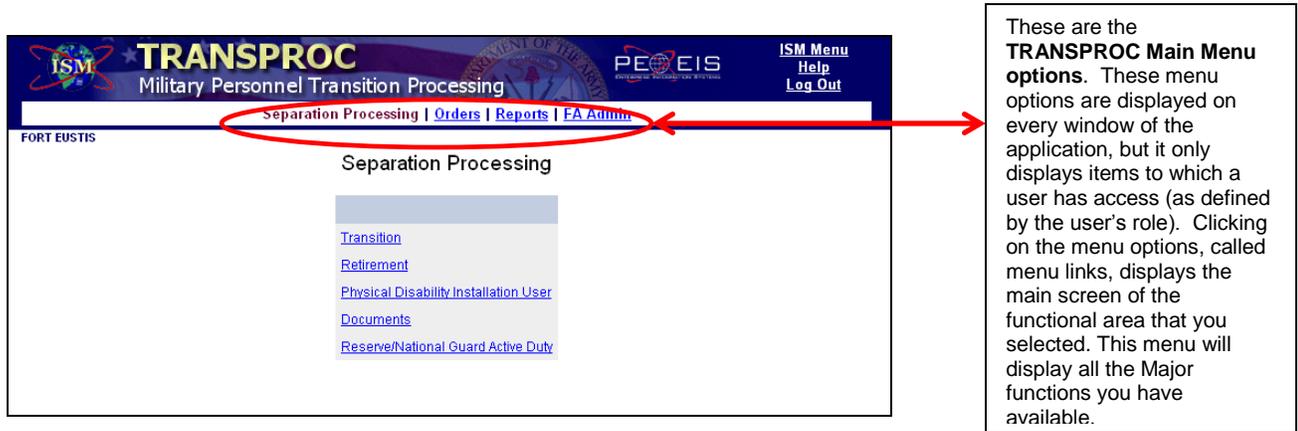
### 1.7.1 TRANSPROC Application Links

The following links are located in the top-right corner of the screen. They are displayed on each application screen and are accessible by all users.



- **ISM Menu:** Clicking this link displays the Welcome to ISM screen , which shows general ISM announcements and the links to modules to which you have access.
- **Help:** Clicking this link displays the TRANSPROC online help system. When you click on this link from any screen, context-sensitive help is displayed.
- **Log Out:** Clicking this link logs you out of (lets you exit) the TRANSPROC application, but does not close the browser window. After you log out of TRANSPROC, the browser window may close.

### 1.7.2 TRANSPROC Main Menu Options



#### 1.7.2.1 TRANSPROC User Roles

- The **TRANSPROC Installation Functional Administrator (IFA)** has access to all end user and FA Admin sections associated with the TRANSPROC ISM. The FA Admin section allows the IFA to perform functions related to the maintenance of installation-specific TRANSPROC data, such as adding and updating system announcements; updating or deleting Alternate Functional Administrators and/or Installation TRANSPROC Users; customizing TRANSPROC installation-specific

default data; creating/updating transition/retirement records; creating separation orders.

### 1.7.2.2 TRANSPROC Main Menu Options



#### 1.7.2.2.1 Separation Processing Menu

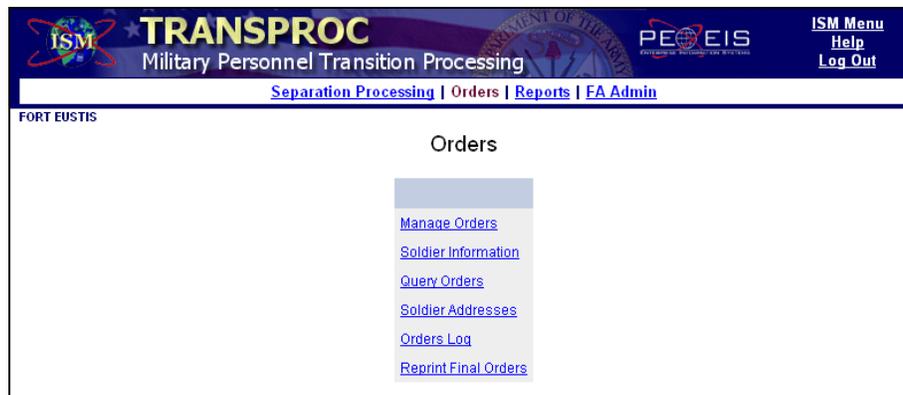
Clicking on the [Separation Processing](#) link will evoke the following screen:



- **Transition**, this menu allows you to facilitate a soldier's transition from the active Army to civilian life or to another stage of Army affiliation.
- **Retirement**, this menu allows you to facilitate a soldier's retirement from the Army.
- **Physical Disability Installation User**, this menu allows you to review an individual's physical disability information report, to view the installation's physical disability branch notification/recall report and to acknowledge physical disability branch recalls.
- **Documents**, this menu allows you to print documents created in TRANSPROC for a soldier or in a batch. In addition this option allows you to print certificates for a soldier (the actual certificate form is not printed).
- **Reserve/National Guard Active Duty**, this menu allows you to create and print an active duty report for a soldier as necessary.

### 1.7.2.2.2 Orders Menu

Clicking on the [Orders](#) link will evoke the following screen:



- **Manage Orders**, this option allows you to create separation/retirement orders and manage existing separation/retirement orders for a specific soldier.
- **Soldier Information**, this option allows you to update a soldier's personnel information in TRANSPROC.
- **Query Orders**, this option allows you to search and retrieve existing orders created in TRANSPROC ISM.
- **Soldier Addresses**, this option allows you to update a soldier's address data from the Orders menu.
- **Orders Log**, this option allows you to generate a report showing all the orders created for a specific date.
- **Reprint Final Orders**, this option allows you to print a soldier's finalized separation order(s) created in TRANSPROC.

### 1.7.2.2.3 Reports Menu

Clicking on the [Reports](#) link will evoke the following screen:



The **Reports** menu includes the following options:

- **ETS/ESA Loss Report**, this option allows you to queue the ETS/ESA Loss Report, which allows you to select units and military classes (enlisted, warrant, or officer) to see all individuals separated within a specific date period.
- **SBP Election Report**, this option allows you to queue the SBP (Survivor Benefits Plan) Election report. This report allows you see the SBP elections for specific separation date period.
- **Finance Confirmation Report**, the option allows you to queue the Finance Confirmation Report.
- **Pre-Separation/Pre-Retirement Briefing Report**, this option allows you to queue the pre-separation/pre-retirement briefing eligibility or no-show report.
- **Transition Statistics Report**, this option allows you to queue the transition statistics report.
- **Transition Totals**, this option allows you to queue the transition totals report.
- **Early Retirement Eligibility Report**, this option allows you to queue the early retirement eligibility report.
- **Browse Reports**, this option allows you to see all running, queued, and completed reports.

#### 1.7.2.2.4 FA Admin Menu

Clicking on the [FA Admin](#) link will evoke the following screen:



The **FA Admin** menu includes the following links:

- **Manage Announcements**, which lets you add, update, and delete a system announcement viewable by users at your installation.
- **Transition/Retirement Administration**, which lets you manage local default settings for transition and retirement functions, generate logs such as the DD Form 214 Print Log and SPD Entry/Change Log, untag a soldier's record, and reprint soldier forms that have been archived.
- **View Account Requests**, which lets you view user account requests and approve accounts, and lets you assign account privileges.
- **Manage Existing Account**, which lets you search for and manage existing user accounts.

### 1.7.3 Navigational Features and Common Buttons of TRANSPROC

There are some features of the TRANSPROC application that are common throughout the application. These common features are described in the sections to follow.

#### 1.7.3.1 Breadcrumbs

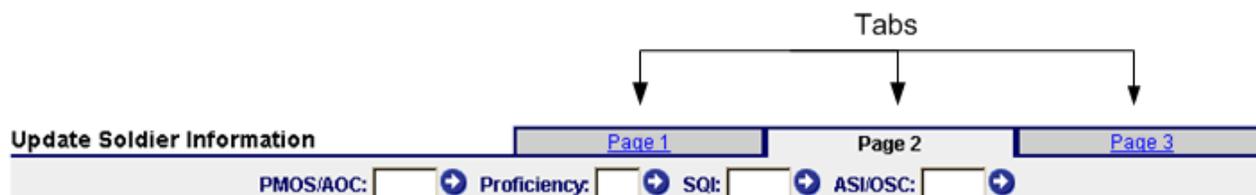
Breadcrumbs show the path you have taken in the application up to the current application page that is displayed. They are located at the top of every application page. Each breadcrumb section is a link that lets you move back to any of the application pages listed in the breadcrumb. See example below:



These breadcrumbs show that you are in the [Transition](#) > [DD Form 214](#) path since they are the first sections of the breadcrumb. The currently displayed page is called "**DD Form 214 Specific Information**" because it is the last section of the breadcrumb and is not underlined. To return to the Transition or DD Form 214 page, you would click the Transition or DD Form 214 link in the breadcrumb.

### 1.7.3.2 Tabs

A single page may contain multiple sub-pages called tabs. Tabs allow a lot of related information to be accessed via a single application page. You access a tab by clicking on it.



In the TRANSPROC application, you must click the **Save** button to save the information you entered on a tab before moving on to another tab otherwise you could lose changes you have made to the page.

### 1.7.3.3 Smart Search Button

The Smart Search allows you to select a field value from a list instead of having to enter a value. The **Smart Search** button is displayed next to fields that allow a Smart Search. When you click on the icon, one of the following occurs:

- A pop-up dialog displays a list of values list. To select a value from the list, click on the value's link.
- A message is displayed that you need to enter the first several characters of the value in the field before you can conduct the search. (This allows the Smart Search to shorten the list of values.)

### 1.7.3.4 Calendar Button

The Calendar pop-up dialog lets you select a date from the dialog instead of entering the date in the field. (All dates are entered in the format YYYYMMDD.)

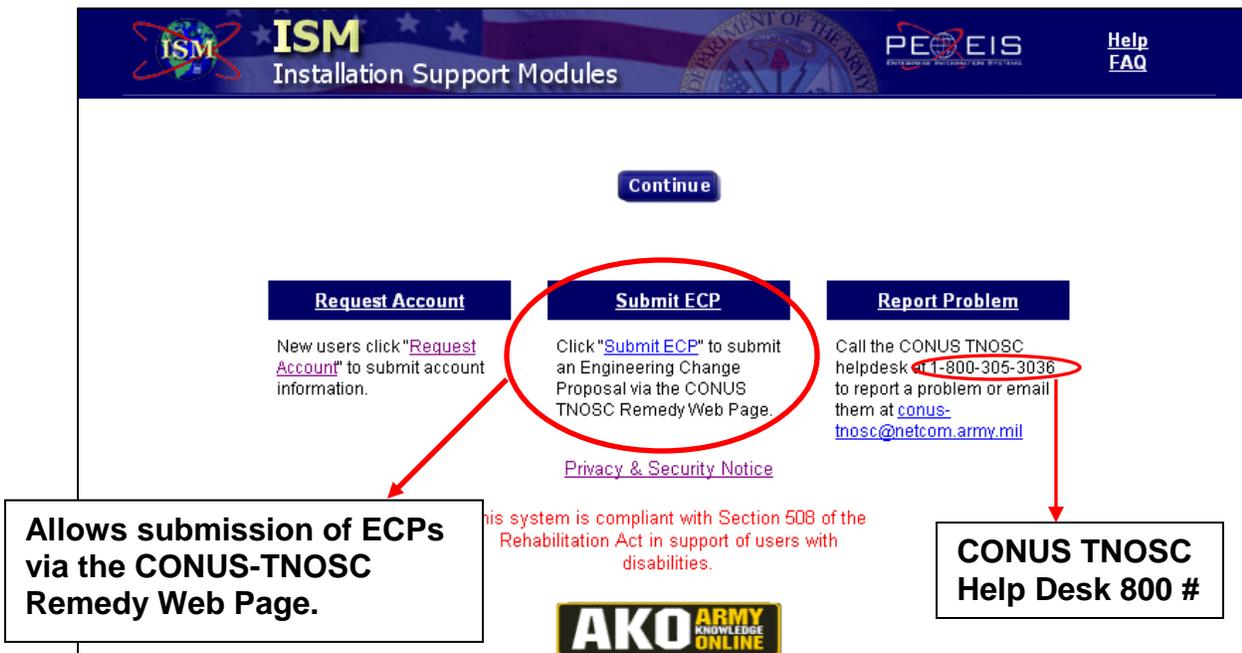
To use the calendar pop-up dialog, click the **Calendar** icon . The calendar pop-up dialog is displayed. Use the arrows to select a month and/or year, then click on the day link in the month. The date that you select is displayed in the field in YYYYMMDD format.

### 1.7.3.5 Mandatory Fields

A mandatory field requires an entry—if you do not enter a value in a mandatory field, the system will prompt you to do so. Each mandatory field has an asterisk (\*) next to it to indicate that you must enter or select a value.

### 1.7.4 Submitting a Problem Report or ECP from the ISM Login Screen

Within the ISM Login page you have the option of logging into the CONUS-TNOSC Remedy system in order to submit a problem report or an ECP. You can access the CONUS-TNOSC Remedy web page login screen by clicking on the [Submit ECP/Problem Report](#) link. You will then need a user login and password to the CONUS-TNOSC Remedy System or ARWEB. If you do not have a user login and password to this system then you may submit your request via the CONUS-TNOSC helpdesk by clicking on the [please email our Help Desk](#) link



ISM Login Page