

Troubleshooting

The User cannot view the Documents

1. Go in WAWF and look up the user to see if she/he was activated in WAWF
2. Verify that the user self-registered for the correct user role and location code
3. If the user self-registered for the wrong Location code or role, ask the user to re-register correctly. The GAM should deactivate any incorrect accounts.
4. Verify that the user searches the correct location, document number and folder
5. If the user needs training, refer the user to the Web-Based Training Site at: www.wawftraining.com

Training & Information

WAWF Production Site:

<https://wawf.eb.mil>

DLA WAWF Homepage

<https://www.dla.mil/j-3/wawf>

DLA WAWF Assistance

703-767-1915

wawf@dla.mil

Web-Based WAWF Training Site

<http://www.wawftraining.com>

WAWF Practice Site

<https://wawftraining.eb.mil>

DISA Ogden Helpdesk

866-618-5988

cscassig@ogden.disa.mil



**DEFENSE
LOGISTICS
AGENCY**

**W A W F
Q u i c k R e f e r e n c e**

**Group Administrator
(GAM)**

Group Administrator (GAM)

Getting Started

1. Go to WAWF homepage: <https://wawf.eb.mil>
2. Read the Notices and click 'Accept.'
3. Click Certificate Login or enter User ID and Password. Click 'Login.'
4. Click on 'Administration Console' from the top menu.



Activation and Deactivation

1. Click on the 'User' link.
2. Click on 'User Information' link.
3. On the Search Criteria Screen, enter search criteria to locate the users. Click 'Submit'
4. On results screen, click on 'Roles' link.
5. Click on the 'Activation' link.
6. Select 'Change Status' to activate/deactivate users OR select "Send to Archive" to remove inactive accounts from view.

First Name	Last Name	Role	Group Name	Location Code	Extension	Registered	Active	Comment	Attach	Actions
Azida	Soo Hoo	Issue By View Only	DLA RICHMOND	SPM4A6		2006/08/24	Y	Y	N	Change Status Send to Archive Edit
Azida	Soo Hoo	Acceptor View Only	DLA	SB4200		2006/09/11	Y	Y	N	

7. Scroll to the bottom of the page and click on "Submit".

Reset Password

1. Click 'User' link.
2. Click on 'Reset Password' link.
3. Enter User ID.

Note: If you do not know the User ID, click on the sub-link "User Information" to look up the user by name or group

4. Click on 'Submit'

Change Organizational Email Address

1. Click on 'Group' link.
2. Click on 'Group Information' link
3. Select group/subgroup/location code
4. Click on 'Edit' link
5. Enter the correct email address and click 'Submit'

Item	Location Code	Type	Email	Actions
1	SP0405	DodAAC	DlaEnergyPacificKoreaUsers@dla.mil	View Edit Extensions

Add an Extension

1. Click on 'Group' link
2. Click on 'Group information' link
3. Select location code
4. Click on 'Extension' link
5. Click on 'Add' link
6. Enter the extension and organizational email address and click "Submit"

Note: If you do not enter an organizational email address, WAWF will use the email address of the first person to register for the extension as the organizational email address

Look up GAMs for a Group

1. Click on 'Group' link.
2. Click on 'Group Lookup' link.
3. Enter DodAAC
4. Click 'Submit'
5. Results screen displays GAM information for the group

Look up User Information

1. Click 'User' link
2. Click on "User Information' link.
3. On the Search Criteria Screen, enter search criteria to locate the user.
4. Click 'Submit.'
5. Click on 'View' link to view profile.

Information

User Information

Users Found: 1 User Status: CURRENT

Item	UserId	First Name	Last Name	Actions
1	asoo0012	Azida	Soo Hoo	View Edit Roles

6. Click 'Roles' to view which roles and location codes the user is registered for