



# AMPS: General Information and Troubleshooting Guide

Brief Guide to AMPS	Topics and Questions	Answers
<p><b>What AMPS is...</b></p> <p>AMPS is an account provisioning system that can set up your access to computer application resources or provide information to a provisioner for manual setup. Access is based on the approval of your request for one or more application roles (see <b>AMPS Terms</b>, p. 2).</p> <p>Application users, both internal (civilians, military, and contractors) and external (vendors, public), can have AMPS accounts that enable them to submit requests for these roles. When a role is approved, the user has access to the application resource.</p>	<p>➔ <b>Access to AMPS</b>  <b>What is AMPS and how can I get access to it ?</b></p>	<p>AMPS stands for <b>Account Management and Provisioning System</b>. AMPS helps you set up accounts on the computer systems you will use in your job. (See <b>What AMPS is...</b> at left.) During the 2013 transition period from Legacy AMPS to New AMPS, follow these guidelines:</p> <ul style="list-style-type: none"> <li>• Go to Legacy AMPS using the normal URL: <a href="https://amps.dla.mil">https://amps.dla.mil</a>.</li> <li>• If your application is listed in the <b>Transition</b> box, you must perform new role requests, role approvals, or role removals in New AMPS. Click the New AMPS link.</li> <li>• If your application is NOT listed in the <b>Transition</b> box, continue to use Legacy AMPS for all functions.</li> </ul>
<p><b>What AMPS is NOT...</b></p> <p>AMPS is NOT a portal to any application. Having an account in AMPS enables you to request a role, submit and track the request, and receive a notification when the request is granted.</p> <p>Access to any requested application is provided through the application itself or through the portal provided by the sponsoring organization.</p>	<p>➔ <b>Role Request: Social Security Number</b>  <b>Why does the Role Request process require me to enter my Social Security number?</b></p>	<p>The Security Officer who reviews your request needs either your Social Security Number (SSN) or EDIPI number to verify that you have the correct clearance for your request. Your SSN may be required for certain roles or user types. However, AMPS does not save the SSN in your record; it saves only your EDIPI.</p> <p>If your EDIPI is not entered in your AMPS profile, the system displays fields that require you to enter your SSN. This information is displayed only to the Security Officer during the approval process and then discarded. All information in AMPS is protected under the Privacy Act.</p>
<p><b>Getting help with AMPS</b></p> <p>Contact the Enterprise Help Desk (EHD) to report AMPS issues or questions. Here's how to contact the EHD:</p> <ul style="list-style-type: none"> <li>• Toll-free telephone: 855-352-0001</li> <li>• Email: <a href="mailto:DLAEnterpriseHelpDesk@dlamail.mil">DLAEnterpriseHelpDesk@dlamail.mil</a></li> <li>• EHD Web site (for ticket entry only): <a href="https://EHDSelfService.ad.dla.mil">https://EHDSelfService.ad.dla.mil</a></li> </ul>	<p>➔ <b>Role Request: Selection</b>  <b>Which role should I select for access to a certain application?</b></p>	<p>Your best option is to see your supervisor for guidance in selecting the appropriate role or roles for your job. Help Desk staff do not maintain lists of roles for different users. Your team resources provide the most reliable and accurate information.</p>
<p><b>Have this information ready . . .</b></p> <ul style="list-style-type: none"> <li>• What is your telephone number?</li> <li>• What is your email address?</li> <li>• When did the problem start?</li> <li>• Have you had this problem before?</li> <li>• Is anyone around you having the same problem?</li> <li>• Is this problem an application access-related issue?</li> <li>• Is this problem related to a SAAR? Do you know the SAAR number?</li> <li>• Is this issue related to an Annual Revalidation Request (ARR)?</li> </ul>	<p>➔ <b>Role Request: Approval Process</b>  <b>How much time does the AMPS approval process take?</b></p>	<p>Each approver has 20 days from the date of receiving the SAAR notification to act on the approval request. Because the SAAR approval process requires staff interaction, an approval can take as little as one day or as long as several weeks to be completed. Ask your supervisor for further guidance on this process.</p>
	<p>➔ <b>Role Request: Error</b>  I submitted a role request, but AMPS displayed an error message without a SAAR number assigned. How can I correct this problem?</p>	<p>There may be a problem with the role's setup in AMPS. Follow these steps to get the problem resolved:</p> <ul style="list-style-type: none"> <li>• Note the date and approximate time of the request submission, and the role you requested.</li> </ul>
	<p>➔ <b>Role Request: Sent to the Wrong Supervisor</b>  <b>I submitted a SAAR to a person who is no longer my supervisor. I then changed the supervisor name in my profile. Will this change redirect my SAAR to the correct supervisor?</b></p>	<p>No, but you have a couple of options:</p> <ul style="list-style-type: none"> <li>• Cancel the request (see <b>Role Request: How to Cancel a Request</b>) and resubmit the request.</li> <li>• Ask the former supervisor to log in to AMPS and reject the request. Change your supervisor, if necessary, and resubmit the request. Because you corrected the supervisor in your profile, AMPS will direct future requests to the correct supervisor.</li> </ul>
	<p>➔ <b>Role Request: How to Cancel a Request</b>  <b>I submitted a role request in error or just need to cancel the request and resubmit it. Can I cancel a role request after I've submitted it?</b></p>	<p>Yes. Current role requests are listed as SAARs in the Pending Roles section of the <b>Applications &amp; Roles</b> tab page. Click <b>My Information</b> in the AMPS main menu and select the <b>Applications &amp; Roles</b> tab. Locate the <b>Pending Roles</b> section, select the SAAR you want to cancel, and click the <b>Cancel Request</b> button. This action terminates the SAAR, regardless of its stage in the approval process.</p>



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<p><b>Access to AMPS: Internal Users</b></p> <p>After you are issued an account in AMPS, you can request roles and perform various maintenance functions. Internal users get access to AMPS by logging in with a CAC.</p> <p>Internal users see sections in profile screens for maintaining passwords and challenge questions. Because internal users don't need passwords or challenge questions, they can disregard these sections.</p>	<p>➡ <b>Supervisor: Change a Supervisor in AMPS</b>  <b>How can I update my supervisor in AMPS?</b></p>	<p>You have two options for changing your supervisor assignment:</p> <ul style="list-style-type: none"> <li>• Open <b>My Information</b> from the AMPS main menu. In the <b>User Information</b> tab page, locate the Supervisor section, and use the search option to locate and select the correct supervisor.</li> <li>• On the <b>User Information</b> screen during the role request procedure, click the <b>Update Supervisor</b> command. Search for and select the name of the correct supervisor. AMPS saves this change to your profile after you submit the request.</li> </ul>
<p><b>Problems with Access to AMPS</b></p> <p>Occasional problems with CAC certificate registration can interfere with access to AMPS. If you cannot open AMPS, and especially if you cannot open other secured (https) Web sites, contact the Help Desk for assistance with CAC registration, browser proxy settings, and other issues.</p>	<p>➡ <b>Supervisor: Role Error</b>  <b>My supervisor does not have the correct role in AMPS to approve my role request or annual revalidation. What can I do?</b></p>	<p>If your supervisor does not have the correct supervisor role assigned in AMPS, he or she cannot approve any role requests or annual revalidation requests. AMPS advises the supervisor to request the appropriate supervisor role during the approval process. After receiving the correct role, the supervisor can perform the approval.</p>
<p><b>AMPS Terms</b></p> <p><b>Account:</b> a entity on a system that provides access to that system, along with permissions to perform tasks or see certain data in the system.</p> <p><b>Approvers:</b> users who approve or deny user requests for roles. Approvers include Supervisors, Security Officers, Data Owners, and Information Assurance Officers (IAOs).</p> <p><b>Provisioners:</b> administrative system users who provide access for users to their systems after all role approvals are complete. Provisioning may be automatic or manual.</p> <p><b>Resource:</b> anything a user may have access to, such as an email account, database access account, or application.</p> <p><b>Role:</b> a set of permissions and a resource. Assigning a role in AMPS provides information necessary to set up a user's account in a resource.</p>	<p>➡ <b>ARR: Pending Action</b>  <b>I received an Annual Revalidation Request from AMPS. Do I have to revalidate the AMPS account, even though I never use it?</b></p>	<p>All employees and contractors have an AMPS account; AMPS issues a revalidation request for an account automatically every year. If you have an account on a computer system, you need to revalidate your account, whether you use AMPS or not. The revalidation ensures that your system accounts remain current.</p>
	<p>➡ <b>ARR: Lists the Wrong Supervisor</b>  <b>I changed my supervisor in AMPS, but the ARR doesn't reflect the change. What should I do?</b></p>	<p>The wrong supervisor name appears in your ARR because you made the supervisor name change <i>after</i> the ARR had already started.</p> <p>During the ARR process, you can change your supervisor assignment to ensure the approval goes to the correct person.</p>
	<p>➡ <b>Role Expiration and Extension</b>  <b>My role is about to expire. Without an AMPS Inbox to check how will I know when a role expiry action is pending my action?</b></p>	<p>AMPS notifies you by email message when a role is about to expire.</p> <p>Follow the instructions in the email message to request an extension of the role assignment or to expedite a role expiry request.</p>
	<p>➡ <b>My Profile: Supervisor's Direct Reports</b>  <b>I'm a supervisor. Where can I find a list of my direct reports?</b></p>	<p>Users with the Supervisor role in AMPS have a <b>Direct Reports</b> tab page in their <b>My Information</b> screens. This tab page lists all direct reports and provides read-only access to each person's User Information, Applications &amp; Roles, and if applicable, their Direct Reports. To view this data, click the <b>User ID</b> entry for any direct report. AMPS displays a <b>Details</b> screen containing the direct report's User Information and Applications &amp; Roles.</p>
	<p>➡ <b>My Profile: Direct Report's Role Information</b>  <b>I'm a supervisor, and I need to know which roles are assigned to one of my direct reports. Where is this information available?</b></p>	<p>Users with the Supervisor role in AMPS have a <b>Direct Reports</b> tab page in their <b>My Information</b> screens. To view role information for a direct report, select the name of a direct report; AMPS displays the user's <b>Current Roles, Pending Roles, and SAAR History</b>.</p>
<p><b>AMPS Documentation</b></p> <p>The following documentation is available through the <b>AMPS Documentation</b> link on the Home page:</p> <ul style="list-style-type: none"> <li>• AMPS User Guide: for all users and approvers.</li> <li>• Snapshots: quick references for specific procedures.</li> <li>• Customer-specific documentation</li> </ul>	<p>➡ <b>My Profile: User Contact Information</b>  <b>How do I enter my telephone number, APO, or other contact information in AMPS?</b></p>	<p>Your contact information is available to you for review through the <b>My Information</b> page. Click <b>My Information</b> on the Home page, locate the <b>Contact Information</b> section, and make changes as needed. Your official email address is modified automatically in AMPS if it changes in your Active Directory (AD) listing.</p>
	<p>➡ <b>My Profile: Name Change in AMPS</b>  <b>My name is about to change. Should I request a name change in AMPS?</b></p>	<p>No, your name comes from your listing in the Active Directory (AD). After it is changed in AD, the change is propagated to AMPS and other systems.</p>