

CUSTOMER SERVICE SUPPORT BRANCH

# Assistance Reporting Tool

## Module: How to Log In with a CAC

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**TRICARE Management Activity**

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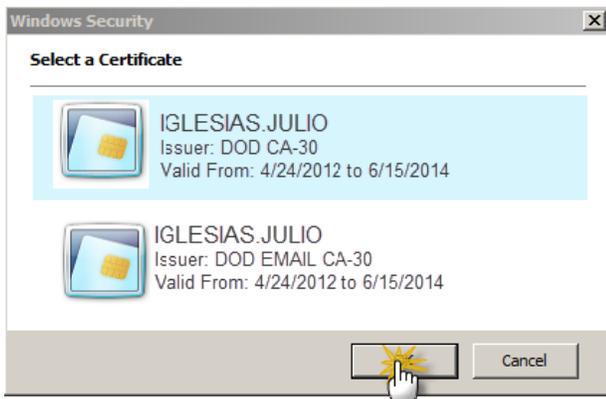
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## How to Log In with a CAC

To log in with a CAC for the first time, follow the steps below:

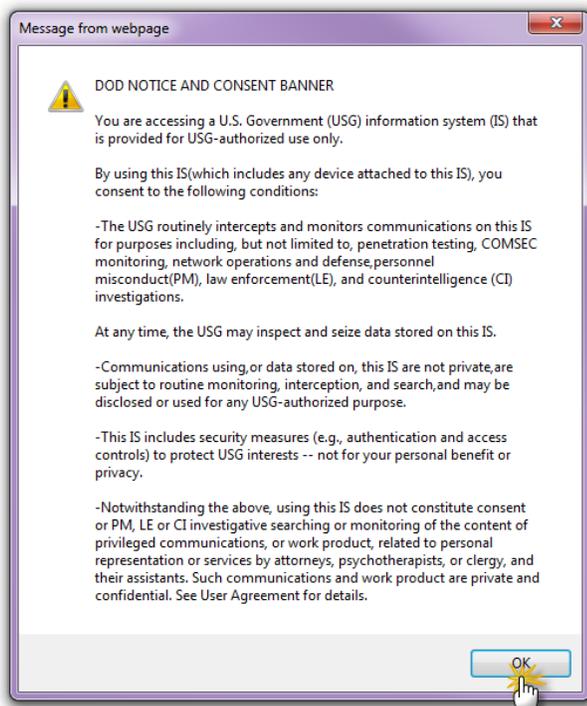
**Step 1:** Go to <https://art.tma.osd.mil>

**Step 2:** Select a digital certificate. The correct certificate is the one that doesn't have the word "EMAIL" in the "Issuer" row. Click the "OK" button.



**Note:** You may be asked to enter your CAC pin.

**Step 3:** The DoD Notice and Consent Banner displays. Click the "OK" button.



**Step 4:** The ART login page displays. Enter your ART username and password in the appropriate fields.

**Step 5:** Click the “Log In” button. The ART dashboard displays.

TRICARE Assistance Reporting Tool BCAC & DCAO Portal

Thursday, 6/7/2012 1:14:25 PM. Session Time Remaining: 97:30

Welcome, Julio Iglesias [Log Out](#)

Advanced Search

CASES REPORTS SEARCH  My Cases ≤ 1 yr

**Welcome, Julio Iglesias!** [Close](#)

**Your Previous Successful Login:**  
The last time you logged on to this account was on 6/7/2012 at 8:36 AM from IP address 214.1.47.197.

**Your Last Unsuccessful Logon:**  
There was an unsuccessful attempt to log on to this account on 6/5/2012 at 10:26 AM from IP address 214.1.47.88.

PENDING CASES REFERRED IN REFERRED OUT + NEW CASE

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80796*	Debt Collection Case (60 days)	test, test	First Last	03/08/2011	328/60	06/21/2012

First Previous 1 Next Last

**You have:**

- 1 active cases
- 0 cases referred in
- 0 cases referred out

**Messages**

Welcome to the Assistance Reporting Tool (ART) Training Site!

Remember to use this site to...

[See All Messages](#)

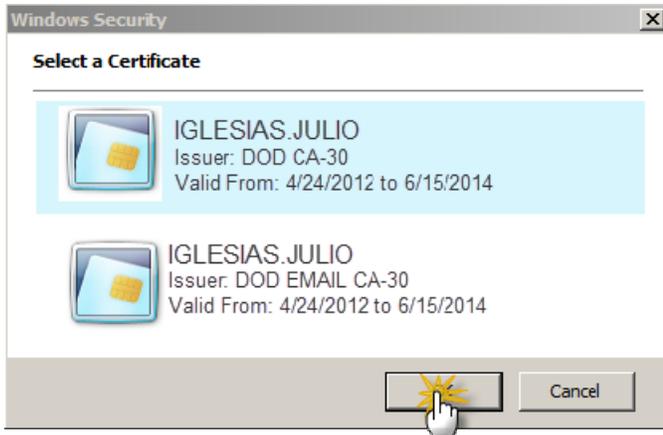
**Note:** You won't need to use your ART username or password for subsequent logins.

## Subsequent Logins with a CAC

To log in with a CAC, follow the steps below:

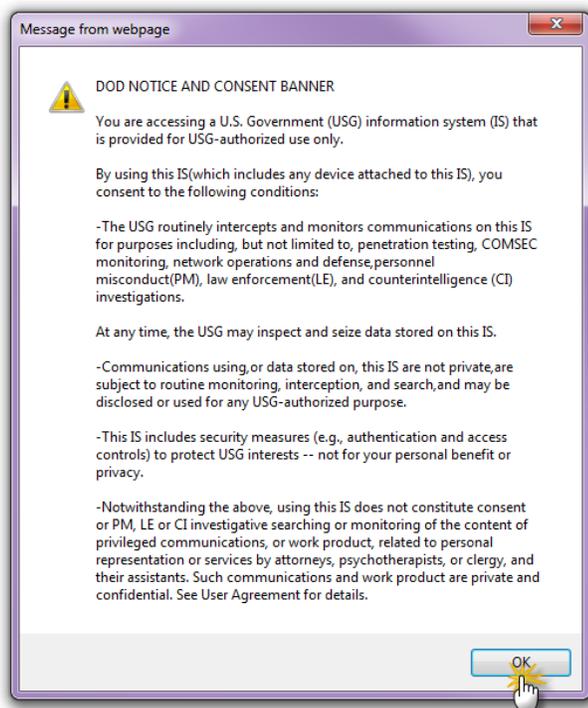
**Step 1:** Go to <https://art.tma.osd.mil>

**Step 2:** Select a digital certificate. The correct certificate is the one that doesn't have the word "EMAIL" in the "Issuer" row. Click the "OK" button.



**Note:** You may be asked to enter your CAC pin.

**Step 3:** The DoD Notice and Consent Banner displays. Click the "OK" button.



**Step 3:** The ART dashboard displays.



Welcome, Julio Iglesias [Log Out](#)

[Advanced Search](#)

CASES    REPORTS    SEARCH  My Cases ≤ 1 yr

**Welcome, Julio Iglesias!** [Close](#)

**Your Previous Successful Login:**

The last time you logged on to this account was on 6/7/2012 at 8:36 AM from IP address 214.1.47.197.

**Your Last Unsuccessful Logon:**

There was an unsuccessful attempt to log on to this account on 6/5/2012 at 10:26 AM from IP address 214.1.47.88.

**PENDING CASES**

REFERRED IN

REFERRED OUT

[+ NEW CASE](#)

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
	80796*	Debt Collection Case (60 days)	test, test	First Last	03/08/2011	328/60	06/21/2012

First    Previous    1    Next    Last

**You have:**

- 1 active cases
- 0 cases referred in
- 0 cases referred out

**Messages**

Welcome to the Assistance Training Tool (ART) Training Site!

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## Automatic Log Off

The automatic log off is a required DoD Information Assurance Certification and Accreditation Process (DIACAP) security feature. The automatic log off feature keeps data secure in case you walk away without locking your computer-- if someone can just walk up to your machine, it can be compromised in a matter of minutes.

If your session remains idle for 120 minutes, the system will "time out" and automatically log you out. Idle time is the actual time ART isn't actively engaged. For example, if you're using ART and then work on something else, that time is considered idle time. Another example of idle time is typing a note in the "Notes" field. Although you are using the system, ART isn't actively engaged. Clicking on a tab or a link within ART resets the idle time counter. Five minutes before the system times out, a pop-up window displays with the following message: "Your session is about to expire due to inactivity. Click OK to continue or cancel to logout."

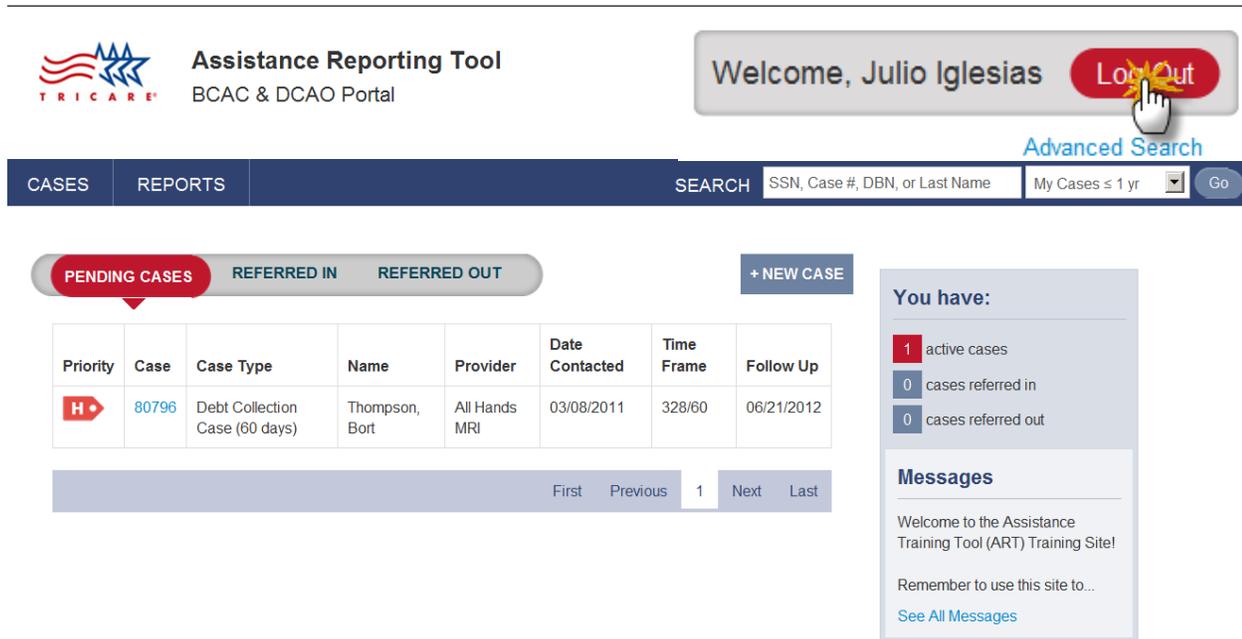


To remain logged in, click the "OK" button. You must click the "OK" button before the five minutes are up, otherwise the system will log you out. For instance, if you leave your desk at 1400, the inactivity pop-up window will appear at 1515 (115 minutes later). You must click the "OK" button within the next five minutes (before 1520) to remain logged in.

## How to Log Out

You must log out of ART using the red "Log Out" button located on the top right-hand side of every screen in ART. If you don't log out of ART properly, the system assumes you are still logged in and you may get locked out from logging into the system in the future.

**Step 1:** Click the "Log Out" button located on the top right-hand side of the screen.



The screenshot shows the top navigation bar of the Assistance Reporting Tool (ART) BCAC & DCAO Portal. The user is logged in as Julio Iglesias. A red "Log Out" button is highlighted with a mouse cursor. Below the navigation bar is a search bar with the text "SEARCH SSN, Case #, DBN, or Last Name" and a "Go" button. The main content area displays a table of pending cases, a "You have:" summary, and a "Messages" section.

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80796	Debt Collection Case (60 days)	Thompson, Bort	All Hands MRI	03/08/2011	328/60	06/21/2012

**You have:**

- 1 active cases
- 0 cases referred in
- 0 cases referred out

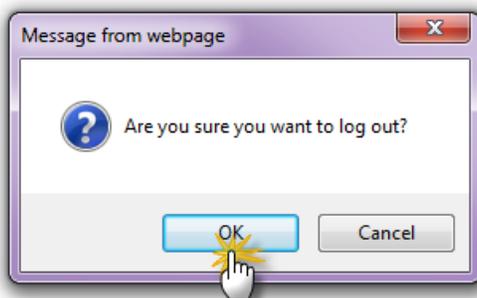
**Messages**

Welcome to the Assistance Training Tool (ART) Training Site!

Remember to use this site to...

[See All Messages](#)

**Step 2:** A pop-up window displays asking "Are you sure you want to log out?" Click the "OK" button.



You will be redirected to the Customer Service Community Web site.

**Note:** If you want to remain logged in, click the "Cancel" button and you will return to the ART dashboard.