

# Officer PME (OPME) Distance Learning Program Enrollment How to



I have provided commentary in the NOTES section  
Carlos Garcia

Welcome to your first or next PME experience.

Air University has partnered with Arizona State University to provide you the best possible learning program

But first you have to APPLY!

Let's get going.



## DO NOT PANIC

- 50+ slides - The ENTIRE process can be done in just a few minutes
- This HOW-TO has a lot of details to prevent issues
- It cover 3 Processes
  - Application registration on the Student Lifecycle Management (SLcM system)
  - Arizona State University (ASU) onboarding
  - 3<sup>rd</sup> Party Verification using DUO

The vast majority of the slides take only a few seconds to complete. There are lots of pictures! I hear the pilots smiling already.... 😊

Most of the comments were generated due to issues or confusions

**Before you start  
WRITE DOWN your EDIPI DODID number from you CAC  
you will need it soon!**

<https://aueems.cce.af.mil/sap/bc/ui2/flp>

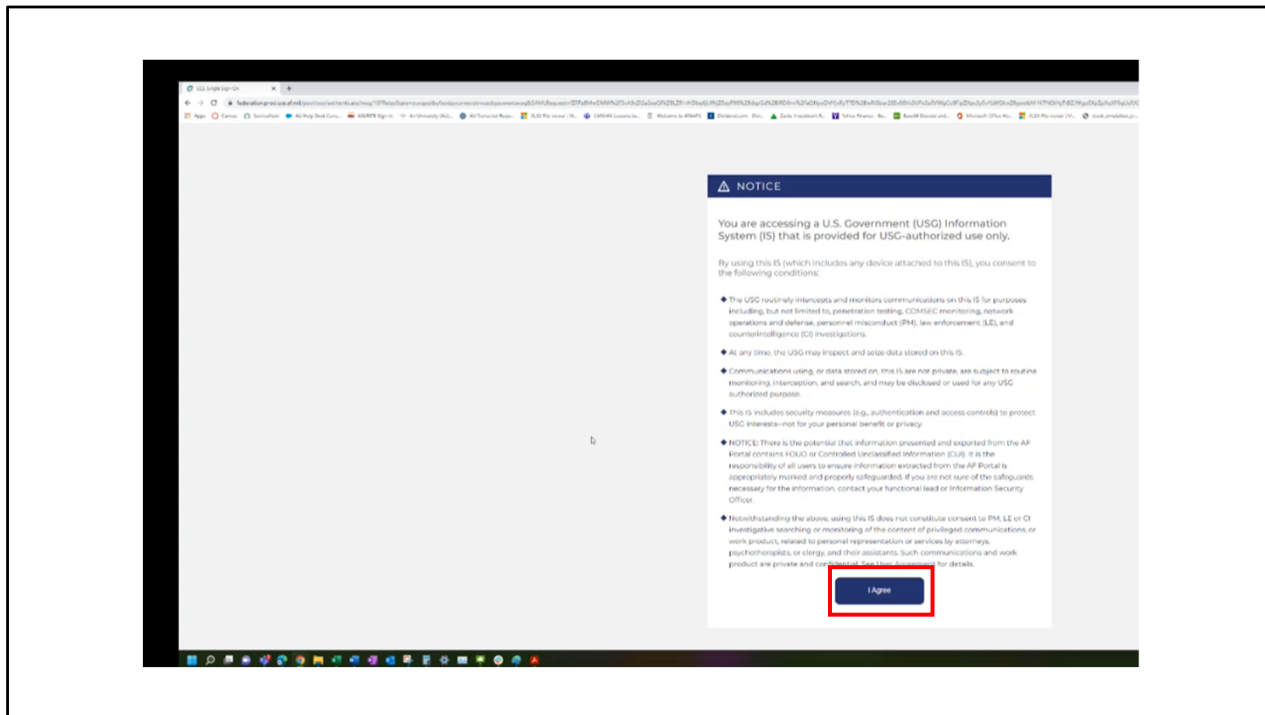
**WARNING: If your system begins to perform erratically, try using a different browser.**

**You are reading the notes, right?**

Your first step is to go to <https://aueems.cce.af.mil/sap/bc/ui2/flp>

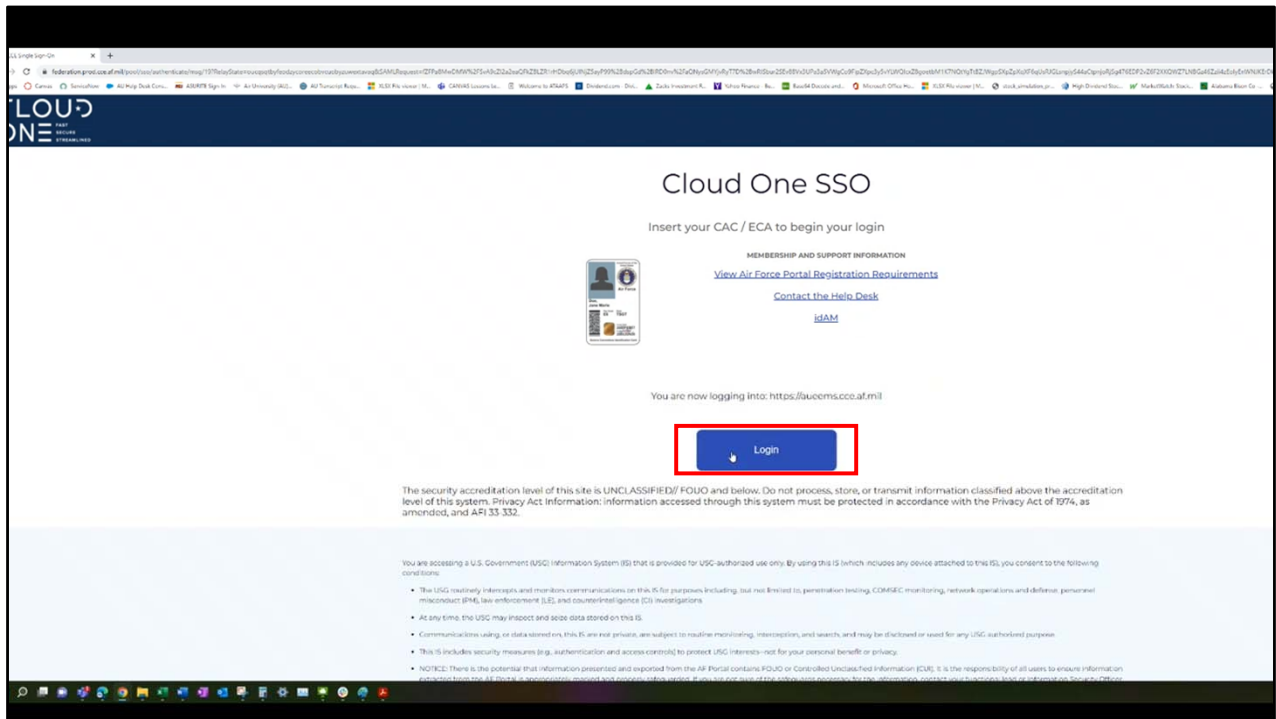
Select this hyperlink to begin your registration.

Important note: We have detected some inconsistencies and erratic behavior when logging into the system. If you see erratic responses (like your pull down menus stop working) switch to a different browser to troubleshoot. The cause is due to a security handshake with your CAC and the certificates with certain browsers.

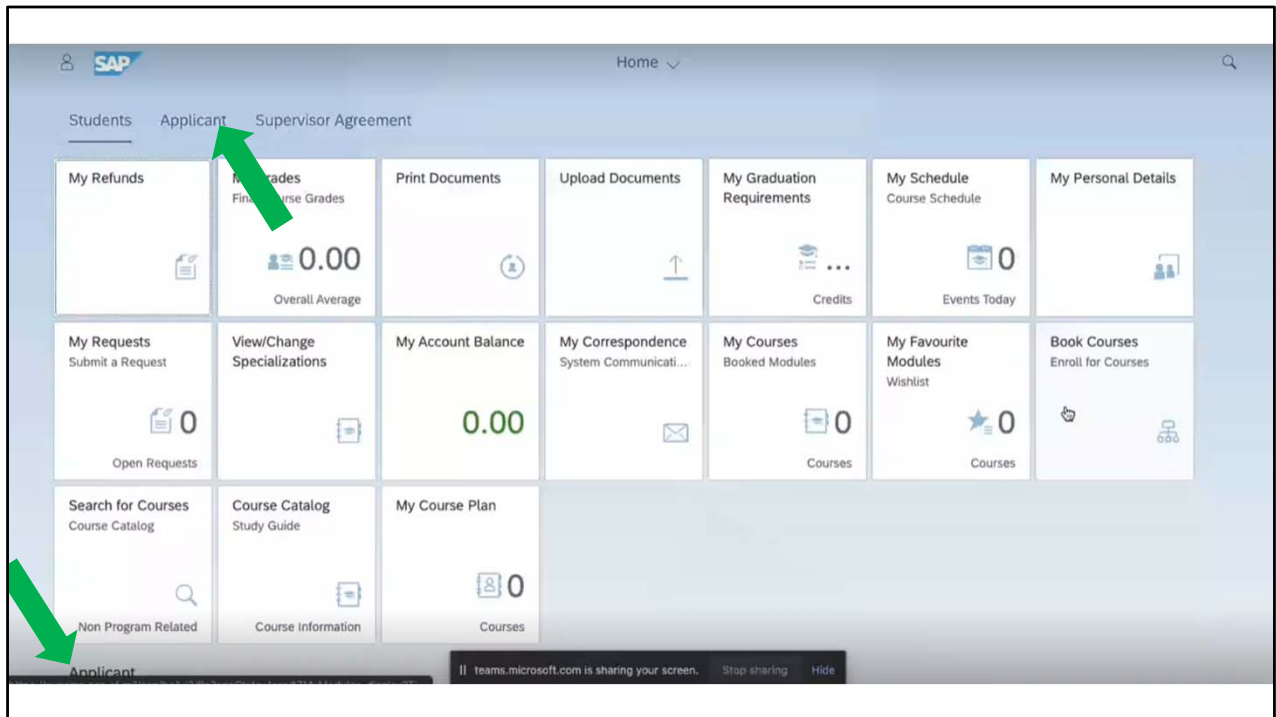


You will need a CAC to enable entry

This is the opening window to validate your credentials

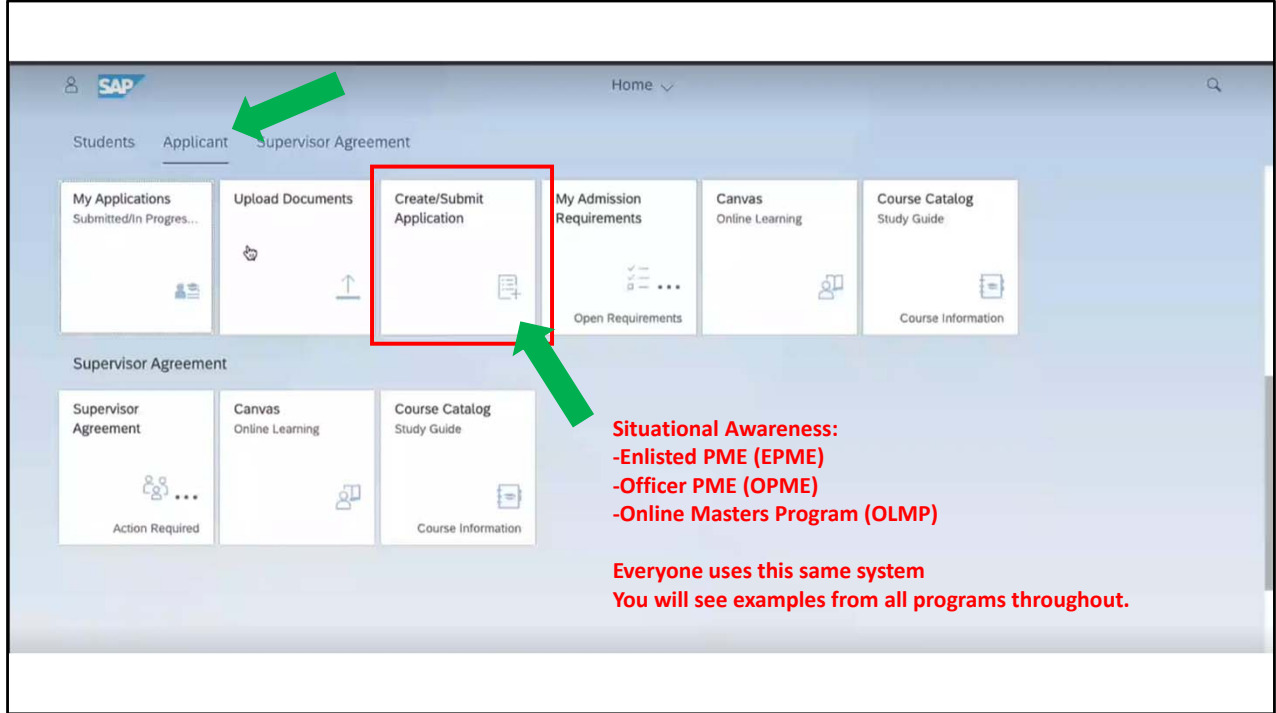


Validate with your CAC



Welcome to SLCM

Choose the Applicant Tab or scroll down to see the Applicant options.



Select "Create/Submit Application" tile

Warning: If your pull down menus stop working, try a different browser to trouble shoot

These are all pull down menu options

Select your status: Military, Civilian, etc...

Select your program: SOS Distance Learning, ACSC Distance Learning, AWC Distance Learning

**IMPORTANT**  
Select the Distance Learning Option!

The EDIPI DOD ID number is the only entry that might require manual entry

The pull down responses are provided in the screen Use pulldown options as much as possible to avoid typos.

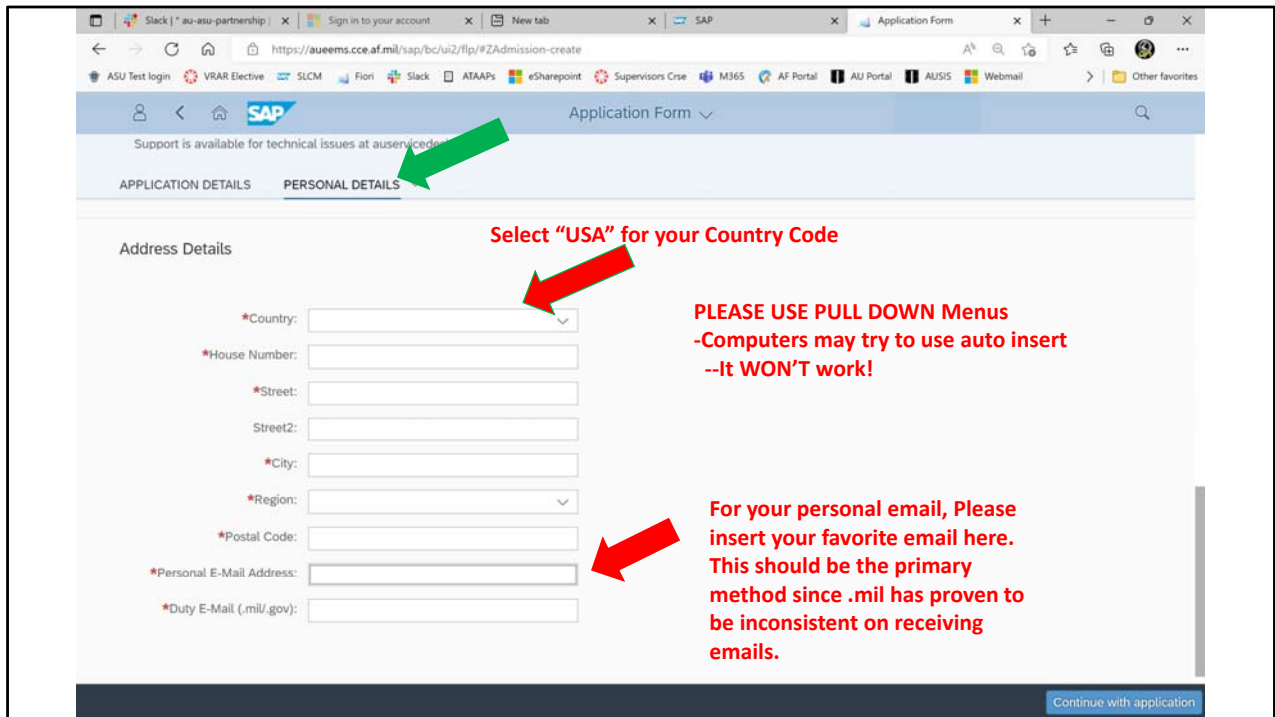
You will need to provide/verify your personal information in the rest of the blocks by selecting Personal Details or Scrolling down.

NOTE: USA is an option (vice United States)

Once filled in as needed (all the way to the bottom), select “Continue with Application”

Important note: This is a point where the inconsistencies may start showing up. If you see erratic responses (like your pull down menus stop working) switch to a different browser to troubleshoot. The cause is due to a security handshake with your CAC and the certificates with certain browsers.





Here is the location where Country Code is required

You can use any email option you want for the personal, however, history has shown that .mil tends to lose the last (and most important email) email that let's you onboard. This is why we ask for 2 emails.

Section: Program of Study - Airman Leadership School DL Program

Application Instructions

- Air Force active duty, Air National Guard, and Air Force Reserve Command officers selected to attend AU degree programs will have their degree status verified by the AU registrar. No action is required by selectees.
- US Army, US Navy, US Marine Corps, US Coast Guard, and US civilian personnel must have at least a bachelor's degree from a regionally accredited institution and meet the rank requirement per program. Students must request that an official transcript be mailed from their degree-granting school to the AU registrar. The transcript must be received no later than 1 June of the academic year in which the student is attending. Students are responsible for the costs incurred in providing academic documents. Mail transcripts to:

Air University Registrar  
 ATTN: Admissions  
 60 W Shumacher Avenue  
 Maxwell AFB, AL 36112

• The Air University is a master's granting institution. We are required to maintain proof of students' baccalaureate degrees. Do not send any graduate transcripts.

Save Save and Return Submit

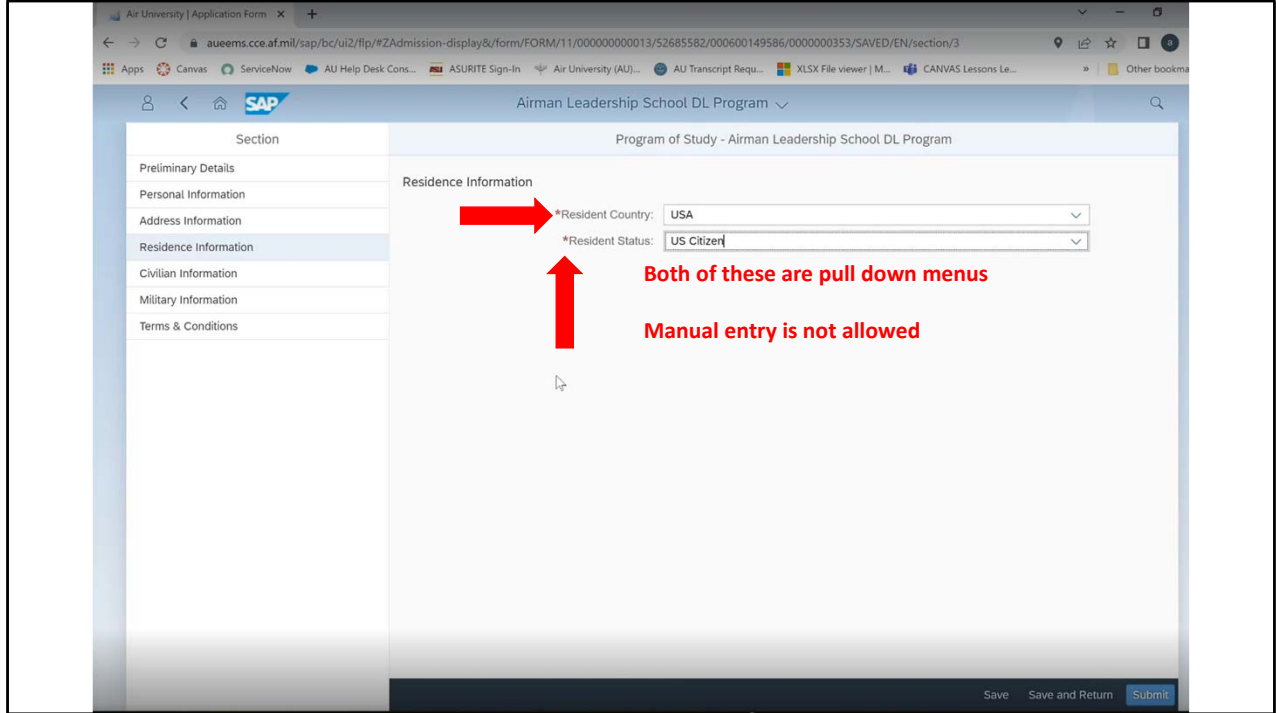
**Usually only three tabs need updating**  
**-Address Information**  
**-Residence Information**  
**-Terms and Conditions**

Usually...

New page, more fill in requirements

Confirm/Update each of the tabs on the left

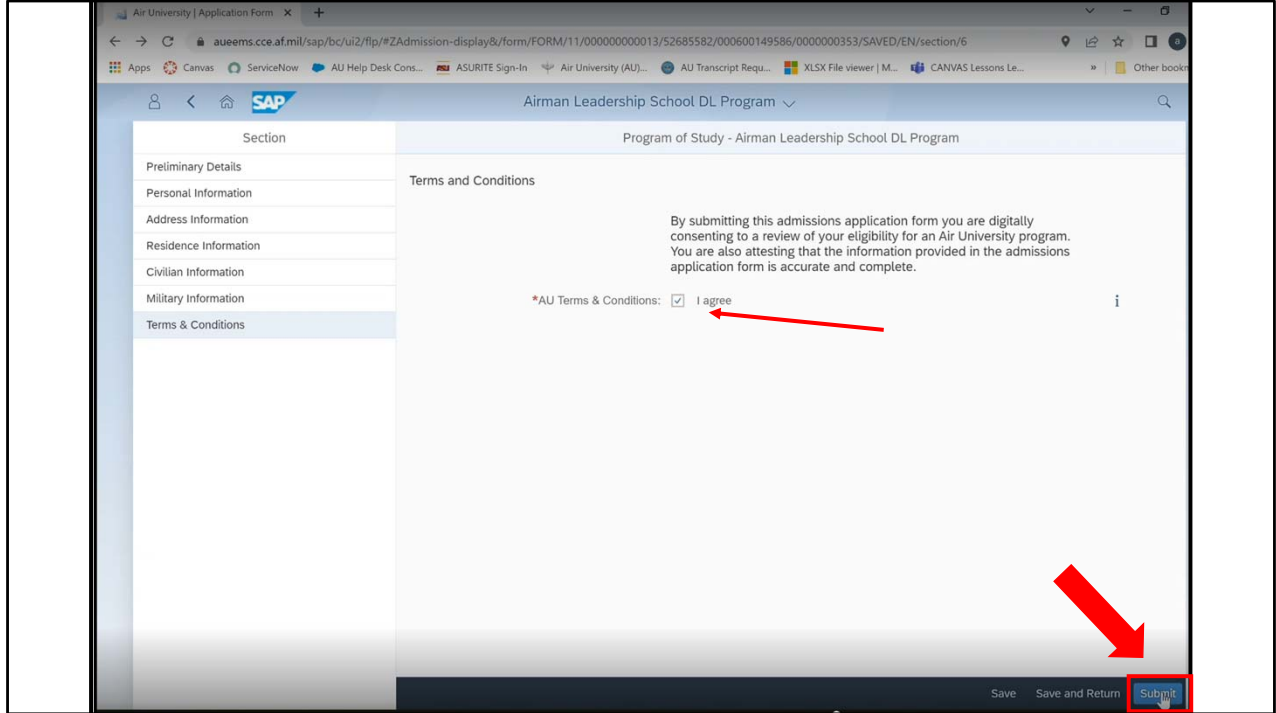
Note: In the Residence Tab, select "USA" for Country and "US Citizen" for status



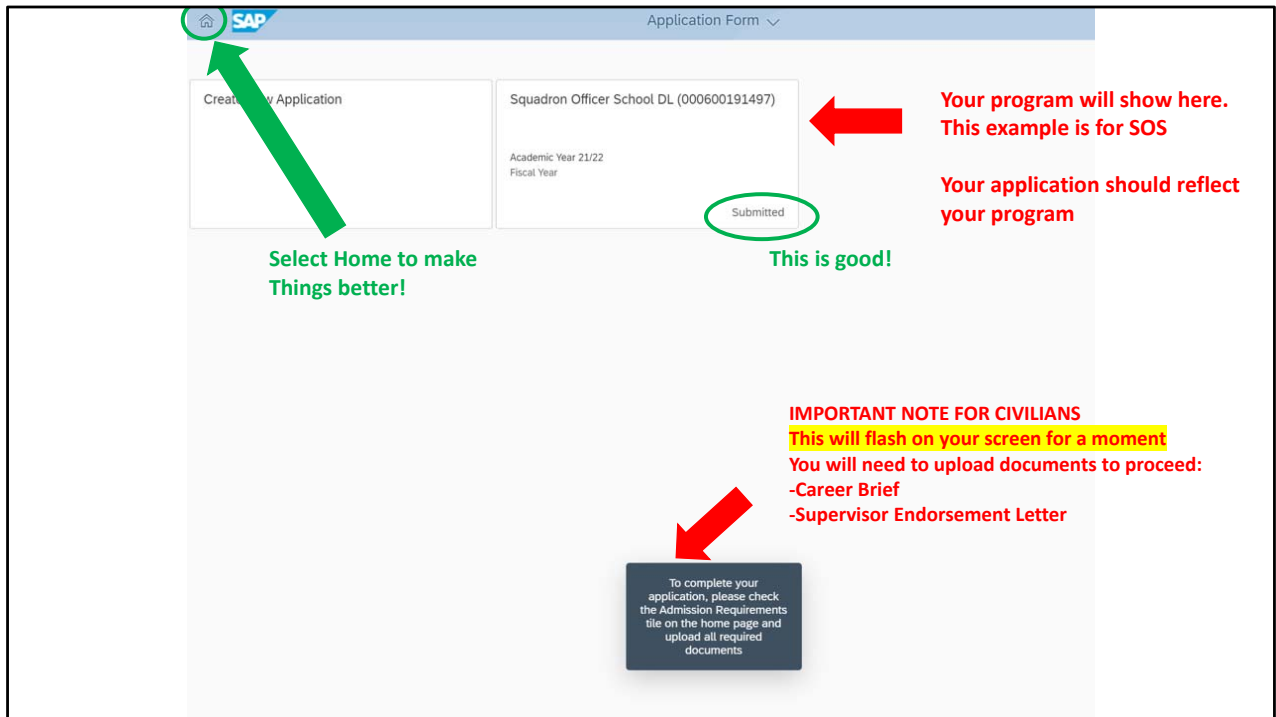
Here is the Residence Tab:

Again, select "USA" for Country and "US Citizen" for status

The rest is personal information

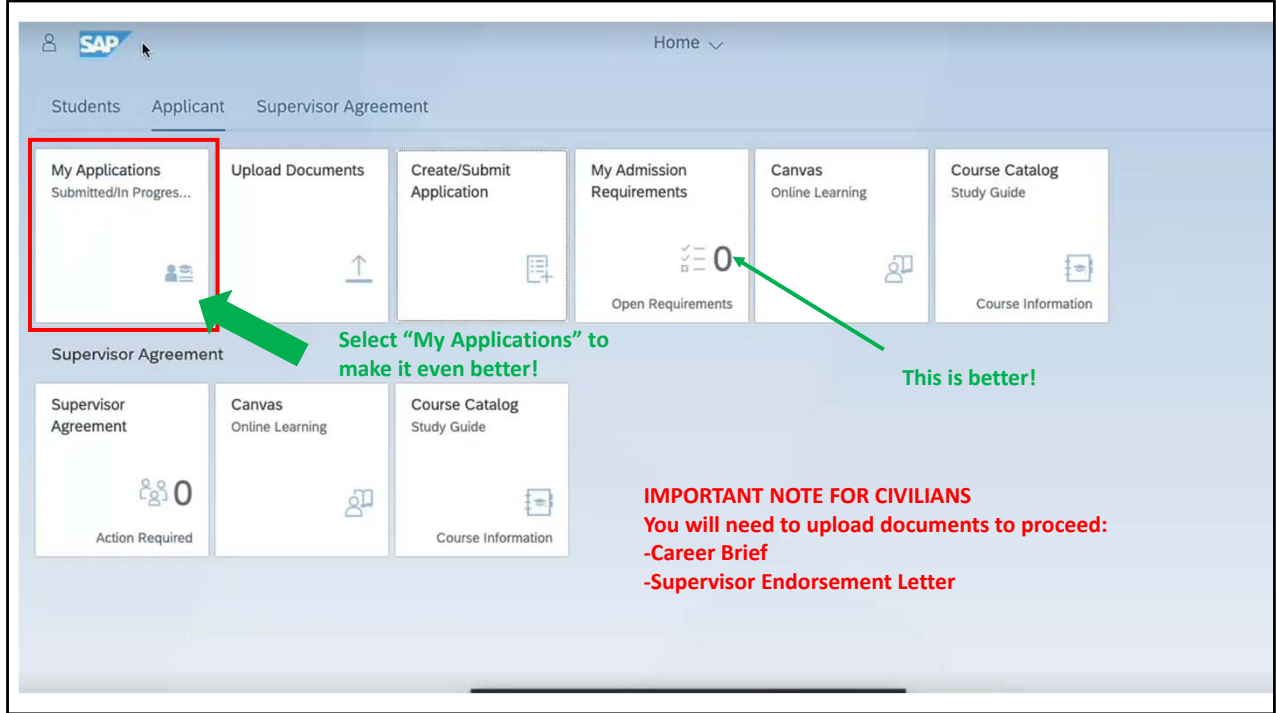


Once you have validated/updated each tab on the left, you get to the “Terms and Conditions”  
Check the “I Agree” box and select “Submit” in the lower left corner.



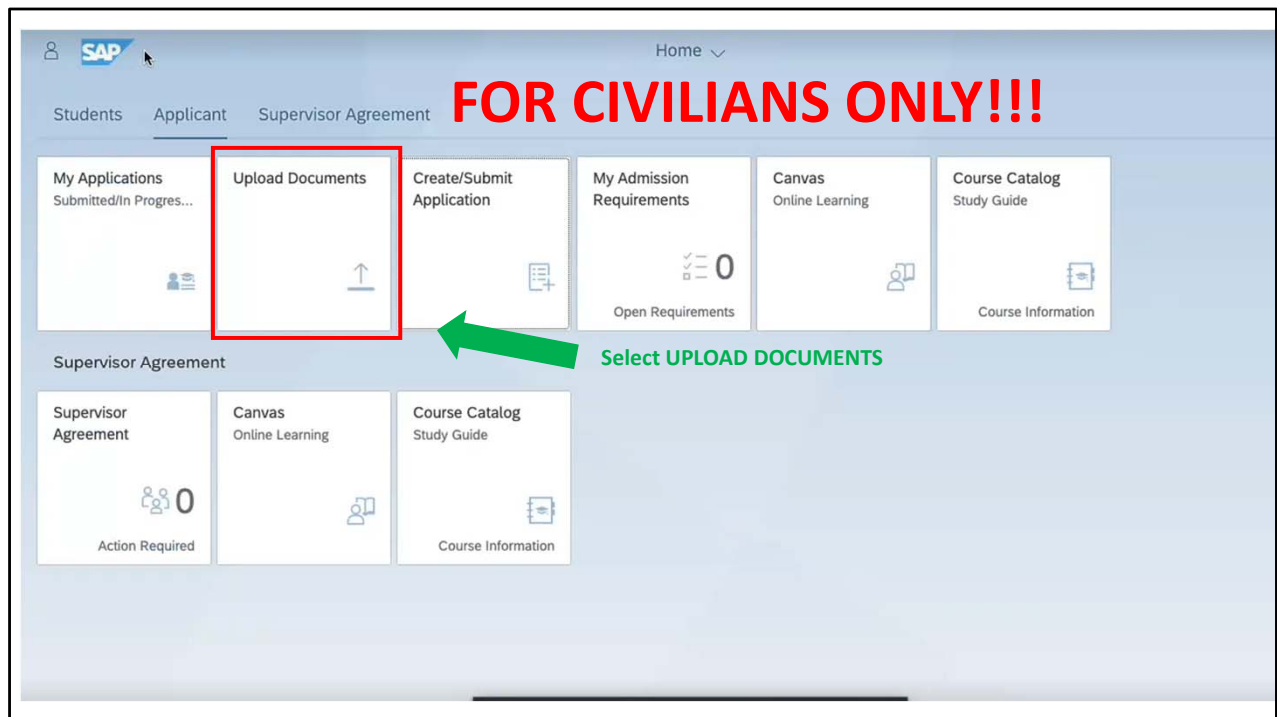
Your application is submitted.

If you select the HOME icon you can return to the main page.



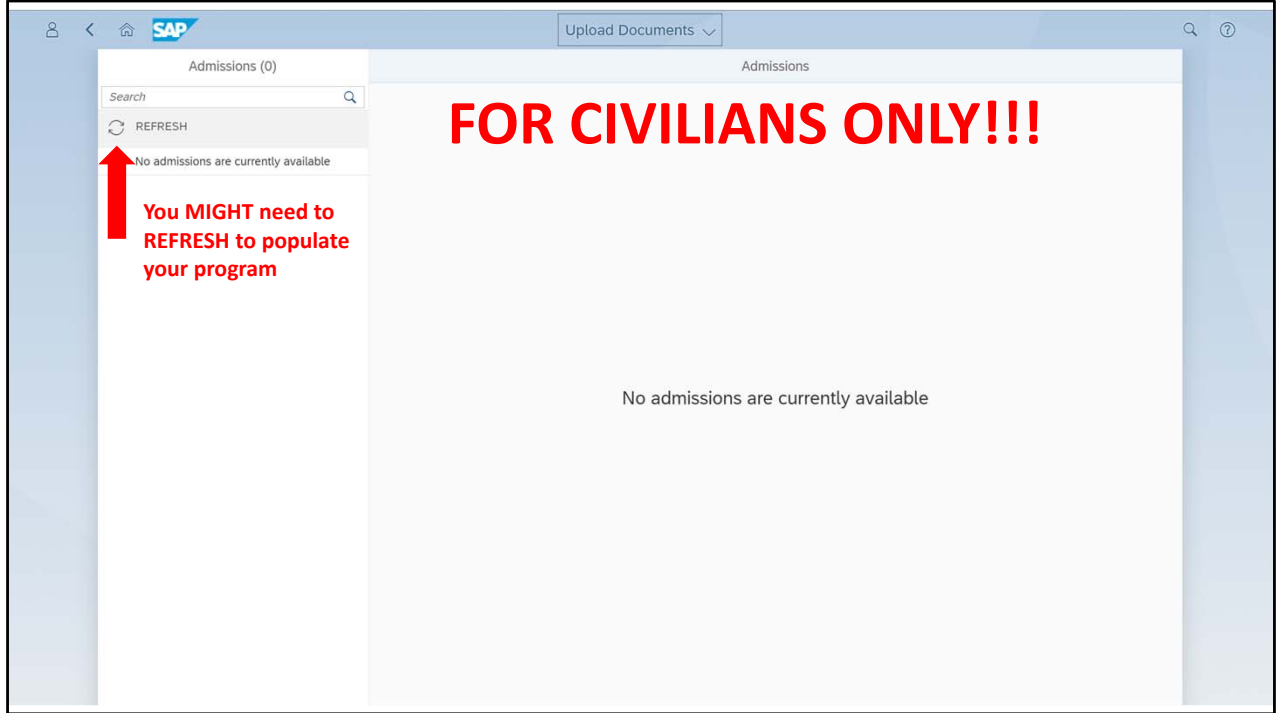
There is a "0" on the "My Admission Requirements" tile. Better news! No issues! If there is a number here besides 0, you will need select that tile to see what went wrong.

Select the "My Applications" tile so see your application progress.



There is a “0” on the “My Admission Requirements” tile. Better news! No issues! If there is a number here besides 0, you will need select that tile to see what went wrong.

Select the “My Applications” tile so see your application progress.





Upload Documents

Admissions (1)

Search

REFRESH

MSOS003 SOS Distance Learning Program

Academic Year 21/22 Fiscal Year

Documents

# FOR CIVILIANS ONLY!!!

Mandatory Documents (1)

~~XXXX~~

IGNORE THIS: We do NOT want your TRANSCRIPT

Documents (0)

Search

Type Other documents

No files found.

Drop files to upload, or use the "+" button.

This examples is SOS  
-Your program will  
show here

**FOR CIVILIANS ONLY!!!**

**WARNING:** You MIGHT need to leave this screen to see the documents loaded  
- Go to the Home screen and return to see the documents

**IGNORE THIS: We do NOT want your TRANSCRIPT**

**-Select "+" and "Other Documents" to upload your document**  
**-You will need to upload your Career Brief and Supervisor Endorsement Letter**

AU portal outside.txt:  
Upload Complete

Now it's time to ... wait. You should receive an email within ~1hr but it could take up to 24hrs (Civilians and Sister Services require manual review by staff-it might take longer)

You should receive FOUR emails:

- Notification by OKTA (IGNORE THIS ONE FOR NOW – For AU students that are not using ASU)
- Application has been SUBMITTED
- Application has been APPROVED
- ASU onboarding email (THIS THE MOST IMPORTANT ONE!!!!)

Returning to you application, you will now see “Valid”.

The means the application is on its way.

Your work here is done. Now it's time to wait for approval.

If you do not receive the ASU email within 24-48hrs, contact us for resolution

US Air Force - Welcome to A1 IMS!

Hi [REDACTED]

Your organization is using A1 IMS to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page.

Your system administrator has created an A1 IMS user account for you. Click the following link to activate your A1 account:

[Activate Okta Account](#)

This link expires in 7 days.

Your username is [REDACTED]  
Your organization's sign-in page is <https://a1.okta.com>

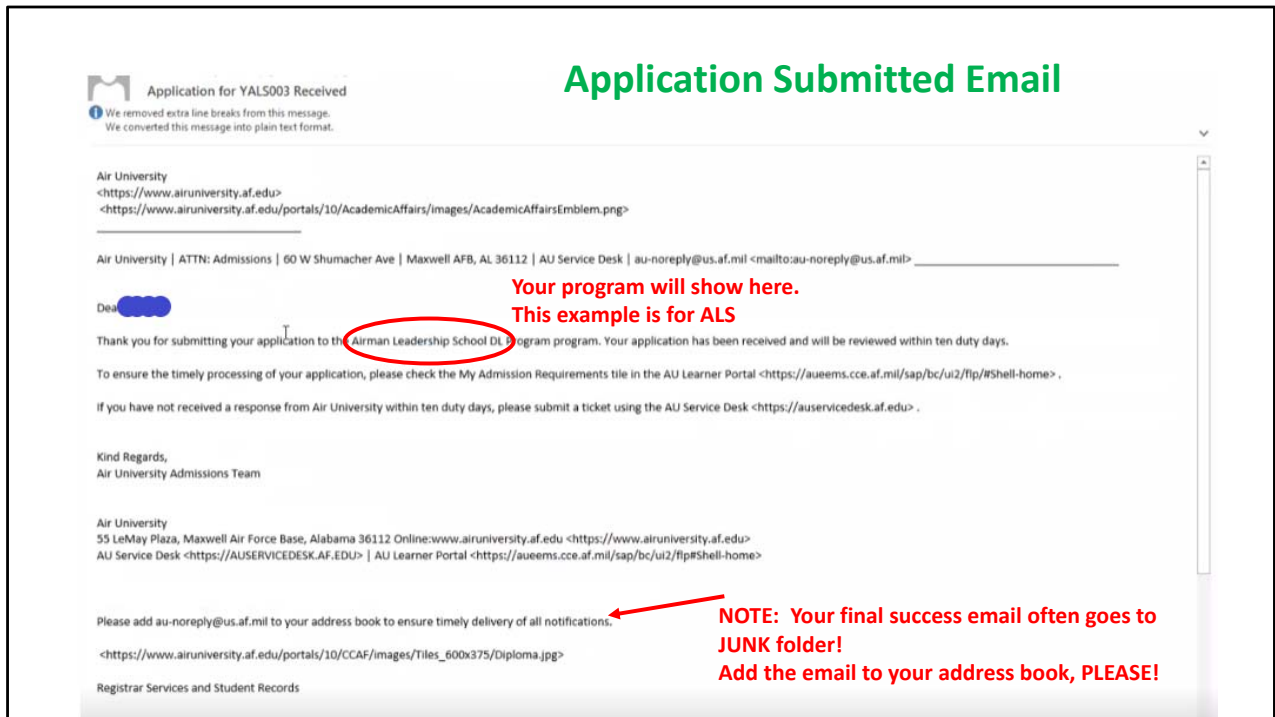
If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: <https://a1.okta.com/help/login>

This is an automatically generated message from A1 IMS. Replies are not monitored or answered.

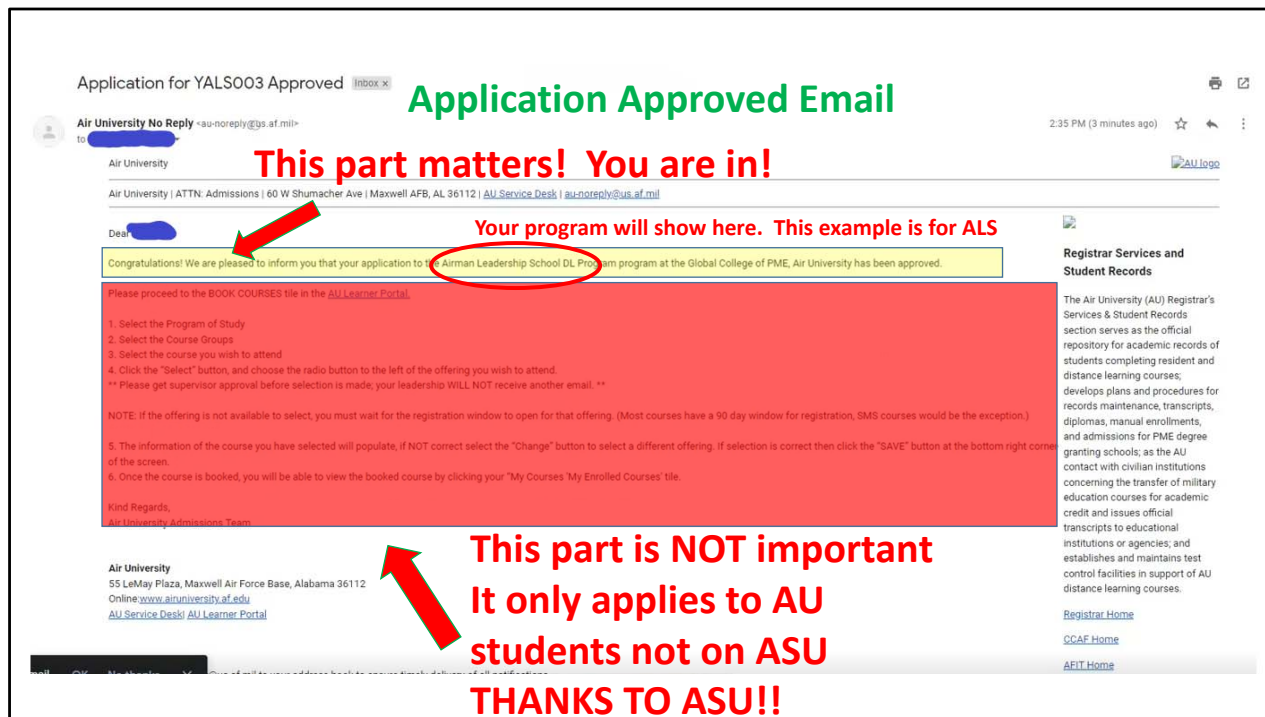
**This OKTA  
email is for AU  
students using  
AU CANVAS.**

**You use ASU  
CANVAS.**

**PLEASE  
IGNORE THIS  
EMAIL FOR  
NOW.**



This is the first email you should get

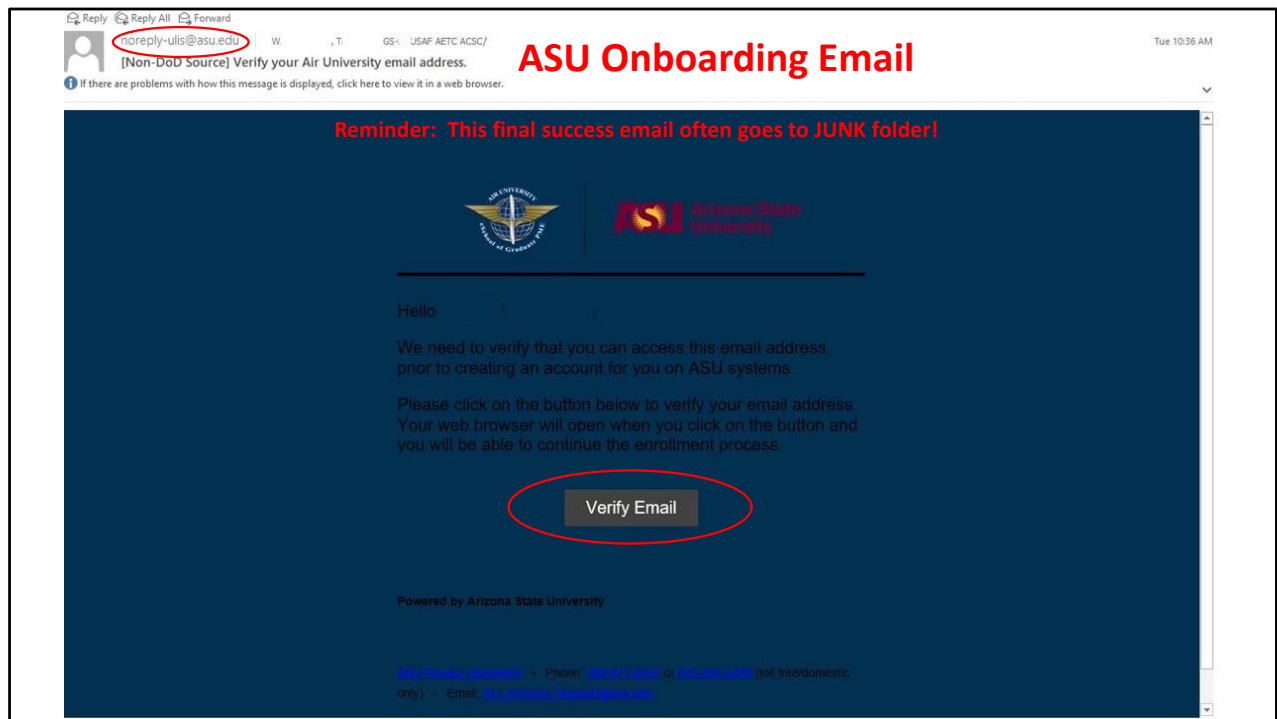


Here is your acceptance email.

It is very nice.

You can frame it if you want but the other email that follows is WAY BETTER.

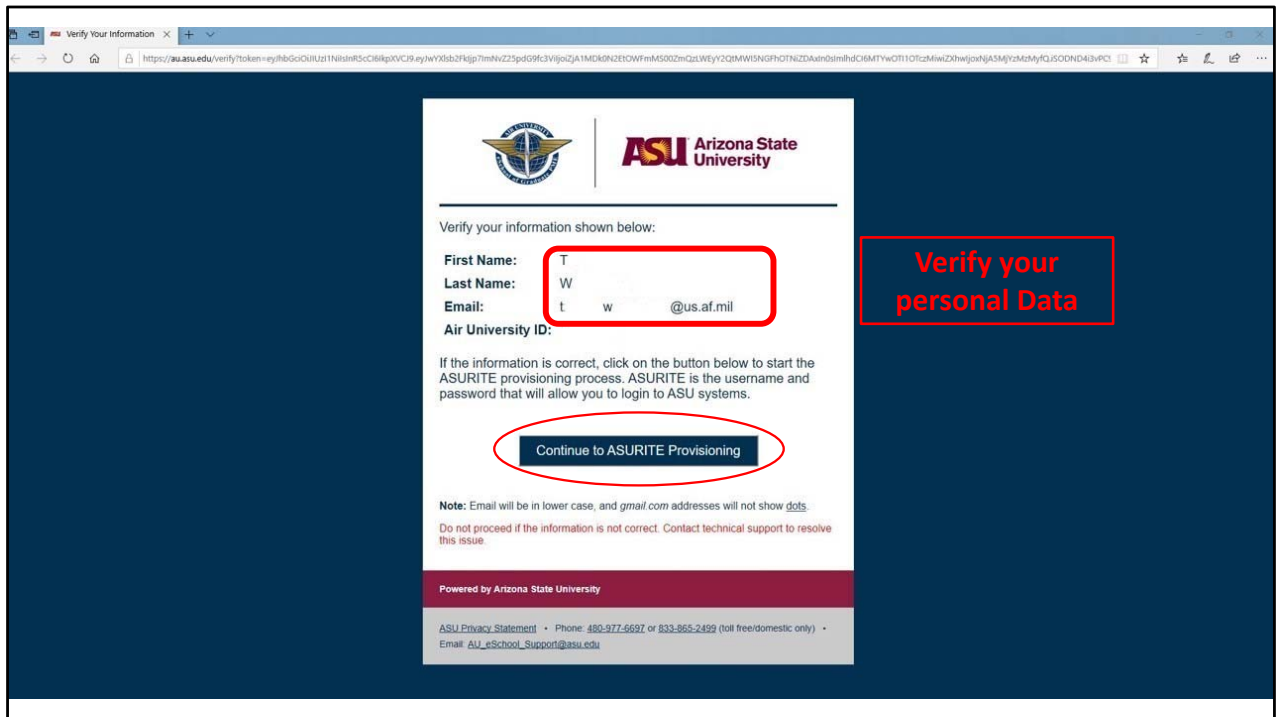
Please check your JUNK folder if you haven't gotten the next email within 24hrs.



This is the email from [noreply\\_ulis@asu.edu](mailto:noreply_ulis@asu.edu). As mentioned, please check your junk folder in case it was misrouted and it COULD take up to 24hrs.

Select VERIFY EMAIL to begin the final stage of the process, Arizona State University onboarding.

You are less than 10 minutes away from enrolling in your first course!!



T.W. verified their information and is proceeded by selecting CONTINUE TO ASURITE PROVISIONING.



The screenshot shows the ASU Onboarding page. At the top left is the ASU logo and 'Universal Learner | Onboarding'. A navigation bar at the top right includes 'ASU Home', 'My ASU', 'Colleges and Schools', 'Map and Locations', 'Directory', and 'SIGN OUT'. Below the navigation is a banner image of students. The main heading is 'ASU Onboarding'. Below it is the question 'Do you have an ASURITE UserID and password?'. There are two options: 'Sign In with ASURITE User ID' and 'Continue Here'. The 'Continue Here' link is circled in red, and a red arrow points to it from a red box on the right. The red box contains the text: 'VERY IMPORTANT Select CONTINUE HERE!!!'. Below the main content is a yellow banner with 'ASU is No.1 in the U.S. for innovation' and a 'BEST COLLEGES USNews' award logo. At the bottom is a footer with links for 'Copyright and Trademark', 'Accessibility', 'Privacy', 'Terms of Use', 'Jobs', 'Emergency', and 'Contact ASU'.

VERY IMPORTANT!!!

Select "CONTINUE HERE" to create your ASU account unless you have previously been an ASU student or faculty member.

ASU Onboarding

Do you have an ASURITE UserID and password?

Otherwise, please help us to identify you:  
Our goal is to create a new ASU account for you,  
or find you in our records if you've interacted with us in the past.

Please supply your full, legal name:

First (Given) Name:   
 Middle Name:   
 Last (Family) Name:   
 Date of Birth:  Day  Year  (YYYY)  
 Phone Number:   
 Last four digits of U.S. SSN:

Supporting the last four digits of your U.S. Social Security Number (SSN) is optional. However, if you have one, entering it here is recommended for identity matching and verification purposes.

ASU Affiliation:  I am currently or have previously been an ASU student, applicant, or employee, or I otherwise know an ASU ID Number or User ID.  
 I have never applied to or been affiliated with ASU in any way.

**Fill in your Personal Data**

**Do NOT input any Social Security Information**

**New students (not previously on ASU) should select this**

ASU is No.1 in the U.S. for innovation

Copyright and Trademark Accessibility Privacy Terms of Use Jobs Emergency Contact ASU

BEST COLLEGES USNews

TW provided their information with the EXCEPTION of Social Security Number.

Only former ASU students/faculty should note their ASU affiliation.

All others should select "I HAVE NEVER APPLIED TO OR BEEN AFFILIATED WITH ASU IN ANY WAY."

ASU Onboarding

Please review your submission for accuracy:

First Name:	T
Middle Name:	
Last Name:	W
Date of Birth:	
Phone Number:	
Last four digits of U.S. SSN:	Provided
Ever been affiliated with ASU:	No

**Verify your personal Data**

**Confirm Submission** need to fix something.

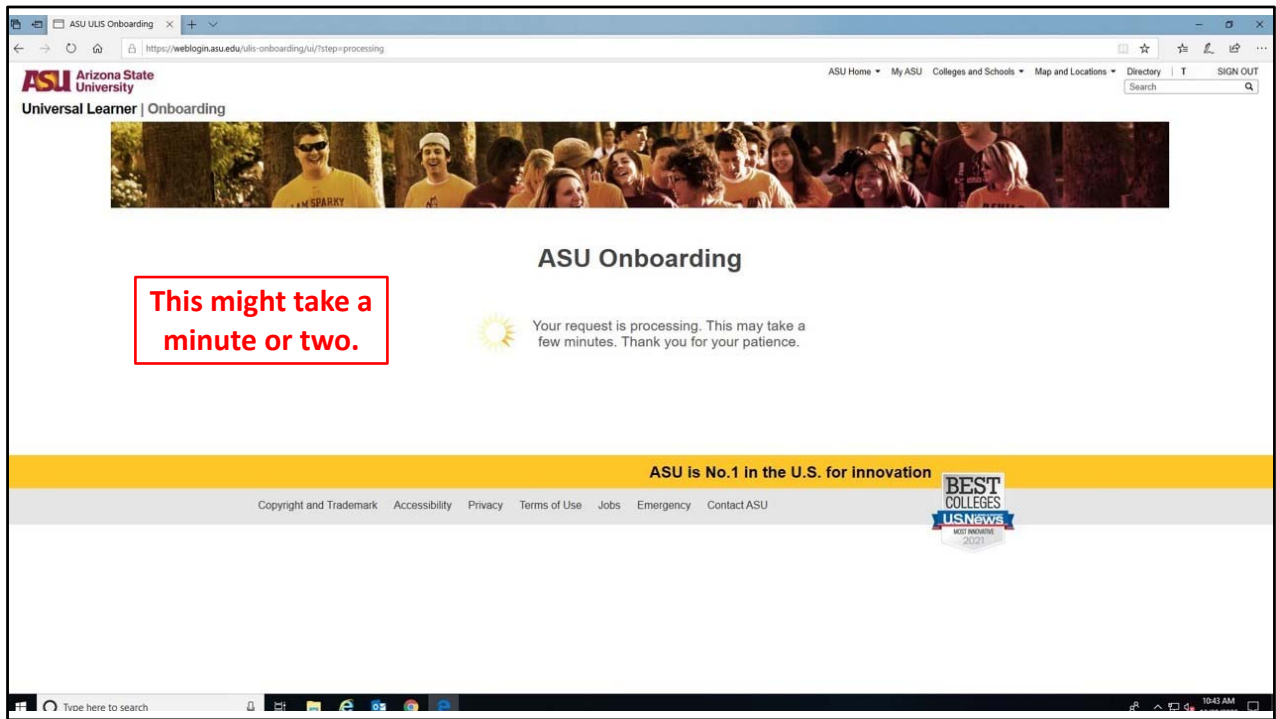
ASU is No.1 In the U.S. for Innovation

Copyright and Trademark Accessibility Privacy Terms of Use Jobs Emergency Contact ASU

BEST COLLEGES USNEWS MOST INNOVATIVE 2021

Once TW confirmed their information, select CONFIRM SUBMISSION.

If you require to make changes, select I NEED TO FIX SOMETHING and make the necessary changes before proceeding.



Please be patient. The system can take a few minutes to create your account.

The screenshot shows a web browser window with the URL <https://weblogin.asu.edu/ulis-onboarding/uj/7step= setPassword>. The page header includes the ASU logo and navigation links like "ASU Home", "My ASU", "Colleges and Schools", "Map and Locations", "Directory", and "SIGN OUT". The main heading is "ASU Onboarding". Below it, a message states: "Please make a note of these IDs. You will use your ASURITE UserID to login to ASU systems." A box contains the following text: "Your ASURITE UserID is:" and "Your ASU ID Number is:". To the right of this box is a red-bordered box with the text "Write this down". Below this, a message says "Your account activation is not yet complete!". A button labeled "Choose Your Password" is circled in red. The footer features a yellow banner with "ASU is No.1 in the U.S. for Innovation" and a "BEST COLLEGES US NEWS" award logo.

Once your account has been created, you will need note your account information and proceed to password creation.

ASURITE User ID: kdonov11

You cannot use  
"#", ";", or "&"

New Password

Confirm New Password

**Password guidelines**

- ✔ Ensure your password is between 10 and 32 characters in length.
- ✔ Use at least 3 of the 4 character types: upper-case, lower-case, numbers, special characters !%\*\_+=:./?
- ✔ Use only upper-case, lower-case, numbers, and !%\*\_+=:./? Refrain from using a hyphen as the first character of your password.
- ✔ Avoid easy to guess passwords or re-use of passwords from other websites.

**Terms of Use & Privacy Statement**

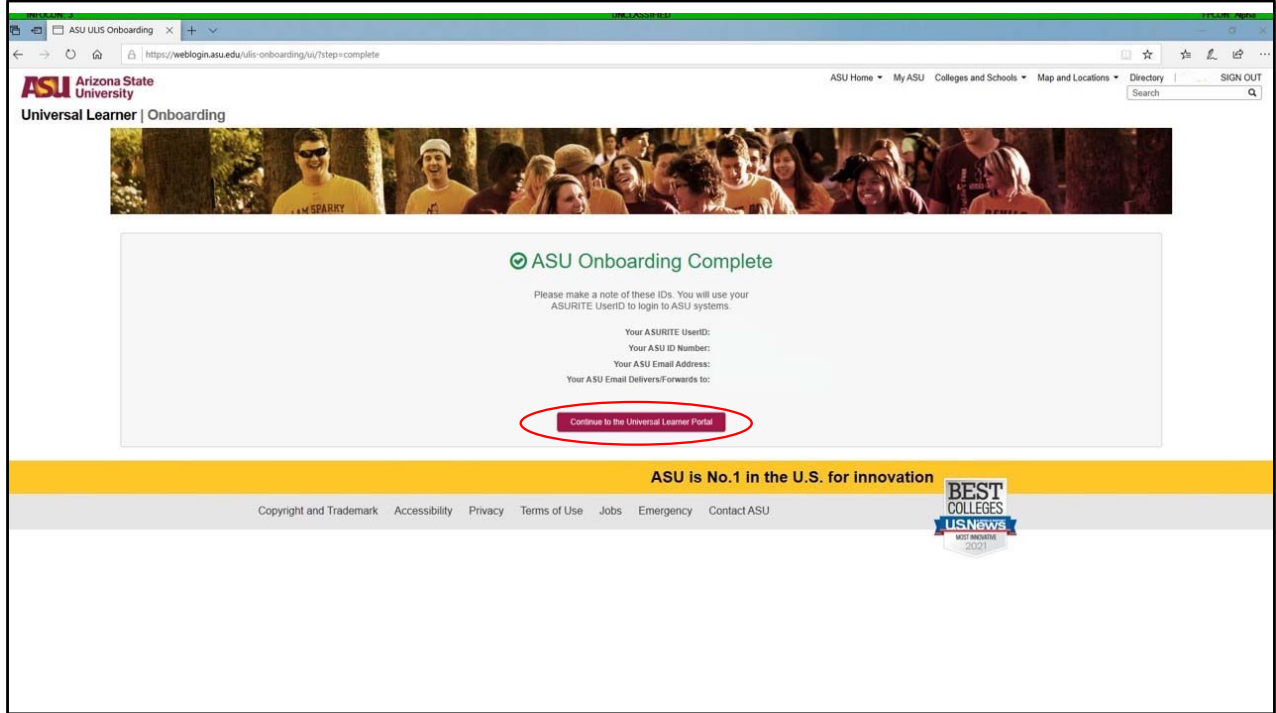
All users of ASU's computer, Internet, and communication resources must agree to ASU's [Terms of Use](#) and [Privacy Statement](#).

- I have read and agree to comply with [ASU's Computer, Internet, and Communication Terms of Use](#).
- I have read and agree with [ASU's Privacy Statement](#).

Please note the restrictions on special characters. NOT ALL CHARACTERS ARE AVAILABLE.

The screenshot shows a web browser window with the URL <https://weblogin.asu.edu/ulis-onboarding/ui/71step=processing>. The page header includes the ASU logo and navigation links: ASU Home, My ASU, Colleges and Schools, Map and Locations, Directory, and SIGN OUT. The main content area features a banner image of students and the heading "ASU Onboarding". A red-bordered box highlights the text "This might take a minute or two." To the right, a sun icon is followed by the message: "Your request is processing. This may take a few minutes. Thank you for your patience." A yellow banner at the bottom states "ASU is No. 1 in the U.S. for innovation" and includes a "BEST COLLEGES US NEWS 2021" award logo. The footer contains links for Copyright and Trademark, Accessibility, Privacy, Terms of Use, Jobs, Emergency, and Contact ASU.

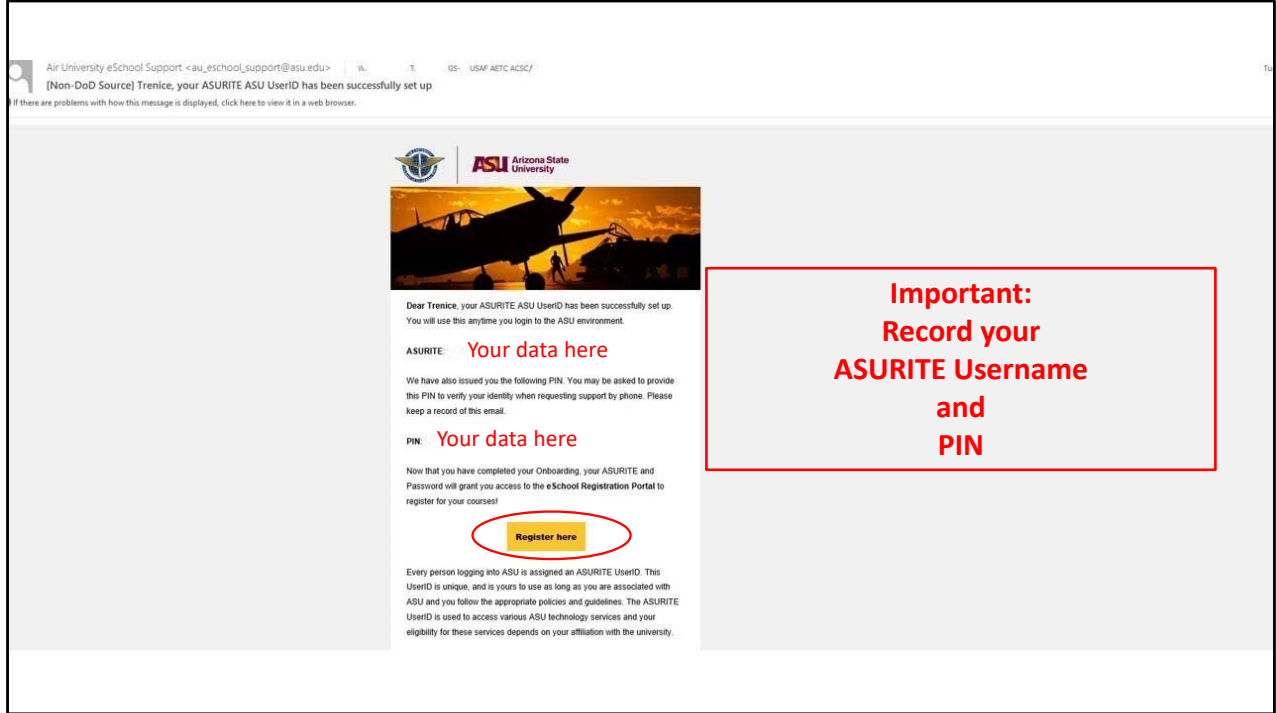
This will take a few minutes so be patient, you are almost DONE!!!



SUCCESS!!!!

Select CONTINUE TO THE UNIVERSAL LEARNER PORTAL to start your program!!

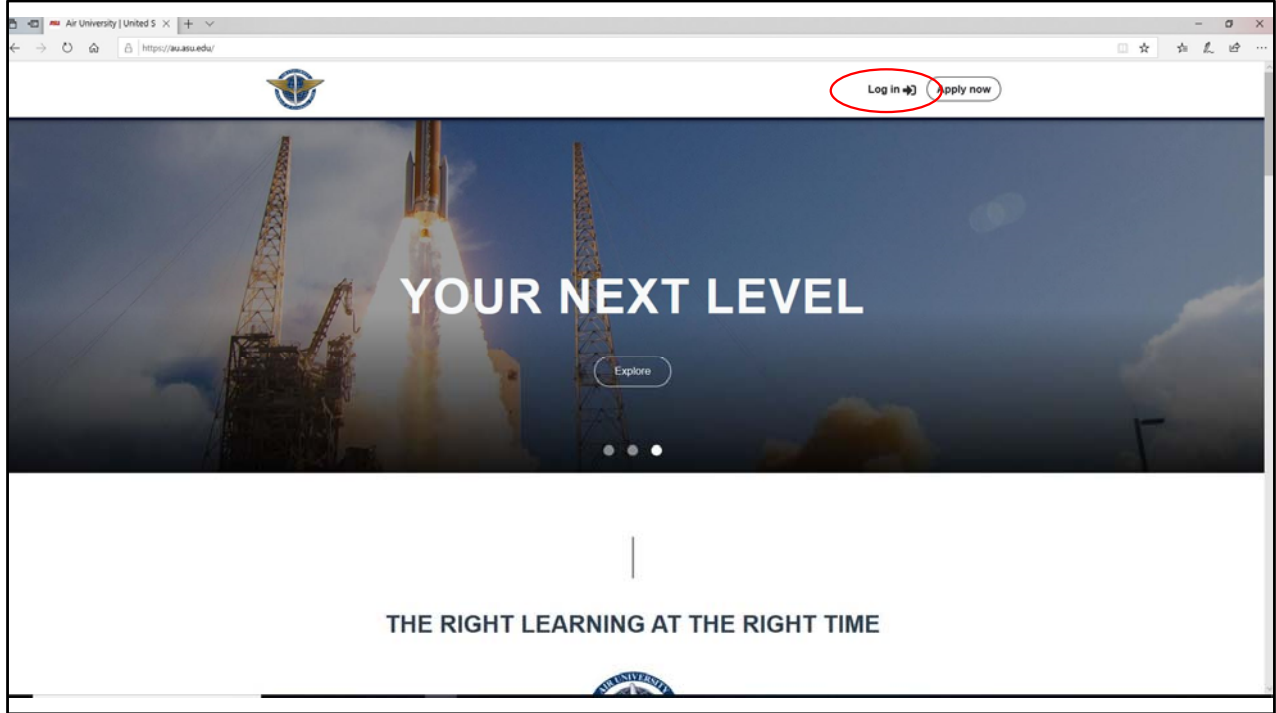




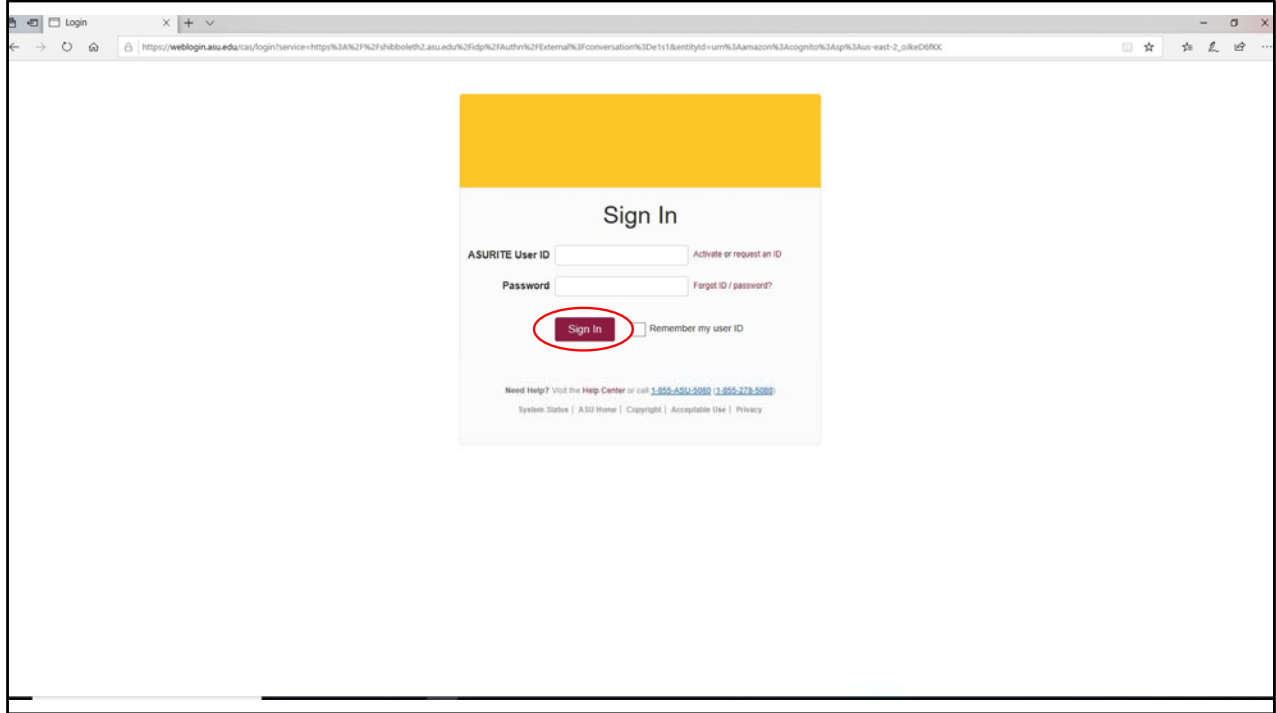
You should also receive this email with important data. **SAVE THIS EMAIL!!**

You can select REGISTER HERE to get started.

However, back at the portal...



Select LOG IN in the upper right corner to get started.



Provide your username and password and select SIGN IN.

We have some of your information with us already. Please enter your phone number and service details.

Name	<input type="text" value="eg (123) 456 - 789"/>
Email	<input type="text" value="select"/>
AU ID	<input type="text" value="select"/>
Phone Number	<input type="text" value="eg (123) 456 - 789"/>
Service	<input type="text" value="select"/>
Status	<input type="text" value="select"/>
Rank	<input type="text" value="select"/>
Squadron	<input type="text" value="select"/>

[Back](#) [Next](#)

**Review/Update your Profile Data**

The first time you access your portal, you will update your profile as in the designated fields,

**This is an ALS screen but the layout is the same For EPME/ OPME/ OLMP**

**Airman Leadership School**

View program details

Program status: **Active**

40 days left

Program duration: End date: 17-Jul-2022

0% Program progression: 0 of 12 units completed

Announcements

All Program Announcements  
25-Oct-2021  
Display this announcement in all AUJ programs portal landing page starting on Oct 25 2021 and ending on Oct 24 2022  
[View all announcements](#)

**Airman Leadership School**

Your program will show here. This example is for ALS

Program outline

Airman Leadership School

- Orientation
- Self-Paced
- Capstone

Orientation

Open | [view details](#)

Open

ORN-101S: Orientation

EPME Self-paced 0 units [View details](#) **Register**

Self-Paced

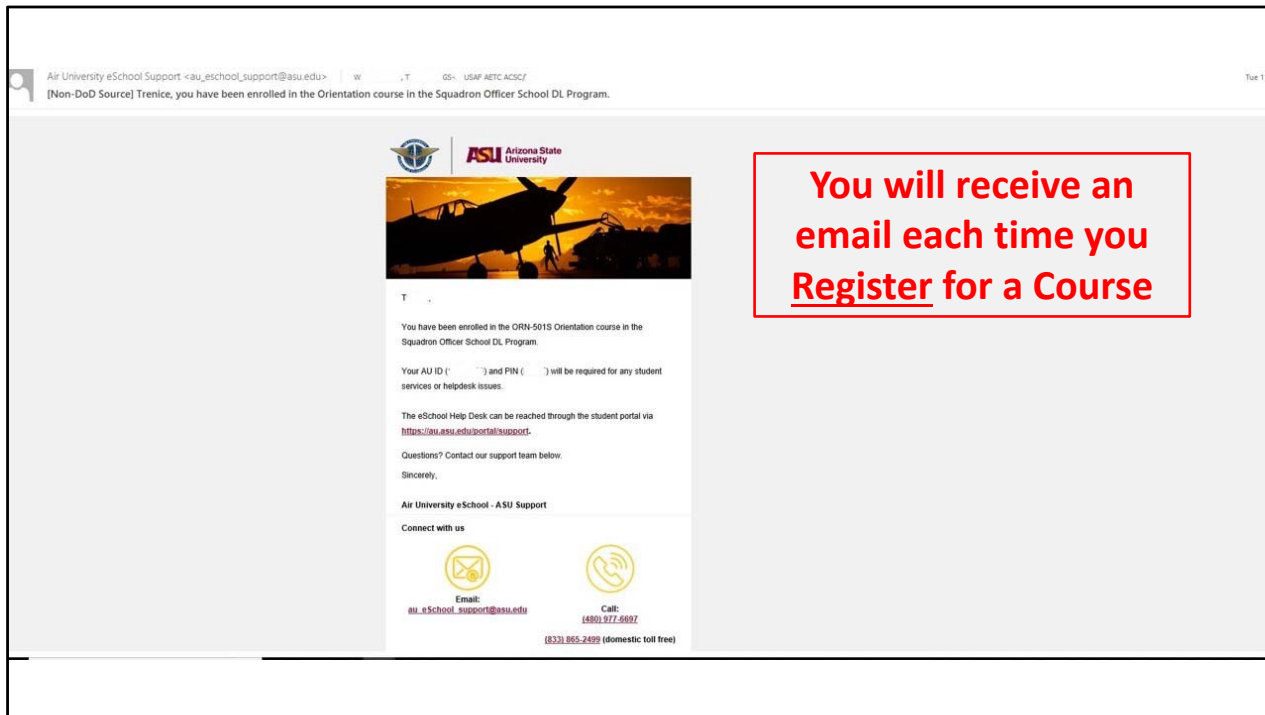
Capstone

You will note that all courses are greyed out except for Orientation.

TW has previously enrolled in Orientation but most people will have a yellow button to REGISTER.

Select this.

You will ALSO receive an email confirming your enrollment as shown in the next slide.



This is your email confirmation.  
But all the real fun is back at the portal...

Program status **Active**

40 days left Program duration End date: 17-Jul-2022

0% Program progression 0 of 12 units completed

Continue where you left off

In-Progress

ORN-101S: Orientation (ALS)

EPME Self-paced [View details](#) **Resume**

## Airman Leadership School

### Orientation

In-progress | [view details](#)

In-Progress

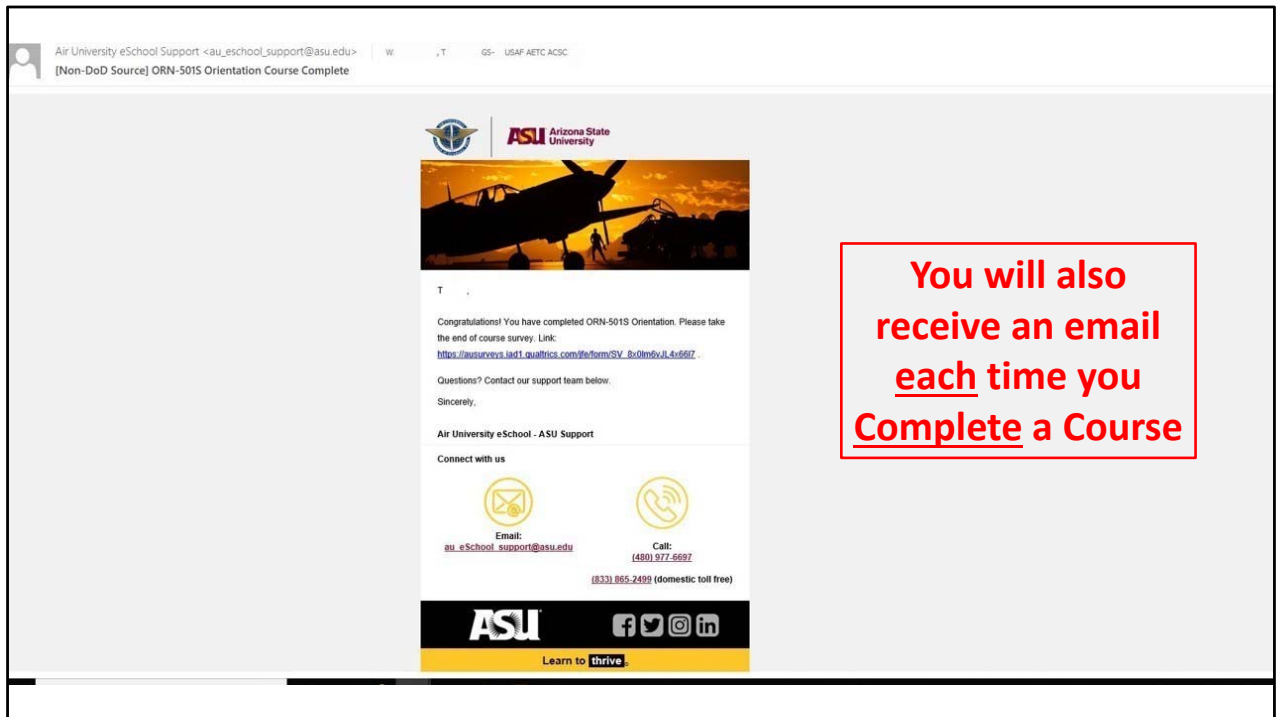
ORN-101S: Orientation

EPME Self-paced 0 units [View details](#) **Resume**

**This is an ALS screen but the layout is the same For EPME/ OPME/ OLMP**

**You can access your current course by selecting the RESUME button**

Now that you are enrolled in the course, select RESUME to enter the course. Once you complete the course you will receive an email from ASU, as shown in the next slide.



This is the final indicator that you have successfully completed the course and the system has received the information.

Feel free to select the survey and provide comments to improve the experience for others!

But things have changed back at your student portal!



**Program status** Active

**40 days left** Program duration • End date: 17-Jul-2022

**0%** Program progression • 0 of 12 units completed

**Announcements**  
All Program Announcements  
25-Oct-2021  
Display this announcement in all AU programs portal landing page starting on **Oct 25 2021** and ending on **Oct 24 2022**  
[View all announcements](#)

## Airman Leadership School

**Orientation** ✓

Completed | [view details](#)

Completed

ORR-101S: Orientation

EPME Self-paced 0 units [View details](#) [Review](#)

**Self-Paced** ✓

Open | [view details](#)

Open

LDR-101S: Leading People

EPME Self-paced 3 units [View details](#) [Register](#)

**Program outline**

Airman Leadership School

- Orientation
- Self-Paced
- Capstone

**You have Now Unlocked A new Course**

**Register for your next class. Get to Work! 😊 Graduation is in YOUR HANDS!**

Your next course is now available!

You are on your way to program completion!!

Let's look a few more points before you leave!

Trust me, it will be worth it.



**Here are some additional tips for a Better Experience**

- **How to Access and Understand the Program Map**
- **How to Preview or Drop a Class before Class Start**
- **How to Streamline DUO (2 Factor Authentication)**
- **How to Get Help and Submit a Case**

**The PROGRAM MAP**

Switch to another program

Resource links: Canvas Zoom Account settings AU Library

# Airman Leadership School

[View program details](#)

Program status **Active**

**40** days left | Program duration | End date: 17-Jul-2022

**0%** | Program progression | 0 of 12 units completed

**Announcements**

All Program Announcements

25-Oct-2021

Display this announcement in all AU program portal landing page starting on Oct 25 2021 and ending on Oct 24 2022

[View all announcements](#)

## Airman Leadership School

Program outline

Airman Leadership School

- Orientation
- Self-Paced
- Capstone

Completed | [view details](#)

Completed

**ORN-101S: Orientation**

EPME Self-paced | 0 units | [View details](#) | [Review](#)

**Select here to see your program details**

**This is an ALS screen but the layout is the same for EPME/ OPME/ OLMP**

Now this is Airman Leadership School, but the layout is the same for all programs.

Among the many handy feature of your student portal is the roadmap for your entire program.

We've provided an easy access to your program map. "PROGRAM DETAILS" holds the knowledge!

**Airman Leadership School**

[View program details](#)

Program status: **Active**

40 days left | Program duration | End date: 17-Jul-2022

0% | Program progression | 0 of 12 units completed

**Announcements**

All Program Announcements

25-Oct-2021

Display this announcement in all AU program portal landing page starting on **Oct 25 2021** and ending on **Oct 24 2022**

[View all announcements](#)

**Airman Leadership School**

**Orientation**

Completed | [view details](#)

Completed

ORN-101S: Orientation

EPME Self-paced | 0 units | [View details](#) | [Review](#)

Program outline

Airman Leadership School

- Orientation
- Self-Paced
- Capstone

**Select here to see your program plan**

**Airman Leadership School**

[View schedule of courses](#)

**Program Map**

**Airman Leadership School Distance Learning Program (ALS DL)**

1 Educational unit - 3 Contact hours  
Prerequisite courses are listed

**Airman Leadership School Distance Learning Program**

Orientation # | Self-Paced Courses # | Capstone #

ORN 101S | ORN 101S | ORN 101S

[View PDF \(opens a new tab\)](#)

**Program Description**

The Global College's Airman Leadership School distance learning curriculum is designed to produce a more effective supervisor and leader by strengthening their ability to lead, follow and manage in complex and ambiguous environments at the squadron, group and wing levels.

**Program Description**

The Airman Leadership School Distance Learning (ALS DL) program consists of approximately 60 contact hours. The program focuses on leadership skills required of supervisors and reporting officials throughout the Air Force. ALS DL enhances the development of senior airmen by strengthening their knowledge about leadership, followership, and management while broadening their understanding of the missions and cultures of the Air Force. It does so with a focus on the Wing/AF level, leading people, strategies for problem solving, and cultural foundations.

For the record, I DID NOT make those program maps. But I do reference them every day.

You can DOWNLOAD the file for added convenience.

**Preview or Drop a Class before Class Start**

**Airman Leadership School**

Program outline

- Airman Leadership School
  - Orientation
  - Self-Paced
  - Capstone

**Orientation** (In-progress | [view details](#))

**ORN-101S: Orientation** (EPME Self-paced | 0 units | [View details](#) | [Resume](#))

**Self-Paced**

**Capstone** (In-progress | [view details](#))

**CST-101H: Applied Airman Leadership** (EPME Facilitated | 3 units | [View details](#) | [Drop course](#) | Starting soon)

Duration: 3 weeks | Course start date: 04-Jul-2022

**Course information is provided here**

**Select here to drop a course BEFORE class begins**

Now this is Airmen Leadership School but the layout is the same for all programs.

Interested in a course before you're in the course? Check out the VIEW DETAILS options to see the highlights of the course.

Need to drop the course BEFORE CLASS starts on Monday?!?!? I can't imagine why you'd want that but selecting drop course will remove you from the course. NO TICKET REQUIRED!!!

That's it for web navigation of the Student Portal.

We will now move on to a new topic: DUO

## **Streamline DUO (2 Factor Authentication)**



**ASU** Arizona State University  
We can beat COVID-19 together.

Your account requires an additional step to continue. Cancel and sign out.

Arizona State University  
TWO-FACTOR AUTHENTICATION

Device: CRO-Gall (0000-0000-3857)

Choose an authentication method

Duo Push  Used automatically

Call Me

Passcode

Pushed a login request to your device.

Need Help? Visit the Help Center or call 1-855-ASU-5080 (1-855-278-5080)  
System Status | ASU Home | Copyright | Acceptable Use | Privacy

**In order to access the site you will need to authenticate.  
BUT NOT EVERY DAY!!!  
Press Cancel For a wonderful Hidden Bonus**

New Topic: DUO

Everyone needs to use DUO for their 2<sup>nd</sup> part of 2 Factor authentication.

Once you setup up DUO your screen will look like this.

But there is a hidden option that you CANNOT see!!!

**ASU** Arizona State University**Summer Sessions**Register today.  
[asu.edu/summer](http://asu.edu/summer)

🔒 Your account requires an additional step to continue. [Cancel and sign out.](#)

**Arizona State University**

**TWO-FACTOR AUTHENTICATION**

[What is this?](#) 🔗

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Secured by Duo

Device:

Choose an authentication method

Duo Push ✓ Used automatically  
Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

Remember me for 7 days

Need Help? Visit the [Help Center](#) or call 1-855-ASU-5080 (1-855-278-5080)

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**I used DUO for months before I found this gem!**

Check the box to authenticate weekly!!

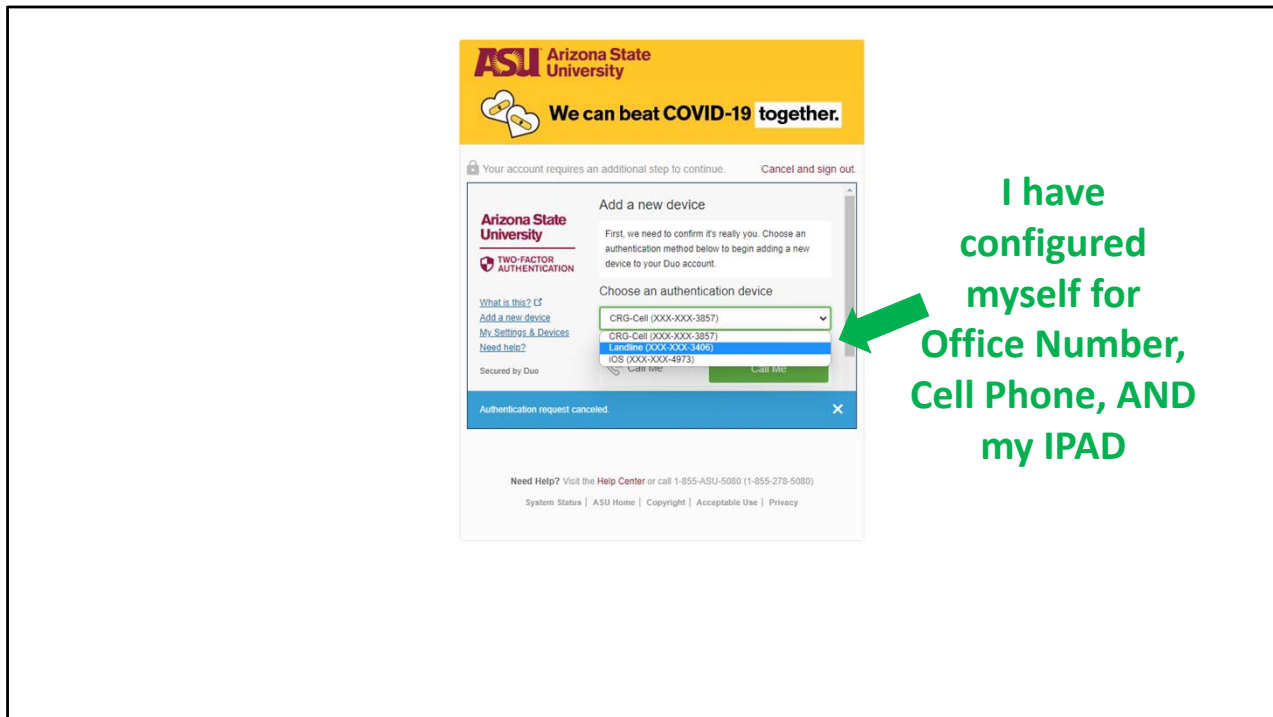
**Do you do school coursework at home AND office? Add a new device for increased flexibility**

**You will need to add the DUO application to devices if you want more than just the “Call Me” option**

You can also add multiple ways to Authenticate

Add devices for authentication to increase your ability to get access from almost any location.

Coupled with the 7 day option and you should near total access from home, work, or anywhere else.



I have configured myself for Office Number, Cell Phone, AND my IPAD

You are not limited to just one device. Up to 3 methods can be used.  
You can have several devices to accommodate your personal requirements.

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Your account requires an additional step to continue. [Cancel and sign out.](#)


**Arizona State University**

**TWO-FACTOR AUTHENTICATION**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Secured by Duo

### Install Duo Mobile for iOS



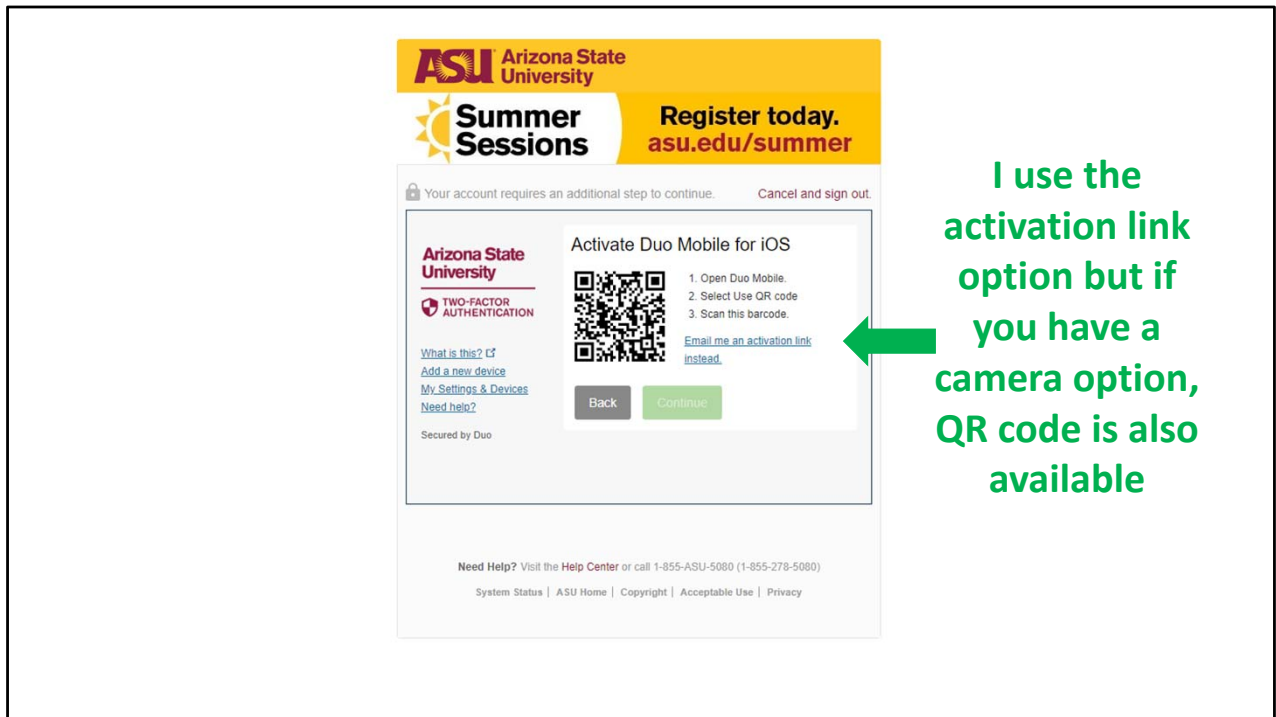
1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

[Back](#) [I have Duo Mobile](#)

**Need Help?** Visit the [Help Center](#) or call 1-855-ASU-5080 (1-855-278-5080)

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Again,  
You will need to  
add the DUO  
application to  
devices for the  
"Send me a  
PUSH" Option



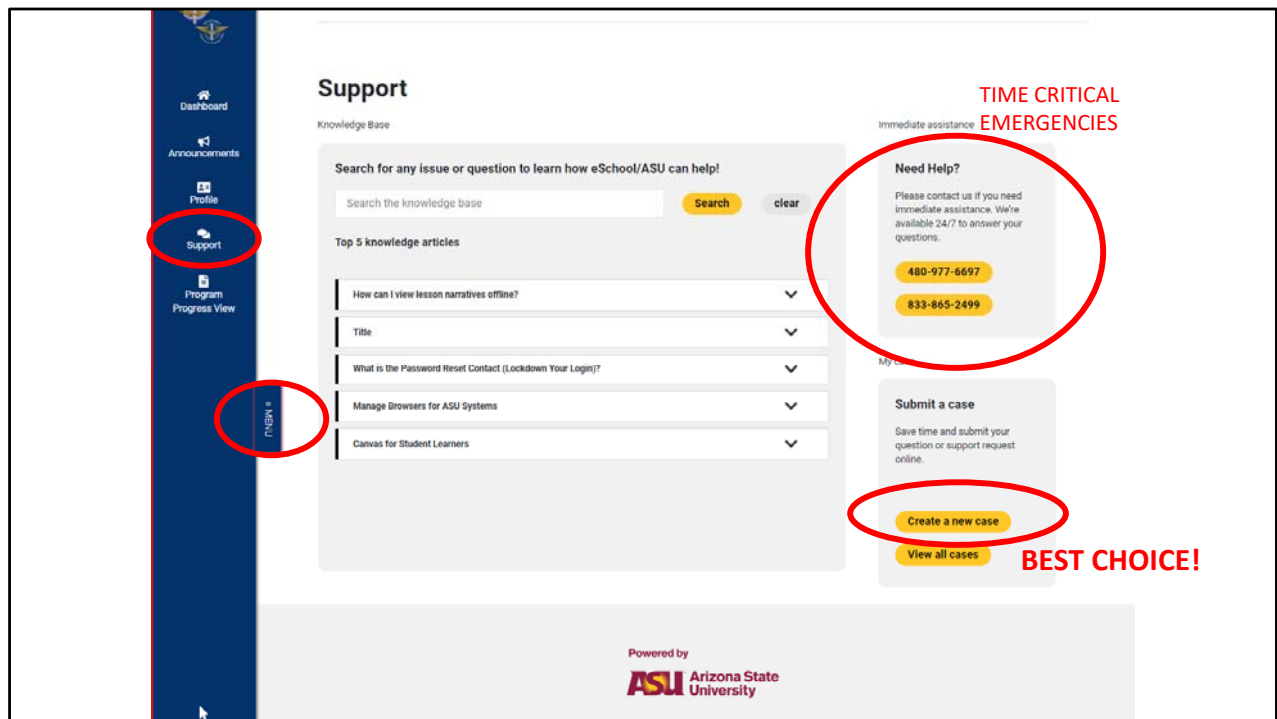
Ok.

You should be good to go for everything on DUO now.

But what if you aren't?

You've somehow found yourself stuck. What now?

**Get ASU/AU Help if you have an Issue**



Final Note (I PROMISE!!):

If you are on the portal and all else fails. REACH OUT

select MENU on the left side and then SUPPORT and submit a case to ASU for troubleshooting

The best method to get support is to CREATE A NEW CASE. This will automatically link your issue to your account for additional troubleshooting. You can also view all your current/previous cases from the VIEW ALL CASES option.

You can also request a chat or call but this is a limited resource so we ask that this be used for emergencies that are time critical.

Done!!

Enjoy the ASU experience!!!





Still have questions and nothing has helped?

Call me. 334-301-4973

I didn't answer the phone?

[Carlos.Garcia.64@us.af.mil](mailto:Carlos.Garcia.64@us.af.mil) (ok option)

[Carlos.Garcia.64@au.af.edu](mailto:Carlos.Garcia.64@au.af.edu) (much better option)

Carlos Garcia

Director of Student Services