

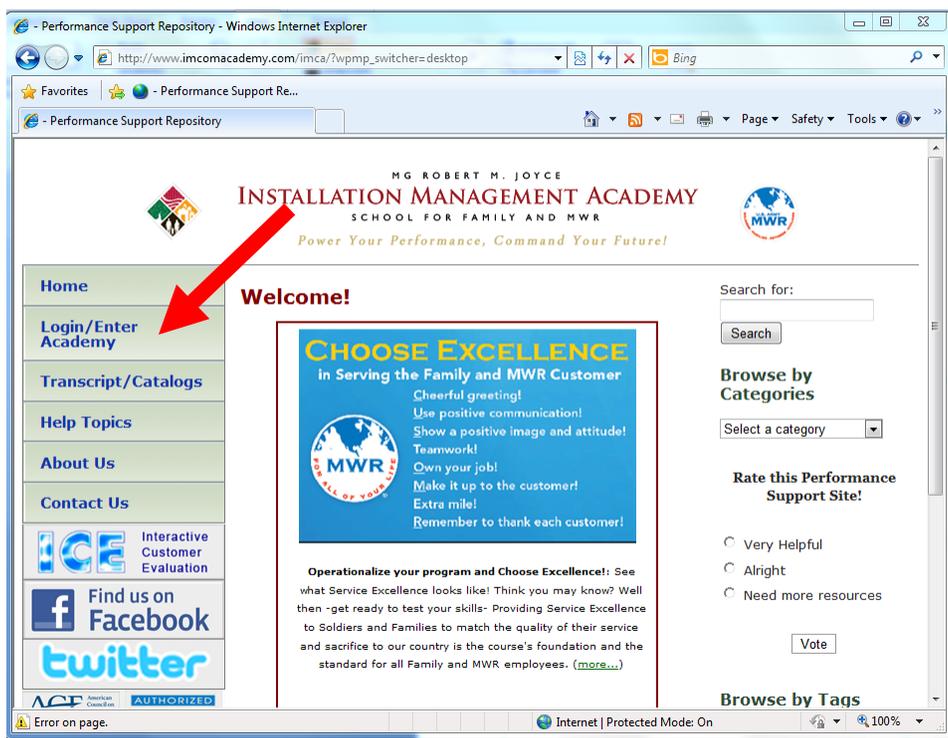


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## Create a new account

Go to [www.imcomacademy.com](http://www.imcomacademy.com) and Click on 'Login/Enter Academy' from the left hand menu



Connect with us by email at [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at 210-466-1050.



## Read privacy statement and click 'I Accept'

The screenshot shows a web browser window with a dark grey background. On the left, there is a logo for MG Robert M. Joyce Installation Management Academy School for Family and MWR. In the center, a white dialog box is overlaid with the following text:

**YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.**

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.

At any time, the USG may inspect and seize data stored on this IS.

Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.

This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.

Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

At the bottom of the dialog box is a button labeled "I Accept".

In the background, a login form is visible with fields for "Login ID" and "Password", and a "Log In" button. There are also links for "Login Help" and "Password Help".

The browser's address bar shows "one" and the status bar shows "Trusted sites | Protected Mode: Off" and "100%".



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**At the bottom left, click 'Create New Account'**

MG Robert M. Joyce  
Installation Management  
Academy School for Family  
and MWR

**Recent Announcements**  
YOUR ACCOUNT  
IF YOU HAVE AN EXISTING ACCOUNT -PLEASE  
DO NOT CREATE A NEW ONE! USE HELP  
BUTTONS BELOW or CONNECT with us by email  
[imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at  
210-466-1050 for log in assistance.

THANK YOU!

Log In ID  
Login Help

Password  
Password Help

Log In

► Create New Account ► Contact Administrator

**Read consent form, check the box and click next**

**Create New Account Consent**

CONSENT

User Information

Supervisor/Training POC

Organization

Job Title

Consent

By checking the box and selecting "Next", I've read & consent to terms in IS user agreement.

PRIVACY ACT STATEMENT GENERAL: This information is pursuant to Public Law 93570 (Privacy Act of 1974), for individuals completing Federal nominations for training. AUTHORITY: The Government Employees Training Act of 1958 (U.S.Code, Title 5, Sections 4101 to 4118. PURPOSES AND USES: Information on this form is used in the administration of the FMWRC Master Training Program. The purpose of this form is to document the nomination and selection of trainees. EFFECTS OF NONDISCLOSURE: Personal information in this form is given on a voluntary basis. Failure to provide this information, however, may result in ineligibility for participation in training programs. INFORMATION REGARDING DISCLOSURE OF YOUR SOCIALSECURITY NUMBER UNDER PUBLIC LAW 93679, SEC 7b: Disclosure by you or your social security number (SSN) is NOT mandatory or needed to obtain the training you are seeking. Solicitation of the SSN is authorized under the provisions of Executive Order 9397, dated Nov 22, 1943. The personally identifiable information gathered by this site includes your first and last name, work email, work address, work phone/fax, job functional area, job program area, job grade, job title and will be used only as necessary in training administration processes carried out in accordance with established regulations.

I've read & consent to terms in IS user agreement.

Next Cancel

**Connect with us by email at [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at 210-466-1050.**



# Complete your user information.

**User Information**

Password must be 14 or more characters, contain at least two numbers, two uppercase characters, two lowercase characters, and two of the following special characters: \$ \_ ^ # \* ( ) , - : ; . < > ` [ .

\* Login ID

\* Password

\* Confirm Password

\* Courtesy Title

\* First Name

Middle Name

\* Last Name

Suffix

\* Email Address

\* Commercial Phone with (EXT)

Commercial Fax

Employment Status

Civilian Pay Grade

\* Branch of Service

\* Installation

\* Building Street Address

P.O. Box

\* City

\* Zip

\* State/APO

DSN Phone

DSN Fax

\* Are you a Supervisor?  Yes  No

\* Education Level

\* Length of Service in MWR

\* Length of Service in Current Position

Fill in your password last. If you can't come up with an acceptable password, use the password helper at the end of this guide.

Attention military spouses: These questions apply to your status, not that of your sponsor. What is your pay plan and grade? E.g. NAF, NA, APF? If you're not sure, ask your manager or look at your LES (pay stub).

You must click 'go' before anything will appear in the installation field. Scroll down until you find your installation. They are not all in alphabetical order. If you filled out your password above, clicking 'go' will unfortunately erase it and you will have to enter it again.



**Enter your supervisor's name and click search.  
Once you've found your supervisor\*, click next.**

**\*Follow the instructions on the screen if your supervisor cannot be determined in the search.**

## Create New Account

Create an account for a new user.

Consent	<b>Supervisor/Training POC</b>
User Information	Type a last name, first name or both and then click Search. If you are creating a new account, click Next. If you are editing your existing account, click Select Manager.
<b>SUPERVISOR/TRAINING POC</b>	<b>Last Name</b> <input type="text"/>
Organization	<b>First Name</b> <input type="text"/>
Job Title	<b>Search</b>
	<b>Back</b> <b>Next</b> <b>Cancel</b>



## Select your organization and division.

[Home](#) >> [My Workspace](#) >> [My Account](#) >> [Edit Profile](#) >> [Edit Contact Information](#) >> [Select Organization](#)

### Select Organization

Edit Profile is where you enter information about you and your preferences when using the site. Click the workflow steps to enter information.

**ORGANIZATION**

#### Select Organization

Select your Program Activity by expanding the appropriate Organization, Directorate and Functional Area. Click save (or click Next if creating a new account).

- Family and MWR (Garrison Level)
  - Unassigned Program
  - ACS Programs
  - Business Programs/Initiatives
  - Community Recreation Programs
  - CYSS Programs
    - CYSS - Direct Staff
    - CYSS - Management Base
    - CYSS - Specialist
    - CYSS - Support Positions

Most Family and MWR employees work at the garrison level. Click the + symbol by Family and MWR (Garrison Level) to drill down to your division. Once you've identified your division, drill down again (click + symbol) to select the program that most closely matches what you do. If you are unsure of your organization or division, check with your supervisor.



**Finally, select your job title.**

**Enter your job title in the search box.**

Note that only 10 jobs at a time appear on the screen. If you don't see your job title, click the next page number or enter a more specific search term.

Only select a job title with three asterisks (\*\*\*) next to it. This will be important later when you are completing your individual development plan (IDP)

**Create New Account**

Create an account for a new user.

Consent

User Information

Organization

**JOB TITLE**

**Select Job Title**

Perform a search to find job titles. Click the button to the left of a job title and click save (or click Create if creating a new account). If you cannot find your job title, please contact the Academy by using the Contact Administrator link on the login page.

Search Text: laborer

Search Type: All words

Search

Records found: 100

	Job Title
<input type="radio"/>	Acquatics Facility Maintenance Worker (Laborer) - ODR - NA03
<input type="radio"/>	Bowling Facility Maint Worker/Laborer - Bowling - NA03 ** (FLW)
<input type="radio"/>	Bowling Facility Maint Worker/Laborer) - Bowling - NA01 ***
<input type="radio"/>	Bowling Facility Maintenance Worker - Bowling - NA02 *** (K)
<input type="radio"/>	Bowling Facility Maintenance Worker/Laborer - Bowl - NA05
<input checked="" type="radio"/>	<b>CYSS Laborer - NA01 ***</b>
<input type="radio"/>	CYSS Laborer - NA03 *** (KC)
<input type="radio"/>	CYSS Laborer - NA04 ***
<input type="radio"/>	Laborer - Recycling - Fencing - NA02***
<input type="radio"/>	Laborer - Bowling - NA02 *** (K)

1 2 3 4 5 6 > Last

Create Back Cancel

**Click create. Now you will be led to the Welcome Screen.**



## Finding a Course

Hover the mouse over Course Catalog and click the second Course Catalog heading that appears below it.

Type in the name\* and click search.

\*Type these names in as shown to access the most commonly-required courses:

**Family & MWR Orientation Course**

**Family & MWR Orientation Course (Mobile) – a faster loading version of the above for Smart Phones and slow connections.**

**Operation Excellence – Customer Service Training, Part 1 – Foundation (online)**

Click on the course name to access it – not the green or red check marks.

The screenshot displays the website's navigation menu with 'Course Catalog' highlighted. Below the menu, the breadcrumb trail reads 'Home >> Course Catalog >> Course Catalog Bundles'. The main heading is 'Course Catalog'. A search box contains the text 'mobile orientation' and a dropdown menu is set to 'All words'. The search results show 'Records found: 1' and a table with one entry: 'Family & MWR Orientation Course (Mobile) V1'. The course title is underlined and clickable.

Connect with us by email at [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at 210-466-1050.



## Click Access Item to begin your course.

The 'View Certificate' button will be available upon completion.

**Operation Excellence - Customer Service Training, Part 1 - Foundation (Online)**  
 Course Provider : FMWR Academy  
 Duration (Hours) : None  
 Credit(s) : None  
 Type : SCORM 1.2

**\*\*NOTICE\*\*** This course contains streaming video in all modules. We have received reports that that video is being blocked at some installations. If you are unable to load the videos contained in the course, please contact [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) Course Description: Operation Excellence is Family and MWR's standardized customer service training. Family and MWR is committed to providing to pr... [More](#)

[Access Item](#) [View Certificate](#)  
[What's this?](#)

This item is a prerequisite for one or more items.

## View your Transcript

You don't need to complete a course all at once. The system will save your work. To pick up where you left off at another time, go to **My Workspace > My Transcript**.

Click on the course title you wish to resume.

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My Workspace | Course Catalog | Reference Center | Collaboration Ce

Home - IMCOMacademy.com  
 My Learning Plan  
**My Transcript**  
 My Enrollment Requests  
 My Shortcuts  
 My Account  
 Professional Development Program (PDP)  
 My Messages

Operation Excellence - Cust...  
**Customer Service Training, ...**

Operation Excellence - Customer Service Training,

Connect with us by email at [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at 210-466-1050.



## View your Certificate of Completion

**Go to ‘Transcripts’ or Course Catalog\* to locate your desired course.**

\*See previous page for instructions on how to do so.

**Click view certificate.**

The screenshot shows a course page with the following details:

- Course Title:** Operation Excellence - Customer Service Training, Part 1 - Foundation (Online)
- Course Provider:** FMWR Academy
- Duration (Hours):** None
- Credit(s):** None
- Type:** SCORM 1.2

A red arrow points to the **View Certificate** button. Below the buttons is a link for [What's this?](#) and a note: "This item is a prerequisite for one or more items."



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**Help! My certificate won't print properly!**

Right-Click on the white area on the right side of your certificate and select "Print Preview"

**Certificate of Completion**

This is to certify that  
**JOHN DOE**

Has successfully completed the following:  
**Family & MWR Orientation Course**

On  
**6/9/2008**

AE American Council on Education  
 AUTHORIZED IACET PROGRAMS  
 Patricia T. Tucker, Ed.D.

Select "landscape" paper direction

**Certificate of Comple**

This is to certify that  
**JOHN DOE**

Has successfully completed the fo  
**Family & MWR Orientation**

On  
**6/9/2008**

AE American Council on Education  
 AUTHORIZED IACET PROGRAMS  
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Print Preview

1 Page View

As laid out on screen

Shrink To Fit

Meridian Global 2010.1

Page 1 of 1

Print Class Window

**INSTALLATION MANAGEMENT**  
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## Certificate of Completion

This is to certify that

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On  
**6/9/2008**

<https://apps.incom.army.mil/View/CustomCodeBehind/Base/Reports/StudentReports/CourseCertificateFrame.aspx?baCalcul...> 7/12/2011

Print Preview

1 Page View

Only the selected frame

Shrink To Fit

Turn headers and footers on or off (Alt+E)

Page 1 of 1

**MANAGEMENT COMMUNITY**  
JOYCE FAMILY AND MWR ACADEMY  
*Army's Future*

## Certificate of Completion

This is to certify that

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***Family & MWR Orientation Course***

On  
**6/9/2008**

Patricia T. Tucker, Ed.D.

[https://apps.incom.army.mil/Server/Certificate/658F35EB359424ABA031C58C6C44B2CMWR\\_MGCertificate.m/US/Bus...](https://apps.incom.army.mil/Server/Certificate/658F35EB359424ABA031C58C6C44B2CMWR_MGCertificate.m/US/Bus...) 7/12/2011

Connect with us by email at [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at 210-466-1050.



## Password Helper

Your password must have **EXACTLY 14** characters comprised of at least 2 uppercase letters, 2 lowercase letters, 2 numbers and 2 special characters from this list:

\$ \_ ^ # \* ( ) , - : ; . < > ` [ .



### DO NOT USE:

!@ ?+ ' = / % & ~ \ |

Tip: On a sheet of paper write 14 dashes and label them from 1 to 14 as shown. Enter your characters above the dashes. Secure or destroy your notes once you've created your unique password.

-----

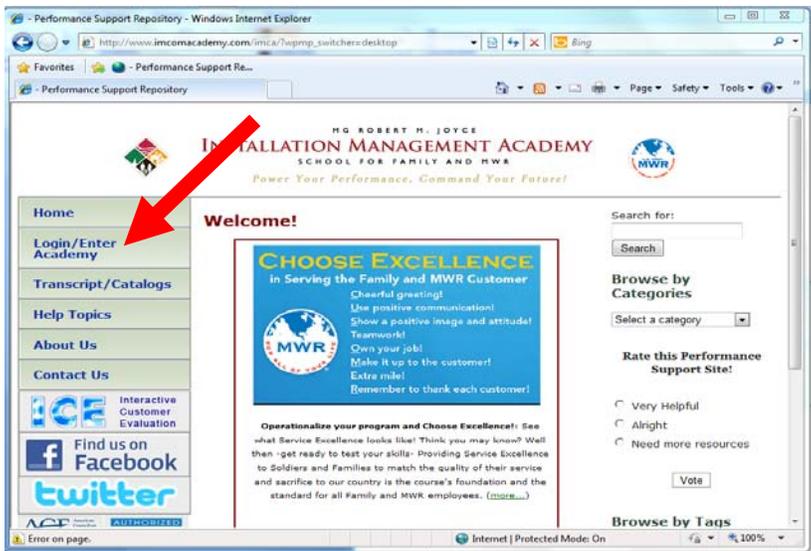
1 2 3 4 5 6 7 8 9 10 11 12 13 14



## I forgot my login and/or password

**Go to the login page, and then click the Login Help or Password Help links. Follow the prompts.**

If you do not receive an e-mail within 30 minutes regarding your login or temporary password, contact the Academy at the number below.



**Connect with us by email at [imcom.academy@us.army.mil](mailto:imcom.academy@us.army.mil) or by phone at 210-466-1050.**