

**INSTRUCTION AND INFORMATION SHEET FOR NA FORM 13170A  
ARCIS MRS MTF CUSTOMER PORTAL USER ACCOUNT REQUEST**

**STEP 1: Specify Action Requested.**

Check appropriate box – Create New User, Modify Existing User, or Delete User.

**STEP 2A: ARCIS MTF User Information**

Provide ALL MTF User information requested including e-mail address. Please provide ALL MTF address information requested, including the DMIS ID.

**STEP 2B: Specify Level of Access and Sign & Date Request**

**Access Level:** Check the appropriate box for the level of access requested.

**User Signature & Date:** The user must sign and date the form. By signing, the user accepts the Terms of Use.

**STEP 3: Submission of Application to Service Branch POC.**

Applicant should forward this form to the service branch POC designated to authorize new ARCIS MRS MTF Customer Portal users. If you do not know who this person is, please contact the ARCIS help desk at [arcishelp@nara.gov](mailto:arcishelp@nara.gov) or (314) 801-9300.

**STEP 4: Service Branch POC Authorization Information and Access Level**

**Service Branch POC Authorization Information:** Please provide information about the Service Branch POC authorizing request for action.

**STEP 5: Submission of Application to NARA**

The Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users should e-mail this completed application from their.mil e-mail account to [arcishelp@nara.gov](mailto:arcishelp@nara.gov). By emailing a scanned copy of this form with the user's signature, the Service Branch POC is authorizing the request. Please do not mail or fax this form.

**STEP 6: Receipt of login information and verification and approval of application**

NPRC staff will verify the information in the application, notify the Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users that the new user has been added, and e-mail the user ID and password to the new user. Users should be able to log in to ARCIS immediately.

**TERMS OF USE:** The ARCIS MRS MTF Customer Portal is an online file upload system that allows authorized users to submit shipment data files (SDF) and record index files (RI) to the National Personnel Records Center (NPRC) as a part of the process of retiring inactive medical records to the National Archives and Records Administration (NARA). Only those designated as authorized users should access the ARCIS MRS MTF Customer Portal in accordance with their official duties. Unauthorized system access or improper use may subject user to disciplinary action or prosecution under applicable Federal laws. Your ARCIS userid and password must be protected at all times and not shared with others. Sharing your account information with others is a violation of NARA security policy and may result in system access being revoked.

**NARA Federal Records Centers  
Archives and Records Centers Information System (ARCIS)**

**ARCIS MRS MTF Customer Portal User Account Request**

**STEP 1: SPECIFY ACTION REQUESTED**

Action Requested:     Create New User                       Modify Existing User                       Delete User

**STEP 2A: ARCIS MTF USER INFORMATION**

*Please provide information about the user whose account requires the action requested in Step 1.*

Name:                      Last:                      First:                      Middle Initial:

Office Phone:    Commercial Phone:    -    -                      Ext.

E-mail Address:                      Job Title:

Military Treatment Facility (MTF) Name:

DMIS ID:                      Record Group: *please check box for appropriate service branch*    Air Force – 342    Army - 338    Navy – 052    DHA – 330  
                                                                 

MTF Mailing Address:

**STEP 2B: SPECIFY LEVEL OF ACCESS AND SIGN & DATE REQUEST**

Specify the level of system access required: *Check all that applies (leave blank for delete user requests)*

- Level I - Ability to view and upload SDF and RI files submitted by MTF user  
 Level II Ability to view SDF and RI files for all Navy MTFs

**User Signature & Date:**

***By signing, you agree to the TERMS OF USE. Authorized access is granted for official duties. Information should not be shared, transferred or provided to unauthorized personnel.***

**STEP 3: SUBMISSION OF APPLICATION TO SERVICE BRANCH POC**

Applicant should forward this form to the Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users. If you do not know who this person is, please contact the ARCIS help desk at [arcishelp@nara.gov](mailto:arcishelp@nara.gov) or (314) 801-9300.

**STEP 4: SERVICE BRANCH POC AUTHORIZATION INFORMATION AND ACCESS LEVEL**

*Please provide information about the Service Branch POC authorizing request for action.*

Name:                      Last:                      First:                      Middle Initial:

Office Phone/Fax:    Commercial Phone:    -    -                      Ext.                      Commercial Fax:    -    -

E-mail Address:                      Job Title:

**STEP 5: SUBMISSION OF APPLICATION TO NARA**

The Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users should e-mail this completed application from their .mil e-mail account to [arcishelp@nara.gov](mailto:arcishelp@nara.gov). By e-mailing a scanned copy of this form with the users signature, the Service Branch POC is authorizing the request. Please do not mail or fax this form.

**STEP 6: RECEIPT OF LOGIN INFORMATION AND VERIFICATION AND APPROVAL OF APPLICATION**

NPRC staff will verify the information in the application, notify the Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users that the new user has been added, and e-mail the user ID and password to the new user. Users should be able to log in to ARCIS immediately.