

AROWS-R TODC Certifier

A Quick Guide from HQ RIO

How to certify short tour orders in AROWS-R.

When an Individual Reservist (IMA or PIRR) performs a tour of **29 days or fewer**, their orders must be certified online via [AROWS-R](#) Tour of Duty Certification (TODC). This quick-reference guide provides step-by-step instructions for certifiers to complete and submit certified orders to Reserve pay for the IR.

Things to keep in mind

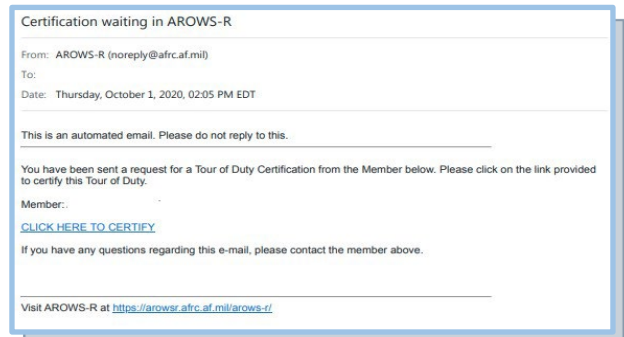
Key Requirements

- The certification process is very fast. When an IR sends the certification through AROWS-R to a valid email address, the system sends a unique URL to the Certifying Official (CO) for certification.
- Knowledge: The CO is NOT required to be the IR's direct supervisor, but the CO must meet the rank requirements and attest that the IR performed the entire order period.
- Rank Requirement: Must be at least an E-5.
- Hardware: An AROWS-R account is not required, and a .mil network is not required. However, a CAC and CAC reader are required for digital signatures.
- Functionality: Due to known issues with AROWS-R at some active-duty bases, this quick guide includes troubleshooting tips.

Instructions

CERTIFYING USING AROWS-R:

1. The IR will create the certification in [AROWS-R](#) and enter the certifier's email.
2. Receiving this email provides the first step for action.
3. Select **"CLICK HERE TO CERTIFY"**.



*****If you DON'T receive the email, proceed to the TROUBLESHOOTING TIPS, below in this guide. *****

1. Although you do not need an AROWS-R account, the system will ask you to accept the terms.

*****If the website DOESN'T COME UP, skip to the TROUBLESHOOTING TIPS.*****

2. The details of the IR's certification will display. Verify all details for accuracy, enter a good contact number (DSN not required). Comments are optional; however, if you disapprove the certification due to incorrect information, use the comments section to tell the IR what needs to be corrected.

3. Select **SAVE & SIGN** to approve or **DISAPPROVE** if corrections are needed.

4. The system will again display the details, including your information. Select **OK** to attach your digital signature.

Air Force Reserve Order Writing System (AROWS-R)
Version: 1.02.0.0000 Server: PS Page Refreshed At: 2020/10/01 14:10 EDT

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.

By clicking 'OK', you agree to the terms of the User Agreement & Rules of Behavior. Cancel will send you to the Air Force Portal.

OK Cancel

CALIFORNIA
STATE-0000
UNITED STATES
2020/10/26 14:30
Mode of Transportation: Commercial Airline

CALIFORNIA
STATE-0000
UNITED STATES
2020/10/26 16:30

AF Form 938 Block 37 - 40
My account WAS NOT in Active Duty status during this tour.
I DID NOT occupy government quarters.
Report Date 2020/01/24 07:30
Release Date 2020/01/26 16:30

Were there IDTs in conjunction with this order? No
2020/10/01 14:04

Supervisor DSN
Supervisor Comments

Save & Sign Print Disapprove Cancel

Were there IDTs in conjunction with this order? No

Member Comments
Member Signature
Date Signed 2020/10/01 14:04

Supervisor Email Address
Supervisor Name (Rank)
Supervisor Phone Number
Supervisor DSN
Supervisor Comments

You are about to digitally sign the Tour of Duty described above. Click 'Cancel' if any of the information is incorrect. Click 'OK' to proceed.

OK Cancel

That's it! You've just certified the orders and sent them to pay. Thanks for helping our IRs get their pay in a timely manner.

Troubleshooting Tips

While the **AROWS-R** system usually works well, there are some issues that have been identified. If the standard process fails due to network restrictions or email issues, utilize the following table:

Issue	Recommended Solutions
Email Not Received <i>note: There are some active-duty bases which restrict the delivery of the AROWS-R email.</i>	Check Junk or Spam email folders; have the IR resend to an alternate/personal email or another Certifying official (CO); copy/paste the URL into a document and email to CO.
Website Won't Load	Switch browsers (Chrome/Edge); disconnect from VPN while on commercial Wi-Fi; or use a personal computer with a CAC reader.
System Failure <i>*Last Resort*</i>	Instruct the IR to download the orders as a PDF from AROWS-R, complete blocks 36-45 manually, and submit via myFSS to IMA Reserve Pay. Ensuring signature types are uniform (either all digital or all wet signatures).
Follow-up for Pay	If after myFSS case submission by the IR, the member does not see an LES in accordance with the processing time outlined on the HQ RIO Portal/Pay page, the member can reach out to the Total Force Service Center (TFSC) for an update on the myFSS case (ensure myFSS case number is available for reference). For concerns contact the Total Force Service Center at DSN: 665-0102 or Comm: 800-525-0102