

UTAPS Support Cell Overview

A Quick Guide from HQ RIO

How the HQ RIO UTAPS Support Cell can assist IMAs, their supervisors, and URCs

The UTAPS Support Cell at HQ RIO was created to fulfill the specific need for IMAs with supervisors who are having issues with accessing UTAPS, or being able to successfully approve, validate, or submit an IMA's work for pay due to the sunset of Internet Explorer. A team of technicians will be on stand-by to immediately assist, and can temporarily take the place as the IMA's supervisor to approve such actions.

To contact the support cell, email the org box at ARPC.IMAUTAPS.SupportCell@us.af.mil. A technician will reach out promptly to assist with your unique issue or circumstance. Supervisors and URCs are also welcome to contact the Support Cell for similar assistance.

A few things to keep in mind:

- The IMA must have access to UTAPS (<https://utapsweb.afrc.af.mil/utapsweb/>) for the Support Cell to assist.
- The UTAPS Support Cell is NOT the UTAPS Help Desk. If the IMA can't access UTAPS at all, he or she must work with the UTAPS Help Desk at afrc.utapsweb@us.af.mil (faster results) or Toll free 1-877-294-5822, Opt 2.
- If the IMA needs the Support Cell to assist with sending days to pay, he or she will need to provide a signed 40A (with the IMA and both supervisor signatures) to the technician. The technician can provide a 40A if needed.