

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) has orders for a tour of 29 or fewer days, he or she must have those orders certified using the AROWS-R online Tour of Duty Certification (TODC). This quick guide has the steps you as the certifier need to complete the certification and send the orders to pay.

THINGS TO KEEP IN MIND:

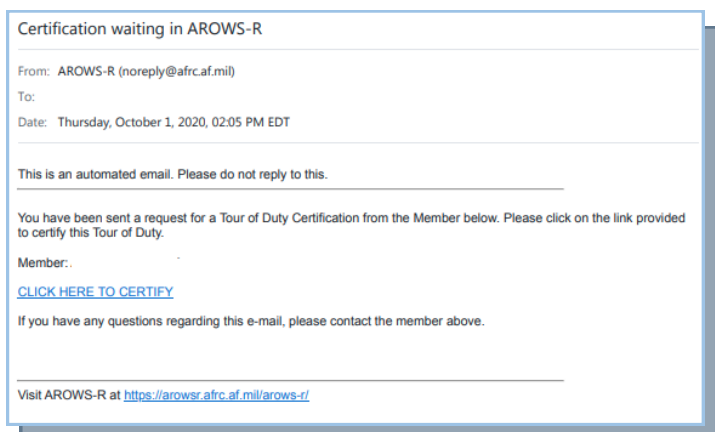
- The certification process is VERY fast, as long as you can gain access to the URL.
- You do NOT need an AROWS-R account to be a certifier. However, you will need to use your CAC for a digital signature.
- The IR can send the certification to any valid email address, including personal emails.
- The IR must have the orders certified by someone E-5 and above who can attest that the work was performed. The certifier does NOT have to be the IR's supervisor.
- There are some known issues with AROWS-R functionality at some active duty bases. This guide includes troubleshooting tips that should allow you to compensate for these.
- You do NOT need to be on a .mil network to access the certification.

CERTIFYING USING AROWS-R:

1. The IR will create the certification in AROWS-R and enter your email. Receiving this email is the first step for you to take action.

2. Select **CLICK HERE TO CERTIFY**.

*****IF YOU DON'T RECEIVE THIS EMAIL, SKIP TO THE TROUBLESHOOTING TIPS.*****



1. While you don't need to have an account in AROWS-R, the system will ask you to agree to the terms. Select **OK**.

*****IF THE WEBSITE DOESN'T COME UP, SKIP TO THE TROUBLESHOOTING TIPS.*****

Air Force Reserve Order Writing System [AROWS-R]
Version: 1.89.0.0008 Server: P5 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:

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

Mode of Transportation: Commercial Airline

AF Form 938 Block 37 - 40

My spouse **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

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

*Supervisor DSN

Supervisor Comments:

2. The details of the IR's certification will display. If everything looks good, scroll down and enter a good phone number (it doesn't have to be DSN). You can also enter comments, but those are optional.

3. Select **SAVE & SIGN** when you're ready.

4. The system will again display the details, including your information.

Select **OK** to attach your digital signature.

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.

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.

Go to the next page for troubleshooting tips

TROUBLESHOOTING TIPS

While the AROWS-R system usually works well, there are some issues that have been identified. Here are some options to help you work around them.

IF YOU DON'T GET THE EMAIL: There are some active duty bases which restrict the delivery of the AROWS-R email. To work around this issue ...

- Have the IR send the certification to an alternate email (such as a personal email address).
- Copy and paste the URL into a fresh email from that address and forward it to your .mil account. If it doesn't come, try breaking the URL up into three or four chunks and removing the spaces after you get the email.
- Paste the URL into a document and save it to OneDrive or emailing the document to your .mil account.
- Check spam, junk, and clutter folders.
- Have the IR send it to another member of the unit, E-5 and above, who can verify the work.

IF YOU CAN'T GET TO THE WEBSITE: There are some active duty bases which do not have the AROWS-R whitelisted, as well as certain browsers that don't work. You can ...

- Use Chrome or Edge, if available.
- Access the URL on a government laptop connected to commercial wifi (or hotspot) and NOT connected to VPN.
- Access the URL on a personal computer using a CAC reader.

IF YOU'VE TRIED ABSOLUTELY EVERYTHING, have your IR download the orders from AROWS-R, wet or digitally sign them, and have the IR submit via myFSS for manual processing.