



## HQ RIO UTAPS FAQs

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# How to Resolve Common Issues



## How to Assign New Supervisor

- ▶ Select IMA/PIRR Member Editor
- ▶ Search for Supervisor name (Last name, First name)
- ▶ Click Add New Supervisor
- ▶ Click Save Changes – Assign Supervisor
- ▶ Only change the Supervisor
  - ▶ \*DO NOT CHANGE THE TOUR OF DUTY CERTIFIER



**IMA/PIRR Member Editor**

Supervisor | Tour Of Duty Certifier

**Supervisors**

Assigned (Current supervisor - Display only)	Available (Click on a name to view details below)
DIXIE DUKE dixie.duke.1@us.af.mil	DUKE, DIXIE DUNHAM, CRAIG (ERRONEOUS) dunham, matthew DUNLAP, LASHAWNE

Search by name  
If you can not locate your Supervisor in the lists above use this search box to find him/her:

Enter Name: (Lastname, Firstname)  Search

(Examples: "Smith, James", "Smith, J", "Smith", "Smi", "Jam")

If you still can not locate your Supervisor using the Search, click the "Add New Supervisor" button to add a new one.

**Supervisor Details:**

First Name \*:  Last Name \*:

Email \*:

Phone #:



## Unable to log in to UTAPS With Gov Laptop

1. Open Microsoft Edge
2. Click the 3 black dots in the top right corner
3. Select Settings
4. Select Default Browser
5. For "Allow sites to be reloaded in Internet Explorer mode", please ensure this is set to allow
6. For the "Internet Explorer mode pages" select the "Add" button on the right and add the UTAPS URL: <https://utapsweb.afrc.af.mil/utapsweb/>
7. Once completed, navigate to UTAPSweb, the page should auto load into Microsoft Edges IE mode. Verify within the URL bar (to the left should be a lock icon and to the left of that icon will be an E with a golden ring around it. If you do not see this select the 3 black dots and then select the Reload in Internet Explorer Mode.



## Login with Personal Laptop

**Steps to install the Chrome extension on a personal desktop computer to access UTAPS via AROWS-R:**

- 1. Launch the Google Chrome browser on a desktop computer**
- 2. Copy and paste the following link into your address bar and press enter:** <https://chromewebstore.google.com/detail/fix-utaps/kapkingjknlenocebnpndcfplamoabnhn>
- 3. On the extension's page, locate and click the "Add to Chrome" button**
- 4. A pop up will display asking for confirmation. Click "Add extension" to proceed**
- 5. The extension will begin to install and should display as its own icon within the chrome toolbar or within the extension's menu puzzle piece icon**
- 6. After the installation is complete, the user can access UTAPS through the AROWS-R passthrough using an external CAC reader.**

**Please note, on personal computers without government certificate authorities installed, chrome will flag the connection as unsecure and require clicking "advanced" and "proceed to..." to continue to the site.**



## **Unable to send to Pay?**

- 1. Open your calendar, right click on gray IDT/PNT block**
- 2. Left click on View Schedule**
- 3. Left click in the box under Work Date (under the Dark Blue header) which will bring up a prompt that reads “Member has already signed in. If you would like to clear the work information, click yes otherwise click no.”**
- 4. Verify that the validator used IMA/PIRR Supervisor Role and not TODC Role.**
- 5. Click yes, then repeat the same steps for the next period**
- 6. Next click in the box under Period (under the Dark blue Header) which will enable you to click on the drop-down box for validator.**
- 7. Change the Supervisor there and then click update schedule (wait for a few seconds for the screen to flash), then follow the same steps for the next period.**
- 8. Once you have updated the supervisor for each period click save and close**
- 9. Finally, navigate to back into each date and mark the IDTs/PNTs as worked.**



## Receiving Generic Error (When Logging into UTAPS)

1. Open Microsoft Edge and delete the URL from favorites (if there) If that does not work
  2. Go to settings, default browser, and delete the UTAPS URL to the right. (Click on trash can)
  3. Go to “Privacy Search and Services”, scroll down under “browsing data” next to” Clear Browsing data now”, click on “Choose what to clear” ensure to Check mark “Cookies and other stie data” and “Cached images and files” then click “Clear Now”
  4. Navigate to “Clear Browsing data for internet explorer” next to” Clear Browsing data now”, click on “Choose what to clear” ensure to check mark “Cookies” and “Temporary Internet Files” then click “Delete”
  5. Then open the link <https://utapsweb.afrc.af.mil/utapsweb/> in Edge then enable
    - To enable click on the “E” in the top right
- OR
- To enable IE Mode, click in the three dots to the right, scroll down and click on “reload in internet explorer mode”
  6. Select your certificate when it loads (If requested, a box will pop-up on the left side)
  7. Click on the button right above done "Open this page in Internet Explorer mode next time" ONLY
  8. Then click "Done" (A banner stating “you’re in internet explorer mode; most pages work better in Microsoft Edge” will be at the top)
  9. Click I Accept
  10. Once enabled, the updated UTAPS URL <https://utapsweb.afrc.af.mil/utapsweb/> or an Okta URL <https://af.okta.mil/sso/idps/MTLS/mtlscallback> will be under “Internet Explorer Mode Pages” in Settings/Default Browser