

myFSS Helpful Tips and Tricks

A Quick Guide from HQ RIO

For assistance navigating myFSS

1. There is now an “myIMA” tile on the front page of myFSS, this will provide you with IMA specific links to the Dets and HQ RIO Programs of responsibility that a “Create a ticket request” can be submitted for.
2. The primary link for MyFSS Login, Navigation & Help is located [HERE](#).
3. Or you can Click on helpful links, then go to the myFSS Training Library, then click on Air Force Reserve AFR myFSS Airmen (this provides a list of topics and tools within myFSS)
4. Searching key word/s in the Search Knowledge Articles section: When looking for the process on DD214s, only type in the word “DD214” and then scrolled down the list to find the one that said AFR/ANG.
5. Search “AFR/ANG” in the Search Knowledge Articles section: Everything with that in the title will come up and you can find the subject you are looking for.

Did you already submitted a ticket via myFSS, and you want to find out the status or make an update?” Please do not submit another duplicate ticket for the same topic. Proceed to myFSS and locate your existing ticket, and submit an update (this will re-open your ticket).

You can find your previous ticket by using the following steps:

- a. Log into myFSS: <https://myfss.us.af.mil/USAFCommunity/s/>
- a. Scroll down to myFSS Cases
- b. Click on open or closed
- c. Click on “>”
- d. Click on “Details” button next to the ticket you want to update.
- e. Click on “Details, Communication or Related Documents to make changes”
- f. Under Communication, click on “New comment”
- g. Under Related Documents, click on “upload files”
- h. If you upload a file, ensure you also put in a new comment, this will re-open your ticket, if it was closed and provide it to the technician that was working your case.