



# The U.S. Army Enterprise EFMP

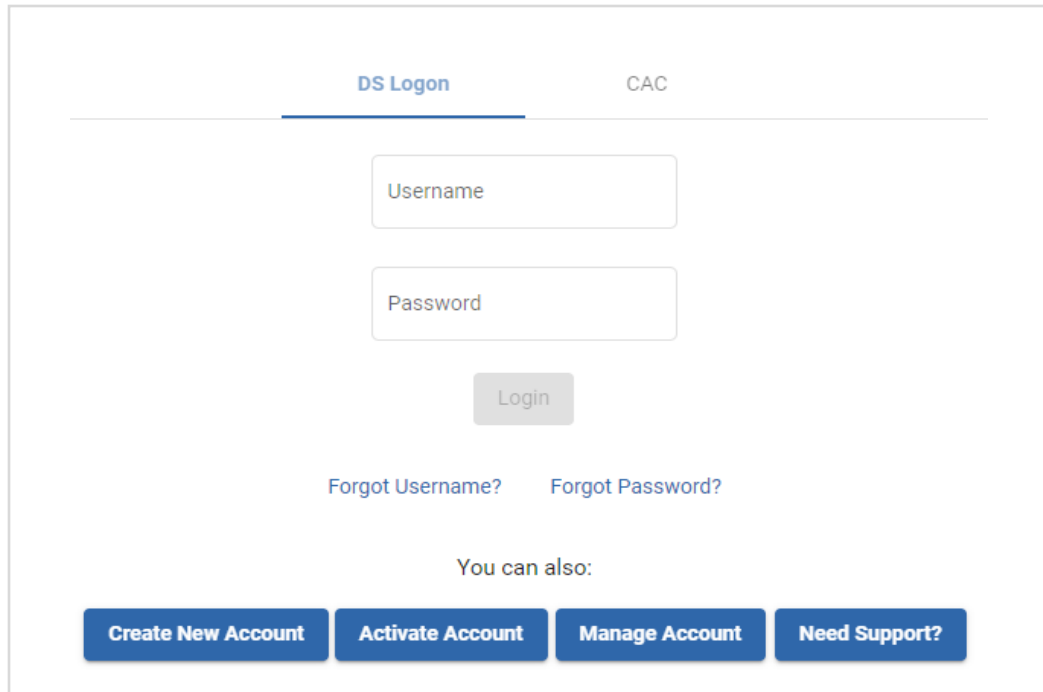
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User Guide: Navigating E-EFMP

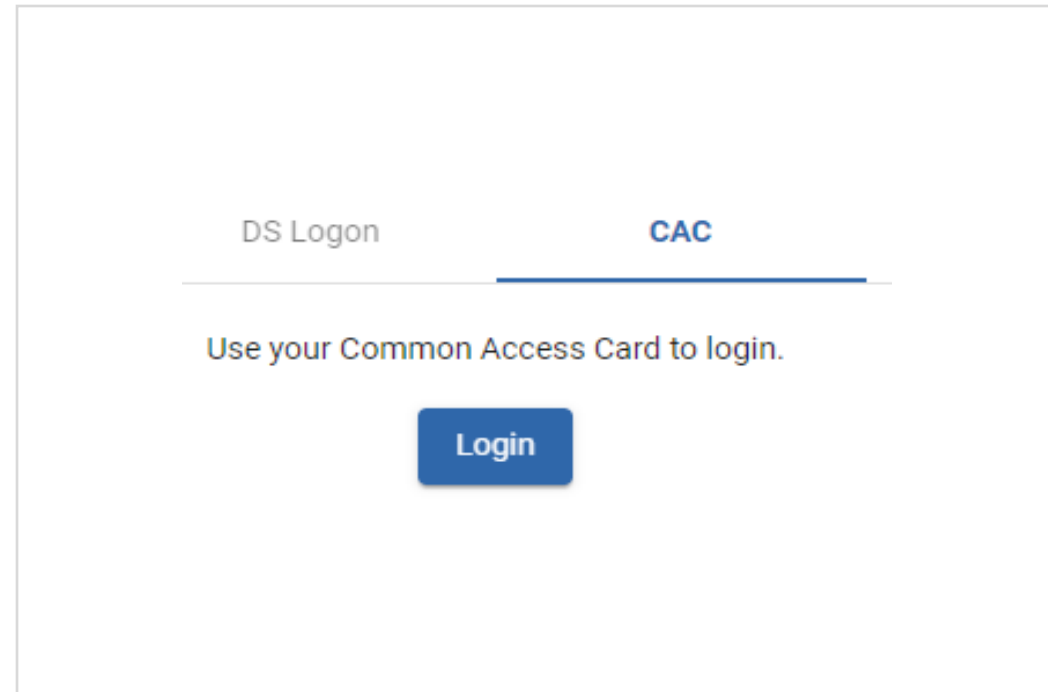
# Logging In

There are two ways to log into the system.

1. With your DS Logon account
2. With your Common Access Card (C.A.C)



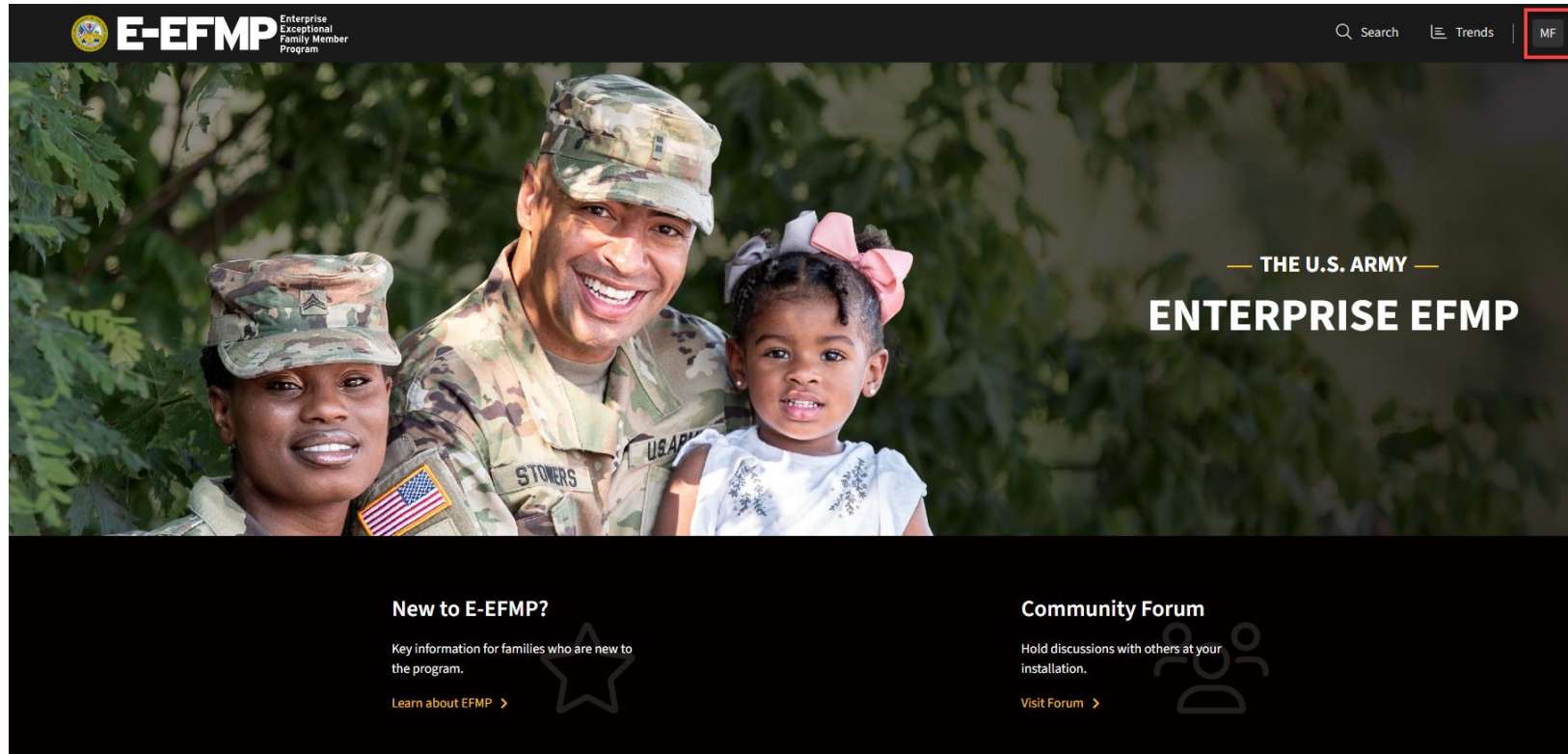
The screenshot shows the DS Logon login interface. At the top, there are two tabs: "DS Logon" (which is selected and underlined) and "CAC". Below the tabs are two input fields: "Username" and "Password". A "Login" button is positioned below the password field. Below the button are two links: "Forgot Username?" and "Forgot Password?". At the bottom, there is a section titled "You can also:" followed by four buttons: "Create New Account", "Activate Account", "Manage Account", and "Need Support?".



The screenshot shows the CAC login interface. At the top, there are two tabs: "DS Logon" and "CAC" (which is selected and underlined). Below the tabs, the text "Use your Common Access Card to login." is displayed. A large blue "Login" button is centered below the text.

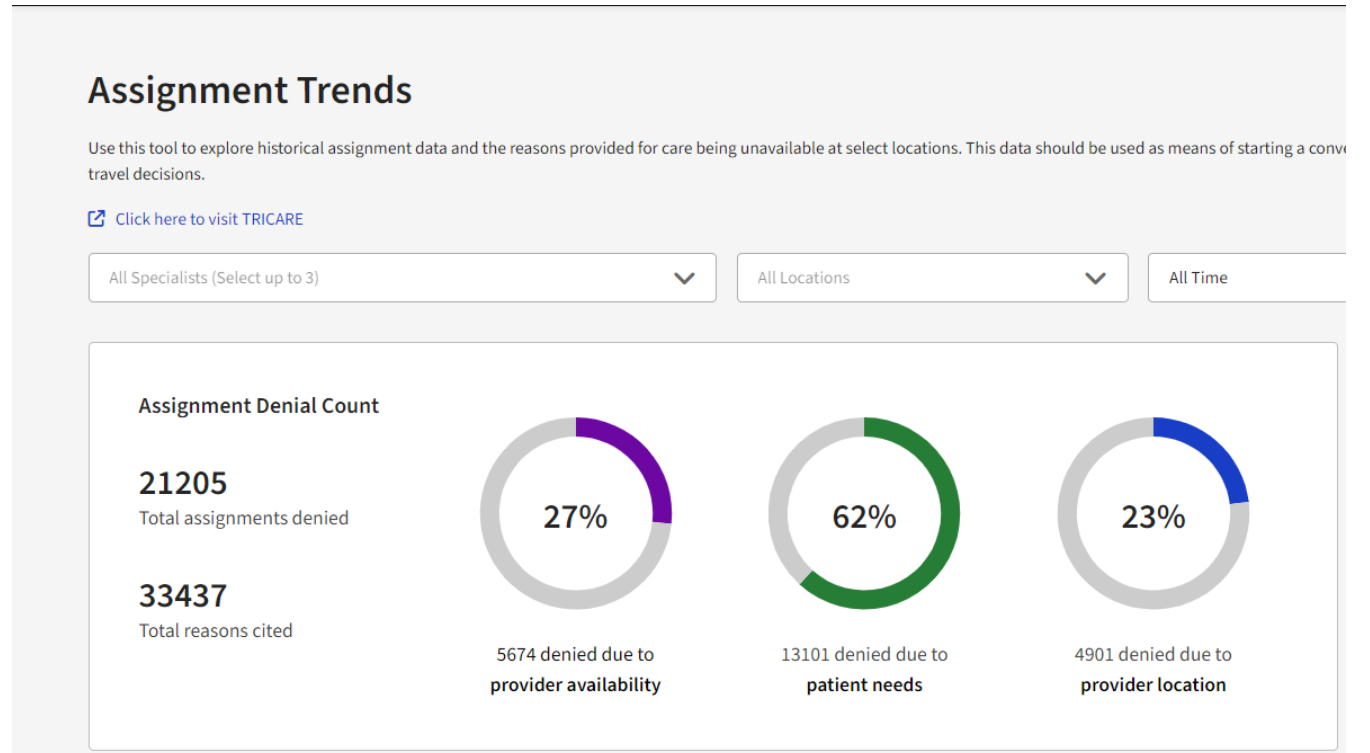
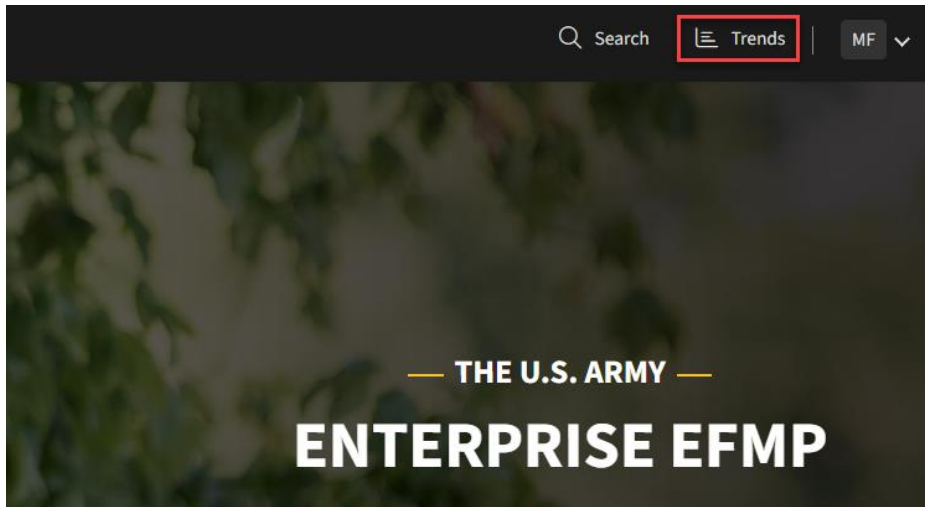
# Home Screen

This is what the homepage will look like after you log in. Your initials will be displayed in the top right corner.



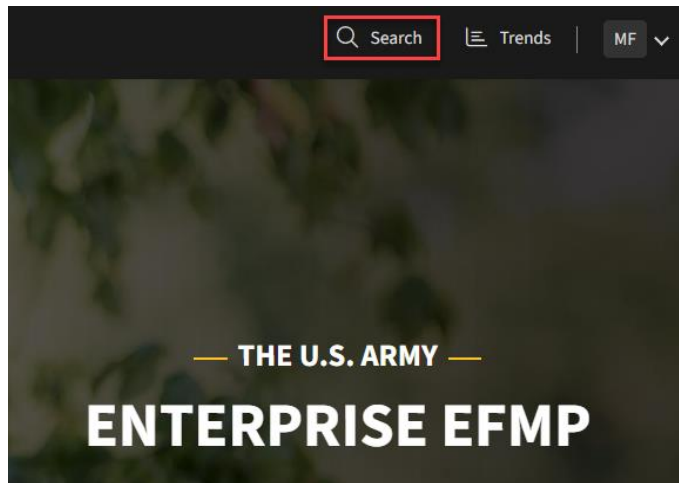
# Assignment Trends

Clicking on *Trends* will take you to the *Assignment Trends* tool, where you can explore historical assignment data.




# Search Enterprise EFMP


Clicking on *Search* will take you to the site search page where you can find resources by keyword.





Search Enterprise EFMP  × Search


5 results for "childcare"

- 

17 AUG 2021  
Preparing for  
Childcare
- 

17 AUG 2021  
Childcare
- 

17 AUG 2021  
Finding On Post  
Childcare
- 

17 AUG 2021  
Childcare Forms
- 

17 AUG 2021  
Finding Off Post  
Childcare

# EFMP Information

For those new to E-EFMP looking to obtain more information, the *New to EFMP?* resource provides helpful information on navigating the EFMP program and using this system.

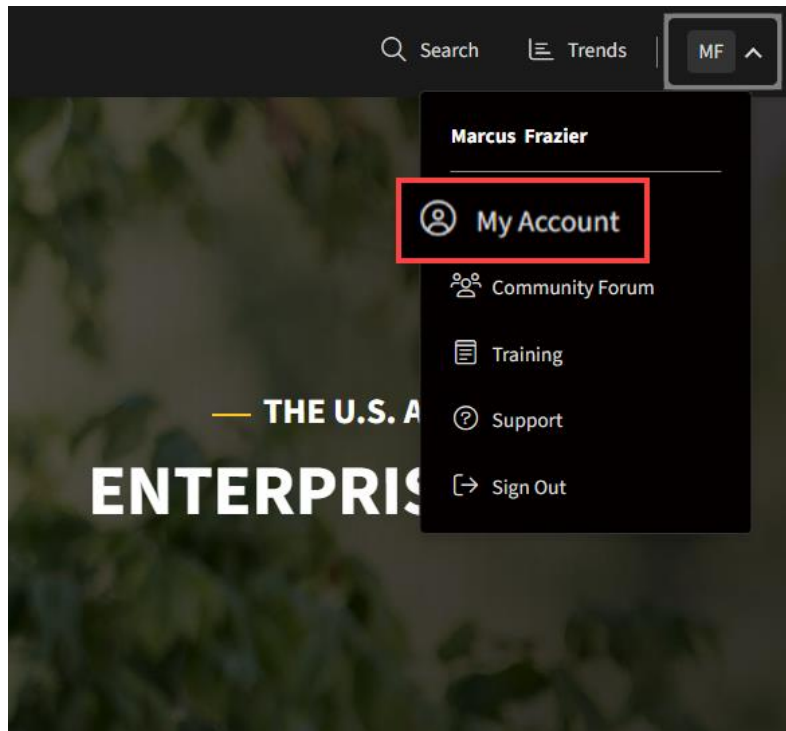
All resource articles can be translated into over 100 languages using the dropdown at the top right corner.



A screenshot of the E-EFMP website article page. The header includes the E-EFMP logo (Enterprise Exceptional Family Member Program) and navigation links for Search, My Actions, Trends, and HP. A language selection dropdown is visible, with the text 'Select Language' and 'Powered by Google Translate'. The main content area features the article title 'New to EFMP?' and a sub-header 'DoD Instruction 1315.19 Exceptional Family Member Program'. The article text begins with 'Welcome to the Exceptional Family Member Program Family! If you have a Family member recently diagnosed with a medical, mental health or special need, you probably have a lot of questions. Add in the demands of military life, and it can quickly feel overwhelming. A strong support system makes everything easier and is especially important for our EFMP Families. The EFMP's goal is to help Army Families with special needs thrive.' Below the text are links for 'EFMP &amp; Me: Military OneSource' and 'What is the Exceptional Family Member Program?'. A 'Keywords' section includes 'Educational', 'Medical', and 'Special Needs' tags.

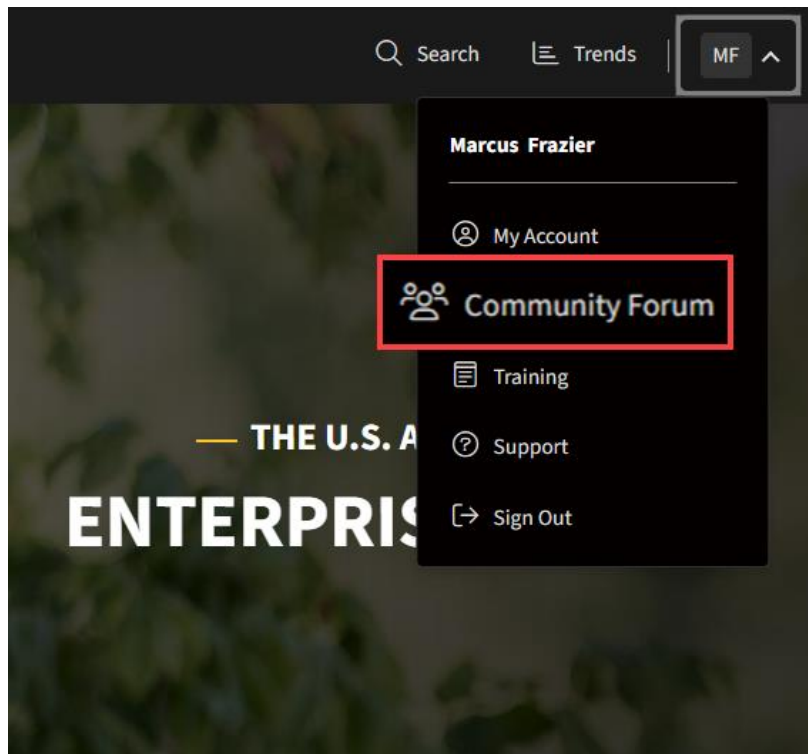
# My Account

If you click on your initials, you will notice a drop-down menu with different options. The first option is *My Account*. This will take you to your E-EFMP account page. For more information on the features within this page, go to page 11.



# Community Forum

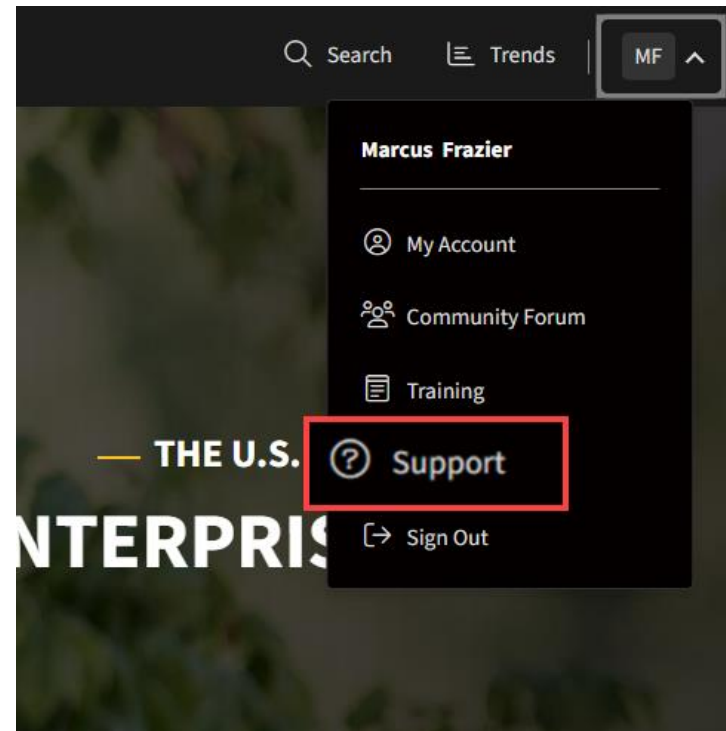
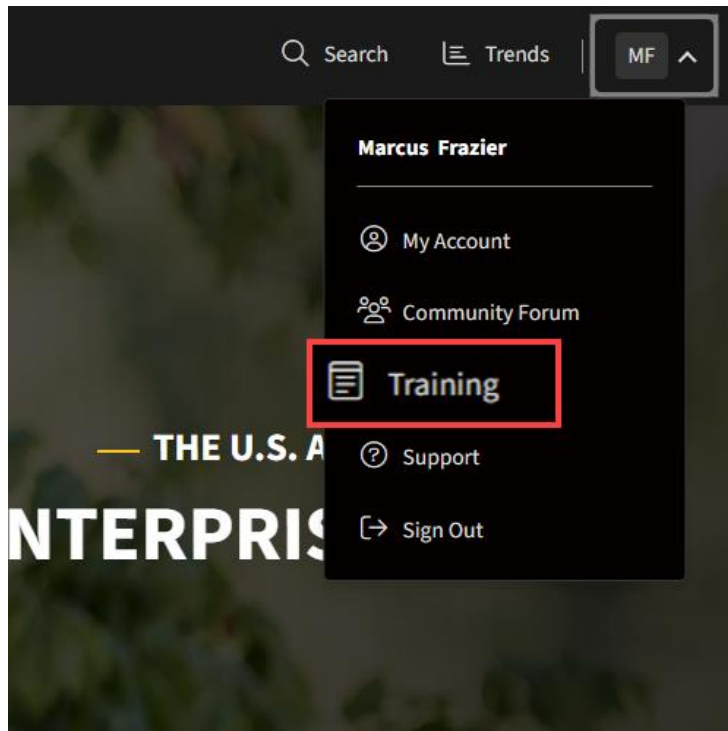
The next option is *Community Forum*. Here, you can interact with other E-EFMP users across installations through text posts.





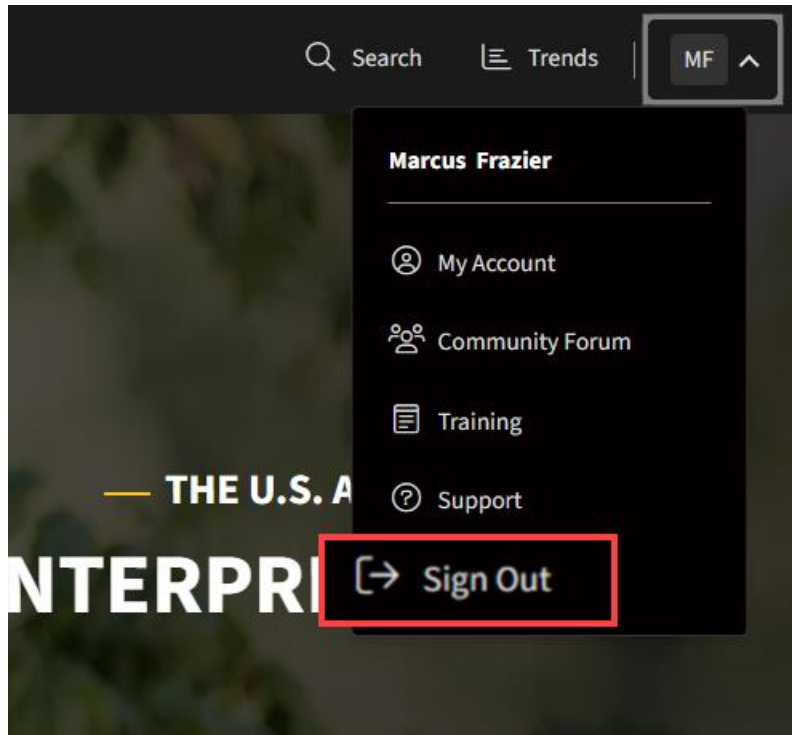
# Training and Support

The next two options are *Training* and *Support*. From the Training page, you can access all role-specific help guides and walkthrough videos for the system. Clicking *Support* will trigger the help modal, where you can access the Help Desk and chatbot. For more information on support options, go to page 17.



# Sign Out

The last option is *Sign Out*. This will log you out of the system on your current device.



# My Account

This is your account page, where you can see your E-EFMP account details, your EFMP packages, recommended training, and more.


Edit your email address by clicking *Edit Account Details*.

The screenshot displays the E-EFMP user interface. At the top, the logo for E-EFMP (Enterprise Exceptional Family Member Program) is visible. The user's name, Madeline Frost, and email address, madeline.frost@email.com, are shown in the profile section. A yellow button labeled "Edit Account Details" is highlighted with a red box. A red arrow points from this button to a modal window titled "Edit Account Details" which contains a text input field for the email address (currently showing madline.front@email.com) and "Cancel" and "Save Changes" buttons. The main content area includes a "Welcome, Madeline Frost!" message, a "Latest Package Update" for "ENROLLMENT - FORT SHAFTER, HAWAII" (status: IN REVIEW, updated 6 Sep 2023), a "Community Forum" section, an "Enrollment Summary" (expires 14 August 2026), and a "Support" section with links for "Open Chatbot", "View help articles", and "Visit help desk". A "Recommended Read" section features an article titled "New to EFMP?" dated 23 Aug 2023. A sidebar on the right lists "E-EFMP Training" items such as "Navigating E-EFMP" and "Starting an Enrollment". A green bar at the bottom of the page indicates "Controlled Unclassified Information (CUI)".

# My Account

The *Last Package Update* section will display the most recent package that you have interacted with. You can also access all your packages from this section as well.

LATEST PACKAGE UPDATE



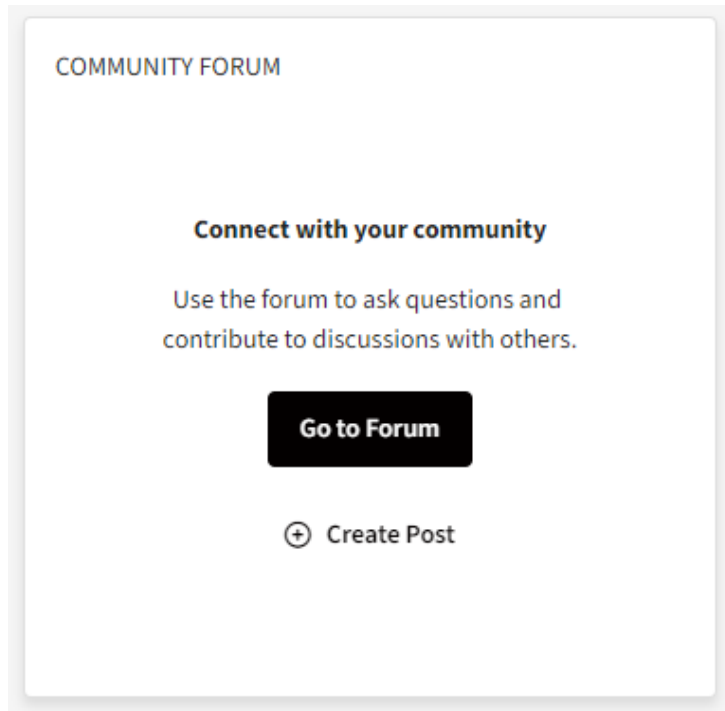
**ENROLLMENT - FORT SHAFTER, HAWAII**  
.....  
**● IN REVIEW** UPDATED 6 SEP 2023  
MRC staff has begun validating EISE enrollment

[View Details](#) [See All EFMP Actions](#)

# My Account

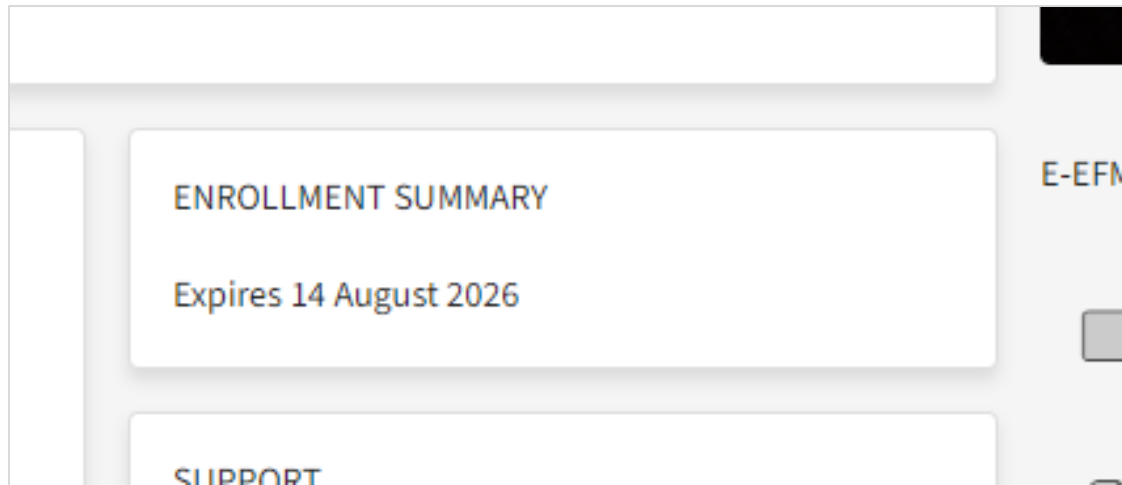
The *Community Forum* is where E-EFMP users across different installations can communicate with each other through text posts.

You can use this section to view existing forum posts or create a post of your own.



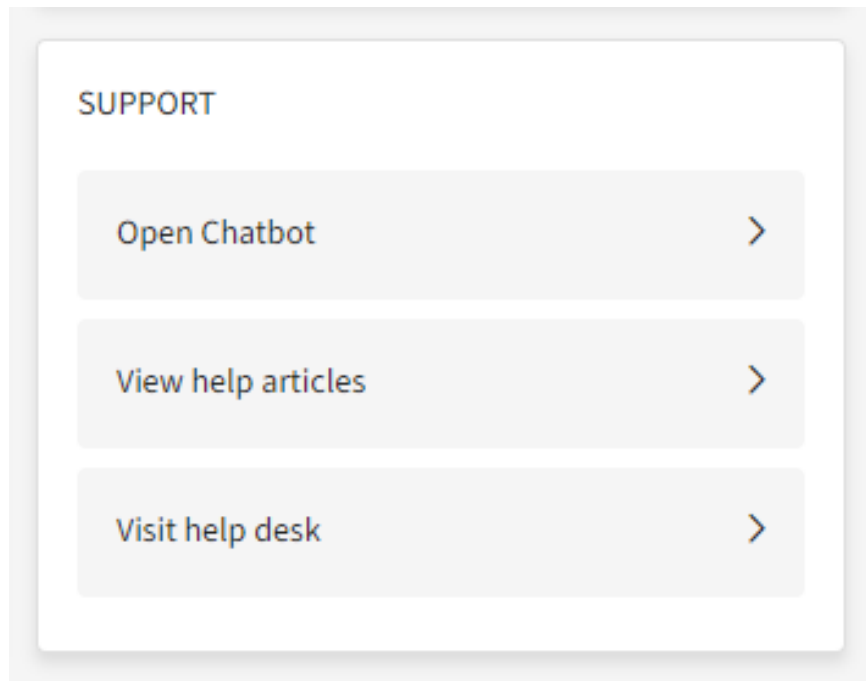
# My Account

The *Enrollment Summary* section will display the expiration date for any existing enrollment in EFMP.



# My Account


The *Support* section provides shortcuts to access the chatbot, view help desk articles, and access your tickets on the help desk website.



# My Account






Use the right-side pane to access recommended resources and system training in the form of documents and video walkthroughs.

RECOMMENDED READ



23 Aug 2023  
**New to EFMP?**

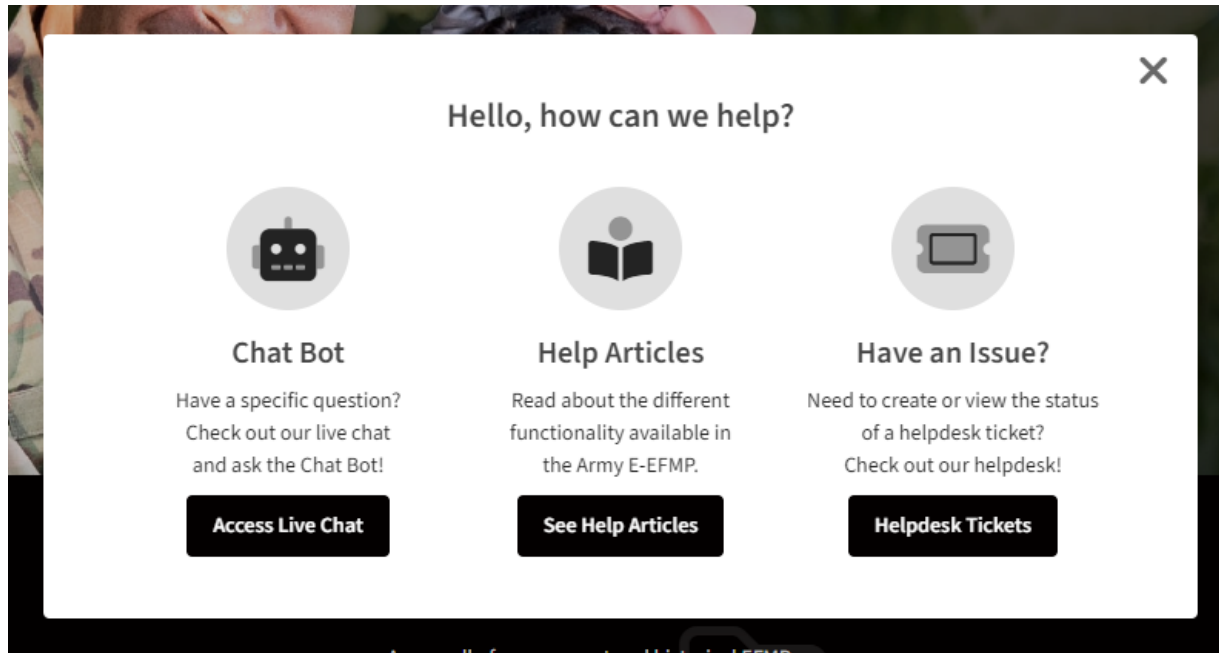
E-EFMP TRAINING [See All](#)

-  Navigating E-EFMP
-  Navigating E-EFMP
-  Starting a FMTS
-  Starting an Enrollment
-  Starting an Enrollment



# Support

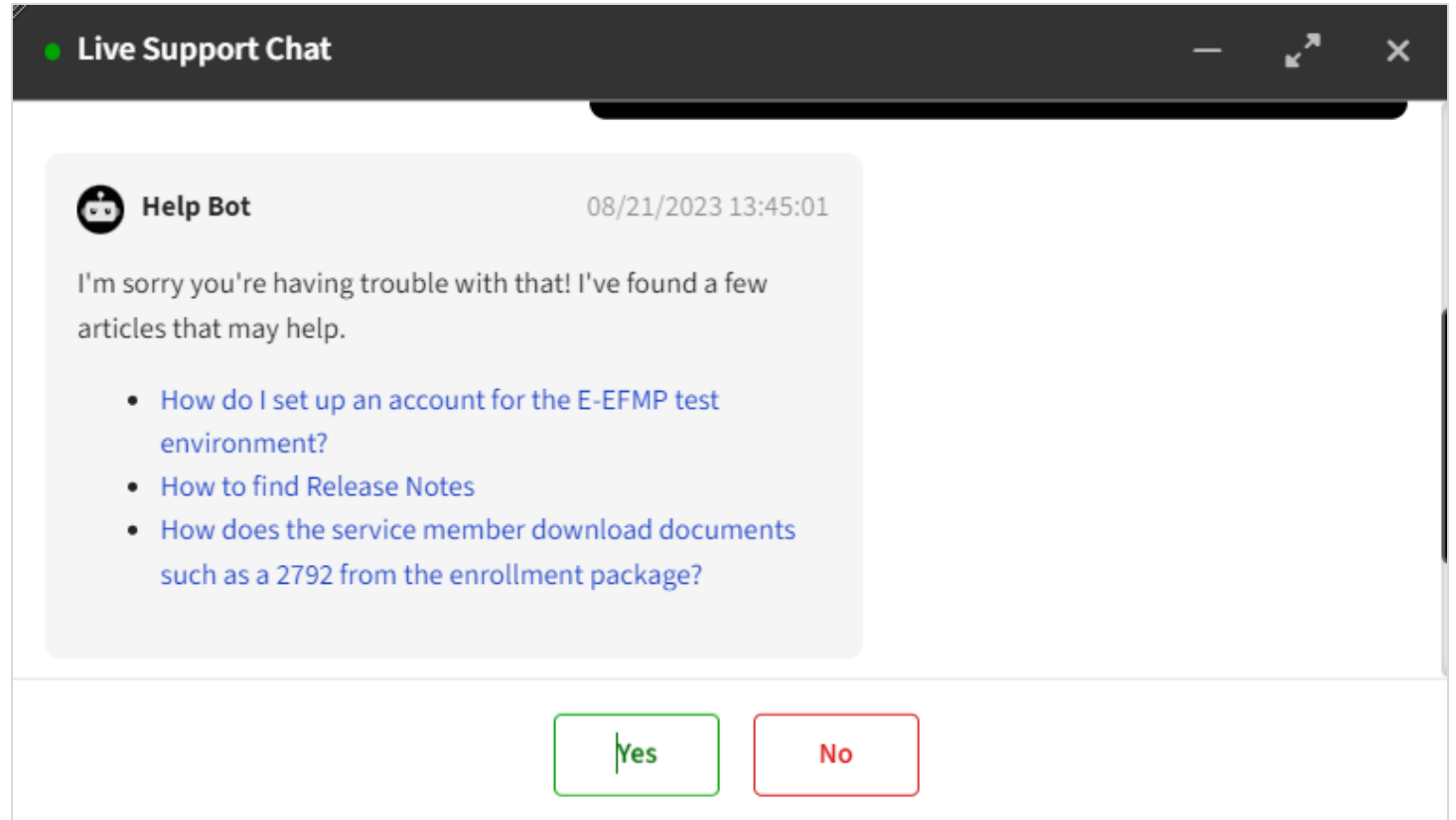
E-EFMP provides multiple options for technical support through (1) a system chat bot, (2) help articles, and (3) a help desk ticketing system.



# Support: Chat Bot

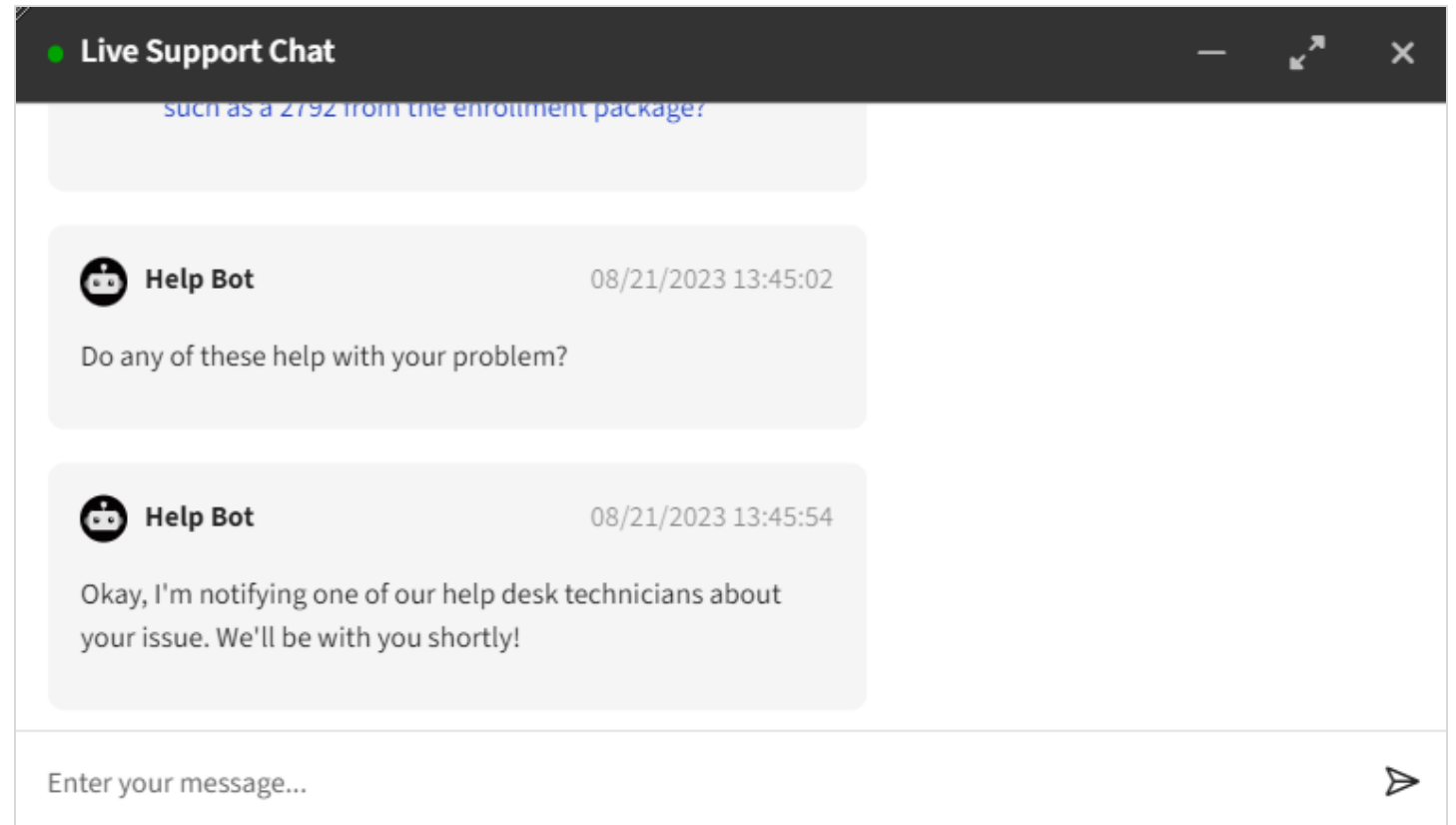
The *chat bot* is a 24/7 support feature you can access from any page on the system.

Once launched, the bot will first ask you to describe your question and recommend help articles that may be of assistance.



# Support: Chat Bot

If the Chat Bot is unable to resolve your issue, it will connect you with a Help Desk technician for further assistance.



# Support: Help Articles

Clicking *See Help Articles* will take you to the Helpdesk Articles page. Here you can find help guides for each of the following categories:

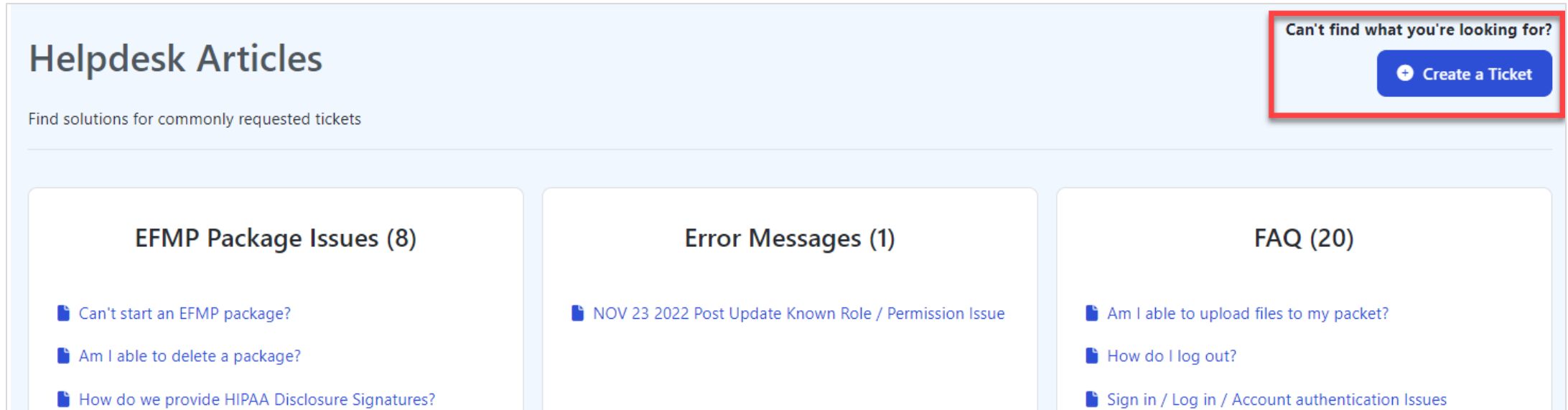
- EFMP Package Issues
- Error Messages
- FAQs

The screenshot shows the 'Helpdesk Articles' page. At the top right, there is a search bar with the text 'Can't find what you're looking for?' and a 'Create a Ticket' button. Below the search bar, the page is divided into three columns representing different categories of help articles:

- EFMP Package Issues (8)**:
  - Can't start an EFMP package?
  - Am I able to delete a package?
  - How do we provide HIPAA Disclosure Signatures?
  - How do I replace uploads?
  - Can I upload multiple documents?
  - Can I print an enrollment?
  - How do we sign & certify 2792?
  - Command Sponsorship Processing Issues
- Error Messages (1)**:
  - NOV 23 2022 Post Update Known Role / Permission Issue
- FAQ (20)**:
  - Am I able to upload files to my packet?
  - How do I log out?
  - Sign in / Log in / Account authentication Issues
  - How to Upload Transcription Documents
  - How do I disenroll from EFMP?
  - How to search Sponsors and Enrollments
  - How to find Release Notes
  - How to change my E-EFMP account email address?
  - How does the service member download documents such as a 2792 from the enrollment package?
  - "Does Not Meet Criteria" Selection
  - How do I begin an EFMP Enrollment
  - How do I begin an FMTS (Family Member Travel Screening)
  - How to create (or deactivate) an account. Making a DS logon account.

# Support: Help Articles

If you are unable to find information related to your issue, you can create a ticket using the button in the top right corner.



The screenshot shows a helpdesk interface. At the top left, the heading "Helpdesk Articles" is displayed above the subtext "Find solutions for commonly requested tickets". In the top right corner, a blue button labeled "Create a Ticket" is highlighted with a red rectangular border. Below the header, the page is organized into three columns of article categories:

- EFMP Package Issues (8)**
  - Can't start an EFMP package?
  - Am I able to delete a package?
  - How do we provide HIPAA Disclosure Signatures?
- Error Messages (1)**
  - NOV 23 2022 Post Update Known Role / Permission Issue
- FAQ (20)**
  - Am I able to upload files to my packet?
  - How do I log out?
  - Sign in / Log in / Account authentication Issues

# Support: Help Desk

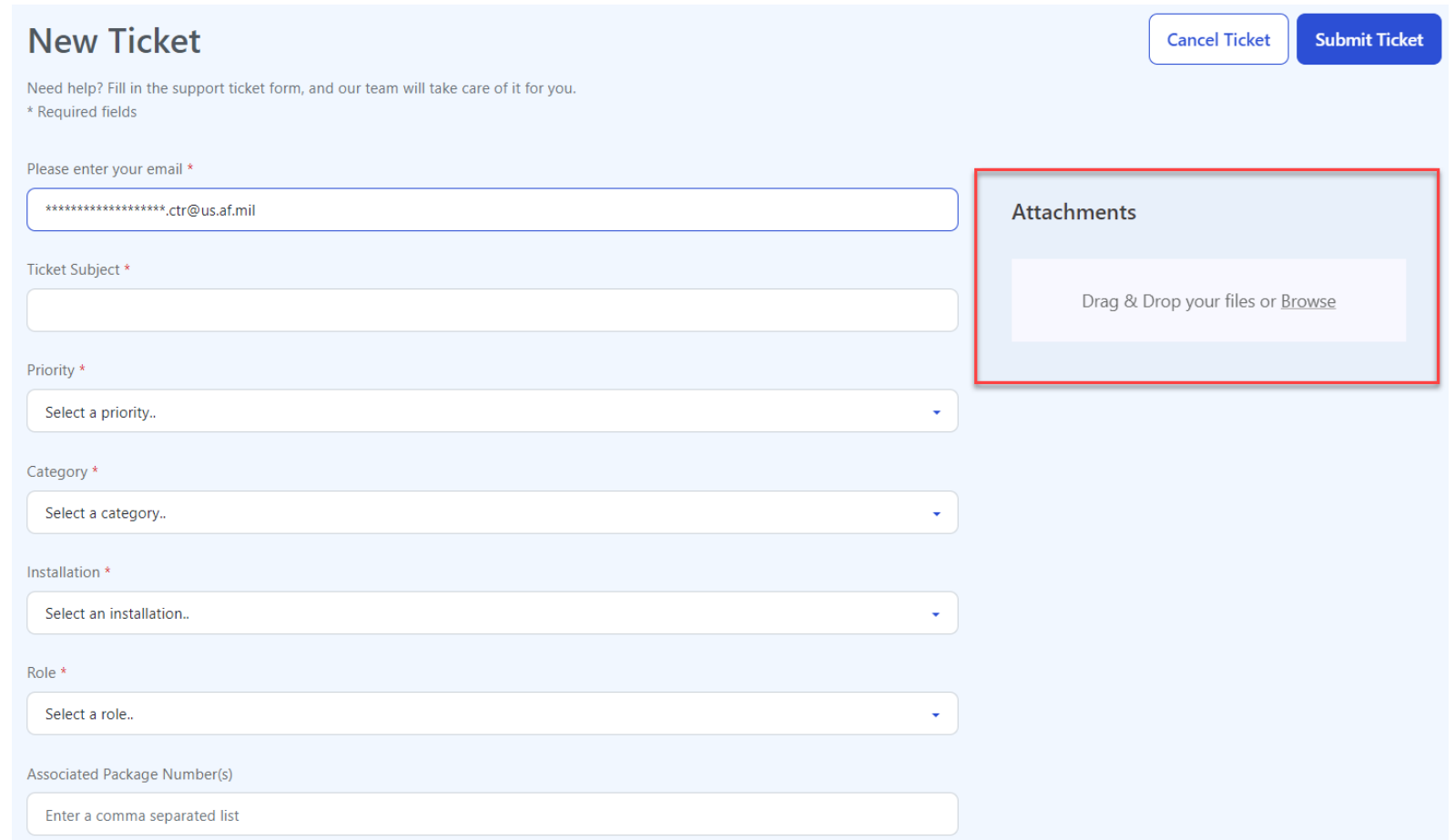
Clicking on *Help Desk Tickets* in the support modal will take you to your help desk ticket list. Here you can manage previous tickets or create a new one.

My Tickets					<a href="#">+ New Ticket</a>
Status <span>All</span> ▾					
Ticket No. ▾	Subject ▾	Submitted On ▾	Replied On ▾	Status ▾	
1368	Ticket 1361	01/11/2023 16:12	01/13/2023 09:41	RESOLVED	
1352	Information issue	01/10/2023 12:48	01/10/2023 12:49	RESOLVED	
1350	Information Issue	01/10/2023 12:40	01/10/2023 12:49	RESOLVED	
245	Issue with package	09/14/2022 13:46	09/29/2022 09:27	RESOLVED	
33	Unable to login	09/02/2022 12:19	09/07/2022 08:47	RESOLVED	

# Support: Help Desk

When starting a new Help Desk ticket, you will be greeted with this screen. Here, you can provide any information the technician may need to assist you with your issue.

If you have screenshots of your issue the attachments tab will allow you to drag and drop them to upload to your ticket.



**New Ticket** Cancel Ticket Submit Ticket

Need help? Fill in the support ticket form, and our team will take care of it for you.  
\* Required fields

Please enter your email \*

\*\*\*\*\*.ctr@us.af.mil

Ticket Subject \*

Priority \*

Select a priority..

Category \*

Select a category..

Installation \*

Select an installation..

Role \*

Select a role..

Associated Package Number(s)

Enter a comma separated list

**Attachments**

Drag & Drop your files or [Browse](#)