

# US ARMY GARRISON



## ITALY

# AtHOC Users Guide

Last Updated: 2 December 2015



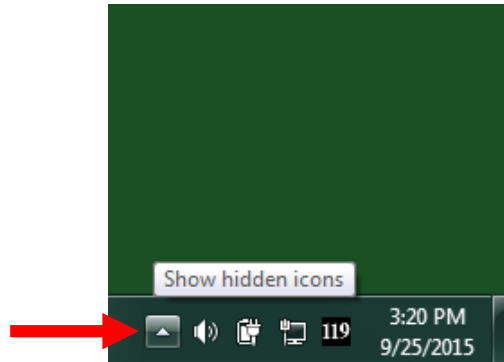
USAG Italy Emergency Management Office  
DSN: 314-637-8015/8022  
Commercial: (+39) 0444-61-8015/8022

"The Army's Home South of the Alps"

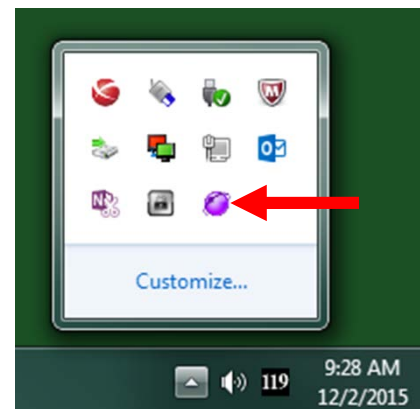
**THIS PAGE INTENTIONALLY LEFT BLANK**

## STEP 1: Access the AtHoc Self Service Application.

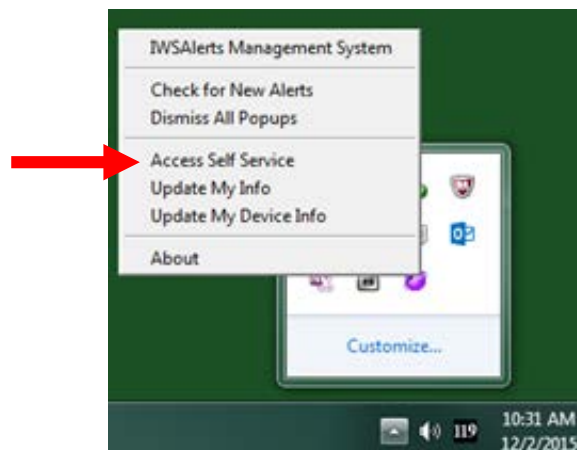
1. To access, select "Show hidden icons" at the bottom right hand corner of the computer screen.



2. Select the Purple Globe.
  - a. If the computer does not have the "Purple Globe"
    - i. Click on link for instructions:  
[Instructions if Purple Globe is missing](#)



3. Select "Access Self Service".
  - a. Then you will select your CAC credentials, if prompted.



## STEP 2: Update your Personal Profile

1. Click on “My Profile” to access the information you need to input/update/verify.

### 2. Basic Info

a. Username

- i. Auto-populated
- ii. Should be from your CAC DOD ID Number.

b. First Name

- i. Should be in ALL CAPS

c. Last Name

- i. Should be in ALL CAPS

d. Display Name

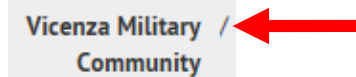
- i. Should be First Name and Last Name separated by a space.
- ii. Should be in ALL CAPS

e. Mapping ID

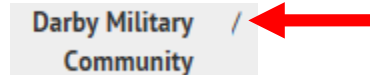
- i. Should be your DoD ID Number on the back of your CAC ID.

f. Select the organization/unit that you are in.

- i. Click on the “ / “ that is to the right of “Vicenza Military Community Organizations” for personnel in Vicenza.

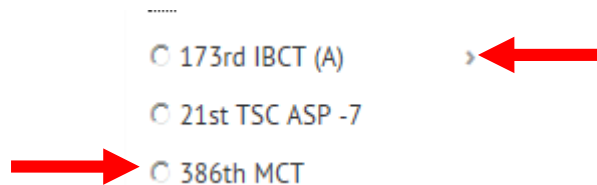


- ii. Click on the “ / “ that is to the right of “Darby Military Community” for personnel in Camp Darby.



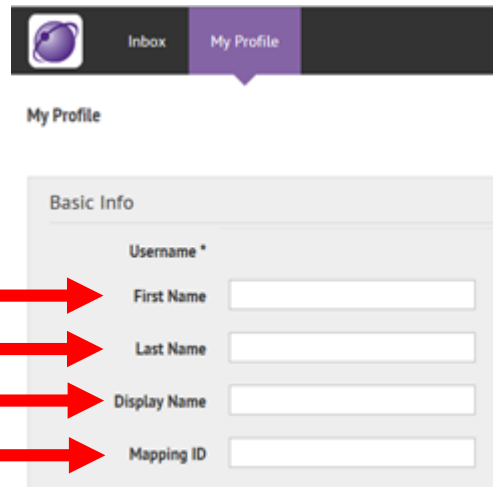
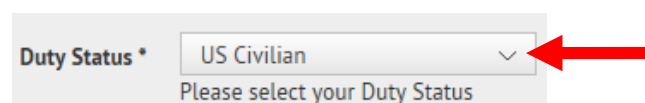
iii. Follow the Hierarchy and select the correct organization.

1. Click on the “ > “ to go to the next level of the organization if there is one provided.
2. Select the correct organization by clicking in the area to the left of the organization.



g. Select your Duty Status by clicking on the dropdown.

1. Select the appropriate choice (Local National Employee, Military, or US Civilian).



- h. Select your Primary Duty Location by clicking on the dropdown.
  - i. This is where your primary duty location is physically located.
  - ii. Select the appropriate choice, (Caserma Ederle, Caserma Del Din, Camp Darby)

Primary Duty Location \* Caserma Ederle  
Please select your Primary Duty Location

- i. Organizational Senior Leader
  - i. This area should say “Yes”, if you are a Commander, Director, CSM, Senior Enlisted Advisor, or Deputy.

Organizational Senior Leader \* No

- ii. If it is incorrect, contact the USAG Italy Emergency Management Office at 637-8015, or email at [usarmy.usag-italy.imcom-europe.list.emergency-managers@mail.mil](mailto:usarmy.usag-italy.imcom-europe.list.emergency-managers@mail.mil).

3. Numbers

- a. Requirements
  - i. At a minimum, fill in the following: Phone-Work, Phone-Mobile, and Text Messaging.
  - ii. DO NOT put N/A for areas left blank.

- b. Instructions
  - i. Click on “more” to access instructions.

- c. Phone-Work
  - i. Vicenza Format: : 011-39-0444##### (No Spaces)
  - ii. Darby Format: : 011-39-050#####(No Spaces)

- d. Phone-Home (This is not required)
  - i. Format: 011-39- ##### (No Spaces)
  - ii. Leave blank if you choose to.

- e. Phone-Mobile
  - i. Format: 011-39- ##### (No Spaces)

- f. Text Messaging
  - i. This is your Phone-Mobile #
  - ii. Format: 011-39- ##### (No Spaces)

Numbers  
To enter a local number, please use the international code 011 followed by the country code. For ex ... more

Phone - Work [input field]

Phone - Home [input field]

Phone - Mobile [input field]

Text Messaging [input field]

4. Online addresses

- a. Requirements
  - i. At a minimum, fill in Email-Work.
  - ii. DO NOT put N/A for areas left blank.

- b. Email-Work
  - i. Put your full work email address.

- c. Email – Home (This is not required)
  - i. Put your full personal email address.
  - ii. Leave blank if you choose to.
  - iii.

Online addresses

Email - Work [input field]

Email - Home [input field]

5. Click “Save”

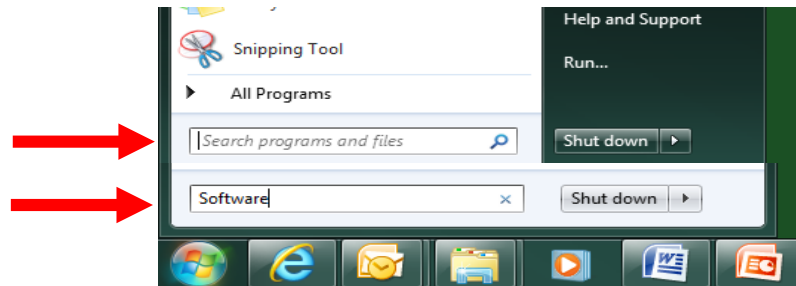
Cancel Save

## Instructions if the computer does not have the “Purple Globe”.

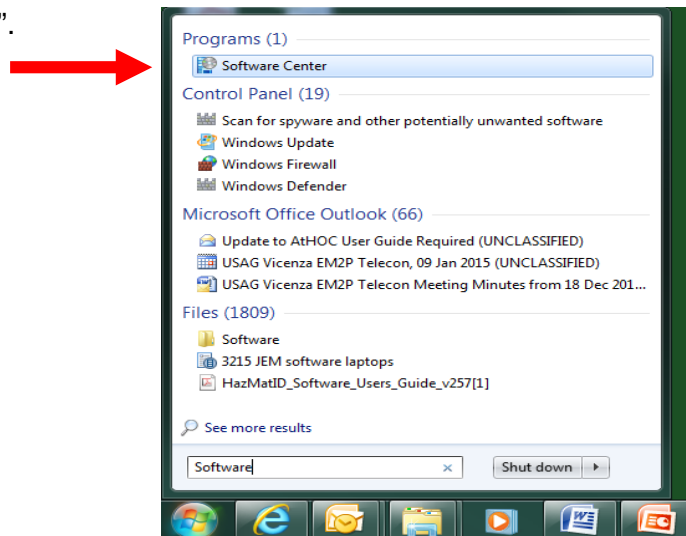
1. Select the Windows Start menu.



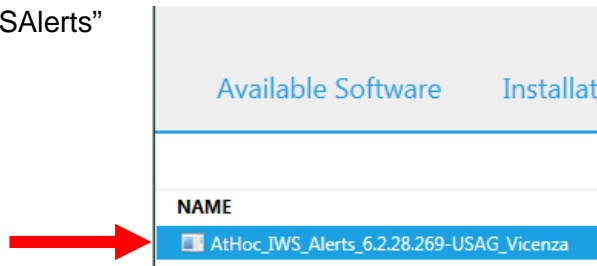
2. In the “Search programs and files” box, enter “Software”.



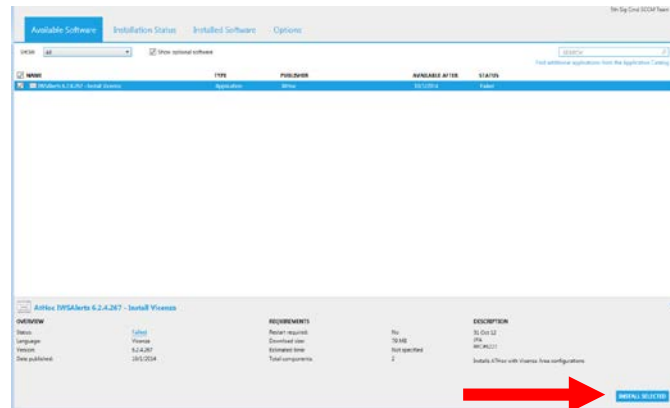
3. Select “Software Center”.



4. Check the block for “AtHoc\_IWSAlerts”



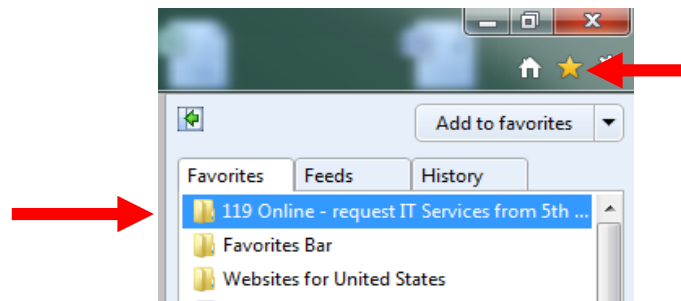
5. Select “Install Selected”.



6. Wait for installation to complete and restart the computer.

7. If “IWSAlerts...” is not available or this doesn’t work, open a 119 ticket.

8. Under “Favorites” on the Internet Explorer Toolbar, select “119 Online”, and follow instructions.



9. Once the USAG Italy MWN [Powered by AtHoc] “Purple Globe” is on your computer, [follow the instructions at the beginning of this document.](#)