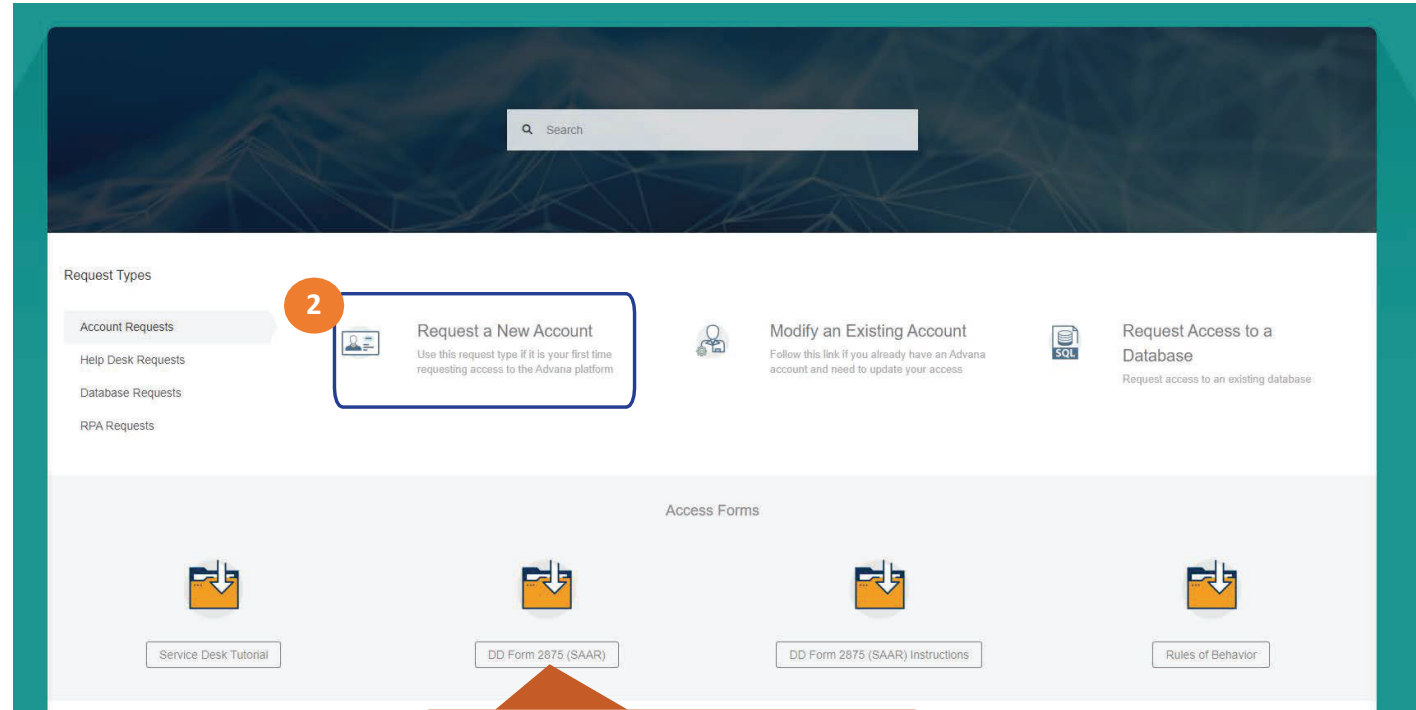
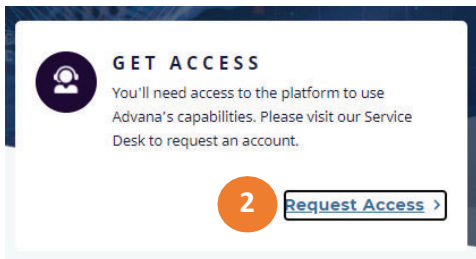


New Account Request

How to Request a New Account

1. In Google Chrome or Microsoft Edge, follow the link to access the ADVANA home page.
2. Click 'Request Access' to be redirected to the ADVANA Service Desk.
3. Click 'Request New Account'.

1 <https://advana.data.mil/#/>



Click here to download the DD2875 SAAR form.
This form is required and must be signed in block 11 by the user, block 18 by the requesting user's PM, and block 31 by the requesting user's Security Officer.



New Account Request (cont'd)

How to Request a New Account

3. Enter your .mil E-mail address, select your Organization and enter a Sub-Organization (optional).* Check the Agency verification box.
4. Select the **NIPRNet** Environment.
5. Select **Dormant Account Review – Quarterly (DAR-Q)** from the list of ADVANA applications and select **Financial Management Analytics** as the use case
6. Click into the DAR-Q Role dropdown menu.
 - a. Select the associated DAR-Q Role(s) required.
7. Attach a completed 2875 SAAR form.

*Note: Please make sure that block 11 is electronically signed by the user, block 18 is electronically signed by the requesting user's PM, and block 31 is electronically signed by the requesting user's Security Officer. Please **do not** sign block 21.*
8. Check the Rules of Behavior acknowledgement.
9. Click the Create button. You will receive an automated E-mail from the Service Desk notifying you of the request you created. You will receive another E-mail when your request is completed.

* If you are a Navy user, the Service Desk will also require you to select your Navy BSO. If you are an Army user, the Service Desk will also require you to select your Army Command.

Request a New Account

Enter your .mil e-mail address

Please ensure the email is entered correctly. Invalid e-mails will not receive all Service Desk notifications.

Select your DoD Agency

Navy

If you do not see your DoD Agency, please select 'Other:'

Select your Navy BSO

Please enter your Navy Budget Submitting Office (BSO)

DoD Agency Confirmation

I have verified the Agency I have selected and identified above is correct.

Environment

NIPRNet *

Select the environment(s) that apply to the access request

Select the application or tools you require access to

Dormant Account Review - Quarterly (DAR-Q) *

Select the use case(s) that apply to you

Financial Management Analytics *

DAR-Q Role

6a DAR-Q Role

- Level 1 Reviewer
- Level 2 Reviewer
- Level 3 Reviewer
- Level 4 Reviewer
- Level 5 Reviewer
- Tester
- View Only

Attach and Submit the SAAR Form

7 Drag and drop files, paste screenshots, or browse

8 Rules of Behavior Acknowledgment

I have read, understand and agree to comply with the Rules of Behavior

Rules of Behavior

SAAR Form Acknowledgment

Boxes 11, 18, and 31 have been signed on my attached 2875.

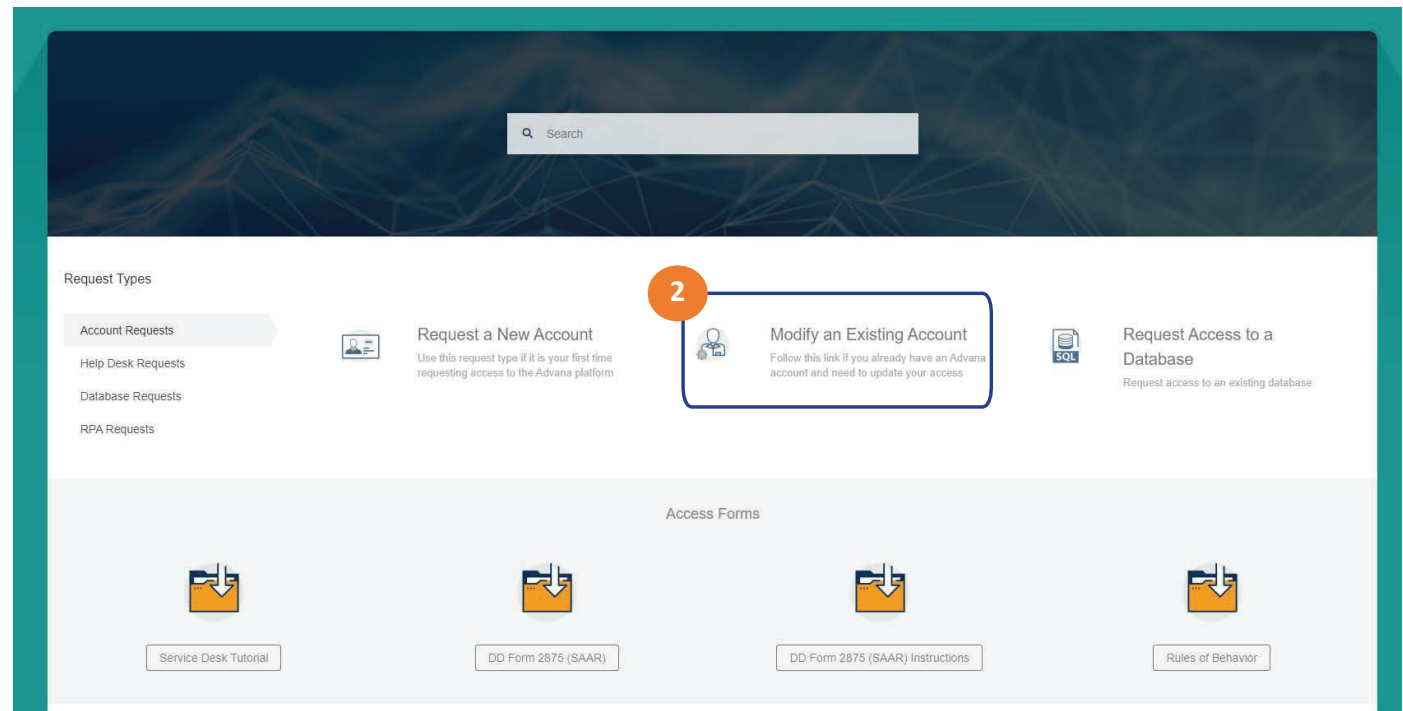
9 Create Cancel

Modify Account Request

If a user already has an Advana account, but now needs access to DAR-Q, they should submit a modify account request.

1. In Google Chrome or Microsoft Edge, follow the link to access the ADVANA Service Desk.
2. Click Modify an Existing Account.

1 <https://support.advana.data.mil/plugins/servlet/desk/portal/5>



Modify Account Request (cont'd)

3. Enter your .mil E-mail address
 4. Select your DoD Agency from the dropdown menu*
 5. Select the environment that applies to the access request
 6. Click into the Advana Application field
 - a. Select Dormant Account Review – Quarterly (DAR-Q) from the ADVANA Products list
 - b. Select **Financial Management Analytics** as the use case
 - c. Select the associated DAR-Q Role(s) required
 Note: If you would like to change your DAR-Q role, please reach out to your **Agency Administrator** which can be found in the User List, exported from the reports tab in the DAR-Q tool.
 7. Add reason for permission change. (Examples: Need email address updated, moved to a new agency, need admin role added, etc.)
 8. Check the Rules of Behavior acknowledgement and the SAAR submission confirmation.
 9. Click the Create button. You will receive an automated E-mail from Service Desk notifying you of the request you created. You will also receive an E-mail when your request is complete.
- * If you are a Navy user, the Service Desk will also require you to select your Navy BSO. If you are an Army user, the Service Desk will also require you to select your Army Command.

Modify an Existing Account

3 Enter your .mil e-mail address
Please ensure the email is entered correctly. Invalid e-mails will not receive all Service Desk notifications.

4 Select your DoD Agency
 None
If you do not see your DoD Agency, please select 'Other.'

5 Environment
Select the environment(s) that apply to the access request

6a Select the application or tools you require access to
 Dormant Account Review - Quarterly (DAR-Q) x

6b Select the use case(s) that apply to you

6c DAR-Q Role

7 Enter your justification for access

8 Rules of Behavior Acknowledgment
 I have read, understand and agree to comply with the Rules of Behavior
 Rules of Behavior
 SAAR Submission Confirmation
 I confirm I have previously submitted a SAAR to the Service Desk.
If you have not previously submitted a SAAR Form to the Service Desk, your request will be delayed and possibly rejected as we work to obtain your SAAR Form

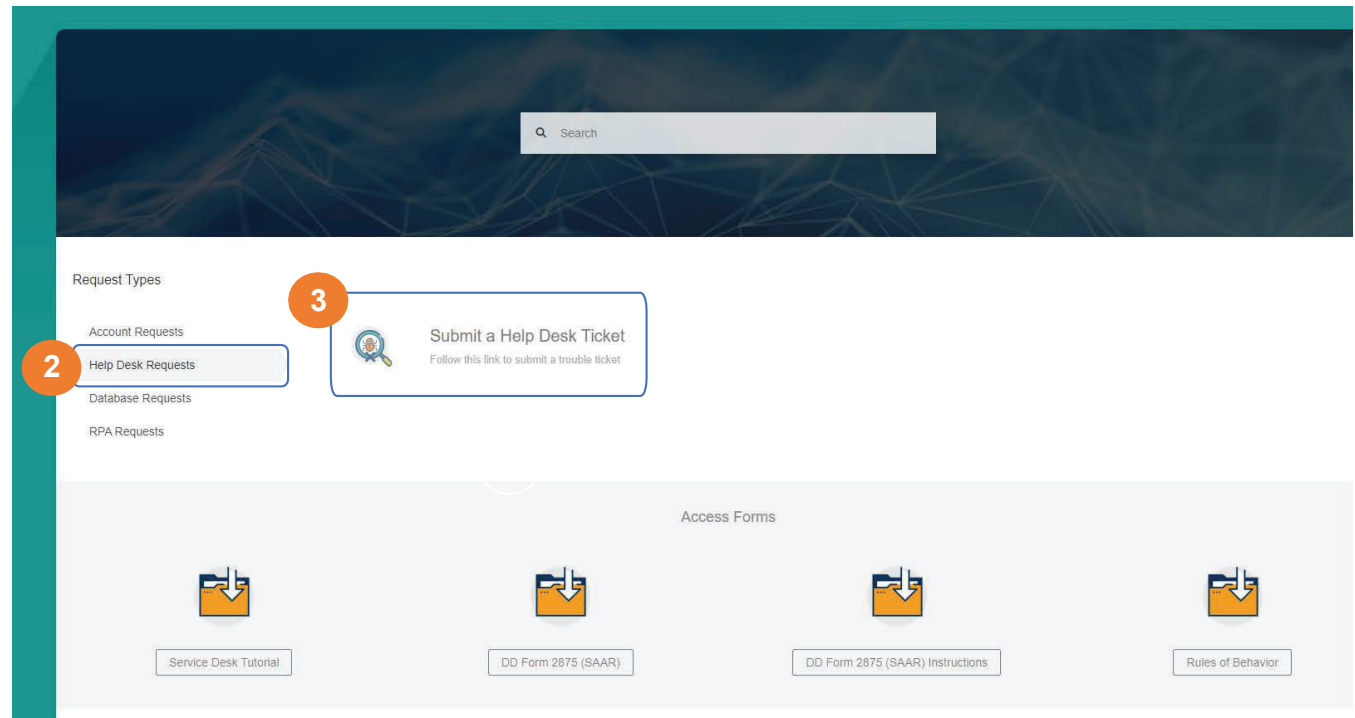
9 **Create** Cancel

Submit Help Desk Ticket

How to Submit a Help Desk ticket

1 <https://support.advana.data.mil/plugins/servlet/desk/portal/5>

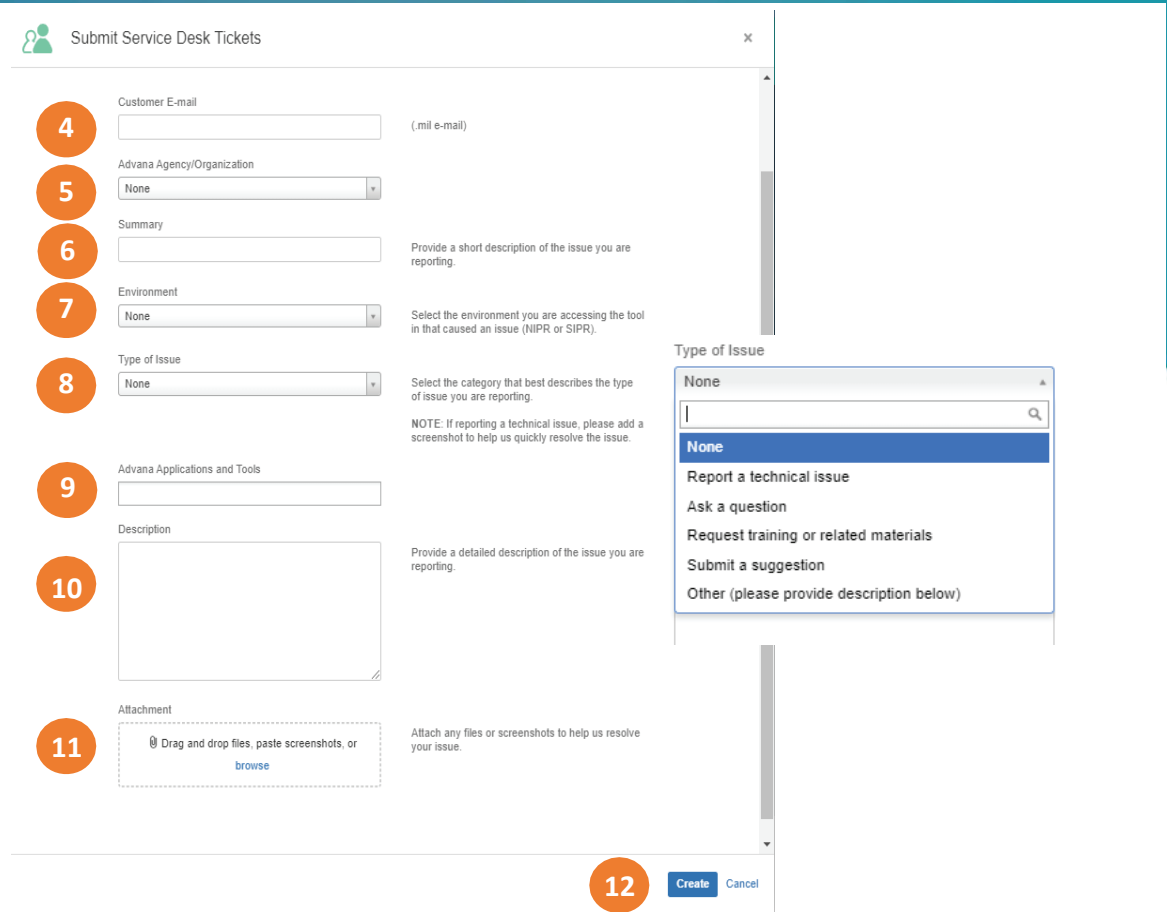
1. In Google Chrome or Microsoft Edge, follow the link to access the ADVANA Service Desk.
2. Select the Submit Help Desk Tickets page option.
3. Click Submit Help Desk Ticket.



Submit Help Desk Ticket (cont'd)

How to Submit a Help Desk Ticket

4. Enter your .mil E-mail address.
5. Enter your Agency/Organization.
6. Enter a summary of your issue.
7. Select the Environment (NIPR/SIPR), if applicable.
8. Select the Type of Issue from the Drop Down menu.
9. Select the ADVANA Tool related to your issue.
10. Enter a Description of the issue, providing as much detail as possible.
11. Add a screenshot of the issue that you are experiencing.
12. Click the Create button.



Submit Service Desk Tickets

4 Customer E-mail (.mil e-mail)

5 Advana Agency/Organization

6 Summary Provide a short description of the issue you are reporting.

7 Environment Select the environment you are accessing the tool in that caused an issue (NIPR or SIPR).

8 Type of Issue Select the category that best describes the type of issue you are reporting.
NOTE: If reporting a technical issue, please add a screenshot to help us quickly resolve the issue.

9 Advana Applications and Tools

10 Description Provide a detailed description of the issue you are reporting.

11 Attachment Attach any files or screenshots to help us resolve your issue.

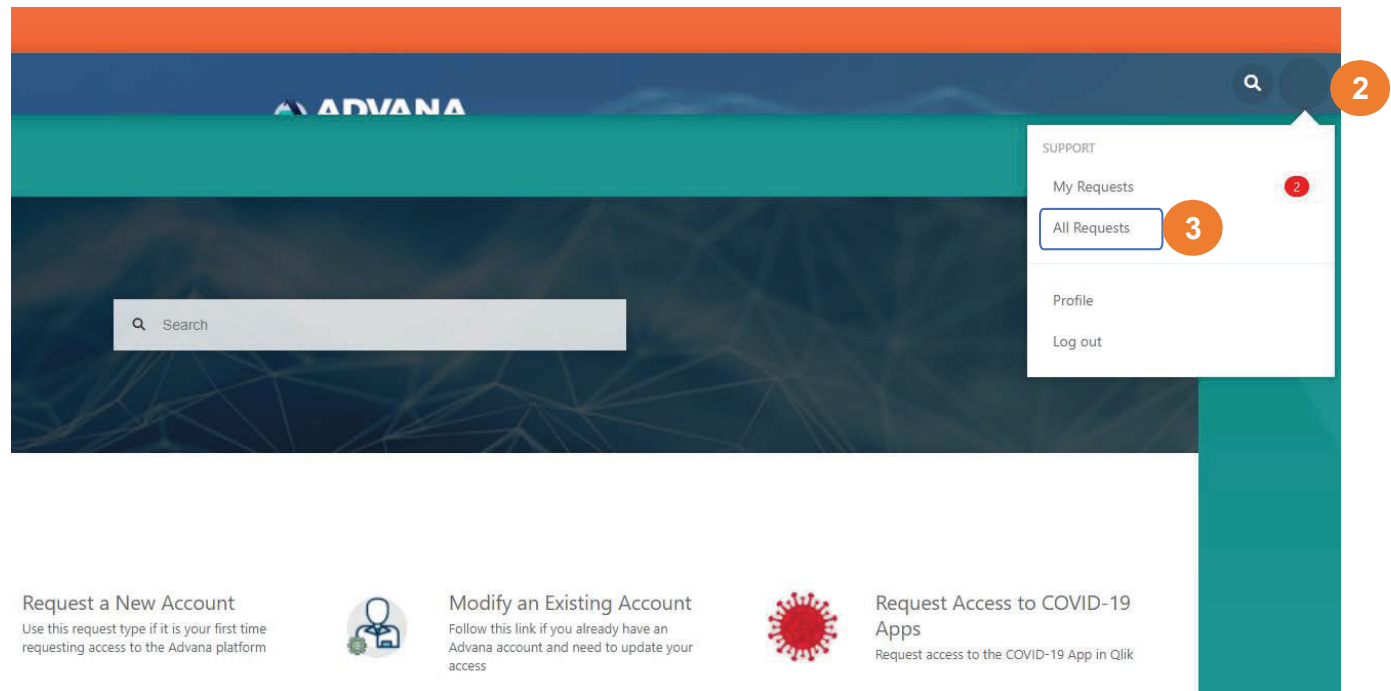
12

Type of Issue dropdown menu:
None
Report a technical issue
Ask a question
Request training or related materials
Submit a suggestion
Other (please provide description below)

Track Service Desk Ticket

1. In Google Chrome or Microsoft Edge, follow the link to access the ADVANA Service Desk.
2. Select the profile icon on the upper right hand banner
3. Select "All Requests"

1 <https://support.advana.data.mil/plugins/servlet/desk/portal/5>



The screenshot shows the ADVANA Service Desk portal. The top navigation bar includes the ADVANA logo and a search icon. A dropdown menu is open, showing options: My Requests (with a red notification badge), All Requests (highlighted with a blue border and a red notification badge), Profile, and Log out. A search bar is visible below the navigation bar.

Request a New Account
Use this request type if it is your first time requesting access to the Advana platform



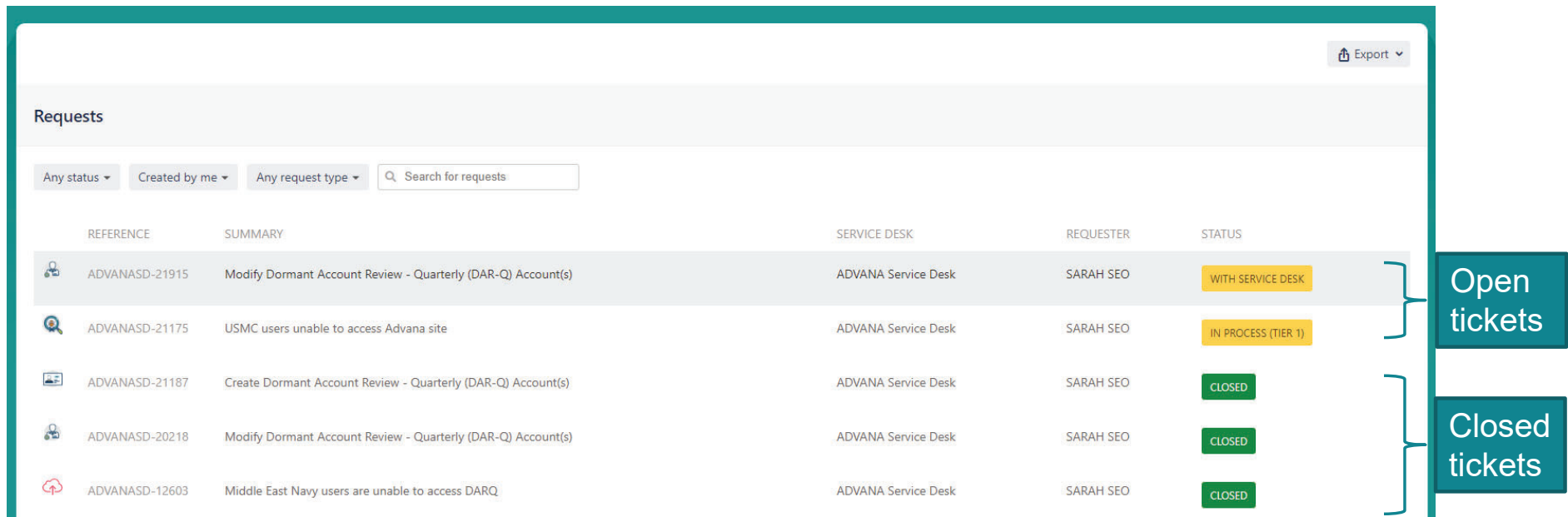
Modify an Existing Account
Follow this link if you already have an Advana account and need to update your access



Request Access to COVID-19 Apps
Request access to the COVID-19 App in Qlik






Track Service Desk Ticket (cont'd)

Users can check on the status of their submitted Service Desk tickets through the Requests page and can click on the individual ticket for more details.



Requests

Any status ▾ Created by me ▾ Any request type ▾

REFERENCE	SUMMARY	SERVICE DESK	REQUESTER	STATUS
 ADVANASD-21915	Modify Dormant Account Review - Quarterly (DAR-Q) Account(s)	ADVANA Service Desk	SARAH SEO	WITH SERVICE DESK
 ADVANASD-21175	USMC users unable to access Advana site	ADVANA Service Desk	SARAH SEO	IN PROCESS (TIER 1)
 ADVANASD-21187	Create Dormant Account Review - Quarterly (DAR-Q) Account(s)	ADVANA Service Desk	SARAH SEO	CLOSED
 ADVANASD-20218	Modify Dormant Account Review - Quarterly (DAR-Q) Account(s)	ADVANA Service Desk	SARAH SEO	CLOSED
 ADVANASD-12603	Middle East Navy users are unable to access DARQ	ADVANA Service Desk	SARAH SEO	CLOSED

Open tickets

Closed tickets