Welcome to the IMCOM Portal

Once you have created your account, you will need a few things to access your application: Internet Explorer 9 or 10, Citrix Receiver, appropriate browser settings, and a user name and password for many of your applications. This document will help you with that. If you have not created your account, please go to page 5 for that procedure.

Please Note:
You must install [Citrix Receiver 4.1](#) (follow the link) if your browser is Internet Explorer 9 or above to connect to the portal. You must install [Citrix 12.3](#) (follow the link) if your browser is Internet Explorer 8 or below. You will need an admin rights to install the version of Citrix you require.

Close ALL browsers before trying to login again (this clears your cache and allows changes to be saved).

To login to the IMCOM portal:
- Go to the IMCOM Portal URL: https://www.mwr.army.mil/
- Under **MIS login**, click on the **CAC Log In** button to login.
- You will then be prompted to enter your credentials (choose your **EMAIL** certificate). Your next page will be the IMCOM Citrix Portal.

- If you wish to log in to **SNACS**, **FMBS WEB**, **BI** or **Foodtrak**, choose the appropriate link under **Global Applications** at the bottom left of the page.
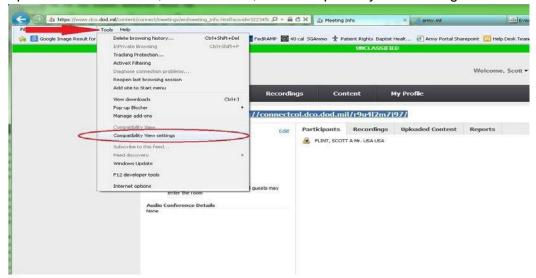
Once logged into the portal you will be taken to the Citrix Web Interface page. Here you will see the folders that contain the applications you requested access to. Most are located under the MIS Applications folder i.e. SMIRF, TLMS, and iMets. IMTO is located under the IMCOM folder if you have been authorized IMTO access.

Remember, the IMCOM portal only provides an icon to call a program. Login access within these programs is given by that program's Program Manager. Some programs require permission to even get an icon added to your folder. Be sure you have contacted the program manager and have a login for that application before you contact the IMCOM support desk.
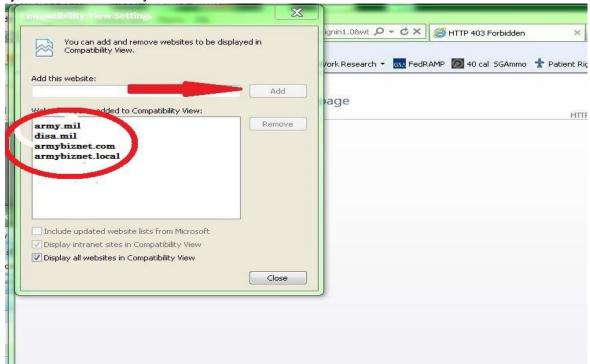(Some programs, like SMIRF, do not require a separate login.)
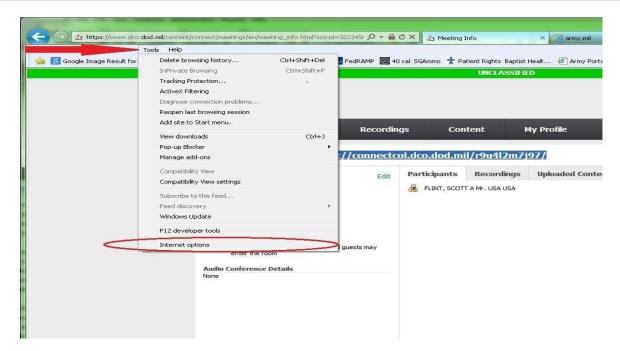

SEE BELOW FOR CORRECT BROWSER SETTINGS:

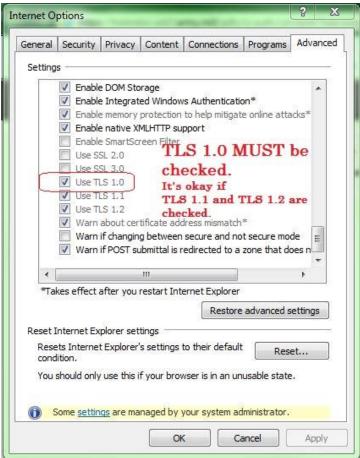Open Internet Explorer. On the toolbar, choose Tools, then Compatibility Vew Settings.

Check to see if the army.mil address is in the Websites….box. If not, navigate to the portal, open up compatibility view and ADD army.mil and disa.mil.

After saving your changed settings, navigate back to "Tools". Choose "Internet Options."

Go to the Advanced tab. Scroll all the way down till you get to the groups SSL and TLS. Make sure that TSL1.0 is checked and SSL 2.0 is not. (It's okay if TLS 1.1 and TLS 1.2 are checked.)

Your settings are complete!

US Army IMCOM Portal Account Creation

Before you start make sure you have a signed AUP and PIIAUP electronically signed or scanned and filed on your computer where you can find it. The link to the files is found in Step 4.
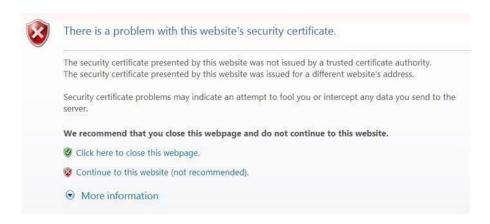
Instructions for creating an account on the IMCOM Portal MIS Application Portal.

Close all other browser windows.

1.) Go to https://www.mwr.army.mil

3. Click here to create an account

If you receive the following screen message, click (continue to website not recommended):
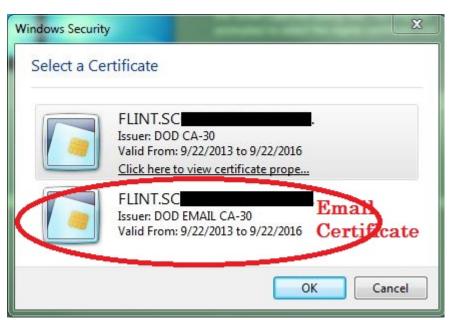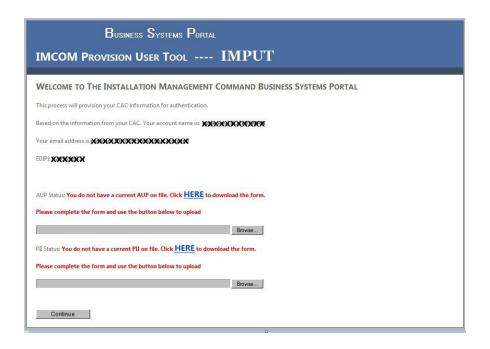

2.) Click on the accounts link in the top right hand corner.
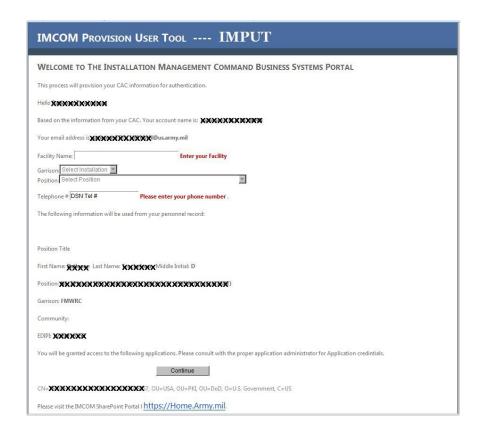
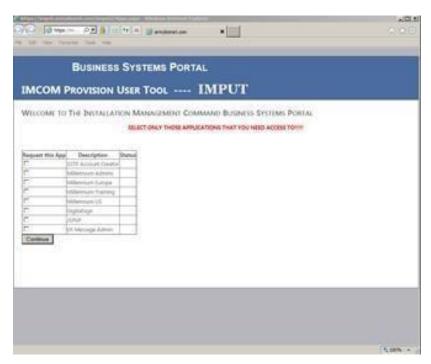3.) Please click on the DOD EMAIL CA-XX certificate and select ok

4.) Please follow the instructions to complete and upload your AUP form and PII forms. Then select continue (if you have inadvertently closed the accounts window and get an error that says the action is forbidden please close all Internet explorer windows then reopen and start again). If you cannot digitally sign the form, print it, sign it, and scan it to a file that can be uploaded to the IMCOM Portal If you receive an IMPUT error message at any time during this process, contact the Helpdesk at: usarmy.mwr.helpdesk@mail.mil Subject line: IMPUT ERROR..

5.) Complete the second page, if the pull down menu for Garrison: and Position: are grayed out for you, then continue to the next selection, if you receive and error that the system is unable to find you, and they are not grayed out, specify your Garrison and position in the drop down menus. Once the form is complete please select continue at the bottom of the page.

6.) Select the applications you need access to by clicking in the boxes and select continue. (Please note: Assigned functional managers are the approving authority for your selection. (Not the Help Desk).

7.) You will receive a message that your account was successfully created.

8.) Log out and wait 24 hours for the HQ Staff to approve your access.

9.) Go back to the home page https://www.mwr.army.mil .

Note: FMBSweb is access via a link on the Home Page. Here is the link:
https://cloud.mwr.army.mil/fmbsweb/