How do I get a Training Records Managers, Training Coordinators and Firearms Instructor Account?

All official changes to TRMs, TCs and FICs accounts need to come from a Division Chief or SAC. The following steps must be completed *prior* to obtaining an account. If you are unsure of the duties associated with a TRM, TC or FIC account, please review the responsibilities on the TC/TRM list on the JTMS homepage.

<mark>*IMPORTANT! Please ensure the memo lists all admins for your field division as shown below (page 4), signed by your ASAC, SAC for field divisions; and Div Chief/COS for HQ directorates. The memo must be attached to the e-request.*</mark>

New TRMs, TCs and FICs:

1. Have an active JTMS user account.
2. Have an active HRConnect account.
3. Complete the mandatory "Cybersecurity Awareness training" **online course** located on your **"To-Do"** list in JTMS.
4. Submit an e-request for JTMS access for the appropriate role (TC, FIC or TRM role). Attach the signed memo to the e-request.
5. Read and acknowledge the "JTMS Rules of Behavior for JTMS Administrators", which is automatically assigned to your To-Do list in JTMS after your admin account has been created and must be completed prior to your admin account becoming active.
6. Once you complete the above steps, an email will be sent out with the job aids pertaining to your role in JTMS to assist with your tasks.
7. Login to your admin account monthly to keep it active.
8. If your Cybersecurity Awareness training or the ROB becomes overdue, or you haven't logged in within 90 days, your admin account will be inactivated and your SAC will need to send an email to LMSAdmin@atf.gov requesting your account to be reactivated.
9. After your account is reactivated, to keep your admin account active, you must log in the same day your admin account is activated.
10. For instructions for submitting the e-request see page 2 below.

If you have any questions or problems related to logging into your admin account or how to perform a specific admin function, please send an email to LMSADMIN@atf.gov. Please note, this email address is for assistance with administrator accounts only. All other users must submit a Help Desk ticket for all JTMS issues.
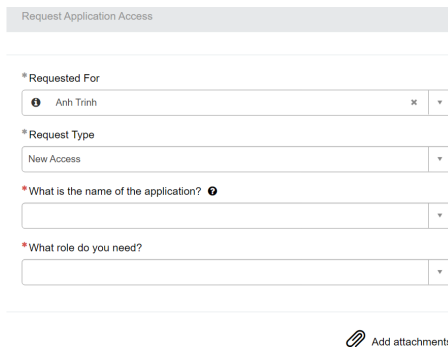
Submit an e-Request for JTMS Admin Access

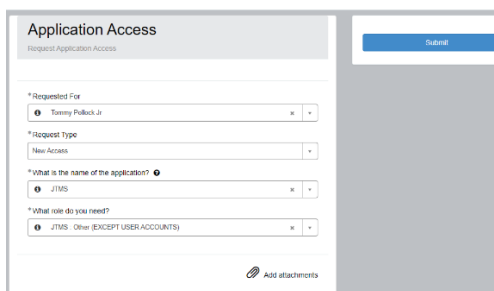Go to ESA ServiceNow Homepage.
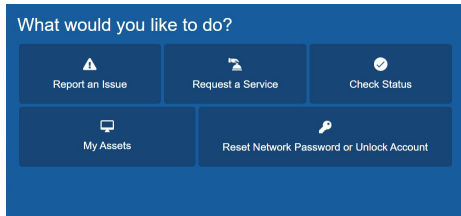
Click on Request a Service.
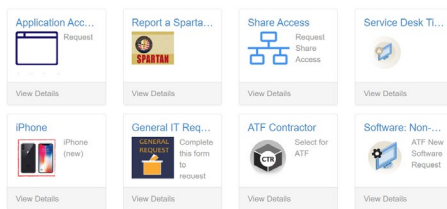
Select Application Access.

In the "What is the name of the application?", type "JTMS." For the "What role do you need?", select your appropriate role.

For the TC/TRM/FIC Role please attach the signed Memo from your SAC with the required information. Submit your request.

＊ Requested For

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＊ Request Type

| New Access | ▾ |

＊ What is the name of the application? ❓

| ❶ JTMS | ✕ | ▾ |

＊ What role do you need?

| ❶ JTMS : TC | ✕ | ▾ |

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✕

📎 Add attachments

SAMPLE MEMO FOR TC, FIC AND TRM ACCESS

Bureau of Alcohol,
Tobacco, Firearms,
and Explosives

Division Address

Date of Memo

773000:TAV:tlv
6000

MEMORANDUM TO: Program Manager, JTMS

FROM: Your   SAC/ASAC
Your Field Division

SUBJECT: Appointment/Change in Division Training Coordinator/Training Records Manager or Firearms Instructor Coordinator

Please be advised the below personnel will be the new TCs for Your Field Division **(Org Code 123456)**. In addition, Sam Mouse will be the FIC and will enter the Firearms Qualifications Completion for the Division **(Org Code 123456). If you are changing your admin personnel, please provide the names of all admin personnel to include current admins.**

- o John Dow - Primary Training Coordinator or Primary Training Records Manager
- o Dan John - Alternate Primary Training Coordinator or Alternate Training Records Manager
- o Sam Duck - FIC

For all roles, please indicate if this is a new admin or a replacement admin. If the admin is replaced by another admin, please include the name(s) of the admin being replaced.

For the TRM role please indicate the name of the training program the TRM is managing.

Please list the POC in case there are any questions.

SAC/ASAC/ Division Chief Signature