



Armed Forces Action Plan Issue Management System (AFAP IMS)

Quick Start Guide

STEP 1 – REGISTER ONLINE

1. Go to www.myarmyonesource.com
2. Click on the LOGIN tab at top of page or “Register” at top right of page.
3. Click “Join Now”
4. Input your information. Under the Military Community affiliation drop down tab, locate ”JOINT BASE LEWIS-MCCHORD” about ¾ of the way down under IMCOM-West Region
5. Click on CONTINUE
6. If information is correct, click REGISTER.

STEP 2 – SUBMIT NEW ISSUE

1. Go to www.myarmyonesource.com
2. Click on the LOGIN tab at top of page
3. At top of page select “Family Programs & Services”
4. On next page, click “Army Family Action Plan Issue Management System”
5. Click on “Submit New Issue”
6. Under Step 1: Select your U.S. Army Affiliation.
***For active Air Force, please select “Active Army” to ensure submissions reach Joint Base Lewis-McChord.*
7. Under Step 2: Please select your location, selection “WASHINGTON”
8. Select “Next”
9. Under Step 3: Please select your unit or installation.
***For Air Force, please select “Joint Base Lewis-McChord.”*
10. Select “Next”
11. Step 4: Please enter your issue details. If you need to add another recommendation, please select “Add Another Recommendation”
12. Select “Next”
13. Please read through the “Privacy and Security” statement and if you agree, select “Accept”
14. Step 5: Please enter and/or verify your profile information:
15. Step 6: Please enter and/or verify your profile information. Submitting anonymously will not expose your information to the AFAP Program Manager. If an email address is provided notifications regarding your issue submission will be sent to you.
16. Step 6: Verify the details of your submission. If all information is correct, please select “Submit.” If corrections are needed, please select “Previous” to make corrections.
17. When complete, you can navigate the site or log out.



For additional assistance, please contact the JBLM Family Action Plan (AFAP) office at 253-967-3689 or jblmafap@gmail.com