

Department of Defense

APACS and DoD FCG FAQs

FAQs for Personnel Requester, Aircraft Requester, Group Accounts, Account, General, Two-Factor Authentication (2FA), and the DoD Foreign Clearance Guide (FCG)

APACS FAQs

Personnel Requester / Aircraft Requester / Group Accounts / Account / General / Two-Factor Authentication (2FA) / DoD Foreign Clearance Guide (FCG)

APACS FAQs

A. *FAQ – Personnel Requester* 5

A.1. What is a Personnel Request?..... 5

A.2. Is a Personnel Request required for Official or Leave travel? 5

A.3. What mandatory pre-travel training and documentation is required for the travel? 5

A.4. How do I create/submit a Personnel Request? 5

A.5. How do I find/What is the Personnel Request ID number? 6

A.6. What is the status of the Personnel Request? 6

A.7. How long does it take for the Personnel Request to be approved? 7

A.8. Who approves Personnel Requests?..... 8

A.9. How do I contact the approvers? (Country, Theater and/or Special Area) 8

A.10. What if my command will not approve my travel without an approved Personnel Request? 8

A.11. How do I find the approver comments if the status is “NEED MORE INFO”, “DENIED”, or “APPROVAL RESTRICTED”? 9

A.12. Why does the status still say “IN PROGRESS” if action has been taken on the Personnel Request? 9

A.13. How do I edit/modify a Personnel Request?..... 9

A.14. How do I copy/clone an existing Personnel Request to make a new Personnel Request? 10

A.15. How do I print/save a copy of the Personnel Request? 10

A.16. How do I cancel a Personnel Request?..... 10

A.17. How do I view a Personnel Request submitted by someone else? 10

A.18. Can someone submit a Personnel Request on behalf of someone else or for multiple travelers? 11

A.19. How do I find previous Personnel Requests? 11

A.20. How do I view/approve Personnel Requests submitted by my organization/command/division/unit? 11

A.21. How do I receive a Personnel Request ID if the submit box is checked on “My Account”?..... 11

A.22. How do I submit without specific travel information and I depart within 45-30 days? .. 11

A.23. What if I am traveling to multiple locations/cities within one (1) country? 11

A.24. Who is the Home Station POC? 12

A.25. What is the In-Country Lodging and who is the POC?..... 12

A.26. Do I need to submit a request if I am going on a cruise?..... 12

A.27. What do I choose for Force Protection (FP) Responsibility?..... 12

A.28. How do I add/upload travelers for a large group? 12

A.29. What information do I enter in the “Country” and/or “Theater” Required boxes?..... 13

A.30. How do I add “Personnel Requester” permissions to my account? 13

A.31. How do I use “Reports”? 13

A.32. How do I submit a Classified/SIPRnet Personnel Request? 13

B. FAQ – Aircraft Requester..... 14

B.1. What is an Aircraft Request?..... 14

B.2. Who submits an Aircraft Request? 14

B.3. How do I add “Aircraft Requester” permissions to my account?..... 14

B.4. How do I create/submit an Aircraft Request? 14

B.5. What is the status of the Aircraft Request? 15

B.6. Who reviews/approves the Aircraft Request?..... 15

B.7. How do I contact the approvers? 16

B.8. How do I find the approver comments? 16

B.9. How do I find/What is the Aircraft Request ID? 16

B.10. How do I cancel my Aircraft Request? 17

B.11. How can I print/save a copy of the Aircraft Request?..... 17

B.12. How do I copy/clone an existing Aircraft Request to make a new Aircraft Request? ... 17

B.13. How do I find previous Aircraft Request? 17

B.14. How do I view Aircraft Requests submitted by my organization/ command/ division/ unit?..... 17

B.15. How can I transfer an Aircraft Request?..... 18

B.16. How do I submit a Classified/SIPRnet Aircraft Request? 18

- C. *FAQ – Group Accounts* 19
 - C.1. What is a Group Account? 19
 - C.2. How do I create a Group Account for our organization? 19
 - C.3. How do I ADD/REMOVE user to/from a Group Account? 20
 - C.4. How do I ADD myself to a Group Account? 21
 - C.5. How do I REMOVE myself from the Group Account? 21
 - C.6. How do I know if my organization has a Group Account created? 22
 - C.7. I transferred to another Group Account and cannot find any requests previously created. 22
 - C.8. How can I see requests from my organization/Why can I not see other users' requests? 22
 - C.9. Our organization needs visibility of other requests, but we do not want to receive notifications for all actions taken on each request. 22
- D. *FAQ – Account* 23
 - D.1. How do I enable/disable my CAC/PIV? 23
 - D.2. How do I enable/disable my password? 23
 - D.3. How do I create/reset my password? 24
 - D.4. How do I retrieve my username and/or authentication question? 25
 - D.5. How do I reactivate and/or unlock my account? 25
 - D.6. I am unable to sign into APACS or the DoD FCG with my CAC/PIV. How do I obtain access to my account? 26
 - D.7. How can I update My Account information? 26
 - D.8. How can I update my e-mail address? 26
 - D.9. How do I register/replace my CAC/PIV if I didn't initially sign up for a CAC/PIV account? 26
- E. *FAQ – General* 28
 - G.2. What is APACS? 28
 - G.3. How do I sign up for APACS and DoD FCG access? 28
 - G.4. Can I access APACS and the DoD FCG from any computer? 29
 - G.5. How do I get help or send feedback? 29
- F. *FAQ – Two-Factor Authentication (2FA)* 30
 - F.1. What is a YubiKey? 30

- F.2. What YubiKey do I need to purchase? 30
- F.3. If I have a CAC/PIV, do I need to purchase a Yubikey? 30
- F.4. How do I register my YubiKey to my account? 30
- F.5. How do I sign up for a new account with YubiKey? 31
- F.6. How do I sign in with YubiKey once it has been successfully registered? 32
- F.7. I need help with my YubiKey. 32
- G. *FAQ – DoD Foreign Clearance Guide (FCG)* 33
 - G.1. What is the DoD FCG? 33
 - G.2. How do I sign up for access? 33

A. FAQ – Personnel Requester

A.1. What is a Personnel Request?

- a. A Personnel Request is an online form filled out by an individual for official or leave travel that includes traveler and travel specific information via APACS (Aircraft and Personnel Automated Clearance System).
- b. This form requests Country Clearance, Theater Clearance, and/or Special Area Clearance based on requirements per the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>. The submitted Personnel Request is automatically sent to the approver(s) based on the listed country(ies).

A.2. Is a Personnel Request required for Official or Leave travel?

- a. A Personnel Request may be required for official or leave travel. Review the requirements in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, for each country listed on the Personnel Request.
 - 1) Review Section III.A, for Official Travel clearance requirements.
 - a) Permanent change of station (PCS) personnel are not normally required to obtain Country, Theater or Special Area Clearance unless specifically required in the individual country page in the DoD FCG.
 - 2) Review Section IV.A, for Leave Travel clearance requirements.
- b. If a Country Clearance, Theater Clearance, and/or Special Area Clearance is required, a Personnel Request is required to be completed and submitted in APACS.

A.3. What mandatory pre-travel training and documentation is required for the travel?

- a. Mandatory pre-travel training and documentation is listed in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, under each country entry.
 - 1) Review Section III.C, for Official Travel mandatory pre-travel training and documentation.
 - 2) Review Section IV.C, for Leave Travel mandatory pre-travel training and documentation.
- b. Read the entire section as some mandatory pre-travel training and documentation varies between services and if travelers are stationed at the US Embassy. This section provides training applicability, validity, instructions and accessible website links.

A.4. How do I create/submit a Personnel Request?

- a. Review the travel requirements/restrictions in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html> or <https://apacs.milcloud.smil.mil/fcg/index.html> (Classified), for each country before starting the Personnel Request.
- b. Click “Personnel Requester” from the homepage.
- c. Click on “Create Personnel Request” from the left navigation menu.
- d. Fill out the form with all traveler and travel specific information.

- 1) Note: All fields in **bold** must be filled out, at a minimum, in order to successfully submit the Personnel Request.
 - 2) If unsure of what information is required for a field, click in the box or click the tool tip (question mark “?”) next to that field. A pop-up will appear with information from the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, explaining what should be entered.
 - a) Section III.E (Official Travel) and Section IV.E (Leave Travel) will assist with filling out the Personnel Request
- e. Save the Personnel Request often.**
- 1) Once the Personnel Request is manually saved, a 7 digit Personnel Request ID number will be generated starting with a 2XXXXXX.
- f. Once complete, click on “*CONTINUE TO SUBMIT*”. Review the Personnel Request and then click the “*SUBMIT*” button.
- g. The Personnel Request will automatically be sent to the appropriate approver(s) within APACS and the webpage will state “*Your APACS request was submitted successfully*”.
- h. The submitter will receive e-mail notifications on any actions taken on the Personnel Request (if option is checked in profile settings).
- 1) To verify the status of the Personnel Request, login to APACS at any time and click on either “*Status of Request*” or “*Earliest Upcoming Travel*”. Click “*History/Approver Comments*” to view actions taken and comments from approvers.
- ❖ Detailed step-by-step instructions can be found [here](#).

A.5. How do I find/What is the Personnel Request ID number?

- a. A Personnel Request ID number is generated once an individual has saved the Personnel Request form. A generated Personnel Request ID does not mean the Personnel Request has been submitted and/or approved. Personnel Request ID numbers are 7 digits long and start with 2XXXXXX.
- 1) Individuals can find the Personnel Request ID number at any time by following these steps:
 - 2) Click “*Personnel Requester*” from the homepage.
 - 3) Click either the “*Status of Requests*” or “*Earliest Upcoming Travel*” button on the top of the page or on the left side menu.
 - 4) The Personnel Request ID number will be to the left of the line item.
 - 5) If the Personnel Request is not found there or under the “*Saved Drafts*” button, the Personnel Request has not been created and a Personnel Request will still need to be completed. (See FAQ #A.4.)

A.6. What is the status of the Personnel Request?

- a. Individuals can check the status of the Personnel Requests at anytime by following these steps:
- 1) Click “*Personnel Requester*” from the homepage.
 - 2) To locate the specific request, enter the Personnel Request ID number in the box “*Get Personnel Request with ID*” and click “*SUBMIT*”.
 - 3) To locate all requests, click on the “*Status of Requests*” or “*Earliest Upcoming Travel*” button.

- 4) Under “*Status of Requests*”, all requests that have been created and saved (draft requests will not be listed here) will appear under the personnel request list as individual line items with request information displayed and the “*Request Status*” of one (1) of the following:
- 5) Click “*ID*” number link to open the personnel request detail page for the request.
 - a) **NEW** – Personnel Request has been saved, but not yet submitted for approval. Approver(s) cannot review this Personnel Request until it has been submitted.
 - b) **MODIFIED** – Personnel Request has been edited by individual and must be resubmitted for approval.
 - c) **SUBMITTED** – Personnel Request has been submitted, but not yet been reviewed by approver(s).
 - d) **IN PROGRESS** – An action has been taken by at least one (1) or more approvers, but is still pending all approvals.
 - e) **NEED MORE INFO** – Personnel Request requires the submitter to add additional information before the Personnel Request may be approved – click “*View History/Approver Comments*” for more details. (See FAQ #A.11.)
 - f) **APPROVED** – Personnel Request has been approved by all approvers for travel.
 - g) **APPROVAL RESTRICTED** – Personnel Request is considered approved, but may require additional information or specific instructions prior to/or during the travel – click “*View History/Approver Comments*” for more details. (See FAQ #A.11.)
 - h) **NOT REQUIRED** – Personnel Request does not require Clearance from this Country/Theater.
 - i) **DENIED** – Personnel Request has been denied by approver(s) – click “*View History/Approver Comments*” for more details. (See FAQ #A.11.)
- 6) Click “*Edit*” link to open the request and make edits. Note: Do not click edit if no action is needed. Clicking edit will put the request back in the submitter’s inbox and the approvers will not be able to review it until resubmitted.
- 7) Click “*View History*” link to see who has viewed or taken action on your request and if there are any comments from the approvers regarding your request.

A.7. How long does it take for the Personnel Request to be approved?

- a. Approval time will vary from each Country, Theater and/or Special Area office depending on the approver’s workload, the arrival date in country and if the Personnel Request was properly filled out.
 - i. On average, approvals are obtained 1-4 weeks after submitting the Personnel Request. Some Country/Theater offices approve requests based on arrival in country date while others approve requests based on submitted date.
- b. Most Personnel Requests require a 30 day lead-time.
- c. Review Section III.A of the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, for clearance requirements for Official Travel.
- d. Review Section IV.A of the FCG, for clearance requirements for Leave Travel.

- e. *Note: The APACS and FCG Global Support Desk is NOT part of the approval process. Individuals may contact the approving organization(s) directly for questions regarding the approval of the Personnel Request. (See FAQ #A.9.)*

A.8. Who approves Personnel Requests?

- a. Personnel Requests are automatically routed to the approver(s) based on the country(ies) and clearances required from the itineraries listed on the request, these are in country US Embassies (USDAO), US Combatant Commands (COCOMs) and OUSD(P) Central Travel Office.
- b. When a Personnel Request is submitted it is automatically sent to the approver(s) and they are notified of a new Personnel Request for their action.

A.9. How do I contact the approvers? (Country, Theater and/or Special Area)

- a. Click “Personnel Requester” from the homepage.
- b. Click either the “Status of Requests” or “Earliest Upcoming Travel” button on the top of the page or on the left side menu or enter the Personnel Request ID number in the “Get Personnel Request with ID” box and click “SUBMIT”.
- a. Click on the “Contact Approver” button at the top of the page.
 - 1) The Contact Approver section will list all the POC information so individuals can contact approvers directly regarding the details/status of the Personnel Request.
- b. To send the approver(s) a message via APACS:
 - 1) Click on “Start a new discussion” (the approver message window will open).
 - 2) Select the approver(s) from the list.
 - 3) Type the message and click “Submit” when finished.
 - 4) When the approver(s) responds, a number will appear next to “Message Center” on the homepage.
- c. Approver information can also be found in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, in the specific country pages:
 - 1) Review Section VI.A, for Country Clearance approver contact information.
 - 2) Review Section VI.B, for Theater Clearance approver contact information.
 - 3) Review Section VI.C, for Special Area Clearance approver contact information.
- d. Ensure the Personnel Request ID is readily available before contacting the approving organization.
- e. *Note: The APACS and FCG Global Support Desk is NOT part of the approval process.*

A.10. What if my command will not approve my travel without an approved Personnel Request?

- a. It is **strongly** encouraged for travelers/submitters to follow up with the approver(s) directly if their travel orders/leave packages are pending due to APACS approval. Approvers can be reached by phone and e-mail. *The APACS and FCG Global Support Desk is NOT part of the approval process. (See FAQ #A.9.)*

- 1) If the Personnel Request was submitted in a timely manner, the approver(s) has been contacted, and arrival in country is within 14 days, send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, for further assistance and/or guidance.
- 2) **For SOUTHCOM travel:** THE SOUTHCOM THEATER CLEARANCE OFFICE **STRONGLY ENCOURAGES** UNITS TO APPROVE LEAVE, ALLOW THE PURCHASE OF AIRLINE TICKETS, LODGING, ISSUE OFFICIAL ORDERS, ETC., BASED ON THE **APACS SUBMISSION**, **NOT THE APPROVAL** OF THE APACS REQUEST.

A.11. How do I find the approver comments if the status is “NEED MORE INFO”, “DENIED”, or “APPROVAL RESTRICTED”?

- a. Click “*Personnel Requester*” from the homepage.
- b. Click either the “*Status of Requests*” or “*Earliest Upcoming Travel*” button on the top of the page or on the left side menu or enter the Personnel Request ID number in the “*Get Personnel Request with ID*” box and click “*SUBMIT*”.
- c. Click on the Request ID number you want to view to pull up the Personnel Request Detail page.
- d. Click “*History/Approver Comments*” from the top row of buttons.
- e. Read through the “*Personnel Request Log History*” and the approver’s comments will be listed on the right side under “*Comments*”.
- f. Contact the approver(s) directly for any questions regarding the Personnel Request comments. (See FAQ #A.9.)
- g. Make sure to review all comments, make any necessary changes to the Personnel Request and resubmit the Personnel Request for approval.

A.12. Why does the status still say “IN PROGRESS” if action has been taken on the Personnel Request?

- a. The Personnel Request will say “IN PROGRESS”, when only some of the approvals have been obtained. This means the Personnel Request is still pending one (1) or more clearance approvals. Once ALL approvers have marked the Personnel Request as “APPROVED” (or another status), the overall status of the Personnel Request will change from “IN PROGRESS” to “APPROVED”. (See FAQ #A.6.)
- b. You can view which approvals have been obtained by scrolling down to the Itinerary section of your submitted request and look for the “Country Clearance Status”, “Theater Clearance Status” and/or “Special Area Clearance Status”.o

A.13. How do I edit/modify a Personnel Request?

- a. Click “*Personnel Requester*” from the homepage.
- b. Click either the “*Status of Requests*” or “*Earliest Upcoming Travel*” button on the top of the page or on the left side menu or enter the Personnel Request ID number in the “*Get Personnel Request with ID*” box and click “*SUBMIT*”.
- c. Click the “*Edit*” button to bring up the editable Personnel Request form.
 - 1) Make any/all necessary changes to the Personnel Request and click “*SAVE*”
 - 2) Once complete, click on “*CONTINUE TO SUBMIT*”. Review the Personnel Request and then click the “*SUBMIT*” button.

- d. The Personnel Request will automatically be sent to the appropriate approver(s) within APACS and the webpage will state *"Your APACS request was submitted successfully"*.
- e. The submitter will receive e-mail notifications on any actions taken on the Personnel Request (if option is checked in profile settings, under *"My Account"* on the homepage).
 - 1) To verify the status of the Personnel Request, login to APACS at any time and click *"List Personnel Requests"* and select the appropriate reporting method. Click *"History/Approver Comments"* to view actions taken and comments from approvers.

A.14. How do I copy/clone an existing Personnel Request to make a new Personnel Request?

- a. Click *"Personnel Requester"* from the homepage.
- b. Click either the *"Status of Requests"* or *"Earliest Upcoming Travel"* button on the top of the page or on the left side menu or enter the Personnel Request ID number in the *"Get Personnel Request with ID"* box and click *"SUBMIT"*.
- c. Click the *"Clone"* button from the top row of buttons.

A.15. How do I print/save a copy of the Personnel Request?

- a. Click *"Personnel Requester"* from the homepage.
- b. Click either the *"Status of Requests"* or *"Earliest Upcoming Travel"* button on the top of the page or on the left side menu or enter the Personnel Request ID number in the *"Get Personnel Request with ID"* box and click *"SUBMIT"*.
- c. Click the Printer Icon in the top right corner.
- d. This will allow the export of the file to a printable format.
- e. *CTRL + P* on the keyboard will allow for the print of the Personnel Request or print to PDF option.

A.16. How do I cancel a Personnel Request?

- a. Click *"Personnel Requester"* from the homepage.
- b. Click either the *"Status of Requests"* or *"Earliest Upcoming Travel"* button on the top of the page or on the left side menu or enter the Personnel Request ID number in the *"Get Personnel Request with ID"* box and click *"SUBMIT"*.
- c. Click the *"Cancel"* button from the top row of buttons.
- d. A pop up will appear asking to confirm cancellation of this Personnel Request.
 - 1) NOTE: Once a Personnel Request is cancelled there is no way to reverse the cancellation.

A.17. How do I view a Personnel Request submitted by someone else?

- a. A Personnel Request can be transferred over to another user account by contacting the APACS and FCG Global Support Desk via e-mail at usaf.apacs@us.af.mil and cc'ing the original submitter of the Personnel Request. Include the Personnel Request ID number and the account information of the user to transfer the request to in the e-mail.
 - 1) Once transferred, the original submitter will no longer have access or visibility of the Personnel Request.
 - 2) A Group Account can also be set up for your organization to access all Personnel Requests. (See FAQ #C.2.)

A.18. Can someone submit a Personnel Request on behalf of someone else or for multiple travelers?

- a. Users with an active APACS account may submit Personnel Requests on behalf of other travelers/list multiple travelers on a Personnel Request. The submitter does not have to be the individual traveling. Individuals may also submit their own Personnel Requests. There is no policy as to who may submit a request, only that a request should be submitted. It is up to each office/organization.
- b. Note: Unless travelers are in the same Group Account, only the submitter will have access and visibility to this Personnel Request.

A.19. How do I find previous Personnel Requests?

- a. Click “*Personnel Requester*” from the homepage.
- b. Click either the “*Status of Requests*” or “*Earliest Upcoming Travel*” button on the top of the page or on the left side menu or enter the Personnel Request ID number in the “*Get Personnel Request with ID*” box and click “*SUBMIT*”; or
- c. Click “*Reports*”, from the left navigation menu, and choose the report to run to locate a request. (See FAQ #A.31.)

A.20. How do I view/approve Personnel Requests submitted by my organization/command/division/unit?

- a. A Group Account may be set up for multiple users to have visibility over all organizational Personnel Requests. (See FAQ #C.2.)
- b. Users have the option to be added to a Group Account. (See FAQ #C.3.)

A.21. How do I receive a Personnel Request ID if the submit box is checked on “My Account”?

- a. The “*My Account*” information ONLY pertains to the users profile and APACS permissions for access to the website.
- b. In order to submit an APACS, users will need to create a Personnel Request for the travel. (See FAQ #A.4.)

A.22. How do I submit without specific travel information and I depart within 45-30 days?

- a. Users may submit the Personnel Request with the estimated travel information on the Personnel Request and submit. If the travel dates/times change, the user must edit/modify the Personnel Request with the updated information and resubmit. Updating and resubmitting a request will not affect the original submitted date or the lead time.

A.23. What if I am traveling to multiple locations/cities within one (1) country?

- a. If a traveler will have different lodging for each location, then each city, country should be listed out separately as its own itinerary item.
- b. Click on “*Add New Country*” for each location and list the lodging that pertains to that part of the trip.

A.24. Who is the Home Station POC?

- a. The Home Station POC is a local representative at the home command/office that knows about the traveler's trip is able to reach the traveler in case of an emergency or can be reached on the traveler's behalf.

A.25. What is the In-Country Lodging and who is the POC?

- a. Read the "Content of Clearance Request" in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, under each country entry.
 - 1) Review Section III.E, for Official Travel Content of Clearance Request.
 - a) The lodging - Enter hotel or military base billeting information
 - b) The POC – Enter visiting Unit/Org information
 - 2) Review Section IV.E, for Leave Travel Content of Clearance Request.
 - a) The lodging - Enter lodging/hotel name or state home information
 - b) The POC – Enter visiting POC information

A.26. Do I need to submit a request if I am going on a cruise?

- a. Read the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, under each country entry.
 - 1) Review Section IV.A – Personnel Entry Requirements for Leave Travel for all countries on the cruise itinerary.
 - a) Some countries have exceptions and do not require a Personnel Request, specifically stating *"If traveling as part of a cruise Country and/or Theater Clearance is not required."*
 - b) If an exemption is not listed, follow leave clearance requirements and submit a Personnel Request.

A.27. What do I choose for Force Protection (FP) Responsibility?

- a. If the travel will be working in or visiting a US Embassy, choose Chief of Mission (COM). If the travel is TDY/TAD or Combatant Command duties, choose CCMD. Check CCMD/COM agreement for specific responsibilities and consult the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, Section III.B, Official Travel and contact information section for CCMD FP POC.

A.28. How do I add/upload travelers for a large group?

- a. In the Personnel Request, "Traveler(s)" section – see line of text that says: *"Or if you have multiple travels to upload in XML or CSV format click here"*, click the "here" link and follow all instructions on the Personnel Traveler Uploader pop up window.
- b. If ALL the travelers on the APACS request are not showing up, please make sure you have assigned everyone to a request itinerary by using the steps below.
- c. You can use the *"Multiple Traveler Country Assignment"* button to the right of the header Traveler(s) to assign the traveler(s) to the correct itinerary(ies). Check the box next to the traveler's name for each country they are going to and click "Update Assignments". To remove a traveler from a country, deselect the box and then click "Update Assignments".

A.29. What information do I enter in the “Country” and/or “Theater” Required boxes?

- a. Read the “Content of Clearance Request” in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, under each country entry.
 - 1) Review Section III.E, for Official Travel Content of Clearance Request.
 - 2) Review Section IV.E, for Leave Travel Content of Clearance Request.
- b. **Country Required Information box** – click in the box or click the tool tip (question mark “?”) to the right of the box. This will list the Country required information that needs to be entered in the box.
- c. **Theater Required Information box** - click in the box or click the tool tip (question mark “?”) to the right of the box. This will list the Country Theater required information that needs to be entered in the box.
- d. Provide all requested information. Incomplete fields may lead to the Personnel Request being denied or sent back for more information.
 - 1) State “N/A” in the box if the box or tool tip (question mark “?”) states “*All Travelers: (a) None reported. State N/A in this block of the APACS request.*”

A.30. How do I add “Personnel Requester” permissions to my account?

- a. Contact the APACS and FCG Global Support Desk via e-mail, usaf.apacs@us.af.mil or phone 703-676-9174 (M-F 0800-1700 EST) and ask to have “Personnel Requester” permissions added to your account. Provide your full name, APACS username (case sensitive) and e-mail address associated with your account.

A.31. How do I use “Reports”?

- a. Click “Personnel Requester” from the homepage.
- b. Users can sort or filter Personnel Request information by using the “Reports” or “Custom Reports” button, on the left side of the page.
- c. Reports have the following searchable categories: “Get Personnel Request with ID”, “list all unapproved Personnel Requests scheduled to depart after today and before”, and “List all Personnel Requests with the Travel Name”.
- d. Custom Reports are searchable with a drop down menu of all available Personnel Request fields. Custom Reports gives the options to “Run Report”, “Save Report” or “Export Reports as XML” as well as the option to “Define Custom Result Columns for Report”.

A.32. How do I submit a Classified/SIPRnet Personnel Request?

- a. Classified Personnel Requests for APACS are completed on a completely separate system and website. They are completed the same way as an unclassified Personnel Request but MUST be done on the SIPRnet at <https://apacs.milcloud.smil.mil/apacs/>.
- b. DO NOT ENTER CLASSIFIED INFORMATION ON THE NIPRNET APACS WEBSITE.

B. FAQ – Aircraft Requester

B.1. What is an Aircraft Request?

- a. An Aircraft Request is an online form filled out by an aircraft mission planner to request diplomatic clearance for an aircraft.
- b. This form requests Country Clearance. Country Clearance requirements are based on the DoD Foreign Clearance Guide (FCG) <https://apacs.milcloud.mil/fcg/index.html>. The submitted Aircraft Request is automatically sent to the approver(s) based on the listed country(ies).

B.2. Who submits an Aircraft Request?

- a. Individuals who are requesting diplomatic clearances for an aircraft to enter a foreign country's air space.
 - 1) Aircraft Requests are NOT to be used for individuals flying commercial air for OCONUS travel.

B.3. How do I add "Aircraft Requester" permissions to my account?

- a. Contact the APACS and FCG Global Support Desk via e-mail at usaf.apacs@us.af.mil or by phone at 703-676-9174 (M-F 0800-1700 EST) and ask to have "Aircraft Requester" permissions added to your account. Provide your full name, APACS username (case sensitive) and e-mail address associated with your account.

B.4. How do I create/submit an Aircraft Request?

- a. Review Section II of the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html> or <https://apacs.milcloud.smil.mil/fcg/index.html> (Classified), for each country before starting the Aircraft Request.
- b. Click "Aircraft Requester" from the homepage.
- c. Click on "Create Aircraft Request" from the left navigation menu.
- d. Fill out the form with all aircraft and mission specific information.
 - 1) Note: All fields in **bold** must be filled out, at a minimum, in order to successfully submit the Aircraft Request.
 - 2) If unsure of what information is required for a field, click in the box or click the tool tip (question mark "?") next to that field. A pop-up will appear with information from the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, explaining what should be entered.
 - a) Section II.C will assist with filling out the Aircraft Request
- e. **Save the Aircraft Request often.**
 - 1) Once the Aircraft Request is manually saved, a 7 digit Aircraft Request ID number will be generated starting with a 10XXXXX.
- f. Once complete, click on "REVIEW FOR SUBMISSION". Review the Aircraft Request and then click the "SUBMIT" button.
- g. The Aircraft Request will automatically be sent to the appropriate approver(s) within APACS and the webpage will state "Your APACS request was submitted successfully".

- h. The submitter will receive e-mail notifications on any actions taken on the Aircraft Request (if option is checked in profile settings).
 - 1) To verify the status of the Aircraft Request, login to APACS at any time and click "*List Aircraft Requests*" and select the appropriate reporting method. Click "*History/Approver Comments*" to view actions taken and comments from approvers.

B.5. What is the status of the Aircraft Request?

- a. Individuals can check the status of the Aircraft Requests at anytime by following these steps:
 - 1) Click "*Aircraft Requester*" from the homepage.
 - 2) To locate the specific request, enter the Aircraft Request ID number in the box "*Get Aircraft Request with ID*" and click "*SUBMIT*".
 - 3) If the Aircraft Request ID is unknown, click on the "*Reports*" button on the left navigation menu to locate the Aircraft Request.
 - 4) To locate requests, click on the "*Status of Requests*" button and run any of the "*Default Reports*" listed.
 - 5) Click "*ID*" number link to open the aircraft request detail page for the request.
 - 6) The Aircraft Request should appear under the Aircraft Request list with a status of one (1) of the following:
 - a) **NEW** – Aircraft Request has been saved, but not yet submitted for approval. Approver(s) cannot review this Aircraft Request until it has been submitted.
 - b) **MODIFIED** – Aircraft Request has been edited by an individual and must be resubmitted for approval.
 - c) **SUBMITTED** – Aircraft Request has been submitted, but not yet been reviewed by approver(s).
 - d) **IN PROGRESS** – An action has been taken by at least one (1) or more approvers, but is still pending all approvals.
 - e) **NEED MORE INFO** – Aircraft Request requires the submitter to add additional information before the Aircraft Request may be approved – click "*View History/Approver Comments*" for more details. (See FAQ #B.8.)
 - f) **APPROVED** – Aircraft Request has been approved by all approvers for travel.
 - g) **APPROVAL RESTRICTED** – Aircraft Request may require additional information or specific instructions prior to/or during the travel – click "*View History/Approver Comments*" for more details. (See FAQ #B.8.)
 - h) **NOT REQUIRED** – Aircraft Request does not require Country Clearance from this Country.
 - i) **DENIED** – Aircraft Request has been denied by approver(s) – click "*View History/Approver Comments*" for more details. (See FAQ #B.8.)

B.6. Who reviews/approves the Aircraft Request?

- a. Aircraft Requests are routed to the reviewer/approver(s) based on the country(ies) and clearances required. The Country approvers are in-country US Embassy (USDAO) personnel.

- b. When an Aircraft Request is submitted, it is automatically sent to the reviewer/approver(s). The approver(s) are notified of a new Aircraft Request for their action.

B.7. How do I contact the approvers?

- a. Click "Aircraft Requester" from the homepage.
- b. Enter the Aircraft Request ID number in the "Get Aircraft Request with ID" box and click "SUBMIT".
- c. Click on the "Contact Approver" button at the top of the page.
 - 1) The Contact Approver section will list all the POC information so individuals can contact approvers directly regarding the details/status of the Aircraft Request.
- d. To send the approver(s) a message via APACS:
 - 1) Click on "Start a new discussion" (the approver message window will open).
 - 2) Select the approver(s) from the list.
 - 3) Type the message and click "Submit" when finished.
 - 4) When the approver(s) responds, a number will appear next to "Message Center" on the homepage.
- e. Approver information can also be found in the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>, in the specific country pages:
 - 1) Review Section VI.A, for Country Clearance approver contact information.
- f. Ensure the Aircraft Request ID is readily available before contacting the approving organization.
- g. *Note: The APACS and FCG Global Support Desk is NOT part of the approval process.*

B.8. How do I find the approver comments?

- a. Click "Aircraft Requester" from the homepage.
- b. Enter the Aircraft Request ID number in the "Get Aircraft Request with ID" box and click "SUBMIT".
- c. Click "History/Approver Comments" from the top row of buttons.
- d. Read through the "Aircraft Request Log History" and the approver's comments will be listed on the right side under "Comments".
- e. Contact the approver(s) directly for any questions regarding the Aircraft Request comments. (See FAQ #B.7.)
- f. Make sure to review all comments, make any necessary changes to the Aircraft Request and resubmit the Aircraft Request for approval.

B.9. How do I find/What is the Aircraft Request ID?

- a. An Aircraft Request ID number is generated once an individual has saved the Aircraft Request form. Aircraft Request ID numbers are 7 digits long and start with 10XXXXX.
 - 1) A generated Aircraft Request ID does not mean the Aircraft Request has been submitted and/or approved.
- b. Individuals can find the Aircraft Request ID number at any time by following these steps:
 - 1) Click on "Aircraft Requester" from the homepage.

- 2) Under “*Default Reports*” click on “*In process requests sorted by earliest upcoming travel*”.
- 3) The Aircraft Request should appear, or use the Aircraft Request status drop down list to select the Aircraft Request.
- 4) The Aircraft Request ID number will be to the left of the line item.
- 5) Click “*ID*” number link to open the aircraft request detail page for the request.
- 6) If no Aircraft Request is found there or in the drafts section, the Aircraft Request has not been created or submitted and an Aircraft Request will need to be completed. (See FAQ #B.4.)

B.10. How do I cancel my Aircraft Request?

- a. Click “*Aircraft Requester*” from the homepage.
- b. Enter the Aircraft Request ID number in the “*Get Aircraft Request with ID*” box and click “*SUBMIT*”.
- c. Click the “*Cancel*” button from the top row of buttons.
- d. A pop up will appear asking to confirm cancellation of this Aircraft Request.
 - 1) NOTE: Once an Aircraft Request is cancelled there is no way to reverse the cancellation.

B.11. How can I print/save a copy of the Aircraft Request?

- a. Click “*Aircraft Requester*” from the homepage.
- b. Enter the Aircraft Request ID number in the “*Get Aircraft Request with ID*” box and click “*SUBMIT*”.
- c. Click the Printer Icon in the top right corner.
- d. This will allow the export of the file to a printable format.
- e. *CTRL + P* on the keyboard will allow for the print of the Aircraft Request or print to PDF option.

B.12. How do I copy/clone an existing Aircraft Request to make a new Aircraft Request?

- a. Click “*Aircraft Requester*” from the homepage.
- b. Enter the Aircraft Request ID number in the “*Get Aircraft Request with ID*” box and click “*SUBMIT*”.
- c. Click the “*Clone*” button from the top row of buttons.

B.13. How do I find previous Aircraft Request?

- a. Click “*Aircraft Requester*” from the homepage.
- b. Click “*Reports*”, from the left navigation menu.
- c. Choose the report to run to locate the previous Aircraft Request.

B.14. How do I view Aircraft Requests submitted by my organization/ command/ division/ unit?

- a. A Group Account may be set up for multiple users to have visibility over all organizational Aircraft Requests. (See FAQ #C.2.)
- b. Users have the option to be added to a Group Account. (See FAQ #C.3.)

B.15. How can I transfer an Aircraft Request?

- a. Contact the APACS and FCG Global Support Desk via e-mail at usaf.apacs@us.af.mil. Provide the Aircraft Request ID number(s) and the username or group account name the request is transferring to, and cc the original submitter.
 - i) Once transferred, the original submitter/group will no longer have access or visibility of the Aircraft Request.

B.16. How do I submit a Classified/SIPRnet Aircraft Request?

- a. Classified Aircraft Requests for APACS are completed on a completely separate system and website. They are completed the same way as an unclassified Aircraft Request but MUST be done on the SIPRnet at <https://apacs.milcloud.smil.mil/apacs/>.
- b. DO NOT ENTER CLASSIFIED INFORMATION ON THE NIPRNET APACS WEBSITE.

C. FAQ – Group Accounts

C.1. What is a Group Account?

- a. A Group Account links user's individual accounts within APACS so all users can view/edit/submit each other's APACS requests.
- b. Group Accounts are all manually created by the APACS and FCG Global Support Desk based on information provided by your office. (See FAQ #C.2.)
 - 1) NOTE: Group Accounts are NOT automatically in APACS based on units/battalions/divisions/ships/bases names, unless they have been previously created.
- c. Group Accounts can be created for Aircraft and Personnel.
- d. Everyone will need to sign up for their own APACS account prior to being added to the group. (See FAQ #E.2.)

C.2. How do I create a Group Account for our organization?

- a. Send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil,
 - 1) A [spreadsheet with examples](#) can be utilized, filled out, and attached to the e-mail to the APACS and FCG Global Support Desk.
- b. Include the following MANDATORY information:
 - 1) **Subject:** CREATE Group Account – Group Name
 - 2) **To:** usaf.apacs@us.af.mil
 - 3) **Cc:** *All users to be added to the Group Account*
 - 4) **Body of E-mail:**
 - a) **Group Account Name:** Name for the group (typically the abbreviated name/acronym of unit, company or organization).
 - b) **Group Type:** Is the group for AIRCRAFT, PERSONNEL, or BOTH?
 - c) Find and **Provide EXACT username(s):**
 - Find username(s) located under “MY ACCOUNT” in each user(s) APACS account. *Note: **Users must have an active APACS account in order to be added to a group account.*** (See FAQ #E.2.)
 - i. **PROVIDE EXACT Username(s) to add:** Provide, in list format, the EXACT username(s) (CASE SENSITIVE) of all users to be added to the group.
 - **ONLY** provide the username(s) (e-mails and names are not required in the body of the e-mail)
 - When adding multiple users: List all usernames on separate lines and ensure the case of the first letter was not automatically changed.
 - d) **OPTIONAL** group items:
 - i. Provide an organizational e-mail address:
 - Include this option if you prefer for **ALL** APACS notifications to be sent to only one (1) organizational e-mail address. *Note: Individual users will NOT receive notifications with this option.*
 - ii. Limited group permissions for user(s):
 - User(s) are set up with default permissions; **VIEW, EDIT, SUBMIT**. Include this option if users need limited

permissions different than the default setting. Specify which users should have certain permissions, **VIEW**, **EDIT**, **SUBMIT**, removed.

C.3. How do I ADD/REMOVE user to/from a Group Account?

- a. **ADDING users to a group.** This option is ONLY to be used from an active, current group member wanting to add additional user(s).
 - 1) A [spreadsheet with examples](#) can be utilized, filled out, and attached to the e-mail to the APACS and FCG Global Support Desk.
 - b. Send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, with the following MANDATORY information:
 - 1) **Subject:** ADD to Group Account – Group Name
 - 2) **To:** usaf.apacs@us.af.mil
 - 3) **Cc:** *All users to be added to the Group Account*
 - 4) **Body of E-mail:**
 - a) **EXACT Group Account Name:** Provide the EXACT Group Account name to include slashes and dashes. **EXACT Group Account name can be found by clicking on “MY ACCOUNT” and scrolling to the bottom of the page.**
 - b) **Group Type:** Is addition for AIRCRAFT, PERSONNEL, or BOTH?
 - c) Find and **Provide EXACT username(s):**
 - Find username(s) located under “MY ACCOUNT” in each user(s) APACS account. *Note: **Users must have an active APACS account in order to be added to a group account.*** (See FAQ #E.2.)
 - i. **PROVIDE EXACT Username(s) to add:** Provide, in list format, the EXACT username(s) (CASE SENSITIVE) of all users to be added to the group.
 - ONLY provide the username(s) (e-mails and names are not required in the body of the e-mail)
 - When adding multiple users: List all usernames on separate lines and ensure the case of the first letter was not automatically changed.
-
- a. **REMOVING users from a group.** This option is ONLY to be used from an active, current group member wanting to remove user(s).
 - 1) A [spreadsheet with examples](#) can be utilized, filled out and attached to the e-mail to the APACS and FCG Global Support Desk.
 - b. Send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, with the following MANDATORY information:
 - 1) **Subject:** REMOVE from Group Account – Group Name
 - 2) **To:** usaf.apacs@us.af.mil
 - 3) **Cc:** *All users to be removed from the Group Account*
 - 4) **Body of E-mail:**
 - a) **EXACT Group Account Name:** Provide the EXACT Group Account name to include slashes and dashes. **EXACT Group Account name can be found by clicking on “MY ACCOUNT” and scrolling to the bottom of the page.**
 - b) **Group Type:** Is removal for AIRCRAFT, PERSONNEL, or BOTH?
 - c) Find and **Provide EXACT username(s):**



- Find username(s) located under “MY ACCOUNT” in each user(s) APACS account.
- i. **PROVIDE EXACT Username(s) to remove:** Provide, in list format, the EXACT username(s) (CASE SENSITIVE) of all users to be removed from the group.
 - ONLY provide the username(s) (e-mails and names are not required in the body of the e-mail)
 - When removing multiple users: List all usernames on separate lines and ensure the case of the first letter was not automatically changed
- 5) **LOSS OF REQUESTS:** Removal from the group will result in a loss of access to any submitted requests. If user(s) need to retain any requests, provide the ID numbers so that they can be moved with to a new group or to user’s account.

C.4. How do I ADD myself to a Group Account?

- a. Due to PII security to ensure you are added to the correct group account, send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, and include the following MANDATORY information:
 - 1) **Subject:** ADD to Group Account – Group Name
 - 2) **To:** usaf.apacs@us.af.mil
 - 3) **Cc: Active group member:** Cc at least one (1) active user that is currently part of the group account (the e-mail address Cc’d must be associated with their APACS account for verification);
 - 4) **Body of E-mail:**
 - a) **EXACT Group Account Name:** Provide the EXACT Group Account name, to include slashes and dashes. EXACT Group Account name can be found on the *current group member’s account*, by clicking on “MY ACCOUNT” and scrolling to the bottom of the page.
 - b) **Group Type:** Is the addition for AIRCRAFT, PERSONNEL, or BOTH?
 - c) Find and **Provide your EXACT username to add:** Provide your EXACT username, case sensitive.
 - Find username located under “MY ACCOUNT” in your APACS account
 - i. **PROVIDE YOUR EXACT Username to add:** Provide your EXACT username (CASE SENSITIVE) to be added to the group
 - Note: **You must have an active APACS account in order to be added to a group account.** (See FAQ #E.2.)

C.5. How do I REMOVE myself from the Group Account?

- a. Send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, and include the following MANDATORY information:
 - 1) **Subject:** REMOVE from Group Account – Group Name
 - 2) **To:** usaf.apacs@us.af.mil
 - 3) **Body of E-mail:**
 - a) **EXACT Group Account Name:** Provide the EXACT Group Account name to include slashes and dashes. EXACT Group Account name can be found by clicking on “MY ACCOUNT” and scrolling to the bottom of the page.

- b) **Group Type:** Is removal for AIRCRAFT, PERSONNEL, or BOTH?
- c) Find and **Provide your EXACT username:**
 - Find your username located under “MY ACCOUNT” in your APACS account.
 - i. **PROVIDE YOUR EXACT Username to remove:** Provide your EXACT username (CASE SENSITIVE) to be removed from the group.
- 4) **LOSS OF REQUESTS:** Removal from the group will result in a loss of access to any submitted requests. If you need to retain any requests, provide the ID numbers so that they can be moved with you to a new group or to your own account.

C.6. How do I know if my organization has a Group Account created?

- a. Send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, and include the exact username, the full name, and e-mail address, of a person whose account permissions you would like to mirror.
 - 1) If that information is not available, provide the Aircraft or Personnel Request ID number of a request you are trying to view.
- b. The Group Account name is located under “MY ACCOUNT” in each user’s APACS account.

C.7. I transferred to another Group Account and cannot find any requests previously created.

- a. Once a user is placed in a Group Account, all requests submitted by the individual become owned by the group. If a user moves out of a Group Account, the request remains owned by the Group Account and do not move with the user.
 - 1) Only the APACS and FCG Global Support Desk can transfer requests. Requests can be transferred to your individual account or Group Account, just e-mail the APACS and FCG Global Support Desk with the Request ID numbers and the name of the Group Account or exact username of individual account.
- b. If you have already been transferred to a new group, send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, for assistance in locating previous requests.

C.8. How can I see requests from my organization/Why can I not see other users’ requests?

- a. Users are only able to view requests that were submitted by current/previous Group Account members.
- b. If unsure why a Request ID cannot be viewed, send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, with the Request ID number.

C.9. Our organization needs visibility of other requests, but we do not want to receive notifications for all actions taken on each request.

- a. Users may turn off e-mail notifications by going to “MY ACCOUNT” and click “Edit Profile”. Uncheck the box for notifications that are no longer wanted.

D. FAQ – Account

D.1. How do I enable/disable my CAC/PIV?

➤ **Only CAC/PIV cards are allowed for sign in.**

a. **Enable** your CAC/PIV by following these steps:

1. Go to the sign in page.
2. Click on “*Set Up Two-Factor Authentication*” link.
3. Enter your username and password and choose “*Register/Replace your CAC/PIV*”
4. If a password needs to be reset/created or your account is inactive or locked, click “*Login Assistance*” and follow the directions to reset/create a password or activate/unlock your account.

OR

1. Click on “*Login Assistance*”
2. Select “*I have an active account with a username and password, and I want to register or replace my CAC/PIV*” and then click “*Submit*”.
3. Enter your username and password and choose “*Register/Replace your CAC/PIV*”

NOTE: If you have both a CAC and a PIV, you can only have one (1) linked to your account. If you want to switch your enabled CAC/PIV, you'll need to disable the card you are currently using for sign in and then follow the steps to enable the preferred card.

b. **Disable** your CAC/PIV by following these steps:

- 1) Sign in and click on “*My Account*”.
- 2) Click on “*Enable*” across from the Password option, under the Authentication Detail options, in the middle of the page.
- 3) Click on “*Disable*”, across from the CAC/PIV option.
 - a)
- 4) APACS login will now only accessible with username/password and a purchased YubiKey.

NOTE: The password will need to be reset every **35 days**.

D.2. How do I enable/disable my password?

a. Enable your password by following these steps:

- 1) If you have a CAC/PIV enabled on your account:
 - a) Click on “*Login Assistance*”
 - b) Select “*I have an active account with a registered CAC/PIV and I want to enable using password*” and then click “*Submit*”.
 - c) Follow the instructions on the next screen and a link will be e-mailed to you to create/reset your password.
 - d) To sign in with your password, you'll need to purchase and register a YubiKey. Follow FAQ #F.4 to register your YubiKey
 - e) You will then be able to sign in with your CAC/PIV or username/password and YubiKey.

NOTE: The password will need to be reset every **35 days**.

2) If you do NOT have a CAC/PIV enabled on your account:

- a) Follow FAQ #D.3 to create/reset your password.
- b) Follow FAQ #F.4 to register your YubiKey

- c) You will then be able to sign in with your username/password and YubiKey.

NOTE: The password will need to be reset every **35 days**.

- b. Disable your password by following these steps:
 - 1) If you have a CAC/PIV enabled on your account:
 - a) Click on "Login Assistance"
 - b) Select "I have an active account with a registered CAC/PIV and I want to disable using password" and then click "Submit".
 - i. Click the "Submit" button on the following page and your password will be disabled.
 - c) You will then be able to sign in with CAC/PIV ONLY.
 - 2) If you do NOT have a CAC/PIV enabled on your account:
 - a) You must have a CAC/PIV enabled first before you can disable your password. Follow FAQ #D.1 to enable your CAC/PIV.
 - b) Click on "Login Assistance"
 - c) Select "I have an active account with a registered CAC/PIV and I want to disable using password" and then click "Submit".
 - i. Click the "Submit" button on the following page and your password will be disabled.
 - d) You will then be able to sign in with CAC/PIV ONLY.

D.3. How do I create/reset my password?

- **NOTE: The password will need to be reset every 35 days.**
- a. To create/reset your password:
 - 1) Click on "Login Assistance".
 - 2) Select "Password Help - Create/Forgot/Reset" option, then click "SUBMIT".
 - 3) Login Assistance - all fields are **CASE SENSITIVE** (must enter in the format used when registering for your account).
 - a) Enter the following information (case sensitive):
 - i. Username
 - ii. Authentication question - Select your Authentication question from the drop down menu
 - iii. Answer - answer to your authentication question
 - iv. Type the code appearing in the captcha and click "Submit".
 - b. APACS will automatically send an e-mail, to the e-mail address in your account profile, with a link to create/reset your password. The link will only be active for 24 hours and can only be used once.
 - 1) If you repeat these steps more than once, you will receive multiple e-mails. Only the most recent e-mail will contain a valid link.
 - 2) Check your "Junk" e-mail folder if the e-mail does not arrive.
 - c. Click on the link (or copy and paste into your browser) and select your same authentication question from the drop down and enter your answer, case sensitive.
 - d. Create/reset your password.
 - 1) The new password must:
 - 2) have at least 15 alphanumeric characters
 - 3) have at least 1 upper case letter

- 4) have at least 1 lower case letter
 - 5) have at least 1 numeric character
 - 6) have at least 1 special character (! @ # \$ % ^ & * () ~)
 - 7) have password differ from previous password by at least 8 characters
 - 8) not contain personnel information such as names, telephone numbers, or account names
 - 9) not be reused within the last 10 password changes
- e. Enter the new password and re-enter to confirm the new password.
 - f. Check the box next to *"I agree to the terms of the User Agreement"*
 - g. Click **"SUBMIT"**.
 - h. The screen will state, *"You have successfully created your password, click here to login to APACS."*
 - i. You will receive another e-mail confirming the date and time your password was reset.

D.4. How do I retrieve my username and/or authentication question?

- a. To retrieve username/authentication question:
 - 1) Click on *"Login Assistance"*.
 - 2) Select *"I do not remember my username and/or authentication question"* option, then click **"SUBMIT"**.
 - 3) Enter your e-mail address associated with your APACS account, **CASE SENSITIVE** (must enter in the format used when registering for your account).
- b. APACS will automatically send an e-mail with instructions to follow. The link will only be active for 24 hours and can only be used once.
 - 1) If you repeat this process more than once, you will receive multiple e-mails. Only the most recent e-mail will contain a valid link.
 - 2) Check your "Junk" e-mail folder if the e-mail does not arrive.
- c. Click on the link (or copy and paste into your browser) and you will be able to view the requested information.
- d. If you want to change your authentication question, once signed in, click on *"My Account"* and click on *"Edit Profile"*. Make the needed changes to the question or answer and click *"Save"*. (See FAQ #D.7.)
 - 1) Usernames can NOT be changed.

D.5. How do I reactivate and/or unlock my account?

- a. To reactivate or unlock your account:
 - 1) Click on *"Login Assistance"*
 - 2) Select from the following options and click **"SUBMIT"**:
 - i. **DoD CAC or PIV Registration and Sign in**
NOTE: CAC/PIV accounts will go INACTIVE after **90 days of inactivity**.
 1. *"I can't login with my CAC/PIV, my account is inactive and/or locked"*
 - ii. **Password User Account Help**
NOTE: YubiKey/Password accounts will go INACTIVE after **35 days of inactivity**.
 1. *"I can't login, my account is inactive"*
 2. *"I can't login, my account is locked"*
 - 3) Follow and complete the steps for reactivating your account

D.6. I am unable to sign into APACS or the DoD FCG with my CAC/PIV. How do I obtain access to my account?

- a. If are unable to sign in with your CAC/PIV, you can request a Recovery Code for temporary access. The recovery code will be used to sign in, in combination with your username and password. The recovery code will be valid for 35 days.
- b. Go to “*Login Assistance*” and choose, “*I have an active account and I do not have CAC/PIV or YubiKey to login*”.
- c. Enter your username, password and code and click “*Request Temporary Security Key*”.
- d. Follow the instructions sent via e-mail.

D.7. How can I update My Account information?

- a. To update “*My Account*”:
 - 1) Sign in
 - 2) Click “*My Account*”, from the HOME screen
 - 3) Click “*Edit Profile*”
 - 4) All information can be edited, except for the username
 - 5) Update your information as necessary, and click “*Save*”

D.8. How can I update my e-mail address?

- a. If your e-mail address has changed and you cannot sign int, send an e-mail to the APACS and FCG Global Support Desk, usaf.apacs@us.af.mil, with the following mandatory information:
 - 1) Your APACS username;
 - 2) Your previous e-mail address associated with your account; and
 - 3) Your updated/new e-mail address
- b. We will notify you once the e-mail has been updated on your account. Do NOT sign up for another APACS account.
- c. If you can sign in, you can update your e-mail by the following steps:
 - 1) Sign in
 - 2) Click “*My Account*”, from the HOME screen
 - 3) Click “*Edit Profile*”
 - 4) All information can be edited, except for the username
 - 5) Update your information as necessary, and click “*Save*”

D.9. How do I register/replace my CAC/PIV if I didn't initially sign up for a CAC/PIV account?

- a. If you already have an active account not associated with your CAC/PIV, you can enable your CAC/PIV to your account.
 - 1) Go to the sign in page.
 - 2) Click on “*Set Up Two-Factor Authentication*” link.
 - 3) Follow the instructions on the Two-Factor Authentication Setup page to the register your CAC/PIV card. An active account and username/password are required to proceed.
 - i. If a password have not been created or your account is inactive or locked, click “*Login Assistance*” from the sign in page, and follow

the direction to create a password or to activate/unlock the account.

E. FAQ – General

G.2. What is APACS?

- a. APACS stands for Aircraft and Personnel Automated Clearance System. APACS is a web-based tool for the creation, submission and approval of aircraft diplomatic clearances and personnel travel clearances (i.e. Country, Theater and Special Area, as applicable with individual DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html> country pages.)
- b. APACS is designed to aid USG aircraft mission planners and operators submit for diplomatic clearances.
- c. APACS is designed to aid USG travelers on official government and unofficial (i.e. leave) travel.
- d. APACS requirements are published on the DoD Foreign Clearance Guide (FCG), <https://apacs.milcloud.mil/fcg/index.html>.
 - 1) The DoD FCG is published under the authority of *DoD Directive 4500.54E DoD Foreign Clearance Program (FCP)*, directive in nature to the Office of the Secretary of Defense (OSD), the Military Departments (including their Reserve and National Guard components performing national missions and serving under Title 10 or Title 32 orders), the Military Services, the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Geographical Combatant Commands, the Defense Agencies, and DoD Field Activities. These entities are referred to collectively as "the DoD Components". The term "Military Service", as used herein, refers to the Army, the Navy, the Air Force, Marine Corps, and the Coast Guard under agreement with the Department of Homeland Security when it is not operating as a Service in the Navy.
 - 2) The DoD FCG website contains sensitive information based on bilateral arrangements between US and foreign government officials. The information contained within this website is NOT RELEASABLE OUTSIDE THE US GOVERNMENT unless approved by the Chief of the FCP. It provides guidance and clearance requirements for aircraft international mission planning and execution, USG and DoD-sponsored personnel official foreign travel and, when applicable, unofficial (leave) travel, as specified within individual DoD FCG country pages.
 - 3) The DoD FCG is located on the NIPRnet: <https://apacs.milcloud.mil/fcg/index.html> and the SIPRnet: <https://apacs.milcloud.smil.mil/fcg/index.html>

G.3. How do I sign up for APACS and DoD FCG access?

- a. To sign up for an APACS and DoD FCG account, go to <https://apacs.milcloud.mil/apacs> or <https://apacs.milcloud.smil.mil/apacs> (for classified missions/travel).
- b. Read and check the box next to *"I agree to the terms of the User Agreement"* and then click *"I Accept"*.
- c. Click on *"Account Sign up"* at the bottom of the page.
- d. Select either **"New CAC/PIV Account"** OR **"New YubiKey Account"**
- e. Complete all the required fields on the "Registration Information" page.
 - 1) To register for an account using your **CAC/PIV**, enter the required information and click on the "New CAC/PIV Account" button. Your

account will be validated immediately and you can sign in using your CAC/PIV

- 2) To register for an account using a **Username/Password** and **YubiKey**, enter the required information and click on the "New YubiKey Account" button. Your information will be validated and you will receive an e-mail within two (2) business days. After you receive the e-mail, you will be provided directions on how to register your YubiKey.

G.4. Can I access APACS and the DoD FCG from any computer?

- a. APACS and the DoD FCG can be accessed from any network.
- b. APACS and DoD FCG browser compatibility: Use **Chrome, Edge** or **Firefox** to access, Internet Explorer (IE) is not supported.
- c. If registering for a new account or using "*Login Assistance*", you will need to have access to the e-mail address associated with your account.

G.5. How do I get help or send feedback?

- a. The APACS and FCG Global Support Desk can be reached by e-mail: usaf.apacs@us.af.mil or by phone: 703-676-9174, Monday-Friday 0800-1700 ET.
 - 1) For SIPRnet APACS and FCG accounts, e-mail: usaf.apacs@mail.smil.mil Monday-Friday 0800-1700 ET. **DO NOT CONTACT THE SIPRNET OFFICE FOR ANY UNCLASSIFIED ASSISTANCE.**

F. FAQ – Two-Factor Authentication (2FA)

F.1. What is a YubiKey?

- a. A YubiKey is a hardware authentication device which, together with the username and password, provides users a two-factor authentication (2FA) mechanism to sign in to APACS and DoD FCG.

F.2. What YubiKey do I need to purchase?

- a. The compatible YubiKeys are limited to the YubiKey 5 FIPS Series. Follow the link for different types of YubiKey 5 FIPS Series via <https://www.yubico.com/products/yubikey-fips/>.
- b. For the YubiKey FIPS 5 series, depending on your need, here are basic usage of different types of YubiKey:
 - 1) For Windows or Apple operating system and USB-A connector: YubiKey 5 NFC FIPS.
 - 2) For USB-C connector: YubiKey 5Ci FIPS, YubiKey 5C NFC FIPS, YubiKey 5C Nano FIPS, or YubiKey 5C FIPS.
 - 3) For iOS operating systems: YubiKey 5Ci FIPS (USB-C, Lightning).

Android operating system have not been tested with YubiKey.

F.3. If I have a CAC/PIV, do I need to purchase a Yubikey?

- a. If you already have an active account not associated with your CAC/PIV, you will **not** need to purchase a YubiKey. You will only need to enable your CAC/PIV to your account.
 - 1) Go to the sign in page.
 - 2) Click on “*Set Up Two-Factor Authentication*” link.
 - 3) Follow the instructions on the Two-Factor Authentication Setup page to the register your CAC or PIV card. An active account and username/password are required to proceed.
 - 4) If a password have not been created or your account is inactive or locked, click “*Login Assistance*” from the sign in page, and follow the direction to create a password or to activate/unlock the account.

F.4. How do I register my YubiKey to my account?

- a. **Users with an active account and a valid username and password:**
 - 1) Go to the sign in page.
 - 2) Click on “*Set Up Two-Factor Authentication*” link.
 - 3) Follow the instructions on the Two-Factor Authentication Setup page.
 - 4) Enter username and password.
 - 5) Insert the YubiKey into your computer USB port.
 - 6) Click “*Register/Replace Your YubiKey*”.
 - a) A window (which may take a while to pop up) will prompt to touch your YubiKey. Be patient and DO NOT touch the YubiKey until further directed.
 - 7) If a PIN has never been created for the YubiKey, you will see a window to create your PIN. Enter and confirm a PIN, then click “OK”.

- 8) When you see the “*Touch your security Key*” prompt, touch the blinking part of the YubiKey.
- 9) Click on “*Allow*” when prompted.
- 10) The browser will then prompt you to enter your PIN one more time.
- 11) The browser will again prompt you to take action on your security key. Touch the blinking part of the YubiKey again.
- 12) If the YubiKey registration is successful, the user will be successfully directed to APACS homepage.

b. Username and password accounts with an inactive, locked or invalid password:

- 1) Click “*Login Assistance*” from the sign in page.
- 2) Follow the direction to activate or unlock the account, or create a new password.
- 3) Once account is active (i.e., reactivated, unlocked or password created), click on “*Set Up Two-Factor Authentication*” link from the sign in page.
- 4) Enter username and password.
- 5) Insert the YubiKey into your computer USB port.
- 6) Click “*Register/Replace Your YubiKey*”.
- 7) If a PIN has never been created for the YubiKey, you will see a window to create your PIN. Enter and confirm a PIN, then click “*OK*”.
- 8) When you see the “*Touch your security Key*” prompt, touch the blinking part of the YubiKey.
- 9) Click on “*Allow*” when prompted.
- 10) The browser will then prompt you to enter your PIN one more time.
- 11) The browser will again prompt you to take action on your security key. Touch the blinking part of the YubiKey again.
- 12) If the YubiKey registration is successful, the user will be successfully directed to APACS homepage.

F.5. [How do I sign up for a new account with YubiKey?](#)

- a. In order to sign up for a new account with YubiKey, you will first need to create an APACS and DoD FCG account.
 - 1) From the sign in page, click “*Account Sign up*”.
 - 2) Click “*New YubiKey Account*” on the Account Sign up page and follow the instructions.
 - 3) Fill out the requested information on the Account Registration page.
 - 4) Click “*New YubiKey Account*” at the bottom of the Account Registration Page.
 - 5) E-mail notification from APACS system will be sent within two (2) business days, providing further instructions to continue with YubiKey registration.
 - 6) Once e-mail has been received, click on “*Set Up Two-Factor Authentication*” link from the sign in page.
 - 7) Enter username and password.
 - 8) Insert the YubiKey into your computer USB port.
 - 9) Click “*Register/Replace Your YubiKey*”.
 - 10) If a PIN has never been created for the YubiKey, you will see a window to create your PIN. Enter and confirm a PIN, then click “*OK*”.

- 11) When you see the “*Touch your security Key*” prompt, touch the blinking part of the YubiKey.
- 12) Click on “*Allow*” when prompted.
- 13) The browser will then prompt you to enter your PIN one more time.
- 14) The browser will again prompt you to take action on your security key. Touch the blinking part of the YubiKey again.
- 15) If the YubiKey registration is successful, the user will be successfully directed to APACS homepage.

F.6. [How do I sign in with YubiKey once it has been successfully registered?](#)

- a. After successfully registering the YubiKey, you can sign into APACS and the DoD FCG.
- b. APACS and DoD FCG browser compatibility: Use **Chrome, Edge** or **Firefox** to access, Internet Explorer (IE) is not supported.
 - 1) From the sign in page, enter username and password.
 - 2) Insert YubiKey in the USB slot.
 - 3) Click “*YubiKey Sign In*”.
 - 4) Enter your PIN when prompted. This prompt may take a while to show up, please be patient and do not touch the YubiKey until when prompted.
 - 5) Touch your YubiKey when prompted.
 - 6) If authentication is successful, the user will be directed to APACS homepage.
- b. NOTE: Different browsers will present different YubiKey-related messages.

F.7. [I need help with my YubiKey.](#)

- a. For further assistance with your YubiKey, view the [2FA help document](#).

G. FAQ – DoD Foreign Clearance Guide (FCG)

G.1. What is the DoD FCG?

- a. The Department of Defense Foreign Clearance Guide (DoD FCG) is published under the authority of *DoD Directive 4500.54E DoD Foreign Clearance Program (FCP)*, directive in nature to the Office of the Secretary of Defense (OSD), the Military Departments (including their Reserve and National Guard components performing national missions and serving under Title 10 or Title 32 orders), the Military Services, the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Geographical Combatant Commands, the Defense Agencies, and DoD Field Activities. These entities are referred collectively as "the DoD Components". The term "Military Service", as used herein, refers to the Army, Navy, Air Force, Marine Corps, and Coast Guard under agreement with the Department of Homeland Security when it is not operating as a Service in the Navy.
- b. **This DoD FCG website contains sensitive information based on bilateral arrangements between US and foreign government officials. The information contained within this website is NOT RELEASABLE OUTSIDE THE US GOVERNMENT unless approved by the Chief of the FCP.** It provides guidance and clearance requirements for aircraft international mission planning and execution, USG and DoD-sponsored personnel official foreign travel and, when applicable, unofficial (leave) travel, as specified within individual DoD FCG country pages.
- c. The DoD FCG website is accessible via NIPRnet <https://apacs.milcloud.mil/fcg/index.html> and SIPRnet <https://apacs.milcloud.smil.mil/fcg/index.html>.

G.2. How do I sign up for access?

- a. Everyone needs an APACS account to access the DoD FCG website.
- b. To sign up for an APACS and DoD FCG account, go to <https://apacs.milcloud.mil/apacs> or <https://apacs.milcloud.smil.mil/apacs> (for classified missions/travel).
- c. Read and check the box next to *"I agree to the terms of the User Agreement"* and then click *"I Accept"*.
- d. Click on *"Account Sign up"* at the bottom of the page.
- e. Select either **"New CAC/PIV Account"** OR **"New YubiKey Account"**
- f. Complete all the required fields on the "Registration Information" page.
 - 1) To register for an account using your **CAC/PIV**, enter the required information and click on the "New CAC/PIV Account" button. Your account will be validated immediately and you can sign in using your CAC/PIV
 - 2) To register for an account using a **Username/Password** and **YubiKey**, enter the required information and click on the "New YubiKey Account" button. Your information will be validated and you will receive an e-mail within two (2) business days. After you receive the e-mail, you will be provided directions on how to register your YubiKey.