



CVR Account Assistance

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CVR Account Assistance

Summary

The following instructions are for any DoD MIL/CIV/CTR member that does not have a CVR account, their CVR account is disabled, or they need to reset their password. Only DoD MIL/CIV/CTR members are eligible for a CVR account. Individuals outside of the DoD are not eligible for a CVR account and must be added to CVR Teams as a guest.

#1 Ensure milConnect Profile is Correct

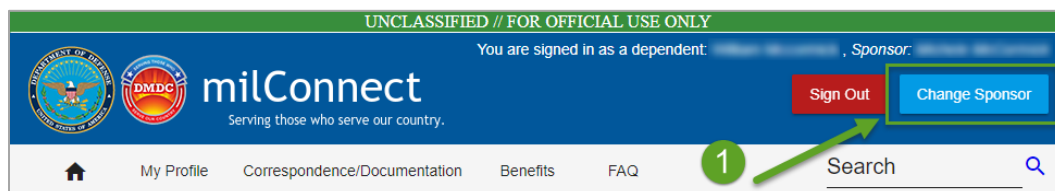
If you have never signed into CVR, you must first confirm your email and organization information in milConnect at <https://www.dmdc.osd.mil/milconnect/>

Step 1 - Verify Email: There are two tabs in “Update and View My Profile”: 1) Personal and 2) CIV or MIL or CTR. The primary email listed in the CIV/MIL/CTR section cannot be updated through milConnect. If this is a valid .MIL email address and you have access to the email account, no further updates are required. If this email address is incorrect or you do not have access to the account, make sure the primary email in the “Personal” section is a .MIL account that you have access to. Invites will be sent to “.MIL” accounts only (.GOV, .org, .EDU accounts will not be provisioned in CVR and you will not receive the welcome email).

Note: CVR will send the Welcome notice to more than one .mil address (e.g., if there are two different .MIL emails between the Personal and CIV/MIL/CTR sections). On receiving the welcome email through either account, the user will be able to set up their CRV account. Only a single CVR account will be created.

Step 2 - Verify Duty and Duty Sub Organization: Under the CIV or MIL section, confirm that the organization information matches your current OPCON organization not your ADCON organization. If the information is not correct at the time your organization is uploaded into CVR, you will not be included and you will not receive instructions to use your CVR account.

Note: If you are also a dependent of a Service Member or Retiree, you may need to change your sponsor, to yourself. To change the sponsor, click on the Change Sponsor button in the top right corner of the page, then select yourself as the sponsor. Once you are done, you will need to sign back into milConnect to complete the sponsor change. When you have finished verifying your profile information, you may change the sponsor back, so that you can manage the benefits associated with your sponsor.



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Select Sponsor

Please choose the sponsor under which you would like to view your benefits. Your benefits and personal information will change depending on which sponsor you choose.

Current sponsor is: [Redacted]

Sponsor: [Dropdown menu with 'Select One...' and a list of options]

Save

#2 CVR Self-Service Portal

The CVR Self-Service Portal is a CAC authenticated website that will detect your CVR account status and provide options to activate your account, change your password, or reset your Multi-Factor Authentication. This tool does not work in Internet Explorer; use Microsoft Edge or Google Chrome and login with your Authentication certificate. This is a self-service portal, you are not able to check the status or make changes to an account on behalf of another Member. Below is the link to the CVR Self-Service portal:

<https://account.cvr.mil/>

CVR Self-Service Portal

You are now able to reset your password/Multi-factor Authentication (MFA) and enable your disabled account, without the help of a service desk representative. These self-service capabilities were developed to empower you to accelerate your productivity. Please view the instructions below to inform your next steps.

Your CVR Account Information

Associated Email Address: [Redacted]

The Associated Email Address is the email address on file and the one associated with your CAC. If the information listed is incorrect, visit the [RAPIDS Self-Service site](#) or visit your local DEERS facility to update your CAC. Login credentials will be e-mailed to the Associated Email Address.

CVR Username: [Redacted]

Company: [Redacted]

Department: [Redacted]

Reset Your Password

Forgot your password? Use the button below to reset it and regain access to the CVR Hub and Teams!

Reset

Update Your MFA

Need to update your Multi-Factor Authentication (MFA)?

Primary: [Redacted] [Edit icon]

Alternate: [Redacted] [Edit icon]

Enable Your Account

Your account is already enabled!

Enable

<https://medcoe.army.mil/learn-tech>

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#3 AESD Help Desk

If you are not able to resolve your account issues through the CVR Self-Service portal, you will need to contact the AESD.

1. Navigate to the AESD website: <https://snpro.aesd-w.army.mil/sp?id=index>
2. Use one of the following methods to contact the AESD:
 - a. Submit a ticket yourself by clicking the **Something is Broken** link; you will still need to contact AESD to have them elevate the ticket to Tier II support.
 - b. Initiate a chat with **Chat Support** to have them submit a ticket and elevate it to Tier II.
 - c. Call AESD at **(866) 335-ARMY (2769)**; wait times are typically longer.

When you are in contact with an AESD staff member, you will need to inform them that the CVR Self-Service Portal was not able to resolve your issue and that you need the issue escalated to AESD Tier II support. If you are able, you should also provide screenshots of the error/issue and of the failed support provided by the CVR Self-Service Portal.

The screenshot shows the AESD website interface. At the top, there is a navigation bar with links for Feedback, Knowledge, Catalog, All My Requests, All My Incidents, and a user profile icon labeled 'WM'. The main content area features a search bar with the placeholder text 'How can we help?'. Below the search bar are three primary service tiles: 'I Need Something' (with a green callout 'A'), 'Something is Broken' (with a green callout 'B'), and 'How Do I...?' (with a green callout 'B'). To the right of the search bar is a 'Chat Support' widget with a 'Click here to start a chat' button and 'Avg wait: 6 Minutes' text. Below the main tiles are sections for 'My Open Request Items', 'My Open Incidents', and 'Announcements'. The URL at the bottom is https://snpro.aesd-w.army.mil/sp?id=aesd_all_requests.