

## **How to print out your Reserve Retirement points detail and ARPC FORM 249**

1. Go to the following website:  
<https://www.hrcapps.army.mil/portal>
2. At the login page, select either “Use your CAC” or login via your AKO. (refer to page 1)
3. Once you are logged in, click on “Reserve/Retiree/Veteran Record” (refer to page 2)
4. The next page will display your information. On the left-hand side of the page is where you can locate the tab for, “ARPC Form 249” and “Points Detail,” choose which one and hit enter (refer to page 3)
5. The next page will display your information. detail history. You must right click on the mouse and highlight from the first line (2014/12/16) all the way till you get to the end of the detail history (refer to page 4). Depending on how long you have been in the military, this could be

anywhere from one to ten pages long. Once you have highlighted the detail history, you will need to open a blank page and paste your detail history onto the document. Refer to the example at the end of this handout.

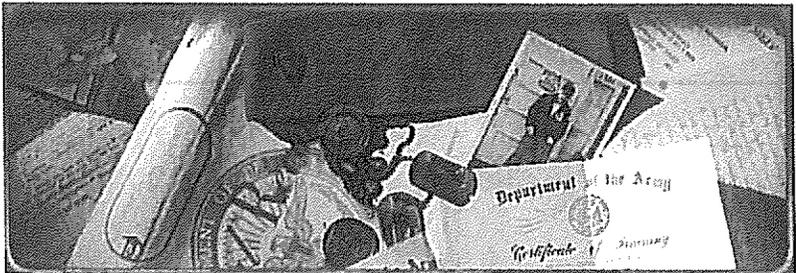
6. Be sure to include your detail points in your packet or bring with you on your scheduled appointment with Transitions.



## WWW.HRC.ARMY.MIL

U.S. ARMY HUMAN RESOURCES COMMAND

**MY RECORD PORTAL LOGIN**



**My Record Portal Login**

AKO Login:

Password:

**Use your CAC**

[Get your AKO account](#)  
[Security & Privacy Notice](#)

Many Soldiers received notification of their removal from the FY 15 AC MSG Promotion Board. Please note that this message was sent in error and if you are in fact eligible, you have not been removed from consideration. For those erroneously affected your MyBoardFile is currently available to you to review and certify. Please check your MyBoardFile for accuracy and take appropriate action to update. Those erroneously affected will receive a MyBoardFile generated message stating that you are eligible for consideration. We apologize for the inconvenience.

My Record is HRC's self-service portal for Active and Reserve Soldiers.

To view and retrieve your records, you must log in. There are two ways to do this. You can use your Common Access Card (CAC), or you can manually type in your Army Knowledge Online (AKO) user name and password.

If you don't have an AKO account, go to [www.us.army.mil](http://www.us.army.mil) and sign up for one, then return to My Record Portal.

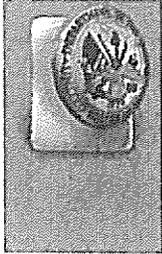
If you have problems logging in, directly contact the AKO Help Desk at 866-335-2769 or [help@us.army.mil](mailto:help@us.army.mil)

If you can successfully log into AKO, but have technical difficulties signing into My Record Portal follow the procedures below.

Send an email to the HRC Help Desk at [HRC.ITHelpdesk@conus.army.mil](mailto:HRC.ITHelpdesk@conus.army.mil) to request customer support. HRC Help Desk will create a trouble ticket using the information you provide in the email message. You need to include the following information:

- User's Name
- Location
- Phone Number
- Email Address
- State clearly the problem you are having related to web. If you are getting an error message, be sure to provide the exact error message.

After you have logged in, click on the icon that identifies your service record. You will see your information. On the left side of the web page, under the heading "Navigation," you can click on the word "Documents" to view the documents in your record. To print, click on the document of your choosing. Once it's open, click on the printer icon,



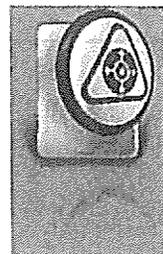
**Active Record**  
Click Here To Access Your Combined Army Record on ITAPDB



**Reserve/Retiree/Veteran Record**  
Click Here To Access Your Army Record



**Tools**  
Click here for Tools, Self-Service Applications and Favorite Links



**Virtual Muster**  
For those assigned to the Individual Ready Reserve (IRR) or Individual Mobilization Augmentee (IMA), click here to access the Virtual Muster.

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Start | Active Record | Reserve/Retiree/Veteran Record | Tools | Virt

HR: Reserve/Retiree/Veteran Record Welcome :

Navigation

Click Here To Access Your Army Record [Reserve/Retiree/Veteran Record](#)

- Assignments
- Volunteer Status
- Board File
- Civilian Employment (CEI)
- Documents
- Orders
- Retirement



View your Chronological Statement of Retirement Points (ARPC 249-2-E) [ARPC Form 249-2-E](#)

- Points Corrections
- Points Detail
- Retired Pay Calculator
- Retirement Information Package
- Survivor Benefit Plan Calculator

[Understanding the AHRC 249-E](#)

Frequently Asked Questions  
[How can I correct data?](#)

Session Information  
Login  
Date  
Server: HRC 1012

Logout

Site Information

Provided as a public information service by the U.S. Army Human Resources Command. Send suggestions or comments to the [Webmaster](#). View the [security and privacy notice](#) and [accessibility information](#).

Alerts

Contact Information

Address Category: 4 PERMANENT DOMESTIC MAIL EXCLUDING APO/FPO MAIL

Address Date  
Street  
City, State, Zip  
Home Phone  
Business Phone  
DSN - Ext:  
AKO Email  
Alt Email

Ext Cell Phone -  
Ext Alt Ext Fax Number -

Verify

Retention / Readiness

DNA Status: Yes, DNA sample is on file

Security Eligibility  
Date of Eligibility  
Investigation  
Date Investigation Completed  
Investigation Sent  
Date Investigation Sent #  
Investigation Opened #  
Date Investigation Opened #  
Date of Correspondence #  
Date NDA signed  
Date Last Physical  
Year/Month HIV Screening  
Expiration Term of Service (ETS)  
ID Status

Personal Data

Race  
Ethnic Group  
Mental Status  
Dependent Number  
Religion  
Primary Civilian  
Occupation  
Citizenship  
Country of Birth  
State of Birth  
City of Birth  
Country of Citizenship: UNITED STATES

Civilian Education

Level	Certification
5TH YEAR OF COLLEGE	BACCALAUREATE DEGREE

Military Education

Level	Status
STRUCTURED SELF DEVELOPMENT (SSD) LEVEL 2 WARRIOR LEADERSHIP COURSE	ENROLLED GRADUATED

Language

Officer AGC  
No Records