

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 administrator account. If you are unsure of the duties associated with a TRM, TC or FIC, please review the responsibilities on the [TRM](#) and [TC](#) lists on the JTMS Home page. Please see an example of the requested memo on page 2 below.

Division Chief or SAC:

For the training coordinator, training records managers and firearms instructor coordinator accounts, the signed memo must be submitted when the e-request is submitted for the admin role.

New TRMs, TCs and FICs:

1. Have an active JTMS user account.
2. Have an active HRConnect account.
3. Complete the mandatory "Information Security Awareness" **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).
5. Read and acknowledge the "JTMS Rules of Behavior for JTMS Administrators." It will be automatically assigned to your To-Do list in JTMS.
6. Send an email to LMSADMIN@atf.gov indicating you have completed the required steps.
7. Once you completed the above steps, an email will be sent out with the job aid pertaining to your role in JTMS to assist with your tasks.
8. Login to your admin account monthly.
9. If your IT Security Awareness training, the ROB is 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.
10. Please submit the signed memo (from your Division Chief/SAC) as an attachment to the e-request you submit for the JTMS admin role.
11. For instruction for submitting the e-request see page 3 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.



EXAMPLE OF THE 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, SamMouse will be the FIC and will enter the Firearms Qualifications Completion for the Division (**Org Code 123456**).

- John Dow - Primary Training Coordinator or Primary Training Records Manager
- Dan John - Alternate Primary Training Coordinator or Alternate Training Records Manager
- 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.

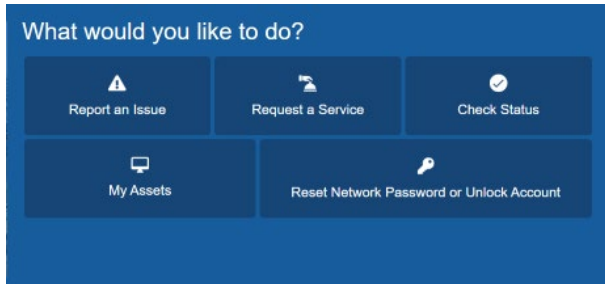
For the TRM role please indicate the name of the training program the TRM is managing.

Please list the POC in case there are any questions.

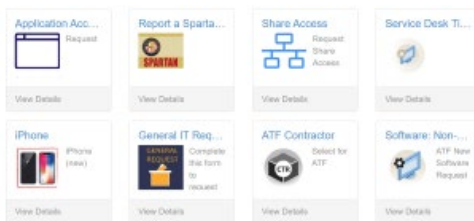
SAC/ASAC/ Division Chief Signature

Submit an Access Request

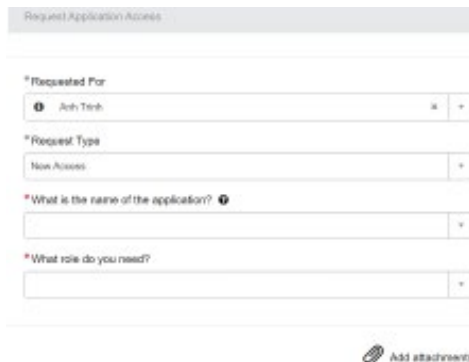
Go to ESA ServiceNow Homepage.



Click on Request a Service.

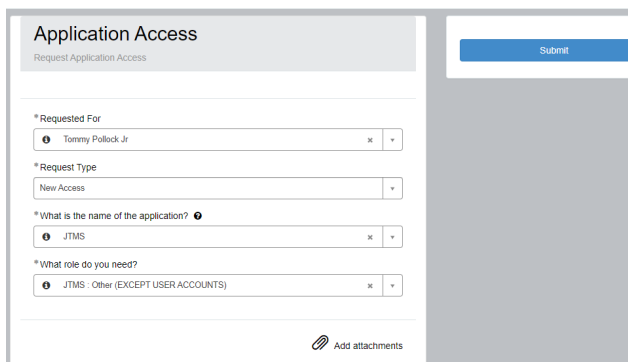


Select Application Access.



The image shows the 'Request Application Access' form. The form includes fields for 'Requested For' (Jody Trinh), 'Request Type' (New Access), 'What is the name of the application?' (JTMS), and 'What role do you need?' (JTMS - Other (EXCEPT USER ACCOUNTS)). There is also an 'Add attachments' button.

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



The image shows the 'Application Access' form with the 'Submit' button highlighted. The form includes fields for 'Requested For' (Tommy Pollock Jr), 'Request Type' (New Access), 'What is the name of the application?' (JTMS), and 'What role do you need?' (JTMS - Other (EXCEPT USER ACCOUNTS)). There is also an 'Add attachments' button.

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

* Requested For

Anh Trinh

✕

▼

* Request Type

New Access

▼

* What is the name of the application? ⓘ

JTMS

✕

▼

* What role do you need?

JTMS : TC

✕

▼

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just now

✎

✕

📎 Add attachments