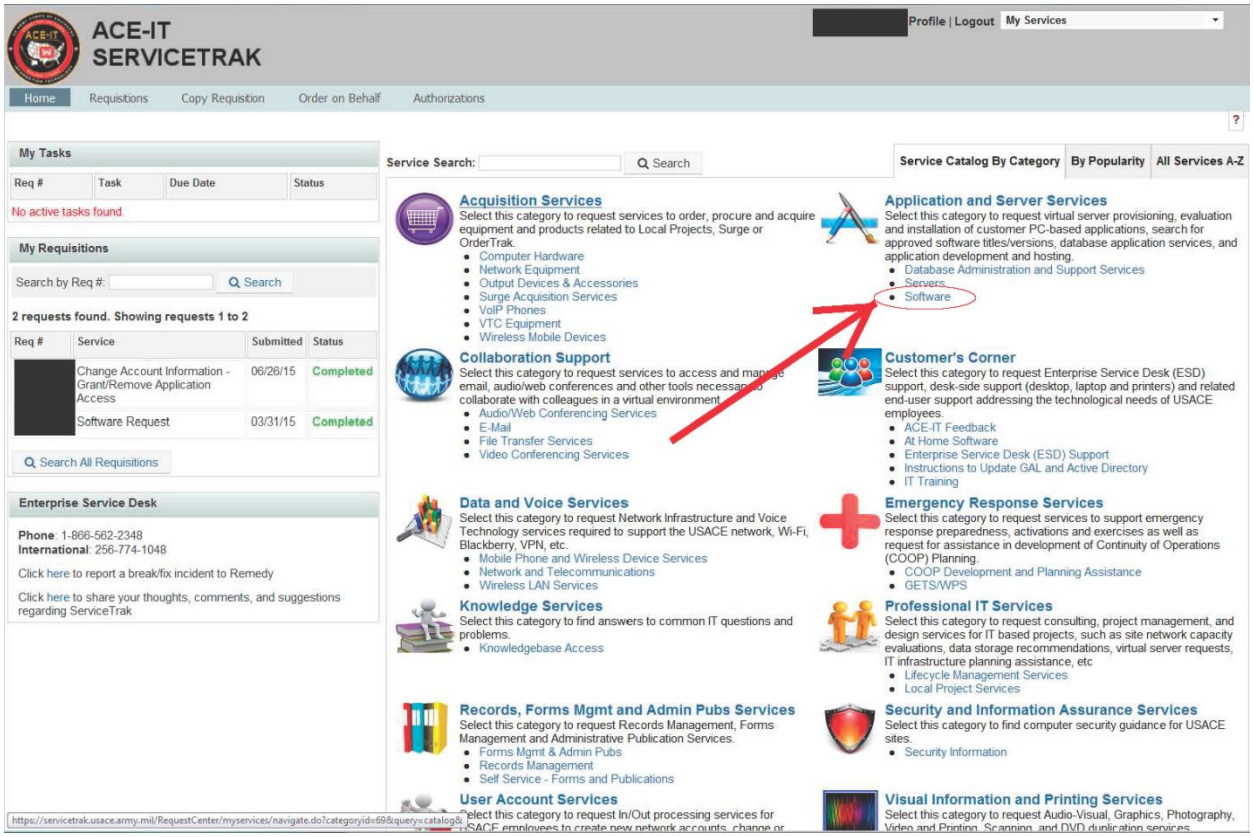
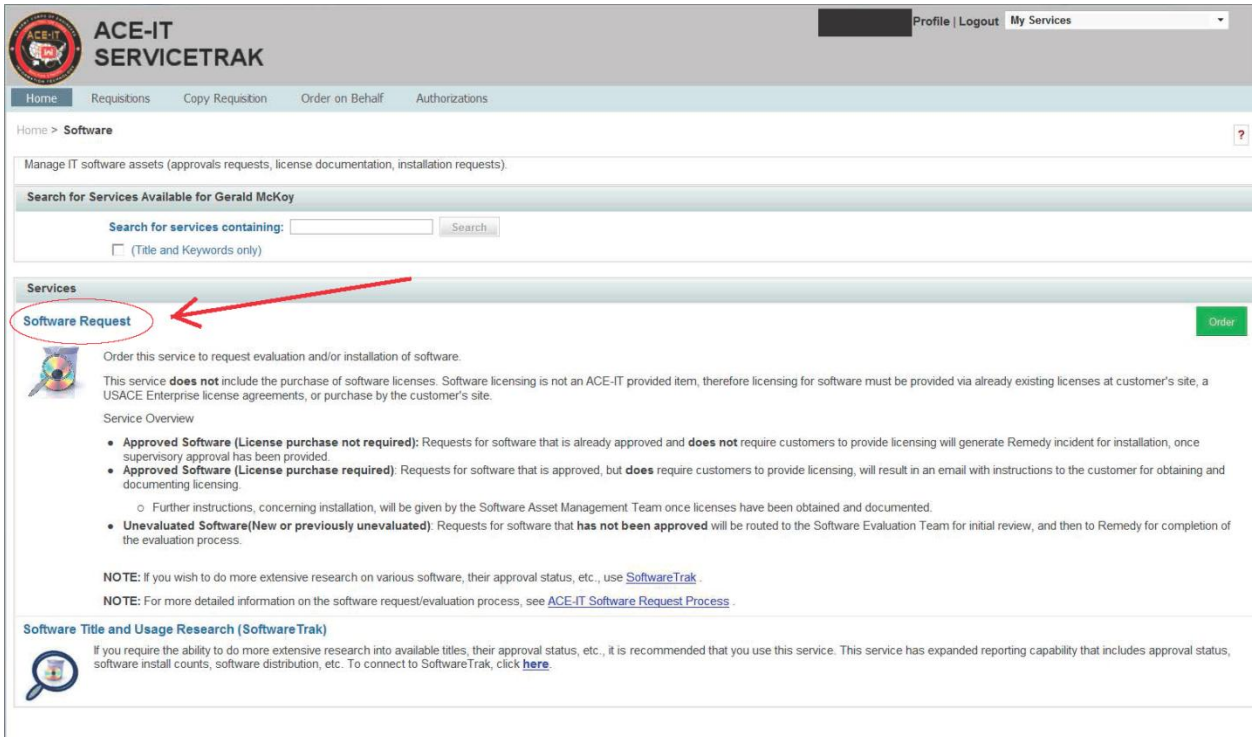
RMS 3 Install Steps

Let's walk through installing RMS 3.0 on your government computer.

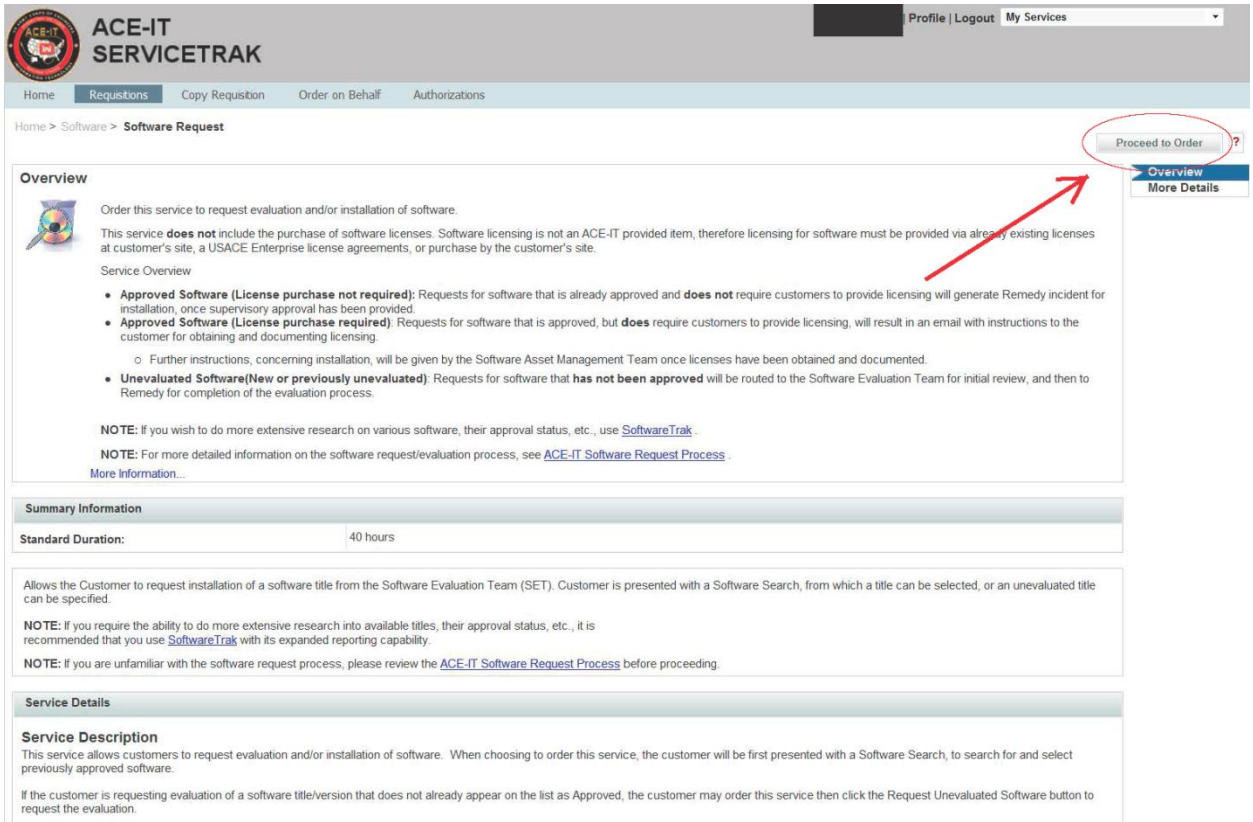
Step 1) go to https://servicetrak.usace.army.mil and click on the **Software** link on the right side of the page under **Application and Server Services**



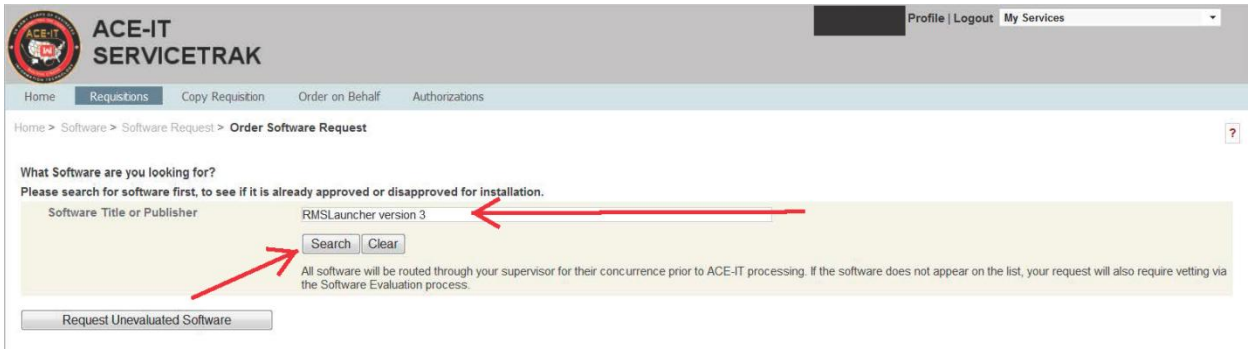
Step 2) Click on the **Software Request** link under the **Services** section on the page.



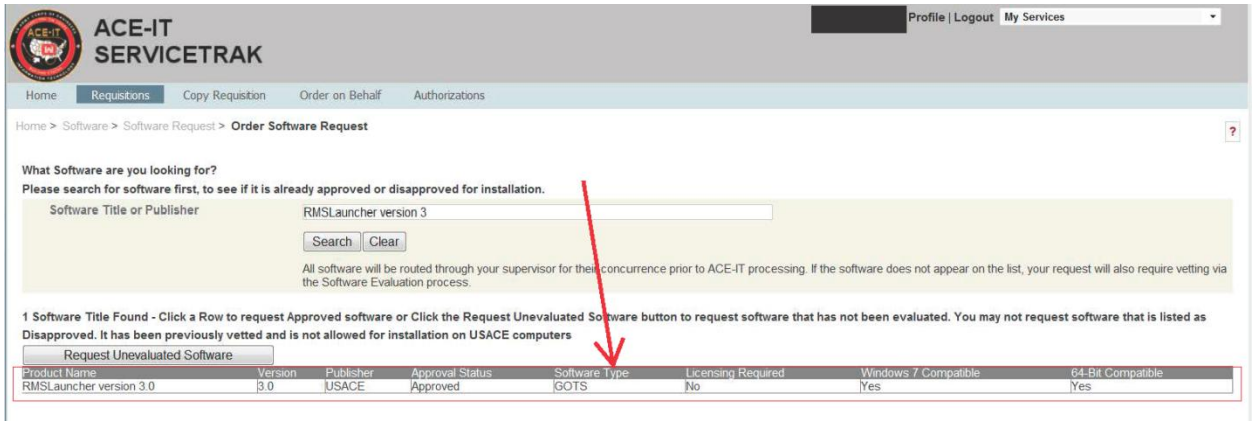
Step 3) Click on the **Proceed to Order** button located on the right side of the page.



Step 4) Type **RMSLauncher version 3** in the text box and click the **Search** button



Step 5) Click on the **RMSLauncher version 3.0 row** that was returned after the search.



Step 6) Fill in the ACE-IT Software Request Checklist and click on the **Submit Request** button.

ACE-IT Software Request Checklist

Sections indicating an asterisk(*) are required to be completed

*Name: [redacted]

*Date: 3/30/2015

*Phone No: [redacted]

*Office Symbol: [redacted]

*Site: (eg LRH, NWK) SPL

Which Community Of Practice (CoP) does this software support? (if unknown, leave empty):

Is this software supported by an existing AIS - (if so which one?): RMS CENTER

SECTION 1 - Software Description and Platform

*Software Title: RMSLauncher version 3.0

*Version: 3.0

*Software Publisher: USACE

*License Qty: 1

*On how many computers will this software will be installed: 1

*Hardware on which software will be installed: Networked Computer

*Customer has software media/download? No

Software Publisher Website: USACE

SECTION 2 - Approval Information and Justification

Approval Status: Approved

Is this request for Freeware/Classroom/Online Training: No

*Justification: What does the software do? Why do you need this software?

This software is used to manage USACE contracts. I need the software installed to support our USACE and contractor users in the field.

SECTION 3 - Submission and Approval

Date: 3/30/2015

Requestor Name: [redacted]

*Supervisor Title: [redacted]

Date: 3/30/2015

*Supervisor Name: [redacted]

Supervisor Search | Submit Request | Cancel

Step 7) An email confirmation will be sent notifying you that ACE-IT has received your request from ServiceTrak and that a notice has been sent to your supervisor informing them that their approval is required.

ServiceTrak has received your Software Request

ServiceTrak@usace.army.mil

[redacted]

Sent: Mon 3/30/2015 6:24 PM

To: [redacted]

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**AUTO-GENERATED - DO NOT REPLY TO THIS E-MAIL, THE MAILBOX IS NOT MONITORED**
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Your request for software has been received by ServiceTrak.

Your supervisor, [redacted], has been sent an email requesting approval for this request. The
next step is for them to provide that approval.

Please coordinate with your supervisor to obtain this approval.

After approval has been granted, your request will be processed based upon the nature of the
request and the software specified.

REQUEST DETAILS

Service:Software Request
Request Type:
Software Publisher USACE
Software Title: RMSLauncher version 3.0
Software Version: 3.0
(1 licenses)
Hardware on which software will be installed: Networked Computer
# of Computers: 1
Justification: This software is used to manage USACE contracts. I need the software installed to
support our USACE and contractor users in the field.
License Required? No
Software Approval Status: Approved
Servicetrak Requisition ID: 1[redacted]2

Thank you!
ACE-IT ServiceTrak Team

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**AUTO-GENERATED - DO NOT REPLY TO THIS E-MAIL, THE MAILBOX IS NOT MONITORED**
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Step 8) Once your supervisor has approved the request you will receive a Supervisory Approval email informing you that approval has been granted for the install.

Supervisory Approval for ServiceTrak Software Request 1[redacted]2 Has Been Granted

ServiceTrak@usace.army.mil

[redacted]

Sent: Tue 3/31/2015 6:35 AM

To: [redacted]

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Dear [redacted]:

Request 1[redacted]2 for the software noted below has been approved by your supervisor, [redacted] . An email will be sent shortly, informing you of what action is to be taken next, depending upon the specific details of your request.

Please click here <https://servicetrak.usace.army.mil/RequestCenter/administration/adminnavigate.do?[redacted] to view the request details.

REQUEST DETAILS

Service:Software Request
Request Type:
Software Publisher USACE
Software Title: RMSLauncher version 3.0
Software Version: 3.0
(1 licenses)
Hardware on which software will be installed: Networked Computer
# of Computers: 1
Justification: This software is used to manage USACE contracts. I need the software installed to support our USACE and contractor users in the field.
License Required? No
Software Approval Status: Approved
Servicetrak Requisition ID: 1[redacted]2

If you need assistance with this request, please contact the Enterprise Service Desk (ESD) at (866) 562-2348.

Thank you!
ACE-IT ServiceTrak Team

AUTO-GENERATED - DO NOT REPLY TO THIS E-MAIL, THE MAILBOX IS NOT MONITORED

Step 9) An ACE-IT technician will call or email to schedule the installation time.

Step 10) After the installation has completed you should be able to use the RMS 3.0 application. If you are unable to login to RMS 3 please contact the RMS Support Center for assistance.