



RMS

Resident Management System

Quick Reference Guide

USACE Resident Management System

RMS

Quick Reference Guide for

Contractors

Version 1.0
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Overview

This guide is meant to serve as a quick reference document on how to use RMS Application Automated Information System (RMS AIS). It will assist users in understanding the current system functionalities and how to use the application to assist with contract management. For modular details please refer to the RMS Contractor Mode (CM) User Manual and/or the RMS Government Mode (GM) User Manual.

RMS AIS Access

Contractor Access (KTR)

Each contractor must follow these basic steps:

- 1) Identify the RMS Administrator
- 2) Provide the administrators name and email to the designated USACE Representative.
- 3) [Download the RMS application from rms.usace.army.mil. \(click GET RMS 3.0 Now -KTR\)](#) (Follow link to video tutorial)
- 4) Double click RMS ICON
- 5) [Create RMS User Account](#) (Follow link to video tutorial)
- 6) Log into RMS/CM with the email address and password created in Step 5.

Government Access

Each contractor must follow these basic steps:

- 1) Identify the RMS Administrator
- 2) Provide the administrator's name and email to the designated USACE Representative.
- 3) [Download the RMS application from rms.usace.army.mil. \(click GET RMS 3.0 Now -KTR\)](#) (Follow link to video tutorial)
- 4) Double click RMS ICON
- 5) [Create RMS User Account](#) (Follow link to video tutorial)
- 6) Log into RMS/CM with the email address and password created in Step 5.

RMS Quick Reference Guide

The screenshot shows the RMS website interface. At the top, there is a navigation bar with links for GOVERNMENT, CONTRACTOR, SUPPORT, and CONTACT US. Below the navigation is a large image of a construction site. The main content area features several sections: 'New Training Videos', 'Important RMS Support Change', and a list of red buttons for 'RMS 3.0 RELEASE NOTES', 'RMS DOCUMENTATION WEBSITE', 'GET RMS 3.0 NOW (GOV)', 'GET RMS 3.0 NOW (KTR)', 'ACCESS RMS 2.38 NOW (GOV)', and 'RMS HELP VIDEOS'. A grey callout box on the right contains the text 'Select RMS GOV or KTR Download' with two blue arrows pointing to the 'GET RMS 3.0 NOW (GOV)' and 'GET RMS 3.0 NOW (KTR)' buttons.

Prime Contractor Selection

The first thing a contractor will want to do is select the contractor they are working with. It is not unusual for a contractor to work with more than one organization. To achieve this the Prime Contractor data must be entered. Defining the prime contractor also includes defining the contractor staff including subcontractors. Once this is done the contractor can log on to RMS and select the appropriate organization that are working for. This selection will result in a display called “**Library Mode.**” After selection of a particular contract organization Library Mode will always be the next screen view displayed. With the prime contractor defined and selected we can now begin to review and organize our work. Please reference the video on [“How to Assign A Prime Contractor.”](#)

Administration	Finances	QC	Submittals	Schedules	Closeout	Import/Export	Contract Reports
Contract Description Enter award description and funding sources. Contract location should be entered.	Contract Access Control Control contractor staff access to this contract.	Correspondence Create, edit, and view, Letters and Memos.		Request for Information Respond to RFI's from Contractor.			
Prime Contractor Identify Contractor for payment purposes and view Contractor Staffing.	Subcontractors Identify Subcontractors, POC's, and Trades.	Contractors on Site Enter dates that Subcontractors will be on-site.		Contractor Insurance Track General, Auto, and Workman's Comp Insurances.			
Contractor Payrolls Enter or Review Contractor Payrolls for Department of Labor reporting purposes.	Contract Notification Control Control which notifications you will receive for this contract.						

Contract View and Setup

Library Mode

The purpose of “library mode” is to display actions for all contracts for a specific user. Library Mode contains 3 modules. They are described below:

- 1) Government Library – Houses library of data sets that are used by all contracts. These data values are set by the contractor and are read only:
 - Work Categories – Used to help filter activity types.
 - Specification Sections – Identifies contracts specifications found in the Unified Facilities Guide Specifications. ([How to add a specification](#), Video)
 - Submittal Types
 - Contractor Trades
 - Labor Classifications

NOTE: The Government library can only be modified by the USACE Government Representative.

- 2) User Roles - This library is used to define the users, their level of access granted, and their roles or permissions:
 - No Access
 - Read-Only Access
 - Read/Write Access

Videos links are provided below:

- [How to Add User Roles \(KTR\)](#)
 - [Adding Contract User Roles in Government Mode](#)
 - [Setting User Roles Under RMS Staff Tab](#)
- 3) Contractor Staff – This library contracts all users with access to RMS3/CM. This is restricted to user with administrative privileges.

RMS Administration

The Administration tab is used to organize, setup and manage the contracts and people who will perform operations in RMS. It allows the users to setup and normalize details for a particular contract as well as regulate who can perform what operations. Not all users have administrator module access. The RMS Contract Administration area focuses on the areas identified below:

- 1) Contract Description – A general description of information related to the contract.
- 2) Contract Access Control – Restriction of specific modules, such as payrolls

- 3) Correspondence – Create, respond, track correspondence with the government. For the video tutorial on how to create correspondence click the link provided. [Correspondence](#).
- 4) Request for Information – Respond to and generate request for information. Request for information is created in both GM and CM mode. Here are some video tutorials for assistance.
 - [How to Create an RFI \(CM Mode\)](#)
 - [How to Create an RFI \(GM Mode\)](#)
 - [Adding a Secondary Respondent to an RFI](#)
- 5) Prime Contractor – Information about the prime contractor. Here are some video tutorials for assistance.
 - [How to Assign a Prime Contractor](#)
- 6) Subcontractors – Identify the sub-contractors. Here are some video tutorials for assistance.
 - [How to Add a Subcontractor](#)
- 7) Contractor Insurance – Track Prime and Subcontractors insurance expiration dates
- 8) Contractor Payroll – Enter all required payroll data. Here are some video tutorials for assistance.
 - [Contractor Payrolls on Site](#)
- 9) Contract Notification Control – Assist in streamlining the communication between the contractor and the government. Here are some video tutorials for assistance.
 - [RMS Notifications \(KTR\)](#)
 - [How to Use Contract Notifications](#)

Finances Overview

The finance module is used to both track progress of work and request payments from the government appointed counterpart for a Prime Contractor. The contractor is paid for completed activities. The completed activities are mapped to the contract line-item numbers (CLIN). Finance module integrates heavily with other systems and is often the trickiest to navigate. So, to keep it simple:

- 1) The CORPS tracks progress in dollars and time.
- 2) When pay activities are complete, the contractor provides proof and requests payments. Here are some video tutorials for requesting progress payments.
 - [Progress Payments](#)
 - [FAQ Progress Payments](#)
- 3) Pay activities are added into RMS either manually or by importing a special formatted file for data exchange (SDEF). For information on how to import SDEF file review the video tutorial below.

- [How to Import a SDEF File](#)
 - [SDEF\(CM\)](#)
 - [How to Import SDEF\(CM\)](#)
 - [How to Delete SDEF\(CM\)](#)
- 4) Pay can be requested via RMS when:
- The correct payee office is provided to the government.
 - Input for pay activities are complete for prime and subcontractor.
 - The activity schedule is approved.
 - Activity schedule current progress is properly updated.
 - There are not CLIN amount variances.
- 5) Progress payments may be rejected by the government and returned to the contractor for corrections.

Pay Activity and Work Quality (Quality Control)

The ability to complete and maintain data in the quality control module of RMS helps the government as well as the contractor verify all requirements are completed, and compliance of all requirements and regulations. It is important to take responsibility for quality construction seriously. Quality requires a cooperative relation with the government appointed counterpart. The QC Module provides the following features:

- 1) QC Summary – A graphical representation of the quality control elements. Click the link below for the video tutorial.
 - [How to Run A Summary Report](#)
 - [Summary Report Permissions](#)
- 2) QC Daily Reports – Documentation of the day's events and activities. Click the link below for the video tutorial.
 - [Creating a QC Daily Report](#)
- 3) Features of Work – List features of work needed to complete work. Click the link below for the video tutorial.
 - [How to Assign a Feature of Work](#)
- 4) Three Phase Inspection – List deficiencies to watch for in each feature. Click the link below for the video tutorial.
 - [Navigation Through Three Phase Mode](#)
- 5) Hazard Analysis – Log and track Activity Hazard Analysis (AHA) for each feature of work
- 6) QC Requirements – Log and track contract requirements for QC test
- 7) Equipment Checks – Log and track inspection dates and usage of equipment on construction site
- 8) Dredging Hours – Record and submit monthly exposure hours

Contract Submittals

Contract submittals are a contract requirement. The RMS Submittal Module makes it easy to manage and track submittals to the government. What are Submittals? In short, submittals are documentation. Submittals include all preconstruction documentation such as, shop drawings, product data, samples, letters of certification, tests, plans, and other engineering information that may be required for quality control and quality assurance. Submittals must be prepared in time to allow the Quality Control organization to review and certify or as required allowing time for corrections if required prior to providing the submittal to the government. Support videos are listed below.

- [How to Add a Submittal Item \(KTR\)](#)
- [Submittal Assignments \(CM\)](#)
- [Adding Multiple Submittal Registers](#)
- [How to add a Submittal Reviewer](#)

Contract Schedules

Each contract should also have a contract schedule. The contract schedule will provide a sequential order of work to be performed and the work that is to be completed. In other words, the activities are listed in order and start/end dates are provided. RMS is not scheduling application. RMS provides a means for uploading the contract schedule that can be a bar chart of a network analysis (NAS).

Activities listed on the schedule must be predefined in the contract as CLIN items. The contractor cannot arbitrarily add activities. Pay activities are added in the Finance module or imported. Support videos are listed below:

- [How to Link P2 to RMS](#)
- [How to Manually Add Start/Finish Dates](#)
- [SCurves](#)
- [Placement Schedule](#)

Contract Closeout

Contract closeout can begin only when construction is complete, and the contractor has received the final acceptance from the government. The contract close out period can last up to 12 months after the contract acceptance date. During this time, the government has the right to ask the contractor to fulfil requirements as documented in the close out section of the contract.

The close out module provides the contractor with the following capabilities:

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- 1) Warranty Tracking – Record the results of the 4/9-month warranty inspections.
- 2) Warranty Items – List all items that require warranty inspections.
- 3) Import/Export Module – provide the ability to bring data from other sources that may assist with QC.

Support videos are listed below:

- [Closeout and Warranty Tracking](#)

RMS Reports

RMS has made available many reports to its users. All reports have the same basic look and feel. To run reports, click the report tile from the contract main menu.

The report category may be selected from the blue tiles across the top and further

NANSEMONT ORDANANCE DEPOT
[E1000059] DACA31-99-D-0021 0005

Contractor Mode Home | Contract Selection | Back | Refresh | Help

Contract Menu | Mark As Favorite

Contractor Action Items
3,521 High | 15 Medium | 0 Low

My Action Items
0 High | 0 Medium | 0 Low

Administration	Finances	QC	Submittals	Schedules	Closeout	Import/Export	Contract Reports
Import Submittals Submittal items can be imported from an Excel Template.		Import QC Deficiencies Import QC Deficiencies generated from an Excel worksheet.		Import Specs/Intact Import Specs/Intact.		NAS (SDEF) Import SDEF schedule.	
Document Package Export Mass export documents from selected modules contained in document package.							

expanded from the view select displayed. Double click the report title and enter the parameter selections. Next, click preview or print.

All Reports	Administration Reports	Financial Reports	QA/QC Reports	Submittal Reports	Schedule Reports	Closeout Reports
41	6	9	17	6	3	0

Contract Reports			
Report Title	Report Menu	Author	Developed By
ADMIN			
FINANCE			
QAQC			
SCHEDULE			
SUBMIT			

Support videos are listed below:

- [Custom Reports](#)
- [Creating a Custom Query](#)
- [How to Run a Summary Report](#)
- [How to Preview Contract Reports](#)
- [Adding an Office Lookup Customer Query](#)
- [Summary Report Permissions](#)
- [Exporting Report Data to CSV](#)

Appendix A

RMS Video Tutorials

RMS has a YouTube.com video channel. “How to..... ” videos are provided. This video channel is managed by the RMS PMO team and RMS Support Center. Four new videos are uploaded monthly. Any user can request video topics by submitting a support request to the link provided:

<https://astrafirerms.atlassian.net/servicedesk/customer/portals>.

Installation and Setup Videos

RMS Beginner Training Session (GM)	https://www.youtube.com/watch?v=A0t83lgOv8I
RMS Advance User Training (GM)	https://www.youtube.com/watch?v=P8MsCpilvH0&t=9s
Getting Started with RMS(CM/GM)	https://www.youtube.com/watch?v=ICuKyXQuh7c
OCONUS Webinar Training	Beginner: https://www.youtube.com/watch?v=aTqjDLpOp8

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	Advanced: https://www.youtube.com/watch?v=MDIj8rwV5U4
RMS 3.0 Helpful Docs	https://www.youtube.com/watch?v=7KwrRoiSRQE
How and when to Clear RMS Cache	https://www.youtube.com/watch?v=f9y4eTwAP60
How to Download DoD Certificates	https://www.youtube.com/watch?v=kxO5vkcs6HE
How to Import a SDEF File	https://www.youtube.com/watch?v=l-Lm62dCZOk
How to Install RMS 3.0 Contractor Mode	https://www.youtube.com/watch?v=Lc5Lu0xdJDg
Reinstalling/Updating RMS 3.0	https://www.youtube.com/watch?v=yhxBE7kfSk
How to Update the Government Launcher	https://www.youtube.com/watch?v=R_wy1XWamog
How to Pin RMS 3 Launcher to Taskbar	https://www.youtube.com/watch?v=JQdOBT7X59w
Non-CAC Login into GM Mode	https://www.youtube.com/watch?v=IYH1BD-TEYA
Reinstalling/Updating RMS 3.0	https://www.youtube.com/watch?v=yhxBE7kfSk
Username and Password Management	https://www.youtube.com/watch?v=Wbb7ZdR3ltk
When and How to Update RMS Launcher	https://www.youtube.com/watch?v=TILRuu5CaLo
RMS Notifications (KTR)	https://www.youtube.com/watch?v=qfxxInww7jk
How to Subscribe to Contractor Email List	https://www.youtube.com/watch?v=7i_rEO_H8F8
How to Disable Non-CAC Login	https://www.youtube.com/watch?v=4Fx2SMPZDTM
Creating an Account	https://www.youtube.com/watch?v=8QZWXD5E4zg-
Resetting Your Password	https://www.youtube.com/watch?v=VK4-geVY2gE
How to Use Contract Notifications	https://www.youtube.com/watch?v=qG3nzj7b3gs
Reinstalling RMS	https://www.youtube.com/watch?v=ABm3uquyA5VM

RMS Schedules/SCurves/Placement

How to Link P2 to RMS	https://www.youtube.com/watch?v=_p9IMDgX9ok
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How to Manually Add Start/Finish Dates	https://www.youtube.com/watch?v=NnJXuk0VKwQ
SCurves	https://www.youtube.com/watch?v=9Pk41YNz4K4
How to Use New Project Placement Feature	https://www.youtube.com/watch?v=qLZ8ymUO2Ak
Placement Schedule	https://www.youtube.com/watch?v=1PvjU5TreM0

RMS Contract Modifications/Contract Status/Setup

How to Link a Mod to Multiple BCD Items	https://www.youtube.com/watch?v=7ifkYXWNMDY
Updates to Contract Status Setup as November 2020	https://www.youtube.com/watch?v=vss1YAm111s
How Modifications Affect Progress Payments	https://www.youtube.com/watch?v=UWMOT4x46YY
How to Add and Update the Contract Status Photo	https://www.youtube.com/watch?v=LHggbvpoS9U
How to Add a Contract Status Photo	https://www.youtube.com/watch?v=UFwRbdAp7QU
Creating a Transfer Document DD1354(GM Mode)	https://www.youtube.com/watch?v=4ahSqrSA-pM
Creating a Requisition Form DD1149(GM Mode)	https://www.youtube.com/watch?v=4ahSqrSA-pM
Standard Text	https://www.youtube.com/watch?v=rLq2uh8UZBU
Using Standard Text in Memo Field	https://www.youtube.com/watch?v=-1PaPBhf724
Contract Mod	https://www.youtube.com/watch?v=gL0LNZCLC3A
Adding a Change Request	https://www.youtube.com/watch?v=SSojXBPi6Vk
Adding Contractor Staff (KTR)	https://www.youtube.com/watch?v=lhra63bSrijA
Word Macros	https://www.youtube.com/watch?v=gS-l70lZ908
How to Assign a Prime Contractor	https://www.youtube.com/watch?v=nZ3BoZh3MoA
Adding District Milestones	https://www.youtube.com/watch?v=GL9grrwmjVw
Adding and Setting up Contract	https://www.youtube.com/watch?v=NP4KW24Q5Oo
Adding Systems Milestones Schedule Date	https://www.youtube.com/watch?v=e9p1JZDpHZ4
Adding Priced SubClins	https://www.youtube.com/watch?v=aOJpaYdCanU
Importing Data from Another Contract	https://www.youtube.com/watch?v=ttQFPFLqQUM
Adding Real Property Items to DD1354	https://www.youtube.com/watch?v=xNBJ-3-j9iM
How to Assign Action Items	https://www.youtube.com/watch?v=_FhFLvGjk2A
Using Contract Groups	https://www.youtube.com/watch?v=jv_jOogFN1k

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Adding QA Narrative Titles	https://www.youtube.com/watch?v=vZjuoC54N3s
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RMS Contractor Claims Videos

Contractor Claims	https://www.youtube.com/watch?v=01mieQvBaas
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RMS QC/QA Videos

Adding Contractors on Site for QC Daily	https://www.youtube.com/watch?v=hjvhEEBxAcc
Adding QC Test	https://www.youtube.com/watch?v=hW2m0WDZCX0
Creating a QC Daily Report	https://www.youtube.com/watch?v=wAvlWp5TE14
Sign Multiple QA Reports	https://www.youtube.com/watch?v=1wPRjfq9kP8
QA Reports	https://www.youtube.com/watch?v=_xmHsq5t4cQ
Adding Equipment Checks to QC Daily	https://www.youtube.com/watch?v=AzaL2yra9n4

RMS Warranty and Closeout Videos

1.	Closeout and Warranty Tracking	https://www.youtube.com/watch?v=U4YVjSegL2o
2.	Warranty Items	https://www.youtube.com/watch?v=LNW0NU0G_nk
3.	How to Create a Warranty Item	https://www.youtube.com/watch?v=xwPeIYTV8BU

RMS Submittal/Transmittal Videos

How to Add a Specification Section	https://www.youtube.com/watch?v=0fC_fTKMQDE
How to Add a Submittal Item (KTR)	https://www.youtube.com/watch?v=9oCfbyUuiYw
How to Fix Errors when Electronically Signing Documents in RMS	https://www.youtube.com/watch?v=YJIXzp858HI
Specs Intact	https://www.youtube.com/watch?v=pdgl088ecaY
Transmittal Process	https://www.youtube.com/watch?v=AzkOF3P9cE0
The Transmittal Process	https://www.youtube.com/watch?v=HvTBnBg4rW8
Submittal Assignments (CM)	https://www.youtube.com/watch?v=3z20BLKJqk
How to Bulk Download Transmittals and Daily Reports	https://www.youtube.com/watch?v=0aOYlw58oUo
Adding a Submittal Register	https://www.youtube.com/watch?v=jcHGIWDZpSM
How to Create a Transmittal	https://www.youtube.com/watch?v=HOiMegAZ5OU

RMS Quick Reference Guide

Adding Multiple Submittal Registers	https://www.youtube.com/watch?v=m7JXPSbV8sw
How to add a Submittal Reviewer	https://www.youtube.com/watch?v=_0w7w3YESOE

RMS Finance Videos

RMS Funding Methods Overview	https://www.youtube.com/watch?v=h6xd1Gk5LCs
Linking CEFMS to RMS	https://www.youtube.com/watch?v=r-i4_QWmNt8
Understanding CEFMS Cleanup	https://www.youtube.com/watch?v=DxG15b787QI
How to Create a Digital Signature Position	https://www.youtube.com/watch?v=GuaqqyljDKQ
How to Create a Transmittal (KTR)	https://www.youtube.com/watch?v=j3DoootCxe0&t=1s **
How to Create a Transmittal	https://www.youtube.com/watch?v=HOiMegAZ5OU **
How to send Transmittal Back for Corrections	https://www.youtube.com/watch?v=bAFim5-IF9Y ***
Sending a Document Package Back for Corrections	https://www.youtube.com/watch?v=5BJHvVgE1tU **
How to Submit a Submittal Item (KTR)	https://www.youtube.com/watch?v=HmR79l2NW28&t=22s
Adding a Submittal Register	https://www.youtube.com/watch?v=jcHGIWDZpSM
Importing Submittals	https://www.youtube.com/watch?v=UM4el2-EzC8
Adding Multiple Submittal Registers	https://www.youtube.com/watch?v=m7JXPSbV8sw
Progress Payments	https://www.youtube.com/watch?v=8_8RPziT_jw
Balancing CLINS	https://www.youtube.com/watch?v=rAoblinEhn0
How to Electronically Sign Documents in Contractor Mode	https://www.youtube.com/watch?v=eT3lbnxk7Jk
Navigating Through Three Phase Mode	https://www.youtube.com/watch?v=6td4bQCrQwI
How to Sign Documents in Government Mode	https://www.youtube.com/watch?v=2D2f9JDwKnU
How to Assign a Feature of Work (FOW) to an Activity	https://www.youtube.com/watch?v=M7yFRntLVi0
Contractor Payrolls Contractor On-Site	https://www.youtube.com/watch?v=P2oZrInY-10

RMS SDEF Videos

How to Delete SDEF (CM Mode)	https://www.youtube.com/watch?v=9491m-0a7U4
SDEF(CM)	https://www.youtube.com/watch?v=NzC2gpYjiQo
How to Import SDEF (CM Mode)	https://www.youtube.com/watch?v=9491m-0a7U4
How to Import a SDEF File	https://www.youtube.com/watch?v=l-Lm62dCZOk ***

RMS Admins User Videos

RMS District Admin Training Webinar	https://www.youtube.com/watch?v=mCMYoYMWkvg
How to Add a Subcontractor	https://www.youtube.com/watch?v=g876LegBKLg
How to Add User Roles (KTR Mode)	https://www.youtube.com/watch?v=6Slv9V87tro
How to Customize Your User Settings	https://www.youtube.com/watch?v=1RYgisyFvk4
How to Create a Correspondence	https://www.youtube.com/watch?v=DGTWABnUyMA
Adding Assets for Other Districts	https://www.youtube.com/watch?v=sn_F8OWoPfo
Copying Assets form Other Districts	https://www.youtube.com/watch?v=qYOyChPyP1s
Adding Contract User Roles in Government Mode	https://www.youtube.com/watch?v=orBLtVR_9HY
How to Add an Office	https://www.youtube.com/watch?v=uhiY45Pt15U
Setting User Roles Under RMS Staff Tab	https://www.youtube.com/watch?v=MPP-6MSp0vE

RMS PII Changes Videos

Contract PII Changes as of 11/12/2020	https://www.youtube.com/watch?v=E_jT9ldu104
PII Changes for Government as of 11/12/2020	https://www.youtube.com/watch?v=yFhcy6iX6UE
Government PII Update	https://www.youtube.com/watch?v=kWen48HYKSG

RMS Request for Information Videos

How to Create an RFI (CM Mode)	https://www.youtube.com/watch?v=dkAN3hzQ42M
How to Create an RFI (GM Mode)	https://www.youtube.com/watch?v=Rr-D1TYzsGQ
Adding a Secondary Respondent to an RFI	https://www.youtube.com/watch?v=NybkbD3a4Oc

RMS Reports Videos

How to View Non-Displayed Reports	https://www.youtube.com/watch?v=yHmrP0VuzSw
Custom Reports	https://www.youtube.com/watch?v=KuBNfoL2LGQ
Creating A Custom Query	https://www.youtube.com/watch?v=vzdvk2UqDHE
Creating a Custom Report	https://www.youtube.com/watch?v=nN-cmNFmYOo
How to Run A summary Report	https://www.youtube.com/watch?v=mxTufg8TNTU
How to Preview Contract Reports	https://www.youtube.com/watch?v=0iG1jmB_8vo
Adding an Office Lookup to Custom Query	https://www.youtube.com/watch?v=Vv3Q05bYAao
Summary Report Permissions	https://www.youtube.com/watch?v=1VV3IKZiLD8
How to Create a Custom Query	https://www.youtube.com/watch?v=MeDeUF6Qcp4
Exporting Report Data to CSV	https://www.youtube.com/watch?v=UTE-C1RNq4g

RMS Archive Videos

How to Archive Contracts- Government Mode	https://www.youtube.com/watch?v=1N6kCKBA0Cc
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RMS FAQ Videos

FAQ Progress Payments	https://www.youtube.com/watch?v=R-SIM7aC8Ts
RMS FAQ Frequently Asked Questions	- https://www.youtube.com/watch?v=tISwQzg6g1c
How to Fix Signing Issues Related to FIPS	https://www.youtube.com/watch?v=sVMggey745k
How to Lock a Record in GOV	https://www.youtube.com/watch?v=is1srfGawc8
How to Use Offline Mode	https://www.youtube.com/watch?v=UV9hRVwhaxk

RMS Weather Delays Videos

How to Resolve Conflicts with Weather Delays	https://www.youtube.com/watch?v=A3GYqpYhAsA
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RMS Support Tickets

How to Submit a Support Ticket Contractor Mode	https://www.youtube.com/watch?v=HmR79I2NW28&list=PLIN4_nh0qXdPVwMd2e2yNcdukBPrW4a5R
Using the Jira Web Portal for Support	https://www.youtube.com/watch?v=krtNHj0Jhqs
How to Get Help with RMS 3(CM/GM)	https://www.youtube.com/watch?v=qkGGcAPsD_0
Submitting a Support Ticket Outside RMS 3	https://www.youtube.com/watch?v=Gb8QPcRXcNk
New RMS Channel	https://www.youtube.com/watch?v=eM922BKd5JY
How to Submit a Support Ticket in RMS 3.0	https://www.youtube.com/watch?v=HmR79I2NW28
Why Your Macros Are Not Appearing	https://www.youtube.com/watch?v=Gx4gU6TqQAs