

LIW PORTAL

FREQUENTLY ASKED QUESTIONS (FAQs)

Last Updated August 18, 2015

For questions, please contact the LOGSA Service Desk

Email: usarmy.redstone.logsa.mbx.service-desk@mail.mil | DSN: 312-645-7716 | Phone: 256-955-7716 | Toll Free: 866-211-3367

Section 1: LIW Portal Access Questions

Q1: Which Common Access Card (CAC) certificate should I choose when I login to the LIW Portal?

A1: Either the *Email* or *Identity* CAC certificate can be selected to login to the LIW Portal.

Q2: Is there a specific version of Windows and Internet Explorer that works best with the LIW Portal?

A2: The LIW Portal is compliant with the current Army Gold Master that includes Windows 7 and Internet Explorer 9. For assistance with Internet Explorer 11 contact the LOGSA Service Desk.

Q3: Can I access the LIW Portal using my Home PC or Laptop?

A3: Yes, but only on a Windows Machine using Internet Explorer with ActivClient and a CAC reader.

Q4: Do I need a Secret Clearance to access the LIW Portal?

A4: No, but you must at least have a favorable background investigation approved for DoD.

Q5: Can I access the LIW Portal, if I am part of the Navy, Air Force, or Marines?

A: Yes, contact the LOGSA Service Desk for guidance.

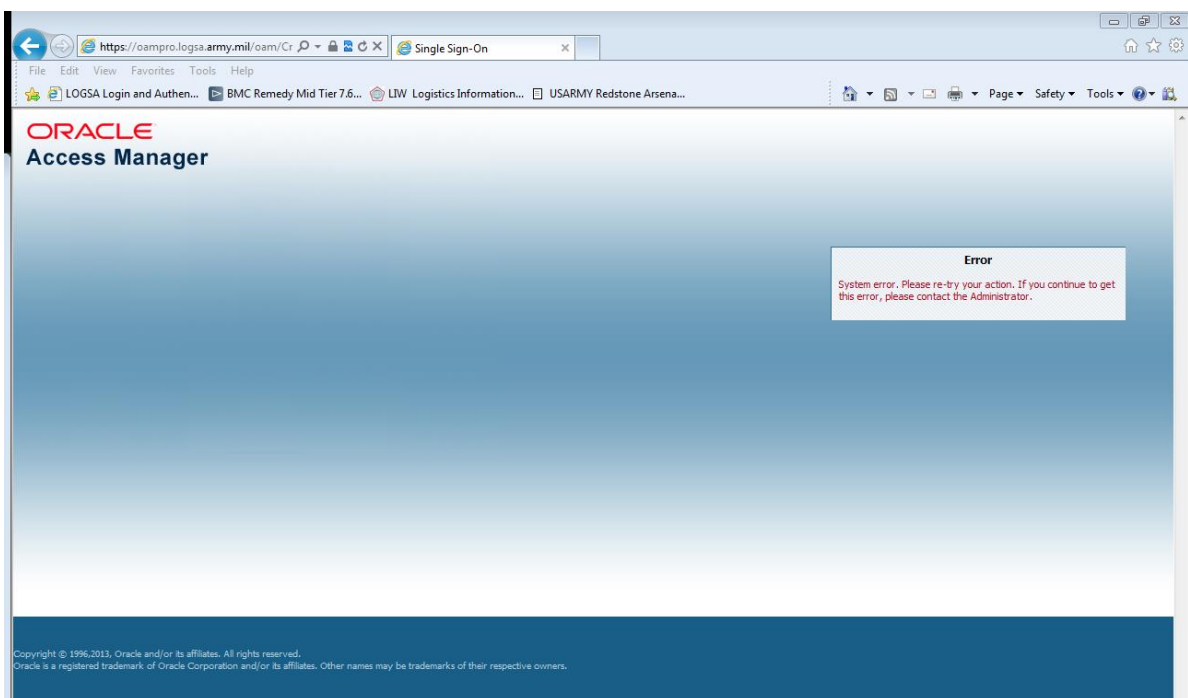
Q6: How long before my LIW Portal Account is suspended for inactivity?

A6: Your LIW Portal Account will be automatically suspended after 45 days of inactivity. To reactivate the LIW Portal Account, contact the LOGSA Service Desk.

Q7: What do I do if one or more of my approvers does not have an Army Knowledge Online (AKO) Account?

A7: Contact the LOGSA Service Desk for assistance.

Q8: Why am I receiving a blue page stating "An unexpected error has occurred. Please contact your System Administrator."?



A8: You are using an incorrect bookmark/favorite. Please delete your current LIW Portal link from your favorites. Next, open the login page for the LIW Portal at <https://liw.logsa.army.mil> and click the link that says "Click here to add LIW to your favorites" to save the correct address as a favorite.

Section 2: Application Access Questions

Q9: How do I request access or gain additional permissions to an application?

A9: Click here for full details on the [System Access Request \(SAR\) Steps](#)

Q10: Which applications require *Compatibility View* to be enabled to run correctly?

A10: LOGSA recommends all applications be run in *Compatibility View* by default.

Q11: How do I receive access to the EDMO Application?

A11: Open the EDMO Application from the App Warehouse or by clicking on the icon shortcut on your LIW Portal Homepage if you have already created one.

Fill out the form for the EDMO Web Portal Login Request (WPLR)

If you any issues, please reference the EDMO WPLR Help Document at the "*Click here for Help Document*" link in the top right corner of the page.

Or contact EDMO via the LOGSA Service Desk

Q12: How do I receive access to LEC applications (e.g. PowerLog-J, PSFA, and SYSPARS)?

A12: You can access LEC applications directly from the LOGSA LEC Homepage:
<https://www.logsa.army.mil/lec>

Q13: I am receiving a message that states, "Page cannot be displayed". What should I do?

A13: Please try the steps below:

Go to *Tools for Internet Explorer*, then *Internet Options* and delete your temporary internet files and cookies.

(+Tools > Internet Options > Delete > Temporary Internet Files and Cookies.)

Go to the *Content Tab* in the top middle of *Internet Options*.

Click "*Clear SSL State*" on the left hand side.

(+Tools > Internet Options > Content Tab > Clear SSL State)

Click "OK".

Click "OK" again to exit out of Internet Options.

Go to <http://iase.disa.mil/pki-pke/>

Click "*Tools*" in the left column.

Click the Certificate Validation section.

Click "FBCA Cross-Certificate Remover 1.12."

Click The Zip Download link.

Click "Open" at the bottom of the screen.

In the next window, double-click the "FBCA_crosscert_remover_v112" application file.

A command prompt should pop up.

You will need to press the "Enter" key twice in this box.

The box should close out automatically.

Exit out of Internet Explorer.

Open <https://liw.logsa.army.mil/>

If you still receive an error message, please send a screenshot to the LOGSA Service Desk with a short description of what steps you took before receiving the error message.

Q14: How do I obtain Citrix software for using ILAP and FEDLOG?

A14: The Citrix download is available in the LIW Resources app in the App Warehouse. You can also download and install the Citrix client here: https://liw.logsa.army.mil/support_manager/downloads/CitrixReceiver.exe

An administrator at your location will have to physically log onto the machine with his/her administrative credentials to uninstall/install the Citrix Receiver software (step-by-step instructions are available).

If Citrix is not installed, you may see the following results:

"Do you want to save index.cfm, or find a program online to open it?"

Or

The index.cfm file will open in MS Word or Adobe Reader.

Q15: How do I receive Access to the Army Logistics Enterprise Glossary (ALEG)?

A15: Send an email to the LOGSA Service Desk requesting access with a justification.

Section 3: LIW Portal Homepage Functionality Questions

Q16: What are the icons on the bottom of the LIW Portal Homepage?

A16: There are three icons (*App Warehouse*, *Quick Hits* and *Help*) that provide a more efficient way of getting to your commonly used tools and applications.

App Warehouse: The App Warehouse is the gateway to the applications you use. By clicking this icon, the App Warehouse window opens. Within the App Warehouse, you can search for applications, create icon shortcut on your LIW Portal Homepage, or submit a SAR for the apps that you do not have access to.

Quick Hits: The Quick Hits are used to rapidly query UIC, DODAAC, Assets and other commonly required information.

Help: The Help icon provides you access to the Frequently Ask Questions (FAQs), links to the Quick Start Tutorial, and access to Acronyms. The FAQs are updated bi-annually.

Q17: I've moved an icon into a folder; can I add it to another folder?

A17: Each icon can only be kept in one place, in either one folder or on the LIW Portal Homepage.

Q18: How long can my folder name be?

A18: Each folder name can be 20 characters long. The text will automatically wrap every 9 characters to fit beneath the folder icon.

Q19: How many icons can I put into a folder?

A19: As many you like.

Q20: Can I move an icon from one folder to another?

A20: Icons need to first be moved from the folder to the LIW Portal Homepage, then moved into another folder.

Q21: Can I create a shortcut directly from the app warehouse into the folder?

A21: When you click "Create Shortcut" next to the application name in the App Warehouse, the icon will automatically be saved onto your LIW Portal Homepage. You can then move it from the LIW Portal Homepage into the folder.

Q22: Can I drag an icon on top of a folder to save it inside?

A22: You can drag the app icon into an open folder window, but not onto the folder icon itself.

Q23: Is it possible to create a folder inside a folder (nested folders)?

A23: To maximize functionality and organization, only icons can be saved inside folders. Folders can only be created on the desktop, not inside other folders.

Q24: I notice I have a different amount of "Apps Available" than a co-worker in my App Warehouse. Why is that?

A24: The "Apps Available" area lies directly beneath the keyword search area in the App Warehouse. It is based on roles available according to the Citizenship status provided in the initial LIW Portal Account Request.

Additionally, when filters are used, the number of apps available change based on the filter(s) that are applied to the search.

Q25: Why is my LIW Portal Homepage empty?

A25: When you login to the LIW Portal for the first time, your LIW Portal homepage will be blank. To add app icons, click on the App Warehouse, and click on the "Create Shortcut" button to the right of the apps you want on your LIW Portal homepage. Drag and drop app icons on the LIW Portal homepage to organize them as you want.

Q26: Can I use more than one filter when searching the App Warehouse?

A26: Yes. The filters may be used together to narrow results.

Q27: How can I remove an application icon from my LIW Portal Homepage?

A27: To remove an app icon from your LIW Portal Homepage, either 1) right-click the icon to select "remove icon," or 2) left-click and drag the icon to the trash can in the lower right corner of the LIW Portal Homepage.

Q28: The "Create Shortcut" option is grayed-out for some of the applications listed in the App Warehouse. Why is that?

A28: Either you do you not have permission to access that application, or the icon shortcut for the application already exists on your LIW Portal Homepage.

Q29: Can I change the order of icons on my LIW Portal Homepage?

A29: Yes, simply drag and drop the icons in the order you want.

Q30: Can I change the background color of my LIW Portal Homepage?

A30: No, the color of the background cannot be changed.

Q31: What screen resolution do I need to display the LIW Portal?

A31: The portal is targeted for a 1280x1024 screen size.

Q32: What do the colors of the icons mean?

A32: The icon colors are organized by business area:

ARFORGEN	(Orange)
ACQUISITION	(Blue)
ASSETS	(Lime)
FINANCE	(Green)
FORCE	(Brown)
ITEM	(Teal)
MAINTENANCE	(Red)
PUBLICATIONS	(Pink)
READINESS	(Purple)
RESOURCES	(Gold)
SUPPLY CHAIN	(Tan)
MULTIPLE AREAS	(Black)

Q33: Where may I submit suggestions for the FAQs?

A33: LOGSA Service Desk Email, usarmy.redstone.logsa.mbx.service-desk@mail.mil