

TFSC is here to

help you!

The Air Reserve Personnel Center's (ARPC's) call center has centralized with the Air Force's Personnel Center call center at Joint Base San Antonio-Randolph, Texas. With this centralization, ARPC's more than 1.3 million customers will now have access to Total Force Service Center call agents 24/7, 361 days a year by calling 1-800-525-0102.





myFSS Web Address

<https://myfss.us.af.mil/>



Phone Number

Total Force Service Center: 1-800-525-0102



Email

TFSC Reserve/Guard liaison e-mail: [AFPC.DPX-OL.TFSC-RGLiaison@us.af.mil](mailto:AFPC.DPX-OL.TFSC-RGLiaison@us.af.mil)



Operating Hours

TFSC has 24/7 Support

Figure 1https://myfss.us.af.mil

Looking For Your DD214 After You Retire/Separate ?

Follow This Guide!



DD214 For *AGR Retirement*:

If you recently retired as an AGR

member, your DD214 is available 24

hours after your retirement date in

MyVector through myFSS!

You will need: login.gov account, OKTA verify

app downloaded to a smart phone, and access to a

computer.

1.)Log into myFSS

2.) Select MyVector from the home screen

3.) Select 'my documents' from the left hand side

4.) Select 'other documents' and look for your

DD214:



*having issues logging in?*

*Call the A1 Service desk at*

*1-800-525-0102*

*Option 6, 1, 2*

AGR & DSG Members That Know a DD214 is *Already Created*:

If your DD214 isn't in myVector and you know it's created, you call fill out a SF 180 and request via myFSS Ticket. After you gain access to myFSS:

1.) Select 'Ask a Question' at the top right of the page

2.) Select 'Personnel Question'

3.) Select 'Guard'

4.) Select 'Deployment'

5.) In the Subject line, enter: Last Name, First Name, DD214 request (do not enter PII)

6. In the information block, enter in that you are requesting a DD214 and attached is your SF 180.

7.) Upload your document and submit your question, which looks like this:



You will receive an email reply when they respond!

AGR & DSG Members That *Need to Create a DD214* From a Past Qualifying Order:

Every DD214 request is different, call TFSC if you need guidance in the right direction:

1-800-525-0102

1.) Search Knowledge Articles in myFSS on DD214 information:

2.) Enter *afr/ang general information about the DD214 Process* into the search bar then click the phrase.

3.) Scroll to the bottom of the page and click on *create a request*:



4.) Select *request missing DD214*, make comments and upload orders, then click *Submit*.

ARPC will email you if they need further information or when they have completed your request.