



## Arrival Information

We are so glad to have you as a part of the team. Within in this information paper you will find a myriad of information on Army Futures Command, the UT System Building, and the greater Austin area.

General information on Army Futures Command can be found at <https://armyfuturescommand.com/>, <https://www.army.mil/futures> or <https://www.milsuite.mil/book/community/spaces/usafc>. Follow us on Facebook (Army Futures Command) and Twitter (@armyfutures).

General information about the surrounding area, key events, etc. can be found at <http://www.austinrelocationguide.com/>, <https://www.austintexas.org/>, <https://cb.today/austin>

The uniform is business casual attire for military and civilian personnel assigned to Austin. All personnel with assignment orders to AFC will report no later than 8:45 a.m. on your report date. You will be met in the lobby by a Human Capital Directorate Employee who will escort you to the in processing location. You are not to visit your directorate prior to in processing.

The new UT System building is 19 stories tall. Guards are on duty in the lobby, 24 hours a day, 7 days a week. Employees can use their UT issued badge to access the building at any time. A breakroom/kitchen is located on the 15th floor. Each breakroom has three refrigerators, dishwasher, two microwaves, toaster ovens, an icemaker, filtered water, a sink and sitting area.

There are not traditional vending machines in the building, but there is a self-serve micro-market located in the Commons area on the 19th floor. The micro-market offers a variety of prepared and packaged foods, such as fresh salads, sandwiches and snacks, as well as juices and soft drinks. Payment is made via a kiosk where you can use your phone, a prepaid key-tag, or a credit card.

To ensure a smooth arrival and your ability to start work as quickly as possible, it is important to have your computer access established prior to your arrival. Please ensure that you have a valid Cyber Awareness Challenge certificate. This is required training for anyone needing access to a Department of Defense network. Access the training here: <https://cs.signal.army.mil/>. Once training is completed please provide your certificate to the USARMY Austin TX FUTURES COMMAND Mailbox IT Service Desk at [usarmy.austin-tx.futures-cmd.mbx.it-service-desk@mail.mil](mailto:usarmy.austin-tx.futures-cmd.mbx.it-service-desk@mail.mil). If you have a Cyber Awareness Challenge certificate that has not expired, please provide that certificate to the same email address above. If you are a new employee to the Army and do not have a Common Access Card (CAC) inform your sponsor so arrangements can be

made to get one. Camp Mabry is the closest ID Card Facility that issues new employees the CAC.

You must also complete the Department of Defense (DD) Form 2875 for NIPR (Unclassified) and SIPR (Classified) network access (Note: SIPR network access is only necessary if your duties require such access. If you are unsure if you need access to classified information, discuss this with your new supervisor). Return your DD Form 2875 along with a signed user agreement to the USARMY Austin TX FUTURES COMMAND Mailbox IT Service Desk at [usarmy.austin-tx.futures-cmd.mbx.it-service-desk@mail.mil](mailto:usarmy.austin-tx.futures-cmd.mbx.it-service-desk@mail.mil). The required forms are attached to the email this letter was enclosed in.

**PERSONNEL ACCOUNTABILITY:** AFC Personnel must be accounted for at all times. Once your move timeline is finalized, contact your sponsor who will assist with your arrival.

**BADGING AND BUILDING ACCESS:** You are required to have a photo ID issued by UT. To expedite badge issue please provide a head and shoulder photo to the security team at: [usarmy.austin-tx.futures-cmd.mbx.afc-hq-badges@mail.mil](mailto:usarmy.austin-tx.futures-cmd.mbx.afc-hq-badges@mail.mil) and your sponsor NLT 2 weeks prior to your arrival in Austin.

**PARKING:** Parking is extremely limited throughout the downtown Austin area. There is parking available for a monthly fee at the Bullock State History Museum, 1800 Congress Avenue. They have a parking program available which provides covered, secure parking for a fee.

**PUBLIC TRANSPORTATION:** Capital Metro provides numerous transportation options to get to and from the UT System Building at 210 West 7th Street, Austin, Texas. There is a Rideshare Program and Mass Transit Benefit Program (MTBP). There are 13 free park and ride facilities in the area, and with the MTBP, you can receive a subsidy up to \$265 per month to cover your commuter transportation costs. More information will be provided during inprocessing or from your sponsor. The following links provide additional information.

<http://www.austintexas.gov/resident/transportation>  
<https://www.capmetro.org/>

**WELLNESS CENTER HOURS:** There is a new fitness/wellness center located on the 19th floor of the UT Building. Hours of operation are Monday-Sunday, 5 a.m. to 10 p.m. All AFC employees must sign a waiver prior to using. This will be provided during in processing and access will be granted upon completion.

**HOUSING:** There is not a housing relocation office at Army Futures Command or Camp Mabry. You can access move assistance through Military OneSource/Ft Hood:

- Military OneSource: Telephone 1-800-342-9647, <https://www.militaryonesource.mil/housing-resources>
- Ft Hood ACS: Relocation Readiness Branch at telephone 254-287-4471, [usarmy.hood.imcom-fmwrc.list.ACS-IRO@mail.mil](mailto:usarmy.hood.imcom-fmwrc.list.ACS-IRO@mail.mil)
- Move.mil: <https://www.move.mil/>
- Area Information: <http://www.austinrelocationguide.com/>

The AFC Headquarters Commandant section has Austin relocation packets with links for real estate agent Information that can be provided upon arrival. There is also Information available through the Chamber of Commerce <https://www.austinchamber.com/austin/relocation-guide>

TRICARE Prime Remote: Please note that all medical for military personnel will be through TRICARE Prime Remote: <https://tricare.mil/Plans/Enroll/TPR> . Remote provides the Soldier the ability to choose a primary care manager (PCM) from local providers who are within the Humana Military network. You must register with TRICARE and advise them that your duty location is physically in downtown Austin. TRICARE will ask who you want for your PCM. To research approved providers go to <https://www.humanamilitary.com/find-a-provider>. The search list will default to Fort Hood (approximately 68 miles away in Killeen, TX) and Fort Sam Houston (approximately 75 miles away in San Antonio, TX). Click the “more choices” button to see providers in the local area. You may have to click through a few screens to get a full list of providers within a 20 mile radius if you are dissatisfied with the initial list provided.

TRICARE Active Duty Dental Program:  
<https://www.tricare.mil/CoveredServices/Dental/ADDental/ADDP/RemoteCare>

You can schedule all your routine dental services if:

- The dental treatment is less than \$750 per service or appointment.
- The total cost of a treatment plan is less than \$1,500 when completed within one year, You must get an appointment control number for routine dental care: <https://secure.addp-ucci.com/daddap/public/acnform.xhtml>. Take the form to the dentist when you receive treatment so they can submit to United Concordia. To locate a dentist: <https://secure.addp-ucci.com/find-a-dentist/#/>. Once you receive care, your dentist should provide a DD Form 2813 which will update your MEDPROS. Provide a copy of this form to the AFC HQ Commandant Office.

MEDPROS Actions: All Active Duty Soldiers on TRICARE Prime Remote will receive medical readiness requirements through Logistics Health Inc. (LHI). LHI coordinates with clinics to provide Periodic Health Assessment (PHA), Vision, Audiology, and Immunizations. You must register with LHI by calling telephone 1-866-377-1326. LHI will register you in their system and then provide you with access to their system (LHI care) to establish MEDPROS required support with a local contracted clinic.

EDUCATION: For more information on educational resources in the Greater Austin area please visit [www.militarychild.org](http://www.militarychild.org).

CHILD CARE: There are child care facilities in the Austin area that participate in the Army Child Care Fee Assistance Program. Note: Providers may be removed or added at any time. The provider cap is \$1500 per child. Army Child Care Fee Assistance is available through Child Care Aware of America. The Army sponsor of the child is responsible for the on-post child care parent fee, and any amount over the provider rate cap of \$1500. For more information, go to: <http://usa.childcareaware.org/fee-assistance/respite/military-families/army/>.

ID CARDS/DEERS: Soldiers, DA Civilians and their family members are able to obtain ID cards or enroll in DEERS at Camp Mabry in Austin. Walk-ins are welcome, and they are open Monday through Friday, 8 a.m. - 3 p.m, and during some National Guard drill weekends. Their office telephone is 512-782-6841. Soldiers can update family member information in DEERS via MilConnect: <https://milconnect.dmdc.osd.mil/milconnect/>.

FINANCE: Civilian employees will need to bring a copy of their most recent DoD Employee LES with them, on the first day of in processing, to ensure that they are properly entered into the Army Time and Attendance Processing System (ATAAPS) and all leave balances are transferred from your losing organization.

COMMISARY/POST EXCHANGE: The nearest commissaries are located at Fort Hood in Killeen (approximately 68 miles away) and Fort Sam Houston in San Antonio (approximately 75 miles away). There is a small Post Exchange located on Camp Mabry in Austin.

VISITORS/GUESTS: If you are expecting a visitor to the headquarters, prior coordination must be done through the Command Protocol or Commandants office at least one day in advance. Requests must include: meeting name, sponsor's name, phone number, and expected date and time of the guest(s) arrival. All guests must be 18 or older, no exceptions. Guests must bring a picture ID and be accompanied by a member of the AFC staff at all times.

OTHER SERVICES: There are a number of other services available to Soldiers and eligible Families to include DA photos, job assistance, transition assistance, etc. Contact Camp Mabry Family Support services at telephone 512-782-5771.

CHAPLAIN SERVICES: AFC does not have a Chaplain on site. If services are required please contact the Camp Mabry Post Chaplain at telephone 512-782-5522