

ARMY ONE SOURCE (AOS) Technology

- **BLUF:** AOS is the single portal access for information, programs and services, and connectivity. Serves as the “single gateway for Army information.”
- AOS establishes a comprehensive multi-component approach for community support and services for Active, Guard, and Reserve Soldiers, Families, and Employers.
- Delivery system that connects Soldier and Family support services using both personal touch (office visit, telephone) and high tech via the World Wide Web (www.armyonesource).
- In partnership with Office of Secretary of Defense, AOS provides 24-hour, 7-day a week toll-free information, referral telephone line and internet/web based service to Active Duty, National Guard, Reserve Soldiers, deployed civilians, and their Families (www.militaryonesource.com).
- Newly branded AOS was officially launched at annual meeting of the Association of the United States Army (AUSA), OCT 08. The portal has more than 11M hits per month and 121K registered users.
- A new key component of Army OneSource is the eArmy Family Messaging System. The messaging system is a state of the art multi-media tool for commanders to improve communication with Army Soldiers and Family members by broadcasting a message through various communication devices – cellular phones, e-mail, Short Message Service (SMS)/Text Messages within minutes to help fulfill their Family Readiness mission.
- AOS links to the Army Family Covenant lines of operation:
 - 2.1 – Family Programs & Services
 - 2.2 – Health Care
 - 2.3 – Soldier & Family Housing
 - 2.4 – Child, Youth & School Services
 - 2.5 – Education, Careers & Libraries
 - 2.6 – Recreation, Travel and BOSS
 - 2.7 – Communities & Marketplace

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Q. What type of Family support is available to Families of active, Guard, and Reserve Soldiers that do not reside at an installation or are geographically dispersed?

A: AOS is a comprehensive multi-component approach for community support and services to meet the diverse needs of Active, Guard, and Reserve Soldiers, and Families regardless of where they reside.

Q: What is AOS?

A: AOS is the single portal access for information, programs and services, and connectivity. In partnership with the Office of Secretary of Defense, AOS leverages the 24/7 Call Center of Military OneSource, www.militaryonesource.com, to expand services to its targeted audiences.

Q: How can a Family member access AOS services?

A: By visiting the portal at www.armyonesource.com, a Family member can learn of various programs and services within each Line of Operation of the Army Family Covenant and query for local resources within the community in which s/he lives by using the Services Locator Tool. The Services Locator provides a listing of available services using a zip code search. Services can also be accessed at ACS Centers at all installations, at Army National Guard Family Assistance Centers, and Reserve Readiness Centers.

Q: What types of services are available to Families online?

A: A wealth of information is available through articles and documents to empower visitors on various subjects. AOS baseline services include: information, referral and follow-up; child care; youth services; school transition services; employer support to the Guard and Reserve; wounded warrior program/survivor support; transition assistance program; managing deployment; getting involved; home and family life; money matters; medical care; legal; and continuity of services. Additionally, Families can leverage the 24/7 Call Center and counseling capability of OSD's Military OneSource.