

IMPORTANT SERVICE UPDATE FROM AIR UNIVERSITY REGISTRAR'S OFFICE

The Air University Registrar's Office is implementing a **new Call Center and Field Assistance Service (FAS) platform** to support general and transcript inquiries.

This system is being introduced to enhance customer service by ensuring every service request is properly logged, tracked, and routed to the appropriate Registrar personnel for resolution. As part of this transition, the office will move away from managing requests solely through email organization boxes to provide greater visibility, accountability, and efficiency in processing inquiries.

Transition Timeline:

- **Wednesday, March 18, 2026:** Phase-in of the FAS platform begins
- **Friday, April 3, 2026: Full transition complete.** After this date, inquiries must be routed through the FAS system to ensure proper tracking and resolution.

Submitting a FAS Service Request Ticket

Users may submit a service request using one of the following methods:

Web

1. Visit: <https://midtier.gunter.af.mil/arsys/shared/login.jsp>
2. Select **“Submit a FAS Request – No Log In Needed / Contact Us.”**
3. Complete the required contact information.

Phone (Available 24/7)

Call one of the following numbers:

- Toll-Free: **1-800-262-9140**
- Toll Free: **1-877-596-5771**
- DSN: **312-596-5771**
- Commercial: **334-416-5771**

Follow the prompts: **Press 1 → 2 → 4**

Email

Send a detailed description of the issue to:

fas.team2@us.af.mil

Required Information

To ensure prompt assistance, include the following information with your service request:

- Brief description of the issue
- Full Name (Last, First, Middle Initial)
- Service (Civilian, Sister Service member)
- Rank / Grade
- Contact Email
- DSN and Commercial Phone Numbers

Processing Information

The FAS team will document your request and route the ticket to the appropriate Registrar personnel. Once submitted, you will receive a confirmation email with your service request details.

Providing complete and accurate information will help our team resolve your request as efficiently as possible. We appreciate your partnership during this transition to a more responsive service model.

Respectfully,

Air University Registrar's Office