

ATTENTION: TEST CONTROL OFFICERS AND PROFESSIONAL DEVELOPMENT OFFICERS

New procedures from Air Force Institute for Advanced distributed learning (AFIADL)

As of 1 January 2005, Air Force Institute for Advanced Distributed Learning (AFIADL) will no longer respond to requests for assistance made on AFIADL Form 17. *The only AFIADL Forms 17 that will be processed are requests for instructional INQUIRIES to be forwarded by AFIADL to the course author.*

You will use the AFIADL Customer Help Desk web site to request a Course Exam. Also use this same procedure to request a change of address, extend course completion date, etc. As listed on the AFIADL form 17

Use the following procedure:

1. Go to the AFIADL Customer Support web site: <http://afiadl.custhelp.com>

The screenshot shows the 'Ask a Question/Request' form on the AFIADL Customer Support website. The form is divided into several sections: 'Identification' with a 'User ID' field (with a note to enter email address if no user ID); 'Question Data' with a large text area for the question; 'Additional Information' with 'Categories' dropdown, 'course name/number' text field (with a note to identify the course), and 'Branch of Service' dropdown; 'Attach Documents to Question' with a file upload area and 'Add Another Attachment' button; and a 'When You are Done...' section with a 'Submit Question' button. A 'Help' link is visible in the top right corner.

2. Click on the “Ask a Question/Request” tab (shown above in dark blue)
3. In the “User ID” text entry block, enter your e-mail address

A close-up of the 'User ID' field in the form. The label is '* User ID:' followed by a text input box and the instruction '(enter email address if you do not have a user ID)'. The field is currently empty.

4. In the “Question Data” block, enter your full name, last four digits of your Social Security Number (SSN), and request the Course Exam be sent to **Test Control Facility Shred code** established for your Wing. If you don't know the nine digit Shred code number contact your Unit or Wing test Control officer, Professional Development Officer to get it.

A close-up of the 'Question Data' field in the form. The label is 'Question:' followed by a text area. The text entered in the field is: 'John Q. Smith', 'SSN: 1234', and 'Request Course Exam be sent to Test Control Facility 91409-7688-4'. The text area has a vertical scrollbar on the right side.

Caution: This is not a secure website. Do not include your full Social Security Number in any correspondence being sent to this website. Use only the last four digits of your SSAN.

5. In the “Categories” text entry block, select “Civil Air Patrol courses” from the drop-down list
6. In the “Course Name/Number” block, enter the Course name and AFIADL course number
example: CAP Sr. Officers Course 00013

Additional Information

* **Categories:** Civil Air Patrol Courses

course name/number:

Identify the course name/ number your question is about (if applicable)

* **Branch of Service:** Civil Air Patrol

- Retired
- Air Force
- Army
- Navy
- Marine Corps
- Coast Guard
- Civil Air Patrol
- Civil Service
- Other

7. In the “Branch of Service” block, select “Civil Air Patrol” from the drop-down list
8. When you have completed the form, click “Submit Question”



AFIADL will respond with an e-mail to confirm your request.

AFIADL will mail the Course Exam to Wing Headquarters Test Control Officer, where it will be forwarded to your unit’s Test Control Officer.

If you need further assistance please contact Mrs. Jennifer J. Carroll at the contact numbers listed below.

Toll free number (877) 227 9142 Ext. 210

Email jcarroll@cap.gov .

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