

Case Management System (CMS) Frequently Asked Questions (FAQ):

Q. I forgot my username and or password, how do I retrieve this information?

A. Please send an email to JAWebmaster@usmc.mil requesting your username or password. We will process your request as soon as possible.

Q. I have PCS to a new location or I have changed billets (Ex: Military Justice to Legal Assistance) and require my CMS account to be updated. How do I update my account?

*A. Upon checking-in to your new office or changing billets contact your Regional LAO/LSC and inform him/her that you require access to CMS. The Regional LAO/LSC will email JAI with the approved request. JAI will email the user confirming that their account has been updated. **You do not need to submit a request for a new CMS account.***

Q. I tried to login into CMS but received a “Page could not be found” or similar error message?

A. This could be due to several issues:

1. User selected incorrect DOD certificate. In order to login into CMS users must select the DOD EMAIL certificate. Users will have to close all Internet Explorer windows and try again.

2. If the user selected the DOD EMAIL certificate and received an error then this indicates that the user does not have an eHQMC SharePoint account or there is something wrong with the users account. Please refer to “Step 1’ of the “[How to Obtain a CMS Account Guide](#)” for instructions on how to obtain an eHQMC account. If you have an account please email the HQMC IT Center helpdesk (HQMCITcenterHelpDesk@usmc.mil) and inform them that there is an issue with your account.

3. If you get to the CMS “Server Login” page and receive an error after entering your login information then either your CMS account has expired or the incorrect username and or password was entered. Please email JAWebmaster@usmc.mil and we will attempt to resolve the issue.