

The Regional Training Team's (RTT's) Tips and Tricks

What Kind of Equipment Do I Have?

Have you ever found a piece of RFID equipment in your office or unit storage area and had no idea what you were holding? Maybe you have a tag that does not have a battery cap and need a National Stock Number (NSN) to order a replacement, or perhaps your leader tasks you with verifying the model of interrogator in the Early Entry Deployment Support Kit (EEDSK). There are many reasons for needing such information. Don't panic!—we are here to help. The tips below will help you find the answers you need:

1. The RF-ITV Global Help Desk is open 24/7, and you can find its contact information on the **RF-ITV Tracking Portal**. <https://national.rfitv.army.mil>. Login using your CAC (Common Access Card).
 - b. Login using your CAC.

RF-ITV Tracking Portal
the source of in-transit visibility data

pmJ-AIT
PRODUCT MANAGER
JOINT AUTOMATIC IDENTIFICATION TECHNOLOGY

Login

RF-ITV Tracking Portal

CAC Login | ITV Login

ITV SMART (Authorized Users Only)

CAC Login

By logging into the RF-ITV Tracking Portal or ITV SMART, I certify compliance with the [DOD Disclaimer](#) and completion of the annual [IA Awareness Training](#).

Help

Global Help Desk
Login Help
FAQs

External Links

PM J-AIT
DOD AIT
PEO EIS
CASCOM ITV Information

Notifications

Due to a scheduled maintenance event, the National ITV site will experience inaccessibility on Thursday, May 17 from 1300 - 2100 GMT. The National ITV Site will return to normal operation upon completion of the maintenance event.

Did You Know?

The RF-ITV system combines data from the fielded RFID devices and the Satellite Tracking devices, processes it and redistributes it to other systems such as BCS3 and IGC.

About RF-ITV

The RF-ITV system is a mission essential information system that supports Joint Warfighter operations. RF-ITV uses Radio Frequency Identification (RFID) devices and Satellite Tracking Devices to support the dissemination of In-Transit Visibility (ITV) information required by the Department of Defense (DoD), our Coalition Partners, and Allies of the United States. The RF-ITV system traces the identity, status, and location of cargo from origin (depot or vendor) to destination via a worldwide infrastructure of RFID hardware and software. It also receives near real-time position reports for conveyances from numerous Satellite Tracking Systems (STS) such as the Army's Movement Tracking System (MTS). Data from these two technologies is combined, processed, and delivered to numerous systems such as BCS3, GTN, and IDE-AV to provide global logistics support to the Joint Warfighter. Users can also access ITV data directly through web-based maps and tracking reports.

Select **Tools and Support > Global Help Desk**.

RF-ITV Tracking Portal
the source of in-transit visibility data

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Track Shipments | Location Activity | RF Network | ITV Metrics | **Tools and Support**

Home

Track Your Shipment

Track By: Tag ID | LeadTON | Document#

What's New

03-APR-2012 The following new features have been added to the RF-ITV Tracking Portal:
• Satellite tracked shipments, conveyances, and missions can now be searched by US States.

Tools and Support

- Global Help Desk
- User Training
- Tools
- Lookup Tables

RF-ITV Tracking Portal
the source of in-transit visibility data

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Home > Support > Global Help Desk

Global Help Desk

Contact a support person that will help you resolve your RF-ITV related issue.

Can't find the answer to your RF-ITV question? Try one of these pages:
[FAQs](#), Frequently asked questions answered
[Report Descriptions](#)
Customer Support for [other organization's](#) products or services

If you still can't resolve the problem contact a support person at the RF-ITV Global Help Desk (help.rfitv@us.army.mil).

RF-ITV Global Help Desk

Hours of operation: 24 hours/7 days per week

Email Support: help.rfitv@us.army.mil

To submit a ticket online [click here](#).

To reach us via phone:

Toll Free: 800-877-7925 (toll free from within the United States)

DSN: 809-0FF-D1SN (809-463-3376) wait for dial tone, then dial 1-800-877-7925.

When contacting us with your question, please provide as many details about the problem and how to recreate it as possible. If it's an issue with something on this Web site, specify which ITV Web Server you are using (National, Trainer, SIPR), provide the Web page title and what data you entered to get there. Also provide the name and version of the web browser that you're using. If it's an issue with other software, provide the product's title and version number. If it's an RFID device provide the model number. This will help us to more quickly determine what the problem is and thus help you resolve it.

