Frequently Asked Questions

1. **What is the LOA for me to input into my DTS authorization?**

   a. We at the TEC do not provide students a LOA. The students will need to gather the LOA information from their Unit Training Manager (UTM) or Base Education office.

2. **Am I authorized a rental vehicle?**

   a. That is not our authorization to make. The students will need to verify from their Authorizing Official (AO) if their unit will pay for them to have one here.

3. **I am prior service and do not have my blues, and my unit has not issued me mine… do I still need to have my blues when I attend class?**

   a. Absolutely. It is the student's responsibility to ensure they have all the required pieces of clothing, accessories, name tapes, etc ready to go prior to the Class Start Date (CSD). All items required are listed in the Reporting Instruction… which the students should have read.

4. **I have access to e-Canvas but it is showing I am not enrolled into a class.**

   a. Students will create their account but may not have access into a class until the day of/ day after Class Start Date (CSD). Updates will be sent from Student Operations to ensure students are current with up-to-date information. Do not worry if you see this message below:

   b. **Canvas Doesn't have an account for user: 1234567890**

5. **I do not have access to e-Canvas and I am receiving this error:**

   a. Students will need to call:
   (210) 565-0102
   Option 6, 1, 2
   They will ask for the students DOD ID or SSN.

6. **Do I need to call and make my own lodging reservations?**

   a. No, Lankford Student Operations ensures all students inbound and, on our roster, will have a room reserved. Students do not need to call and make a reservation. Lodging is open 24/7 for students to check in when they arrive.

7. **Are there kitchenettes in the dorm rooms?**

   a. No there are not. There is a microwave in the day room area of the students' dorms. Some rooms may have microwaves in the individual rooms.

8. **Will I have a roommate?**

   a. E5 and up will not have a roommate, E4 and below WILL. There may be an instance to where we may be forced to flex, subject to mission constraints.

9. **How do I know what to do for Day-1 Reporting?**

   a. **In-Residence Students**: Once you check into lodging, they will have you scan a QR code that will display Day-1 Reporting Instructions to include where to report and UOD.

   b. **Virtual Students**: will receive an email 2-3 days before CSD with more information regarding flight assignments and Microsoft Teams link.

10. **Am I able to bring my firearm on to the base?**

    a. Students are not authorized to bring firearms on base while attending EPME.

11. **How do I know where to check into lodging?**

    a. In the Welcome Email find the attached campus map, top right corner, locate the "Billeting Office" bldg. 405.