AKO Account Registration and ISOPREP Instructions
Click here to register for an account.

Access AKO online at this web address.

This site provides publicly-available information about AKO/IKO. To reach the AKO/IKO login page or help system or to proceed to the information provided by this site, please choose from the options below:

**Login**
- AKO/IKO Login Page
  - Login, CAC login
  - Register for an account
  - Reset password

**AKO Webmail Login Page**
- Access AKO webmail

**Help**
- AKO/IKO Help Site
  - FAQ, help search
  - Submit a help ticket
  - Submit feedback
  - Helpdesk contact information

**Information**
- AKO Public Information Site
  - AKO Executive Briefing
  - AKO Information Paper

AKO Terms of Use / Terms of Service

This is a DoD web site. The security accreditation level of this site is Unclassified FOUO and below. Do not process, store, or forward information classified above the accreditation level of this system. DoD web sites may be monitored for security purposes.

UNCLASSIFIED

03 July 2007
Click here to register for an account.
If you fit into any of the following categories, please click below to create an Army account:

- Active Army
- Army Individual Ready Reserve
- Army National Guard
- Army Reserve
- Army ROTC Cadet (MS III and IV)
- DA Civilian
- DA Civilian, Retired
- Future Soldier
- NAF Civilian
- U.S. Military Academy Cadet

Create Army Account

Joint accounts are available for select active duty, civilian, reserve, and retiree members of the Air Force, Coast Guard, Marine Corps, and Navy. Joint accounts are also available for select DoD civilians. To check eligibility, view the Joint Account FAQ.

Create Joint Account

Sponsored accounts are available for:

- Army Medical Retiree
- Army ROTC Cadet (MS I and II)
- Army Volunteer
- Contractor
- Family Member of Un-sponsored AKO Member
- Federal Civilian Agency
- Foreign Officer (attached to U.S. Army)
- Homeland Security
- Incoming DA Civilian (what's this?)
- Local National Employee
- Medically Discharged
- Military Transition (what's this?)
- National Guard, Retired

Create Sponsored Account
Account Registration

Privacy Act Statement

- **Authority:** 10 U.S.C. Section 3013, Secretary of the Army, Army Regulation 26-1, Army Information Management; Army Regulation 380-16, Information Systems Security, E.O. 9397 (SSN).

- **Principal Purpose:** This information will be used to verify the identity of eligible users of the Army Knowledge Online (AKO) system.

- **Routine Uses:** None. The "Blanket Routine Uses" set forth at the beginning of the Army's Compilation of Systems of Record Notices also applies to this system.

- **Disclosure:** Voluntary. However, failure to provide the requested information will result in denial of access to the AKO system.

Registration Information

- **Why do we need your Social Security Number?**
  We request your Social Security Number (SSN) and Date of Birth (DoB) during the registration process only to authenticate who you are. The information you provide is compared with your information in the AKO Enterprise Dictionary Database (EDD), and the information is used solely to verify that you are authorized to have an AKO account. This data is already in the EDD and the Secretary of the Army is authorized to use the data for verification purposes. Your SSN will be stored with your account when it is created, but it is not shared with any other agency or organization. It is not part of your user name, and it is used only as a discriminator during multiple identity instances.

- **Is it safe?**
  Security during registration is ensured using a 128-bit Secure Socket Layer (SSL) connection. This is the highest industry standard and establishes an encrypted session between your computer and AKO. We use the same technology that other major companies operating on the World Wide Web (WWW) use to protect personal information and guard against identity theft. Look for the little yellow padlock at the bottom of your browser window to ensure that you have established a secure connection. There are no alternate means of registration as this is the most secure method of protecting your information.

[Click here]
From this point forward, ensure all the information with the red asterisk (*) is completed and click next until completed.
Pre-OCONUS travel File (PRO-File)  
Step-by-step instruction
HQDA Guidance

All personnel traveling OCONUS are required to complete a DD Form 1833 (ISOPREP). Army personnel will use the Pre-OCONUS travel File (PRO-File) fulfill this requirement. This applies to all military, Army Civilian, and contractor personnel supporting Army forces. Army forces under the Operational Control of USASOC or USSOCOM are exempt from this requirement and will follow USSOCOM guidance to meet the pre-deployment requirement.
The data entered into PRO-File surveys is transferred to the Joint Personnel Recovery Agency (JPRA). Once transferred, the data is used to populate a digital ISOPREP on SIPRnet.

PRO-File is the only approved means for Army personnel to fulfill the digital ISOPREP requirement on Unclassified systems.
Task

All personnel will complete a PRO-File survey in accordance with HQDA guidance.
Conditions

Requirements:

• A PC running Microsoft Windows® (Gov or personal) with internet access running Internet Explorer® 6.0 or older or Mozilla Firefox® 2.0.0.3
• Valid AKO username and password
• Two digital photographs (see slides 10 and 11 for acceptable photographs)
• A computer printer (to print completion certificate)
Complete a PRO-File survey by providing data in all mandatory fields, to include photo upload, and completing a minimum of four questions in at least four of the background question sections.
Accessing PRO-File

First: Log into the PRO-File home-page at https://medinah.sed.monmouth.army.mil/PRO-File

Read the DoD Notice and Consent and click “OK”
Data Entry

If this is your first visit to the PRO-File site, review the privacy/security policy.

When ready, click to proceed with survey.

If you have previously completed a PRO-File survey you can retrieve and print your certificate (see slide 20).

In the privacy/security section you will find answers to many common questions about the security of this system, and a copy of the privacy act statement pertaining to this program.
This is the privacy/security section

Government Civilian employees and Contractors note:

Disclosure is mandatory for all deploying civilians IAW Army G-3/5/7 guidance (June 2005)
Mandatory fields are marked with a red asterisk (*) – the form cannot be submitted unless they are all filled-in. Also stress that fields marked with a blue tilde (~) provide vital information and should be completed to the best of their ability.

Photo file criteria:
• Photo file types: png, gif, bmp, jpg
• Max file size: 200Kb
• Pixel Minimum: 50x50, Maximum: 1000x1000

Front-facing photo can be any full-face picture which depicts a chest-up view and natural hair color. Hats or sunglasses are not acceptable. Prescription eyewear should not be worn.

Profile-view photo can be any side-view photo which clearly displays facial features and natural hair style and color. Hats or sunglasses are not acceptable. Prescription eyewear should not be worn.

Both photos should present a predominant view of the head without obstruction and be less than one year old.
Example Photos

**Unacceptable**

- Natural hair color is required. Eyewear is not recommended.
- Hats are not allowed.
- No obstructions to full view of head and facial features. (Head facing to either side, not front)

**Acceptable**

- Profile view facing either direction is acceptable.
Data Entry

If you have not been issued a blood chit or Coalition ID then enter N/A (if you don’t know what one is, you probably don’t have one).

- **Ethnic Group – Valid entries are:**
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Native Hawaiian or Other Pacific Islander
  - White
  - Hispanic or Latino

- **DA Contractors enter info from the list provided by the HQDA PRO-File implementation message**

- **Verify your UIC to ensure that data submitted is accurate and up to date**
• Select appropriate US Government Issued uniform and boot sizes from the data in the drop-down menu. (Civilian Personnel with no government issue select appropriate commercial sizes and annotate this under Additional Information section below)

• Primary Language refers to the primary language spoken for duty purposes in current assignment when communicating with other DoD employees and personnel
Data Entry

- If family members are deceased, uncheck the box to close other fields.

<table>
<thead>
<tr>
<th>Primary Next of Kin</th>
<th>Parent #1</th>
<th>Parent #2</th>
<th>Home of Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name *</td>
<td>Name</td>
<td>Name</td>
<td>Street Address *</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>City *</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>State *</td>
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<td>Zip Code *</td>
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<td>Phone *</td>
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<td>If this person is deceased</td>
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<td>If this person is deceased</td>
<td></td>
</tr>
<tr>
<td>☐ uncheck this box</td>
<td>☐ uncheck this box</td>
<td>☐ uncheck this box</td>
<td></td>
</tr>
</tbody>
</table>

- Home of Record: use the same information that appears in your ORB/ERB or other official DoD records.
Special Family Situations –
In the event that you become Isolated, Detained, Missing, or Captured, these are situations that your Command may need to know to assist and support your family during your absence.
Data Entry

- Entries in these sections are used to develop identification data for Personnel Recovery Reports.

- If a section applies, place a check in the box at the beginning of the section. If not, box should be de-selected and all entries will default to closed position.

- If you are unable to complete at least four of the six sections, contact your PRO or PR manager to complete your file in PRMS.

The Army’s PR philosophy is one of leadership and accountability.

*FM 3-50.1*
• Entries in these sections are used to develop identification data for Personnel Recovery Reports

• If a section applies, place a check in the box at the beginning of the section. If not, box should be de-selected. **Once again, if unable to complete at least four of the six sections, contact your PRO.**

• Commanders must ensure all assigned Soldiers, DA Civilians, and Contractors understand that entry of accurate and up-to-date data is critical to successful recovery operations in the event that they become Isolated, Detained, Missing, or Captured.
Data Entry

If data is incomplete or improperly formatted, the program will display an alert and allow the user to correct deficiencies.

Microsoft Internet Explorer

The following errors have been highlighted in your browser:

ERRORS: (highlighted in RED)
Face - Right Profile: you must select an image.
Birth Date: invalid date, must be between 1997-01-29 and 1991-01-29
Weight: cannot be less than 65.

All RED highlighted fields are REQUIRED. You must enter either N/A (Not Applicable) or Unknown for fields you can’t answer.
Correct any invalid data by reviewing areas shaded in red. Make sure corrections are formatted correctly (if applicable) and that all shaded areas are corrected.

When finished with corrections, click the “submit” button at the bottom of the page again. If all data entries are valid proceed to the certificate page (next slide). If errors still exist, repeat the steps on this slide.
Data Entry

- After successful data entry the program will display a certificate for the user.
  - Certificate will include your name, your UIC, and the date-time-group of completion.
  - PRO-File will automatically generate a unique certificate number for the session.
  - This certificate should then be printed and presented to the user’s supervisor or PRO.

Users without a printer available at their location can screen-capture or print to a file and then e-mail the file to their supervisor/PR Manager.

Submitted information can not be retrieved by the individual. To reproduce certificates return to log-in screen and select certificate from the tabs at the top of the page.

CERTIFICATE OF COMPLETION

This certifies that

**PV1 John Q. Smith**

has successfully completed

*The Pre-OCONUS travel File (PRO-File)*

on

2005-05-05 05:55:05

UIC: ABC123

Certificate #: {1704C36F-8AEE-4362-96F9-51FD4997EB8A}
PRO-File Manager Search

• A variety of searches may be performed

Search functions are available to all users E-6 and above

• Note: searches will only return results for those people that have entered a survey – there is no information about users that have not yet used the system.
The results can be sorted by clicking on any column header.

The column that determines the sorting is indicated by a down or up triangle.

The **dur** column shows approximately how long the user took to complete the survey, in hours:minutes.

The **Completion** column indicates how many Background Sections the user completed, with “Full” indicating they completed 4 or more sections. Any user that is not listed as “Full” must submit a new survey, or complete the information using SIPRNet PRMS.

Note: searches will only return results for those people that have entered a survey – there is no information about users that have not yet used the system.

Note that this is the only information stored on the PRO-File system. All other survey data is stored on the PRMS system.
Frequently Asked Questions

• Where did the requirement for PRO-File come from, and who authorized the program?

Completion of ISOPREPs has been a pre-deployment requirement since the beginning of the Global War on Terror. PRO-File was developed to make it easier to meet this requirement and standardize the format across the force. Authorization came from the Chief of Staff of the Army, through the Army G-3/5/7 to increase Personnel Recovery capability.

• I am a tactical commander with thousands of troops to manage. What benefit does my command receive from participation in the PRO-File program?

First and foremost your command will no longer have to spend additional time and effort to manage the classified ISOPREP forms which the PRO-File program will replace. The new system automates the entire process. This gives back time to your Soldiers for training and preparation for their METL tasks. PRO-File is also the first tool for this purpose available to every Soldier, regardless of security clearance or duty assignment, that can be completed at home or in their barracks. Also, use of PRO-File and PRMS enhances the capability to successfully recover your Soldiers regardless of their geographic location or OPCON/TACON status.

• I only have 90 training days left until my unit deploys. Why should I shift focus to filling out online surveys when my Soldiers should be conducting tactical training?

Your Soldiers can complete the survey at home, on leave, or from a local internet café. PRO-File was developed with your command’s time management in mind so that you can continue with your training plans without significant impact.

• If I allow my Soldier’s to do this on their off-time, how will I track their completion for pre-deployment?

Your PRO or PR staff-section has the ability to track, by-name, who in your command has or has not completed a survey within a five minute window of accuracy. Each Soldier also receives a completion certificate which can be filed in their training records and into their Digital Training Management System (DTMS) in AKO.
Frequently Asked Questions

• I am a civilian. Do I have to complete the survey?

  At this time, survey completion is required by HQDA for all DA/DoD Civilians and DA/DoD Contractors accompanying forces overseas. (Army G-3/5/7 guidance June 2005)

• I don’t have a digital photo. Can I submit my survey without one?

  Current photographs are critical for recovery forces to positively identify you if you are isolated. You must provide digital photographs for the survey.

• I have completed the survey and printed my certificate. Now what do I do?

  Keep a copy of your certificate for your records and then provide a copy to your immediate supervisor or your Personnel Recovery Officer (PRO). You can return to the site any time to print a copy of your certificate.

• How often will I have to complete the PRO-File survey?

  You should only have to complete the survey one time during your military career. PR managers can transfer your data to your gaining UIC when you out-process your losing unit.

• What if my information changes, or I realize that I made a mistake on my survey?

  You have two options to correct information provided to PRO-File. First, you can visit the survey site and complete a new survey. The more preferred method is to visit your PRO who can access and update your survey information in PRMS.

• What can I do if I receive an error when I submit my survey?

  Each error message will automatically be reported to the PRO-File system administrator. Follow the provided e-mail link; they will assist you in completing your survey. Non-technical issues or general questions dealing with command guidance and PR programs should be addressed to your chain of command.