DPRIS WEB

Instructor Lesson Plan

Time Required: 2.5 Hours

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| Lesson Description | |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. | |
| TMS # | 1283925 |
| Prerequisites | None |
| Target Audience | The target audience for DPRIS Web is VSR, Entry Level.  Although this lesson is targeted to teach the VSR Entry Level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 2.5 hours |
| Materials/ Training Aids | Lesson materials:   * DPRIS Web PowerPoint Presentation * DPRIS Web Trainee Handouts |
| Training Area/Tools | The following are required to ensure the trainees are able to meet the lesson objectives:   * Classroom or private area suitable for participatory discussions * Seating, writing materials, and writing surfaces for trainee note taking and participation * Handouts, which include a practical exercise * Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials * Computer with PowerPoint software to present the lesson material   Trainees require access to the following tools:   * VA TMS to complete the assessment * DPRIS Web |
| Pre-Planning | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session. * Become familiar with the content of the trainee handouts and their association to the Lesson Plan. * Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson. * Ensure that there are copies of all handouts before the training session. * When required, reserve the training room. * Arrange for equipment such as easel charts, an overhead projector, and any other equipment (as needed). * Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson. * This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins. |
| Training Day | * Arrive as early as possible to ensure access to the facility and computers. * Become familiar with the location of restrooms and other facilities that the trainees will require. * Test the computer and projector to ensure they are working properly. * Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly. * Make sure that a whiteboard or easel chart and the associated markers are available. * The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers. |

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| Introduction to DPRIS Web | | |
| Instructor Introduction | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| Time Required | | 0.25 hours |
| Purpose of Lesson  Explain the following: | | This lesson is intended to assist users of the DPRIS Website in requesting digital copies of OMPF (Official Military Personnel File) documents or reports to which access is authorized, as well as navigating through the website itself. This lesson will also explain the functionality and capabilities the user will encounter while ordering and viewing images or reports through the system. This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * What records are available through DPRIS Web and what records must continue to be ordered through PIES, * Understand his/her role and responsibilities as a DPRIS Web User, * Become a registered user of DPRIS Web, and * Become familiar with DPRIS Website. |
| Lesson Objectives  Discuss the following:  Slide 2    Handout 2 | In order to accomplish the purpose of this lesson, the VSR will be required to accomplish the following lesson objectives.  The VSR will be able to:   * Understand what records are available through DPRIS Web and what records must continue to be ordered through PIES, * Understand their role and responsibilities as a DPRIS Web User, * Become a registered user of DPRIS Web, and * Become familiar with DPRIS Website. | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | |  | | --- | | Explain to the trainees how the material covered in class is important and how it relates to their successful job performance. Explain that the reason this is important is because proper use of the DPRIS Web program will ensure the accurate ordering of all digital copies of the Veteran’s OMPF and avoid delays in claims processing. | | |
| References  Slide 3    Handout 3 | Explain where these references are located in the workplace.   * DPRIS Website User Guide | |

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| Topic 1: DPRIS Web and Its Advantages | |
| Time Required | 0.5 hours |
| Objectives/ Teaching Points | Topic objectives:   * Understand some of its advantages over other systems.   The following topic teaching points support the topic objectives:   * Describe VA’s interface with the military services’ repositories and how using DPRIS Web makes submitting requests and retrieving responses less cumbersome. |
| DPRIS Web and Its Advantages  *Slide 4-5*  *Handout 4* | Explain what DPRIS Web is and what it provides.  Discuss some of its advantages over other systems.  See slides 4-5 |
| VA-Services Interface  *Slide 6-7*  *Handout 4* | Describe VA’s interface with the military services’ repositories and how using DPRIS Web makes submitting requests and retrieving responses less cumbersome.  Prior to DPRIS, users would require system access to each individual services repository. With that a User ID and Password would be assigned. DPRIS benefits the user by accessing multiple service repositories through a single interface. |
| DPRIS Web Standard Indexing Scheme  *Slide 8*  *Handout 5 - 6* | Explain that each document allowed within the military services’ OMPF systems has been mapped to the DPRIS Web standard indexing scheme. Discuss the four major functional document groupings:   * Service Computation * Performance * Professional History * Administrative |
| Personnel Records Available Through DPRIS Web  Slide 9  Handout 6  **Talking Point:** Inform trainees that there may be records available in DPRIS prior to the listed dates. If they receive a negative response from PIES it may be prudent to send a request to DPRIS. | Note that not every Veteran’s OMPF is available through DPRIS Web. There are specific dates associated with each branch of service as to when each branch of service began retaining Veterans’ OMPFs into their imaging systems.  The Veteran’s OMPF should be available through DPRIS Web if his/her service obligation ended on or after the following dates:   * Army: October 1, 2002(Note\*: Army Discharge and Retirement date shown in the DPRIS User Guide under DPRIS Help tab is, October 1, 2002.) * Navy: January 1, 1995 * Marine Corp: January 1, 1999 * Air Force: October 1, 2004   There are no Coast Guard records available in DPRIS Web.  **\*Note:** For Army service obligations that ended between October 1, 1994, and September 30, 2002, user should make the DPRIS request as indicated per M21-1 III.iii.2.I.4.a. If a negative response is given, user should make a request through NPRC, per M21-1 III.iii.2.B.5.b. |
| National Guard and Reserves Service    *Handout 6* | Describe how to handle National Guard and Reserves records impact DPRIS Web. Emphasize that the date that matters is the date that obligation ends. |
| Two Periods of Active Duty Service (before and after DPRIS dates) | Describe how to handle requests for records from two periods of active duty service that are before and after the “DPRIS dates”. Provide the example below. Go over which records would be available through DPRIS Web and which records would have to be requested through the Personnel Information Exchange System (PIES). |
| Exercise  *Handout 6-7* | The Veteran served in the Marine Corp from 1980 to 1988. The Veteran had no other obligated service after 1988. However, the Veteran reenlisted in 2001 and served on active duty until 2005. Would the Veteran’s OMPF be available through DPRIS Web?  *Answer: You would begin your search for the OMPF records by first going through DPRIS Web. The 2001 through 2005 records will be available through DPRIS Web. Also, there may be OMPF images from the 1980 through 1988 period because the Veteran served after December 31, 1997. However, if the first period of service were not part of the imaged OMPF record (in this case, the 1980 to 1988 period), then you need to try alternate sources for those particular records.* |
| Note(s) | If the OMPF records for this Veteran’s first period of service were not available through DPRIS Web, then a request for OMPF records should be sent to the National Personnel Records Center (NPRC) through the PIES application for the first period of service. If the Veteran only served from 1980 to1988, and had no service obligation to, or after, December 31, 1997, then a request for OMPF records should be submitted to NPRC, through the PIES application, and not through DPRIS Web. |
| Roles and Responsibilities  *Slide 10-11*  *Handout 7* | Explain to the students that they are responsible for the following as a DPRIS Web user:   * Communicate with local managers, DPRIS Web staff via User Assistance Forms * Initiate DPRIS Web requests for military personnel records information. * Initiate secure DPRIS Web follow-up messages. * Manage own personal DPRIS Web user account information. * Access DPRIS Web Information, Help Website Modules, and submit automated User Requests Assistance Forms. |
| The Registration Process  *Slide 12-18*  *Handout 7 - 10* | Explain the procedures to become a registered user within the DPRIS Web program. Note that DPRIS Web is accessed via the following website address: https://www.dpris.dod.mil.  Cover the registration steps for the following DPRIS web pages/screens:   * DPRIS Home Page * New User Registration * Privacy and Security Statement * User Registration Form |
| User ID  *Slides 19-20*  *Handout 11* | Note that VBA has determined that all RO users must use their VA email address as their DPRIS Web User ID. Explain that the proper email format is first name, a period, last name, followed by “@va.gov” but there may be exceptions. (The trainees should have been previously provided with a handout on how to locate their VA email address.) Emphasize that once the User ID has been approved in DPRIS Web, it cannot be changed. If the user switches RO’s, the original ID chosen is no longer available. In this case, the user should modify the User ID by capitalizing the first and last name. Example: original user ID [joe.veteran@va.gov](mailto:joe.veteran@va.gov); new user ID would be [Joe.Veteran@va.gov](mailto:Joe.Veteran@va.gov). |
| Strong Passwords  *Slides 21 – 23*  *Handout 11* | Go over the list of guidelines the trainees must use when creating their User Passwords.  Note that the system will prompt users to change their password every 90 days. Cover the additional points on passwords. Explain system access will be locked after 30 days of inactivity. |
| If password forgotten  *Slides 24 – 25*  *Handout 12 - 13* | Discuss what steps to take when a user forgets his/her password. |
| Completing the Registration Form  *Slides 26 – 27*  *Handout 13* | Explain the remaining procedures for completing the registration form. The following must be entered on the form:   * Personal information (first and last names) * User ID (as described above) * Password (as described previous) and confirmation * Secret question and answer (Note that answer is case-sensitive.) * VA email address (as described above) * Agency ID code (AIC) (This code should be provided to the trainees prior to attempting registration. The AIC is specific to each RO.) * Manager Information (The trainee’s direct supervisor or coach; once a manager’s name is selected, the rest of the manager fields will automatically populate.)   Explain what occurs after the form has been submitted and the manager has approved the pending registration request. Describe what occurs if the request is disapproved and what steps to take. |

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| Topic 2: Using DPRIS Web | |
| Introduction | This portion of training covers the actual use of DPRIS Web. |
| Time Required | 0.5 hours |
| Objectives/ Teaching Points | Topic objectives:   * How to create a request. * JSRRC request * AO Request |
| Using DPRIS Web  *Slides 28 -29*  *Handout 14 - 18* | Discuss the first screen a user sees once he/she has successfully logged into DPRIS Web.   1. Requests- This is the “home page” for users access. The first screen that the user will see upon successful login. Requests that were previously submitted will appear on this page. 2. Reports- Different access levels have different reports that are available to the user. See slide 39 3. Accounts- User accounts allows for changing password and updating profile information of the user. Manager and Superuser Users have access and features not available to level 3 users. 4. Information- See slide 45. 5. Help – Provides access to various aids and the assistance form if the user requires. 6. Create Request- Used to create an OMPF or JSRRC request. Access to JSRRC is granted by the DPRIS Manager or Superuser. |
| Viewing Responses to Request  *Slide 30 - 31*  *Handout 18 - 19* | Explain how to bring up a list of documents available for viewing and how to select and display the images and files.  Clicking view request in the right hand field of the request page will open the document list that DPRIS has returned for the specified Veteran. Clicking the individual radio boxes for the documents allows the user to select only specified pages. Clicking the radio box to the left of the folder will select for all pages in the subfolder selected. |
| Creating OMPF and JSRRC Requests  *Slide 32 - 34*  *Handout 20 - 21* | Discuss how to create an OMPF request. Explain that the OMPF repositories that are displayed on the OMPF Request Form will vary based upon the authorization approved for the agency. Note that the Document Index codes that are displayed on the form will also vary based upon the access level approved for the user. A user’s authorization level is pre-established by the user’s manager during the registration process. This determines the types of documents (i.e., groups and subgroups of the DPRIS Web Standard Index) that will be visible to the user on the OMPF Request Form and that can be used in a request to the military service OMPF repositories. To create an OMPF request, the user completes the form and clicks the Submit button.  Follow up requests should only be sent upon receipt of a response that does not contain the records requested.  If no response is received within 30 days of the follow up message send an email to the PIES Help Desk at VAVBAWAS/CO/PIES. Upload a copy to VBMS.  *Note: If follow up is necessary for Army records, send an unencrypted email to Army Human Resources Command (HRC) at* [*askhrc.army@us.army.mil*](mailto:askhrc.army@us.army.mil)*, upload a copy of the email to VBMS. The email must contain*   * *Veterans Full Name* * *Veterans Dates of Service* * *Last four numbers of the Veterans SSN* * *A short description of the records sought.* |
| Creating JSRRC Requests  Slides 35 - 37  Handout 21 - 23 | Discuss how to create a Joint Services Records Research Center (JSRRC) request. Explain that to create a JSRRC request, the user must first enter the Veteran’s personnel information in the mandatory information in the Personnel Information section.  Note that a JSRRC request must contain the information for at least one of the post- traumatic stress disorder (PTSD) stressor codes or the Agent Orange code.  Explain that if one of the PTSD stressor codes was selected, the PTSD stressor form will be displayed and the user must enter the mandatory information on this form; if the Agent Orange code is selected the user must enter the mandatory information on this form; and then click the Continue button to return to the main JSRRC Request Form to submit the request. |
| Viewing USER Reports  *Slides 38 – 39*  *Handout 24* | Review what the Reports page within DPRIS Web looks like. Note that the names and types of reports shown are subject to change as DPRIS Web’s development continues and as information reporting requirements become more refined.  **NOTE:** Report availability is based on user roles and access permissions determined at the manager level. Typically, only Super Users and Managers will have access to these reports. |

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| Topic 3: Account Management | |
| Introduction | Provide the user the skills and information to properly register for and utilize DPRIS Web. |
| Time Required | 0.5 hours |
| Objectives/ Teaching Points | Topic objectives:   * Demonstration of Personal Account page. * Demonstration of Password Adjustment page |
| Account Management  *Slides 40 – 43*  *Handout 24 - 26*  My Account Option  Password Option | Review what the Account Management page within DPRIS Web. Note that from this page, users can access links to modify their profile or change their password, depending on their login method.  Explain that this link provides the page that allows the user to update or change his/her personal account information.  Note that this link permits the user to change his/her personal password. |
| Information  *Slides 44 – 45*  *Handout 27* | Explain that this page provides historical and background information on DPRIS web and the OMPF environment. |
| DPRIS Web Help  *Slides 46 – 48*  *Handout 27 - 29* | Explain that the DPRIS Web Help Desk can be contacted from most of the DPRIS web pages by clicking on the Help link located on the bar near the top of each page. After clicking the link, the user is taken to the Help area of the website. Describe the links that provided are at the secure area Help link:   * Assistance Form link * Frequently Asked Questions link * Help On Images link * Downloads links   Discuss how to communicate with the DPRIS Web Help Desk using the Assistance Form. Explain that this allows users to:   * Submit suggestions to improve the DPRIS Web user interface and functional design. * Report deficiencies and problems encountered with the performance of DPRIS Web. * Request technical or operational assistance.   Note that the user is required to select options in the top sections of the form to specify the general nature and urgency of the communication.  Explain that all Assistance Form comments are reviewed by a DPRIS functional analyst or a technical analyst. An acknowledgement of receipt and initial disposition action for suggestions, complaints, or problems/questions that do not require immediate assistance will be provided by e-mail within five working days. If your problem / question is more severe, you will receive a response by e-mail within one business day. |
| Exercise | Have the trainees complete the Review Exercise in the Student Guide. |
| note(s) | A copy of the Review Exercise is provided on the following pages. |
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| Practical Exercise | | |
| **TIME REQUIRED** | | 0.5 hours |
| Exercise | | Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |
|  | | 1. List two advantages of DPRIS Web over other systems. |
|  | | 2. What are the four major functional document groupings in the DPRIS Web Standard Indexing Scheme? |
|  | | 3. If a Veteran served in the Navy from August 16, 1992, to September 23, 1995, will his Official Military Personnel File (OMPF) be available through DPRIS Web? |
|  | | 4. Name at least two roles or responsibilities of a DPRIS Web user. |
|  | | 5. The Veterans Benefits Administration has determined that all VA Regional Office users shall use their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as their web-based DPRIS Web User ID. |
|  | | 6. A strong password must contain a minimum of one numeric character, but the password is not case-sensitive. True or False. |
|  | | 7. When completing the registration form as a user, which person do you select to be your DPRIS Web manager? |
|  | | 8. When submitting a JSRRC request, what information is mandatory for a proper request to be sent? |
|  | | 9. What level determines a user’s role and access permissions to DPRIS Reports? |
|  | | 10. What should the DPRIS Web Help Desk using the Assistance Form be used for? |
| Lesson Review, Assessment, and Wrap-up | | |
| Introduction  Discuss the following: | The DPRIS Web lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. | |
| Time Required | 0.25 hours | |
| Lesson Objectives | You have completed the DPRIS Web lesson.  The trainee should be able to:   * Understand what records are available through DPRIS Web and what records must continue to be ordered through PIES, * Understand his/her role and responsibilities as a DPRIS Web User, * Become a registered user of DPRIS Web, and * Become familiar with DPRIS Website. | |
| Assessment | Remind the trainees to complete the on-line assessment in TMS to receive credit for completion of the course.  The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson. | |