DPRIS Web

(Defense Personnel Records Information Retrieval System)

Manager Lesson Plan

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 # | 508914 |
| Prerequisites | None |
| target audience | The target audience for DPRIS Web Managers.  Although this lesson is targeted to teach the DPRIS Web Managers, 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 Manager PowerPoint Presentation * DPRIS Web Manager 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 Access |
| 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 flip 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 flip 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 Manager | | |
| 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 assist manager users of the DPRIS Website in requesting and reviewing 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 also explains how to manage user accounts that are under the manager’s jurisdiction. This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * Become familiar with DPRIS Website, * Understand his/her role and responsibilities as a DPRIS Web Manager, * Become a registered user of DPRIS Web, * Become familiar with how you can submit requests and review responses using DPRIS Web, * Know how to manage user accounts, and * Know how to request assistance if needed. |
| Lesson Objectives  Discuss the following:  Slide 2-3  Handout pg 2 | In order to accomplish the purpose of this lesson, the DPRIS Web Manager will be required to accomplish the following lesson objectives.  The DPRIS Web Manager will be able to explain:   * DPRIS Web and the Advantages * USING DPRIS WEB * ACCOUNT MANAGEMENT | |
| 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 participants how the material covered in class is important because proper use of the DPRIS Web program will ensure timely, accurate ordering of all digital copies of the Veteran’s OMPF and avoid delays in claims processing. | |
| References | Explain where these references are located in the workplace.   * DPRIS Website User Guide | |

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| Topic 1: DPRIS Web Advantages | |
| Introduction | This topic will allow the trainee to discuss some of its advantages over other systems. |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Communicate with local users, DPRIS Web staff via User Assistance Forms, and Central Office to solve problems. * Prior to approving each request for access to DPRIS Web, must ensure information contained on the registration form is complete and accurate. (Review User ID and email address against information in Outlook.) * Approve/disapprove Level 3 User access for only individuals that you directly administer. * Re-set passwords for Level 3 Users that you directly administer. * Assign DPRIS Web Standard Index subgroup document and DPRIS Web Report access for those Level 3 Users that you directly administer. * Promptly deactivate any level 3 Users that you directly administer, who no longer require DPRIS Web access in the performance of their duties. * Review, as warranted, retrieved personnel record information and follow-up exchanges for all agency Authorized Users that you directly administer. * Initiate secure DPRIS Web follow-up messages. * Initiate DPRIS Web requests for military personnel records. * Initiate requests for approved DPRIS Web Standard Reports. * Manage own personal DPRIS Web user account information. |
| DPRIS Advantages  Slide 4-5  Handout pg 4 | Explain what DPRIS Web is and what it provides.  Discuss some of its advantages over other systems. |
| DPRIS Interface  Slide 6-7  Handout pg 4 | Describe VA’s interface with the military services’ repositories and how using DPRIS Web makes submitting requests and retrieving responses less cumbersome. |
| DPRIS Document Indexing Scheme  Slide 8  Handout pg 5 | 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  Slide 9  Handout pg 6 | 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 per M21-1 III.iii.2.I.2.g.   * Army: October 1, 1994\* * Navy: January 1, 1995 * Marine Corp: January 1, 1999 * Air Force: October 01, 2004   There are currently no Coast Guard records available in DPRIS Web.  \*Army service that ended between October 1, 1994, and September 30, 2002; OMPFs should be stored electronically as image files in iPerms, and ROs may request copies of them through the [Defense Personnel Records Image Retrieval System (DPRIS)](https://www.dpris.dod.mil/).  **Important**: If DPRIS returns a response indicating there is no information for the Veteran; then ROs may request copies of the OMPF through PIES. |
| *National Guard and Reserves Service*  *Handout pg 6* | Describe how National Guard and Reserves records impact DPRIS Web. Emphasize that the date that matters is the date that obligation ends. |
| *Exercise* | 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).  Example: 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: If the OMPF records for this Veteran’s first period of service were not available through DPRIS Web, than 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. |

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| Topic 2: Using DPRIS Web | |
| Introduction | This topic will allow the trainee to identify what that they are responsible for as a DPRIS Web manager |
| Time Required | 0.75 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * The registration process * Completing the registration form * The following topic teaching points support the topic objectives: * User ID * Strong passwords |
| Access Organization  Slide 10-13  Handout < > | Explain to the participants that they are responsible for the following as a DPRIS Web manager:   * Communicate with local users, DPRIS Web staff via User Assistance Forms, and Central Office to solve problems. * Prior to approving each request for access to DPRIS Web, must ensure information contained on the registration form is complete and accurate. (Review User ID and email address against information in Outlook.) * Approve/disapprove Level 3 User access for only individuals that you directly administer. * Re-set passwords for Level 3 Users that you directly administer. * DPRIS Web Manager Lesson Plan * Assign DPRIS Web Standard Index subgroup document and DPRIS Web Report access for those Level 3 Users that you directly administer. * Promptly deactivate any level 3 Users that you directly administer, who no longer require DPRIS Web access in the performance of their duties. * Review, as warranted, retrieved personnel record information and follow-up exchanges for all agency Authorized Users that you directly administer. * Initiate secure DPRIS Web follow-up messages. * Initiate DPRIS Web requests for military personnel records. * Initiate requests for approved DPRIS Web Standard Reports. * Manage own personal DPRIS Web user account information. |
| Registration Process  Slide 14-20  Handout < > | 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 Web Home Page * New User Registration * Privacy and Security Statement * Login Method (select “User ID and Password”) * User Registration Form |
| User ID  Slide 21-22  Handout < > | 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 that there may be exceptions. (The participants 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.  Go over the list of guidelines the participants must use when creating their user passwords.  Note that system will prompt users to change their password every 90 days. Cover the additional points on passwords.  *It should be addressed that if a user relocates to a new region or regional office, the user name that was used will no longer be available. The user would be required to adjust his/her user name. This is easily accomplished by changing the capitalization of the first letters of the first and last name.*  *For example, the user’s login originally was* [*joe.veteran@va.gov*](mailto:joe.veteran@va.gov)*; in the new request the user could change the login to* [*Joe.Veteran@va.gov*](mailto:Joe.Veteran@va.gov)*.* |
| Strong Passwords  Slide 23-25  Handout <> | Discuss what steps to take when a user forgets his/her password. |
| If password is forgotten  *Slides* 26-27 | Discuss what steps to take when a user forgets his/her password. |
| Completing the registration form  *Slides* | 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 participants prior to attempting registration. The AIC is specific to each RO.) * Manager information (managers should select the DPRIS web super user; once the DPRIS web super user’s name is selected, the rest of the “manager” fields will automatically populate.)   Explain what occurs after the form has been submitted and the DPRIS web super user has approved the pending registration request. Describe what occurs if the request is disapproved and what steps to take. |
| Using DPRIS Web  Slide 28-29  Handout < > | Discuss the first screen a user sees once he/she has successfully logged into DPRIS |
| Viewing Responses to Request  Slide 30- 31  Handout < > | Explain how to bring up a list of documents available for viewing and how to select and display the images and files.  On the right hand side of the request a menu bar exists. The user will select View Request.  Slide 31 depicts the screen following the selection of View Request. Users must check each radio box for the documents. When all pertinent documents have been selected, user will select Display Selected Files. |
| SUBMITTING OMPF AND JSRRC REQUESTS  Slide 32-34  Handout <> | 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 selects the Submit button. |
| Submitting JSRRC Requests  Slide 35-37  Handout <> | Discuss how to create a Joint Services Records Research Center (or 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, and then select the Continue button to return to the main JSRRC Request Form to submit the request. |
| Slide 37  Handout <> | Explain what steps to take if the user selects the Agent Orange code. |
| *VIEWING USER REPORTS*  *Slides 39* | 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.  Discuss the types of reports that are available and the scope of the reports.  Note that user needs for DPRIS Web metrics reports have been segregated and an example category is information pertaining to access to a specified individual’s OMPF record. This category reports on requests to one individual’s OMPF record and the information returned. This audit trail enables OMPF record managers to determine who has accessed a particular OMPF record and what information was provided in response to the query. |

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| Topic 3: Account Management | | | |
| Introduction | 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. From here, managers can also manage the accounts of other users under their jurisdiction. | | |
| Time Required | 0.75 hours | | |
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| Account Management  *Slide 41-44* | 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. From here, managers can also manage the accounts of other users under their jurisdiction. | | |
| My Account Option  *Slide* 42 | Explain that this link provides the page that allows the user to update or change his/her personal account information. | | |
| Password Option  *Slide* 43 | Note that this link allows the user to change his/her personal password. | | |
| User Accounts Option  *Slides* 44-48 | Explain that this link permits the manager to manage the accounts of subordinate users. Discuss the following:   * How to activate (and reject) a new user’s registration form * How to update (and deactivate) a user’s account * How to reset passwords | | |
| Information | Explain that this page provides historical and background information on DPRIS Web and the OMPF environment. | | |
| DPRIS Web Help  *Slides* 60 | Explain that the DPRIS Web Help Desk can be contacted from most of the DPRIS web pages by selecting the Help link located on the bar near the top of each page. After selecting 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 if the submitted form is a request for assistance, a DPRIS Web functional or technical specialist will attempt to contact the user within 24 hours. If the form is used to provide feedback or a suggested system change, the user will be contacted via email or phone by a member of the DPRIS Web Support Team to acknowledge his/her submission. A Software Problem Report (SPR) will be generated if appropriate. Otherwise, the suggestion will be evaluated and considered for future DPRIS Web upgrades. | | |
| VBA Central Office Contact  *Slide* 62 | If any other issues arise with DPRIS Web that does not fall into any of the previous categories, then users should contact the VBA Central Office for assistance at the following email address: VAVBAWAS/CO/PIES. | | |
| Conclusion  *Slide* 63 | Review the key points of the lesson. Ask the participants if they have any questions. | | |
| Lesson Review, Assessment, and Wrap-up | | |
| Discuss the following: | | The DPRIS Web Manager Lesson Plan 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 Manager Lesson Plan lesson.  The trainee should be able to:   * Understand his/her role and responsibilities as a DPRIS Web Manager, * Become a registered user of DPRIS Web, * Become familiar with how you can submit requests and review responses using DPRIS Web, * Know how to manage user accounts, and * Know how to request assistance if needed. |
| 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. |