DPRIS WEB

(DEFENSE PERSONNEL RECORDS INFORMATION RETRIEVAL SYSTEM)

TRAINEE HANDOUT

DPRIS WEB & ITS ADVANTAGES

The Defense Personnel Records Information Retrieval System (DPRIS) Website provides authorized users with access to digital electronic images to Official Military Personnel Files (OMPF). DPRIS Web is now the primary Internet portal supporting external electronic access by authorized government agencies to any of the military services' digital OMPF repositories. In the past, information from these records was typically provided via hardcopy, with requests for information and responses to such requests mailed through the U.S. Postal Service. Regardless of the form in which the information is obtained, all users are required by law to safeguard the information contained in the OMPF, as directed by the Privacy Act of 1974 and HIPPA. Some advantages of DPRIS Web over other systems include:

- Through a single secure internet sign-on, allows access to OMPF images contained in the military services' repositories,
- On average, images are received in less than 48 hrs,
- Many images are received within minutes,
- Provides a standard index of all images contained in each of the Services' OMPF systems, and
- Includes a Follow-up Message capability. This enables the user to gain additional information directly from the Services' action officer (except Army).

VA-SERVICES INTERFACE

Without DPRIS Web, submitting a request to a service's image repository would be much more cumbersome. If you needed images from the Army's image repository, for example, you would have to log into the repository, submit the request, and then log out. At some point later on, you would have to go back to see if the request for images has been processed, and if so, then download the images. You would have to do this for each military service's repository (Army, Navy, Air Force, or Marines). Therefore, you would have to maintain several separate log-ons.

In addition, if one of the Services needed to change some of the programming for their record system, VA would possibly need to change their programming to ensure users would have continued access. VA would have to do this every time for a military service that changed the programming to their personnel records system. This would result in delays in retrieving images from these repositories, which is not an efficient way to conduct business. This is why the Office of the Under Secretary of Defense, Personnel and Readiness Management, sponsored the creation of DPRIS Web.

By having DPRIS Web, you will only need to maintain one login in order to submit requests. When you submit the request, DPRIS Web will route the request to the correct image repository. When the image is available for viewing, DPRIS Web will advise you via e-mail.

DPRIS WEB STANDARD INDEXING SCHEME

Each of the military services manages their OMPF digital records systems differently. Rather than requiring users to learn each indexing system, DPRIS Web has developed a standard index. Each document within the four military services' OMPF systems has been mapped to the DPRIS Web standard indexing scheme. The complete DPRIS Web Standard OMPF Document Indexing Scheme is depicted in Table 2-1 below. It shows the four major functional document groupings.

Table 2-1. DPRIS Web Standard OMPF Document Indexing Scheme

Service Computation	Performance
DD-214 / DD-215 Service Verification / Computation Officer Appointment / Termination Enlistments / Extensions Service Acknowledgements / Agreements Discharge / Separation / Retirement Casualty / Death Active / Reserve Orders / Endorsements	Performance / Evaluation Reports Commendatory Items Derogatory Items Sensitive / Restricted Photographs
Professional History	**Administrative**
Promotion / Advancement / Reduction Service / Military Education / Training Civilian Education / Training Service Status / Changes / Revisions Chronological Assignments History Qualifications / Licenses / Certificates Security Access / Clearance / Screening	Dependent Support / Eligibility Personal History / Evaluation / Biography Loan / Tuition Assistance / Eligibility Change / Correction / Verification / Proof Medical / Physical / Examinations / Findings Miscellaneous Administrative Documents

DPRIS Web Groups and Subgroups

All documents in the digital OMPF inventory can intuitively be assigned to one of the following four major functional groupings:

- Service Computation: Documents that record service entry and discharge, length of service, service agreements, appointments, commissions, statements of cumulative service, and other similar time specific data.

- Performance: Documents that record a service member's performance including evaluations, fitness reports, effectiveness reports, commendatory or derogatory items, and other performance-specific data.

- Professional History: Documents that record promotions, education, training, chronological listings of assignments, qualifications, and similar historical data.

- Administrative: Documents that record administrative actions or personal information regarding dependents, tuition assistance, medical and dental reports, insurance, and other miscellaneous administrative data.

The *Consolidated OMPF Document Mapping Report* published July 24, 1998 assigned each of the individual document types contained in the military services' digital OMPF systems to one or more of the DPRIS Web Standard Index subgroups. Building on this, DPRIS Web can support standard requests and retrieval of OMPF document images from any of the four OMPF systems, by another military service or authorized agency, using a single functional methodology.

PERSONNEL RECORDS AVAILABLE THROUGH DPRIS WEB

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 system.

The veteran's OMPF should be available through DPRIS Web if his/her service obligation ended on or after the following dates:

Army: July 1, 2002

Navy: December 31, 1996

Marine Corp: December 31, 1997

Air Force: October 01, 2004

There are no Coast Guard records currently available in DPRIS Web.

National Guard and Reserves Service

When determining if the OMPF records are available through DPRIS Web, you must take Reserves and National Guard duty into consideration as well. The easiest way to think about this is the word ***obligation*.** It does not matter if the person served on Active Duty, Reserves, National Guard, or in all three. It is when there is no further obligation that matters. That is the date that you need to consider in your inquiry.

Two Periods of Active Duty Service (before and after DPRIS dates)

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 to 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 records from the first period of service were not part of the imaged OMPF (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 Personnel Information Exchange System (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 & RESPONSIBILITIES

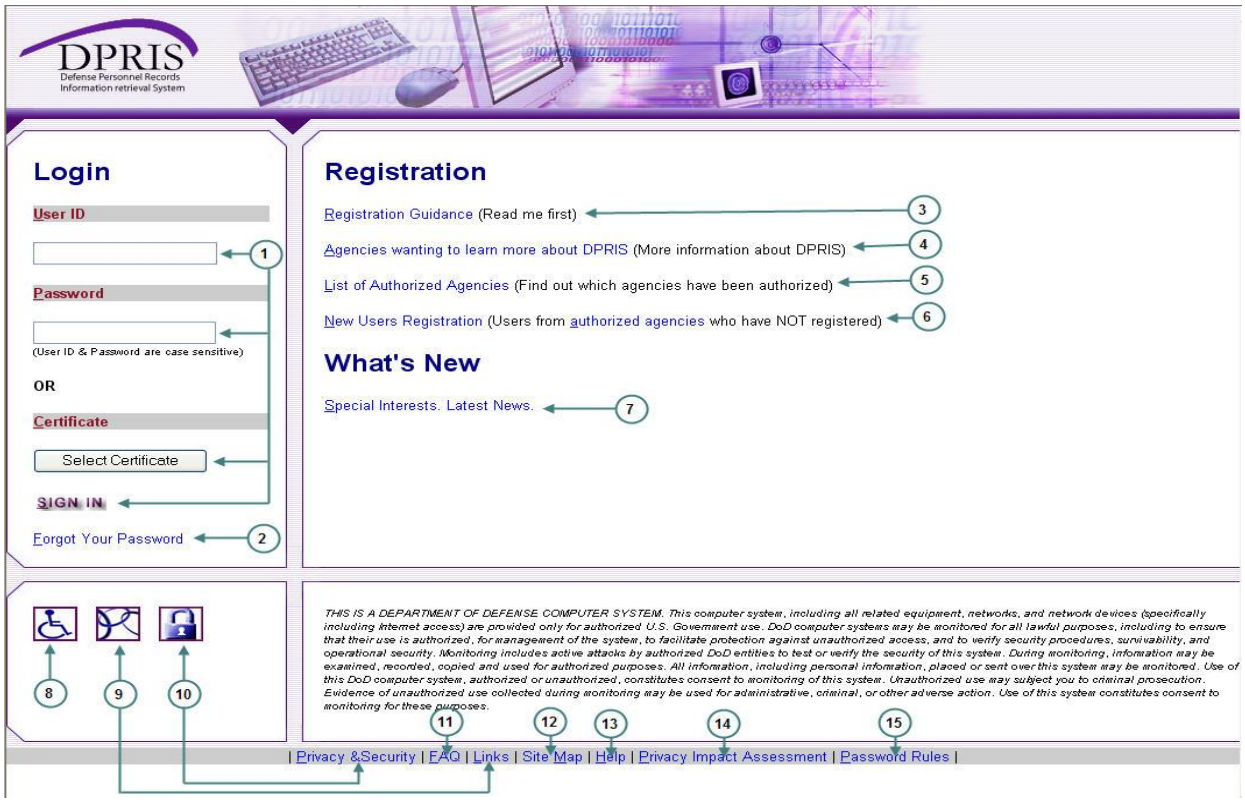
As a DPRIS Web user, there are several roles and responsibilities associated with this assigned duty:

- Communicate with local managers, DPRIS Web staff via User Assistance Forms, and Central Office to solve problems.
- Initiate DPRIS Web requests for military personnel records information.
- Initiate requests for approved DPRIS Web Standard Reports.
- 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

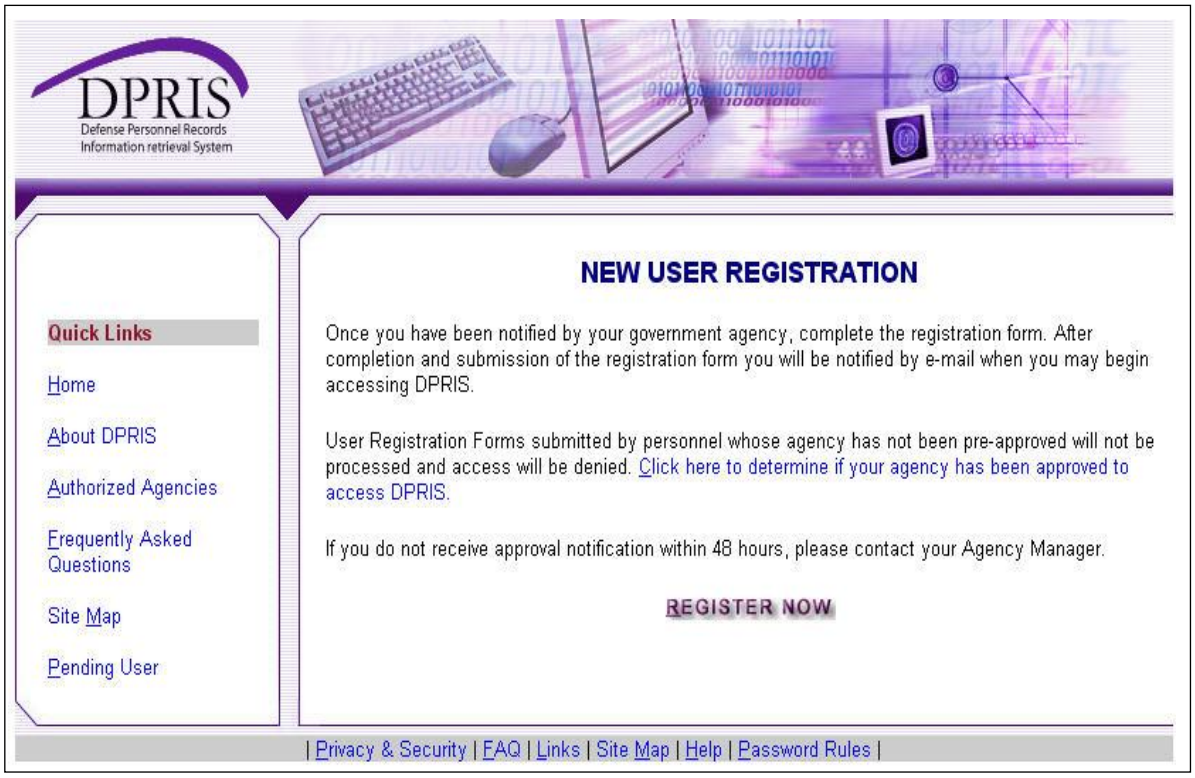
The normal means of entry to the website is through its home page at https://www.dpris.dod.mil, which includes a public area open to all Internet users. Type in the website address in your browser and hit enter. The DPRIS Web homepage will be displayed. It is recommended that this website address be added to your Favorites list.

DPRIS Web Home Page

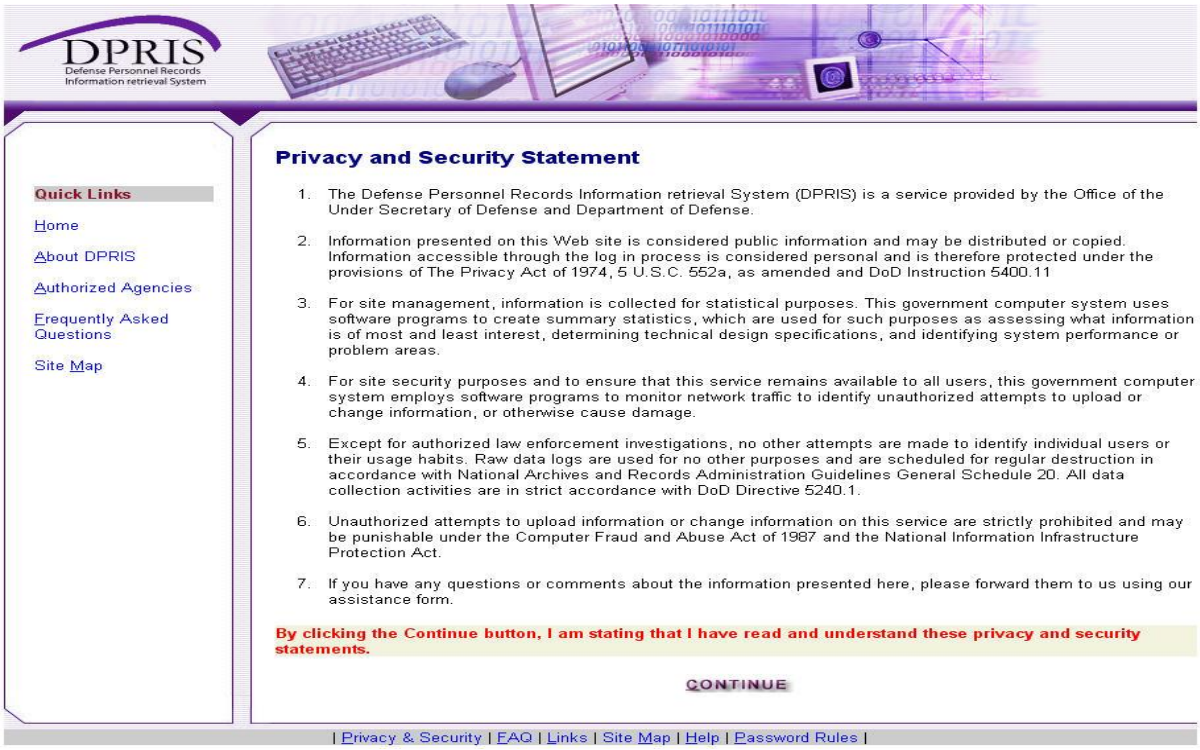


In order to register as a DPRIS Web user, click on New User Registration. This screen provides registration information. Read it carefully. After reading this page, click on Register Now.

New User Registration

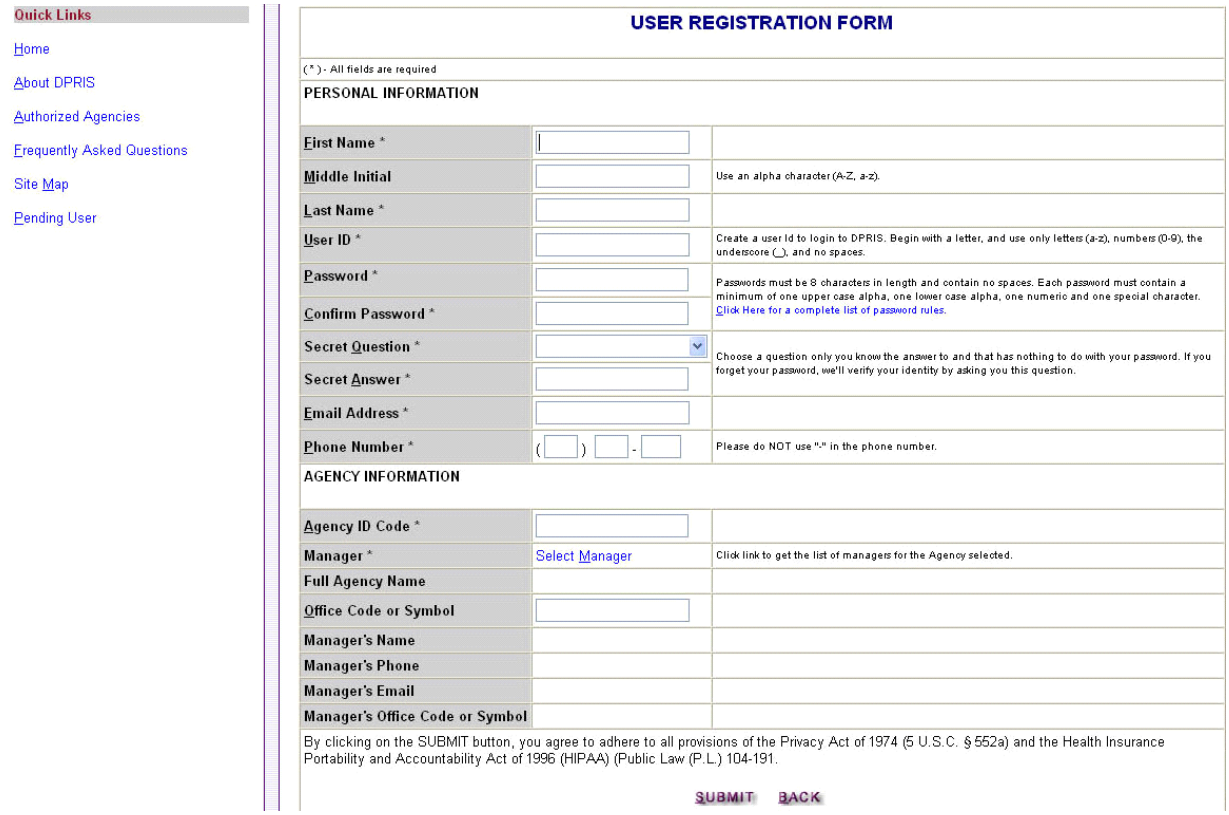


Read the privacy and security statement and click continue.



Select a login method by selecting “User ID and Password” and click continue.

The registration form as shown on the screen below will be displayed.



User ID

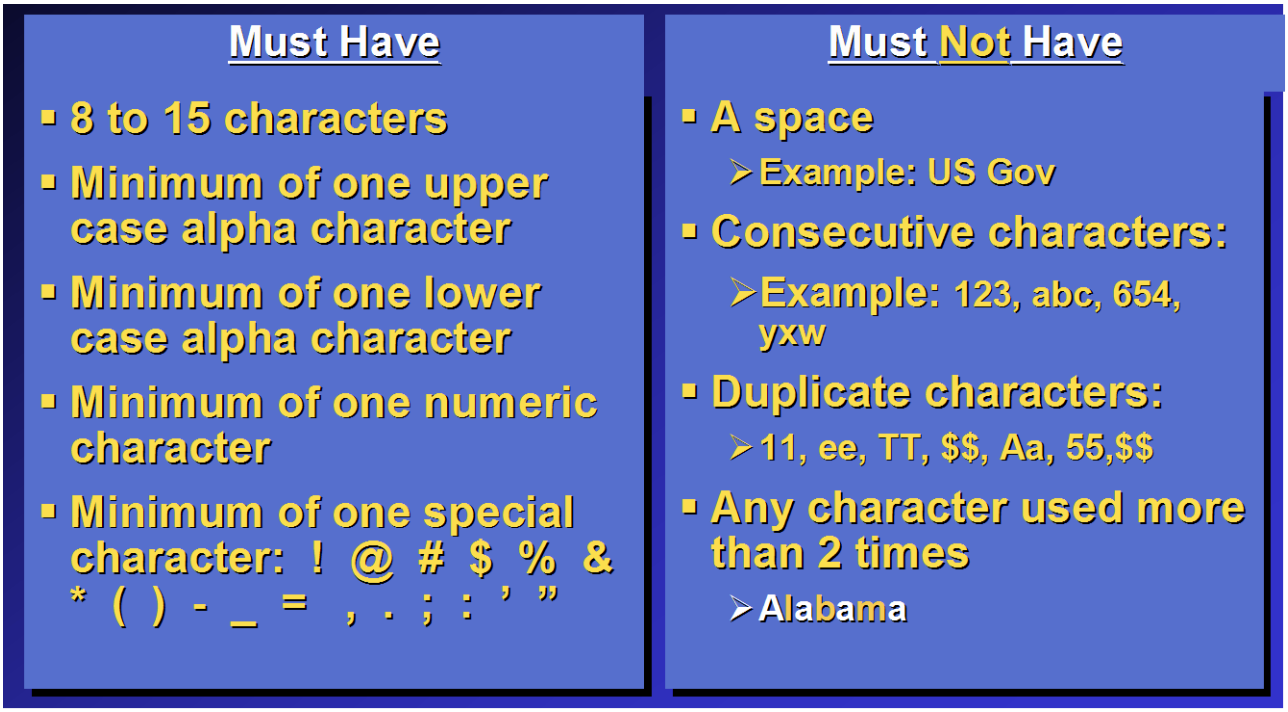
The Veterans Benefits Administration has determined that all VA regional office users must use their VA e-mail address as their web-based DPRIS Web User ID. Your VA e-mail address should look similar to this: John.Doe@va.gov. (Your first name, a period, your last name, followed by "@va.gov".) However, if there are more than one person working for VA with the same first name and last name, your e-mail address may look similar to this: John.Doe1@va.gov (Notice the "1").

Your VA e-mail address should not begin with items such as ADJ, VSC, or VSD, for example. Your e-mail address after the "@" symbol should not end in "vba.va.gov" or with ".mil," ".net," or ".com" for example.

A handout should have been provided to you with details on how to locate your VA e-mail address. It is strongly suggested that you follow the procedures in this handout, and have a printout of your VA e-mail address prior to completing the DPRIS Web registration form. Once the User ID has been approved, it **cannot** be changed.

Strong Passwords

Here is the list of guidelines you must follow when creating your strong User Password.



The system will prompt you to change your password every 90 days.

- A new password must be different from the last 10 that you created.
- You will be locked out of the system after three consecutive incorrect password entries.
- Passwords are case sensitive. (Tip: Do not create your password with the "CAPS LOCK" on.)
- Do not record your password in writing.
- Do not share your password or accept another user's password.
- Do not use something anyone can guess such as names of your spouse, pets, children or words found in a dictionary.

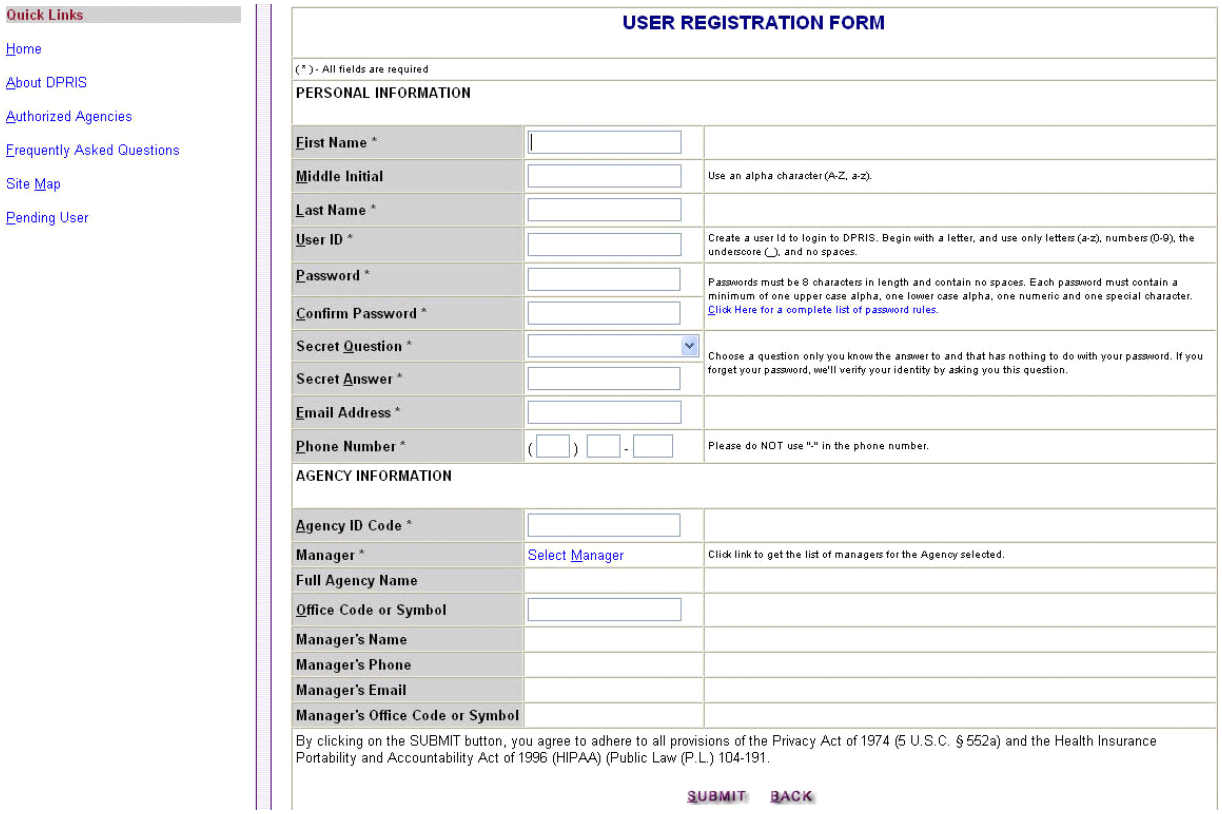
If you forget your password

- You will get a message when you have unsuccessfully entered a password and are about to get locked out. If you get locked out of DPRIS Web, you must go to your Manager. Suggestion: Before you get locked out, click on FORGOT PASSWORD on the DPRIS Web Home Page.
- You will be prompted to enter your User ID and e-mail address.
- If both are entered correctly, you will be asked your secret question. (You selected your secret question when you initially registered.)
- You will be sent an e-mail with your password.

The first time you log-in you must change your password to a new password. You must create a new password following the password rules.

COMPLETING THE REGISTRATION FORM

In order to complete the registration form, the first thing is to input personal information. Input your first name and last name (your middle name is optional). Then, input the User ID from the printout of your VA e-mail address. Input a strong password. Confirm the password by inputting it a second time. Then select a secret question using the drop-down menu. Input the answer to the secret question. The answer to the secret question is **case sensitive.** Remember how you typed in the answer. Input your VA e-mail address. Again, this can be taken directly from the printout of your VA e-mail address. Finally, input your phone number.



Quick Links

Home

About DPRIS

Authorized Agencies

Frequently Asked Questions

Site Map

Pending User

USER REGISTRATION FORM

(*) - All fields are required

PERSONAL INFORMATION

First Name *		
Middle Initial		Use an alpha character (A-Z, a-z).
Last Name *		
User ID *		Create a user Id to login to DPRIS. Begin with a letter, and use only letters (a-z), numbers (0-9), the underscore (_), and no spaces.
Password *		Passwords must be 8 characters in length and contain no spaces. Each password must contain a minimum of one upper case alpha, one lower case alpha, one numeric and one special character. Click Here for a complete list of password rules.
Confirm Password *		
Secret Question *		Choose a question only you know the answer to and that has nothing to do with your password. If you forget your password, we'll verify your identity by asking you this question.
Secret Answer *		
Email Address *		
Phone Number *	( ) -	Please do NOT use "-" in the phone number.

AGENCY INFORMATION

Agency ID Code *		
Manager *	Select Manager	Click link to get the list of managers for the Agency selected.
Full Agency Name		
Office Code or Symbol		
Manager's Name		
Manager's Phone		
Manager's Email		
Manager's Office Code or Symbol		

By clicking on the SUBMIT button, you agree to adhere to all provisions of the Privacy Act of 1974 (5 U.S.C. § 552a) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (Public Law (P.L.) 104-191.

SUBMIT BACK

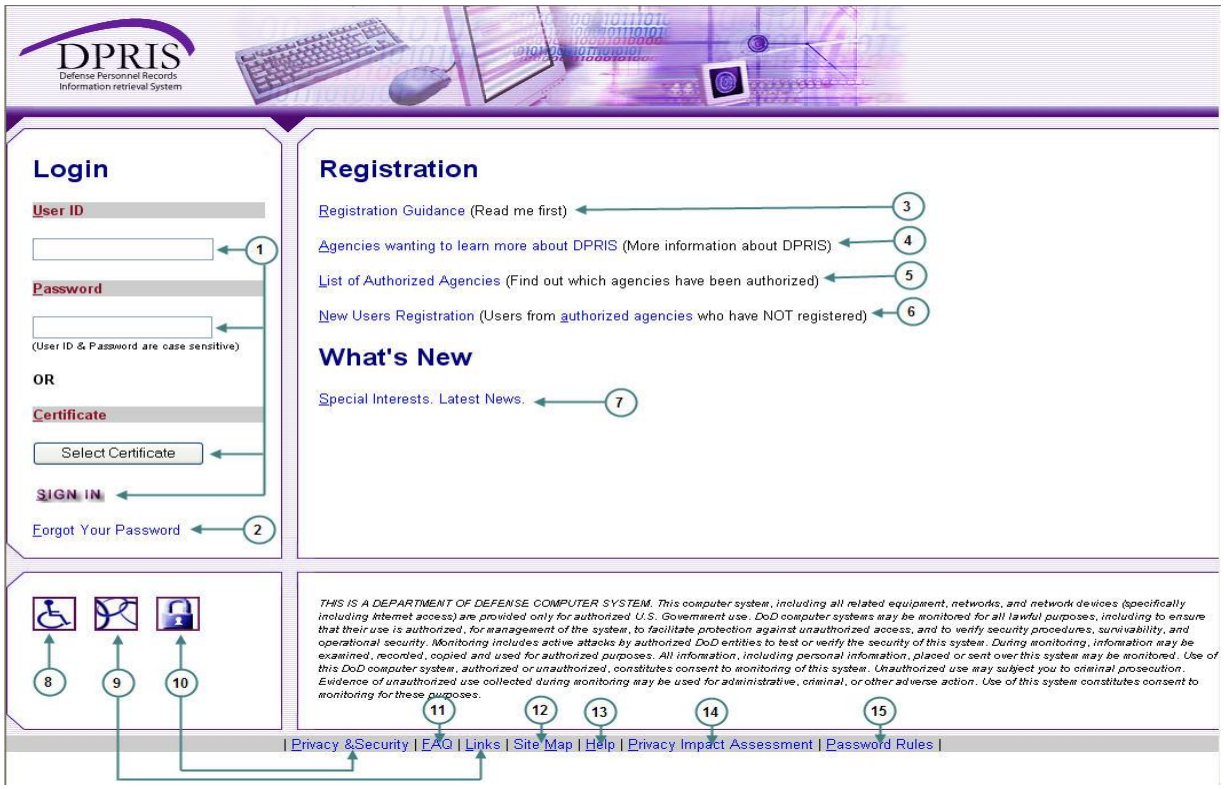
Agency Information

The Agency Identification Code (AIC) will be provided to you prior to attempting registration into DPRIS Web. This Agency Identification Code (AIC) is specific to a regional office. It will not change, and everyone that works at that regional office's identification code.

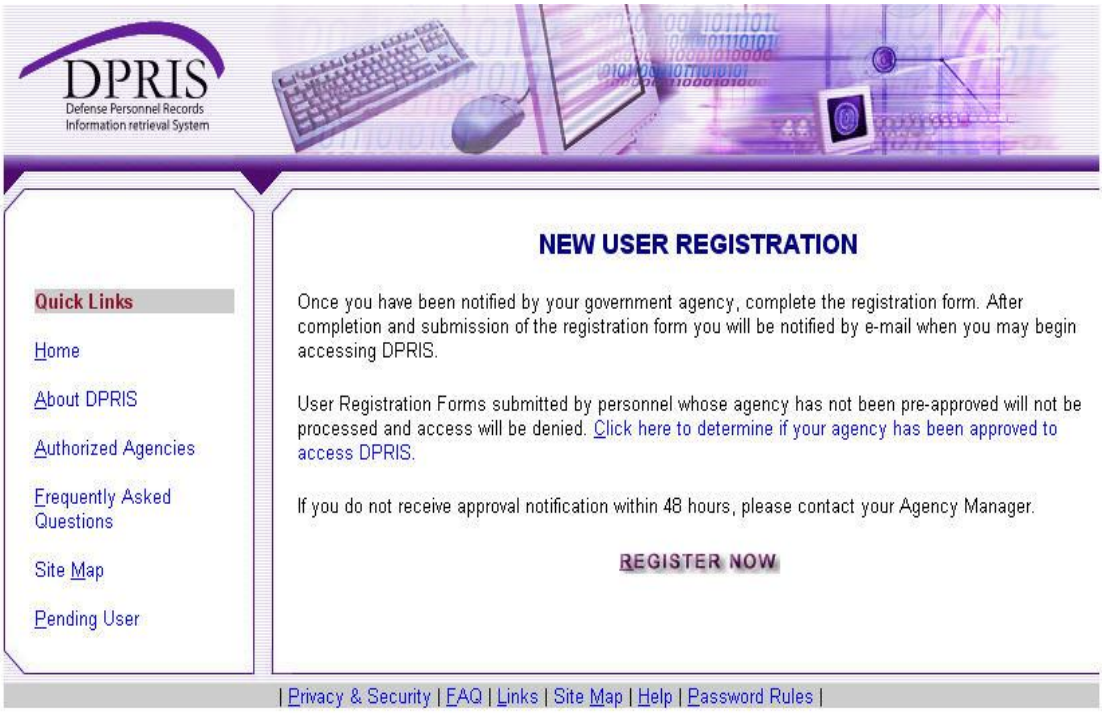
For selecting a manager, select your direct supervisor or coach. Now that the correct DPRIS Web manager has been selected, DPRIS Web automatically populates the fields for name, phone number, e-mail address, the full agency name, and the office code or symbol, if one was entered. These fields are read-only, and cannot be changed by the user when entering information on the registration form. Now that the form has been completed, you just need to click on submit.

Note: The manager that was selected will receive an e-mail stating that there is a pending request for access to the DPRIS website. The request will be reviewed. If the request is approved, you will receive an e-mail stating that the account has been approved, and you can simply begin requesting DPRIS Web OMPF records. If the request is disapproved, you will receive an e-mail stating that the request was disapproved, and an explanation will be provided to you as to why. You will need to complete the **entire** registration form again if you receive an e-mail that the registration form was rejected because you selected either the incorrect User ID or the wrong manager.

If the reason for the form being rejected was for any other reason, you can go back to the DPRIS Web homepage (below) and click on New User Registration.

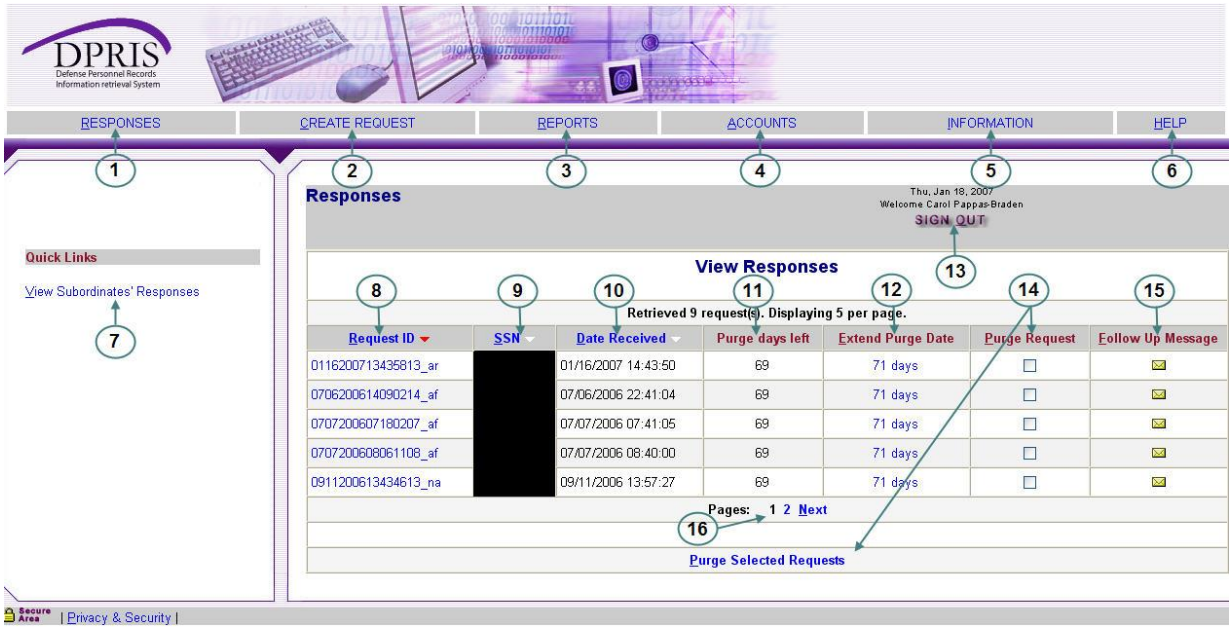


Then, select the Pending User link. Log-in as a pending user, and correct the error as indicated in the e-mail. Then, once again, select submit. The DPRIS Web manager that was selected will get an e-mail advising that there is a new user registration form awaiting his/her review.



USING DPRIS WEB

Log-in using your User ID and Password. This is the first screen you see once you have successfully logged into DPRIS Web.



DPRIS Web Response Page

- Responses (Item 1): Link to the Responses via a list of your requests for which responses have been received from one or more of the military service OMPF systems or from JSRRC. This is the default page that opens after a successful user login. It is often useful to return to this screen from other pages within the secure area of the Website via this link.

- Create Request (Item 2): Link to the Create Request Form, where you can create a new query for information from a digital OMPF record maintained by one of the military services or submit a request to JSRRC.

- Reports (Item 3): Link to a page where a variety of DPRIS Web reports can be requested. The reports available to you are determined by your access level within DPRIS Web.

- Accounts (Item 4): Link to a page that allows you to modify your profile or change your password.

- Information (Item 5): Link to a page with background information about the DPRIS Web initiative and the DPRIS Web Standard Indexing Scheme.

- Help (Item 6): Link to the DPRIS Web Assistance Form, which allows you to submit suggestions or feedback, or request assistance for using DPRIS Web.

- Request ID (Item 8): This column lists Request IDs that have received a response from an OMPF repository or JSRRC. If multiple requests are displayed, they are initially sorted by the Request ID. However, multiple requests can be sorted in a different order by clicking on the arrow in either the Social Security Number (SSN) or Date column headings.

- SSN (Item 9): Lists the SSNs associated with each of your active requests.

- Date Received (Item 10): This column lists the date and time each set of images was received by DPRIS Web from the OMPF repository, or information was received from JSRRC.

- Purge Days Left (Item 11): This column displays the number of days remaining before the responses will be purged from the DPRIS Web system. After a requested response is purged, non-image data pertaining to the request remains available via the Reports option, but the response is no longer displayed on the Responses page.

- Extend Purge Date (Item 12): This link allows you to extend the purge date for a request.

- Sign Out (Item 13): This link allows you to log out of the DPRIS Web application.

- Purge Requests (Item 14): This column and link allows you to purge requests prior to the purge date. You check one or more checkboxes associated with the requests to be purged, then click the Purge Selected Requests link. A popup message will be displayed, requiring you to confirm the purge process. If you click the *OK* button on the confirmation message, all selected

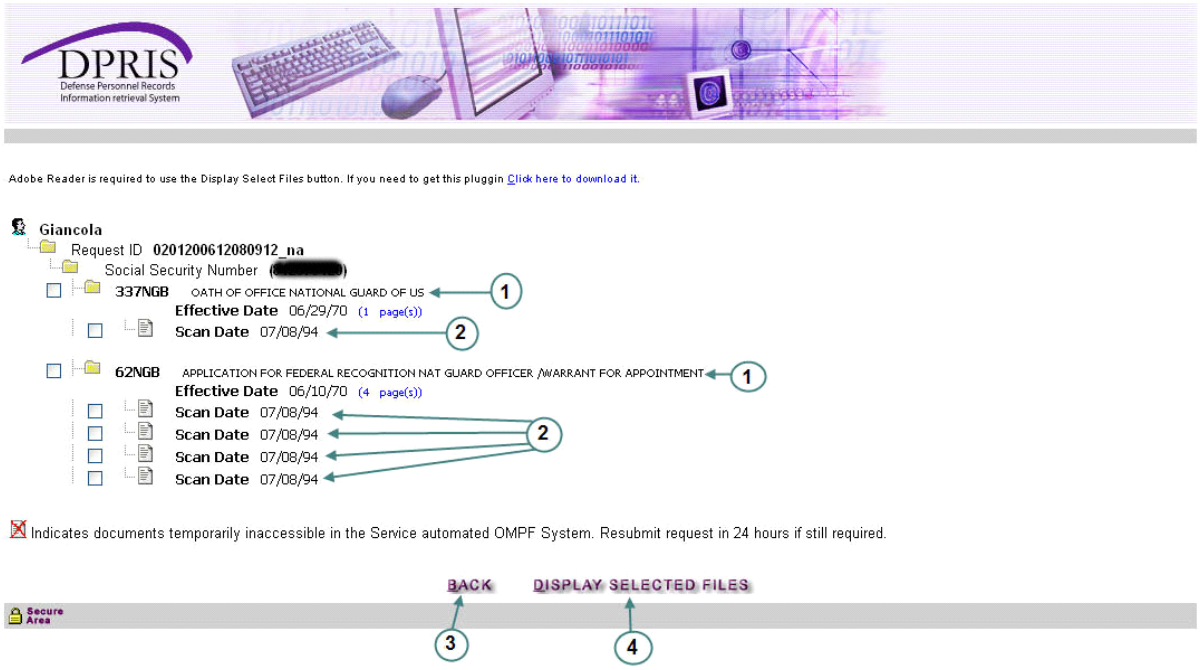
requests will be permanently removed from your list of active requests. If you click the *Cancel* button on the confirmation message, the selected requests will not be purged and will remain in the users list until the purge date has expired.

- Follow-Up Message (Item 15): Links to a page from which a secure follow-up message can be generated to a Military Service Action Officer, with regard to the related request. Once created, the message is stored in the DPRIS Web database and the Action Officer for the appropriate military service branch is notified of the message. You will be able to submit follow-up messages for review by the Action Officer, as well as review the secure electronic responses from the Action Officer. When the Action Officer has responded to a follow-up message, you will receive an e-mail notification that a response is available for review.

- Navigation (Item 16): If you have more than one page of returned requests, navigational links will be visible to enable you to go from page to page.

Viewing Responses to Request

Clicking on the Request ID brings up a list of documents available for viewing. Select the images to be viewed by clicking the box. Then, click Display Selected Files.



SUBMITTING OMPF AND JSRRC REQUEST

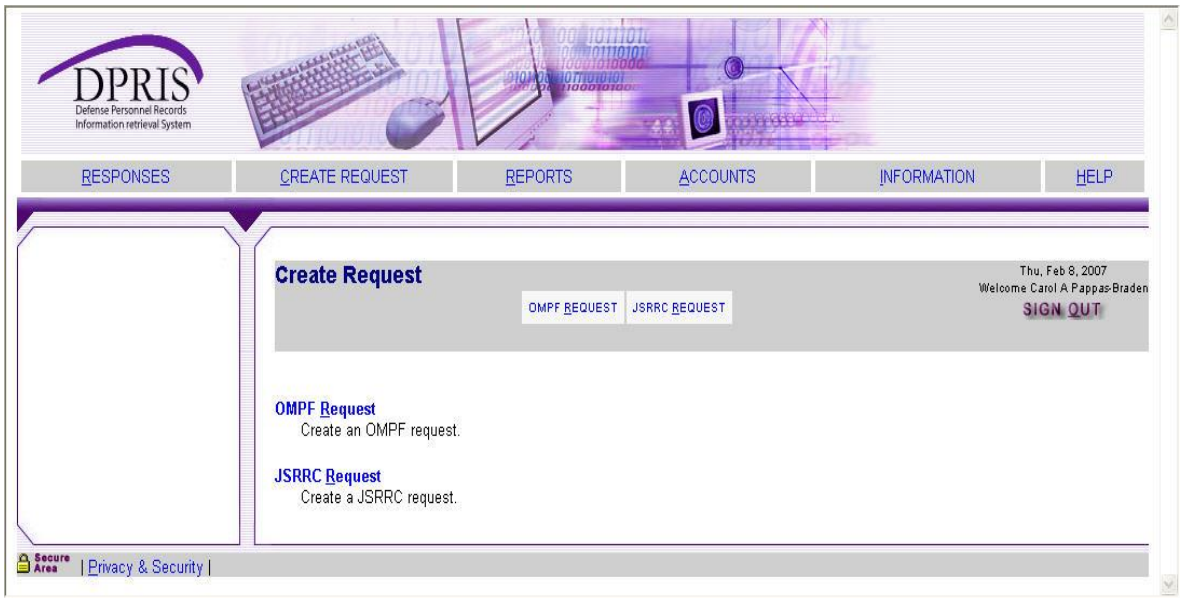


Figure 3-8. Create Request Page

When the Create Request (Item 2 in Figure 3-7) link is selected, the page shown above (Figure 3-8) is displayed. When the OMPF Request link on this page is selected, the OMPF Request Form is displayed as shown in Figure 3-9 on the following page. The OMPF repositories that are displayed in Item 1 in Figure 3-9 will vary, based upon the authorization approved for the agency. For example, if an agency is only authorized to submit requests to the Navy and Army repositories, only the checkboxes for the Navy and Army would be displayed on this form. The Air Force and Marine Corp checkboxes would not be visible on the form. The Document Index codes that are displayed in Item 2 in Figure 3-9 will also vary, based upon the access level approved for the user. To create an OMPF request, you need to complete the form and click the *Submit* button.

Your authorization level is pre-established by the your manager during the registration process. This process determines the types of documents (i.e., groups and subgroups of the DPRIS Web Standard Index) that will be visible to you on the OMPF Request Form and that can be used in a request to the military service OMPF repositories. For example, a user viewing the screen in Figure 3-9 is only authorized to request document images associated with the DPRIS Web Service Computation Group and some of the subgroups from the DPRIS Web Professional History Group.

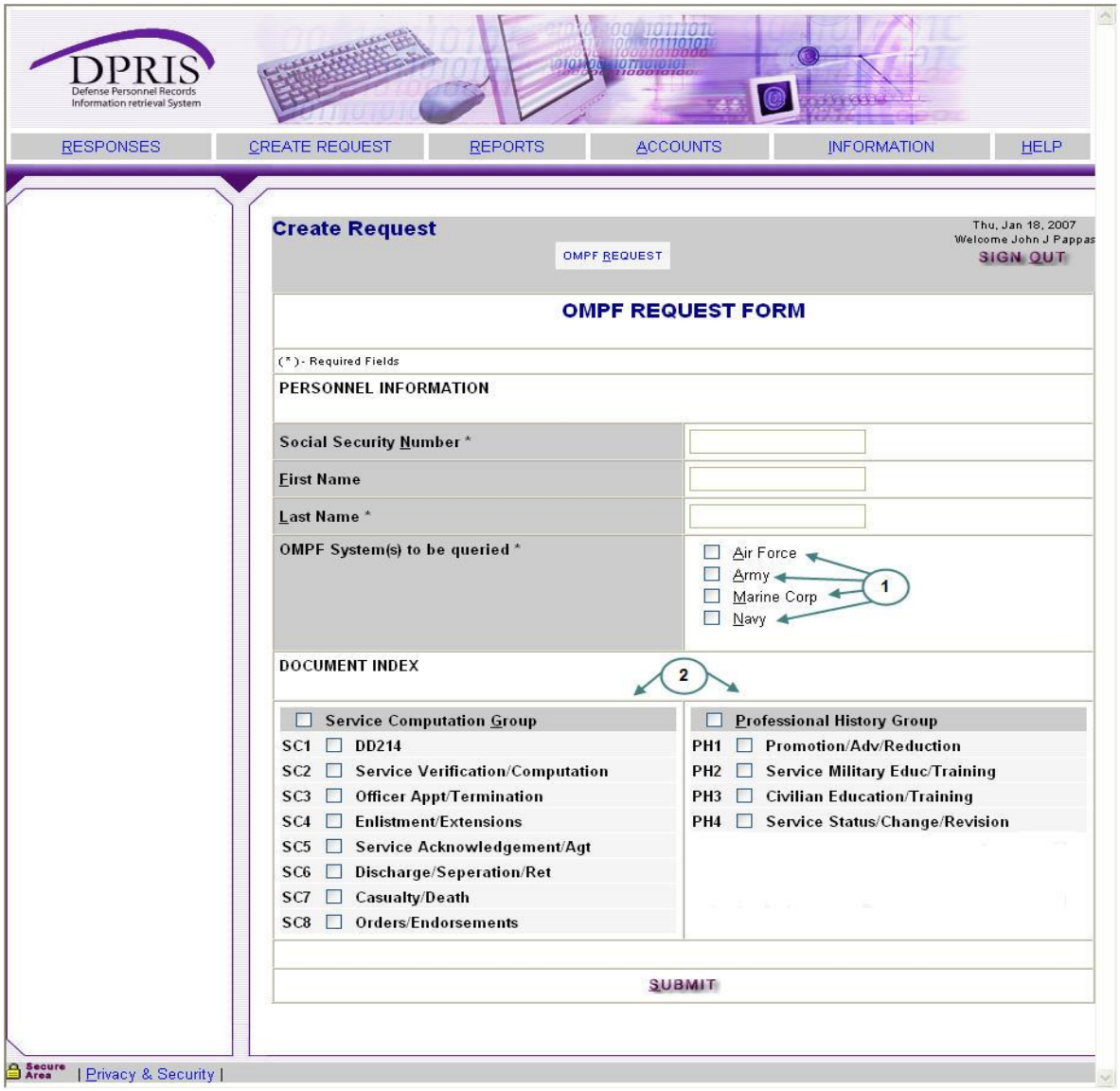


Figure 3-9. OMPF Request Form

Submitting JSRRC Request

When the JSRRC Request link on the Create Request page is selected, the main JSRRC Request Form is displayed as shown in Figure 3-10 on the following page. To create a JSRRC request, the user first enters the mandatory information in the Personnel Information section (Item 1 in Figure 3-10).

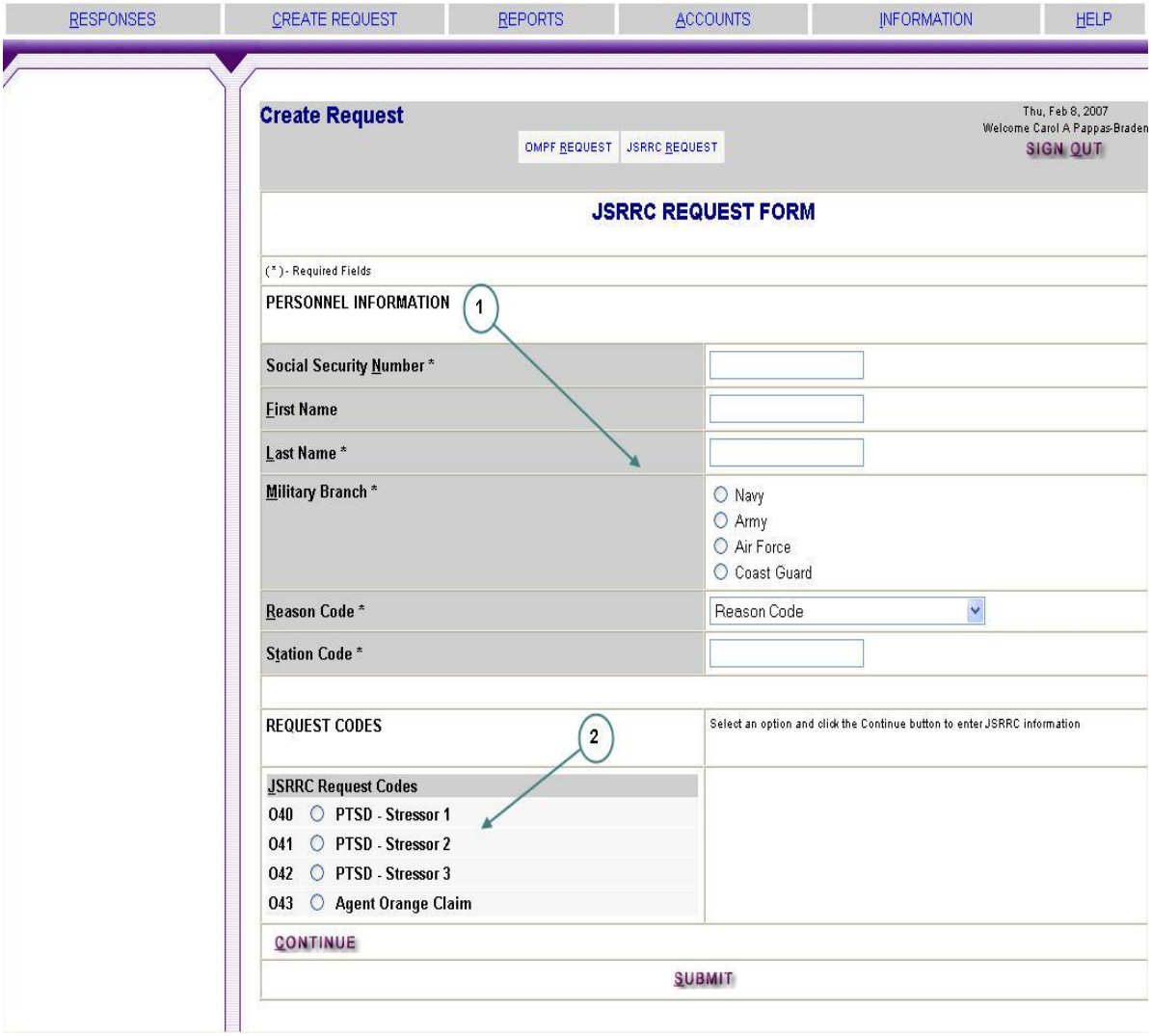
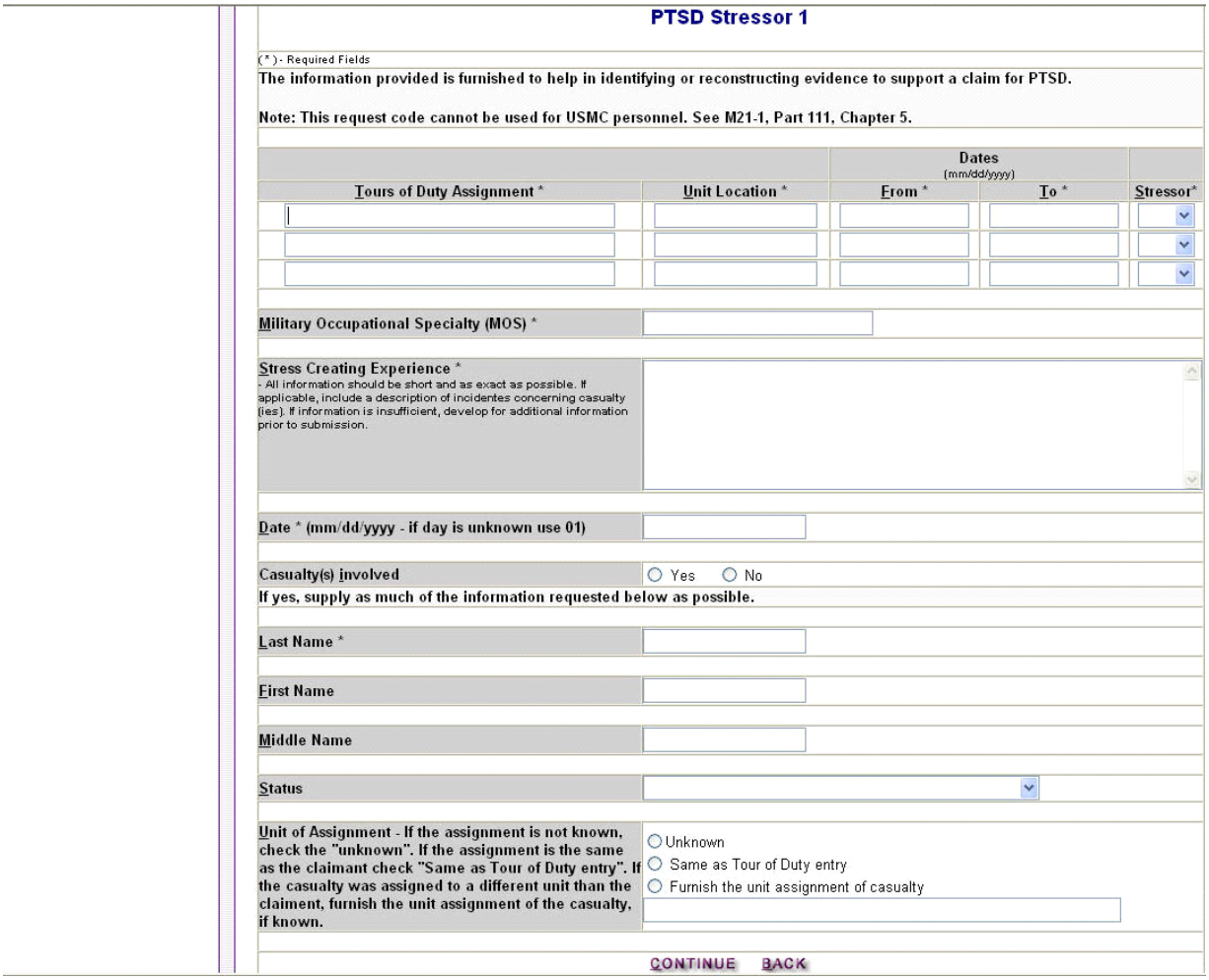


Figure 3-10. JSRRC Request Form

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. It can contain up to four codes if needed. To enter the request code information, you must select one of the request code radio buttons (Item 2 in Figure 3-10) and then click the *Continue* button. If one of the PTSD Stressor codes was selected, the PTSD Stressor form will be displayed as shown in Figure 3-11 on the following page. You would enter the mandatory information on this form and click the *Continue* button to return to the main JSRRC Request Form.



PTSD Stressor 1

(*) - Required Fields

The information provided is furnished to help in identifying or reconstructing evidence to support a claim for PTSD.

Note: This request code cannot be used for USMC personnel. See M21-1, Part 111, Chapter 5.

Tours of Duty Assignment *	Unit Location *	Dates (mm/dd/yyyy) From *	To *	Stressor*

Military Occupational Specialty (MOS) *

Stress Creating Experience *
- All information should be short and as exact as possible. If applicable, include a description of incidentes concerning casualty (ies). If information is insufficient, develop for additional information prior to submission.

Date * (mm/dd/yyyy - if day is unknown use 01)

Casualty(s) involved ○ Yes ○ No

If yes, supply as much of the information requested below as possible.

Last Name *

First Name

Middle Name

Status

Unit of Assignment - If the assignment is not known, check the "unknown". If the assignment is the same as the claimant check "Same as Tour of Duty entry". If the casualty was assigned to a different unit than the claiment, furnish the unit assignment of the casualty, if known.

○ Unknown
○ Same as Tour of Duty entry
○ Furnish the unit assignment of casualty

CONTINUE BACK

Figure 3-11. PTSD Stressor Form

If the Agent Orange code was selected, the Agent Orange Claim form will be displayed as shown in Figure 3-12 below. You would enter Ship From and Ship To dates for up to five shipments. Each shipment can have up to 25 pairs of dates. To add another date to a shipment (i.e., Unit assignment), you must click the *Add Date* button for the shipment. Once all shipment information is entered, you would click the *Continue* button to return to the main JSRRC Request Form.

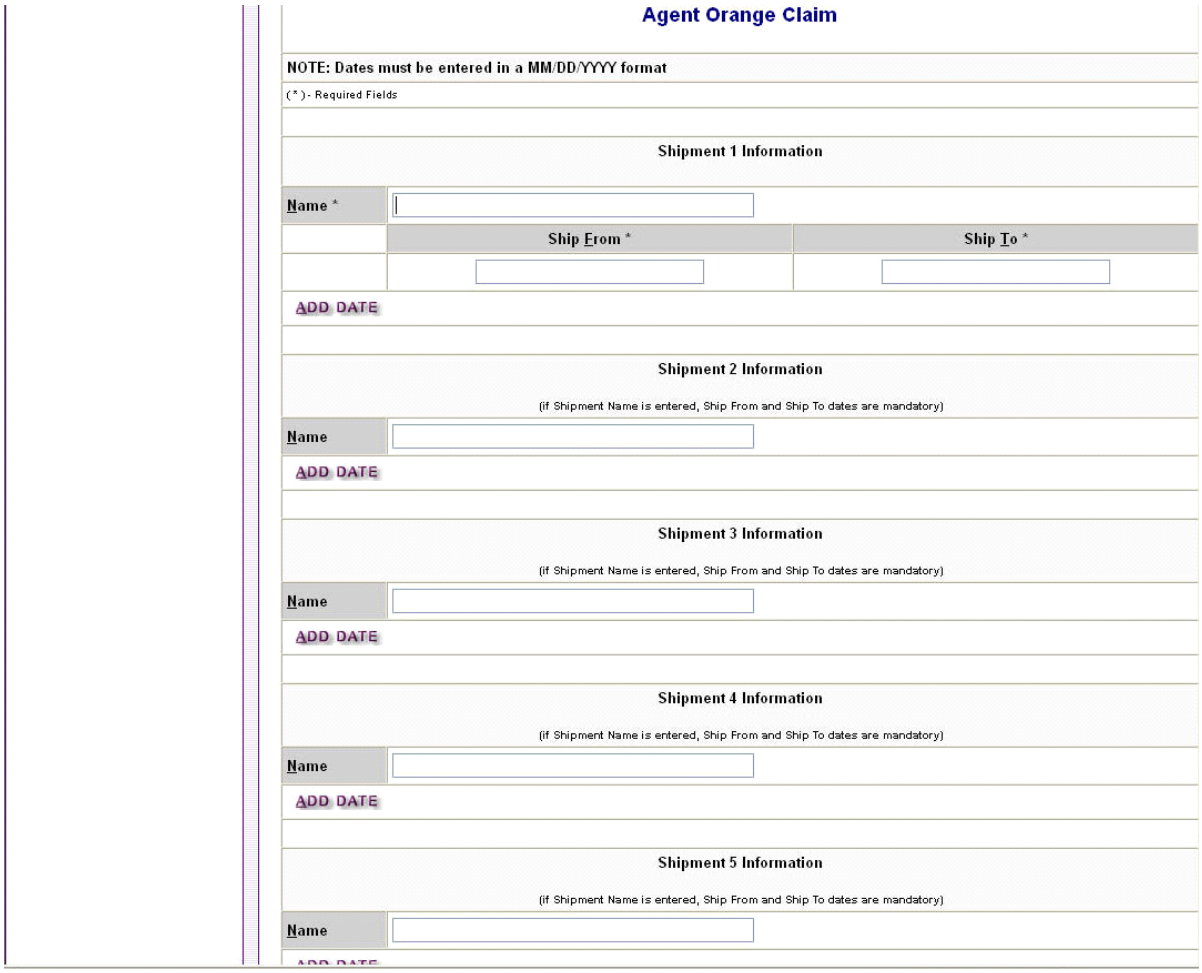


Figure 3-12. Agent Orange Claim Form

VIEWING USER REPORTS

Figure 3-13 below displays an example of what the Reports page could look like. 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 for the various military services and government agencies

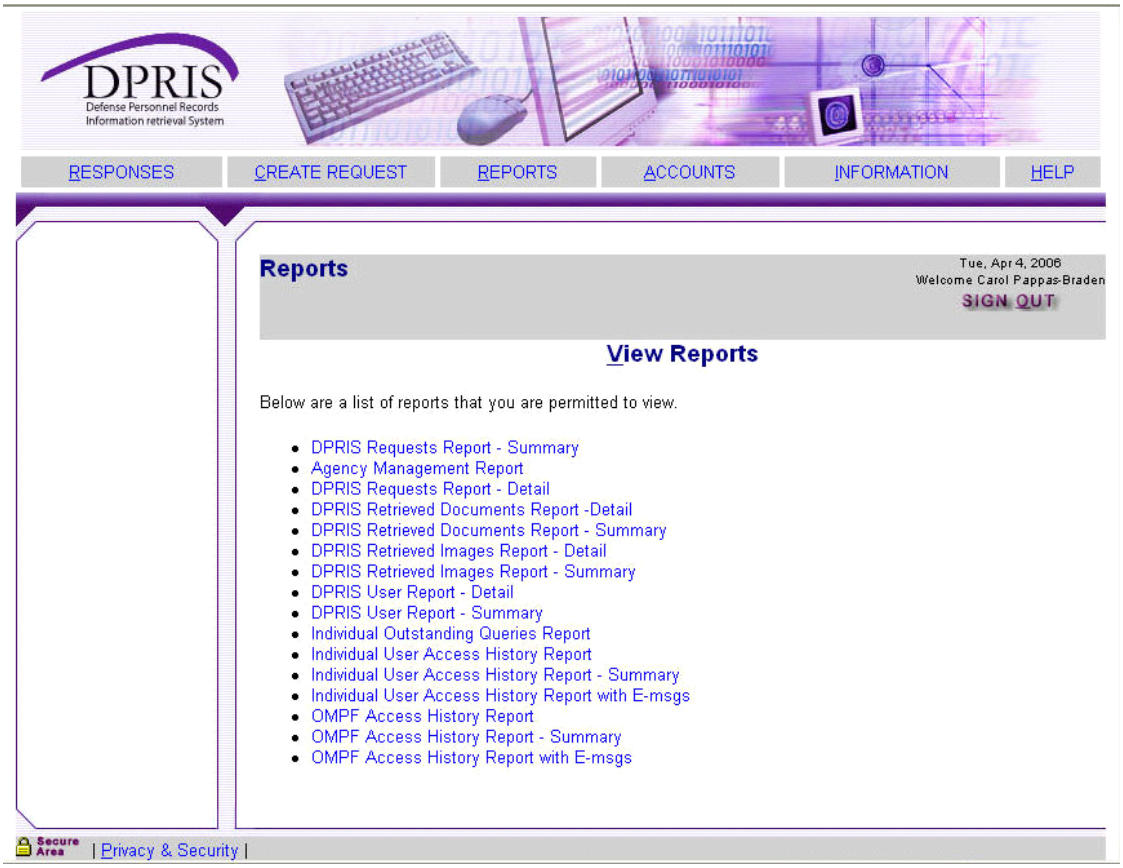


Figure 3-13. Sample Listing of Available Reports

Types of Reports

The collection and organization of data into reports, tailored toward different users and administrators, represents an important DPRIS Web capability. Examples of the type of management information that should be available are: the total number of OMPF queries made by the external customer base; the types of information requested; and a listing of the documents or exception status returned in response to these queries. DPRIS Web has been designed to routinely collect such data and facilitate on-demand generation of detailed reports about DPRIS Web OMPF records management system usage.

The scope of reports includes: details of a single request; summaries of all requests from an entire external agency; and all requests directed to a specific Service OMPF repository.

Collection and reporting of DPRIS Web metrics data provides OMPF Records Managers a greater understanding of the external customer base and their OMPF information needs. It also provides the external customer base specific information concerning requests to the military services' OMPF repositories and to JSRRC. User needs for DPRIS Web metrics reports have been segregated; the following is an example category:

- 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. The OMPF Access History Report, for instance, summarizes requests for records associated with one SSN. 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.

ACCOUNT MANAGEMENT

The DPRIS Web Responses page, that appears for all users immediately following successful login, displays an Accounts option on the bar near the top (Item 4 of Figure 3-6). This is a link to the Account Management page shown in Figure 3-16 below. From the Account Management page, you can access links to modify your profile (Item 1) or change your password (Item 2), depending on your login method.

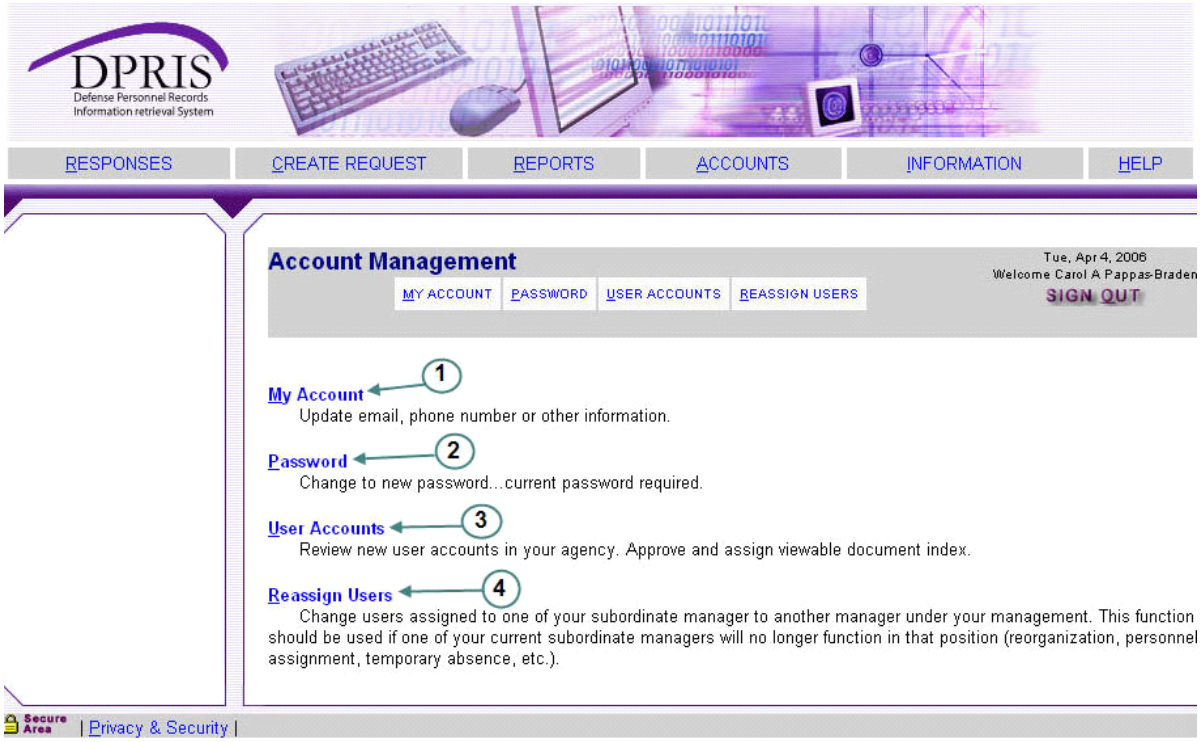


Figure 3-16. Account Management Options

My Account Option

Item 1 of Figure 3-16 is the My Account option. It provides a link to the page that allows you to update or change your personal account information, as shown in Figure 3-17 below. The fields and options in this form are fairly intuitive and self-explanatory.

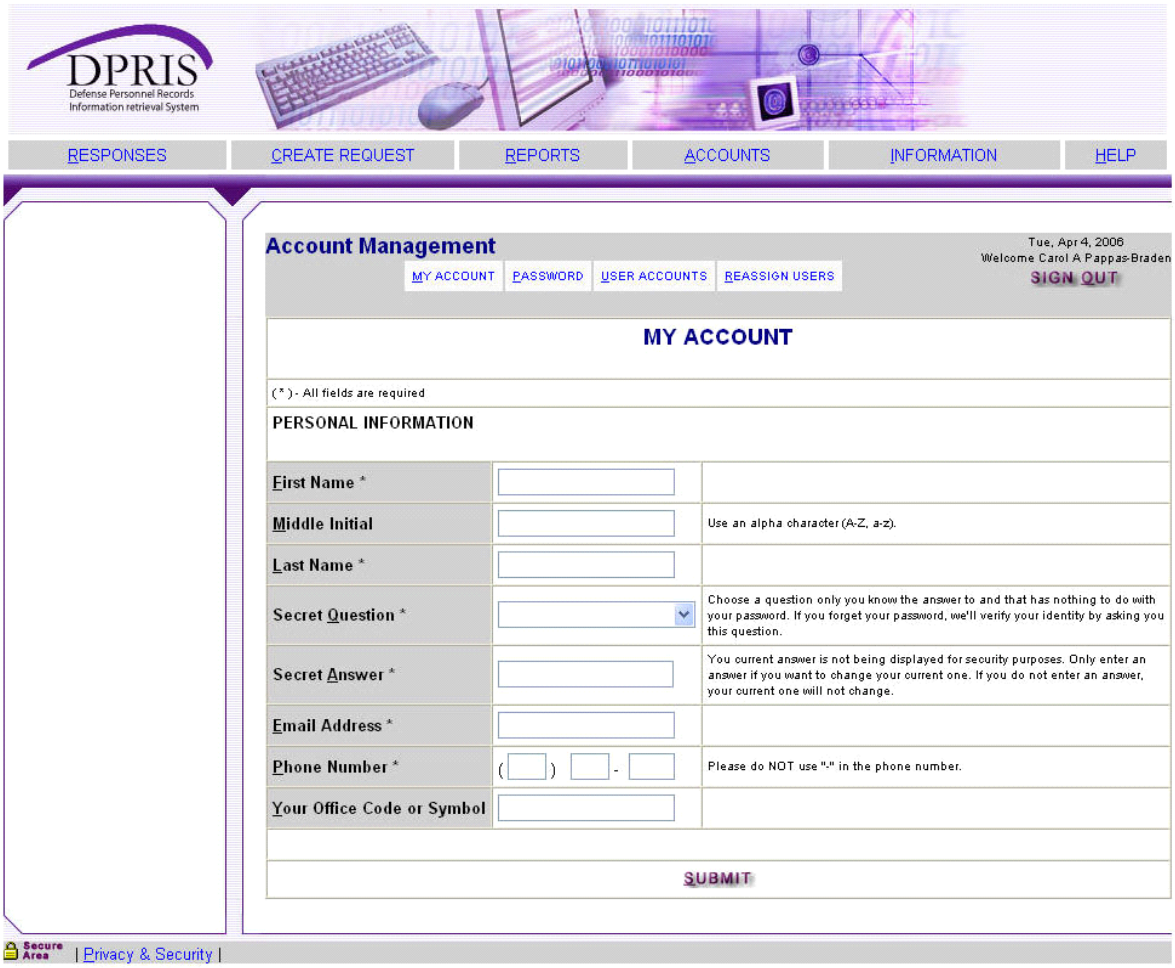


Figure 3-17. My Account Option

Password Option

Item 2 of Figure 3-16 permits you to change your personal password. It links the page shown in Figure 3-18 below.

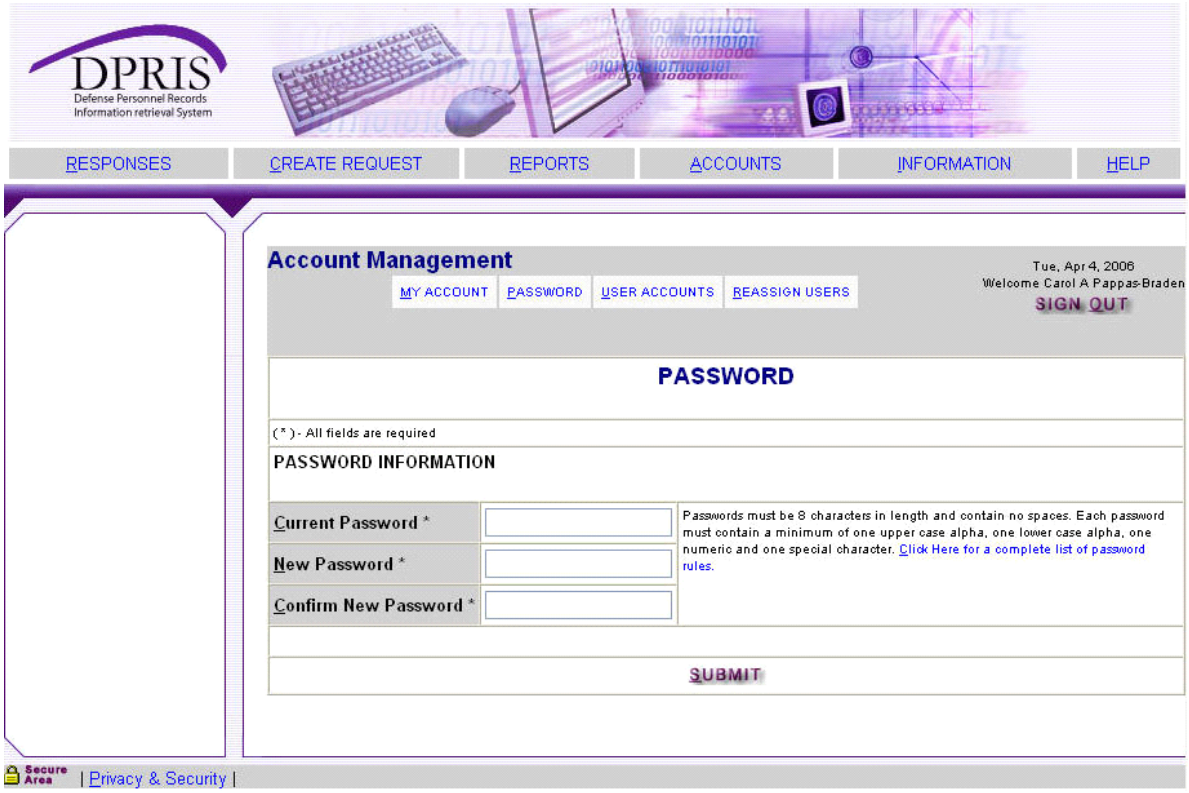
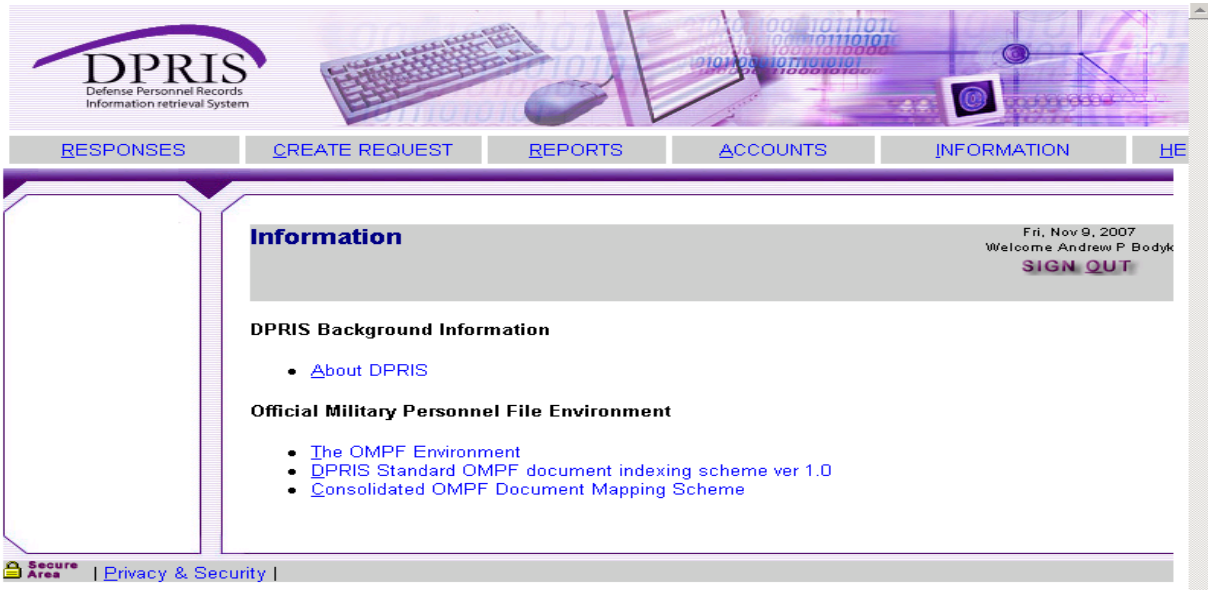


Figure 3-18. Password Option

DPRIS WEB INFORMATION

The Information page (shown below) provides historical and background information on DPRIS Web and the OMPF Environment.



DPRIS WEB HELP

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, you are taken to the Help area of the Website. Figure 3-14 shows the links provided at the secure area Help link.

Figure 3-14. DPRIS Web Secure Area Help Options

The Assistance Form link will take you to the DPRIS Web Assistance Form (Figure 3-15 on the following page). The Frequently Asked Questions link will provide you with regularly asked questions and answers concerning DPRIS Web. The Help On Images link provides you with information concerning documents available in the Services' OMPF systems. The Downloads links give you the capability to download the most recent versions of the DPRIS Website Users Guide, DPRIS Training Curriculum, and the MS PowerPoint slides used in conjunction with the training curriculum.

To communicate with the DPRIS Web Help Desk, you would initially click on the Assistance Form option. A screen will be displayed containing the Assistance Form. This form is designed both for routine DPRIS Web users and for managers and systems administrators. It allows you 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.

Figure 3-15 displays the Assistance Form. You are required to select options in the top sections of the form to specify the general nature and urgency of the communication.

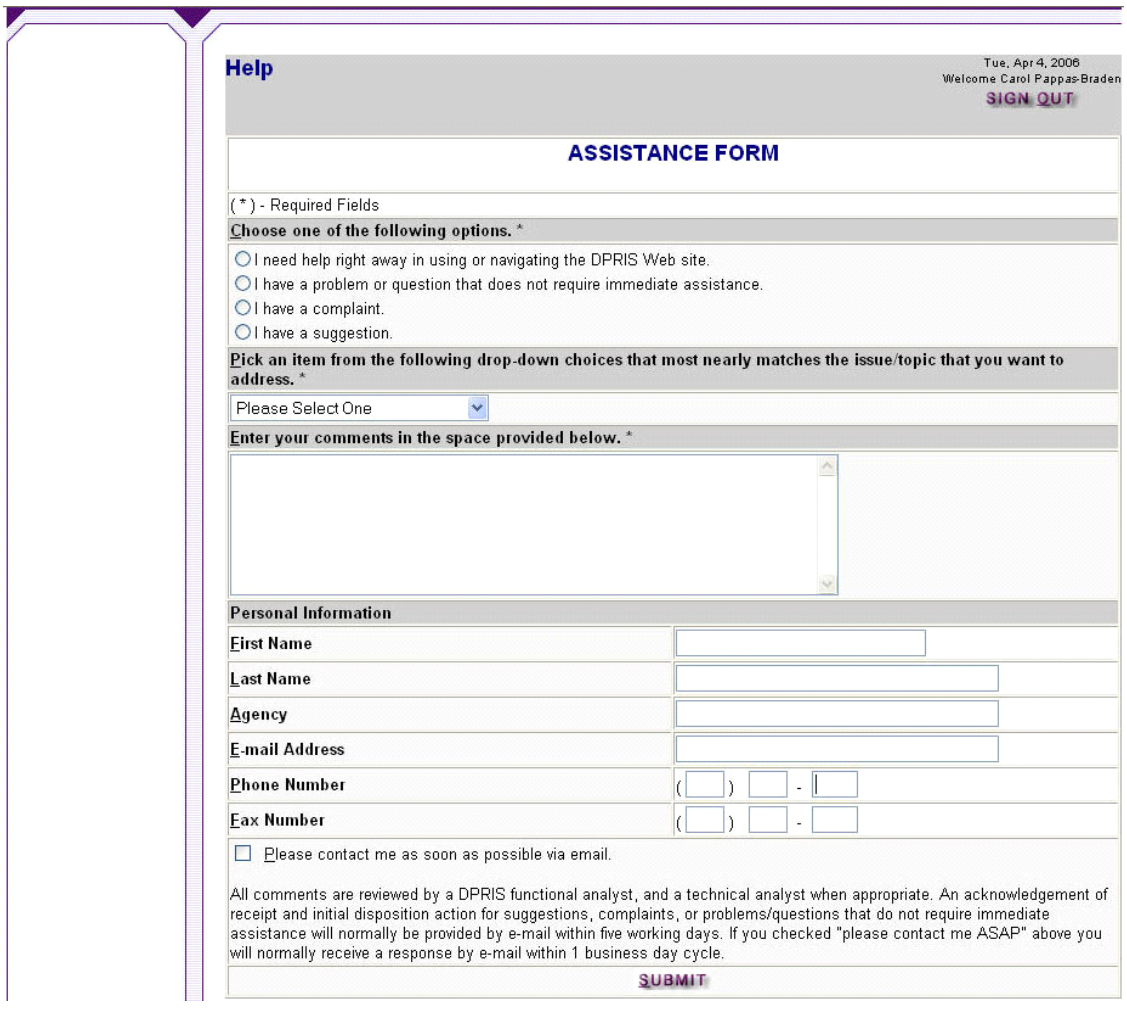


Figure 3-15. DPRIS Web User Assistance Form

A Comment section on the User Assistance Form allows you to type up to 500 characters of pertinent information pertaining to their comment or question. Once the form has been completed, it can be submitted by clicking the *Submit* button at the bottom of the form.

If the submitted form is a request for assistance, a DPRIS Web functional or technical specialist will attempt to contact you within 24 hours. If the form is used to provide feedback or a suggested system change, you will be contacted via e-mail or phone by a member of the DPRIS Web Support Team to acknowledge you 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

If any other issues arise with DPRIS Web that does not fall into any of the previous categories, then please contact the VBA Central Office for assistance at the following e-mail address: **VAVBAWAS/CO/PIES**.

Review Exercise

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 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. Name a category for which the DPRIS Web metrics reports have been segregated.

10. What should the DPRIS Web Help Desk using the Assistance Form be used for?

    a. To submit suggestions to improve the DPRIS Web user interface and functional design.
    b. To report deficiencies and problems encountered with the performance of DPRIS Web.
    c. To request technical or operational assistance.
    d. All of the above.