

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.

PRO-File Survey

- All data entered into PRO-File Survey is removed from the NIPR and transferred to the SIPR Joint Personnel Recovery Agency (JPRA) Personnel Recovery Mission Software (PRMS) site.
- The only information that remains on the NIPR PRO-File site is:
 - Date submitted and duration of submission
 - Grade, last name, first name and middle initial
 - Completion status and date
 - Certificate and record numbers
- Once transferred, the data is used to populate a digital DD Form 1833 (ISOPREP) on PRMS SIPRnet.
- PRO-File is the only approved means for Army personnel to fulfill the digital ISOPREP requirement on Unclassified systems.

Task

All Soldiers, Civilians, and Army Contractors will complete a PRO-File survey prior to traveling OCONUS in any official status.

Conditions

- A PC running Microsoft Windows® (Gov or personal) with internet access
 - Windows XP Internet Explorer 6.0
 - Windows XP Internet Explorer 7.0
 - Windows Vista Internet Explorer 7.0
 - Many users have used Firefox® 3 or Windows Vista Internet Explorer 8.0 with no reported problems.
- Valid AKO username and password
- Two digital photographs (see slides 10 and 11 for acceptable photographs)
- A computer printer to print completion certificate (recommended, but not required)

Standard

Given a laptop with internet access and 30 minutes of uninterrupted computing time, individual will 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

- Log into the PRO-File home-page at <https://medinah.sed.apg.army.mil/PRO-File/>
 - Login with CAC, or
 - AKO Username and password

PRO-File Pre-OCONUS travel File

Powered By AKO Authentication **AKO** ARMY
SEC BMA-ESD-ASD-ADB

Login with CAC

AKO Username

Password

Login with AKO Username/Password

Terms of Use / Terms of Service

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests — not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

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

PRO-File Pre-OCONUS travel File

home | **faq** | survey

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About This Site

Before any soldier deploys or goes on TDY Outside the Continental United States (OCONUS), they must complete a **Pre-OCONUS travel File (PRO-File)**.

Before completing the survey, be sure to review the **privacy/security** information.

Once you are ready, proceed to the **survey**.

contact us | [privacy/security](#) | conformance: W3C HTML 4.01 | W3C CSS 2.1 | [SFO](#) | 800:600SAFE content updated 2007-04-30

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

PRO-File Pre-OCONUS travel File

home | **faq** | survey | **certificate**

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Note

Records indicate that you already completed a PRO-File survey on 2005-05-05 05:05:05.

You may view your **Certificate of Completion** by clicking on the **certificate** navigation link.

About This Site

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.

Data Entry

- 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 **can not** be submitted unless they are all filled-in.
- Fields marked with a **blue tilde (~)** provide vital information and **should be completed** to the best of their ability.

Pre-OCONUS travel File

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[home](#) [faq](#) [survey](#)

Privacy and Security

PRIVACY ACT STATEMENT

Authority: 10 U.S.C. Sections [1501](#), [1502](#), [1513](#); [EO 9397](#).

Sections 1501 through 1513 of Title 10 are the Missing Persons Act provisions and establish general authority for Personnel Recovery. Executive Order 9397 allows the use of SSN for identification purposes.

PRINCIPAL PURPOSE(S): It is essential to the Personnel Recovery effort for the protection of recovery forces from enemy entrapment. The social security number is used to ensure positive identification.

ROUTINE USE(S): It will be completed by Army forces and civilians who may accompany Army forces while deployed in potentially hostile territory. It contains personal information that may be used to ensure positive identification, to facilitate medical treatment, and to assist in reintegration upon recovery.

DISCLOSURE: The information is necessary since it affects the entire Personnel Recovery mission and effect on individual of not providing information could result in delay or failure of recovery effort.

Military Personnel:	Completion of the survey is mandatory .
Civilian Personnel:	Completion of the survey is mandatory for all deploying civilians IAW Army G-3/5/7 guidance (June 2005). If you do not agree to voluntarily disclose your information, notify your supervisor to request alternate means of fulfilling this requirement.

Cookies

Access to this web site requires that cookies pass properly between your web browser and this web server. Cookies are required in order to be able to login using AKO Single Sign-On.

JavaScript

Access to this web site requires that JavaScript be enabled in your web browser. JavaScript is required in order to be able to login using AKO Single Sign-On.

[contact us](#) | [privacy/security](#) | [conformance](#) | | | |

content updated 2007-05-22

Data Entry

Photo file criteria:

- Photo file types: png, gif, bmp, jpg, or jpeg
- Max file size: 200Kb
- Pixel Minimum: 200x200 pixels

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.

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

Fields marked * are **mandatory**. If you have no answer, enter **NA** or **N/A** (Not Applicable) or **unknown**.
Fields marked ~ are **recommended**. You must complete these fields if they apply to you.
You must complete the entire survey in one session. You can not save or submit a partial survey.

Name	
Grade	E-1
Last Name	Smith
First Name	John
Middle Initial	Q
Go By Name *	<input type="text"/>
Photos	
Face - Front *	<input type="text"/> <input type="button" value="Browse..."/> <small>max file size: 200K upload until satisfied</small>
<p>You Must Upload a Photo</p> <p>Click the above button to choose a photo</p> <p>The photo must be <i>at least</i> 200x200 pixels</p> <p>The size of the file must be <i>less than</i> 200K</p> <p>The photo should only be from the neck up</p> <p>You do not need to be in uniform</p>	
Date Front image taken *	<input type="text"/> YYYY-MM-DD (you must include the dashes)
Face - Profile *	<input type="text"/> <input type="button" value="Browse..."/> <small>max file size: 200K upload until satisfied</small>
<p>You Must Upload a Photo</p> <p>Click the above button to choose a photo</p> <p>The photo must be <i>at least</i> 200x200 pixels</p> <p>The size of the file must be <i>less than</i> 200K</p> <p>The photo should only be from the neck up</p> <p>You do not need to be in uniform</p>	
Date Profile image taken *	<input type="text"/> YYYY-MM-DD (you must include the dashes)

Example Photos

Unacceptable



Natural hair color is required. Hats are not allowed, eyewear is not recommended.



No obstructions to full view of head and facial features. (Head facing to either side, not front)

Acceptable



Right profile view is preferred.

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

• 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)

The screenshot shows a data entry form with several sections. Red arrows point from the text boxes on the left to the following fields in the form:

- From the first text box to the **Blood Chit #** field.
- From the second text box to the **Ethnic Group** field.
- From the third text box to the **Unit Identifier Code (UIC)** field.
- From the fourth text box to the **Shirt Size** field.

Personal Info

Gender *

Birth Date * YYYY-MM-DD (you must include the dashes)

Blood Type *

Height * Feet Inches

Weight * lbs

Hair Color *

Eye Color *

Religious Preference *

Blood Chit # you must enter your # if you have one, otherwise enter: n/a

Identifying Marks/Scars/Tattoos *

Known Medical Conditions and Prescriptions * 0 out of 200 characters max.

Nationality/Citizenship - Primary

Nationality/Citizenship *

Citizenship - Secondary

If you have a Secondary Citizenship check this box.

Secondary Citizenship

Heritage

Ethnic Group *

Accent * Enter none for no accent.

Service Info

Branch Of Service/Agency/Dept *

Unit Identifier Code (UIC) * (if non-military, enter n/a)

Uniform Data

Shirt Size * Pant Size * Hat Size *

Boot: Type * Size * Width *

Data Entry

- SERE (Survival Evasion Resistance & Escape) Training:

check this box. Uncheck this box if this does not apply to you.

*

*

* SERE 100

* Level B Peacetime/Government

Level B Wartime/Hostage

Level C Peacetime/Government

Level C Wartime/Hostage

- High/Medium Risk of Isolation Training if applicable

- Authentication Number (user develops their own)

- 4 digits
- No sequences of three or four digits (NOT:1234,1239,9871)
- No zeros. No duplicate digits (NOT:5113)
- NOT last four of your SSN

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

SERE Training 1

If you took SERE training check this box. Uncheck this box if this does not apply to you.

Type*

Year* Month*

Location*

Comments

SERE Training 2

If you took a 2nd SERE training check this box.

Type*

Year* Month*

Location*

Comments

SERE Training 3

If you took a 3rd SERE training check this box.

Type*

Year* Month*

Location*

Comments

High Risk of Isolation (HRI) Training

If you completed any HRI training check this box.

AFRICOM HRI Training Date YYYY-MM-DD (you must include the dashes)

CENTCOM HRI Training Date YYYY-MM-DD (you must include the dashes)

EUCOM HRI Training Date YYYY-MM-DD (you must include the dashes)

PACOM HRI Training Date YYYY-MM-DD (you must include the dashes)

SOUTHCOM HRI Training Date YYYY-MM-DD (you must include the dashes)

Moderate Risk of Isolation (MRI) Training

If you completed any MRI training check this box.

AFRICOM MRI Training Date YYYY-MM-DD (you must include the dashes)

CENTCOM MRI Training Date YYYY-MM-DD (you must include the dashes)

EUCOM MRI Training Date YYYY-MM-DD (you must include the dashes)

PACOM MRI Training Date YYYY-MM-DD (you must include the dashes)

SOUTHCOM MRI Training Date YYYY-MM-DD (you must include the dashes)

Authentication

Authentication Number* 4 digits. No sequences of three or four digits (NOT:1234,1239,9871). No zeros. No duplicate digits (NOT:1001). NOT last four of your SSN

Primary Language Capability

Language*

Comments

0 out of 150 characters max.

Other Language Capability

Description/Comments

0 out of 250 characters max.

Data Entry

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

- Home of Record: use the same information that appears in your ORB/ERB or other official DoD records (DD Form 93)

Primary Next of Kin	
Name*	<input type="text"/>
Primary Next of Kin - Contact Info	
If this person is deceased	<input checked="" type="checkbox"/> uncheck this box.
Street Address*	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text"/>
U.S. Zip Code*	<input type="text"/> (#### or ####-####)
Phone*	<input type="text"/>
Parent #1	
Name*	<input type="text"/>
Parent #1 - Contact Info	
If this person is deceased	<input checked="" type="checkbox"/> uncheck this box.
Street Address*	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text"/>
U.S. Zip Code*	<input type="text"/> (#### or ####-####)
Phone*	<input type="text"/>
Parent #2	
Name*	<input type="text"/>
Parent #2 - Contact Info	
If this person is deceased	<input checked="" type="checkbox"/> uncheck this box.
Street Address*	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text"/>
U.S. Zip Code*	<input type="text"/> (#### or ####-####)
Phone*	<input type="text"/>
Home of Record	
Street Address*	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text"/>
U.S. Zip Code*	<input type="text"/> (#### or ####-####)

Data Entry

• Special Family Situations –
In the event that you become an Isolated Person* (IP) these are situations that your Command may need to know to assist and support your family during your absence.

- * Isolated
- * Detained
- * Missing
- * Captured

Children at Home - Child 1

If you have 1 or more children at home check this box.

Name - Child 1*

Birth Date - Child 1* YYYY-MM-DD (you must include the dashes)

Children at Home - Child 2

If you have 2 or more children at home check this box.

Name - Child 2*

Birth Date - Child 2* YYYY-MM-DD (you must include the dashes)

Children at Home - Child 3

If you have 3 or more children at home check this box.

Name - Child 3*

Birth Date - Child 3* YYYY-MM-DD (you must include the dashes)

Children at Home - Child 4

If you have 4 or more children at home check this box.

Name - Child 4*

Birth Date - Child 4* YYYY-MM-DD (you must include the dashes)

Special Family Situations

Description/Comments

0 out of 100 characters max.

Additional Info

Provide any necessary additional information

Contractor Company Info

If you are a contractor check this box.

Company Name*

Company POC

0 out of 250 characters max.

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

In order to receive a full **Completion Certificate**, you must:

- Provide answers in at least **4** of the following **BACKGROUND** sections, and
- Provide at least **4** answers in each of those 4 sections

This information will be **vital** should you become isolated, missing, detained or captured. Therefore, **DO NOT** enter inaccurate or untruthful information.

If you are unable to complete at least 4 of the following BACKGROUND sections, immediately notify your supervisor and/or Personnel Recovery Officer (PRO).

BACKGROUND Questions

Affirmation * By checking this box, I affirm that any and all information I provide for the following **BACKGROUND** sections is accurate and truthful.

BACKGROUND - First Pet

If you had a pet check this box. Uncheck this box if this does not apply to you.

Gender (If you had more than one pet, you must pick one.)

Name

Type (cat, dog, etc.)

Breed

Color

Age of pet at death (or na if still alive)

How I got this pet (parents, gift, stray, pound, breeder, etc.)

BACKGROUND - First Car

If you had a car check this box. Uncheck this box if this does not apply to you.

Make

Model

Year

Color

Number of doors

Roof type (hard top, convertible, t-top, targa, etc.)

How I got the car (bought, built, gift, etc.)

Where I got the car

BACKGROUND - High School Activity

If you were involved in an activity check this box. Uncheck this box if this does not apply to you.

Type (football, basketball, club, society, etc.)

Position

Year (freshman, sophomore, junior, senior)

Uniform color

Mascot

Number of years involved (freshman, sophomore, junior, senior)

Team accomplishments

My accomplishments

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.**

- 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 an Isolated Person.

BACKGROUND - First Non-Military Residence Away From Home

If you had a non-military residence check this box. Uncheck this box if this does not apply to you.

Type (apartment, dorm, house, trailer, etc.)

How I paid (rent, lease, own, share, barter, etc.)

Number of floors (for the entire building)

Number of bedrooms (for the entire building)

Number of bathrooms (for the entire building)

Main color (of the entire building)

Location (city, state)

BACKGROUND - First Girlfriend or Boyfriend

If you had a Girlfriend or Boyfriend check this box. Uncheck this box if this does not apply to you.

Gender

Name

Nick name

Where we met

What year we met

Hair color

First date

Annoying habits

BACKGROUND - First Non-Military Job

If you had a job check this box. Uncheck this box if this does not apply to you.

Company name

Type

Location (city, state)

Boss name

Indoors or outdoors (or both)

Special training

Duration (years, months)

By clicking the submit button, I affirm that the information I have provided on this form is complete and accurate, and attest that I understand that provision of this information is voluntary, and that this information is only to be used for identification by Rescue Forces should I become isolated, missing, detained or captured while traveling OCONUS.

submit

Data Entry

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

Message from webpage [X]



The following types of errors and warnings have been highlighted in your browser:

ERRORS: (highlighted in RED)
 text boxes: can not be empty.

for image file selection: you must select an image.

for drop-downs: you must make a selection.

for required checkboxes: you must check the box.

WARNINGS: (highlighted in BLUE)
 text boxes: should not be empty.

for drop-downs: you should make a selection.

All RED highlighted fields are REQUIRED. If you don't have an answer, enter NA or N/A (Not Applicable) or unknown.

OK

Data Entry

- 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.

PRO-File Pre-OCONUS travel File Powered By AKO Authentication SEC-ITED-RSD

home faq survey logout

Fields marked * are **mandatory**. If you don't have an answer, enter NA or N/A (Not Applicable) or unknown.
Fields marked ~ are **recommended** -- you must complete these fields if they apply to you.

Name	
Grade	E-1
Last Name	Smith
First Name	John
Middle Initial	Q
Go By Name *	<input type="text"/>

Photos

Face - Front * max file size: 200k



Date Front image taken * YYYY-MM-DD (you must include the dashes)

Face - Profile * max file size: 200k

You Must Upload a Photo

The size of the file **MUST NOT** be more than 200k

Any picture of you is OK.
You do not need to be in uniform.

Date Profile image taken * YYYY-MM-DD (you must include the dashes)

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 be printed and presented to the user's supervisor or Personnel Recovery Officer (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

PRO-File Pre-OCONUS travel File

home | **faq** | survey | certificate | [logout](#)

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-8AAE-4382-96F9-51FD4997EBBA}

[print...](#)

[contact us](#) | [privacy/security](#) | [performance](#) | W3C HTML 4.01 | W3C CSS 2.1 | 800x600 SAFE

Submitted information can not be retrieved by the individual.

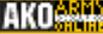
To reproduce certificates return to log-in screen and select certificate from the tabs at the top of the page.

PRO-File Manager Search

- A variety of searches may be performed
- Search functions are available to all users E-6 and above
- 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.


PRO-File

Pre-OCONUS travel File

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home
faq
survey
manager - search
logout

Search all entries

Last name

Is exactly

First name

Begins with

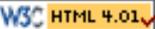
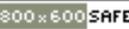
Middle initial

Is exactly

Filter

Only show each user's most recent entry

Note: searches are not case-sensitive.

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PRO-File Manager Search Results

- 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** (duration) 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.

PRO-File Pre-OCONUS travel File

home | **faq** | survey | certificate | **manager - search** | logout

Search results
 (Last name is exactly "smith" AND First name begins with "j") AND only show each user's most recent entry

found 4 entries

#	Submitted	dur	Gr	Last	First	M	Completion	Completion Certificate # / Record #
1	2007-03-30 13:00	1:45	E6	Smith	J		Full	{20E2FB09-5CB9-412C-9818-331605329842}
2	2007-03-29 10:58	27:20	E3	Smith	James	L	Full	{3E3B7887-ZZ7D-424F-A082-5300E726F129}
3	2007-03-21 16:02	12:29	E6	Smith	John	Q	Full	{4DD8E708-E220-30E8-Z252-81826D4E3FFE}
4	2007-03-21 12:39	79:07	E5	Smith	Jonathon		Partial: 3 of 4	{56ED270F-460C-4Z9F-52A5-3305F321132D}

Search all entries

Last name: Is exactly search
 First name: Begins with search
 Middle initial: Is exactly search
 Filter: Only show each user's most recent entry

find all of the above | find any of the above

Note: searches are not case-sensitive.

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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

• 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.

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

- ALARACT 098-2010 (HQDA Updated Guidance for Personnel Recovery Mission Software(PRMS) and PRE-OCONUS Travel File(PRO-FILE).pdf)
- 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.

Frequently Asked Questions

- *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.

Frequently Asked Questions

• 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.
- All users, E-6 and above, can search for completion certificates

• 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?

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

Frequently Asked Questions

•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.
 - 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 on the SIPRnet.

•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.

Frequently Asked Questions

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

- Keep a copy of your certificate for your records.
- 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.
- The data must be reviewed and/or updated periodically in PRMS.
- The period of time your file remains valid is dependent on Combatant Commander policy guidance.