

## **Interactive Personnel Electronic Records Management System (iPERMS) Frequently Asked Questions (FAQs) – For Soldiers**

### **Q. What version of Internet Explorer (IE) should I use to view my Official Military Personnel Files (OMPF)?**

A. Currently IE 6 or 7 or below. IE8 and above will prevent you from viewing your OMPF; IE8 has not been approved by the Army Gold Master (AGM).

### **Q. Do I need a Common Access Card (CAC) to access my files?**

A. Yes, unless you are on your local Store and Forward server.

### **Q. How do I access iPERMS?**

A. Access the following URL – <https://iperms.hrc.army.mil/rms/login.jsp>.

### **Q. I just renewed my CAC but I can't access my iPERMS. What is wrong?**

A. You have to remove the old certificates. To do so, take the following steps:

1. Go to [www.us.army.mil/](http://www.us.army.mil/)
2. Enter your AKO username/password (You cannot select "CAC LOGIN" to perform this action)
3. Select "My Account"
4. Select "Account Information"
5. Under the Login Options, select "CAC/Cert Registration"
6. Select "Clear Registered Information"
7. At this point, you should see a Blue box (Your CAC information has been successfully cleared)
8. Select "Register"
9. Enter your AKO Password
10. Select "Register"
11. You should see "Success: Your certificate has been registered". If so, print the screen for your records

### **Q. I received an error message stating, "Unable to open files C:\Documents and Settings\user name\Local Settings\Temporary Internet Files\Content.IE5\folder\image name.tif"? What do I do?**

A. This problem may be caused by temporary files cached in IE. You may NOT have the administrative rights to make changes to these settings and may need to contact your Information Management Officer or contact your local Information Technology (IT) help desk. To clear the IE cache, take the following steps:

For IE 6:

1. Select "Tools" and then select "Internet Options." This prompts the "Internet Options" dialog to open
2. In the General tab, click "Delete Cookies"
3. Click "Delete Files"
4. Click "OK," which prompts the Internet Options dialog to close
5. Close IE

For IE 7:

1. Select "Tools" and then select "Internet Options." This prompts the "Internet Options" dialog to open
2. In the General tab, click "Delete." If Delete is grayed out, choose "Settings" to "View Files," and select all the items and press the "Delete" key
3. If the Delete button is available, then click "Delete All"
4. Click "OK," which prompts the Internet Options dialog to close
5. Close IE

**Q. I just received a "no record found" error message after logging into the iPERMS. My CAC is valid. How can I fix this?**

A. A Soldier who receives a "no record found" error message after logging into the iPERMS using a valid CAC should review the following options that apply.

For IE 6 - Clear the Internet cache on the local PC, by taking the following steps:

1. Open IE
2. Select "Tools" and then select "Internet Options." This prompts the "Internet Options" dialog to open
3. In the General tab, click "Delete Cookies"
4. Click "Delete Files"
5. Click "OK" and the Internet Options dialog closes
6. Close IE

For IE 7 - Clear the Internet cache on the local PC, by taking the following steps:

1. Open IE
2. Select "Tools" and then select "Internet Options." This prompts the "Internet Options" dialog to open
3. In the General tab, click "Delete." If Delete is grayed out, choose "Settings" to "View Files," and select all the items and press the "Delete" key
4. If the Delete button is available then click "Delete All"
5. Click "OK," which prompts the Internet Options dialog to close
6. Close IE

If the user is trying to login through AKO, close out of AKO and try logging into <https://iperms.hrc.army.mil/rm> with his/her CAC.

Users that do not have a Soldier record in iPERMS and have no permissions on the system will also receive this message. This user should follow up on his/her request for access. Roles are automatically removed when a user does not use the link for that access assignment for 90 days in iPERMS. In addition, a role is automatically removed 365 days after assignment.

Soldiers who have no documents in their record also can receive this message. New Soldier accessions automatically populate with documents. If you have contacted your S1, Regional Readiness Command or Military Personnel Office and they have confirmed that there are no documents in your record, please contact Mr. Vernell Hill at [ngb\\_perms@ng.army.mil](mailto:ngb_perms@ng.army.mil).

**Q. Many of my documents are in more than one folder. For example, my Officer Evaluation Reports (OERs) are in the Performance and the Military Records Personnel Jacket (MPRJ). Why are they like that?**

A. Your files are setup by name and Special Identifier SID. Based on the naming convention, many documents default to one or more folders, up to 4. There are a few that only default to one, such as those named "Restricted".

**Q. My Board File has duplicates. Does this mean that my iPERMS is the same way?**

A. No, it just means that your Board File has yet to be purged.

**Q. Who uploads my Board File?**

A. HRC- FT Knox.

**Q. What is a duplicate document?**

A. One that is identical with the same name, date and orientation.

**Q. Where do I send my documents to upload into my file?**

A. Your State Domain Manager (DM).

**Q. How long does it take to post to my iPERMS?**

A. Depends on the State's mission, personnel and requirements However, 2 weeks is a reasonable amount of time.

**Q. How can I track my OER?**

A. Send and track your OERs electronically through AKO My Forms at <https://www.us.army.mil/>. Once submitted to HQDA to process it takes 24 - 72 hours to view at <https://www.isdrad16.army.mil/iwrs/> once you can view your reports at this site it should take no longer than 7-10 business days to reach your OMPF. If it takes longer, you need to contact your administrator.

**Q. The system said that I have a record but I can't see it. What can I do?**

A. Contact your state Domain Manager (DM). If you don't know your DM, contact your MILPO or e-mail [nqb\\_perms@ng.army.mil](mailto:nqb_perms@ng.army.mil) for assistance.

**Q. What is a Forged document?**

A. A document or instrument which is used with the intent to deceive, trick or some dishonest means to deprive another of his/her/its money, property or a legal right.

**Q. If I knowingly create, alter, modify in handwriting, typewriter generate, computer-generate, print, or engrave a document that is for entry into my OMPF, am I guilty of fraud?**

A. It is illegal to alter/modify documents for entry into OMPF. If found guilty, the perpetrator may be required to pay fines and/or serve jail time.

**Q. I am unable to print documents and/or am unable to see beyond page one of a multi-page document from iPERMS. Why?**

A. This issue may be caused by one of two potential problems:

- **Problem 1:** QuickTime may be the application configured to launch when Tagged Image File Format (TIFF) files are opened.
- **Solution 1:** When QuickTime is installed on a PC it can take over the ability to view TIFF images and prevent documents from printing properly. There are two choices to resolve this issue:

- Modify the Apple QuickTime settings so that it does not automatically open TIF and TIFF files
  - Uninstall Apple QuickTime from the PC.
  - \*If you do not have administrative rights to make the recommended changes, contact the Information Management Officer (IMO) or Information Technology (IT) help desk for assistance.
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- **Problem 2:** You may have downloaded a copy of your record and are trying to find the documents in the Zip file.
  - **Solution 2:** If the issue is that you downloaded a copy of your record and are trying to find documents in the Zip file. Have the Soldier extract the contents of the zip file to a separate folder and locate the index.htm file to locate the documents in the record.

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