

Account Registration for Members with a Common Access Card**I NEED AN AKO and PSLC ACCOUNT**

If you need an Army Knowledge Online (AKO) and a DoD PSLC account, navigate to the DoD Patient Safety Program (PSP) Web site, <http://health.mil/dodpatientsafety>:

1. On the right side of the screen is a PSLC box, click **Register for an Account**.
2. The **Account Registration pop-up** displays. Make sure your CAC is inserted into your computer's CAC reader, and click **Register with a CAC**.

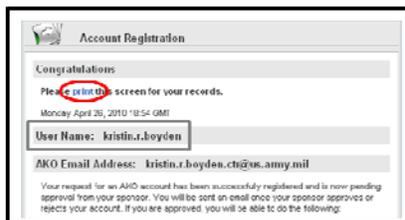


Complete the online registration form:

3. The first 2 steps require you to enter your social security number and then your date of birth.
4. If you are asked to provide a sponsor, enter **your Sponsor as joint.training** (joint.training is the username for your Sponsor, Joint Knowledge Online (JKO)).

NOTE: This is case and space sensitive, so enter it exactly as shown on this job aid.

5. After you complete the remaining steps, and submit your registration, a **Registration Confirmation page** displays. Write down your **Username** and **Password** in a safe place, and **save this page**.



Confirm your account registration and immediately request approval:

6. After you complete your online registration, you **must email the PSLC Support Team** to have your account approved. Include the following information in your email to the PSLC Support Team, psp_pslc@bah.com:
 - Subject: **AKO Account Approval**
 - Body of Message Containing:
 - Your **AKO Username**
 - Your **Service** or **Organization**
 - **Who Referred You** to the DoD PSLC
 - Your **Primary Job Title**
 - Do You **Perform Patient Safety Manager Responsibilities**
 - Are You **Positioned at a Military Treatment Facility**
 - Your Exact **Location Name, State, Country**

I HAVE, OR HAD, AN AKO ACCOUNT, BUT NEED A PSLC ACCOUNT

If you have a **current Army Knowledge Online (AKO) account**, or you **had an AKO account in the past that has been deactivated***, you must follow the step below to register for a DoD PSLC account.

1. Email the **PSLC Support Team**, psp_pslc@bah.com, with the following information:
 - Subject: **PSLC Account Approval**
 - Body of Message Containing:
 - Is Your **AKO Account Active** or **Has it Been Deactivated After a Long Period of Non-Use**
 - Your **AKO Username** (if you do not remember your username, please give your full legal name and the last 4 digits of your SSN)
 - Your **Service** or **Organization**
 - **Who Referred You** to the DoD PSLC
 - Your **Primary Job Title**
 - Do You **Perform Patient Safety Manager Responsibilities**
 - Are You **Positioned at a Military Treatment Facility**
 - Your Exact **Location Name, State, Country**

NOTE: AKO accounts are typically deactivated after a long period of non-use. **If you believe your account has been deactivated, you do not need to go through the AKO registration process again; following the step above, let the PSLC Support Team know, and we will work with you to get it reactivated.**

I NEED HELP...

The PSLC Support Team is available to you for live support with account registration.

You can ask questions and get troubleshooting tips via email, or request to walk through the registration process with a member of the PSLC Support Team. Registration typically takes about 10 minutes.

To contact the PSLC Support Team, email psp_pslc@bah.com.