

DoD PSLC Account Registration Job Aid for Members without a Common Access Card**I NEED AN AKO and a DoD 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. Under the DoD PSLC Login box on the right side of the screen, 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 without a CAC**.

Complete the online registration form:

3. First step, enter your social security number.

NOTE: If you get the **SSN Not Found** message, select **Contractor** as your **account type**.

The screenshot shows the 'Account Registration' form. The 'Account Type' dropdown menu is open, and 'Contractor' is selected. Other options include 'Employee' and 'Joint Training'. Below the dropdown, there are checkboxes for 'Joint Case' and 'Public User'.

4. Enter your **Sponsor** as **joint.training**.

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 **User Name** and **Password** in a safe place, and **save this page**.

The screenshot shows the 'Registration Confirmation' page. It displays the user name 'johndoe' and the password '1234567890'. Below this, it shows the AKO Email Address: johndoe.kyle@us.army.mil. There is a note at the bottom: 'Your request for an AKO account has been successfully created and you now control access from your computer. You will be sent an email once your sponsor approves or rejects your account. If you are registered, you will be able to do the following:'

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:
 - Email to: psp_pslc@bah.com
 - Subject: **AKO Account Approval**
 - Body of Message Containing:
 - Your **AKO User Name**
 - Your **Service** or **Organization**
 - **Who Referred You** to the DoD PSLC?
 - Your **Primary Job Title**
 - Do you **perform any Patient Safety Manager responsibilities**?
 - Are you **positioned at a Military Treatment Facility (MTF)**?

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

If you have a current 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** with the following information:
 - Email to: psp_pslc@bah.com
 - 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 User Name** (if you do not remember your user name, 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 any Patient Safety Manager responsibilities**?
 - Are you **positioned at a Military Treatment Facility (MTF)**?

NOTE: AKO accounts are typically deactivated after a long period of non-use. **If 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 or get troubleshooting tips via email, or request to walk through the registration process with a member of the PSLC Support Team. Registration generally takes about 10 minutes.

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