# Personnel Recovery-Isolated Personnel Report (ISOPREP) Problems

- **Army  Travelers:** https://medinah.sed.apg.army.mil/pro-file
- **OR** https://prmsglobal.prms.af.mil/prmsconv/profile/survey/survey.aspx
- **PRMS Helpdesk: 586-239-3701 (DSN 312-273-3701)**
- If you are trying to access the PRO-FILE system, encountering a white screen error, or being redirected to the JSETS site being asked to "Register your CAC", follow the steps below:

- Please ensure you are on a .mil or .gov domain computer.  PRO-FILE is not accessible via home or from libraries on base.

- 1. Clear your Temporary Internet Files, Cookies, and Form Data (Tools>Internet Options>Delete Browsing History) and from the same Internet Options select the Content tab and then Clear SSL State.

- 2. Close all Internet Explorer browsers

- 3. Re-enter the URL above (manually)

- 4. When logging on with the CAC select the NON-Email choice.

- 5. As soon as your return to the form, begin the process by entering the photos prior to entering ANY OTHER DATA.  Skip your name and all the fields above Photos.

# ISOPREP/PRO-FILE problems continued

- 6. After uploading the photos, proceed to the rest of the form.  Please ensure that you do not include any special characters in any fields (ie. "NA" rather than "N/A")

- 7. ONLY do FOUR of the six statements and for any section follow the format of the answer as/if provided.

- 8. When you click Submit you get the Blue Recommended items,  Ignore them and continue.

- 9. If you get the Certificate GREAT!

- 10. If not, click the back browser button twice.  You'll get back to the form now partially filled in.  Finish it again and then resubmit as you did before (steps 3-5 only) and when you submit this time it should work.