

DoD Patient Safety Learning Center (PSLC) Quick Guide for AKO/PSLC Account: Registering for and Maintaining Your Account



What information is in this Quick Guide?

- A** Registering for Your Account
- B** Renewing Your Account
- C** Resetting Your Password
- D** What You Get with Your Account

A REGISTERING FOR YOUR ACCOUNT

Register for Army Knowledge Online/Defense Knowledge Online (AKO/DKO)

If you have an existing AKO/DKO account, please skip to the next Section: Register for the DoD Patient Safety Learning Center, step #5.

If you need to register for an AKO/DKO account, please proceed with step #1.

1. From the DoD Patient Safety Program (PSP) Web site, <http://dodpatientsafety.usuhs.mil>, click **Register Now** in the DoD PSLC box on the right side of the page. Or, go directly to the DoD PSP Web site, PSLC page, <http://dodpatientsafety.usuhs.mil/pslc.html>.



2. The DoD PSP Web site, PSLC page displays. Scroll down to the **Accounts** section and click **Register for an Account**.

DoD Patient Safety Learning Center (PSLC)

What Accounts Do I Need to Access the PSLC?
The DoD PSLC is intended for DoD, military, and sponsored contractors who are actively engaged in patient safety activities. It is a restricted, Member-based community Wiki hosted on Army Knowledge Online (AKO).

 You must use the [DoD PSLC Accounts Quick Guide](#) to first register for an AKO account, and then request membership to the DoD PSLC.

[Register for an Account](#)

If you are **Active Duty, Reserves, National Guard, or Civil Service**, click **Create Joint Account** and follow the on-screen instructions, and then **skip to step #5**.

For everyone else, click **Create Sponsored Account**, and **proceed with step #3**.

3. Select **Account Type: Contractor**.
4. Enter **Sponsor: joint.training**.
5. Enter all required **registration data**.

NOTE: For faster processing, enter your **email address** on the registration form.

6. Click **Next** to continue to the Username and Password page.
7. Select your **username**.
8. Enter a **password**. Your password must be at least 10 characters long, and contain two numbers, two special characters, two uppercase letters, and two lowercase letters.
9. Select your **Password Questions**, then enter the answers (these fields are case sensitive).
10. Click **Next** to continue; a **Registration Confirmation page** displays.
11. **After submitting your registration**, you will receive an email indicating your account has been created, but you will need to wait for sponsor approval before you can access AKO/DKO. To **have your account approved**, you must **email the PSLC Support Team immediately**. Include the following information in your email:
 - Email To: psp_pslc@bah.com
 - Subject: **AKO Account Approval**
 - Body of Message Containing:
 - ▶ Your **Username**
 - ▶ Your **Service or Organization Name**
 - ▶ **Referred to PSLC By** (please be specific; include colleague name, briefing/webinar title, newsletter announcement, PSP web site, other)
 - ▶ The **last thing** you did for **Patient Safety**
12. **After your account is approved**, you will receive a confirmation email. You will then have to wait 24 hours for your account to be processed before accessing your account.

 **NOTE:** If you **miss step #11**, your **registration will be denied** and you will have to complete the process again.



Register for the DoD Patient Safety Learning Center (PSLC)

1. After you email the PSLC Support Team and your AKO/DKO account has been approved, the PSLC Support Team will email you the **PSLC Terms of Use**.
2. **Read and digitally sign** the PSLC Terms of Use by typing your name in the space provided in the email.
3. Email your **signed PSLC Terms of Use** to the **PSLC Support Team**.
4. You will then be **added to the PSLC community** and will be **notified via email** of your PSLC membership.

Steps #5-9 are only applicable to existing AKO/DKO members.

5. **If you have an existing AKO/DKO account**, you must **email the PSLC Support Team** to register for the PSLC. Include the following information in your email:

- Email To: psp_pslc@bah.com
- Subject: **PSLC Account Approval**
- Body of Message Containing:
 - ▶ Your **AKO Username**
 - ▶ Your **Service or Organization Name**
 - ▶ **Referred to PSLC By** (please be specific; include colleague name, briefing/webinar title, newsletter announcement, PSP web site, other)
 - ▶ The **last thing** you did for **Patient Safety**

6. The PSLC Support Team will email you the **PSLC Terms of Use**.
7. **Read and digitally sign** the PSLC Terms of Use by typing your name in the space provided in the email.
8. Email your **signed PSLC Terms of Use** to the **PSLC Support Team**.
9. You will then be **added to the PSLC community** and will be **notified via email** of your PSLC membership.

B RENEWING YOUR ACCOUNT

Renew Your AKO/PSLC Account

You will be required to renew your AKO/PSLC account every 150 days. **You will be notified of your account renewal via your Army email account**, so please check this account often. You will have 30 days to renew your account before it will officially expire.

1. When you are notified to renew your account, it is essential that you **immediately email the PSLC Support Team** with the following information:
 - Email To: psp_pslc@bah.com
 - Subject: **Account Renewal**
 - Body of Message Containing:
 - ▶ Your **AKO Username**
 - ▶ Your **Service or Organization Name**
 - ▶ **Supervisor/Direct Chain of Command** (to verify your active standing for account renewal)
 - ▶ The **last thing** you did for **Patient Safety**
2. You will receive a confirmation email that your account has been renewed for another 150 days.

NOTE: If you **do not renew your account in time** and it expires, please **email psp_pslc@bah.com** for next steps.

C RESETTING YOUR PASSWORD

Reset Your AKO/PSLC Password

Your AKO/PSLC account will randomly require you to create a new password at least once every 150 days. If your password expires, you will have to reset it.

1. From the **DoD PSP Web site, PSLC page**, <http://dodpatientsafety.usuhs.mil/pslc.html>, scroll down to the **Support section** and click **Reset Your AKO Password**.
2. You can reset your password one of these ways:
 - With your Common Access Card (CAC), you will need:
 - ▶ Your **CAC** and your **Username** OR
 - ▶ Your **Email Address** used on your initial registration form
 - Without your CAC, you will need:
 - ▶ Access to the **Email Account** used on your initial registration form OR
 - ▶ Answers to your **Security Questions**

D WHAT YOU GET WITH YOUR ACCOUNT

Your Account Resources

By establishing an AKO/PSLC account, you are automatically given an Army email account, access to any course hosted by the Joint Knowledge Online (JKO) portal, and file storage space, as well as a personal profile page where you can add your picture and personal information.