

## FREQUENTLY ASKED QUESTIONS (FAQS)

**Q:** I just recently renewed my tourist or personal passport. Will this meet the requirement?

**A:** No. You will also need a no-fee official passport.

**Q:** I am unfamiliar with the terms, "no-fee," "official," or "diplomatic passports." Do I need to get an additional type of passport, in addition to my personal or tourist passport?

**A:** Yes, your enrollment will require both the Tourist and No-Fee Official Passports.

Please review the information below.

### How to Apply for a Special Issuance Passport Book

Applicants for Special Issuance Passport Books should contact their respective travel offices for further instruction.

- **Military:** Contact your Installation Travel Office.
- **Federal Government Agency:** Contact your Agency headquarters travel office.
- **Peace Corps:** Contact your travel office.
- **Department of State Personnel:** Contact your Bureau Executive Office or Personnel Technician, at <http://intranet.hr.state.sbu/offices/EX/Divisions/AdministrativeDivision/Pages/default.aspx>, or email: [CA-PPT-SIA-Passports@state.gov](mailto:CA-PPT-SIA-Passports@state.gov).

### Applying for and Traveling with a Special Issuance Passport Book

- Official and Diplomatic passport books are special issuance passport books.
- Special issuance passports are **only** issued in book form. There are no special issuance passport cards.
- You may use your special issuance passport book **only** when traveling overseas in the performance of your **official duties**.
- For **personal** travel, you must use a **regular** fee passport book or card.
- You may have **both** a valid regular passport book and a valid special issuance passport book at the same time.
- Dependents authorized to accompany you on official travel **must have their own** special issuance passport books.

- Generally, special issuance passport books are sent to, or picked up by the organization, government agency, or branch of service sponsoring the passport issuance, not the individual. The sponsor of your official travel should appear in the "Mailing Address" block of the application.
- If you are applying for a special issuance passport book at a Passport Agent Acceptance Facility, you will be charged the \$25.00 execution fee; however, you are not required to pay the passport fee.

**Q:** I was able to complete my ISOPREP in the SIPRnet, to include uploading my current photos. Have I completed the ISOPREP requirement?

**A:** Yes. You have completed the ISOPREP requirement but will be required to review it prior to your overseas travel. Please be aware that a small percentage of ISOPREPs sometimes do not upload while attempting to view them and may require your completing the process again. For this reason, it is highly recommended that you complete and save a copy of your ISOPREP and ISOPREP photos to a CD and bring the CD with the completed ISOPREP and ISOPREP photos to your ISOPREP review session once it has been scheduled, and upload the ISOPREP and ISOPREP photos from the CD to the ISOPREP on the SIPRnet PRMS to complete it at that time. Click on [http://www.mc.mil/portals/0/dd%20form%201833\\_isoprep.pdf](http://www.mc.mil/portals/0/dd%20form%201833_isoprep.pdf) to download, print, and review the ISOPREP Form (DD 1833) and ISOPREP completion instructions. This is a fillable form that can be completed online and should be saved to the same CD to where you should save your ISOPREP photos. Your ISOPREP photos must comply with the following criteria:

- Head shots only (1-front full, 1-right profile)
- Business civilian attire only
- White background (not busy)
- Save as .jpg, .gif, or .png file
- File size: 200 KB maximum
- Pixels: 200 x 200 minimum

**Q:** I completed the ISOPREP on an unclassified computer, e.g., NIPRnet. How do I confirm that I have completed the ISOPREP requirement?

**A:** You should have received a certificate (printable) as "proof" that your ISOPREP has been successfully completed and uploaded to the NIPRnet, but you will need to review your ISOPREP prior to your overseas travel. To do this, you must first allow approximately 24-72 hours for the ISOPREP to upload from the NIPRnet to the SIPRnet. The ISOPREP can **only** be reviewed on the SIPRnet. You will be given an opportunity to review the ISOPREP at your scheduled ISOPREP review session and confirm completion of your ISOPREP at that time.

**Caveat:** Please be aware that a small percentage of ISOPREPs do not always upload to the SIPRnet and may require your creating the ISOPREP directly on the SIPRnet and uploading ISOPREP photos from a CD to the ISOPREP to complete it.

**Timesaver!** You may wish to complete and save a copy of your ISOPREP and ISOPREP photos to a CD; bring the CD with the completed ISOPREP and ISOPREP photos to the ISOPREP review session; and, upload the ISOPREP and ISOPREP photos from the CD to the ISOPREP on the SIPRnet to complete it.

Click on [http://www.mc.mil/portals/0/dd%20form%201833\\_isoprep.pdf](http://www.mc.mil/portals/0/dd%20form%201833_isoprep.pdf) to download, print, and review the ISOPREP Form (DD 1833) and ISOPREP completion instructions. This is a fillable form that can be completed online and should be saved to the same CD to where you should save your ISOPREP photos. Your ISOPREP photos must comply with the following criteria:

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- File size: 200 KB maximum
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**Q:** Is everyone required to complete the ISOPREP for international travel?

**A:** Travel to countries in the EUCOM theater requires completion of the ISOPREP by Army military and civilian faculty and students **only**, whereas travel to countries in the AFRICOM, CENTCOM, PACOM, and SOUTHCOM theaters requires completion of the ISOPREP by **ALL** military and civilian faculty and students.

**Q:** How do I access the online SERE training to complete it for overseas travel, if I do not have a Common Access Card (CAC)?

**A:** Please contact the JKO Help Desk at the telephone number or email address listed below for assistance to gain access to the website to complete the requirement. When you receive your CAC, it should be an easier process.

### **JKO Help Desk**

24/7, with the exception of U.S. Federal Holidays

[jkohelpdesk@jten.mil](mailto:jkohelpdesk@jten.mil)

Tel. 757-203-5654

DSN 668-5654

### **About JKO**

Joint Knowledge Online is the enterprise portal system providing convenient access to online joint training and information resources. JKO integrates with other DoD systems and uses the latest advanced distributed learning technologies to provide training courses and resources that better prepare warfighters for joint exercises and operations.

**Q:** I am unable to create a personal password to log into NDU Blackboard. After I clicked on the "Lost Password" option, I was to provide the "email

address supplied on your nomination package." I tried to do this by providing my work and personal email addresses but was not successful. Since the nominations documents went through my parent agency (USAID), could there be another name in the system?

**A:** You should have received (if you haven't already) your login credentials for Blackboard. The NDU IT personnel were planning to send the login credentials out by the end of the first week in July. If you haven't received or do not receive this information soon, please contact the NDU Registrar's Office at 202-685-3616 or Fax: 202-685-3920. (DSN prefix for the telephone and fax numbers is 325.)

**Q:** I am unclear on the process of completing the online training requirements for OCONUS travel with the School. I have set up a JKO account and completed the Cyber Awareness Challenge courses for the State Department and the USAID, but could not find the Survival, Evasion, Resistance and Escape; AT/FP; and Human Rights Awareness training; and the Isolated Personnel Report. Are these in the JKO? What additional online training courses must I complete before I arrive at the School to register during in-processing?

**A:** Please click on the links below to view more information on completing the School's requirements:

<http://es.ndu.edu/People/NewStudentInformation.aspx>

<http://es.ndu.edu/People/NewStudentDocumentPrep.aspx>

To help you get started, you are encouraged to use the checklist, attached, to review and check off the requirements as you complete them.

1. Go to **TRAVEL DOCUMENTATION AND TRAINING** to complete the AT/FP Level 1, SERE 100.2 Level A, Human Rights Awareness, and additional requirements to complete for travel, including the ISOPREP.
2. Go to the **INFORMATION AWARENESS (IA) TRAINING** to complete the IA training. The IA training also addresses the Cyber Awareness topic and meets the Cyber Awareness course requirements you completed for the State Department and USAID.