



Welcome To SOS

Enhance Air- & Space-minded Leaders

Class 25A

SOS Reporting Guide

See our website for more details:

<https://www.airuniversity.af.edu/SOS/Student-Experience/>



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FAQs



Enhance Air- & Space-minded Leaders

For additional FAQs, please see page 5 of the Welcome Letter or head over to our webpage: <https://www.airuniversity.af.edu/SOS/Student-Experience/>

For additional information, feel free to contact SOS student services

- Email sos.od.studentservices@us.af.mil - DSN 493-3231 - COMM (334) 953-3231



Important Dates



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- **Withdraw notification: 5 Oct OR LATER**
- **Class Roster Lock: 16 Oct**
- **ETP Requests Due: 16 Oct, 1200 CST**
- **Flt/CC Contact: 31 Oct, 1630 CST**
- **Class Start: 6 Nov**
- **Class Graduation: 13 Dec**



WITHDRAWALS



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- If at any point you believe you are unable to attend for whatever reason (medical, personal, work, plan to separate, etc.) please reach out to your Training Manager to request an immediate withdraw.
- If the reason is substantiated, your Training Manager will either remove you on the spot (if they have the necessary permissions) or coordinate removal through the base Training Manager or the organization's respective Training Requester Quota Identifier (TRQI).
- **IF YOU ARE ATTEMPTING TO WITHDRAW ON 5 Oct OR LATER**
 - You must include SOS.OD.StudentServices@us.af.mil in your withdraw traffic.
 - Ideally, the withdraw would occur before the 16 Oct 1200 CST roster lock, as withdraws after roster lock are assessed, tracked, and briefed to SOS leadership.



DISS VISIT REQUEST

(Action Required ASAP)



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Students are required to have at least a SECRET clearance to attend SOS classified briefings. As such, Unit Security Managers will need to use DISS to submit a Visit Request for your training requirements annotating your clearance level. Failure to submit a visit request by **Education Day 1 (First day of class)** may prevent you from sitting in on any classified briefing(s). Your Unit Security Manager will need the below information to complete the DISS Visit Request.

- Direct additional questions or concerns to SOS/Security Workflow: SOS.Security.Workflow@us.af.mil.
- **Submit DISS Request BEFORE Day 1**
- Step-by-step instructions for Unit Security Managers to create a visit request in DISS:
 - Log into DISS
 - Click "Create SMO Visit"
 - Click "Find Hosting SMO"
 - Input **SMO Name**: SOS FACULT
 - Select that SMO, and click "Next"
 - Select "**Existing SMO Location**" - The SMO address will appear (125 Chennault Circle), click "Next"
 - Input **Visit Name**: 25A
 - Input **Visit Dates**: (06 Nov-13 Dec)
 - **Access Level**: Secret
 - Reason: TAD/TDY
 - Input **POC name**: Lindsey Hale
 - **Phone number**: (334) 953-8382
 - **POC Email**: SOS.Security.Workflow@us.af.mil and lindsey.hale@us.af.mil
 - Click "Next"
 - Click "Save" This will take you to the visit screen. Click "Add Subject" (Green button on the bottom right)
 - Select "**SMO Subjects**" (or search via SSN)
 - Find the attendee and select the box next to their name. Click "Add"
 - Click "Next" This takes you to the review page, click "Next" again and then "Save"
 - Ensure "Visit Status" says "Active"



Eligibility Requirements

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Read below and ensure eligibility!

Ineligible students will be sent home at parent unit's expense.

- Unit Commanders must ensure their member is physically fit enough to attend and complete SOS.
 - **USAF** (AD, ANG & AFRC) students must have a current and passing Physical Fitness Assessment with no exemptions through the graduation date. **You cannot take a PT test at SOS.**
 - **USSF** students, unit commanders must ensure their members' physical fitness is commensurate with their Air Force counterparts. USSF Students **MUST** be enrolled in the health monitoring program with the wearable device **OR** bring a **CURRENT** and **PASSING** PFA without exemptions on Day 1 of class.
 - **Civilian** students are required to complete and pass all physical components with no exemptions of the USAF Physical Fitness Assessment, as outlined in DAFMAN 36-2905. Civilian Development will determine the timeframe for when PFA scores are due to their office.
- **ALL** (USAF, USSF, Civilian & Int'l Officer) students are expected complete a weekly 5K run, a 10K at the end of the course, and other strenuous activities including climbing, lifting, and hoisting one's body weight, in the central Alabama weather conditions.
- **USAF & Civilians MUST** come with a printed copy of their most recent PFA scores on Day 1 of class, reflecting no exemptions, currency, and overall passing score.
- PT Tests **MUST** stay current through graduation day.

****FAILURE TO MEET ANY OF THE PHYSICAL REQUIREMENTS LISTED ABOVE REQUIRES AN EXEMPTION TO POLICY TO BE SUBMITTED****

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Eligibility Requirements



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- Failure to meet any of the physical requirements requires an Exception to Policy (ETP) to be submitted
- If you have a duty limiting profile (i.e. can't run, lift, jump, etc.) that extends into the course, you will need to submit an ETP
- If you have a pregnancy or post-partum waiver, you will need to email your AF 469 to our student services at sos.od.studentservices@us.af.mil
- If your profile restricts TDYs, then we will also need either an MFR from your PCM or an AF Form 422 allowing you to attend SOS.
- ETP guidance can be found on our SOS Page under the **Eligibility Requirements tab**:
 - <https://www.airuniversity.af.edu/SOS/Student-Experience/>
 - The checklist is a .pdf image under the **ELIGIBILITY REQUIREMENTS ANNOUNCEMENT**
 - Review the chart to determine waiver requirements
- **25A ETP packages must be submitted NLT 16 Oct 1200 CST**
 - Submit ETPs to SOS.OD.StudentServices@us.af.mil
- Depending on the profile date and class notification timeline, ETPs submitted after the deadline **may automatically be denied**
 - NOTE: ETP requests that limit a student's ability to fully participate in SOS physical activities are **typically denied** if the student has additional opportunities to attend SOS after the issue is resolved
 - **Students are expected to participate in all physical activities throughout the course**
 - Direct all ETP questions to SOS Student Services at DSN 312-493-3231 or email at sos.od.studentservices@us.af.mil



Eligibility Requirements



ISSUE	EXCEPTION TO POLICY WAIVER REQUIRED?
Current PT test has exemptions	Yes, unless the exemptions are due to pregnancy or 12-month post-partum deferment period.
Expired PT test due to deployment	Yes, if attending SOS within 42 days after returning from a deployment over 90 days must submit an ETP.
Medical Profile for physical activity	Yes. If your profile also restricts TDYs, then we will also need either an MFR from your PCM or an AF Form 422 allowing you to attend SOS.
Medical Profile for pregnancy	No. However, SOS will need notification along with your AF Form 469. If your profile restricts TDYs, then we will also need either an MFR from your PCM or an AF Form 422 allowing you to attend SOS. Please email sos.od.studentservices@us.af.mil <ul style="list-style-type: none"> - Regular OB/GYN care or appointments are not available through Maxwell clinic. - Discuss with your doctors about attending the course without OB care. - After Day 1, plan a time to speak with training health at the clinic to discuss SOS event participation. - Some events pose a higher risk due to pregnancy.
Medical Profile for post-partum	No. However, SOS will need notification along with your AF Form 469. If your profile restricts TDYs, then we will also need either an MFR from your PCM or an AF Form 422 allowing you to attend SOS. Please email sos.od.studentservices@us.af.mil
Medical Profile with mobility restrictions	No, not required if your profile is only for mobility restrictions and you are able to and not restricted from running, doing push-ups, doing sit-ups, or other physical activities. However, if your profile restricts TDYs, then we will also need either an MFR from your PCM or an AF Form 422 allowing you to attend SOS.
Total Active Federal Service Commissioned Date	No. <ul style="list-style-type: none"> ▪ You are NOT required to submit a TAFCSO waiver to SOS before attending the course. ▪ All TAFCSO waivers should be routed through your MAJCOM/A1 office. -- Note: Some MAJCOMS have delegated the approval authority for TAFCSO waivers to individual Wing Commanders. Consult your MAJCOM A1. ▪ SOS does not need to see your TAFCSO waiver.
Other Issues	If in doubt, email sos.od.studentservices@us.af.mil - Describe your situation and attach available documentation; AF-469, AFMS Fitness Report



Eligibility Requirements

TOTAL ACTIVE FEDERAL COMMISSIONED SERVICE DATE (TAFCS D) WAIVER

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- Per the DAFI36-2686, para 3.2.1. **Eligibility Criteria:**
- 3.2.1.1. All officers in the grade of Captain are required to attend resident Squadron Officer School. Captains (must be pinned on Captain to attend) must have at least 4 but no more than 7 years total active federal commissioned service at class start. **Note:** ANG, AFR, Line of the Air Force – Judge Advocate General (LAF-J), Chaplain Corps, Medical Services Corps, Biomedical Science Corps, Nurse Corps as well as Medical Corps and Dental Corps Captains are excluded from the 4-year minimum.
- 3.2.1.2. The waiver authority for officers attending Squadron Officer School in residence beyond 7 years total active federal commissioned service is the MAJCOM/A1 or FLDCOM/S1, who may delegate to the wing or delta commander or equivalent.
- All TAFCS D waivers should be routed through your MAJCOM/A1 office.
 - Note: Some MAJCOMS have delegated the approval authority for TAFCS D waivers to individual Wing Commanders. Consult your MAJCOM/A1.
- SOS is not involved with the TAFCS D waiver process and does not need notification of nor see your TAFCS D waiver
- SOS does not have a template or know what the process would be as the TAFCS D waiver is owned by the member's MAJCOM/A1 or FLDCOM/S1 and each one is likely different. You have to ask the waiver authority if they have delegated down to the Wing/CC level (or equivalent).



Finance & Travel Info



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- **SOS does NOT handle DTS fund cites, per diem, or orders**
 - Questions should be directed to your unit DTS POC, ODTA/FDTA
 - If you are coming TDY, then you will create your orders on DTS
 - If you are coming TDY-en-Route, your MPF will have SOS listed on your PCS orders
- **SOS does not have a role in the RIP and LOA process**
 - How the process typically goes:
 - Your FSS/Formal Training should be receiving your RIP and sending it you for review and signature.
 - If you do not receive a RIP, please reach out to your Formal Training.
 - If your FSS/Formal Training cannot find your RIP, have them reach out to your MAJCOM/A1 TRQIs to verify your TLN.
 - After your RIP is signed, you need to send it back to your FSS/Formal Training for processing. They need to add your information into the AETC TDY-To-School (TTS) system to generate the fund cite and cross org you.
 - After your RIP has processed by your Formal Training section, AETC TDY-To-School (TTS) will then send an email with the LOA.



Finance & Travel Info



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- **If you didn't receive the TDY-to-School email or cross org LOA**
 - All TDY-to-School (TTS) requests must be submitted through the TTS website or Student Travel Portal (STP). TTS will no longer answer any requests sent outside of these systems.
 - Requests will be answered within three business days. Please allow the three business days to expire before following up.
 - To enhance and increase service to our customers, AETC/FM has developed the STP to assist customers with questions pertaining to their travel. The STP will allow customers utilizing TTS funds for training to submit their questions and receive online support from the AETC/FM TTS team. The system will track and provide the customer with automated updates on inquiries from submission to resolution.
 - TTS website (<https://tdyotoschool.us.af.mil/login>): All requests for TTS funded courses must be submitted through the TTS website. For example, request for quotas, validating training line number (TLN), and cross-org/line of accounting.
 - STP (<https://usaf.dps.mil/teams/AETCFM/aetcfmstp>): All other inquiries must be submitted through the STP.
 - **If this is your first time accessing the STP, you will be prompted to create a profile.**



Finance & Travel Info



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- **SOS does NOT provide transportation from the airport**
- **Government Charge Card (GTCC)**
 - Before you leave for SOS, verify your GTCC is not expired and ready to accept charges
 - GTCC limit must be high enough to cover transportation, lodging, and meals
- **CONUS students:** you are authorized one (1) travel day on either end
 - CONUS Ex: If the course is 18 Sept – 20 Oct, then 17 Sept is the travel day, the 18th is the 1st day of class, the 20th is graduation day, and the 21st is the travel day
- **OCONUS students:** you are authorized two (2) travel days on either end
 - OCONUS Ex: If the course is 18 Sept – 20 Oct, then 16-17 Sept are the travel days, the 18th is the 1st day of class, the 20th is graduation day, and the 21-22 Oct are the travel days
- **Graduation Planning:** Under **NO** circumstances will graduating SOS students make return air travel arrangements out of Montgomery on flights that depart **before 1400 hours (2:00 PM)** on their Graduation Date. **Early departures** that require students to miss graduation must be requested from the student's home station Wing Commander.

Base facilities & amenities:
See 42nd Force Support Squadron website:

<http://www.lifeatthemax.us/>

If you have lodging questions...

Call Maxwell Lodging:

334-953-3931 (Comm)

312-493-3931 (DSN)

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DTS



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Do not book Lodging through DTS!

- SOS books on-base lodging for all students with the Maxwell Air University Inn
- Ignore any Non-Availability Letters generated through DTS or any system-generated email
 - DTS “sees” no available rooms at the Air University Inn since SOS has reserved rooms in advance
 - You DO have a room on-base
- **Non-A slips NOT** received through or in-coordination with SOS will not be honored

- All Students are **required** to stay in on-base Lodging. You must receive pre-approval from SOS to stay off-base. Email sos.od.studentservices@us.af.mil to request approval.
 - Staying off-base is reserved for those students who choose to bring their families.
 - Requests should be sent in **NLT 21 days** prior to class start.
 - You will then be required to book your own lodging off-base. You will be reimbursed up to the Maxwell University Inn lodging rate.
- Local students are **NOT** required/authorized base lodging or per diem



DTS



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- With exception to the “accompanied” students staying off-base, SOS will book on-base lodging for all students.
- Single rooms are **automatically** reserved for students
 - Shared buildings and floors w/ flight (usually)
 - Room keys are assigned at Lodging Bldg. #682 (across from the flight line)
 - All rooms have refrigerators & microwaves, some have kitchenettes
- Maxwell Lodging will not have your names or your room assignments ready until about a week out from class start
- **Children & pets are NOT allowed in SOS lodging rooms (see next slide)**
- Join Spouses attending the same class, please contact sos.od.studentservices@us.af.mil
- If you live in the Maxwell local area but aren’t stationed at Maxwell or Gunter, please contact sos.od.studentservices@us.af.mil

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If you are coming to SOS with a spouse, child, and/or pet

- **Make your plans known before 16 Oct 1200 CST**
- SOS is an unaccompanied TDY, but we allow your family to join you
- **If your “accompanied” status changes post notification, re-engage with SOS Student Services ASAP as this impacts your flight placement**
- If you’re **bringing children and/or pets**, you will have to stay off-base
 - Specify which family members and/or what type of pet(s) you are bringing
 - ****Fish are allowed in on-base lodging****
 - You will **only be reimbursed for the on base billeting rate (\$99 a night)**. Anything above this amount will be an out-of-pocket expense
 - You will be responsible for booking your off-base lodging and finding/securing childcare and/or pet boarding
- If you’re **only bringing a dependent spouse**, you will be staying on-base with the other students
 - Billeting will attempt to put you in a room with a kitchenette, but it’s not guaranteed
- If you’re **attending SOS with your spouse** (i.e., joint spouse/mil-to-mil attendance), you will be staying on base with the other students
 - Billeting will attempt to put you in a room with a kitchenette, but it is not guaranteed
- **NOTE: USAF** members bringing dependents will be placed in the accompanied SQ
- **NOTE 2: USSF** members bringing dependents may or may not end up in the accompanied SQ since the USSF has Guardian-only SOS flights that remain in a single SQ while the accompanied SQ designation rotates from SQ-to-SQ each class

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DTS



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- Fund site & Travel Orders
 - POC for these issues are your UTM & MAJCOM/A1
 - You won't be cross-org'd until you return your signed training RIP
 - LOA comes from AETC TDY-to-School
- SOS does **NOT** provide rental cars and cannot mandate rental cars
 - Due to limited food options on base after 1500L and frequent inclement weather, rental cars are encouraged for incoming students
 - If a rental car is desired, it will be at parent unit's or your personal expense



Taxi/Shuttle Services Authorized on Base



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- On Time Taxi (334-505-1189)
- Paul's Taxi (334-300-0540)
- Kings Airport Shuttle (334-324-1794)
- Lane's Taxi (334-324-1597)



****We are not advocating nor endorsing any of these Taxi services****

**Note: Not all UBER/LYFT drivers have base access.
If this is the case, you will be dropped off at the gate and walk to lodging**



DTS



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A Proportional Meal rate is authorized. Please follow the instructions below.

On DTS, under Per Diem, **Click** the three dots next to M&IE Allowed

LODGING COST	LODGING ALLOWED	M&IE ALLOWED
\$110.00	\$110.00	\$51.00 
\$110.00	\$110.00	\$68.00 
\$0.00	\$0.00	\$51.00 

****The Per Diem MFR by the SOS Commandant directs the proportional meal rate**

Select Meals available at TDY location

****You can choose any two meal combinations.** The selected Breakfast and Dinner option is one such example

Meals Hide Options

Specify whether any meals are available at your TDY location.

Receive Full Meal Rate

Meals Available at TDY Location

Government Meals Provided at TDY Location

Occasional Meals Required

Special Meal Rate

Select Available Meals

Breakfast

Lunch

Dinner

****NOTE**** All students will have the ability to still eat all three meals at the River Front Inn (DFAC), if desired.



DTS



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Scroll down to Duty Conditions and select Quarters Available

You will need to adjust the lodging rate to \$99 a night



Duty Conditions Hide Options ▾

Duty conditions affect your lodging and M&IE per diem entitlements.

Field Conditions Quarters Available

Adverse Effects (Commercial Qtrs) Group Travel

Inactive Duty Training (Local) Essential Unit Messing

LODGING COST (Locality rate: \$110.00)
 [Currency Converter](#)

 M&IE COST (Locality rate: \$68.00)
 \$46.00 [Currency Converter](#)

Save adjustments and M&IE should be adjusted to \$46

Your Lodging and ME&I will look like this when complete:

	LODGING COST	LODGING ALLOWED	M&IE ALLOWED
	\$99.00	\$99.00	\$51.00
	\$99.00	\$99.00	\$46.00
	\$0.00	\$0.00	\$51.00



Dress & Appearance – Military



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- **DAFI 36-2903: Dress & Appearance of DAF Personnel for guidance on uniform wear**
- **Daily uniform wear will be OCPs/FDUs – to include Day 1**
- **Home station rules don't apply while TDY**
 - We understand there are unique operational requirements & waivers for uniform items
 - DO NOT wear morale patches/gear unless approved
 - DAFI 36-2903 is the ultimate authority on Maxwell
 - Questions? See your Flight Commander on Day 1
- **You will need to have the following Uniform Items:**
 - OCPs
 - FDUs (optional for authorized personnel) – *nametags must have first & last name*
 - PTUs (any variant)
 - Additionally, it is also recommended to bring civilian athletic gear for personal PT
 - **Service Dress/Blues are NOT required**
- **Morale Wear days:**
 - Khakis or Jeans (no holes/rips)
 - Closed-toe shoes
 - Shorts & Athletic wear are not authorized to be worn with Morale Shirts

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Dress & Appearance – DoD Civilians

- Applies **ONLY** during officially scheduled activities



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- **Business Professional and Casual attire is required**
 - **NO** jeans or T-shirts (during duty day)
- **Athletic gear is required**
 - Bring conservative athletic gear
 - **Solid colors DARK/NAVY BLUE** or **BLACK** athletic shorts/pants — Small logos OK
 - Athletic tights are authorized but cannot be worn without shorts/pants
 - No sleeveless shirts or tank tops
- Additionally, it is recommended to pack additional clothes for personal wear for after duty hours
- **If you have old OCPs, you can bring them for Project X**

Civilian attire equivalent to AF uniform



**Operational Camouflage
Pattern Uniform (OCP)**



Fitness Uniform (PTUs)

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Recommended Additional Items



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- **Old OCPs/2-piece FDUs & Boots/Shoes (for Project X)**

- MUST be in *reasonably* good service
- Black or desert boots are authorized
- A pair of working gloves for obstacles



- **GOOD pair of running shoes**

- Expect multiple running events, sporting events & personal PT time, culminating in an approximately 5.6-mile event
- Students will run on paved surfaces and gravel roads
- Recommend two pairs of running shoes



- Pair of rubber/plastic cleats for Field Leadership Exercise



- **Weather-appropriate attire as needed**



- **Medical Personnel** – If you need to access the MEDCOI network while you are here, you will need to bring your own MEDCOI laptop

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FLIGHT COMMANDER CONTACT



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- While expected, but not required, your SOS Flight Commander should be sending an initial email to you
- If your Flight Commander decides to send an email, they will be contacting you **NET 1630 CST on 31 Oct**
- Please check your @us.af.mil email as this is likely the only initial contact information your Flight Commander has for you
 - If you provided SOS Student Services a secondary email, your Flight Commander will send to both contacts
- If you do not receive an initial contact from your instructor **and** have any issues, contact SOS Student Services at sos.od.studentservices@us.af.mil - DSN 493-3231 - COMM (334) 953-3231

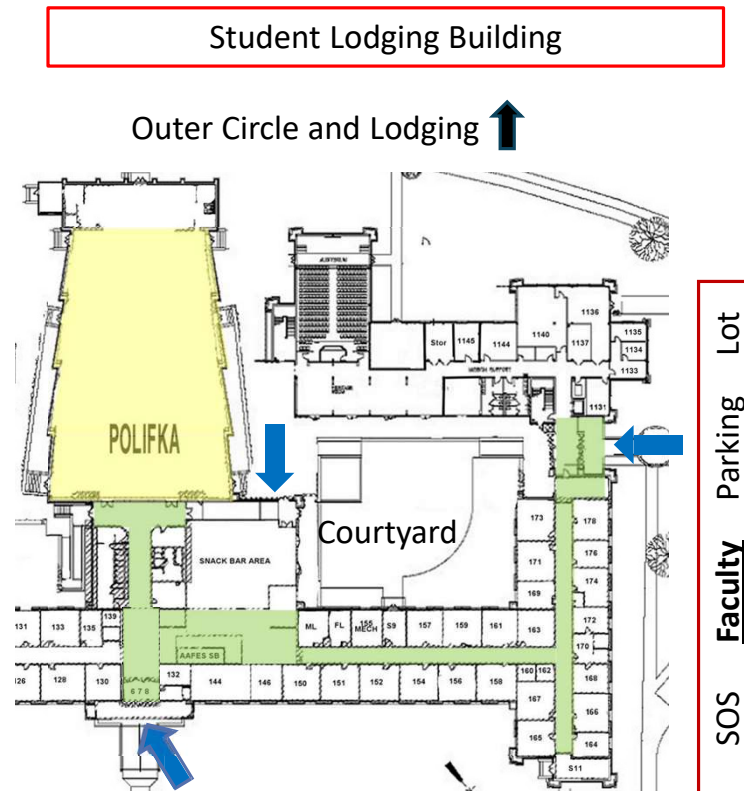


Education Day (ED) 1



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- **Where:** Bldg 1403 – Polifka Auditorium
- **When:** 0800 CST
- **Attire:**
 - Military – OCP/FDU
 - Civilians – Business casual
- **Bring:**
 - Laptop (gov or personal) or device that connects to WIFI
- ****DHA-issued laptops do not work with the AU WIFI****
 - PT Requirements
 - (USAF & Civilians): Current PFA Scoresheet
 - (USSF) Wearable PT devices or current PFA Scoresheet
 - CAC reader (recommended)
 - AFRC: Copy of orders
- ****Failure to provide current & passing PFA scoresheets or wearable device will result in being sent home on your unit's expense****
- **Missed/delayed flights or other travel problems contact**
 - Your assigned Flight Commander
 - Duty hours – Student Services (334) 953-3231
 - After 1700 – Ops Director (334) 552-6408



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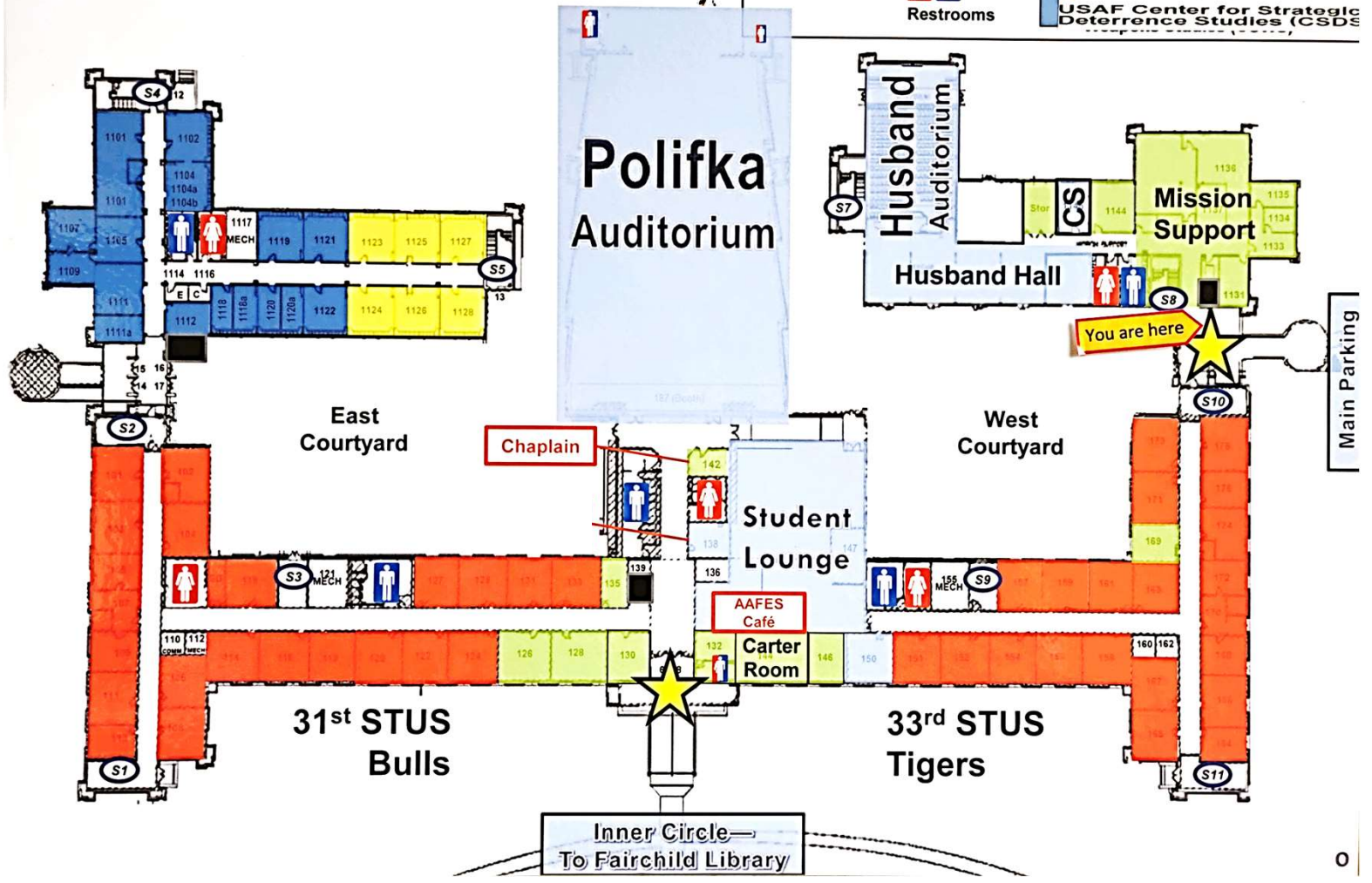


BUILDING 1403

FIRST FLOOR

Legend

- ★ Main Entry
- Elevator
- Common Area
- Restrooms
- Faculty & Administration (SOS)
- Student Squadrons (SOS)
- School of Advanced Air & Space Studies (SAASS)
- USAF Center for Strategic Deterrence Studies (CSDS)





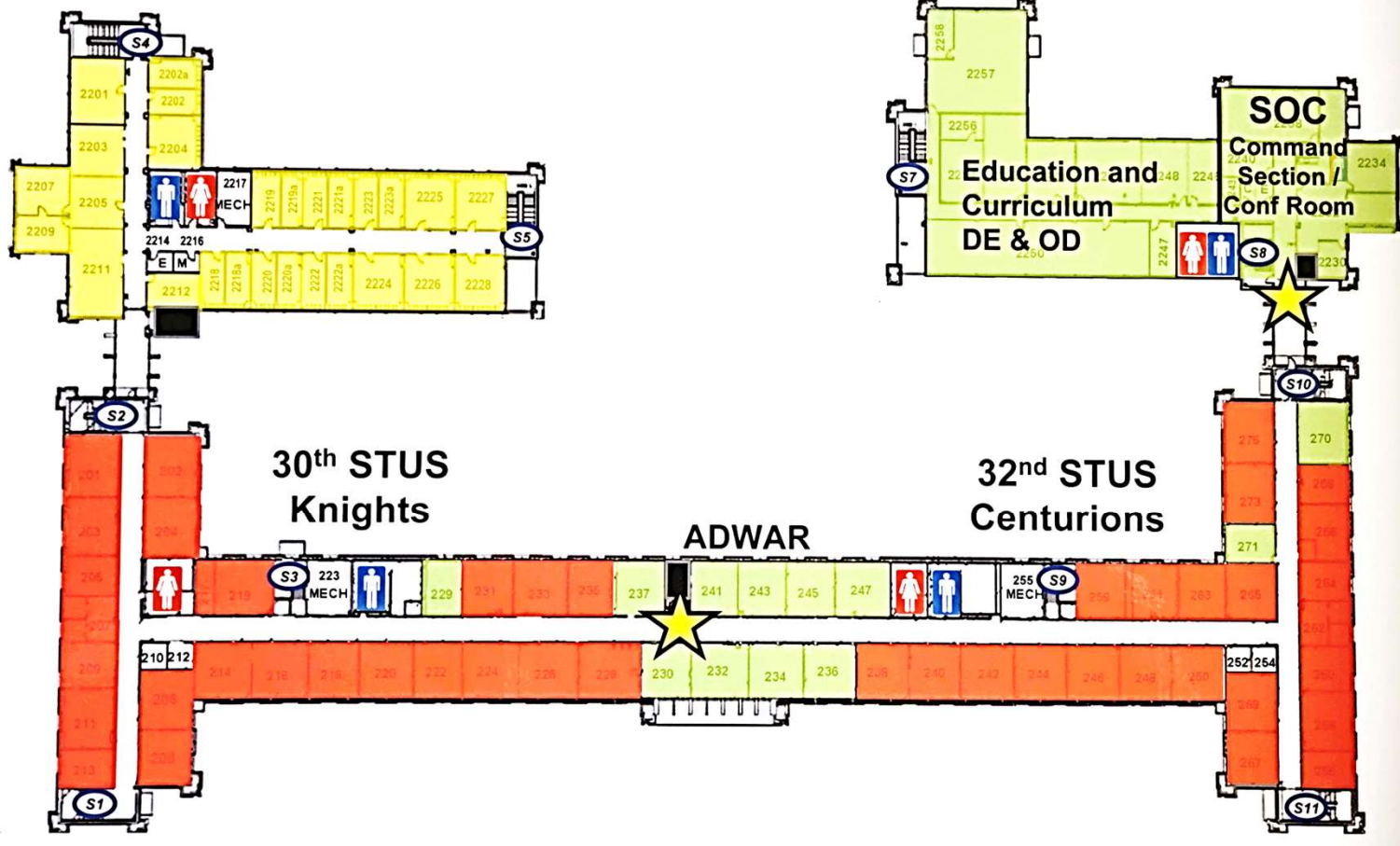
BUILDING 1403

SECOND FLOOR



Legend

- ★ Main Entry
- ⬜ Common Area
- ♂ ♀ Restrooms
- ⬛ Elevator
- ⬜ Faculty & Administration (SOS)
- 🟠 Student Squadrons (SOS)
- 🟡 School of Advanced Air & Space Studies (SAASS)





Training Reports (AF Form 475)



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- **Training Report/475 purpose:** Used to document performance while at SOS.
- **Who receives one?** All graduating students & students disenrolled with prejudice.
- **Timeline:** Per AFI 36-2406 para 6.4.1.2., SOS has 60 days to execute their portion of the 475 processing.
- **Valid reason for requesting an expedited report:** Records are due to a convening board within 90 days after graduation
- The following **are not** reasons for an Expedited Report:
 - Upcoming OPR
 - Per AFI 36-2406 para 3.16.4.6., Developmental Education (DE) accomplishments are annotated on the 475; not OPBs (don't double tap)
 - NOTE: both 475s and OPBs are made available to promotion board members
 - Upcoming Award Package
 - When applicable, students are made aware of their significant achievements prior to leaving SOS
- Processing:
 - Active Duty: SOS > AFPC > ARMS Office > Uploads 475's to Automated Records Management System which pushes to PRDA
 - Guard/Reserves: SOS > Uploads to MyPers
 - Civilian: SOS > Civilian Developmental Education PM > Uploads to Employee Official Personnel Folder
 - IOs: SOS > IOS > Uploads to Student's SanWeb Profile > copies can be obtained by contacting the SCO (office that enrolled mbr into SOS)
- Important FYI Note: All 475s (with exception to IOs and Civilians) **will reflect 9250** as the student's duty AFSC

****NOTE: Transcripts requests** are handled through the [AU Service Desk](#) website, not SOS.**

US Students: email sos.od.studentservices@us.af.mil if your training report still hasn't been uploaded 100 Calendar days after graduation.



OKTA (Canvas) and Microsoft TEAMS



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Attached in this Reporting Guide are the OKTA and TEAMS sign-in instructions.

OKTA

- OKTA is required in order to use the SOS curriculum located on CANVAS. You will use your CAC to log into OKTA (which is the preferred and easiest method), but there are other set-up options as well.
- You can accomplish the steps to set up your account now, but until student accounts are loaded into the SOS course, **YOU WILL NOT BE ABLE TO LOG IN**. Most likely, the student accounts will be loaded into the course during the Friday or weekend before Day 1. You may attempt to log in during that time.
- When you have been added to the Canvas course, you will receive an email. You have **7 DAYS** to click the link to log in before your access will be rescinded. **Log in ASAP!**

Microsoft TEAMS

- We prep your information to send to AU/A6 **after the class roster locks**.
- When AU/A6 returns your generated usernames and passwords, you will then receive two separate emails for your Microsoft TEAMS account: one with your .edu username and another with your password. Until you receive these emails, **YOU WILL NOT BE ABLE TO LOG IN**.

NOTE 1: It is easier to download the TEAMS app (New version) and set up your account rather than through the Office browser.

NOTE 2: DO NOT set up your TEAMS account to verify with the Microsoft Authenticator App. It does not work with our .edu TEAMS and Wi-Fi.
Choose your personal phone that you will be bringing with you as the authentication method!

There will be in-person help available during Week 1 of class to help resolve any OKTA or Microsoft Teams account issues.



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Setting up OKTA



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OKTA Access



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- OKTA is accessed via **CAC Only** and serves as a multi-factor authentication tool for apps such as Enterprise Canvas (one-stop-shop for SOS curriculum and assignments).
- Canvas access via (<https://a1-ims.okta.com/>)
- **Until students are loaded into the course, you will not be able to log in**
 - **Student Loading usually occurs the Wednesday/Thursday before class start**

****There is no need to create an account if you have your CAC****

****You do not use your .edu Microsoft TEAMS account info for logging into OKTA!****

- Once logged into OKTA, you will see this:
- This is the only route to access Canvas



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OKTA Access



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- If you are experiencing Canvas display issues on your personal device (i.e. images, banners, icons, etc. won't display), download DoD certs utilizing the AU instructions: <https://www.airuniversity.af.edu/GCPME/Certificates/>
- For log-in issues, password reset, activation link expired, etc., contact
 - **A1 OKTA support** at 1-800-525-0102 (options: 6, 1, 2)
- There will be in-person help on Day 1
- **Alternate OKTA set-Up**
- Login to MyFSS
- Select Non-CAC login (first time registration)
- Follow instructions and use an email address you can access *today*
- Login via <https://access.afpc.af.mil/ims>

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Setting up your Microsoft Teams Account for Air University





Before you Begin...



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- Ensure you have received your username & password for MS Teams account in a separate email.
 - You may also reach out to your Flight Commander
- Air University A6 requires two-factor authentication (TFA) to sign into your account
 - SMS Text Messaging
 - Voice (Phone call)
 - Authenticator App
- MS Teams used by Air University is on a **separate server** than your home unit Teams account.

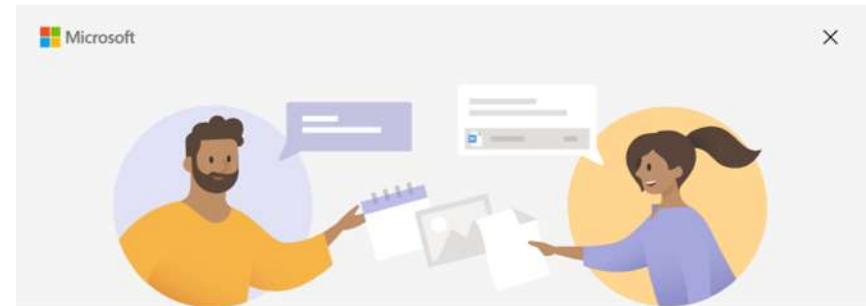


Step 1



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- Log out of your current .mil account MS teams account to log into MS teams used by Air University.
- Select **“Use another Account or sign up”**



Welcome to Microsoft Teams!

Chat and collaborate with coworkers using your work or school account.
[Switch Teams app to sign in using a Microsoft account](#)

[Use another account or sign up](#) | [Join a meeting with an ID](#)

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Step 2



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- Input the username received in a separate email
 - If you didn't receive an email, you may ask your Flight Commander or SOS Student Services.
- **The username ends in “@au.af.edu”**

A screenshot of a Microsoft Teams sign-in window. The window title is "Sign in to Microsoft Teams". The main content area shows the Microsoft logo, the text "Sign in", and a text input field containing the placeholder "firstname.lastname@au.af.edu". A blue "Next" button is located below the input field. At the bottom right of the window, there is a link for "Privacy statement" and the copyright notice "©2023 Microsoft".

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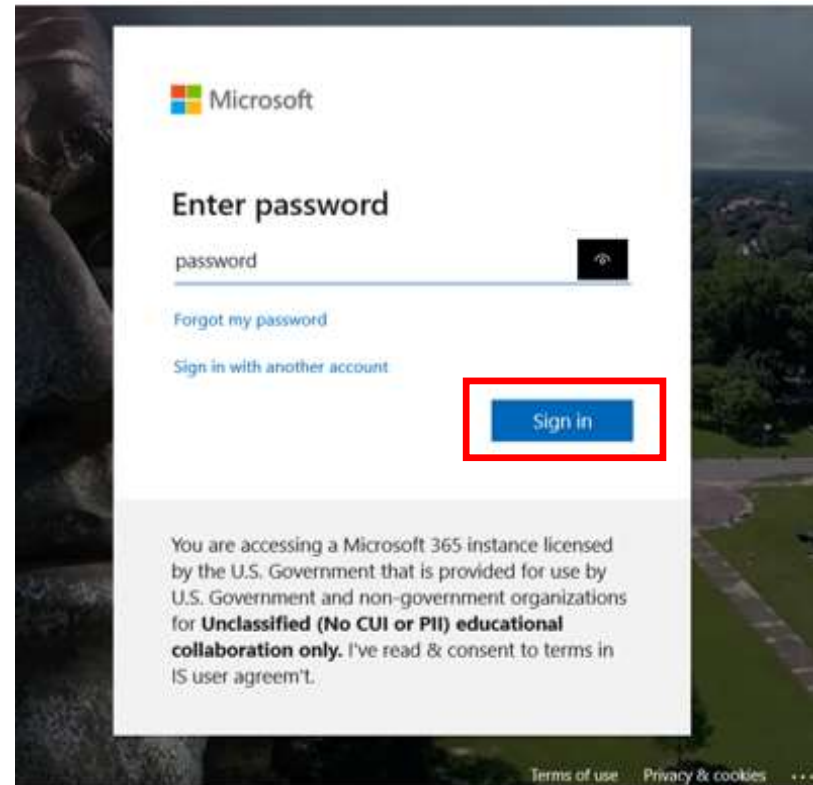


Step 3



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- Input your password you received in a separate email.
 - If you didn't receive an email, you may ask your Flight Commander or SOS Student Services.
- CLICK “Sign In”



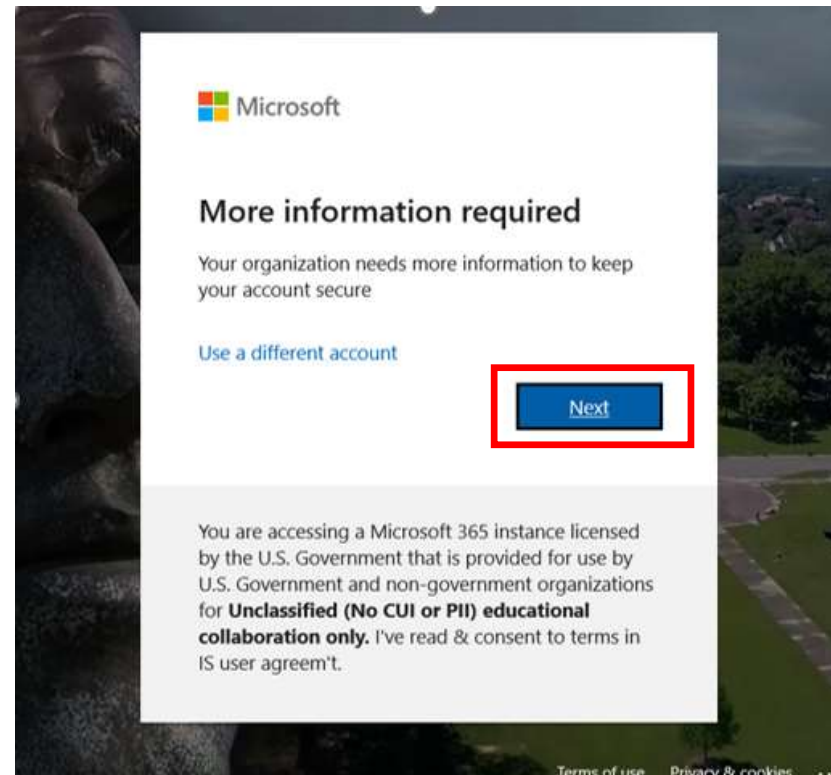


Step 4



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- **CLICK “Next”**



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Step 5



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- CLICK “I want to set up a different Method”

****Note**** If you do not have a US phone number, and Microsoft does not work with your non-US phone number, you may download the “Microsoft Authenticator” Application and follow the instructions.

The Microsoft Authenticator *rarely works, so it is NOT recommended!*

Air University

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)

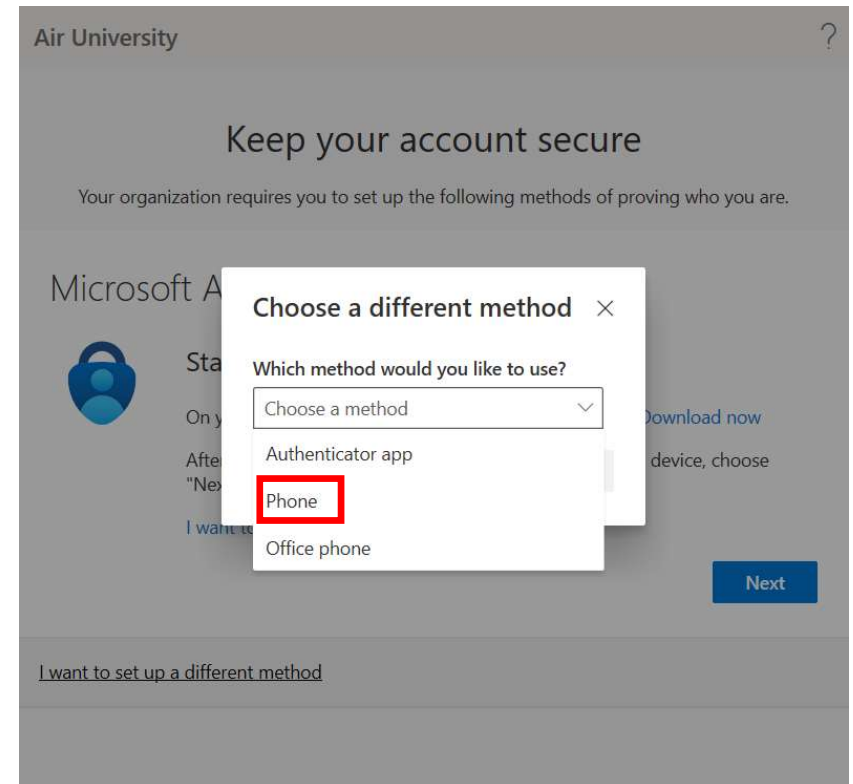


Step 6



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- Select “Phone” from the drop down menu



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Step 7



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- **Input your cellphone number without any hyphens.**
- **Students stationed overseas may use other country numbers.**
 - ****WARNING**** Text & data rates may apply
- **If you plan on activating a US number during SOS, do so before continuing.**

Air University ?

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) 123456790

Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

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Step 8



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- After submitting the code you received in SMS or pushing “#” on the phone call, you will have successfully registered your device.
- Click “**Next**”

Air University

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

✓ SMS verified. Your phone was registered successfully.

Next

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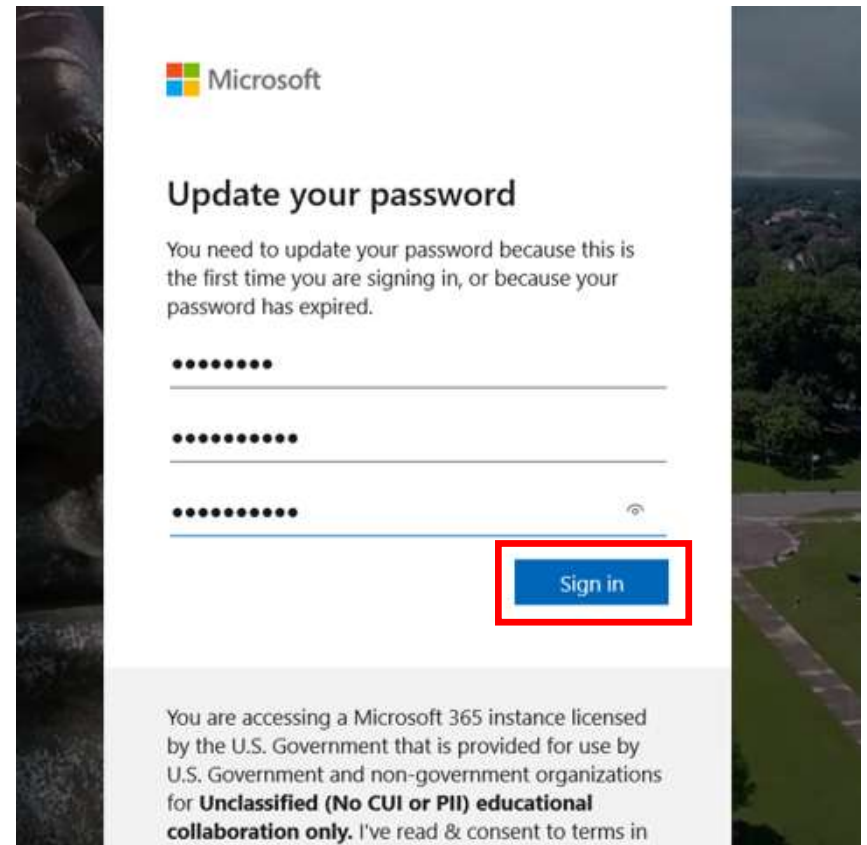
Step 9



Enhance Air- & Space-minded Leaders

- Input your original password you received and replace it with a new password.
- Click “**Sign In**”

****NOTE**** Once you change your password, you must coordinate with SOS A3/5 for any account issues.



The screenshot shows the Microsoft password update interface. At the top left is the Microsoft logo. The main heading is "Update your password". Below this, a message states: "You need to update your password because this is the first time you are signing in, or because your password has expired." There are three password input fields, each with a strength indicator (dots) and a line. The third field has a visibility toggle icon. A blue "Sign in" button is highlighted with a red rectangular box. At the bottom, there is a license notice: "You are accessing a Microsoft 365 instance licensed by the U.S. Government that is provided for use by U.S. Government and non-government organizations for **Unclassified (No CUI or PII) educational collaboration only**. I've read & consent to terms in".

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Step 10



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- Click **“Air University M365 Terms of Use”** to review the terms and condition.”
- You must scroll to the last page in the document
- Click **“Accept”**

Microsoft

Air University Terms of Use

In order to access Air University resource(s), you must read the Terms of Use.

[Air University M365 Terms of Use](#)

Please click Accept to confirm that you have read and understood the terms of use.

[Decline](#) [Accept](#)

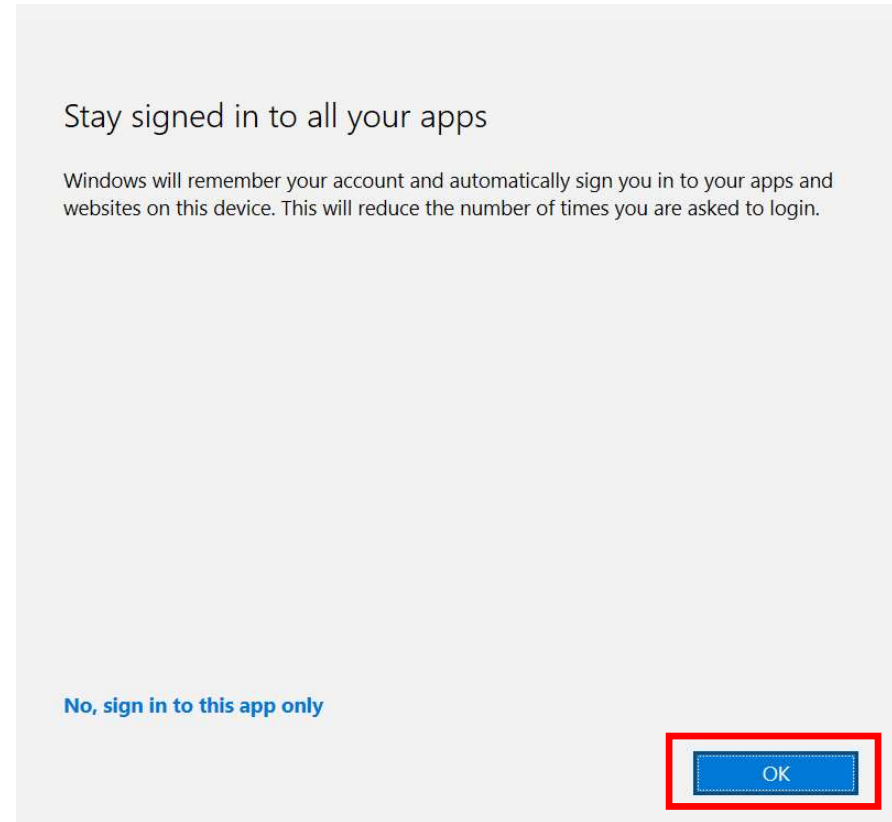


Step 11



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- Click “Ok”



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Success



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- You may now log into your MS teams account for Air University.

You're all set!

We've added your account successfully. You now have access to your organization's apps and services.

Done



Troubleshooting for TEAMS Account Error: “Account Does Not Exist”



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1. **Please** double check and make sure that your email address and password are entered correctly.
 - You must use the “.edu” email username and password that Air University supplies!
2. Ensure that you are logging in on the correct type of TEAMS application -- you should be logging in on the new/updated TEAMS version.
 - Classic TEAMS and New TEAMS are separate from each other, logging in on the incorrect app may cause for your account to be not recognized.
 - If all else fails, attempt to use the other TEAMS version
 - You can download the correct application from this link:
 - <https://www.microsoft.com/en-in/microsoft-teams/download-app?msocid=06bd62d3e25662e435a3765ee3da6312>
3. Try multiple browsers (Chrome, Edge, Firefox, etc.), though Google Chrome usually works best.
 - Clear the browser cache after each attempt to remove data history and cookies.
4. Attempt logging in via the TEAMS mobile app.



Troubleshooting for TEAMS Account Error: “Account Locked”



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1. You have attempted to log-on too many times with either an incorrect username or password.
2. You must wait 15-20 minutes before trying again

BEFORE ATTEMPTING TO LOG IN AGAIN

- **Please** double check and make sure that your email address and password are entered correctly.
 - You must use the “.edu” email username and password that Air University supplies!
 - Ensure that you are logging in on the correct type of TEAMS application -- you should be logging in on the new/updated TEAMS version.
 - Classic TEAMS and New TEAMS are separate from each other, logging in on the incorrect app may cause for your account to be not recognized.
 - If all else fails, attempt to use the other TEAMS version
 - You can download the correct application from this link:
 - <https://www.microsoft.com/en-in/microsoft-teams/download-app?msocid=06bd62d3e25662e435a3765ee3da6312>
 - Try multiple browsers (Chrome, Edge, Firefox, etc.), though Google Chrome usually works best.
 - Clear the browser cache after each attempt to remove data history and cookies.
 - Attempt logging in via the TEAMS mobile app.
3. If you still receive an “Account Locked” error, you must visit the SOS CSS personnel (Rm 2248) to reset your TEAMS account