

My Record Portal Frequently Asked Questions

How can I correct my military service record?	ACTS Online (army.mil) or https://arba.army.pentagon.mil/abcmr-overview.html
Why can't I see my iPERMS documents in My Record Portal?	Effective MAR 2022, iPERMS data is no longer sent to My Record Portal. Users will be required to log in to the iPERMS site directly. For the information on obtaining iPERMS access, visit: iPERMS Access (army.mil). For any questions related to iPERMS, email: usarmy.knox.hrc.mbx.iperms-accounts@army.mil.
How do I update my DA photo?	DA Photo - DAPMIS instructions for Soldiers (army.mil)
I need help with my DA photo. Who do I contact?	DA Photo - DAPMIS instructions for Soldiers (army.mil)
Where can I find my military service records?	Accessing or Requesting Your Official Military Personnel File Documents (army.mil)
I have questions about evaluations.	Evaluation Systems Homepage (army.mil)
Can employees at HRC see my Civilian Employment Information?	HRC Employees may be able to see an individual's CEI via SMS Web, but not via My Record Portal.
I can't open a document in My Record Portal.	Adobe Acrobat must be set as the default program to open PDF documents in My Record Portal.