

# For DA Photo and/or other Visual Information work request please use VIOS (Visual Information Ordering System)

Follow the instructions below to submit a service or product work request.

1. Using you CAC you may log on to VIOS at this web address.

[www.vios.army.mil](http://www.vios.army.mil) or using your AKO log in [www.vios-akowest.army.mil](http://www.vios-akowest.army.mil)

2. Select the Western region.

**EMC**  
ENTERPRISE MULTIMEDIA CENTER

**VIOS**  
VISUAL INFORMATION ORDERING SITE

Certificate Issues? Right-click [HERE](#) to resolve.

**EMC PRODUCTS**

If your Local Shop cannot provide Design, Etching, Engraving, 3D & Large Format Printing, Custom Installations, AV, or Video Production, call your supporting EMC:

(East) Joint Base Langley-Eustis: (757) 878 - 4831  
(West) Joint Base Lewis-McChord (253) 967-2852  
(Europe) Kaiserslautern: 483 - 7415

Logo Design  
LED Etching  
3D Printing  
Custom Installations

**CAC LOGIN**  
Please click on your location for CAC Login.

US west US east Europe Asia

**VIOS**  
— VIOS Training  
— Privacy & Security  
— Contact  
— FAQ

**EMC WEBSITES**  
— Joint Base Langley-Eustis  
— Joint Base Lewis-McChord  
— Kaiserslautern

**NETWORKING SERVICES**  
— Streaming  
— Conferences

**AKO LOGIN**  
AKO west AKO east AKO europe

3. You will be a new user the first time. Select how you will log in (CAC or AKO) Select Installation (Kansas ARNG) and Continue.

**Common Access Card [CAC] Authentication**

**New User**  
Users that have never been registered with VIOS before. Such users should select "a new VIOS user?" option on the right.

**Existing VIOS User WITH AKO**  
Users that have been registered with VIOS using their AKO login / password but never logged into VIOS using their CAC card. Such users should select "an existing VIOS user With AKO?" option on the right and enter AKO Login/Password.

**Existing VIOS User WITHOUT AKO**  
Users that have been registered with VIOS by the Installation Administrator and have been provided a login / password and never logged into VIOS using their CAC card. Such users should select "an existing VIOS user Without AKO?" option on the right and enter Login/Password provided by the Installation Administrator.

**NOTE:**  
This is a onetime process for those users that have never been logged into VIOS using CAC Card.

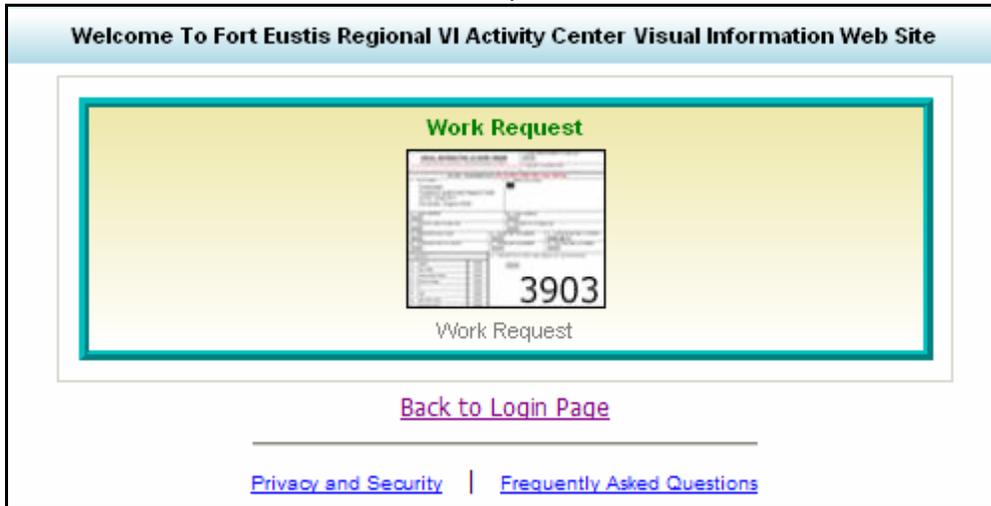
**Are you**

a new VIOS user?  
 an existing VIOS user With AKO?  
 an existing VIOS user Without AKO?

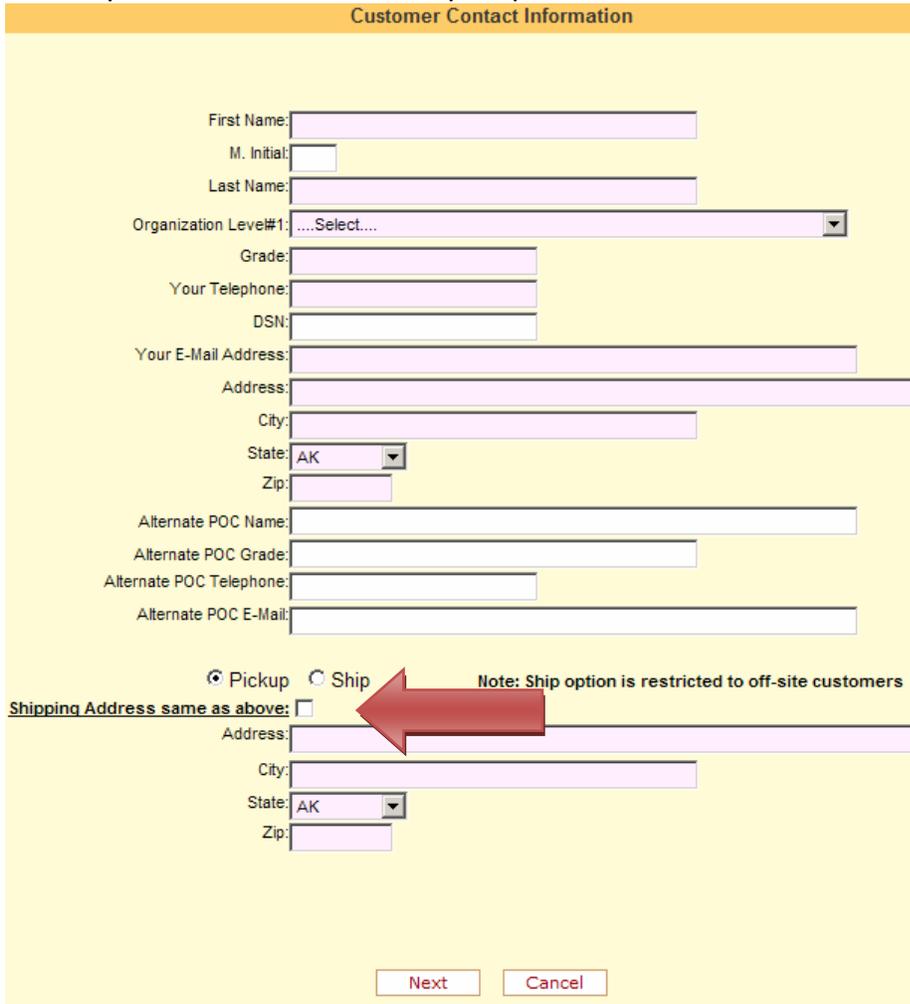
Select your installation and click Continue

Select Installation...  
Continue

4. The next screen shows the Work Request Icon. Click on the 3903.



5. Next you will be asked to enter your personal contact information.



You may need to check the "Shipping Address same as above" box. Click Next.

6. Next select the type of Product or Service and enter Justification and click next.

**Type of Product & Service**

Unclassified  Classified

Justification

Photography  
 Print Photos, Signs and Charts  
 Design/Graphic Services  
 Video / Audio  
 Audiovisual Events (Presentation Support)  
 Fabrication  
 Training, Audiovisual Equipment & Loan Media Item Support

**Jump to Comments**

### Photography

Select Photography using the radio button on the Type of Product and Service screen.

**Photography**

**File containing Sensitive Information SHOULD NOT be attached.**

Type of Photography:

- DA Photo
- Head & Shoulders Portrait
- Photography of Special Event
- Scanning

Select the type of photography from the drop down list. The types of photography listed are dependent upon the privileges the user is allowed. Different screens will automatically open for each selection.

**DA Photo** - Check the appropriate box and radio button.

**Photography**

**File containing Sensitive Information SHOULD NOT be attached.**

Type of Photography:

Promotion Board  
 School Requirements  
 Special Requirements  
 Warrant Officer Package

Last Name:

First Name:

Middle Initial:

Enlisted  
 Officers

Studio:

Appointment Date:  

Quantity:

Select an appointment date and time. Click the icon to open the calendar feature.

Studio:

Appointment Date:  

A new Calendar screen will open showing the current month and year along with the available time slots for each day.

Aug		September 2009					Oct
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
30	31	1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
		1020 AVAILABLE	0720 AVAILABLE		Walk In		
		1040 AVAILABLE	0740 AVAILABLE				
		1200 AVAILABLE	0800 AVAILABLE				
		1220 AVAILABLE	0820 AVAILABLE				
		1240 AVAILABLE	0840 AVAILABLE				
		1300 AVAILABLE	0900 AVAILABLE				
		1320 AVAILABLE	0920 AVAILABLE				
		1340 AVAILABLE	0940 RESERVED				
		1400 AVAILABLE	1000 RESERVED				
			1020 AVAILABLE				

Note: Days with no time slots showing are not available for selection. Time slots marked as 'Reserved' are also not available. Only the time slots shown as 'Available' may be booked. Other times are either not available or taken by other customers.

- Proceed with filling out the rest of the Work request form.
- Enter Quantity required.
- Click the next button.

This screen offers you an opportunity to give us any specifics or information pertinent to your request.

**Special Instructions**

**Additional Comments:**

Would you like a Quotation ?  No  Yes

This next screen gives you a summary of your request. Click Submit.

**Summary**

**Customer Contact Information**

<b>Name:</b> Aaron Whitney	<b>Organization:</b> DAHT, USAALS	<b>Alt. POC Name:</b> Friedly, Jason	<b>Pickup Address:</b> 2715-C McMahon Street
<b>Grade:</b> E-6	<b>Address:</b> 2715-C McMahon Street	<b>Grade:</b> SFC	<b>City:</b> Fort Eustis
<b>Phone:</b> 878-0110	<b>City:</b> Fort Eustis	<b>Phone:</b> 878-0110	<b>State:</b> VA
<b>DSN:</b> 826-0110	<b>State:</b> VA	<b>Email:</b> viwebportal@iti-corp.com	<b>Zip Code:</b> 23604
<b>Email:</b> customer@iti-corp.com	<b>Zip Code:</b> 23604		<b>Delivery Type:</b> Pickup
	<b>Charge#:</b> A0441 (expired 3 Nov 07)		

**Justification**      **Justification:** Photo - Scanning      **Security Classification:** Unclassified

**Service - Scanning**  
**Original:** Film - 4x5

**Output**

<b>Product:</b> Event Photography	<b>Use:</b> Indoor	<b>Required:</b> 10/02/2009
<b>Quantity:</b> 12	<b>Est. Cost:</b> \$0.00	

Next you will see option to preview/print, click Close.

Your Work Request has been submitted Successfully

Work Request # 2009004819

The same process works for Head and Shoulder Portrait and Photography of Special Event with slight variations. Special Event Photography requires coordination and is dependent upon manpower resources.

**7.** The VIOS system generates emails throughout the process to keep you informed on the status of your request. Once you see Work Request PENDING APPROVAL you can rest assured we have accepted your request and unless otherwise advised, everything with us is tracking.

The next time you login, VIOS will remember you and take you directly to the Work Request screen.

Again if you need assistance with any part of the process, or have general questions concerning our products or services, or changes to your original request please contact the Work Order office @ 785-274-1032.

Other questions are answered in the FAQ part of VIOS.