



DEPARTMENTS OF THE ARMY AND THE AIR FORCE

HEADQUARTERS, MINNESOTA NATIONAL GUARD
OFFICE OF THE ADJUTANT GENERAL
20 WEST 12TH STREET
SAINT PAUL, MN 55155-2004

NGMN-PA

25 May 2020

MEMORANDUM FOR RECORD

SUBJECT: Minnesota National Guard DA Photo Studio Standard Operating Procedures

1. Purpose. This SOP outlines the procedures for scheduling and taking DA and/or command photos and additional health and safety measures in response to COVID-19.
2. Applicability/Scope. This SOP applies to all Service members requiring a Department of the Army, command or other official photograph. Unless a photo is required for a board or competition, DA photos are only authorized for Service members E-6 and above.
3. Responsibilities. Studio managers have pre-established photo studio hours and scheduling guidelines for their respective installation, and all photo appointments will be scheduled in advance (no walk-ins). DA photos will not be uploaded to DAPMIS without a work request submitted by the Service member through the Visual Information Ordering Site.
4. References.
 - [AR 640-30](#)
 - [AR 670-1](#)
 - MNNG visual information web page: <https://minnesotanationalguard.ng.mil/da-photos/>
5. Studio Locations and Hours.

Cottage Grove Armory 8180 Belden Blvd. Cottage Grove, MN 55016 651-282-4040 Tuesday: 0900-1400 Thursday: 0900-1400	Camp Ripley TACC 15000 Highway 115 Little Falls, MN 56345 320-616-3122 Hours of operation based on mission requirements. Call to schedule an appointment.
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6. Requirements.

1. Service members requesting a DA or command photo will submit a work request through the Visual Information Ordering Site at <https://vios.army.mil/>. Appointment slots are open during normal business hours. If a Service member requires a time outside of normal hours of operations, they should contact the studio to make special arrangements. It is advised that Service members make their appointment no less than 5 business days prior to the date they need the photo.
2. Instructions for scheduling a DA photo appointment through the Visual Information Ordering Site:
 - Paste <https://vios.army.mil/> into your browser
 - Click on AKO EAST
 - Enter CAC card PIN number when prompted
 - Select “New User,” “Existing User w/AKO,” or “Existing VIOS user without AKO”
 - Select installation – use Minnesota ARNG, regardless of your state or branch. Existing Non-Minnesota users may need to select “New User” in order to find Minnesota photo studios.
 - Click on “Work Request”
 - Enter your information (ignore Pickup/Ship buttons, but check the box Shipping Address same as above)
 - Click “Next”
 - Select DA Photo and enter a justification. (If you need a command photo, please indicate that in the notes section of the work order.)
 - Click “Next”
 - Select “DA Photo” for any type of studio photo. This includes command photos, GOMO photos, passport photos, etc. Note: We do not print photos or other materials for non-Minnesota National Guard members. We have most common flags. We do not have unit guide-ons.
 - Click “Next”
 - Fill in each field and select appropriate boxes.
 - Next to appointment date field, click on the calendar.
 - The calendar will open in a new window (you may need to disable your browser’s pop-up blocker)
 - The calendar box will open. Select the date and time to schedule an appointment.
 - Click “Next”
 - Enter any additional comments. Do not request a cost estimate. Click “Next” If your last name does not match your email, please note that.
 - To cancel or reschedule your appointment, contact the VIOS manager.
3. On the day of the appointment, the Service member is responsible for bringing their CAC card to the appointment.
 - **Customers will be required to wear a facial covering to their appointment and must arrive in uniform no more than 15 minutes prior to their scheduled appointment.**

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- Customers will be screened prior to their appointment using the COVID-19 screening questionnaire. Personnel who are exhibiting symptoms of COVID-19 will be rescheduled.
 - Walk-in appointments will not be allowed.
 - Customers will be limited to one assistant (with facial covering) inside the studio.
 - Be on time. If the Service member is more than 15 minutes late, their slot will be moved behind the next customer scheduled.
 - The Service member's uniform should be put together prior to arriving at the studio.
 - Check that the awards are spaced and positioned properly and slightly adjust awards so they appear straight. The photographer will not remove and reattach any element on the Service member's uniform.
 - Ensure the lapel covers no more than half of any award – lapel can be pinned or taped if necessary, or Service member can move awards as authorized in AR 670-1. All oak leaves, stars, etc. must be visible.
 - The photographer will not stuff, clip or otherwise change or alter the appearance of the uniform to make it fit properly.
4. DA photos will be uploaded to DAPMIS NLT 1500 on the day of the session. The Service member will have a notification in AKO prompting them to accept their new DA photo. Service members can also go to <https://dapmis.hrc.army.mil> to accept their photo. After the Service member accepts the photo, it will populate to their ORB/ERB, usually within 1-3 business days. In the event the Service member does not receive a notification or the photo has not populated within 3 business days, call 651-282-4040 for assistance.
 5. If the Service member is not satisfied with their photo, they should ask the photographer to take another photo immediately. Appointments for retakes are not permitted without a memo from the Service member's commander.
 6. Photographers are not allowed to digitally alter official photographs to include changing awards after the fact, removing wrinkles from the jacket, removing blemishes on skin or digitally altering rank. Photographers cannot and will not make you look thinner.
 7. Official photos should be updated after promotions or after the award of an ARCOM or higher. New photos are recommended for officers and NCOs every five years and for general officers every three years.

POC for this memo is the undersigned at 651-282-4040 or robert.e.brown9.mil@mail.mil.

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