

Instructions for Completing PHA for IRR Service Members

- 1) Contact the HRC IRR team to obtain a temporary CAC @ usarmy.knox.hrc.mbx.rpmd-ima-irr-branch@army.mil. The Part 1 of the PHA must be completed via MEDPROS, which is a CAC enabled site.
 - a. Ensure the subject line of the email is “IRR CAC Request”.
 - b. Include your full name, rank, and DODI if known.
 - c. If you are not near a DEERS CAC issue location, please contact the HRC Surgeon Office for an alternate method of logging in to MEDPROS @ usarmy.knox.hrc.mbx.sg-admin@army.mil. Include your full name, rank, and DODI if known. They will assist you with obtaining an ICAM username and password for logging in.
- 2) See separate attachment **Instructions for Logging into MEDPROS to complete the Part 1/A PHA**.
- 3) Visit <https://smp.qtc.com/my.policy>. Create a “New User” account. Service Component is Army Reserve. If you need your DODI, please reach out to either the SG Office at usarmy.knox.hrc.mbx.sg-admin@army.mil or the IRR team at usarmy.knox.hrc.mbx.rpmd-ima-irr-branch@army.mil to request your DODI. Please ensure you provide your full name and rank.
 - a. Once your registration is complete, you will be able to schedule Part 2/B PHA services with QTC via the Service Member Portal. The phone number is 1-833-782-7477(RHRP).