

# DoD Information Assurance Awareness Training Troubleshooting

Please review the following tips for troubleshooting the Awareness Training module:



The screenshot shows a web browser window titled "Information Assurance Training Center - Microsoft Internet Explorer". The address bar displays "https://ia.gordon.army.mil/dodiaa/default.asp". The page header includes the "Information Assurance Training Center" logo and "School of Information Technology, Fort Gordon, Georgia". A navigation bar contains links for "IA Home", "Login", "Courses", "Workshops", "Resources", "U.S. Army", and "AKO".

## DoD Information Assurance Awareness Training

**Objectives:** The objectives of this training are listed as follows.

- Affect physical security of computer hardware and software.
- Limit access to computer equipment to authorized users only.
- Prevent computer fraud, waste and abuse.
- Implement effective contingency planning.
- Report security problems to the chain of command.
- Protect computer files from infection by malicious logic.

**Additional Information:** To successfully pass this training, students must receive 70% or greater on the exam. Once the exam is passed, students will have a certificate of completion (see [Login Page](#) for information on printing certificates). Certificates for the DoD Information Assurance Awareness training are valid for **12 months**.

**To complete the annual Information Assurance Awareness Training, you must perform each of the following steps:**

1. Click the [Launch DoD Information Assurance Awareness](#) link below to begin your training session. The training session will open in a new browser window. Once you complete the training, print the DoD IA Awareness annual certificate. **For Army requirements**, close the training session window and move on to Step 2.
2. Once you complete the training module, you must [Take the DoD Information Assurance Awareness Exam](#).  
**PLEASE NOTE: The exam must be taken with a passing score of 70% to meet Army IA annual training requirements. If you do not take and pass the DoD Information Assurance Awareness exam, your annual IA awareness training will not be recorded and will not be considered complete. You must take and pass the exam to receive the approved certificate from Fort Gordon.**

The contents below are derived from the DoD Information Assurance Support Environment (DISA sponsored) web site.



[Launch Guided Tour](#)

[Launch DoD Information Assurance Awareness](#)

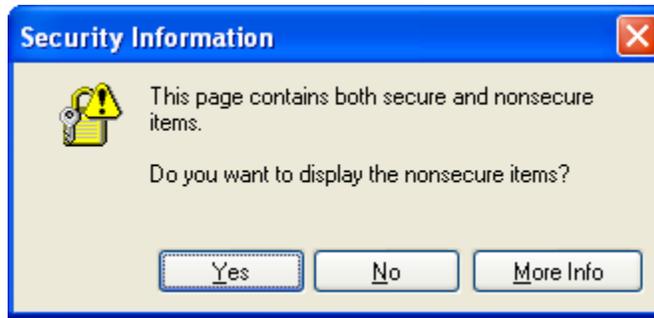
[Continue Current DoD Information Assurance Awareness](#)

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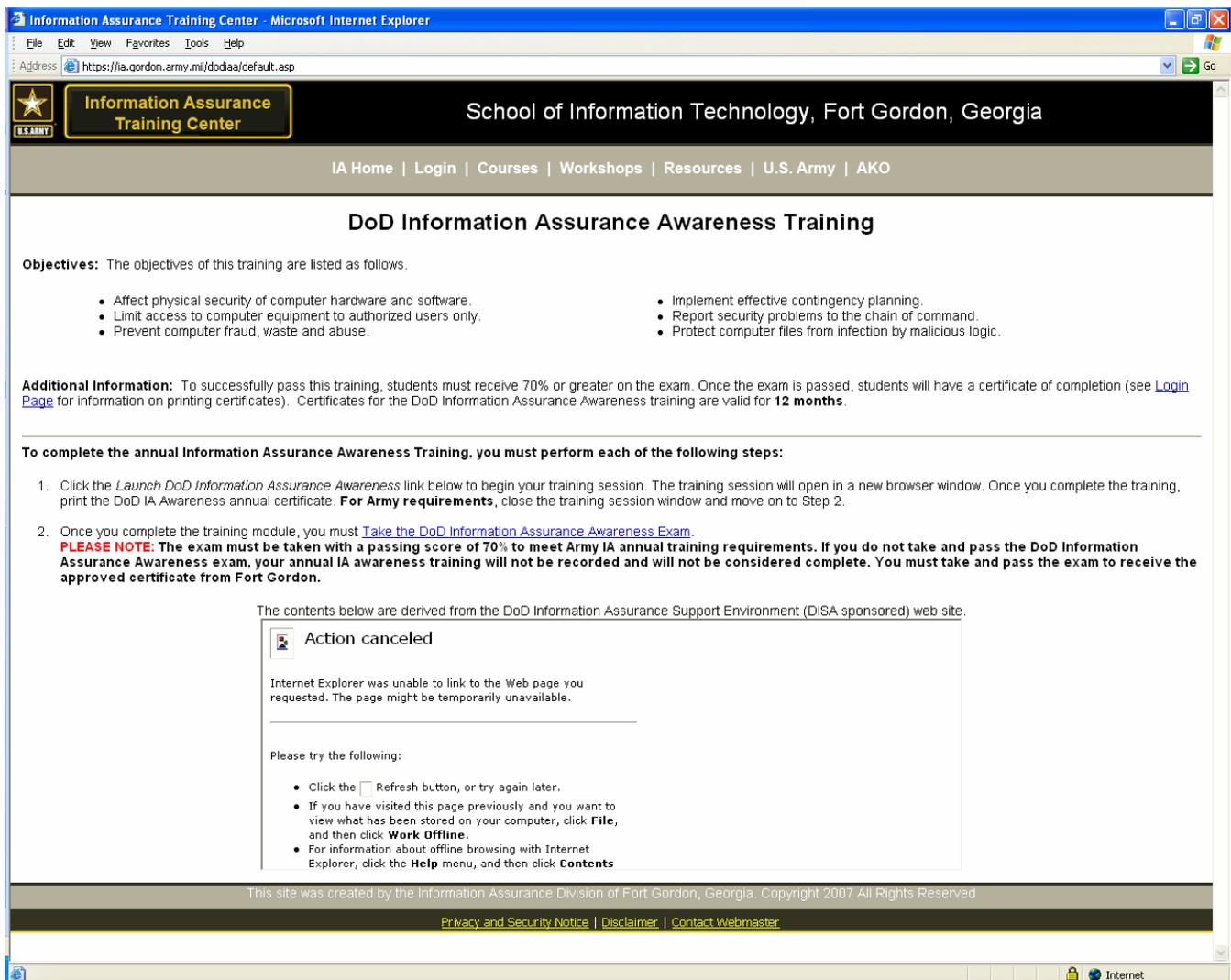
[Privacy and Security Notice](#) | [Disclaimer](#) | [Contact Webmaster](#)

The Awareness Training page should look similar to the image above (see the following pages for troubleshooting tips)

- When you first arrive at this page, you may receive a message like the one below:



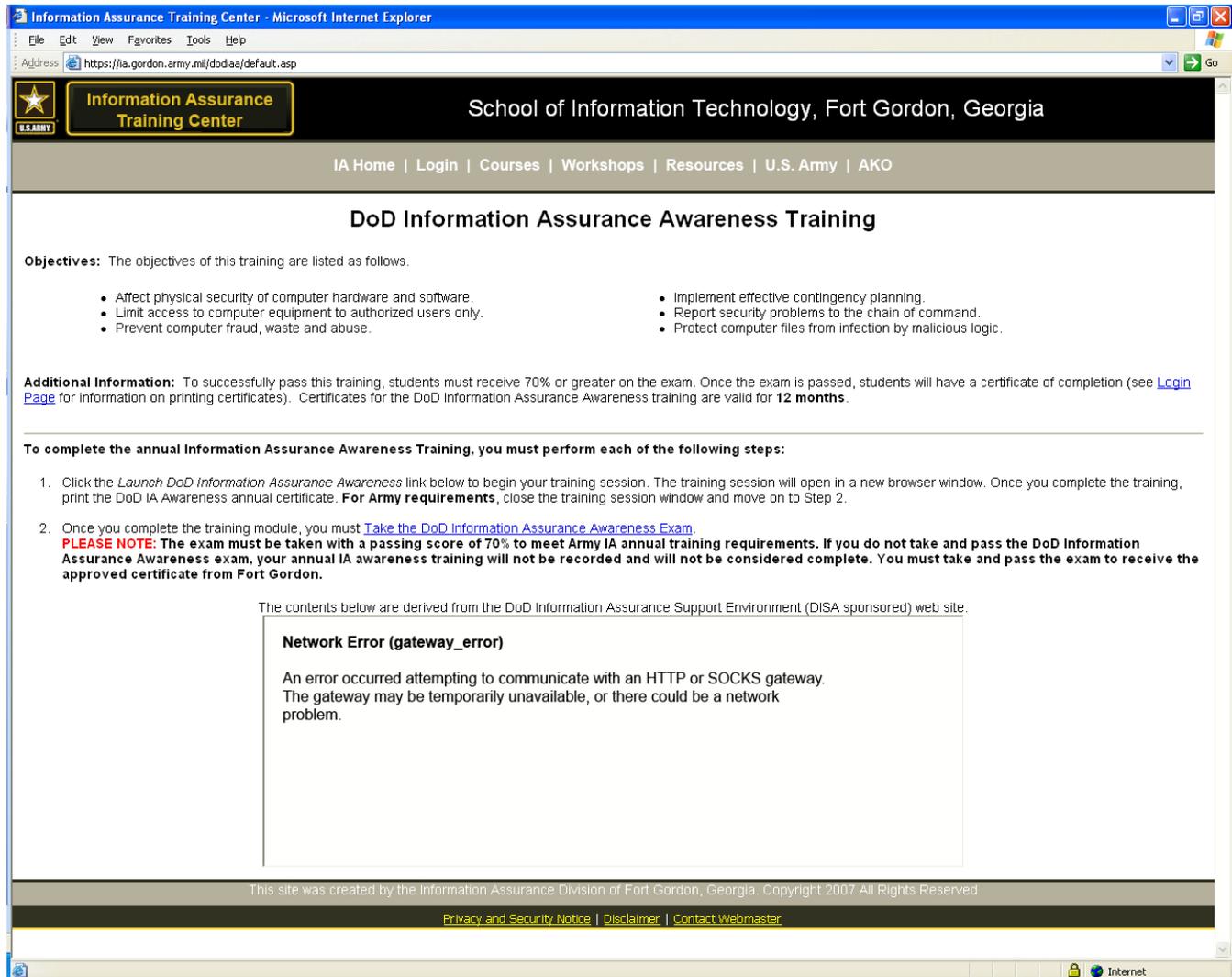
- Be sure to click Yes. If you click No, your page will look similar to the image below:



- If you click No on the first attempt, refresh your screen using the refresh button in your browser window. The security message will appear again. Be sure to click Yes.

## Additional Errors:

- If you receive an error that looks similar to the one below, there may be some lag in the network. Most of the time, a refresh of the window will solve this problem. If a refresh attempt does not resolve the issue, wait for a period of time and return to the site. If the problem continues to occur, you will need to contact the administrator of the DISA training module ([disa-esmost@okc.disa.mil](mailto:disa-esmost@okc.disa.mil))



The screenshot shows a Microsoft Internet Explorer browser window displaying the Information Assurance Training Center website. The address bar shows the URL: <https://ia.gordon.army.mil/dodiaa/default.asp>. The website header includes the Army logo and the text "Information Assurance Training Center" and "School of Information Technology, Fort Gordon, Georgia". The main content area is titled "DoD Information Assurance Awareness Training" and lists objectives, additional information, and steps to complete the training. A network error message is displayed in a box, stating: "Network Error (gateway\_error). An error occurred attempting to communicate with an HTTP or SOCKS gateway. The gateway may be temporarily unavailable, or there could be a network problem." The footer of the website includes the text "This site was created by the Information Assurance Division of Fort Gordon, Georgia. Copyright 2007 All Rights Reserved" and links for "Privacy and Security Notice", "Disclaimer", and "Contact Webmaster".

- If you receive a Page Not Found error, the page or site may be down temporarily. You should return to the site at a later time and try again.
- If you click the *Launch Guided Tour* or *Launch DoD Information Assurance Awareness* link and receive an error, you may not have the correct software or permissions to view the content. You should **FIRST** contact your system administrator for further assistance.
- **Follow this link to view the minimum requirements needed for your system:**  
<http://iase.disa.mil/eta/iaetafaq.html#answer6>
- If any error persists, contact [disa-esmost@okc.disa.mil](mailto:disa-esmost@okc.disa.mil) with a thorough explanation of the errors you are receiving.