



Service Providers



Talking Points — Updated March 2016

Military OneSource logo. Call. 800-342-9647, Click. www.militaryonesource.mil, Connect. 24/7

Military OneSource is a Department of Defense-funded program that's both a call center and a website, providing comprehensive information on every aspect of military life for free to active duty, National Guard and Reserve Component service members (regardless of activation status), their families and survivors. Information includes, but is not limited to, deployment, reunion and reintegration, relationship, grief, spouse employment and education, parenting, child care and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support and resources.

Login

Military OneSource *Call. Click. Connect.*
800-342-9647

[LIVE CHAT](#) [LOGIN](#) [CONTACT US](#) [SHOPPING CART](#)

Search for...

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

Welcome to Military OneSource

Your **search stops here** – click around for answers to the military life questions you didn't even know to ask. **Military OneSource** is your central hub and go-to-place for the military community.

Get to know **your benefits** and prepare for the big stuff – **deployments, reintegration, moves, parenthood, retirement** and more. Browse by topic or search for that strangely specific question you want to know the answers to. No matter where military life takes you, with **Military OneSource** you'll always be in the loop.

Introduction to Spouse Education and Career Opportunities Webinars

Join the webinar on the first Tuesday of each month from the comfort of your own home.

Tax Season Is Here

The clock is ticking. Don't wait to head to our tax services page for everything you need to file. Beat the rush, and [get your taxes done today](#).

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Welcome [FAQ](#) [Support](#) [Update Profile](#)

User ID / Email Address:

[Forgot your User ID?](#)

Password:

[Forgot your Password?](#)
* Users will be required to update their passwords every 60 days.

[LOGIN](#)

Not registered yet?
Complete this one time registration to access all the tools and resources available to you through Military OneSource.

Why register?
Eligible Military OneSource users have access to products, resources and support.
[Register Now](#)

Need support?
If you are having difficulty with the log in process, please read these frequently asked questions.





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At the top of the Military OneSource home page (or any page on the website) click on the Login button at the top right-hand corner.

You'll arrive at the screen where you log in with existing credentials or select Register Now if you haven't already registered. If you have a username and password, select option to update your profile. When registering or updating your profile, be sure to select Service Provider as your role.

To register:

- Identify the branch of service and component you support.
- Identify the component that you support, your role (service provider) and the location you serve.
- Create a username and password and enter your email address.
- Check the box stating you are eligible to access Military OneSource. All service providers are eligible to access Military OneSource.

Briefer notes

If the service provider supports more than one branch or component, have them select the primary one that they support.

Service provider home page



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LIVE CHAT LOGIN CONTACT US SHOPPING CART

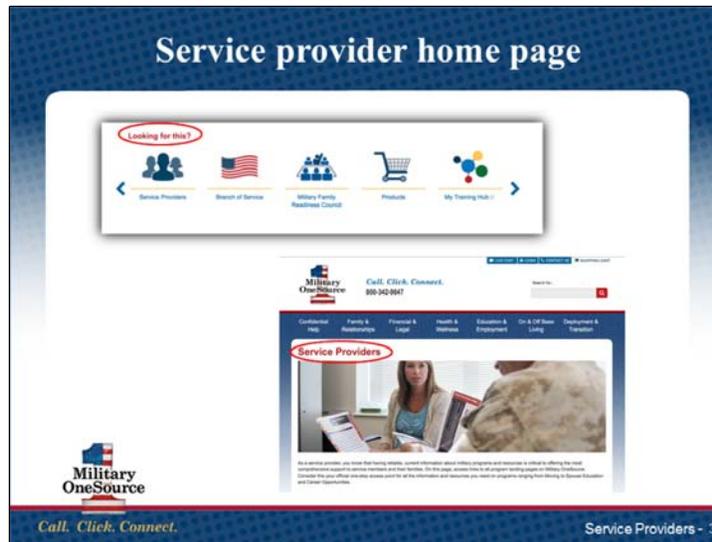
Search for...

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Service Providers

As a service provider, you know that having reliable, current information about military programs and resources is critical to offering the most comprehensive support to service members and their families. On this page, access links to all program landing pages on Military OneSource. Consider this your official one-stop access point for all the information and resources you need on programs ranging from Moving to Spouse Education and Career Opportunities.





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Once you've logged in, there are a few places you can search for specific service provider resources and information.

In the Military OneSource website you can access resources for service providers by going to the Military OneSource home page and scrolling down to the "Looking for this?" section.

- Move through that carousel until you find Service Providers and click on it.
- This will take you to the Service Provider's main page.
- You don't have to be logged in to access the information on the Service Providers page, but you do have to be logged in to place orders for the no-cost products.

Service provider resources

The screenshot displays the Military OneSource website interface. At the top, there are navigation links for LIVE CHAT, LOGIN, CONTACT US, and SHOPPING CART. The Military OneSource logo is on the left, and the slogan "Call. Click. Connect." with the phone number 800-342-9647 is in the center. A search bar is located on the right. Below the navigation bar, a menu lists various service categories: Confidential Help, Family & Relationships, Financial & Legal, Health & Wellness, Education & Employment, On & Off Base Living, and Deployment & Transition. The main content area is titled "Service Providers" and features a photograph of a woman in a military uniform sitting at a desk with a service provider. Below the photo is a paragraph of text. To the right, there are two columns of links under the heading "Topics Customized for Service Providers" and "Resources".

Military OneSource
Call. Click. Connect.
800-342-9647

Search for...

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

Service Providers



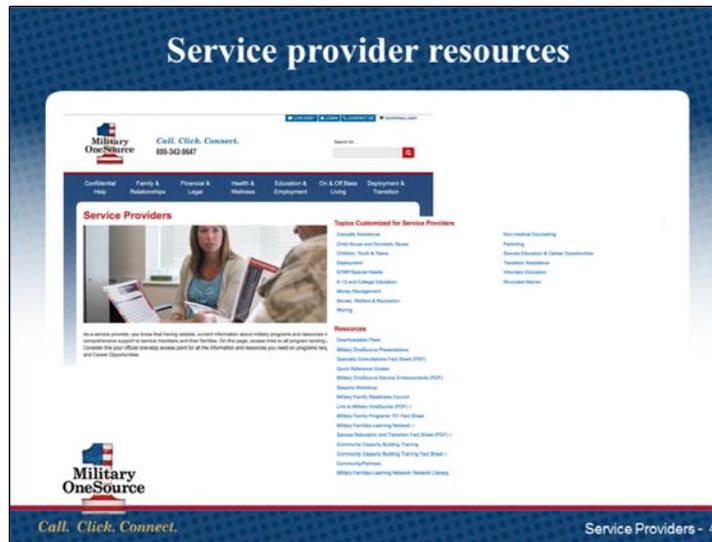
As a service provider, you know that having reliable, current information about military programs and resources is comprehensive support to service members and their families. On this page, access links to all program landing pages. Consider this your official one-stop access point for all the information and resources you need on programs ranging from Family Readiness to Career Opportunities.

Topics Customized for Service Providers

- Casualty Assistance
- Child Abuse and Domestic Abuse
- Children, Youth & Teens
- Deployment
- EFMP/Special Needs
- K-12 and College Education
- Money Management
- Morale, Welfare & Recreation
- Moving
- Non-medical Counseling
- Parenting
- Spouse Education & Career Opportunities
- Transition Assistance
- Voluntary Education
- Wounded Warrior

Resources

- Downloadable Fliers
- Military OneSource Presentations
- Specialty Consultations Fact Sheet (PDF)
- Quick Reference Guides
- Military OneSource Service Enhancements (PDF)
- Sesame Workshop
- Military Family Readiness Council
- Link to Military OneSource (PDF) 
- Military Family Programs 101 Fact Sheet
- Military Families Learning Network 
- Spouse Relocation and Transition Fact Sheet (PDF) 
- Community Capacity Building Training
- Community Capacity Building Training Fact Sheet 
- Community/Partners
- Military Families Learning Network: Network Literacy



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Now that we know where to find the resources, let's talk about what those resources are. On Military OneSource you will find the following:

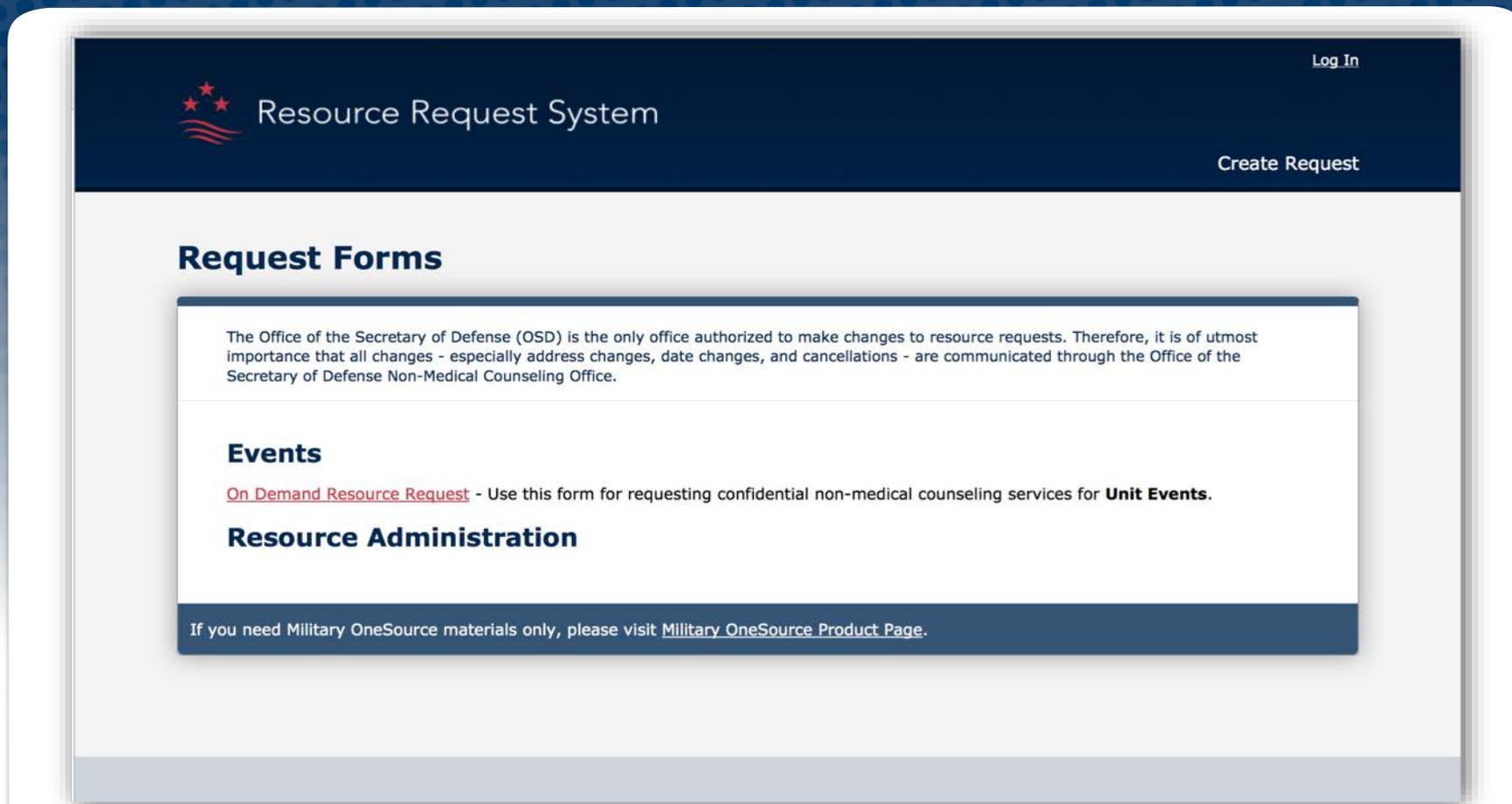
- Information by topic (by program names) and you can find valuable resources (by resource type), including quick reference guides and downloadable fliers.
 - Topics Customized for Service Providers (by program names)
 - [Casualty Assistance](#)
 - [Child Abuse and Domestic Abuse](#)
 - [Children, Youth & Teens](#)
 - [Deployment](#)
 - [EFMP/Special Needs](#)
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 - [Community Capacity Building Training](#)
 - [Community Capacity Building Training Fact Sheet](#)
 - [Community/Partners](#)
 - [Military Families Learning Network: Network Literacy](#)
 - At the bottom of the website, in the footer, you will find more resources under the following

headers including:

- **Military OneSource:** This header includes information such as the About Us page, contact information, emergency contact, frequently asked questions, the MC&FP Websites and Applications, reports and surveys and a site map
- **Categories:** Below this header you will find links to each category page on the website
- **eNewsletter:** Under this header we've stored information including subscription options for all of the eNewsletters that can keep you informed of the most current or recently updated resources as well as the archives page
- **Legal and Security:** Information listed under this header includes Accessibility, Accessibility Tools, Disclaimer, DoD No Fear Act, FOIA and Privacy Act Statement and Security

Events and presentations



The screenshot shows the 'Resource Request System' website. At the top right, there is a 'Log In' link. Below the header, there is a 'Create Request' button. The main content area is titled 'Request Forms' and contains a text box with the following information:

The Office of the Secretary of Defense (OSD) is the only office authorized to make changes to resource requests. Therefore, it is of utmost importance that all changes - especially address changes, date changes, and cancellations - are communicated through the Office of the Secretary of Defense Non-Medical Counseling Office.

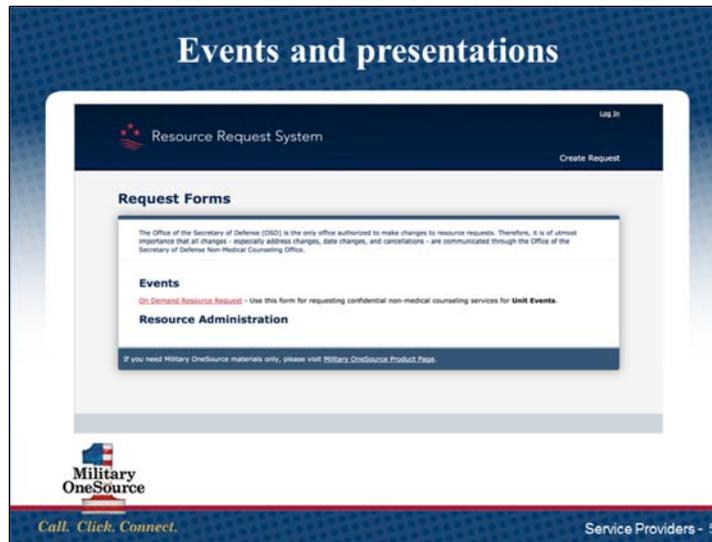
Events

[On Demand Resource Request](#) - Use this form for requesting confidential non-medical counseling services for **Unit Events**.

Resource Administration

If you need Military OneSource materials only, please visit [Military OneSource Product Page](#).





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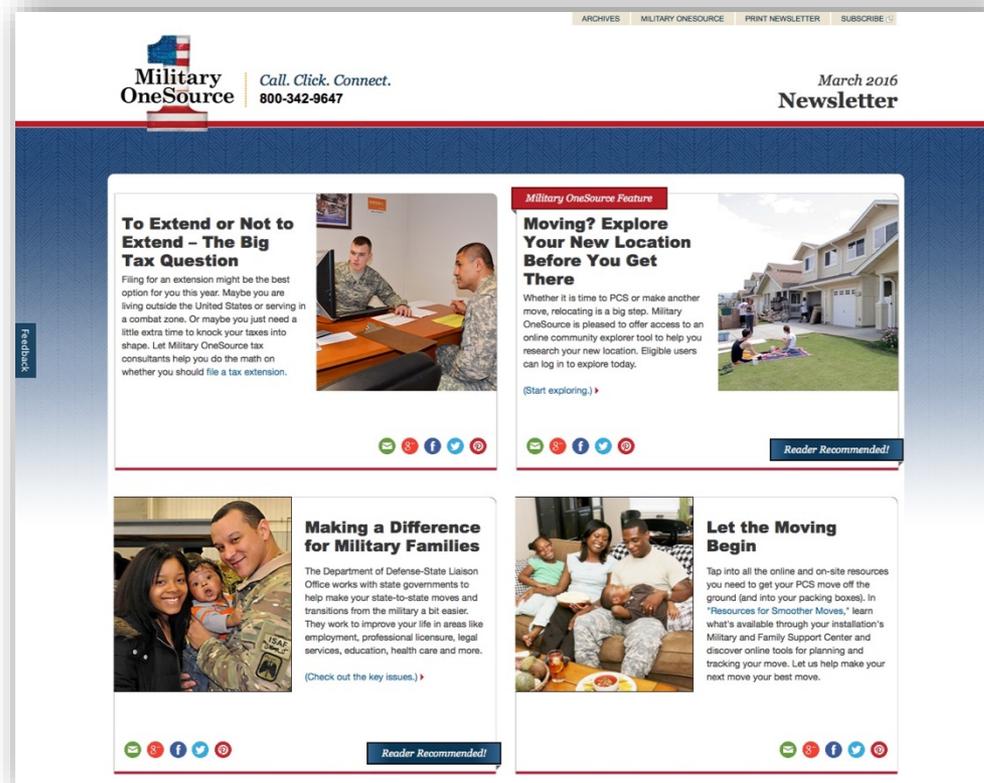
Presentations are available to educate others about Military OneSource.

- You can see a list of available presentations by going to the Service Providers home page and under the Resources header, click on Military OneSource Presentations.
- To request a presenter to deliver the Military OneSource overview presentation or one of the specialty overviews during an event, fill out the Resource Request Form.
 - You can find the Resource Request Form by scrolling to the Military OneSource footer and clicking on MC&FP Websites and Applications and then clicking on the Resource Request System in that list.
 - The Resource Request System allows military units and military-connected organizations to request in-person services through the Military OneSource and Military and Family Life Counseling Programs. Eligible service members and their families may receive support from

Military OneSource representatives, military and family life counselors, child and youth behavioral counselors, and personal financial counselors on short-term assignments.

Military OneSource eNewsletter

- › Subscribe to the eNewsletter
- › View current and archived issues





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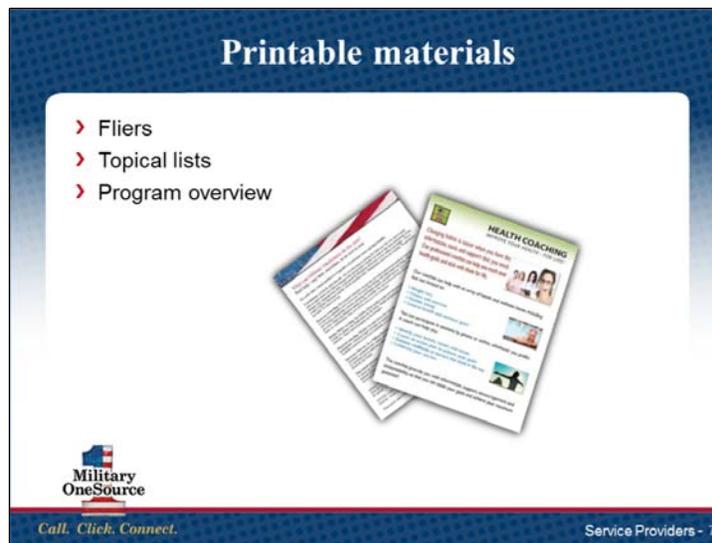
Sign up for the Military OneSource eNewsletter today. The eNewsletter ensures you're the first to know about resources as they become available — including information that matters to both service members and military families.

You can locate this and subscribe to receive it through the link found in the footer at the bottom of any page on Military OneSource.

Printable materials

- › Fliers
- › Topical lists
- › Program overview





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Printable fliers, topical lists and a program overview are great when you need information fast to share with service members and their families or when supply is low. These materials also work great for promotional displays, briefings or classes.

- The financial counseling flier and the money matters topical list are resources to share in a budgeting class.
- The health and wellness coaching flier is a resource to share during a stress management class.

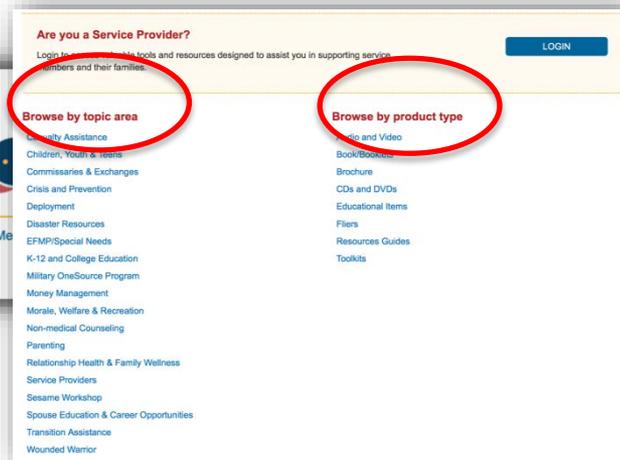
The Wounded, Ill and Injured tool kit has a variety of information to view and utilize whenever suitable in educating audiences regarding their TRICARE benefits.

Briefer notes

Use examples that apply for the service provider.

Finding information and products

- › Click to quickly access information available through Military OneSource





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Click on the Products link (shopping cart icon found in the “Looking for this?” carousel at the bottom of the Military OneSource page)

Military OneSource has a products page with headings and subheadings for specific topics to make it easy to quickly access information and educational materials available through the website.

Topics are categorized by subject and contain links to additional content areas containing informational subcategories listing articles, booklets, CDs and DVDs, online library resources, resource guides and useful Web links.

Service members and family members can request educational materials online or by phone. Information is accessible via the products link at the bottom of the Military OneSource home page.

- Service providers can order promotional materials to help promote Military OneSource resources and services by logging in.

Briefer notes

Familiarize yourself with multiple topics for varied audiences.

Affiliate provider information

- › Affiliate provider network criteria:
 - Master's degree or higher in counseling, social work, psychology or related mental health profession
 - Five years post-master's clinical experience
 - Minimum three years employee assistance program experience
 - State license and certification in areas of specialty
- › For more information on joining the network or for additional criteria, visit <http://www.valueoptions.com/providers>



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Providers interested in joining the Military OneSource team can find affiliate provider network criteria, the link to join the network and access to the affiliate provider information from this page.

Briefer notes

Familiarize yourself with the affiliate provider network criteria. Refer the provider to the link on the affiliate provider home page for a complete listing of the criteria.