

# Relocation 101 for Service Providers

## Webinar Session Information, Processes, and URLs



The [Relocation 101 Webinar](#) presented on July 25, 2012 and August 15, 2012 by Pam Cunningham and Lisa Collier was designed to guide Relocation personnel through the MilitaryINSTALLATIONS and Defense Installation Messaging System's (DIMS) processes and resources. Thank you attendees! Please continue to submit your questions to

[MOSwebinars@militaryonesource.com](mailto:MOSwebinars@militaryonesource.com) and they will be answered in our next Relo eNewsletter and sent out to all attendees through the email address provided through the webinar registration.

Session information included URLs, DIMS tips, reminders, resources, and process information. The session explored education, development, and informational aspects in the following areas:

### [DIMS Registration, Login, and Contact Information Updates](#)

[Military Community & Family Policy Portal Page](#) provides quick access to MC&FP websites, publications and staff services. Please use this portal to access DIMS.

- **Technical Assistance (DIMS & eSAT)**
  - For technical assistance, please contact MilitaryHOMEFRONT at 1-888-363-6431 or via email using the [DIMS Contact Us \(Technical Assistance Only\)](#) tab for assistance.
  - Please do not submit technical questions by sending DIMS messages to the editorial team.
- **Relocation Assistance Program Service Representative Contacts**

Service	POC	Email	Phone
OSD	Pam Cunningham	<a href="mailto:pamela.cunningham@osd.mil">pamela.cunningham@osd.mil</a>	571-372-0868
AIR FORCE	Carl Buchanan	<a href="mailto:carl.buchanan@pentagon.af.mil">carl.buchanan@pentagon.af.mil</a>	240-612-4892
AIR FORCE	Theresa Marvin	<a href="mailto:theresa.marvin@us.af.mil">theresa.marvin@us.af.mil</a>	210-565-3282
ARMY	Terry Rivera	<a href="mailto:teresita.rivera@us.army.mil">teresita.rivera@us.army.mil</a>	210-466-1192
DLA	Rosemary Smith	<a href="mailto:rosemary.smith@dla.mil">rosemary.smith@dla.mil</a>	703-767-5372
USMC	Tracey Reed	<a href="mailto:tracey.reed@usmc.mil">tracey.reed@usmc.mil</a>	703-784-9523
NAVY	Dede O'Rourke	<a href="mailto:dorothy.orourke@navy.mil">dorothy.orourke@navy.mil</a>	202-433-3162

## oLearning Modules

- All Relocation personnel should complete the oLearning Modules. OLearning refreshers are required annually. Also, assigned Unit Sponsorship Coordinators (USC) should complete the DIMS and eSAT oLearning Modules. Access to DIMS applications is not necessary to access oLearning Modules. An account must be created from the oLearning homepage but access to DIMS does not have to be granted in order to take the Modules.
- oLearn Modules include:
  - Defense Installation Messaging System (DIMS)
  - MilitaryINSTALLATIONS (MI)
  - Electronic Sponsorship Application and Training (eSAT)
  - Relocation Assistance Manager's Job
  - How to Conduct Briefings, Workshops, and Training
  - Performance Management

## **MilitaryINSTALLATIONS Resources, Manuals, and Guides**

- [DIMS homepage](#)
  - [DIMS User Guide](#)
  - [Plan My Move \(PMM\)/MI Content Manual \(Content Source Table for Articles & Content for the PMM/MI topic narratives – Guidelines\)](#)
  - [Small Installation Guide](#)
  - [eSAT Resources](#)
  - [FAQs](#)
  - [Newsletter Archives](#) (Relo eNewsletter Archives)
  - [USAREC Content Manual](#)
  - [eSAT Resources](#) (User guide, PPT, Brochure/flyer, FAQs, Quick start (condensed version of user guide), [eSAT training link](#))

## **Creating Messages and Updating Information**

- **Guidelines for submitting edits:**
  - Step 1: Select installation and topic
  - Step 2: Enter subject
  - Step 3: Enter contact information
  - Step 4: Submit
- **When submitting an article as an attachment in DIMS, please include the following information in the message field:**
  - What the attachment includes
  - What you would like the editors to do with the content in the attachment (e.g., replace/modify specific text under the subheadings)
  - Specific article you are referring to for placement purposes

- **DIMS reminders**
  - The maximum number of URLs/websites per article is six.
  - Submit installation articles separately.
  - Please do not submit entire installation booklets with updates.
- **Email notifications**
  - If the editorial team needs additional information to complete an editorial request, a message will be sent with this subject line: **Request for clarification/additional information.**
  - Messages requesting additional information/clarification will be closed in fifteen business days if no response is received, but can be re-submitted at any time by Relocation personnel (a reminder message requesting response will be sent three days prior to the close of a message).
  - When edits are completed an **Edits completed – please review** message will be sent to notify Relocation personnel to review the edits in MilitaryINSTALLATIONS to ensure they are correct. Please note that it can take up to three business days from the time an Edits Completed message is received for the edits to go live and become available in MilitaryINSTALLATIONS for review.

## **Editing**

- **Contacts**
  - **Tip:** You can copy the table out of DIMS and paste it into a Word document and make updates in this document using Track Changes. The results display the directory, hours of operation, and all contact information. This is an easy way to see all your information in one place. Please note that contacts can be sent as a plain text file, rich text file, Word document, or Excel spreadsheet, but changes to contacts must be clearly marked.
  - MI contacts require physical addresses. You can have both a physical and mailing address, but you cannot have a mailing address without first supplying a physical address. For all contacts, please provide the following:
    - title
    - complete address (physical or mailing)
    - phone numbers
    - fax numbers
    - DSN numbers
    - emails (professional email addresses only)
    - websites

- hours of operation; for civilian time, use a.m. and p.m. (e.g., 8:00 a.m.)

**Please note:** The Program/Service Directory titles cannot be changed and are the same for all installations. Also, you may use names in emails as the MI and PMM applications use an anonymous email system so that no names will show to the public.

- Major Unit Listings

- Contact information should include:

- name of the major unit
- a contact position if applicable (e.g., Commander)
- commercial and DSN phone numbers:
  - COM: xxx-xxx-xxxx
  - DSN: xxx-xxx-xxxx
  - COM FAX: xxx-xxx-xxxx
  - DSN FAX: xxx-xxx-xxxx
- website for the unit (if available and not secure)
- not permitted: addresses or descriptions or names of individuals in the major units

- Photo Additions and Attachments

- Guidance:

- Create a “tour” with your photos.
- Consult your Public Affairs Office before submitting each photo.
- Photo guidelines -- images, pictures, or other artwork to appear as content must meet the following specifications:
  - Format: JPEG/JPG (preferred) or GIF files only
  - File size: no larger than 100KB per image
  - Maximum image size: 640x480 pixels (total pixel size no larger than 307,200 pixels)
  - Scanned photo dpi: scan printed photos at 300 dpi
  - Use 4” x 5” or 4” x 6” photos for best results
  - Submit your photo caption or description along with your image in the message field

## Certification

- Certification occurs every quarter between the following dates:
  - September 1-30
  - December 1-31
  - March 1-31
  - June 1-30
- Please note that edits for each quarter can be submitted throughout the quarter.
- Edits must be submitted in order to certify, but do not have to be completed in order to certify.
- Certifying your installation indicates that your installation content has been reviewed and has been updated.
- [Reports](#) can be pulled for the following categories:
  - Certifications by Service
  - eSAT - Sponsor Training Feedback
  - eSAT - Sponsors Trained by Installation
  - Installation Statistics
  - Message Counts
  - oLearn- Feedback
  - oLearn- Training
  - Pages/Topics Statistics
  - Users by Service

**Coming Soon! Please check the [Military OneSource website](#) for the archived Relocation 101 Webinar.**

**Check the [website](#) for news  
about other upcoming webinars:  
<http://www.militaryonesource.mil/webinar>**