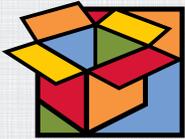




RELOCATION  
ASSISTANCE  
PROGRAM



Moving Made Easy

# **MilitaryINSTALLATIONS:** **Content Manual for** **SMALL** **INSTALLATIONS**



July 2016

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Two Department of Defense websites, [Plan My Move](#) and [MilitaryINSTALLATIONS](#), are designed to support the mobile military life by providing quality-of-life information to military service members and their families. The content that relocation assistance and information and referral personnel provide populates both web applications and serves as a reliable source of information for military families when they relocate. Therefore, it is important that the information reflected on these sites is accurate and up to date.

Small installations are an important part of MilitaryINSTALLATIONS. But, because their populations are different from other, larger installations, their content is different. This content manual addresses the needs of relocation assistance and information and referral personnel who represent installations designated as “small installations” and approved for inclusion on the MilitaryINSTALLATIONS and Plan My Move websites. It describes how they can create, submit and maintain the following content:

- Installation Overview
- Contacts
- Major unit listing information, if applicable
- Applicable contacts

You may want to review examples of other “small” installations before you begin compiling your information. You can view examples by visiting [MilitaryINSTALLATIONS](#) and selecting one of these installations from the directory: Arnold Air Force Base in Tennessee, National Naval Medical Center in Maryland, Morón Air Base in Spain, Navy Fort Meade in Maryland or Fort Greely in Alaska.



## The Defense Installation Messaging System

The Defense Installation Messaging System, or DIMS, is a communication tool that connects relocation assistance and information and referral personnel to the editors who maintain the MilitaryINSTALLATIONS and Plan My Move websites. The DIMS editors provide a review of the content prior to publication on the internet.

Instructions for accessing and using DIMS are available in the [DIMS User Guide](#). The Relocation 101 training, available on [My Training Hub](#), offers a course covering the DIMS application. Any technical questions should be directed to the help desk, which can be reached at 888-363-6431 or by email at [support@militaryonesource.mil](mailto:support@militaryonesource.mil). Once you've completed the registration process and your account request is approved, you will receive an approval email. You may then access DIMS to submit updates to your installation's content.

## Installation Overview

Installation relocation assistance or information and referral personnel write and maintain the Installation Overview article. Recommended subheadings for the article are listed below, as well as checklists for suggested content and content length limits.

### Location

- Include country, region, state, county, city and town (but not the address).

- Include information and links for nearby installations, if applicable.

- Indicate if this is a high- or low-cost area.

- Include something unique about the area to entice the reader.

- Include the telephone number of the installation operator.

- Note links to installation videos or other resource information.

### History

- Include one paragraph about the installation's history, as well as a link to the installation home page.

### Mission

- Include one paragraph about the installation's mission and briefly mention the major commands located on the installation.

### Population

- Populations may include the number of active-duty service members, family members, civilians and reservists.

### Base Transportation

- Discuss the installation transportation options including taxis, bus services and shuttles.

### Sponsorship

- Explain how someone finds a sponsor. Include links to training or other resources.

- Explain the sponsorship process, including what a sponsor provides to a newcomer.

- Limit content to no more than two paragraphs.

### Temporary Quarters

Include the answers to these four questions in no more than one paragraph:

What are the lodging options for new arrivals to the installation?

Can reservations be made in advance?

Do personnel with PCS orders have priority?

Does the facility allow pets? If not, offer alternatives.

### Relocation Assistance

Include a one-paragraph write-up of the services provided by the Relocation Assistance Program. Include the contact information.

### Critical Installation Information

The information included in this paragraph varies based on the installation. Include, as applicable, deployment information, GPS information, money matters (such as currency needs), housing issues, child care issues, specific laws or regulations that may affect new personnel, such as dangerous dogs laws or other information that the command would deem appropriate for newly arrival individuals or families.

## Contacts

Like the articles, your installation's contacts are updated and maintained through DIMS. When submitting changes to contacts, do not send a complete replacement without sending the original and showing exactly what has changed. Use Microsoft Word with Track Changes or highlight your changes in some way.

The contact directory includes numerous contact options. Each installation must provide a location contact and a contact for the Relocation Assistance Program. Other contacts will depend on the available programs and services on your installation. Refer to the drop-down menu in the DIMS Contact Information tab for a list of your installation's contacts.

All contacts should include with the following information, as applicable:

- Title
- Complete physical street address including street, city, state and ZIP code
- Complete mailing address if different from physical address
- Commercial and DSN phone numbers
- Email (up to three; names will not appear to the public)
- Website (up to three)
- Hours of operation in civilian time

When reviewing your contacts and certifying them on a quarterly basis, be sure all the information is spelled correctly, phone numbers include areas codes (overseas numbers should be written as if dialing from the United States) and are accurate, and all URLs begin with http:// and are accurate.

## Major Unit Listings

Important major unit listings are determined by the installation. All major unit listings must include a commercial phone number, a DSN phone number and a DSN fax number. Addresses are not included in the major unit listings, but websites may be included. Set up major unit listings according to the following example:

- Name of the major unit
- Contact position, if applicable (for example: commander)
- Phone numbers, commercial and DSN
- Unit website addresses

## Photos

Images, pictures or other artwork to appear as content must meet the following specifications:

- Format should be JPEG/JPG (preferred), PNG or GIF files only.
- File size should be no larger than 100 KB per image.
- Maximum image dimensions should be 640 by 480 pixels (total pixel size no larger than 307,200 pixels). If you have trouble resizing photos, contact the help desk for assistance (888-363-6431 or [support@militaryonesource.mil](mailto:support@militaryonesource.mil)).
- Scanned photos should be 300 dpi. Use 4-inch by 5-inch or 4-inch by 6-inch photos for best results.
- PowerPoint or Word documents with multiple photos for the installation photo gallery will not be accepted.
- Submit your photo title and description (optional) in the message field when you submit the photo. MilitaryINSTALLATIONS can accommodate as many photos as you would like for your installation.
- Pictures must be approved by your PAO prior to submission.