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.

The DIMS application allows you to view your installation’s articles, contacts, major unit listings and photos as they appear in MilitaryINSTALLATIONS and Plan My Move. It also allows you to send messages to update your installation’s information, certify that the information is accurate as required each quarter, and access various reports. In addition, you’ll find links to content manuals and frequently asked questions, or FAQs.
New User Registration

If you are a new user, you must follow the registration process to gain access. All users must access DIMS with the Common Access Card, or CAC. When you visit, the system will automatically detect if you have access. If not, a No Access screen will appear. In the middle of the message, click the red >>click here<<. This will open the Account Request page, where you input your information and begin the registration process.

Once on the Account Request page, check Relocation Assistance under Affiliations. If more information is needed, you may add notes in the comment box. Next, select the branch of service you are representing. DO NOT choose DoD civilian because your service representative will not see the request and processing may be delayed. Select Submit.

After selecting Submit, you will be directed to the role request page where each new user selects a role. On this screen (Figure 1), make the following three selections:

1. User – Check the User box if it has not already been checked.
2. Role – Select the applicable role from the following (role definitions are displayed on the role selection screen):
   - Primary Relocation Personnel
   - Alternate Relocation Personnel
   - Family Center Director
   - Major Command Representative
   - Headquarters Representative
   - Unit Leader
3. Reports and Statistics – Check the Reports and Statistics box, which will allow you to view the information on the Reports tab in DIMS.

(Figure 1: Selecting a role)
The final step in the registration process is to select the installation or installations you want to access. You must select at least one installation in order to have access to functions and reports.

- If you need to select only one installation, select your service branch, select the installation and select Apply. Then, select the Submit and Return button.

- If you need two or more installations in the same service branch, select your service branch, select the installations and select Apply. Then, click the Submit and Return button.

- If you need two or more installations in different service branches, select the first service branch, select then installation and select Apply. This will allow you to change the service branch and select another installation. Once you have made all your selections, click on the Submit and Return button.

If you are assigned to a joint base, please apply for DIMS through the lead installation’s branch of service. This will make it easier to track messages and perform the required quarterly certification.

The Submit and Return button directs you to a page that will allow you to check your work. Once you are satisfied with your selections, select Logout in the top, right corner of the page. You will receive an automated email that your application is pending approval by the service representative and, once approved, an approval email will be sent. After receiving this final email, you may log in to DIMS.

Maintaining your account

- If you don’t use the system for 365 days, your account will be deactivated and you must contact the help desk to reactivate your account. To contact the help desk, use the Support link at the top of the page or call 888-363-6431.

- If a change to the role or installation is necessary, please contact your service representative to request the change.

- It is important to keep your DIMS role and account contact information up to date to ensure an accurate listing of those who have access to DIMS and their assigned locations. It also helps the Office of the Secretary of Defense and the service representatives maintain accountability. Account information can be updated via the single sign-on Account Registration.
Creating and Sending Messages in DIMS

The DIMS messaging function allows you to request changes to your installation’s information as it appears in both MilitaryINSTALLATIONS and Plan My Move. The following information will guide you through creating messages, adding attachments and submitting your messages in DIMS:

**Step 1:** Select the **Create Message** tab.

**Step 2:** Select the applicable **Installation** and **Topic**.

**Step 3:** Enter the **Subject**. Please be specific in your email subject line.

**Step 4:** Use the **Request/Change** field to describe the requested change. The following information will help you with your message:

- If you are requesting to edit a contact, you must clearly show what needs to be changed. For example, you could say, “Please change the hours of operation for the family center contact to 9:00 a.m.-4:00 p.m. on Fridays.”
- Use the **Spell Check** button to check your spelling. **Do not** select the **Reset** button unless you want to clear the information.
- If there is an attachment, describe in the message field what the attachment includes and what you would like the editors to do with the content in the attachment. (For example, you might write, “Make changes as tracked,” or “Add new contacts.”)
- Please do not send complete article replacements unless the text is completely rewritten.
- Include the current text and the requested changes to that text. Please make sure your message is clear. For example, you could write the following in the message field: “The current text reads: ‘xxx.’ Please replace it with the following text: ‘xxx.’” When providing new text, please limit the number of URLs in the text to six per article.
- Requests to change all contact information will **not be** honored as the system cannot replace all; every field must be changed manually.
- If you need to clear the Submit Request form, hit the **Reset** button.

If you are not attaching a file to your message, skip to Step 6. Otherwise, continue to Step 5.

**Step 5:** Attach a file with your changes (optional) using the following guidelines:

- Submit text content in Microsoft Word format using the Track Changes function with the changes showing. If necessary, a plain text file (TXT) or a rich text file (RTF) are suitable alternatives as long as the changes are clearly marked. For details on image attachments, see “About your images,” below.

If you have any additional questions or technical issues, you can send a message through the support link found on the top of the page or call the help desk at 888-363-6431.
• Please let the editors know if the change is in a contact, in the topic narrative or both.
• The file name must have fewer than 85 characters; the system rejects attachments with longer names. Save the file to your desktop to avoid a long directory chain.
• To attach your document in the Submit Request form, select the Browse button next to the attachment box and then select the file from your computer.
• Limit each article to four pages to avoid surpassing the system’s per-article HTML character limit.
• The DIMS application limits attachments to one per message. If you have more than one article, contact or photo, you must submit them in separate messages.
• Entire installation booklets may not be submitted for edit, but entire contact directories and major unit listings with edits may be submitted in Word format. Contact directories can be copied from the Contact Information tab in DIMS and pasted into a Word document.

Contact your service representative if …

• You have questions about the registration process or the status of your request.
• You want to request changes to your role or installation.

CAC changes

Normally, if there are changes with your CAC (a new card, for example), the DIMS application will automatically detect the change with no effect on the log-in process. However, if your CAC has changed due to a name or affiliation change and you receive a No Access message when logging in, you will need to repeat the registration process after your have contacted the help desk to close out your old account.

Step 6: Select the Submit Request button to submit your request.

About your images

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

• Format – Use JPEG/JPG (preferred), PNG or GIF files only.
• File size – Send files no larger than 100KB per image.
• Maximum image size – Use 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).
• Scanned photo dpi – If you are scanning printed photos, scan them at 300 dpi. Use 4x5 or 4x6 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 with your photo. MilitaryINSTALLATIONS can accommodate as many photos as you would like for your installation.
Quarterly Certification

Each quarter, installations must verify the accuracy and completeness of the installation’s content. Choose the Certification tab to begin this process. This tab is only accessible during the certification months: September, December, March and June. At the end of these months, the tab is removed.

To certify that your installation’s information is up to date, follow these steps:

**Step 1: View your articles.**
In order to see your articles in one place, select the Articles tab and select Go. These are read-only files but you will see when your articles were last updated. You can copy an article, paste it into Microsoft Word and make updates using the Track Changes function. Only one article may be submitted at a time.

*Note:* Because DIMS editors occasionally update articles for style and formatting purposes, the date of last update may not reflect the date you personally reviewed the article. It is recommended that you maintain your own personal review records.

**Step 2: View your contact information.**
In order to see all your contacts in one place, select the Contact Information tab. This is a read-only file with the exception of URLs and emails, which are active. Please check to make sure these emails work. Also, you may check the websites by simply clicking the links. If you need to make changes to any of the information in a contact, copy the contact into a DIMS message and indicate the updates. You may also copy all your contacts from this tab, paste into Microsoft Word and make updates using the Track Changes function.

**Step 3: View the major units listing.**
To see all the major units for your installation in one place, select the Major Unit Listings tab. This page is a read-only file with the exception of active URLs. You can check your websites by simply clicking the URLs. If you need to make changes to any of the information in a major unit, copy the information into a DIMS message and indicate the updates. You may also copy the information into a Microsoft Word document, use Track Changes and submit the document as an attachment.

**Step 4: View your photos.**
To see all your installation photos in one place, select the Photo Gallery tab.

**Step 5: Complete the certification.**
After you have reviewed all the information for your installation, click on the Certification tab and select your installation from the drop-down menu. Then, select Submit to certify that you have reviewed your installation’s content and that it is current and complete according to the requirements in the content manual for your installation’s category.
Links to the Major Installation Content Manual, Small Installation Content Manual and USAREC Content Manual are found along the top of the DIMS application's web pages.

If you do not certify your installation’s information during the certification month a red banner will appear on your installation page that reads, “This installation file is currently being reviewed.” To have the banner removed, you must contact your service representative. Even after you have made the updates and the banner has been removed, the non-certification status will remain until the next certification period.

Joint bases
It is the responsibility of the lead joint-base relocation or information and referral personnel to certify information. It is recommended that all installations within a joint-base environment work collaboratively on edits and content changes to avoid submitting conflicting requests.

DIMS Reports
The DIMS application supports reporting for MilitaryINSTALLATIONS and the eSponsorship Application & Training, or eSAT. To generate a report, choose the criteria, which may include the date range, service, installation or major command. Then, select Go. All reports are downloadable to a Microsoft Excel spreadsheet.

Available reports include the following:

- **Certifications by Service** – This report shows installation certifications. The certification month dates should be selected to view the certifications (for example, March 1, 2016-March 31, 2016). The system can only show reports for the most recent certification period; you cannot generate a report that shows all certifications during the year.

- **eSponsorship Application & Training reports** – These reports can be queried by date range, branch of service, major command and installation. These reports contain personally identifiable information and therefore, must remain in a secure environment. They include the following:
  - eSAT Sponsors Training Feedback (feedback from sponsors prior to June 2015)
  - eSAT Sponsors Trained by Installation (sponsors trained prior to June 2015)
  - eSAT My Training Hub/Sponsors Trained by Installation (sponsors trained on or after June 1, 2015)

- **oLearning reports** – The oLearn reports include training status and feedback from the oLearn trainings.

- **Message Counts** – This report shows the number of DIMS messages received for a selected period. If no activity has occurred, a zero will display.

- **Installation Statistics** – This report displays the number of visitors and page views for an installation or a group of installations as viewed by users to MilitaryINSTALLATIONS.

- **Pages/Topics Statistics** – This report offers data on the number of visits for your installation’s different pages and topics within MilitaryINSTALLATIONS.

- **Users by Service** – This report identifies the DIMS users by installation. This page could be useful for creating an email and phone list of colleagues.