Defense Installation Messaging System

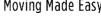
DIMS User's Guide



Version 3.5

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I. Overview

The Defense Installation Messaging System is a communication system that connects installation relocation personnel and the Military OneSource editors. The system communicates updates of MilitaryINSTALLATIONS information from the field to the editorial team. The Military OneSource editors provide a review and quality control function prior to publication on the Internet. This review includes reading for errors, technical editing for consistency with content standards, random checks of phone and fax numbers, and checks of emails and websites.

The system is as simple to use as email. It has a report function through which relocation personnel can get usage reports and track their message history. In addition, DIMS is used to send quarterly certification messages (see the "Plan My Move/MilitaryINSTALLATIONS Content Manual") as required by the Office of the Secretary of Defense and service headquarters. Here are the ways DIMS is most often used:

- Relocation personnel use DIMS to communicate updates to content, including articles, contacts, major unit listings and photos for publication on Plan My Move and MilitaryINSTALLATIONS. All changes to installation content displays in **both** the MilitaryINSTALLATIONS and Plan My Move applications.
- Editors use DIMS to advise relocation personnel if they have clarification questions and when their request for updates has been completed.
- Relocation staff uses the Reports function to track usage and sponsor training status.
- Unit leaders use the Reports function to review their service members' training status.
 Reporting information can be found in Chapter IV, Report Functions in DIMS.
- All requests for updates must be submitted through this system.

II. Login and Registration Process

A. Login

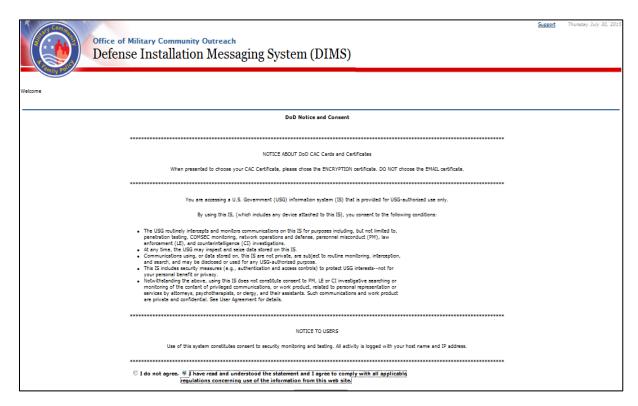


Figure 1: DIMS consent screen

To log in, you must have a valid Department of Defense Common Access Card, or CAC. *The only access to DIMS is with a CAC.* The URL for DIMS is https://apps.militaryonesource.mil/dims. Select your certificate and **OK.** Make sure you **do not select** your email certificate. After your certificate, a consent page appears (Figure 1). On this page select I have read and understand the statement ... and **Proceed to Login.**

B. New user registration process



Figure 2: No Access screen

If you are a new user to DIMS, you must follow the **registration process to gain access**. When you go to https://apps.militaryonesource.mil/dims, the system will automatically detect if you have access to the system. If you are not, a **No Access** screen will appear.

In the middle of the message, click on the red >>click here<<. This takes you to the Account Request page to fill in your personal information.

1. Selecting a role



Figure 3: Account Request page

On the **Account Request** page, please check **Relocation Assistance** under **Affiliations**. You may write notes in the comment box.

When requesting access to DIMS, **select the branch of service** you are representing. Do **NOT** choose DoD civilian because your service representative will not see the request and delay your access to DIMS. Select **Submit** and go to the roles selection page.

Note: If you have any questions about the required information on this page, you can send a message through the support link found on the top, right-hand side of the page.



Figure 4: Selecting a role

The registration process **requires a new user select a role**. On this screen, **User** has already been checked as every registrant is a user. You are **required to select a role**, as well as **Reports and Statistics**, to view the information behind the **Reports** tab in DIMS. These roles are available:

- Primary Relocation Personnel are responsible for obtaining and submitting changes to their MilitaryINSTALLATIONS file, which is reflected in Plan My Move, and for answering all clarification questions from the editors.
- Alternate Relocation Personnel assist primary relocation personnel in their responsibilities.
- Family Center Director (or deputy director) oversees the installation Military and Family Support Center and has direct responsibility for the performance of relocation personnel in the centers.
- Major Command Representative is usually a major command or regional representative approved for a group of installations.
- Headquarters Representative includes the headquarters relocation program manager for one of the services (Army, Navy, Air Force, Marine Corps and Defense Logistics Agency), as well as MEPS and USAREC. This person has access to all the service's installations for oversight and monitoring.
- Unit Leader is appointed by the unit commander as a sponsor monitor and trained by the relocation staff to track the sponsorship reports available in DIMS. The unit leader role has readonly access to everything in DIMS except the reports.

Remember, before you click **Submit** you should have checked: **User**, a **role**, and **Reports and Statistics**.

Note: After selecting a role, you must select the installation(s) on the next screen.

2. Selecting an installation(s)

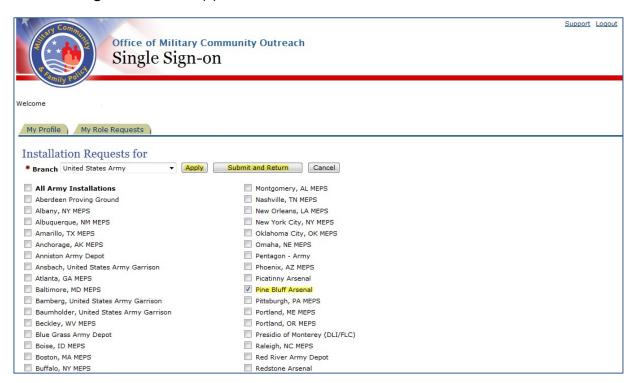


Figure 5: Selecting an installation(s)

The **final step** in the registration process is **selecting the installation or installations** you want to access. You **must select** at least one installation or you will **not have** access to functions and reports.

Note: On this screen, the words **Apply** and **Submit and Return** have different meanings. If you are a user who needs to select installations for more than one service branch, you will select the branch, select the installation(s) and select **Apply**. This will allow you to then change the service branch and select another installation. This function is particularly useful for personnel involved with **multiple bases**. If you are only requesting access to installations in one service branch, then, after you select your installation(s), select the button labeled **Submit and Return**. This action takes you to the **My Role Requests** page so you may check your work.



Figure 6: My Role Requests screen

On this page you will see a note that your request has been submitted successfully. If you are satisfied, you should select **Logout** in the top, right-hand corner.

You will receive an automated email that the application is pending approval by your service representative. Once approved, you will receive an approval email. At that time, you can access DIMS by visiting https://apps.militaryonesource.mil/dims. If you have questions, please contact your service representative.

C. Email notifications

1. Email pending

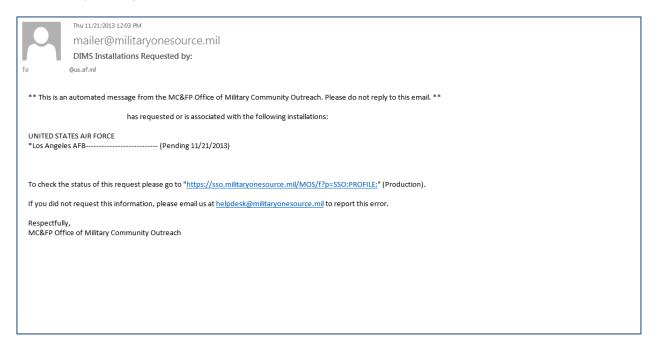


Figure 7: Automated application pending email

After requesting a DIMS account, you will receive an email showing the service branch and installation(s) selected, and explaining that the request is pending and awaiting an approval authority to grant access. Generally, the **approval authorities are the service headquarters relocation program managers**. If you have questions, please contact your service representative.

2. Email approval

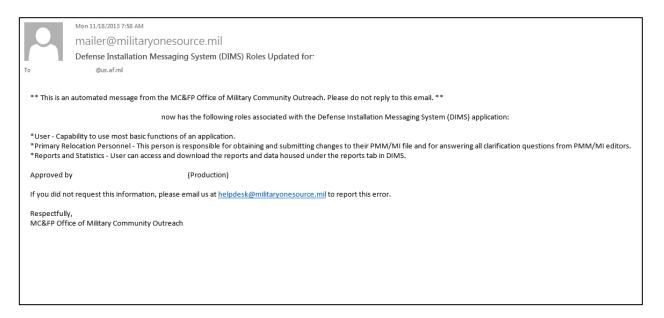


Figure 8: Automated approval email

An approval email is the second email you will receive. Upon approval you will have access to your requested roles and installation(s). If you want to change or update your roles and installations, please see Changes to DIMS user roles/installations/removal from DIMS (page 10) for instructions. You need to register only once using the above process. After you have registered you will be granted access every time you log in. Again, the URL is https://apps.militaryonesource.mil/DIMS.

Note: If you **do not use the system for 90 days**, your account will be **deactivated**. You must contact the help desk to reactivate your account. If you **do not use the system for 365 days**, you will be removed and **you must contact your service representative to re-register**.

If you need additional assistance, please contact the help desk at 888-363-6431 or support@militaryonesource.mil.

D. Common Access Card changes

If your DIMS user information changes, for example, if you receive a **new CAC card, you must go through the registration process again**. If the CAC change is a **simple renewal, you will not** have to take any action upon first login with new CAC card.

E. Changes to DIMS user roles/installations/removal from DIMS

If a **change to the role or installation** is necessary, **please send a message through DIMS** and the appropriate changes will be made. If you are making a request, be sure you include a commercial phone number with your request. If you would like to **be removed from DIMS**, **submit a DIMS message** alerting the DIMS editors and you will be removed from DIMS by an approval authority and receive a confirmation email that you no longer have access to DIMS.

It is important to keep your DIMS role, installation or removal up to date. That ensures there is an accurate listing of who has access to DIMS and the locations assigned. It also helps the Office of the Secretary of Defense and the service representatives maintain accountability on the site.

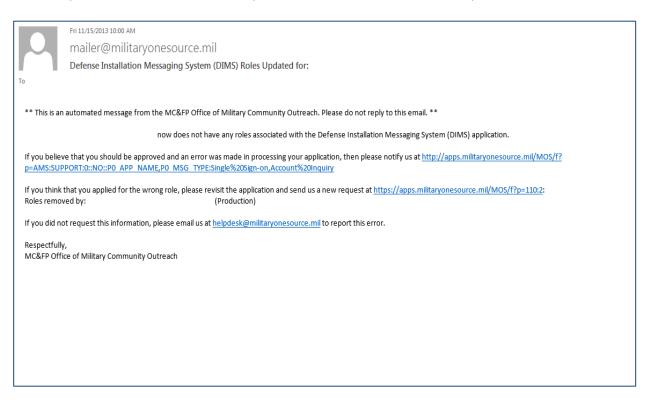


Figure 9: Email notification of removal from DIMS

III. DIMS Features

When you log in to DIMS, you will be on the **Create Message** screen (Figure 10). The **Create Message** tab and **Submit Request** form function like an email system that routes your request to the editorial team.

The **Message** tab (Figure 25) is used by headquarters, major commands or field personnel to view all messages for their area of responsibility. You can view both open and closed messages by checking **Show Completed Requests**.

The **Certification** tab (Figure 20) is used quarterly by installations to certify that their information is current and complete. This tab is **only available during the certification quarter months**. The quarters end Dec. 31, March 31, June 30 and Sept. 30.

The **Articles** tab (Figure 14) displays all the articles in your file. It shows the date last modified so you can easily know the accuracy of the article. However, this date may be inaccurate from time to time as the editors may open articles for maintenance reasons. Therefore, it is a good idea to keep your own system with dates and updates. The articles file is a read-only file. You must copy the articles into Microsoft Word, use Track Changes and send updates through DIMS.

The **Contact Information** tab (Figures 15, 16 and 17) displays your contacts in one place. It is a readonly file. You can see the complete email addresses, which are masked to the public. You can verify the emails and URLs in the contacts as these are active links.

The **Major Unit Listings** tab (Figure 18) displays all the major units in your file. You can see the major units and check any URLs directly from this page. It is a read-only file. You can copy this list, paste into Microsoft Word, use Track Changes and make updates.

The **Photo Gallery** tab (Figure 19) displays all the photos in your file. You can easily see your photos and send in updates through DIMS.

The **Reports** tab (Figure 22) **functions are described in Chapter IV, Report Functions in DIMS** (page 28). The reports allow relocation personnel to access customer statistical data for their installation. The reports tab also allows access to the eSponsorship Application & Training and oLearning reports.

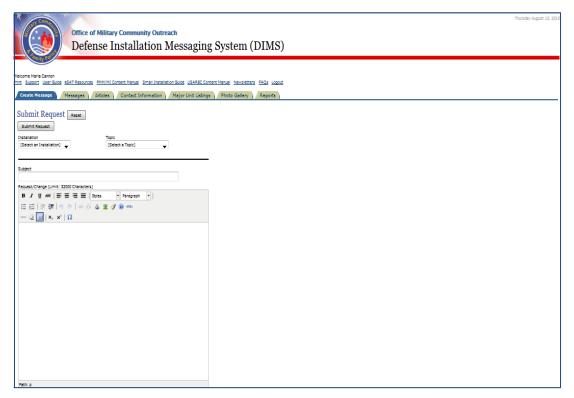


Figure 10: DIMS home page and Create Message screen

The header displays the current date and username, and it contains standard DIMS functions. These functions include:

- Print allows you to print the contents of the current page on your local printer.
- User Guide allows you to download a PDF file from the current "DIMS User's Guide."
- PMM/MI Content Manual allows you to download a PDF file of the current content manual, which must be followed when writing content for the applications. There is also a "USAREC Content Manual" and a "Small Installation Guide."
- The **Newsletters** tab allows you to view all the newsletters and messages sent to the field in one archived document. **Note**: Although the newsletters are no longer published, the archived newsletters include relevant information.
- Frequently Asked Questions allows you to review commonly asked questions and answers.
- Logout logs you out of DIMS and closes the browser window for the current session. See Chapter V, Completing Your DIMS Session (page 35), for details on this function.

The **Create Message** tab contains the **Submit Request** form. This looks and functions like a standard email system. Note the following features:

• Installation and Topic – These are drop-down menus. Select your installation and then, select the topic. It is important to select the topic related to your message.

Note: You may also select **Contacts**, **Major Unit Listings** and **Photo Gallery** from this list. This is important as it helps both you and the editors know the subject of the message.

- **Subject** This line is an open field. Fill this in with the subject of your message.
- Request/Change Messages in the text box cannot be more than 32,000 characters.
 Attachments can be any length. Please use the spell-check function provided.
- Attachment You may find your attachment with the Browse button (shown in Figure 11).
 Only Microsoft Word files, rich text files, text file documents and image files may be attached.
 The file name is limited to 85 characters.
- **Reset** This button will delete all information in the message field.
- **Submit Request** When you are satisfied with your message, use this to send your request.

A. Creating and sending your request in DIMS

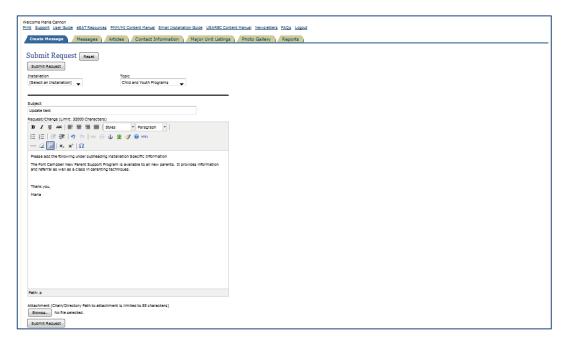


Figure 11: Submit Request form with Subject, Request/Change filled in and ready to submit

Follow these steps to submit a request or change through DIMS:

Step 1: **Select Installation and Topic**. Use the drop-down menus to indicate the installation and topic to which the change applies. If this change is applicable to more than one topic, please be specific in your email subject line.

Step 2: **Enter Subject** and **Request/Change text.** Indicate the specific subject and the requested change in the **Subject** and **Request/Change** areas on the **Submit Request** form. You do this by selecting the area (for example, by clicking on it) and entering your text.

- Make sure to monitor the length of your message as only 32,000 characters are allowed in the text box on the screen in DIMS; the rest will be lost.
- There is no restriction on the number of characters in an attachment.
- Use the Spell Check button to check your spelling at any time.

Note: Do not select the Reset button unless you need to completely clear (start over).

Your message must clearly describe the change(s) that needs to be made to the content (**Figure 11**). You should indicate the following information:

- If there is an attachment, outline in the message field what the attachment includes and what you would like the editors to do with the content in the attachment (replace complete article or replace or modify specific text under the subheadings, for example).
- Please do not send complete replacements unless the text is completely rewritten. Please donot accept the Track Changes in Microsoft Word documents, but send the documents with the

- changes showing. Please let us know if the change is in a contact, in the topic narrative or both.
- 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.
- If your request is to edit a contact, you must clearly show what needs to be changed.
- Requests to change all contact information will not be honored, as the system cannot replace all; every field must be changed manually.
- In the message field, always include a commercial phone number and email where you can be reached.
- If you are not attaching a file to your message, go to Step 4. Otherwise, continue to Step 3.

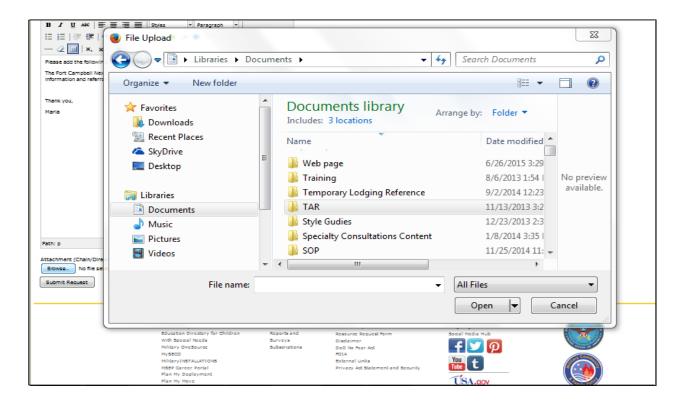


Figure 12: Choose a file

Step 3: Attach a file to your message. If you are sending an attachment as part of your message, select the **Browse** button next to the attachment box. A dialog box will appear that allows you to find the attachment on your computer, select it and attach it to your DIMS message by selecting **Open** (see **Figure 12**). Next, the path to your attachment will appear in the attachment box of the **Submit Request** form.

Note: DIMS limits you to <u>one attachment per message</u>. For example you can attach a text or image file to a message but **not** both at the same time. Provide specifics about the attachment in the **Request/Change** area of the email message.

Tip: The name of a file attachment must be less than 85 characters. The system rejects attachments with longer names. Save the file to your desktop to avoid a long directory chain.

Attachments must conform to the following guidelines:

- Narrative content (text) may be submitted in one of the following formats: as a plain text file (TXT), as a rich text file (RTF) or as a Microsoft Word document (DOC).
- Contacts can be sent as a plain text file, rich text file or Microsoft Word document, but changes to contacts must be clearly marked.

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

Format – Use JPEG/JPG (preferred) or GIF files only.

- File size Send files no larger than 100KB per image.
- Maximum image size Use 640x480 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.
- Submit your photo caption or description along with your image in the message field.

Tip: Microsoft Word, PDF and PowerPoint documents **cannot** be uploaded as photos.

Selecting the **Browse** button on the **Submit Request** form brings up the **Choose file** dialog box that allows you to select a file from your computer and attach that file to your DIMS message.

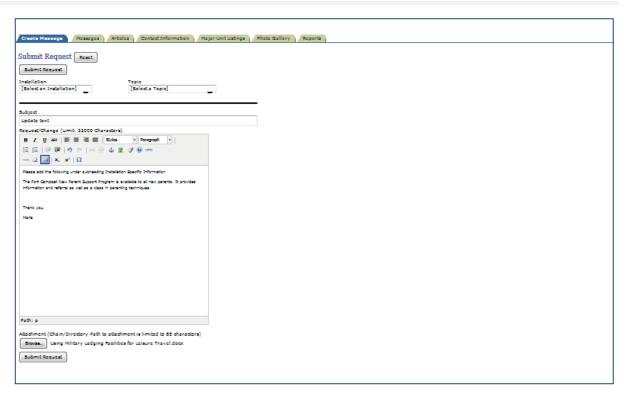


Figure 13: The completed Submit Request form with attachment ready to be submitted

Step 4: Submit your request or change. Once you are satisfied with your message, select the **Submit Request** button. Your DIMS message will be routed to the editors.

Tip: If for any reason you need to clear the entire **Submit Request** form, hit the **Reset** button.

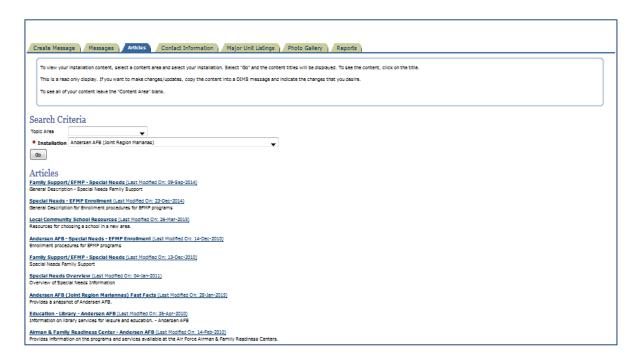


Figure 14: Articles tab

Step 5: View your articles. In order to see all your articles in one place, select the **Articles** tab. **Figure 14** shows the articles home page. This is a read-only file, but you can see when your articles were last updated. As a note of caution, you should keep your own system for updating articles as the editors occasionally go into them for formatting reasons.

To make changes to any of the information in an article, send the update in the **Create Message** screen or as an attachment in Microsoft Word. Make sure to **turn on Track Changes** so the edits are visible to the editors.

Note: The editors cannot accept files that indicate **replace all**. There is **no overwrite function** in the content management system, so you must show your changes.

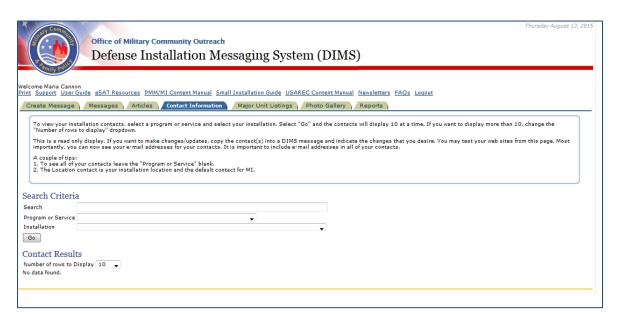


Figure 15: Contact Information home page

Step 6: View contact information. In order to see all your contacts in one place, select the **Contact Information** tab. Figure 15 shows the contact information home page. This is a read-only file with the exception of URLs and emails, which are active. When reviewing this information you can see the email addresses in your file. Please check to **make sure these emails work**. You can **check your websites** by simply clicking the link. If you need to make changes to any of the information in a contact, you should 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 send the attached document with the changes clearly marked.

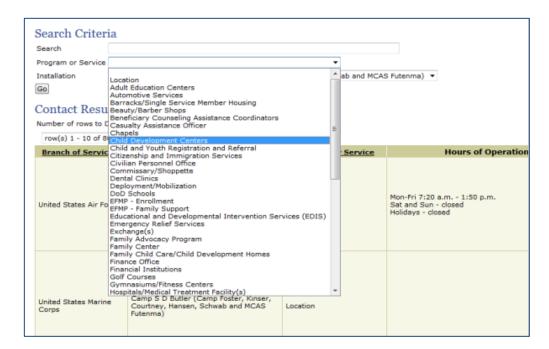


Figure 16: Select your installation and a program or service from the drop-down menu.

To view your contacts, select your installation and the program or service from the drop-downs menus (Figure 16). If you want to see all your contacts, leave program or service blank.

Contacts will display 10 at a time unless you change the number of rows to display before you select **Go**.

Tip: You can copy the table from DIMS, paste it into a Microsoft Word document and make updates using Track Changes. The results page displays the directory, hours of operation and all contact information. This is an easy way to see all your information in one place.

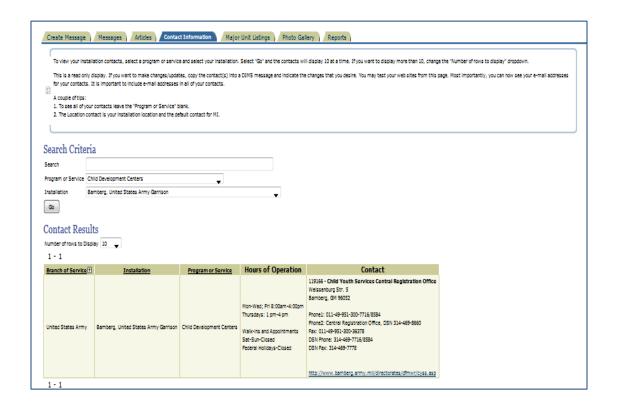


Figure 17: Contact Results display

Figure 17 shows the results after selecting Go.

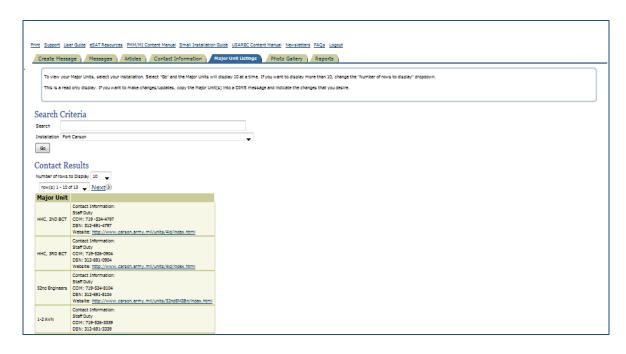


Figure 18: Major Unit Listings home page

Step 7: View major units. To see all the major units for your installation in one place, select the **Major Unit Listings** tab. Figure 18 shows the major unit listings home page, which 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, you should 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.

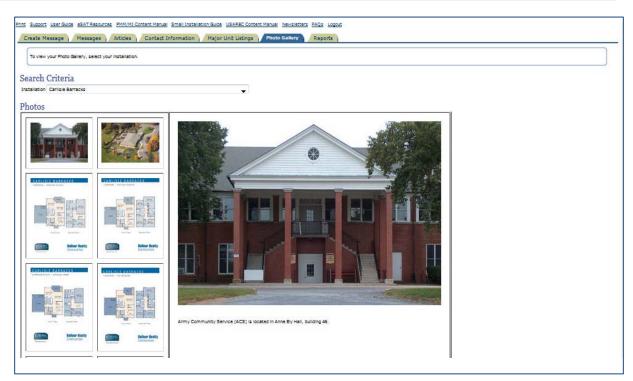


Figure 19: Photo Gallery home page

Step 8: View your photos. To see all your installation photos in one place, select the **Photo Gallery** tab. Figure 19 shows the **Photo Gallery** home page.

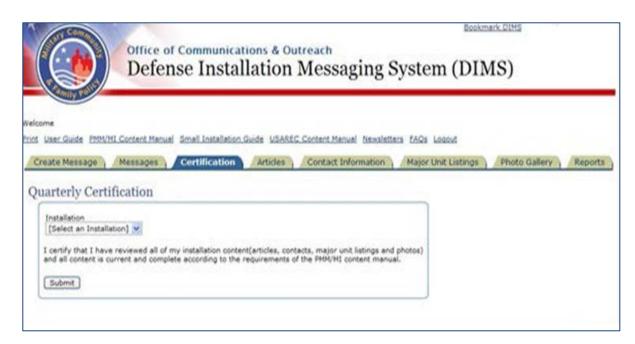


Figure 20: Certification home page

Step 9: Certify. Each quarter, every installation is responsible for certifying the accuracy and completeness of their information. Choose the **Certification** tab (Figure 20), to begin this process. This tab will **only be accessible during the certification months** of December, March, June and September. At the end of these months, the tab is removed. If you did not certify during the month, certification will not be accepted.

As a reminder, if you do not certify during the certification period, 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 as it is past the certification period.

B. Email messages from DIMS

As the editors make your changes, sometimes they have questions about your submission. You will receive a DIMS message when the editors have a clarification question and when the work is completed.

Following is an example of a clarification question message:

** This is an automated message from MC&FP Office of Military Community Outreach Defense Installation Messaging System (DIMS). Please do not reply to this email. **

An MC&FP Office of Military Community Outreach Defense Installation Messaging System (DIMS) message was sent to you from omessage in DIMS, click on the link below.

https://...

Thank you for using the Defense Installation Messaging System (DIMS). MC&FP Office of Military Community Outreach

It is your responsibility to answer clarification questions in a timely manner. After 15 working days, messages will be closed.

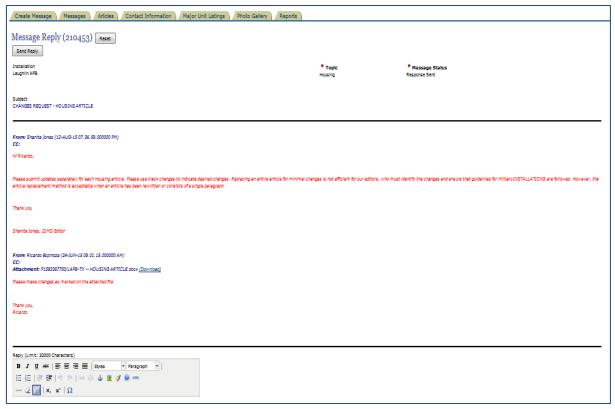


Figure 21: DIMS Message Reply form

If you receive a message from DIMS, it will include a hyperlink. This link will take you to the **Message Reply** form (Figure 21). The entire sequence of messages applying to this particular change request is shown.

Note: The most recent message is on top, with the previous messages in the thread displayed below it in descending date and time order. Your original request will be last in the sequence. Add comments, answer questions, or explain or clarify your request in the **Reply** area. Scroll down the page until you see the **Reply** area at the bottom of the **Message Reply** form (Figure 21). Add your message and any attachments.

When your reply is complete, select **Send Reply** to send your message. You will **not** get a return receipt when your reply is read. You will only receive a message if there is a need for additional clarification and when the work is completed.

When action on your request is complete, the responsible MilitaryINSTALLATIONS editors will change

the request status to completed. A final status email will be sent to you. The goal of the content management staff is to complete action on all messages within four working days of submission. You should see the results on the appropriate MilitaryINSTALLATIONS content page within seven working days of your request.

Following is an example of a completion message:

** This is an automated message from the Defense Installation Messaging System. Please do not reply to this email. **

Your Defense Installation Messaging System request was completed on 06/14/2013 08:47.

Thank you for using the Defense Installation Messaging System (DIMS). MC&FP Office of Military Community Outreach

It is your responsibility to review your work after you receive the completion message. If you find you need additional changes, send a new message through DIMS.

IV. Report Functions in DIMS

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

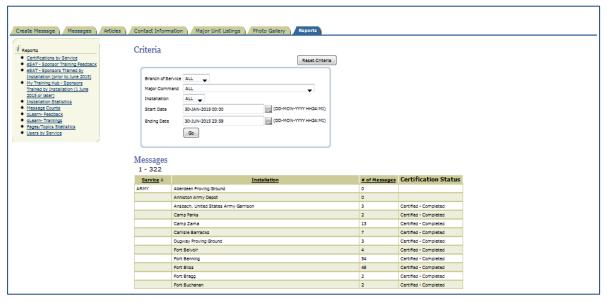


Figure 22: Reports home page

A. Available reports

- Certifications by Service The Certification tab (Figure 20) begins the process to certify installation information. This tab is visible during certification months (December, March, June and September) only. If you want to pull a certification report, you must do it during a certification month. We do not have the capability to pull an annual certification report.
 - It is the **responsibility of the lead joint base relocation office** to certify the installations involved in the joint command. If the **joint base is certified by another, non-lead office, the report will have to be accessed by that branch of service.**
- eSponsorship Application &Training reports For more on these reports, see Section C, page
 34
- **oLearning reports** More on these reports is available in Section B, page 33.
- 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 (Figures 23 and 24) This report displays the installation or installations in your service or major command. To display just your installation, select your installation from the drop-down menu.
- Pages/Topics Statistics This report shows what information and topics users have accessed.
- 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.

Installation statistical reports are displayed by date range, installation, service and major command for the topics in Plan My Move and MilitaryINSTALLATIONS and the pages in Plan My Move. Select the **Installation**, then select **Go** and the results page will display. For information on downloading these reports, see Section D, page 35.

Note: Do not select a period of more than 30 days for a report.

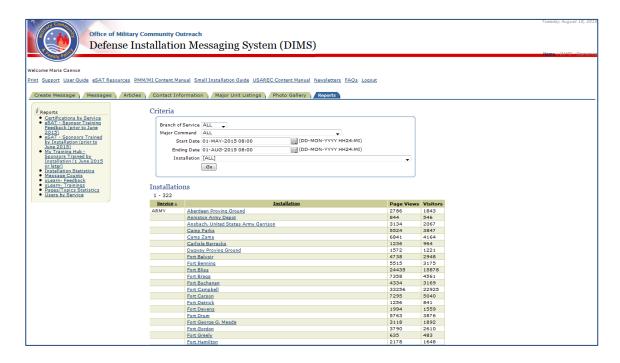


Figure 23: Installation statistics results for an installation

Figure 23 shows the results for one installation.

Since the installation is hyperlinked, you can click on the link to display your topics and page usage, or you can go to the **Pages/Topics Statistics** report.

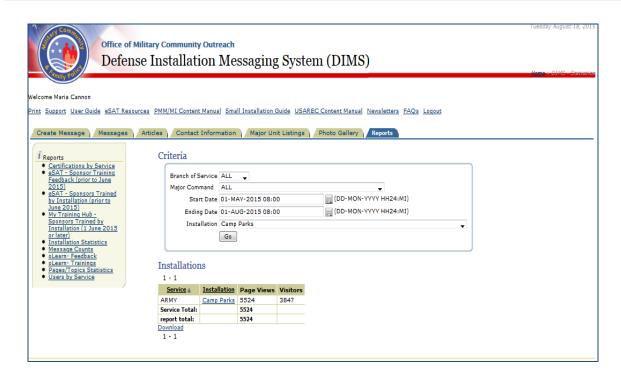


Figure 24: Installation statistics page display by visitors and page views

Figure 24 shows the pages in MilitaryINSTALLATIONS from most-used topics to the least-used topics by page views and visitors.

The installation statistics report is important for collecting statistical data and evaluating how your customers are using the information. The report has two parts: topics accessed and pages in Plan My Move accessed by page views and visitors. **Figure 24** shows the display of the two pages.

Note: If a topic or page has not been accessed in the time period you selected, it will not display; therefore, your reports may look different.

The report shows hits in MilitaryINSTALLATIONS, including those generated from Plan My Move. Several lines, which are particularly important to data collection, include the following:

- Installation Overview This topic may be accessed from MilitaryINSTALLATIONS.
- Plan My Move Installation Information This includes the number of times the overview is accessed specifically from the calendar.
- Major Units
- Contact Information
- Photo Gallery
- Plan My Move Booklet

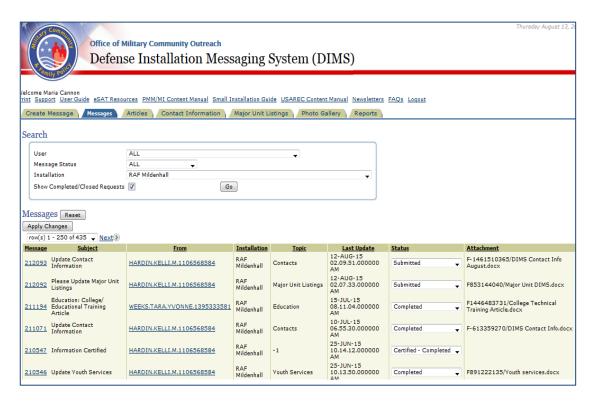


Figure 25: Messages display screen

The report's functionality also allows you to **view your own message history** in DIMS. Select the **Messages** tab and the active messages will display for your installation (Figure 25). This way, if you have multiple requests for additional information, you can view them all in one place and respond accordingly.

If you want to see all your message history in DIMS, check the **Show Completed Requests** box and select **Go.** All your active and closed messages will display. To view the content of a message, simply select **View Message** in the left-hand column and the content will display.

B. oLearning reports

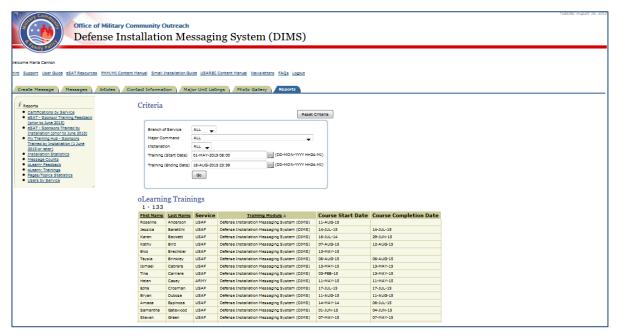


Figure 26: oLearning Trainings report

The reports for oLearning (http://apps.militaryonesource.mil/olearn) include oLearning Trainings and oLearning Feedback. The **oLearning Trainings** report (**Figure 26**) shows the person, module name, course start date and course completion date when the certificate was issued.

Note: oLearning reports may be transferred to My Training Hub in the future.

C. eSponsorship Application & Training reports

The eSponsorship Application Training reports can be queried by date range, branch of service, major command and installation. These reports contain personally identifiable information and must remain in a secure environment in compliance with PII security protocol.

Available eSponsorship Application & Training reports include the following:

- eSAT Sponsors Training Feedback provides feedback about the application prior to June 2015.
- eSAT Sponsors Trained by Installation prior to June 2015 provides data on sponsors who
 took the legacy training between April 2010 and May 31, 2015. Data is sortable by unit or date.
- eSAT My Training Hub/Sponsors Trained by Installation June 1, 2015 or later represents
 data on sponsors who have taken the revised training on and after June 1, 2015. Data is
 sortable by unit or date.

For a detail report, select a specific installation. A **service total** is provided at the bottom of each report. **The unit column can be used to group all sponsors by unit**. In addition, a **Download** link at the bottom of each online report allows the user to **download a Microsoft Excel** version for further customization of the standard report contents.

Note: It is the responsibility of Military and Family Support Center relocation personnel to train unit leaders on the eSponsorship Application & Training reports and DIMS prior to their requests to access to DIMS. The only URL provided to unit leaders for access to DIMS and these reports should be https://apps.militaryonesource.mil/dims.

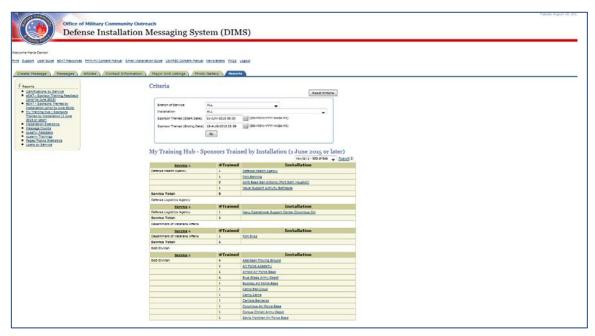


Figure 29: My Training Hub – Sponsors Trained by Installation report

D. Downloading reports

All reports available through DIMS provide a comprehensive online view of programs. Leaders and managers responsible for the programs may wish to have custom views of the data for their specific purposes. As described previously, a link at the bottom of each online report allows the user to download the report content as a comma separated values file (*.csv) for creating a Microsoft Excel spreadsheet for further customization of the standard report contents.

V. Completing Your DIMS Session

When you have submitted your requests and changes, finished checking the status of a request or change in DIMS or finished accessing a report, click **Logout** to complete your session. The system will log you out automatically; a pop-up box will not appear.