

eSponsorship Application & Training (eSAT)

User's Guide



Version 3.3

August, 2011



Providing policy, tools, and resources to further enhance the quality of life of service members and their families.

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1.0 Introduction

1.1 Background

The DoD eSponsorship Application & Training (eSAT) program was created to answer the many challenges presented by the sponsorship program which were reported by commanders, units, relocation assistance managers, sponsors, and newcomers. These populations make up the sponsorship stakeholder community. This application includes the stakeholder ideas about training good sponsors and provides the necessary tools and resources to operate a good sponsorship program. The eSAT application provides an online training module and downloadable tools for use in the sponsorship process. eSAT was developed as a joint effort by the Office of the Secretary of Defense, Military Community & Family Policy and the Military Services.

1.2 eSAT Process Overview

Effective sponsorship should be available to every newcomer, be recognized as an important unit-level duty, and help service and family members settle into the unit and community quickly. eSAT promotes effective sponsorship in three easy steps.

Step 1 – Sponsor Registration and Training. eSAT registers every sponsor and presents a standardized training module that each first-time sponsor must complete before the sponsor begins the sponsorship process. Upon completion, the newly trained sponsor has access to a downloadable “**Sponsorship Duties Checklist**”, and an official “**Training Certificate**” which can be saved and printed for official records.

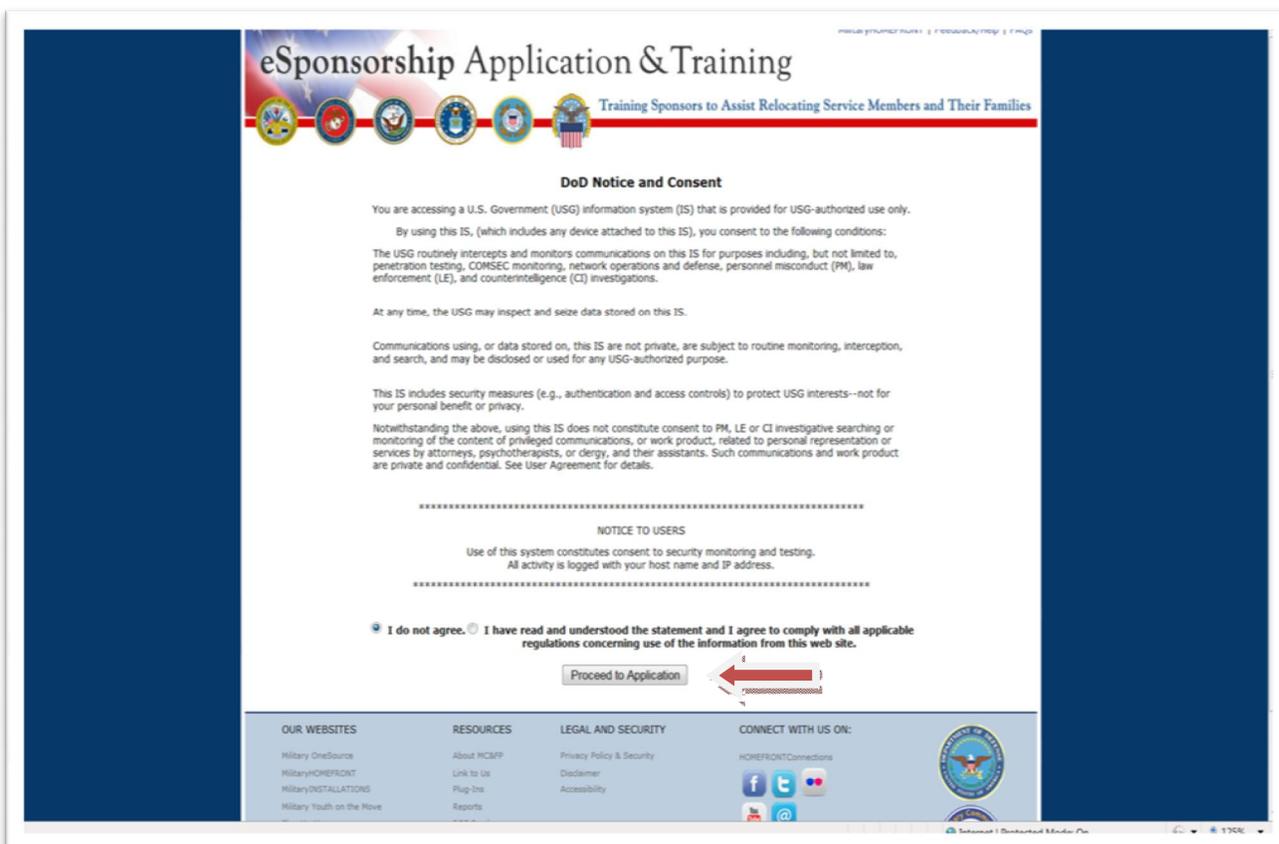
Step 2 – Sponsor’s Sample Letter and Tools. eSAT provides the sponsor with sample letters and tools for use in the sponsorship process. These include: needs assessments, congratulations on your new assignment email, and various template Service-specific welcome letters. There are two types of needs assessments, one to be used over the phone and one which is a fillable form to attach to an email. The welcome letters vary by Service, family type, and destination. There is a special needs welcome letter as well.

Step 3 – Reporting. Throughout the eSAT process, sponsorship metrics are gathered and are available to relocation assistance managers and installation unit leaders. These metrics allow the relocation assistance managers and units to track the number of sponsors trained and the training feedback.

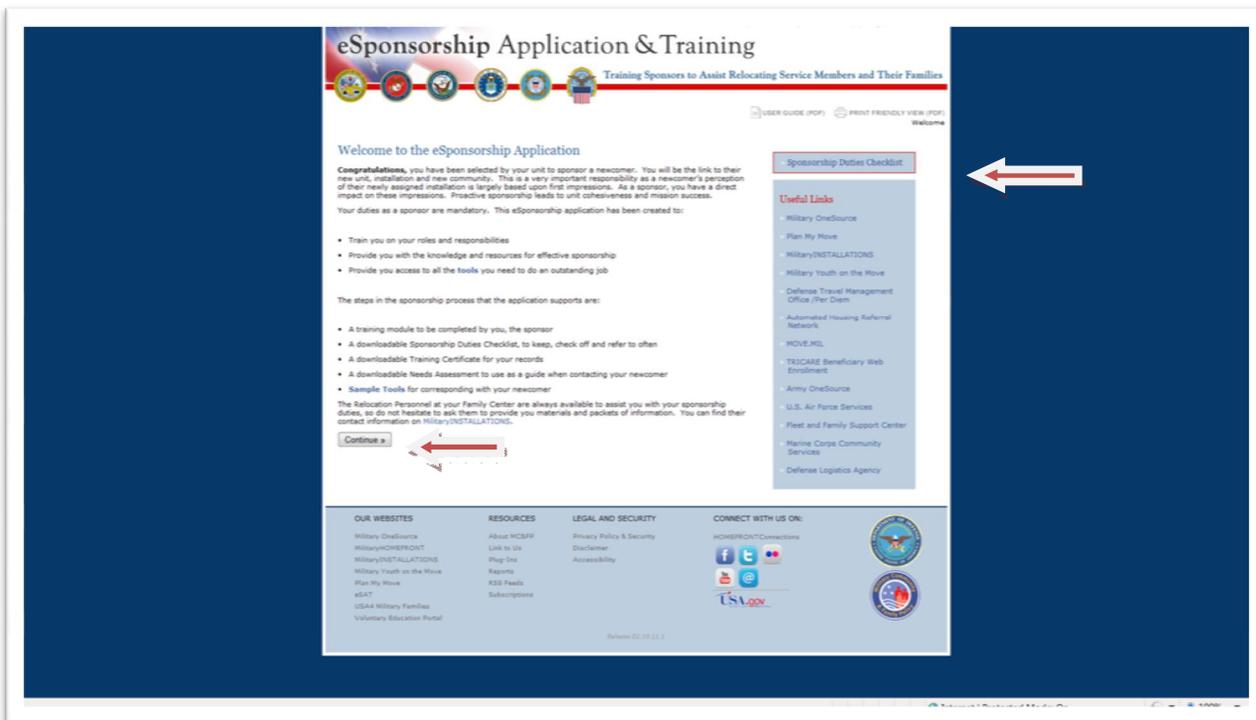
2.0 Sponsor Log in and Registration

Once an individual is selected for sponsorship duty, the first step in the eSAT process is for the sponsor to log into the eSAT application and complete the registration.

The sponsor will be using a CAC enabled terminal, and after inserting the CAC card in the reader, the sponsor may log into eSAT at <http://apps.mhf.dod.mil/ESAT>.



Once the consent statement is selected, the sponsor can “**Proceed to Application.**” The first page will be the “**Welcome**” page.



Without going any further the sponsor can access the “**Sponsorship Duties Checklist.**” From this page, the sponsor also has access to a number of general useful links that will contribute to the success of the sponsorship process. The user selects “**Continue**” to use the eSAT program.

The application automatically detects if the sponsor has or has not previously registered in eSAT. If the user is not registered, the sponsor must complete the “**Sponsor Registration**” page. This is a simple page with dropdown menus for “**Branch/Service, Rank/Rate/GS Grade, Installation and Unit.**” Please carefully review the installation and unit lists, if the installation or unit are not included, select the link for “**Installation or Unit Suggestion.**” This brings up an email form which will be responded to within four working days, if not sooner.

Tip: Each time a sponsor returns to the system, the system prompts the user to update and save the contact information stored on the “**Sponsor Registration**” page. If a user is switching a unit on the same installation, the user must reselect “**Service, Rank and Installation**” before the entire unit list will appear for the new selection. If the unit list does not reappear, select another installation, then go back to your installation and the unit list will appear. The next step is to select “**Create/Update Registration.**”

Once the sponsor registration is completed or updated, the user selects “**Create/Update Registration**” at the bottom of the page. eSAT confirms that the registration information has been saved. First time users are then given the opportunity to “**Continue to Sponsor Training.**”

On this page, the annual training certificate can be renewed without taking the training again. When a sponsor selects “**Annual Training Certificate Renewal**” the sponsor is taken to the “**Certificate**” page. On the certificate page the sponsor can download and print the new certificate with the new training date.

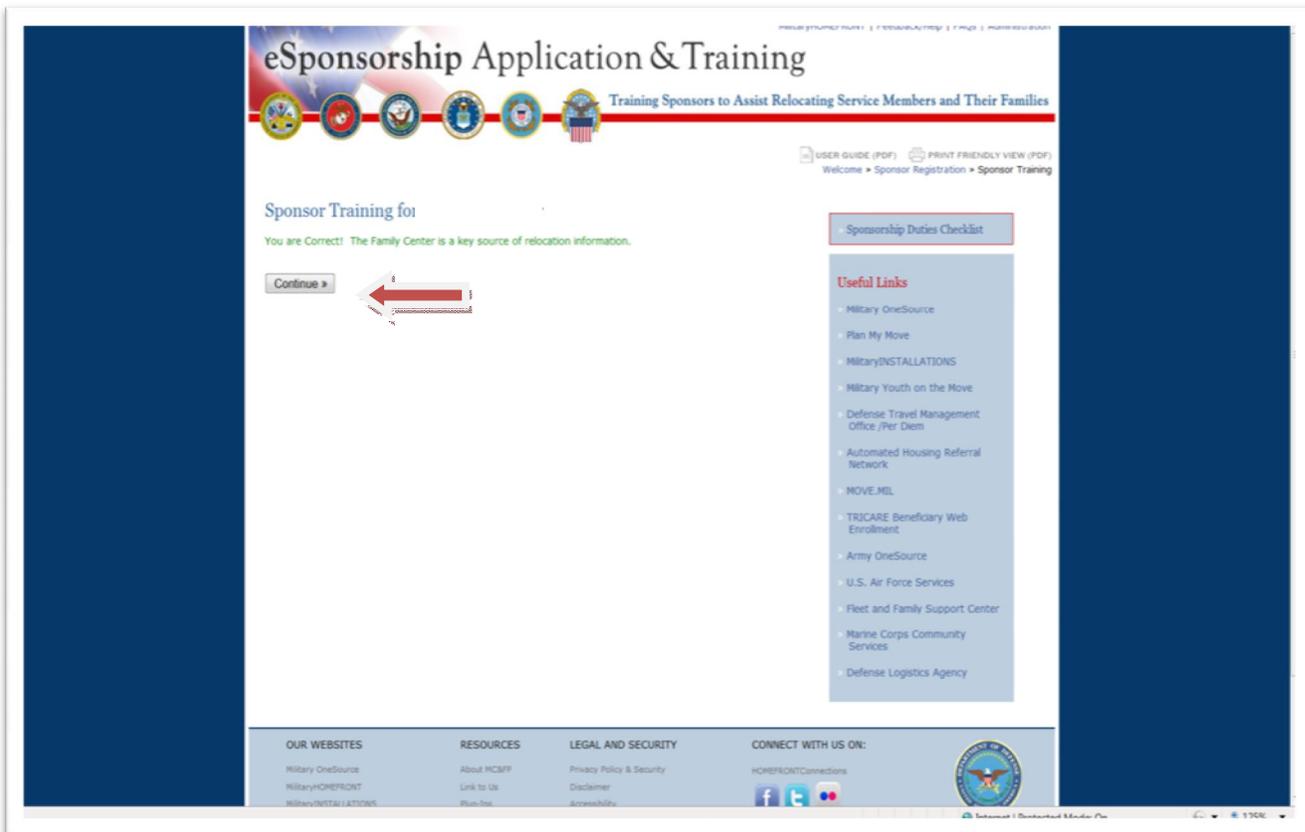
Tip: Returning sponsors must select the renewal button within 375 days of the initial training. If a sponsor does not return within that time period, the sponsor is considered new and will need to take the training in order to receive a new training certificate.

3.0 Sponsor Training

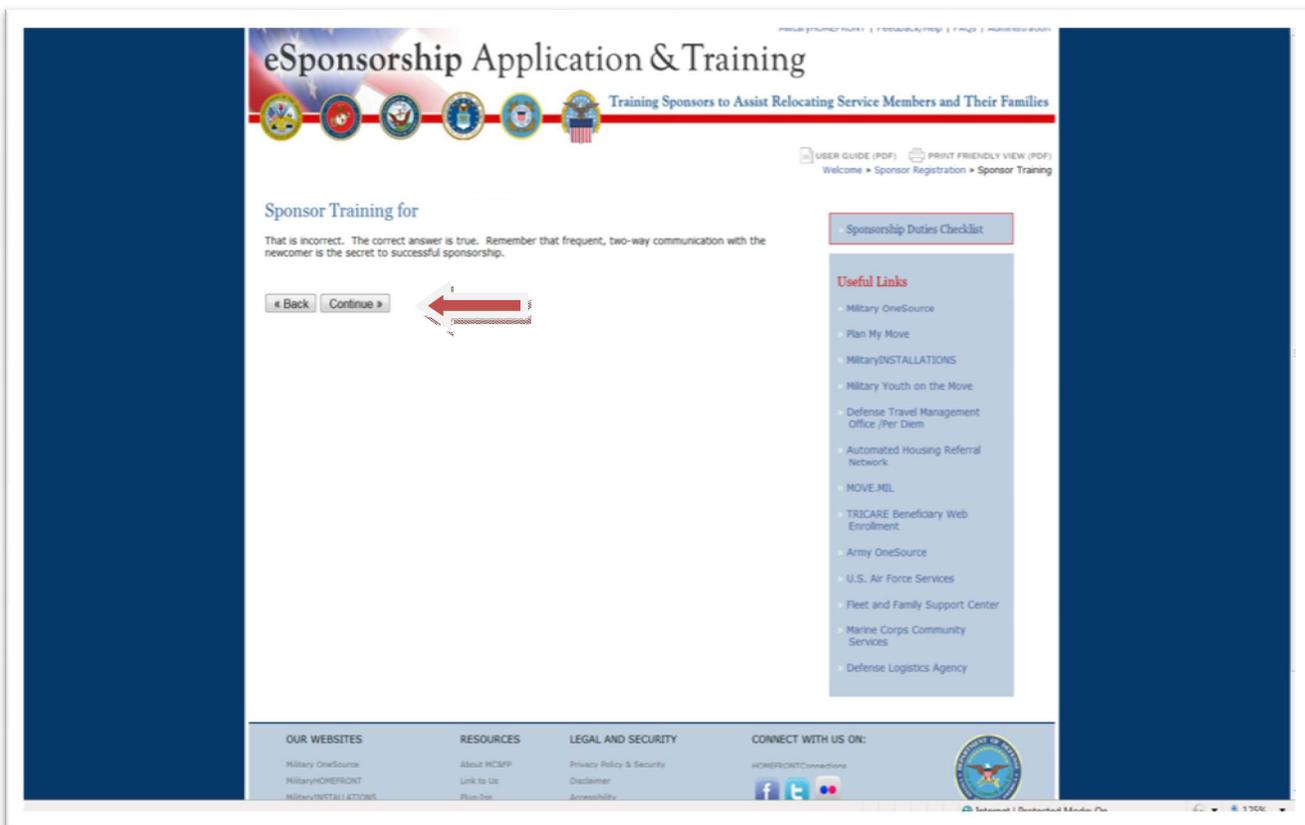
First-time users of eSAT are required to complete the “**Sponsor Training**” module. The eSAT training module is a self-paced, self-correcting training function that consists of 15 questions and takes about 20 minutes to complete. On each page, the new sponsor is provided with important information about the sponsorship program. Most pages will contain at the bottom a question about the content and is given a set of possible answers from which to choose by the user.



The new user selects an answer and then selects “**Continue**” to go to the next page.

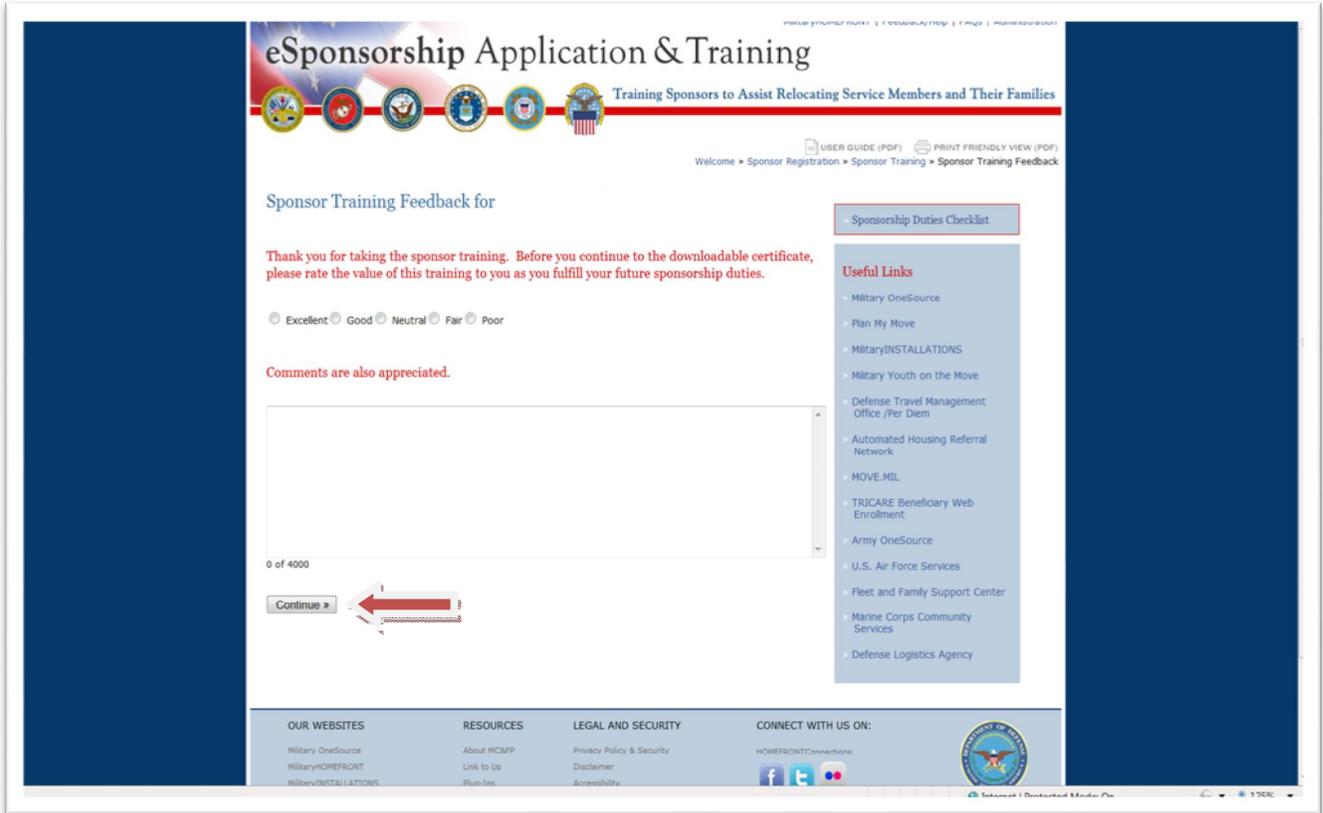


If the user selects the right answer, the user is able to “Continue” on to the next question.

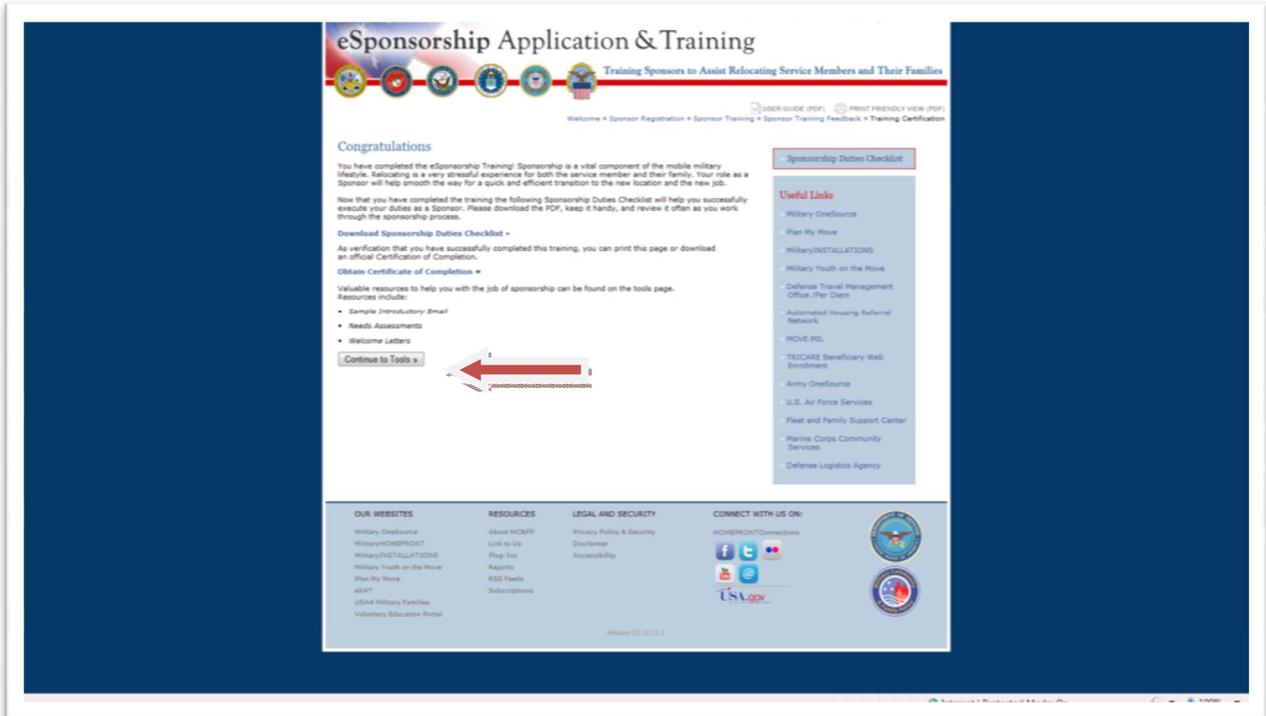


If a user selects an incorrect answer, the correct information is reinforced and then the user may “Continue” with the training.

At the end of the training, there is a short “Feedback Questionnaire.” This has to be completed before the user can proceed to the “Congratulations” page.



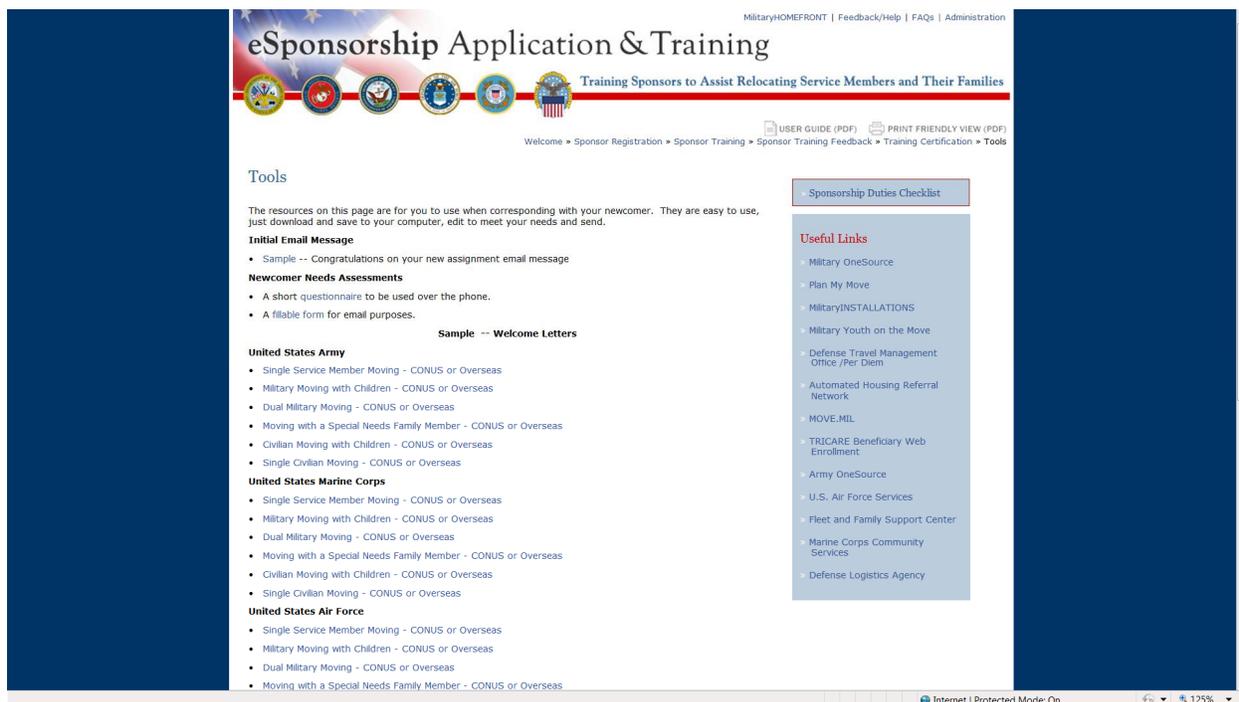
When the new sponsor has completed the eSAT training module, the new sponsor will see the “**Congratulations**” page and be able to download a copy of the “**Sponsorship Duties Checklist**” and obtain the “**Certificate of Completion**.”



After downloading the “**Certificate of Completion**”, the newly trained sponsor may close eSAT at this point. If the sponsor has a newcomer assigned, then the sponsor should continue on to the sample tools and correspondence provided in eSAT. Select “**Continue**” and use the “**Sample Letters and Tools**” provided by eSAT for the sponsorship process.

The “**Tools**” page has many documents for use by the sponsor. These documents are downloadable for use by the sponsor in communicating with the newcomer. Examples of the documents can be found in the Appendix. The documents include:

- **An initial email message.** A good idea is to copy and paste the initial email message directly into the first email from sponsor to newcomer. The message has places to be filled-in by the sponsor. The sponsor should always personalize all communications, as well.
- **A needs assessment questionnaire.** The first needs assessment is a checklist that a sponsor might use when talking to the newcomer. This is only a guide for questions that the sponsor may want to ask the newcomer. The questionnaire addresses important information in the process.
- **A fillable form needs assessment.** The second needs assessment is a Word document that can be attached to an email such as the initial email message. When using the fillable form remember to inform the newcomer that the document should be saved to a computer, edited and returned via email.
- **Sample welcome letters.** The welcome letters are drafts that can be copied and pasted onto unit stationary or into the body of an email. These samples are Service-specific and address single service members as well as families with children. There is also a special needs welcome letter and one for dual military families.



4.0 eSAT Reports

4.1 Background and Overview

eSAT Reports are supported through a separate application called DIMS[®] the Defense Installations Messaging System (DIMS), <https://apps.mhf.dod.mil/dims>. Authorized users access this URL when accessing the reports in eSAT. New users, such as unit leaders or intro monitors, requiring access must apply for access at <https://apps.mhf.dod.mil/dims> with a CAC, choose **“I have read and understood...”** and **“Proceed to Login”**. A user must be approved before accessing DIMS and the eSAT reports.

Office of Communications & Outreach

Welcome

DoD Notice and Consent

You are accessing a U.S. Government (USG) information system (IS) that is provided for USG-authorized use only.

By using this IS, (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

NOTICE TO USERS

Use of this system constitutes consent to security monitoring and testing.
All activity is logged with your host name and IP address.

I do not agree. I have read and understood the statement and I agree to comply with all applicable regulations concerning use of the information from this web site.

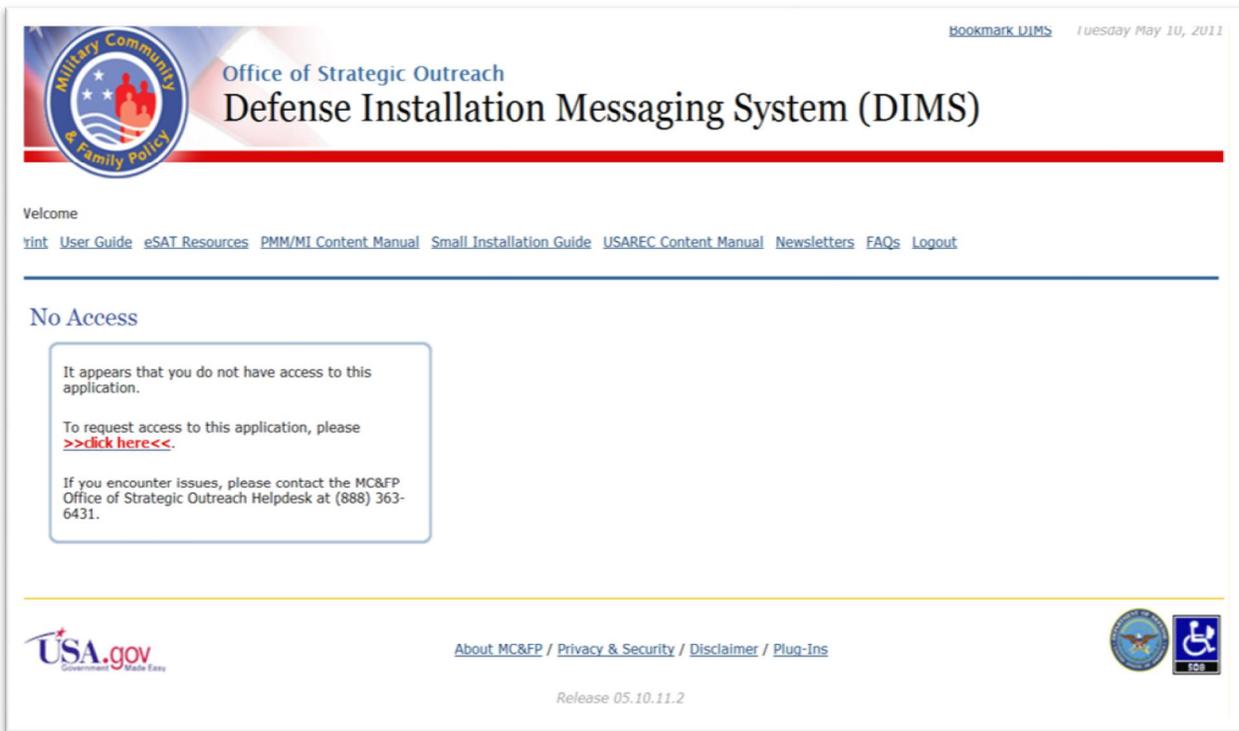
USA.gov
Department of Defense

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Release 02.08.11.1

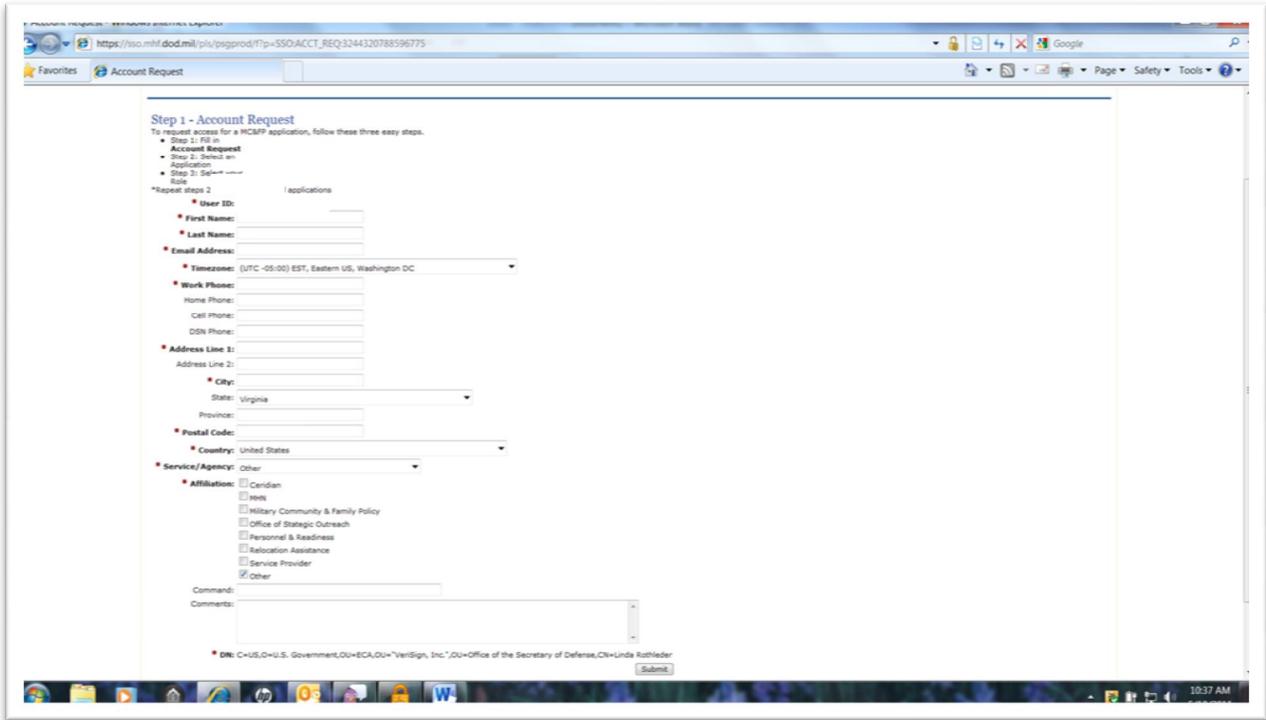
New User Registration Process

If you are a new user to DIMS, there is a registration process that you need to follow to gain access. When you go to <https://apps.mhf.dod.mil/dims> the system will automatically detect if you are in 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 for you to fill in your personal information.

Note: On the Account Request page, please fill in under Affiliations, Relocation Assistance. You may write notes in the comment box.

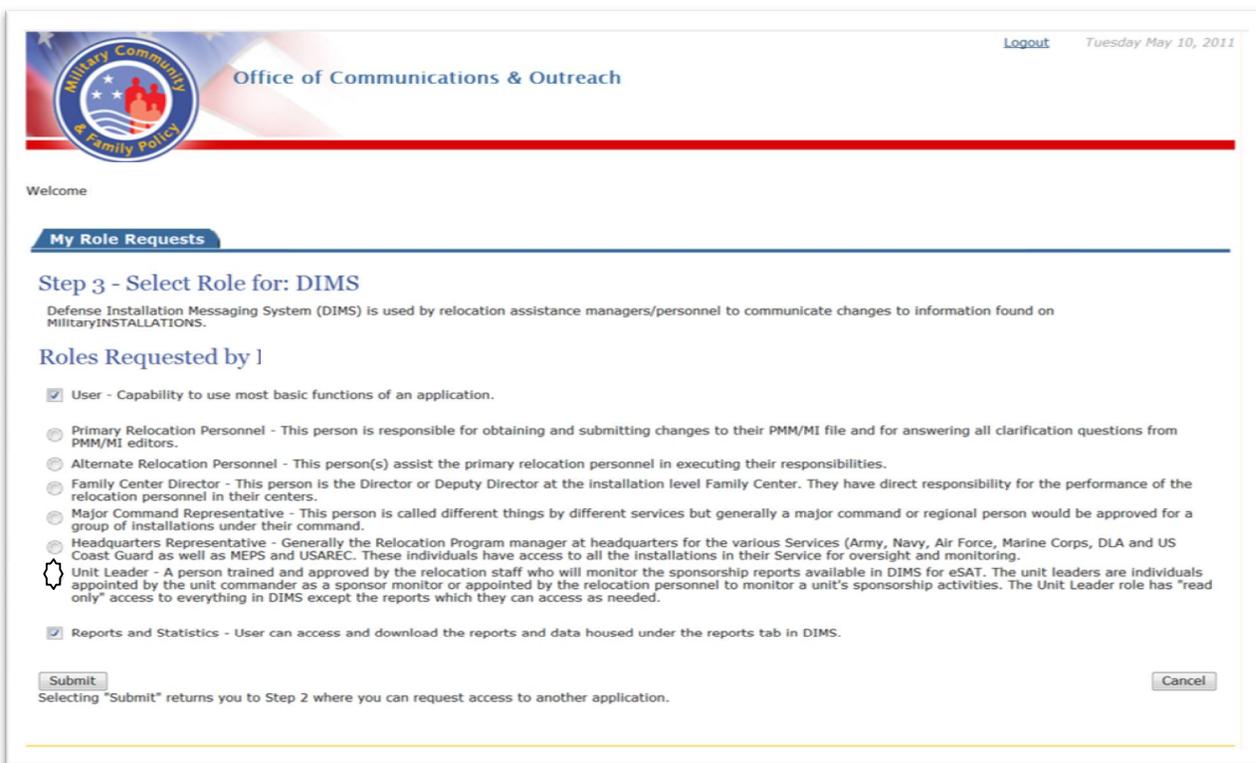


Select “**Submit**” and it takes you to the roles selection page.

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

Selecting a Role

The registration process requires the new user to select the role. On this screen the "User" box has already been checked as every registrant is a user. The new user is required to select their role, listed below, as well as the "Reports and Statistics" box to be able to view the information behind the "Reports" tab in DIMS. Unit Leaders should ONLY select the role of "Unit Leader".



Welcome

My Role Requests

Step 3 - Select Role for: DIMS

Defense Installation Messaging System (DIMS) is used by relocation assistance managers/personnel to communicate changes to information found on MilitaryINSTALLATIONS.

Roles Requested by 1

User - Capability to use most basic functions of an application.

Primary Relocation Personnel - This person is responsible for obtaining and submitting changes to their PMM/MI file and for answering all clarification questions from PMM/MI editors.

Alternate Relocation Personnel - This person(s) assist the primary relocation personnel in executing their responsibilities.

Family Center Director - This person is the Director or Deputy Director at the installation level Family Center. They have direct responsibility for the performance of the relocation personnel in their centers.

Major Command Representative - This person is called different things by different services but generally a major command or regional person would be approved for a group of installations under their command.

Headquarters Representative - Generally the Relocation Program manager at headquarters for the various Services (Army, Navy, Air Force, Marine Corps, DLA and US Coast Guard as well as MEPS and USAREC. These individuals have access to all the installations in their Service for oversight and monitoring.

Unit Leader - A person trained and approved by the relocation staff who will monitor the sponsorship reports available in DIMS for eSAT. The unit leaders are individuals appointed by the unit commander as a sponsor monitor or appointed by the relocation personnel to monitor a unit's sponsorship activities. The Unit Leader role has "read only" access to everything in DIMS except the reports which they can access as needed.

Reports and Statistics - User can access and download the reports and data housed under the reports tab in DIMS.

Selecting "Submit" returns you to Step 2 where you can request access to another application.

The available roles are:

Primary Relocation Personnel - This person is responsible for obtaining and submitting changes to their PMM/MI file and for answering all clarification questions from PMM/MI editors.

Alternate Relocation Personnel - This person(s) assist the primary relocation personnel in executing their responsibilities.

Family Center Director - This person is the Director or Deputy Director at the installation level Family Center. They have direct responsibility for the performance of the relocation personnel in their centers.

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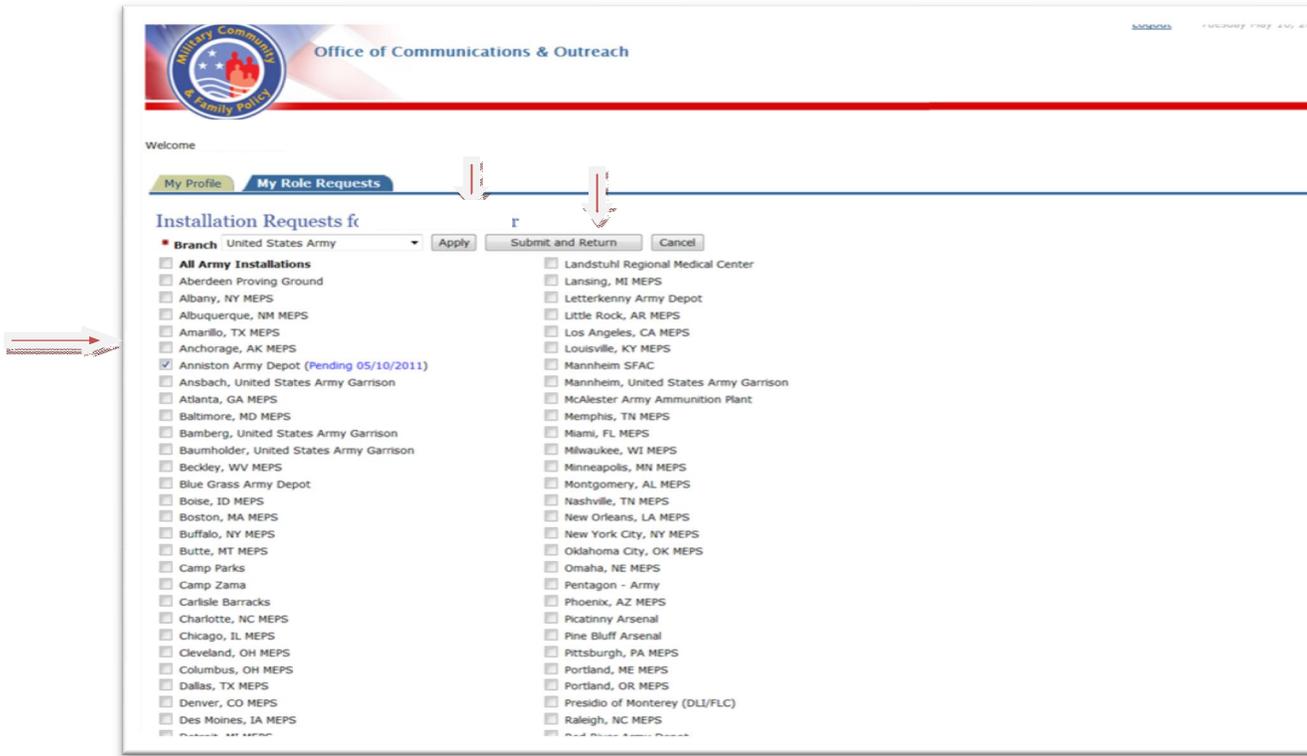
USAREC. These individuals have access to all the installations in their Service for oversight and monitoring.

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Remember, before the new user hits "**submit**" there should be three "**boxes**" selected on the screen: User, Role selected, and Reports and Statistics. When you select "**submit**" the next step is to select your installation(s).

Selecting an Installation(s)

The final step in the registration process is to select the installation or installations for which you want access. You must select at least one installation.



Note: On this screen the words “**Apply**” and “**Submit and Return**” have different meanings. If you are a user that needs to select installations for more than one Branch, then you will select the Branch, select the installation(s) and select apply. This will allow you to then change the Branch and select another installation. This function will be particularly useful for personnel involved with Joint Bases. If you are only requesting access to one Branch, then after you select your installations, select the button labeled “**Submit and Return.**” This action takes you to the “**My Role Request**” page so that you may check your work.

The screenshot shows the 'My Role Requests' page in the eSAT system. At the top, there is a header for the 'Office of Communications & Outreach' with a logo on the left and a 'Logout' button on the right. Below the header, a welcome message reads 'Welcome Linda Rothleder'. The main content area is titled 'Step 2 - Select Application' and is divided into three sections: 'Available Applications', 'My User Info', and 'My Application Role Requests'. The 'Available Applications' list includes various systems like AMS, ASD, CMM, and eSAT. The 'My User Info' section shows fields for User ID, First Name, Last Name, and Account Status (Pending, Active, Inactive). The 'My Application Role Requests' section contains a table with columns for Application, Role, Description, Status, Application Role Description, Applied, and Last Status. A '1 - 2' indicator is shown below the table. On the right side, there is an 'Additional Information' box with instructions regarding application roles and pending notifications. At the bottom, there is a footer with the USA.gov logo, a navigation menu (About MC&FP, Privacy & Security, Disclaimer, Plug-Ins), and accessibility icons.

Office of Communications & Outreach

Welcome Linda Rothleder

My Role Requests

Step 2 - Select Application

Available Applications

- AMS
- ASD
- CMM
- CMM_SSO_TEST
- Conference Workshops
- CSRS
- Defense Installation Messaging System
- eSAT
- Global Calendar
- ICMS
- JFRC Request
- MARA
- MC&FP Portal
- NNCMS
- olarning
- P&R Portal
- TAR
- Taxonomy Maintenance
- WWRCTS

My User Info

User ID: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Account Status: Pending Active Inactive

Last Update of Account Status: 05/10/2011

My Application Role Requests

Application	Role	Description	Status	Application Role Description	Applied	Last Status
DIMS	Reports and Statistics	User can access and download the reports and data housed under the reports tab in DIMS.	Pending	-	10-MAY-11	10-MAY-11
	User	Capability to use most basic functions of an application.	Pending	-	10-MAY-11	10-MAY-11

1 - 2

Additional Information

This page lists the applications to which you currently have NOT been granted privileges under "Available Applications".

It also lists the application roles you have requested, along with the status of those requests, under "My Application Role Requests".

You will receive an application pending notification, followed by an approval email. Upon approval you will have access to the requested application and role.

Please logout when you have made your selections.

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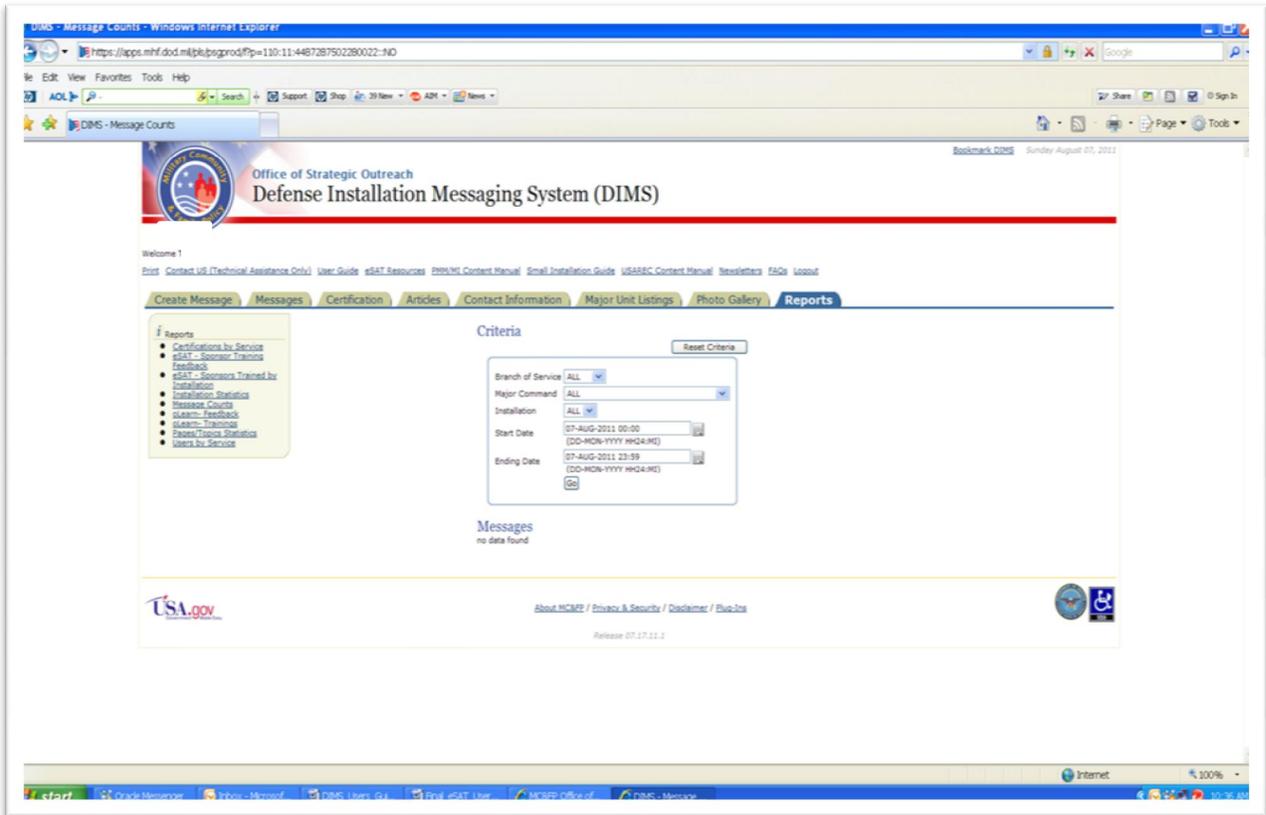
About MC&FP / Privacy & Security / Disclaimer / Plug-Ins

This page will have a note on it that your request has been submitted successfully. If you are satisfied you should “Logout” upper right hand corner.

The applicant will receive an email that their application is pending. Once approved, the applicant will receive an email informing them that they are approved. At that time the applicant can access DIMS by visiting the URL: <https://apps.mhf.dod.mil/dims>.

After logging into DIMS, the user selects the **“Reports”** tab. Available eSAT management reports are on the left tool bar **“Reports.”** There are two reports available: **“eSAT – Sponsor Training Feedback”** and **“eSAT—Sponsors Trained by Installation.”**

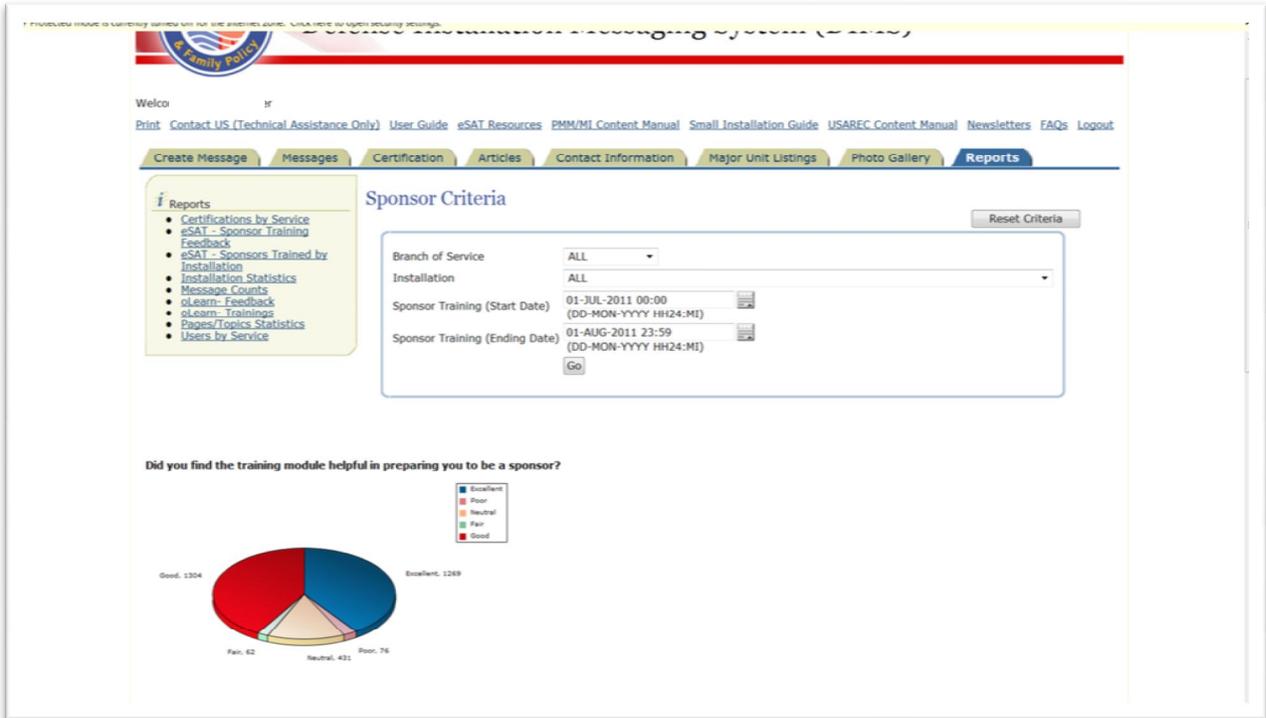
Tip: The messages, contacts, articles, major unit and photo gallery tabs are **“Read only.”** The unit leaders will not see the create message and certification tabs.



4.2 Available Reports eSponsorship Application & Training Reports (eSAT)

4.2.1 eSAT – Sponsor Training Feedback

The first report is “eSAT – Sponsor Training Feedback.” This report is the result of the feedback question in the training module before the “**Congratulations**” page. The question has a comments box as well and the results are displayed at the bottom of the report page. The comments are not shown here.



4.2.2 eSAT – Sponsors Trained by Installation

The second report is “eSAT – Sponsors Trained by Installation.” The initial report shows all installations and total numbers of trained sponsors by installation. The report is queried by date range, branch, major command, and/or installation.

The screenshot shows the DIMS web interface. At the top, there is a logo for the Office of Strategic Outreach and the title 'Defense Installation Messaging System (DIMS)'. Below the header, there are navigation tabs: 'Create Message', 'Messages', 'Certification', 'Articles', 'Contact Information', 'Major Unit Listings', 'Photo Gallery', and 'Reports'. The 'Reports' tab is selected. On the left, there is a 'Reports' sidebar with a list of report categories, including 'eSAT - Sponsors Trained by Installation'. The main content area is titled 'Criteria' and contains a search form with the following fields: 'Branch of Service' (set to ALL), 'Installation' (set to ALL), 'Sponsor Trained (Start Date)' (01-JUL-2011 00:00), and 'Sponsor Trained (Ending Date)' (01-AUG-2011 23:59). A red arrow points to the 'Sponsor Trained (Ending Date)' field. Below the search form is a 'Go' button and a 'Reset Criteria' button. The report title 'Sponsors Trained by Installation' is displayed above a table. The table has three columns: 'Service A', '# Trained', and 'Installation'. The table shows data for various military installations, with a total of 175 sponsors trained.

Service A	# Trained	Installation
Army	2	-1
	2	Fort A.P. Hill
	1	Fort Belvoir
	9	Fort Benning
	158	Fort Bliss
	2	Fort Detrick
	36	Fort George G Meade
	2	Fort Hood
	16	Fort Huachuca
	30	Fort Jackson
	4	Fort Vinton

Selecting an installation from the list will produce a report with information on the sponsors trained. Selecting an installation brings up the “Sponsors detail report” shown on the next page.

Sponsors for Camp Arifjan Kuwait (01-JUN-2011 00:00 to 02-AUG-2011 23:59)

Close Window

1 - 48

Service	Installation	Unit #	Last Name	First Name	Email Address	Phone	Rank	Training Date
Army	Camp Arifjan, Kuwait						E5	06/03/2011
Army	Camp Arifjan, Kuwait						E4	06/08/2011
Army	Camp Arifjan, Kuwait						E5	06/08/2011
Army	Camp Arifjan, Kuwait						E4	06/08/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						O2	06/13/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						O1	06/13/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						O1	06/13/2011
Army	Camp Arifjan, Kuwait						E6	06/01/2011
Army	Camp Arifjan, Kuwait						O1	06/13/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/20/2011
Army	Camp Arifjan, Kuwait						E7	06/01/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/04/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/10/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/09/2011
Army	Camp Arifjan, Kuwait						E6	06/06/2011

A “Service Total” is provided at the bottom of the report. The report can be sorted in DIMS e.g. the Unit column can be sorted to group all sponsors by unit or a “Download” link allows the user to download a comma separated values (*.csv) version of the report that can be opened in Microsoft Excel.

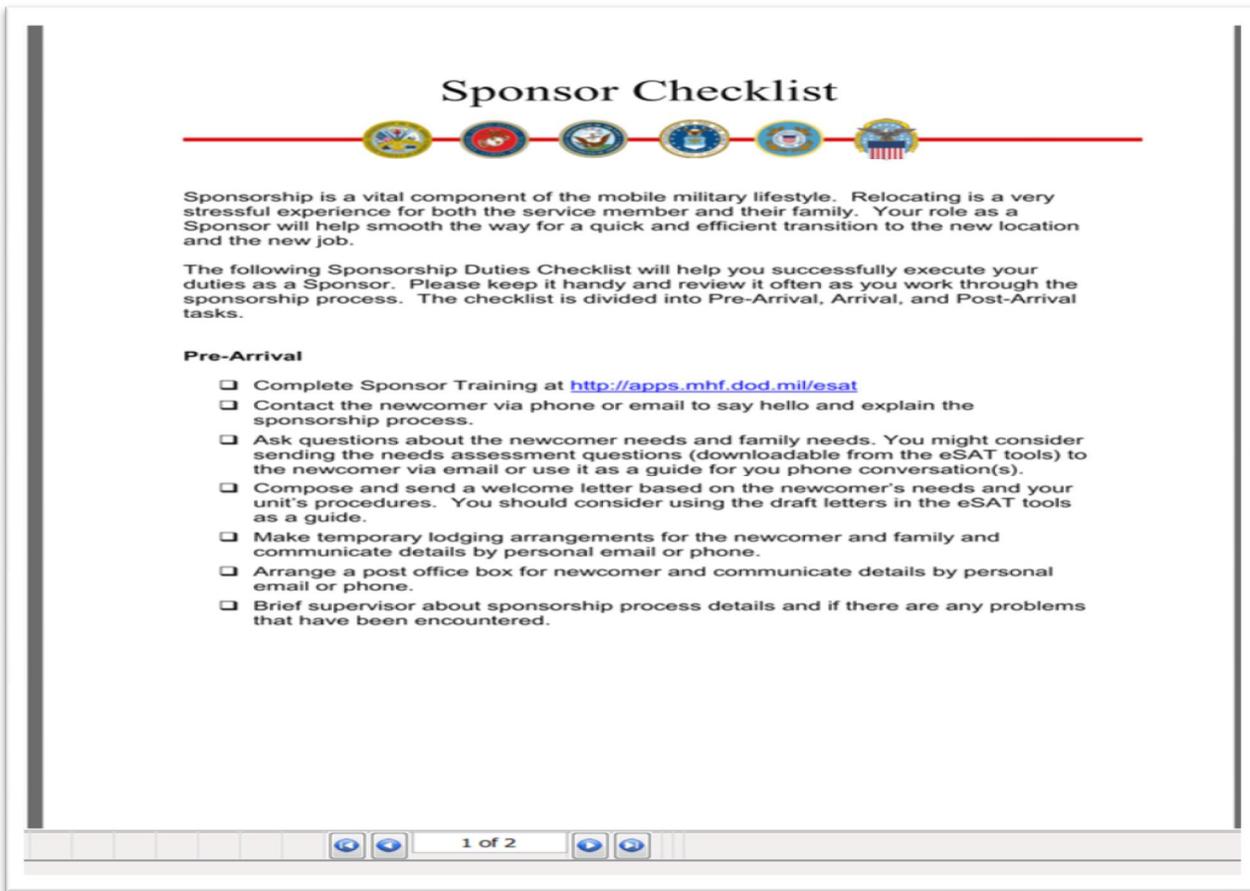
5.0 eSAT Summary

eSponsorship Application & Training (eSAT) is a simple to use online training module supported by downloadable sample letters and tools to be used by a sponsor to facilitate the process. There are reports available for relocation personnel, unit leaders, major commands and service headquarters to use in tracking the numbers of sponsors trained. In order to use the reports, a person must be registered in the Defense Installation Messaging System (DIMS). The reports contain Personal Identifiable Information (PII) and must remain in a secure environment. All questions about eSAT should be directed to your Service’s Headquarters Relocation Program Manager.

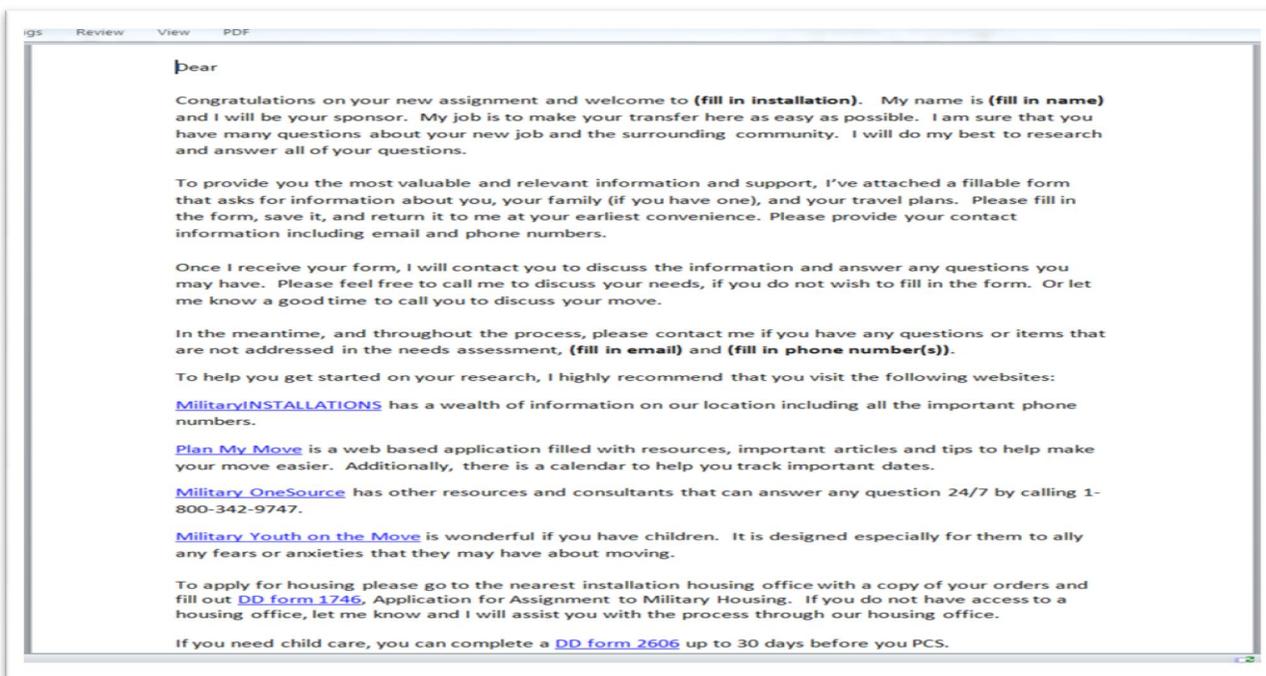
6.0 Appendix eSAT Sample Letters and Tools

The screenshots that follow are examples of the tools and letters available on eSAT.

6.1 Sponsor Duties Checklist



6.2 Congratulations on your new assignment email



6.3 Phone Needs Assessment

Needs Assessment Checklist



Sponsorship is a vital component impacting unit and family readiness.

The following Needs Assessment Checklist will help you successfully execute your duties as a Sponsor. Please use it as a guide when contacting your newcomer to collect the information you will need to help the family with a successful move.

Questions to Ask

- Family Status:** single, single parent, married, married with children, other family members, any with special needs or circumstances
- Number and Ages of Children:** special interests of children, are you interested in youth sponsorship
- Family Pets:** how many, travel arrangements, boarding needs, discuss any quarantine requirements at destination
- Travel Information:** Car, plane, anticipated arrival date, transportation/pick-up/meeting arrangements, passport/visa needs, shipping cars
- Contact Information:** Phone(s), email addresses, mailing address, alternate/emergency contact information
- Do you need information on any of the following:

1 of 2

6.4 Email Needs Assessment

eSponsorship Application & Training



Transferee Needs Assessment

Move to each field and type in your information. The fields will automatically expand as you type. Once you have completed the form, please click the Microsoft Word "Save" icon, or select File then Save from the Microsoft Word menu. Once saved, email the completed form to your sponsor.

First Name:

Last Name:

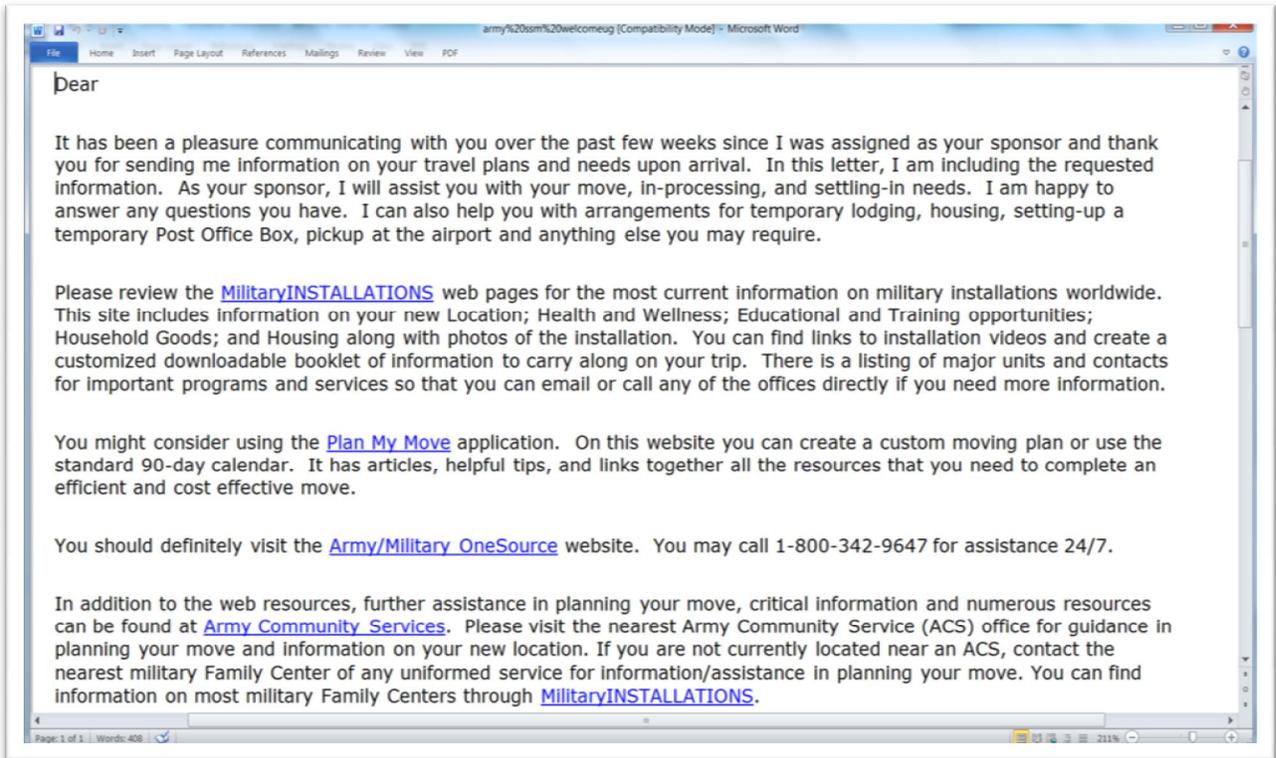
Service:

Rank/Rate/GS Grade:

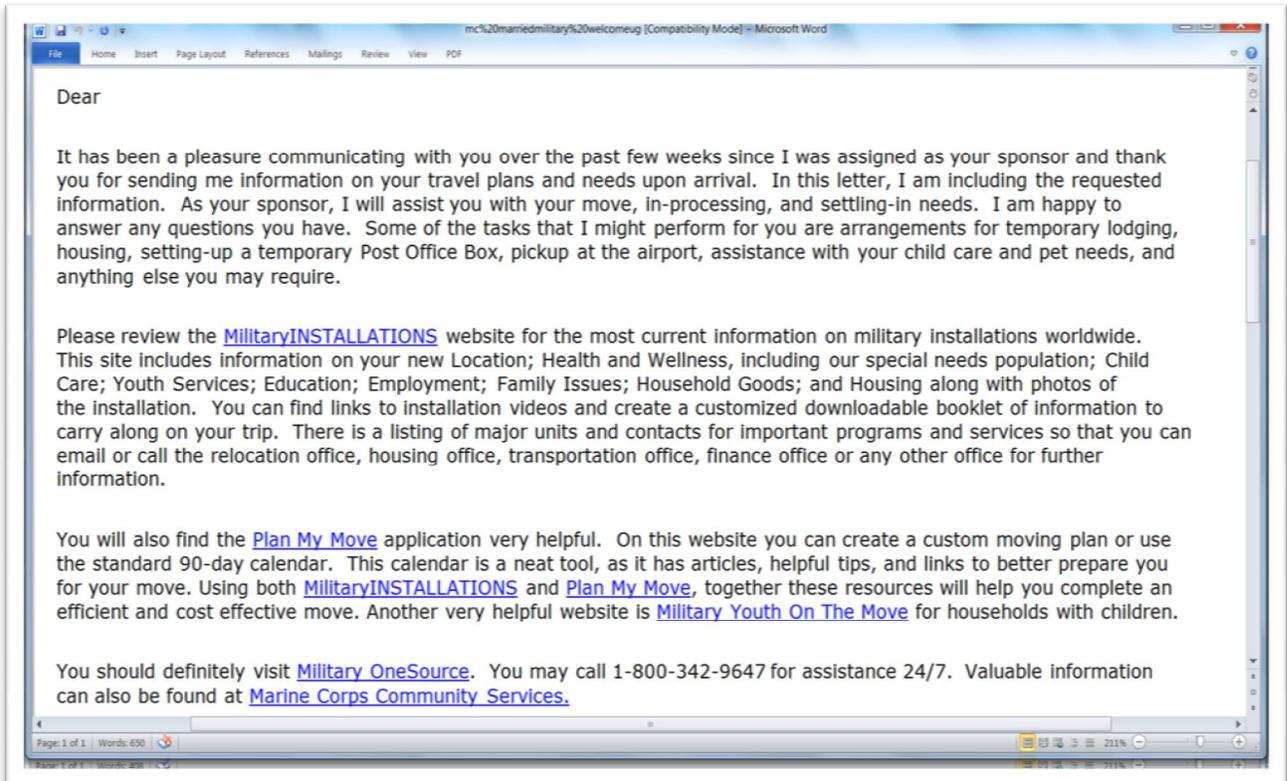
ords: 300 | 150%

6.5 Welcome Letters

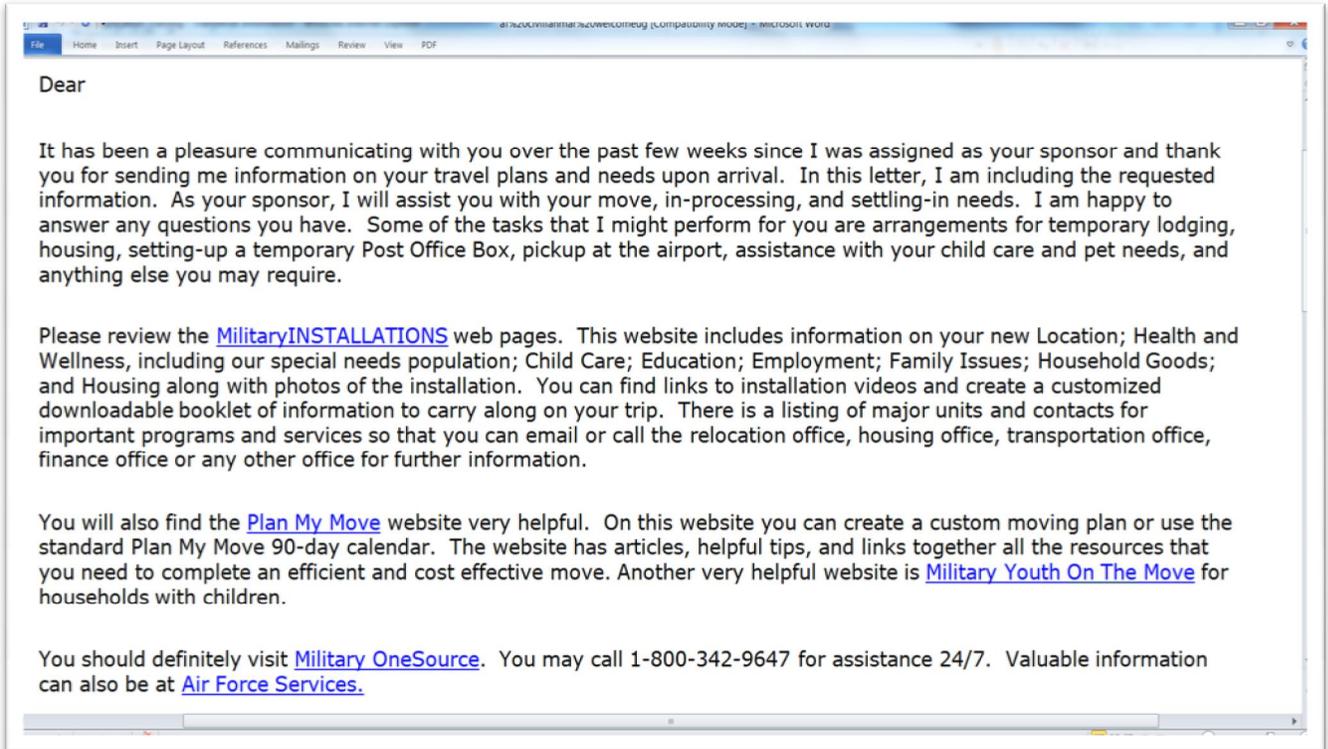
6.5.1 Example -- Army single service member moving CONUS or Overseas.



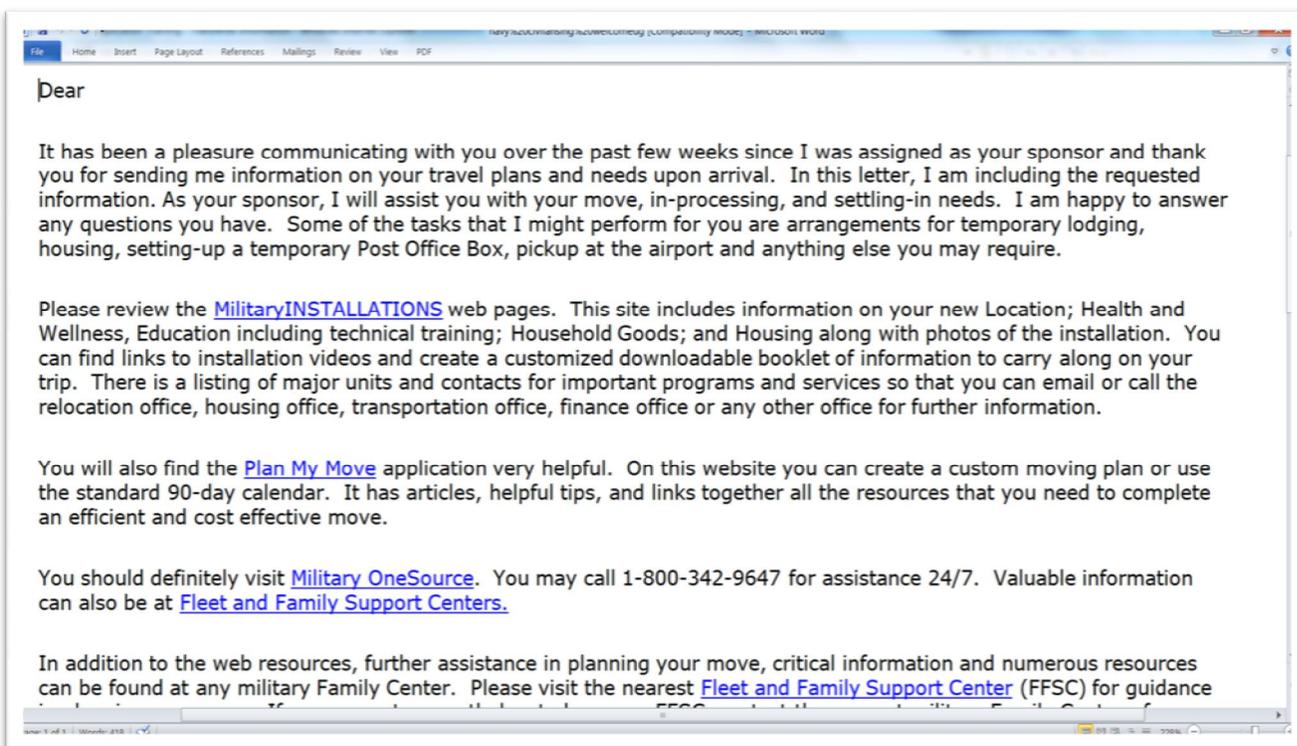
6.5.2 Example -- Marine Corps married or single service member with children moving CONUS or Overseas.



6.5.3 Example – Air Force civilian married or single with children moving CONUS or Overseas.



6.5.4 Example – Navy civilian single moving CONUS or Overseas.



Please note: There are also letters for families moving with a special needs family member and dual military families moving. The dual military letter is not pictured here.

6.5.5 Example – Air Force moving with a special needs family member.

