

eSponsorship Application & Training



Frequently Asked Questions

Where can I find the eSponsorship Application & Training?

To access the course, log in to [My Training Hub](https://myhub.militaryonesource.mil) (<https://myhub.militaryonesource.mil>). After logging in, select **Course Catalog**, locate the **eSponsorship Application & Training** from the list and select **Enroll** to enroll in the training.

If I have problems accessing My Training Hub or other technical issues, where should I turn?

Visit the [My Training Hub Frequently Asked Questions](#) page for issues related to accessing My Training Hub.

If I do not have a Common Access Card, or CAC, can I still take the training and use the materials?

Non-CAC users can access the Sponsorship Awareness for Families training, which is available through [My Training Hub](#). You may register with an email address and password. After logging in, select **Course Catalog** and locate **Sponsorship Awareness for Families** from the menu. This training includes the same information and resources as the CAC-enabled version.

I can't find my command in the installation drop-down menu. What should I do?

Carefully review the installation and unit lists. If the installation is not included, select **No Installation** and proceed with the training. If your unit is not included, select **No Unit** and proceed with the training. Unit additions to the eSponsorship Application & Training must be approved by the service representative.

What other resources are available through the course?

Look for **eSAT Tools** under **Tools and Resources** on the eSponsorship Application & Training course home page. You'll find the Sponsorship Checklist, welcome letters and other essential sponsorship forms. Users can also visit [Military OneSource Training Resources](#) to access the eSAT Tools.

Why can't sponsors communicate with newcomers through the application?

Military Community and Family Policy hosts sponsor training and provides tools to help sponsors, but does not facilitate communication between sponsors and newcomers. How sponsors and commands communicate with newcomers should be in accordance with service-specific sponsorship policy.

The eSponsorship Application & Training does help sponsors by providing sample emails and service-specific welcome letters under **Tools and Resources** on the course home page.

I am a unit leader. How can I access reports?

You can access reports through the [Defense Installation Messaging System](#) website. Details for accessing this site, along with information on the available reports, are available in the [DIMS User Guide](#).

Once you have access to DIMS, you will have the ability to view a report that lists the sponsors who have completed the eSponsorship Application & Training in your unit or on your installation. Check the [eSponsorship Application & Training Reports Guide](#) for a full explanation of the report functionality.

At this time, the reports are not sent automatically. You must access the system and proactively generate a report. A relocation service provider in the Military and Family Support Center can assist you with DIMS reports or provide reports upon request.

Are there any additional training materials for the eSponsorship Application & Training course?

Yes. Look under **Tools and Resources** on the eSponsorship Application & Training course home page. You'll find the Sponsorship Checklist, welcome letters and other helpful sponsorship documents there. The [Military OneSource Training Resources page](#) offers service providers a brochure, flyer, reports guide, eSAT Tips and eSAT Tools.

I finished my training but could not find the print button for the certificate. I logged out of the system before I printed my certificate. How do I print my certificate?

My Training Hub's [Quick Reference Guide](#) has detailed information on how you can save and print your completion certificate.