

Frequently Asked Questions:

Defense Installations Messaging System, Plan My Move, MilitaryINSTALLATIONS

Defense Installations Messaging System

Q How do I register for the Defense Installations Messaging System so that I may update my file?

A 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 <https://apps.militaryonesource.mil/dims>, the system will automatically detect if you have access. If not, a Not Authorized screen will appear. In the middle of the message, click the red >>click here<< link. This will open the Account Registration and Role Request pages, where you can input your information and begin the registration process.

Q When will my account become deactivated?

A If you don't log on to the system for 95 days, your account will be deactivated, and all roles and installations previously associated with your account will be removed, requiring an account reactivation and reregistration. We highly recommend logging in at the beginning of the certification period or setting up a regular reminder to make sure your account remains active.

Q If my account becomes deactivated, how do I reactivate it?

A To reactivate your account and establish your DIMS access, you must do the following:

1. Contact the help desk to reactivate your account. Click on the Support link in DIMS or call 888-363-6431.
2. Submit a new DIMS registration request to establish your roles and installations of interest.

Q What happens if my CAC changes?

A Normally, if your CAC changes at your installation or at a new location, our system will automatically recognize it with no change in the login process. However, if your CAC has changed due to a name or affiliation change and you log in to DIMS and receive a "no access" message, you will need to follow these instructions:

1. Click the **click here** link in the message and fill out the resulting registration form.
2. Click **submit** and choose the appropriate DIMS role(s) on the next page.
3. Click **submit** and choose the appropriate installations.
4. Click **submit** one last time. You will receive a confirmation email, and the request will be sent to the approving officials to process.

Q If I have more than one digital certificate or external certification authority on my computer, what should I do?

A Most people have more than one ECA on their computers at work. Make sure you remember and note which certificate is for DIMS and which is for your email. If you do not choose the certificate you registered with, DIMS will not recognize the ECA.

Q What should I do if I find inaccurate or missing information or I want to change or add new information to my installation’s contacts, major unit listings or photos?

A Log in to DIMS at <https://apps.militaryonesource.mil/dims> to make changes. You need a CAC to log in to DIMS. Your one-time registration will give you continuous access.

All information can be updated by the DIMS user from within the DIMS platform. Use the DIMS Certification and User Guide located in the “User Guides/Manuals” dropdown in the header of DIMS for step-by-step instruction on how to update content, contacts, major unit listings and photos.

If content is accidentally deleted when updating, reach out to the DIMS team via the direct messaging system within the DIMS application for correction.

Q How do I know my edits have been completed?

A When your edits have been completed, you will receive a completed message within the DIMS portal. If there is an error or confusion with the submitted edits, the DIMS editors will respond with requested additional clarification in a DIMS message.

Note: Your edits may take 24 hours to go live once you have received the completed message.

Q Why am I required to certify that my content is complete and current quarterly?

A The Office of the Secretary of Defense and your service branch require quarterly certification as stated in the DOD Instruction 1342.22, “Military Family Readiness”:
<https://www.esd.whs.mil/Portals/54/documents/DD/issuances/dodi/134222p.pdf>.

Q Will there be an opportunity to add new installations?

A Yes. To be included in the MilitaryINSTALLATIONS, you must make a request through your service headquarters. See the guidance in the DIMS Certification and User Guide.

Q May I link emails and websites in my content?

A You may link websites in your content, major units and contacts. You can no longer link email addresses in articles. All email addresses must be contained in the contacts. All website links included in content, contacts and major units will be automatically submitted for review in the DIMS system. The Military Community and Family Policy team reviews each link before it is posted on MilitaryINSTALLATIONS.

Q Why are my submitted links reviewed, and why would they be disapproved?

A All website links included in content, contacts and major units will be automatically submitted for review in the DIMS system. The Military Community and Family Policy team reviews each link before it is posted on MilitaryINSTALLATIONS. If you would like to respond or appeal link disapprovals, you must contact your service headquarters.

Links can be disapproved for the following reasons:

- The link is broken, invalid or redirects, or the website no longer exists.
- Content on the link is blocked.
- The link does not meet Defense Department standards.
- There is a server error.
- The link drives to unrelated content.

Q What information is required for a complete contact?

A A contact needs to have all elements as described in the content manual. These include:

- Complete physical address, as well as a mailing address, if applicable
- Phone and fax numbers, both commercial and DSN
- Email addresses and websites
- Hours of operation

If your contact does not include the required elements, it will not show on MilitaryINSTALLATIONS.

Q What should be included in major unit listings?

A Major units are required to have a unit name, command name and commercial phone number. If the unit has a website, that may be included as well. You should not include personally identifiable information, or PII, about individuals, including personal descriptions and addresses or names of individuals.

Q Can I add custom topics and update/change titles and headers?

A Custom topics cannot be added at this time. However, you may add installation-specific information to most of the topics. See the MilitaryINSTALLATIONS Content Manual, located in the header of the DIMS platform, for information that can be added as installation-specific and for topics where installation information is not allowed.

Q Does MilitaryINSTALLATIONS offer the ability to create photo galleries by installation? If so, is the installation photo gallery limited to a certain number of photos?

A Yes. MilitaryINSTALLATIONS allows you to create a photo gallery for your installation. You can add or change photos for your installation through DIMS. The number of photos you may have in your installation file is not limited. Images should show important and relevant aspects of an installation.

Photos must be approved by the Public Affairs Office prior to posting on MilitaryINSTALLATIONS. Each photo must include a caption. If you send photos with faces of people, make sure you have a written release on file for permission to publish, or indicate that the photo is a stock Public Affairs Office photo.

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

- Format: JPEG/JPG or GIF files only
- File size: No larger than 100KB per image

- Maximum image size: 640 x 480 pixels (total pixel size no larger than 307,200 pixels). If you have trouble resizing photos, contact the help desk for assistance.
- Scanned photo dpi: If you are scanning printed photos, scan them at 300dpi. Use 4-by-5 or 4-by-6 photos for best results.

PowerPoint slides, PDFs and Word files will not work in the DIMS system and will be returned.

Photos can be added and edited from within the DIMS portal. For a step-by-step process on how to add and edit photos, refer to the DIMS Certification and User Guide located in the header of the DIMS platform.

To change the order in which your photos appear, submit a DIMS ticket through the DIMS portal with the requested order.

Q Can I copy and paste content from an outside source into the DIMS application when editing and updating content?

A While you are able to copy and paste content from an outside source, we highly recommend first pasting the content into Notepad and then copying the content from Notepad into the DIMS editor. We do not advise copying content into DIMS from Word. Copying and pasting directly to the DIMS editor may cause significant issues on the back end, even if you are unable to see formatting issues on your end. This may result in delays in updating your content or your quarterly certification.

Q Is there a save function within the DIMS app?

A There is currently no save feature in DIMS. To save your changes, double check that you have clicked the “Submit Changes/Content Reviewed” button before closing out of the DIMS editor.

Q Where can I access trainings and resources on DIMS?

- A** Find valuable trainings and reference materials for DIMS here:
- The MilLife Learning “Defense Installation Messaging System (DIMS)” training course and the “DIMS Do’s and Don’ts” training video can be accessed on <https://militarylearning.militaryonesource.mil/> via the Course Catalog. To enroll in a MilLife Learning course, create an account or log in to enroll in a course.
 - Access style guides, content manuals and user guides for DIMS editing assistance:
 - The DIMS Certification and User Guide: <https://download.militaryonesource.mil/12038/Project%20Documents/DIMS/DIMS-certification-new-process-user-guide.pdf>
 - The MilitaryINSTALLATIONS Content Manual: <https://download.militaryonesource.mil/12038/Project%20Documents/DIMS/Content%20Manual.pdf>
 - The Defense Installation Messaging System: Desk Reference Guide to Making Style-Compliant Updates: <https://download.militaryonesource.mil/12038/Project%20Documents/DIMS/DIMS-DeskReferenceGuide.pdf>
 - Military Community and Family Policy Style Guide: <https://styleguide.militaryonesource.mil>

Plan My Move

Q Is there anything I need to do to update my installation's Plan My Move content?

A No, Plan My Move is a sister application to MilitaryINSTALLATIONS. That means the information in Plan My Move is pulled from the MilitaryINSTALLATIONS database of information. That is another reason it is so critical for your files to be updated and accurate at all times.

MilitaryINSTALLATIONS

Q Are MilitaryINSTALLATIONS and Plan My Move available to the public?

A Yes, these applications are not protected by a login requirement. Ease of access to information and resources is a primary objective of MilitaryINSTALLATIONS and Plan My Move.

Q Should I be concerned about security since MilitaryINSTALLATIONS has maps and building numbers for my installation that are available to the public?

A No, the DOD Security Office for publications has approved MilitaryINSTALLATIONS information for the web. Be sure to clear any photos you want to post with your Public Affairs Office.

