

Standard Operating Procedures

DIMS Certification and User Guide

This document provides guidelines on how installation relocation service providers can use the Defense Installation Messaging System to view their installation's articles, contacts, major unit listings and photos as they appear on MilitaryINSTALLATIONS, and to certify that the information is accurate, as required each quarter.



Quality of life policies and programs that help our service members, their families and survivors be well and mission ready.

Updated Sept. 2024

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Change Log

Record of Changes			
Version	Date	Description	Updates By
1	October 2024	Incorporated updates	MODES

Introduction

The Defense Installation Messaging System 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 relocation assistance service provider is responsible for coordinating all installation updates to their installation-specific content and for submitting updates to the DIMS editors for implementation.

The DIMS application allows you to view your installation's articles, contacts, major unit listings and photos as they appear on MilitaryINSTALLATIONS. DIMS also allows you to submit updates to your installation's information, certify that the information is accurate — as required each quarter — and access various reports. Additionally, the DIMS header links to user guide/content. Whether or not installations are listed on MilitaryINSTALLATIONS is a service-specific decision. The Office of the Secretary of Defense and service representatives reserve the right to archive sites that are not maintained with updated content, information and resources. The installation is responsible for keeping content, contacts links and major units up to date.

The content below provides instructions and screenshots to assist installation program managers with using DIMS to review, update and certify content, major units, contacts and photos on the MilitaryINSTALLATIONS website.

This document may also be useful for service representatives to assist installation managers with the editing process.

Background

The goal of updating the DIMS platform and quarterly certification is to make the review and editing process simple and efficient. Users can review and edit installation-specific content, contacts and photos directly in the DIMS review/editor screen, reducing dependency on attachments, tracked changes and messages for clarification.

DIMS users can create, edit or delete content, photos, major units and contacts directly in the DIMS platform. A generic DIMS message is available on the DIMS homepage, when needed, to address an update not covered in this user guide.

During quarterly certification, installation managers only need to review specific categories. The certification schedule ensures that all content, articles, major units, contacts and photos are reviewed annually.

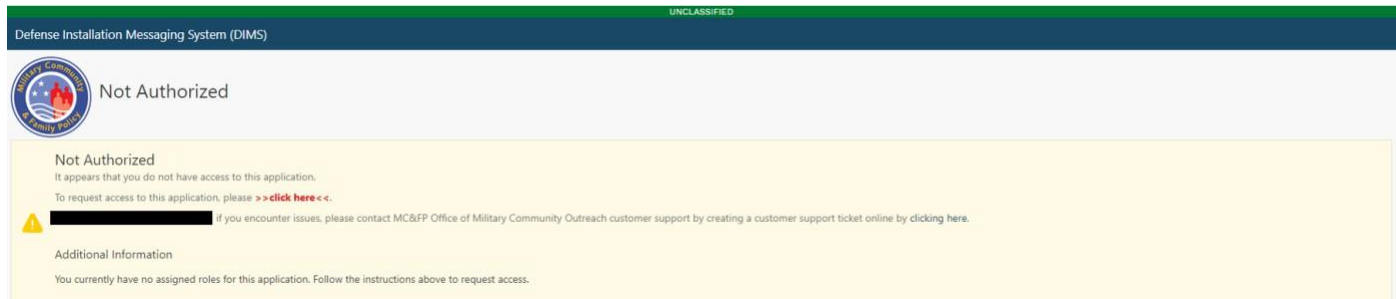
As a reminder, you do not have to wait for a certification month to make updates. This ensures that service members and their families have the most updated and accurate information available.

[View the certification schedule.](#)

Request Access to DIMS

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. When you visit <https://apps.militaryonesource.mil/dims>, 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 can input your information and begin the registration process.

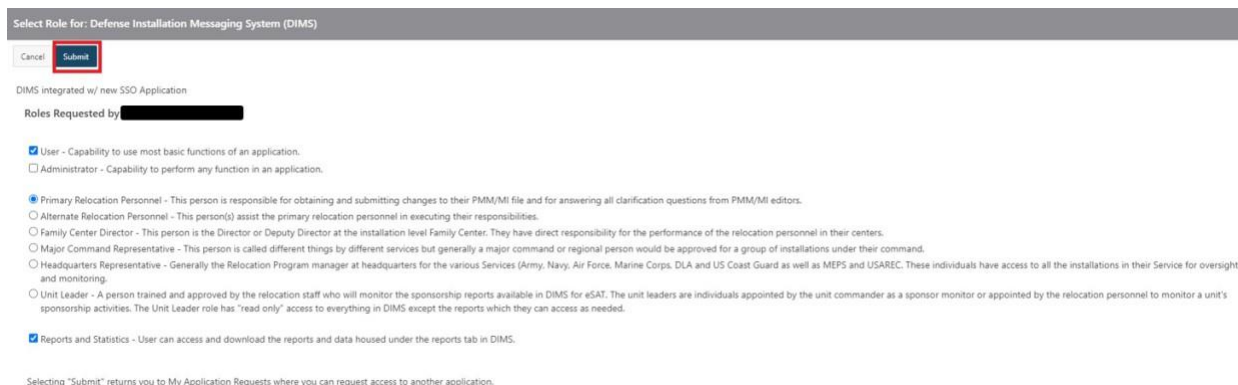


Once on the “Account Request” page, check relocation assistance under “Affiliations.” If more information is needed, you may add notes in the comment box. Next, select the branch of service you are representing from the Service/Agency dropdown box. (Do not choose “DOD civilian” because your service representative will not see the request and processing may be delayed.) Select “Submit.”

After selecting “Submit,” the page will direct you to the role request page where each new user selects a role.

On this screen, make the following selections:

1. User — Check the “User” box if it is unchecked.
2. Role — Select the applicable role from the following. The role selection screen displays role definitions:
 - a. Primary relocation personnel
 - b. Alternate relocation personnel
 - c. Family center director
 - d. Major command representative
 - e. Headquarters representative
 - f. 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.



4. Select the installation or installations you want access to. You must select at least one installation to have access to functions and reports.

- If you need to select only one installation: Select your service branch, select the installation and click “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 click “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 the installation and click “Apply.” Then, change the service branch and select another installation as needed. Once you have made all your selections, click the “Submit and Return” button.

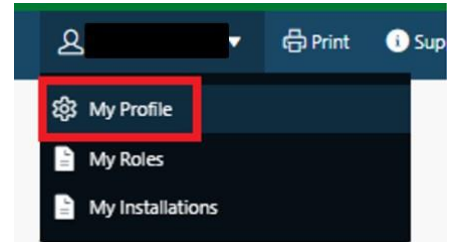
NOTE: If you are assigned to a joint base, apply for DIMS through the lead installation’s branch of service, since updates should be sent through the lead installation.

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, click “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 to you. After receiving this final email, you may log in to DIMS.

Maintain Your Account

If you don't use the system for 95 days, your account will be deactivated. To reactive your account and establish your DIMS access, you must do the following:

1. Contact the help desk to reactivate your account. To contact the help desk, click on the Support link in DIMS. Submit a new DIMS registration request to establish your roles and installations of interest.
 - a. If a change to the role or installation is necessary, contact your service representative to request the change.
 - b. When you move from the relocation assistance position, notify your service representative so they can delete your account.
 - c. 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. You can update your account information via the [single sign on](#) registration.
 - e. 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 login 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 you have contacted the help desk to close out your old account.



NOTE: Sign in to your account monthly to ensure your account is not deactivated.

Update Your Users Roles and Installations

Once you are a DIMS user, you can update installations and roles:

1. In the [DIMS](#) header, click on your name.
2. In the dropdown, click "My Profile."
3. In the pop-up window, click on the "My Role Requests" tab.
4. Scroll down to the My Application Role Requests table and click on "Defense Installation Messaging System."
5. Follow steps from the [New User Registration](#) section to update your roles.
6. Click the "Submit" button to submit your edits.



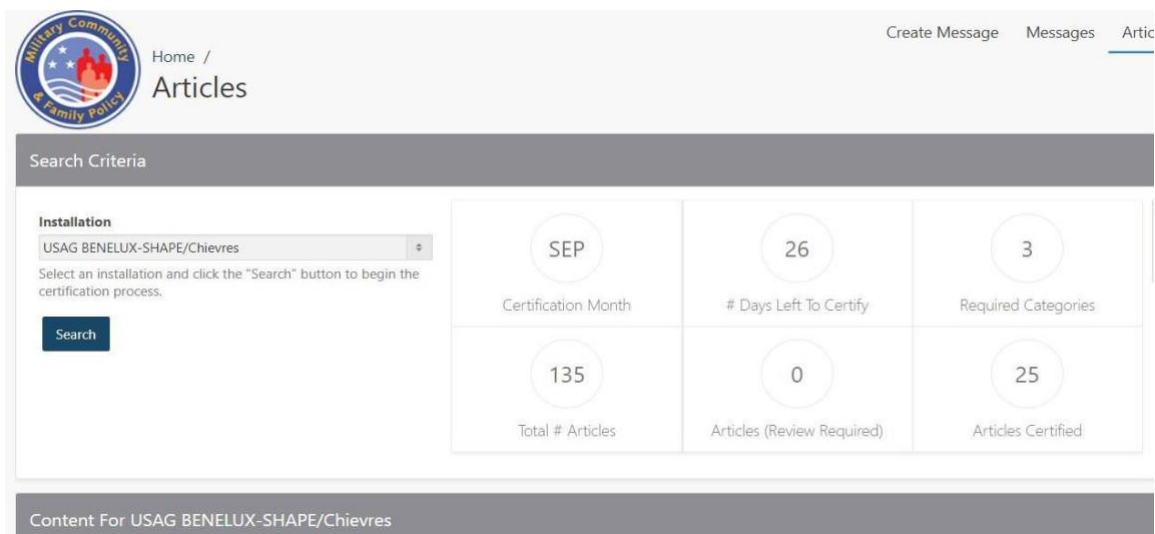
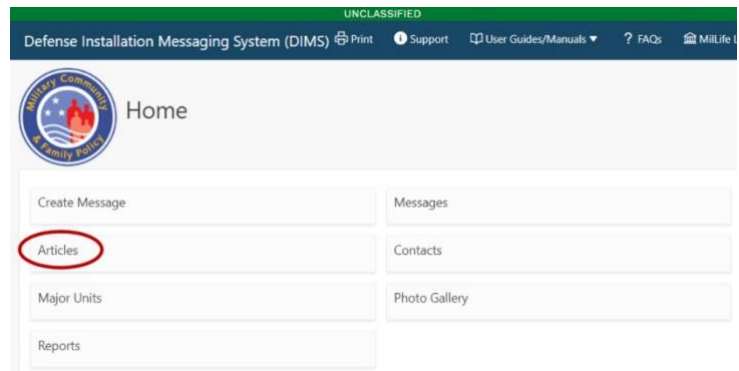
Article Content

Access Article Content During Non-Certification Month

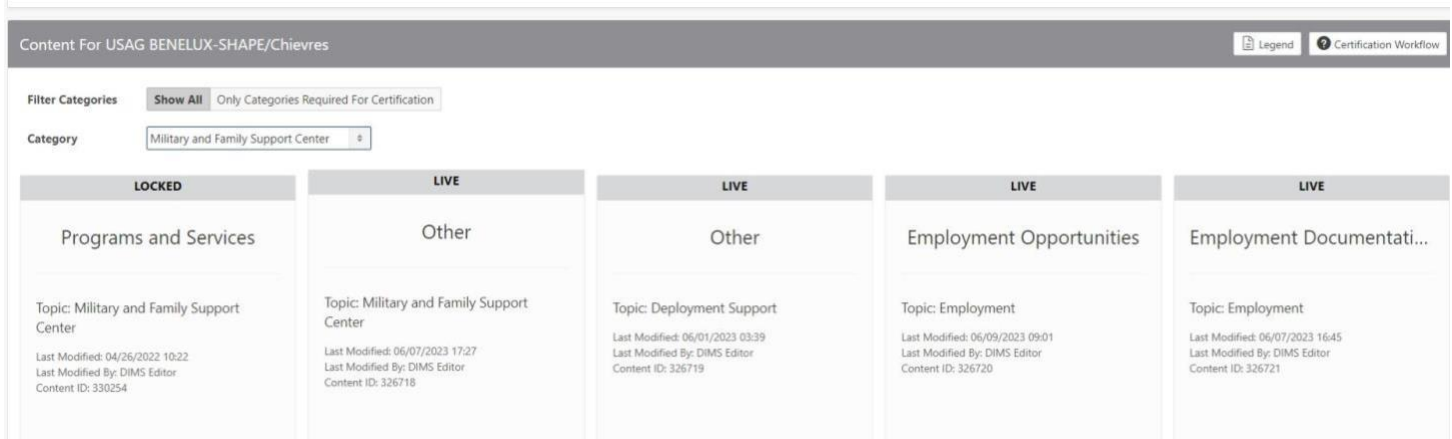
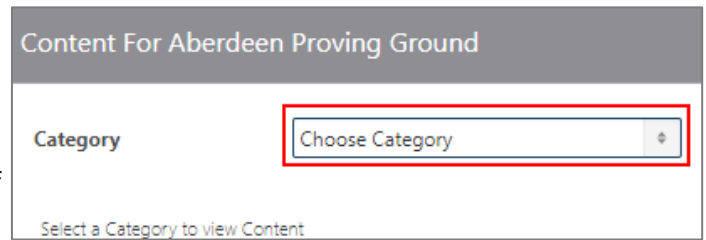
1. Visit the DIMS application at <https://apps.militaryonesource.mil/dims>.
2. Click on the “Articles” button.
3. Select your installation from the Installation dropdown menu and click the “Search” button to view your installation’s articles.

NOTE: If you are unable to see your installation in the Installation dropdown menu, refer to the [Update Your Users Roles and Installations](#) instructions to request access to edit an installation.

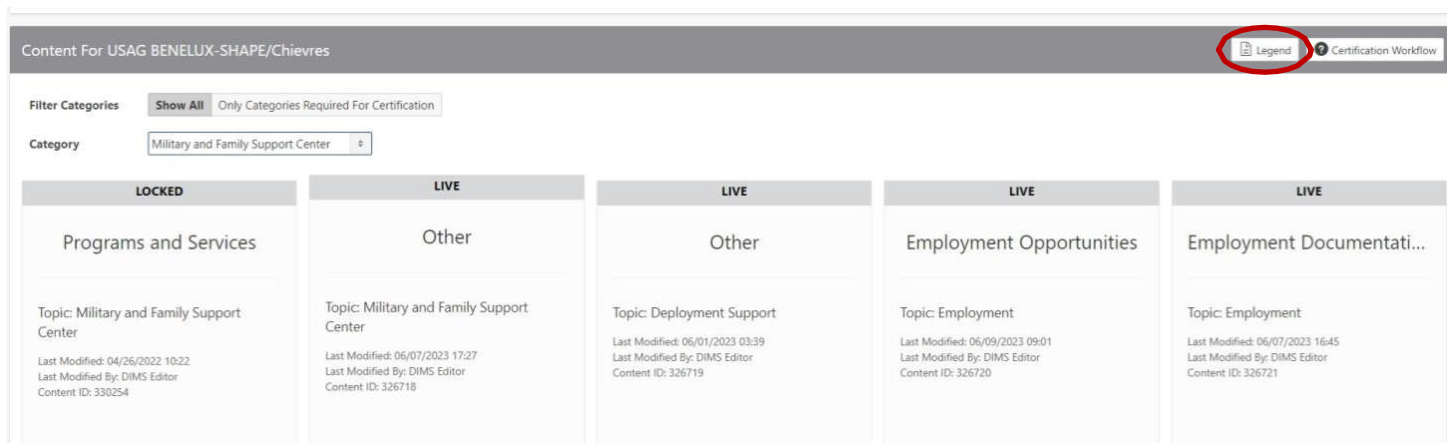
4. Once you have selected your installation from the installation dropdown menu, you will be able to view the following:
 - a. Last certification month
 - b. Number of days remaining before the next certification month begins
 - c. Total number of articles for the selected installation
 - d. Upcoming certification schedule listing the categories for review



5. Select a category to review from the “Choose Category” dropdown menu.
6. Once you have selected a category, the name of each content block in an article will show in an individual card. The label at the top quickly conveys the status of each piece of content.



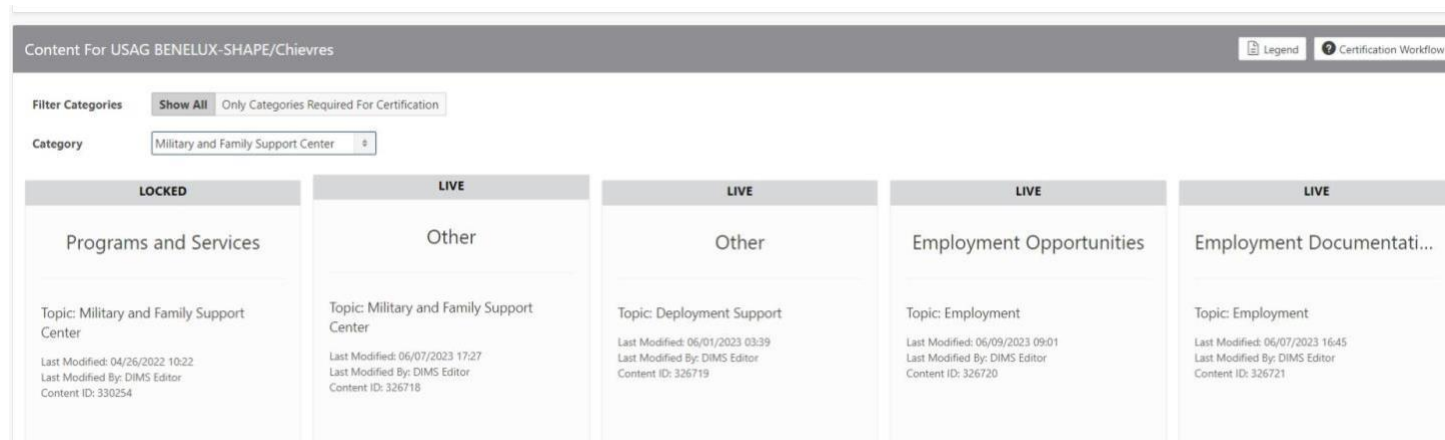
- a. Content cards labeled “LIVE” in gray do not have any pending edits. This content is live on the MilitaryINSTALLATIONS website and is editable if you have changes to submit.
- b. Content cards labeled “LOCKED” in gray are DOD standard content and cannot be edited by the field. This is a Read Only field. If you have recommended edits to this content, send your suggestions to your service representative.
- c. Content cards labeled “REMOVED” in green signify that the field has requested content within this card deleted from MilitaryINSTALLATIONS. You can submit the request to delete content by using the “Delete Content” button in the content review pane. If you use this function, the entire piece of content is deleted, not just a portion of the content contained within this card.



NOTE: More information on content card labels can be accessed by clicking the “Legend” button on the upper- right side of the page.

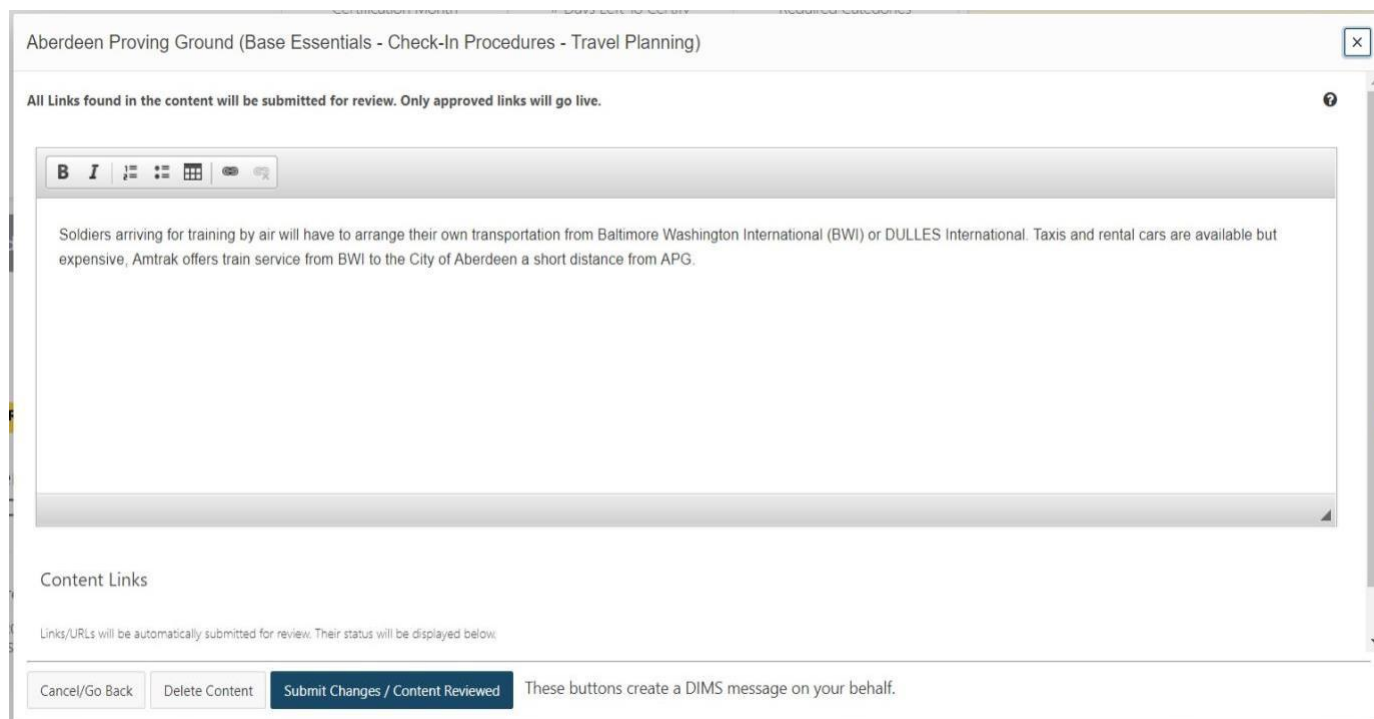
Review and Edit Articles in the Content Editor

1. To review a piece of content, click on the title in the card that you want to view.



2. Once you click on the content card, the content editor box will appear. The text in the content editor is the current content displayed on MilitaryINSTALLATIONS. The title at the top identifies the location of the content, for example: Category — Topic — Content Card. The content card title and location are not editable.

NOTE: You may request changes to content titles through [a message to the DIMS editors](#). Titles may only be changed to another standard card title, as noted in the MilitaryINSTALLATIONS Content Manual.








3. If your content requires editing, make edits directly in the content editor text box.

IMPORTANT: Do not copy and paste content from Microsoft Word or from a webpage into the editable text box. Doing so will cause formatting errors.

4. In the top left corner of the content editor, there are formatting tools. Highlight the content you wish to format and then select the appropriate button to apply the format.



- a. The “B” button allows you to make text bold.
- b. The “I” button allows you to italicize text.
- c. The  and  buttons allow you to create a numbered or bulleted list, respectively.
- d. The  button allows you to create a table, although the use of tables is discouraged.
5. To hyperlink text, highlight the text you wish to link and then select the  button from the formatting toolbar.

- a. After you click the  button, a Link box will appear on the screen. Input the destination URL into the URL field. Verify that you have selected the appropriate Protocol, http:// or https://, and then click the green “OK” button.



- b. Once you have input the correct URL, click on the “Target” tab to format the link to either open in a new window _blank (any external links) or to open in the parent window _parent (URLs from within the Military OneSource suite of websites and applications)
- c. If you are including an email address in your content, ensure that you select “E-mail” as the Link Type and add the correct email address to the “E-Mail Address” field.

Link

Link Info Target Advanced

Display Text
health certificate

Link Type
URL

Protocol
http://

URL
militaryonesource.mil

OK Cancel

Link

Link Info Target Advanced

Target
<not set>
<frame>
<popup window>
New Window (_blank)
Topmost Window (_top)
Same Window (_self)
Parent Window (_parent)

OK Cancel

Link

Link Info Advanced

Display Text
APG

Link Type
E-mail

E-Mail Address
john.smith@navy.mil

Message Subject

Message Body

OK Cancel

Submit Changes and/or Mark Content as Reviewed

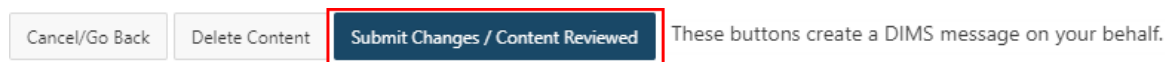
Once you’ve reviewed your article content and incorporated any desired edits, submit your edits using the blue “Submit Changes/Content Reviewed” button at the bottom of the content editor window. This autogenerates a DIMS message – or ticket – on your behalf.

If you reviewed your content and did not need to make any edits, you can click the “Cancel/Go Back” button.

NOTE: During a certification month, you should still click “Submit Changes/Content Reviewed” to notify the system you have reviewed your content, even if you have not made edits.

NOTE: Once you click the “Submit Changes/Content Reviewed” button, your content will be locked until the DIMS editors have reviewed your submission and the article status changes to “**LIVE**.” Accepted edits will be reflected on the MilitaryINSTALLATIONS website within 24 hours.

If you have made edits to your content and it goes automatically to a “**LIVE**” status instead of “**REVIEWED**,” your edits did not go through to the DIMS editors. Contact the help desk via the Support form in the DIMS header.



Delete Article Content

If you’ve gone through steps 1 through 10 above and identified that you want to delete an entire article, heading and content, press the “Delete Content” button at the bottom of the content editor window. This will autogenerate a ticket to the DIMS editors requesting that the entire content block be deleted.

You will most likely use the “Delete Content” function to either delete duplicate content or to consolidate content from multiple content cards into one content card. Be careful not to delete the content before it has been inserted into another card, so that you do not lose it altogether.

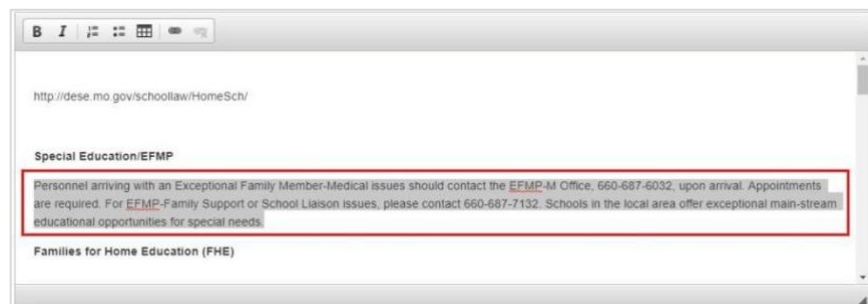
NOTE: You should only use this button to delete content in its entirety. If you want to delete a portion of content from the article, highlight that content in the content editor box, click on the “Delete” button in the DIMS application, then click the “Submit Changes/Content Reviewed” button.



Combine Content

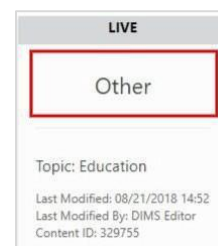
If you notice content in one content card that you would like to move into another card, you can do so by copying and pasting.

1. Open the content card that contains the content you wish to move.
2. In the content editor, highlight the text you wish to move, right-click on your mouse and select “Cut.”



3. Click the “Cancel/Go Back” button in the bottom left or the X in the top right to leave the content card.
4. Open the content card where you would like the copied content to go.
5. In the content editor, choose the location of the new text, right-click and select “Paste.”

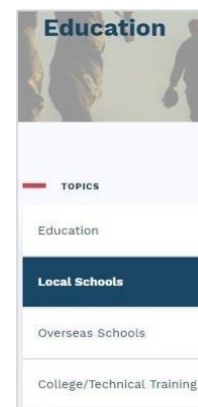
If you have migrated all desired text from a content card, follow the steps in the “Delete Content” section of this guide to remove the unnecessary content card.



NOTE: Content cards with the title “Other” contain miscellaneous information that was not automatically placed in a standard header during the migration of the legacy MilitaryINSTALLATIONS to the new website. Use the Combining Content process above to move this miscellaneous content from the “Other” cards to a more relevant location, such as another content card.

Add a New Subtopic/Accordion Content

1. Choose a category and subsequent topic within your installation’s pages on MilitaryINSTALLATIONS for where the new content should live.
 - a. For example, the Education category, Local Schools topic
2. For your desired content location, identify a subtopic/accordion name for your new content from the list of standard accordion titles in the MilitaryINSTALLATIONS Content Manual.
3. [Submit a DIMS message](#) to the DIMS editors with the chosen category, topic, content title and the content you want to load to MilitaryINSTALLATIONS.



REMINDER: If you have an unapproved URL in your content, this URL will need to go through the standard link vetting process before going live.

MilitaryINSTALLATIONS Website URL/Link Status

The ability to hyperlink to sources external to the MC&FP enclave is a fundamental part of the World Wide Web and can add significant value to MC&FP’s digital properties, including MilitaryINSTALLATIONS. However, per Office of Management and Budget Memorandum 17-06: Policies for Federal Agency Public Websites and Digital Services, agencies must clearly identify external links from their websites. Agency websites must clearly state that the content of external links to non-federal agency websites is not endorsed by the federal government and is not subject to federal information quality, privacy, security and related guidelines. Any link that is not a federal .gov or .mil website is considered an external link.

In accordance with this guidance, the MC&FP Office of Military Community Outreach has established objective and supportable criteria and guidelines for the selection and maintenance of links to external websites and webpages within any of MC&FP’s digital properties or offline products.

Criteria

- Links to non-DOD web resources should support MC&FP’s mission. The program manager or designee will review external links annually to ensure their continued suitability. If the content of a linked external site becomes questionable, objectionable, or broken, the link will be removed.
- In accordance with DOD 5500.7-R, no product endorsements or preferential treatment will be given on publicly accessible official DOD websites.
- No payment of any kind will be accepted in exchange for a link placed on MC&FP publicly accessible websites, web applications or social media pages.
- In accordance with DOD 5500.7-R, publicly accessible DOD websites will not require or encourage users to choose any specific browser software. Only text or hyperlinked text will be used to direct visitors to software download sites. Graphics or logos depicting companies/products will not appear on publicly accessible DOD websites without prior approval from the Deputy Assistant Secretary of Defense for MC&FP and a waiver from the Office of General Counsel.
- MC&FP programs are encouraged to link to authorized activities in support of MC&FP’s mission, such as the AAFES, the Navy Exchange Service Command, the MCX and installation MWR services.

- When a publicly accessible MC&FP enclave site is intended to serve a public purpose, program directors/managers must realize that once the decision is made to include a link to one non-DOD site, the organization may have to link to all similar sites.
- A disclaimer will be displayed when linking to external non-DOD websites. This disclaimer may appear on the page or pages listing external links, or through an intermediate “exit notice” page.
- The MC&FP Office of Military Community Outreach has standardized criteria for organizations, agencies and programs to be listed as Community Resources on any MC&FP enclave website, web application or social media page, which should reinforce the intent to communicate citizen support to service members, veterans and their family members.
- The MC&FP MCO reserves the right to deny or remove any resource that:
 - Provides misleading information or unsubstantiated claims
 - Appears on the annual State Department List of Foreign Terror Organizations
 - Conflicts with the MCO’s mission or violates any of its policies

All website links included in your content, contacts and major units will be automatically submitted for review in the DIMS system using the criteria listed above. The MC&FP team reviews each link before it is posted on MilitaryINSTALLATIONS. This process is referred to as “[link vetting](#).”

Links that have already been vetted are saved in an application as either approved or disapproved. If a link is waiting for review, its status is pending, and the entire content piece will be locked for editing until an outcome has been determined.

When content containing a URL is submitted, the DIMS system will automatically check if the link submitted is already an approved link. You will receive an automated email confirming your link submission and a second email stating if the link changes from pending to approved or disapproved status.

You can view the status of each submitted website URL on the respective article, contact or major unit card. See the example image to the right.

If the submitted link is pending, the edited content with the pending link will not go live until the pending URL has been reviewed by the MC&FP team and determined as approved or disapproved. Pending links will have a determined outcome within 10 business days of submitting edits.

If the submitted link is approved, the content submitted will be accepted and the edits loaded to go live on MilitaryINSTALLATIONS.

If the submitted link is disapproved, all edited content will still show, except the content linking to the disapproved website URL. The DIMS editors will slightly modify the content to remove the disapproved URL. Once updates have been made and the content is again editable, you can revise or submit a new URL to Submit Changes/Content Reviewed once again.

When you are deciding whether or not to include links in your content, make sure to review the criteria listed above to ensure the link meets MC&FP guidelines for including on MilitaryINSTALLATIONS. Once the outcome of the pending URL has been determined, you will receive an email notification, and your LVA Link Request

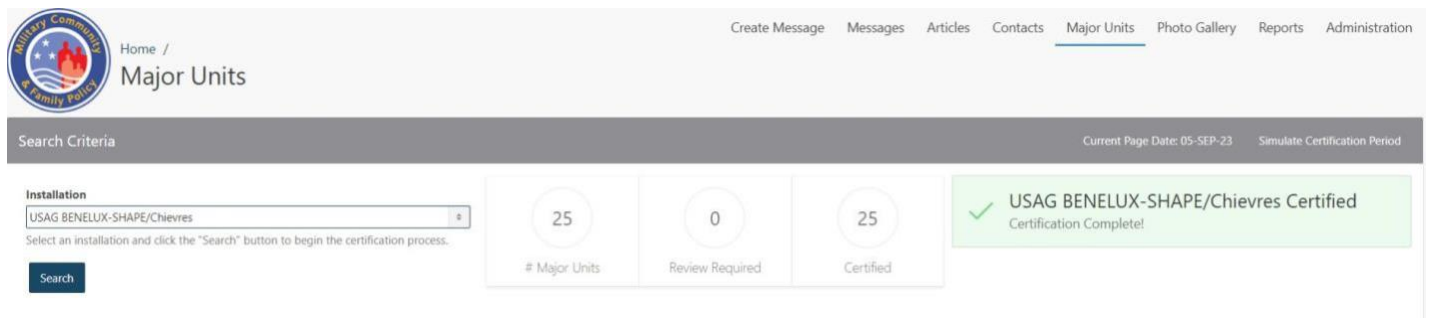
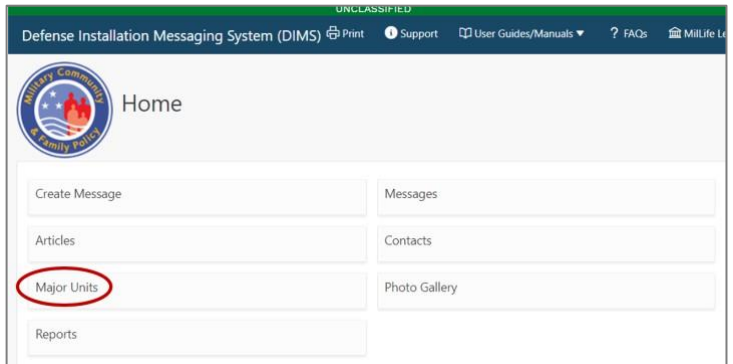
Status will update accordingly as described above. If you believe your link should not be disapproved, submit a DIMS message with the URL and the reason you believe it should be reviewed again.

REVIEWED	
Temporary Lodging	
Topic: Check-In Procedures	
Last Modified: 08/10/2018 13:01	
Last Modified By: [REDACTED]	
Content ID: 297730	
<div style="border: 2px solid red; padding: 5px;"> Approved : https://militaryonesource.mil Disapproved : www.google.com Pending : http://911memorial.org DIMS Message: 180956 </div>	

Major Units

How to Access Installation Major Units

1. Visit the DIMS application at <https://apps.militaryonesource.mil/dims>.
2. Click on the “Major Units” button and select your installation from the dropdown menu. Click “Search.”
3. Your installation’s contacts will populate the “Major Units” page.
 - a. If you are unable to see your installation’s contacts, refer to the “Maintain Your Account” section of this document for instructions to request access to an installation.
4. Once you are on your installation’s “Major Units” page, you will be able to view the following:
 - a. Number of major units for your selected installation
 - b. The number of major units required for review (Unless it’s during a certification month requiring your major units to be reviewed, this number will be 0.)

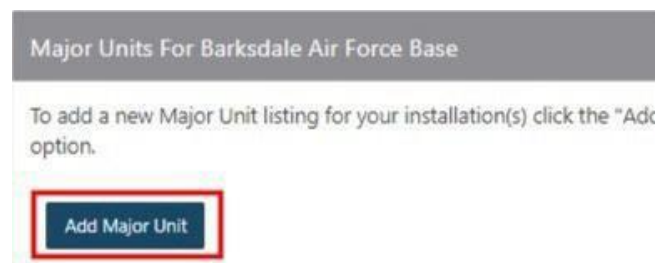


Add a New Major Unit

1. To add a new major unit listing, click the “Add Major Unit” button at the top of the page.
2. Complete the required fields and any additional information on the “Major Unit” information page.

Review Existing Major Units — Card View

3. The “Major Units” page will default to show all major units in a card view. Each major unit will show in an individual card that displays the information for that major unit. The label at the top conveys the status of each listing.
 - a. “Major Unit” cards labeled “**LIVE**” in gray do not have any pending edits and are editable. This major unit is live on MilitaryINSTALLATIONS.
 - b. “Major Unit” cards labeled “**REVIEWED**” in green have had edits submitted and are currently under review. This status likely occurs when a unit website URL is still pending review. Every time a major unit listing is edited, a message/ticket is sent to the DIMS editors. During this “**REVIEWED**” status, the card is locked for editing.
 - c. “Major Unit” cards labeled “**REQUIRES REVIEW**” in yellow require review.



Major Units For Fort Benning

To add a new Major Unit listing for your installation(s) click the "Add Major Unit" button. To update or modify a Major Unit listing, click the card header or the "Edit" button to the left followed by selecting the Download option.



[Add Major Unit](#)

LIVE	LIVE	LIVE
1-19th Infantry Battalion Command: 198th Infantry Brigade Comm Phone 1: 706-544-9253 DSN Phone 1: 312-784-9253 Last Modified: 08/14/2018 12:45 Last Modified By: [REDACTED] Approved: http://www.benning.army.mil/infantry/198th/119.html	1-29th Infantry Battalion Command: 316th Cavalry Brigade Comm Phone 1: 706-626-2474 DSN Phone 1: 312-835-2474 Last Modified: 08/14/2018 12:35 Last Modified By: [REDACTED] Approved: http://www.benning.army.mil/armor/316th/Cav/129/	1-46th Infantry Battalion Command: 194th Armored Brigade Comm Phone 1: 706-545-4644 DSN Phone 1: 312-835-4644 Last Modified: 08/14/2018 12:33 Last Modified By: [REDACTED] Approved: http://www.benning.army.mil/armor/194th/1-46th/

Review Existing Major Units — List View

- To view a list of your installation's major units, select the list icon to the right of the installation name. The review status of the contact is listed in the "Status" column.

Major Units For Camp Lejeune

[Legend](#) [Certification Workflow](#)  

To add a new Major Unit listing for your installation(s) click the "Add Major Unit" button. To update or modify a Major Unit listing, click the card header or the "Edit" button to the left of the individual listing in list mode. To download your major units, switch to list mode and click the Actions button followed by selecting the Download option.

Edit a Major Unit Listing

- To edit a major unit in the card view, click on the contact card that you wish to edit. Or, in the list view, select the "Review" button in the far-left column.

	Status	Unit Name ↑ ↓	Command Name	Commercial Phone 1	DSN Phone 1	Link Request Status	Website	Last Updated	Updated By
	REQUIRES REVIEW	22nd Marine Expeditionary Unit	II MEF	910-451-0350	312-751-0350	Approved	https://www.22ndmeu.marines.mil	09/03/2019	[REDACTED]
	REQUIRES REVIEW	24th Marine Expeditionary Unit	II MEF	910-451-0611	312-751-0611	Approved	https://www.24thmeu.marines.mil/	09/03/2019	[REDACTED]

- On the "Edit Major Unit" page, edit the information for the major unit in the respective fields. A few items to NOTE:

- Only fields with the red asterisk (*) are required.
- Review the gray text underneath each field for directions on formatting.
- For more information on the link vetting process for a major unit's website URL, see the "Link Vetting Process" section in this document.

NOTE: If your major unit includes links, you will be able to see the status of the links on the "Major Unit's" page in the card details.

Unit Website 

☐ http:// ☒ https:// ☒ Approved

Enter the Unit Website URL. All URLs will be submitted for review. Only approved links will go live.

Installation *	<input type="text" value="Camp Lejeune"/>
Unit Name *	<input type="text" value="22nd Marine Expeditionary Unit"/>
Command Name *	<input type="text" value="II MEF"/>
Commercial Phone 1 *	<input type="text" value="910-451-0350"/> ?
Commercial Phone 1 Extension	<input type="text"/> Numbers only
Commercial Phone 2	<input type="text" value="910-379-7070"/> ?
Commercial Phone 2 Extension	<input type="text"/> Numbers only
Commercial Phone 3	<input type="text" value="910-451-0421"/> ?
Commercial Phone 3 Extension	<input type="text"/> Numbers only
Emergency Phone	<input type="text"/> ?
Commercial Fax	<input type="text"/> ?
DSN Phone 1	<input type="text" value="312-751-0350"/> ?
DSN Phone 2	<input type="text" value="312-751-0421"/> ?
DSN Phone 3	<input type="text"/> ?
DSN Fax	<input type="text"/> ?
Unit Website ?	<input type="checkbox"/> http:// <input type="text" value="www.22ndmeu.marines.mil"/> Clear <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> https:// <small>Enter the Unit Website URL. All URLs will be submitted for review. Only approved links will go live.</small>
Additional Comments	<div style="border: 1px solid #ccc; height: 40px;"></div>
Last Updated	09/03/2019 13:32

3. To submit your edits, click the “Submit Changes/Major Unit Reviewed” button at the bottom of the page. Or, to request a major unit listing to be completely deleted, click the “Delete” button.

<input type="button" value="Cancel/Go Back"/>	<input type="button" value="Delete"/>	<input type="button" value="Submit Changes/Major Unit Reviewed"/>
-----------------------------------------------	---------------------------------------	-------------------------------------------------------------------

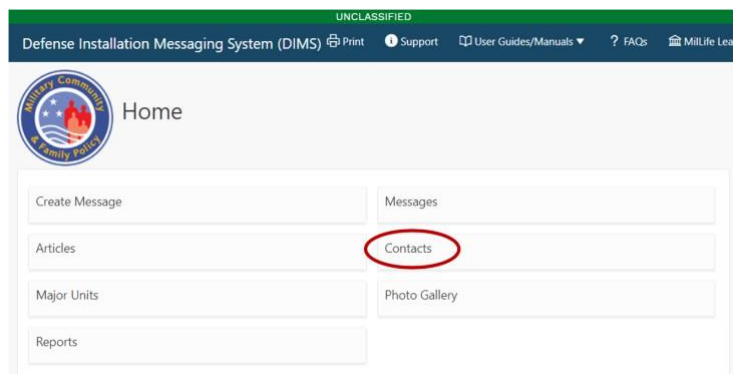
NOTE: All URLs submitted in “Major Units” will be automatically processed for review and approval before going live on MilitaryINSTALLATIONS. For more information regarding the link review, refer to the “Link Vetting Process” section of this document.

<input type="button" value="Cancel/Go Back"/>	<input type="button" value="Delete"/>	<input type="button" value="Submit Changes/Major Unit Reviewed"/>
-----------------------------------------------	---------------------------------------	-------------------------------------------------------------------

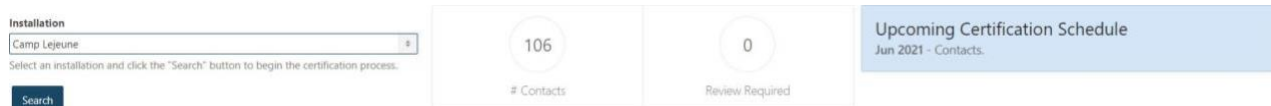
Contacts

How to Access Installation Contacts

1. Visit the DIMS application at <https://apps.militaryonesource.mil/dims>.
2. Click on the “Contacts” button and select your installation from the dropdown. Click “Search.”

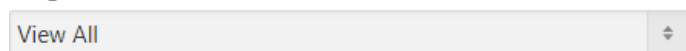


3. Your installation’s contacts will populate the “Contacts” page.
 - a. If you are unable to see your installation’s contacts, refer to the [Maintain Your Account](#) section of this document for instructions to request access to an installation.
4. Once on your installation’s contacts page, you will be able to view the following:
 - a. The selected installation’s total number of contacts
 - b. The number of contacts required for review (Unless it’s during a certification month requiring contacts to be reviewed, this number will be 0.)
 - c. Upcoming certification schedule



5. The contacts view defaults to show all contacts associated with the selected installation. To view contacts only associated with a specific program or service, use the “Program or Service” dropdown menu.

Program or Service



Choose a Service Type to filter the report or leave blank to view all.

Review Existing Contacts – Card View

Contacts For Fort Benning

To add a new Contact listing for your installation(s) please generate a DIMS ticket. To update or modify a Contact listing, click on the card header or the "Edit" button to the left of the card header. To download your Contacts, switch to list mode and click the Actions button followed by selecting the Download option.

Program or Service
View All

Choose a Service Type to filter the report or leave blank to view all.

LIVE	LIVE	LIVE
1st Division Child Development Ce... Child Development Centers 1st Division Child Development Center 7191 First Division Road Building 1051 Fort Benning, GA US 31905 Phone1: 706-545-6656 Email Address : [REDACTED] Website1: http://benningmwr.com/cyss-childcarefacilities.php Last Modified: 11/10/2017 06:37 Last Modified By: [REDACTED] Contact ID: 96356	AAFES Shoppette/Mini Mall Commissary/Shoppette AAFES Shoppette/Mini Mall Ingersoll Street Building 103 Fort Benning, GA US 31905 Phone1: 706-682-0473 Website1: http://www.commissaries.com/stores/html/store.cfm?doc Last Modified: 11/03/2008 12:05 Last Modified By: [REDACTED] Contact ID: 198663	Afterhours Club Restaurants/Fast Food Afterhours Club Indian Head Road Building 2502 Fort Benning, GA US 31905 Phone1: 706-689-0887 Website1: http://www.benningmwr.com/clubsandpubs.php Last Modified: 05/11/2009 13:50 Last Modified By: [REDACTED] Contact ID: 1000004765

1. The Contacts page defaults to show all contacts in the card view. Each contact will show in an individual card that displays the contact's information. The label at the top quickly conveys the status of each contact.
 - a. Contact cards labeled **"LIVE"** in gray do not have any pending edits and are editable. The contact's information is live on MilitaryINSTALLATIONS.
 - b. Contact cards labeled **"REVIEWED"** in green have had edits submitted and are currently under review. This status likely occurs when a website URL is still pending review. Every time a contact is edited, a message/ticket is sent to the DIMS editors. During this **"REVIEWED"** status, the contact is locked for editing.
 - c. Contact cards labeled **"REQUIRES REVIEW"** in yellow require review.

Review Existing Contacts — List View

1. To view all the installation contacts in a list view, select the "Display as List" icon to the right of the installation name in the gray bar. The review status of the contact is listed in the "Contact Reviewed" column.

Contacts For Camp Lejeune

Legend Certification Workflow

To add a new Contact listing for your installation(s) please generate a DIMS ticket. To update or modify a Contact listing, click on the card header or the "Edit" button to the left of the individual listing in list mode. To download your Contacts, switch to list mode and click the Actions button followed by selecting the Download option.

On this page, please enter the information for one Contact listing at a time. Please note:

- Click the question mark icon or read the gray text underneath each field for formatting requirements. If your submitted information does not follow formatting requirements, an error message will appear.
- If you add a website, the URL will be submitted through an automated link vetting process. Only approved URLs will show on MilitaryINSTALLATIONS. If your URL is disapproved, you can "Clear" the URL and submit a new one for review. If your website is disapproved, the remainder of the Contact information will be displayed on MilitaryINSTALLATIONS under Contacts for your installation.
- A red asterisk (*) denotes a required field. The remaining fields are optional.

- Do not enter duplicate information in both address sections. The two fields are used only when physical location and mailing address are different.
- Select “Submit Changes” button once done to save your listing.
- The Notes section at the top of the Contacts page has quick reminders to help you complete this section.

Edit Contacts

1. To edit a contact in the card view, click on the contact card that you wish to edit. Or, in the list view, click the “Edit” button in the far-left column.

	Status	Display Title ↑ ▾	Branch of Service	Program or Service	Contact	Hours Of Operation
Edit	LIVE	1st Division Child Development Center	United States Army	Child Development Centers	1st Division Child Development Center 7191 First Division Road Building 1051 Fort Benning, GA US 31905 Phone: 706-545-6656 Email Address: [REDACTED] Website: http://benningmwr.com/cysc-childcarefacilities.php	Mon – Fri 5:30 am – 6:30 pm Sat – Sun closed Federal Holidays – closed

2. On the “Edit Contact” page, edit the contact’s information in the respective fields. A few items to **NOTE**:
 - a. Only fields with the red asterisk (*) are required.
 - b. Use standard time, not military time.
 - c. Choose the type of phone number using the “Phone Type” dropdown.
 - i. The 24/7 phone line can be used for Family Advocacy Program and Victim Advocacy contacts. Reach out to FAP to identify the correct 24/7 phone number, as applicable.
 - ii. Use the emergency phone line for on-base emergency services.
 - d. Include any extensions in the “Extension” field.
 - e. Include any special dialing instructions or specific phone number information in the Comments field.
 - f. Email addresses under “Emails” are not made public. Website users contact these email addresses via a form linked from the specific contact on the front end of the website.
 - g. Please note these temporary changes:
 - i. The email capability on MilitaryINSTALLATIONS contact cards has been removed.
 - ii. The email addresses will remain visible on the DIMS platform; however, this content has been disabled and will not appear on MilitaryINSTALLATIONS.
 - h. Review the gray text under each field for directions on formatting.
 - i. The assigned program or service is listed under the “Assigned Programs and Services” header. The programs/service names are standard across all installations and are not editable.

NOTE: The number of websites available for a contact is three.

Assigned Programs and Services

Casualty Assistance Officer

Contact Information

Display Title *

Casualty Assistance Officer

Hours of Operation

Mon - Fri 8:00 a.m. - 4:00 pm
Sat and Sun - Closed

Phone / Fax

Enter phone number with dashes 555-555-5555 or 1-555-555-5555

For international phone numbers enter a plus (+) then one of the following formats:

- 3 digits - 2 or 3 digits - 2, 3 or 4 digits - 2 or 3 digits - 4 digits
- 2 digits - 4 digits - 4 digits
- 3 digits - 3 digits - 3 digits - 4 digits
- 2 digits - 3 or 4 digits - 2 digits - 4 digits
- 2 digits - 4 digits - 2 digits - 3 digits - 4 digits
- 3 digits - 2 digits - 4 digits - 4 digits - 4 digits
- 2 digits - 4 digits - 3 digits - 4 digits

Phone 1 *

702-652-3327

Phone Type *

Commercial Phone

Extension

Comment

Phone 2

702-652-5972

Phone Type

Commercial Phone

Extension

Comment

Phone 3

Phone Type

[Select Phone Type]

Extension

Comment

Emails

Email Address 1

Email Address 2

Email Address 3

Website URL/Information

Website 1

☒ http//
☐ https//

www.nellis.af.mil

Clear

☒ Approved

Enter the Unit Website URL. All URLs will be submitted for review. Only approved links will go live.

Website 1 Alt Text

Website 2

☐ http//
☐ https//

Enter the Unit Website URL. All URLs will be submitted for review. Only approved links will go live.

Website 2 Alt Text

Website 3

☐ http//
☐ https//

Enter the Unit Website URL. All URLs will be submitted for review. Only approved links will go live.

Website 3 Alt Text

Address (Physical Location For Mapping)

Address Line 1 *

4311 N. Washington Blvd

Address Line 2

Building 312

Address Line 3

Suite 102

Address Line 4

City *

Nellis AFB

State

Nevada

Address (Mailing)

The mailing address fields below are to be used only when the physical location and mailing address are different. Do not enter duplicate information in both address sections.

Address Line 1	<input type="text"/>	?
Address Line 2	<input type="text"/>	?
Address Line 3	<input type="text"/>	?
Address Line 4	<input type="text"/>	
City	<input type="text"/>	?
State	<input type="text" value="[Select State]"/>	?
Province	<input type="text"/>	
Postal Code (ZIP)	<input type="text"/>	?
Country	<input type="text" value="[Select Country]"/>	?

- To submit your edits, click the “Submit Changes/Contact Reviewed” button at the bottom of the page.
- To request a contact be completely deleted, click the “Delete” button.

NOTE: If your contact includes links, you will be able to see the review status of the links on the “Contacts” page in the contact cards. For more information on the link review process, refer to the [Link Vetting Process](#) section of this document. Also please note that if you have any questions about what information to include, please use the question mark pop-up window

- * 3 digits - 2 or 3 digits - 2, 3 or 4 digits - 2 or 3 digits - 4 digits
- * 2 digits - 4 digits - 4 digits
- * 3 digits - 3 digits - 3 digits - 4 digits
- * 2 digits - 3 or 4 digits - 2 digits - 4 digits
- * 2 digits - 4 digits - 2 digits - 3 digits - 4 digits
- * 3 digits - 2 digits - 4 digits - 4 digits - 4 digits
- * 2 digits - 4 digits - 3 digits - 4 digits

Phone 1 * <input type="text"/>	Phone Type * <input type="text"/>	Phone 1 <input type="text"/>	Comment <input type="text"/>
702-652-3327	Commercial Phone		
Phone 2 <input type="text"/>	Phone Type <input type="text"/>		Comment <input type="text"/>
702-652-5972	Commercial Phone		
Phone 3 <input type="text"/>	Phone Type <input type="text"/>		Comment <input type="text"/>
	[Select Phone Type]		
Phone 4 <input type="text"/>	Phone Type <input type="text"/>		Comment <input type="text"/>
702-652-5247	Commercial Fax		
Phone 5 <input type="text"/>	Phone Type <input type="text"/>		Comment <input type="text"/>
312-682-9428	DSN Phone		

Phone 1

Enter phone number with dashes 555-555-5555 or 1-555-555-5555

For international phone numbers enter a plus (+) then one of the following formats:

- 3 digits - 2 or 3 digits - 2, 3 or 4 digits - 2 or 3 digits - 4 digits
- 2 digits - 4 digits - 4 digits
- 3 digits - 3 digits - 3 digits - 4 digits
- 2 digits - 3 or 4 digits - 2 digits - 4 digits
- 2 digits - 4 digits - 2 digits - 3 digits - 4 digits
- 3 digits - 2 digits - 4 digits - 4 digits - 4 digits
- 2 digits - 4 digits - 3 digits - 4 digits

Comment <input type="text"/>
Comment <input type="text"/>
Comment <input type="text"/>
Comment <input type="text"/>
Comment <input type="text"/>
Comment <input type="text"/>

Cancel/Go Back	Delete	Submit Changes / Contact Reviewed
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Cancel/Go Back	Delete	Submit Changes / Contact Reviewed
----------------	--------	-----------------------------------

LIVE

Army Community Ser...

New Parent Support Program

Army Community Service
6303 Wetzel Avenue
Building 1526
Fort Carson, CO US 80913

Phone: 719-526-4590
Email Address: [REDACTED]
Website: carson.armymwr.com/programs/r

Last Modified: 01/16/2019 16:42
Last Modified By: [REDACTED]
Contact ID: 1000010504

Pending: <https://carson.armymwr.com/prog>

Add a New Contact

All new contact requests must be submitted via a message to the DIMS editors through the DIMS portal. For instructions on how to submit a DIMS message, view the “Submit a Message” section of this document.

When sending new contact information, be sure to include at least one program or service for each new contact. The program or service names are standard across all installations and therefore are not editable. The program or service options can be found in the Appendix of this document.

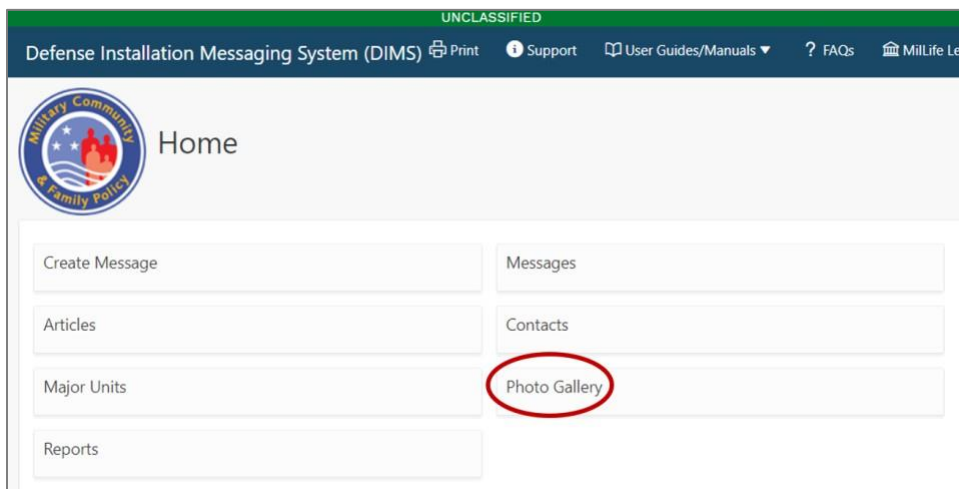
Please Note: Before requesting to add a new contact, review your installation’s existing contacts to make sure you are not duplicating an existing contact.

As an added tip, print out the installation booklet to review all your installation contacts as they appear on MilitaryINSTALLATIONS.

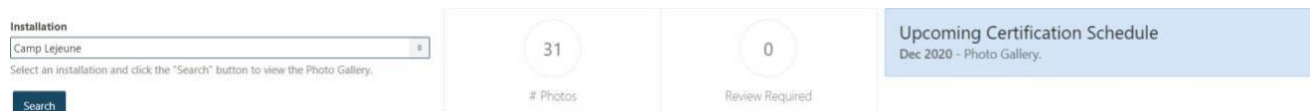
Photo Gallery

How to Access an Installation’s Photo Gallery

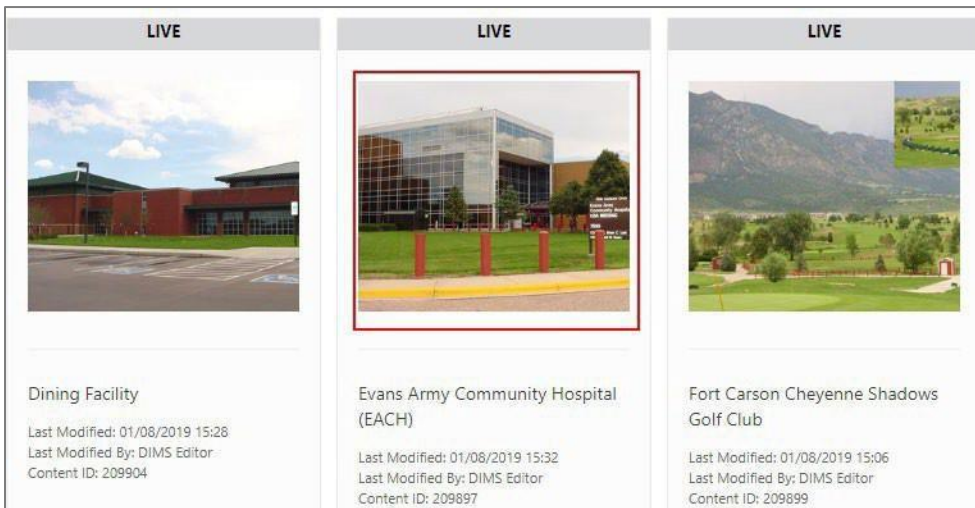
1. Visit the DIMS application at <https://apps.militaryonesource.mil/dims>.
2. Click on the “Photo Gallery” button.



3. Select your installation from the Installation dropdown menu. Click “Search.”
4. The installation’s photos currently live on MilitaryINSTALLATIONS and will populate the “Photo Gallery” page.
 - a. If you are unable to see your installation’s contacts, refer to the “Maintain Your Account” section of this document for instructions to request access to an installation.
5. Once you are on your installation’s Photo Gallery page, you will be able to view the following:
 - a. The selected installation’s total number of photos
 - b. The number of photos required for review (Unless it’s during a certification month requiring the photo gallery to be reviewed, this number will be 0.)
 - c. Upcoming Certification Schedule



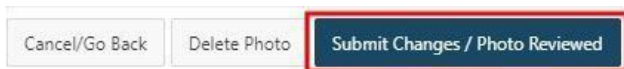
Edit and Review an Existing Photo



1. Click a photo in the card labeled “LIVE,” as only these photos are editable.
2. Edit the fields in the “Edit Photo” overlay.

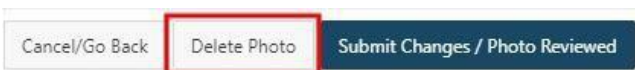
NOTE: The “Photo Title and Alternative Image Text” field should be brief but describe the image. An additional photo description can be added to the “Caption” field. Neither field should include contact information such as phone number, address, hours of operation, etc.

3. To submit changes, click the “Submit Changes/Photo Reviewed” button.

The screenshot shows the 'Edit Photo 257919' overlay. It has several text input fields: 'Content Title' (with a red asterisk), 'Photo Gallery Image - Fort Bliss' (with a note 'Content Title. This is for informational purposes only.'), 'Photo Title and Alternate Image Text' (with a red asterisk), and 'Caption'. The 'Caption' field is highlighted with a red box. Below the fields is a small note: 'Caption for the photo. Users see this below the Bold Blue text. Do not include contact information (phone number, address, hours of operation, etc.).'

NOTE: Once submitted, the photo card’s status will change from “LIVE” in gray to “ADDED” in green or “REVIEWED” in green, which means the photo and/or edits have been submitted to the DIMS editors. Until the status changes to “LIVE,” the photo card is locked from editing.

To request a photo be deleted, click the “Delete Photo” button.



Add a New Photo

1. If you would like to add a new photo to your installation’s photo gallery, click the “Add Photo” button. Images, pictures, or other artwork to appear as content must meet the following specifications:
 - a. Format — Use JPEG/JPG (preferred), PNG or GIF files only.
 - b. File size — Upload files no larger than 100KB per image.
 - c. Maximum image size — Use 640 by 480 pixels, with a total pixel size no larger than 307,200 pixels.



- d. Scanned photo dpi — If you are scanning printed photos, scan them at 300 dpi. Use 4x5 or 4x6 photos for the best results.
- e. Do not add words into the photos, for example, with word art. Use the photo's "Caption" field to provide additional information to the user.

2. Complete the required fields in the overlay. Use the helper text for a description of each field. You may need to scroll down to see all fields.

NOTE: The "Photo Title and Alternative Image Text" should be brief since additional description can be added into the "Caption" field. The fields should not be repetitive and neither field should include contact information such as phone number, address, hours of operation, etc.

3. Click and drag the image file you wish to upload from your local device into the "Drop files" here or click to upload box. Or click the "Drop files" here or click to upload box. A dialogue box with your Windows Explorer should open. Navigate to the desired file, click it and select "Open" to select it for upload.
4. Click the "Add Photo to MilitaryINSTALLATIONS" button to load your photo.

NOTE: All photos submitted to MilitaryINSTALLATIONS must be approved by the Public Affairs Office prior to uploading to DIMS.

Review During a Certification Month

During a quarterly certification month, the process to review article content, contacts, photos and major units in DIMS stays mostly the same with some interface changes to help streamline the review and certification process for items that require review by certification period. For quick reference, [view the categories that require review by the certification period](#).

Review Article Content During Certification Month

SEP Certification Month	30 # Days Left To Certify	3 Required Categories
158 Total # Articles	26 Articles (Review Required)	4 Articles Certified

Reviewing article content during a certification month is very similar to the process used to access, review, and edit content during a non-certification month with a few changes.

1. Follow steps 1 - 3 in Access Article Content During a Non-Certification Month.

2. Once you have selected your installation from the dropdown menu, you will be able to view the following:
 - a. Certification month
 - b. Number of days remaining before the certification month ends
 - c. Total number of required content categories to review for certification, specific to the selected installation
 - d. Total number of articles requiring review for the selected installation for the current certification period
 - e. Number of articles remaining that require review for the current certification period
 - f. Number of articles reviewed/certified so far during the current certification period
 - g. As you review articles during a certification period, the number of articles remaining that require review and the number of articles reviewed/certified will adjust accordingly on the dashboard.
3. Select a category to review from the “Choose Category” dropdown menu. During a certification month, “Only Categories Required for Certification” is the default filter for viewing articles.

NOTE: If you want to view content not required for certification, in “Filter Categories,” click the “Show All” option then click “Choose Category” from the Category dropdown menu. You can submit edits for any card marked **LIVE**.

Search Content for Holloman AFB

Filter Categories Show All Only Categories Required For Certification

Category Choose Category

Search Content for Aberdeen Proving Ground

Filter Categories Show All Only Categories Required For Certification

Category Moving

LOCKED	LOCKED	LOCKED	LOCKED	REVIEWED
<p>Household Goods Shipping Process</p> <p>Topic: Household Goods</p> <p>Last Modified: 08/01/2018 14:34</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 330285</p>	<p>"It's Your Move"</p> <p>Topic: Household Goods</p> <p>Last Modified: 08/01/2018 14:35</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 330287</p>	<p>Pets</p> <p>Topic: Household Goods</p> <p>Last Modified: 08/01/2018 14:36</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 330286</p>	<p>Arranging Household Goods Shipments</p> <p>Topic: Household Goods</p> <p>Last Modified: 08/01/2018 14:33</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 330284</p>	<p>Licensing, Vaccinations, and Registration</p> <p>Topic: Shipping Pets</p> <p>Last Modified: 08/01/2018 14:33</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 297362</p> <p>DIMS Message: 282622</p>
REQUIRES REVIEW	REQUIRES REVIEW	REQUIRES REVIEW	REQUIRES REVIEW	REQUIRES REVIEW
<p>Licensing, Vaccinations, and Registration</p> <p>Topic: Shipping Pets</p> <p>Last Modified: 07/06/2018 06:30</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 297363</p>	<p>Licensing, Vaccinations, and Registration</p> <p>Topic: Shipping Pets</p> <p>Last Modified: 07/06/2018 06:30</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 297364</p>	<p>Pet Transportation</p> <p>Topic: Shipping Pets</p> <p>Last Modified: 07/06/2018 06:30</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 297365</p>	<p>Pet Travel and Quarantine</p> <p>Topic: Shipping Pets</p> <p>Last Modified: 07/06/2018 06:30</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 297366</p>	<p>Boarding</p> <p>Topic: Shipping Pets</p> <p>Last Modified: 07/06/2018 06:30</p> <p>Last Modified By: DIMS Editor</p> <p>Content ID: 297367</p>

4. Once you have selected a category, the name of each content block in an article will show in an individual card. The label at the top quickly conveys the status of each piece of content.
 - a. Content cards labeled “**REQUIRES REVIEW**” in yellow need to be reviewed during the current certification period. The total remaining number of article content cards requiring review is directly reflected in the Articles (Review Required) number in the header chart.
 - b. Content cards labeled “**REVIEWED**” in green have had edits submitted and are currently under review by the DIMS editors. Every time a piece of content is marked as “**REVIEWED**,” a message, or ticket, is sent to the DIMS editors. During this “**REVIEWED**” status, the content is locked for editing but still counts toward your certification. Once the “**REVIEWED**” cards have been checked by the DIMS editors, the content will be editable again.

- c. Content cards labeled “**LOCKED**” in gray are DOD standard content and cannot be edited by the field. This is a Read Only field. If you have recommended edits to this content, send your suggestions to your service representative.
- d. Content cards labeled “**LIVE**” in gray do not have any pending edits. This content is live on MilitaryINSTALLATIONS. Once your submitted edits have been reviewed and approved by the DIMS editors, the card’s status changes from “**REVIEWED**” to “**LIVE**” and will count towards your certification. This content is editable if you have further changes to submit.
- e. Content cards labeled “**REMOVED**” in green signify that content in this card has been requested to be deleted from MilitaryINSTALLATIONS. You can delete content by using the “Delete Content” button in the content review pane. If you use this function, the entire piece of content is deleted, not just a portion of the content contained within this card.

NOTE: More information on content card labels can be accessed by clicking the “Legend” button on the right side of the page.

Search Content for Holloman AFB

 Legend

5. To review a piece of content, click on the content title in the card that you want to view.

REQUIRES REVIEW	REQUIRES REVIEW	REQUIRES REVIEW
<div style="border: 2px solid red; padding: 5px; margin-bottom: 10px;"> Child Developme... Centers (CDC) </div> <div style="font-size: small;"> Topic: Child Care Last Modified: 08/21/2018 14:39 Last Modified By: DIMS Editor Content ID: 307768 </div>	<div style="margin-bottom: 10px;"> School Age Prog... (SAP) </div> <div style="font-size: small;"> Topic: Child Care Last Modified: 07/26/2018 06:56 Last Modified By: DIMS Editor Content ID: 307770 </div>	<div style="margin-bottom: 10px;"> Other </div> <hr style="border: 0; border-top: 1px solid #ccc; margin: 10px 0;"/> <div style="font-size: x-small;"> Topic: Child Care Last Modified: 07/26/2018 06:56 Last Modified By: DIMS Editor Content ID: 307771 </div>

6. Follow steps 8 through 10 in the Review and Edit Articles in the Content Editor section.
7. Once you’ve reviewed your article content and incorporated any desired edits, submit your edits using the blue “Submit Changes/Content Reviewed” button at the bottom of the content editor window. This autogenerates a DIMS ticket on your behalf.

If you reviewed your content and did not need to make any edits, you should still click the “Submit Changes/Content Reviewed” button to confirm that your content has been reviewed. This review counts toward certifying your installation.

Cancel/Go Back

Delete Content

Submit Changes / Content Reviewed

These buttons create a DIMS message on your behalf.

NOTE: Once you click the “Submit Changes/Content Reviewed” button, your content will be locked until the DIMS editors have reviewed your submission and the article status changes to “LIVE.” Accepted edits will be live on MilitaryINSTALLATIONS within 24 hours.

If you have made edits to your content and it goes automatically to a “**LIVE**” status instead of “**REVIEWED**,” your edits did not go through to the DIMS editors.

Review Installation Major Units During Certification Month

1. Follow steps 1 and 2 in the [How to Access Installation Major Units](#) section.
2. Once you are on your installation's major units page, you will be able to view the following:
 - a. The total number of major units for your selected installation
 - b. The number of major units remaining that require review during the certification month
 - c. The major units that have been certified, or reviewed, so far during the certification month



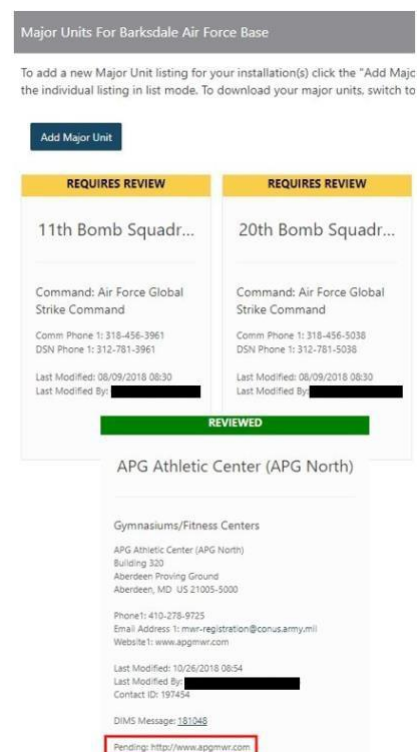
As you review major units during a certification month, the number of major units remaining that require review and the number of major units reviewed/certified adjusts on the dashboard accordingly.

3. To add a new major unit listing, follow the steps in the [“Add New Major Unit”](#) section of this document. To review existing major units, follow the steps in the [“Review Existing Major Units — Card View”](#) or [“Review Existing Major Units List View”](#) sections of this document, keeping in mind there are additional listing status colors and titles during a certification month:
 - a. Major Unit cards labeled **“REQUIRES REVIEW”** in yellow need to be reviewed during the certification period. The remaining number of “Major Unit” cards requiring review is directly reflected in the “Requires Review” number in the header chart.
 - b. “Major Unit” cards labeled **“LIVE”** in gray do not have any pending edits and are editable. This major unit is live on MilitaryINSTALLATIONS.
 - c. “Major Unit” cards labeled **“REVIEWED”** in green have had edits submitted and are currently under review. This status likely occurs when a unit website is still pending review. Every time a piece of content is edited, a message/ticket is sent to the DIMS editors. During this

“REVIEWED” status, the card is locked for editing but still counts toward certification. Once all **“REQUIRES REVIEW”** cards have been addressed on this page and the articles, photo gallery or contacts pages, the **“CERTIFY”** button becomes available.

NOTE: All links submitted in major units will be automatically processed for review and approval before going live on MilitaryINSTALLATIONS. For more information regarding the link review process, refer to the [“Link Vetting Process”](#) section of this document.

If your major unit listing includes a link, you will be able to see the status of the links on the “Major Unit” page within the major unit cards.



Review Installation Contacts During Certification Month

1. Follow steps 1 and 2 in the [How to Access Installation Contacts](#) section.
2. Once on your installation's contacts page, you will be able to view the following:
 - a. The selected installation's total number of contacts
 - b. Remaining contacts that require review during the certification month
 - c. Contacts that have been certified or reviewed so far during the certification month



As you review contacts during a certification period, the number of contacts remaining that require review and the number of contacts reviewed/certified adjusts on the dashboard accordingly.

3. To review existing contacts, follow the steps in the “Review Existing Contacts — Card View” or “Review Existing Contacts — List View” sections of this document, keeping in mind there are additional listing status colors and titles during a certification month:
 - a. Contact cards labeled “**REQUIRES REVIEW**” in yellow need to be reviewed for the certification period. The remaining number of contact cards requiring review is directly reflected in the “Requires Review” number in the header chart.
 - b. Contact cards labeled “**LIVE**” in gray do not have any pending edits and are editable. The information is live on MilitaryINSTALLATIONS.
 - c. Contact cards labeled “**REVIEWED**” in green have had edits submitted and are currently under review. This status likely occurs when a website URL is still pending review. Every time a contact is edited, a message/ticket is sent to the DIMS editors. During this “**REVIEWED**” status, the contact is locked for editing but still counts toward certification.

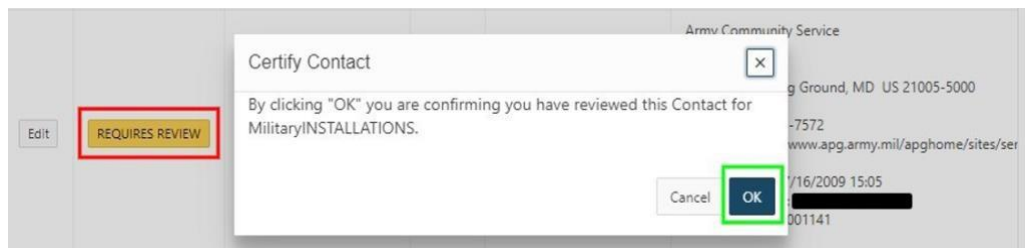
Contacts For Aberdeen Proving Ground

To add a new Contact listing for your installation(s) please generate a DIMS ticket. To update or modify a Contact listing, click on the card header or the "Edit" button to the left of the individual listing in list mode. To download y

Program or Service
View All

Choose a Service Type to filter the report or leave blank to view all.

REVIEWED	LIVE	REVIEWED
<p>APG Athletic Center (APG North)</p> <p>Gymnasiums/Fitness Centers</p> <p>APG Athletic Center (APG North) Building 120 Aberdeen Proving Ground Aberdeen, MD US 21005-5000</p> <p>Phone: 410-278-6723 Email Address: 1. mwr-registation@conus.army.mil Website: 1. www.apgmmr.com</p> <p>Last Modified: 10/20/2018 10:54 Last Modified By: [REDACTED] Contact ID: 13744</p> <p>DIMS Message: 181048</p> <p>Pending: http://www.apgmmr.com</p>	<p>APG Bowling Center Snack Bar</p> <p>Restaurants/Fast Food</p> <p>APG Bowling Center Snack Bar Community Recreation Division Building 2542 Aberdeen Proving Ground, MD US 21005-5001</p> <p>Phone: 410-278-4041</p> <p>Last Modified: 10/20/2018 10:56 Last Modified By: [REDACTED] Contact ID: 100000134</p>	<p>APG School Liaison</p> <p>School Liaison Office/Community Schools</p> <p>APG School Liaison Building 2752 Rudman Road Aberdeen Proving Ground Aberdeen, MD US 21005-5001</p> <p>Phone: 410-278-3267 Email Address: 1. mpleman.dapper@us.army.mil Website: 1. www.apgmmr.com/family/youth_services.html</p> <p>Last Modified: 10/20/2018 10:25 Last Modified By: [REDACTED] Contact ID: 88794</p> <p>DIMS Message: 181045</p> <p>Pending: http://www.apgmmr.com/family/youth_services.html Pending: http://www.dodds.edu/Partnership/schoolLiaisonOfficers.htm</p>
<p>REQUIRES REVIEW</p> <p>Army Community Service (For information an...</p> <p>Women, Infants, and Children (WIC & WIC-Q)</p> <p>Army Community Service Family Advocacy</p>	<p>REQUIRES REVIEW</p> <p>Army Community Service Family Advocacy</p> <p>Family Advocacy Program</p>	<p>REQUIRES REVIEW</p> <p>Army Community Service Financial Readiness ...</p> <p>Personal Financial Management Services</p>



4. During a certification period, if you review each contact in the list view, you can confirm you've reviewed contacts by clicking the **"REQUIRES REVIEW"** button in the "Status" column and then clicking "OK" in the overlay.
5. To edit or add a contact, follow the steps in the "Edit Contacts" or "Add a Contact" sections, respectively.

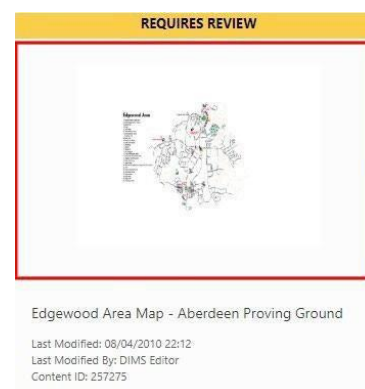
NOTE: All links submitted in contacts will be automatically processed for review and approval before going live on MilitaryINSTALLATIONS. For more information regarding the link review process, refer to the "Link Vetting Process" section of this document.

Review an Installation's Photo Gallery During Certification Month

6. Follow steps 1 through 3 in the [How to Access an Installation's Photo Gallery](#) section.
7. Once you are on your installation's "Photo Gallery" page, you will be able to view the following:
 - a. The selected installation's total number of photos
 - b. The number of remaining photos needing review for the current certification period
 - c. The number of photos that have been reviewed so far during the current certification period



8. To review existing photos, follow the steps in the ["Editing and Reviewing an Existing Photo"](#) section of this document, keeping in mind there are additional status colors and titles during a certification month:
 - a. Photo cards labeled **"REQUIRES REVIEW"** in yellow need to be reviewed for the current certification period. The remaining number of photo gallery cards that need review is directly reflected in the "Review Required" number in the page's header chart.
 - b. Photo cards labeled **"LIVE"** in gray are editable and live on MilitaryINSTALLATIONS.
 - c. Photo cards labeled **"REVIEWED"** in green have had edits submitted and are currently under review with the DIMS
 - d. editors. During this **"REVIEWED"** status, the image is locked for editing and counts toward certification.
 - e. Photo cards labeled **"ADDED"** in green have been recently added to the installation's photo gallery and are currently under review with the DIMS editors. These photos are locked for editing and count toward certification.



Once all **"REQUIRES REVIEW"** cards have been addressed on the photo gallery, contacts, major units and articles pages, the **"CERTIFY"** button becomes available.

9. If you would like to add a new photo to your installation's photo gallery, follow the steps in the "[Add a New Photo](#)" section.

Certify Your Installation

The ability to certify your installation is only available during a certification month: March, June, September, and December.

For quick reference, the categories that require review by certification period are:

- March — Base Essentials; Moving; Overview
- June — Health; Housing; Legal, Military and Family Support Center; Contacts
- September — Base Essentials; Moving; Overview; Major Units
- December — Child and Youth Services; Education; Exceptional Family Member Program; Morale, Welfare and Recreation; Transportation; Photo Gallery

The "Certify" button will only show after you have reviewed all your items required for certification and you no longer have article content, contact, major unit or photo gallery cards labeled "**REQUIRES REVIEW**" in yellow. A quick way to know if you are ready to certify is to look at the chart at the top of your "Articles," "Contacts," "Major Unit" and "Photo Gallery" pages — the number of "Requires Review" items should be zero.

1. Once you have reviewed all "**REQUIRES REVIEW**" sections and articles, a blue "Certify" button will appear in the top-right corner of your installation's "Articles" screen. Click the "Certify" button to certify your installation's information.
 - a. If you don't see the "Certify" button, check to see if you have remaining cards with the status "**REQUIRES REVIEW**." Follow the appropriate steps above until all content is marked as "**REVIEWED**" or "**LIVE**." Only then will the "Certify" button appear.

The screenshot shows a dashboard for Fort Belvoir. On the left, there's a search bar with 'Fort Belvoir' selected. In the center, a grid displays: 'Q3' for Certification Quarter, '30' for Days Left To Certify, '4' for Required Categories, '149' for Total # Articles, '0' for Articles (Review Required), and '29' for Articles Certified. On the right, a green box states 'Fort Belvoir Ready To Certify. All Content requiring Certification has been reviewed. Click the "Certify" button to complete the Certification process.' with a blue 'CERTIFY' button.

NOTE: If you complete all "**REQUIRES REVIEW**" articles, but the "Photo Gallery," "Contacts" or "Major Units" are also required for that certification period, you will not be able to certify until all required sections have been fully reviewed. You will see a message stating you still need to certify the section that is not yet complete.

The first message is green and says 'Ankara - Content Review Complete. All Content requiring Certification have been reviewed.' with a green checkmark icon. The second message is yellow and says 'Ankara - Not Ready To Certify. This quarter the following Content Types require review: Photo Gallery. When Certification is complete for every Content Type the "CERTIFY" Installation button will appear here.' with a yellow warning triangle icon.

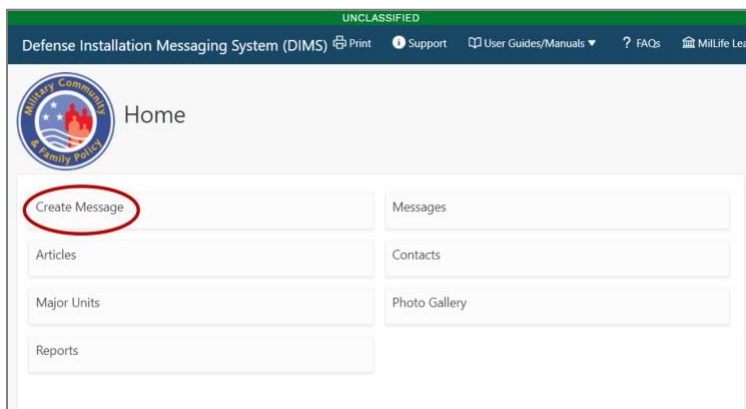
Submit a Message to the DIMS Editors

The process for reviewing and editing article content, the photo gallery or major unit listings in DIMS doesn't currently include adding new contacts or article content subtopics/accordions.

If you want to add a contact, review the steps to [“Add a New Contact”](#) in this document. If you want to add a new article content subtopic/accordion, review the steps to [“Add a New Article Subtopic/Accordion”](#) in this document.

Do not submit edits to “Article,” “Major Units,” “Photo Gallery” or “Existing Contacts” via the message option listed below.

1. To submit a DIMS message, or ticket, log in to the DIMS portal and click on “Create Message.”



2. Select your installation from the Installation dropdown menu.
3. Select the appropriate category and topic from the “Category” and “Topic” dropdown menus for the message, respectively.
4. Add a subject line for the DIMS message. A helpful subject line is one that summarizes the message.
For example: “Add an Automotive Services contact.”
5. Add a brief message to the text box with your question or message to the DIMS editors.

If you are submitting new content, be sure to provide the category, topic and subtopic/accordion title as detailed in the MilitaryINSTALLATIONS Content Manual. New contacts need to include the program or service name, which is detailed in the [“Add a New Contact”](#) section of this document.

NOTE: Do not submit edits to content, contact, major unit or photos through this DIMS message option.

The image shows the DIMS message submission form. It includes dropdown menus for 'Installation' (with a red border), 'Category' (with a green border and 'Education' selected), and 'Topic' (with a green border and '[Select a Topic]' selected). There is a text field for 'Subject' and a 'Request/Change' button. Below these fields is a large text area for the message, which contains the text 'Insert Message'. A rich text editor toolbar is visible above the text area.


6. To attach a file to your DIMS ticket, click the “Choose File” button.
 - a. A dialogue box with your Windows Explorer should open. Navigate to the desired file, click it and select Open. Once a file is selected, a file path will appear next to the “Choose File” button.

Attachment (Chain/Directory Path to attachment is limited to 85 characters)

Choose File No file chosen

7. Click the blue “Submit Request” button to submit your message to the DIMS editors.

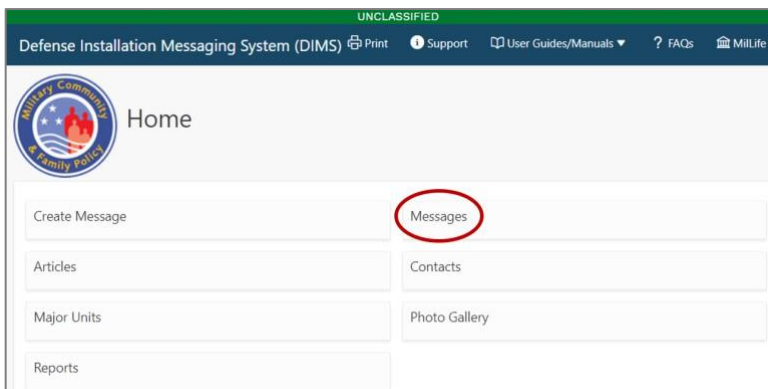
Attachment (Chain/Directory Path to attachment is limited to 85 characters)

Choose File Health and ...EO-dw.docx 

View and Respond to a DIMS Message

Every time you submit changes to articles, major units, contacts or photos or mark a content piece as “Content Reviewed,” a DIMS message ticket is automatically created, and DIMS editors will be notified. Sometimes, DIMS editors will respond to a ticket to keep you updated on the progress of the ticket or to ask a question. If you receive an email notification that you have a message, or you would like to check in on the status of your submitted ticket, follow the steps below.

1. Select the “Messages” tab from the home screen in the [DIMS portal](#).



2. From the “Messages” page, you can quickly see if there is a response by looking in the Status column for a message.

Q

Go

Rows

100

Actions

Message	Subject	From	Installation	Category	Topic	Last Update	Status
---------	---------	------	--------------	----------	-------	-------------	--------

3. To read the message, click on the “View Message” for that ticket in the Message column.

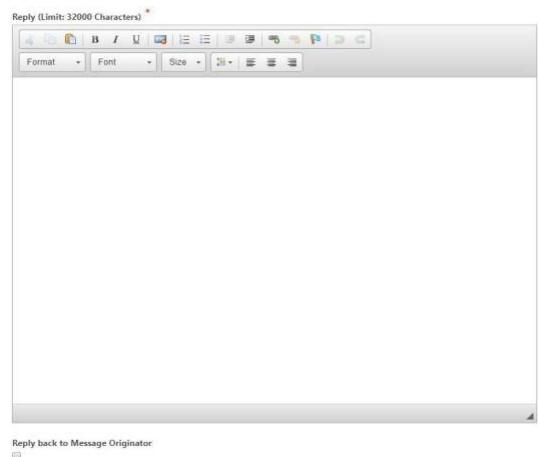
Message	Subject
View Message 262604	Change of address c

4. Clicking on “View Message” will open a lightbox where you can read the message. The most recent message received is at the top. Scrolling down will show you the messages history in that DIMS ticket.
5. To respond to a message, scroll down to the bottom of the window. Write your message in the text box provided.

- a. Under the text box, there is a checkbox for “Reply back to Message Originator.” If the message was system generated from a submitted edit, **DO NOT** click this checkbox; leave it empty. Otherwise, the reply message will go to you or the person who initially submitted the edits; if the DIMS editors did not originate the message, they will not receive your response.

6. To attach a file to your DIMS ticket, select the “Choose File” button.

- a. A dialogue box with your Windows Explorer should open. Navigate to the desired file, click it and select “Open.” Once a file is selected, a file path will appear next to the “Choose File” button.



Attachment (Chain/Directory Path to attachment is limited to 85 characters)

Choose File No file chosen

Attachment (Chain/Directory Path to attachment is limited to 85 characters)

Choose File Health and ...EO-dw.docx

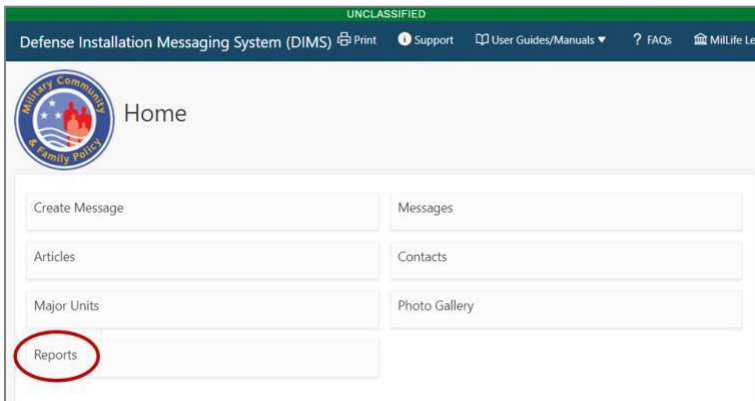
7. Click the blue “Submit Request” button to submit your message to the DIMS editors.



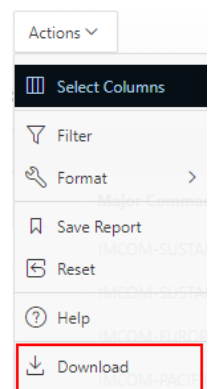
DIMS Reports

The DIMS application supports reporting for MilitaryINSTALLATIONS and the eSponsorship Application & Training, or eSAT, on MilLife Learning.

1. To view the reports, log in to the DIMS portal and click on “Reports.”



2. Once on the “Reports” tab, choose from the following available reports:
 - a. **Certification Status/Message Counts** — Generate reports to view certification status by installation and date.
 - b. **MilLife Learning — Sponsors Trained by Installation** — Generate reports to track sponsors trained by installation and date.
 - c. **Installation Statistics** — Generate reports to see total content page views and visitor counts by installation and date.
 - d. **Page/Topics Statistics** — Generate reports to see individual content page views and visitor counts by installation and date.
 - e. **Pages/Topics Statistics (Legacy)** — Generate reports to see the total number of page views and visitors on the legacy MilitaryINSTALLATIONS website by topic.
 - f. **Category/Topic/Subtopic Statistics** — Generate reports to see the total number of page views and visitors by category.
 - g. **Users by Service** — Generate reports to see current user information and days since the last login by major command and installation.
3. Click on the appropriately named button to pull up the desired report.
 - a. To generate a report, choose the criteria, which may include the date range, service, installation or major command. Then click “Go.” Reports are downloadable through the “Actions” dropdown menu.



HQ Relocation Service Representatives Administrative Information and Tips

The information below is designed to assist Service Headquarters relocation program managers in the performance of their duties and responsibilities.

Approve Changes to User Roles or Installations

1. Go to the Military OneSource account registration.
2. Select “Assignments.”
3. Select DIMS under “Application.”
4. Type in the last name of the user for which an installation is being added. Then select “Go.”
5. Select the Edit button of the user and change the role selection, if needed. Also, check “Reports and Statistics” and “Content Manager,” as needed.
6. Select additional installations to be added to the user’s account. The user’s current installation should be checked; if not, re-select and add the installation(s), as needed.
7. Select “Submit and Return.”

Remove a User from DIMS

1. Go to the SSO account registration.
2. Select “Assignments.”
3. Select DIMS under “Application.”
4. Type in the last name of the user who requires deletion, then select “Go.”
5. Select the Edit button of the user in the left column.
6. Uncheck the “Role Selection” (i.e., User, Role Approver), “Reports and Statistics,” “Content Manager” boxes and select “None of the above” in the other role section.
7. Select “Submit.”

Request Installation Certification Banner Removal

If an installation does not certify during the certification month, a red banner will appear on the installation’s pages that reads, “This installation file is currently being reviewed.”

To have the banner removed, an installation manager must contact their headquarters relocation service representative. The headquarters relocation service representative, after review of installation’s request, will then submit a DIMS message/ticket for certification banner removal (see steps below).

Installation POCs cannot request removal of a certification banner; the request must come from their headquarters. The headquarters message requesting banner removal must clearly identify the installation and that the headquarters POC verified that the information was reviewed and certification was met.

1. Create DIMS message/ticket.
2. Select the installation for which you are requesting banner removal.
3. Select “Overview” for the category, then “BRAC Status” for the topic.
4. Subject of the message: *Installation Name* — Certification Banner Removal (enter certification month). Example: Altus AFB — Certification Banner Removal (December).
5. Type in the “Request/Change” message box: “I have verified that the required installation information for this quarter has been reviewed and the certification is now met.”
6. Then “Submit Request.”

Adding, Updating or Archiving an Installation

The following actions are service-specific decisions:

- Adding an installation
- Changing the name of an installation
- Changing command alignment of an installation
- Archiving an installation

All requests to change the name of an installation, update command alignment or archive an installation must be in writing to the DOD relocation program manager. Once this request is received, the DOD will work with the HQ representative to finalize the requests. It is the responsibility of the service representative to provide information to the DOD to complete the action.

MilitaryINSTALLATIONS does not contain a list of all service installations; it lists only those installations that are approved by the service representative.

ADMINISTRATIVE NOTE: For an installation to be listed on MilitaryINSTALLATIONS, there must be a POC at that installation who is assigned the responsibility to populate, maintain and certify information (content, photos, links, major units, links) for that particular site.

ADMINISTRATIVE NOTE: Plan My Move and MilitaryINSTALLATIONS are companion sites. If an installation is not listed on MilitaryINSTALLATIONS, it will not appear on Plan My Move.

ADMINISTRATIVE NOTE: MilitaryINSTALLATIONS does not list State Department assignments or postings.

Requesting Technical Support

If you would like to report technical difficulties with accessing, viewing or using the DIMS platform, contact the DIMS Support team. You can submit a ticket through the Support link in the header of the [DIMS portal](#).

Appendix

Contact “Program or Service” Options

Every contact added to MilitaryINSTALLATIONS must have an associated program or service identified. The options are standard across all installations and therefore are not editable. However, one contact can be assigned to more than one program or service, and installation managers can request to have a contact’s program or service changed.

Provide the accompanying program or service selection for each new contact added. The program or service options are:

- Adoption/Foster Care*
- Adult education centers
- Automotive services
- Barracks/Single Service Member Housing
- Beauty/Barber Shops
- Beneficiary Counseling Assistance Coordinators
- Casualty Assistance Office*
- Chapels
- Child Development Centers
- Child and Youth Registration and Referral
- Citizenship and Immigration Services
- Civilian Personnel Office
- Commissary/Shopette
- Dental Clinics
- Deployment/Mobilization
- DOD Schools
- EFMP Enrollment
- EFMP Family Support
- Educational and Developmental Intervention Services (EDIS)
- Emergency Relief Services
- Exchange(s)
- Family Advocacy Program
- Family Assistance Center
- Family Child Care/Child Development Homes
- Finance Office
- Financial Institutions
- Golf Courses
- Gymnasiums/Fitness Centers
- Hospitals/Medical Treatment Facilities
- Household Goods/Transportation Office
- Housing Office/Government Housing
- Housing Referral Office/Housing Privatization
- ID/CAC Processing
- Information and Referral Services
- Law EnforcementLegal Services/JAG
- Library
- Loan closet
- MWR (Morale Welfare and Recreation)
- Military Clothing Sales
- Military and Family Support Center
- New Parent Support Program
- Nonappropriated Fund (NAF) Human Resources
- Personal Financial Management Services
- Personnel Support Office
- Relocation Assistance Program
- Restaurants/Fast Food
- Retirement Services
- School-Age Care
- School Liaison Program
- Spouse Education, Training and Careers
- Temporary Lodging/Billeting
- Transition Assistance Program
- Travel Office
- VA Facilities
- Veterinary Services
- Victim Advocate Services
- Welcome/Visitors Center
- Women, Infants and Children (WIC and WIC-O)
- Youth Programs/Centers

**These are standard/locked contacts and are not editable*