

Logging into DPS

The Customer's Guide to DPS

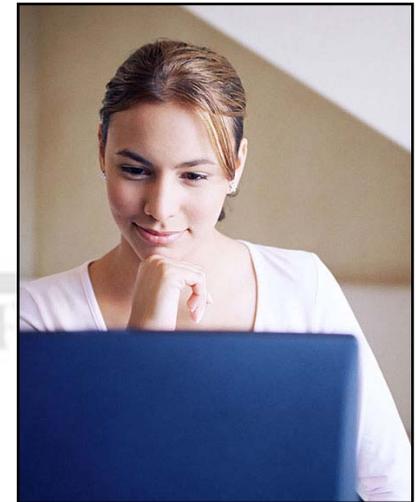
DEFENSE PERSONAL PROPERTY PROGRAM

Logging into DPS

After you have registered for and received a password to access DPS, the next few pages will explain how to log into the system, and what errors you may encounter.

You will need to log into DPS when:

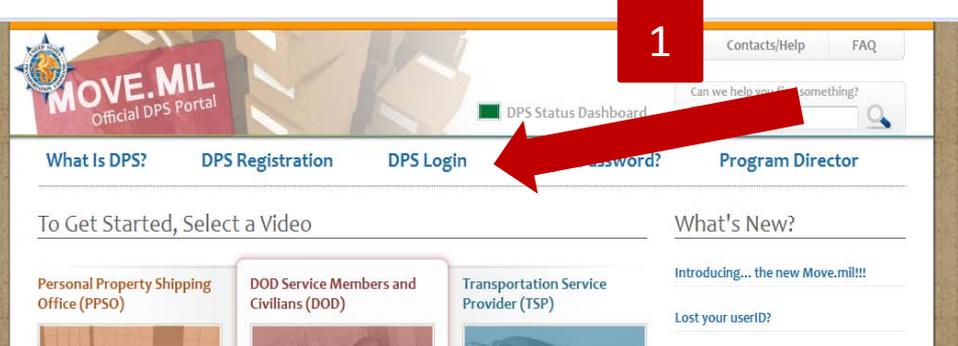
1. You are ready to self-counsel (start your move process)
2. You need to update your contact or delivery information
3. You wish to request a reweigh for your current shipment
4. You are ready for delivery of your property in temporary storage in-transit (SIT)
5. You want to file your Customer Satisfaction Survey (CSS) without using the link DPS automatically emails to you, or
6. You need to file a claim for your delivered shipment.



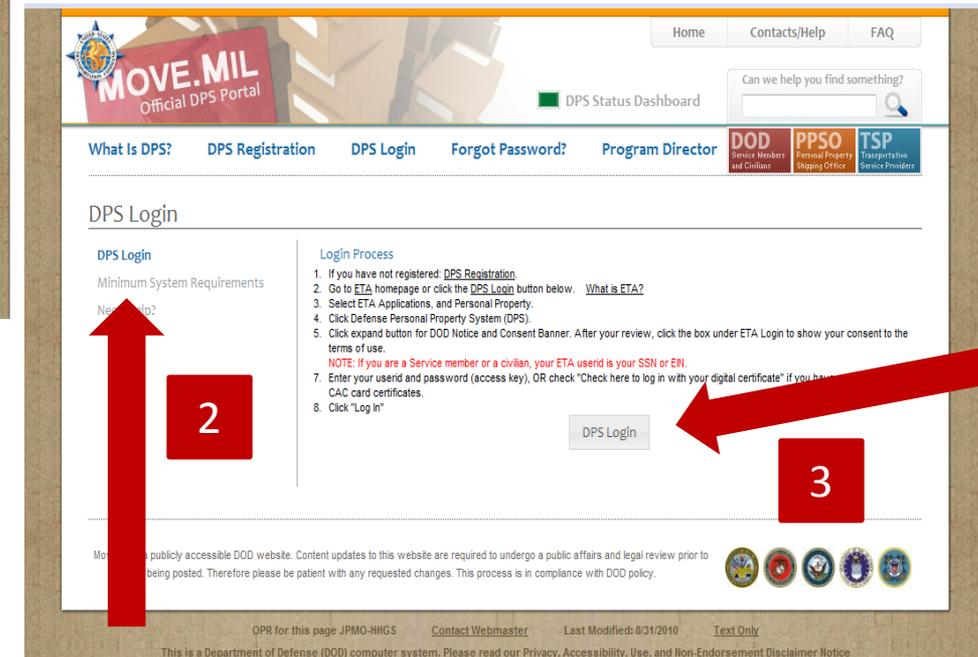
***Important Notice:** There have been noted problems accessing/using DPS if you are using Firefox/Mozilla as your internet service provider. If you are using either of these programs and have any issues, please try using Internet Explorer (Win).*

Logging into DPS

The first step for logging into DPS is to return to the website www.move.mil. From the move.mil home page, click the tab at the top of the page marked “DPS Login” (1).



The login page menu will have a list of system requirements to review before proceeding to DPS (2).

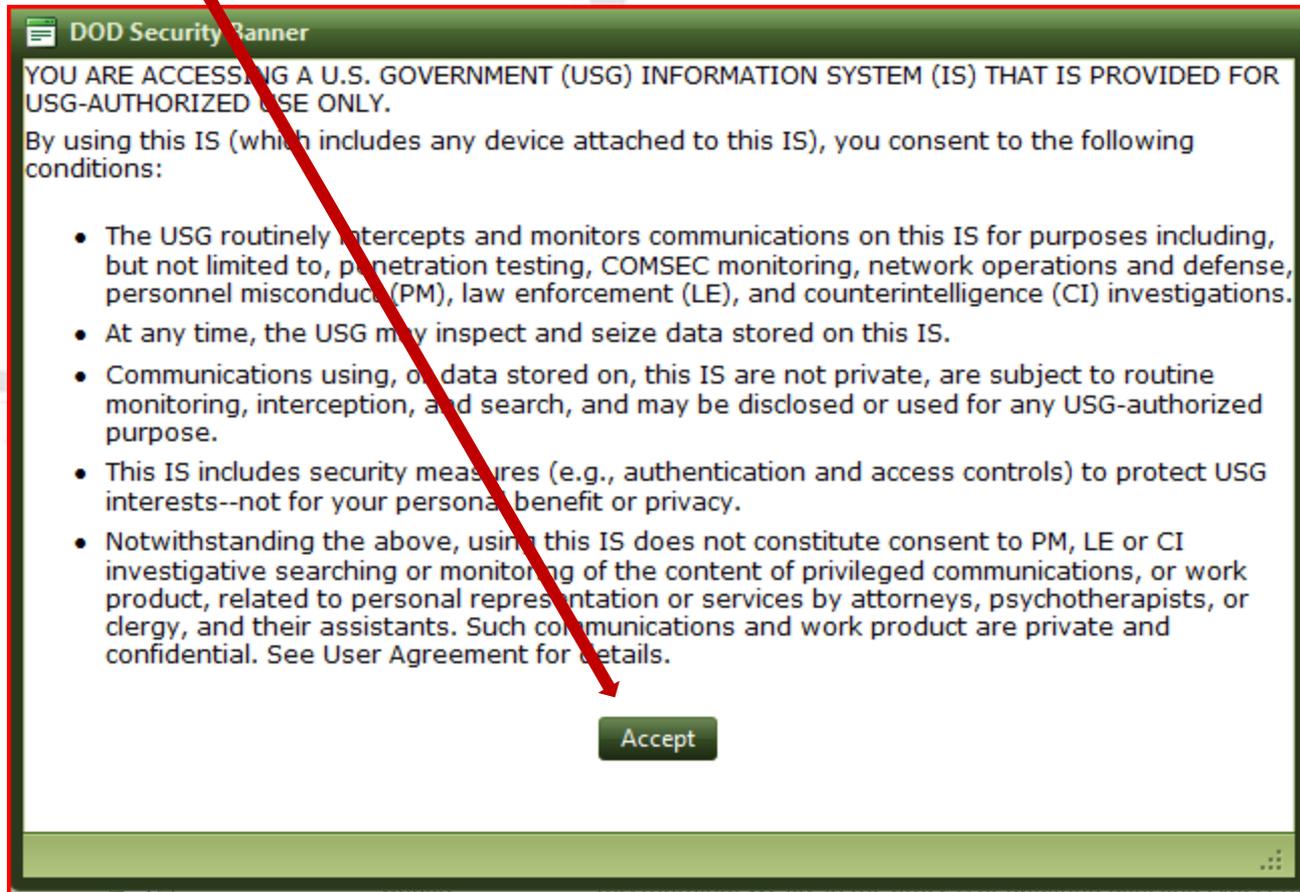


Very important: Make sure your pop-up blocker is turned off! (Check your internet operating system for instructions to turn pop-up blocker on/off.) Finally, click “DPS Login” at the bottom of the screen (3).



Logging into DPS

Prior to Logging into DPS you must first read and accept the DOD Security Banner by clicking on “Accept”.



Logging into DPS

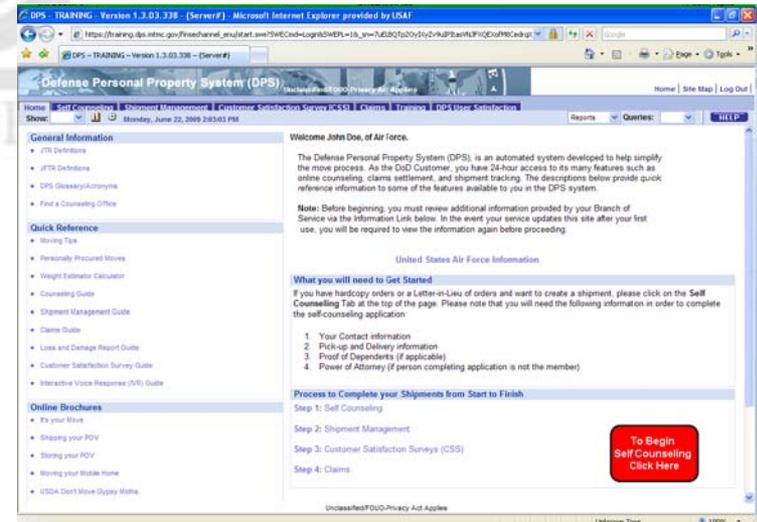
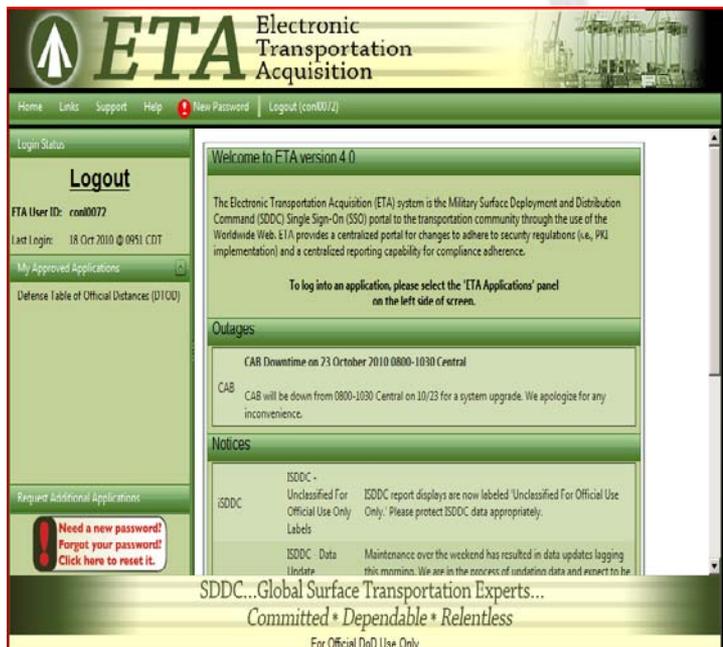
The next page will be your actual login page. Input your ETA User ID (your SSN or EIN without dashes) and the Password which was provided when you registered and click the “Log In” button **(1)**. *If you forgot your password, click on “Reset Password” button **(2)***. You will then be prompted to input a Captcha code as seen. Click “Finish” **(3)**.

If you receive the Certificate Error below, click “Continue to this website”. You are accessing a HTTPS secured/controlled website; it is safe to proceed.

Logging into DPS

If you are sent to the ETA page (sample left) instead of the DPS welcome page (sample right), then the likely cause is that your pop-up blocker did not allow DPS to load. Confirm that your pop-up blocker is turned off, then from the ETA page perform the following:

Click “Defense Personal Property System (DPS)” on the left side of the page under My Approved Applications.



Logging into DPS

Finally, welcome to the Defense Personal Property System (DPS). Provided you did not receive any additional errors, you should now be looking at the DPS Home tab. This will be your main page every time you log into the system. Additional information on this tab/system will be explained in subsequent guides.

DPS - TRAINING - Version 1.3.03.338 - [Server#] - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sr=7UELEQTP2OyDyZv9uJPTasVNPfXQXofM8CedrqX

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies Home | Site Map | Log Out

Home | **Self Counseling** | Shipment Management | Customer Satisfaction Surveys (CSS) | Claims | Training | DPS User Satisfaction

Monday, June 22, 2009 2:03:03 PM Reports Queries: HELP

General Information

- JTR Definitions
- JFTR Definitions
- DPS Glossary/Acronyms
- Find a Counseling Office

Quick Reference

- Moving Tips
- Personally Procured Moves
- Weight Estimator Calculator
- Counseling Guide
- Shipment Management Guide
- Claims Guide
- Loss and Damage Report Guide
- Customer Satisfaction Survey Guide
- Interactive Voice Response (IVR) Guide

Online Brochures

- It's your Move
- Shipping your POV
- Storing your POV
- Moving your Mobile Home
- USDA Don't Move Gypsy Moths

Welcome John Doe, of Air Force.

The Defense Personal Property System (DPS), is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.

Note: Before beginning, you must review additional information provided by your Branch of Service via the Information Link below. In the event your service updates this site after your first use, you will be required to view the information again before proceeding.

United States Air Force Information

What you will need to Get Started

If you have hardcopy orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the **Self Counseling** Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

1. Your Contact information
2. Pick-up and Delivery information
3. Proof of Dependents (if applicable)
4. Power of Attorney (if person completing application is not the member)

Process to Complete your Shipments from Start to Finish

Step 1: Self Counseling

Step 2: Shipment Management

Step 3: Customer Satisfaction Surveys (CSS)

Step 4: Claims

To Begin Self Counseling Click Here

Unclassified/FOUO-Privacy Act Applies

Unknown Zone 100%