

# eSponsorship Application & Training



## Quick Start Guide for Sponsors

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### Logon and Register

Logon to the eSAT application at <http://apps.mhf.dod.mil/ESAT>. Complete the Sponsor Registration with your information.

### Complete the eSponsorship Training

Continue to the eSponsorship Training. The training is self-paced and self-correcting. This training includes 14 pages with articles and questions and should only take 15 minutes to complete. Once you complete the eSAT training, download (PDF) the Sponsorship Duties Checklist and obtain your Certificate of Completion for your records or for your unit. The Certificate of Completion is downloadable as a PDF.

### Proceed to Tools Page & Make Initial Contact with Newcomer

1. There is a downloadable sample email for you to use as a guide when contacting your newcomer.
2. There is a downloadable fillable needs assessment form to attach to the email or there is a needs assessment checklist that you can use during a phone call with your newcomer.

### Review the Newcomer's Needs Assessment

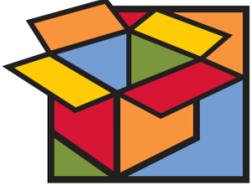
After you have received an email or made telephone contact with your newcomer and understand what information he/she and/or their family member's require, you can prepare a welcome letter/package.

### Prepare the Welcome Letter/Package

On the Tools page there are draft welcome letters that you can use as a guide when creating your letter/package. These letters are in Word and downloadable for your use. The Welcome letter includes hot-links that will take the newcomer to important information about your installation.

### Stay in Touch with the Newcomer

Stay in touch with your newcomer, and follow the guidance in the Sponsorship Duties Checklist and your knowledge of your duties to be an effective sponsor. Remember that your duties are not done until the transferee is settled in to the unit and new quarters.



# Sponsor Training Available!

<http://www.apps.mhf.dod.mil/esat>

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## Having trouble helping your sponsors perform their job? WE CAN HELP!

Check out the new comprehensive application for sponsorship training.

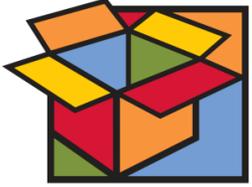
**eSponsorship Application & Training:** <http://apps.mhf.dod.mil/esat>

*The online application provides:*

- *Registration*
- *Training*
- *Certificate for your files*
- *Sponsorship Duty Checklist*
- *Newcomer and family needs assessment*
- *Congratulations and Welcome letter templates and packages*
- *Links to important DoD and Service moving websites*
- *Reporting module*
- *Customer Satisfaction Surveys*

Contact: **INSERT YOUR CONTACT INFORMATION HERE**

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# So, now you are a Sponsor?

<http://www.apps.mhf.dod.mil/esat>

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## Don't have a clue where to start? WE CAN HELP!

Sponsorship is an important unit responsibility. All the training and resources you need can be found within this new comprehensive application.

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# eSponsorship Application & Training (eSAT)



## General Questions

### *Which Internet Browsers are supported?*

- Microsoft Internet Explorer 9,8 and 7
- Mozilla FireFox 3; FireFox 4 *is not* currently supported.
- Apple Safari 5

## Sponsor Questions

### *Which URL should I use for eSAT?*

- Starting URL must be <http://apps.mhf.dod.mil/esat>
- Which expands to <http://apps.mhf.dod.mil/pls/psgprod> ...
- Which then becomes <https://apps.mhf.dod.mil/pls/psgprod> ... for the cert challenge and then stays https ...

### *If I do not have a Common Access Card (CAC, can I still take the training and obtain the materials?*

There is a public version of eSAT that is not CAC enabled. It is accessible on the [MilitaryINSTALLATIONS](#) homepage via an entry box in the lower right hand corner.

The public version contains: a training module, a Sponsor Duty Checklist and a comprehensive Needs Assessment Checklist for your use.

### *I seem to be unable to enter in my command in the installation drop down menu.*

If your installation is not in our “Command” drop down list, please select your parent installation from our drop down list. Under the mandatory “Unit” field, you may type in any unit.

### *Why did you disable the communications portion of the application?*

In response to feedback from sponsors and others, DoD in concert with the Services determined that MilitaryHOMEFRONT will continue to host sponsor training and tools but not the communications function that links sponsors with newcomers. The communications piece of the process will be done by sponsors/commands in accordance with Service sponsorship policy. The

change will ensure that the Services have full awareness and oversight of their sponsorship process. Please continue to communicate with your transferring service member according to your Service policy."

***I am a unit leader and would like to access reports?***

You can do this by applying for access to the [Defense Installation Messaging System \(DIMS\)](#) website. Once on the homepage you must "agree" with the terms and conditions and then select "first time user." Follow the instructions and select the role of "unit leader". Once approved, you will have the ability to view two eSAT reports:

1. The Sponsors Trained by Installation report which lists the sponsors who have completed training and registered in eSAT
2. The Sponsors Training Feedback report which shows the customer responses to the training module

At this time, the reports are not automatically sent to anyone or to the Services. You must access the system and proactively generate a report. The Relocation Assistance Program manager in the Family Center can assist you with DIMS and accessing reports and/or provide reports to you at your request.

Follow these instructions for access to DIMS and access to the Reports tab:

- Apply for DIMS access at <http://apps.mhf.dod.mil/dims>
- Select the First Time User's button
- Follow the instructions
- Indicate that you are a unit sponsor and select your installation
- Select "submit"
- You will receive an approval email from Mailer@mhf.dod.mil
- Once approved, you will use the same URL <http://apps.mhf.dod.mil/dims> to access eSAT
- After the notice and consent page, select the "Reports" tab
- On the reports tab there are two eSAT reports listed on the left hand side of the screen in the reports menu
- Select the report you want to access
- Check the eSAT User's Guide available on the [eSAT application](#) to explain the report functionality.

***Are there any training materials available on eSAT?***

Yes. On the eSAT there is a link to the "User's Guide." There is also an online learning module about eSAT available from the [oLearning application](#). A briefing on eSAT is available on [MilitaryHOMEFRONT](#).

## Technical Questions

### ***I received the message that my CAC is not trusted. What should I do?***

This error message indicates that your certification is not trusted by our system. The issue might have to do with the Department of Defense (DoD) Root Certificates (CA) loaded in your browser.

There should be no DoD Root CAs in your Intermediate Folder. They should only reside in your Trusted Root folder: Internet Explorer (Tools > Internet options > Content > Certificates.)

- Please go into the Intermediate CAs folder and remove all DoD Root CAs. Only client CAs should be present in this folder such as DoD CA-11 thru DoD CA-21 and DoD Class 3 CAs.
- In your Trusted Root CA folder, you should see DoD Root CA 2, DoD Class 3 Root CA. Please check the expiration dates for these Roots to ensure they are still valid.
- If there is any cleanup to be done in your browser, please do it and let us know your results. After cleaning up your browser, please shutdown all sessions and restart.

### ***I received the message, “Sponsor Registration – No CAC Received.” What should I do?***

Users most often receive this message when accessing/bookmarking pages within the application without consenting to application use first. Please always use <http://apps.mhf.dod.mil/esat> to access the application.

### ***After agreeing to the Department of Defense (DoD) Notice and Consent page and clicking “Proceed to Application”, I received a “Page Not Found” error. What should I do?***

This error message is most commonly the result of browser or machine security settings. If you are experiencing this type of issue, please look at your security settings by following this pathway: Internet Explorer > Tools > Internet Options > Advanced Tab > Security Groupings.

Please check and make sure that SSL 2.0/SSL 3.0 and TLS 1.0 checkboxes are selected.

If one is not, check it and then restart all your browser sessions. Also, try your CAC on another computer to make sure it is not a client computer issue.

If you are still experiencing problems, please use the “Feedback/Help” link in the banner of the application and include screen shots of the problem as well as a good daytime commercial phone number and your time zone.

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

Follow these instructions:

- Go to <http://apps.mhf.dod.mil/esat>
- On the Welcome page click “Continue”
- On the Sponsor Registration page there is a “Certificate” button that will take you to the certificate page
- Download and print your certificate