

eSponsorship Application & Training (eSAT)



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. They are available on [MilitaryHOMEFRONT](#). The training resources can be found under Service Providers, Moving and Relocation, Management Resources, Training Resources.

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