Logging into DPS

The Customer's Guide to DPS

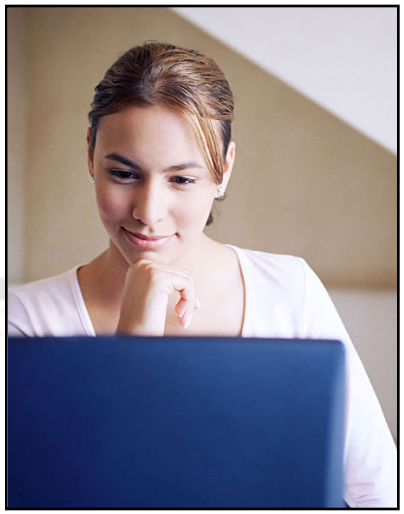
DEFENSE PERSONAL PROPERTY PROGRAM

Logging into DPS

Now that you have all the needed credentials 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)
6. You need to file a claim for your delivered shipment.



<u>Important Notice</u>: Windows XP / Vista / Windows 7 for Internet Explorer 6/7/8 are compatible to DPS. Other browsers and operation systems have not been tested with DPS.

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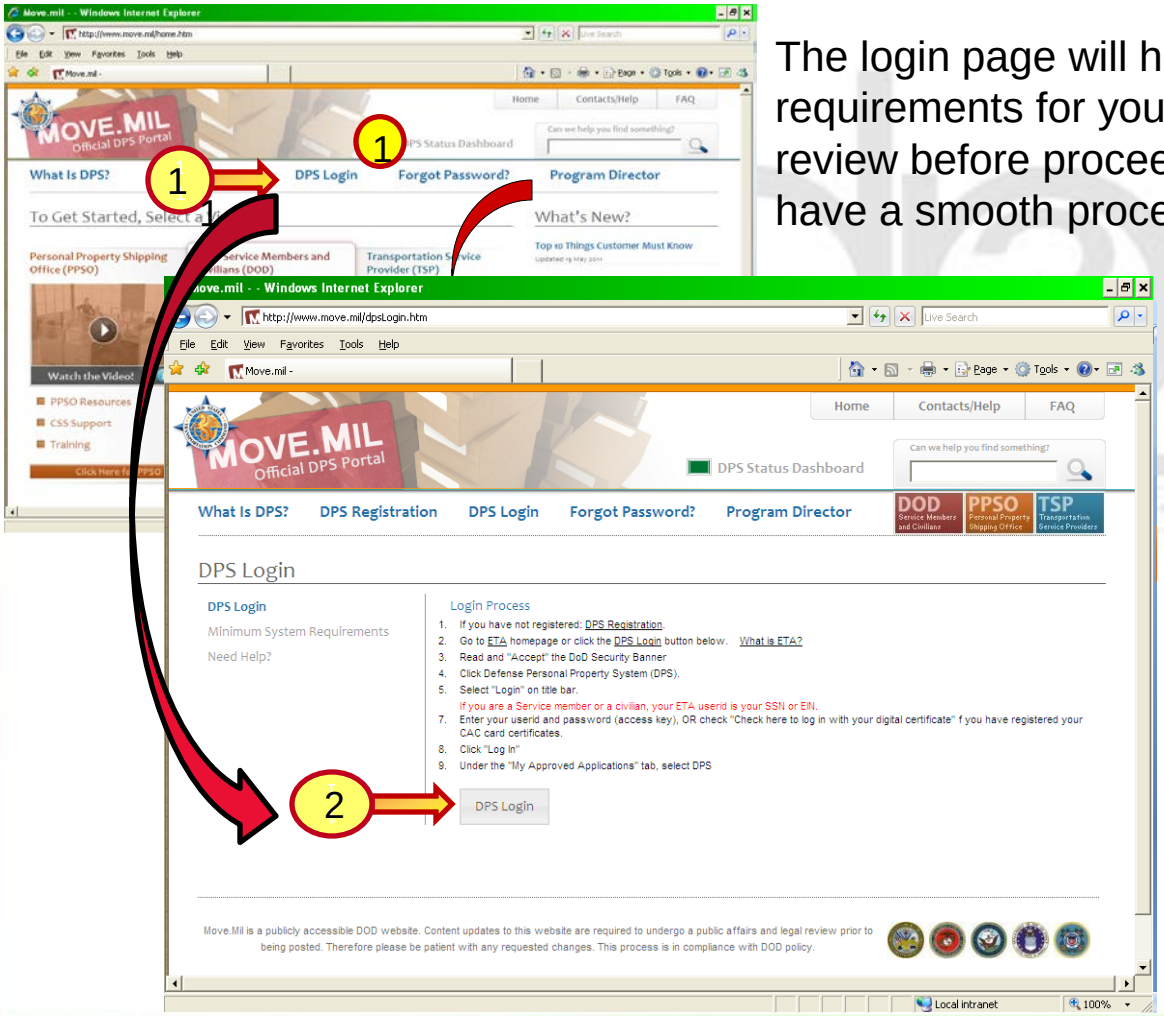
The first step for logging into DPS is to return to the website www.move.mil. From the www.move.mil home page, click the tab at the top of the page marked “DPS Login” (1).



The login page will have a list of minimum system requirements for your computer that you may want to review before proceeding to DPS. This will ensure you have a smooth process and limited errors.

It is very important to make sure your pop-up blocker is turned off. DPS is considered a “pop-up” and you will not be able to access DPS with pop-up blockers turned on. *(Check with your internet operating system for turning pop-up blocker on/off)*

Finally, click “DPS Login” at the bottom of the screen (2)

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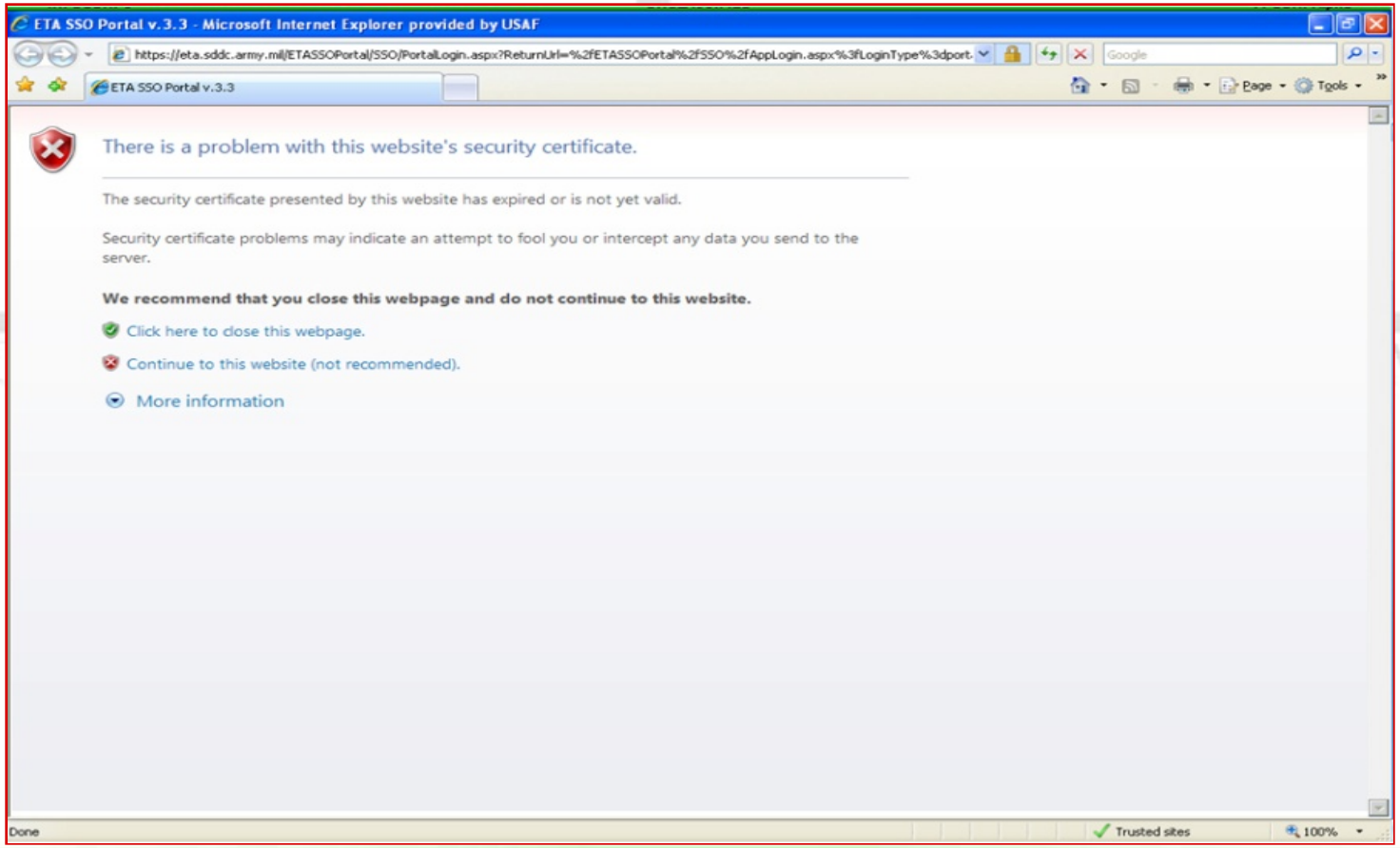
If you receive the below Certificate Error, click the second option: Continue to this website.
You are accessing a HTTPS secured/controlled website it is safe to proceed.



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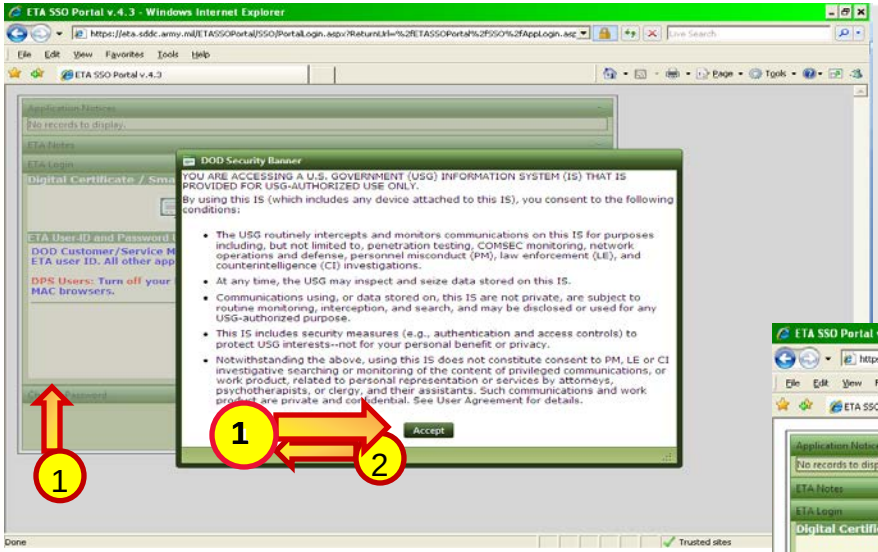
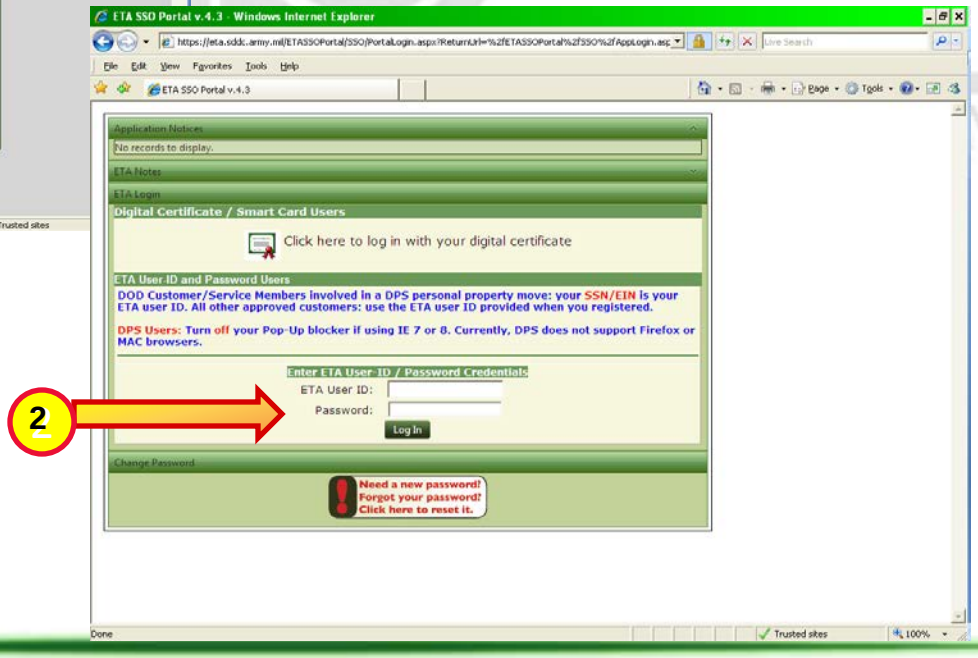
The next page you will receive will be your actual login page. Click on “Accept” (1) to continue. You will need your ETA User ID (your SSN or EIN without dashes) and the Password which was provided to you via email from the DPS Administrator. Enter the requested information in the blank boxes provided. Finally, click the “Log In” button (2).





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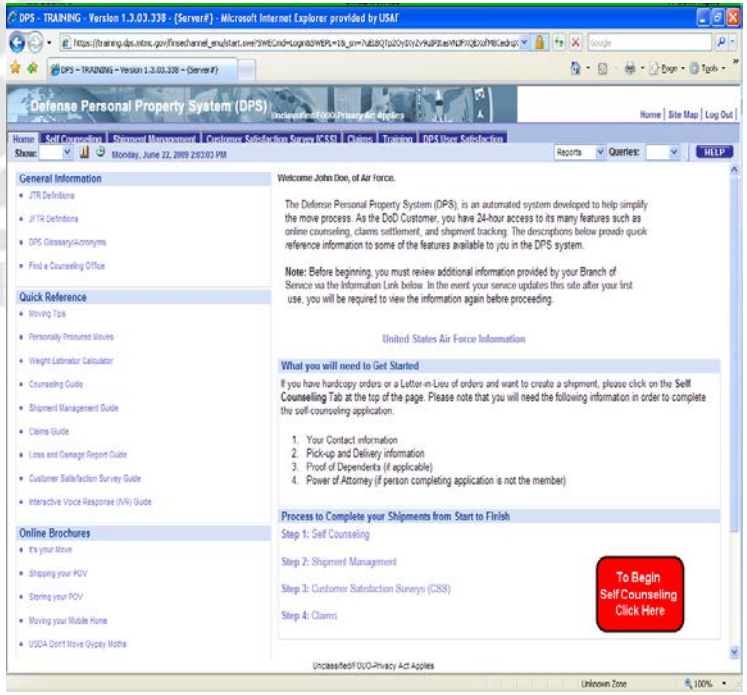
If your Welcome Home Page (screen on right below) is not automatically displayed, the likely cause is that your pop-up blocker is not turned off.
Confirm that your pop-up blocker is turned off, then on the ETA page (screen on left below) click on “Defense Personal Property System (DPS)”.

VS.



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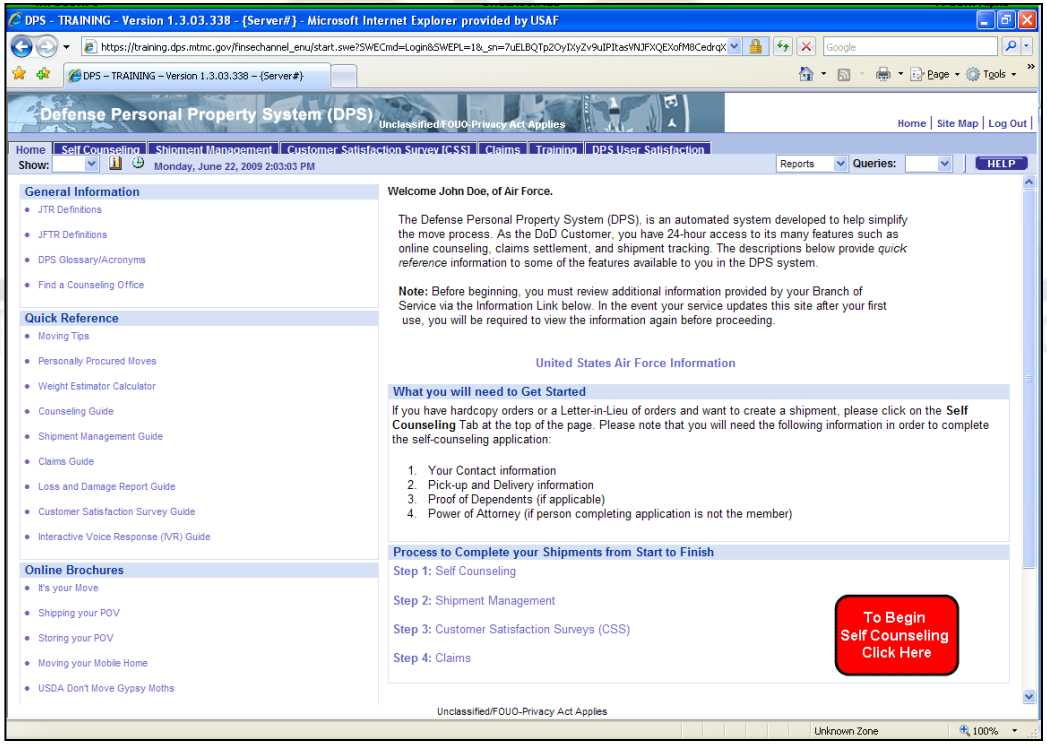
Finally, welcome to the Defense Personal Property System (DPS). Provided you did not receive any additional errors, you should now be looking at the DPS Home tab.