



Renewing a User ID & Password



- Renew a User ID (Begins on slide 6)
- Renew a Password (Begins on slide 10)
- DPS System Response Center (DPS Help Desk)
 - Available 24/7 for technical issues
- Navy HHG Contact Information
 - Available for navigating DPS application, entitlement questions and the move process in general





Logging In

STATES OF

[Moving Guide](#) ▾ [Tutorials](#) [Customer Service](#) [FAQ](#) [Tools & Resources](#) ▾

[Information for DP3 Customers Impacted by 'Recent Stop Movement'](#)

[DP3 COVID-19 Customer Guidance](#)

[DOD Commitment](#)



HOT LINKS: [Sign in to DPS](#) or [create a new account](#) to schedule a move, submit a customer satisfaction survey, or file a loss and damage claim.

Search for anything

8:12 AM
6/17/2020

Starting at the Move.mil homepage, click **“Sign in to DPS”**



Logging In

Defense Personal Property System

Welcome to DPS Landing Page

Custom (I need to ship Personal Property)

Log in with Certificate

Log in with YubiKey

Forgot Password

Register as a Customer

Application Notices

OCONUS users requiring toll free access to the SRC:
From a DOD installation phone with DSN access, dial 94 8 462-2176.

Outages

Please be advised DPS is unavailable EVERY Friday from 0600 to 1800 to work to improve DPS and its capabilities to better serve you.

DOD Security Banner

 YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

Accept

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Click **“Accept”** to acknowledge the DOD Security Banner.



Logging In

 Defense Personal Property System

Welcome to DPS Landing Page

Customer

(I need to ship Personal Property)

[Log in with Certificate](#)

[Log in with User Id](#)

[Forgot Password?](#)
[Register as a Customer](#)

Supporting Role

(DOD Personnel in the DP3 Enterprise and TSPs)

[Log in with Certificate](#)

[Log in with YubiKey](#)

[Log in to ETOPS with Certificate](#)

Application Notices

OCONUS users requiring toll free access to the SRC:
From a DOD installation phone with DSN access, dial 94 809-4-OFF-DSN (809-4463)

Outages

Please be advised DPS is unavailable EVERY Friday from 9:00 PM CDT to Saturday 9:00 AM CDT to better serve you.

Click "Log in with User ID" even if you forgot either your User ID or Password.

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Search for anything

8:13 AM 6/17/2020



Forgot User ID

IDENTITY SERVER

SIGN IN

User ID
Example: user0961

Password

Remember me on this computer

SIGN IN

Forgot User ID or Password ?

[Don't have an account? Register Now](#)

TEAMS

Search for anything

8:14 AM
6/17/2020

If you forgot or need to renew your User ID, click **“Forgot User ID”**



Forgot User ID

Unclassified

Home Page | Move.mil x TEAMS User ID Recovery x +

mps-kmis.transport.mil/accountrecoveryendpoint/recoverusername.do?callback=https%3A%2F%2Fmps-kmis.transport.mil%3A443%2Fauthenticationendpoint%2Flogin.do%3FcommonAuthCallerPath%3D%2FsamIsso...

IDENTITY SERVER

Sorry. User ID recovery is not supported.
Please contact the help desk to recover your user ID.

Click "Help Desk" to continue to renew/recover your User ID.

TEAMS

2:03 PM
6/24/2020



Forgot User ID

Unclassified

Home Page | Move.mil x TEAMS x +

eta-teams.transport.mil/teams/contact-us

TEAMS

Login

Register
Register as a new user

Links

ISALUTE UNCLASSIFIED

Contact Us

Welcome to the Teams app

Phone: 618-589-9445

Email: usarmy.scott.sddc.mil

USG-AUTHORIZED USE ONLY

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

PII Disclaimer

This system contains information which must be protected IAW AR 340-21, The Army Privacy Program; Department of Defense (DoD) Directive 5400.11, DoD Privacy Program; The Privacy Act of 1974 as amended applies, and it is For Official Use Only (FOUO). It must be protected or privacy act information removed prior to disclosure.

ACCEPT

8

Scroll down on the PII Disclaimer to activate the **“Accept”** button. Once that is done and you have read the Disclaimer, click **“Accept”**



Forgot User ID

Unclassified

Home Page | Move.mil x TEAMS x +

eta-teams.transport.mil/teams/contact-us

TEAMS

Login

Register
Register as a new user

Links

UNCLASSIFIED

ISALUTE

Phone: 618-589-9445

Email: usarmy.scott.sddc.mbx.g6-src-TEAMS-hd@mail.mil

Once the help desk is reached to recover/renew your User ID either reach out and email usarmy.scott.sddc.mbx.g6-src-TEAMS-hd@mail.mil or call **618-589-9445**. Once on the line press 1 for the first option, and press 1 again. Then stay on the line and a representative will be with you shortly to help recover/renew your User ID.



Forgot Password

IDENTITY SERVER

SIGN IN

User ID
Example: user0961

Password

Remember me on this computer

SIGN IN

Forgot User ID or Password ?

Don't have an account? [Register Now](#)

TEAMS

Search for anything

8:14 AM
6/17/2020

If you forgot or need to renew your password, click **“Forgot Password”**



Forgot Password

IDENTITY SERVER

RECOVER PASSWORD

Please enter your user ID in the field below:

Example: user0961

SUBMIT

CANCEL

Enter your User ID and then
click **“Submit”**

TEAMS

Search for anything





Forgot Password

Information

Password recovery information has been sent to the email registered with the account bitn2028

Close

An email should be sent to you allowing you to “reset” your password.





Forgot Password

TEAMS - Password Reset

Password Reset

Hi [REDACTED],

We received a request to reset the password for the **bitn2028** account that is associated with this email address. If you made this request, please click the button below to securely reset your password.

[Reset Password](#)

If clicking the button doesn't seem to work, you can copy and paste the following link into your browser.

https://mps-kmis.transport.mil/accountrecoveryendpoint/confirmrecovery.do?confirmation=681342cf-519c-4e04-a45f-1628c2ab1de9&userstoredomain=PRIMARY&username=bitn2028&tenantdomain=carbon.super&callback=https%3A%2F%2Fmps-kmis.transport.mil%3A443%2Fauthenticationendpoint%2Flogin.do%3FcommonAuthCallerPath%3D%2Fsaamlso%26forceAuth%3Dfalse%26passiveAuth%3Dfalse%26tenantDomain%3Dcarbon.super%26sessionDataKey%3D88ef8475_b5a6_41a6_86da_3a25ca17edcf%26relvinaPart

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6/17/2020

When you receive the email, open it and click **“Reset Password”**



Forgot Password

IDENTITY SERVER

RESET PASSWORD

Enter New Password *

Confirm password *

SUBMIT

You will be prompted to create and set a New Password. Passwords must be at least 15 characters, contain one uppercase letter, two lowercase letters, two numbers and two special characters.

SAVE YOUR PASSWORD!

Write it down and keep in a safe place.

Once you have created and confirmed your new password Click **“Submit”**



Forgot Password



After clicking **“Submit”** this box should pop-up.
Your password has been set and you can go
back to login.
Go back to the **Move.mil** homepage to login
with your new password.





Logging In

IDENTITY SERVER

SIGN IN

User ID
Example: user0961

Password

Remember me on this computer

SIGN IN

[Forgot User ID or Password ?](#)

[Don't have an account? Register Now](#)

Now that you have reset/recovered your User ID/Password login with your information, click **“Sign In”**

TEAMS

Search for anything

8:20 AM
6/17/2020



Logging In

You are now redirected back to <https://dps.sddc.army.mil/cust/authentication-servlet> If the redirection fails, please click the post button.

POST

After clicking **“Sign In”** this screen will pop-up. Give it a moment and you will be redirected to the next screen.

Waiting for dps.sddc.army.mil...





Logged In

Tue Jun 23 16:52:51 UTC 2020

[Logout](#)

██████████ / United States Navy



Defense Personal Property System

[Home](#) [My Profile](#) [My Documents](#) [Useful Links](#) [Quick Reference Guides](#) [DPS TSP ScoreCard](#)

DPS Landing Page

Welcome to DPS

[Start a New Move](#)

[Shipment Management](#)

[Customer Satisfaction Survey](#)

[Claim History](#)

You have now been logged into your
DPS account.

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12:53 PM
6/23/2020



Application Assistance

- For technical assistance, contact the DPS Helpdesk available 24/7:
 - Toll-Free: (800) 462-2176
 - Commercial: 618-589-9445
 - Email: Usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil



How to and Entitlement Assistance

- For assistance with your entitlement or how to create move application(s):
 - Email: householdgoods@navy.mil
 - Phone: 855-HHG-MOVE (855-444-6683)
 - Website: www.navsup.navy.mil/household
 - Social media:
 - FB: fb.com/navyhhg to include FB Messenger
 - YouTube: youtube.com/navyhhg (how to videos)
 - Pinterest: pinterest.com/navyhhg
 - Twitter: twitter.com/navyhhg



Thank You.....

