

DPS TECHNICAL TIPS

Move.mil, the DoD portal for access ETA, the secure password site, are designed to function with Internet Explorer. If you are using a newer version of Internet Explorer (IE v. 9, 10 or 11), please make sure to add the site to your compatibility view settings. In addition, because the ETA and DPS sites open in a new window, you must ensure that you have turned off your popup blockers.

COMPATIBILITY VIEW INSTRUCTIONS

(this only applies to Internet Explorer users)

INTERNET EXPLORER

1. Open your web browser (do not go to the move.mil or ETA site)
2. Click on the "Tools" tab at the top of your browser
3. Click on "Compatibility View Settings"
4. In the box that opens, type www.move.mil on the 'Add this website' box; click "Add" button
5. Click the close button
6. On your open web browser, type www.move.mil in your browser search bar

You may need to repeat these steps to add the ETA webpage (<https://eta.sddc.army.mil/ETASSOPortal/SSO/PortalLogin.aspx>).

TURN OFF POP-UP BLOCKERS

(this step must be taken prior to logging into ETA)

INTERNET EXPLORER

1. Open your web browser (do not go to any of the websites yet)
2. Click on the "Tools" tab at the top of your browser
3. Hover over the words 'Pop-up Blocker'
4. Click the words "Turn Off Pop-up Blocker"

FIREFOX

1. Select "Tools" from the top of your web browser
2. Choose "Options" from the drop-down menu
3. Select the "Content" tab
4. Uncheck the box next to "Block pop-up windows" to disable this feature
5. Press the "OK" button at the bottom of the "Options" window

SAFARI

1. Click the "Safari" menu
2. Click "Preferences"
3. Click the "Security" tab
4. Click the "Block Pop-Up Windows" check box and clear its checkmark
5. Close the Preferences dialog box

GOOGLE CHROME

1. Click the Chrome menu icon (upper right corner)
2. Click "Settings"
3. Click the "Show Advanced Settings"

4. Under 'Privacy', click "Content Settings"
5. Under 'Pop-Ups', select option "Allow all sites to show pop-ups"

In some cases, when entering duty location or pickup/delivery addresses, DPS Users are experiencing issues where DPS "times out" and does not allow the user to enter the city/state. Increasing browser magnification allows the popup windows to function normally and allow the user to enter the city/state.

SCREEN MAGNIFICATION

INTERNET EXPLORER

1. Open your web browser
2. Click on the tools icon in the upper right corner (indicated by the gear icon )
3. Hover over "Zoom(100%)"
4. On the submenu, select 150% or 200%

FIREFOX

1. Open your web browser
2. Click "View" from the top navigation bar
3. Click "Zoom"; the Zoom context menu will open
4. Click "Zoom In" and select percentage of increase (we recommend increasing your magnification to 150% or 200%)

SAFARI

1. Open your web browser
2. Click View
3. Click "Zoom Out" (we commend increasing your magnification to 150% or 200%)

Note: If you do not have the Zoom feature added to your toolbar, you will need to customize your Safari toolbar and add the zoom toolset to the toolbar

GOOGLE CHROME

1. Open your web browser
2. At the top right corner of your web browser, click the "Tools" icon ()
3. Next to the word 'Zoom', choose the plus (" + ") option to zoom in (or use the full-screen mode by clicking the full screen icon)
4. To return to normal, repeat the above steps but click on the minus icon (" - ")

For additional help with technical issues, users may contact the DPS System Response Center (SRC or Help Desk). The DPS Help Desk is available 24/7 to assist with technical issues and can be reached by phone at 1-800-462-2176 (option 5) or by email at usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil.