

Frequently Asked Questions (FAQs) Army Housing One Stop (AHOS)

1. Our housing office already has a great website. Why do we need AHOS?

Many Army posts have excellent housing information websites. The problem is that there is no easy and uniform way to find them. Once customers do find them, formats and navigation schemes vary greatly. This makes it difficult for customers to find the information they want. AHOS will take existing content from both websites and kiosks and put it on the web within a uniform format, with access from a single start point to all Army housing installations worldwide. One of the aims with AHOS is to substantially increase the number of customers viewing each post's website by making all of them more easily accessible.

2. How was the layout and format for AHOS developed?

The most requested information is on the first screen. The goal is to give customers their information in as few screens (the fewest clicks) as possible. The layout is based on comprehensive usage data DynaTouch has accumulated over the years tracking information customers ask for from touch screen kiosks at military bases and more recently from websites.

3. What will happen to all the links to and from our existing web pages?

For the most part, all these links will remain and continue to work the same. One advantage of the Internet is that it is easy to link to and from multiple sites. AHOS will make it easier for more customers to find your site without disrupting any links already in use.

4. My installation's/PWD's/tenant activities' web page links directly to the housing web page for this installation, not to a directory of Army Housing installations worldwide. Will they continue to link directly to the page for this installation?

Absolutely! The flexibility of the Internet allows links to go directly to any specified page or part of a page within a website. The performance of links to your site's web page will not change. Access will always be at least as fast and direct as it currently is.

5. Our current web page has some unique special features like service order tracking and web cam views. Will these features still be available on AHOS?

Yes! Your installation's AHOS website can link to all the same features connected with your current website.

6. Can an installation customize its website with additional capabilities such as virtual reality tours if it wants features not included in the package HQDA is providing?

Certainly, if a site wants enhancements and can pay for them (they will not be funded by HQDA), there are a number of options available for customization of each post's website. As with buying a car, you can select whatever options you are willing to pay for.

7. Who are the intended customers of AHOS?

Initially, all residents and prospective residents of Army Housing including members of the Army, Navy, Marine Corps, Air Force, and Coast Guard. The goal is to provide our customers with universal access to Army Housing information. Customers will only need access to a computer with a browser and an Internet connection.

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8. Will AHOS just consolidate existing information?

No, AHOS will provide two major benefits beyond consolidating information under an Army-wide, easy to access website: (1) AHOS will add information for sites where there is currently no information available on the Internet; and (2) AHOS will enhance existing interface capabilities by tailoring them to the site. For example, BAH rate lookups will be customized for each individual post. Customers will no longer be required to know the zip code of the post to get this information.

9. Can the installations review the data before the information is posted on the website?

Yes. Within a few weeks each installation POC will receive a password-protected link that will allow them to review and approve the first draft of the proposed web pages for their installation. They will then have the opportunity to determine what additions and/or deletions they would like made before anything is finalized. In the initial release of the AHOS website, we are assuming it's okay to include any content that is already on a .mil or .gov website, so we expect only minor change requests. When DynaTouch starts creating new content, it will be presented to the installation POC for review and approval before being published to the website.

10. Will the local installations have the ability to modify their AHOS display content?

The local installations will have the ability to modify any or all of the **new HTML displays** that are created on their behalf. They will not be able to change the structure of the display content, but will have access to the master copy of their local html displays via DynaTouch's web-based, password protected Customer Service Center. Ongoing support will include up to 25 hours per installation per year from DynaTouch to assist the local housing office staff with making changes, adding new content, or anything else they want or need.

11. Will the AHOS website comply with DoD and Army website security requirements?

To ensure compliance with security requirements and concerns, the following guidance applies:

Under NO circumstances are photographs or floor plans for General & Flag Officer Quarters, Command Quarters, or any other sensitive/special quarters to be displayed on the AHOS website. Floor plans and photographs should only refer to a model or type (Wherry housing), generic location (Washington Village), or designation of housing (3BR, junior enlisted), never to a specific street address. Email addresses and telephone numbers should refer to positions and organizations; not to individuals by name. Sites may need to create new non-personal email addresses if they do not already exist (housingoffice@fortwoodland.army.mil).

In general, if your existing website complies with security requirements, there is nothing in the AHOS structure or framework that would make it non-compliant. All content will be reviewed for compliance. HQDA and DynaTouch will work with sites to ensure applicable security requirements are met.

12. Who are the points of contact?

POC at HQDA: Wendy McIntosh, email: Wendy.McIntosh@us.army.mil, tel: (703) 428-7995 / DSN 328-7995

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