

DoD Enterprise Email (DEE) Contact Information Updates Tactics, Techniques and Procedures (TTP)

Version 2.0

Defense Information Systems Agency

Enterprise Services Directorate

Enterprise Applications



Revision History

Table 1	 Revision Histo 		
Version	Date	Revision/Change Description	Pages Affected
2.0	10 DEC 12	DISA_ESD_DEE_milconnectTTP_v2_Dec2012	All



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1 Purpose

This Tactics, Techniques, and Procedures will provide the detailed instructions for endusers to update their personnel information using the milConnect portal provided by the Defense Manpower Data Center (DMDC). Contact information maintained in milConnect is replicated in the Global Address List (GAL) for DISA's Enterprise Services, including DoD Enterprise Email and DoD Enterprise Portal Service.

DMDC maintains personnel information associated with a user's Common Access Card (CAC), which serves as the central source for data to populate the GAL. When an enduser is transitioned to a DISA Enterprise Service they will need to update their contact information, DoD Component and subcomponent. These attributes will update their GAL entry and display name within approximately 24 hours after the updates have been saved on the milConnect portal.

1.1 Audience

This document is intended for end users who utilize DISA's Enterprise Services.

2 Updating personnel information on milConnect

2.1 Logon to milConnect

- Using Internet Explorer open <u>milConnect</u> (link https://www.dmdc.osd.mil/milconnect)
- 2. Click the Sign In button (red, right side of page) for Common Access Card (CAC) users



Figure 1 – Welcome to milConnect

3. You will be rerouted to a Consent page, select \mathbf{OK} to proceed

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DMDC Information and Technology for Better Decision Making		^
milConnect		
Self-Service Consent to Monitor		
You are accessing a U.S. Government (USG) Information System (IS) that is provided for beneficiary self-service-authorized use only.	r USG	
By using this IS (which includes any device attached to this IS), you consent to the foll conditions:	owing	
 The USG routinely intercepts and monitors communications on this IS for purposes but not limited to, penetration testing, COMSEC monitoring, network operations an personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. 	including, d defense,	
 At any time, the USG may inspect and seize data stored on this IS. 		
 While all personal identifying information (PII) data stored on this IS is protected up Privacy Act of 1974, all communications using this IS, and the data captured to su IS, are not private, are subject to routine monitoring, interception, and search, and disclosed or used for any USG authorized purpose. 	nder the ipport this d may be	
 This IS includes security measures (e.g., authentication and access controls) to p interestsnot for your personal benefit or privacy. 	rotect USG	
 Notwithstanding the above, using this IS does not constitute consent to PM, LE or investigative searching or monitoring of the content of privileged communications, product, related to personal representation or services by attorneys, psychotherap clergy, and their assistants. Such communications and work product are private ar confidential. See User Agreement for details. 	r CI or work pists, or nd	
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Done 🛛 🖉 🖓 Internet Protected Mode: Off	🔍 100% 🔹	• //.

Figure 2 – Consent to Monitor Page

4. Once at the logon page you can select an Authentication method, CAC logon is the second tab, click to proceed

S OI	le https:/	//www.dm	dc. osd.m i	/identity	management/authenticate.do;j	jsessionid=vQyCQt 🔎 🗸 🕯	🛛 🔿 🗙 🎯 My Access	Center - Login ×	
File Edit	View	Favorites	Tools	Help					
\$									
				1	milConnect Powered by DMDC				
						DFAS		(?) Help (•44+)	
				D	epartment of Defen	se Self-Service I	Logon (DS Logo	on)	
				[Username - <u>Forgot Username</u>	<u>17</u>	Don't have a Create a Basi	DS Logon? c / Premium DS Logon account	
				[Password - Forgot Password	2	Got a code in the mail? Use an Activation Code		
				Login or Manage Account How do I upgrade Find out how to up				rade? to upgrade	
						For assistance, ple	ase refer to the <u>"How</u>	to" Guides	
					About DS Logon	Sign Me Up!	Contact Us	Security & Privacy	
					What is a DS Logon? Why should 1 get one? Who is eligible? Where can it be used? How do 1 upgrade? What is sponsor selection?	I'm a Veteran! I'm a Service Member! I'm a Dependent! I'm a Retiree! Identity Proofing Locations I-9 Documents	DoD Call Centers VA Call Centers Partner Call Centers Changes to Personal Information	Security Privacy Policy Freedom of Information Act (FOIA) My Account is Compromised!	
					<u>"How to" Guides</u>				

Figure 3 – milConnect Logon page

- 5. You will be redirected to the CAC logon page
 a. Click login button
 b. Select your identity certificate

c. Enter CAC pin if prompted

Acce	ess Center - Login - Windows Inter	net Explorer			_ 🗆 ×
00	 https://www.dmdc.osd.mil/identi 	itymanagement/authentica	te.do?execution=e1s1	🔄 🔒 🍫 🗙 Live Search	₽ -
🛠 🍄	🖉 My Access Center - Login			🟠 🔹 🗟 👻 🖶 Page	• • 🕥 Tools • **
	milConnect Powered by DMDC				<u> </u>
_	DS Logon CAC DFA	AS		(?)	(-44+)
	You may log in with your Com your smart card reader and the For assistance or to report pr	nmon Access Card ((he reader is connect roblems, please call	CAC). Please make s ted to your machine. toll free 1.800.477.8	sure your Common Access Card is in	
c	Common Access Card (Login or Manage Accou	(CAC) Int	Register for a Request an A	a DS Logon? Account	
	About DS Logon Si What is a DS Logon? I'm Why should I get one? I'm Who is eligible? I'm Where can it be used? I'm	ign Me Up! n a Veteran! n a Service Member! n a Pependent! n a Retiree!	Contact Us DoD Call Centers VA Call Centers Partner Call Centers Changes to Personal Information	Security & Privacy Security Privacy Policy Freedom of Information Act (FOIA) Health Insurance Portability	
A.L. 10	About Permissions 1-9	Documents		and Accountability Act (HIPAA)	•
pidentityman	agement/authenticate.do?execution=e1	51		Internet Protected Mode; Off	100% - //

Figure 4 – milConnect CAC Logon page

2.2 Updating Personnel Information

1. Upon successful login, the milConnect home page will be displayed

- a. There are two areas in the milConnect portal with information that needs to be updated
- 2. To update your duty address or phone numbers, click on **My Profile** and select **Update Address**

Home My Profile * eCorrespondence * Health Care * Education * Help * Update and View My Profile Update and View My Profile * Help * Welcome * You are now able to receive benefits notifications to your personal EMAIL address. Sign-up by clicking the "Update Address" Quick Link to the right. At this time we are unable to send Email to AOL accounts. Based on user feedback, all personal, personnel, and GAL information has been consolidated in the "My Profile" menu under "Update and View My Profile". The milConnect Web site allows sponsors, spouses, and eligible beneficiaries to perform self-service functions that previously required support. Accessed from this page through your secure login, milConnect allows you to: • Manage TRICARE enrollments • Locate the nearest Military ID card issuing facility	Quick Links Transfer Education Benefit Update Address Update GAL Info Read eCorrespondence Beneficiary Web Enrollme eBenefits (VA Portal) Family Subsistence Supplemental Allowance (FSSA) Joint Qualification System
Update and View My Profile Welcome You are now able to receive benefits notifications to your personal EMAIL address. Sign-up by clicking the "Update Address" Quick Link to the right. At this time we are unable to send Email to AOL accounts. Based on user feedback, all personal, personnel, and GAL information has been consolidated in the "My Profile" menu under "Update and View My Profile". The milConnect Web site allows sponsors, spouses, and eligible beneficiaries to perform self-service functions that previously required support. Accessed from this page through your secure login, milConnect allows you to: Manage TRICARE enrollments Locate the nearest Military ID card issuing facility	Quick Links Transfer Education Benefit Update Address Update GAL Info Read eCorrespondence Beneficiary Web Enrollme eBenefits (VA Portal) Family Subsistence Supplemental Allowance (FSSA) Joint Qualification System
clicking the "Update Address" Quick Link to the right. At this time we are unable to send Email to AOL accounts. Based on user feedback, all personal, personnel, and GAL information has been consolidated in the "My Profile" menu under "Update and View My Profile". The milConnect Web site allows sponsors, spouses, and eligible beneficiaries to perform self-service functions that previously required support. Accessed from this page through your secure login, milConnect allows you to: Manage TRICARE enrollments Locate the nearest Military ID card issuing facility	Beneficiary Web Enrollme eBenefits (VA Portal) Family Subsistence Supplemental Allowance (FSSA) Joint Qualification System
 View personnel information Transfer MGIB benefits to eligible family members View Civilian Employment Information (for Guard and Reserve members; excluding Army Reserve, Navy, and Coast Guard) View Servicemembers' Group Life Insurance information (except Marines and Coast Guard) Obtain proof of Insurance if currently in a TRICARE managed program Find answers to frequently asked questions about health care eligibility and more 	(ICS) Manage DS Logon Account RAPIDS Self Service RAPIDS Site Locator TRICARE for Guard and Reserve (TRS) TRICARE Online Verification of Military Experience and Training (VMET) Privacy Act Statement

Figure 5 – milConnect Home Page

3. The **Personal Information** tab will display first (as shown below) and you can update Residential Address, Mailing Address, Email Addresses, and Phone

Numbers can be updated on this page. This information updates contact information in DEERS and is not included in the Global Address List

Home	My Profile 🔻	eCorrespondence 🔻	Health Care 🔻	Education 👻	Help 🔻	
Update and Vi	ew My Profile 3					
Family Membe	ers	Personal Informat	tion CIV	<i></i>		
Family Membe	් (Sponsor)	Personal Informal Display Name f DoD ID N Relationship to S (Birt Citiz Organ Donor Enterprise Username * indicates required field Addresses * Addres Addres	tion CV Name: ior GAL: lumber: ponsor: Sender: h Date: eneship: status: (EUN): Primary/I s Line 1 s Line 2 City Zip	Residential Address		
		* (Email Addresses	Country US Mailing A The Mailir	ddress g Address is the same a	s the Residential Address	5
		Do you consent to havi you do not enter an e-i	ng the DoD or VA e-ma mail address or set you	ail notifications to you real r e-mail permission to "N	garding your benefits? If o", you will receive bene	so, select "Yes" and enter your e-mail address. If fit correspondence via the US Postal Service.
			Primary			Yes No
		Sec	condary			Yes No
			Tertiary			Yes No
		Phone Numbers				
			Home			
			Mobile			
			Fax			

Figure 6 – Personal Information Tab

- 4. Update your Work Information
 - a. In order to update your work information select the tab next to your personal information as shown in Figure 6

Note: Users may see different tabs depending on user's persona (Personal Information, Work Information: Military (MIL), Retired Military Member (RET), Civilian (CIV), and DOD and Uniformed Service Contractor (CTR)). Users may have more than one work tab. Enter or update appropriate work information for display in the GAL

- i. Enter the appropriate Personnel Status
 - 1. Select the Duty Organization from the drop down menu, and then the Duty Sub organization
 - 2. Enter in the Office Symbol & Job Title
 - Select the Duty Installation/Location from the drop down menu
 - 4. Enter in the building & Room/Office number
- ii. Duty Address under Addresses

This will be your mailing address for your duty location

iii. Primary Personnel Email Address

This is email address on your certifications

If you need to update go to <u>https://www.dmdc.osd.mil/self_service/</u>

- iv. Phone/Fax numbers updated as required
- v. Enter your SIPRNet E-mail Address and JWICS E-mail Address

2.3 Updating your Display Name and GAL Entry

1. Users can update their display name to include attributes that will help to identify them within the Enterprise Services GAL. To begin this update select the Personnel tab in the top menu of milConnect and click on Status

(E)		Connec	Ct Powered by DM	Health Care T	Education *	Help	You ar	Sign About Out Us e logged in as a s	Contact Help 🛃 🕩 Us sponsor:
	/inc	wy Florie ·	conceptinence v	neural care v	Education	Theip -			
Updat	te and View I	My Profile 🛛							Quick Links
Fam	Family Members		Personal Information CIV					 Transfer Education Benefits 	
				Name:		-			Update Address
	ම් (Sponsor)		Display Name	for GAL:	Edit				Update GAL Info
			DoD ID Number:						Read ecorrespondence
			Relationship to	Sponsor:					
				Gender:					Beneficiary Web Enrollment
			Bi	th Date:					eBenefits (VA Portal)
			Organ Dono	r Status:					 Family Subsistence Supplemental Allowance (FSSA)
			Enterprise Usernam	e (EUN):					 Joint Qualification System (JQS)
									Manage DS Logon Account

Figure 7: milConnect Menu Bar

- 2. The personnel page (Figure 7) will launch to provide you the ability to alter your display name (Figure 8). Your current display name will be listed at the top of the page in the current value box
 - a. You can modify your name as required using the data fields and radio buttons to correspond with your selection
 - b. The custom selection allows you to include special characters (dots, dashes, and apostrophes) and camel-case capitalization (i.e., Mcdonald to McDonald), the letters must remain the same
 If your name is spelled wrong, you must coordinate the update with your local human resources to correct the issue.
 - c. You have the option to display your full name or just the first initial for your first and middle name
 - d. Preferred First Name allows you display your nickname. This field will be included in your display and make it easier for people to find you

- e. You can select **Preview** to see how the changes will affect your display name
- f. Once you are satisfied with your changes you can click **Submit** to save changes or **Reset** to convert back to the original display name

		Display Name for DoD Global Address List (GAL)	3
		Current Value:	
Home	My Pr	Doe, Johnathon N	Y
date and Vi	ew My Pr	Last Name:	
amily Membe	ers	Doe	
		© Full © Custom*	
	් (Edit
		First Name:	
		Johnathon	
		🔘 Full 🔘 Initial 🔘 Custom*	
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		🔘 Full 🔘 Initial 🔘 Custom*	
		Cadasau	dress
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		Preferred First Name:	
		· · · · · · · · · · · · · · · · · · ·	
		Preview	
		Preview:	
		Submit and Close Reset Cancel	same as th
		* You may only change letters to uppercase or lowercase and add or remove special characters. The only special characters that can be	you regard
		added are a dot (.), a dash (-) or an apostrophe (').	n to "No",
			mil

Figure 8: Change display name

2.4 Organizational Details of the Display Name, Duty Title, and Installation

1. To update organizational details click on the **persona tab** (MIL, CIV, CTR, etc) next to the Personal Information tab

Home My Profile 🔻		eCorrespondence 🔻	Health Care 🔻	Education 🔻	Help 🔻	
Update and Vi Family Membe	ew My Profile 3 ers	Personal Informa	ation CIV	\leftarrow		

Figure 9: Persona tab

- 2. The attributes will update both your display name and your GAL entry in Figure 9
 - **a.** Duty Organization corresponds with the DoD Component or organization that you are assigned to

Example: Defense Information Systems Agency or United States Army

b. Duty Sub Organization corresponds with your DoD Components subcomponents, you should select the division or directorate that you work for

Example: Chief Information Office or Inspector General

c. Job Title can be populated with the appropriate job title for your duties within your DoD Component

Example: Chief Information Officer or General Counsel I

d. Duty Installation/Location corresponds with the duty location that you are stationed at on a regular basis

Example: Ft. Meade, MD or Yokota Air Base

Note- Installation corresponds to the location of your mailbox within DEE, updates may result in your mailbox being moved to optimize performance

e. Building corresponds to the building that you work from on a regular basis

Example: Operations or Data Center

f. Room corresponds the room that work from on a regular basis

Example: Office or cube number as it relates to your building

3. Click **Submit** to save changes or **Reset** to reset changes to convert to original entries. The changes will update in Enterprise Services within 24 hours

Personal Information	CIV
Personnel Status	
Persona Type:	Civilian
DoD Association:	DOD/Uniformed Service Civil Service employee
Administrative Organization:	DISA
Duty Organization:	▼
Duty Suborganization:	▼
Office Symbol:	
Job Title:	
Duty Installation/Location:	▼
Building:	1
Room:	1
Begin Date:	
Projected End Date:	
Pay Grade:	
Persona Username:	
Persona Display Name:	

Figure	10:	Organization	Information
iguic		organization	mormation

Appendix A - Acronyms

	Acronym	Term
CAC		Common Access Card
DEERS		Defense Enrollment Eligibility Reporting System
DISA		Defense Information Systems Agency
DMDC		Defesnse Manpower Data Center
DoD		Department of Defense
DEE		DoD Enterprise Email
GAL		Global Address List
ESD		Enterprise Services Directorate
GAL		Global Address List
TTP		Tactics, Techniques and Procedures







