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**CHANGES:** Refer requests for all changes that affect this document to email address: usarmy.belvoir.peo-eis.mbx.project-office-enterprise-email@mail.mil.
1. EXECUTIVE SUMMARY

This Tactics, Techniques, and Procedures (TTP) document describes the processes that end users of DoD Enterprise Email (DEE) will use to update their Global Address List (GAL) attributes through the milConnect portal.

Deidra R. McCaskill
Project Officer, UC
2. PURPOSE, REFERENCES and SCOPE

2.1 PURPOSE:
This document provides the process for end users of DoD Enterprise Email (DEE) to update personal information in the DEE Global Address List (GAL).

2.2 REFERENCE:
   a. Website, milConnect site - https://pki.dmdc.osd.mil/milconnect

2.3 SCOPE:
This document applies to all end users of the DoD Microsoft Exchange based Enterprise Email service. The document supersedes previous versions.
3. UPDATING USER ATTRIBUTES in DEE

The Defense Manpower Data Center (DMDC) provides a website for DEE users to update their GAL information. Updated information normally takes less than 24 hours to update to the GAL from the milConnect site.

Users are encouraged to update their personal attributes, including their display name, phone number, Secret Internet Protocol Router Network (SIPR) and Joint Worldwide Intelligence Communications System (JWICS) email addresses, office symbol, building number, room number, duty title, and the installation and organization/sub organization to which they are assigned.

Screenshots are current as of the publishing of this TTP. The screens may vary slightly from those published in this document.

IMPORTANT: Entry into the DMDC portal is Common Access Card (CAC)-authenticated, so each person is individually responsible and accountable for the entries in his or her data fields.
3.1 Sign In to milConnect.

   a. Launch Microsoft Internet Explorer (IE) version 11 or higher or Google Chrome Version 68.


   c. Sign in to milConnect by selecting <Sign In> as shown in Figure 1.

   **NOTE:** Depending on your computer's present state of certification verification, it is possible for you to be redirected to a “Self Service Consent to Monitor” screen next instead. To simplify the guidance in this document, this alternate path through the logon process will be laid out in Appendix A.

   ![Figure 1: Welcome to milConnect](image)

   d. Once at the logon page, select the CAC Authentication method. In order to use milConnect, users must sign in by using a Common Access Card (CAC).

   1. Insert CAC into the card reader connected to the computer (if the CAC is not already in the card reader).

   2. Click the <Login> button underneath the CAC picture, as shown in Figure 2.
3. Depending on the user’s browser settings, a security warning may be shown. A user should select his or her **signature certificate** and click OK or the option to accept it and proceed (Figure 3).

**NOTE:** You might notice that there is a warning under the CAC to NOT select the DoD EMAIL-CA-XX certificate. This warning is incorrect for the website as it is now and you should use your DoD EMAIL-CA-XX Signature certificate

4. If prompted, a user should enter his or her CAC PIN.
e. Once at the Self-Service Consent to Monitor page, select the <OK> button (Figure 4).

f. Once your credentials have been verified, you will be returned to the main page which will show you as logged in up in the upper right of the window. At this point you should click on the “Update work contact info (GAL)” button as shown in Figure 5.
g. It is also possible to get to your profile home page by selecting “Update personal contact info”, “Update family members in DEERS”, and “Update my name in DEERS”. The data displayed on milConnect is dependent on a user’s DMDC information stored in the Defense Enrollment Eligibility Reporting System (DEERS) database.

3.2 Update Personal Information and Display Name.

a. The Personal tab displays first, as shown in Figure 6. A user’s “Display Name” on Department of Defense Enterprise Email (DEE), primary/residential address, mailing address, personal email addresses, and personal phone numbers can all be updated on this page. This information updates contact information in DEERS.

1. It is also possible to change the information of your dependents by changing the information and selecting which dependents to change the information for at the bottom of the page before clicking “Submit”.

b. If updates are made on this page, click <Submit> to save changes.
c. To update the “name portion” of a user’s display name for DEE (both in the GAL and on the email the user sends), select the <Update GAL Name> link next to Display Name for GAL, as shown in Figure 6.

d. The “name portion” of the display name includes a user's last name, first name, middle name, and nickname. The rest of a user’s display name, the organizational pieces such as duty organization and duty sub-organization, are changed using a later step.

Figure 6: Personal TAB

e. After selecting <Update GAL Name>, a user may update his or her display name in the GAL.

f. This screen provides users a full set of options to alter any part of the name portion of their display name, including adjusting capitalization, and adding hyphens or apostrophes. The current value of a user's display name is shown at the top, as shown in Figure 7.
g. To modify a user’s Display Name, select the desired option(s) and/or enter desired personal information. Custom allows the insertion of special characters (dots, dashes, and apostrophes) and “camel-case” capitalization (i.e., “Mcdonald” to “McDonald” or “Robbins” to “robbins” in the example above), but the letters must remain the same. The default is the value at the top of the window (yellow arrow).

1. Users can change whether their full last name or a custom last name is displayed by selecting the desired radio button (blue arrow).

2. Users can change whether their full first name, first initial, or a custom name is displayed by selecting the desired radio button (red arrow).

3. Users can change whether their full middle name, middle initial or a custom middle name is displayed (purple arrow).

4. If users prefer to use a nickname, a nickname can be entered in the “Preferred First Name” field (green arrow). Preferred First Name entries should use common sense, good discretion, and professional judgment.
h. An example showing how a user would change to display a custom first name (removed capitalization), no middle name, a custom last name (removed capitalization), and a preferred nickname is shown in Figure 8.

Figure 8: Adjusting Name Details

i. After entering changes, select <Preview> to view the modified display name.

j. To finalize changes, click <Submit and Close>.
3.3 Update Work Contact Information and Organizational Information.

a. To update work contact information, select the desired persona TAB, as shown in Figure 9 (in this example, CTR). Users may see different tabs depending on a user’s persona: Military (MIL), Civilian (CIV), DoD and Uniformed Service Contractor (CTR), Non-Federal Government (NFG) etc. Users may have more than one persona tab.

b. Enter the work address, work phone numbers, SIPR e-mail address (if applicable), and JWICS e-mail address (if applicable) into the appropriate data fields, as shown in Figure 9 to be published in the DoD GAL.

c. Select <Submit> to save changes.

d. In order to change the organization pieces of a user’s display name, a user must select the desired persona work information tab (in this example, CTR).
e. Users can update their Duty Organization, Duty Sub Organization, Office Symbol, Job Title, Duty Installation/Location, Building, and Room on the Personnel Status Section of the Persona tab, as shown in Figure 10.

![Figure 10: Work (Status) Information Tab Selection](image)

f. To change the Duty Organization, Duty Sub Organization, and Duty Installation/Location shown in a user’s display name, you must select from within the appropriate drop down menus, as shown in the next series of Figures.

NOTE: Never manually add Duty Organization, Duty Sub Organization, Office or Duty Installation/Location as it will not update milConnect or the GAL properly.

g. The list of Duty Sub Organizations is controlled by the choice of Duty Organization. Once a Duty Organization is selected, the list of possible Duty Sub Organizations will be populated (Figure 11).
h. To change the Sub Organization in a user’s display name, select Duty Sub Organization within the appropriate drop down menu, as shown in Figure 12.
NOTE: If a Sub Organization, or Duty Location is not listed, first ensure that the correct Duty Organization has been selected. If the desired Sub Organization or Duty Location cannot be found, DO NOT ENTER IT MANUALLY. Entering this information incorrectly will cause an issue with your milConnect data. The user must choose the next higher command (from the drop down menu). If you have any further questions contact your chain of command.

i. Users may enter their Office Symbol, Job Title, Building Number and Room Number by typing it in the appropriate text box, as shown in Figure 13.

![Figure 13: Office Symbol, Job Title, Building, and Room](image-url)
j. To change the Installation, select Duty Installation/Location within the appropriate drop down menu, as shown in Figure 14.

NOTE: Changing a user’s Duty Installation will automatically affect the location of a user’s mailbox. Every installation is tied to the Exchange servers in a particular Defense Enterprise Computing Center (DECC), and changing installation will move the mailbox (in the background) to the DECC that is designated to support that (new) installation.

Changing Duty Installation is the proper method for users who transfer to a new permanent change of station (PCS) to change the server location that is supporting their mailbox.

k. After finalizing data entries, scroll to the bottom of the page and click <Submit> to complete the updates. This information will be recorded within DMDC’s database and provided to Defense Information Systems Agency (DISA) during the next regularly scheduled update.
I. If the data submission is successful, the user will see a green confirmation message at the very top of the page, as shown in figure 15.

![Update Submission confirmation message](image)

The changes you submitted will show up both in the GAL and on the user’s Enterprise Email display name within approximately 24 hours.
4. OTHER INFORMATION

To change attributes that are not possible to change through milConnect, such as Sponsor information, personal information, and work start dates indicated in this document, it will be necessary to contact the authoritative source for that attribute. The following is a list that may help in correcting information that is not changeable by the user.

a. Contact your Local Service Desk or the Army Enterprise Service Desk (AEDS) for clarification and direction at 866-335-2769.

b. DEERS/RAPIDS/Common Access Card (CAC) at: Government Civilians and Military complete DD-1172-2 forms and make appointment through local DEERS/RAPIDS/CAC Appointment System.

c. Contractors contact Service/Agency Point of Contact (SPOC) through local Trusted Agent (TA) with use of Contractor Verification System (CVS) CVS Web Site: https://www.dmdc.osd.mil/appj/cvs/

d. For other personnel data fields, government civilians and military should contact their personnel office as this data flows from official personnel records into DMDC.

5. POINTS OF CONTACT

The points of contact for this TTP are the Army’s Component Managers for DEE and the Army’s Project Office Enterprise Email; Reference A provides additional information. The following organizational mailboxes will respond to further questions:

- USARMY Ft Belvoir Program Executive Office Enterprise Information Systems (PEO EIS) Mailbox Project Office, Enterprise Email at usarmy.belvoir.peo-eis.mbx.project-office-enterprise-email@mail.mil

- USARMY Ft Huachuca NETCOM Mailbox G-3/5 Enterprise Services Sustainment at usarmy.huachuca.NETCOM.mbx.g35-enterprise-services-sustainment@mail.mil

- Army Enterprise Service Desk (AEDS) at usarmy.belvoir.peo-eis.mbx.armydee-service-requests@mail.mil

Questions on approval and review may be directed to the PO EE Mailbox, usarmy.belvoir.peo-eis.mbx.project-office-enterprise-email@mail.mil.
# 6. ACRONYMS

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<td>CAC</td>
<td>Common Access Card</td>
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<td>Civilian</td>
</tr>
<tr>
<td>CTR</td>
<td>Contractor</td>
</tr>
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<td>CVS</td>
<td>Contractor Verification System</td>
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<td>Defense Enterprise Computing Center</td>
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<td>Department of Defense (DoD) Enterprise Email</td>
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<tr>
<td>DEERS</td>
<td>Defense Enrollment Eligibility Reporting System</td>
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<td>Joint Worldwide Intelligence Communications System</td>
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<td>Point of Contact</td>
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APPENDIX A – Alternate logon path to milConnect

a. Launch Microsoft Internet Explorer (IE) version 11 or higher or Google Chrome Version 68.


c. Sign in to milConnect by selecting <Sign In> as shown in Figure 1.

![Figure 16: Welcome to milConnect](image)

**NOTE:** If you are redirected to a “Self Service Consent to Monitor” screen as shown in Figure 17 below, continue logging on this way. Otherwise, return to Page 8 for the logon guidance.

d. Select the <OK> button on the “Self Service Consent to Monitor” screen as shown in Figure 17 below.
e. Once at the logon page, select the CAC Authentication method. In order to use milConnect, users must sign in by using a Common Access Card (CAC).

1. Insert CAC into the card reader connected to the computer (if the CAC is not already in the card reader).

2. Click the <Login> button underneath the CAC picture, as shown in Figure 18.
3. Depending on the user’s browser settings, a security warning may be shown. A user should select his or her signature certificate and click OK or the option to accept it and proceed (Figure 19).

   NOTE: You might notice that there is a warning under the CAC to NOT select the DoD EMAIL-CA-XX certificate. This warning is incorrect for the website as it is now and you should use your DoD EMAIL-CA-XX Signature certificate

4. If prompted, a user should enter his or her CAC PIN.
f. Once logged into the My Access Center screen (Figure 20), select the <Update Contact Information> button on the right-hand side of the window.
g. Read the warning then select <Continue> on warning page as shown in Figure 21 below.

![Image of My Access Center - Warning]

Figure 21: My Access Center – Warning

h. You should be on the “Personal” tab of the milConnect website at this point. Return to Section 3.2 - Update Personal Information and Display Name for DoD Enterprise Email on page 11 for continued instruction.