DISA
Enterprise Services

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 History

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 end-users 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 end-user 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

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

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Figure 1 – Welcome to milConnect

3. You will be rerouted to a Consent page, select **OK** to proceed

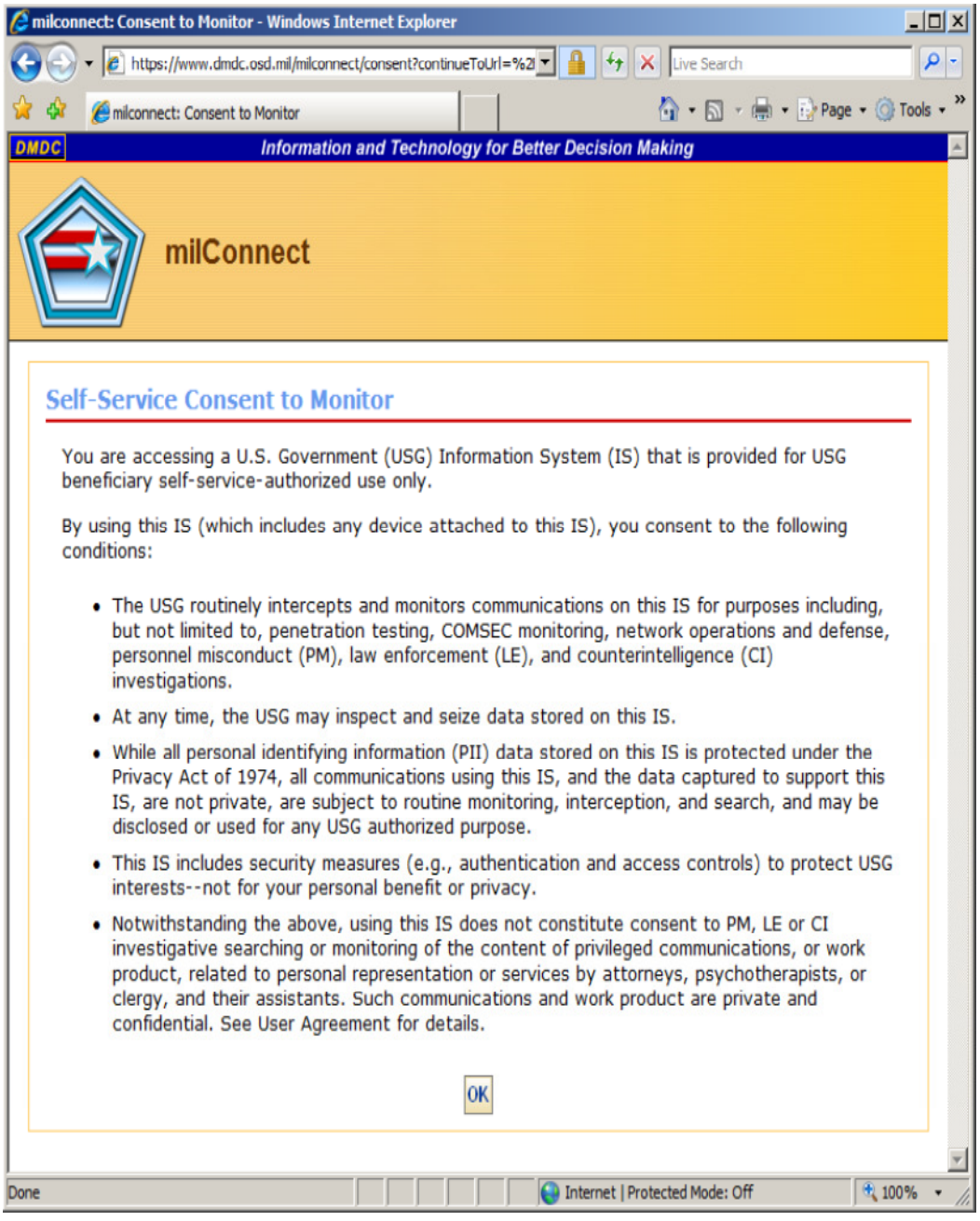


Figure 2 – Consent to Monitor Page

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

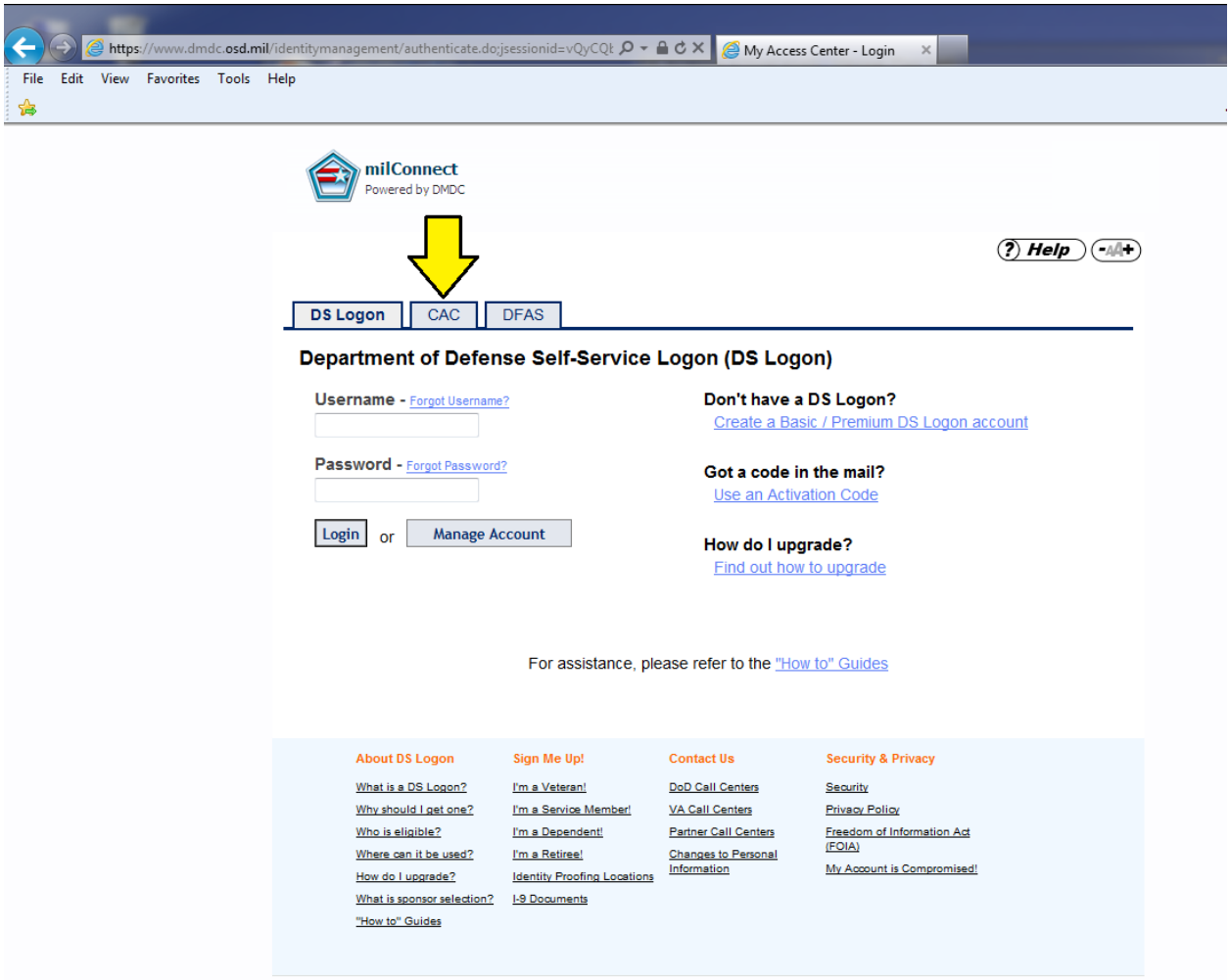


Figure 3 – milConnect Logon page

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

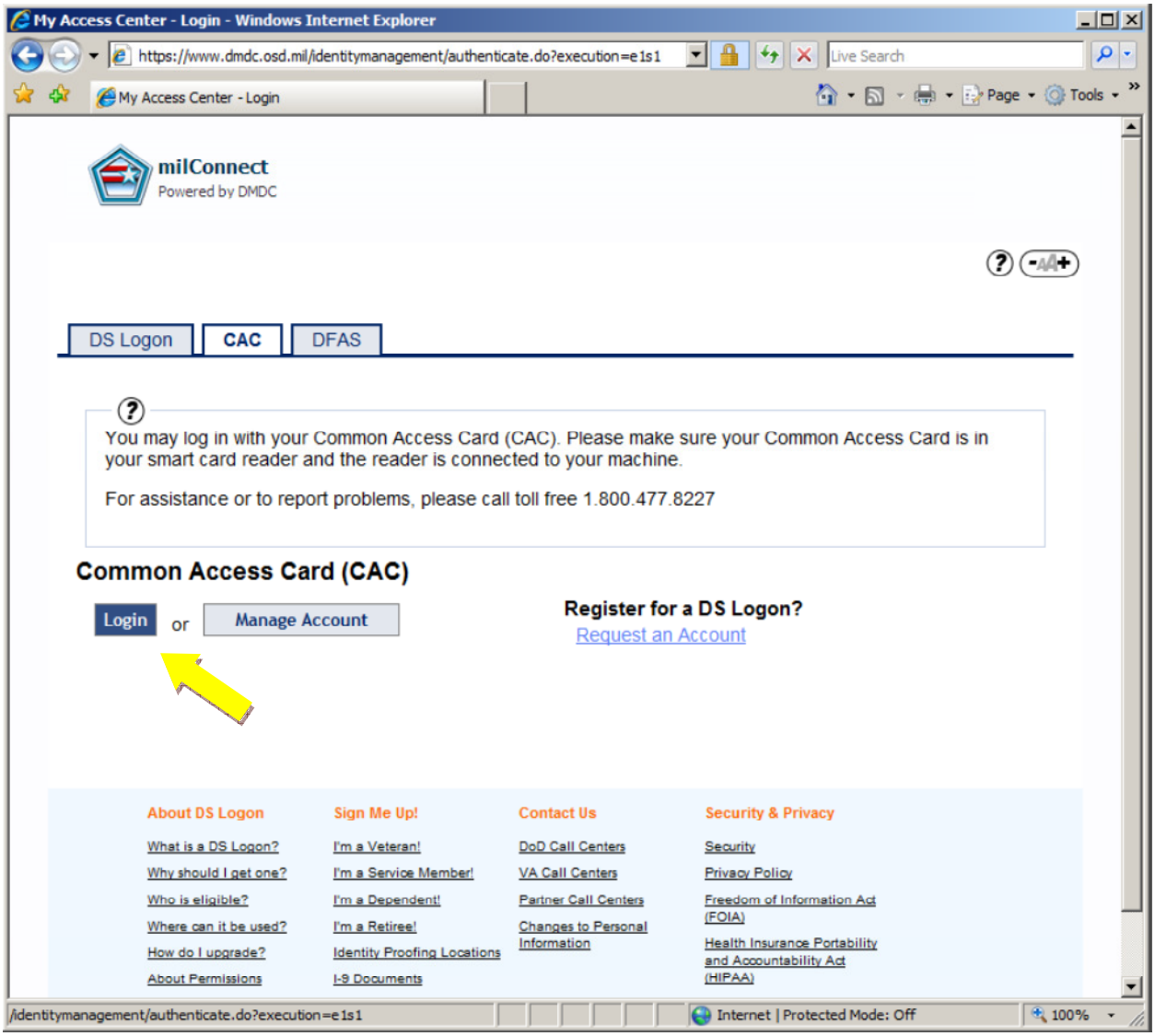


Figure 4 – milConnect CAC Logon page

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**

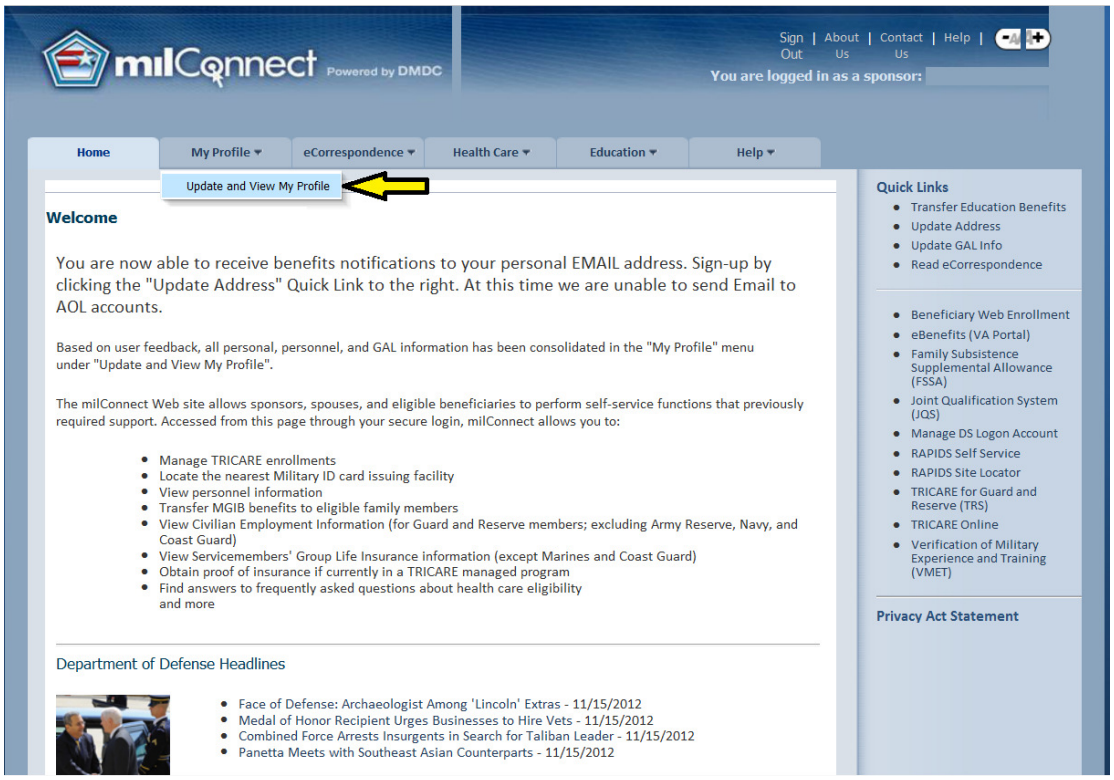


Figure 5 – milConnect Home Page

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

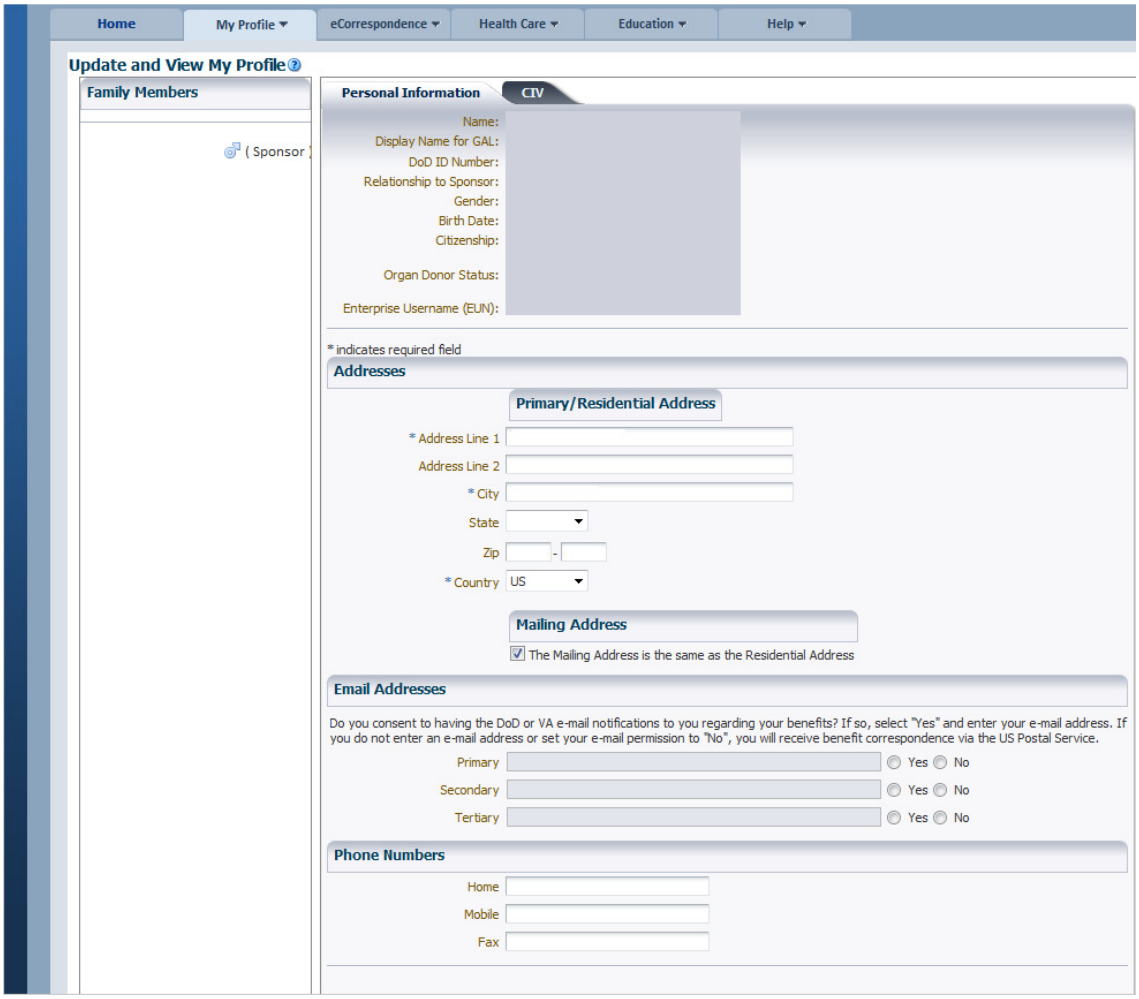


Figure 6 – Personal Information Tab

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
    3. 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 *https://www.dmdc.osd.mil/self_service/*

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

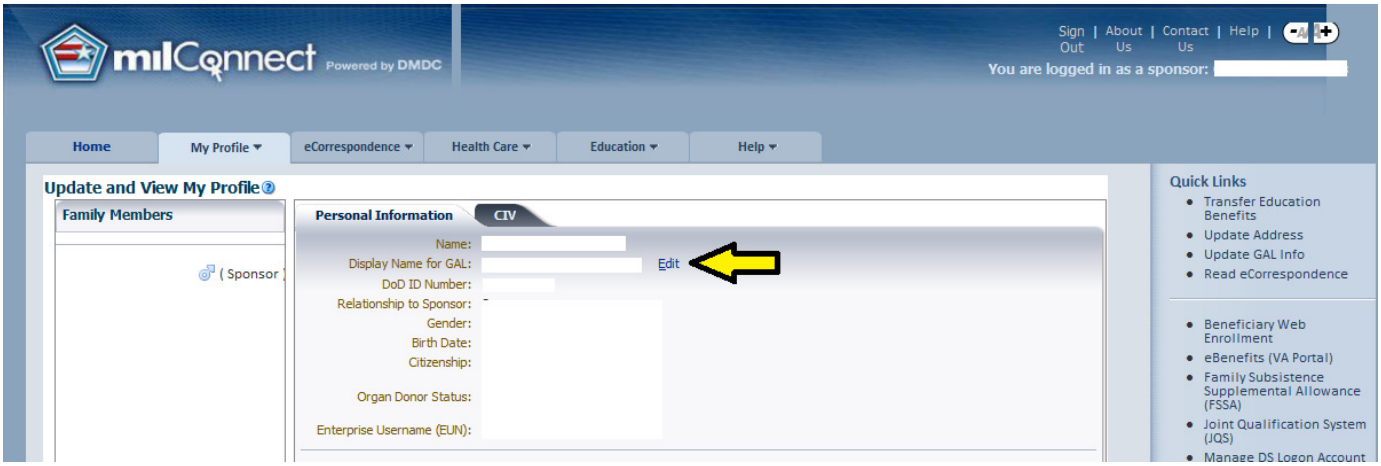


Figure 7: milConnect Menu Bar

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

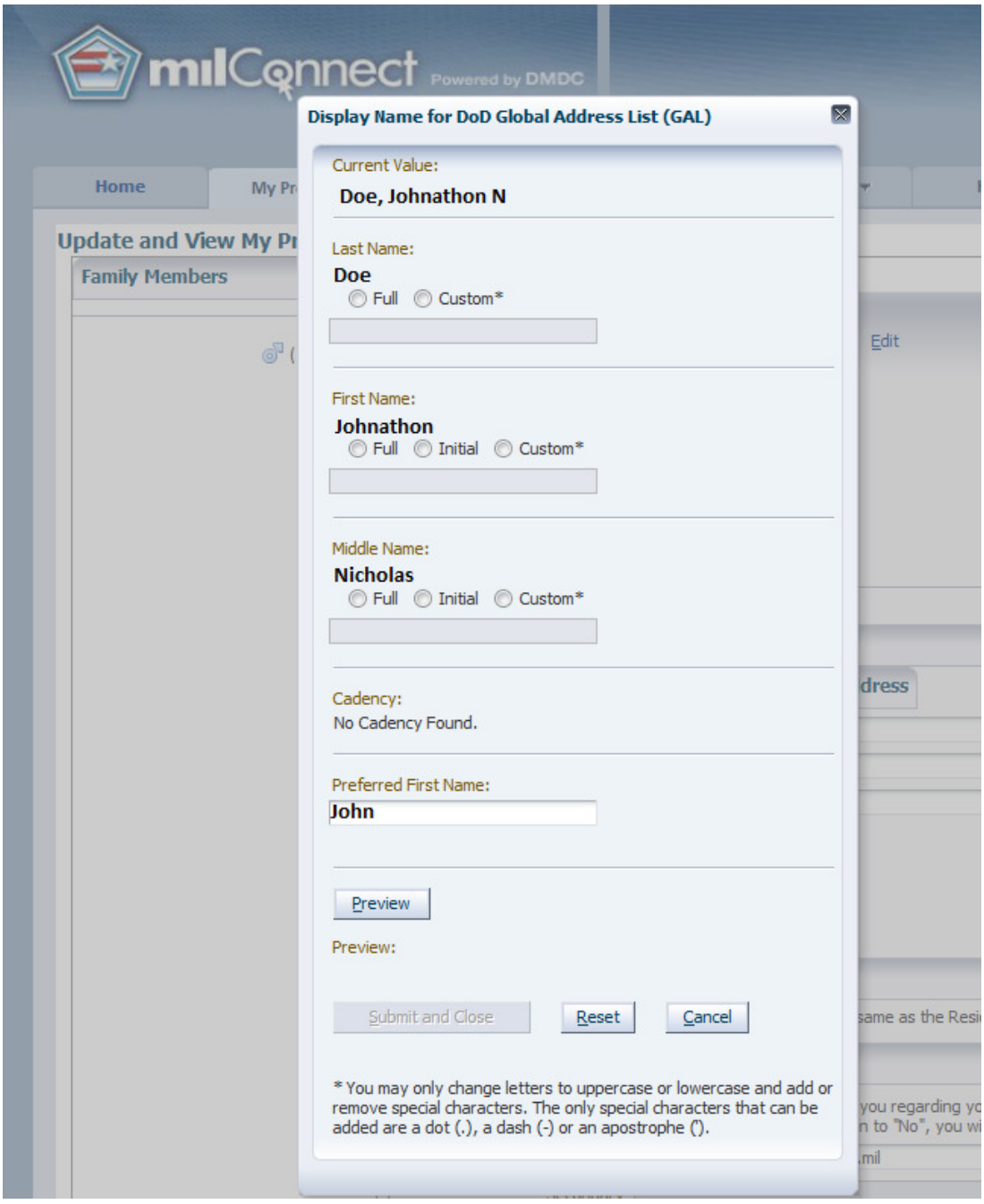


Figure 8: Change display name

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

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

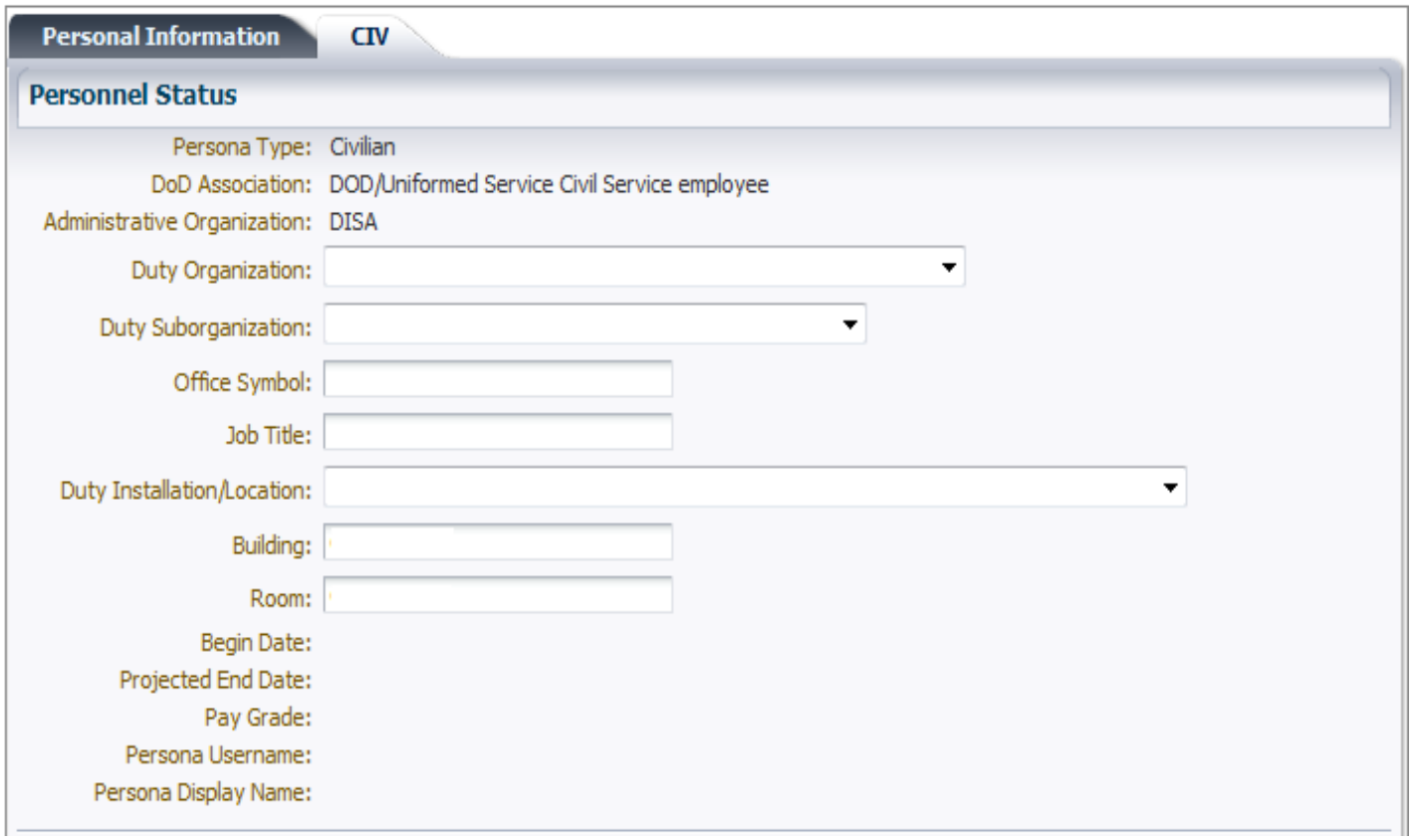


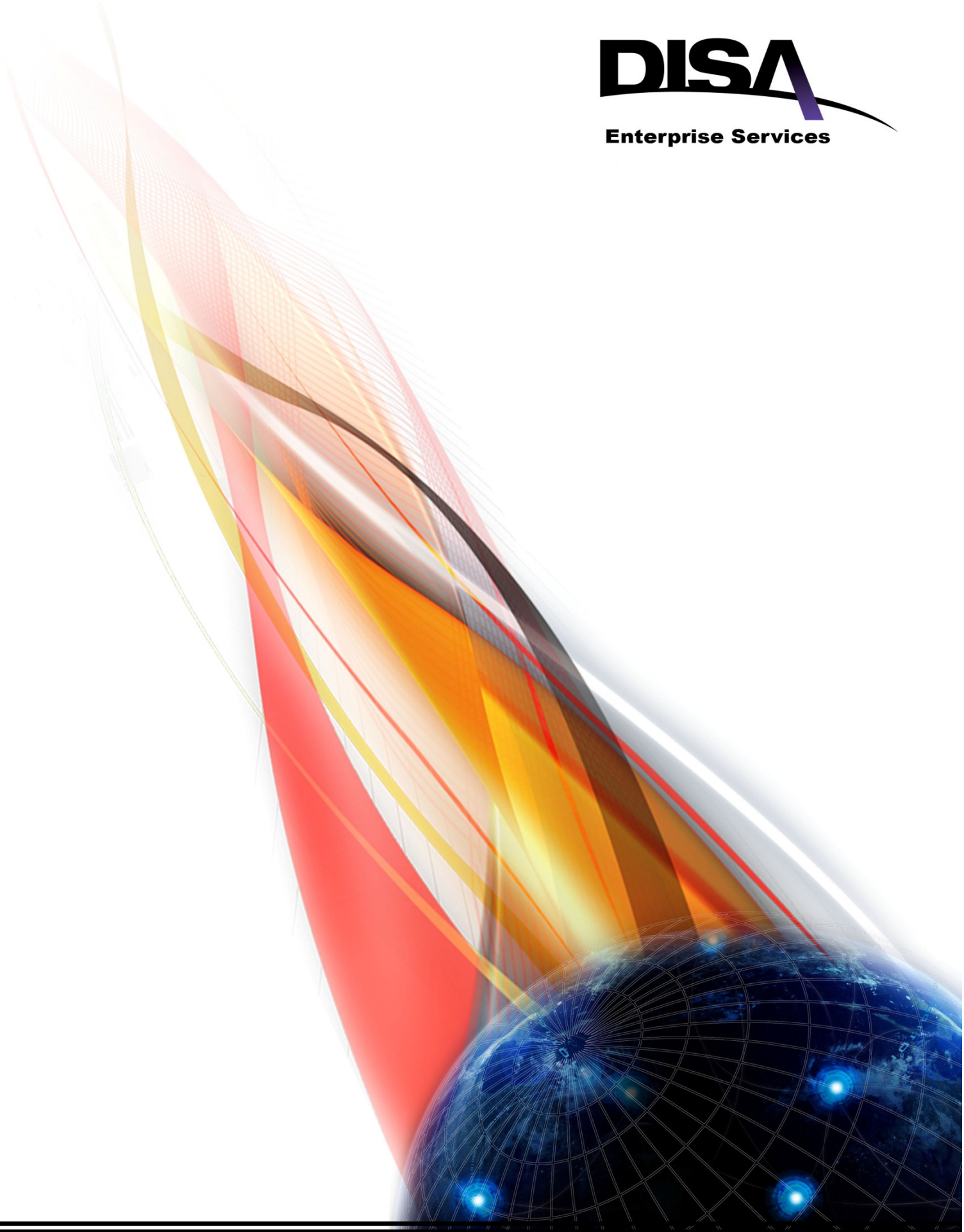
Figure 10: Organization Information

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

DISA

Enterprise Services



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