Tactics, Techniques, and Procedures
for
Updating your Microsoft Exchange User Attributes
in
DoD Enterprise Email

7 Jun 2012
DOD EE TTP-1
Version 3.1
EXECUTIVE SUMMARY

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

DOCUMENT REVISIONS LIST

<table>
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<th>DATE</th>
<th>DESCRIPTION OF CHANGES</th>
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<td>portal and to elaborate on address updates</td>
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1 Purpose

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

2 Scope

This document applies to all end users of the DoD Microsoft Exchange based Enterprise Email service. The document supersedes previous versions.

3 References

   a. Website, milConnect site [milconnect.dmdc.mil](milconnect.dmdc.mil).
   c. DoD Naming Standards, DoD Enterprise Username, Display name, and E-Mail Address Standard (DRAFT), June 2011.

4 Updating User Attributes in DOD Enterprise Email Environment

The Defense Manpower Data Center (DMDC) provides users a website to update their DoD EE GAL information. Updated information takes approximately 24 hours to update to the milConnect site.

Users are encouraged to update their personal attributes, including phone number, building number, room number, duty title, and display, as well as 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.
4.1 Log in to milConnect

To access the website:
   a. Launch Microsoft Internet Explorer (IE) version 7 or higher.
   b. Open milConnect Site: milconnect.dmdc.mil

The milConnect site is shown in Figure 1.

Figure 1. Welcome to milConnect

c. Sign in to milConnect. (Click **Sign In** link as shown in Figure 1 above.)
d. Once at the Self-Service Consent to Monitor page as seen in Figure 2, select the OK button.

Figure 2. Consent to Monitor Page
e. Once at the logon page as seen in Figure 3, select the Authentication method. In order to use milConnect, you must sign in by using a Common Access Card (CAC). Click the CAC tab at the top left of the screen.

Figure 3. milConnect logon page
f. Once at the logon page as seen in Figure 4, sign in by using a Common Access Card (CAC).

1) Insert your CAC into the card reader connected to the computer (if CAC is not already in reader).
2) Click the **Login** button.
3) Depending on your browser’s settings, a security warning may be shown. Select your digital identity certificate and click OK or the option to accept it and proceed.
4) Enter your CAC PIN, if prompted.

Figure 4. milConnect logon page
4.2 Update Personal Information

The profile Home Page displays as seen below in Figure 5 after successful login. The data displayed on milConnect is dependent on your DMDC information stored in the Defense Enrollment Eligibility Reporting System (DEERS) database.

a. There are two entry points on the homepage as shown in Figure 5 for updating information. To update your personal information, **work address**, and **phone number**:

![Figure 5. milConnect Profile Home Page](image)

As seen in Figure 5, select **My Profile Information** and then select **Update Address**

Or

select **Update Address** in sidebar menu.
b. The “Personal Information” tab comes up first as shown in Figure 6. Residential Address, Mailing Address, E-Mail Addresses, and (personal) Phone Numbers can be updated on this page. This information updates contact information in DEERS.

![Figure 6. Personal Address and personal Phone Information](image)

<table>
<thead>
<tr>
<th>Addresses</th>
<th>Residential Address</th>
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<tbody>
<tr>
<td>Address Line 1</td>
<td></td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Zip</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
</tbody>
</table>

**E-mail Addresses**

Do you consent to having the DoD or VA e-mail notifications to you regarding your benefits? Please select Yes or No for each e-mail address.

- **Primary**
  - [ ] Yes
  - [ ] No
- **Secondary**
  - [ ] Yes
  - [ ] No
- **Tertiary**
  - [ ] Yes
  - [ ] No

`Submit` `Reset`

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Home</th>
<th>Mobile</th>
<th>Fax</th>
</tr>
</thead>
</table>

If you make updates on this page, click `<Submit>` to save changes.

4.3 Update Work Information

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; this document mostly depicts the Military (MIL) version.

`jane.l.doe@us.army.mil`
a. Select desired work information tab as shown in Figure 7. (MIL in this example).

b. As seen in figure 7, enter the work address details and work phone numbers (that you want published in the GAL) into the appropriate data fields.

c. Select <Submit> to save changes.

Figure 7. Work Address and Phone Information
4.4 Update Your Display Name for DOD Enterprise Email

To update your display name for DoD Enterprise Email (both in the GAL and on the email you send), you will need to select a different menu item on the DMDC portal, as shown in Figure 8.

a. Select <Personnel> tab.
b. Select <Status> drop down tab.

![Figure 8. Personnel/Status Tab](image)

After selecting Status, the screen provides personal information as seen in Figure 9 (next page).
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 your display name is shown at the top. (Yellow arrow in Figure 9).

a. To modify your display name, select desired option/s and/or enter desired personal information to modify. **Custom** allows the insertion of special characters (dots, dashes, and apostrophes) and camel-case capitalization (i.e., Mcdonald to McDonald), but the letters must remain the same.
1) You can change whether your full last name or a custom last name is displayed by selecting the desired radio button (blue arrow).

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

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

4) If you go by a nickname, you can enter your nickname in the “Preferred First Name” field (green arrow). Preferred First Name entries should use common sense, good discretion, and professional judgment.

NOTE: Entry into the DMDC portal is CAC-authenticated, so each person is individually responsible/accountable for the entries in their data fields.
An example showing how a person would change to display a custom first name, full middle name, and a custom last name is shown in Figure 11.

Figure 11. Sample Display Name Change with Camel Case and Middle Name

b. Once you have entered your changes, select <Preview> to view your modified display name. Once you are satisfied with your selection, click <Submit>. 
4.5 Organizational Details of the Display Name, Duty Title, and Installation.

a. In order to change the organization pieces of your display name, you must select the desired persona work information tab (in this example, “Military (MIL)”). See Figure 12.

b. On the work information tab, updates to Duty Organization, Duty Sub Organization, Job Title, Installation, Building, and Room can be updated as shown in Figure 13.
c. To change Organization, select Duty Organization within drop down menu as seen in Figure 14.

![Duty Organization](image)

**Figure 14.**  Duty Organization

d. To change your Sub Organization, select Duty Sub Organization within drop down menu as seen in Figure 13. If your Sub Organization is not listed, ensure that you have selected the correct Duty Organization first. If your Sub Organization does not appear, contact LTC Peter C Barclay, HQDA CIO/G-6, peter.c.barclay.mil@mail.mil, 703.602.9250.
Figure 15.  Duty Sub Organization

e. To change Job Title, type in appropriate job title in text box as seen in Figure 16.

Figure 16.  Job Title
f. To change the Installation, select **Installation** within the drop down menu as seen in Figure 17. If your installation is not listed, contact LTC Peter C Barclay, HQDA CIO/G-6, peter.c.barclay.mil@mail.mil, 703.602.9250.

**Figure 17. Installation**

**NOTE**: Changing installation will affect the location of your 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 Installation is the proper method for users who PCS to change the location of their mailbox.
g. Lastly, to change the building info or room number, enter those in the appropriate data entry boxes as seen in Figure 18.

![Personnel Information](image)

**Figure 18. Building and Room Number**

h. Once you are satisfied with your data entries, select <Submit All> to complete the updates. This information will be provided to DISA and will show up in the GAL and on your email within 24 hours.
5 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 local Information Management Officer (IMO)/ Information Assurance Security Officer (IASO) for clarification and direction.

b. DEERS/RAPIDS/Common Access Card (CAC) at:

1) Government Civilians and Military complete DD-1172-2 forms and make appointment through local DEERS/RAPIDS/CAC Appointment System.

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

c. Global Information Grid (GIG) Infrastructure Services Management Center (GISMC) (Defense Information Systems Agency (DISA) Helpdesk) contact made through Theater Network Operations and Security Center (TNOSC).
### Appendix: Abbreviations and Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAC</td>
<td>Common Access Card</td>
</tr>
<tr>
<td>CVS</td>
<td>Contractor Verification System</td>
</tr>
<tr>
<td>DECC</td>
<td>Defense Enterprise Computing Center</td>
</tr>
<tr>
<td>DEERS</td>
<td>Defense Enrollment Eligibility Reporting System</td>
</tr>
<tr>
<td>DISA</td>
<td>Defense Information Systems Agency</td>
</tr>
<tr>
<td>DMDC</td>
<td>Defense Manpower Data Center</td>
</tr>
<tr>
<td>DoD</td>
<td>Department of Defense</td>
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<tr>
<td>DMDC</td>
<td>DMDC Support Center</td>
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<td>EE</td>
<td>Enterprise Email</td>
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<tr>
<td>GAL</td>
<td>Global Address List</td>
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<tr>
<td>GISMC</td>
<td>GIG Infrastructure Services Management Center</td>
</tr>
<tr>
<td>IASO</td>
<td>Information Assurance Security Officer</td>
</tr>
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<td>IE</td>
<td>Microsoft Internet Explorer</td>
</tr>
<tr>
<td>IMO</td>
<td>Information Management Officer</td>
</tr>
<tr>
<td>NETCOM</td>
<td>(Army) Network Enterprise Technology Command</td>
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<tr>
<td>RAPIDS</td>
<td>Real-Time Automated Personnel Identification System</td>
</tr>
<tr>
<td>SPOC</td>
<td>Service/Agency Point of Contact</td>
</tr>
<tr>
<td>TA</td>
<td>Trusted Agent</td>
</tr>
<tr>
<td>TNOSC</td>
<td>Theater Network Operations and Security Center</td>
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