



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

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DOD EE TTP-1 (GAL Update)

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

VERSION	DATE	DESCRIPTION OF CHANGES	ORGANIZATION
1.0	30 Dec 11	Initial (Army) Version	NETCOM G5 and HQDA CIO/G6 (LTC Barclay)
1.1	9 Jan 12	Updated screenshots, information correction, and date stamp added to footer	NETCOM G5 and CIO/G6 (LTC Barclay)
2.0	31 Jan 12	Incorporated CIO/G6 information/corrected previous versions	NETCOM G3 and CIO/G6 (LTC Barclay)
2.0	1 Feb 12	Formatting modifications, and added date stamp to footer	G5 with CIO/G6 (LTC Barclay) coordination
3.0	7 May 12	DoD version with updates to reflect changes to milConnect portal	HQDA CIO/G6 (LTC Barclay)
3.1	7 Jun 12	Minor updates to reflect color changes in milConnect portal and to elaborate on address updates	HQDA CIO/G6 (LTC Barclay)

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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.
- b. DoD Naming Standards, DoD Enterprise Directory Services Capability Contact Attributes Specification, 14 July 2009.
- 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.

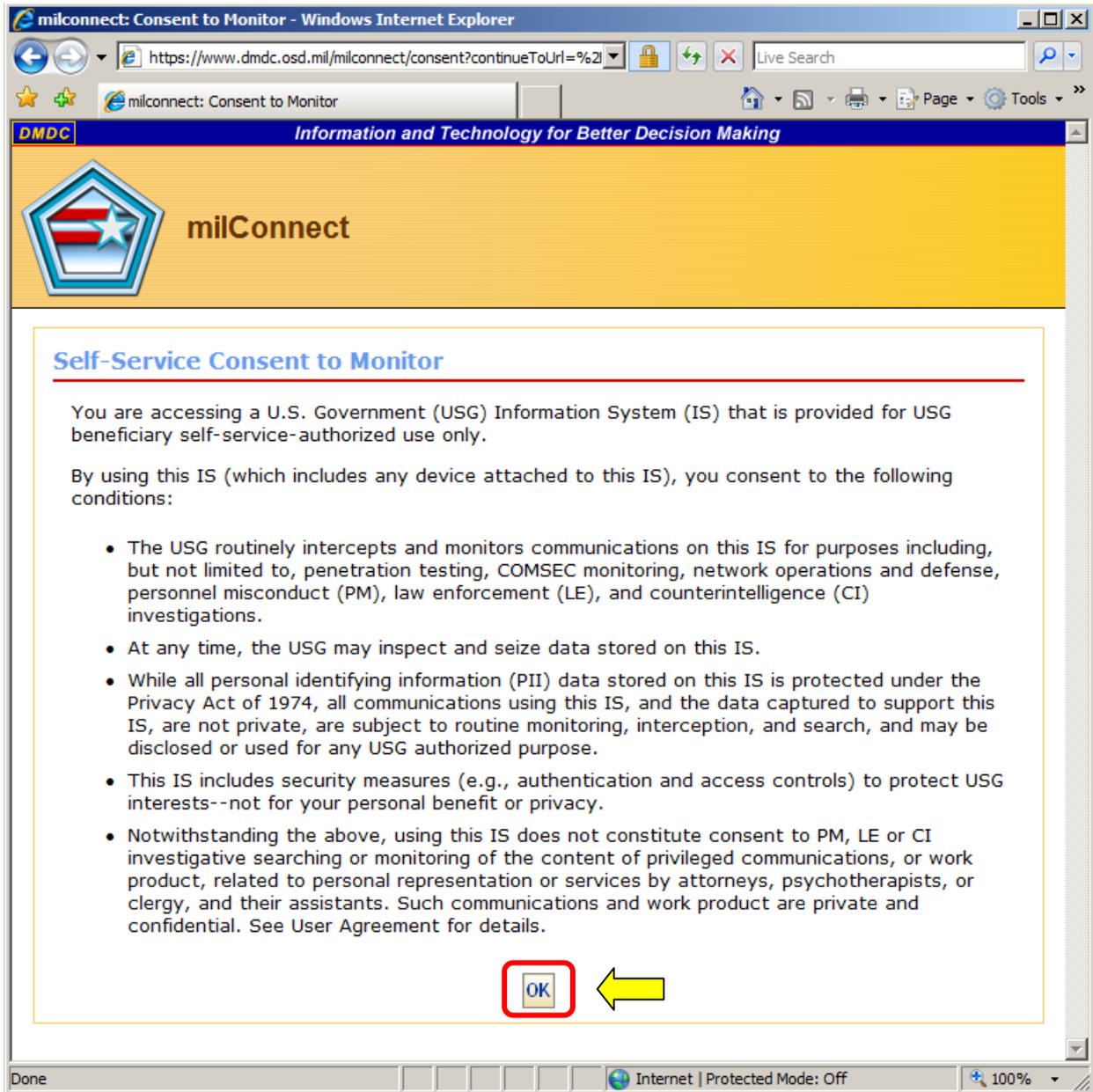


Figure 2. Consent to Monitor Page

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- 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.

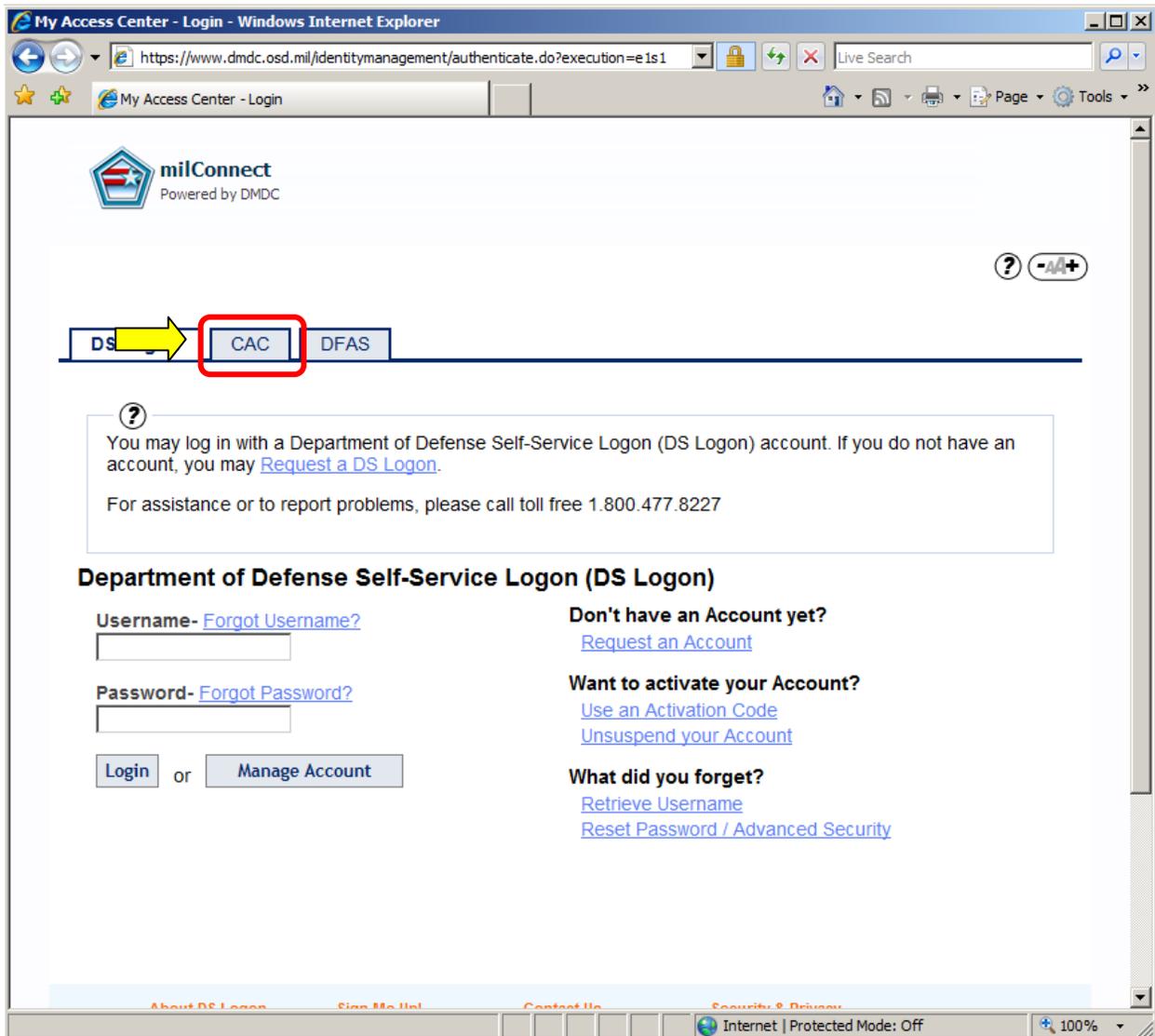


Figure 3. milConnect logon page

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- 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.

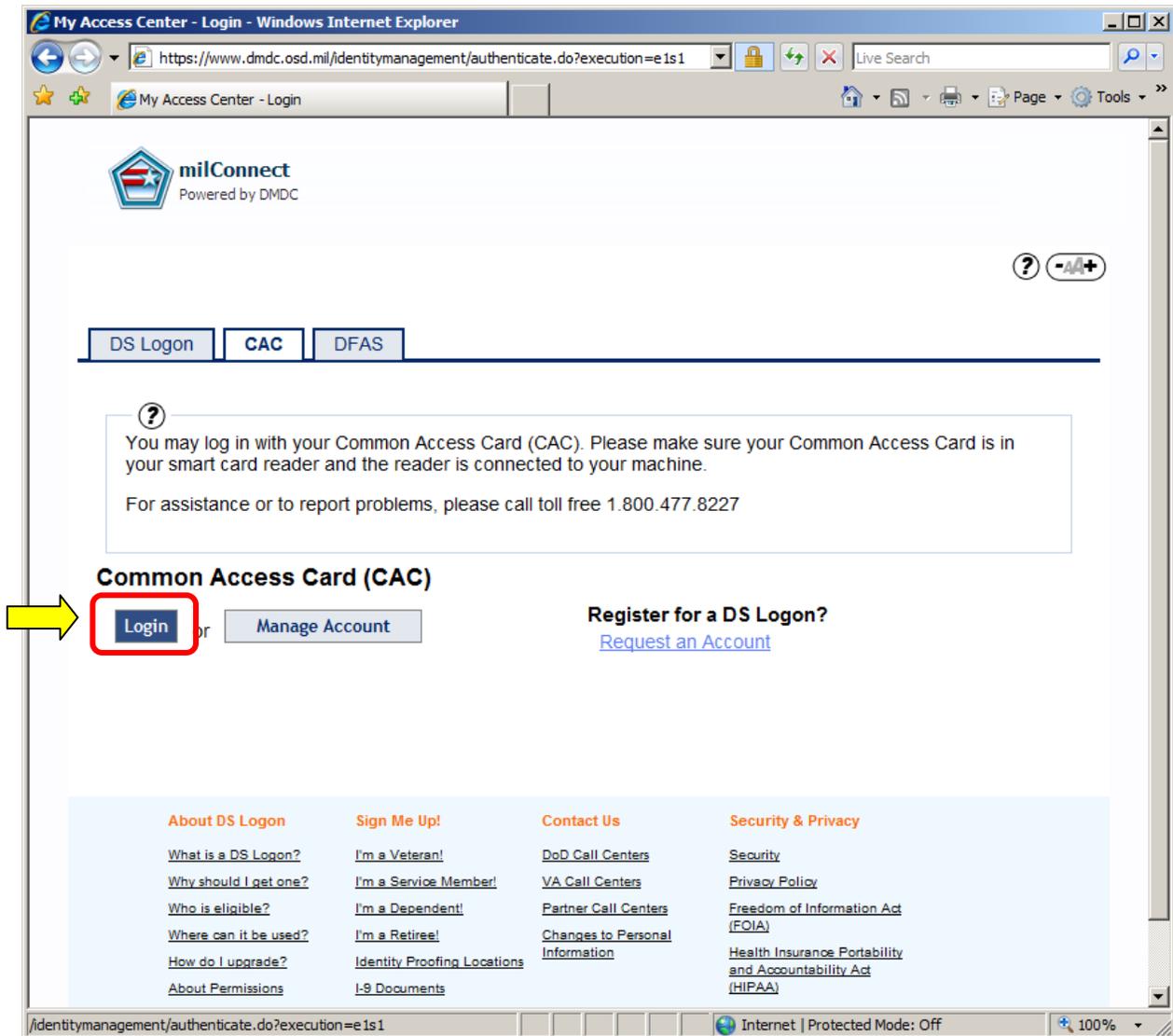


Figure 4. milConnect logon page

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**:

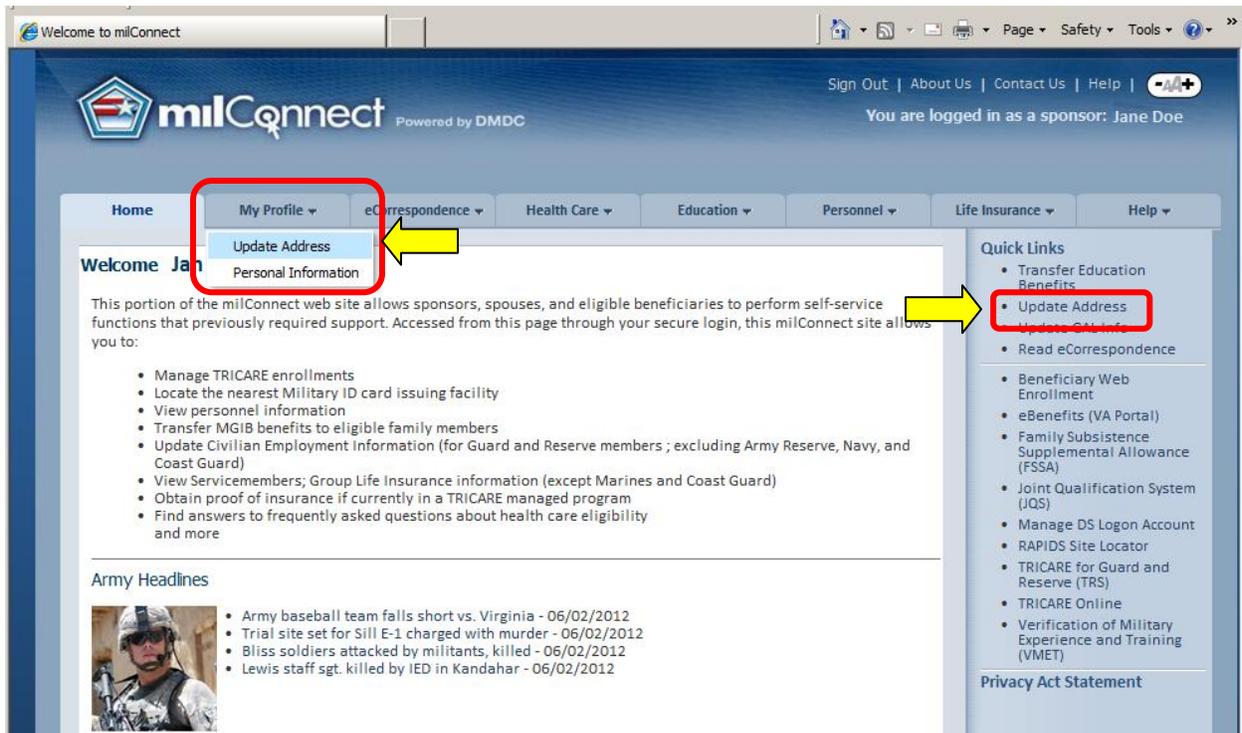


Figure 5. milConnect Profile Home Page

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.

The screenshot shows a web application interface with a tabbed menu. The 'Personal Information' tab is selected and highlighted with a red box and a yellow arrow pointing to it from the left. The tab label is 'Personal Information', and the adjacent tab is 'Work Information: DoD and Uniformed Service contractor (CTR)'. Below the tabs, there is a legend: '* indicates required field'. The form is divided into several sections: 'Addresses' (with a sub-section 'Residential Address' containing fields for Address Line 1, Address Line 2, City, State, Zip, and Country), 'Mailing Address' (with a checkbox 'The Mailing Address is the same as the Residential Address.'), 'E-mail Addresses' (with a question '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.' and three rows for Primary, Secondary, and Tertiary addresses, each with a 'Yes' or 'No' radio button), and 'Phone Numbers' (with fields for Home, Mobile, and Fax). At the bottom of the form, there are 'Submit' and 'Reset' buttons. The 'Submit' button is highlighted with a red box and a yellow arrow pointing to it from the left.

Figure 6. Personal Address and personal Phone Information

c. 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.

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- a. Select desired work information tab as shown in Figure 7. (MIL in this example).

The screenshot shows a web form titled 'Personal Information' with a 'Military (MIL)' tab selected. The form contains several sections:

- Addresses:**
 - Duty Address:** Includes fields for Address Line 1 (1234 Alpha Street), Address Line 2 (Room 567), City (Arlington), State (VA), Zip (22202), and Country (US). A checkbox indicates if it's the same as the attached unit address.
 - Attached Unit Address:** Displays address details for 'W4NJ CHIEF INFORM OFFICER' at 'PENTAGON, VA 20310'.
- Personnel E-mail Addresses:** Includes a text box for the primary email address, 'jane.l.doe.mil@mail.mil', which is marked as the one on the PKI cert.
- Phone/Fax Numbers:** Includes fields for Fax, DSN (3123321234), Commercial/Work (7036021234), Mobile (7038395678), Secure, and Pager.

At the bottom, there are 'Submit' and 'Reset' buttons.

Figure 7. Work Address and Phone Information

- 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.

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

After selecting **Status**, the screen provides personal information as seen in Figure 9 (next page).

The screenshot shows the milConnect interface. At the top, there is a navigation bar with 'Home', 'My Profile Information', 'eCorrespondence', 'Health Care', 'Education', and 'Personnel'. The 'Personnel' section is active, showing 'Personal Information' and 'MIL' tabs. The 'Personal Information' tab is selected, displaying fields for Name (Jane L. Doe), Birth Date (1966-12-30), Gender (Female), Citizenship (United States (NATO member)), DoD EDI (123456789), Enterprise Username (jane.l.doe), and a 'Display Name for DoD Global Address List (GAL)' section. This section includes a 'Current Value' field with the text 'Doe, Jane L.' and a yellow arrow pointing to it. Below this are fields for Last Name (Doe), First Name (Jane), and Middle Name (Lynn), each with radio buttons for 'Full', 'Initial', and 'Custom*'. There is also a 'Cadency' field with the text 'No Cadency Found.' and a 'Preferred First Name' field. At the bottom of the form are 'Submit' and 'Reset' buttons, and a preview section. A disclaimer at the bottom states: '* You may only change letters to uppercase or lowercase and add or remove special characters. The only special characters that can be added are a dot (.), a dash (-) or an apostrophe (').'

Figure 9. Status - Personal Information and Display Name Details

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**.



Display Name for DoD Global Address List (GAL)

Current Value: Doe, Jane

Last Name: Doe
 Full Custom*

First Name: Jane
 Full Initial Custom*

Middle Name: Lynn
 Full Initial Custom*

Cadency: No Cadency Found.

Preferred First Name:

Preview

Submit Reset

* You may only change letters to uppercase or lowercase and add or remove special characters. The only special characters that can be added are a dot (.), a dash (-) or an apostrophe (').

Figure 10. Adjusting Your Display Name Details

- 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.

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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.

Display Name for DoD Global Address List (GAL)

Current Value: Mcdonaldokelly, Latonya L

Last Name: **Mcdonaldokelly**
 Full Custom*
McDonald-O'Kelly

First Name: **Latonya**
 Full Initial Custom*
LaTonya

Middle Name: **Lynn**
 Full Initial Custom*

Cadency: No Cadency Found.

Preferred First Name:

Preview

Preview: **McDonald-O'Kelly, LaTonya Lynn**

* You may only change letters to uppercase or lowercase and add or remove special characters. The only special characters that can be added are a dot (.), a dash (-) or an apostrophe (').

**Old version
VS
New version**

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.

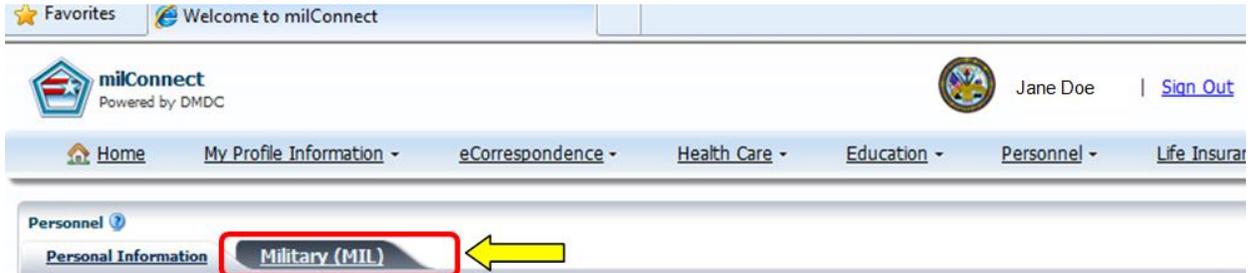


Figure 12. Work (Status) Information Tab Selection

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.

A screenshot of the 'Military (MIL)' work information tab. The form displays the following fields and values:

- DoD Association: Active Duty member
- Administrative Organization: USA
- Duty Organization: --- please choose one from list... ---
- Duty Sub Organization: --- please choose one from list... ---
- Job Title: [Empty text box]
- Installation: --- please choose one from list... ---
- Building: [Empty text box]
- Room: [Empty text box]
- Begin Date: 1966-12-30
- Projected End Date: Unknown
- Pay Grade: Officer (uniformed service only) 08
- Rank: MG
- Primary Occupation: 53A00
- Duty Occupation: 53A00
- Persona Username: jane.l.doe.mil
- Persona Display Name: Doe, Jane L MG USARMY (US)

At the bottom of the form are 'Submit All' and 'Reset All' buttons. A note at the bottom reads: 'If the above information is incorrect then contact Army Personnel Center'.

Figure 13. Work Information Tab

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c. To change Organization, select Duty Organization within drop down menu as seen in Figure 14.

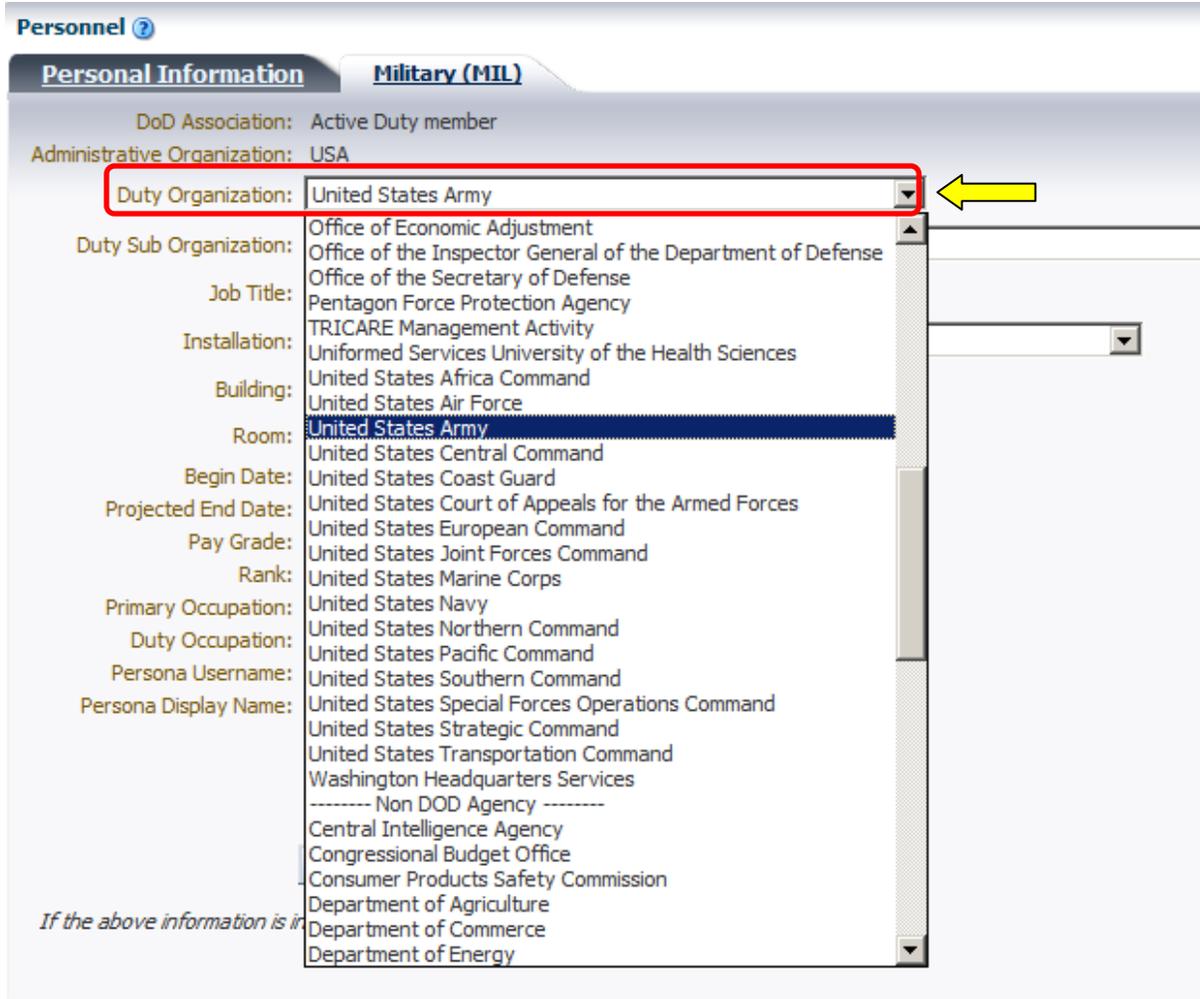


Figure 14. Duty Organization

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.

The screenshot shows the 'Personnel' page with the 'Military (MIL)' tab selected. The 'Duty Organization' is set to 'United States Army'. The 'Duty Sub Organization' dropdown menu is open, showing a list of options including '--- please choose one from list... ---', '---USACE Hydrologic Engineering Center (IWR-HEC), Davis, CA', '---USACE Marine Design Center (MDC), Philadelphia, PA', '---USACE Corps of Engineers IT Support (ACE-IT)', '---USACE 249th Engineer Battalion (PPB)', '---USACE Logistics Activity (LA)', 'United States Army Criminal Investigation Command', '---3rd Military Police Group', '---6th Military Police Group', '---202nd Military Police Group', '---701st Military Police Group', '---United States Army Criminal Investigation Laboratory', '---United States Army Crime Records Center', 'United States Army Cyber Command (2nd Army)', '---United States Army Network Enterprise Technology Command/9th Signal Command (Army)', '---11th Signal Brigade', '---7th Signal Command', '---93rd Signal Brigade', '---106th Signal Brigade', '---CONUS Theater Network Ops and Security Center (TNSOC)', '---Southern Theater Network Ops and Security Center (TNSOC)', 'United States Army Europe (Seventh Army)', '---V Corps', '---2nd Stryker Cavalry Regiment', '---170th Infantry Brigade', '---172nd Infantry Brigade', '---173rd Airborne Brigade', and '---12th Combat Aviation Brigade'. A red box highlights the 'Duty Sub Organization' dropdown, and a yellow arrow points to it from the right.

Figure 15. Duty Sub Organization

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

The screenshot shows the 'Personnel' page with the 'Military (MIL)' tab selected. The 'Duty Organization' is set to 'United States Army' and the 'Duty Sub Organization' is set to '---United States Army Network Enterprise Technology Command/9th Signal Command (Army)'. The 'Job Title' text box is highlighted with a red box, and a yellow arrow points to it from the right. Other fields include 'Installation: --- please choose one from list... ---', 'Building: [text box]', and 'Room: [text box]'. The 'DoD Association' is 'Active Duty member' and 'Administrative Organization' is 'USA'.

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.

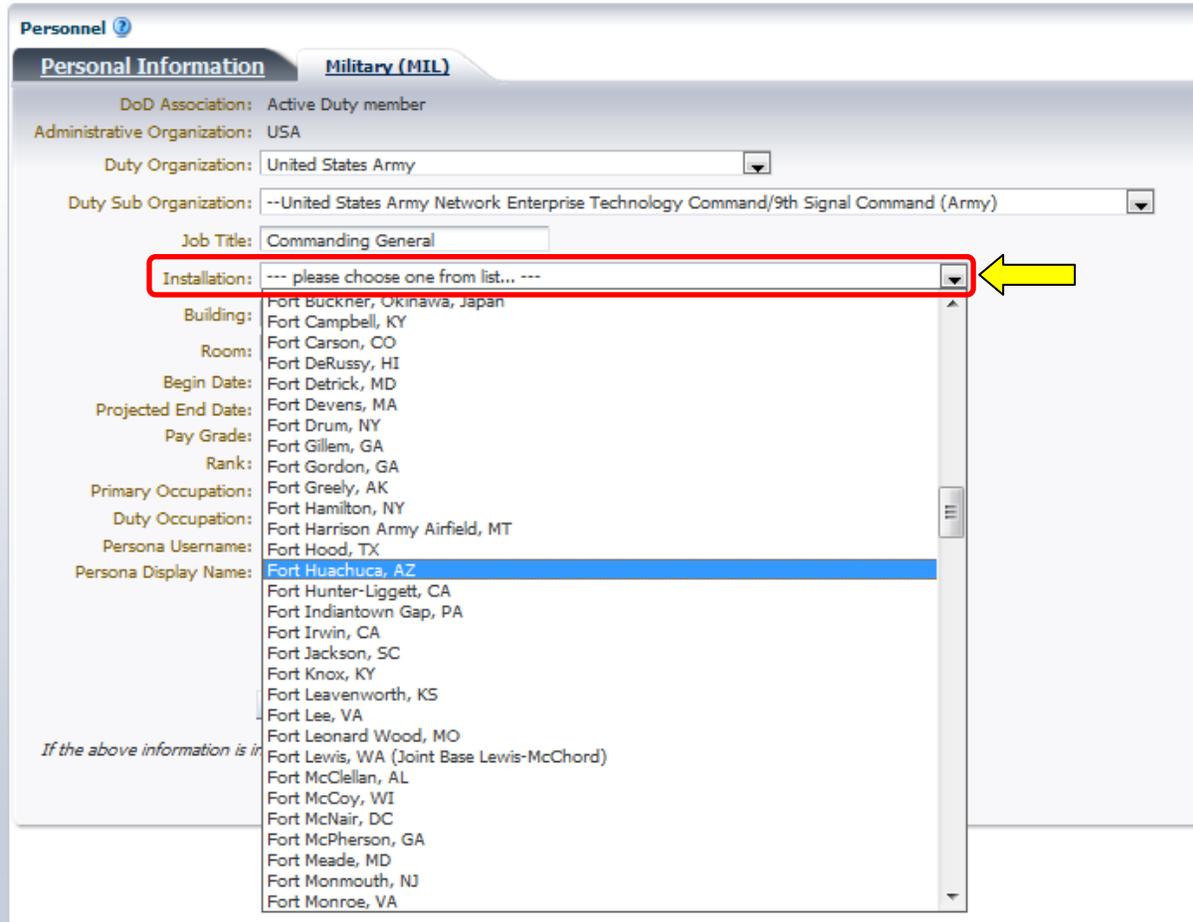


Figure 17. Installation

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.

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g. Lastly, to change the building info or room number, enter those in the appropriate data entry boxes as seen in Figure 18.

The screenshot shows a web form titled "Personnel" with a "Military (MIL)" tab. The form contains the following fields and values:

- DoD Association: Active Duty member
- Administrative Organization: USA
- Duty Organization: United States Army
- Duty Sub Organization: --United States Army Network Enterprise Technology Command/9th Signal Command (Army)
- Job Title: Commanding General
- Installation: Fort Huachuca, AZ
- Building: Greely Hall
- Room: 202
- Begin Date: 1966-12-30
- Projected End Date: Unknown
- Pay Grade: Officer (uniformed service only) 08
- Rank: MG
- Primary Occupation: 53A00
- Duty Occupation: 53A00
- Persona Username: jane.l.doe.mil
- Persona Display Name: Doe, Jane L MG USARMY (US)

At the bottom of the form, there are two buttons: "Submit All" and "Reset All". The "Submit All" button is highlighted with a red box. The "Building" and "Room" fields are also highlighted with red boxes, and two yellow arrows point to them from the right.

If the above information is incorrect then contact Army Personnel Center

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.

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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).

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6 Appendix: Abbreviations and Acronyms

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