

MilConnect Job Aid

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Abstract This document describes how PCOLS users can log into milConnect to update their work (duty) addresses and provides resolutions for common issues they may encounter using the milConnect application.

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Table of Contents

Overview	3
MilConnect Application URL.....	3
Logging into MilConnect:	3
Updating Work Address in MilConnect	3
Known Issues.....	5
Unable to Access Work (Duty) Address in MilConnect – Logged on as Dependent.....	5
Problem Description	5
Resolution	5
Additional Background Information	5
Work Address and / or Work Telephone Number Are Not Displayed in AIM	6
Problem Description	6
Resolution	6
Additional Background Information	6
Work (Duty) Address and / or Work Telephone Number Displayed in AIM Does Not Match the Information Shown in MilConnect.....	6
Problem Description	6
Resolution	6
Additional Background Information	7
Work Address Line 2 Data Removed During Data Validation	7
Problem Description	7
Resolution	7
Additional Background Information	7
Bank Submission Failure: Error # 01: null: data "xs:string('ZZ')" does not match enumeration	7
Problem Description	7
Resolution	7
Additional Background Information	8
Report Any Other Technical Problems Using the MilConnect Web Site to Update Work (Duty) Address and Work Telephone Number to the PCOLS Helpdesk.....	8
Acronyms and Abbreviations.....	9

Overview

This document describes how PCOLS users can log into milConnect to update their work (duty) addresses and provides resolutions for common issues they may encounter using the milConnect application. It was originally prepared as a troubleshooting reference guide for the Purchase Card Online System (PCOLS) Helpdesk. It has since been revised to assist the PCOLS user community with successfully navigating through the milConnect application to complete work (duty) address updates.

MilConnect Application URL

<https://www.dmdc.osd.mil/milconnect/>

Logging into MilConnect:

Note: For users who have more than one Common Access Card (CAC), they should log into MilConnect with the same one used in conjunction with PCOLS.

1. Click the red **Sign In** button on the main MilConnect page.
2. Click the OK button on the Consent to Monitor screen.
3. Click the CAC tab and then the **Login** button.
4. Select the non-email certificate and click OK to continue. Enter your CAC Personal Identification Number (PIN) if prompted to do so.
5. If your logon attempt is successful, the MilConnect application's Home tab will welcome you by name.

Updating Work Address in MilConnect

1. Click the **My Profile** tab and select the **Update and View My Profile** option.

You will see one or more Persona tabs displayed to the right of the Personal Information tab. Persona tabs display personnel and work information for each working or personnel relationship with the Department of Defense (DoD). Persona tabs are labeled with two or three-character persona type identifiers (such as CIV for Civilian, MIL for Military, etc.) to indicate the working or personnel relationship with the DoD.

2. Click the **Persona** tab that contains the work address information which you would like to update. The most common personas for PCOLS users are shown below for reference purposes:

CIV for DoD Civilian personnel

MIL for Active Duty, Civilian, Guard, and Reserve military personnel

3. In the **Addresses** section, modify the work address information as needed. Note the following:
 - You can maintain a work (duty) address. Addresses in the United States are verified to ensure they are valid.
 - Non-US work (duty) addresses are not verified. When a country other than the US is selected, only the Address, City, and Country are required. The best course of action with non-US addresses is to ensure you enter these addresses accurately and completely before submitting the information to Defense Enrollment Eligibility Reporting System (DEERS).
4. You can enter or edit fax, Defense Switched Network (DSN), commercial/work, mobile, secure, and pager phone numbers. Phone numbers can have 10-20 digits. You can add parentheses, hyphens, dots (periods), plus signs and spaces for readability. If you include a commercial/work phone number, you can add an extension from one to six (1-6) numbers. (You cannot include an "X".)
5. When finished, click **Submit** at the bottom of the Persona tab. (To clear all fields and start over, click **Reset**.)

Note: The verification of United States addresses may take a few moments.
6. After clicking Submit, a message will be displayed at the top left corner of the page informing you that your information has been submitted to DEERS.

If the address verification detects an unresolvable issue, a warning message is displayed at the top left corner of the page stating that the address has not been verified. Double-check the address(es) for accuracy, correct as necessary, and then click Submit again.

If you are certain that the information is correct, you can override the verification warning. Select the option "**By checking this box, I confirm that ALL postal addresses are correct,**" then click Submit again.

Note #1: Users cannot update **personnel** email addresses using MilConnect. This must be done using the RAPIDS Self Service application. Click the following link to log into RSS:
https://www.dmdc.osd.mil/self_service/.

Note #2: If your work (duty) address and / or your work phone number are not displayed in Authorization, Issuance and Maintenance (AIM), click the following link for guidance on how to resolve this issue: [Work Address and / or Work Telephone Number Are Not Displayed in AIM](#).

[Return to Title Page](#)

Known Issues

Unable to Access Work (Duty) Address in MilConnect – Logged on as Dependent

Problem Description

You log into MilConnect and the application reports that you are logged in as a dependent in the upper right-hand corner of the screen. Under the dependent profile, you are not authorized to view or to update your work (duty) address information. You must be logged in as a sponsor to access this data.

Resolution

The below troubleshooting procedure applies to any users who are defaulted to log into milConnect as a dependent instead of as a sponsor. Note that the steps below will have to be taken in order to switch between your dependent and sponsor profiles.

1. Click the following hyperlink to access milConnect: <https://www.dmdc.osd.mil/milconnect/>.
2. Click the red Sign In button on the main milConnect page.
3. Click the OK button on the Consent to Monitor screen.
4. Click the CAC tab and then the Manage Account button.
5. Select the non-email certificate and click OK to continue. Enter your CAC PIN if prompted to do so. This will take you to the MyAccess Center.
6. On the MyAccess Center page, click "Select a Sponsor" under the Relationships heading. Choose yourself as the sponsor from the drop down menu, and then click Save.
7. Click the Continue to MilConnect Website button.
8. If your logon attempt is successful, the milConnect application's Home tab will welcome you as a sponsor by name.

Additional Background Information

Many eligible family members are dependents of multiple Sponsors and some dependents are Sponsors themselves. Since the eligibility of benefits varies depending on sponsorship, beneficiaries in this population are permitted to select and to update a "preferred" Sponsor from a list of eligible Sponsors.

The MilConnect system will eventually be enhanced to give sponsors who are also dependents (and vice versa) the option to click a button that allows them to change their sponsorship after they have already logged into the system. The MilConnect release containing this enhancement will be deployed within the next few months.

[Return to Title Page](#)

Work Address and / or Work Telephone Number Are Not Displayed in AIM

Problem Description

AIM does not display your work address and / or work telephone number under your user profile.

Resolution

1. Log into milConnect and update your work address as outlined on pages 3 and 4 of this document. Click the following link to return to page 3: [Logging into MilConnect](#). If you have already updated your work (duty) address and submitted the information to DEERS, proceed to Step 2.
2. Contact the PCOLS Helpdesk at 1-800-376-7783. Provide screen shots of your AIM user profile and your milConnect work profile (persona). Make sure that your personal contact information is not being displayed in the milConnect screen shot that you capture. Also, if you have retired from the military, be sure not to click on the RET tab. For the majority of PCOLS users and Cardholders, work address information should be under one of the following tabs:

CIV for DoD Civilian personnel or

MIL for Active Duty, Civilian, Guard, and Reserve military personnel

The PCOLS Helpdesk will escalate the issue to the Defense Manpower Data Center (DMDC) for further investigation and resolution. A Level 2 PCOLS Helpdesk representative will notify you once the problem has been resolved.

Additional Background Information

The AIM application pulls work address information from DEERS. There may be a connectivity or data discrepancy problem which is preventing AIM from displaying your work (duty) address. DMDC must investigate in order to determine the problem cause and to implement the appropriate resolution.

[Return to Title Page](#)

Work (Duty) Address and / or Work Telephone Number Displayed in AIM Does Not Match the Information Shown in MilConnect

Problem Description

The work (duty) address and / or work telephone number that AIM displays under your user profile do not match the information that is shown for you in milConnect.

Resolution

Contact the PCOLS Helpdesk at 1-800-376-7783. Provide screen shots of your AIM user profile and your milConnect work profile (persona). Make sure that your personal contact information is not being displayed in the milConnect screen shot that you capture. Also, if you have retired from the military, be sure not to click on the RET tab. For the majority of PCOLS users and Cardholders, work address information should be under one of the following tabs:

CIV for DoD Civilian personnel or

MIL for Active Duty, Civilian, Guard, and Reserve military personnel

The PCOLS Helpdesk will escalate the issue to DMDC for further investigation and resolution. A Level 2 PCOLS Helpdesk representative will notify you once the problem has been resolved.

Additional Background Information

The AIM application pulls work address information from DEERS. In one case, a user's work address historical data was being retrieved. In another, a military personnel Cardholder opted to allow his Attached Unit Address to replace the work (duty) addresses, which AIM did not immediately recognize. For any future instances of this issue, DMDC must investigate them each individually in order to determine the problem cause and to implement the appropriate resolution.

[Return to Title Page](#)

Work Address Line 2 Data Removed During Data Validation

Problem Description

After you enter your work address information and submit it to DEERS, it is possible that milConnect will remove data entered into the Address Line 2 field during the address validation process.

Resolution

Any data that was in Address Line 2 should be added to the end of Address Line 1. Click Submit to save the changes.

Additional Background Information

The milConnect application is currently working as designed. The address validation software is checking the work address and changing it based on what is coming back as a positive result which, in many cases, leads to the deletion of data from Line 2. The milConnect software developers are working to implement an enhancement which will allow users to accept or reject changes made by the address validation process prior to submitting the information to DEERS. There is currently no estimated time of implementation for this software enhancement.

[Return to Title Page](#)

Bank Submission Failure: Error # 01: null: data "xs:string('ZZ')" does not match enumeration

Problem Description

The bank returns the "xs:string('ZZ')" error message in response to a Managing or Cardholder Account creation or maintenance request submitted through AIM.

Resolution

Make sure to select valid State and Country Codes for your work address. For APO, AE and APO, AP addresses, the Country Code should be US. The Country Code selected should not be ZZ under any circumstances.

Additional Background Information

In a future milConnect release, the ZZ option will be removed from the Country Code list. There is currently no estimated time of implementation for this software correction.

Report Any Other Technical Problems Using the MilConnect Web Site to Update Work (Duty) Address and Work Telephone Number to the PCOLS Helpdesk

US (CONUS) - Commercial (toll-free): 1-800-376-7783

OCONUS - DSN: 661-7307

Direct dial: 269-961-7307

Email Address: dlacontactcenter@dla.mil

[Return to Title Page](#)

Acronyms and Abbreviations

The following abbreviations and acronyms aid in the understanding of this document.

Abbreviations and Acronyms	Description
AE	Armed Forces Europe
AIM	Authorization, Issuance and Maintenance
AP	Armed Forces Pacific
APO	Air/Army Post Office
CAC	Common Access Card
CIV	Civilian
CONUS	Continental United States
DEERS	Defense Enrollment Eligibility Reporting System
DoD	Department of Defense
DSN	Defense Switched Network
MIL	Military
OCONUS	Outside Continental United States
PCOLS	Purchase Card Online System
PIN	Personal Identification Number
RET	Retired

[Return to Title Page](#)