

HOW TO UPDATE MILCONNECT INFORMATION

Version 1, Dated: July 26, 2016

This guide will instruct users when and how to update MilConnect account information.

1.1 MilConnect Tech Support

If you have any questions, contact MilConnect Tech Support at 1-800-477-8227.

1.2 When to Update MilConnect

Users should update MilConnect account information when they:

- Receive Permanent Changes of Station Orders (PCS)
- Change Service Status
- Change Rank or Civilian Grade
- Change Name
- Change Duty Position/Title

1.3 Accessing MilConnect

1. Access the MilConnect website at <https://www.jagcnet.army.mil/updatemilconnect>.

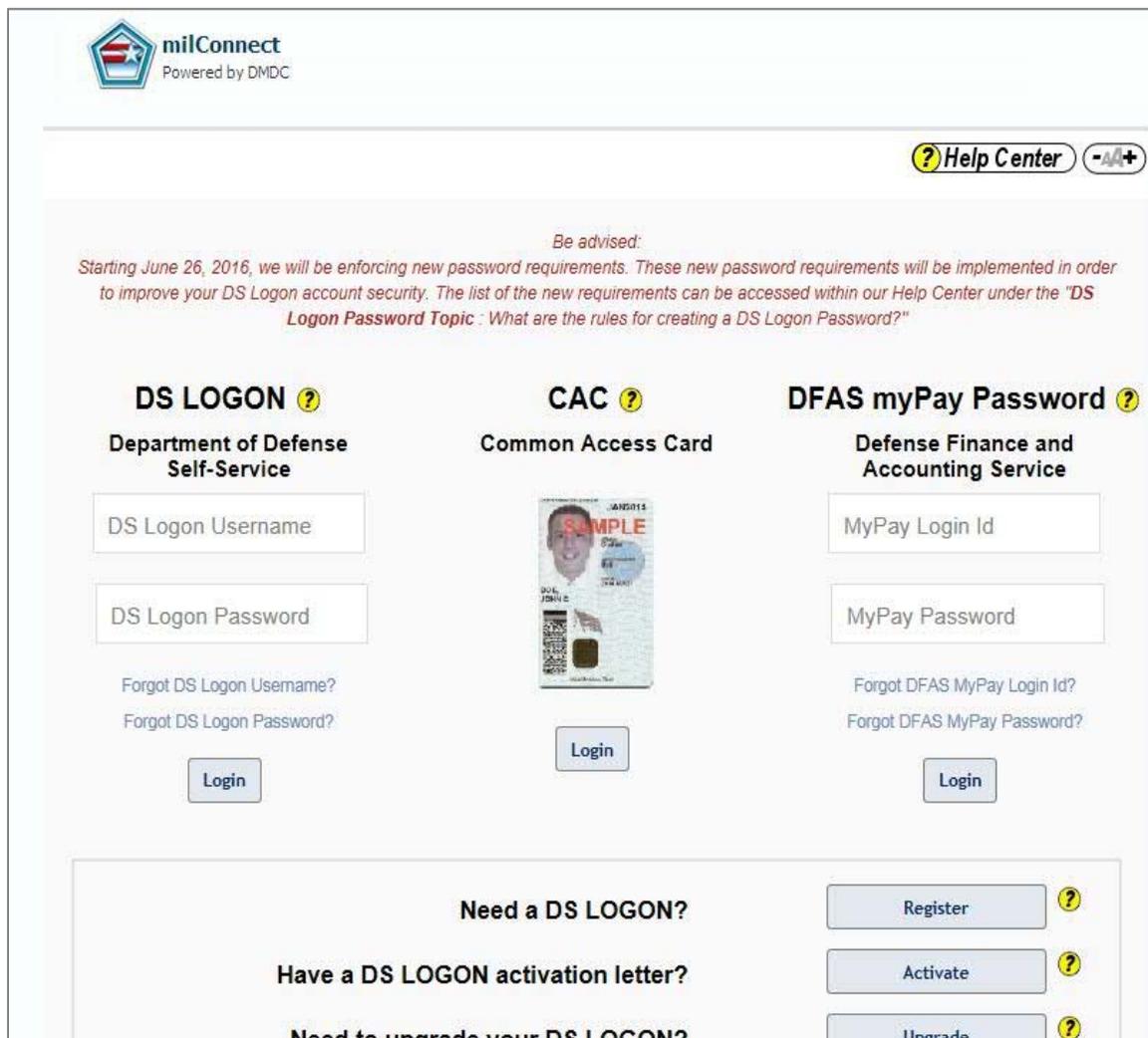
The screenshot shows the milConnect website interface. At the top, there is a navigation bar with links for 'Welcome', 'About milConnect', 'Contact Support', 'FAQ', and 'Help'. The main content area is divided into several sections:

- DoD Associates and Beneficiaries:** A section titled 'Manage Your Personal Data and Benefits' with a sub-header 'Sign In to update personal information, like your entry in the DoD's Global Address List (GAL), or to check health care coverage, transfer education benefits, and retrieve correspondence. Sign Up to create DS Logon credentials accepted by milConnect as well as eBenefits, RAPIDS, TRICARE, and other DoD sites. Explore the milConnect FAQ for fast, accurate answers to your benefits questions, at your convenience 24/7.'
- Breaking News:** A list of recent updates, including 'February 5, 2016: Attain your goals faster in milConnect', 'February 1, 2016: Request your ACA - Corrected IRS Form in milConnect', 'January 9, 2016: DWC integrated in milConnect', and 'January 9, 2016: FSSA integrated in milConnect'.
- Did you receive correspondence about...?:** A list of topics such as 'Incapacitation Redetermination Deadline', 'Affordable Care Act', 'Medicare and TRICARE', 'Viewing PCM Information', and 'Retrieving eCorrespondence'.
- Sign In:** A section for users with a Common Access Card (CAC), DFAS (myPay) Account or DoD Self-Service (DS) Logon, with a 'Sign In' button.
- Sign Up:** A section for sponsors to create a DS Logon, with a 'Sign Up Now' button.
- Quick Links:** A list of links for 'Transfer Education Benefits (TEB)', 'Update Address', and 'Update Global Address List (GAL)'.
- Military Crisis Line:** A logo for the Military Crisis Line with the number 1-800-273-8255 and the text 'PRESS 1'.
- DoD Safe:** A logo for the DoD Safe program.

2. Click **Sign In** which is on the right side of the screen.



3. Click **Log in** and enter the appropriate credentials. ITD suggests logging in using Common Access Card (CAC) credentials.



4. Click **Update personal contact info**.

NOTE: Clicking **Update work contact info (GAL)** will lead to the same page.

The screenshot shows the top navigation bar with 'Home', 'My Profile', 'Correspondence/Documentation', and 'Benefits'. Below is a warning icon and text: 'You and/or your dependents have benefits correspondence available by choosing "eCorrespondence" under the "Correspondence/Documentation" tab. For more details on this alert, please choose "eCorrespondence" under the "Correspondence/Documentation" tab.' A welcome message reads 'Welcome Michael Doherty'. The 'I want to...' section contains a grid of buttons: 'Update personal contact info', 'View Primary Care Manager (PCM)', 'Update family members in DEERS', 'Transfer my education benefits', 'Update work contact info (GAL)', 'Update my name in DEERS', 'View my health care coverage', 'Obtain proof of health coverage', and 'Retrieve my correspondence'. A 'More Goals' button is at the bottom right. A footer note says 'Don't see what you are looking for? Browse the menus or check our FAQ.'

5. Update information in each tab as needed and click **Save**.

The screenshot shows the 'Update and View My Profile' page. On the left is a 'Family Members' sidebar with 'Smith, John A. (Sponsor)'. The main area has tabs for 'Personal Information', 'RET', and 'CIV'. The 'Personal Information' tab is active, showing fields for Name (John A. Smith), Display Name for GAL (Smith, John A.), DoD ID Number (0000000000), Relationship to Sponsor (Sponsor), Gender (Male), Birth Date (1954-02-15), Citizenship (United States), and Organ Donor Status (Not an Organ Donor as of Nov-21-2012). There is a checkbox for 'Would you like to become an organ donor?' (No is selected). The Enterprise Username (EUN) is 'john.a.doe'. Below is the 'Addresses' section with a 'Primary/Residential Address' tab and fields for Address Line 1 (123 MAIN STREET), Address Line 2, City (STAFFORD), State (VA), Zip (22554 - 7158), and Country (United States). There is a 'Mailing Address' section with a checkbox 'The Mailing Address is the same as the Residential Address' (checked). The 'Email Addresses' section has a consent question and fields for Primary (john.a.doe.cil@mail.mil) and Alternate email addresses.