

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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Document History

Document Version	Date	Description
1.0	December 2012	Original Version
2.0	April 2013	Updated to include changes to the MilConnect logon process , to switching sponsorship views and to the troubleshooting steps for Error # 01: null: data "xs:string(ZZ)" . Also added resolution procedures for MilConnect Error Code 38 and Bank Submission Failure Error # 01: 520121 .

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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 **Login** button under the Common Access Card section of the My Access Center page.
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 as a sponsor and by name.

Updating Work Address in MilConnect

1. Place the cursor over 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 personnel or working 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 personnel or working 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 or
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](#).

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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 information that displays in MilConnect is dependent on sponsorship. Sponsors who are also dependents of other sponsors may need to change their MilConnect view to access their own sponsor information. 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.

Click the following hyperlink to access MilConnect: <https://www.dmdc.osd.mil/MilConnect/>.

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 **Login** button under the Common Access Card section of the My Access Center page.
4. Select the non-email certificate and click **OK** to continue. Enter your CAC PIN if prompted to do so.
5. From any page in MilConnect, click **Change My Sponsor** at the top right corner of the page. The Select Sponsor page in the My Access Center will be displayed.
6. On the Select Sponsor page, select the appropriate sponsor, which should be your own name, from the drop-down list.
7. Click **Save**.
8. To return to milConnect, click Continue to milConnect Website. The Home page of milConnect displays showing the updated sponsor information at the top right of the page.

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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](#).

Note: If you are also a dependent of another sponsor, refer to the resolution steps for the [Unable to Access Work \(Duty\) Address in MilConnect – Logged on as Dependent](#) in order to switch your sponsorship view first.

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.

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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.

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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.

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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

Have the Primary A/BO or Cardholder select the valid State and Country for his or her work address in MilConnect. For APO, AE and APO, AP addresses, the Country should be listed as United States.

Additional Background Information

MilConnect has been updated to replace the two character Country Codes with the full country names. Once the Primary A/BO or Cardholder selects the correct country name, this error message should not be returned again for him or her.

Error Code [38]: Your CAC is Invalid, and may be Revoked or Expired Encountered When Logging into MilConnect

Problem Description

An error message is returned after clicking the **Login** button to access MilConnect. It indicates that your Common Access Card (CAC) is invalid, and may be revoked or expired. It then directs you to contact the DMDC Support Center (DSC) for further assistance.

Resolution

Contact the PCOLS Helpdesk at 1-800-376-7783 and provide a screen shot of the error message. You will also be asked to provide your CAC information, which includes your 10 digit Electronic Data Interchange (EDI) number, your Identity (ID) Certificate Serial Number and your ID Certificate Issuer data. Double click the embedded document below for instructions on how to retrieve your CAC information:



How to Retrieve the
EDI_ID Cert_Issuer.c

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

MilConnect uses information stored in DEERS to authenticate your identity during the application logon process. There may be a data discrepancy problem which is preventing your CAC from being properly recognized by the system. DMDC must investigate in order to determine the problem cause and to implement the appropriate resolution.

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Bank Submission Failure: Error # 01: 520121: The following field is required to complete your request: Country

Problem Description

The bank returns Error # 01: 520121 in response to a Managing or Cardholder Account creation or maintenance request submitted through AIM.

Resolution

Have the Primary A/BO or Cardholder select the valid State and Country for his or her work address in MilConnect. For APO, AE and APO, AP addresses, the Country should be listed as United States.

Note: For PCOLS users serving in the military, they also have the option to check a box that allows for the work (duty) address to match the Attached Unit Address (AUA). In some cases, not all of the AUA data is populated in the work (duty) address fields.

Primary A/BOs and / or Cardholders who have the "The duty address is the same as the Attached Unit Address" option selected should uncheck the box and confirm that AUA State and Country choices match the work (duty) address ones. If not, any required updates should be made before re-submitting the affected Managing or Cardholder Account creation or maintenance requests to the bank through AIM.

Additional Background Information

AIM only recognizes and pulls data stored in the work (duty) address fields in DEERS. Any information that Primary A/BOs and Cardholders have saved in the AUA fields must also exist in the corresponding work (duty) address fields in order for A/OPCs to successfully submit their Managing and Cardholder Account requests to the bank.

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

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Acronyms and Abbreviations

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

Abbreviations and Acronyms	Description
A/BO	Approving / Billing Official
A/OPC	Agency / Organization Program Coordinator
AE	Armed Forces Europe
AIM	Authorization, Issuance and Maintenance
AP	Armed Forces Pacific
APO	Air/Army Post Office
AUA	Attached Unit Address
CAC	Common Access Card
CIV	Civilian
CONUS	Continental United States
DEERS	Defense Enrollment Eligibility Reporting System
DMDC	Defense Manpower Data Center
DoD	Department of Defense
DSC	DMDC Support Center
DSN	Defense Switched Network
EDI	Electronic Data Interchange
ID	Identity
MIL	Military
OCONUS	Outside Continental United States
PCOLS	Purchase Card Online System
PIN	Personal Identification Number
RAPIDS	Real-time Automated Personnel Identification System
RET	Retired
RSS	RAPIDS Self Service
URL	Uniform Resource Link

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