

Address Update Web Application

User Manual

Abstract This guide describes how to use Address Update Web Application to update contact information stored in the Defense Enrollment Eligibility Reporting System (DEERS).

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Document History

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1.10	March 2009	Updated for software version 5.00
1.11	April 2009	Removed DOD_EDI as input.
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1.19	May 2012	Removed the option to include phone extensions for work phones. Added semicolon to list of special characters.
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1.0 Address Update Web Application

The Address Update Web Application allows operators and beneficiaries to update address, email, and phone contact information stored in the Defense Enrollment Eligibility Reporting System (DEERS).

1.1 Safeguarding Confidential Information

Only users authorized by the Defense Manpower Data Center (DMDC) may access the Address Update Web Application. Furthermore, only authorized users may view information or be apprised of information available within Address Update. To comply with the Privacy Act of 1974, every authorized user must safeguard the confidentiality of such information at all times. Before leaving any personal computer unattended, or when done with Address Update, users should log off and close the browser window. For added security, users can also lock their workstations. See the Systems Administrator for instructions.

1.2 Privacy Act Notice

Due to Privacy Act considerations, protected information such as names, social security numbers, birth dates, addresses, and telephone numbers were fabricated for the examples in this user manual.

1.3 Terminology

DEERS

Defense Enrollment Eligibility Reporting System, where beneficiary contact information is maintained.

Beneficiary

A beneficiary is anyone who receives benefits from the Department of Defense.

- A **sponsor** is the primary beneficiary in a family, usually directly affiliated with the military. Sponsors can change their own and their dependents' personal contact information.
- A **dependent** is a non-sponsor beneficiary. Dependents can view and change only their own personal contact information.

Operator

An Operator is a Medical Contractor or Defense Manpower Data Center (DMDC) employee who uses the system to provide services to DoD beneficiaries or DoD beneficiary accounts. Operators are authorized by DMDC to view and change personal contact information for any person in DEERS.

Personal Contact Information

Contact information, in the context of DEERS and the Address Update Web application, includes personal residential and mailing addresses, primary and alternate email addresses, and home, fax and mobile phone numbers.

Work Contact Information

Sponsors can view and edit their own work contact information by clicking the **Update Duty Address** button, which connects them to the milConnect application where they can access this information.

1.4 Viewing the User Manual Online

To display an Adobe PDF file of the *Address Update Web Application User Manual*, click **Help** in the Navigation bar on the left.

- The User Manual opens in a new tab or browser window.
- Use the Adobe Toolbar to print and/or save the file.

1.5 Contacting the DMDC Support Center

If you experience problems using this application, check your data to try to discover the cause of the problem. If after trying to solve the problem you still need assistance, or if your password needs to be reset, contact the DMDC Support Center (DSC) at one of the following numbers:

DMDC Support Center (DSC) via telephone

- 800-538-9522
- 800-372-7437

DMDC Support Center (DSC) via Defense Switched Network (DSN)

- 698-5000 (CONUS)
- 312-698-5000 (OCONUS)

1.6 Logging Off

When you have finished using the application, click **Log Off** from the Navigation bar or close the browser window. For maximum security, log off and then close the browser. After a certain period of inactivity, you will be automatically logged off the application.

2.0 Address Update for Beneficiaries

A beneficiary is anyone who receives benefits from the Department of Defense.

- A sponsor is the primary beneficiary in a family, usually directly affiliated with the military.
- A dependent is a non-sponsor beneficiary.

2.1 Logging On for Beneficiaries

Beneficiaries can log on to the Address Update Web Application with any of the following:

- Smart card and pin
- DoD Self-Service Logon (DSLogon) username and password
- Defense Finance Accounting Service (DFAS) Account (myPay)

To log on:

1. Open a web browser and go to the address provided or this one:
https://www.dmdc.osd.mil/appj/address
2. If the **Self-Service Consent to Monitor** page displays, read the message and click **OK**.
The **My Access Center** Login or similar page displays.

The screenshot shows the DMDC login page with the following content:

- DS LOGON** (Department of Defense Self-Service): Includes fields for *DS Logon Username* and *DS Logon Password*, with links for [Forgot DS Logon Username?](#) and [Forgot DS Logon Password?](#), and a **Login** button.
- CAC** (Common Access Card): Includes an image of a sample CAC and a **Login** button.
- DFAS myPay PIN** (Defense Finance and Accounting Service): Includes fields for *MyPay Login Id* and *MyPay Password*, with links for [Forgot DFAS MyPay Login Id?](#) and [Forgot DFAS MyPay Password?](#), and a **Login** button.

At the bottom, there are four options for users who need assistance:

- Need a DS LOGON?** with a **Register** button.
- Have a DS LOGON activation letter?** with an **Activate** button.
- Need to upgrade your DS LOGON?** with an **Upgrade** button.
- Need to manage your logon profile settings?** with a **Manage** button.

3. Select a login method, enter the appropriate credentials, and click **Login**.

If you need assistance, click the Help  icons on the Login page.

When you successfully complete the authorization process, the system displays the **Address Update** page showing residential and mailing addresses, email addresses, and phone numbers for you and any dependents for whom you can change contact information.

2.2 Viewing the Address Update Page

When you successfully log on to Address Update, the system displays the **Address Update** page showing residential and mailing addresses, email addresses, and phone numbers for you and your dependents.

Navigation Links
-Privacy Act Statement
-Re-Display Family Form
-Log Off
Address Update Links
-Help

Use the links in the left navigation bar to perform the following functions:

- Display the Federal Government Privacy Act Statement of 1978.
- Re-display the family's contact information page.
- Log off the application.
- Display the online Help system in a new tab or window.

Note: In some cases you will need to visit a military ID card issuing facility to update your contact information. To find an ID facility near a given address, click [RAPIDS Site Locator](#) next to the address.

The RAPIDS Site Locator displays the **Find Sites** page in a new window or tab, and shows the Residential Address by default. You can use this page to enter any address and find the RAPIDS sites closest to it.

To update your duty address, click [Update Duty Address](#) and log into milConnect. On the **Update and View My Profile** page, click the Persona tab (MIL, CIV, CTR etc.) and update your personnel contact information. Click the Help  icon in milConnect for assistance.

2.3 Updating Your Contact Information

In general, to update contact information for you and/or your dependents:

1. Click **Update Your Address** next to your name or the name of your dependent whose information you want to update.
2. Edit where necessary.
3. Click **Submit**.

To view the original data, click **Previous Screen** at the bottom of the page.

Note: The system does not retain edits unless you click **Submit**. If you view the previous screen before you click Submit, any edits you made will be discarded.

2.3.1 Address, Email and Phone Number Rules

US residential and mailing addresses are verified against the United States Postal Service (USPS) database and then standardized where appropriate.

- ZIP codes are corrected to correspond to the address, city, and state. City names are corrected or supplied based upon ZIP code.
- Common abbreviations for Street (ST), Place (PL), Road (RD), Avenue (Ave), etc. are supplied.
- Apartment or unit numbers (or letters) are requested when appropriate.

If the address verification software cannot validate the address you provided, the application displays a message asking you to review the data and make appropriate changes.

The table below shows the rules for entering address lines, email addresses, and phone numbers.

Field	Rules
Address Line 1 and 2	40 characters including spaces, punctuation, numbers, and special characters except: \$! * : ; ^ ~ (dollar sign, exclamation point, asterisk, colon, semicolon, carat, and tilde).
City	20 characters including spaces, punctuation, special characters, and numbers.
Email Addresses	Email addresses can contain up to 80 characters and must be in the form A@B.C. A and B can be alphanumeric. C must contain two, three or four alphabetic characters.
Telephone Numbers	US telephone numbers must contain 10 digits (such as 8885551212). Non-US telephone numbers can contain 10-20 digits. Telephone numbers can contain the following non-numeric characters for readability: Left Paren, Right Paren, Hyphen, Dot, Plus, and space. If you enter any other character, the system displays an error.

2.3.2 Updating Your Addresses and Phone Numbers

1. Residential and Mailing Addresses

Required fields are marked with an asterisk (*). United States addresses also require a state and zip code.

Enter or update the address as necessary.

- To automatically fill in the Mailing Address fields with the same values as the Residential Address fields, select **The Mailing Address is the same as the Residential Address** check box.
- To enter a different mailing address, clear the check box and edit the fields.
- Non-US addresses are unverified. The best course of action is to ensure that these international addresses are entered completely and accurately before submitting the data to DEERS.

2. Email Addresses

You can have the DoD or VA send benefit notifications via email. These notifications are sent only to your primary email, unless it becomes invalid.

If your primary email becomes invalid and you designate an alternate email address, notifications are sent to your alternate email address.

To receive benefit notifications via primary email address:

- Next to the **Primary Email** field, select the **Yes** check box, then enter your primary email address.

To designate an alternate email address:

- Next to the **Alternate Email** field, select the **Yes** check box, then enter an alternate email address.

3. Phone Numbers

Enter or edit Home, Mobile and Fax numbers.

4. Primary Personnel Email Addresses

Sponsors can view their own personnel email addresses. The displayed personnel email address is always the most current address, is always primary, and is not editable.

By default, the Primary Personnel Email address is set to receive benefit notifications via email for Active Duty, Guard and Reserve Members.

All other sponsors must opt in to receive benefit notifications at their primary personnel email addresses.

- To opt in to receive benefit notifications via email, select **YES** in the check box next to the **Primary Personnel Email** field.
- If you do not want benefit notifications sent to your personnel email address, select **No** in the check box next to the **Primary Personnel Email** field.

5. Apply Changes For



Apply Changes for:

- Residential Address
- Mailing Address
- Personal Phone/Fax numbers

To The Following Dependents:

- Spouse (Wife/Hubby)

If you are a sponsor updating contact information and you have dependents, the page shows the **Apply Changes For** section.

You can apply some or all of the edits on this page to one or more dependents.

Select which updates to apply, and select each dependent to update.

6. Submitting Updates

When you finish editing, click **Submit**.

2.3.3 About Address Problems

Mailing addresses are verified against the United States Postal Service (USPS) database, which contains all addresses recognized by the USPS.

If the address verification process does not recognize the address you entered as valid, it displays this message:

“Residential (or Mailing) Address has NOT been validated according to USPS standards. Please review your information and update if needed. You can save THIS information by checking the box below and re-clicking Submit.”

If you want to override the message and save the address:

1. Select **By checking this box, I confirm that ALL postal addresses are correct.**
2. Click **Submit** again.

The system displays this message:

“Residential (or Mailing) Address has NOT been validated according to USPS standards. All addresses have been saved. You can continue to make additional Address updates.”

3.0 Address Update for Operators

Operators who are authorized by the Defense Manpower Data Center (DMDC) to use the Address Update Web Application can view and change contact information for sponsors and their dependents who are in the Defense Enrollment Eligibility Reporting System (DEERS).

3.1 Logging On for Operators

Operators can log on to Address Update using one of these methods:

- Smart card and Personal Information Number (PIN)
- Username and Password (SNT Registered User Account)

The URL for operators to log onto Address Update is:

<https://www.dmdc.osd.mil/appj/address/operator>

You must have appropriate credentials and authorization to log on to Address Update. For assistance logging on, click the **Logon Help** link on the **Registered User Logon** page.

When you successfully complete the authorization process, the system displays the **Pull Family Address** page where you can enter a sponsor identifier.

Navigation Links
-Privacy Act Statement
-Pull Family Address
-Change Password
-Log Off
Address Update Links
-Help

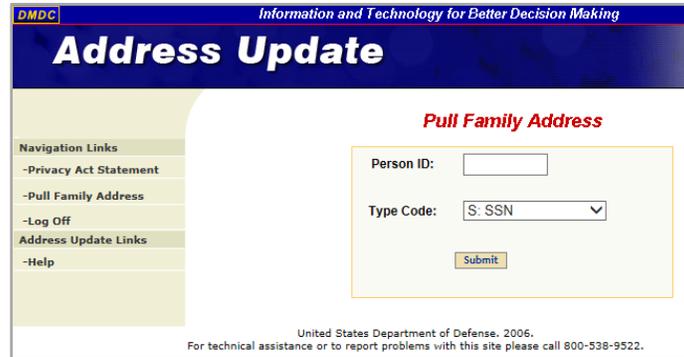
Use the links in the left Navigation bar to perform the following functions:

- Display the Federal Government Privacy Act Statement of 1978.
- Display the Pull Family Address page. Use the Pull Family Address function to enter a sponsor's person identifier and display contact information for sponsors and dependents.
- Display the Change Password page.
- Log off the application.
- Display a PDF file of this *Address Update Web Application User Manual* in a new tab or window.

Note: The **Change Password** link shows only for operators, and only if you logged on with your username and password. To change your password, click the link and create a password that conforms to the requirements shown on the Change Password page.

3.2 Pulling a Family Address

When you successfully complete the authorization process, the system displays the **Pull Family Address** page.



To access information for any sponsor or family member, an Operator must first enter a sponsor's person identifier. The table below shows the four types of person IDs you can use.

Valid Person Identifier Types for Address Update

Type Code	Acronym	Description	Length
S	SSN	Social Security Number	9 digits
F	FIN	Special code for foreign military and nationals	9 digits
P	Service Number	Special code created for U.S. military personnel from Service Numbers before the switch to Social Security Numbers	9 digits
R	Refused	Special 9-digit code created for a DoD contractor who refused to give his or her SSN to RAPIDS; the associated PN_ID will begin with 99	9 digits

1. Enter one of the ID types for the sponsor whose contact information you want to view or update.
2. Click **Submit**.

The page shows contact information for the sponsor and or dependents whose information you can change.

Operators can change the residential address, mailing address, and home, mobile and fax phone numbers. Operators cannot change email addresses.

To find a RAPIDS site near an address, click [RAPIDS Site Locator](#) next to the address. The RAPIDS Site Locator displays the Find Sites page in a new window or tab, and shows the Residential Address by default. You can use this application to enter any address and find the RAPIDS sites closest to it.

3.3 Updating Contact Information

In general, to update contact information for sponsors and their dependents:

1. Click **Update Your Address** next to the name of the sponsor or dependent whose information you want to update.
2. Edit where necessary.
3. Click **Submit**.

To view the original data, click **Previous Screen** at the bottom of the page.

Note: The system does not retain edits unless you click **Submit**. If you view the previous screen before you click **Submit**, any edits you made will be discarded.

3.3.1 Address, Email and Phone Number Rules

US residential and mailing addresses are verified against the United States Postal Service (USPS) database, and then standardized where appropriate.

- ZIP codes are corrected to correspond to the address, city, and state. City names are corrected or supplied based upon ZIP code.
- Common abbreviations for Street (ST), Place (PL), Road (RD), Avenue (Ave), etc. are supplied.
- Apartment or unit numbers (or letters) are requested when appropriate.

If the address verification software cannot validate the address you provided, the application displays a message asking you to review the data and make appropriate changes.

The table below shows the rules for entering address lines, email addresses and phone numbers.

Field	Rules
Address Line 1 and 2	40 characters including spaces, punctuation, numbers, and special characters except: \$! * : ; ^ ~ (dollar sign, exclamation point, asterisk, colon, semicolon, carat, and tilde).
City	20 characters including spaces, punctuation, special characters, and numbers.
Email Addresses	Email addresses can contain up to 80 characters and must be in the form A@B.C. A and B can be alphanumeric. C must contain two, three or four alphabetic characters.
Telephone Numbers	US telephone numbers must contain 10 digits (such as 8885551212). Non-US telephone numbers can contain 10-20 digits. Telephone numbers can contain the following non-numeric characters for readability: Left Paren, Right Paren, Hyphen, Dot, Plus, and space. If you enter any other character, the system displays an error.

3.3.2 Updating Addresses and Phone Numbers

Follow the steps below to update sponsor and dependent contact information.

1. Mail Delivery Quality Code

Only authorized operators who process TRICARE return mail are allowed to edit the Mail Delivery Quality Code. No other operators are permitted to update the Mail Delivery Quality Code.

When you log in as an authorized operator, the update page displays the **Mail Delivery Quality Code** drop-down list for the Residential and Mailing Address. If you discover a problem with either of these addresses, you can select an item from this list to record it.

The options are:

- No problems have been reported. (This is the default selection.)
- A post office rejected the mailing address as invalid.
- The mailing address is valid; however, the person no longer lives there.

2. Residential and Mailing Addresses

Required fields are marked with an asterisk (*). United States addresses also require a state and zip code.

Enter or update the address as necessary.

- To automatically fill in the Mailing Address fields with the same values as the Residential Address fields, select **The Mailing Address is the same as the Residential Address** check box.
- To enter a different mailing address, clear the check box and edit the fields.
- Non-US addresses are unverified. The best course of action is to ensure that these international addresses are entered completely and accurately before submitting the data to DEERS.

3. Phone Numbers

Enter or edit Home, Mobile and Fax numbers.

4. Apply Changes For

If you are updating contact information for a sponsor with at least one dependent, the page shows the **Apply Changes For** section.

Apply Changes for:

Residential Address

Mailing Address

Personal Phone/Fax numbers

To The Following Dependents:

(Name, Warrant #)

You can apply some or all of the edits on this page to one or more dependents.

Select which updates to apply, and select each dependent to update.

5. Submitting Updates

When you finish editing, click **Submit**.

3.3.3 About Address Problems

Mailing addresses are verified against the United States Postal Service (USPS) database, which contains all USPS-approved addresses.

If the system does not recognize the address you entered as valid, it displays this message:

“Residential (or Mailing) Address has NOT been validated according to USPS standards. Please review your information and update if needed. You can save THIS information by checking the box below and re-clicking Submit.”

If you want to override the message and save the address:

1. Select **By checking this box, I confirm that ALL postal addresses are correct.**
2. Click **Submit** again.

The system displays this message:

“Residential (or Mailing) Address has NOT been validated according to USPS standards. All addresses have been saved. You can continue to make additional Address updates.”