Personal Data Updates

Introduction	This guide provides the procedures for updating a member's Personal Data/Information in Direct Access (DA).

Important Information	• NEVER add NEW data by overtyping old data. Always add a new row.
	• Historical data must always be maintained.
	• Exceptions:
	  – Spelling errors
	  – Phone Numbers
	  – Date of Birth
	  – Social Security Number
	  – Email addresses
	
	• Do not use special characters (e.g. ã, á, ñ, ú, Ñ, Ú, etc.). DA is the data source for other information systems which cannot use special characters.

References	[Joint Travel Regulations (JTR), Appendix A – Definitions & Acronyms, "HOME OF RECORD"](#)

Information	Core HR **Personal Data** = HR Data Shortcuts **Personal Information** Both links take you to the same Personal Information screen.
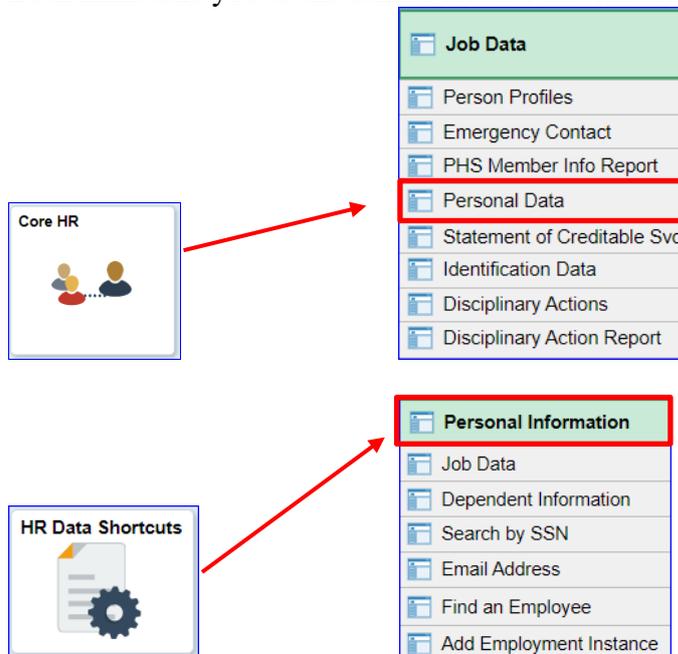
Employee Addresses and Phone Numbers, Continued

Contents

Employee Addresses and Phone Numbers

Introduction	This section provides the procedures for updating a member's addresses and Phone Numbers in DA.

Home of Record Known Error	• The Home of Record is established with accession documents and transactions. • If the HOR is missing for a member, submit a Customer Care Ticket to PPC to get it corrected.

Government Travel Charge Cardholders	Address changes submitted in DA for personnel and pay data are not provided to the Government Travel Credit Card (GTCC) program. Card holders must notify GTCC separately to update address changes to the account.

Procedures	See below.

Step	Action
1	Click the **HR Data Shortcuts** Tile. Select the **Personal Information** link from the **HR Data Shortcuts** pagelet.
1.5	Select the **Personal Information** option.
2	Enter the **Empl ID**, ensure the **Correct History** box is checked, and click **Search**.

Employee Addresses and Phone Numbers, Continued

Procedures,
continued

Step	Action
3	The **Biographical Details** tab will display. Select the **Contact Information** tab.
4	The mandatory **Current Addresses** will display. (If updating the Phone Number, skip to Step 10 of this section.) • **Home** – Current Home address. • **Mailing** – This address will reflect on the member's Payslip and is used for mailing W2 forms and other official correspondence. • **Home of Record (HOR)** – Established upon original enlistment. The home of record can only be changed if there's a break in active duty service of more than one full day. • **Thrift Savings Plan** – Required for all TSP contributions. Click the **Edit/View Address Detail** link for the address to be updated.

Continued on next page

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Employee Addresses and Phone Numbers, Continued

Procedures, continued

Step	Action
5	The Address History page will display. In this example the Mailing Address is being updated. Click the **Plus** button to insert a new row.
6	The Address History page will expand for editing. Update the fields as necessary: • **Effective Date** – Defaults to current date. Can be changed to a future date. • **Country** – Default country code from the existing address. Change if necessary. • **Status** – Defaults to "A" for Active. Do not change. Click the **Add Address** link.

Employee Addresses and Phone Numbers, Continued

Procedures,
continued

Step	Action
7	The Edit Address page will display. Enter the new Mailing Address information. **NOTE:** Do not use special characters (e.g. ã, á, ñ, ú, Ñ, Ú, etc.). DA is the data source for other information systems which cannot use special characters. When finished, click **OK**. **Edit Address** Country — United States Address 1 — 1234 Hogwartz castle Address 2 Address 3 City — Topeka State — KS Kansas Postal — 66614 County OK Cancel
8	Review changes and make any necessary corrections by repeating the previous steps. When finished, click **OK**. Update/View Address OK Cancel Refresh

Employee Addresses and Phone Numbers, Continued

Procedures,
continued

Step	Action
9	The Biographical Details tab will display. Repeat the previous steps to update other address information as necessary. When finished, click **Save**.

Employee Addresses and Phone Numbers, Continued

Procedures,
continued

Step	Action
10	Phone Information section. • To change or update a phone number, overtype the correct number in the **Telephone** field. • To add a NEW number, click the **Plus** button on any row. **Phone Information** *Phone Type — Telephone — Extension — Preferred Business — 785/555-5555 — ☐ Mobile — 785/515-5151 — ☑ — + — −
11	Insert a new **Phone Type** and **Telephone** number and click **Save**. **NOTE:** It must be a different Phone Type. You will get an error if you try to add a type that is already in DA for that member. **Phone Information** *Phone Type — Telephone — Extension — Preferred Business — 785/555-5555 — ☐ Main — 785/555-1234 — ☐ Mobile — 785/515-5151 — ☑ Save	Return to Search	Notify	Refresh	Add	Update/Display	Include History	Correct History Biographical Details	Contact Information	Regional
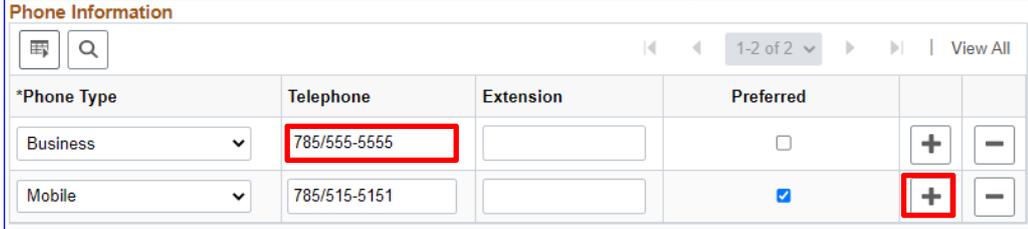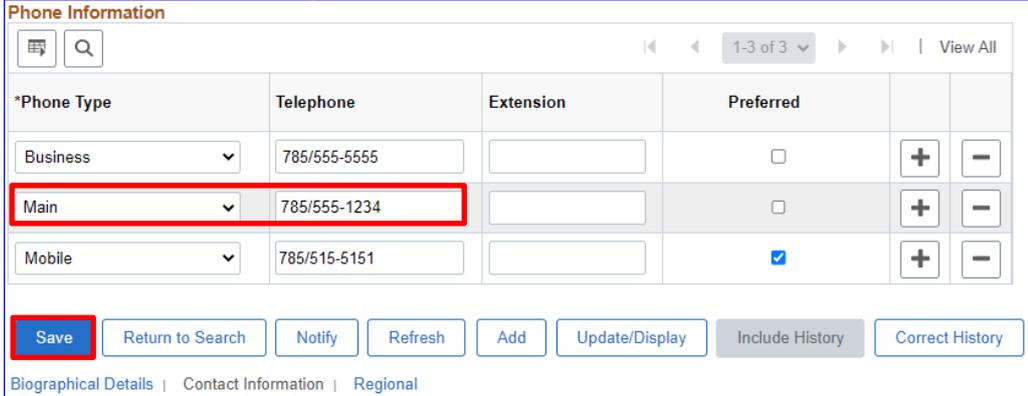
Change of Name

Information	This section provides the procedures to record a member's name change in DA.

Reference	[Personnel and Pay Procedures Manual, PPCINST M1000.2B(series)](#), Chapter 6, Section W lists required documents which must be met in order for a member to change their name.

Procedures See below.

Step	Action
1	Click the **HR Data Shortcuts** Tile. HR Data Shortcuts
1.5	Select the **Personal Information** option. Personal Information Job Data Dependent Information Search by SSN Email Address Find an Employee Add Employment Instance
2	Enter the **Empl ID**, ensure the **Correct History** box is checked, and click **Search**. **Personal Information** Enter any information you have and click Search. Leave fields blank for a list of all values. Find an Existing Value · Add a New Value ▼ Search Criteria Empl ID begins with 1234567 Name begins with Last Name begins with Second Last Name begins with Alternate Character Name begins with Middle Name begins with Business Unit begins with Department Set ID begins with Department begins with ☐ Include History ☑ Correct History ☐ Case Sensitive Search · Clear · Basic Search · Save Search Criteria Find an Existing Value	Add a New Value

Change of Name, Continued

Procedures,
continued

Step	Action
3	The **Biographical Details** tab will display. Click the **Plus** button to add a new row.
4	There will now be two **rows** identified. The **Effective Date** field will default to the current date and may be edited. Click **Edit Name**.
5	Update with the applicable name and click **Refresh Name** to view the changes reflected in the **Display Name**, **Formal Name**, and **Name** Fields. When finished, click **OK**.
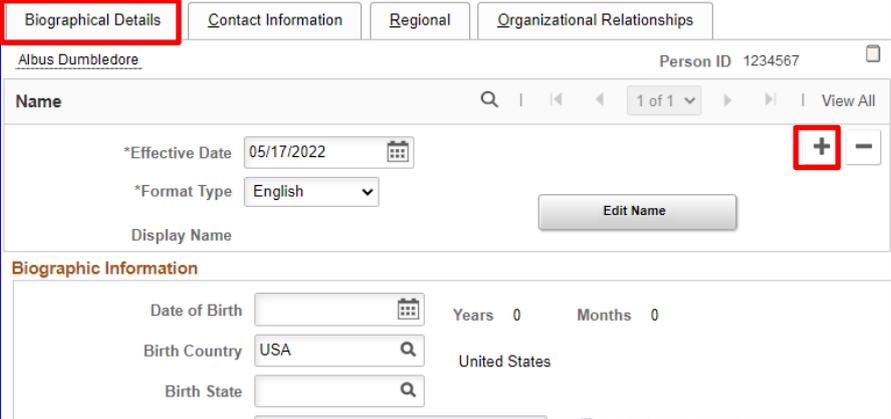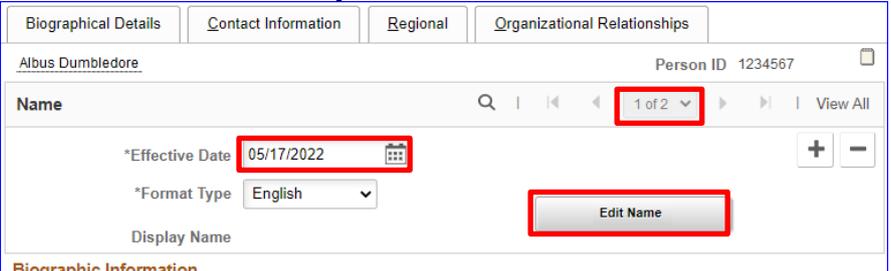
Change of Name, Continued

Procedures,
continued

Step	Action
6	Click **Save**.

Marital Status

Introduction	This section provides the procedures for viewing, entering or updating a member's Marital Status in DA.

Procedures	See below.

Step	Action
1	Click the **HR Data Shortcuts** Tile. HR Data Shortcuts
1.5	Select the **Personal Information** option. Personal Information Job Data Dependent Information Search by SSN Email Address Find an Employee Add Employment Instance
2	The **Personal Information** page will display. Enter the **Empl ID**, ensure the **Correct History** box is checked, and click **Search**. **Personal Information** Enter any information you have and click Search. Leave fields blank for a list of all values. Find an Existing Value | Add a New Value ▼ Search Criteria Empl ID [begins with ▾] 1234567 Name [begins with ▾] Last Name [begins with ▾] Second Last Name [begins with ▾] Alternate Character Name [begins with ▾] Middle Name [begins with ▾] Business Unit [begins with ▾] Department Set ID [begins with ▾] Department [begins with ▾] ☐ Include History ☑ Correct History ☐ Case Sensitive [Search] [Clear] Basic Search Save Search Criteria Find an Existing Value | Add a New Value

Marital Status, Continued

Procedures,
continued

Step	Action
3	The **Biographical Details** tab will display. In the Biographical History section, click the **Plus** button to add a new row.

Marital Status, Continued

Procedures,
continued

Step	Action
4	A new Biographical History row will open. • **Effective Date** – Will default to the current date. • **Marital Status** – Click the Marital Status drop-down and select from the following options.. Married ∨ Civil Partnership Common-Law DissDeclLost Civil Partner Dissolved Civil Partnership Divorced Head of Household Married Separated Single Surviving Civil Partner Unknown Widowed • **As Of** – Enter the date of the change. **NOTE:** This is not the date that will be reflected as the Date of Marriage on the BAH/Dependency Data form. Update/correct the spouse's Marital Status Date if the BAH/Dependency Data form does not show the correct date. **Biographical History** 🔍 ｜ ◄ ◄ 1 of 2 ∨ ► ►｜ ｜ View All *Effective Date 06/30/2022 📅 Gender Male *Highest Education Level C-HS Graduate or Equivalent ∨ *Marital Status Married ∨ As of 06/30/2022 📅 Language Code ∨ Alternate ID ☐ Full-Time Student
5	When finished, click **Save**. USA 🔍 Social Security Number ∨ **Save** Return to Search Notify Refresh Biographical Details ｜ Contact Information ｜ Regional
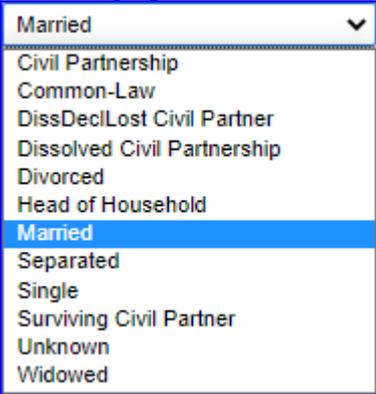
Correction of Social Security Number (SSN) or Date of Birth (DOB)

Introduction	This section provides the procedure to correct a member's Social Security Number (SSN) or Date of Birth (DOB) in DA.

Reference	[Personnel and Pay Procedures Manual, PPCINST M1000.2B(series),](#) Chapter 6, Section W lists required documents which must be met in order to enter a correction to official records.

Procedures See below.

Step	Action
1	Click the **HR Data Shortcuts** Tile. HR Data Shortcuts
1.5	Select the **Personal Information** option. Personal Information Job Data Dependent Information Search by SSN Email Address Find an Employee Add Employment Instance
2	The **Personal Information** page will display. Enter the **Empl ID**, ensure the **Correct History** box is checked, and click **Search**. Personal Information Enter any information you have and click Search. Leave fields blank for a list of all values. Find an Existing Value | Add a New Value Search Criteria Empl ID begins with 1234567 Name begins with Last Name begins with Second Last Name begins with Alternate Character Name begins with Middle Name begins with Business Unit begins with Department Set ID begins with Department begins with ☐ Include History ☑ Correct History ☐ Case Sensitive Search Clear Basic Search Save Search Criteria Find an Existing Value | Add a New Value

Correction of Social Security Number (SSN) or Date of Birth (DOB), Continued

Procedures, continued

Step	Action
3	The **Biographical Details** tab will display. **NOTE: Be absolutely sure you have accessed the correct member's record.** • The member's **Date of Birth** is shown in the Biographic Information Section. • The **Social Security Number** is shown in the **National ID** section. • Correct the **Date of Birth** field and/or the **National ID** field. • Do **NOT** use the add/remove row icons in the National ID area, simply enter (overtype) the correct SSN. When finished, click **Save**.
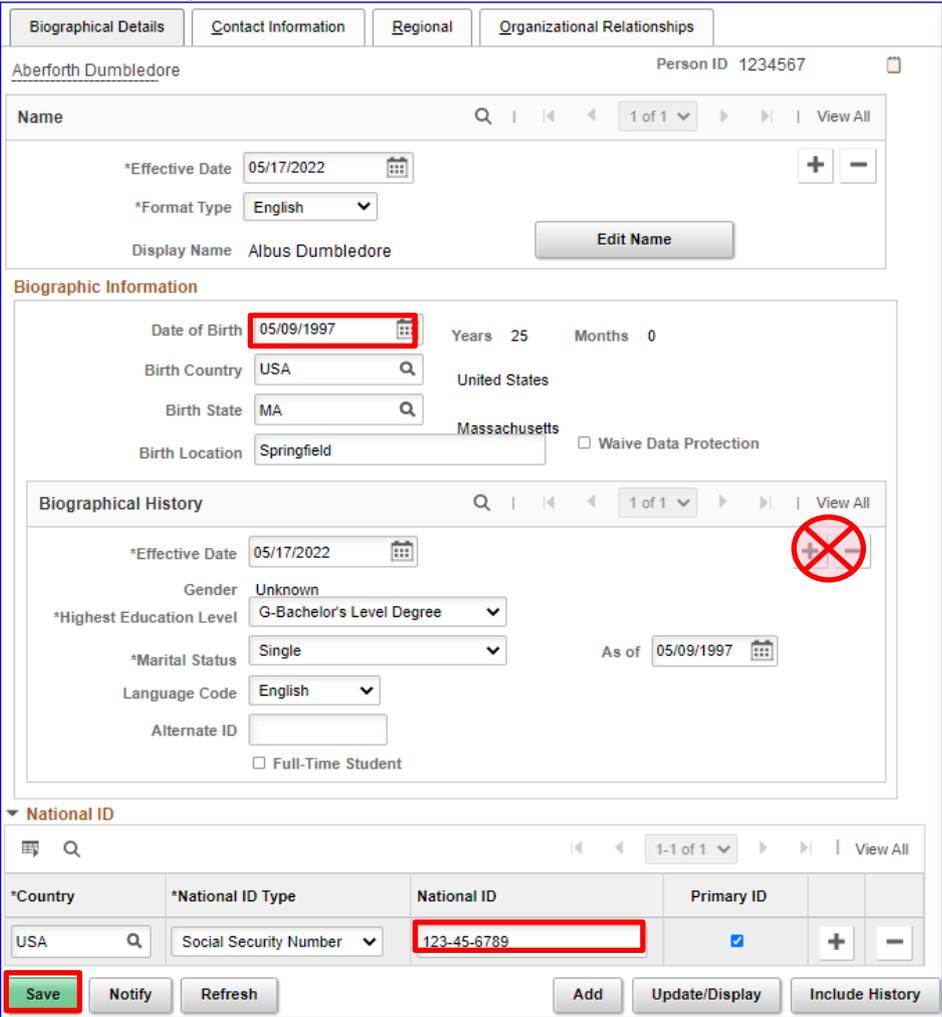
Citizenship Status Changes/Passport Information

Introduction	This section provides procedures for viewing or recording a change in a member's citizenship status, a member's passport and a member's dependent's passport information in DA.

Information	All official passports (active duty members and dependents) and diplomatic passports must be entered into DA by the Servicing Pay Office. For newly issued passports for overseas deployment, please see CG-DCO-I for more information.

Before you Begin	• If a member is a non-resident alien (defined as a citizen of a foreign country who has not applied for U.S. Citizenship), a tax information transaction must be submitted showing that the member is a resident alien (a member who has applied for U.S. Citizenship) prior to submitting a citizenship status change.
	• When choosing a member from the search results, verify the employee ID or national ID before making any changes to Citizenship Status or Passport Information.
	• Members may have multiple Employee Records in DA (Regular, Reserve, Auxiliary or Civilian Employee). Ensure you are selecting the correct Employee Classification Record.

Procedures   See below.

Step	Action
1	Click the **Core HR** tile.
1.5	Select the **Identification Data** option.

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Citizenship Status Changes/Passport Information, Continued

Procedures,
continued

Step	Action
2	The **Identification Data** page will display. Enter the **Empl ID** and click **Search**.

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Citizenship Status Changes/Passport Information, Continued

Procedures,
continued

Step	Action
3	The Citizenship/Passport tab will display. The member's current citizenship status will be displayed. This page does not have an effective date. <mark>**Do not insert or delete rows in the Citizenship/Passport section.**</mark> All edits are completed in the current row. • **Country** – Click the look-up icon and select the country of the member's birth. • **Citizenship Status** - Click the drop-down arrow and select the appropriate status. When finished, scroll to the bottom of the page and click **Save**.

Status table within cell:

Status Description	Use When Member is a
Native	Native U.S. Citizen
Naturalized	Naturalized U.S. Citizen
Alien Permanent	Resident Alien
Alien Temporary	Non-resident Alien

Citizenship Status Changes/Passport Information, Continued

Procedures,
continued

Step	Action
4	• The Passport Information section of the page does not need to be completed in order to update/change a member's citizenship status. However, you may enter the Passport data if you have the information available. • Members or dependents receiving a new passport should have a new row added to enter the new passport information. **Do not delete or overtype the old passport information.** • If updating the Passport Information, click the Plus button to add a new row. **DO NOT select the (+ or -) button in the Citizenship section.** • Some active duty or reserve members and civilian employees are authorized to possess more than one official/diplomatic passport. Enter the passport information for **each** passport in a separate row.

Citizenship Status Changes/Passport Information, Continued

Procedures,
continued

Step	Action
4 (cont)	Enter Passport Information for all official passports issued to the member and, if applicable, the member's dependents.

Field	Description
Passport Number	Enter the number on the passport. Only passport numbers starting with the number 6, 8 and 9 will be entered in DA. ==DO NOT enter tourist passport information into DA.==
Issue Date	Enter the date the passport was issued. This date can be found on the title page of the members' or dependents' passport.
Expiration Date	Enter the date the passport is to expire. This date can be found on the title page of the members' or dependents' passport. **NOTE:** When members' or dependents' passport information expires ==do not delete the information in DA==.
Passport Status	Select from the following: • Cancelled • Destroyed • Expired • Valid
Passport Type	Select from the following: • Dependent Diplomatic • Dependent No Fee • Dependent Official • Diplomatic • Primary Official • Secondary Official
Passport Holder	Select from the following: • Civilian • Contractor • Dependent • Member
Dependent Name	Enter the name of the member's dependent.
Comment	Enter Comments if necessary.

Citizenship Status Changes/Passport Information, Continued

Procedures, continued

Step	Action
4 (cont)	Example of Passport Information that is completed for a member and one dependent. When finished, click **Save**.

Non Self-Service Diversity Update

Introduction	This section provides the procedure for entering or updating a member's diversity information in DA.

Procedures	See below.

Step	Action
1	Click the **HR Data Shortcuts** tile.
1.5	Select the **Personal Information** option.
2	The Personal Information page will display. Enter the **Empl ID**, ensure the **Correct History** box is checked and click **Search**.
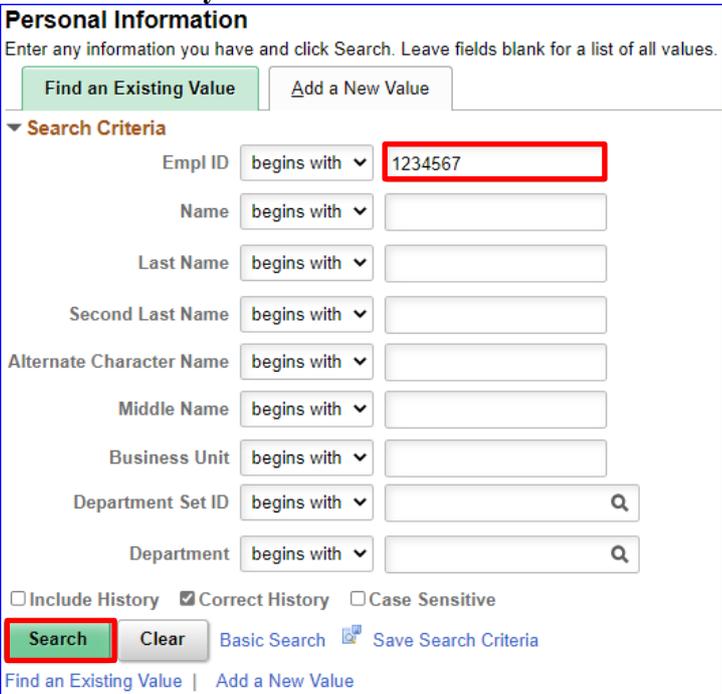
Non Self-Service Diversity Update, Continued

Procedures,
continued

Step	Action
3	The Biographical Details tab will display. Select the **Regional** tab. **Biographical Details** Contact Information Regional
4	If applicable, click **View All** to display all of the Ethnic Groups. Biographical Details Contact Information Regional Albus Dumbledore Person ID 1234567 USA **Ethnic Group** 1 of 2 View All Regulatory Region USA United States Ethnic Group 1 White ☐ Primary
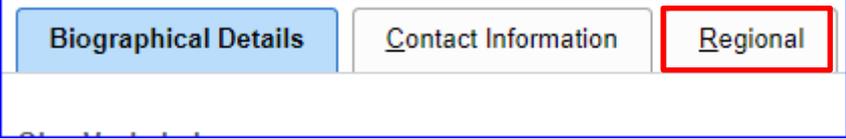
Non Self-Service Diversity Update, Continued

Procedures,
continued

Step	Action
5	Using the **Ethnic Group** lookup icon, choose a diversity description from the list. Refer to the [Ethnicity and Race Self-Reporting Worksheet](#) to determine the applicable diversity description. ***Do not use the **WHITE** link for the Ethnic Group, always select the **1** link (per the programmers). Must select the **X** or **Y** link for the Hispanic Ethnic Category.
6	When finished, scroll to the bottom of the page and click **Save**.
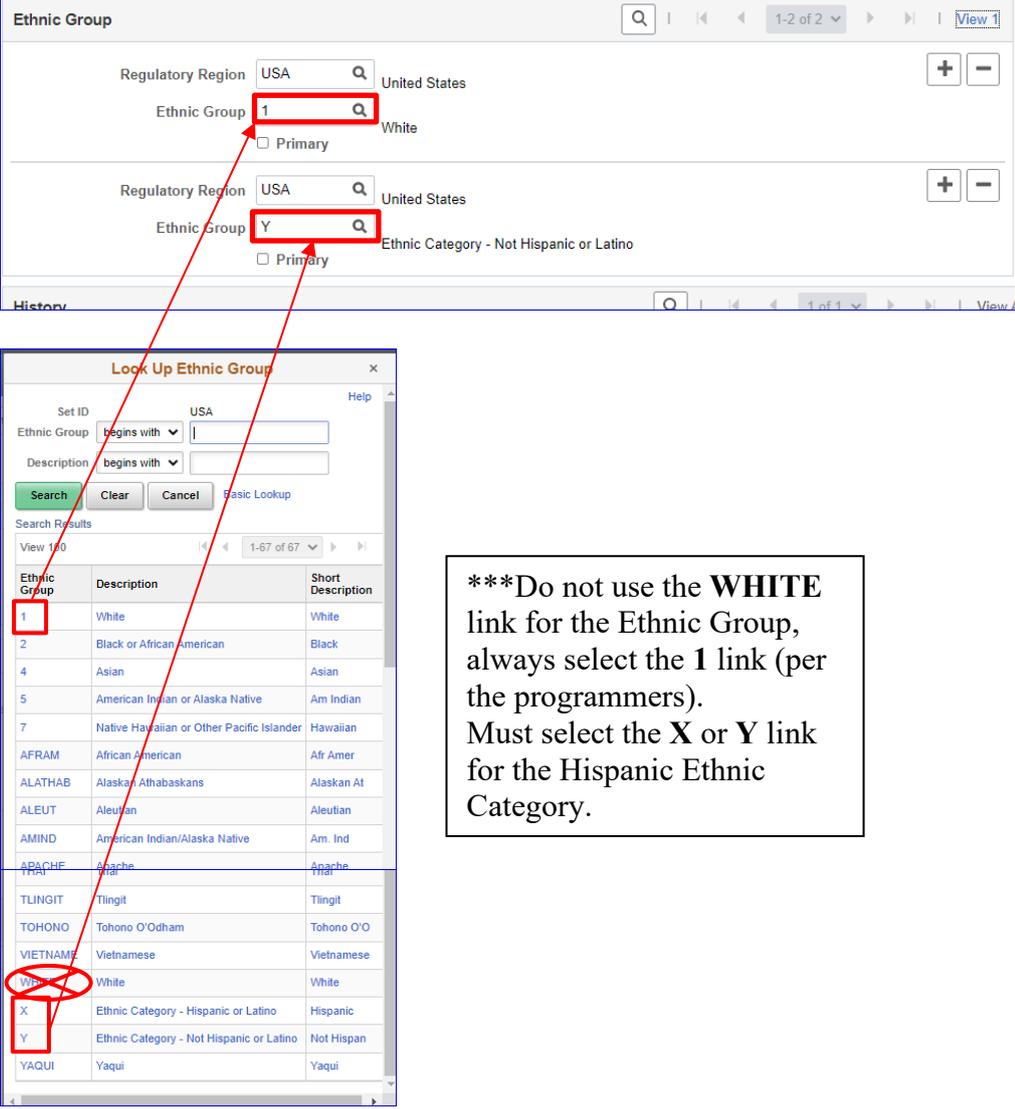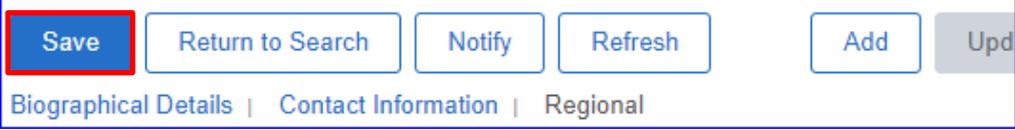
Member Email Address

Introduction   This section provides the procedures for entering and updating a member's Email addresses in DA.

Procedures   See below.
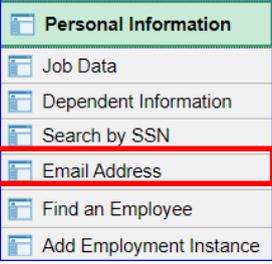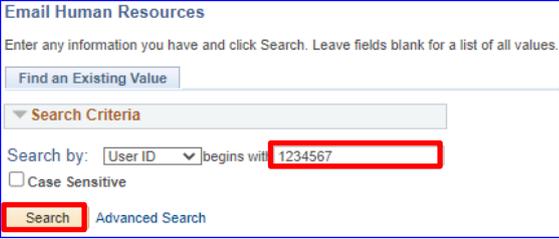
Step	Action
1	Click the **HR Data Shortcuts** tile.
1.5	Select the **Email Address** option.
2	The Email Human Resources page will display. Enter the **Empl ID** and click **Search**.
3	The Email Address page will display. • Email addresses can be Added/Edited or Deleted. • All members must have a **valid uscg.mil Business** email address. When finished, click **Save**.