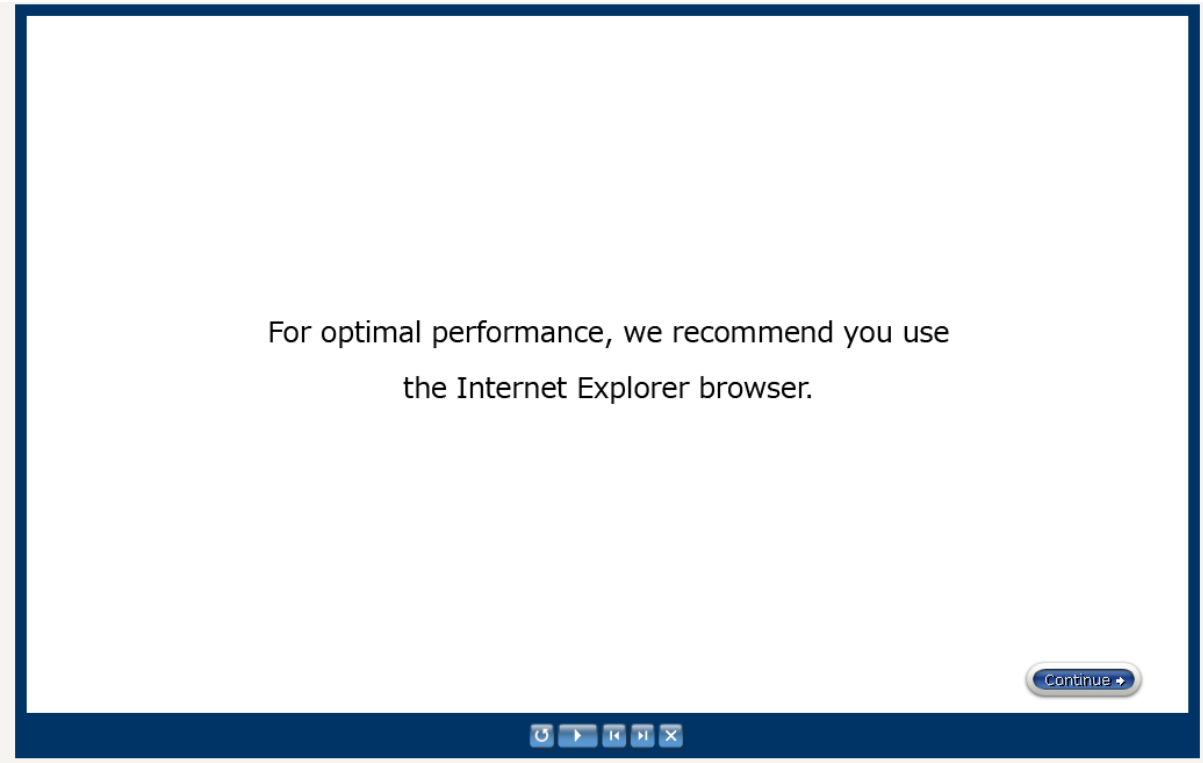
SOES Administrator Application Training



SOES User Roles

Role	Description
HR Administrator	Run SGLI/FSGLI reports and/or view information on a specific Servicemember; cannot make changes to SGLI/FSGLI coverage or beneficiaries.
Service Casualty Office	View and print a Servicemember's Certificate of Coverage PDF only; cannot make changes to SGLI/FSGLI coverage or beneficiaries.
Authorized User acting due to external event	Increase a Servicemember's coverage to the maximum amount due to change in duty status or to cancel coverage due to ineligibility (such as AWOL more than 30 days).
MUW Administrator	VA Insurance personnel will enter decisions made by OSGLI on applications for increased coverage.

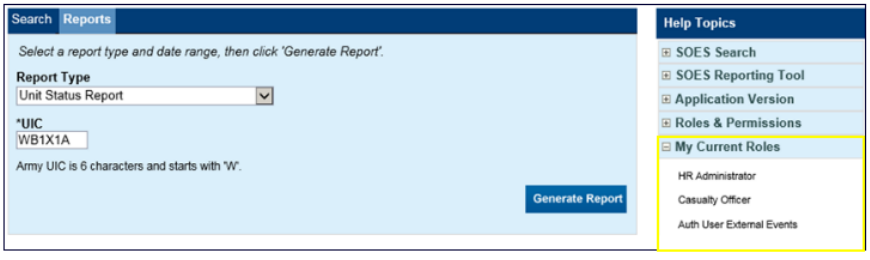
SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

SOES Administrator Application

The Administrator Application has various Help Topics to answer questions you may have while using it.

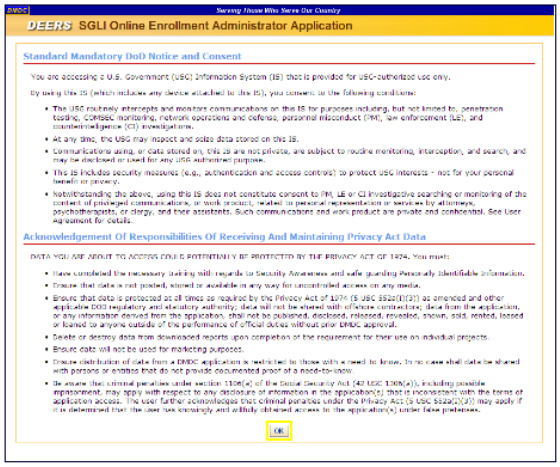
You can also view what roles you are designated for in the application by clicking "My Current Roles".



Accessing Administrator Application

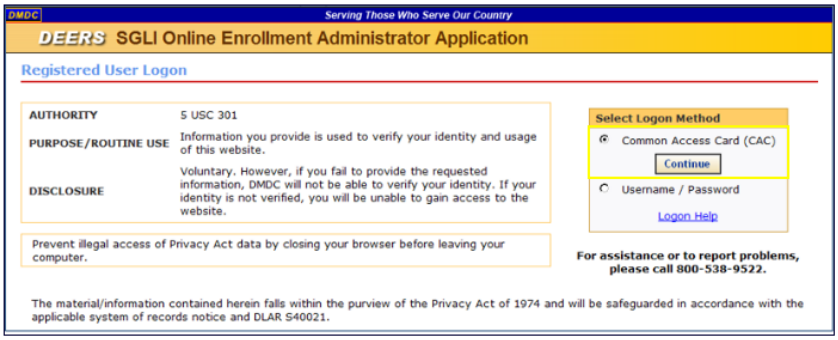
To access the SOES Administrator Application, go to www.dmdc.osd.mil/soesadmin and click the "Login" button.

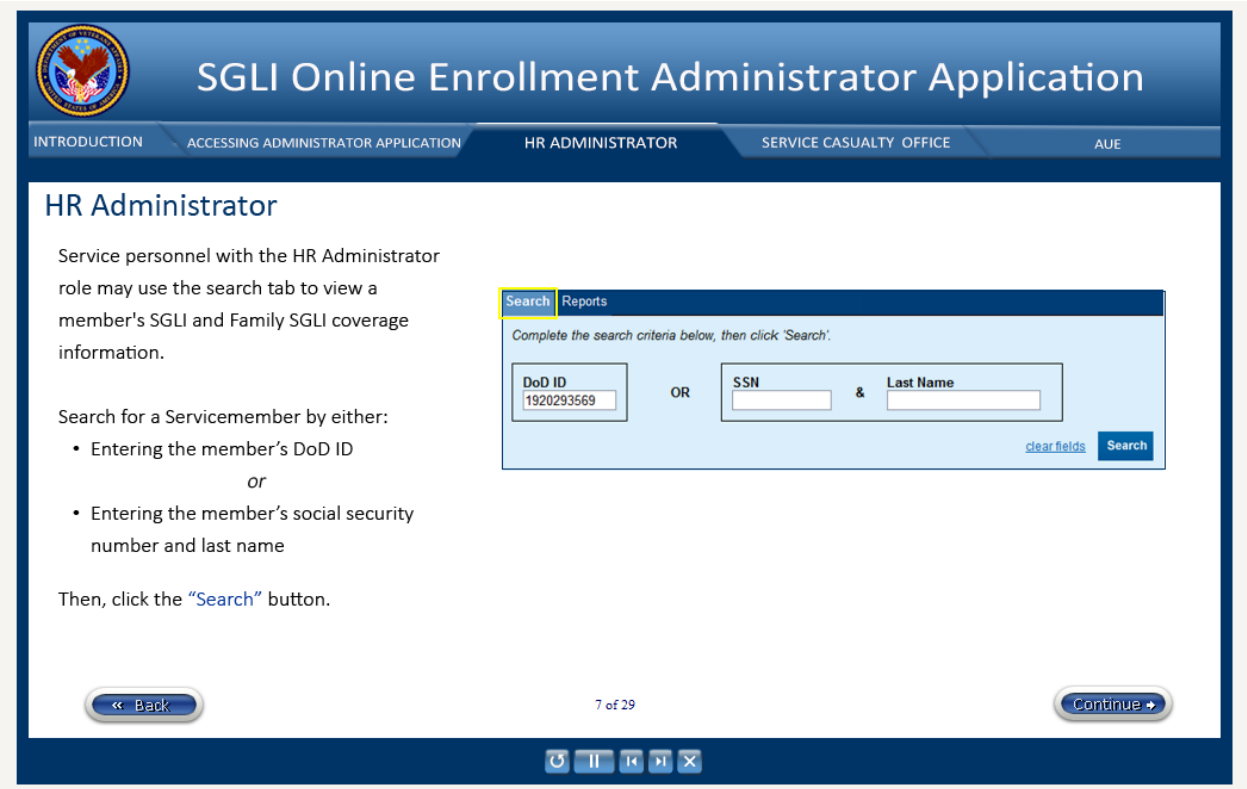
You will see a Privacy Agreement. Click "OK" to continue.

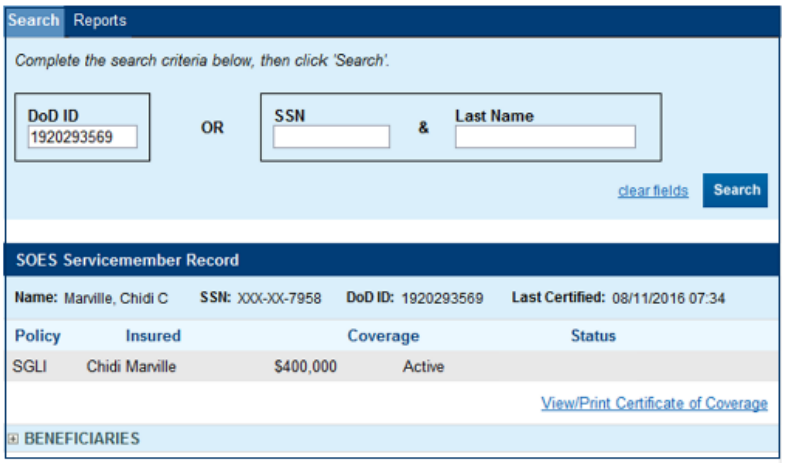


Accessing Administrator Application

Log in using your CAC card.

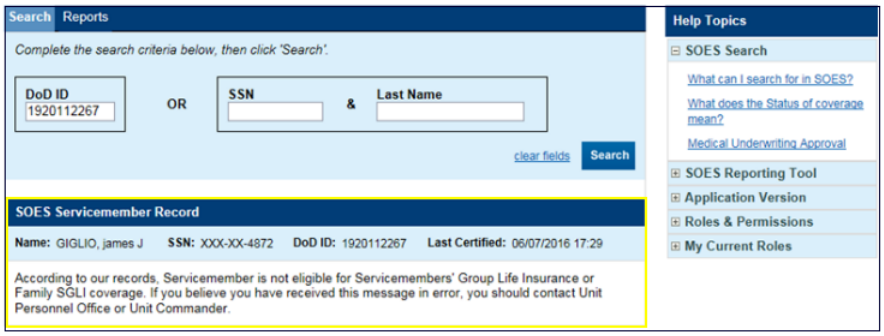



SGLI Online Enrollment Administrator Application
INTRODUCTION
ACCESSING ADMINISTRATOR APPLICATION
HR ADMINISTRATOR
SERVICE CASUALTY OFFICE
AUE
HR Administrator
Service personnel with the HR Administrator role may use the search tab to view a member's SGLI and Family SGLI coverage information.
Search for a Servicemember by either:
• Entering the member's DoD ID
or
• Entering the member's social security number and last name
Then, click the "Search" button.
Search
Reports
Complete the search criteria below, then click 'Search'.
DoD ID
1920293569
OR
SSN
&
Last Name
clear fields
Search
« Back
7 of 29
Continue


Search
Reports
Complete the search criteria below, then click 'Search'.
DoD ID
1920293569
OR
SSN
&
Last Name
clear fields
Search
SOES Servicemember Record
Name: Marville, Chidi C
SSN: XXX-XX-7958
DoD ID: 1920293569
Last Certified: 08/11/2016 07:34
Policy
Insured
Coverage
Status
SGLI
Chidi Marville
$400,000
Active
View/Print Certificate of Coverage
BENEFICIARIES

HR Administrator

If a member is not eligible for SGLI coverage, you will see the message displayed here.

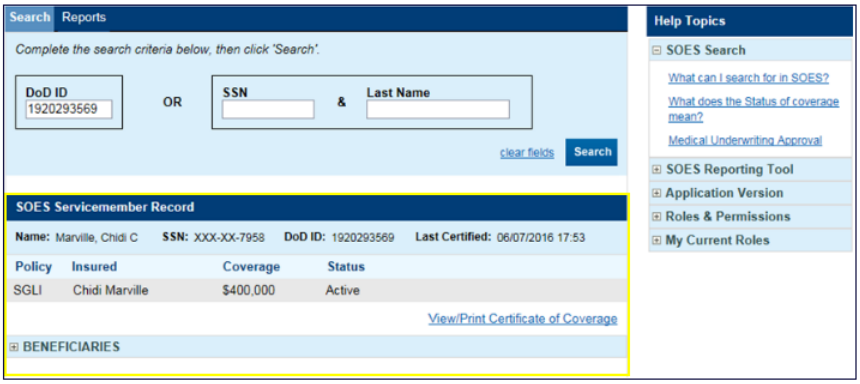


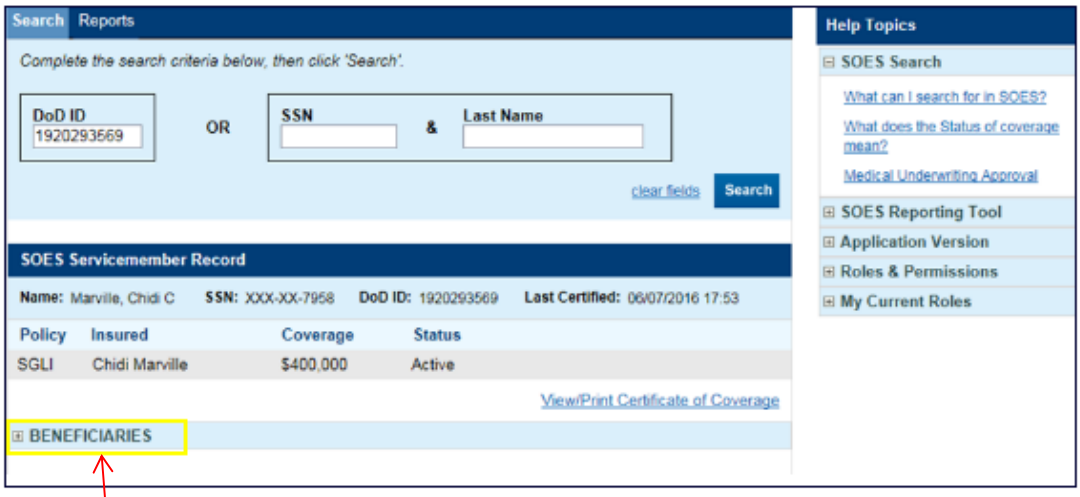
SGLI Online Enrollment Administrator Application

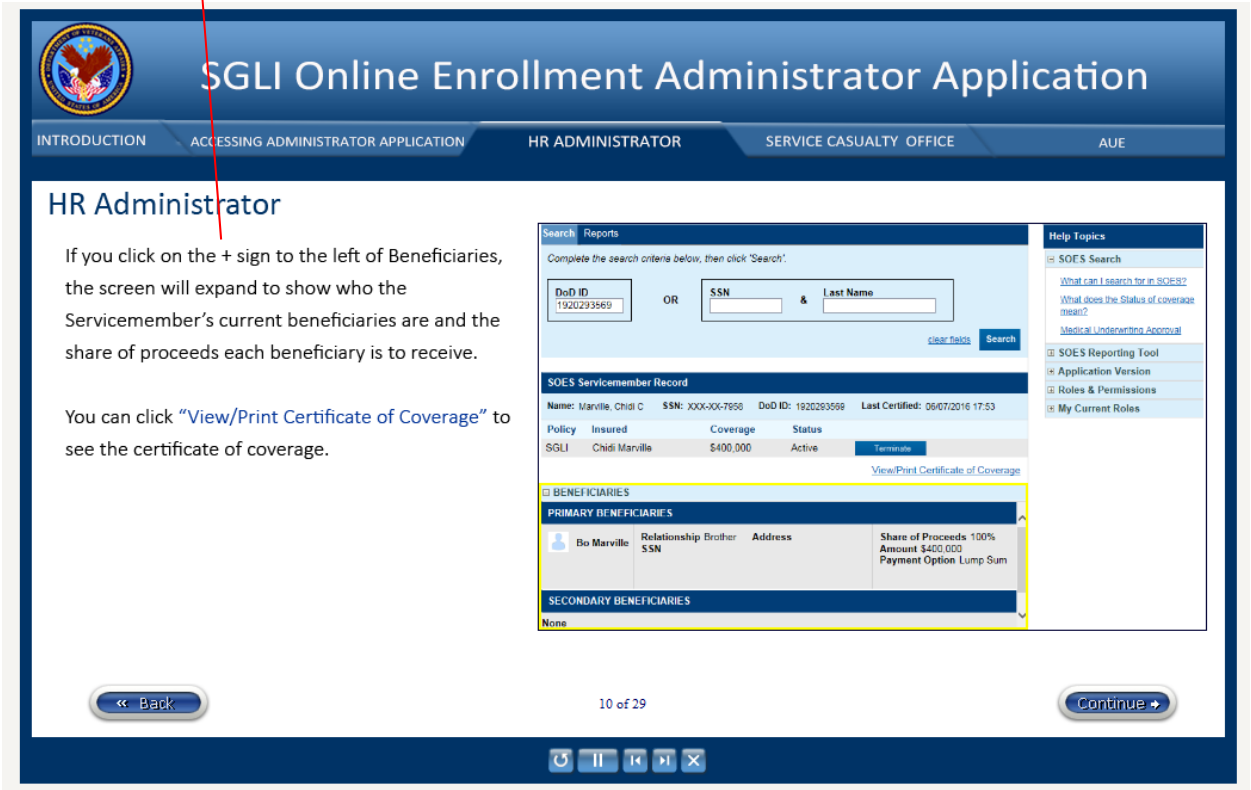
INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

HR Administrator

If a member is eligible for coverage the screen will display the service member's coverage information.

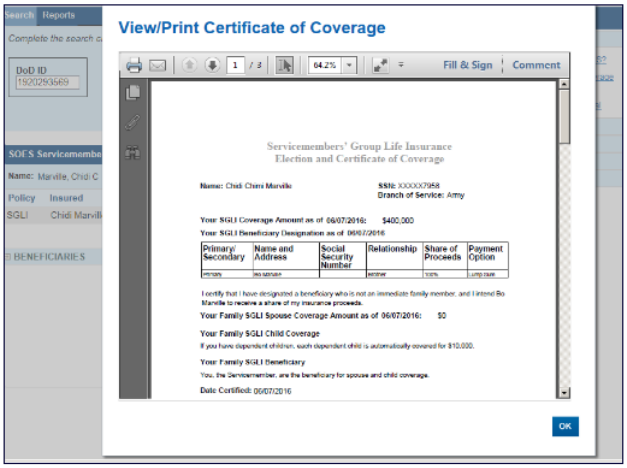



Search
Reports
Complete the search criteria below, then click 'Search'.
DoD ID
1920293569
OR
SSN
&
Last Name
clear fields
Search
SOES Servicemember Record
Name: Marville, Chidi C
SSN: XXX-XX-7958
DoD ID: 1920293569
Last Certified: 06/07/2016 17:53
Policy
Insured
Coverage
Status
SGLI
Chidi Marville
$400,000
Active
View/Print Certificate of Coverage
BENEFICIARIES
Help Topics
SOES Search
What can I search for in SOES?
What does the Status of coverage mean?
Medical Underwriting Approval
SOES Reporting Tool
Application Version
Roles & Permissions
My Current Roles


SGLI Online Enrollment Administrator Application
INTRODUCTION
ACCESSING ADMINISTRATOR APPLICATION
HR ADMINISTRATOR
SERVICE CASUALTY OFFICE
AUE
HR Administrator
If you click on the + sign to the left of Beneficiaries, the screen will expand to show who the Servicemember's current beneficiaries are and the share of proceeds each beneficiary is to receive.
You can click "View/Print Certificate of Coverage" to see the certificate of coverage.
Search
Reports
Complete the search criteria below, then click 'Search'.
DoD ID
1920293569
OR
SSN
&
Last Name
clear fields
Search
SOES Servicemember Record
Name: Marville, Chidi C
SSN: XXX-XX-7958
DoD ID: 1920293569
Last Certified: 06/07/2016 17:53
Policy
Insured
Coverage
Status
SGLI
Chidi Marville
$400,000
Active
Terminate
View/Print Certificate of Coverage
BENEFICIARIES
PRIMARY BENEFICIARIES
Bo Marville
Relationship Brother
Address
SSN
Share of Proceeds 100%
Amount $400,000
Payment Option Lump Sum
SECONDARY BENEFICIARIES
None
Help Topics
SOES Search
What can I search for in SOES?
What does the Status of coverage mean?
Medical Underwriting Approval
SOES Reporting Tool
Application Version
Roles & Permissions
My Current Roles
« Back
10 of 29
Continue »

HR Administrator

This shows how the Certificate of Coverage will display.

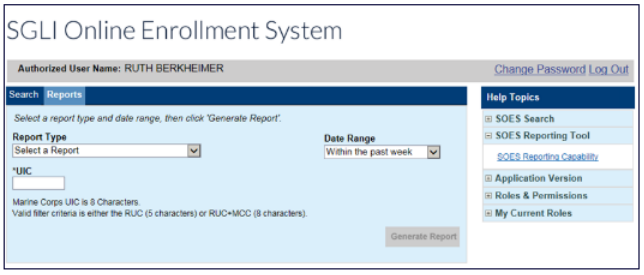


SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

HR Administrator

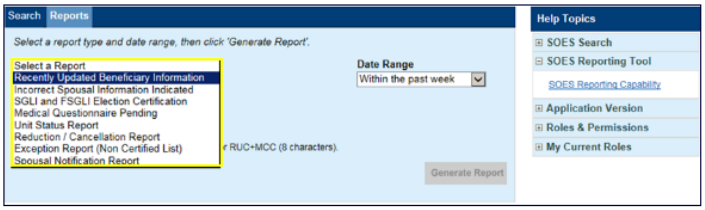
Service personnel designated for the HR Administrator role can run various reports in the SOES Administrator Application. Click the "Reports" tab and then select the "Report Type" by clicking the drop down arrow.



HR Administrator

You will be able to select from eight different reports:

1. Recently Updated Beneficiary Information
2. Incorrect Spousal Information Indicated
3. SGLI and FSGLI Election Certification
4. Medical Questionnaire Pending
5. Unit Status Report
6. Reduction/Cancellation Report
7. Exception Report (Non Certified List)
8. Spousal Notification Report

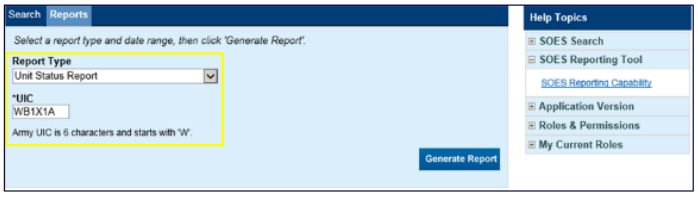


After selecting the Report you want to run, then select a date range for the report and click "Generate Report".

HR Administrator

You can run a unit status report using the Unit Identification Code (UIC).

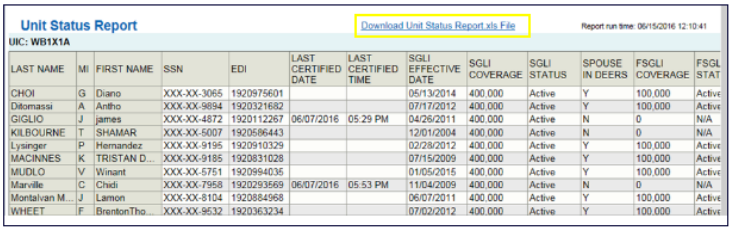
When you generate reports, you have the option of downloading the file in an Excel format by clicking the "Download" link.



HR Administrator

You can run a unit status report using the Unit Identification Code (UIC).

When you generate reports, you have the option of downloading the file in an Excel format by clicking the "Download" link.



Unit Status Report

Download Unit Status Report xls File

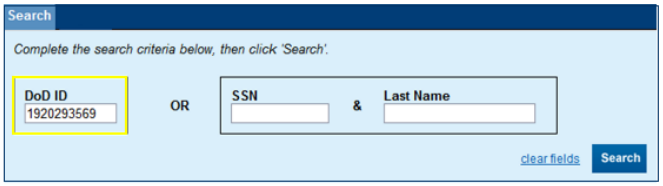
Report run time: 06/15/2016 12:10:41

UIC: WB1X1A

LAST NAME	MI	FIRST NAME	SSN	EDI	LAST CERTIFIED DATE	LAST CERTIFIED TIME	SGLI EFFECTIVE DATE	SGLI COVERAGE	SGLI STATUS	SPOUSE IN DEERS	FSGLI COVERAGE	FSGL STAT
CHOI	G	Diano	XXX-XX-3065	1920975601			05/13/2014	400,000	Active	Y	100,000	Active
Ditomassi	A	Antho	XXX-XX-9894	1920321682			07/17/2012	400,000	Active	Y	100,000	Active
GIGLIO	J	james	XXX-XX-4872	1920112267	06/07/2016	05:29 PM	04/26/2011	400,000	Active	N	0	N/A
KILBOURNE	T	SHAMAR	XXX-XX-5007	1920586443			12/01/2004	400,000	Active	N	0	N/A
Lysinger	P	Hernandez	XXX-XX-9195	1920910329			02/28/2012	400,000	Active	Y	100,000	Active
MACINNES	K	TRISTAN D...	XXX-XX-9185	1920831028			07/15/2009	400,000	Active	Y	100,000	Active
MUDLO	V	Winant	XXX-XX-5751	1920994036			01/05/2015	400,000	Active	Y	100,000	Active
Marville	C	Chidi	XXX-XX-7958	1920293569	06/07/2016	05:53 PM	11/04/2009	400,000	Active	N	0	N/A
Montalvan M...	J	Lamon	XXX-XX-8104	1920884968			06/07/2011	400,000	Active	Y	100,000	Active
WHEET	F	BrentonTho...	XXX-XX-9632	1920363234			07/02/2012	400,000	Active	Y	100,000	Active

Service Casualty Office

Service personnel designated for the Service Casualty Office role will use the SOES Administrator Application to search for the latest SGLI Certificate of Coverage for a deceased member.



Search

Complete the search criteria below, then click 'Search'.

DoD ID 1920293569 OR SSN & Last Name

clear fields Search

Search for a Servicemember by either:

- Entering the member's DoD ID

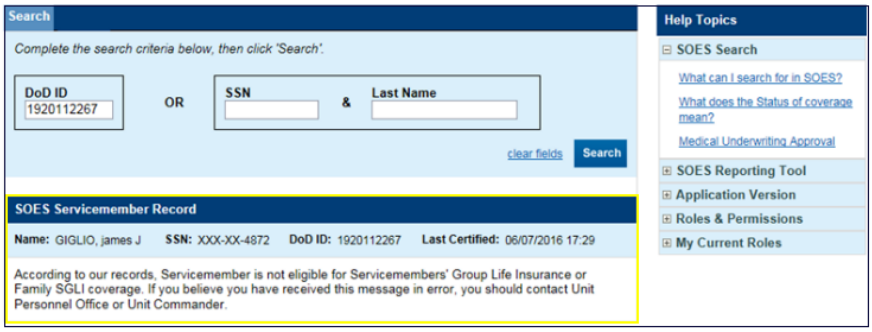
or

- Entering the member's social security number and last name

Then, click the "Search" button.

Service Casualty Office

If a member is not eligible for SGLI coverage, you will see the message displayed here.

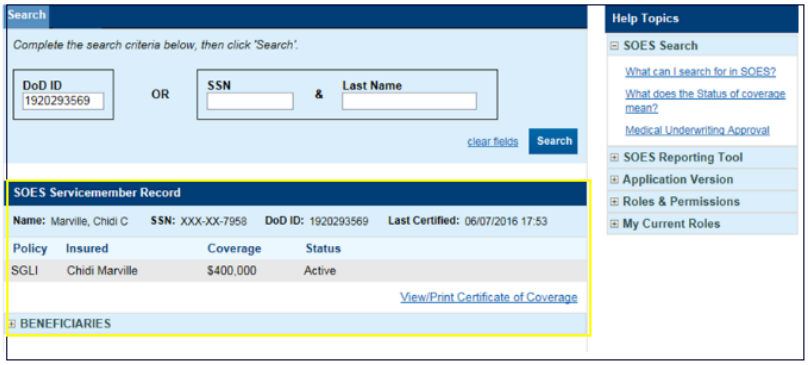


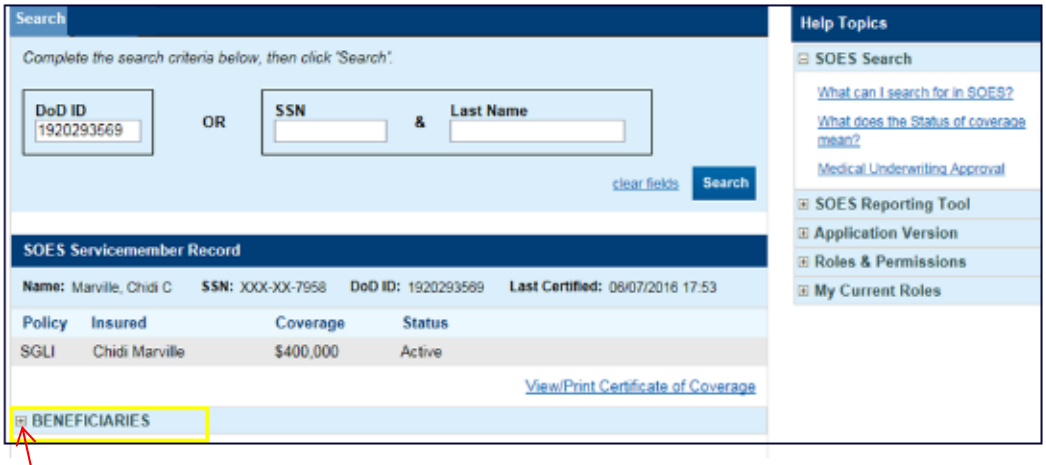
SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

Service Casualty Office

If the service member is eligible for SGLI coverage, the screen will display the service member's coverage information.

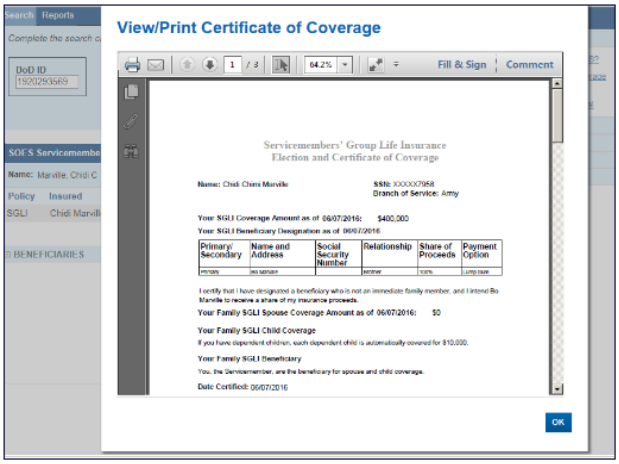



Search
Complete the search criteria below, then click 'Search'.
DoD ID
1920293569
OR
SSN
&
Last Name
clear fields
Search
SOES Servicemember Record
Name: Marville, Chidi C
SSN: XXX-XX-7958
DoD ID: 1920293569
Last Certified: 06/07/2016 17:53
Policy
Insured
Coverage
Status
SGLI
Chidi Marville
$400,000
Active
View/Print Certificate of Coverage
BENEFICIARIES
Help Topics
SOES Search
What can I search for in SOES?
What does the Status of coverage mean?
Medical Underwriting Approval
SOES Reporting Tool
Application Version
Roles & Permissions
My Current Roles

SGLI Online Enrollment Administrator Application
INTRODUCTION
ACCESSING ADMINISTRATOR APPLICATION
HR ADMINISTRATOR
SERVICE CASUALTY OFFICE
AUE
Service Casualty Office
If you click on the + sign to the left of Beneficiaries, the screen will expand to show who the Servicemember's current beneficiaries are and the share of proceeds each beneficiary is to receive.
You can click "View/Print Certificate of Coverage" to see the certificate of coverage.
PRIMARY BENEFICIARIES
Bo Marville
Relationship Brother
Address
SSN
Share of Proceeds 100%
Amount $400,000
Payment Option Lump Sum
SECONDARY BENEFICIARIES
« Back
18 of 29
Continue »

Service Casualty Office

This shows how the Certificate of Coverage will display.



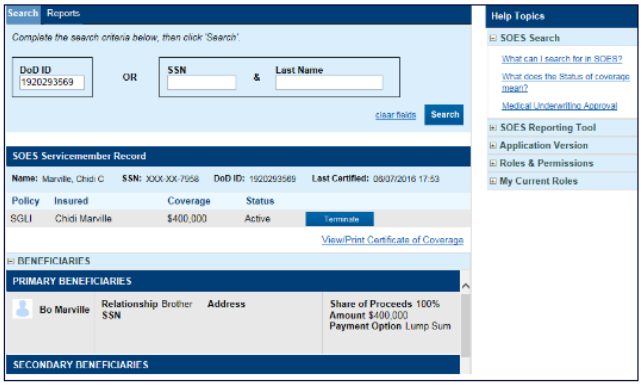
SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

Authorized User Acting Due To An External Event (AUE)

Service personnel who are designated as authorized users can terminate or maximize a member's SGLI coverage due to certain external personnel driven events.

All transactions by the AUE will be automatically recorded by SOES in an audit log.



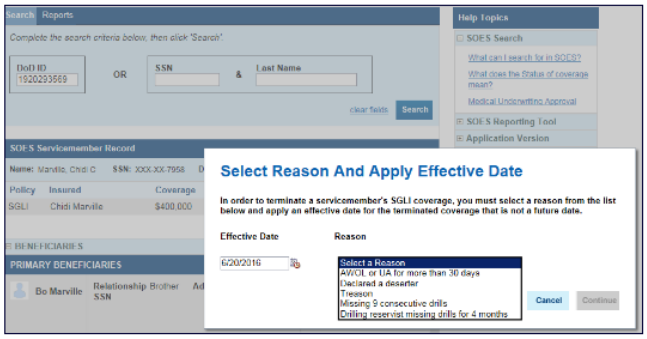
Authorized User Acting Due To An External Event (AUE)

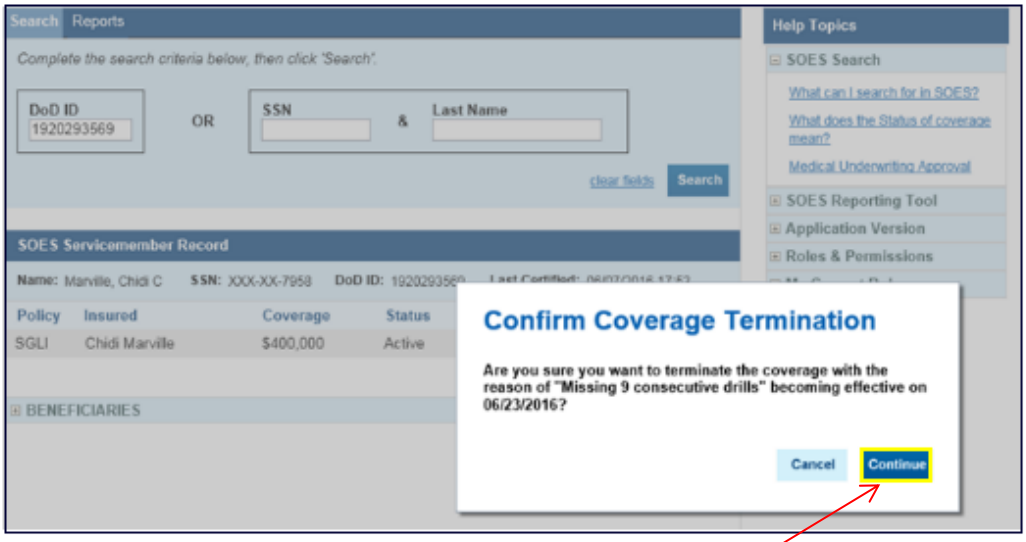
Terminating Coverage

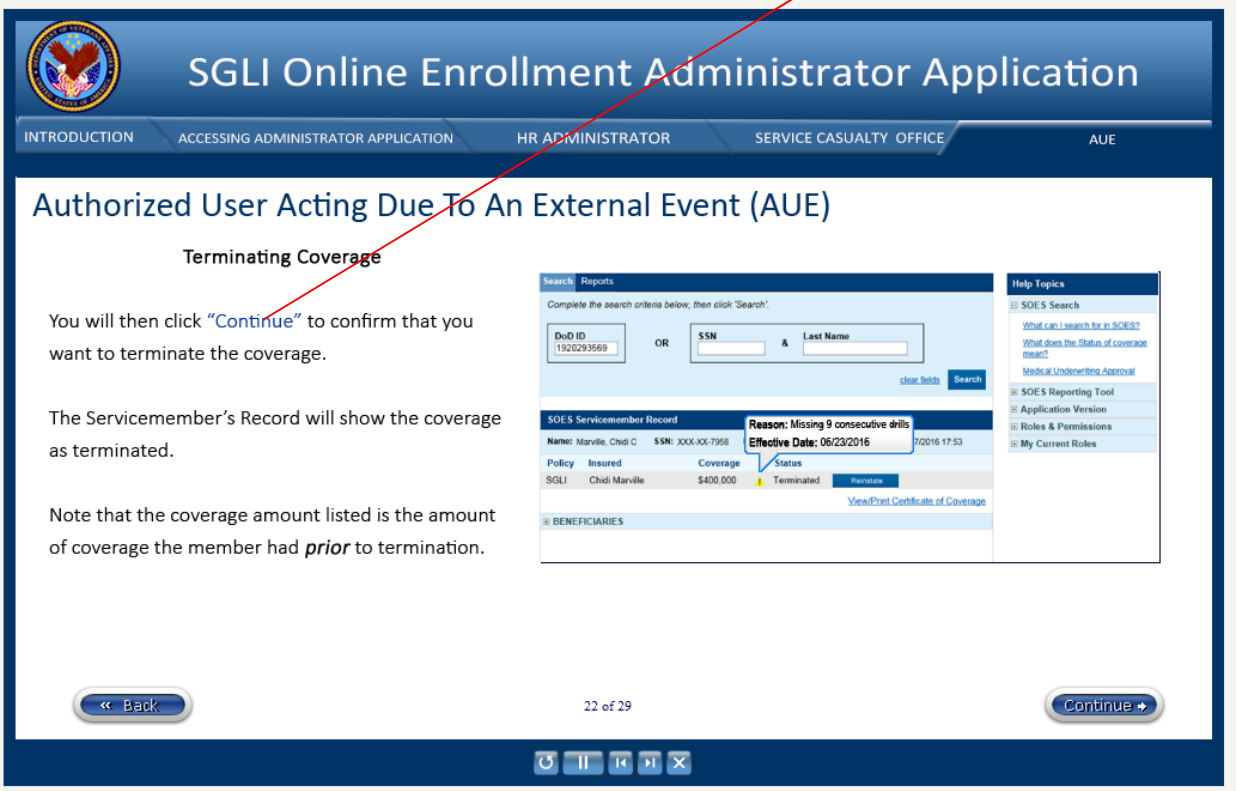
The AUE can terminate a member's coverage by clicking Terminate when the member:

- Is AWOL or UA for more than 30 days
- Is declared a deserter
- Commits treason
- Misses 9 consecutive drills
- Is a drilling Reservist who misses drills for 4 consecutive months

The authorized user will need to enter an effective date and select a reason for the coverage termination and then click "Continue".



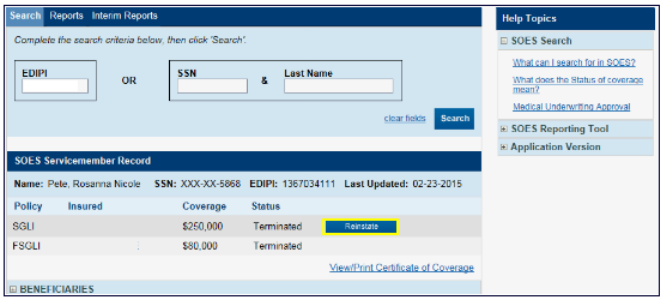

Search
Reports
Complete the search criteria below, then click 'Search'.
DoD ID
1920293569
OR
SSN
&
Last Name
clear fields
Search
SOES Servicemember Record
Name: Marville, Chidi C
SSN: XXX-XX-7958
Policy
Insured
Coverage
Status
SGLI
Chidi Marville
$400,000
Active
BENEFICIARIES
Help Topics
SOES Search
What can I search for in SOES?
What does the Status of coverage mean?
Medical Underwriting Approval
SOES Reporting Tool
Application Version
Roles & Permissions
Confirm Coverage Termination
Are you sure you want to terminate the coverage with the reason of "Missing 9 consecutive drills" becoming effective on 06/23/2016?
Cancel
Continue


SGLI Online Enrollment Administrator Application
INTRODUCTION
ACCESSING ADMINISTRATOR APPLICATION
HR ADMINISTRATOR
SERVICE CASUALTY OFFICE
AUE
Authorized User Acting Due To An External Event (AUE)
Terminating Coverage
You will then click "Continue" to confirm that you want to terminate the coverage.
The Servicemember's Record will show the coverage as terminated.
Note that the coverage amount listed is the amount of coverage the member had prior to termination.
Reason: Missing 9 consecutive drills
Effective Date: 06/23/2016
Terminated
Reinstate
View/Print Certificate of Coverage
« Back
22 of 29
Continue »

Authorized User Acting Due To An External Event (AUE)

Reinstating Coverage

The AUE can reinstate a member's coverage after it has been terminated, by clicking "Reinstate".



SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

Authorized User Acting Due To An External Event (AUE)

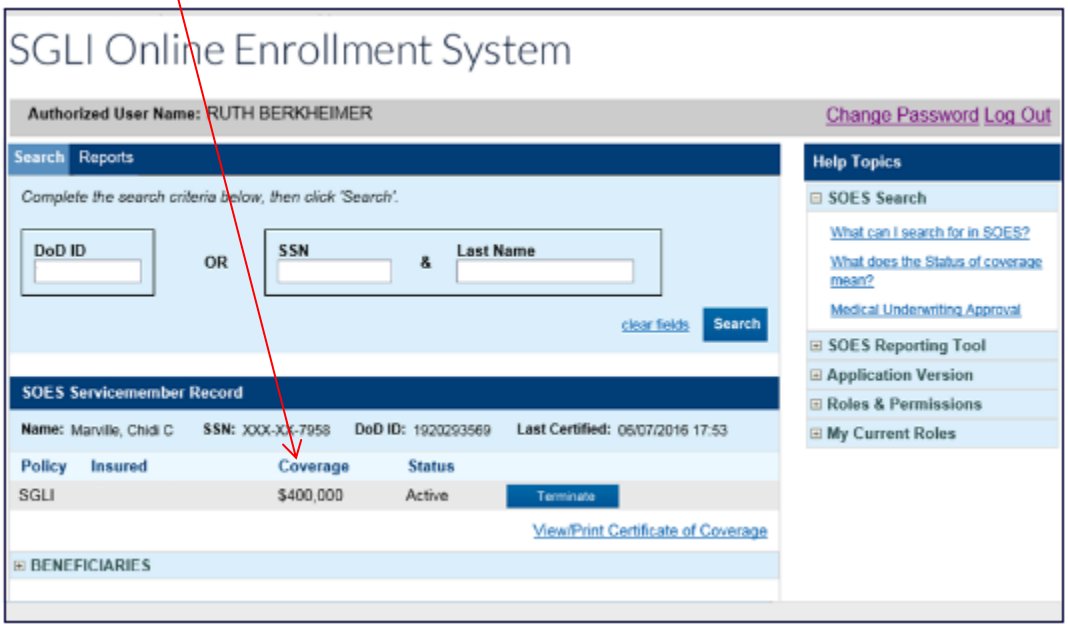
Reinstating Coverage

You will then enter an effective date for the reinstatement and click "Continue". You will then confirm that you want to reinstate the member's coverage by clicking "Continue". Then the reinstated coverage amount will be reflected.

Premium deduction from the member's pay may begin within two months of the reinstated coverage. If the deduction takes more than a month to begin, the first premium deduction should be retroactive to the date the reinstatement was requested.

« Back

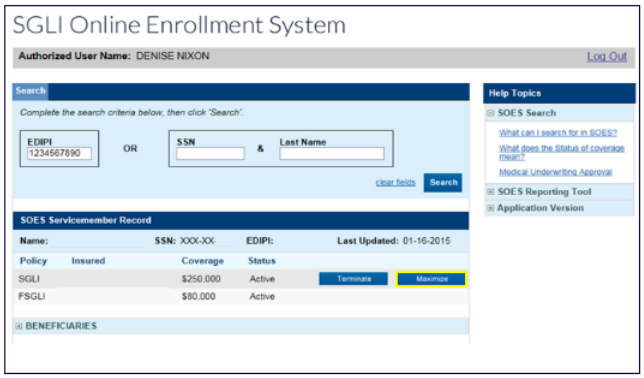
Continue »



Authorized User Acting Due To An External Event (AUE)

Maximizing Coverage

To increase a member's coverage to the maximum amount due to a change in duty status, you will click "Maximize".



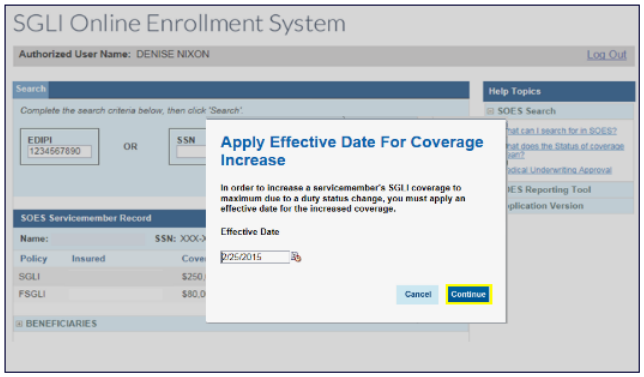
SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

Authorized User Acting Due To An External Event (AUE)

Maximizing Coverage

The authorized user will need to enter a future effective date for the coverage increase and click "Continue".

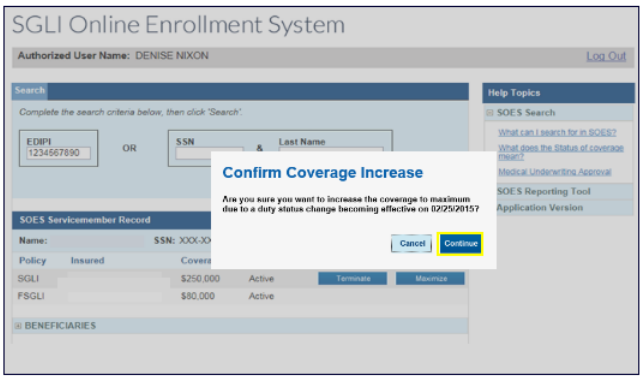


Authorized User Acting Due To An External Event (AUE)

Maximizing Coverage

You will then be asked to confirm that you want to maximize the member's coverage due to a duty status change.

Click "Continue".



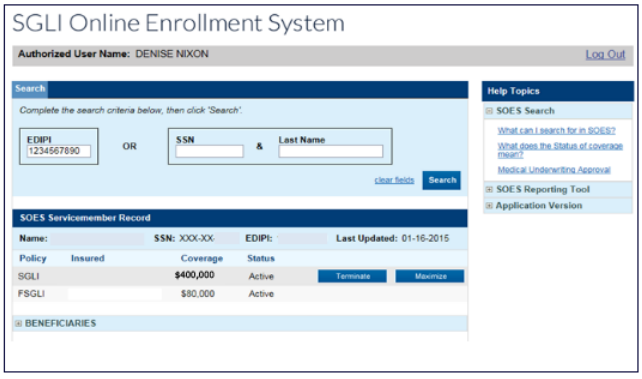
SGLI Online Enrollment Administrator Application

INTRODUCTION | ACCESSING ADMINISTRATOR APPLICATION | HR ADMINISTRATOR | SERVICE CASUALTY OFFICE | AUE

Authorized User Acting Due To An External Event (AUE)

Maximizing Coverage

The Servicemember's Record will now show the maximized coverage amount.



SGLI Online Enrollment Administrator Application

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