

**1. How do I search for someone using his/her full name?**

- In the First Name field, key in the first name or portion of the first name of the person you are searching for. From the dropdown list, select the search criterion that represents the data in the field.
- If possible, key in the middle initial of the person you are searching for. From the dropdown list, select the search criterion that represents the data in the field.
- In the Last Name field, key in the last name or portion of the last name of the person you are searching for. From the dropdown list, select the search criterion that represents the data in the field.
- Click the Search button. The Results page will load in a few seconds.

**2. I know the person's last name, but I don't know how to spell their first name. How can I search for this person?**

- In the Last Name field, enter the last name of the person you are searching for.
- In the First Name field, enter at least three consecutive letters that are in the person's first name.
- Select "contains" from the search criteria dropdown list.
- Click the Search button. The Results page will display potential matches

**3. I do not see the person I am searching for. I entered their last name, Smith, and nothing else. Why did White Pages display results for every Smith except the one I am searching for?**

- White pages will only display up to 200 search results with each search. To avoid this problem, try entering more specific information, such as the person's first name.

**4. How do I make sure I found the correct person if they have a common name like Joe Smith?**

- If you know the person's middle initial, enter it into the middle initial search field. Be sure to have the correct search criteria option selected from the dropdown.
- You may also click on the Advanced Search link. You will now be able to search by part of their e-mail address, duty organization, or rank. This will help to filter out incorrect matches.

**5. I entered "Smith" in the Last Name field and the letters "Mic" in the First Name field, and then clicked Search. Why did White Pages find zero matching records?**

- Results returned from a White Pages search depends on both the text entered AND the search criteria constraint selected from the dropdown menu.
- If you entered in only the first few letters of the person's first name, make sure that "starts with" was selected.

**6. I see the person I am looking for listed, but why are some of his/her data fields blank?**

- White Pages displays only the information that is available within Defense Manpower Data Center (DMDC). So if the person's data fields aren't completely defined in DMDC, there is no information for White Pages to find and display.

**7. I received an email from someone I do not know. How do I search for this person using White Pages?**

- On the White Pages homepage, select “Advanced Search.”
- Enter the person’s e-mail address into the search field and click the Search button. The contact information of the owner of the e-mail address will be shown.

**8. Why do I have to search through so many results to find the person I want?**

- Many people fit the broad search information you entered. You can refine your results by entering as much information about the person for whom you are searching as possible. For example, if you know a person is in the military you should select “Military” from the personnel type dropdown. You could also select the person’s duty organization from the dropdown to narrow your results further.

**9. Why are some DoD affiliated personnel not listed in White Pages?**

- While all DoD affiliated combatant commands, services, and agencies are required to populate and maintain authoritative identity and contact data into Defense Manpower Data Center (DMDC), some of the components have not yet completed the migration of their data.

**10. Where can I leave feedback for the White Pages team?**

- Feedback can be submitted by filling out our [DoD Enterprise White Pages Feedback Survey](#)

**11. Some of my contact information is incorrect, how can I get this fixed?**

- You can update the majority of your contact information via the [milConnect](#) portal.
- Some data, such as your last name, can not be modified by a user via milConnect. If the data you’d like to update cannot be updated from the milConnect, you will need to work with your component Human Resources office to update the information.

**12. Why am I not in White Pages?**

- While all DoD affiliated combatant commands, services, and agencies are required to populate and maintain authoritative identity and contact data into Defense Manpower Data Center (DMDC) some of the components have not yet completed the migration of their data. If you have recently started your job then it may take several days for your record to populate in the White Pages database.

**13. The info showing in the refined results page for the person I’m searching for doesn’t seem to be associated with the personnel type I know they serve, what’s wrong?**

- Some individuals are associated with the DoD in more than one capacity. For example, a George Carter could serve as both a contractor and an Army Reservist. Individuals have different contact information according to the capacity that they are serving in, so there has to be a way to keep this information separate. This is accomplished by creating a persona for each capacity an individual is associated with the DoD in. Individuals associated with the DoD in multiple ways will have multiple personas, the individual mentioned in the example above would have one persona for their role as a contractor and one for their duty in the Army Reserves. These personas are denoted by tabs at the top of an individual’s refined results page. The refined results page for George Carter would have a tab for “Military” and one for

“Contractor”. After selecting the appropriate tab the individuals contact information associated with that persona type will be displayed below.

- If the information displayed on the refined results interface doesn't align with the capacity that you'd like to contact them in, check to see if they have more than one persona tab - if they do, just select the other persona and see if the info displayed aligns with the individual you're looking for.

**14. I'm seeing an "Invalid Public Key Security Object File Error", what does this mean?**

- The "Invalid Public Key Security Object File Error" message will be displayed when a user attempts to open a certificate for an individual who does not have a certificate in DISA's Identity Synchronization Service (IdSS). Because the individual does not have a certificate stored in IdSS, the user will be unable to open a certificate for the said individual.

**15. In GDS, I can download CAs and CRLs. Can I do that in White Pages?**

- GDS is still the authoritative source for downloading CAs and CRLs. You can access their CA/CRL download site at <https://crl.gds.disa.mil/>.

**16. Can I search and download user email software certificates in White Pages?**

- No. Currently the only user certificates available in White Pages are for CAC-holders. You can still use <https://dod411.gds.disa.mil> to download DoD issued software PKI certificates.

**17. Why are some search results marked with an \*(asterisk) and not hyperlinked?**

- Persona profiles that do not have a unique ID set in EDQS are marked with an \*(asterisk). To get to the Contact Info page, this unique ID is required, hence the ability to click on the search result to get to the contact info page has been removed.