For optimal performance, we recommend you use the Internet Explorer browser.

SOES Administrator Application

The SOES Administrator Application will be used to:

- Run reports from SOES.
- Obtain a copy of the latest certificate of coverage for a member.
- Make changes to a member’s coverage based on certain external personnel-driven events.
- Enter medical underwriting decisions made by the Office of Servicemembers’ Group Life Insurance.
SOES User Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR Administrator</td>
<td>Run SGLI/FSGLI reports and/or view information on a specific Servicemember; cannot make changes to SGLI/FSGLI coverage or beneficiaries.</td>
</tr>
<tr>
<td>Service Casualty Office</td>
<td>View and print a Servicemember’s Certificate of Coverage PDF only; cannot make changes to SGLI/FSGLI coverage or beneficiaries.</td>
</tr>
<tr>
<td>Authorized User acting due</td>
<td>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).</td>
</tr>
<tr>
<td>to external event</td>
<td>MUW Administrator</td>
</tr>
<tr>
<td></td>
<td>VA Insurance personnel will enter decisions made by OSGLI on applications for increased coverage.</td>
</tr>
</tbody>
</table>

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.
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.
HR Administrator

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

If a member is eligible for coverage the screen will display the service member’s coverage information.
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.
HR Administrator

This shows how the Certificate of Coverage will display.

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. SGUL and FSGUL 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.

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 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.

Service Casualty Office

If the service member is eligible for SGLI coverage, the screen will display the service member’s coverage information.
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.
Service Casualty Office

This shows how the Certificate of Coverage will display.

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”.
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.
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.”
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.
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".

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”.

The Servicemember’s Record will now show the maximized coverage amount.
If you have feedback on this training, please click the E-Mail button below to send your comments.