System Guide: Update Contact Information (Home, Work, Emergency)

Audience: employee, student worker, HR generalist, department initiator

Introduction

The purpose of this system guide is to help employees understand how to enter and update their home, work, and emergency contact information in Workday. It is crucial to have detailed, accurate and up-to-date contact information for regular business transactions, as well as emergencies, to avoid any delays in reaching you or your emergency contact when needed. Please note that the university will only use emergency contact information in case of an emergency. If you have any questions or concerns, feel free to reach out to **HR Employee Services** at **hr-help@andrew.cmu.edu** or **412-268-4600**.

Student workers can update their work contact information in Workday as outlined in Section II below, however, they cannot update their home or emergency contacts in Workday. **Home contact information is integrated into Workday from the Student Information System, and emergency contact information is not stored in Workday.** If you are a student worker, and you have any questions or concerns, please contact **HR Student Worker Services** at **hr-help@andrew.cmu.edu** or **412-268-4600**.

In some cases, the supporting HR generalist or department initiator may add or update contact information, particularly work and emergency contacts, as part of a related business process such as a hire or job change.

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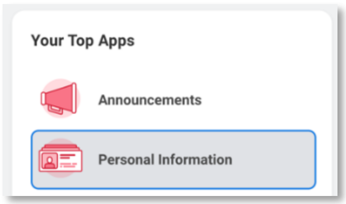
Getting Started

1. From the [Workday homepage](), click the **Personal Information** worklet in the Your Top Apps section. Click **View All Apps** if it is missing.

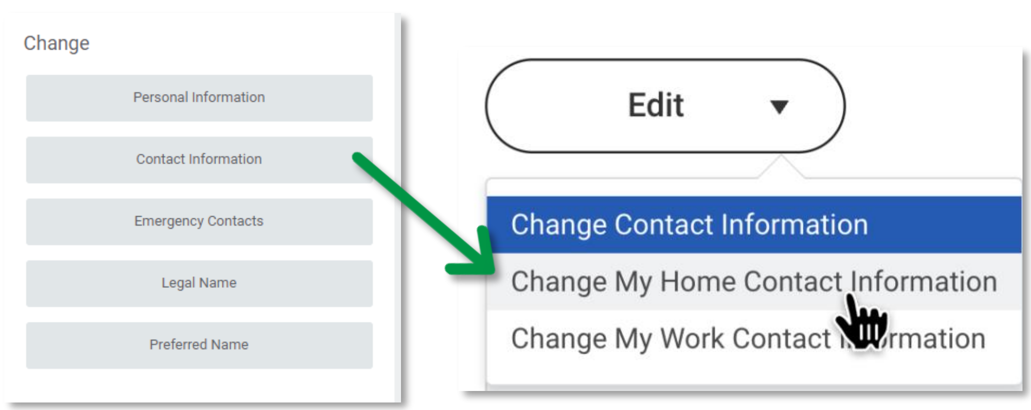


2. From the **Personal Information** page, in the **Change** section, select **Contact Information**.
Note: As you proceed through tasks in this guide, note the **Edit** icon and the **Save** icon. Click **Edit** to change an existing field and ensure you click **Save** once satisfied with your updates before proceeding to a final submission of the task.

Section I: Home Contact Information (faculty and staff)

Before you begin, it is important to note:

- The primary home address must be the employee's physical location within the United States (for taxation and benefits purposes).
- The primary home address cannot be a P.O. Box, student mailbox, Rural Route #, etc.
- If the primary home address is changed (other than as part of the onboarding process) the Update Tax Elections to-do triggers to the employee. Changing your address in Workday does not change your address on your tax elections.
- If your mailing address is different from your primary home address, you can add an additional address as part of this process.
- You must provide a primary home phone number.
- **HR generalists/department initiators**: To update an employee's home contact information access the Change Home Contact Information task via the search bar or the personal data action menu on the employee's profile.



1. On the My Contact Information page, to update your **home contact information,** click **Edit** and select "Change My Home Contact Information" from the drop-down menu. An alternative way of accessing the Change My Home Contact Information page is to enter "Change My Home Contact Information" in the search bar and click on the task.
2. Click **Add** to add information or the **Edit** icon to edit existing information.
3. Click **Submit**.

Up Next…

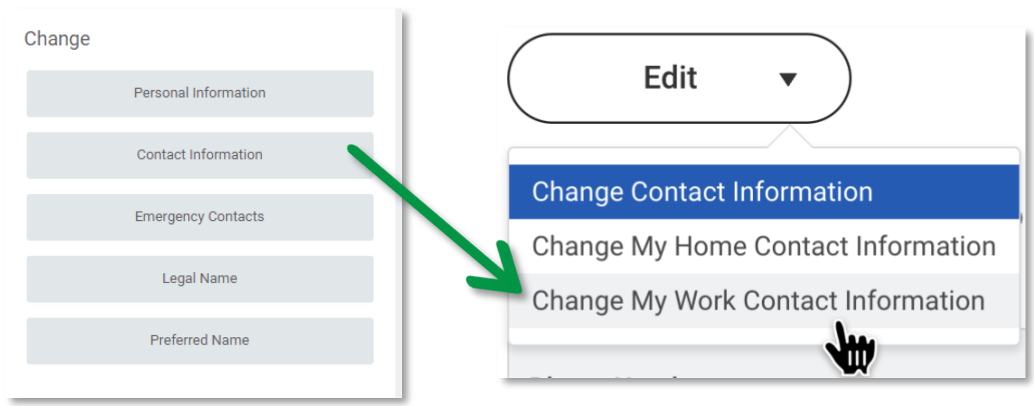
After you update your Home Contact information, you receive a "To Do" in your Workday inbox regarding updating your tax elections. Please note that you must complete this "To Do" task to ensure your address will be reflected on your state, federal, and local taxes. In the Workday "To Do," there will be a hyperlink that will take you to the Paperless Employee (tax site). Please complete all requested information on this site.

Section II: Work Contact Information (faculty, staff and student workers)

Before you begin, it is important to note:

- Select Telephone as the Phone Type.
- In the Country Phone Code, select the applicable country code for your work location.
- Your primary work phone should be your CMU Cisco phone line. Do not list the main CMU number (412-268-2000) as your primary number.
- Enter the entire number in the Phone Number field. Leave the Phone Extension field blank.
- Select "Public" as the Visibility option, as this number is listed in the CMU directory.
- Changes to your work phone number do not route for approval, and your updated work phone number appears in the CMU directory within 24 hours.
- **HR generalist/department initiator:** To update an employee's work contact information, access the Change Work Contact Information task via the personal data action menu on the employee's profile.

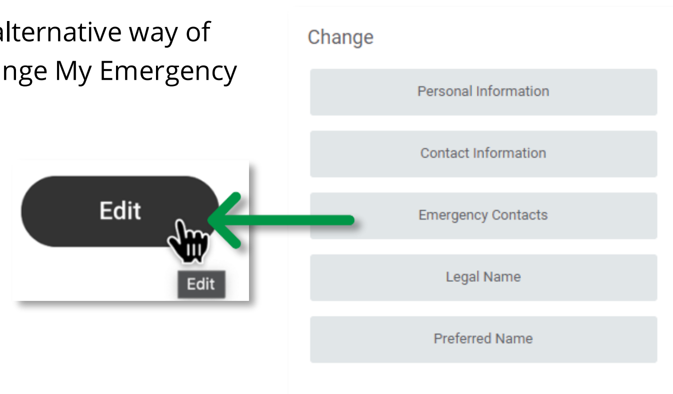
1. On the My Contact Information Page, to update your **work contact information,** click **Edit** and select "Change My Work Contact Information" from the drop-down menu. An alternative way of accessing the Change My Work Contact Information page is to enter "Change My Work Contact Information" in the search bar and click on the task.
2. Click **Add** to add a new work phone number or the **Edit** icon to edit an existing phone number.
   Note: The Email field pre-populates with your CMU email address and cannot be changed.
3. Click **Submit**.



Section III: Emergency Contact Information (faculty and staff)

Before you begin, it is important to note:

- An existing emergency contact cannot be removed using the edit function. See “Clear Emergency Contacts” below for guidance on removing an emergency contact from your Workday profile.
- Your primary emergency contact must have at least one primary phone number or email address listed. If you try to submit changes that result in both fields being blank, you will receive a critical error message and will not be able to submit without adding the required information.
- **HR generalist/department initiator:** To update an employee’s emergency contact information, access the Change Emergency Contact Information task via the personal data action menu on the employee’s profile.



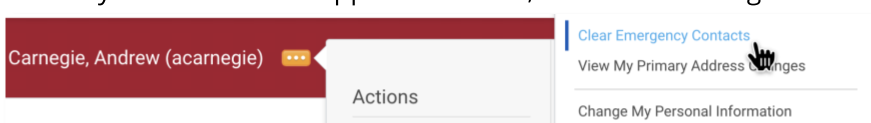
1. From the **Personal Information** page, in the **Change** section, select **Emergency Contacts**. An alternative way of accessing alternative way of accessing the Change My Emergency Contacts page is to enter “Change My Emergency Contacts” in the search bar and click on the task.
2. On the Change My Emergency Contacts page, click **Edit.**
3. When you click the **Edit** icon in a section, you can edit the fields in that section.
4. Click **Save** the back arrow to return to the Change My Emergency Contacts page.
5. Click the **Edit** icon to edit any information, the **Remove** icon to remove the information, or the **Add** button (under the **Alternate Emergency Contacts** section) to add additional contacts.
6. Click **Submit**.

Section IV: Clear Emergency Contacts (faculty and staff)

Before you begin, it is important to note:

To change your **primary** emergency contact from one person to another, you will need to clear your emergency contacts and then add a new contact using the process outlined above. When clearing an emergency contact, we recommend adding a new contact immediately.

1. Next to your name in the upper left corner, click on the orange **Actions button**.



2. Toward the bottom of the Actions menu, click **Personal Data** then click **Clear Emergency Contacts**.
3. Check the “Clear Emergency Contacts” checkbox.
4. Click **OK**. An alert will display indicating that the emergency contacts will be deleted.
5. Click **OK** again.
6. Click **Add** to add a new emergency contact.