

Introduction

This article reviews the options for changing your name and/or contact information in Employee Self-Service (ESS).

Navigation

If you wish to change your name and/or contact information you must first log in to isolved using your ESS email address, and the password you created when you authenticated your account. Please ensure that passwords have a minimum of 12 characters, at least one lower-case alpha (a-z), one upper-case alpha (A-Z), one numeric (0-9), and one special character. Spaces are allowed to support the use of easier to remember phrases. Going forward, your password will not expire. Passwords may also not duplicate any of your previous 10 passwords.

If you enter an incorrect password five times, the system locks you out. A message appears after each incorrect attempt, indicating the remaining number of attempts. After the fifth incorrect attempt, the system locks you out for 10 minutes. Once the 10 minutes pass, click the "Forgot Password" link to change your password. If you need access sooner, contact your company's administrator to unlock your account.

Once you have successfully logged in to the system, navigate to **Employee Self Service > Name and Contact Information**.

Complete the fields applicable to your change. If you need to change both your name and address, follow the following steps:

1. **First Name:** Add your legal first name.
2. **Preferred Name:** If applicable, enter a name by which you like to be referred.
3. **Middle Name:** Add either your legal middle name or initial (optional).
4. **Last Name:** Add your legal last name (as listed on your Social Security card).
5. **Prefix:** Can be used to add veneration, official position, or professional or academic qualification (optional).
6. **Suffix:** Can be used for an explanation of the first name (such as "Jr.," "Sr.," "II," etc.).
7. **Address:** Enter your Street Address.
 - The second field is for Apt. or Suite numbers.
8. **Zip Code:** The zip code can be five digits or nine digits.
 - When keying in the zip code, a list of city names may appear, select the correct name.

The screenshot shows a form titled "Employee Address". At the top, there is a warning: "A change of address may cause a change in taxes." Below this, the form has several fields:

- Address:** A text field containing "1801 Richmond Ave".
- * Zip Code:** A text field containing "19401".
- City:** A dropdown menu showing "EAST NORRITON TOWNSHIP PA (MONTGOMERY COUNTY)".
- State:** A dropdown menu showing "LOWER PROVIDENCE TOWNSHIP PA (MONTGOMERY COUNTY)".
- Taxable School District:** A dropdown menu showing "NORRISTOWN PA (MONTGOMERY COUNTY)".

 Below the State dropdown, there is a list of options for the Taxable School District: "PLYMOUTH TOWNSHIP PA (MONTGOMERY COUNTY)" and "WEST NORRITON TOWNSHIP PA (MONTGOMERY COUNTY)".

- If no box appears, the **City** and **State** fields automatically update when the Zip Code is entered. Confirm these fields populate correctly before saving.
9. **Home Phone:** Enter your home phone number with area code (optional).
 10. **Mobile Phone:** Enter your cell phone number with area code (optional).
 11. **Work Phone:** Enter your work phone number with area code (optional).
 12. **Fax Number:** Enter your Fax number with area code (optional).



Help Docs

Name/Contact Information – Employee Self-Service

13. **Personal Email:** Enter your personal email address (optional).

Note: Entering an email address here does not automatically apply it for ESS. If you need to change your email address for ESS, please contact your employer.

14. Click **Save**

Approval/Rejection

If your employer wishes to approve or reject your name and contact information changes, you may receive an email confirming or denying the change.

Note: Each employer can customize the verbiage in the approval or rejection email.