

HOW TO UPDATE YOUR CONTACT INFORMATION

IDB RETIREE SELF-SERVICES

User Guide for Mac/Apple




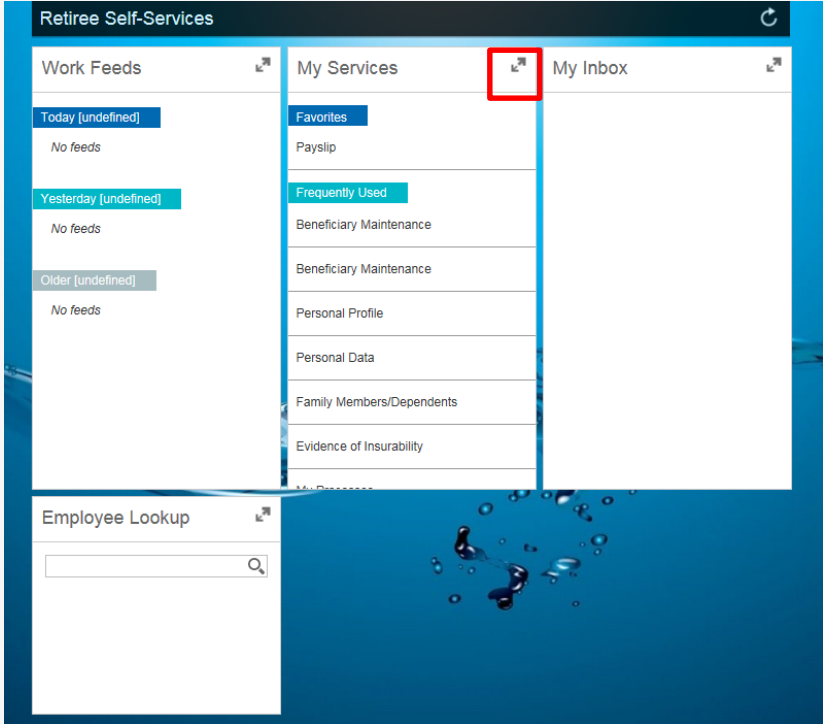
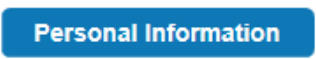
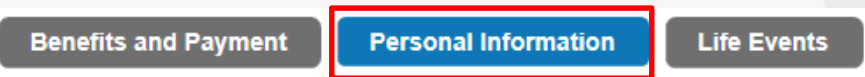
Objective

Update or add contact information through the Retiree Self-Services:



- ✓ Postal address
- ✓ Cellphone number
- ✓ Email address

Please, keep you contact information updated in the system.

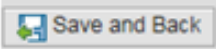
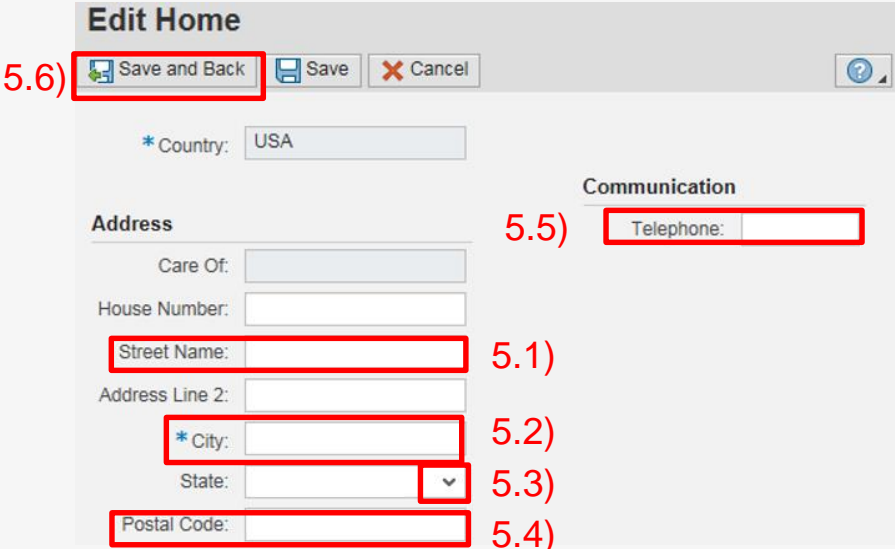
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>1) Go to “My Services” and click  .</p>	
<p>2) Click  .</p>	



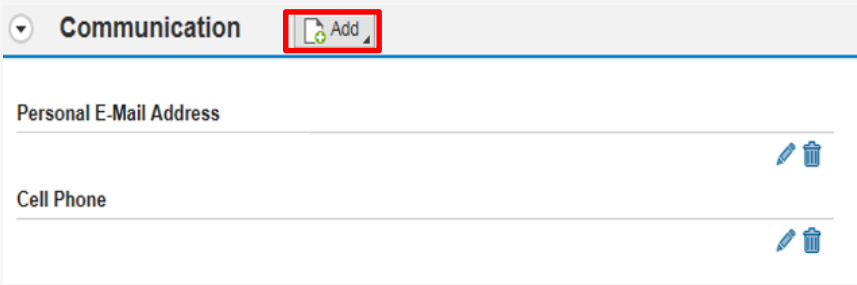
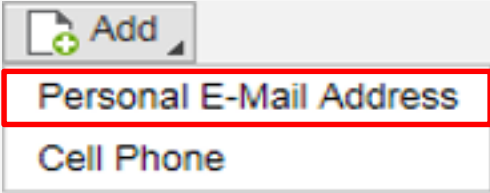
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Instruction	View
<p>3) Go to “Personal Information” and choose “Personal Profile”.</p> <p><i>(You can also click on the star ★ to add “Personal Profile” to your Favorites, which can be found on the first page of your Retiree Self-Service right below “My Services”)</i></p>	<div>Personal Information</div> <div><div>Beneficiary Maintenance</div><div>Personal Profile</div><div>Personal Data</div><div>Family Members/Dependents</div></div>
<p>4.1) To change your postal address, go to “Addresses”.</p> <p>4.2) Click  to edit your information.</p>	<div><div>Addresses</div><div><div>Home</div><div>Street Name:</div><div>City:</div><div>Telephone Number:</div></div></div> <div>4.2) </div>

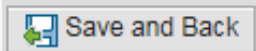
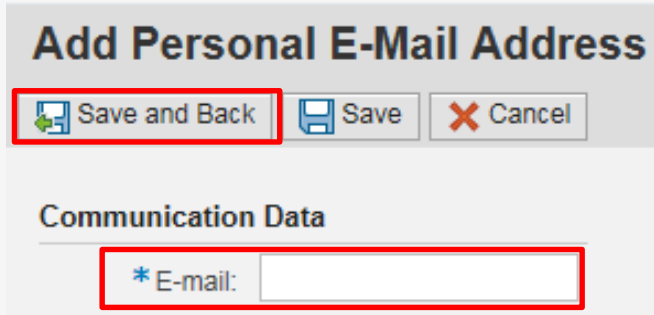


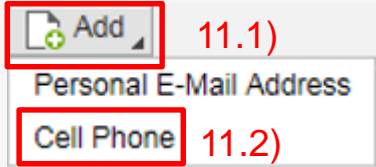
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Instruction	View
<p>5.1) To update your street name, click on “Street Name” field and write the correct address.</p> <p>5.2) To update your city, click on the “City” field and enter the correct city.</p> <p>5.3) To update the state, display the “State” menu ▾ and choose the correct one.</p> <p>5.4) To update your postal code, click on the “Postal Code” field and write the correct zip code.</p> <p>5.5) Click on the “Telephone” field to add the correct house phone number.</p> <p>5.6) Click  .</p> <p><i>Please note that the “Country” field is not editable. If you need to change the country, please contact vpf/srp@iadb.org</i></p>	 <p>The screenshot shows the 'Edit Home' form. At the top, there are buttons for 'Save and Back' (labeled 5.6), 'Save', and 'Cancel'. Below these is a 'Country' dropdown menu set to 'USA'. The form is divided into two sections: 'Address' and 'Communication'. The 'Address' section contains fields for 'Care Of:', 'House Number:', 'Street Name:' (labeled 5.1), 'Address Line 2:', '* City:' (labeled 5.2), 'State:' with a dropdown arrow (labeled 5.3), and 'Postal Code:' (labeled 5.4). The 'Communication' section contains a 'Telephone:' field (labeled 5.5). Red boxes highlight each of these fields, and red text labels with step numbers are placed to the right of each field.</p>

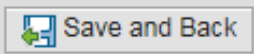
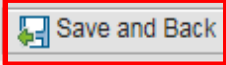
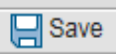
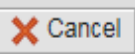

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>6) You will receive this message and return to your “Personal Profile”.</p>	
<p>7.1) To add your email address, go to “Communication”.</p> <p>7.2) Click  .</p>	
<p>8) Select “Personal E-Mail Address”.</p>	








EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>9.1) Click on the field “E-mail” and add your email address.</p> <p>9.2) Click  .</p>	
<p>10) You will receive this message and return to the “Personal Profile” page.</p>	
<p>11.1) To add your cell phone number, go to “Communication” and click  .</p> <p>11.2) Select “Cell Phone”.</p>	


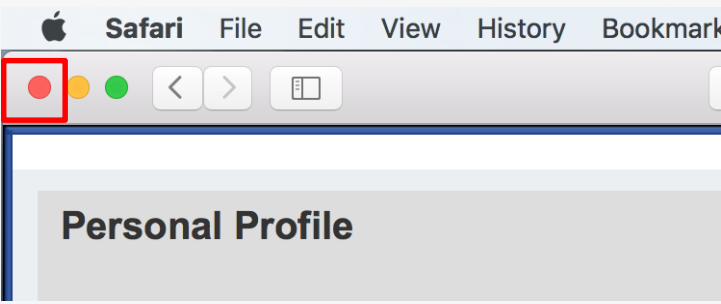
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>12.1) Enter your cell phone number.</p> <p>12.2) Click  .</p>	<div><div><h3>Add Cell Phone</h3><div>  </div></div><div><h4>Communication Data</h4><div><div>* Cell Phone:</div><input data-bbox="1193 525 1503 582" type="text"/></div></div></div> <p>12.2)</p> <p>12.1)</p>
<p>13.1) You will receive a message stating that your data saved successfully and return to the “Personal Profile”.</p> <p>13.2) Once you are on the “Personal Profile” page, verify if all the changes you made are correct.</p>	<div><div> Data saved successfully</div><div><div><h3>Personal Profile</h3><div><div><div><div>Addresses</div><div><div>Home</div><div>Street Name: 6300 Columbia Pike City: Arlington Telephone Number:</div></div></div><div><div>Bank Information</div><div><div>Main Bank</div><div>Payee: Jose Antonio Medina Bank name: Bank Account:</div></div></div><div><div>Personal ID</div><div>No data available</div></div><div><div>Communication</div><div><div>Personal E-Mail Address</div><div>MARTHAL@HADS.ORG</div></div><div><div>Cell Phone</div><div>+14127709593</div></div></div></div></div></div><p>13.1)</p><p>13.2)</p></div></div>

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>Additional tips:</p> <p>To edit your email or cell phone number, click the pencil .</p> <p>To delete an email or cell phone number, click the trashcan .</p>	<div><div>Communication </div><div><div>Personal E-Mail Address  </div><div>Cell Phone  </div></div></div>

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Instruction	View
14) To close the window, please click on  .	

Need help on how to access
or navigate your Retiree Self-Services?

More user guides and video tutorials at:

www.iadb.org/RetireeSelfServices

Recommended browsers:

Internet Explorer for PC/Windows

Safari for Mac/Apple

