

HOW TO UPDATE YOUR CONTACT INFORMATION

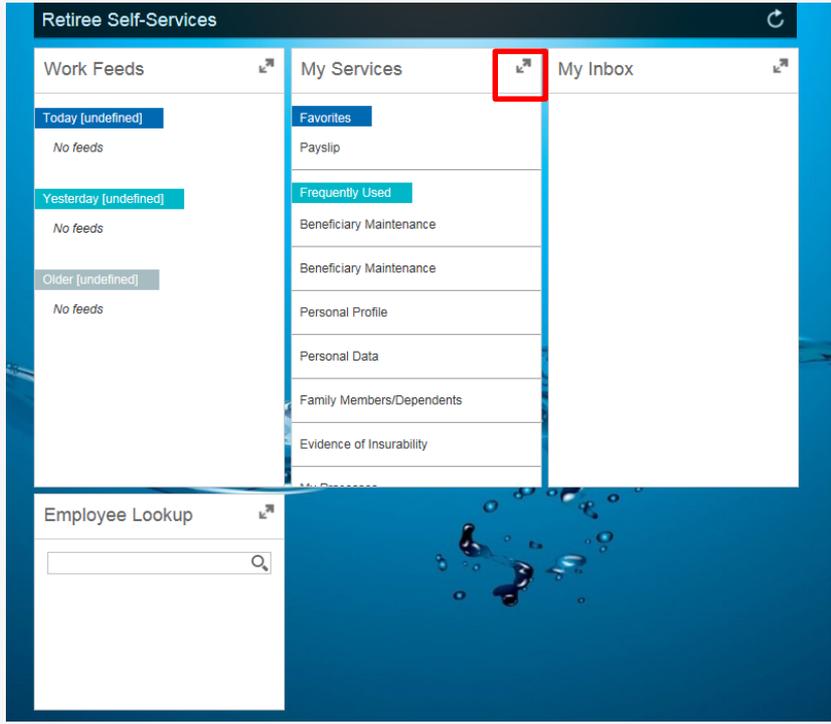
IDB RETIREE SELF-SERVICES

Objective

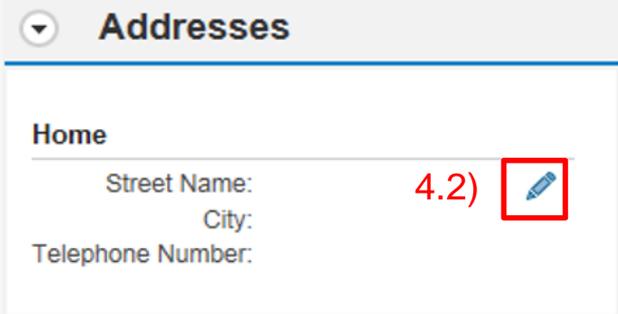
- ✓ Update or add contact information through the Retiree Self-Services:
 - Postal address
 - Cellphone number
 - Email address

Please, keep you contact information updated in the system.

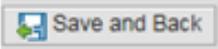
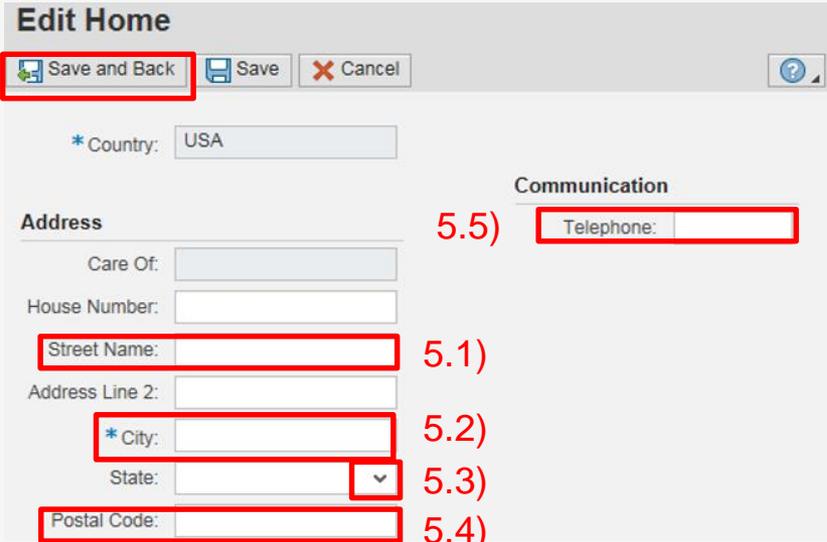
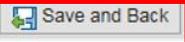
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

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

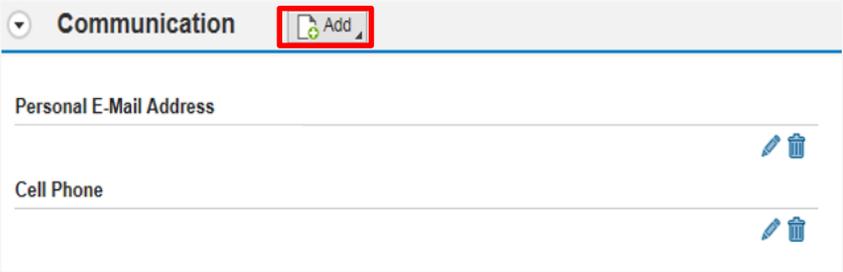
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

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>	 <p>Personal Information</p> <hr/> <p>Beneficiary Maintenance </p> <p>Personal Profile </p> <p>Personal Data </p> <p>Family Members/Dependents </p>
<p>4.1) To change your postal address, go to “Addresses”.</p> <p>4.2) Click on the  icon to edit your information.</p>	 <p> Addresses</p> <hr/> <p>Home</p> <p>Street Name: 4.2) </p> <p>City:</p> <p>Telephone Number:</p>

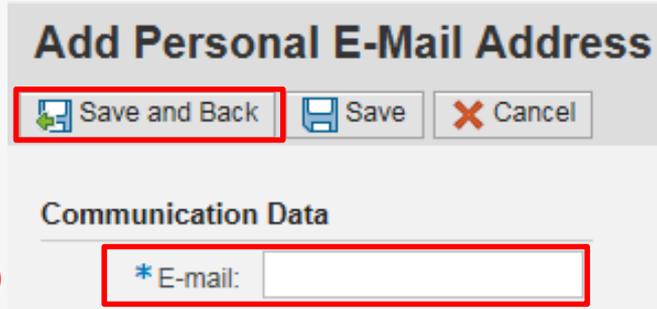
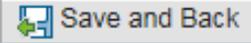
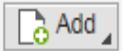
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

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>5.6)    </p> <p>* Country: <input type="text" value="USA"/></p> <p>Address 5.5) Communication</p> <p>Care Of: <input type="text"/></p> <p>House Number: <input type="text"/></p> <p>Street Name: <input type="text"/> 5.1)</p> <p>Address Line 2: <input type="text"/></p> <p>* City: <input type="text"/> 5.2)</p> <p>State: <input type="text"/>  5.3)</p> <p>Postal Code: <input type="text"/> 5.4)</p> <p>Telephone: <input type="text"/></p>

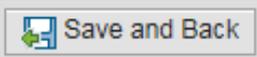
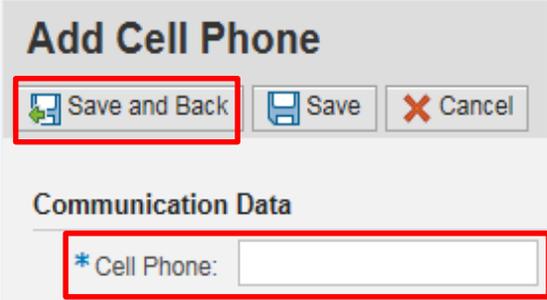
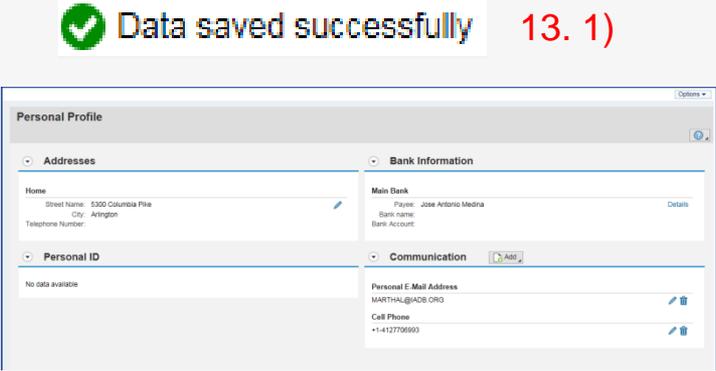
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

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>	

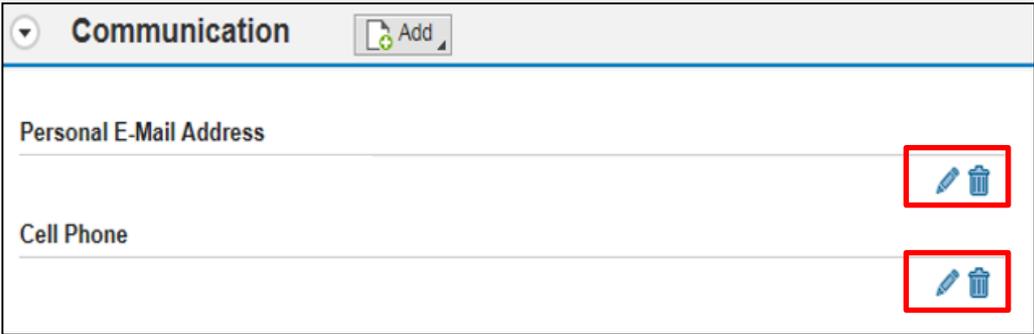
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>9.1) Click on the “E-mail” field and add your email address.</p> <p>9.2) Click  .</p>	 <p>Add Personal E-Mail Address</p> <p>9.2)   </p> <p>Communication Data</p> <p>9.1) * E-mail: <input data-bbox="1302 568 1624 629" type="text"/></p>
<p>10) You will receive this message and return to the “Personal Profile” page.</p>	 <p> Data saved successfully</p>
<p>11.1) To add your cell phone number, go to “Communication” and click  .</p> <p>11.2) Select “Cell Phone”.</p>	 <p> 11.1)</p> <p>Personal E-Mail Address</p> <p> 11.2)</p>

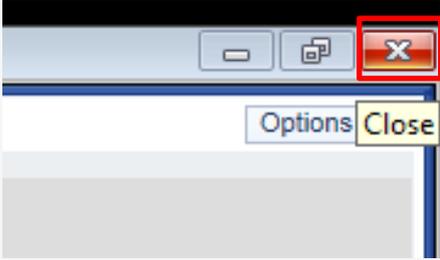
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>12.1) Enter your cell phone number.</p> <p>12.2) Click  .</p>	 <p>The screenshot shows a dialog box titled "Add Cell Phone". At the top, there are three buttons: "Save and Back" (highlighted with a red box), "Save", and "Cancel". Below the buttons is a section titled "Communication Data" with a text input field labeled "* Cell Phone:" (also highlighted with a red box).</p> <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>	 <p>The top part of the screenshot shows a green checkmark icon followed by the text "Data saved successfully" and a red "13.1)" label.</p> <p>The bottom part shows the "Personal Profile" page with four sections: "Addresses", "Bank Information", "Personal ID", and "Communication". The "Communication" section shows a "Cell Phone" field with the value "+1-4127706993" and a red "13.2)" label.</p>

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>	

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>14) To close the window, please click on the  icon.</p>	 <p>The screenshot shows a window with a title bar containing three buttons: minimize, maximize, and close. The close button, which has a red 'X' icon, is highlighted with a red rectangular box. Below the title bar, there are two buttons labeled 'Options' and 'Close'.</p>

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

