

# **HOW TO UPDATE YOUR CONTACT INFORMATION**

IDB RETIREE SELF-SERVICES

User Guide for PC/Windows


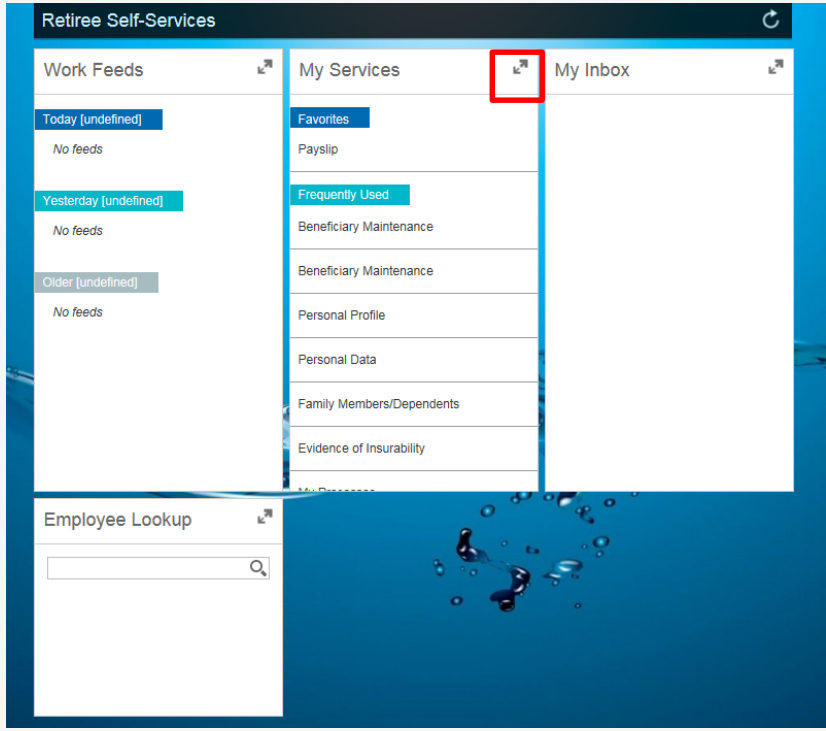




## Objective

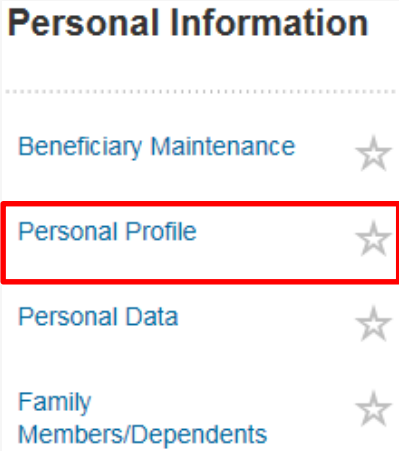



- ✓ Update or add contact information through the Retiree Self-Services:
  - Postal address
  - Cellphone number
  - Email address

*Please, keep you contact information updated in the system.*


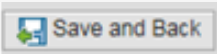
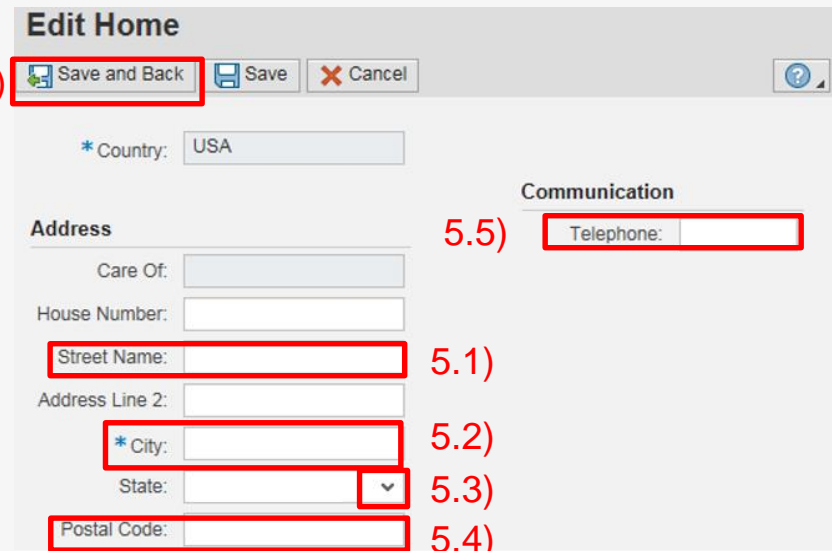
# EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

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



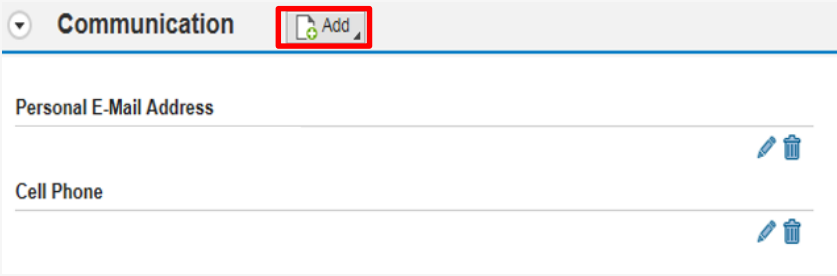
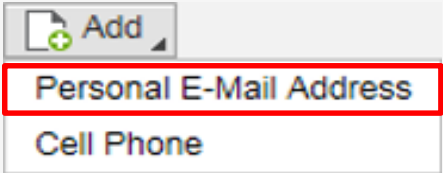
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Instruction	View
<p>3) Go to “<b>Personal Information</b>” and choose “<b>Personal Profile</b>”.</p> <p><i>(You can also click on the star ★ to add “Personal Profile” to your Favorites, which can be found on the first page of your Retiree Self-Service right below “My Services”)</i></p>	 <p><b>Personal Information</b></p> <ul style="list-style-type: none"> <li>Beneficiary Maintenance ★</li> <li><b>Personal Profile</b> ★</li> <li>Personal Data ★</li> <li>Family Members/Dependents ★</li> </ul>
<p>4.1) To change your postal address, go to “<b>Addresses</b>”.</p> <p>4.2) Click on the  icon to edit your information.</p>	 <p>▼ <b>Addresses</b></p> <p><b>Home</b></p> <p>Street Name: 4.2) </p> <p>City:</p> <p>Telephone Number:</p>

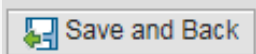
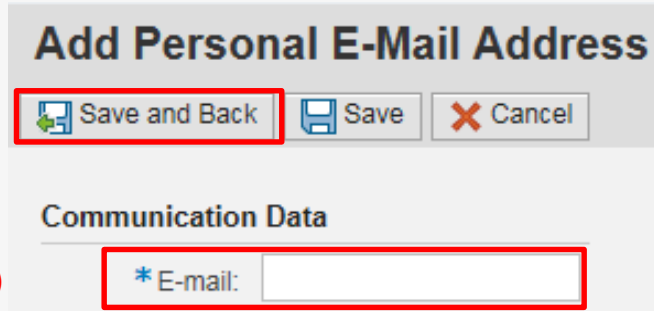


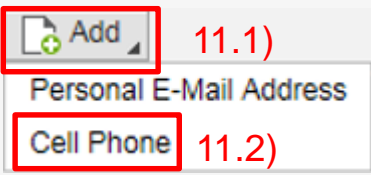
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Instruction	View
<p>5.1) To update your street name, click on “<b>Street Name</b>” field and write the correct address.</p> <p>5.2) To update your city, click on the “<b>City</b>” field and enter the correct city.</p> <p>5.3) To update the state, display the “<b>State</b>” menu  and choose the correct one.</p> <p>5.4) To update your postal code, click on the “<b>Postal Code</b>” field and write the correct zip code.</p> <p>5.5) Click on the “<b>Telephone</b>” 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 <a href="mailto:vpf/srp@iadb.org">vpf/srp@iadb.org</a></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, the 'Country' field is set to 'USA'. 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). To the right, the 'Communication' section has a 'Telephone:' field (labeled 5.5).</p>

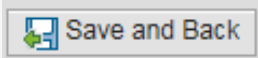
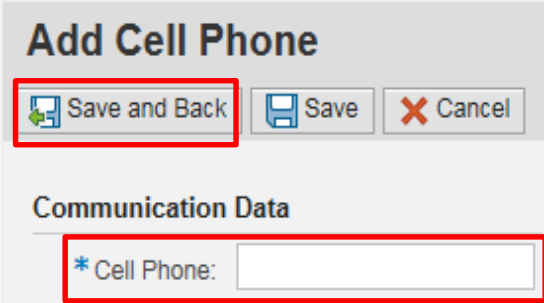
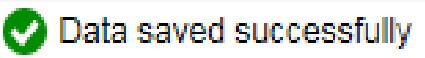
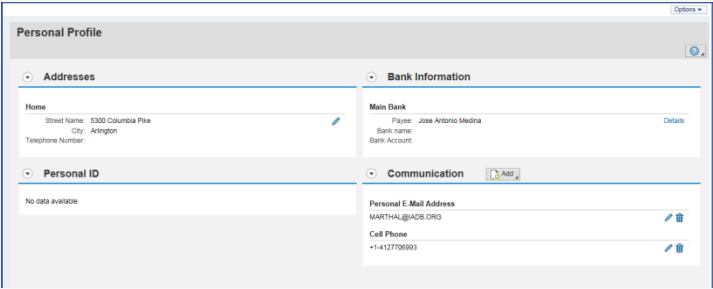
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Instruction	View
<b>6)</b> You will receive this message and return to your <b>“Personal Profile”</b> .	 <b>Data saved successfully</b>
<b>7.1)</b> To add your email address, go to <b>“Communication”</b> .  <b>7.2)</b> Click  .	
<b>8)</b> Select <b>“Personal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

## EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER







Instruction	View
<p>9.1) Click on the “<b>E-mail</b>” field and add your email address.</p> <p>9.2) Click  .</p>	
<p>10) You will receive this message and return to the “<b>Personal Profile</b>” page.</p>	
<p>11.1) To add your cell phone number, go to “<b>Communication</b>” and click  .</p> <p>11.2) Select “<b>Cell Phone</b>”.</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>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 <b>“Personal Profile”</b>.</p> <p>13.2) Once you are on the <b>“Personal Profile”</b> page, verify if all the changes you made are correct.</p>	 <p>13. 1)</p>  <p>13.2)</p>



# EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

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

# EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
<p>14) To close the window, please click on the  icon.</p>	

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

**More user guides and video tutorials at:**

**[www.iadb.org/RetireeSelfServices](http://www.iadb.org/RetireeSelfServices)**

**Recommended browsers:**

Internet Explorer for PC/Windows

Safari for Mac/Apple

