HOW TO UPDATE YOUR CONTACT INFORMATION

IDB RETIREE SELF-SERVICES
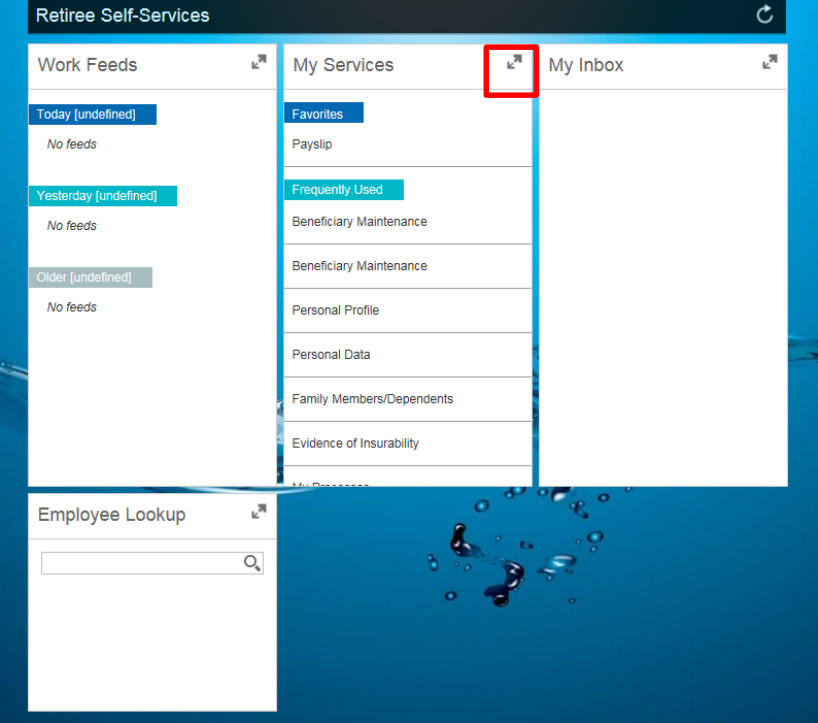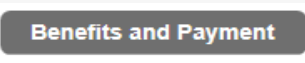
IDB
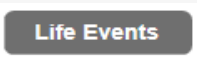
Objective

✓ 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.

IDB

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

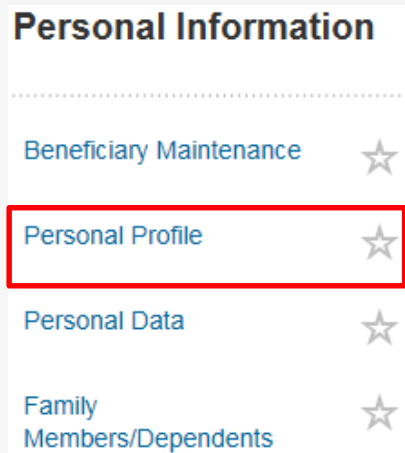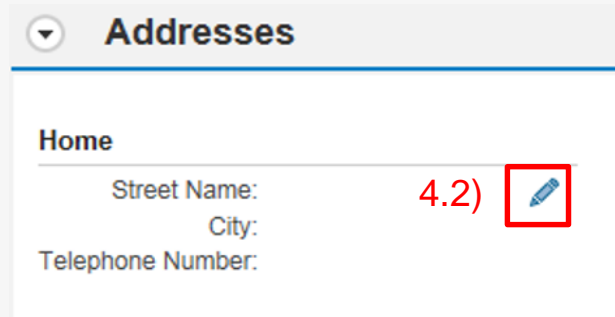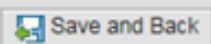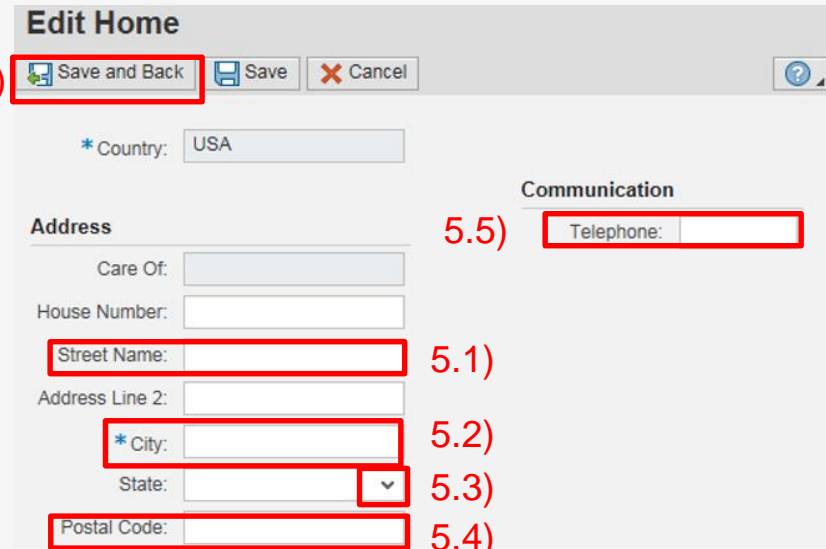| Instruction	View
1) Go to "**My Services**" and click ..	
2) Click [Personal Information]	
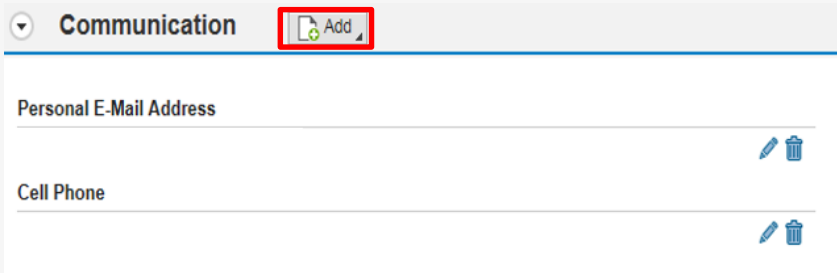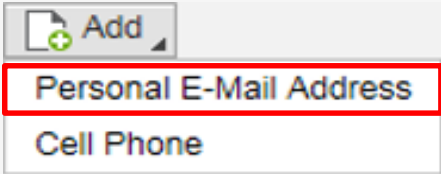
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
3) Go to "**Personal Information**" and choose "**Personal Profile**". *(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")*	**Personal Information** Beneficiary Maintenance ☆ Personal Profile ☆ Personal Data ☆ Family Members/Dependents ☆
4.1) To change your postal address, go to "**Addresses**". **4.2)** Click on the ✏️ icon to edit your information.	⊙ **Addresses** Home Street Name: 4.2) ✏️ City: Telephone Number:

IDB
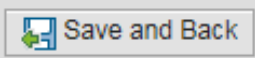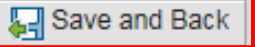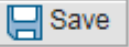
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

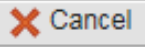| Instruction	View
5.1) To update your street name, click on "**Street Name**" field and write the correct address. **5.2)** To update your city, click on the "**City**" field and enter the correct city. **5.3)** To update the state, display the "**State**" menu ⌄ and choose the correct one. **5.4)** To update your postal code, click on the "**Postal Code**" field and write the correct zip code. **5.5)** Click on the "**Telephone**" field to add the correct house phone number. **5.6)** Click [Save and Back] . *Please note that the "Country" field is not editable. If you need to change the country, please contact vpf/srp@iadb.org*	**Edit Home** **5.6)** [Save and Back] [Save] [Cancel] ⓘ *Country: USA Communication **5.5)** Telephone: ___ **Address** Care Of: ___ House Number: ___ Street Name: ___ **5.1)** Address Line 2: ___ *City: ___ **5.2)** State: ⌄ **5.3)** Postal Code: ___ **5.4)**
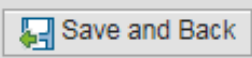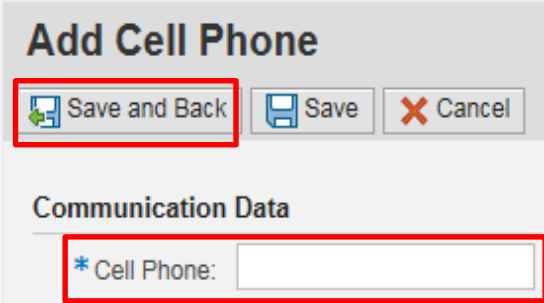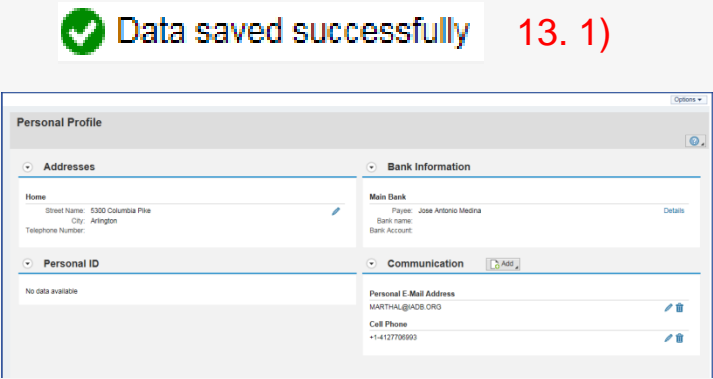
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
6) You will receive this message and return to your "**Personal Profile**".	✅ Data saved successfully
7.1) To add your email address, go to "**Communication**". **7.2)** Click ⬚ Add .	
8) Select "**Personal E-Mail Address**".	

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
9.1) Click on the "**E-mail**" field and add your email address. **9.2)** Click Save and Back .	**Add Personal E-Mail Address** 9.2) Save and Back · Save · Cancel **Communication Data** 9.1) * E-mail:
10) You will receive this message and return to the "**Personal Profile**" page.	✅ Data saved successfully
11.1) To add your cell phone number, go to "**Communication**" and click Add . **11.2)** Select "**Cell Phone**".	Add 11.1) Personal E-Mail Address Cell Phone 11.2)
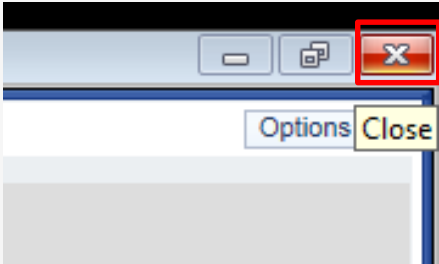
EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
12.1) Enter your cell phone number. 12.2) Click ![Save and Back button] .	**Add Cell Phone** Save and Back Save Cancel 12.2) **Communication Data** * Cell Phone: [_____] 12.1)
13.1) You will receive a message stating that your data saved successfully and return to the "**Personal Profile**". 13.2) Once you are on the "**Personal Profile**" page, verify if all the changes you made are correct.	✅ Data saved successfully 13. 1) Personal Profile Addresses Bank Information Home Street Name: 5300 Columbia Pike Main Bank 13.2) City: Arlington Payee: Jose Antonio Medina Details Telephone Number: Bank name: Bank Account: Personal ID Communication Add No data available Personal E-Mail Address MARTHAL@IADB.ORG Cell Phone +1-4127706993

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
Additional tips: To **edit** your email or cell phone number, click the pencil ✏️ . To **delete** an email or cell phone number, click the trashcan 🗑️ .	

EDIT POSTAL ADDRESS, EMAIL, AND CELL PHONE NUMBER

Instruction	View
14) To close the window, please click on the ![x icon] icon.	

- **Recommended browsers:**
Internet Explorer 11.0 and Google Chrome for PC Windows
Safari for Mac/Apple

More user guides and video tutorials at:

For PC Windows:

https://www.iadb.org/en/retirees/how-to-use-the-retirees-self-services%2C20483.html

For Mac Users:

https://www.iadb.org/en/retirees/how-to-use-the-retirees-self-services%2C20484.html

IDB