# NYIT Self-Service Application
Updating Phone Numbers

Employees will be able to update their HOME or MOBILE phone numbers via Self-Service. Work phone numbers cannot be altered - WORK numbers can only be updated by contacting the HR department. Changes made through this section of the application will change the employee's NYIT Personnel Record in Human Resources.

_____

NYIT Self Service Applications → Personal Information → Phone Numbers
_____

1. Select 'Personal Information' from the Oracle Self Service Menu.
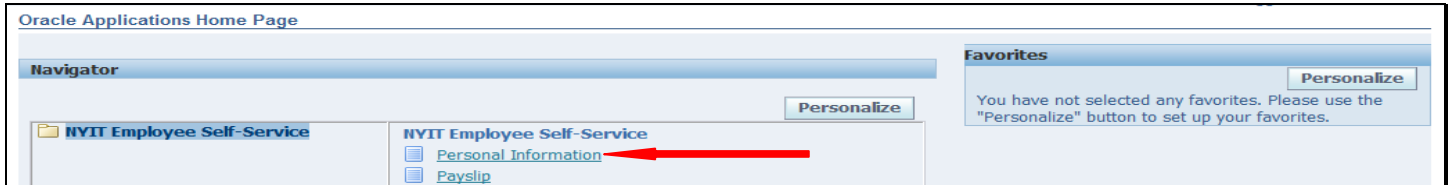
2. *From this screen you can change your* Phone Numbers, Primary Address *and* Emergency Contacts. *You cannot alter your Basic Details or Dependents and Beneficiaries.*

Adding or Changing a Phone Number

1. Choose **UPDATE**

2. Choose **'Add Another Row'** to **add a new number.** To **change a number**, simply backspace over- or delete the existing number and re-type the new number including the area code and seven-digit phone number. *Dashes are not required; if you add them, they will not be displayed.*

Note: For new employees there may be a delay getting your work number in Oracle. Also, when the Phone Numbers: Enter and Maintain screen opens, notice that WORK phone numbers are not displayed. **You should not add or update any WORK numbers.** If you do, *they will be overwritten* by a daily 'phone update' process.

3. Use the dropdown arrow to choose the phone *TYPE*.

Note: Do not select any "Work" phone types shown below, as they are usually updated by IT Telecom Department. Even if you add any Work type of phone /fax / secondary / tertiary – it will be overwritten by IT

4. The **blue dot** designates a change to the **current** information. Review the **proposed** changes and check for accuracy. Choose to go 'Back', 'Cancel', print using 'Printable Page', or 'Submit'. Use 'Back' to re-do your changes – you'll be brought to the previous update screen.

Personal Information: Review

Cancel   Printable Page   Back   Submit

Employee Name **Counselor, Don**
Organization Email Address

○ Indicates Changed Items.

Phone Numbers: Review your change(s) and submit

	Current	Proposed
Home	5161231112	5161231112
Home Fax	6315567843	6315567843
Mobile	5168889595	5168889595
Home Secondary		555-555-5555 ○

5. When you choose 'Cancel', you will get the "Warning" screen below. Choose 'Yes' to discard your changes.

⚠ **Warning**
Do you want to cancel this action?

Your new action will be cancelled.

No   Yes

Home Logout Preferences

6. When you click on 'Printable Page' you will get the page below. The print options will appear in the FILE window.

File   Edit   View   Favorites   Tools   Help

Personal Information: Review

Employee Name **Counselor, Don**
Organization Email Address

○ Indicates Changed Items.

Phone Numbers: Review your change(s) and submit

	Current	Proposed
Home	5161231112	5161231112
Home Fax	6315567843	6315567843
Mobile	5168889595	5168889595
Home Secondary		555-555-5555 ○

7. Choose 'Submit'; a CONFIRMATION message appears informing you that your changes have been applied.

📋 **Confirmation**

Your changes have been applied.

Return to Overview

Changing Phone Types

1. Use the 'Type' dropdown to choose the phone type then click NEXT. In this example, we changed the Mobile number to a Home Secondary number.

Phone Numbers: Enter and Maintain

Cancel   Next

Employee Name **Counselor, Don**
Organization Email Address

Type	Number
Home	5161231112
Home	5168889595

Home
Home Fax
Home Secondary
Home Tertiary   Drop down list for Phone Types
Mobile
Other
Pager
Work
Work Fax
Work Secondary
Work Tertiary

Cancel   Next

Home Logout Preferences Help

Copyright (c) 2006, Oracle. All rights reserved.

If you make a phone type change *to a type that already exists*, when you click the NEXT button you will get an error message like the one below. You will have to CANCEL this change.

Note: Although the WORK phone is not displayed, if you attempt to add one here, you will get a similar error

2. Click on the 'Yes' button to confirm your cancellation.

3. Review your changes; the **two proposed changes** are designated with the **blue dot** below. Choose to go 'Back' to re-do your changes, print using 'Printable Page', or 'Submit'. Follow steps 6 and 7 under *Adding or Changing a Phone Number* to produce a Printable Page or Submit your change.