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.

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NYIT Self Service Applications → Personal Information → Phone Numbers

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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.

![Image of Personal Information: Review]

5. When you choose ‘Cancel’, you will get the “Warning” screen below. Choose ‘Yes’ to discard your changes.

![Image of Warning]

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

![Image of Personal Information: Review]

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

![Image of Confirmation]

**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.

![Image of Phone Numbers: Enter and Maintain]
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.