My Web Services – Changing Contact Information

The steps for changing contact information in Banner differ depending upon whether you are simply adding additional phone numbers (“Updating Phone Numbers Within Banner”) or whether you are changing your address (“Changing Address Information Within Banner”). Follow the appropriate directions below:

**Updating Phone Numbers Within Banner**

1. Log into myCuesta (http://my.cuesta.edu). Contact Information Technology (x3248) for assistance.

2. Locate the My Web Services channel, usually on the Work Life tab.

3. Click the folder, Banner Self-Service. The folder will “expand”, revealing subfolders.

4. Click the folder, Personal Information. The folder will “expand”, revealing subfolders and selections.

5. Click the folder, My Addresses and Phones. The folder will “expand”, revealing a selection.

6. Click the View Addresses and Phones link. The View Addresses and Phones screen will appear.

7. Click the link, Update Addresses and Phones.
The “Update Addresses and Phones – Select Address” screen will appear.

8. Click the **Current** link.

The “Update Addresses and Phones – Update/Insert” screen will appear with current data displayed in the fields.

9. Select the desired **Phone Type** from the drop-down list.

10. Type in the area code and phone number in the appropriate fields.

   **Repeat steps 8 and 9 for each additional phone number.**

11. Click the **Submit** button at the bottom of the screen.

The “Update Addresses and Phones – Select Address” window will reappear with the new phone information appearing on the screen.
Changing Address Information Within Banner

Caution: Address changes done incorrectly may have dire results, including undeliverable paychecks and W2 forms.

1. Log into myCuesta (http://my.cuesta.edu). Contact Information Technology (x3248) for assistance.

2. Locate the My Web Services channel, usually on the Work Life tab.

3. Click the folder, Banner Self-Service.
The folder will “expand”, revealing subfolders.

4. Click the folder, Personal Information.
The folder will “expand”, revealing subfolders and selections.

5. Click the folder, My Addresses and Phones.
The folder will “expand”, revealing subfolders and selections.

6. Click the View Addresses and Phones link.
The View Addresses and Phones screen will appear.

7. Click the link, Update Addresses and Phones.
Mailing address - All official college correspondence will be sent to this address (W-2’s, payroll disbursements/paychecks, financial aid, etc.) To ensure that your payroll disbursement/paycheck is sent to this new address please make sure your address is changed by the 15th of the month.

Permanent - Use this address to inform the college where you reside permanently when the college is not in session.
13. Click the **Submit** button.

The **“Update Addresses and Phones – Update/Insert” screen will appear. The fields should be blank.**

14. Enter the appropriate information in the required/desired fields.

**NOTE:** The following fields **must** be completed and not left blank:
- **Valid From This Date**
- **Address Line 1**
- **City**
- **State or Province**
- **Zip or Postal Code**

Leave the 'Until This Date' field blank. **Do not enter anything in the 'Until This Date' field.**

**IMPORTANT:** Only use **“Address Line 1”**. **Do not** use Address Lines 2 or 3!

15. Once the necessary data has been entered, click the **Submit** button at the bottom of the screen.

The **“Update Addresses and Phones – Select Address” screen will reappear with the new address information appearing on the screen.**