My Personal Information in Self Service

You can view and change some of your personal information using Self Service. This data is secured by your user ID and password. Reviewing this information helps to ensure it is accurate and complete.

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Notice of Intent to Collect Private Data for Employment

As a new employee or returning employee, you are being asked to provide information that the Minnesota Government Data Practices Act classifies as private.

You are being asked to provide the private data listed below for the purposes and intended uses noted. The data collected under this notice will be used to administer your employment, including verifying employment eligibility. You are not required to provide all of the data, but certain data must be collected. If you do not provide the requested data, in addition to the consequences listed in the categories below, your employment may be delayed or disrupted or you may not be able to receive important information related to your employment and benefits. If you do provide this data, it may be shared with the persons or entities described in 

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the categories below as well as state and federal entities including: employees of your hiring agency and Minnesota Management & Budget whose work assignments reasonably require access, the Minnesota Legislative Auditor’s Office, the Minnesota Attorney General’s Office, Departments of Administration, Employment and Economic Development, and Labor and Industry, enforcement agencies with proper authority, and any other person or entity authorized by state or federal law or court order.

**Personal Telephone Number:** You are not legally required to provide this except as provided below (see Continuity of Operations Data). If you do not provide a personal telephone number, your agency may not be able to contact you when necessary.

**Gender, Ethnic Group, and Disability:** Used to determine if the State has a diverse workforce that is representative of all Minnesotans. You are not legally required to provide this data. However, without this information, the State may not be able to effectively carry out state and federal equal opportunity and affirmative action mandates. Applicable insurance carriers and State retirement system may receive your gender data.

**Social Security Number (SSN):** If you are a new employee, your SSN is needed for reporting earnings and taking deductions, as required by law. You are legally obligated to provide your SSN in order for us to employ you. The Tax Reform Act of 1976, 42 U.S.C., 405(c)(2)(c) requires the State to provide your SSN to the Social Security Administration, Internal Revenue Service, and applicable state Department of Revenue. The following also have a legal right to receive your SSN: applicable State retirement system (Minnesota Statues, Chapters 352-356), Department of Human Services (Minnesota Statutes, section 256.998), Department of Employment and Economic Development (Minnesota Statutes, section 268.044), and applicable insurance carriers (Minnesota Statutes, sections 43A.28, 62J.54, and 13.05). Known consequences of refusing to provide a SSN are that you cannot begin or continue employment and you may not receive benefits for which you are eligible.

**Birth Date/Age:** Used to determine your cost for certain optional insurance coverage, to determine actuarial rates, and for workplace planning purposes. It is also required for completion of the federal Employment Eligibility Verification form (I-9). The Minnesota Department of Human Services, applicable insurance carriers, and applicable State retirement system have a legal right to receive this information. Your eligibility for employment may be affected if you do not provide this data. Additionally, it would not be possible to determine your eligibility for retirement, certain optional insurance coverage and certain other benefits if you do not provide this data.

**Marital Status:** Your marital status is needed to determine eligibility for insurance and death benefit payments. You are not legally required to provide your marital status. However, without this information, certain insurance eligibility determinations and death benefits payments may not be possible. Applicable insurance carriers and State retirement system have a legal right to receive this information. This information is not needed if your position is not eligible for insurance or retirement benefits.

**Emergency Contact Information:** Needed so that someone may be contacted if an emergency occurs and you need assistance. You are not legally required to provide this information. However, if you do not provide it, we will not know who you would like us to contact in an emergency. Your agency and MMB staff who perform personnel and payroll functions may have access to this data.

**Veteran Status:** Article 3, section 22 of Chapter 94 from the 2009 Session Laws requires that the number of veterans in the state workforce be reported to the Minnesota Legislature on an annual basis. This data will be used to determine if the number of state employees who are veterans is representative of the number of veterans in the Minnesota labor force. You are not legally required to provide this data. However, without this information, the State may not be able to provide accurate data to the legislature.
**Home Address:** The State is legally obligated to provide your home address to the Social Security Administration, Internal Revenue Service, applicable state Department of Revenue, applicable State retirement system, and the Minnesota Department of Human Services. It is also required for completion of the federal Employment Eligibility Verification form (I-9). Additionally, the applicable labor organization and applicable insurance carriers may have access to this data. If you do not provide a home address, you may not receive important documents, the State cannot fulfill its legal obligations and your eligibility for employment may be affected.

**Continuity of Operations Data (Personal Home Contact Information):** Personal home contact information (including home mailing address, home telephone, personal mobile telephone numbers, and personal email addresses) may also be used to provide for the continuity of operations in an emergency or other work disruption. (M.S., section 13.43, subd. 17.) This information can be shared with other Minnesota government agencies as needed to provide for the continuity of operations of your employing agency or other state agencies. Depending on your terms of employment, providing data for continuity of operations may be voluntary or mandatory. Check with your supervisor to determine the obligations for your job description. The following describes the consequences in both instances:

**Voluntary:** If you are not required to provide this data and you choose to provide it, you can be contacted and participate in continuity planning and response for your employing agency. If you do not provide this data, your office may not be able to reach you if there are events impacting your agency’s operations or the agency needs to contact you.

**Mandatory:** If participating in continuity planning and response is a requirement of your position, you are required to provide this data. If you do not provide the information needed, it will impact continued employment with the agency due to your inability to perform all of the functions of your position.

**Driver’s License Number, Country and State of Issuance, and License Type:** Employees are asked to provide their driver’s license number, country and state of issuance, and license type (e.g. class A, B, C or D) when their position is covered under the statewide Policy on Driver’s License and Record Checks because a) their job requires a motor vehicle license or b) they operate a state owned or leased vehicle or their personal vehicle on state business. This data, along with an employee’s date of birth, will be used to conduct driver’s license and records checks in accordance with the policy to determine qualification to drive vehicles on state business. If you are uncertain whether you are covered by this policy, speak to your supervisor. You are not obligated under law to provide this information. However, if you fail to do so, you will not be approved to drive a vehicle on state business. A refusal may result in your removal from consideration for hire or from employment in the subject position with the requesting agency.
Access About Me
To access About Me, take the following steps.

Access Self Service at [http://mn.gov/selfservice](http://mn.gov/selfservice)
Sign in with your user ID and password. New employees obtain sign-in instructions from your Human Resources or Payroll office.

Select the Self Service tile.
Select the About Me tile. Select either the My Contact Information or the Who Am I Tile.

In the My Contact Information tile:
- **Addresses** to review and change your home address. If a message displays, read the message and select OK. Instructions are on page 5.
- **Contact Details** to enter or change your non-business email addresses or your non-business phone numbers. Instructions are on page 8.
- **Emergency Contacts** to enter or change your emergency contact information. Instructions are on page 12.

In the Who Am I tile:
- **Disability** to enter or change your disability information. Instructions are on page 10.
- **Driver’s Licenses** to enter or change your driver’s licenses and complete the Vehicle Use Agreement. Instructions are on page 11.
- **Ethnic Groups** to enter or change your ethnic group and race information. Instructions are on page 14.
- **Gender** to enter or change your gender information. Instructions are on page 14.
- **Complete and Submit I-9 Form** to verify your eligibility to work in the United States. Instructions are on page 15.
- **Pandemic Availability** to enter or change your response to the pandemic availability question. Instructions are on page 15.
- **Personal Information Summary** to review your phone number, emergency contact, email address, home address, and marital status information on one page. Instructions are on page 16.
- **Skills Profile** to enter or change your licenses/certificates and skills information. Instructions are on page 17.
- **Veteran Status** to enter or change your veteran status. Instructions are on page 19.
Addresses

Select About Me > My Contact Information > Addresses, then review your home address for accuracy. If changes are needed, follow the steps below.

To view or change a home address

On the Addresses page, select your current address.

Enter the changes in the order listed below. Do not use commas and periods. You can look up the correct format of a street address on www.usps.com. For a Canadian address, see page 7.

In the following fields, you can use the look up button (which looks like a magnifying glass) to find valid values.

- **Country** - If no country displays, or to change the country, use the look up to choose a country (example: USA).
- **Address 1** - Enter the entire delivery address line, followed by the apartment number (such as Apt 12) or suite. Refer to the Address Tips on page 6.
- **Address 2** - Enter the name of the school residence hall, department, or c/o, if any; or leave it blank.
- **State** - You must enter a State before you enter a City. The field is case-sensitive. Enter the name of the state (example: Minnesota) or look up and choose the state code.
- **City** – We suggest that you do not type the city. Instead, use the look up to choose a city. Example:

  ![Look Up City](image)

In the Look Up City page, type the first letter of the city name, capitalized (example: S). This field is case-sensitive. Do not use punctuation. Select **Look Up** and choose from the search results (example: St Paul). You must choose a city before you can select a county.

If the message “No rows found” displays, make sure you have entered a State, and you have entered the first letter of the city uppercase in the Look Up City page.

- **Postal** - Enter the ZIP+4 code (example: 56007-3022) or five-digit ZIP code. The hyphen is optional.
- **County** - Do not type the county name. Look up and choose the county. If no county is found, make sure you have entered a State, and you have selected a city. This must be done before you can select a county.

Under **Change As Of**, accept the default of today’s date, or select the pop up calendar to enter a future date (format mm/dd/yyyy) that the address takes effect. Don’t enter a date in the past.

Choose one of the following:

- To save: Select **Save**.
- To exit without saving: Select **Cancel**.

If the address change is a result of marriage, divorce, separation or life event, you may need to contact your Human Resources office to change your name, insurance benefits, marital status, tax withholding, etc.

If the **Address is Correct** button displays, select this button if the address is correct.
**Address Tips**

**Examples of address lines**

<table>
<thead>
<tr>
<th>Address Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Box G</td>
</tr>
<tr>
<td>1225 Park Ave S Apt 808</td>
</tr>
<tr>
<td>101 1/2 Orchard St NE</td>
</tr>
<tr>
<td>289-01 W 120th St</td>
</tr>
<tr>
<td>2340 Hwy 101 NE</td>
</tr>
<tr>
<td>101 County Road 20</td>
</tr>
<tr>
<td>1650 State Hwy 335</td>
</tr>
<tr>
<td>1155 US Hwy 70</td>
</tr>
<tr>
<td>RR 3 Box 15A</td>
</tr>
<tr>
<td>PO Box 738</td>
</tr>
<tr>
<td>HC 68 Box 45-1A</td>
</tr>
</tbody>
</table>

**Common abbreviations**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment</td>
<td>Apt</td>
</tr>
<tr>
<td>Building</td>
<td>Bldg</td>
</tr>
<tr>
<td>Floor</td>
<td>Fl</td>
</tr>
<tr>
<td>Highway Contact Route</td>
<td>HC</td>
</tr>
<tr>
<td>Post Office Box</td>
<td>PO Box</td>
</tr>
<tr>
<td>Room</td>
<td>Rm</td>
</tr>
<tr>
<td>Rural Route</td>
<td>RR</td>
</tr>
<tr>
<td>Route</td>
<td>Rte</td>
</tr>
<tr>
<td>Suite</td>
<td>Ste</td>
</tr>
</tbody>
</table>

**Directional abbreviations**

<table>
<thead>
<tr>
<th>Direction</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>N</td>
</tr>
<tr>
<td>East</td>
<td>E</td>
</tr>
<tr>
<td>South</td>
<td>S</td>
</tr>
<tr>
<td>West</td>
<td>W</td>
</tr>
<tr>
<td>Northeast</td>
<td>NE</td>
</tr>
<tr>
<td>Southeast</td>
<td>SE</td>
</tr>
<tr>
<td>Southwest</td>
<td>SW</td>
</tr>
<tr>
<td>Northwest</td>
<td>NW</td>
</tr>
</tbody>
</table>

**Street abbreviations**

<table>
<thead>
<tr>
<th>Street Type</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avenue</td>
<td>Ave</td>
</tr>
<tr>
<td>Bluff</td>
<td>Blf</td>
</tr>
<tr>
<td>Boulevard</td>
<td>Blvd</td>
</tr>
<tr>
<td>Branch</td>
<td>Br</td>
</tr>
<tr>
<td>Center</td>
<td>Ctr</td>
</tr>
<tr>
<td>Circle</td>
<td>Cir</td>
</tr>
</tbody>
</table>
In these fields, you can use the **look up** button (which looks like a magnifying glass) to find valid values.

- **Country** - Select CAN.
- **Address 1** - Enter the entire delivery address line, followed by the apartment number (such as Apt 12) or suite. Refer to the Address Tips above.
- **Address 2** - Enter the name of the school residence hall, department, or c/o, if any.
- **City** - Look up and choose a city. Note: Delete the province name from the City field if it appears.
- **Province** - Look up and choose a province.
- **Postal** - Enter the Canadian format: letter number letter space number letter number. Example: P7C 5K4
Contact Details

Select About Me > My Contact Information > Contact Details, then review your phone numbers and email addresses. If changes are needed to your non-business phone and email, follow the instructions below. If your business phone or email address is incorrect, please contact your Human Resources office.

To add a phone number

1. Select the +, or the “Add Phone” button if no phone number exists.
   
   Choose a Type from the drop-down list.
   
   Note: You may have only one phone number of each type.

   Enter your Telephone, including area code. Enter 10 digits only. The system will format the number when the record is saved (example: 6515552222 will display 651/555-2222).

   Enter the Extension, if any.

   Select a phone number as Preferred. One phone number must be identified as Preferred.

   Select Save.

   Select OK.

To change a phone number

1. Select the phone number.

2. Make the changes. Select Save.

3. Select OK.

To delete a phone number

1. Select the phone number you wish to delete. Select Delete.

Select either Yes or No.

To add an email address

1. Select the +, or the “Add Email” button if no email exists.

2. Choose an Email Type from the drop-down list.

   Note: You may have only one email address of each type.

   Enter your Email Address. Example: jane.doe@anything.com

   Select an email address as Preferred. One email address must be identified as Preferred.

   Select Save.

   Select OK.

To change an email

1. Select the email address row you wish to change. (not the email link)

2. Make the changes, then select Save.

3. Select OK.
To delete an email address

1. Select the email row you wish to delete. (not the email link)
2. Select Delete.
Select either Yes or No.
Disability

Select About Me > Who Am I > Disability, then follow the instructions below to enter or change your disability information.

To enter or change your disability information

3. Read the information on the Voluntary Self-Identification of Disability page.
4. Select your answer.
5. Scroll down and select Submit.
6. Select OK.
Driver’s Licenses

Select About Me > Who Am I > Driver’s Licenses. Follow the instructions below to enter your driver’s licenses and complete the Vehicle Use Agreement. This page applies to employees who 1) drive a state vehicle or regularly drive their personal vehicle on state business, and 2) have been notified by their supervisor or manager that their position is covered by the statewide Policy on Driver’s License and Record Checks at http://mn.gov/bms-stat/assets/drivers_license_record_check.pdf.

To view, add, change or delete a driver’s license

1. Choose one of the following:
   a. If no driver’s license information displays (driver’s license number is blank), skip to step 2.
   b. If driver’s license information displays, choose one of the following:
      • To add another driver’s license, select the plus sign button.
      • To change information, select what you want to change and edit.
      • To delete a driver’s license that hasn’t been held in the past five years, select the minus sign button.

In the Driver’s License Number field, enter your driver’s license number. Don’t enter a car license plate number.

In the following fields, you can use the look up button (which looks like a magnifying glass) to find valid values.

In the Country field, accept USA or look up and choose the country where the driver’s license was issued.

In the Issued by State field, look up and choose the state where the driver’s license was issued. Note: Before you can choose a state, you must select a country.

In the License Type field, look up and choose the type of license.

If you hold additional license types for this driver’s license, under the License Type heading select the plus sign button and choose additional license type. Repeat for each license type you have for this driver’s license. If you need to delete a license type, select the minus sign button.

If you have held another driver’s license in the last five years (for example, from another state), return to step 1b and enter each driver’s license and license type you have held in the last five years.

Read the text on the screen. You may need to scroll down. Choose one of the following:

• To provide your authorization, select the Authorization check box. Note: After you save the information, you will not be able to clear the check box.

• To not provide authorization, leave the Authorization check box blank.

Select Save.

If you have selected the Authorization check box, a message displays asking you to confirm the authorization. To save and confirm, select OK. To cancel the save, select Cancel. If you provided authorization, the Date Authorized will display and the Authorization check box will turn gray.

If you have not selected the Authorization check box, a message displays asking if you want to authorize. To save and authorize select Yes, without authorizing select No. If you chose to not authorize contact your supervisor.
Emergency Contacts

Select About Me > My Contact Information > Emergency Contacts, then review the information. Follow the instructions below to view detail; change, add, or delete an emergency contact; and change the preferred contact.

To view emergency contact detail, select the contact you wish to review.

To change or add emergency contact information

1. On the Emergency Contacts page:
   - To change information about a contact, select the contact you wish to change.
   - To add a contact, select +, or the Add Emergency Contact button if no Emergency Contact exists.

In the Contact Name field, enter the name of the emergency contact, in the format Last,First (Smith,John).

Choose the Relationship to Employee from the drop-down list.

Select Add Address. If the emergency contact’s address is the same as yours, select the same as mine check box. The system will update these fields if your address changes.

If the emergency contact’s address is different from yours, enter the address.

In the following fields, you can use the look up button (which looks like a magnifying glass) to find valid values.

   - **Country** - If no country displays, or to change the country, select Change Country to look up and choose the country (example: USA).
   - **Address 1** - Enter the entire delivery address line, followed by apartment number (such as Apt 12) or suite.
   - **Address 2** - Enter the name of the school residence hall, department, or c/o, if any; or leave it blank.
   - **State** – You must enter a State before you enter a city. The field is case-sensitive. Enter the name of the state (example: Minnesota), or look up and choose the state code.
   - **City** – We suggest you do not type the city. Instead, look up and choose a city. Example:
     
     In the Look Up City page, type the first letter of the city name, capitalized (example: S). This field is case-sensitive. Do not use punctuation. Select Look Up and choose from the search results (example: St Paul). You must choose a city before you can select a county.

     If the message “No rows found” displays, make sure you have entered a State, and you have entered the first letter of the city uppercase in the Look Up City page.

   - **Postal** - Enter the ZIP+4 code (example: 56007-3022) or five-digit ZIP code. The hyphen is optional.
   - **County** - Do not type the county name. Look up and choose the county number (example: 019).

Select Done.

Select Add Phone Number. If the emergency contact’s telephone number is the same as yours, select the same as mine check box. The system will update this field if your telephone number changes.

If the emergency contact’s telephone number is different from yours, enter the Telephone, including area code. Enter 10 digits only. Example of correct entry: 6515552222

   The system will format the number when the record is saved (example: 6515552222 will display 651/555-2222).
Enter the Extension, if any.
Select Done. Select Save.

To change the preferred contact
You can have one or more emergency contacts, and one must be designated as preferred.

1. On the Emergency Contacts page, select the emergency contact you want to be the preferred contact. Select the preferred box.
Select Save.

To delete an emergency contact
You can delete an emergency contact if it’s not the preferred contact. If you want to delete the preferred contact, you must first select a different contact as preferred. If there is only one contact, you can edit it, but cannot delete it.

1. On the Emergency Contacts page, select the name you want to delete. Select Delete.
Read the name of the emergency contact, and then select either Yes or No.
Ethnic Groups

Select About Me > Who Am I > Ethnic Groups, then follow the instructions below to enter or change your ethnic group and race information.

To enter or change your ethnic group and race information
1. Read the information at the bottom of the Ethnic Groups page.
2. Choose one of the following:
   • Select your answers to each question below:
     Are you Hispanic or Latino? For more information, select Explain.
     and
     What is your race? Select one or more. For more information, select Explain.
   or
   • Select the I decline to provide my ethnicity details check box.
3. Select Save.

Gender

Select About Me > Who Am I > Gender, then follow the instructions below to enter or change your gender information.

To enter or change your gender information
1. On the Gender page, choose your answer from the drop-down list.
2. Select Save.
I-9 Form
Select About Me > Who Am I > Form I-9, then follow the steps below to submit your I-9 form to HR.

To enter and submit the I-9 Form
1. Select the Instructions link and read the instructions. These instructions are also found at https://www.uscis.gov/sites/default/files/files/form/i-9instr.pdf
2. Select the link for the form.
3. Complete the form. For help, select the question mark buttons.
Select Submit to send the completed form to HR. If error messages display, fix the errors and submit again.
   - Read the displayed message and select Yes to continue or No to make any corrections.
   - When “The Submit was successful” displays, select OK. “Your information was submitted” displays.

Pandemic Availability
Select About Me > Who Am I > Pandemic Availability, then follow the instructions below to enter or change your response to the pandemic availability question.

To enter or change your response
1. On the Pandemic Planning page, read the question.
2. In the Select your answer field, choose your answer from the drop-down list.
3. Select Save.
Personal Information Summary

Select About Me > Who Am I > Personal Information Summary, then review the data displayed. The Primary Job Title is the job classification title of your primary job. Scroll down to see all the information. If changes are needed, follow the instructions below.

To review your information

On the Personal Information page, if your name is incorrect, please contact your Human Resources Department.

If your home address is incorrect, update it on the Addresses page.

If your non-business phone numbers or emails are incorrect, update them on the Contact Information page. If your business phone number or business email are incorrect, please contact your Human Resources office.

If your emergency contacts are incorrect, update them on the Emergency Contacts page.

If your marital status is incorrect, please contact your Human Resources office. The As of date is not necessarily the date of marriage; it may be the date the marital status was entered.

If you do not know how to contact your Human Resources group, select either of “Click Here For Contact List” links provided on the page.
Skills Profile (Licenses/Certificates)

After you have selected About Me > Who Am I > Skills Profile, follow the instructions below to view, add, change or delete a license or certificate or skill. Note: If a row is grayed out, you cannot change or delete it in Self Service; this is because the license is verified or renewal is in progress.

To view, add, change or delete a license or certificate

If the Find an Existing Value tab displays, select the Add a New Value tab and then select the appropriate button. Note: the next time you access Skills Profile, you won’t have to do this step.

Select Licenses & Certifications

Choose one of the following:

a. If no license/certificate information displays (license code is blank), you can add a license without the +.

b. If license/certificate information displays, select View All to view all rows. Choose one of the following:

   • To add another license/certificate, select the plus sign button.
   • To change information, find the row to change. If a row is grayed out, you cannot change it.
   • To delete a license/certificate, select the minus sign button. If a row is grayed out, you cannot delete it.

In the following fields, you can use the look up button (which looks like a magnifying glass) to find valid values. In the License Code field, look up and choose a code from the list. Previously-saved license codes are view-only.

In the License Number field, enter the number of the license or certificate, or leave it blank. Up to 15 characters (numbers and letters) can be entered. Important: If your license number is the same as your Social Security Number, leave License Number blank. Do not enter your Social Security Number.

In the Country field, look up and choose the country where the license/certificate was issued, or leave it blank.

In the State field, look up and choose the state where the license/certificate was issued, or leave it blank.

Note: If you want to choose a state, you must first select a country.

In the Expiration Date field, select the calendar button and choose the date the license/certificate expires, or leave it blank.

Choose one of the following:

   • To save and return to the Skills Profile page, select OK.
   • To save and stay on this page, select Apply.
   • To exit this page without saving, select Cancel.

To view, add, change or delete Skills

If the Find an Existing Value tab displays, select the Add a New Value tab and then select the appropriate button. Note: the next time you access Skills Profile, you won’t have to do this step.

Select Skills

Choose one of the following:

  c. If no Skills displays (Skill code is blank), you can add a Skill without the +.

  d. If Skill information displays, select View All to view all rows. Choose one of the following:

     • To add another Skill, select the plus sign button.
     • To change information, find the row to change. If a row is grayed out, you cannot change it.
• To delete a Skill, select the minus sign button. If a row is grayed out, you cannot delete it.

In the following fields, you can use the look up button (which looks like a magnifying glass) to find valid values. In the Skill Code field, look up and choose a code from the list. Previously-saved codes are view-only.

Choose one of the following:

• To save and return to the Skills Profile page, select OK.
• To save and stay on this page, select Apply.
• To exit this page without saving, select Cancel.
Veteran Status
Select About Me > Who Am I > Veteran Status, then follow the instructions below to choose or change your veteran status.

To select or change your veteran status

1. Read the information on the Veteran Status page.
2. In the Self-Identification section, make your selection(s). Choose all that apply.
3. Enter your Military Discharge Date if any.
4. Select Submit.
5. Select OK.
## Problems and Solutions

Use the following guide to resolve problems. For additional help, contact your agency Human Resources office.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>A message indicates that a field is in the wrong format.</td>
<td>Select <strong>OK</strong> on the message. Some fields require you to enter information in a certain format. For example, in the Postal field, enter a five-digit or nine-digit ZIP code, or an international code. If the format is incorrect, the field turns red. Complete the red field, and save.</td>
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</tbody>
</table>
| A message indicates that a field is invalid.                  | Select **OK** on the message. Some fields require you to enter a valid value. For example, do not type the city in the City field. Instead, select the **look up** button, which looks like a magnifying glass.  
On the Look Up City page, type the first letter of the city name, capitalized (example: S). The field is case-sensitive. Do not use punctuation. Select **Look Up** and choose from the list (example: St Paul).  
A City must be entered correctly before you can select a County. |
| **Address type already exists** message displays.              | Select **OK** on the message. The system will accept only one entry for each type. Select a different type.                                                                                                  |
| Cannot select a state, city, or county.                      | A country must be entered before you can select a state. If the country is blank, select the **Change Country** button and look up the country (example: USA). Then select the state, city, and county, in that order. |
| **Email address must contain the @ character** message displays. | Include an @ in your email address.  
Example: john.doe@email.com                                                                                                                                                                               |
| **Highlighted fields are required** message displays.          | Select **OK** on the message. If a required field is left blank, it turns red. Complete the red field, and save.  
A country must be entered before you can select a state. If the country is blank, select the **Change Country** button and look up the country (example: USA). Then select the state, city, and county, in that order. |
| I entered my phone number, email address, or emergency contacts. When I viewed the page again, my entries were gone. | You may have exited the page or signed out without saving, or your Self Service session may have timed out after a period of inactivity. After adding or changing your information, select **Save**. |
| Marital Status ‘As Of’ date is wrong.                         | This is not necessarily the date of marriage; it may be the date the marital status was entered.                                                                                                          |
| You cannot delete the preferred contact message displays.      | Select **OK** on the message. The system does not allow you to delete the preferred contact. If you want to remove the preferred contact, you must first select a different emergency contact as preferred. |