

## 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 below. You are not required to provide all of the data, but certain data must be collected, where noted. The consequences, if any, for providing or not providing the data are listed below. If you do provide this data, it may be shared with the persons or entities described in

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To request a reasonable accommodation and/or alternative format of this document, contact the Statewide Administrative Systems Help Line at (651) 201-8100 or [accessibility.mmb@state.mn.us](mailto:accessibility.mmb@state.mn.us).

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, Minnesota 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.

**Sex, Ethnic Group, and Disability:** This information is used to determine if the State has a diverse workforce that is representative of all Minnesotans and to satisfy civil rights reporting obligations. This information may also be used in the State's employee engagement and retention efforts. Applicable insurance carriers and the applicable retirement system also may receive data on your sex. 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. Additionally, applicable insurance carriers and the applicable retirement system may contact you directly for information on your sex if you do not provide it and they determine it is required.

**Gender Identity:** In addition to stating your sex, you are given an opportunity to state your gender identity. You are not legally required to provide this data. There is no consequence to you if you do not provide this data.

**Pronouns:** You are given an opportunity to state your pronouns. You are not legally required to provide this data. There is no consequence to you if you do not provide this data. If you choose to provide this data, it will appear in your work-related Microsoft products (e.g., Outlook, Teams, SharePoint, etc.) and in other applications. Pronouns may not appear for agencies not supported by Minnesota IT Services.

**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 Statutes, 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 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 HR/LR Policy #1419 Driver's License and Record Checks because they are required to drive state or personal vehicles 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 your position is covered by this policy, speak to your supervisor. You are not required by law to provide this information. However, if the requested information is not provided, you will not be approved to drive vehicles on state business. If driving on state business is a minimum qualification or essential function of your position, you may be removed from consideration for hire or separated.

## Access About Me

To access **About Me**, take the following steps.

Access Self Service at <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 Details** to enter or change your information on your sex, pronouns and gender identity. 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.

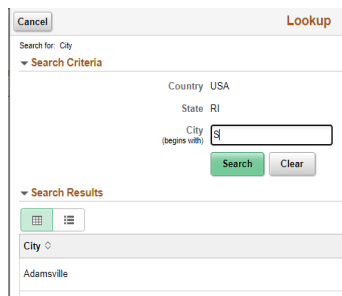
### To view or change a home address

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](http://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:



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

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

### Common abbreviations

Apartment	Apt
Building	Bldg
Floor	Fl
Highway Contact Route	HC
Post Office Box	PO Box
Room	Rm
Rural Route	RR
Route	Rte
Suite	Ste

### Directional abbreviations

North	N
East	E
South	S
West	W
Northeast	NE
Southeast	SE
Southwest	SW
Northwest	NW

### Street abbreviations

Avenue	Ave
Bluff	Blf
Boulevard	Blvd
Branch	Br
Center	Ctr
Circle	Cir

Avenue	Ave
Court	Ct
Courts	Cts
Drive	Dr
Heights	Hts
Lake	Lk
Lakes	Lks
Lane	Ln
Lot	Lot
Mount	Mt
Park	Park
Parkway	Pkwy
Place	Pl
Plain	Pln
Plains	Plns
Point	Pt
Prairie	Pr
Ridge	Rdg
River	Riv
Road	Rd
Spring	Spg
Springs	Spgs
Square	Sq
Street	St
Summit	Smt
Terrace	Ter
Trail	Trl
Village	Vlg
Way	Way

### Canadian address format

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 are required to drive state or personal vehicles on state business. Refer to HR/LR Policy #1419 Driver's License and Record Checks at <https://mn.gov/mmb-stat/policies/1419-hrpolicy-dlrchecks.pdf>

### To view, add, change, or delete a driver's license

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).

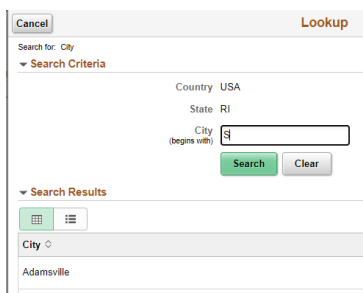
Choose the **Relationship to Employee** from the drop-down list.

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 to 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 Details

Select **About Me > Who Am I > Gender Details**, then follow the instructions below to enter or change your information on your sex, pronoun, and gender identity.

### To enter or change your sex

1. On the Gender Details page, choose your answer from the drop-down list.
2. Select **Save**.

### To enter or change your pronoun

1. On the Gender Details page, choose your answer from the look up list.
2. Select **Save**.

### To enter or change your gender Identity

1. On the Gender Details page, choose your answer from the look up 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.

Problem	Solution
A message indicates that a field is in the wrong format.	Select <b>OK</b> 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.
A message indicates that a field is invalid.	Select <b>OK</b> 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 <b>look up</b> 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 <b>Look Up</b> and choose from the list (example: St Paul). A City must be entered correctly before you can select a County.
<i>Address type already exists</i> message displays.	Select <b>OK</b> 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 <b>Change Country</b> button and look up the country (example: USA). Then select the state, city, and county, in that order.
<i>Email address must contain the @ character</i> message displays.	Include an @ in your email address. Example: john.doe@email.com
<i>Highlighted fields are required</i> message displays.	Select <b>OK</b> 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 <b>Change Country</b> 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 <b>Save</b> .
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.
<i>You cannot delete the preferred contact</i> message displays.	Select <b>OK</b> 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.