

Updating your contact information

To receive emergency updates and other important information from UBC, please check that your contact information is up-to-date and accurate in Workday.

How your information will be used

Your privacy matters. Here are some important things to know about your information in Workday:

- All contact information is kept private and will not be visible to anyone other than staff and faculty.
- Your contact email will be used by UBC administrative offices for UBC business purposes or to send you university-related communications.
- Mobile alerts via text will be issued for emergency purposes only.
- If you have a student and worker profile in Workday (called dual status, e.g. because you are a Teaching or Academic Assistant) you will see both a “HOME” and “WORK” section in your contact information.
 - Populate the “HOME” section to store the contact information you wish to use in your capacity as a student at UBC, ie. to receive messages related to your studies.
 - Populate the “WORK” section to store the contact information you wish to use in your other capacity under the worker profile affiliation.
- If you have a student and worker profile, any changes made to your contact information will be updated automatically on both your student and worker profile.
- You can store multiple sets of email addresses, phone numbers and home addresses. Set the email address where you wish to receive messages from UBC to ‘PRIMARY’.

Examples:

- For example, as a doctoral student working as a TA, you may decide you want all of your primary correspondence relating to your TAship to go to your @ubc.ca email,

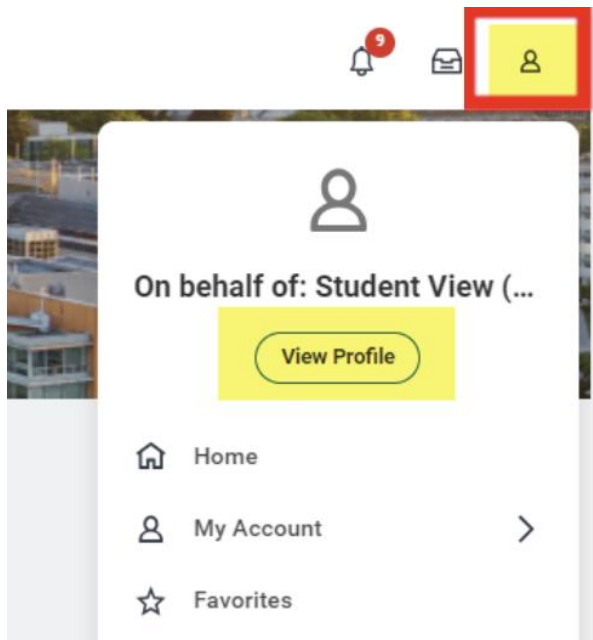
while all information from UBC relating to your studies be sent to your personal gmail address. You would need to set your gmail as your 'Home' primary email, and your ubc.ca email as your 'Work' primary email.

- Or as a master's student you may decide you want one email for all correspondence, so you add your gmail email to your 'Home' primary email.

How to add or change your contact information

First, go to your Profile in Workday

1. Log into your Workday account at myworkday.ubc.ca.
2. On the Workday home screen, click your user icon in the top right corner.
3. Click the "View Profile" button in the pop up menu.



Next, go to your contact information

1. In your Profile, click the "Contact" tab on the left menu.
2. Go to the "Contact" tab in the top menu.

Update your contact information

Warning: when entering address details, please use Latin or Roman script only. While Workday allows use of local scripts such as Mandarin or Farsi, it may cause issues with integrated systems and issuance of documents, such as PAL.

The screenshot shows the Workday Student View interface. On the left is a green navigation menu with the following items: Summary, Personal, Academics, Student Financials, Action Items and Holds, Committees, History, Contact (highlighted), and Portfolio. The main content area is titled 'Contact' and 'Friends and Family'. It features a yellow 'Edit' button. Below this is the 'Home Contact Information' section, which includes three sub-sections: 'Addresses 1 item' with a form field for 'Address' containing 'Student View Lane, Student View, BC V1V 1V7, Canada'; 'Phones 1 item' with a form field for 'Phone Number' containing '+1 (604) 8079000'; and 'Email Addresses 1 item'.

1. Click the “Edit” button to update your contact information.
2. Read the information in blue text.
3. Use the following buttons to make your changes:
 - The pencil icon allows you to edit your information.
 - The “Add” button allows you to add new information.
 - The “X” icon allows you to delete your information. If you haven’t added any contact information yet, you’ll receive an error.
4. Click the orange “Submit” button to save your edits.



Change My Home Contact Information Student View Preferred Name

Students

All student contact information is private regardless of Visibility selection. Some other considerations:

- Students can add multiple addresses as needed. It's suggested that a Mailing address is provided in order to receive important documentation. A Home address can
- To receive UBC Alerts, add your phone number, selecting Mobile as your Phone Type, and you will be alerted via SMS in urgent situations that pose an immediate safety risk.

Change Home Contact Information

Address

Primary
Yes



Address
Student View Lane, Student View, BC V1V 1V7

Usage
Mailing

Visibility
Private

Add

Phone

Primary
Yes



Submit

Save for Later

Cancel



Student View Preferred Name (STUVIEW787)

She/They

Student | University of British Columbia

Actions

Summary

Personal

Academics

Student Financials

Action Items and Holds

Committees

History

Contact

Portfolio

Contact

Friends and Family

Edit

Home Contact Information

Addresses 1 item

Address

Student View Lane
Student View, BC V1V 1V7
Canada

Phones 1 item

Phone Number

+1 (604) 8078000

Email Addresses 1 item

Setting your 'Primary' contact information

For the Address, Phone and Email, you can have multiple entries in each section (e.g., multiple phone numbers), and designate one as Primary.

If you are a student and an employee of UBC, keep in mind that you can also have a Primary 'Home' email AND a Primary 'Work' email. It may benefit you to designate these as the same email, or to keep them as separate.

When adding a new address, phone or email, in the edit section, you can designate it as primary by checking the box. If you only have one contact in the section, it will automatically be checked as your primary contact.

Commonly encountered problems

I can't delete my information.

If you can't delete your contact information using the "X" button, you may not have saved any information to your profile yet.

Make sure you add and save your contact information before trying to delete it.

My information is already marked as primary?

If you only have one address stored, it will automatically be marked as your 'primary' address.

Why am I not receiving email notifications?

If you are not receiving email notifications, it may be due to an old email address being set as your primary email in your contact information. Be sure to set a 'primary' email address for communication with UBC and ensure that it is an email that you regularly check.