



## PERSONAL INFORMATION CHANGE

**PERSONAL INFORMATION CHANGE REQUESTS ARE SUBMITTED THROUGH THE SECURE ONLINE PERSONAL INFORMATION CHANGE FORM ON THE EMPLOYEE SELF-SERVICE (ESS) SITE**

***Please Note: The Personal Information Change for Physicians should be directed towards Physician Compensation.***

How to request a change to your current name, address, phone number, e-mail address or emergency contact information:

1. Go to the Employee SelfService (ESS) log in page on the intranet, <https://selfservice.viha.ca/>, and sign into the ESS portal.
2. Once signed into ESS, click on the Check Your Profile button on the Profile tile:

The screenshot shows the ESS dashboard with three main tiles. The 'Profile' tile on the left has a 'Check Your Profile >' button highlighted with a red box. A red arrow points from this button to the 'Request Change' button in the next screenshot. The 'Next Pay Date' tile in the middle shows 'DEC 20' and a 'Go to ePay >' button. The 'Benefits' tile on the right has a 'Benefits >' button. A red arrow also points from the 'Check Your Profile >' button to a red box containing the text: 'New! Direct Deposit information has moved from the Profile tile to the ePay tile.'

3. Click on the Request Change button to access the Personal Information Change Request form

The screenshot shows the 'Address on File' section of the Personal Information Change Request form. It features a large black square placeholder for a profile picture on the left. On the right, there is a text block explaining the purpose of the form: 'Click the button below to go to the "Personal Information Change Request" to change your name, address, personal phone number, personal email address, or emergency contacts that we have on file in Human Resources. If you change your name you will also need to complete the "Update Your Employee (GAL) Information" form on the IM/IT Services site to change your login and name in the Island Health employee directory.' A red arrow points from the 'Request Change' button in the previous screenshot to this 'Request Change' button, which is highlighted with a red box.

4. In the Information Change Request section, select the option(s) you are requesting to be changed. You may select multiple options if you want to make multiple changes. When you select an option, the section corresponding to that option will appear where you can then enter your new information.

## Personal Information Change Request



### YOUR INFORMATION

Employee Name	Island Health	Employee Number	000000
Department	00.00.000000000 COV Island Health Department	Work Phone	250.519.3500 x28411

### INFORMATION CHANGE REQUEST

Change Request Type	<input type="checkbox"/> Name <input type="checkbox"/> Address <input checked="" type="checkbox"/> Phone/E-mail <input type="checkbox"/> Emergency Contact	Effective Date	<input type="text" value="20/02/2020"/>
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NOTE **Select multiple check boxes for all Personal Information changes that apply.**

### PHONE/E-MAIL CHANGE

	Current Information	New Information
Home Phone	(250)519-7717	
Cell Phone	(250)519-7700	
Home Email	hraccess@viha.ca	

NOTE **If you receive scheduling shift offers through ASC, and you wish to also update your telephone number for ASC, please using the following [ASC Link](#)**

5. Once your new details are filled in, additional comments can be added in the User Comments box in the Submission Section. Be sure to review all the information you have entered to verify it is correct. Check the tick box to confirmation your information is accurate and click the Submit Request button.

### SUBMISSION SECTION

User Comments

Confirmation  Check this box to confirm your information is accurate before submitting

NOTE **Personal Information Change requests cannot be amended once submitted. If you have submitted a request in error, please submit a new request to correct your personal information.**

Submit Request

Cancel

**Please consider the following when submitting a name change:**

- Supporting documents MUST be attached (Birth or Marriage Certificate or Legal name Change Documentation). If you have Healthcare Benefits through Island Health, please include the MSP Group Change Request Appointment and/or Change of Beneficiary for Group Life forms. They can be found on the [Benefits and Pension Forms intranet page](#).
  - Change of Beneficiary for Group Life must be mailed to Employee Records & Benefits as the original is needed.
    - South Island Employee Records  
3<sup>rd</sup> Floor, 63 Gorge Rd E  
Victoria, BC V9A 1L2
    - Central & North Island Employee Records  
3<sup>rd</sup> Floor, 6475 Metral Drive  
Nanaimo, BC V9T 2L9
  - Due to legal requirements, preferred names or alias cannot be used in the organization's HR information system. As well, punctuation within a name and hyphenated names cannot be accommodated will not be included in the name field. All hyphenated names will display as combined.
6. Once the request is submitted, you will receive a confirmation email to your Island Health email account.

**PLEASE NOTE:**

1. It is advisable to inform your emergency contact that you are sharing their details with us.
2. Please be aware that due to system limitations, punctuations cannot be included in the address filed. Please only submit an address change request if your address is incorrect.
3. If you receive scheduling shift offers through ASC, and you wish to update your telephone number in the ASC system, go to the [ASC intranet page](#) to submit your change.
4. Personal Information Change requests cannot be amended once submitted. If you have submitted a request in error, please submit a new request to correct your personal information.