



POPULATING THE MY INFORMATION PAGE

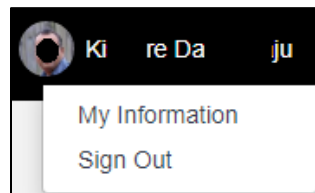
Audience: All Caregivers

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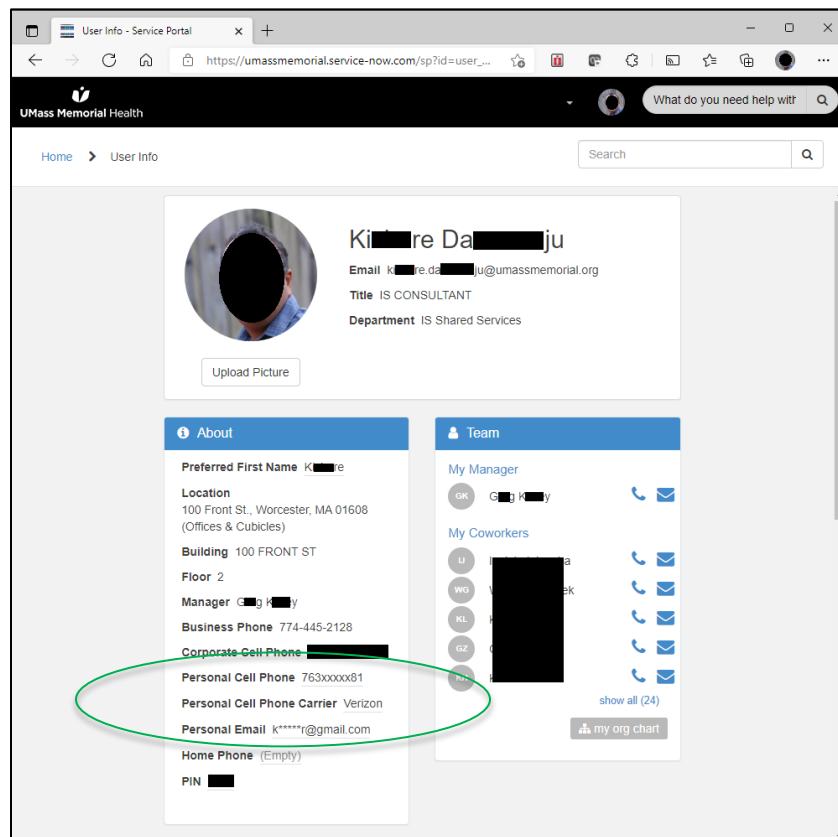
Application(s): IS Self-Service Portal/ServiceNow

This job aid provides caregivers with instructions for populating or updating their personal information (specifically personal email, personal cell, and personal cell carrier) on the My Information page of the IS Self-Service Portal. These three fields (personal email, personal cell phone, personal cell phone carrier) will be used to receive verification codes when the self-service password reset tool goes live.

1. Access the IS Self-Service Portal via the following link: <https://umassmemorial.service-now.com/sp>. In the top right corner, click on your name, and then click on 'My Information'. Or, you can access the My Information page directly via the following link: https://umassmemorial.service-now.com/sp?id=user_profile.



2. The My information page will open. On this page, you will be populating the personal cell phone, personal cell phone carrier, and personal email fields under the 'About' column of the page.





POPULATING THE MY INFORMATION PAGE

3. Personal Cell Phone: Click on the underlined text, enter your personal cell phone number, and click 'Save'.

Personal Cell Phone (Empty)

Personal Cell Phone

763xxxxx81

Cancel Save

4. Personal Cell Phone Carrier: Click on the underlined text, click in the 'Personal Cell Phone Carrier' field or on the dropdown arrow, select your carrier from list, and click 'Save'.

Personal Cell Phone Carrier Verizon

Personal Cell Phone Carrier

Cancel Save

Building 100 FRONT ST

Floor 2

Manager Greg

Business Phone

Corporate Cell

Personal Cell P

Personal Cell P

Personal E

Home Phone

PIN 1215

Sprint

T-Mobile

Ting

TracFone Wireless

UMass Memorial

US Cellular

Verizon

Cancel Save



POPULATING THE MY INFORMATION PAGE

5. Personal Email: Click on underlined text, enter your personal email, and click 'Save'.

