Direct Access

Contact Info Quick Reference Guide

CUSTOMER SUPPORT

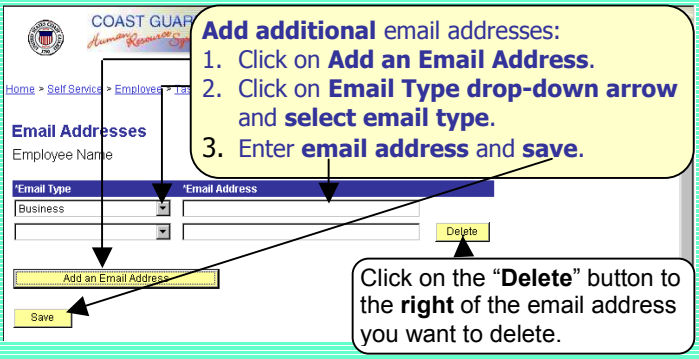
Customer Care: (785) 339-2200/866-PSC-USCG
Email: PSCCustomerCare@hrsic.uscg.mil
On-line Help: http://cgweb.uscg.mil/g-w/psc/ps
Self-Service Tutorials:
http://www.uscg.mil/hq/psc/training/

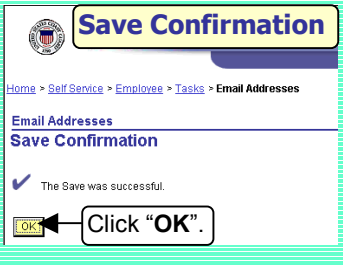
SELF SERVICE APPLICATIONS EXPLAINED IN THIS GUIDE

- **Email Addresses**
- **Home and Mailing Address**
- **Phone Numbers**
- **Emergency Contacts**

EMAIL ADDRESSES

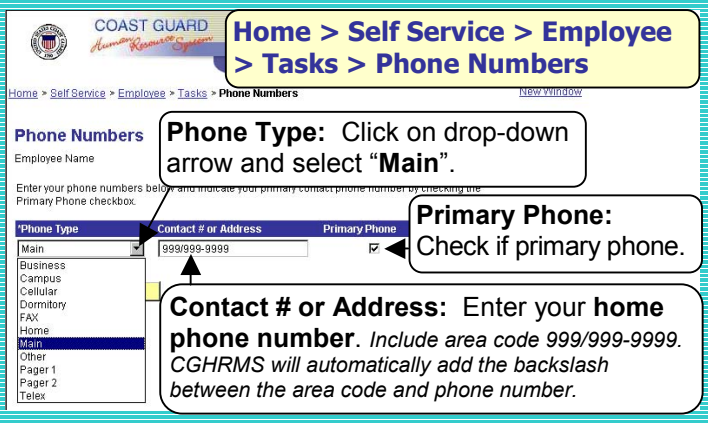
- Once a **business** email address has been entered it **can be changed** but it **cannot be deleted**. Additional email addresses can be changed or deleted.
- Your **business** email address is considered your **primary** email address. When entering your email address keep in mind most messages will be sent or forwarded to this address.

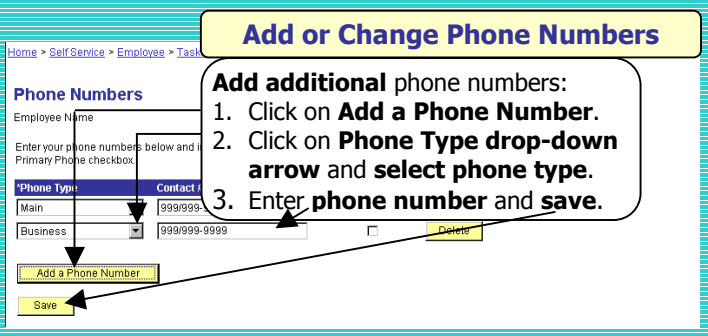




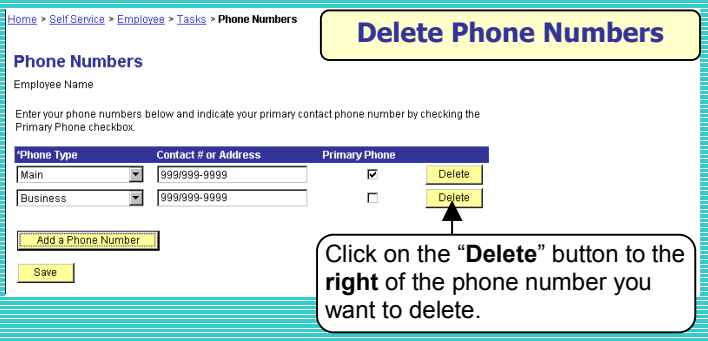
PHONE NUMBERS

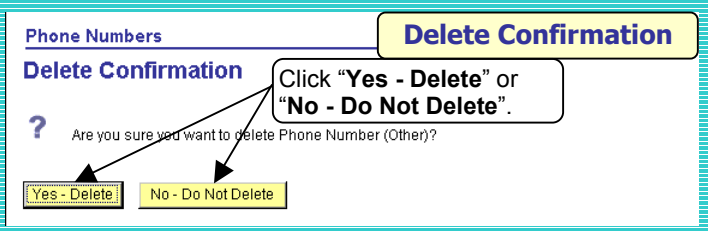
- **Do not** use Home as the phone type when entering home phone number. Select "**Main**" and enter **home phone number**.





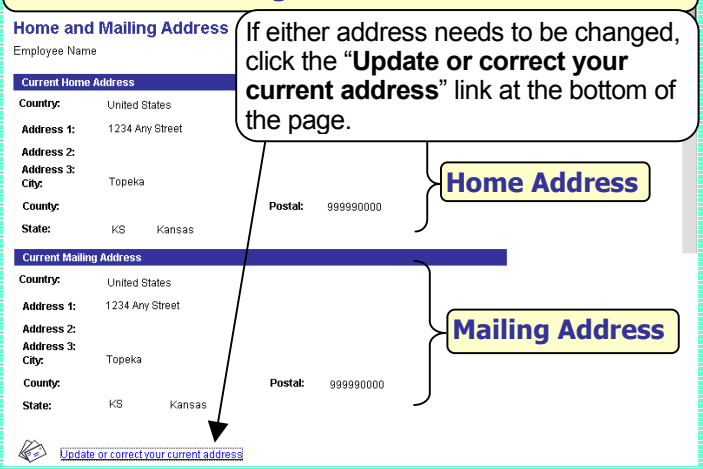
- If making a **change**, **enter the correct information** and **save**. *(You may delete and re-enter the phone number, or type over the phone number.)*
- Always be sure to "**Save**" your work. You should receive a "**Save**" confirmation.





HOME AND MAILING ADDRESS

Home > Self Service > Employee > Tasks > Home and Mailing Address

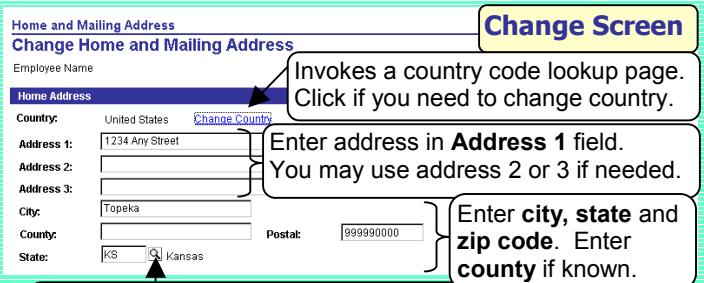


If either address needs to be changed, click the "**Update or correct your current address**" link at the bottom of the page.

Home Address

Mailing Address

- **Home address** can be **any address** you want to enter.
- **Mailing address is where your W-2 form and all correspondence will be mailed**.
- Enter your address in the **Address 1** field. **Address fields 2 or 3** may be used in the **home address**. **Do not** use **address fields 2 or 3** in the **mailing address**.
- Enter the **two-letter state abbreviation code** in the **state** field.
- Choose **immediate** or enter **effective date** for **change**. If you choose "**On this date**", enter a date in the future. **Dates cannot be backdated**.



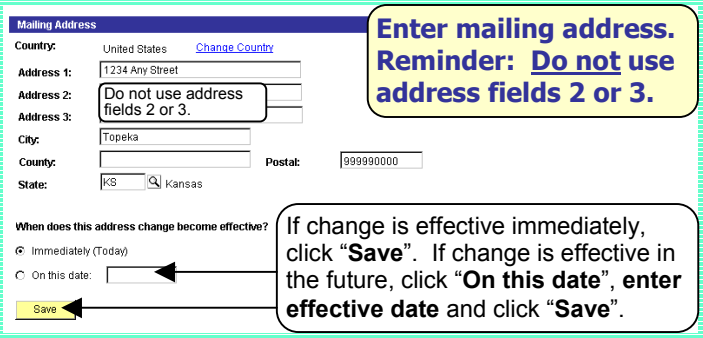
Change Screen

Invokes a country code lookup page. Click if you need to change country.

Enter address in **Address 1** field. You may use address 2 or 3 if needed.

Enter **city, state** and **zip code**. Enter **county** if known.

Click on the magnifying glass to invoke a state abbreviation code lookup page.



Enter mailing address. Reminder: Do not use address fields 2 or 3.

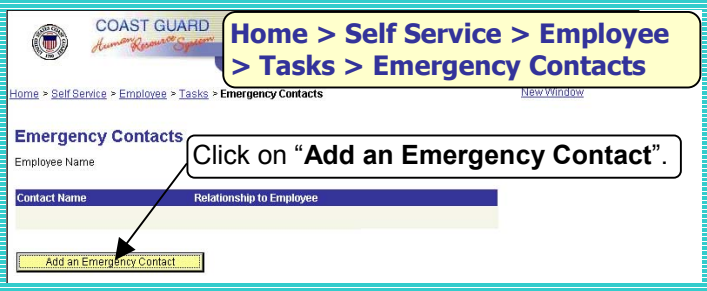
If change is effective immediately, click "**Save**". If change is effective in the future, click "**On this date**", **enter effective date** and click "**Save**".

- Click "**OK**" on the **save confirmation** page.
- If you entered a future date for the effective date there will be a link at the bottom of the Home and Mailing Address page to view, delete or edit the change.

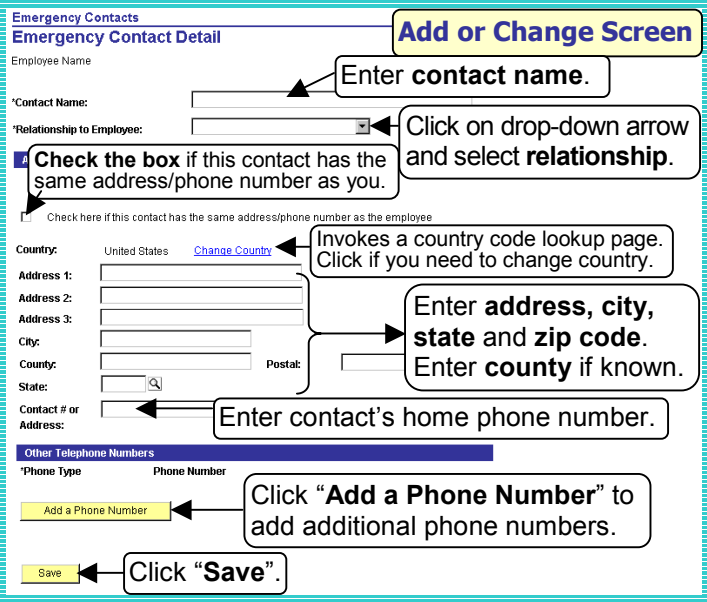
EMERGENCY CONTACTS

- Emergency contacts are persons, you designate, who are to be contacted in the event of an emergency. Any person entered as an emergency contact may be contacted in the event the "Primary" contact cannot be reached.

Home > Self Service > Employee > Tasks > Emergency Contacts



Click on "**Add an Emergency Contact**".



Add or Change Screen

Enter **contact name**.

Click on drop-down arrow and select **relationship**.

Check the box if this contact has the same address/phone number as you.

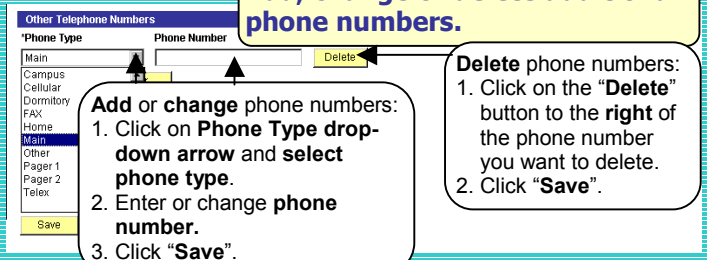
Invokes a country code lookup page. Click if you need to change country.

Enter **address, city, state** and **zip code**. Enter **county** if known.

Enter contact's home phone number.

Click "**Add a Phone Number**" to add additional phone numbers.

Click "**Save**".



Add, change or delete additional phone numbers.

Add or **change** phone numbers:
1. Click on **Phone Type drop-down arrow** and **select phone type**.
2. Enter or change **phone number.**
3. Click "**Save**".

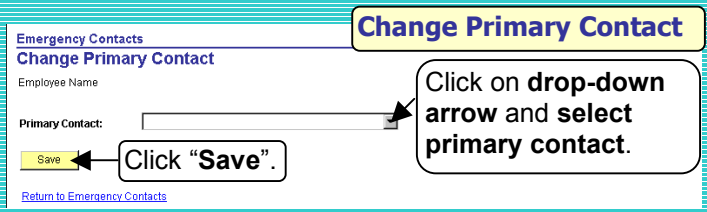
Delete phone numbers:
1. Click on the "**Delete**" button to the **right** of the phone number you want to delete.
2. Click "**Save**".

Change contact information or delete contacts.

Click "**Edit**". The **Emergency Contact Detail** screen will appear allowing changes to be made.

Click on the "**Delete**" button to the **right** of the contact you want to delete and "**Save**".

Click to **change** your **primary contact**.



Change Primary Contact

Click on **drop-down arrow** and **select primary contact**.

Click "**Save**".