Employees can edit personal information through the portal.

When an employee has a change of address, phone or email, ask him/her to update that personal information using the self-service features in the CU Resources area of the employee portal (my.cu.edu [2]).

**Changing Phone Numbers**

Changing phone numbers, including cell phone, campus 1, campus 2 or home numbers, must go through multi-factor authentication [3]. This process protects W-2, W-4, direct deposit and phone information by asking employees to authenticate their identity using a passcode, provided through a phone call or text message.

If an employee’s phone number has changed and he/she no longer has access to an old number, the employee will need you to update the phone number within HCM.

**When to contact Employee Services**

If a retiree, surviving spouse, or terminated or resigned employee needs to update personal information, please ask that person to contact Employee Services at 303-860-4200, option 3, or EmployeeServices@cu.edu [4] for assistance.

For other employee data issues, please email Employee Services at hcm_community@cu.edu [5]. Please include your name, employee ID, contact information and a description of the problem.

*Note: Address changes entered in HCM will update the employee’s address with health, dental and life insurance providers. However, the employee must contact PERA and the university’s flexible spending account administrators with address changes.*

**Groups audience:**
HCM Community

**Right Sidebar:**
HCM: Resources Key
HCM: Feedback
HCM: Document Library
HCM: Submit a Ticket

**Source URL:** https://www.cu.edu/hcm-community/personal-information-changes

**Links**
[1] https://www.cu.edu/hcm-community/personal-information-changes
[4] mailto:EmployeeServices@cu.edu
[5] mailto:hcm_community@cu.edu