Member Administration Portal Guidance:

Updating Member Contact Information

**Purpose:** This document contains instructions for a member to update contact information in MAP.

**Instructions:** When a member’s contact information changes, it is important that MAP is updated to ensure important SEHP correspondence, including mail and e-mail, are received promptly. Employees do not need to update their contact information directly with vendors, as updating MAP will distribute corrected information.

After logging in to MAP, navigate to the Member & Family tab under Account Overview, then scroll down to the Contact Information section. When your profile is first built in the system, the Total Rewards team will use the mailing address, email address, and phone number most recently added to Banner. If you need to update any of these contacts, or they change after your initial enrollment, select the edit button to the right of the contact you wish to update. Upon saving, the changes made will overwrite the original.

If you need to set up an alternate address, such as a summer residence, use the Add Contact button to create a new contact line. While multiple contacts of each type can be included, only the one marked Preferred will be used for correspondence.