Updating Phone Information

Trigger:
A student needs to change or update a phone number that is on record.

Concept

In addition to traditional addresses, most individuals have several telephone numbers. Use the Phone Numbers page to enter or review an individual's telephone numbers.

Consider this scenario: Your institution likes to keep records of all active phone numbers for its students and staff. You need to update a student's records to include his cell phone number.

<table>
<thead>
<tr>
<th>Field(s)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Type</td>
<td>The type of phone number the student is adding/updating.</td>
</tr>
<tr>
<td></td>
<td>Examples: Local, Cellular, Permanent</td>
</tr>
<tr>
<td>Phone Number</td>
<td>The phone number that corresponds to the Phone Type.</td>
</tr>
<tr>
<td>Preferred</td>
<td>Check the box of the phone number the student has identified as their preferred phone number.</td>
</tr>
</tbody>
</table>

Output - Results

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

A phone number will be added/updated on a students account.
Additional Information
A student may have as many phone numbers on their account as necessary. However, if there are multiple phone numbers, one has to be identified as preferred.
Procedure

This topic will demonstrate how to add/update a phone number to a student's account.

1.) Phones
Enter, update, or review an individual's telephone numbers.
Home>Campus Community>Personal Information>Biographical>Addresses/Phones>Phones

2.) Phones
Enter, update, or review a student's telephone numbers.
Home>Campus Community>Personal Information (Student)>Biographical (Student)>Addresses/Phones>Phones
### Conducting a Search

When you open a task (using a hyperlink or page link), either an entry page will display or a search page (also referred to as **Find an Existing Value**) will appear prompting you for search keys needed to locate a record.

To find a record, or many records, search criteria must be entered, then click Search, and a Search Results page displays.

Search pages contain:
- Search keys
- Operators
- Search fields

Once you have entered in the search criteria key fields, click Search to process the search. If you wish to refresh the page (without saving), so you can enter new or different criteria, click Clear.

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When the magnifying glass icon is next to a field, this means that there is a list of values associated with the field. If the desired value is not known, click on the magnifying glass icon, this will display the List of Values page for the field. From this page you can perform a search to find the value and then select the value by clicking on it.

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<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enter the student's id into the <strong>EmplID</strong> field. Enter &quot;14002633&quot;.</td>
</tr>
</tbody>
</table>
### Business Process Document
myZou Campus Community: Updating Phone Information

#### Step 2
Click the **Search** button.

#### Step 3
If you need to update a phone number, locate the Phone Type to be changed, enter the correct number in the Phone Number field, and click the save button.

#### Step 4
If a student has multiple phone numbers, you will need to select a Preferred number.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>Click the <strong>Add</strong> button to enter additional types of phone numbers.</td>
</tr>
</tbody>
</table>
6. Click the **Phone Detail** list.

7. Select an entry in the list. In this example, we will be adding a cellular phone number to Cobra's account.

8. Enter the phone number that corresponds to the phone type into the **Phone Number** field.

   Enter "925558899".
### Step 9
9. Click the **Save** button.

### Step 10
10. You successfully updated phone numbers for an individual.

**End of Procedure.**