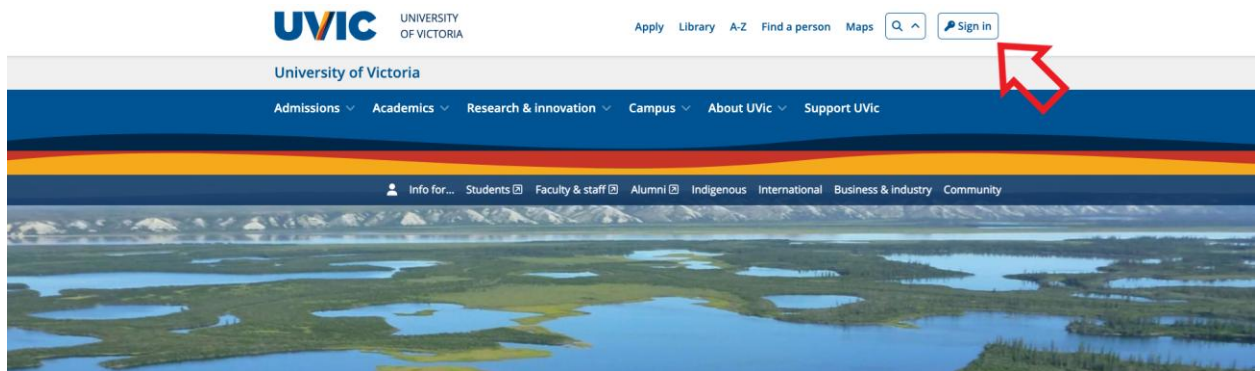


UPDATING EMAIL & PHONE NUMBER

- If you are not receiving emails, text messages, or phone calls, you may need to update your contact information.
- Updating both your email and phone number follow the same steps.

Step 1 signing in

- go to uvic.ca
- click “Sign in” in the top right-hand corner



- next, you will need your “netlink id”. This is your UVic username. Make sure **not to** include the @uvic.ca

A screenshot of the UVic 'Sign in to UVic' login page. The page features the UVic logo and 'UNIVERSITY OF VICTORIA' text at the top left, and 'Apply' and 'Library' links at the top right. Below this is a dark blue header with the text 'Online tools'. The main heading is 'Sign in to UVic'. There are two input fields: 'NetLink ID:' and 'Passphrase:'. Below the input fields is a blue 'Sign in' button.

Step 2 Profile Settings

- once signed in, click on “personal & account profile” on the left-hand side of the screen.

Online tools

[Student services](#) [Employee services](#) [Your profile](#) [Help](#)

Online tools

- next, select “**Profile; address, phone & email**”

Personal & account profile

Manage your

- [NetLink ID, plusplus](#)
- **[Profile; address, phone & email](#)**
- [Multi factor authentication \(MFA\)](#) New
- [ONECard account](#)

Step 3 Updating your Contact Information

- select “**add a phone number**” and/or “**add email address**”

Phone numbers

Number	Primary (emergency)	Text message enabled
[REDACTED]	<input type="radio"/>	<input checked="" type="checkbox"/>

[Add a phone number](#)

What are the primary (emergency) and text message enabled options? ▼

Email addresses

Address	Verified	Preferred (contact) email
[REDACTED]@uvic.ca	Verified	<input type="radio"/>

[Add email address](#)

Step 4a Adding Phone Number

- Add the 1st three(3) digit area code of your number
- Next add the remaining four(4) digits of you phone number
- If this is the phone number that you wanted to be contacted by, select “**primary (emergency) phone number**”
- If this is the number your want to receive texts from, select “**text enabled (SMS, MMS)**”

Add/edit phone number ×

Phone number

North American phone number

-

OR

International phone number

Contact options

Primary (emergency) phone number
In the case of an emergency, this is the number that UVic will contact. Also, most UVic calls, including calls from admissions, instructors, and staff will be sent to your primary (emergency) phone number.

Text enabled (SMS, MMS)
UVic may use text messaging to notify you of a campus emergency, help you retrieve forgotten sign-in credentials, or provide other university services.

[Save](#) [Cancel](#)

[What will we do with this information?](#)

Step 4b Make Phone Number Default

- Click the circle under “**Primary (emergency)**” next to the number you want to make your default number

Phone numbers

Your primary phone has been successfully set.

Number	Primary (emergency)	Text message enabled	
[REDACTED]	<input type="radio"/>	<input type="checkbox"/>	Delete
2508833748	<input checked="" type="radio"/>	<input type="checkbox"/>	Delete

Add a phone number

- Click the circle under “**Text Message enabled**” if it is not already filled in if you want to receive text messages.

Phone numbers

Successfully saved the text message status of your phone number.

Number	Primary (emergency)	Text message enabled	
[REDACTED]	<input type="radio"/>	<input type="checkbox"/>	Delete
2508833748	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	Delete

Add a phone number

Step 4c Adding Email

- Add your email into both boxes to and click “Save”

Add email address ✕

Email address* Re-enter email address*

[Save](#) [Cancel](#)

All active students and employees are provided with an @uvic.ca email account that can be used to send and receive mail. This is the recommended email account used to send and receive university related communication.

Student primary email addresses are [visible to other students and instructors within courses you are enrolled in](#). We recommend that students use their @uvic.ca email address as their primary email to protect the privacy of their non-UVic email address.

Employees' primary email addresses will be [publically available in the online directory](#). Employees must use @uvic.ca as their primary UVic email address. Employees must not forward their UVic email address to non-UVic email addresses.

[What will we do with this information?](#)

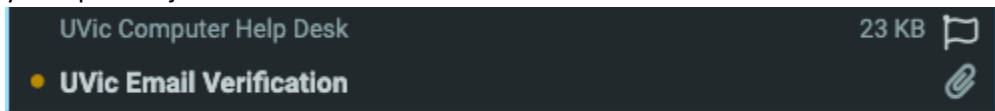
- You will then See this notification.

A verification link has been sent to verify your new email. If the email doesn't arrive within 15 minutes, please click on "Re-send email" to generate a new code.

Address	Verified	Preferred (contact) email	
██████@uvic.ca	Verified	<input checked="" type="radio"/>	Delete
secretary@cupe917.ca	Unverified. Re-send email	Restricted: details	Delete

[Add email address](#)

- Now check your email and click “click here to verify you email” note, you may have to check your spam or junk folder:

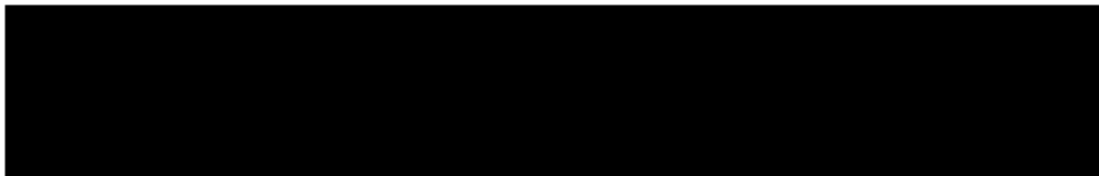


Hi Patrick Telford

You recently applied to add this email address to your UVic profile. To help protect your privacy, please verify the email address below.

[Click here to verify your email](#)

or visit the following link



This link will be active for 24 hours, at which time it will become inactive and you will need to request a new one.

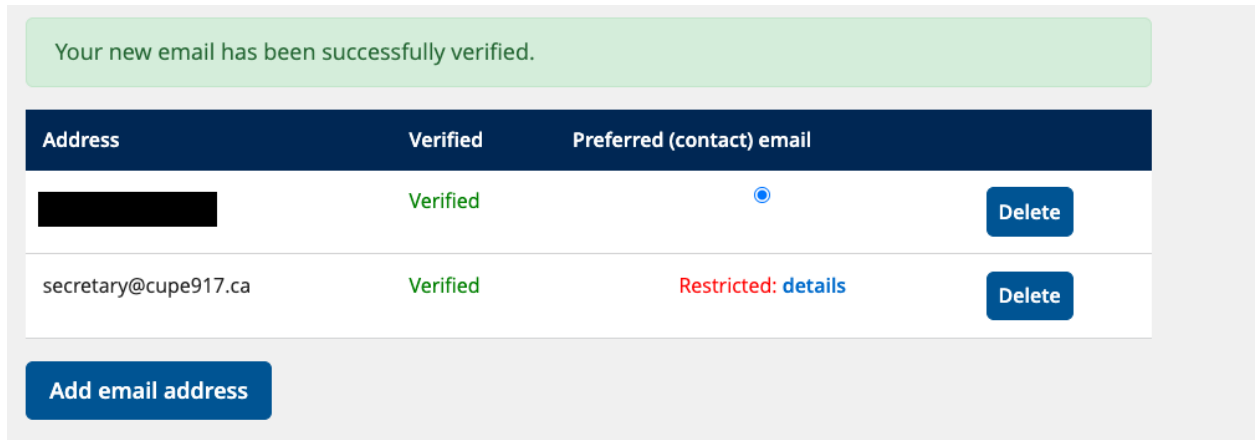
Your email preferences have not changed. This email is for verification purposes only.

UVic Computer Help Desk
Clearihue A037 • 250-721-7687 • helpdesk@uvic.ca

UVic will NEVER ask for your password via email. Messages requesting your account information are fraudulent and should be deleted. Visit uvic.ca/phishing for more info.

PLEASE INCLUDE THIS MESSAGE IN YOUR REPLY

- You will see a confirmation in a green box:



Your new email has been successfully verified.

Address	Verified	Preferred (contact) email	
[REDACTED]	Verified	<input checked="" type="radio"/>	Delete
secretary@cupe917.ca	Verified	Restricted: details	Delete

[Add email address](#)

Step 4d Make Email Default

- Now you will want to make sure the circle under the “**Preferred (contact) email**” is selected next to the email you want to be contact by.
- Note: in this example, UVic does not recognize “@cupe917.ca” but it should recognize the following:
 - @outlook.com
 - @gmail.com
 - @hotmail.com
 - @shaw.ca
- If you are having trouble setting this up, please contact the [Computer Help Desk](#) for assistance:
 - Email: helpdesk@uvic.ca
 - Telephone: [250-721-7687](tel:250-721-7687)
 - In person: Clearihue A037