

USER MANUAL – UPDATING CONTACT INFORMATION

TARGET AUDIENCE: ADMINISTRATORS

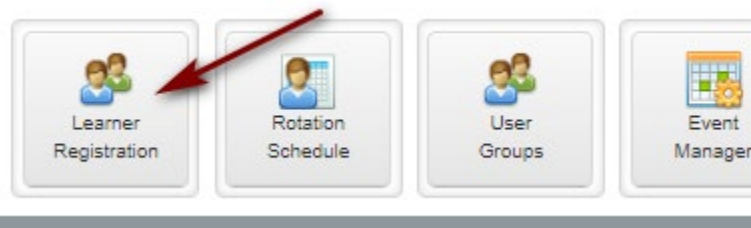
Updated March 27, 2024

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Getting to Contact Info

Step 1: Access learner registration



Step 2: Use the Learner Search to open learner profiles.

Step 3: Select the learner(s) you wish to view update the contact information for and then click “view profile”.

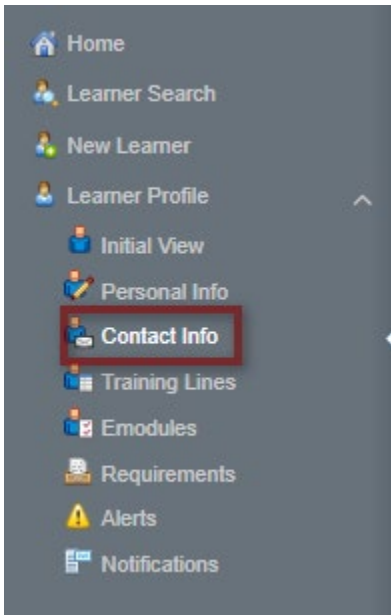
Select all using the top box or individually select learners

Search: 00000	Print Documents	Export	View Profile
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
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<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			

Names	Student #	Last Training Level	Last Program	Learner Status	Default Email	Registration Status
Darren, Rachel	40000006	Year 2	BHsc - MEP	Returning Student	mcmasterlearner71@mcmaster.ca	Not-Ready
Doe, Jane	40000001	Year 2	BHsc - MEP	Returning Student	mcmasterlearner21@mcmaster.ca	Not-Ready
Koals, Hia	40000004	Year 2	BHsc - MEP	Returning Student	learneremail2@mcmaster.ca	Not-Ready
Moore, Chen	40000005	Year 2	BHsc - MEP	Returning Student	learneremail3@mcmaster.ca	Not-Ready
Patel, Nina	40000002	Year 2	BHsc - MEP	Returning Student	learneremail4@mcmaster.ca	Not-Ready
Smith, Nick	40000003	Year 2	BHsc - MEP	Returning Student	learneremail5@mcmaster.ca	Not-Ready

Showing 1 to 6 of 6 entries Show 25 entries

Step 4: From the left-hand menu, select Contact Info.



Updating Living Address, Emergency Contacts, and Mailing Address

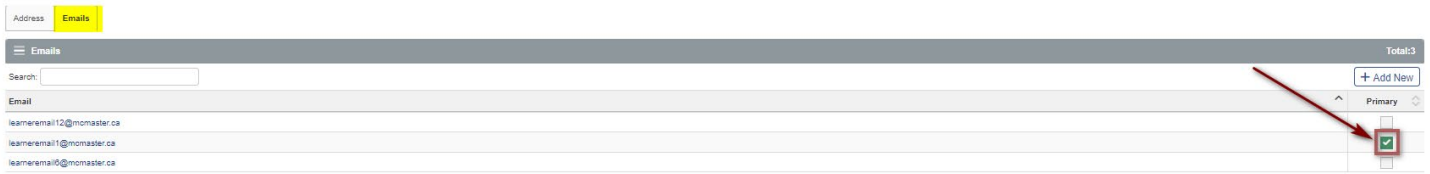
In the address tab, update the needed information and save.

To have the same living residence address and mailing address, check off “same as current living residence” in the mailing address section.

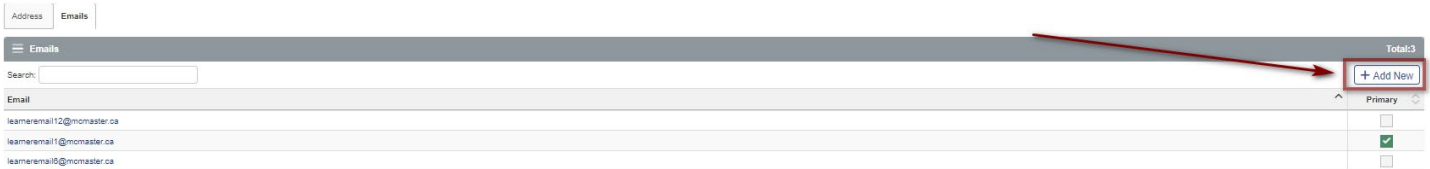
Updating Primary Email Address

MedSIS users can have multiple email addresses associated with their account but only have one primary email address, where notifications are sent.

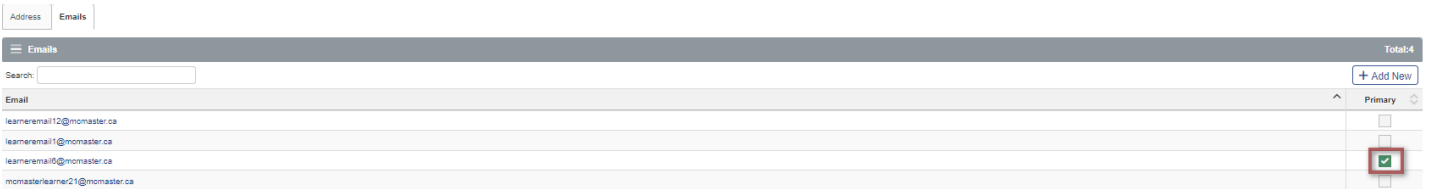
Primary email addresses are those marked with a green checkmark in the email tab of the contact info.



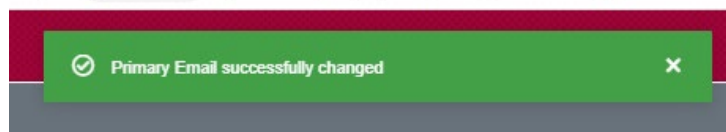
To add a new email address, click “add new” and then type in the address in the window and save.



To make this email address the primary, go back to the email tab and ensure that the email has the green check mark next to it.



A green message will pop up indicating the primary email address was successfully updated.



Please note: Administrators cannot update supervisor email addresses. To update supervisor email addresses, please request the email update through a MedSIS JIRA ticket.

QUESTIONS?

If you have any questions or difficulties with this process, please submit them through our ticketing system.

To submit a ticket, please visit medsishelp.mcmaster.ca

User Guide: [How to Submit a Ticket](#)