

# USER MANUAL – UPDATING CONTACT INFORMATION

TARGET AUDIENCE: LEARNERS

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Updated April 26, 2024

## Updating Contact Info

**Step 1:** Log in to MedSIS.

**Step 2:** Ensure you are in the Learner Portal (not the Student Portal)

*Tip: If you do not see Contact Info, you are in your student portal and need to switch to the learner portal. For more information about switching portals, please see the [Guide: How to Switch between Portals](#)*

The screenshot displays the MedSIS 3C Campus Edition interface for the Faculty of Health Sciences at McMaster University. The user is logged in as 'Ahmed, Muhammad (Muhammad, pronounced Mub-ah-mud)' and is in the 'Learner Portal'. The 'Contact Info' page is shown, with the 'Address' tab selected. The 'Current Living Residence' section includes fields for Address 1\*, Address 2, City\*, Country\* (Canada), and State/Province (Ontario). The 'Mailing Address' section has a checked box for 'Same as Current Living Residence' and corresponding address fields. A red arrow points to the 'Contact Info' menu item in the left sidebar. Another red arrow points to the 'Address 1\*' field in the 'Current Living Residence' section, with a callout box saying 'Update Contact info here'.

## 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.

Address | Emails

**Current Living Residence**

Address 1: 85 Ottawa St N  
Address 2:  
City: Hamilton  
Country: --Select--  
State/Province: --Select--  
Postal Code: L8J 3Y9  
Telephone:  
Alternative Telephone:

**Mailing Address**

Same as Current Living Residence

Address 1: 85 Ottawa St N  
Address 2:  
City: Hamilton  
Country: --Select--  
State/Province: --Select--  
Postal Code: L8J 3Y9  
Telephone:  
Alternative Telephone:

**Emergency Contact Info**

Primary

Name:  
Telephone:  
Relationship: --Select--

Secondary

Name:  
Telephone:  
Relationship: --Select--

History

Save Cancel

*UPDATE INFORMATION*

*UPDATE INFORMATION*

## 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.

If you would like your primary email address updated in MedSIS, please reach out to your program with the new address and they can update it as needed.

## 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](https://medsishelp.mcmaster.ca)

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