

# My Personal Information in Self Service

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## Introduction

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You can view and change some of your personal information using Self Service. This data is secured by your user ID and password. Sign in as you do to view your pay stub, and you can view personal information, change your home address, and enter or change your disability information, driver's licenses, email addresses, emergency contacts, ethnic group and race, gender, pandemic availability, phone numbers, skills profile, and veteran status. Reviewing this information helps to ensure it is accurate and complete.<sup>1</sup>

## Notice of Intent to Collect Private Data for Employment

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**As a new employee or returning State employee, you are being asked to provide information that the Minnesota Government Data Practices Act classifies as private.**

You are being asked to provide the private data listed below for the purposes and intended uses noted. The data collected under this notice will be used to administer your employment, including verifying employment eligibility. You are not required to provide all of the data, but certain data must be collected. If you do not provide the requested data, in addition to the consequences listed below, your employment may be delayed or disrupted or you may not be able to receive important information related to your employment and benefits. If you do provide this data, it may be shared with state and federal entities including: employees of your hiring agency and Minnesota Management & Budget whose work assignments reasonably require access, the Minnesota Legislative Auditor's Office, the Minnesota Attorney General's Office, Departments of Administration, Employment and Economic Development, and Labor and Industry, enforcement agencies with proper authority, and any other person or entity authorized by state or federal law or court order.

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<sup>1</sup> This document is available in alternative formats to individuals with disabilities. Call the Statewide Administrative Systems Help Line at (651)201-8100. Consumers with hearing or speech disabilities may contact us via their preferred Telecommunications Relay Service.

**Personal Telephone Number:** You are not legally required to provide this except as provided below (see Continuity of Operations Data). If you do not provide a personal telephone number, your agency may not be able to contact you when necessary.

**Gender, Ethnic Group, and Disability:** Used to determine if the State has a diverse workforce that is representative of all Minnesotans. You are not legally required to provide these data. However, without this information, the State may not be able to effectively carry out state and federal equal opportunity and affirmative action mandates. Applicable insurance carriers and State retirement system have a legal right to obtain your gender.

**Social Security Number (SSN):** If you are a new employee, your SSN is needed for reporting earnings and taking deductions, as required by law. You are legally obligated to provide your SSN in order to employ you. The Tax Reform Act of 1976, 42 U.S.C., 405(c)(2)(c) requires the State to provide your SSN to the Social Security Administration, Internal Revenue Service, and applicable state Department of Revenue. The following also have a legal right to receive your SSN: applicable State retirement system (Minnesota Statutes, Chapters 352-356), Department of Human Services (Minnesota Statutes, section 256.998), Department of Employment and Economic Development (Minnesota Statutes, section 268.044), and applicable insurance carriers (Minnesota Statutes, sections 43A.28, 62J.54, and 13.05). Known consequences of refusing to provide a SSN are that you cannot begin or continue employment and you may not receive benefits for which you are eligible.

**Birth Date/Age:** Used to determine your cost for certain optional insurance coverage, to determine actuarial rates, and for workplace planning purposes. It is also required for completion of the Federal Employment Eligibility Verification form (I-9). The Minnesota Department of Human Services, applicable insurance carriers, and applicable State retirement system have a legal right to receive this information. Your eligibility for employment may be affected if you do not provide this data. Additionally, it would not be possible to determine your eligibility for retirement, certain optional insurance coverage and certain other benefits if you do not provide this data.

**Marital Status:** Your marital status is needed to determine eligibility for insurance and death benefit payments. You are not legally required to provide your marital status. However, without this information, certain insurance eligibility determinations and death benefits payments may not be possible. Applicable insurance carriers and State retirement system have a legal right to receive this information. This information is not needed if your position is not eligible for insurance or retirement benefits.

**Emergency Contact Information:** Needed so that someone may be contacted if an emergency occurs and you need assistance. You are not legally required to provide this information. However, if you do not provide it, we will not be able to contact anyone in an emergency. Your agency and MMB staff who perform personnel and payroll functions may have access to this data.

**Veteran Status:** Article 3, section 22 of Chapter 94 from the 2009 Session Laws requires that the number of veterans in the state workforce be reported to the Minnesota Legislature on an annual basis. This data will be used to determine if the number of state employees who are veterans is representative of the number of veterans in the Minnesota labor force. You are not legally required to provide this data. However, without this information, the State may not be able to provide accurate data to the legislature.

**Home Address:** The State is legally obligated to provide your home address to the Social Security Administration, Internal Revenue Service, applicable state Department of Revenue, applicable State retirement system, and the Minnesota Department of Human Services. It is also required for completion of the Federal Employment Eligibility Verification form (I-9). Additionally, the applicable labor organization and applicable insurance carriers may have access to this data. If you do not provide a home address, you may not receive important documents, the State cannot fulfill its legal obligations and your eligibility for employment may be affected.

**Continuity of Operations Data (Personal Home Contact Information):** Personal home contact information (including home mailing address, home telephone, personal mobile telephone numbers, and personal email addresses) may also be used to ensure the continuity of operations in an emergency or other work disruption. (M.S., section 13.43, subd. 17.) This information can be shared with other Minnesota government agencies as needed to ensure the continuity of operations of this or other state agencies. Depending on your terms of employment, providing data for continuity of operations may be voluntary or mandatory. Check with your supervisor to determine the obligations for your job description. The following describes the consequences in both instances:

**Voluntary:** If you are not required to provide this data and you choose to provide it, you can be contacted and participate in continuity planning and response for this agency. If you do not provide this data, your office may

not be able to reach you if there are events impacting your agency's operations or the agency needs to contact you.

**Mandatory:** If participating in continuity planning and response is an essential aspect of your position, you are required to provide this data. If you do not provide the information needed, it will impact continued employment with the agency due to your inability to perform all of the functions of your position.

## Access My Personal Information

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To access **My Personal Information**, take the following steps. Note: Don't use the back and forward buttons on your browser; this could result in losing data you entered. Instead, navigate using the menus or links.

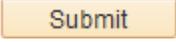
1. Access the Self Service Web site, [www.state.mn.us/employee](http://www.state.mn.us/employee)
2. Sign in with your user ID and password. New employees obtain sign-in instructions from your Human Resources or Payroll office.
3. Under Enterprise Menu, click **State of MN Self Service**.
4. Select the **My Personal Information** link.
5. Select one of the following links:
  - **Disability** to enter or change your disability information. Continue on page 5.
  - **Driver's Licenses** to enter or change your driver's licenses and complete the Vehicle Use Agreement. Continue on page 6.
  - **Email Addresses** to enter or change your email addresses. Continue on page 7.
  - **Emergency Contacts** to enter or change your emergency contact information. Continue on page 8.
  - **Ethnic Groups** to enter or change your ethnic group and race information. Continue on page 10.
  - **Gender** to enter or change your gender information. Continue on page 11.
  - **Home and Mailing Address** to review and change your home address. If a message displays, read the message and click **OK**. Continue on page 12.
  - **Complete and Submit I-9 Form** to verify your eligibility to work in the United States. Continue on page 15.
  - **Pandemic Availability** to enter or change your response to the pandemic availability question. Continue on page 16.
  - **Personal Information Summary** to review your phone number, emergency contact, email address, and home address information on one page. Continue on page 17.
  - **Phone Numbers** to enter or change your phone numbers. Continue on page 18.
  - **Skills Profile** to enter or change your licenses/certificates information. Continue on page 19.
  - **Veteran Status** to enter or change your veteran status. Continue on page 20.

## Disability

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After you select **My Personal Information > Disability**, follow the instructions below to enter or change your disability information.

### To enter or change your disability information

1. Read the information on the Voluntary Self-Identification of Disability page.
2. Select your answer.
3. Scroll down and click .
4. Click **OK** and click **OK** again.

If you submit information more than once in the same day, the system stores the latest data entered on that day.

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Driver's Licenses

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After you select **My Personal Information > Driver's Licenses**, follow the instructions below to enter your driver's licenses and complete the Vehicle Use Agreement. This page applies to employees who 1) drive a state vehicle or regularly drive their personal vehicle on state business, and 2) have been notified by their supervisor or manager that their position is covered by the statewide Policy on Driver's License and Record Checks at [http://mn.gov/admin/images/drivers\\_license\\_record\\_check.pdf](http://mn.gov/admin/images/drivers_license_record_check.pdf).

### To view, add, change or delete a driver's license

- Choose one of the following:
  - If no driver's license information displays (driver's license number is blank), skip to step 2.
  - If driver's license information displays, choose one of the following:
    - To add *another* driver's license, click .
    - To *change* information, find what you want to change.
    - To *delete* a driver's license that hasn't been held in the past 5 years, click .
- In the **Driver's License Number** field, enter your driver's license number. Note: Don't enter a car license plate number.
- In the **Country** field, accept USA or click  and select the country where the driver's license was issued.
- In the **Issued by State** field, click  and select the state where the driver's license was issued. Note: Before you can select a state, you must select a country.
- In the **License Type** field, click  and select the type of license.
- If you hold additional license types for this driver's license, under the License Type heading click  and select another license type. Repeat for each license type you have for this driver's license. If you need to delete a license type, click .
- If you have held *another* driver's license in the last 5 years (for example, from another state), return to step 1b and enter each driver's license and license type you have held in the last 5 years.
- Read the text on the screen. You may need to scroll down. Choose one of the following:
  - To provide your authorization, select the **Authorization** check box. Note: After you save the information, you will *not* be able to clear the check box.
  - To not provide authorization, leave the **Authorization** check box blank.
- Click .

If you have selected the Authorization check box, a message displays asking you to confirm the authorization. To save and confirm, click **OK**. To cancel the save, click **Cancel**. If you provided authorization, the Date Authorized will display and the Authorization check box will turn gray.

If you have *not* selected the Authorization check box, a message displays asking if you want to authorize. To save and authorize, click **Yes**. To save without authorizing, click **No**. To cancel the save, click **Cancel**. If you chose to not authorize, please advise your supervisor without delay.

### To exit

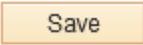
- If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
- When you are finished, click **Sign out** in the upper-right corner.

## Email Addresses

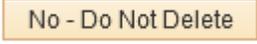
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After you select **My Personal Information > Email Addresses**, review your email addresses. If changes are needed, follow the instructions below.

### To change or add an email address

- On the Email Addresses page, choose one of the following:
  - To change an email address, skip to step 3.
  - To add an email address, click .
- Click  and select an **Email Type**. The email type Business is for your State of Minnesota work email address only.  
If you selected email type Business, a warning message will display. Read the message.  
Note: You may have only one email address of each type.
- Enter your **Email Address**. Example: jane.doe@anything.com  
If the email type is Business, enter your State of Minnesota work email address; *not* a personal email address.  
Example: jane.doe@state.mn.us  
  
Note: Entering or changing an email address here does *not* update the state directory.
- Select an email address as **Preferred**. One email address must be identified as Preferred.
- Click .
- Click .

### To delete an email address

- Click  next to the email address you want to delete. Don't delete the Business email address.
- Click either  or .
- If you chose to delete, click  and .

### To exit

- If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
- When you are finished, click **Sign out** in the upper-right corner.

## Emergency Contacts

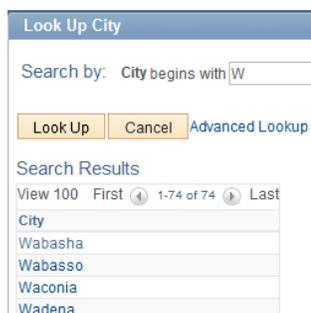
After you select **My Personal Information > Emergency Contacts**, review emergency contact information. Follow the instructions below to view detail; change, add, or delete an emergency contact; and change the primary contact.

### To view emergency contact detail

1. On the Emergency Contacts page, click the name of the emergency contact you want to view.
2. Review the emergency contact information.
3. To return to the Emergency Contacts page, scroll down and click the **Return to Emergency Contacts** link.

### To change or add emergency contact information

1. On the **Emergency Contacts** page, choose one of the following:
  - To change information about a contact, click  next to the contact.
  - To add a contact, click .
2. In the Contact Name field, enter the name of the emergency contact, in the format Last,First (example: Smith,John).
3. Click  and select the **Relationship to Employee**.
4. If the emergency contact's address is the same as yours, select the **Contact has the same address as the employee** check box. The system will update these fields if your address changes.
5. If the emergency contact's telephone number is the same as yours, select the **Contact has the same telephone number as the employee** check box. The system will update this field if your telephone number changes.
6. If the emergency contact's address is different from yours, click  and enter the address. Do not use commas and periods.
  - **Country** - If no country displays, or to change the country, click  to look up and select the country (example: USA).
  - **Address 1** - Enter the entire delivery address line, followed by the apartment number (such as Apt 12) or suite.
  - **Address 2** - Enter the name of the school residence hall, department, or c/o, if any; or leave it blank.
  - **State** - Enter the state code (example: MN); or click  to access the Look Up State page, scroll down and select the state code.
  - **City** - Do *not* type the city. Instead, click  to access the Look Up City page. Example:



Look Up City

Search by: City begins with W

Look Up Cancel Advanced Lookup

Search Results

View 100 First 1-74 of 74 Last

City
Wabasha
Wabasso
Waconia
Wadena

In the Look Up City page, type the first letter of the city name, capitalized (example: W). This field is case-sensitive. Do not use punctuation. Click  and select from the search results (example: Waconia). You must select a city before you can select a county.

If the message "No matching values were found" displays, make sure you have entered a State, and you have entered the first letter of the city *uppercase* in the Look Up City page.

- **Postal** - Enter the ZIP+4 code (example: 56007-3022) or 5-digit ZIP code (example: 56007). The hyphen is optional.
- **County** - Do not type the county name. Click  and select the county number (example: 019).

Click  .

7. If the emergency contact's telephone number is different from yours, enter the **Telephone**, including area code. Enter 10 digits only. Do *not* type spaces or periods.

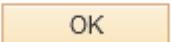
Example of correct entry: **6515552222**

Do *not* enter: 651.555.2222 or 651 555 2222

The system will format the number when the record is saved (example: 6515552222 will display as 651/555-2222).

8. In the **Other Telephone Numbers** section, you may add, change, or delete more telephone numbers of the emergency contact.

Note: You may have only one telephone number of each type.

- To add, click  . Click  , select a **Phone Type** and enter the 10 digit **Phone Number**, including area code (example: 6515552222). Do *not* type spaces or periods.
  - To change a displayed telephone number, select a **Phone Type** and enter the 10 digit **Phone Number**, including area code (example: 6515552222). Do *not* type spaces or periods.
  - To delete a telephone number, click  .
9. Choose one of the following:
    - To save: Click  and then click  .
    - To exit without saving: Click the **Return to Emergency Contacts** link.

### To change the primary contact

You can have one or more emergency contacts, and one must be designated as primary.

1. On the **Emergency Contacts** page, select the **Primary Contact** check box next to the emergency contact you want to be the primary contact.

2. Click  .

3. Click  .

### To delete an emergency contact

You can delete an emergency contact if it's not the primary contact. If you want to delete the primary contact, you must first select a different contact as primary. If there is only one emergency contact, you can edit it, but cannot delete it.

1. On the **Emergency Contacts** page, click  next to the name you want to delete.

If *You cannot delete the primary contact* displays, click **OK** and select a different contact as primary (see "To change the primary contact" above), or change the emergency contact information (see "To change or add emergency contact information" above).

2. Read the name of the emergency contact, and then click either  or  .

### To exit

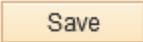
1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Ethnic Groups

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After you select **My Personal Information > Ethnic Groups**, follow the instructions below to enter or change your ethnic group and race information.

### To enter or change your ethnic group and race information

1. Read the information on the Ethnicity page.
2. Choose one of the following:
  - Select your answers to each question below:  
**Are you Hispanic or Latino?** For more information, click **Explain**.  
  
and  
  
**What is your race? Select one or more.** For more information, click **Explain**.  
  
or
  - Select the **I decline to provide my ethnicity details** check box.
3. Click  .

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Gender

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After you select **My Personal Information > Gender**, follow the instructions below to enter or change your gender information.

### To enter or change your gender information

1. On the Gender page, click  and select your answer.
2. Click  Save .

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

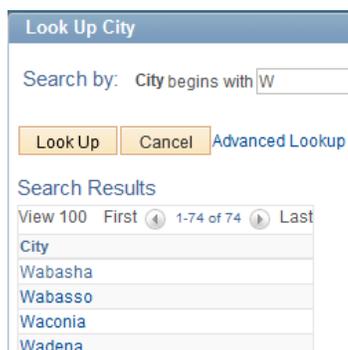
## Home and Mailing Address

After you select **My Personal Information > Home and Mailing Address**, review your home address to be sure it's accurate. If changes are needed, follow the steps below. Do not enter punctuation, such as periods or hyphens.

### To view or change a home address

1. On the Home and Mailing Address page, click .
2. Enter the changes in the order listed below. Do not use commas and periods. You can look up the correct format of a street address on [www.usps.com](http://www.usps.com). *For a Canadian address, see page 13.*

- **Country** - If no country displays, or to change the country, click  to look up and select a country (example: USA).
- **Address 1** - Enter the entire delivery address line, followed by the apartment number (such as Apt 12) or suite. *Refer to the Address Tips on page 12.*
- **Address 2** - Enter the name of the school residence hall, department, or c/o, if any; or leave it blank.
- **State** – You must enter a State *before* you enter a City. Enter the state code in capital letters (example: MN); or click  to access the Look Up State page, scroll down and select the state code.
- **City** - Do *not* type the city. Instead, click  to access the Look Up City page. Example:

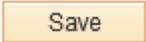
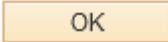


Look Up City	
Search by:	City begins with W
<input type="button" value="Look Up"/>	<input type="button" value="Cancel"/> <input type="button" value="Advanced Lookup"/>
Search Results	
View 100	First 1-74 of 74 Last
City	
Wabasha	
Wabasso	
Waconia	
Wadena	

In the Look Up City page, type the first letter of the city name, capitalized (example: W). This field is case-sensitive. Do not use

punctuation. Click  and select from the search results (example: Waconia). You must select a city before you can select a county.

If the message “No matching values were found” displays, make sure you have entered a State, and you have entered the first letter of the city *uppercase* in the Look Up City page.

- **Postal** - Enter the ZIP+4 code (example: 56007-3022) or 5-digit ZIP code (example: 56007). The hyphen is optional.
  - **County** - Do not type the county name. Click  and select the *number* next to the county (example: 019). If no county is found, make sure you have entered a State, and you have selected a city. This must be done before you can select a county.
3. Under **Date Change Will Take Effect**, accept the default of today's date, or in the **On this date** field enter a *future* date (format mm/dd/yyyy) that the address takes effect (example: 06/30/2015). Don't enter a date in the past.
  4. Choose one of the following:
    - To save: Click  and then click .
    - To exit without saving: Click .
  5. If the address change is a result of marriage, divorce, separation or life event, you may need to contact your Human Resources office to change your name, insurance benefits, marital status, tax withholding, etc.
  6. If the  button displays, click this button if the address is correct. The page will become blank; use the menus if you want to navigate to another page.

## To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click Sign out in the upper-right corner.

## Address Tips

Do not enter punctuation, such as periods or hyphens.

### Examples of address lines

PO Box G	1650 State Hwy 335
1225 Park Ave S Apt 808	1155 US Hwy 70
101 1/2 Orchard St NE	RR 3 Box 15A
289-01 W 120th St	PO Box 738
2340 Hwy 101 NE	HC 68 Box 45-1A
101 County Road 20	

### Common abbreviations

Apartment	Apt
Building	Bldg
Floor	Fl
Highway Contact Route	HC
Post Office Box	PO Box
Room	Rm
Rural Route	RR
Route	Rte
Suite	Ste

### Directional abbreviations

North	N
East	E
South	S
West	W
Northeast	NE
Southeast	SE
Southwest	SW
Northwest	NW

## Street abbreviations

Avenue	Ave
Bluff	Blf
Boulevard	Bld
Branch	Br
Center	Ctr
Circle	Cir
Court	Ct
Courts	Cts
Drive	Dr
Heights	Hts
Lake	Lk
Lakes	Lks
Lane	Ln
Lot	Lot
Mount	Mt
Park	Park
Parkway	Pkwy
Place	Pl
Plain	Pln
Plains	Plns
Point	Pt
Prairie	Pr
Ridge	Rdg
River	Riv
Road	Rd
Spring	Spg
Springs	Spgs
Square	Sq
Street	St
Summit	Smt
Terrace	Ter
Trail	Trl
Village	Vlg
Way	Way

## Canadian address format

- Country - Select CAN.
- Address 1 - Enter the entire delivery address line, followed by the apartment number (such as Apt 12) or suite. *Refer to the Address Tips above.*
- Address 2 - Enter the name of the school residence hall, department, or c/o, if any.
- City - Click  to access the Look Up City page, and select a city. Note: Delete the province name from the City field if it appears.
- Province - Click  to access the Look Up Province page, and select a province.
- Postal - Enter the Canadian format: letter number letter space number letter number. Example: P7C 5K4

## I-9 Form

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After you select **My Personal Information > Complete and Submit I-9 Form**, follow the steps below to submit your I-9 form to HR.

1. Click the **I-9 Instructions for Employee** link and read the instructions.
2. In the Personal Information section, enter your Last Name, Middle Initial, First Name, Date of Birth, and Social Security Number.
3. In the Home Address section, enter your Address, City, State, Zip Code, and Country.
4. In the Contact Information section, enter your Email Address and Telephone. (These fields are optional.)
5. In the Other Names Used section, enter any other names you use.
6. In the Citizenship and Employment Authorization section, click the appropriate button to indicate your status.
7. In the Minor and Special Placement Details section, click any of the options that apply.
8. Click  to send the completed form to HR.
9. Click **OK**. "Your information was submitted" displays.

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Pandemic Availability

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After you select **My Personal Information > Pandemic Availability**, follow the instructions below to enter or change your response to the pandemic availability question.

### To enter or change your response

1. On the Pandemic Planning page, read the question.
2. In the **Select your answer** field, click  and select your answer.
3. Click .

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Personal Information Summary

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After you select **My Personal Information > Personal Information Summary**, review the data displayed. Scroll down to see all the information. If changes are needed, follow the instructions below.

### To review your information

1. On the Personal Information page, if your name is incorrect, please contact your Human Resources Department.
2. If your home address is incorrect, click [Change Home/Mailing Addresses](#). If a message displays, read the message and click **OK**. Continue on page 12.
3. If your phone numbers are incorrect, click [Change Phone Numbers](#) and continue on page 18.
4. If your emergency contacts are incorrect, click [Change Emergency Contacts](#) and continue on page 8.
5. If your email addresses are incorrect, click [Change Email Addresses](#) and continue on page 7.
6. If your marital status is incorrect, please contact your Human Resources office. The As of date is not necessarily the date of marriage; it may be the date the marital status was entered.

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Phone Numbers

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After you select **My Personal Information > Phone Numbers**, review your phone numbers. If changes are needed, follow the instructions below.

### To change or add a phone number

1. On the Phone Numbers page:
  - To change a phone number, skip to step 2.
  - To add a phone number, click .
2. Click  and select a **Phone Type**. The phone type Business is for your State of Minnesota work phone only. If you selected phone type Business, a warning message will display. Read the message.

Note: You may have only one phone number of each type.

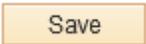
3. Enter your **Telephone**, including area code. Enter 10 digits only. Do *not* type spaces or periods.  
Example of correct entry: **6515552222**

Do *not* enter: 651.555.2222 or 651 555 2222

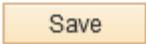
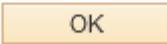
The system will format the number when the record is saved (example: 6515552222 will display as 651/555-2222).

If the phone type is Business, enter your State of Minnesota work phone number; *not* a personal phone number.

Note: Entering or changing a phone number here does *not* update the state directory.

4. Select a phone number as **Preferred**. One phone number must be identified as Preferred.
5. Click .
6. Click .

### To delete a phone number

1. Click  next to the phone number to delete.
2. Click either  or .
3. If you chose to delete, click  and .

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Skills Profile (Licenses/Certificates)

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After you select **My Personal Information > Skills Profile**, follow the instructions below to view, add, change or delete a license or certificate. Note: If a row is grayed out, you cannot change or delete it in Self Service; this is because the license is verified or renewal is in progress.

### To view, add, change or delete a license or certificate

1. If the **Find an Existing Value** tab displays, click the **Add a New Value** tab and then click . Note: the next time you access Skills Profile, you won't have to do this step.
2. Click the **License & Certificates** link. The License & Certifications page will display, appearing to float on top of the Skills Profile page.
3. If you wish to move the License & Certifications box, click the blue Self-Service Person Profile header and drag it.
4. Choose one of the following:
  - a. If no license/certificate information displays (license code is blank), skip to step 5.
  - b. If license/certificate information displays, click the **View All** link to view all rows. Choose one of the following:
    - To add *another* license/certificate, choose one of the following:
      - If the top row has a blank license code, skip to step 5.
      - If the top row contains license/certificate date, click .
    - To *change* information, find the row to change. Note: If a row is grayed out, you cannot change it in Self Service.
    - To *delete* a license/certificate, click . Note: If a row is grayed out, you cannot delete it in Self Service.
5. In the **License Code** field, click  and select a code from the list.  
Note: Previously-saved license codes are view-only.
6. In the **License Number** field, enter the number of the license or certificate, or leave it blank. **Important:** If your license number is the same as your Social Security Number, leave License Number blank. Do *not* enter your Social Security Number.  
Up to 15 characters (numbers and letters) can be entered.
7. In the **Country** field, click  and select the country where the license/certificate was issued, or leave it blank.
8. In the **State** field, click  and select the state where the license/certificate was issued, or leave it blank.  
Note: If you want to select a state, you must first select a country.
9. In the **Expiration Date** field, click  and select the date the license/certificate expires, or leave it blank.
10. Choose one of the following:
  - To save and return to the Skills Profile page, click .
  - To save and stay on this page, click .
  - To exit this page without saving, click .

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Veteran Status

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After you select **My Personal Information > Veteran Status**, follow the instructions below to select or change your veteran status.

### To select or change your veteran status

1. Read the information on the Veteran Status page.
2. In the **Self-Identification** section, make your selection(s). Choose all that apply.
3. Enter your **Military Discharge Date** if any.
4. Click .

### To exit

1. If you want to continue working in Self Service, click a menu item at the top of the page and select from the drop-down list.
2. When you are finished, click **Sign out** in the upper-right corner.

## Problems and Solutions

Use the following guide to resolve problems. For additional help, contact your agency Human Resources office.

Problem	Solution
A message indicates that a field is in the wrong format.	Click <b>OK</b> on the message. Some fields require you to enter information in a certain format. For example, in the Postal field, enter a five-digit or nine-digit ZIP code, or an international code. If the format is incorrect, the field turns red. Complete the red field, and save.
A message indicates that a field is invalid.	Click <b>OK</b> on the message. Some fields require you to enter a valid value. For example, do not type the city in the City field. Instead, click  to access the Look Up City page. Type the first letter of the city name, capitalized (example: S). The field is case-sensitive. Do not use punctuation. Click <b>Look Up</b> and select from the list (example: St Paul). A City must be entered correctly before you can select a County.
<i>Address type already exists</i> message displays.	Click <b>OK</b> on the message. The system will accept only one entry for each type. Select a different type; or to exit this page, click a menu item at the top of the page.
Cannot select a state, city, or county.	A country must be entered before you can select a state. If the country is blank, click the <b>Change Country</b> button and look up the country (example: USA). Then select the state, city, and county, in that order.
<i>Duplicate key value — not allowed</i> message displays.	Click <b>OK</b> on the message. The system does not accept multiple entries with the same email type or phone type. Select a different type; or to exit this page, click a menu item at the top of the page.
<i>Email address must contain the @ character</i> message displays.	Include an @ in your email address. Example: john.doe@state.mn.us
<i>Highlighted fields are required</i> message displays.	Click <b>OK</b> on the message. If a required field is left blank, it turns red. Complete the red field, and save. A country must be entered before you can select a state. If the country is blank, click the <b>Change Country</b> button and look up the country (example: USA). Then select the state, city, and county, in that order.
I entered my phone number, email address, or emergency contacts. When I viewed the page again, my entries were gone.	You may have exited the page or signed out without saving. After adding or changing your information, click <b>Save</b> .
Marital Status 'As Of' date is wrong.	This is not necessarily the date of marriage; it may be the date the marital status was entered.
My email address, phone number, or emergency contact is blank. Do I have to enter information?	Don't delete the Business email address. Personal email address, personal phone number, and emergency contact information are optional.
<i>Warning: Page has Expired</i> message displays.	This can be caused by using the back or forward buttons on your browser. Click the <b>Refresh</b> button on the browser to return to the Self Service page, where you can start over. To navigate, use the underlined links on the pages rather than the browser's back and forward buttons.
<i>You cannot delete the primary contact</i> message displays.	Click <b>OK</b> on the message. The system does not allow you to delete the primary contact. If you want to remove the primary contact, you must first select a different emergency contact as primary. See "To change the primary contact" on page 9.