

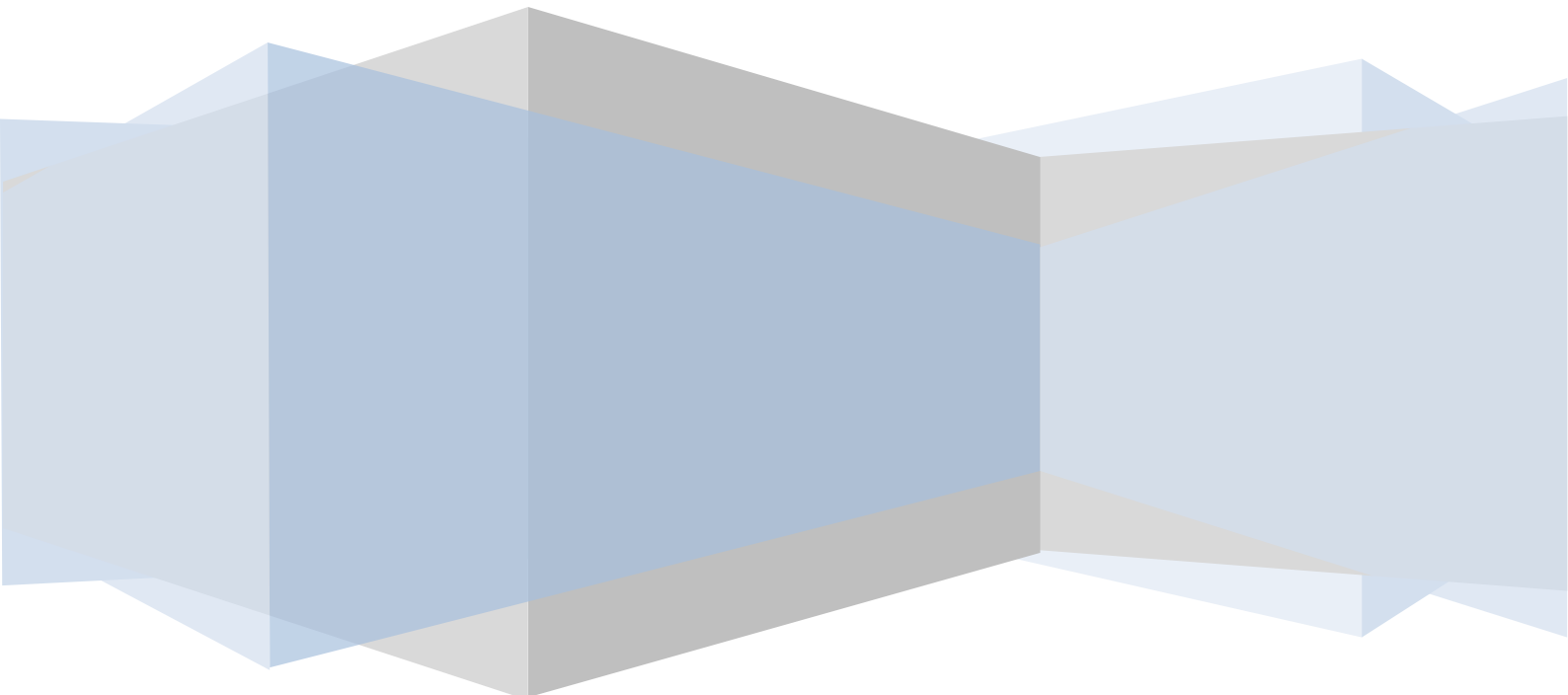


UNIVERSITY OF
LIVERPOOL

Liverpool Life

How to Update Addresses

Student Administration and Support Division



INTRODUCTION

This guide provides step-by-step instructions for updating an address in **Liverpool Life**.

Students must have two types of address in Liverpool Life. The address types are as follows:

- **Permanent** - the address that you usually live at, e.g. parent's home.
- **Term Time** - the address you are living at whilst a student at the University.

In addition, you must also provide an **Emergency** contact, which includes the name, address and phone number of the person(s) you wish the University to contact in the event of an emergency.

All types of address are required even if they are the same.

INSERTING A NEW ADDRESS

If you have not yet provided a permanent **OR** a term-time address then you will be required to insert a new address before you are given the option of updating either in Liverpool Life. Once both permanent and term-time addresses have been provided you will be able to update them as required.

To insert a new address follow the instructions in Section 1

UPDATING AN EXISTING ADDRESS

If you already have an address in Liverpool Life then you should make sure that it is up-to-date by making any changes as necessary. You can do this by updating an existing address in Liverpool Life.

To update an existing address follow the instructions in Section 2

You can log in to Liverpool Life by visiting this web address:

<http://liverpool-life.liv.ac.uk>

NB. If you have already registered for an Managed Windows Service (MWS) network account with the University you can also find Liverpool Life from the Student Digital University at:

<https://student.liv.ac.uk>. Click on 'Liverpool Life' under the 'Tools' box.

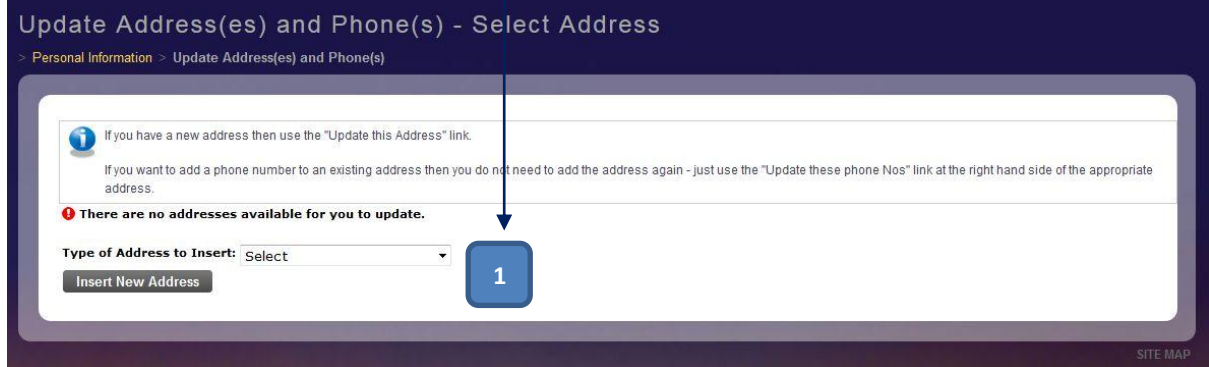
Once you have logged in to Liverpool Life you will see a box called 'Personal Information'. This provides a summary of your details, including the photograph you submitted to be used on your Student ID Card.

1. INSERTING A NEW ADDRESS

Update Address(es) and Phone(s) – Select Address

If you do not have a permanent address **OR** a term time address in Liverpool Life then you will need to insert one before you are able to update any address details. You will see the message in the screenshot below if this is the case.

1 – Select the appropriate type of address from the dropdown menu, e.g. “Term Time” or “Permanent” and then proceed to Section 2, Step 5 (page 5)



Update Address(es) and Phone(s) - Select Address

> Personal Information > Update Address(es) and Phone(s)

If you have a new address then use the "Update this Address" link.

If you want to add a phone number to an existing address then you do not need to add the address again - just use the "Update these phone Nos" link at the right hand side of the appropriate address.

There are no addresses available for you to update.

Type of Address to Insert: Select

Insert New Address

1

SITE MAP

2. UPDATING AN EXISTING ADDRESS

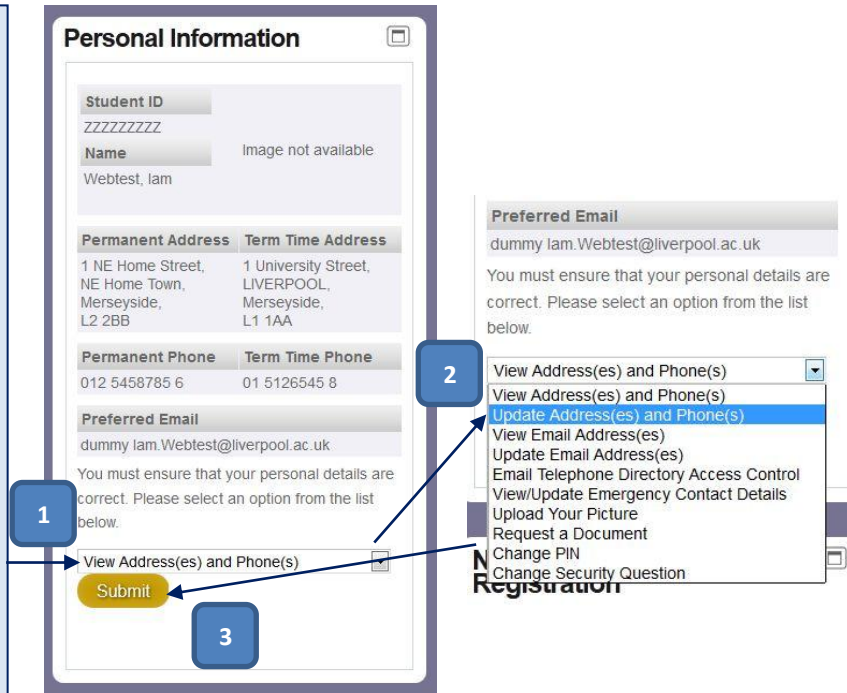
Personal Information Portlet

The personal information portlet contains all of your personal details including your ID Number, Name, ID image, addresses and associated telephone numbers, and email addresses.

1 – Click on the dropdown menu

2 – Select 'Update Address(es) and Phone(s)'

3 – Click on the 'Submit' button



Personal Information

Student ID
ZZZZZZZZ

Name
Webtest, lam

Permanent Address	Term Time Address
1 NE Home Street, NE Home Town, Merseyside, L2 2BB	1 University Street, LIVERPOOL, Merseyside, L1 1AA

Permanent Phone	Term Time Phone
012 5458785 6	01 5126545 8

Preferred Email
dummy.lam.Webtest@liverpool.ac.uk

You must ensure that your personal details are correct. Please select an option from the list below.

View Address(es) and Phone(s) [dropdown menu]

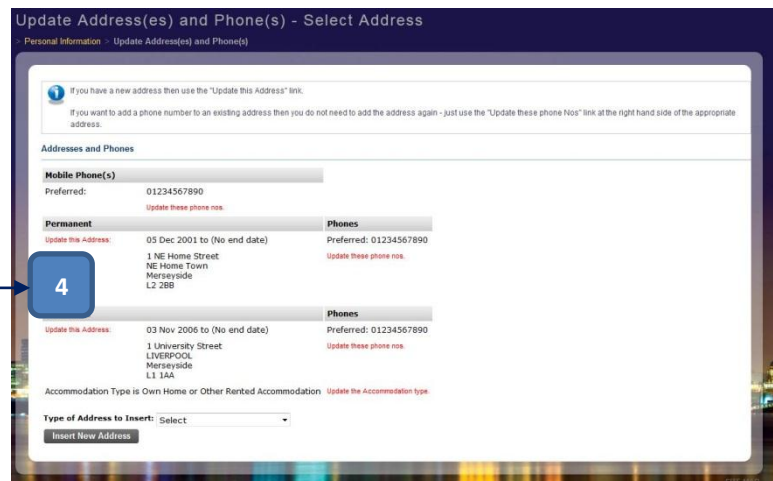
- View Address(es) and Phone(s)
- Update Address(es) and Phone(s)**
- View Email Address(es)
- Update Email Address(es)
- Email Telephone Directory Access Control
- View/Update Emergency Contact Details
- Upload Your Picture
- Request a Document
- Change PIN
- Change Security Question

Submit

Update Address(es) and Phone(s) – Select Address

Existing details are listed in the following screen for both your term time and permanent home address(es).

4 – Click on 'Update this address' for your term time or permanent home address as required



Update Address(es) and Phone(s) - Select Address

Personal Information > Update Address(es) and Phone(s)

If you have a new address then use the "Update this Address" link.
If you want to add a phone number to an existing address then you do not need to add the address again - just use the "Update these phone nos" link at the right hand side of the appropriate address.

Addresses and Phones

Mobile Phone(s)
Preferred: 01234567890
[Update these phone nos.](#)

Permanent	Phones
Update this Address: 05 Dec 2001 to (No end date) 1 NE Home Street NE Home Town Merseyside L2 2BB	Preferred: 01234567890 Update these phone nos.
Update this Address: 03 Nov 2006 to (No end date) 1 University Street LIVERPOOL Merseyside L1 1AA	Preferred: 01234567890 Update these phone nos.

Accommodation Type is Own Home or Other Rented Accommodation [Update the Accommodation type.](#)

Type of Address to Insert: Select [dropdown menu]

[Insert New Address](#)

Address Update (part 1)

You will be given the option of selecting whether or not your new address is in the UK or Overseas.

5 – Select ‘My new address is in the UK’ (e.g. for term time address) or ‘My new address is Overseas’ as appropriate

6 – Complete the form which then appears by supplying your postcode or by manually entering the details of your address, as required

7 – If you have entered a postcode, a list of options will be provided for you to use to select the exact address – do so and then click on the ‘Next’ button

8 – Confirm that the details are correct on the following screen by checking them carefully: click on the ‘This address is correct’ button to proceed or use the ‘Back’ button to make amendments

Address Update

Please select one of the following options

5 [My new address is in the UK](#)

[My new address is Overseas](#)

If Postcode is known please enter Building name or number:

And the postcode:

Or

Please enter street name:

And Town:

Next

Back

Select Address:

University of Liverpool Foundation Building Brownlow Hill Liverpool

Next

Back

Line 1

Line 2

Line 3

City

County

Postcode

Country

This address is correct

Back

Address Update (part 2)

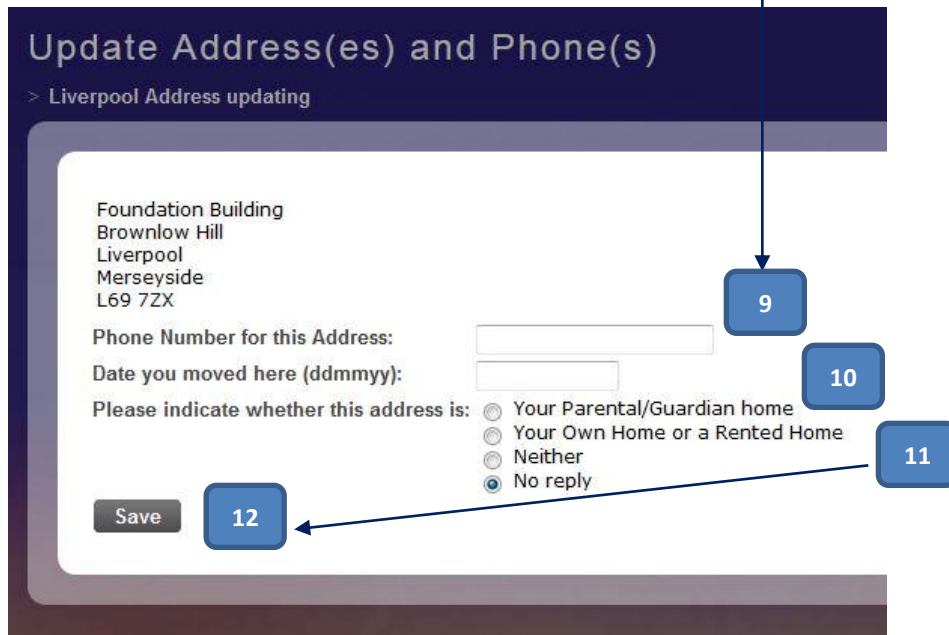
The new details you entered should be listed on the following screen with further options to add additional information.

9 – Enter a contact telephone number for the address

10 – Supply the date that you moved to the address (in the format DDMMYY)

11 – Indicate whether the address is your parental/guardian home address, your own home or rented accommodation, neither, or no reply

12 – Press the ‘Save’ button to save your changes



The screenshot shows a mobile application interface for updating an address. The title is "Update Address(es) and Phone(s)" and the subtitle is "> Liverpool Address updating". The address details are: Foundation Building, Brownlow Hill, Liverpool, Merseyside, L69 7ZX. Below this, there are input fields for "Phone Number for this Address:" and "Date you moved here (ddmmyy):". A radio button menu asks "Please indicate whether this address is:" with options: "Your Parental/Guardian home", "Your Own Home or a Rented Home", "Neither", and "No reply" (which is selected). A "Save" button is at the bottom left. Numbered callouts 9, 10, 11, and 12 point to the phone number field, the date field, the radio button options, and the Save button respectively.

Update Address(es) and Phone(s)
> Liverpool Address updating

Foundation Building
Brownlow Hill
Liverpool
Merseyside
L69 7ZX

Phone Number for this Address:

Date you moved here (ddmmyy):

Please indicate whether this address is: Your Parental/Guardian home
 Your Own Home or a Rented Home
 Neither
 No reply

Save

3. UPDATING EMERGENCY CONTACT DETAILS

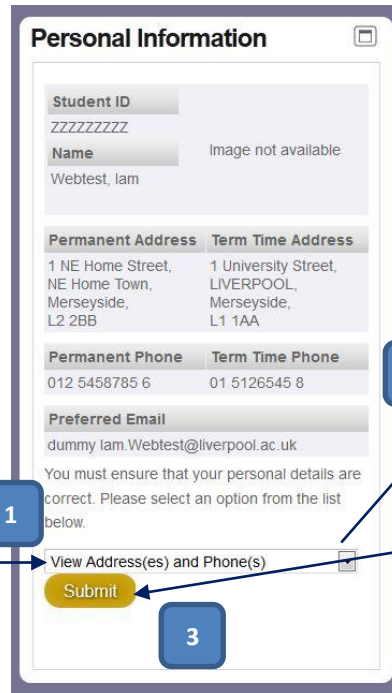
Personal Information Portlet

The personal information portlet contains all of your personal details including your ID Number, Name, ID image, addresses and associated telephone numbers, and email addresses.

1 – Click on the dropdown menu

2 – Select ‘View/Update Emergency Contact Details’

3 – Click on the ‘Submit’ button



Personal Information

Student ID
ZZZZZZZZ

Name Image not available
Webtest, lam

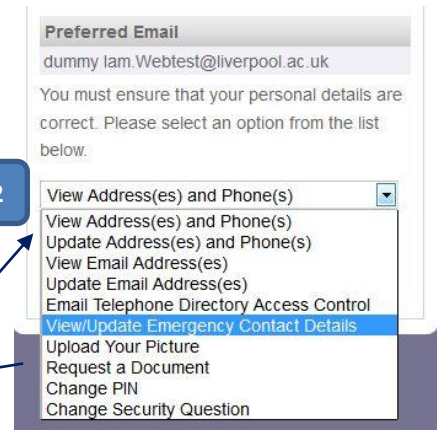
Permanent Address	Term Time Address
1 NE Home Street, NE Home Town, Merseyside, L2 2BB	1 University Street, LIVERPOOL, Merseyside, L1 1AA

Permanent Phone	Term Time Phone
012 5458785 6	01 5126545 8

Preferred Email
dummy.lam.Webtest@liverpool.ac.uk

You must ensure that your personal details are correct. Please select an option from the list below.

View Address(es) and Phone(s)



Preferred Email
dummy.lam.Webtest@liverpool.ac.uk

You must ensure that your personal details are correct. Please select an option from the list below.

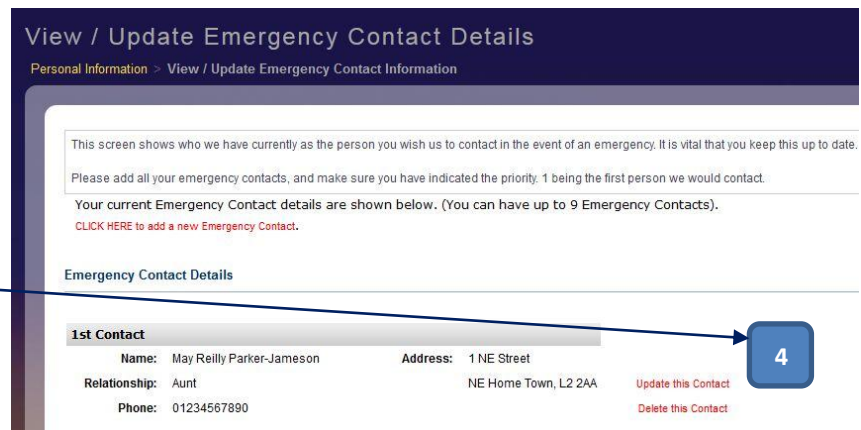
View Address(es) and Phone(s)

- View Address(es) and Phone(s)
- Update Address(es) and Phone(s)
- View Email Address(es)
- Update Email Address(es)
- Email Telephone Directory Access Control
- View/Update Emergency Contact Details**
- Upload Your Picture
- Request a Document
- Change PIN
- Change Security Question

View / Update Emergency Contact Details

Any existing emergency contacts, and their details, are listed in the following screen.

4 – Click on ‘Update this contact’ as required (if you wish to remove an emergency contact, click on the ‘Delete this contact’ link



View / Update Emergency Contact Details

Personal Information > View / Update Emergency Contact Information

This screen shows who we have currently as the person you wish us to contact in the event of an emergency. It is vital that you keep this up to date. Please add all your emergency contacts, and make sure you have indicated the priority. 1 being the first person we would contact.

Your current Emergency Contact details are shown below. (You can have up to 9 Emergency Contacts).
[CLICK HERE to add a new Emergency Contact.](#)

Emergency Contact Details

1st Contact		
Name: May Reilly Parker-Jameson	Address: 1 NE Street	Update this Contact
Relationship: Aunt	NE Home Town, L2 2AA	Delete this Contact
Phone: 01234567890		

Update Emergency Contact Details

You will be presented with the existing emergency contact details previously supplied.

5 – Update the first name, last name, phone number, and relationship as required

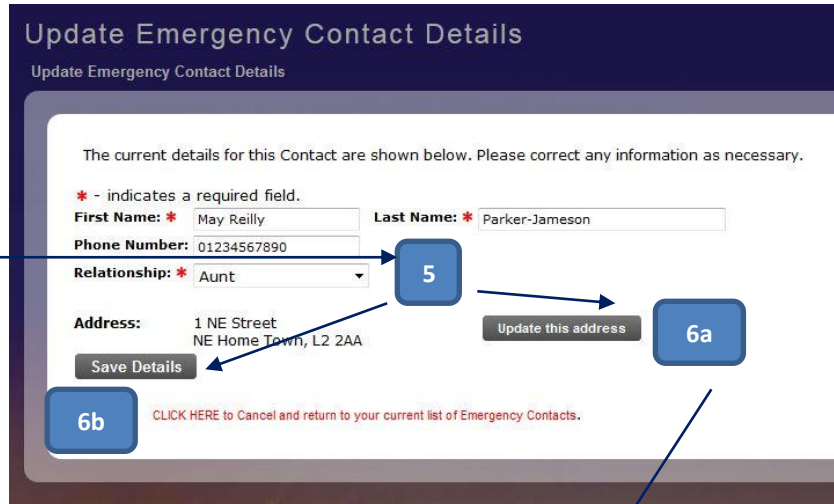
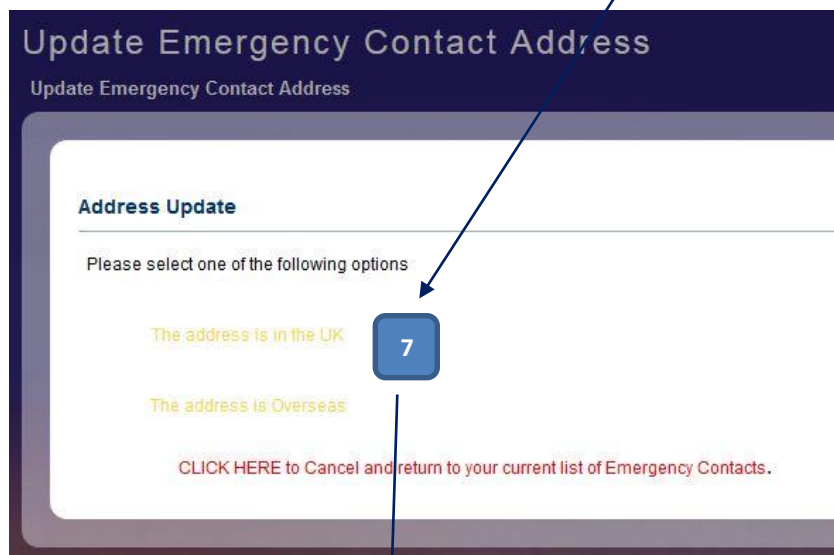
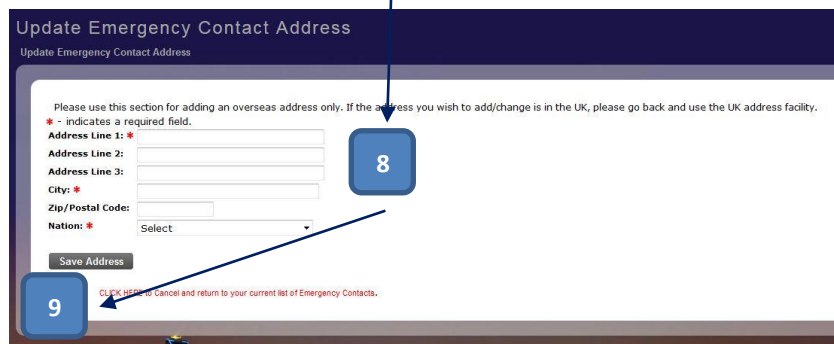
6a – If you wish to change the address for the listed emergency contact click the ‘Update this address’ button and proceed to Step 7, otherwise proceed to Step 6b

6b – Click on the ‘Save Details’ button when you have finished making changes

7 – Choose whether the address for your emergency contact is in the UK or Overseas

8 – Complete the form by manually entering the details of your address (overseas) or by providing your postcode, as required

9 – Click on the ‘Save Address’ button and follow the prompts to return to Stage 4

NB. Screenshot above depicts ‘Overseas address’ form (to see ‘UK address’ form please refer to Section 2, Page 5)