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 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)
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

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
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 (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
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

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
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)