

Update a User's Email Address

Applies to	<ul style="list-style-type: none">• Placing Coordinators (PCs)• Receiving Coordinator (RCs)
Task	Correct a user's email address in the HSPnet database.
Before starting	<ul style="list-style-type: none">• Verify user is a Student or Staff member of your post-secondary institution (PSI) or health care organization (HCO).• Obtain correct spelling of email address.

Steps

1. Launch HSPnet.
2. In the left nav, click **Maintenance**.
 - The **Maintenance** sub-menu opens.
3. Click **Staff/Users**.
 - The **Staff & User Maintenance** screen opens.
4. In the Agency drop-down menu, select **<Your Agency>**.
5. In the **Last** (name) field, type the requestor's last name and click **Search**.
 - Search results appear.
6. In the search results, **Dept** column of the row containing the user's last name, click the **Department Filter Button**.
 - The user's **Agency** and **Department** open.
7. In the **Role(s)** column of the row containing the user's last name, click the **Edit** icon.
 - The Edit entry record for the user opens.
8. In the **Email** field, type the user's revised email address.

Edit entry

DO NOT CHANGE NAMES for this individual except to correct spelling or if their name has legally changed. If you need to assign a different contact person, then select a different individual from the dropdown or contact Help Desk if you are not allowed to edit the dropdown.

Names: Last: * First: * Middle:

Prev. Last Name: Preferred First Name: Salutation:

Title:

Employee Number: HSPnet ID: [Help](#)

Email:

Office Phone: Mobile device [Enter business phone/fax/email only](#) [Help](#)

Figure 1. Top of Edit entry pop-up window showing location of Email field.

9. Click **Save** (green check mark in the bottom left corner of the screen).
 - Changes made are saved to HSPnet.

Other Staff (non-user only)

Content Manager: Guidelines Agreements Orientation

Figure 2. Bottom of Edit entry pop-up window showing location of Save button.

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- More Info
- [HSPnet Knowledge Base](#)
 - [Glossary](#)
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Revision History

#	Description of Changes	HSPnet Version	Author	Effective
01	First draft.	4.6.7	Wade Strass	2024-11-28
02	Revised task, before starting info, and step 8.	4.6.7	Wade Strass	2025-01-06