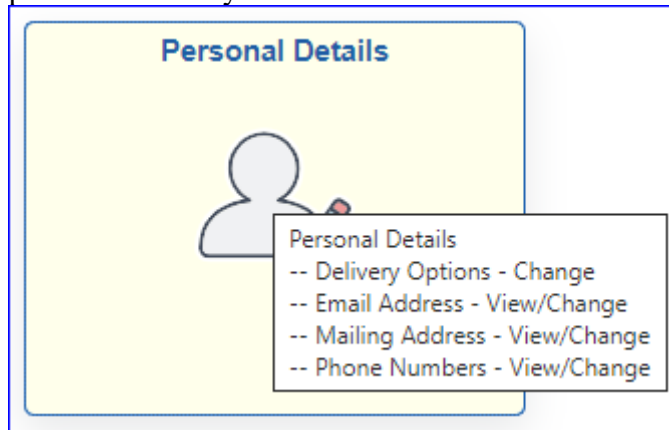


View/Add/Delete My Phone Numbers Overview

Introduction This guide provides procedures for the Retiree, Annuitant, or Former Spouse to view, add, or delete telephone numbers in Direct Access (DA).

Information Log into DA Self Service at [Direct Access Self Service](#).

Changes to Direct Access Homepage You will notice a change in how Direct Access Displays upon login. There is a new “hover” feature that shows what is covered under a particular tile as your mouse moves over the tile as shown below.



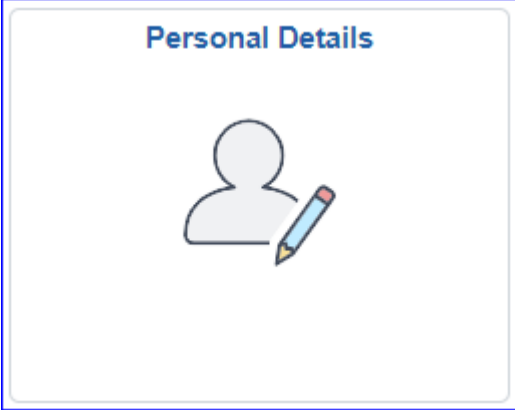
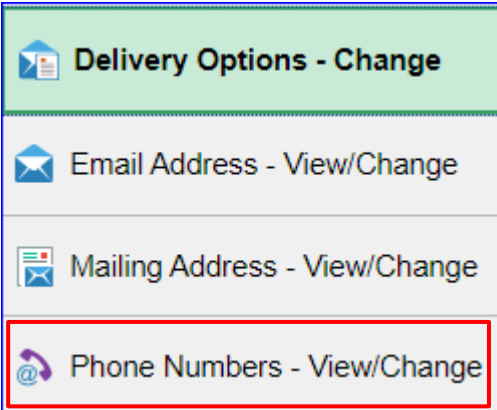
Contents

Topic	See Page
View My Phone Numbers	2
Add Phone Numbers	4
Delete Phone Numbers	8

View My Phone Numbers

Introduction This section provides the procedures for viewing telephone numbers in DA.

Procedures See below.

Step	Action
1	<p>Select the Personal Details tile from the Retiree Self Service homepage.</p>  A screenshot of a 'Personal Details' tile. The tile has a light blue header with the text 'Personal Details' in bold. Below the header is a grey silhouette of a person's head and shoulders, with a blue pencil icon positioned to the right of the silhouette. The entire tile is enclosed in a blue rectangular border.
2	<p>Select the Phone Numbers – View/Change option.</p>  A screenshot of a list of options. The options are: 'Delivery Options - Change' (green background), 'Email Address - View/Change' (grey background), 'Mailing Address - View/Change' (grey background), and 'Phone Numbers - View/Change' (grey background). The 'Phone Numbers - View/Change' option is highlighted with a red rectangular border.

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View My Phone Numbers, Continued

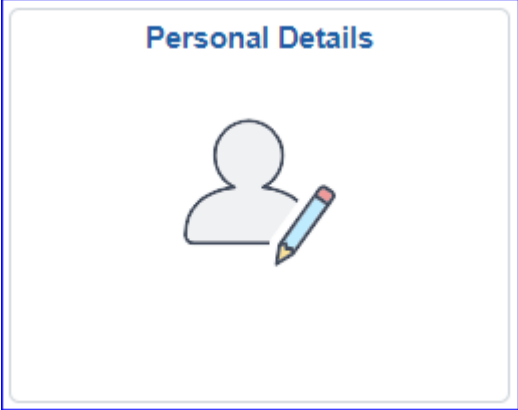
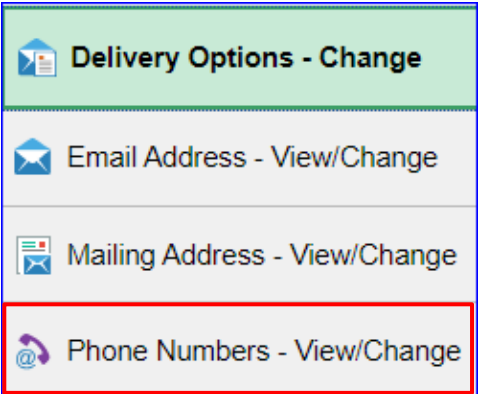
Procedures,
continued

Step	Action															
3	<p>The Phone Numbers page will display. If the phone number(s) listed are incorrect, refer to the Delete My Phone Numbers section to remove.</p> <div data-bbox="328 528 1366 999" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <p>JOHN MCCLANE</p> <p>Enter your phone numbers.</p> <p>Phone Numbers</p> <table border="1" data-bbox="333 678 1361 871"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td><input type="text" value="555/999-9999"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Phone Number"/></p> <p><input type="button" value="Save"/></p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>		Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete												
Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>													
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>													
4	<p>Return to the main homepage by clicking the Retired Self Service back button or the House Icon.</p> <div data-bbox="328 1111 1366 1155" style="border: 1px solid red; padding: 2px;"> <p>Retired Self Service Retired Personal Details </p> </div>															

Add Phone Numbers

Introduction This section provides the procedures for adding telephone numbers in DA.

Procedures See below.

Step	Action
1	<p>Select the Personal Details tile from the retiree Self Service homepage.</p> 
2	<p>Select the Phone Numbers – View/Change option.</p> 

Continued on next page

Add Phone Numbers, Continued

Procedures,
continued

Step	Action																				
3	<p>The Phone Numbers page will display. To add a phone number, click Add Phone Number.</p> <div data-bbox="328 528 1369 999" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <p>JOHN MCCLANE</p> <p>Enter your phone numbers.</p> <p>Phone Numbers</p> <table border="1" data-bbox="336 678 1361 871"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td><input type="text" value="555/999-9999"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Phone Number"/></p> <p><input type="button" value="Save"/></p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>		Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>						
Phone Type	Telephone	Extension	Preferred	Delete																	
Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>																		
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>																		
4	<p>A new row will display.</p> <div data-bbox="328 1072 1369 1487" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <table border="1" data-bbox="336 1104 1361 1352"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td><input type="text" value="555/999-9999"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr style="border: 2px solid red;"> <td><input type="text" value=""/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Phone Number"/></p> <p><input type="button" value="Save"/></p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>		Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>		<input type="text" value=""/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete																	
Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>																		
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>																		
<input type="text" value=""/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>																		

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Add Phone Numbers, Continued

Procedures,
continued

Step	Action																				
5	<p>Select a Phone Type from the drop-down.</p> <div data-bbox="331 517 1369 1171" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <table border="1"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td><input type="text" value="555/999-9999"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td><input type="text" value=""/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="text" value=""/> Add Phone Number</p> <ul style="list-style-type: none"> Business Campus Dormitory FAX Home Home Fax Main Mobile Other Pager 1 Pager 2 Telex Work Cell Work Fax </div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>		Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>		<input type="text" value=""/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete																	
Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>																		
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input checked="" type="checkbox"/>																		
<input type="text" value=""/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>																		
6	<p>Enter the Telephone number with area code (or country code of non-U.S. numbers) and the Extension (if applicable). Check the Preferred box ONLY if that number is the primary/preferred contact number.</p> <div data-bbox="331 1319 1369 1727" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <table border="1"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td><input type="text" value="555/999-9999"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Home</td> <td><input style="border: 2px solid red;" type="text" value="555/666-7777"/></td> <td><input style="border: 2px solid red;" type="text"/></td> <td><input checked="" style="border: 2px solid red;" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="text" value=""/> Add Phone Number</p> <p><input type="text" value=""/> Save</p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>		Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input type="checkbox"/>		Home	<input style="border: 2px solid red;" type="text" value="555/666-7777"/>	<input style="border: 2px solid red;" type="text"/>	<input checked="" style="border: 2px solid red;" type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete																	
Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>																		
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input type="checkbox"/>																		
Home	<input style="border: 2px solid red;" type="text" value="555/666-7777"/>	<input style="border: 2px solid red;" type="text"/>	<input checked="" style="border: 2px solid red;" type="checkbox"/>																		

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Add Phone Numbers, Continued


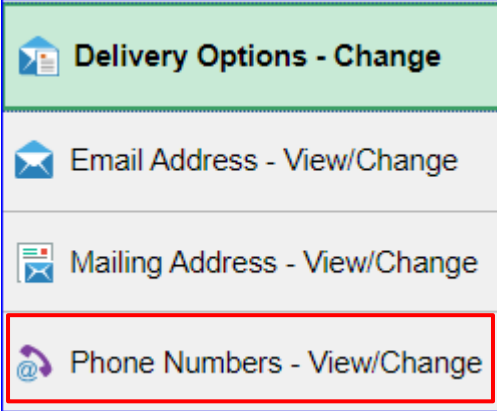
Procedures,
continued

Step	Action																				
7	<ul style="list-style-type: none"> Repeat steps 4-6 to add additional numbers. Click Save when finished. <div data-bbox="331 533 1369 943" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <table border="1" data-bbox="336 562 1358 813"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td><input type="text" value="555/999-9999"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Home <input type="button" value="v"/></td> <td><input type="text" value="555/666-7777"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Phone Number"/></p> <p><input style="border: 2px solid red;" type="button" value="Save"/></p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>		Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input type="checkbox"/>		Home <input type="button" value="v"/>	<input type="text" value="555/666-7777"/>	<input type="text"/>	<input checked="" type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete																	
Business	<input type="text" value="555/999-9999"/>	<input type="text"/>	<input type="checkbox"/>																		
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input type="checkbox"/>																		
Home <input type="button" value="v"/>	<input type="text" value="555/666-7777"/>	<input type="text"/>	<input checked="" type="checkbox"/>																		
8	<p>A Save Confirmation message will display.</p> <div data-bbox="331 1021 786 1245" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <p>Save Confirmation</p> <p> The Save was successful.</p> </div>																				
9	<p>Return to the main homepage by clicking the Retired Self Service back button or the House Icon.</p> <div data-bbox="331 1361 1369 1406" style="border: 1px solid red; padding: 2px;"> <p>Retired Self Service Retired Personal Details </p> </div>																				

Delete Phone Numbers

Introduction This section provides the procedures Deleting telephone numbers in DA.











Procedures See below.

Step	Action
1	<p>Select the Personal Details tile from the Retiree Self Service homepage.</p>  A screenshot of a 'Personal Details' tile. The tile has a light blue header with the text 'Personal Details' in bold. Below the header is a white area containing a grey silhouette of a person's head and shoulders, with a blue pencil icon positioned to the right of the silhouette. The entire tile is enclosed in a thin blue border.
2	<p>Select the Phone Numbers – View/Change option.</p>  A screenshot of a list of menu items. The items are: 'Delivery Options - Change' (green background), 'Email Address - View/Change' (grey background), 'Mailing Address - View/Change' (grey background), and 'Phone Numbers - View/Change' (white background with a red border). Each item has a small icon to its left: a blue envelope for the first three, and a purple '@' symbol for the last one.

Continued on next page

Delete Phone Numbers, Continued

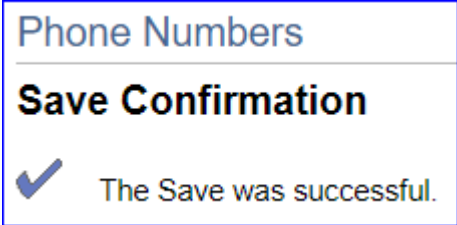
Procedures,
continued

Step	Action															
3	<p>The Phone Numbers page will display. To remove a number, click the trashcan icon for the phone number to be deleted.</p> <div data-bbox="328 528 1366 1021" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <p><u>JOHN MCCLANE</u></p> <p>Enter your phone numbers.</p> <p>Phone Numbers</p> <table border="1" data-bbox="336 696 1358 891"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Mobile</td> <td><input type="text" value="555/555-5555"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Home</td> <td><input type="text" value="555/666-7777"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Phone Number"/></p> <p><input type="button" value="Save"/></p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input type="checkbox"/>		Home	<input type="text" value="555/666-7777"/>	<input type="text"/>	<input checked="" type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete												
Mobile	<input type="text" value="555/555-5555"/>	<input type="text"/>	<input type="checkbox"/>													
Home	<input type="text" value="555/666-7777"/>	<input type="text"/>	<input checked="" type="checkbox"/>													
4	<p>A confirmation message will display. Click Yes – Delete and Save.</p> <div data-bbox="328 1099 1366 1323" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <p>Delete Confirmation</p> <p> Are you sure you want to delete Phone Number (Business)?</p> <p><input type="button" value="Yes - Delete and Save"/> <input type="button" value="No - Do Not Delete and Do Not Save"/></p> </div>															
5	<p>The phone number will be removed. Click Save.</p> <div data-bbox="328 1397 1366 1823" style="border: 1px solid blue; padding: 5px;"> <p>Phone Numbers</p> <p><u>JOHN MCCLANE</u></p> <p>Enter your phone numbers.</p> <p>Phone Numbers</p> <table border="1" data-bbox="336 1565 1358 1693"> <thead> <tr> <th>Phone Type</th> <th>Telephone</th> <th>Extension</th> <th>Preferred</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Home</td> <td><input type="text" value="555/666-7777"/></td> <td><input type="text"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Add Phone Number"/></p> <p><input type="button" value="Save"/></p> </div>	Phone Type	Telephone	Extension	Preferred	Delete	Home	<input type="text" value="555/666-7777"/>	<input type="text"/>	<input checked="" type="checkbox"/>						
Phone Type	Telephone	Extension	Preferred	Delete												
Home	<input type="text" value="555/666-7777"/>	<input type="text"/>	<input checked="" type="checkbox"/>													

Continued on next page

Delete Phone Numbers, Continued

Procedures,
continued

Step	Action
6	<p>A Confirmation message will display.</p> 
7	<p>Return to the main homepage by clicking the Retired Self Service back button or the House Icon.</p> 