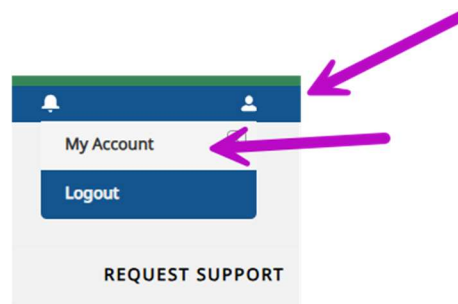



Change your contact information

Change your address or telephone number (and add additional ones)

Log in to eLIPSE.

In the upper-right corner of any eLIPSE page, click the “person” icon, and on the menu that appears, click **My Account**.



eLIPSE displays a page with your account information. To change your address or telephone number, click the  icon to the right of what you want to change.

eLIPSE will open a form where you can make the changes.

A screenshot of the 'Person Account' form in eLIPSE. The form has a header with a person icon and the text 'Person Account'. Below the header, there are fields for 'Title', 'Phone (2)', and 'Email'. The 'Phone (2)' field has a dropdown arrow. Below these fields, there are two tabs: 'DETAILS' and 'RELATED'. The 'DETAILS' tab is selected. Under the 'DETAILS' tab, there are several fields with pencil icons to the right: 'Account Name', 'Mobile', 'Alternate Phone Number', 'Email', and 'Mailing Address'. The 'Mailing Address' field is expanded, showing the address: 'One Federal Street', 'Boston, Massachusetts 02110', and 'United States'. At the bottom of the form, there is a map showing 'Cambridge St'.

When you are done making changes, at the bottom of the form, click the **Save** button.

Change your name

On any eLIPSE page, on the right end of the top banner, click **REQUEST SUPPORT** (see the illustration at the top of this guide.)

Fill in the form to request a name change.

You cannot change your name directly via eLIPSE.

Please allow time for the name change to take effect. Check after a day or two, and if your name has not been changed, please contact eLIPSE Support again using the form and let them know.

(Continued on the next page.)

Change your email address

Refer to these instructions: [Change the email address in your MyMassGov account | Mass.gov](#)

You cannot change your email address in eLIPSE, since you use MyMassGov to log in to eLIPSE.