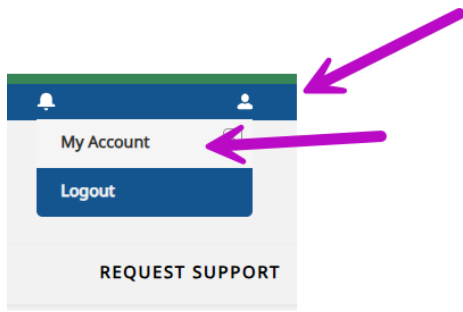



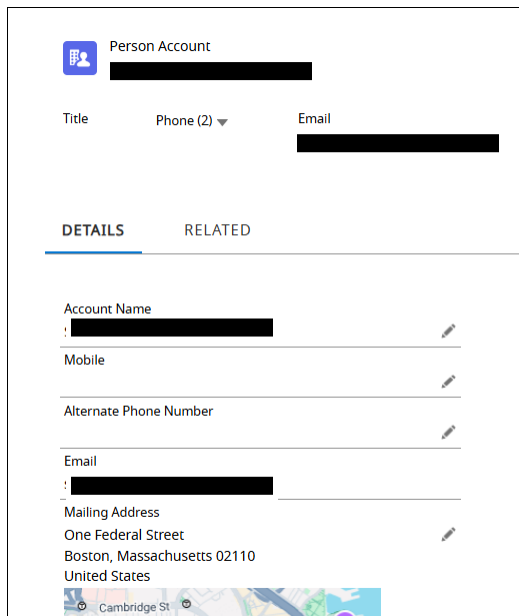
# Change your contact information

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

- 1) Log in to eLIPSE.
- 2) In the upper-right corner of any eLIPSE page, click the “person” icon, and on the menu that appears, click My Account.



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



- 4) eLIPSE will open a form where you can make the changes.
- 5) When you are done making changes, at the bottom of the form, click the Save button.

(Continued on the next page.)

## Change your name

*You cannot change your name directly via eLIPSE. You must submit a support request. Here's how:*

- 1) On any eLIPSE page, on the right end of the top banner, click **Request Support** (see the illustration at the top of this guide.)
- 2) Fill in the form to request a name change.

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.

## Change your email address

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

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