



ESS Contact Information Update Guide

Contact Information

Follow the below steps to update your contact information:

1. Log in to your account using your username and password.
2. Click on the "Personal" tab.
3. Locate and click on the "Contact Information" section".
4. Enter your email address (select which email address is "Preferred") and enter your cell phone number in the appropriate fields.
5. Save your changes.

The screenshot shows the 'Contact Info' page in the QUESTCO system. The left sidebar contains a navigation menu with 'Contact Info' highlighted. The main content area has sections for 'Email', 'Work Email', and 'Phone'. The 'Email' section has a text input field with 'yogi.bear@personal.com' and a radio button labeled 'Use as Preferred Email' which is selected. The 'Work Email' section has a text input field with 'yogi.bear@company.com' and an unselected radio button labeled 'Use as Preferred Email'. The 'Phone' section has two text input fields: 'Home Phone' with '(123) 456-7891' and 'Cell Phone' with '(987) 654-3210'. A 'Save' button is located at the bottom left of the form area.

Once you have updated your contact information, you will have the option to choose to receive a Multi-Factor Authentication code via email or text message when you try to log in to your account. Please ensure that your contact information is always up to date to avoid any inconvenience.

The screenshot shows a dialog box titled 'Account Access Confirmation'. The text inside reads: 'We do not recognize this computer. You'll need to enter a security code before you can access your account. Please review the contact info we have on file below and select "Send Security Code".' Below this text are two radio button options: 'Send email to: y***r@p***l.com' and 'Send SMS/text message to: (4**)***-***8'. Below the second option is the text 'Message and data rates may apply'. At the bottom of the dialog is a blue button labeled 'Send Security Code'.