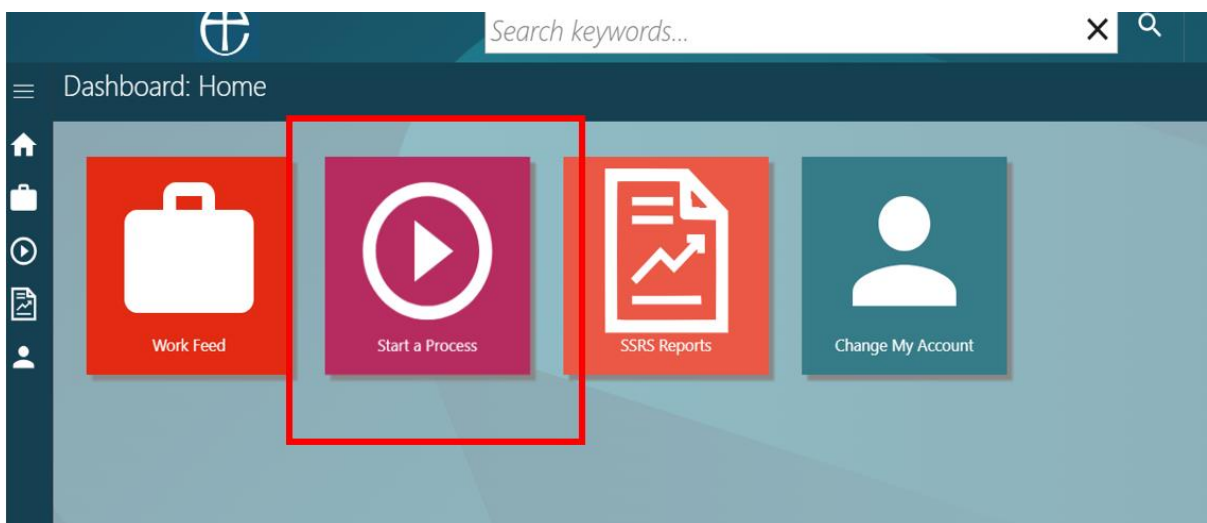


Update a member's details

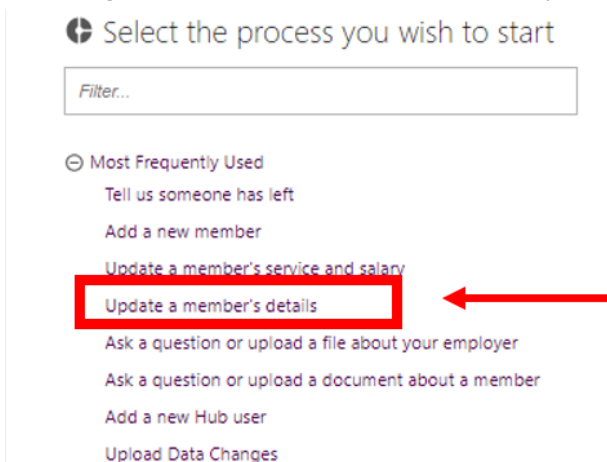
From time to time one of your employees' details will change, such as their name, contact details, marital status, etc.. This process allows you to change this information.

You cannot amend a person's address. Members can do this via PensionsOnline at [CofE PensionsOnline - Home \(churchofengland.org\)](https://www.churchofengland.org/pensionsonline)

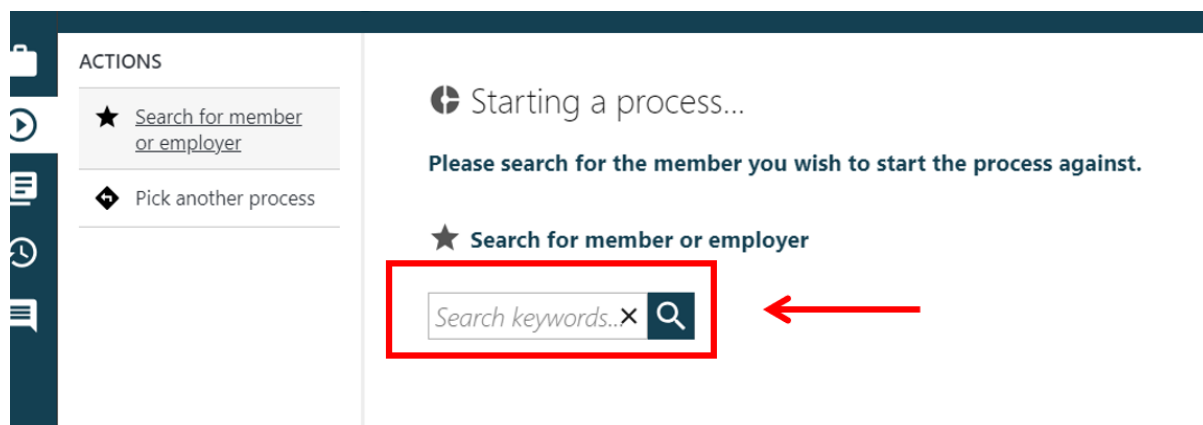
To change a person's personal details, click on the '**start a process**' tile on the home page.



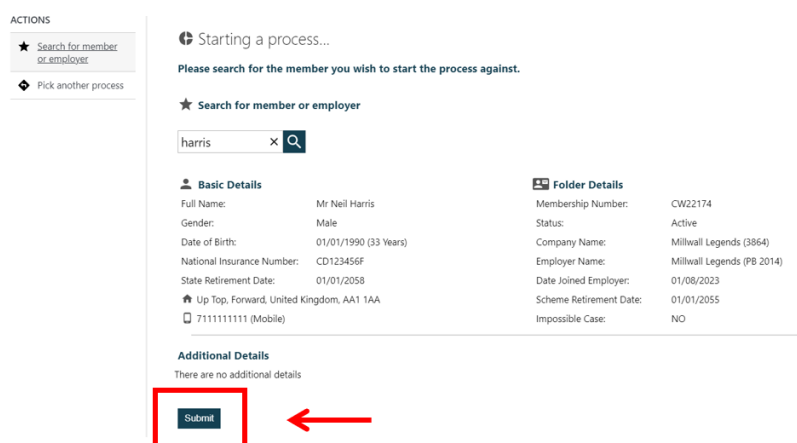
Select '**update a member's details**' from the process list.



Search for the person whose details you are updating, by either typing in their **surname, National Insurance number or their Pension reference number** in the search bar, then **hit enter or click on the magnifying glass**.



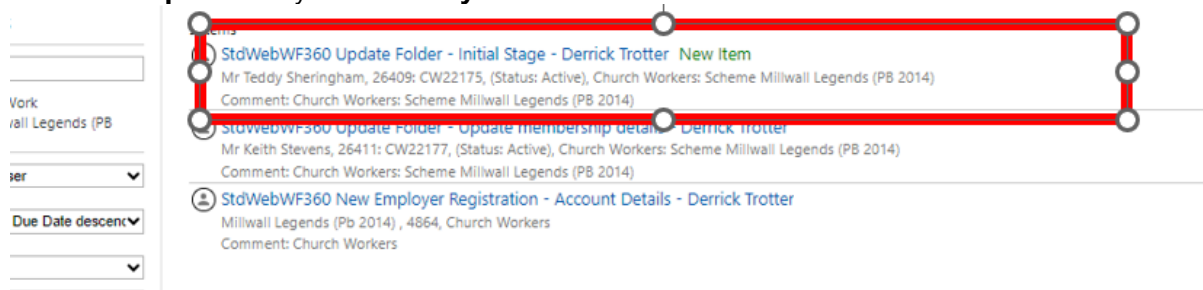
Select the member whose details you are updating and you'll be shown the basic and folder details of the person you have selected. If this is the correct person, click '**Submit**'.



Once you have clicked on submit, you have created a 'work item' or 'process' on Hub. See the Work Feed guide on how to navigate through the Work Feed and assigning work items/processes to users.

Once the process has been assigned into your work tray, you can action it.

Click on the process in your **work tray**.



You will then be asked to update the relevant information. Once you are happy with your entry, you can either click **save** and the process will be held in your work tray until you click submit. You can revisit the process by visiting your work tray and completing it when you want.

When you click **submit**, you'll be taken to the next page.

The screenshot shows a web interface for updating membership details. At the top, there is a progress bar with a green checkmark and the text 'Update membership details'. Below the progress bar, there are two steps: 'Check for existing data changes' and 'Enter member'. The main form is titled 'Enter Details' and contains the following fields:

- Title: Mr
- Forenames: Teddy
- Surname: Sheringham
- Salutation: Mr Sheringham
- Name for correspondence: Mr T Sheringham
- Date of Birth: 02/02/1990
- Gender: Male
- National Insurance number: WE987654X
- Relationship Status: Please Select
- Payroll Number: 2
- Home email: [empty]
- Mobile number: [empty]

At the bottom of the form, there are two buttons: 'Save' and 'Submit'. A red box highlights the 'Enter Details' section and the 'Save' and 'Submit' buttons. A red arrow points to the 'Submit' button.

You will need to click on the '**Update**' action in the Actions pane. This will process the change. You will see the change on the person's folder on Hub within 5 days.

The screenshot shows the same 'Update membership details' form as above. On the left side, there is an 'ACTIONS' pane with a red box highlighting the 'Update' action. A red arrow points from the 'Update' action to the 'Update membership details' form. The progress bar at the top shows the second step, 'Enter membership detail changes', with a green checkmark and the number '2' in a circle.