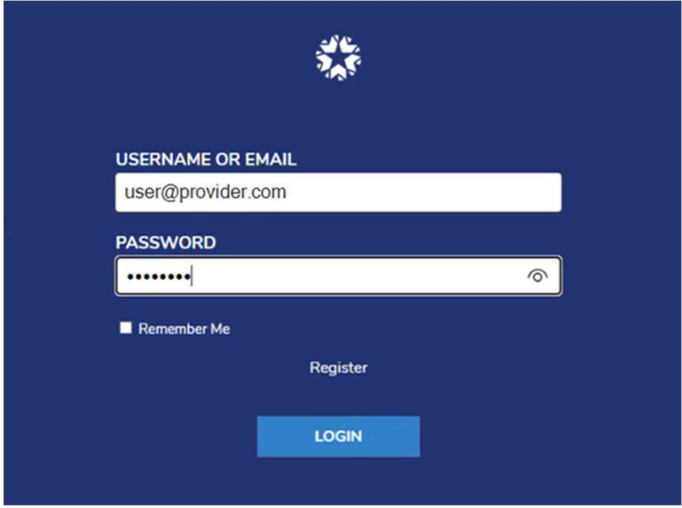
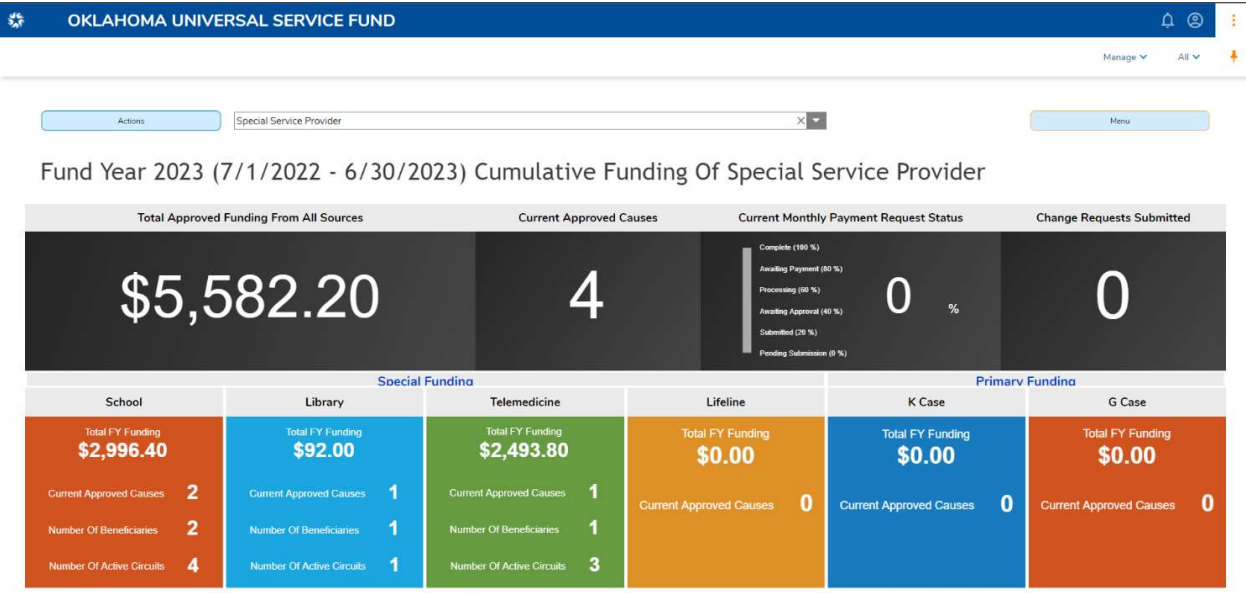

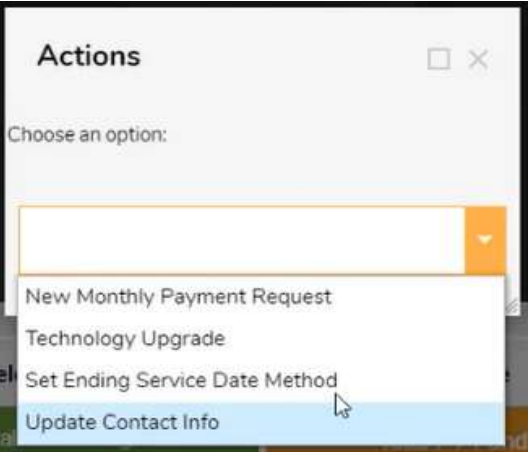


Training Handout: Update Contact Information

Overview: The following training handout reviews step-by-step instructions on how to update the user's account information – Including any name, email, phone number, and title changes.

Step	Action																																																																
1.	Login: https://occ.decisions.com/ 																																																																
2.	Provider Dashboard/Home will automatically open upon login.  <table border="1" data-bbox="264 1394 1458 1780"> <thead> <tr> <th colspan="2">Total Approved Funding From All Sources</th> <th colspan="2">Current Approved Causes</th> <th colspan="2">Current Monthly Payment Request Status</th> <th colspan="2">Change Requests Submitted</th> </tr> </thead> <tbody> <tr> <td colspan="2" style="text-align: center;">\$5,582.20</td> <td colspan="2" style="text-align: center;">4</td> <td colspan="2" style="text-align: center;">0 %</td> <td colspan="2" style="text-align: center;">0</td> </tr> <tr> <th colspan="4">Special Fundings</th> <th colspan="4">Primary Fundings</th> </tr> <tr> <th>School</th> <th>Library</th> <th>Telemedicine</th> <th>Lifeline</th> <th>K Case</th> <th>G Case</th> <th colspan="2"></th> </tr> <tr> <td>Total FY Funding \$2,996.40</td> <td>Total FY Funding \$92.00</td> <td>Total FY Funding \$2,493.80</td> <td>Total FY Funding \$0.00</td> <td>Total FY Funding \$0.00</td> <td>Total FY Funding \$0.00</td> <td colspan="2">Total FY Funding \$0.00</td> </tr> <tr> <td>Current Approved Causes 2</td> <td>Current Approved Causes 1</td> <td>Current Approved Causes 1</td> <td>Current Approved Causes 0</td> <td>Current Approved Causes 0</td> <td>Current Approved Causes 0</td> <td colspan="2">Current Approved Causes 0</td> </tr> <tr> <td>Number Of Beneficiaries 2</td> <td>Number Of Beneficiaries 1</td> <td>Number Of Beneficiaries 1</td> <td></td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>Number Of Active Circuits 4</td> <td>Number Of Active Circuits 1</td> <td>Number Of Active Circuits 3</td> <td></td> <td></td> <td></td> <td colspan="2"></td> </tr> </tbody> </table>	Total Approved Funding From All Sources		Current Approved Causes		Current Monthly Payment Request Status		Change Requests Submitted		\$5,582.20		4		0 %		0		Special Fundings				Primary Fundings				School	Library	Telemedicine	Lifeline	K Case	G Case			Total FY Funding \$2,996.40	Total FY Funding \$92.00	Total FY Funding \$2,493.80	Total FY Funding \$0.00	Total FY Funding \$0.00	Total FY Funding \$0.00	Total FY Funding \$0.00		Current Approved Causes 2	Current Approved Causes 1	Current Approved Causes 1	Current Approved Causes 0	Current Approved Causes 0	Current Approved Causes 0	Current Approved Causes 0		Number Of Beneficiaries 2	Number Of Beneficiaries 1	Number Of Beneficiaries 1						Number Of Active Circuits 4	Number Of Active Circuits 1	Number Of Active Circuits 3					
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Step	Action
3.	Navigate to "Actions" 
4.	Select "Update Contact Info" 
5.	<ul style="list-style-type: none"> • Fill in all the information boxes, or only the boxes that need updating. • Select "Update the Changes" when complete. OR select "I have No Changes" if there are no updates. 