STUDENTS: Updating Alert Contact Information

This help guide contains steps that students can use to update personal contact information that will be used for critical mass notifications.

Accessing ACES
(Alamo Colleges Educational Services)

1. The student will log into ACES by going to the following website: [https://alamoaces.alamo.edu](https://alamoaces.alamo.edu)

2. Login with your ACES User Name and Password. First-time users default passwords will be the first two letters of your last name, IN CAPS, followed by your birthdate in MMDDYY format

   **Note:** To obtain your user name, click on the links under the ACES Login Information box.

   For User Username or Password assistance, contact Support Central at 485-0555 and select Option 4.

Accessing Web for Students

3. Once logged into ACES, click on the Student tab
4. Click on Web Services

5. Click on the “Personal Information” link.
6. Click on the **Update Addresses and Phones** link.

**Note:** Click on the hyperlinks to update address and phone numbers.

7. To update the phone number(s) that is on file for you, click the **Primary** link under the **Phones** column.
8. Enter today’s date (MM/DD/YYYY) in the **Valid From This Date** field:

Complete the rest of the form:

- Select the **drop-down arrow** under the **Phone Type column** and select **Permanent**. Type your **Area Code** and **Phone Number**.

- On the next row, select the **drop-down arrow** under the **Phone Type column** and select **Business or Work**. Type your **Area Code** and **Phone Number**.

- On the next row, select the **drop-down arrow** under the **Phone Type column** and select **Cell Phone**. Type your **Area Code** and **Phone Number**.

At least one of the above Phone Types should have a phone number assigned.

- Click **Submit**

**Notes:**
- Although an ‘Emergency’ Phone Type is listed in the drop-down list, alert notifications are only sent to the **Permanent**, **Business or Work**, or **Cell Phone** Types. You may use any of the Phone Types that display under the drop-down arrow so that your employee record includes all your phone numbers.
- If the same Phone Type is used more than once, the alert notifications will be sent only to the most recently updated phone number of that Phone Type.
- Above the Phone Type area, a “Primary Phone Number for This Address” area will display. The Primary Phone Type is the same as a Permanent Phone Type.

9. The updated phone numbers will appear on the screen.
10. To update e-mail addresses, click the **Update E-mail Addresses** link from the **Personal Information** page.

11. Your @alamo.edu email address will automatically display as your Preferred email address and cannot be edited.

   - **Alert notifications will only be sent to the @alamo.edu email address and to the most recently updated “Personal E-Mail Type” address that you have on file (if any).**

   - With the exception of the @alamo.edu email address, you can edit any other email address that may display in your account. In this example, the Personal E-Mail is outdated. To edit the email address, the yflores@yahoo.com link will be clicked.

   - The next screen allows us to edit the email address. In this example, the email address was changed from yflores@yahoo.com to yflores@gmail.com and Submit was clicked.
12. The updated email address will appear on the screen.

13. To **add a new email address** to your employee record:
   - Click the **Type of E-mail to Insert** drop-down arrow.
   - Select the appropriate E-mail Type and click **Submit**.
   - Type the full email address and click **Submit**.

If you need technical assistance, please contact Support Central at (210) 485-0555 and select Option 4.