

When success is shared, it always grows.



Former employee Personal information updates Instructions

Process Overview

Accenture developed a new ServiceNow transaction to allow our former employees to perform personal information updates directly in our HR Systems. There are four personalization areas:

- Name
- Contact Phone & Email Address
- Permanent Address

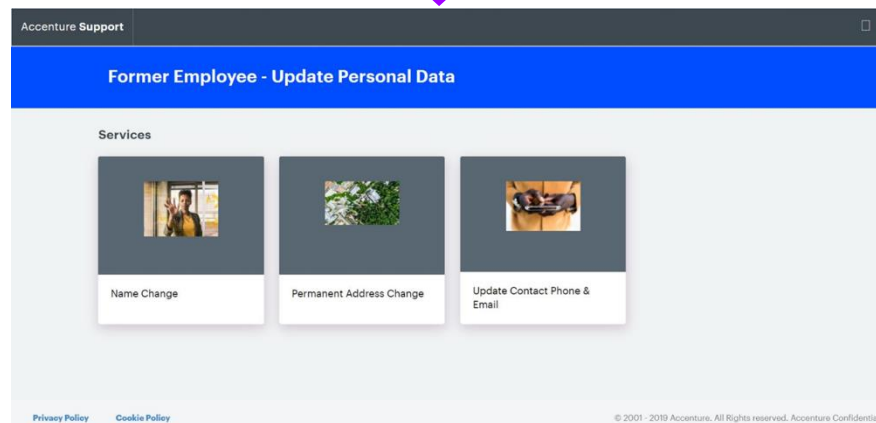
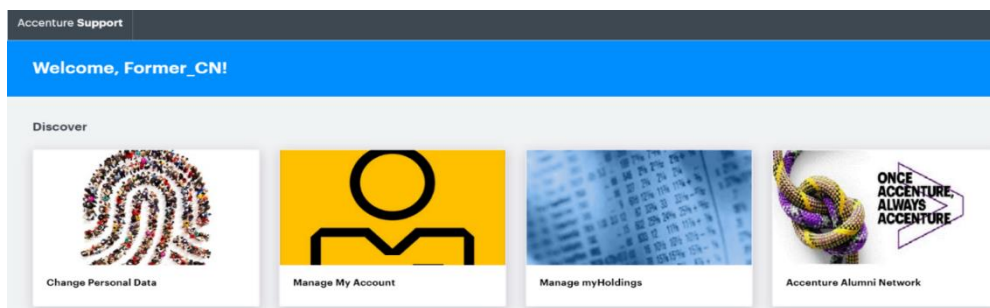
Your latest Accenture information is pre-populated on the form for your quicker reference. All the updates you request are pushed to Workday immediately. There are no approvals workflow for former employee updates – everything is self-service. So, we kindly request you double check everything before submitting.

Former EE portal link (available after June 24th)

https://support.accenture.com/former_employee_portal

Personalization areas

When logged, you will be able to see the below 4 cards and need to click on the “**Change Personal Data**” to display the 3 personalization areas.



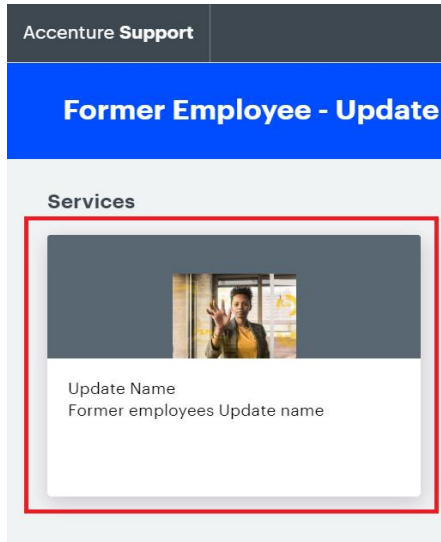
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Update name

Once you click on the “**Update Name**”, the following fields will be available for editing:

- **First Name** - 40 characters maximum
- **Last Name** - 40 characters maximum



Name Change

▼ More information

*First Name

Former_CN

*Last Name

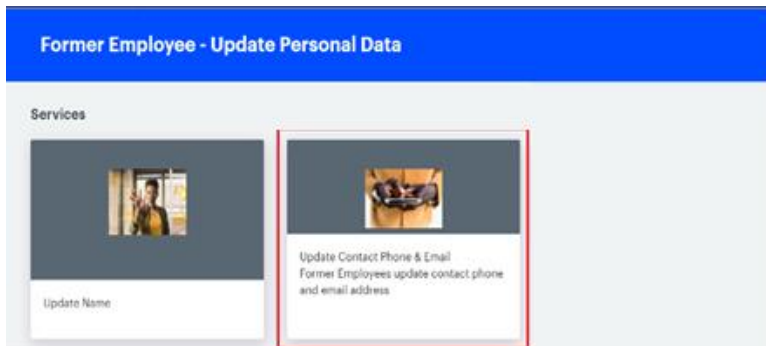
Employee3

Submit

Update contact information

Once you click on the “**Update Contact Phone & Email**”, the following fields will be available for editing:

- **Contact Phone Number** - 14 characters maximum
- **Personal Email Address** - 241 characters maximum



Update Contact Phone & Email

▼ More information

*Contact Phone Number

12345609876

*Personal Email Address

test@123.com

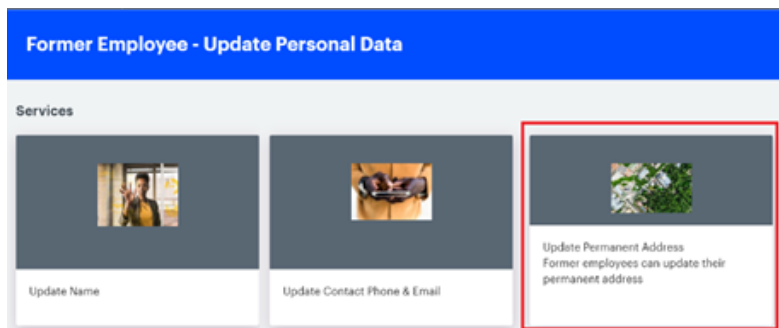
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Update permanent address

If you click on the “Update Permanent Address”, the following fields will be available for editing:

- **Address 1** - 60 characters maximum
- **Address 2** - 40 characters maximum
- **District (Only for Brazil)** - 40 characters maximum
- **City** - 40 characters maximum
- **Country/Territory** - Populated from Workday’s Country/Territory reference table.
- **State/Province** - Populated from Workday’s State/Province reference table.
- **Postal code** - 10 characters maximum



Permanent Address Change

▼ More information

*Address 1

Address 2

*City

*Country/Territory

State/Province

*Postal code