



How to Update Employee Contact Information

TABLE OF CONTENTS

Contents

Revision History	3
Summary	4
Individual Updates From the Employee Dictionary Tab	5
Individual Updates From Within Your Plan	10
Mass Updates From the Dictionary	14
Mass Updates From HR: Employee Self Service Option	17
Employee Consolidations: DHR, DTI, etc.	19

Revision History

Date	Revision	Change by	Revision #
06/20/17	Document Creation	Lori Gorman	V1
07/07/17	Process to update employees not in your DDS	Heather Volkomer	V2
4/6/18	Update footers, Table of Contents	Heather Volkomer	V3
11/9/18	Reorder contents and add Self Service as data source option	Heather Volkomer	V4
04/22/19	Add new section for Employee Consolidations	Lori Gorman	V5
10/15/19	Minor updates (team address)	Lori Gorman	V6
3/28/22	Update for my.delaware.gov	Heather Volkomer	V7
10/27/23	Update link for PHRST Job Aid	Heather Volkomer	V8

Summary

All COOP plan builders are required to maintain contact information for the employees within their plan. This contact information feeds into the Crisis Communication Tool nightly via an automated update process. During any kind of incident, the ability to swiftly and effectively communicate with staff is vital to the response, recovery, and reconstitution of an organization.

The following documentation provides instructions on how to update the contact information of employees in the COOP planning tool, BC in the Cloud (BCIC). Plan builders may update employee contact information on an individual basis or do a mass update. Mass updates require the support of a BC in the Cloud Administrator for the final step. Individual updates can be done from the Employee Dictionary or from directly within a plan. For assistance, contact your DTI BCDR liaison.

If employee contact information needs to be changed for an employee that does not share your DDS contact your DTI BCDR Liaison for assistance.

Individual Updates From the Employee Dictionary Tab

The employee dictionary is a complete table of all State of Delaware employees.

If employee contact information needs to be changed for an employee that does not share your DDS contact your DTI BC DR Liaison for assistance.

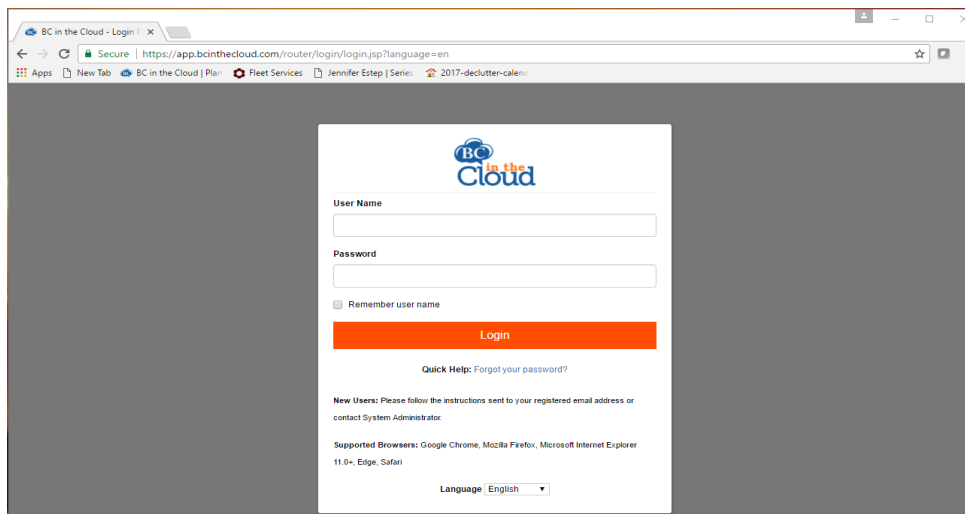
Step 1. Log into the tool

Go to the website: <https://app.bcinthecloud.com>

Enter your User Name: **firstname.last.name**

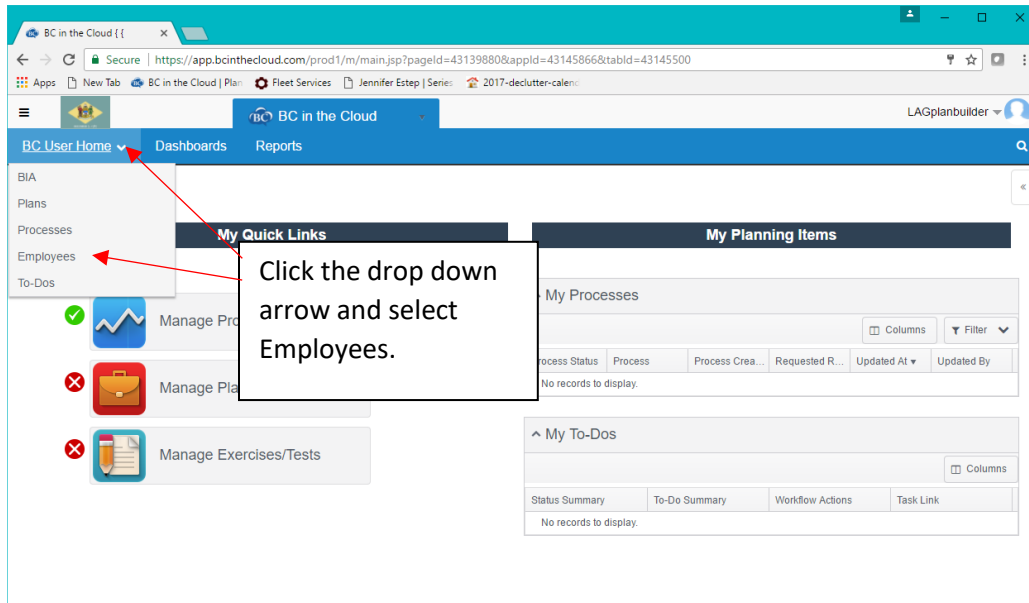
Enter your Password.

Click on Login.



The screenshot shows a web browser window with the URL <https://app.bcinthecloud.com/router/login/login.jsp?language=en>. The page features the BC in the Cloud logo at the top. Below the logo are two input fields: "User Name" and "Password". A checkbox labeled "Remember user name" is positioned below the password field. An orange "Login" button is centered below the input fields. Underneath the button, there is a "Quick Help: Forgot your password?" link. Further down, a "New Users" section provides instructions for new users. At the bottom, there is a "Supported Browsers" list and a "Language" dropdown menu set to "English".

Step 2. Pull up the Employee Dictionary



Step 3. Locate the record you wish to update

** Make sure you are viewing the Employees with DDS View. This will limit the employees to those that you have permission to edit.**

Search Fields: You may use the Custom Search Fields that display at the top of the field or apply a filter to locate specific employees.

The screenshot shows the "Employees" search interface. At the top, there is a search bar with the text "Search (Search for Employees that match ALL criteria)". Below the search bar, there are several search fields: "Keywords", "DDS contains", "Employee ID contains", "First Name contains", "Last Name contains", and "Work Email Address contains". There are "Clear" and "Search" buttons at the bottom right of the search fields. Below the search fields, there is a section for "Employees" with a dropdown menu set to "All Employees" and several icons. At the bottom, there is a table header with columns: "Actions", "Employee ID", "Employee", "Department", "Essential Sta...", "Work Email Address", "Work Pho...", "Company Cell", "D...", and "Updated At". The URL "/DOL-Unemployment" is visible at the bottom.

Filter: Select the Filter drop down arrow (check that the Filter type is set to Standard).

Employees

Viewing: Employees with DDS

Export

Columns Filter

Formula

Please specify formula to filter Employees records. For example, to filter records created in current month use formula #MONTH(createdAt)=#MONTH(TODAY)

Formula Helper

Select Merge Token Copy Merge Token

#IF(DDS_Text IN ({#CURR_USER.test#value}), true, false)

Clear Filters Apply Filter

Actions	DDS	Employee ID	Employee	First Name	Last Name	Work Phone	Work Email Address	Company Cell	Text/SMS	Home Phone Number	Personal Cell	Personal Email Address	Home Address 1	Home Address
	11-02-01	111910	Claudette Martin-Wus	Claudette	Martin-Wus	(302)739-9636	claudette.martin-wus@state.de.us		(123)456-7890	(124)567-8900	(123)456-7890		789 test road	
	11-02-01	55588	Heather Volkomer	Heather	Volkomer	(302)739-9824	Heather.Volkomer@state.de.us	(302)562-6122	(789)456-1230		(123)456-7890		5487 test address	
	00-00-00	79374	Lori Gorman	Lori	Gorman	(302)739-9668	Lori.Gorman@state.de.us	(302)535-0364	(789)456-1230	(789)456-1230	(789)456-1230	lori.gorman@state.de.us	test address	
	11-02-01	72158	Sandra Alexander	Sandra	Alexander	(302)739-9637	Sandra.Alexander@state.de.us	(302)242-5475	(123)456-7890	(789)456-1230	(123)456-7890			
	00-00-00	123456	ZZZ Maura Glemser	ZZZ Maura	Glemser		maura-test1@bcinthecloud.com							

1 - 5 of 5 Items

Employees

Viewing: Employees with DDS

Export Remove Filters

Columns Filter

Standard

If All (AND) of the conditions are met.

Date Field

Dates Interval

1 Last Name contains gorman

2 First Name equals lori

Enter Data for filter

Add Filters

Apply Filter

Apply Filter

1 - 1 of 1 Items

Select the field you wish to filter; this can be any field that is included in the Employee file. It is recommended you filter by First Name, Last Name, or Employee ID.

Select the conditions that you want to apply. This includes Starts With, Contains, Equals, Ends With, etc.

Enter the desired data you want to filter and select Apply Filter. You may apply multiple filters if you wish to narrow your search.

****Note: ALWAYS CLEAR YOUR FILTER WHEN YOU ARE DONE****

Step 4. Select the record and chose the Edit action

The screenshot shows the 'Employees' page in the BC in the Cloud application. A text box with the instruction 'Select Records and Choose an Action from the drop down.' is overlaid on the table. A red arrow points to the 'Actions' column of the first record, where the 'Edit' option is highlighted. The table contains the following data:

Actions	DBS	Employee ID	Employee	First Name	Last Name	Work Phone	Work Email Address	Company Cell	Text/SMS	Home Phone Number	Personal Cell	Personal Email Address	Home Address 1	Home Address 2
<input checked="" type="checkbox"/>	11-02-2017	79374	Lori Gorman	Lori	Gorman	(302)739-9668	Lori.Gorman@state.de.us	(302)535-0364	(123)456-7890	(987)654-3210	(123)456-7890	test.test@gmail.com	111 Test Address	

1 selected 1 - 1 of 1 items

Step 5. Make your desired changes and click Save

BC in the Cloud | Employ
LAGprocessbuilder

BC User Home Dashboards Reports

Lori Gorman

Employee Contact Information

Employee ID 79374	Employee Record 0	DDS 11-02-01
First Name Lori	Middle Name <input type="text" value="Anne"/>	Last Name Gorman
Nickname <input type="text"/>	Title <input type="text"/>	Essential Status <input type="text" value="Onsite"/>
Department <input type="text" value="/DTI-Security Office- Chief Security Officer"/>	Dept ID 1102012000	Workshift <input type="text"/>
Location Name WILLPN	Location Code (302)535-0363	Working DDS (302)535-0364
VPN <input type="text" value="Yes"/>	Telecommute <input type="text" value="-- Please select --"/>	Portal User <input checked="" type="checkbox"/>

Work Information

Work Email Address <input type="text" value="Lori.Gorman@state.de.us"/>	Change Employee Contact Information Work Information, Personal Information, or Emergency Contact information (cannot edit information that feeds from PHRST).
Work Phone <input type="text" value="(302)739-9668"/> Format: (###)###-####	
Company Cell <input type="text" value="(302)535-0364"/> Format: (###)###-####	
Satellite Phone <input type="text"/> Format: (###)###-####	
Fax <input type="text"/> Format: (###)###-####	

Personal Information

Home Address 1 <input type="text" value="111 Test Address"/>	Personal Email Address <input type="text" value="test.test@gmail.com"/>
Home Address 2 <input type="text"/>	Personal Cell <input type="text" value="(123)456-7890"/> Format: (###)###-####
City <input type="text" value="Dover"/>	Text/SMS <input type="text" value="(123)456-7890"/> Format: (###)###-####
State <input type="text" value="Delaware"/>	Home Phone Number <input type="text" value="(987)654-3210"/> Format: (###)###-####
ZIP <input type="text" value="19901"/>	
Zip Ext. <input type="text"/>	

Emergency Information

Emergency Contact First Name <input type="text" value="Active"/>	Emergency Contact Phone <input type="text"/> Format: (###)###-####
Emergency Contact Last Name <input type="text" value="Trey"/>	Emergency Contact Alternate Ph... <input type="text" value="(789)456-1230"/> Format: (###)###-####
Emergency Contact Relationship <input type="text" value="-- Please select --"/>	

Click Save

Change Employee Contact Information Work Information, Personal Information, or Emergency Contact information (**cannot** edit information that feeds from PHRST).

Individual Updates From Within Your Plan

If employee contact information needs to be changed for an employee that does not share your DDS contact your DTI BC DR Liaison for assistance.

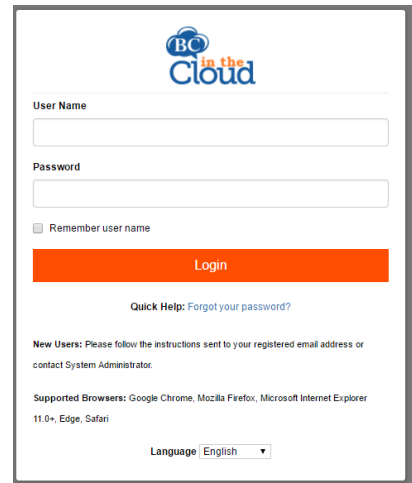
Step 1. Log into the tool

Go to the website: <https://app.bcinthecloud.com>

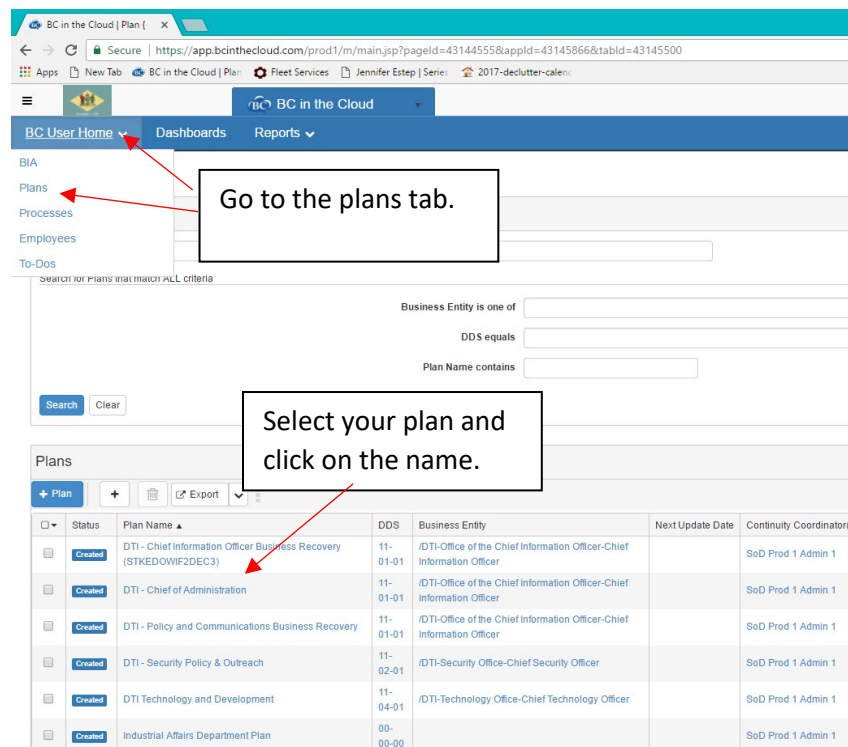
Enter your User Name: **firstname.last.name**

Enter your Password.

Click on Login.



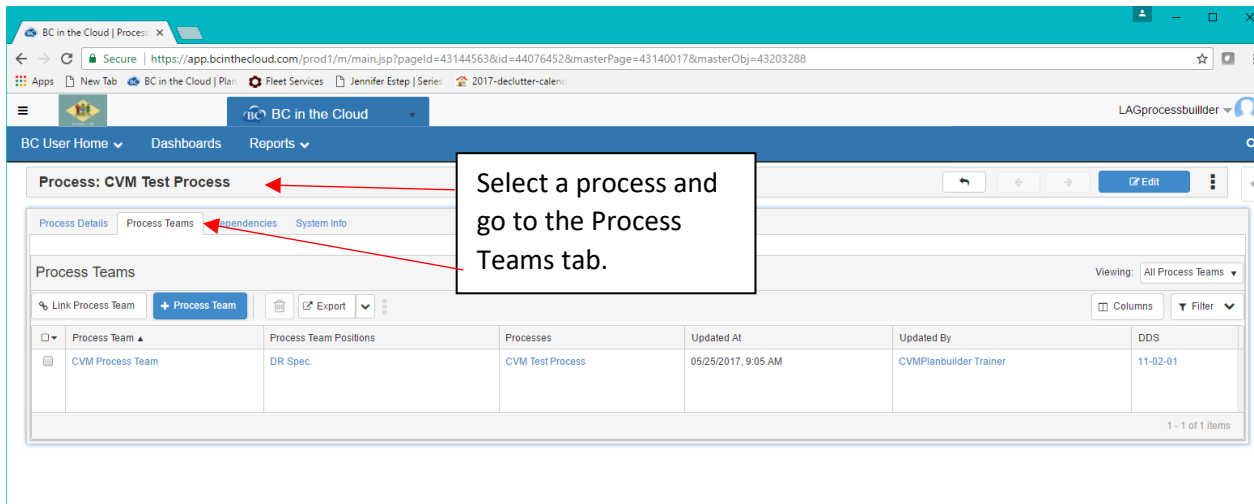
Step 2. Select your plan



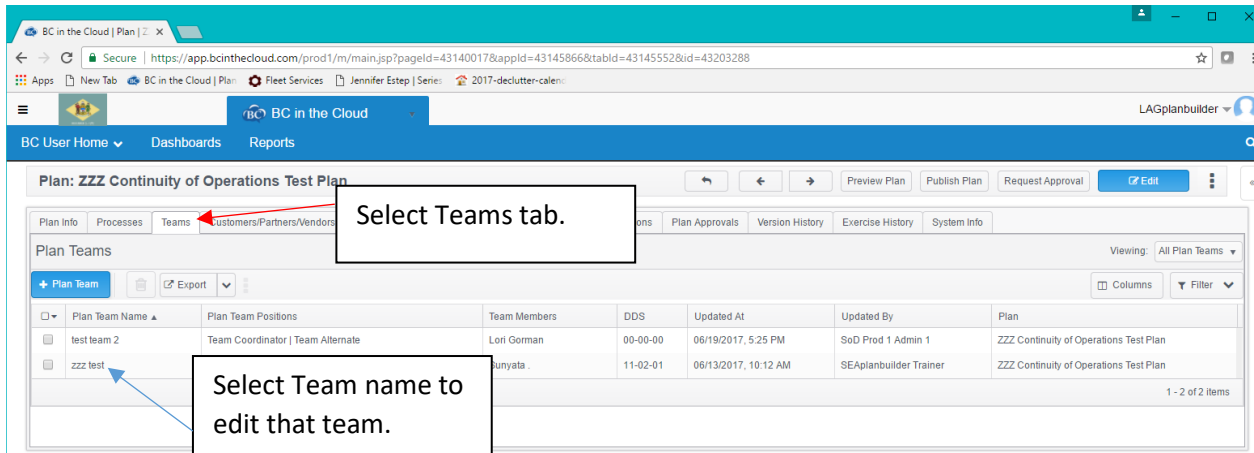
Status	Plan Name	DDS	Business Entity	Next Update Date	Continuity Coordinator(s)
Created	DTI - Chief Information Officer Business Recovery (STKEDOWIF2DEC3)	11-01-01	/DTI-Office of the Chief Information Officer-Chief Information Officer		SoD Prod 1 Admin 1
Created	DTI - Chief of Administration	11-01-01	/DTI-Office of the Chief Information Officer-Chief Information Officer		SoD Prod 1 Admin 1
Created	DTI - Policy and Communications Business Recovery	11-01-01	/DTI-Office of the Chief Information Officer-Chief Information Officer		SoD Prod 1 Admin 1
Created	DTI - Security Policy & Outreach	11-02-01	/DTI-Security Office-Chief Security Officer		SoD Prod 1 Admin 1
Created	DTI Technology and Development	11-04-01	/DTI-Technology Office-Chief Technology Officer		SoD Prod 1 Admin 1
Created	Industrial Affairs Department Plan	00-00-00			SoD Prod 1 Admin 1

Step 3. Navigate to a Team that includes the person you wish update.

Process Builders will select a Process and then choose the Process Teams tab.

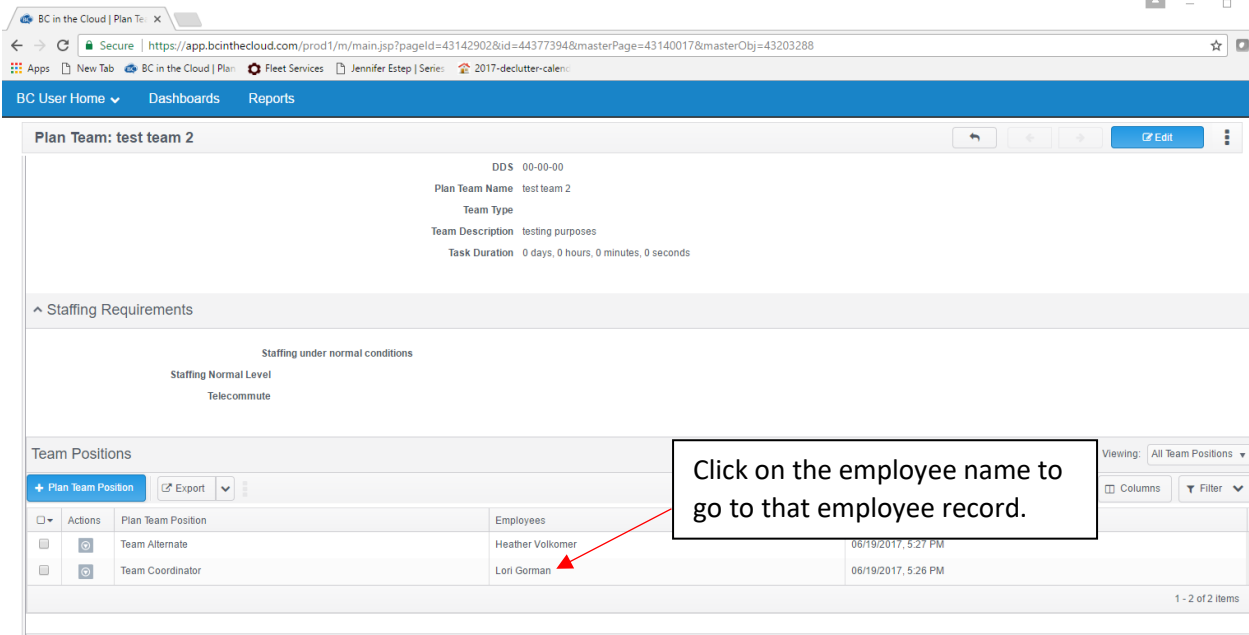


Plan Builders will go straight to the Teams Tab.



Step 4. Select the Team you wish to edit by clicking on the team name.

Step 5. Click on the name of the individual you wish to update. This will take you to the employee record.



Plan Team: test team 2

DDS 00-00-00
 Plan Team Name test team 2
 Team Type
 Team Description testing purposes
 Task Duration 0 days, 0 hours, 0 minutes, 0 seconds

Staffing Requirements

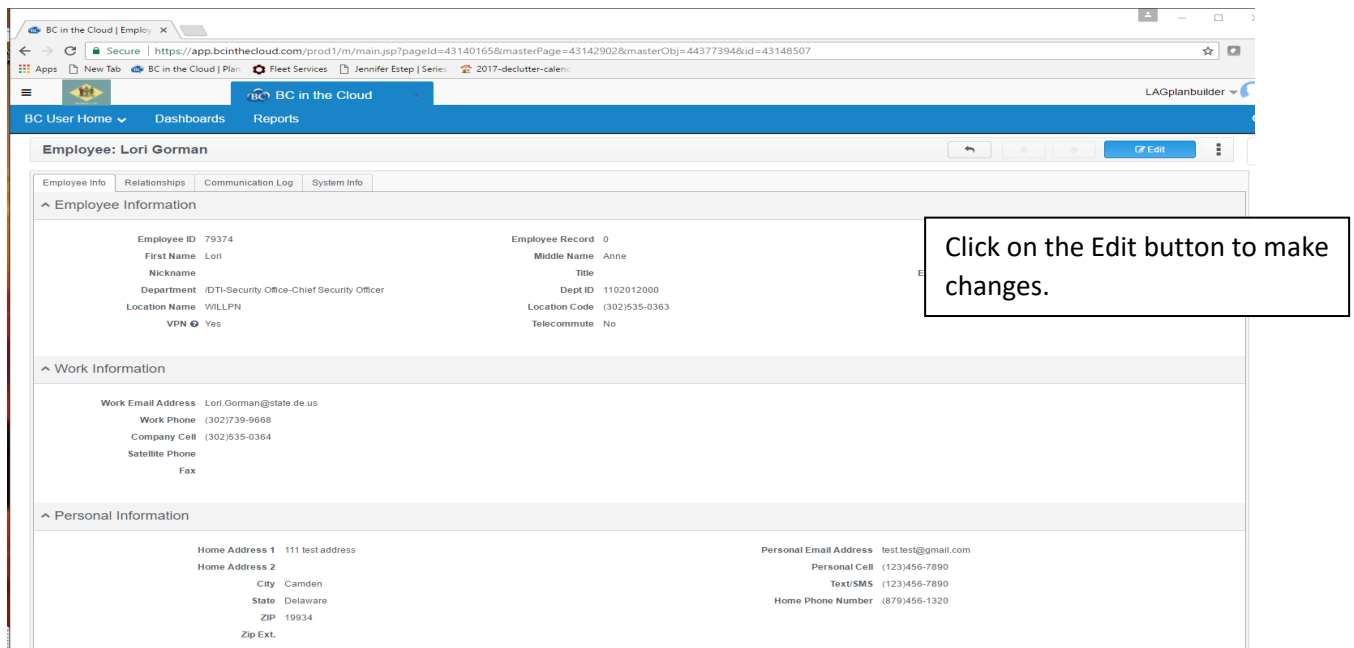
Staffing under normal conditions
 Staffing Normal Level
 Telecommute

Team Positions

Actions	Plan Team Position	Employees	
<input type="checkbox"/>	Team Alternate	Heather Volkmer	06/19/2017, 5:27 PM
<input type="checkbox"/>	Team Coordinator	Lori Gorman	06/19/2017, 5:26 PM

1 - 2 of 2 items

Step 6. Click on the Edit button.



Employee: Lori Gorman

Employee Info Relationships Communication Log System Info

Employee Information

Employee ID 79374
 First Name Lori
 Nickname
 Department IDTI-Security Office-Chief Security Officer
 Location Name WILLPN
 VPN Yes

Employee Record 0
 Middle Name Anne
 Title
 Dept ID 1102012000
 Location Code (302)535-0363
 Telecommute No

Work Information

Work Email Address Lori.Gorman@state.de.us
 Work Phone (302)739-9668
 Company Cell (302)535-0364
 Satellite Phone
 Fax

Personal Information

Home Address 1 111 test address
 Home Address 2
 City Camden
 State Delaware
 ZIP 19934
 Zip Ext.

Personal Email Address testtest@gmail.com
 Personal Cell (123)456-7890
 Text/SMS (123)456-7890
 Home Phone Number (879)456-1320

Step 7. Make your desired changes and click Save.

Note: you are not able to change fields that are imported from PHRST. You are able to change VPN, Telecommute, Essential Status, and all contact information.

BC in the Cloud | Employee

Secure | https://app.bcinthecloud.com/prod1/m/main.jsp?pageId=43143152&appId=43145866&tabId=43145552&id=43148507

BC in the Cloud | Plan | Fleet Services | Jennifer Estep | Series | 2017-declutter-calen

BC in the Cloud

LAGplanbuilder

BC User Home | Dashboards | Reports

Lori Gorman [Cancel] [Save & New] [Save]

Employee Contact Information

Employee ID	79374	Employee Record	0	DDS	11-02-01
First Name	Lori	Middle Name	Ann[e]	Last Name	Gorman
Nickname		Title		Essential Status	Onsite
Department	/DTI-Security Office-Chief Security Officer	Dept ID	1102012000	Workshift	
Location Name	WILLFN	Location Code	(302)535-0363	Working DDS	(302)535-0364
VPN	Yes	Telecommute	No		

Work Information

Work Email Address	Lori.Gorman@state.de.us
Work Phone	(302)739-9668 Format: (###)###-####
Company Cell	(302)535-0364 Format: (###)###-####
Satellite Phone	 Format: (###)###-####
Fax	 Format: (###)###-####

Personal Information

Home Address 1	111 test address	Personal Email Address	test.test@gmail.com
Home Address 2		Personal Cell	(123)456-7890 Format: (###)###-####
City	Camden	Text/SMS	(123)456-7890 Format: (###)###-####
State	Delaware	Home Phone Number	(879)456-1320 Format: (###)###-####
ZIP	19934		
Zip Ext.			

Emergency Information

Emergency Contact First Name	Active	Emergency Contact Phone	 Format: (###)###-####
Emergency Contact Last Name	Trey	Emergency Contact Alternate Phone	(123)456-7890 Format: (###)###-####
Emergency Contact Relationship	-- Please select --		

Mass Updates From the Dictionary

If employee contact information needs to be changed for an employee that does not share your DDS contact your DTI BCDR Liaison for assistance.

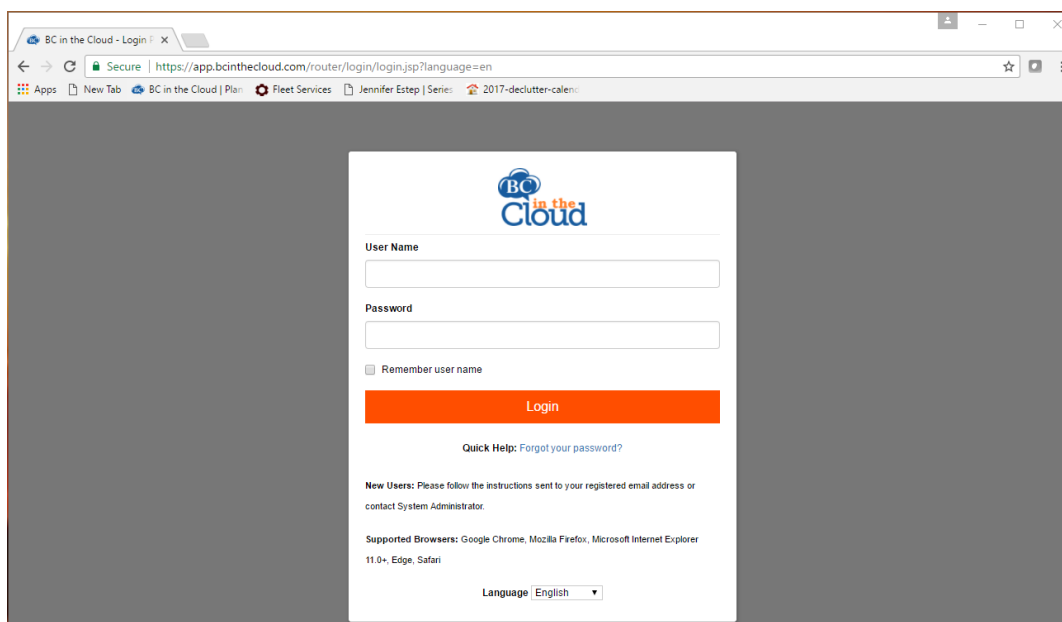
Step 1. Log into the tool

Go to the website: <https://app.bcinthecloud.com>

Enter your User Name: **firstname.last.name**

Enter your Password.

Click on Login.



The screenshot shows a web browser window with the URL <https://app.bcinthecloud.com/router/login/login.jsp?language=en>. The page features the BC in the Cloud logo at the top. Below the logo are two input fields for "User Name" and "Password". A checkbox labeled "Remember user name" is positioned below the password field. An orange "Login" button is centered below the input fields. Underneath the button is a "Quick Help: Forgot your password?" link. Further down, there is a "New Users" section with instructions to follow email instructions or contact the System Administrator. A "Supported Browsers" section lists Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer 11.0+. At the bottom, there is a "Language" dropdown menu set to "English".

Step 2. Pull up the Employee Dictionary

The screenshot shows the BC in the Cloud user interface. On the left, there is a navigation menu with options: BIA, Plans, Processes, Employees, and To-Dos. A red arrow points to the 'Employees' option. A white callout box with a black border contains the text: "Click the drop down arrow and select Employees." Below the menu are three cards: "Manage Processes" (with a green checkmark), "Manage Plans" (with a red X), and "Manage Exercises/Tests" (with a red X). The main content area shows "My Planning Items" and "My Processes" sections, both indicating "No records to display."

Step 3. Select the Export format

The screenshot shows the "Employees" page in BC in the Cloud. An "Export" dropdown menu is open, showing options: XLS, XLSX, CSV, Google, PDF (This Page), and PDF (All Pages). A red arrow points to the "XLS" option. A white callout box with a black border contains the text: "Select type of export file". Below the menu is a table of employee records with columns: Employee ID, Employee Name, First Name, Last Name, Work Phone, Work Email Address, Company Cell, Text/SMS, Home Phone Number, Personal Cell, Personal Email Address, Home Address 1, Home Address 2, and City.

Employee ID	Employee Name	First Name	Last Name	Work Phone	Work Email Address	Company Cell	Text/SMS	Home Phone Number	Personal Cell	Personal Email Address	Home Address 1	Home Address 2	City
111910	Claudette Martin-Wus	Claudette	Martin-Wus				(123)456-7890	(124)567-8900	(123)456-7890		789 test road		Do
55588	Heather Volkmer	Heather	Volkmer				(789)456-1230		(123)456-7890		5487 test address		do
79374	Lori Gorman	Lori	Gorman	9658	Lori.Gorman@state.de.us	0164	(789)456-1230	(789)456-1230	(789)456-1230	lori.gorman@state.de.us	test address		Ca
72158	Sandra Alexander	Sandra	Alexander	(302)739-9637	Sandra.Alexander@state.de.us	(302)242-5475	(123)456-7890	(789)456-1230	(123)456-7890				do
123456	ZZZ Maura Olmser	ZZZ Maura	Olmser		maura-test@bcinthecloud.com								

Step 4. Export your records

The screenshot shows an Excel spreadsheet titled "Employees with DDS [Compatibility Mode] - Excel". The data is organized in columns: Employee ID, Employee Name, First Name, Last Name, Work Phone, Work Email Address, Company Cell, Text/SMS, Home Phone Number, Personal Cell, Personal Email Address, and Home Address 1. The first few rows of data are visible.

Employee ID	Employee Name	First Name	Last Name	Work Phone	Work Email Address	Company Cell	Text/SMS	Home Phone Number	Personal Cell	Personal Email Address	Home Address 1
14610	Carolyn Dunch	Carolyn	Dunch								
222354	Claudette Martin-Wus	Claudette	Martin-Wus								
111910	Claudette Martin-Wus	Claudette	Martin-Wus								
55588	Heather Volkmer	Heather	Volkmer								
79374	Lori Gorman	Lori	Gorman								
72158	Sandra Alexander	Sandra	Alexander								

Step 5. Make your desired changes

****Do not alter the heading row****

Step 6. Contact your BCDR liaison to import the updated records

Mass Updates From HR: Employee Self Service Option

A mass update of your agency employee's contact information can be made in conjunction with the PHRST employee self service module. This process will actively involve your employees, your HR department and your DTI COOP Liaison. The steps are documented here:

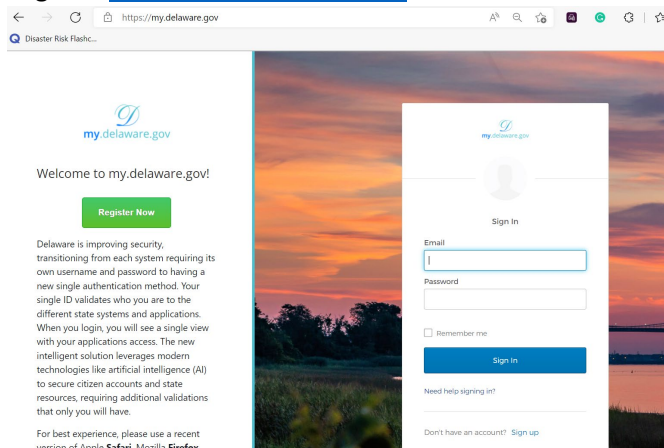
1. Draft an email for HR to send to Employees prompting them to update their information in Employee Self Service. (See example below)

Subject_ Updating Crisis Communications Contact Information

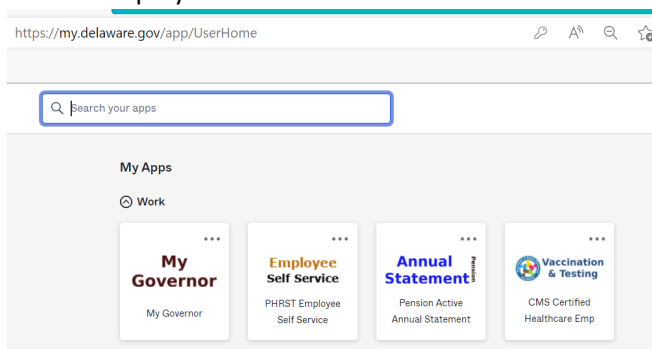
Hello everyone.

It is important to have current contact information for all employees for Crisis Communication purposes. In [Enter Month], there will be a test of the Crisis Communication Tool for all [Agency Name] employees. **To ensure the most current contact information is being used, you will need to log into the Employee Self Service module and update your contact information.** This is a new process where the Crisis Communication Tool will be updated quarterly, or more frequently as necessary, using the information that is in Employee Self Service. It is important to keep your information up to date. Inaccurate contact information may result in your not receiving vital information during a disaster. **Please make your updates by [Enter Date]!**

- A. Log into <https://my.delaware.gov>.



- B. Select "Employee Self Service".



- C. Select the Personal Information tab.



- D. Review and update the Phone Numbers, Email Addresses, and Emergency Contact information tabs. Be sure to save any changes.



2. After the data given, contact HR to request the new on-demand job in PHRST: Employee Contact Information Report. This on demand report has been made available in PHRST to provide employee personal contact information in event of an emergency, departmental contact, or to verify employee data entered by a department end user. This file includes all active employee addresses, phone numbers and email addresses. The report is selected by Department ID.

Navigation in PHRST:

DE Application Components > Delaware Reports > Human Resource Reports > Rpts E > Employee Contact Information

The report will need to be downloaded to excel after it is run. If you need assistance with downloading, you can find the steps on the PHRST extranet under Reports > Job Aids or by using this link: <https://extranet.phrst.state.de.us/phrst/jobaids/index.shtml>. Select the job aid titled "Exporting PHRST Reports to Excel using Text Wizard."

Instruct your HR employee to email you the resulting .xlsx format file.

3. Once the file is received, email the file securely to your BCDR Liaison directly or to the BCDR Team: dti_BCDR_Team@delaware.gov.

Employee Consolidations: DHR, DTI, etc.

As the state works to consolidate some functions into a single agency, organizations may experience instances where an employee within their work location that has operated as an employee, is now listed under a different organization (DDS). Prime examples are consolidation of IT functions into the Department of Technology and Information (DTI) and the consolidation of HR functions into the Department of Human Resources (DHR). Although these employees and functions may be incorporated into their new organization's COOP plans, they should continue to be accounted for in the individual organization COOP plans as well. **These employees and their processes are still critical to the host organization and should continue to be captured in your COOP plans.** This is especially true when the employees are still physically located within the organization primary facilities. In addition, these employees should be included in the organization's crisis communications as they are directly impacted by any events impacting the organization. **To ensure that these employees are included in the dynamic MIR3 groups for your organization, please contact your BCDR liaison and request that your organization DDS be listed as the working DDS for any consolidated employees.**