# Updating Your Emergency Point Of Contact (POC) Information

It is important to keep your Emergency Point of Contact (POC) information updated in HR Links. Changes you make in HR Links will update other GSA systems, including the GSA Credential and Identity Management System (GCIMS), and will be used to contact those you designate in case of an emergency. Follow the instructions below to update this information in HR Links.

1. From the HR Links homepage, select the **Employee Personal Info** Tile; **View/Update Personal Info** link.
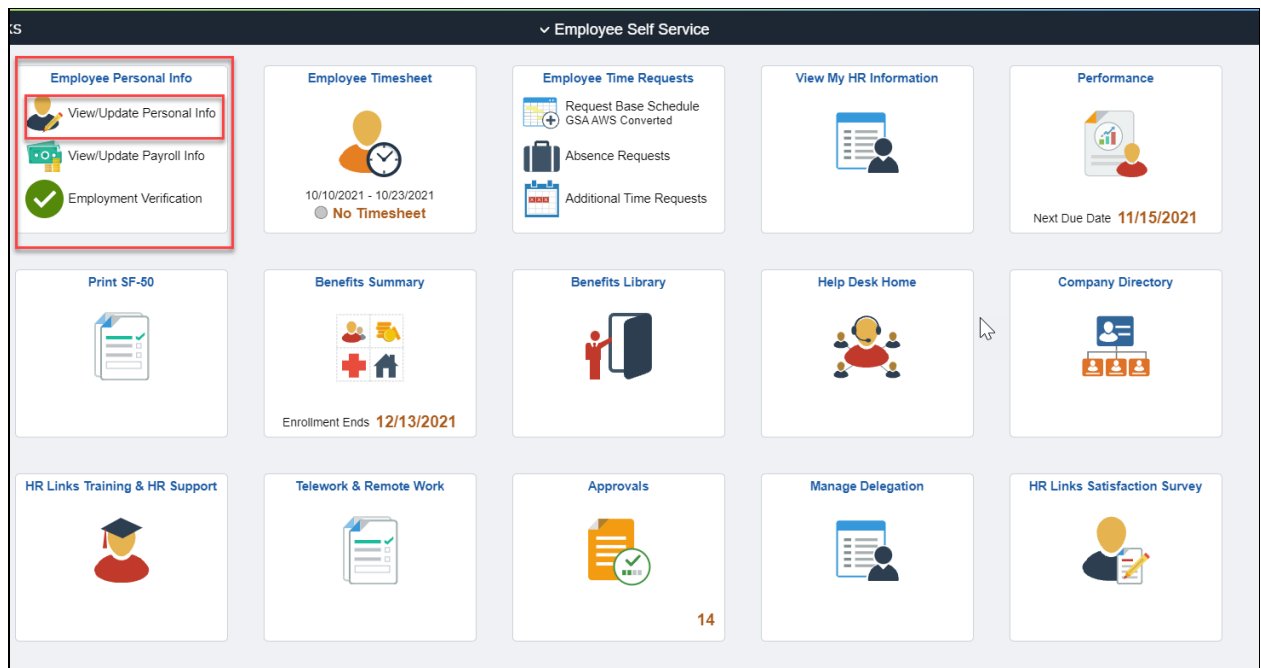
2. From the **Personal Information** page, select the plus sign next to **Emergency Contacts** to view, add, change or delete any emergency contacts.
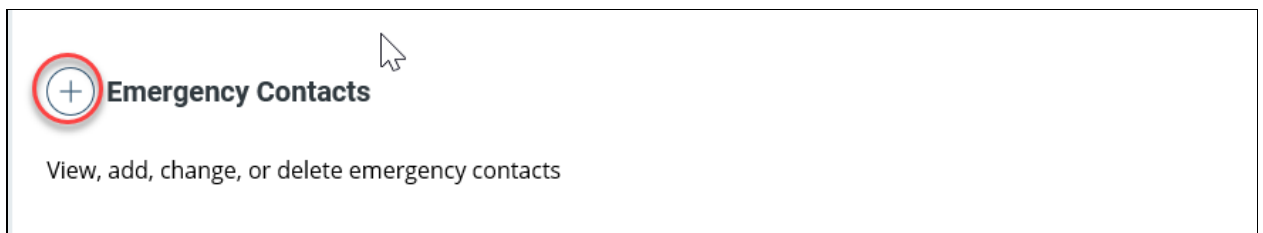
3. If you do not have any Emergency Contacts, select the **Add Contact** button.

Emergency Contacts

Any information an employee provides is voluntary and may be visible to agency personnel who need to contact the employee or those the employee designates in case of an emergency. This may include HR staff, the employee's supervisor and/or manager, and emergency management personnel.

ADD CONTACT

Note: Any information you provide is voluntary and may be visible to agency personnel who need to contact you or those you designate in case of emergency. This may include HR staff, your supervisor, and emergency management personnel. Emergency management personnel may share this information with first responders if needed.

4. On the Emergency Contact page, enter the name of your emergency contact in the **Contact Name** field. Click the **Relationship** drop-down menu and select the contact's relationship to you.
   a. **Note:** If you have more than one Emergency Contact, check the **Preferred** box to designate your preference.

Emergency Contact

Contact

CONTACT NAME *

RELATIONSHIP *

☐ PREFERRED

Address ⊕

No data exists.

Phone Numbers ⊕

No data exists. At least one phone number is required.

CANCEL   SAVE

5. Select the plus sign next to **Address** to enter the address of your Emergency contact.

Emergency Contact

Contact

CONTACT NAME *

RELATIONSHIP *

☐ PREFERRED

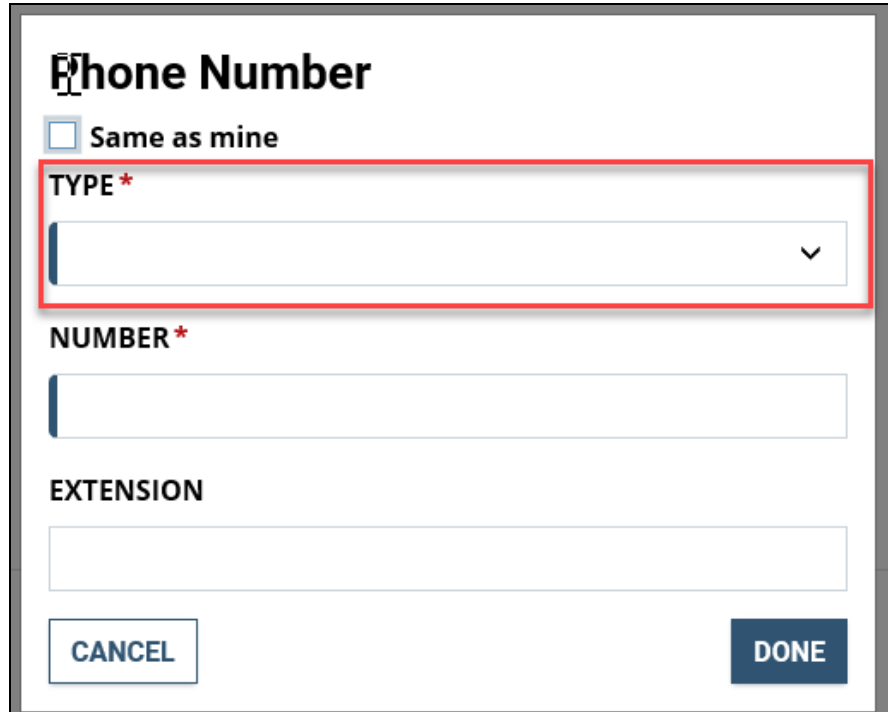**Address**   ⊕

No data exists.

Phone Numbers   ⊕

No data exists. At least one phone number is required.

CANCEL   SAVE

6. Enter the address information in the address fields. When selecting the **State**, spell out the name of the state, or click the magnifying glass.
   a. Do not enter the state abbreviation, or an error will result.

7. Select **Done**.

8. Select the plus sign next to **Phone Numbers** to enter the phone number of your Emergency contact.

9. Click to open the **Type** drop-down menu.

10. For phone **Type**, choose **Home**, **Business** or **Mobile** from the drop-down menu. ***Do not choose any phone type other than those listed below, or your changes will not flow properly to other GSA systems.***

Phone Type	Description
Home	Your POC's **Home Phone Number**
Business	Your POC's **Work Phone Number**
Mobile	Your POC's **Personal Cell Phone Number**

11. Enter the phone number using the format and instructions below.

Phone Type	Format	How to Enter
Domestic (U.S. Phone Number)	XXX/XXX-XXXX	Enter the 10-digit phone number. HR Links will format it for you.
International Phone Number	+XXX.YYYYYYYYYY	Include a + sign before the number. Insert a period between the country code and phone number.

    a. **Sample Domestic Phone Number**

b. **Sample International Phone Number**

12. Click the **Done** button at the bottom right of the page.

13. Click the **Save** button at the bottom right of the page.

Updates to your emergency contacts flow nightly to GCIMS. If your contact information is correct in HR Links but does not appear correctly in GCIMS the next business day, contact the GCIMS help desk at hspd12.security@gsa.gov. In your email, indicate that you have already updated your emergency contact information in HR Links.