CDOL Tip of the Week. February 2, 2018, Primary Contact Addresses

Primary Contact is an option for assignments that most users with edit rights are familiar with, but we have recently been noticing that those assignments flagged as Primary Contact have contact information missing (e.g., email address, mailing address, primary phone number for contact, etc.). Sometimes this missing information is necessary for other organizations to complete responsibilities, such as distribution ordering (mailing and/or delivery address), CUBS and IROP statement delivery (email address), signage (work address), or banking supplies (mailing and/or work address).

This information is usually entered and updated by the respective department CDOL specialist(s) trained (hopefully) to easily add this information to an individual's record in CDOL when the person is first assigned, or when changes occur. (*Additionally, any individual in an assignment in CDOL has rights to edit his or her own contact information if the assignment is visible to the individual in CDOL. However, that option is often not used because the individual may not realize it exists, or the process for making an edit has not been explored in the CDOL User Manual or is not fully understood.*) We always prefer the changes be made by those who have been trained to do so to ensure the change is made and saved correctly, to avoid data corruption, and to prevent frustration of inexperienced users dealing with an unfamiliar system.

This tip is to remind those responsible for entering and updating leader information to be aware of the types of contact information that needs to be provided for the Primary Contacts under their purview so that other organizations that deliver specific services can complete their responsibilities without delay or without playing detective.

If you have edit rights and are responsible for updating leaders' contact information, but are unsure of how to make the additions and corrections in CDOL please look at the User Manual (link is above the Search button in CDOL) or contact us for instructions or a training refresher at oiservices@ldschurch.org. We are so grateful for those who take on this responsibility of keeping CDOL data updated and complete!