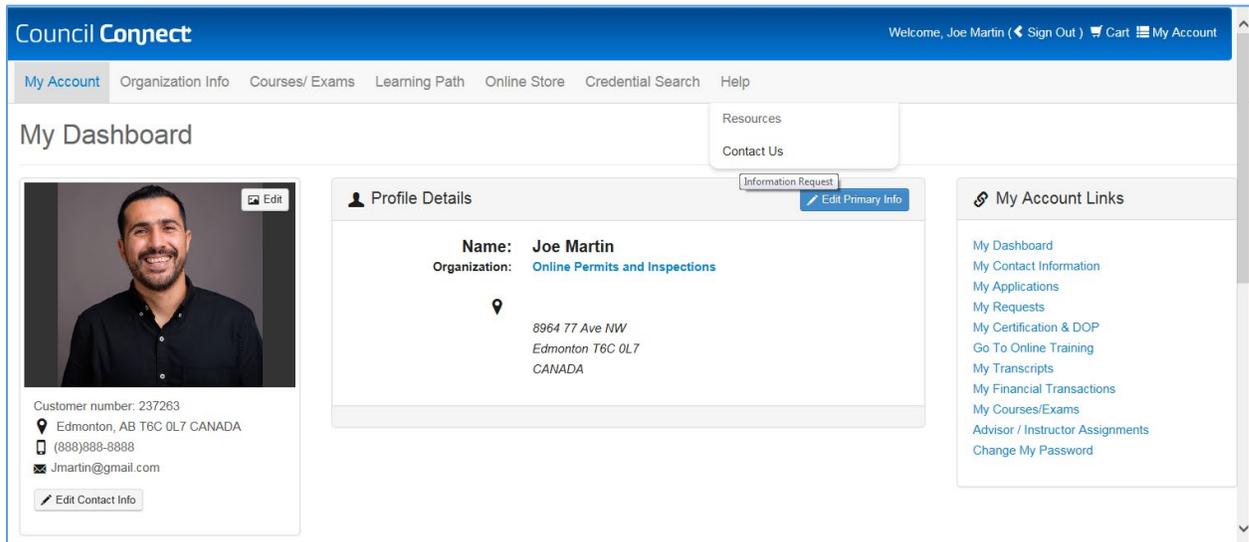


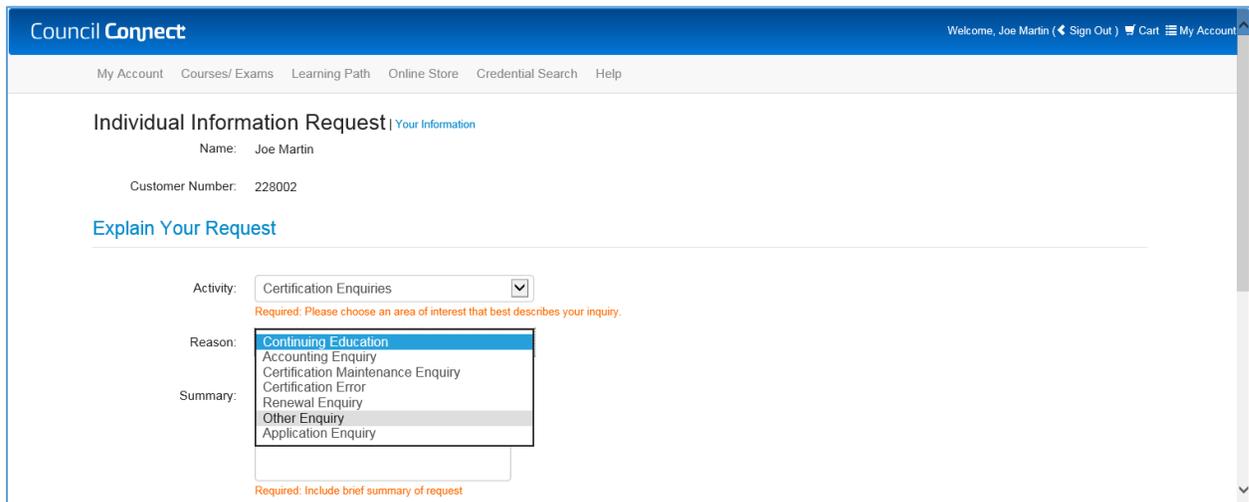
Request an Individual Name Change

This tutorial walks you through the steps to request an individual name change. Please provide us with a copy of a legal document to provide proof of name change (i.e. marriage certificate, divorce decree, or court granted petition). All of your identification should reflect your new name.



The screenshot shows the 'My Dashboard' page in Council Connect. The user is identified as Joe Martin, with an organization of 'Online Permits and Inspections'. The page includes a profile picture, contact details (customer number 237263, address in Edmonton, AB, phone number (888)888-8888, and email jmartin@gmail.com), and a list of account links such as 'My Dashboard', 'My Contact Information', and 'My Applications'. The 'Help' tab is active in the top navigation bar, and a dropdown menu shows 'Resources' and 'Contact Us'.

1. From **My Dashboard** page:
 - a. Hover your cursor over the **Help** tab
 - b. Select **Contact Us**



The screenshot shows the 'Individual Information Request' page. The user's name is Joe Martin and the customer number is 228002. The page is titled 'Explain Your Request'. The 'Activity' dropdown is set to 'Certification Enquiries'. The 'Reason' dropdown is set to 'Other Enquiry'. The 'Summary' field is empty. The page includes a required field for a brief summary of the request.

2. From the **Individual Information Request** page:
 - a. Click on the **arrow** beside **Activity**
 - b. Select **Certification Inquiries**
 - c. Click the **arrow** beside **Reason**
 - d. Select **Other Enquiry**

Summary:

Required. Include brief summary of request

Detail:

Feel free to add more specific details in the "Comments" area.

Upload File:

Only if required (Accepted formats PDF,DOCX,DOC,XSL,XSLX,PNG)

Email confirmation?

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- e. **Summary:** Enter Name Change
- f. **Detail:** Enter details and reason regarding the name change
- g. **Upload File:** click on the **Browse** button
- h. Find and click on your document
- i. Click **Open**
- j. Click the **Email confirmation** checkbox if you want to receive the confirmation email for your submission
- k. Click the **Submit** button