**Request an update to Name, SSN or DOB in ETO**

If a participant’s Name, SSN or DOB is incorrect in ETO, submit a remedy ticket for the WSS team to fix.

Be prepared to:

* Create a case note with the change you would like to be made
* Provide the correct information obtained using approved methods

# Name is incorrect

1. Does the participant have a WSWA profile account?
   1. If **YES,**

* Request that the participant log into their account and modify their name; or
* If the staff has permission to impersonate the participant, access their WSWA account and modify their name.
  1. If **NO**, submit a remedy ticket to request the name change.

# SSN is incorrect

In order for the WSS team to correct an SSN, we ***may*** need verification documented and uploaded in ETO with the correct SSN.

**NOTE:** The WSS team uses both UTAB and NGTS to verify all SSN change requests. If the participant is not in UTAB or NGTS, proof of SSN would be required in order for the team to make the change.

WorkSource staff should obtain a copy of the SSN card and upload to ETO as verification.

Once received, submit a remedy ticket to request the change, or respond to an already existing ticket. **DO NOT** **provide the SSN in the ticket;** instead advise where to locate a copy of the card in ETO.

# DOB is incorrect

In order for the WSS team to correct a DOB, we ***may*** need verification documented and uploaded in ETO with the correct DOB.

WorkSource staff should obtain proof of DOB and upload to ETO as verification.

Once received, submit a remedy ticket to request the change, or respond to an already existing ticket.