

## **How do I update my local address?**

Article Number: 1772 | Last Updated: Thu, Dec 10, 2020 at 3:51 PM

This article explains how to update your local address. Clemson users are periodically asked to review and update their personal information to ensure that university records are correct. As part of this process, your local address must be checked for accuracy. **Important:** Even if your local address has not changed, you must still go through the steps of the update process to acknowledge that the address is still up to date.

**Warning:** Even if you are not in Clemson or the US this semester, you must set a valid local address. Â

**WHAT IS MY LOCAL ADDRESS?** Your local address is **where you live while taking courses this semester**. The local address should indicate the **location of the physical building where you reside**.

Private mailboxes, campus mailboxes, and post office boxes are not residential addresses and **cannot** be used. This address **does not** have to receive mail delivery. The university will use the separate mailing address on file to send you mail. This address is used by Student Services and will **not** appear in the phonebook. Â

**HOW DO I FORMAT MY LOCAL ADDRESS?** To ensure that your address can be validated, please ensure that it follows the format our system can read. **Important:** On-campus residents should get the address of their dorm or apartment from the [my.Clemson map](#). On line 1, enter the physical address of your place of residence, including **only the house/building number and street name**. DO NOT include the name of your apartment complex, dorm building, or neighborhood. On line 2, include your building, apartment, and/or room number. List your city, state, and ZIP code as you would on an envelope.Â

**INTERNATIONAL ADDRESSES** International users are still required to provide a local address. The fields for Address Line 1, City, Country, and Postal Code are required and should be formatted according to your country's address format. **Warning:** For international addresses, you must select your country **first** and then set the state to **blank** (select blank value at the top of the list). If your address requires a province or state, you may append the state or province to the city field like this: "City, Province".

**HOW DO I UPDATE MY LOCAL ADDRESS?** This process differs slightly for students and employees. Please follow the appropriate instructions below. Â *For Students* To get started, visit the [Information Validation page](#). Press **Begin** to start the validation process. Your current local address, if one is on file, is visible at the top of the page. If the address has changed, please enter your new local address. **Important:** If the address has not changed, continue following the instructions to acknowledge the address is still current. **Note:** After saving, the auto-correction service may move some line 2 information to line 1. This is expected and will not affect the validity of your address. While you are here, please also take a moment to review your emergency contact information and CU Safe alert telephone number. To complete the validation process, press the **Save** button at the bottom of the page. Ensure that the information was saved: If the save was accepted, you will see a message that reads "Information updated. You may navigate away." A confirmation email will be sent to your university email address. You are finished! If the save was rejected, you will see an error message at the top of the screen in red. Please read the error message, fix any mistakes, and press **Save** again. If you are still having issues with the local address, please read the section below on common reasons for a rejection. Â

*For Employees* To get started, visit the [Local Address Self Service page](#). Press **Edit** to start the validation process. Your current local address, if one is on file, is visible on the page. If the address has changed, please enter your new local address. **Important:** If the address has not changed, continue following the instructions to acknowledge the address is still current. **Note:** After saving, the auto-correction service may move some line 2 information to line 1. This is expected and will not affect the validity of your address. Ensure that the information was saved: If the save was accepted, you will be returned to the **My Addresses** page and the saved local address will be visible on the top right. If the save was rejected, you will see an error message at the top of the screen in red. Please read the error message, fix any mistakes, and press **Save** again. If you are still having issues with the local address, please read the section below on common reasons for a rejection. Â

**WHY A LOCAL ADDRESS MAY BE REJECTED** Our address validation service checks your local address to ensure that it is accurate. If you see a local address error when saving, please try the below: Please double check the spelling on each part of your address and make sure the ZIP code is correct. The address validation service can correct some problems automatically, but not all.

For **on-campus** addresses, you must use the address of your dorm or apartment building from the [my.Clemson map](#) with your building/apartment/room number on line 2.

Campus mailboxes **are not local addresses**. Use the address of your dorm or apartment building and note your building/apartment/room number on line 2.

INVALID:

**2275 University Station  
SM/DH 9999  
Clemson, SC 29632**

INVALID:

**9999 University Station  
Clemson, SC 29632**

**Omit the name of the apartment complex, neighborhood, or other extraneous information from your address.**

INVALID:

**289 Hypothetical Street, VIEW APARTMENTS  
Apt 322  
Cityville, SC 29999**

INVALID:

**289 Hypothetical Street  
Apt 322, VIEW APARTMENTS  
Cityville, SC 29999**

VALID:

**289 Hypothetical Street  
Apt 322  
Cityville, SC 29999**

**Do not use a private mailbox or a P.O. Box for local address. These are not residential addresses and will never be accepted.**

INVALID:

**289 Hypothetical Street  
P.O. Box 440  
Cityville, SC 29999**

INVALID:

289 Hypothetical Street **#440**

Cityville, SC 29999 Â Ensure that the value on line 2 is not misspelled. The verification service cannot correct some misspellings.

INVALID:

289 Hypothetical Street  
**Apartmentt 322**  
Cityville, SC 29999

VALID:

289 Hypothetical Street

Apt 322

Cityville, SC 29999

Some multi-building addresses must be formatted with the building number at the end instead of at the beginning of line 1.

INVALID:

**374B** Hypothetical Street

Cityville, SC 29999

VALID:

374 Hypothetical Street **#B**

Cityville, SC 29999

MY ADDRESS STILL FAILS. WHAT SHOULD I DO? If all else fails, and you are certain the address is correct, you will need to reach out to us for support. **Please include the address in your message so we can determine the cause of the local address rejection.** You can contact the CCIT Support Center by sending a message to [ITHELP@clermson.edu](mailto:ITHELP@clermson.edu) or calling (864) 656-3494.

Posted - Thu, Aug 27, 2020 at 2:13 PM.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=1772>