KNOWLEDGE BASE ARTICLE

Employee Details: How to Request a Change of Your Job Title, Department or Contact Data

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Overview

The job title, the department and the contact data in your profile — phones, office, address — are stored in your organization's directory (Microsoft Entra ID). Usually only an administrator may change them, so this web part does not edit them directly. If your organization has set it up, you can instead send a **change request** from your own page: you say what should be changed and why, and the request goes to the approval process of your organization.

This article explains where to find the request, what to enter and what happens afterwards.

Before you start

The request is available when all the conditions are met:

- you are on **your own** page;
- the **Details** card is shown;
- the administrator has entered the address of the approval process in the web part setting **Address of the approval flow for change requests**.

If the address is not entered, the feature is turned off and there is no button. In this case, ask your administrator or your HR department to change the data.

Which properties can be changed

You can ask for a change of these properties:

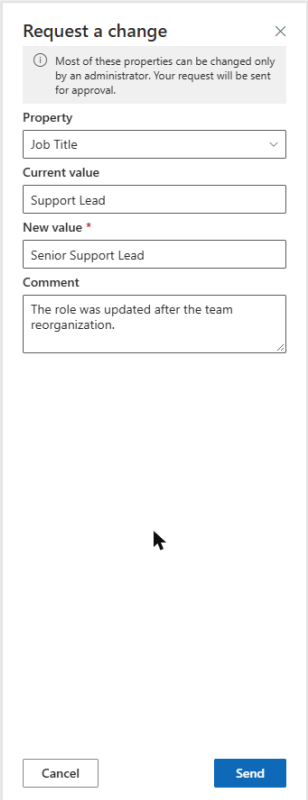
- **Job Title**
- **Department**
- **Company Name**
- **Office Location**
- **Mobile Phone**
- **Business Phone**
- **Address**
- **City**
- **Country/Region**

The list is fixed. Other data — the name, the manager, the hire date, the birthday and the photo — cannot be requested here.

How to send a request

1 Open your own page and find the **Details** card.
2 Click the **Request a change** icon in the header of the card.

3 In the panel, choose the **Property** that should be changed. The field **Current value** shows what is stored now; you cannot edit it.
4 Enter the **New value**. The field is required, and **Send** stays unavailable until the new value differs from the current one.
5 If you wish, explain the reason in the **Comment** field, for example *The team was renamed on 1 March*.
6 Click **Send**.



The Request a change panel

The panel shows the message **The request is sent for approval.**, and its fields are locked. To ask for another change, close the panel and open it again. If sending fails, an error is shown in the panel; check your connection and try again, or contact your administrator.

What happens next

The web part itself changes nothing in your profile. It sends the request to the address that the administrator entered, for example to a Power Automate flow. The request contains your name, your sign-in name and e-mail, the data of your manager (if you have one), the property, the old and the new value, your comment, and the time of the request. What happens next is defined by your organization: for example, the manager approves the request and the data is updated in Microsoft Entra ID, or HR receives a task. After the data has been updated, the new value appears on your page.

Ask your administrator how long it takes in your organization.

Note

The new value does not appear on your page right after you click **Send**. It appears only when the approval process has finished and the directory has been updated.

Tip

Write a precise value in exactly the form you want to see, for example *Senior Project Manager* instead of *promotion*. Use the **Comment** for the reason. A phone number, an office or a department that is empty today can be requested the same way: the **Current value** is just empty. These fields also count toward the profile completeness; see KB10284. Employee Details: Profile Completeness and How to Reach 100%.

For administrators

The address of the approval process is set in the web part settings. It can be an HTTP trigger of Power Automate or another webhook that accepts a JSON request. The address is visible to the people who can edit the page, so use a process that does not accept anonymous changes of the directory without approval. For the settings of the web part, see KB50029. How To Add and Configure the Employee Details Web Part.