

VISA PAK ISSUE 343 — 2 FEBURARY 2018

## **UPDATING ADDRESSES IN IDME**

This advice is to clarify what is required when you need to change a client's address in IDMe and the meaning of address start dates.

Points to note when updating addresses in IDMe:

- Only the address for the identity linked to the current application needs to be updated – if the client has multiple identities under the same client number, addresses linked to the other identities do not need to be updated.
- When you update an address you need to first delete the old address and then add the new address – delete and add, rather than editing the old address.
- If you are updating an address for a client that does not have a current application, delete the most recent address and then add the new one.
- The start date in AMS is the date the address was first added in AMS, not the date it was last edited – if you edit an existing address rather than deleting it and adding a new one, the start date will reflect the date the previous address was originally added. Previously, there was an automatically generated AMS note when an address was changed which could be checked; however as this is no longer generated, it is important that addresses have the correct start date.