

All mails are sent to the resource's KPN mail address. How do I change the communication email address of an external employee?

This instruction assumes you are the SMW of the external employee. The SMW has the ability to change the email address preference. To do so, follow the following steps:

1. Log in to the IAM portal via <https://iamportal.mysmartxs.com>.
2. Go to 'Report' -> 'Employees'
3. Locate the external employee by entering his/her personal information
4. Click on the pencil in front of the external employee's name
5. At communication email address, you can check whether the KPN or supplier email address is selected.
6. Select the green button "Change employment".
7. Then go to the email address section and select the right email address. Save the data and check that the change has now been made correctly.

It is possible that it takes a day before everything is properly registered in underlying systems.