A TRANS RAM'S GUIDE TO NAME CHANGES

[insert name here]

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OVERVIEW

As WCU transitions to RamPortal, many students have experienced issues with their preferred name reflecting across campus systems.

Hopefully this brief but thorough guide can help you and your friends navigate the name change process, troubleshooting, and more at WCU while we continue to work diligently on this issue.

Thank you so much for your patience and please don't be afraid to reach out to us at the Center for Trans and Queer Advocacy (CTQA) with any unanswered questions about LGBTQIA+ life at West Chester.

HOW DO I CHANGE MY NAME?

The instructions for name changes are constantly updating as we improve the RamPortal system. Please click on the link below to access the most up to date, step by step instructions.

Or access them at:

https://bit.ly/NameChangeWCU

CLICK HERE >

FAQs
Frequently Asked Questions

SHOULD THE NAME ASSOCIATED WITH MY EMAIL/THE INITIALS IN MY EMAIL CHANGE?

Without a legal name change WCU's current system does not allow for a change in the initials in your email address. If you are not searchable by email using your correct name, please fill out a service now request.

WHO CAN SEE MY LEGAL/PREFERRED NAME?

Your preferred name will show up on your ramcard and across any frontfacing systems on campus that do not require your legal name. Your legal name is shown in areas that deal with your social security number or need legal ID, like the Registrar and Financial Aid. Any contact to parents or guardians uses legal names.

FAQs
Frequently Asked Questions

HOW LONG WILL IT TAKE FOR MY NAME TO APPEAR CORRECTLY?

It can take 1-2 weeks for your name to reflect correctly across campus systems. If it is taking longer, please reach out to the CTQA and we are happy to work alongside IS&T to make sure your ticket is prioritized!

MY NAME SHOWS UP CORRECTLY IN SOME PLACES BUT NOT OTHERS, WHAT DO I DO?

Your name will not automatically change everywhere, but we can help. Please access the link below to reach out to the CTQA about it or submit your own ServiceNow request!

CLICK HERE >

ServiceNow

Submitting a ServiceNow Request to aid in the name-change process

Sometimes a name change takes a while to take effect, or takes effect inconsistently across the multiple platforms WCU uses.
If you are having an issue with your name appearing correctly across all WCU managed platforms or wherever it should appear, the best option is to submit a ServiceNow request.
Visit the Link below to access the ServiceNow form and describe your issue in as much detail as possible.

CLICK HERE >

Or access the page at:
https://www.wcupa.edu/infoServices/serviceNow/

LEGAL NAME CHANGES

There are many aspects to changing your name within the campus' systems after undergoing a legal name change. You can start the process using the intructions in the document linked below.

Or access the document at: https://bit.ly/NameChangeWCU under "Legal Name Change Request Form"
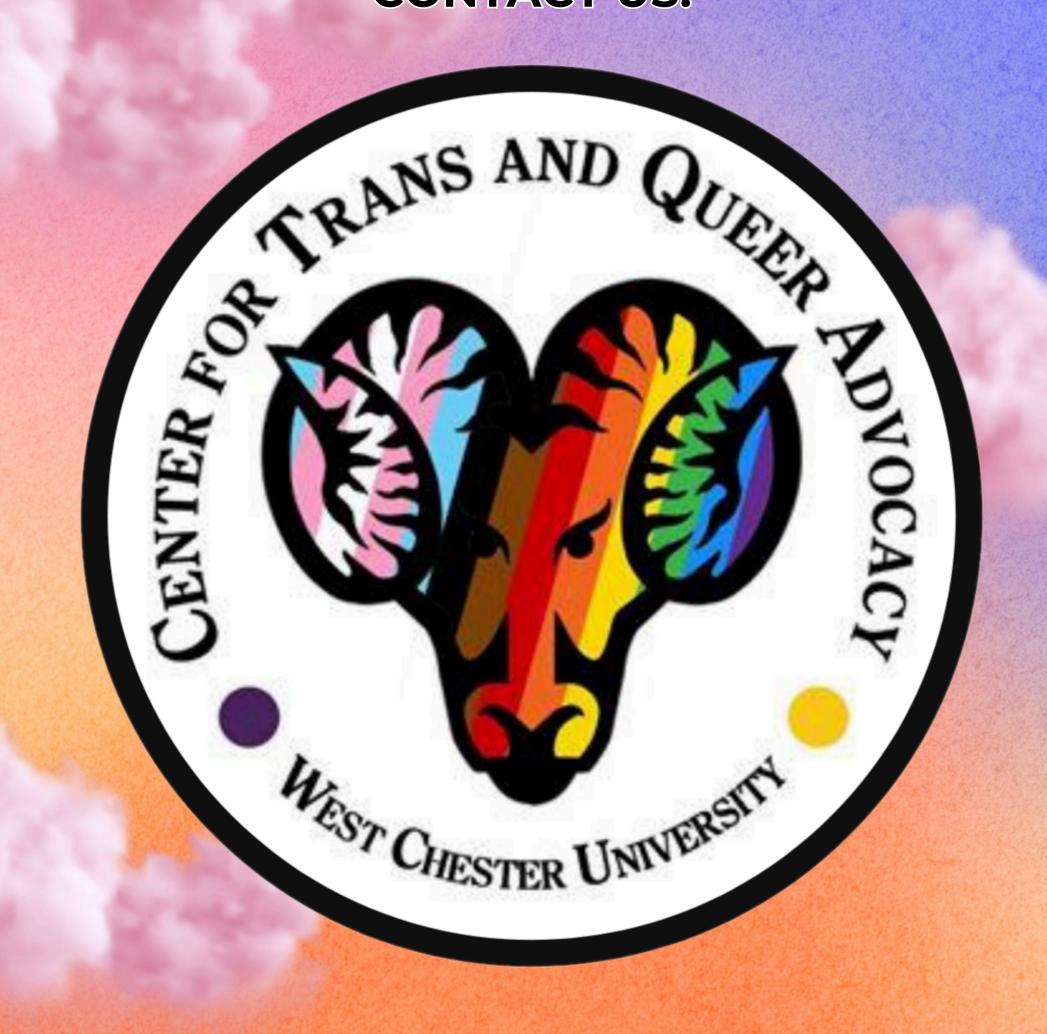
CLICK HERE >

REPLACE MY RAMCARD

The Access, Compliance, and Engagement hosts a program where students can have one (1) free Ram Card replacement to accommodate a preferred name change.

You can go directly to the RamCard office and work with their staff to get a new card! :D

HAVE OTHER QUESTIONS OR CONCERNS? CONTACT US!

CENTER FOR TRANS AND QUEER ADVOCACY

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