Chosen name FAQ

Q. How do I submit a Chosen name?

A: Chosen name can be entered using the [Self Service Online form](#) or through Paper versions of the form located at various UNB Departments across campuses.

Q: When I submit a chosen name, will it be immediately available to all systems?

A: Once the information is entered into Colleague via the Self-Service form or a staff member enters the paper form, there will be up to a 48-hour delay for the information to be distributed throughout all UNB systems. Some will update sooner than others.

Q: Will I be charged a replacement fee if I request a new UCard with my Chosen Name?

A: The first time you request a replacement UCard with your Chosen Name the replacement fee will be waived if you bring your old UCard to swap for your new UCard. If you do not have your old UCard to swap or if you make additional requests for replacement UCards you will be charged the regular replacement fee.

Q: Who can I contact with questions on the Chosen Name and Gender Identity policy?

A: Contact humanrights@unb.ca

Q. Is legal name and/or assigned sex at birth information still required?

A: Yes. Each of these will continue to be used where required by regulatory, third party or other university business needs. For example, government tax forms, student loan processing, banking and other financial institution interactions, provision of health services or insurance, verification of identity.

Q: My Outlook desktop contact information hasn't been updated for someone who has entered a chosen name

A: If using the desktop client, the previous contact information will need to be manually deleted.

Q: My chosen name is not showing in D2L Brightspace as I entered it via Self Service

A: If CETL has previously set a chosen name as an override within D2L Brightspace, please contact CETL to have that removed and your current chosen name will be populated

Q: Why does the name displayed look odd in my System?

A: The name may have diacritical characters (e.g., accented characters) that the system doesn't handle well.

Q: How do I tell the information is for the same person if there is a different name?

A: Using the student or employee number is the most reliable method of uniquely identifying a specific individual for the purposes of matching or confirming different forms or information.

Q: Contact information for a new Footprints ticket is correct, but isn't updated for any existing tickets

A: Name information is only retrieved from the university directories at the time of ticket creation; therefore, it will need to be manually changed for any existing tickets. Existing agent names will also need to be changed manually.

Q: Will my unit's online form(s) be automatically changed to use chosen name?

A: If the online form defaults the name from UNB's electronic directories at the time of user login, it will populate with chosen name. If not, changes to the online forms may be required.