Westview

ACTION REQUIRED - Update your preferred contact in the CRS Service Centre

2026-03-26 - Don Guilbeault - Comments (0) - General

Please see important call to action from FCL and share with your fellow Team Members:



Please share this email with your team members with access to the CRS Service Centre
As part of our efforts to improve service delivery across the CRS, FCL is collecting and revalidating the contact details of all users who access the CRS Service Centre. Accurate contact information helps ensure we can reach you about your active cases quickly and reliably.

Why this matters
Many .CRS accounts used to access the CRS Service Centre do not have a working email address. That can make it hard for support teams to reach you with updates or resolve your case quickly. Updating your preferred contact helps us:

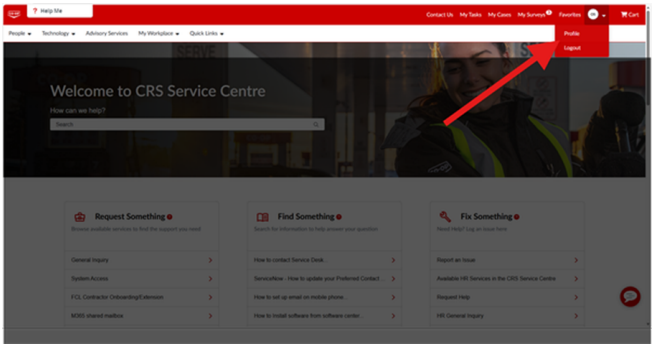
- Share case updates with you efficiently
- Reduce delays caused by inactive email addresses
- Communicate with you where and how you prefer
- Resolve cases faster and improve your overall experience

Action required
Please log in to the CRS Service Centre to validate or update your contact details and select your preferred method of contact, whether email, phone or Teams Chat.

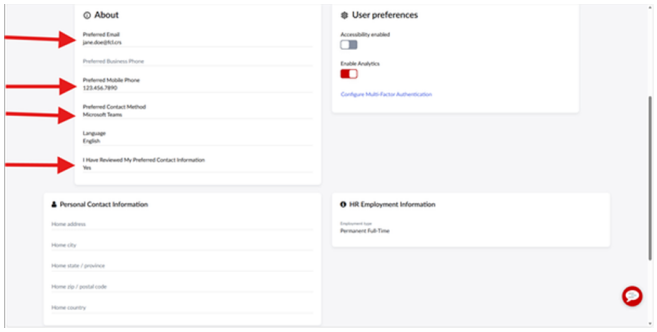
Note that the Teams Chat option is only valid for those who have access to Teams Chat using their .CRS email address.

How to update your preferred contact

- Visit the CRS Service Centre
- Click the arrow beside your initials in the top right corner and select Profile



- Scroll down to About, enter your correct contact details, choose your preferred method of contact (email, phone, or Teams chat), and save



Once you set your preference, our support teams will use it when contacting you about your active cases.

Note for HR cases
HR cases will continue to use the contact information stored in your HR profile for confidentiality and privacy. Other cases in the CRS Service Centre will use your preferred contact.
Thank you for taking a moment to update your preferences and helping us serve you better.

