

Constituent Update Requests (CURs)

A quick guide to submitting updates in GAIL

Start here: From the constituent's GAIL record, select **Request Constituent Update** from the left-hand menu and choose the category that best fits your request.

CUR Category	Use It For	Include This
Contact Info Update	Outdated/invalid phone, email, or address; new contact information	Verify current information first. Send new information and source whenever possible. If contact information is invalid, tell us which information needs to be replaced.
Create Record	Adding a new individual or organization to GAIL	Individual: full name, contact information, and why they need a record. Organization: website and people who should be linked.
Employment Update	Employment information that is outdated	Check GAIL first! Include LinkedIn, organization name, title, and other source links when available.
Marriage/Divorce	Marriage or divorce not reflected in GAIL	Source, spouse information, last-name changes, and new contact information if applicable. Links to social media or wedding websites are helpful.
Name Change	Legal or preferred name changes	New name and source. Marriage/divorce-related changes can also be submitted under Marriage/Divorce.
Possible Duplicate	Two GAIL records may be the same person	Other constituent's Lookup ID and any information that helps us determine if they are duplicates.
Report as Deceased	Notification that a constituent has died	How you learned of the death, who provided the information, date of death, and obituary link if available. No need to mark deceased in GAIL.
Solicit Code Request	Constituent asks UGA to stop calls, emails, texts, or solicitations	Exactly what they requested. Check existing solicit codes first. Changes may take 2–4 weeks to appear on mailing lists.
Multiple/Other	Multiple updates or something that doesn't fit another category	All relevant information and sources. For lengthy/complicated requests, email records@uga.edu .

★ Tips for Better CURs

- **Be specific.** Tell us exactly what needs to be changed.
- **Include sources and links** whenever possible.
- **Check GAIL first** to make sure the information really needs to be updated.
- If you need a new individual added, explain **why they need their own record**.
- Need a response when it's finished? **Tell us in the CUR.** Otherwise, Records will make the update without sending a response.

Questions? Contact **Records** at records@uga.edu or **Kellie Houston, Assistant Manager of Processing**, at kdhous@uga.edu.

Need More Guidance?

If you'd like a more detailed explanation of what Records looks for in each type of CUR, contact **Kellie Houston** and she can send you the full CUR guide.