

Set up Direct Deposit through e-Services

Note if a customer is using a cell phone they will need to hover over the three lines to see it change

Claimant eServices

Home

Bob Smith
Bobsmith@gmail.com
Last logged on May 31 2018

Alerts
✓ There are no alerts

I want to
Submit an application
Send us a message

Summary Online activity Notices/letters

My accounts

Account type	Benefit year begin	Benefit year end	Status	Expiration
No processed claims				

Note that if the customer is on a PC the need to click on settings



On the next slide, look in the **top-right corner** for a section called **“I want to.”**

Click on the last of the many options: **Update payment information.**

Settings

Bob Smith
bobsmith1@aol.com
Last logged on Aug 22 2018

Alerts

There are no alerts

I want to

- Change IVR PIN
- Update alien ID
- Update contact information
- Update correspondence preference
- Update payment information

After selecting **Update Payment Information**, a message will appear stating:

Our records indicate that you do not have a bank account in our system. Do you wish to provide your bank information so that your benefit payments will be automatically direct deposited into your account?





For ***Direct Deposit***: Answer YES to the 1st and also the 2nd question, “I am granting the Unemployment Insurance Agency permission to credit my account.”

You’ll then enter your bank information: Account Holder’s Name, Account type, Routing Number, Name of Bank, and Account Number.

Please see the sample check graphic below for how to retrieve these numbers off one of your checks.

When finished, click **Submit**.

Menu Home » About me » **Update contact information**

Update payment information

Our records indicate that you do not have a bank account in our system.

Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?

Yes No

I am granting the Unemployment Insurance Agency permission to credit my account.

Yes No

Account Holder's Name

Bank Account Type

Required **Required**

Routing Number

Required

Name of Bank

Required

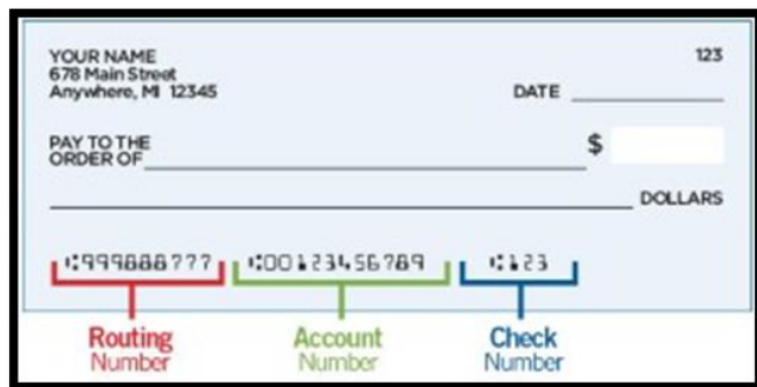
Account Number

Required

Confirm Account Number

Required

[Copy Image](#)



Above: Sample check showing Routing and Account numbers. Do not include the check number in your direct deposit sign up.

For a **KeyBank Debit Card**:

Answer **NO** to the first question, “Do you wish to provide your bank information so that your benefit payments will be automatically direct deposited into your account?”

For a **KeyBank Debit Card**:

Answer **NO** to the first question, “Do you wish to provide your bank information so that your benefit payments will be automatically direct deposited into your account?”

Then answer **YES** to the 2nd question, “Would you like us to deposit your benefit payments into a debit card?”

Click **Submit** to confirm. You will receive your debit card in an Employment Security Department envelope. When you receive it, follow the instructions included to activate your card.

The screenshot shows a web interface with a dark blue header. On the left, there is a 'Menu' icon and text. In the center, there are navigation links: 'Home', 'About me', and 'Update contact information'. Below the header, the main content area has a sub-header 'Update payment information'. A message states: 'Our records indicate that you do not have a bank account in our system.' Below this is a question: 'Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?'. There are two buttons: 'Yes' (disabled) and 'No' (active). Below that is another question: 'Would you like us to deposit your benefit payments into a debit card?'. There are two buttons: 'Yes' (active) and 'No' (disabled). A yellow highlighted box contains the text: 'You will receive your debit card in a plain white envelope. When you receive it, follow the instructions to activate your card.' At the bottom right, there are two buttons: 'Submit' and 'Cancel'.

Above: Debit Card interface