



## DIRECT DEPOSIT ACCOUNT INFORMATION CHANGE

**DIRECT DEPOSIT ACCOUNT INFORMATION CHANGE REQUESTS ARE SUBMITTED THROUGH THE SECURE ONLINE DIRECT DEPOSIT ENROLLMENT/CHANGE INFORMATION FORM ON [EMPLOYEE SELF-SERVICE \(ESS\)](#)**

To request a change to your current direct deposit information or update/change how your bi-weekly pay is allocated between a primary and secondary account:

1. Before getting started, verify you have your correct Direct Deposit account information, including any/all leading 0s, if applicable, as you will be entering the information yourself.

**If there is an error with the account information you provide, it may take several days for your pay to be directed to the correct account.** If the error results in your bi-weekly pay being deposited into another individual's bank account, you will not receive that pay unless Island Health is able to recover the payment from the incorrect account.

2. Once you have confirmed your bank account information, click on the link: <https://selfservice.viha.ca/>, and sign into Employee SelfService (ESS).

3. Once signed into ESS, click on 'Go to ePay' button on 'Next Pay Date' ePay tile

The screenshot shows the ESS dashboard with three main tiles:

- Profile:** Includes a profile picture placeholder and a 'Check Your Profile >' button.
- Next Pay Date:** Displays 'MAR 29' and a 'New!' notification: 'Direct Deposit information has moved from the Profile tile to the ePay tile.' A 'Go to ePay >' button is highlighted with a red box, and a red arrow points to it from the right.
- Benefits:** Includes text about viewing benefits coverage and a 'Benefits >' button.

4. Next, click on the 'Direct Deposit' Tab

The screenshot shows the ESS navigation bar with the following tabs:

- ePay Home
- Annual Reports
- CTO Report
- Direct Deposit** (highlighted with a red box)


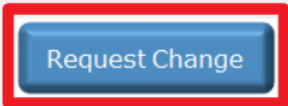

A red arrow points to the 'Direct Deposit' tab from the bottom left. In the bottom right corner, there is a 'Sign Out' button and the text 'System last accessed: 3/10/2019 2:06 PM'.

5. Click on 'Request Change' button to access the Direct Deposit Enrollment/Change Request form

**Financial Institution Information for Payroll Direct Deposit**

	Account 1
Institution *	<input type="text"/>
Transit	<input type="text"/>
Account	<input type="text"/>
Allocation **	<input type="text"/>

Click the button below to go to the "Direct Deposit Enrollment/Change Form" if you would like to change the account information for your payroll direct deposit.

6. Fill in the Direct Deposit Enrollment/Change Request form, confirm the information is correct, and submit the request online.

- a. Once you submit the request, you will receive a confirmation e-mail to your Island Health E-mail account.
- b. Direct Deposit change requests received by Thursday, of cutoff week, will be processed for the upcoming Pay Date. Forms received between the Thursday of cut off and pay day Friday, will not be effective until the following Pay Date.

NOTE: When changing Financial Institution information, **do not close the old account** until after there has been a successful Payroll deposit to the new account.

**Should you not receive your pay following a change of your Direct Deposit through this process, please contact the HR ACCESS Helpline immediately.**

**PLEASE NOTE:**

1. The Financial Institution must be within Canada to receive funds by direct deposit.
2. Any change to your Direct Deposit information will be updated for all Employee numbers you work under at Island Health
3. Payroll deposits can be allocated between two Financial Institutions. The allocation is based either on dollar amount (e.g. \$100 to the secondary account and the balance to the primary account) or a percentage (e.g. 10% to the secondary account and 90% to the primary account).