HAWAII Information Portal

HIP Employee Self-Service and Direct Deposit Enrollment

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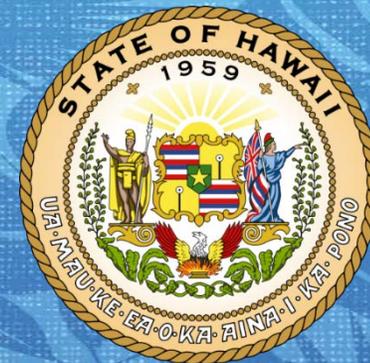
Department of Accounting and General Services
in coordination with the
Office of Enterprise Technology Services

Agenda

- Background

- Direct Deposit Enrollment

- Pay Statements

- Tips for Running Enrollment Drives

Why change the payroll system?

- The State of Hawaii is replacing its 50 year old mainframe payroll system.

- Replacing a manual paper process with a faster way to do direct deposit.

HAWAII Information Portal

The New Payroll System will give EMPLOYEES:

➢ **More control to manage their own payroll information**

- Add, Change, and Remove Direct Deposit Accounts

- No more inconvenient carbon D-60 forms

➢ **24-HR Access to your pay statements**

- Mobile device (Smart phone)

- Personal Home Computer

- Kiosk or work computer

Direct Deposit Information

- Due to the limitations of our legacy payroll system, State employees' current direct deposit information <u>is not stored in a format that can be imported into the new payroll system</u>

- <u>All other deductions are not affected</u> and will be carried over into the new payroll system such as: deferred compensation, union dues, etc.

Direct Deposit Enrollment Window

- If they are currently enjoying the convenience of direct deposit, <u>they must set-up a direct deposit account</u> into the new payroll system.

- DOE will be providing you a list of employees who currently have direct deposit. Please ensure these employee act.

- If they act during the enrollment window and enter their information correctly, the experience will be <u>seamless for them</u>.

Direct Deposit Enrollment Window

Enrollment window for DOE employees will be:
Monday, December 3rd at 7:45am to Friday, December 14th by 5:00pm

- Important → Failure to act during this window will result in the employee receiving a paper pay check.

- Daily reminders from DAGS with employees who haven't enrolled.

- Outside of the window, it takes approximately one pay period for LAG employees to "pre-note" and it takes two pay periods for ATF employees to. All depends on when the employee acts.

Get Ready to Set Up Direct Deposit

1. Find a computer on the DOE computer network

2. Contact their financial institution(s) to:

   - Get bank/credit union's 9-digit routing number

   - Get their account number (please ask and don't assume)

   - Verify if account type is "checking" or "savings"

Employee Self-Service (ESS) Features

- A web-based application that provides access to their payroll details <u>online</u>

- Manage their banking information and view their pay statement(s) <u>online</u>
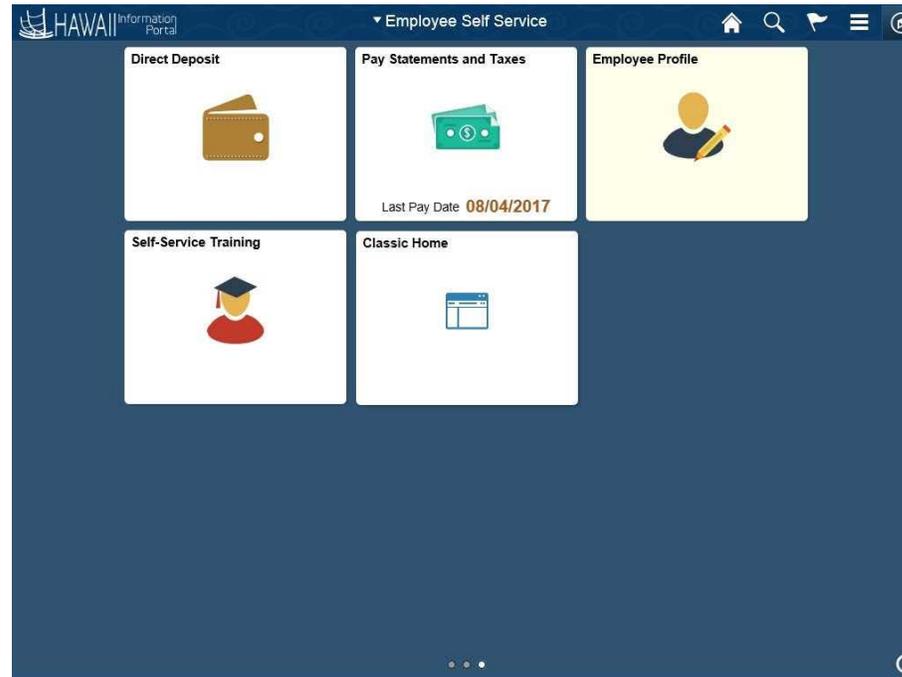
How to Access the Hawaii Information Portal

- Through the internet, type *hip.hawaii.gov* into the search bar on the top of your computer screen.
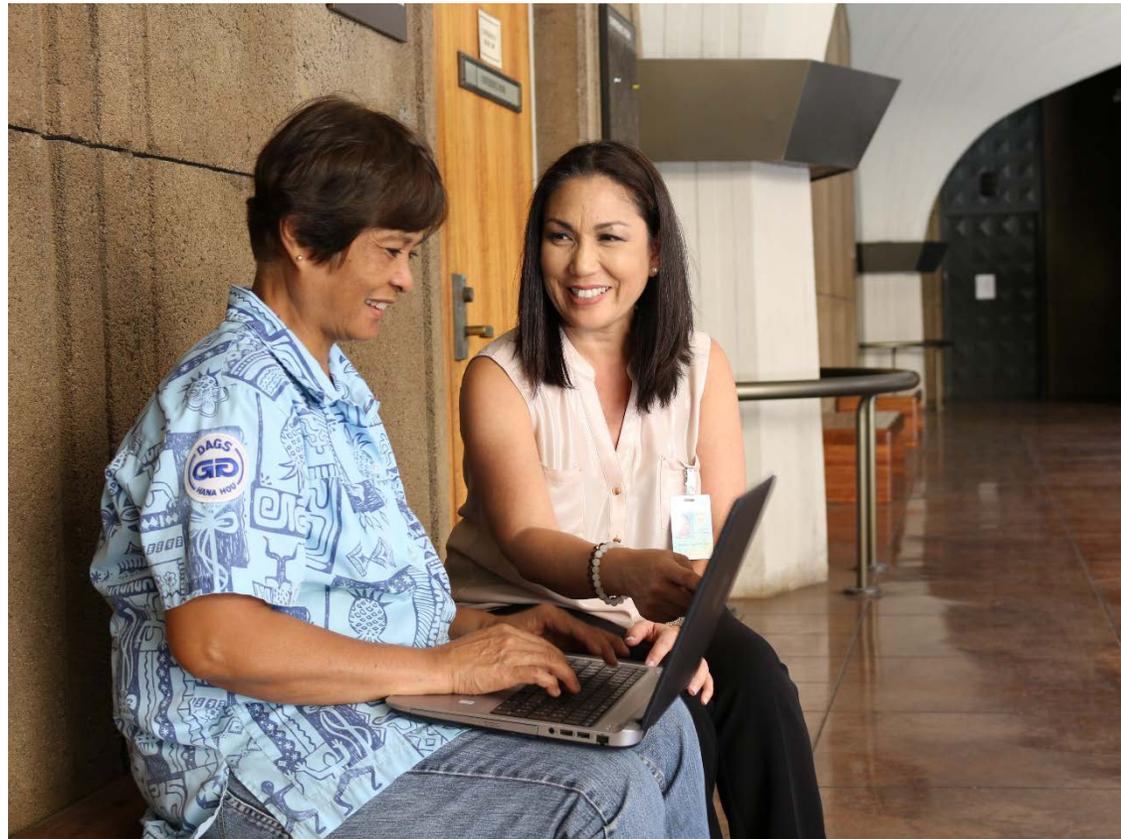
User ID and Temporary Password Letters

- Distribute letters using the W-2 process. Having each employee sign off that they have received their letter.

- *Optional*: Some other state departments chose not to distribute until the enrollment drive.

By having employees sign for their HIP letters, it makes the employee responsible for the protection of their personal information. Thereafter, employees should always keep their logon information safe!

Logon to the Hawaii Information Portal

- **The Hawaii Information Portal - Logon Screen:**

  - Employees enter their **USER ID** and your **TEMPORARY PASSWORD** found in the User ID and Password letter

Change Your Password

- Enter your assigned temporary password. Then, **create a new password**

- Password must be **at least 10 characters**, *must include* one upper case **AND** one lower case letter, one number and a special character such as: an exclamation point, the @symbol, or a $ dollar sign

- For your security, your password is valid for a **90-day period**

- If they forget their password, have them contact the Hawaii Information Portal (HIP) Service Center to **reset their password**. HIP Service Center agents will verify the person's identity before proceeding.
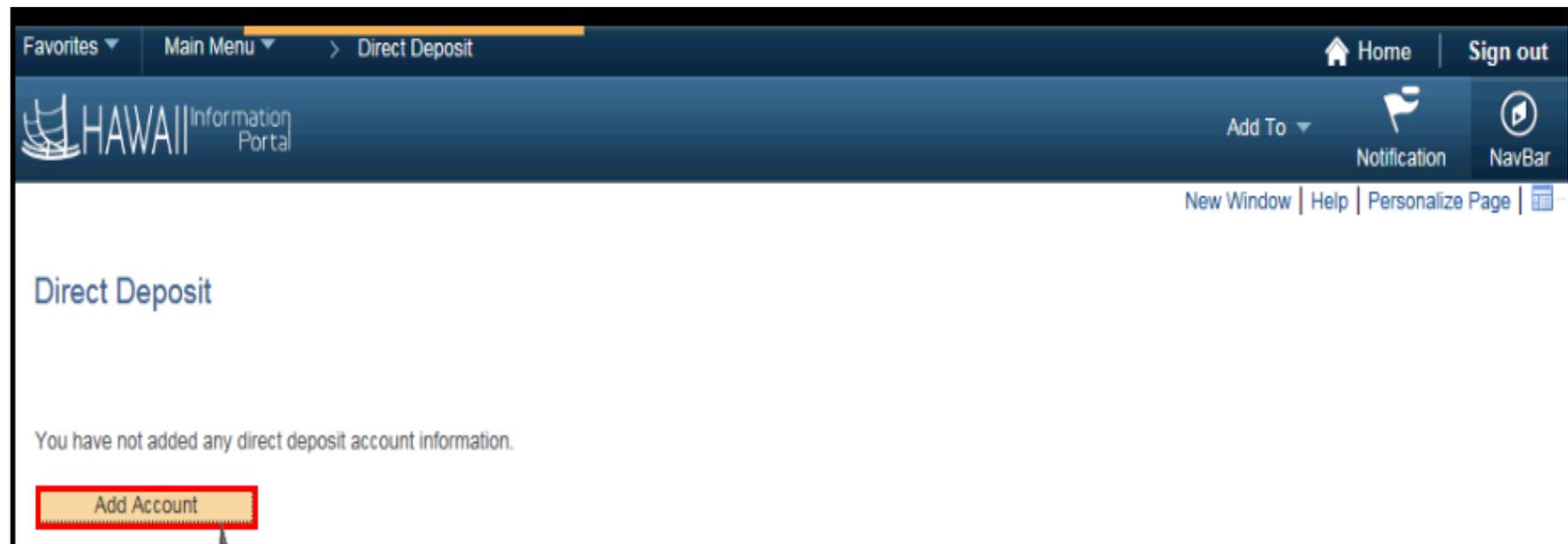
How to Add a Direct Deposit Account

- Click on the **_"Direct Deposit"_** tile as displayed below

Create A Direct Deposit Account

- ***Add Account:*** They may create a direct deposit account with their specified bank or credit union information to have payroll electronically deposited.

Set-up a Primary Direct Deposit Account

- First, every employee must set-up a *primary* direct deposit account

- This is a *"Balance of Net Pay"* deposit type; ensures all of their net pay is deposited into their specified account

- Simply means – their take home pay; after all taxes and other deductions are taken out of their gross wages

- If they have **only one account** to set-up, the ***Balance of Net Pay*** deposit type is all they will need to do

Optional - Additional Direct Deposit Account(s)

AMOUNT or PERCENT deposit types are used to set-up additional direct deposits ONLY. Follow the *add an account* step-by-step instructions and choose **amount** or **percent** to add an additional direct deposit.

DEFINITIONS:
- **Amount** deposit type – a flat amount to be deducted every pay day

- A **percent** deposit type – a percentage to be deducted every pay day

Understanding Deposit Type and Order

For each additional account added, they MUST indicate the deposit type (amount or percent) and the deposit order.

Let's see how:

Kimo's Three (3) Deposits	Deposit Type	Deposit Order
Primary Direct Deposit Account	BALANCE OF NET PAY	Defaulted to 999
1st Additional Direct Deposit Account	PERCENT	1
2nd Additional Direct Deposit Account	AMOUNT	2

Sample Direct Deposit Detail Screen

When they have entered all their direct deposit accounts, the Direct Deposit Details will be listed for their review.

Review, add or update your direct deposit information.

Direct Deposit Details

Account Type	Routing Number	Account Number	Deposit Type	Amount or Percent	Deposit Order	Edit	Remove
Savings	321370765	012345	Percent	20.00%	1	✏️	🗑️
Checking	121301028	078956	Amount	$100.00	2	✏️	🗑️
Checking	321370765	012345678	Balance of Net Pay		999	✏️	🗑️

Add Account

How to Delete a Direct Deposit Account

Deleting a Direct Deposit Entry

To "Delete" a Direct Deposit entry, click on the 🗑 icon you wish to remove. This will remove the direct deposit information for that account.

Review, add or update your direct deposit information.

Direct Deposit Details

Account Type	Routing Number	Account Number	Deposit Type	Amount or Percent	Deposit Order	Edit	Remove
Savings	321370765	012345	Percent	20.00%	1	✏	🗑
Checking	121301028	078956	Amount	$100.00	2	✏	🗑
Checking	321370765	012345678	Balance of Net Pay		999	✏	🗑

NOTE: Employees may delete any Direct Deposit account, at any time. However, if they choose to delete the balance of net pay, they must designate an existing account or create a new account and assign this account as their balance of net pay to avoid receiving a paper check for their balance of net pay.

Bank Routing Information Error

- FYI - An error message for an incorrect **routing number** simply means the routing number **does not currently exist in the HIP system**

- Not to worry - contact the Hawaii Information Portal (HIP) Service Center and a HIP Service Center representative will be able to assist

Logoff the Hawaii Information Portal
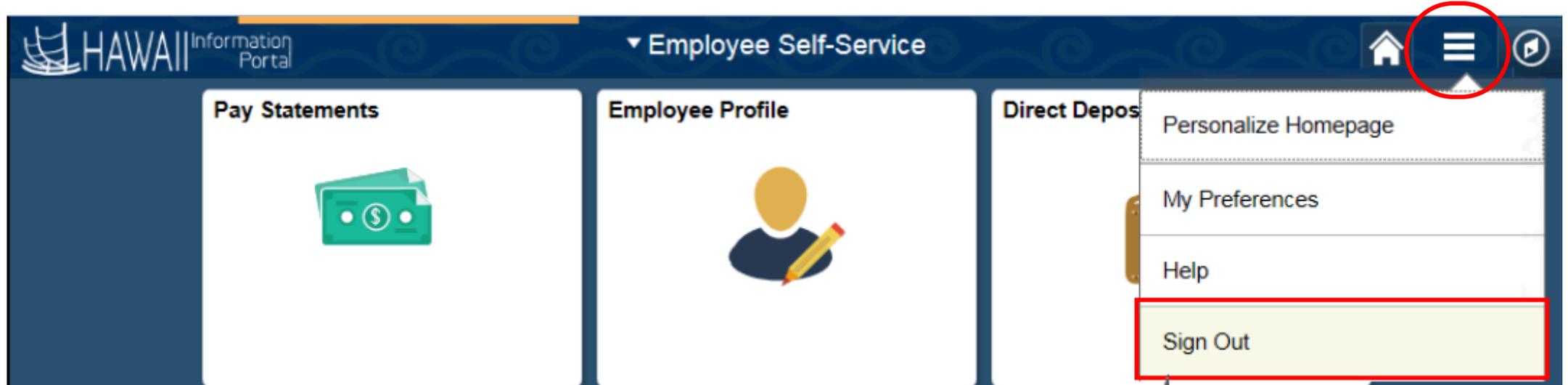
- To log off click on the ▤ Actions menu bar

- Click on [Sign Out] box from the action list shown above

Hawaii Information Portal - Employee Self-Service

- An employee may manage their direct deposit information using the Employee Self Service feature. They can make changes, additions, or deletions using a DOE networked computer.

  - Changes that employees make will result in a "pre-note" to their bank during the next pay cycle and they will receive a paper paycheck until the account has been validated.

- They will only be allowed to make changes once per day.

- View your pay statement(s) at your convenience – 24 HRS a day – they **do not** need to be connected to the State Network to access.

How to Access A Pay Statement

- Click on the ***"Pay Statement"*** tile as displayed below

How to Access A Pay Statement

- Access to pay statements is from any device, inside the State computer network or outside

- On some mobile devices, you may need to accept cookies

- On computers, you will need to disable the pop-up blocker for hip.hawaii.gov

- Two different displays for mobile and for computer:

  - Mobile-version is condensed, and you can expand sections to get to details

  - Computer-version is a single-page format similar to the legacy pay statement, but with new details from HIP

Pay Statements – Mobile View

Pay Statements – Computer View

A reference guide for the new pay statement and a guide that compares the legacy and HIP pay statements are available on the DAGS website, http://ags.hawaii.gov/hawaiipay/for-employees/

Training on Employee Self-Service (ESS)

- Online Tutorial Available – train **employees** on how to use ESS

- Logon to Employee Self Service, click on the "Self-Service Training" tile and access the online tutorial
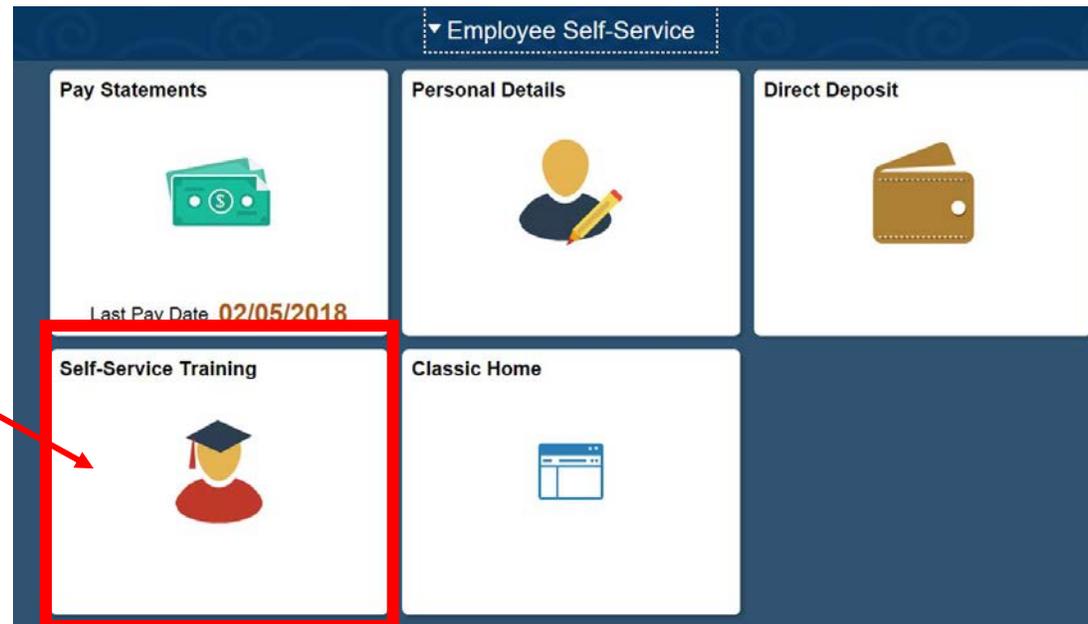
Online Tutorial

- Online Tutorial Available – Employee Self Service Training

Tips and Tricks for Running an Enrollment Drive

• Laminate the direct deposit instructions and place next to computer.

• If someone adds their information and exits the direct deposit page, they cannot add/change until the next day. If they stay in, they can do as many as many changes as they like.

• If someone encounters an error because they're attempting to use a routing number that has never been established in HIP, have them call the HIP Service Center to have it added. They'll need routing number, bank name, bank address, and bank phone number.

• If they have a Roth account or ISA, they should verify with their financial institution that they can do ACH, and if it's set up as Account Type = Savings.

• Check to see that employees don't leave their user ID/password letters or account information behind.

Tips and Tricks for Running an Enrollment Drive

• Post "Enrollment Drive" signs near the areas so people know where to go.

• Place post-it notes and pens next to computers to allow people to write down their new passwords.

• If someone requires assistance figuring out their account/routing numbers, direct them to their bank or credit union instead of trying to decipher it for them.

• DO NOT ENTER THEIR INFORMATION FOR THEM

Tips and Tricks for Running an Enrollment Drive

• If someone needs a password reset or they get locked out after too many attempts, have them call the HIP Service Center.

• Set up your computer to not save passwords in the browser. See sample instructions from Boston University at: https://www.bu.edu/tech/services/cccs/desktop/software/troubleshooting/removing-password-from-browsers-saved-password-list/

• Make sure they sign out, so that other users do not use the same session. Signing out protects the user's information.

Important Reminders

• The last day the D60 will no longer be accepted by DAGS is November 16th.

• Employees are to use HIP to manage their direct deposit.

• For emergency purposes, for people who will be on leave, or accessibility reasons, a manual direct deposit request form known as the D59 can be requested from the DOE payroll office. The payroll office will do the data entry on behalf of the employee on an exception basis only.

• DOE will communicate a deadline for receiving the D59s, as they have to input all of the information by 12/14 at 5pm in order for an employee to maintain their direct deposit.

Additional Tutorials and Resources Available

In addition to the online tutorials...

- Detailed instructions and FAQ are available at:
    - ✓ http:// ags.hawaii.gov/hawaiipay/for-employees

- The HIP Service Center is staffed M – F, 7:45 am to 4:30 pm excluding state holidays. To reach the HIP Service Center on Oahu:

hip@hawaii.gov   (808) 201-SERV [7378]

Questions and Answers

- Mahalo for your time!