



## Important information about direct deposit

Enrolling in direct deposit will ensure paychecks are automatically deposited into your bank account and avoid a delay of receiving paper checks while nonessential offices are closed.

Please note the process can take two to three pay cycles before the direct deposit becomes effective. Employees will need to use a computer connected to the DOE network to log into the [Hawaii Information Portal \(HIP\) ESS](#) and sign up for direct deposit. (See [here for step-by-step instructions.](#))

For employees who do not have direct deposit, paychecks will be directly mailed to you and not sent by courier to your school/office for pick up. Employees should update their address in HIP to ensure paychecks will be mailed to the right address.

Employees are reminded to either open ServiceNow tickets or call the Help Desk at 564-6000 or 1-800-692-7250 for any issues with payroll.

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