HIP Employee Self-Service and Direct Deposit Enrollment

Department of Accounting and General Services
in coordination with the
Office of Enterprise Technology Services
DOE - Direct Deposit Enrollment

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

Failure to act during this window will result in the employee receiving a paper pay check on January 4, 2019. Enrollment after the window will mean direct deposit will kick-in after successful “pre-note”.
DOE Employees will receive their User ID and Temporary Password Letters **starting on 11/26/18**

*Distribution will follow the W-2 process. Employees are reminded to keep their letter in a safe place and do NOT share their logon information with anyone.*
Direct Deposit At Your Convenience

Some employees have a DOE networked issued computer and can enter their direct deposit during the enrollment period at their workstation.

They are not required to attend an enrollment drive.

Note: It is always best to enroll early. That gives employees a few more days to go back, review, and make any changes, if needed.
Be Good Neighbors

Substitutes or Public Charter School employees may need your *kokua*.

If they call your school’s office ahead to get help, have them bring in their ID and their letter. Please assist these folks at your enrollment drive, or let them use computers on the DOE network.
STEP 1: PLAN

#1 - Find a room to hold your enrollment drive in. Think about the room size. Is there an adequate amount of space to allow each person some privacy?
Lock Down the Date and Time

#2 - Designate the date(s) and time of your enrollment. Will you have your enrollment drive on one day or multiple days? What time will your enrollment drive start and end?
Picking the right day and right time

#3 - For example: Are Wednesday afternoons good? Do you have faculty meetings already scheduled? Can everyone be there (teachers, cafeteria and custodial staff, part-time casuals) or are there other weekly meetings?
Direct Deposit Support Staff

#4 - The ideal scenario is to have at least one person, per computer to help each employee set-up their direct deposit. Find resources to help.
Step 2: ADVERTISE

#1 - A direct deposit poster has already been created for you, fill in the date and time, and insert a photo of employees at your school. Feature excited employees to pass on the excitement for everyone and post for all employees to see.
Direct Deposit Poster

#2 - The poster is a form-fillable PDF document for posting in your workplace. It’s formatted for 11 x 17” paper to make it easily readable. In the fillable areas, enter in the date and location of enrollment drive(s) you schedule. It’s recommended you download the file to print/fill in the form, viewing/editing in some web browsers may affect the graphics.

- Direct Deposit Flyer without Enrollment Drives
  https://bit.ly/2Di70nZ
- Direct Deposit Flyer with Enrollment Drives (form field)
- On-line Pay Statement Announcement
Step 3: Set-Up Your Drive

#1 – It’s ideal to position computers so that others cannot see anyone’s information.
Adjust Computer Settings

#2 - Set up your browsers to not save passwords on the computer. See sample instructions from Boston University at:

https://www.bu.edu/tech/services/cccs/desktop/software/troubleshooting/removing-password-from-browsers.saved-password-list/
Place Post-It Notes and Pens

#3 - These items are handy if employees need to write things down. Place next to computers.
Hawaii Information Portal - Logon

You are now READY to begin.

- Have them use the USER ID and TEMPORARY PASSWORD found in their letter.

- Remember to ensure they DO NOT SAVE their password on the computer used for enrollment.

- Employees must enter in their own information... because it’s “Self-Service”
Step 4: Prepare School Contacts

#1 – The designated person at each school can expect to receive the automated “No Direct Deposit Report”.

• Daily from 12/4 through 12/14 via email
• Act on your report
• Reach out to the people that have not enrolled and assist them
Remember...
Account Information

• 9-digit routing number
• Account number (please ask your bank and don’t assume)
• Account type: checking or savings
Contact Your Bank or Credit Union

It is not good to assume your routing and account information. Please ask your bank or credit union to verify your account information.
Using Personal Checks

If using a personal check, make sure **NOT** to include the check number with your account information.
How to Add a Direct Deposit Account

Follow the step by step instructions found in “Open Enrollment Guide Part 1 and Part 2” on how to add a direct deposit account.
Routing Number Error Message

If you receive an error message such as this, your routing number may not exist in our system. Call the HIP Service Center for assistance at 201-7378 (Oahu) / 808-201-7378 (Neighbor Islands).
Changes once per day for Direct Deposit

Once you exit from the Employee Self-Service page or click on the home button in HIP, you must wait until the next day to make any other updates or changes to your direct deposit.
For Your Security - Logoff Properly

- To log off properly click on the Actions menu bar.
- Click on the Sign Out box from the action list shown above.
Congratulations!!!

When your employee has completed their task to input their direct deposit, celebrate and cheer!!!
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
Call the HIP Service Center

If assistance is needed, please have the employee call the HIP Service Center. One of our friendly agents will be more than happy to assist them.
HIP Service Center

• 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

  Oahu: 201-SERV [7378]
  Neighbor Islands: 808-201-SERV [7378]
Tips and Tricks for the Enrollment Drive

- Laminate the direct deposit instructions/password requirements and place next to each work station.
- If someone needs a password reset or they get locked out after too many attempts, have them call the HIP Service Center.
- Check to see that employees don’t leave their user ID/password letters or account information behind.
- **DO NOT ENTER THEIR INFORMATION FOR THEM**
Questions and Answers

• Mahalo for your time!