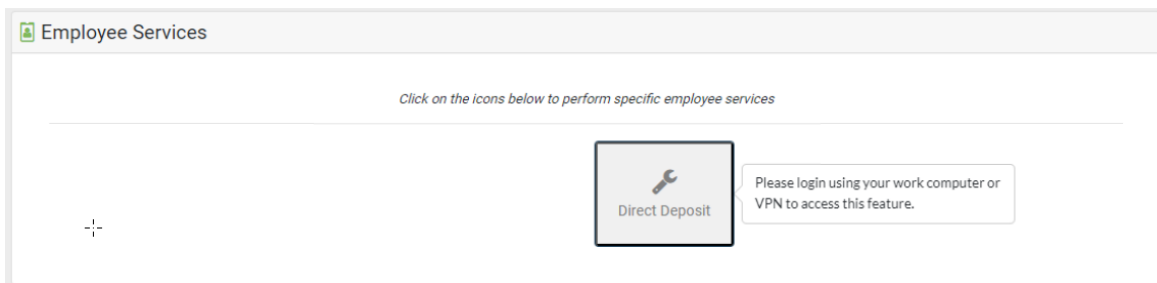


## Direct Deposit Frequently Asked Questions (FAQs)

### 1. Why am I required to be on an Agency Network to submit a Direct Deposit Request via CEC?

Protecting Cal Employee Connect (CEC) users' information is our highest priority. In addition to the increased layer of security the Multifactor Authentication (MFA) provides to CEC users' accounts, the CEC team has applied further layers of security to the feature. The requirement of being on the department's VPN is one of the added security enhancements. *(The Direct Deposit option will be grayed out when using a browser outside of the department's VPN).*



### 2. To complete my Direct Deposit submission, it is asking for a confirmation code. Where do I find this code?

As added protection to your CEC account, the confirmation code to complete your direct deposit submission is sent to your email on file with CEC. Refer to your User Profile for the email on file.

### 3. I just changed my email on file with CEC. Why am I now not able to access the Direct Deposit feature on Employee Services?

As added protection against unauthorized submissions for direct deposit, there is a 96 hours waiting period to access Direct Deposit on Employee Services after a change is made to the email address on file.

### 4. I am already on Direct Deposit, do I need to enroll again using the new Cal Employee Connect (CEC) Direct Deposit feature?

No, if you are on direct deposit you will not need to re-enroll.



**5. Can I immediately resubmit another Direct Deposit request if I made an error on my first request?**

CEC only allows employees to submit one direct deposit request within 30 day time period. If you made an error, please contact your departmental HR office as soon as possible. They will notify the CEC Team to cancel your request so you can submit your request again.

**6. How long does it take to process a Change request to switch accounts?**

A change to your Direct Deposit enrollment may take up to 45 business days to activate. The old account MUST remain open until funds begin to be deposited to the new account. If your old account is no longer open, please contact your Payroll Technician.

**7. Who do I contact if I would like to cancel my recent CEC Direct Deposit request?**

Please contact your [Payroll Technician](#).

**8. Who do I contact if Direct Deposit funds haven't started being deposited with two months of enrollment?**

Please contact your [Payroll Technician](#).

**9. When are the Direct Deposit Posting Dates?**

SCO provides [Direct Deposit posting dates](#).

**10. Who do I contact if I received a confirmation email for a Direct Deposit request I did not submit?**

Please contact the CEC Team via CEC [Help & Feedback](#), and your departmental HR office as soon as possible.

**11. Can I cancel my direct deposit within CEC?**

No, currently the Employee Services in CEC will only allow employees to submit a New or Change request. If you wish to **cancel** your Direct Deposit enrollment, email your [Payroll Technician](#) from your campus email account (ends with @csuchico.edu). Please be aware that cancellations late in the pay period may affect the timing of your pay.