



# Instructions for Changing Direct Deposit Account

**STEP 1:** If you need to change your direct deposit account, call the CitySquare EDC Program Staff at (469) 202-6022.

**STEP 2:** A program associate will verify your identity, then send you an email which contains a link to change your direct deposit account. *Please note that this link will only work once.*

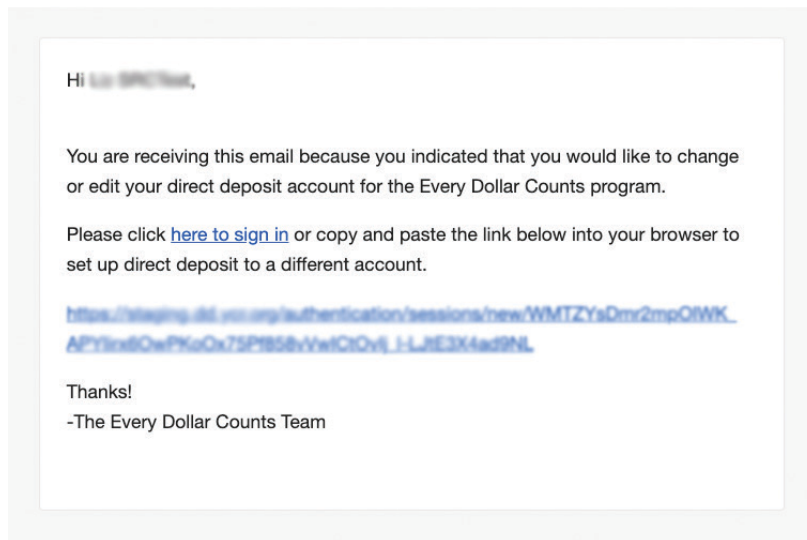


Figure 1. Sample email

**STEP 3:** The link will take you to a web page which summarizes the account(s) currently linked.

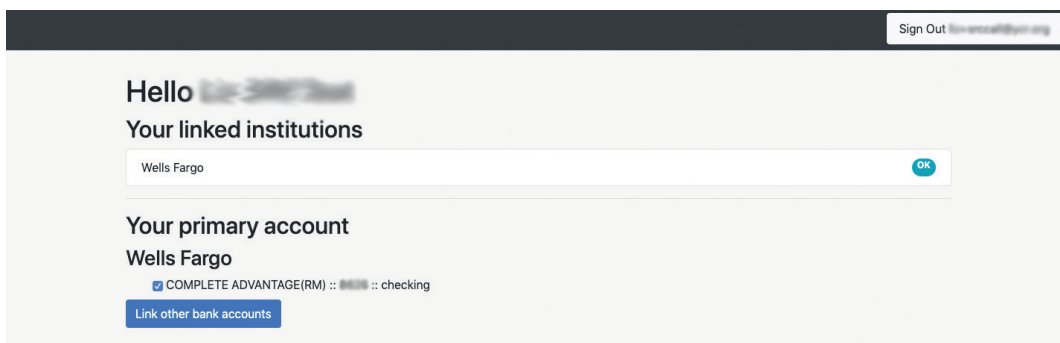
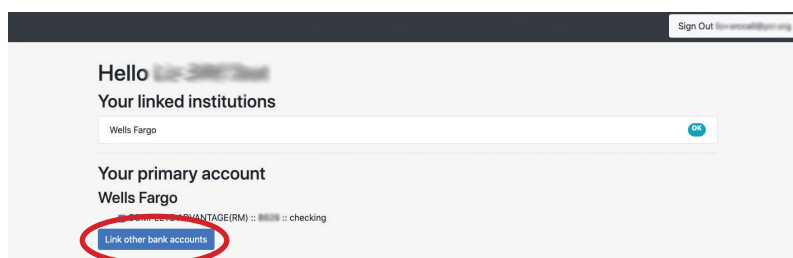
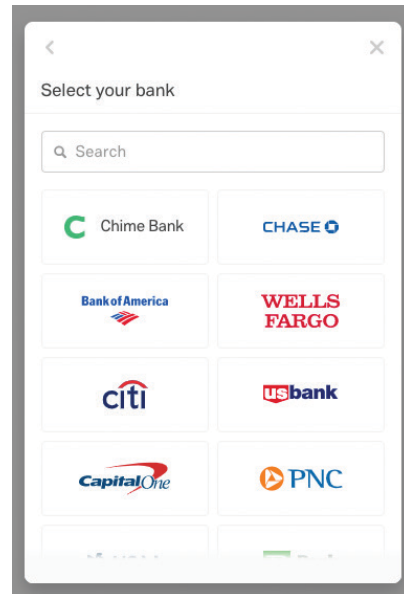
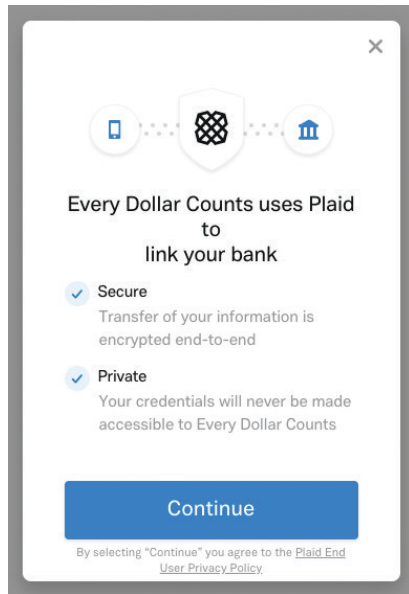


Figure 2. Webpage with linked account(s)

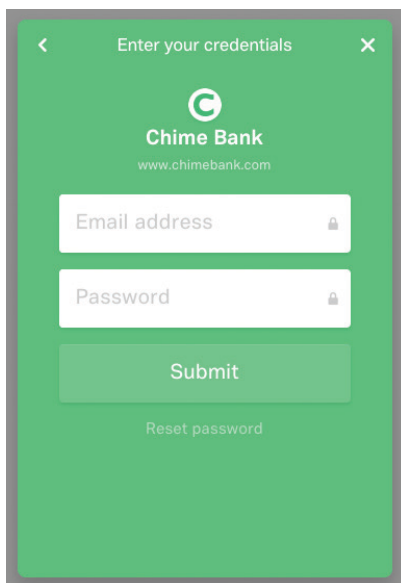
**STEP 4:** Click “Link other bank accounts”.



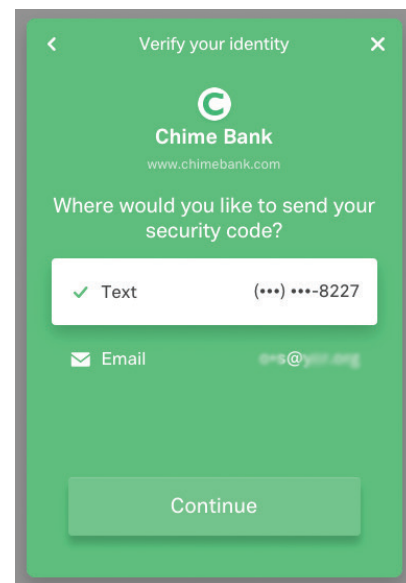
**STEP 5:** You will be taken to a series of pages where you can link your bank account using your login credentials with your bank. Enter your bank name in the search field.



**STEP 6:** Once you select your bank, you will enter your credentials (user name and password) for your bank. If your bank is not found when you search for it or if you prefer to manually fill out a direct deposit form, skip to step 7.

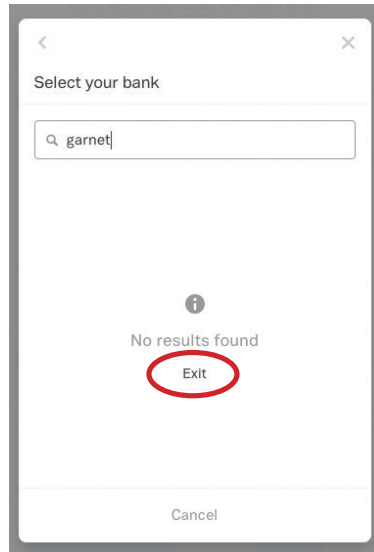


If you don't know your bank credentials, you can press the back arrow and follow the procedure to manually fill out the direct deposit form (beginning in step 7).



Depending on your security settings with your bank, you may be prompted to receive a code to authenticate your account.

**STEP 7:** If your bank is not supported, press “Exit”.



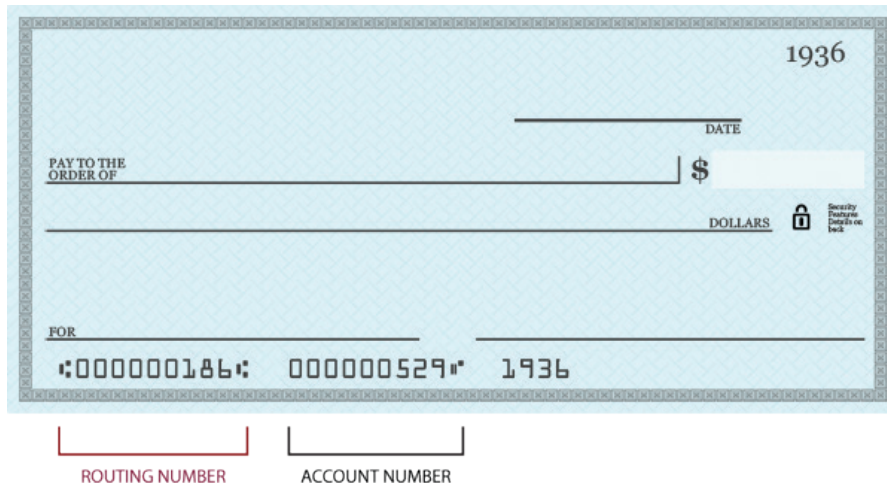
You will be redirected to the manual direct deposit form. You will need your account number, your routing number, the type of account (checking or savings), and the name of the bank.

A screenshot of a "Manual direct deposit form". At the top, it says "Please enter your account details. Help?". Below this are four input fields: "Routing Number", "Account Number", "Bank Name", and a radio button selection for "Checking" or "Savings". A blue "Finish" button is located at the bottom left of the form.

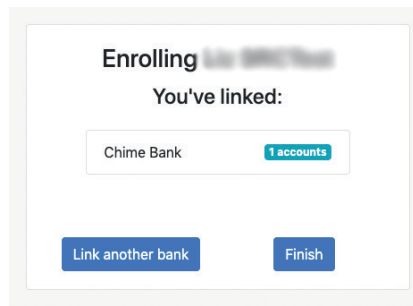
Figure 3. Manual direct deposit form

Click “Help?” to see where to find this information on a check, or see the example in Figure 4 (below). You can also find this information by logging in to your online banking account, or checking a monthly statement from your bank.

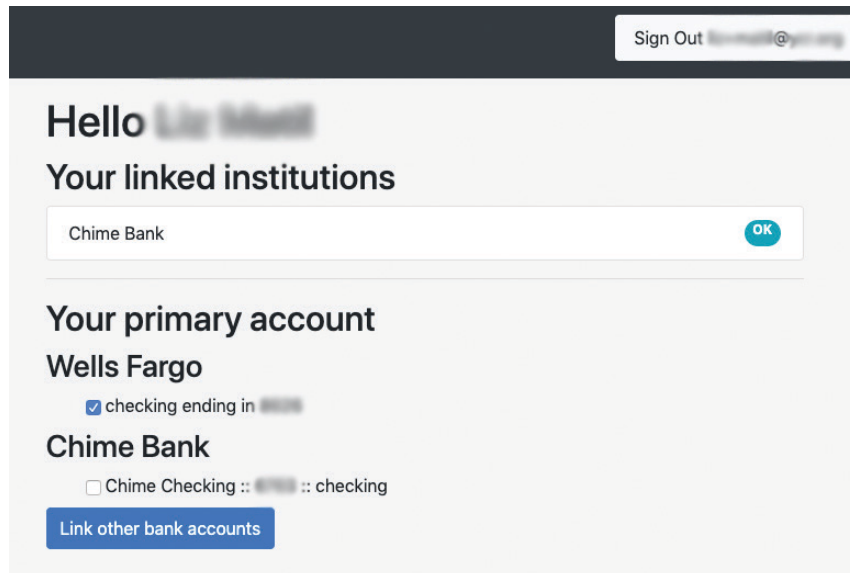
Figure 4. Where to find routing and account numbers on a check



**STEP 8:** Once you have successfully linked your bank account, click “Finish.”



You will be returned to the page with the list of accounts (below). If there are multiple accounts listed, click the box next to the deposit account where you would like your cash gifts deposited each month.



Finally, click the button in the upper right corner to sign out.

If you have any questions or problems, please contact the EDC program associate by phone at **(469) 202-6022** (9:00am - 1:00pm CT, Monday through Friday) or by email at [edc@citysquare.org](mailto:edc@citysquare.org).