

Locating Knowledge Articles on the EEC Website

Tagged words: *self-service ticket, knowledge article, EEC help, EEC support, EEC website, EEC ticket*

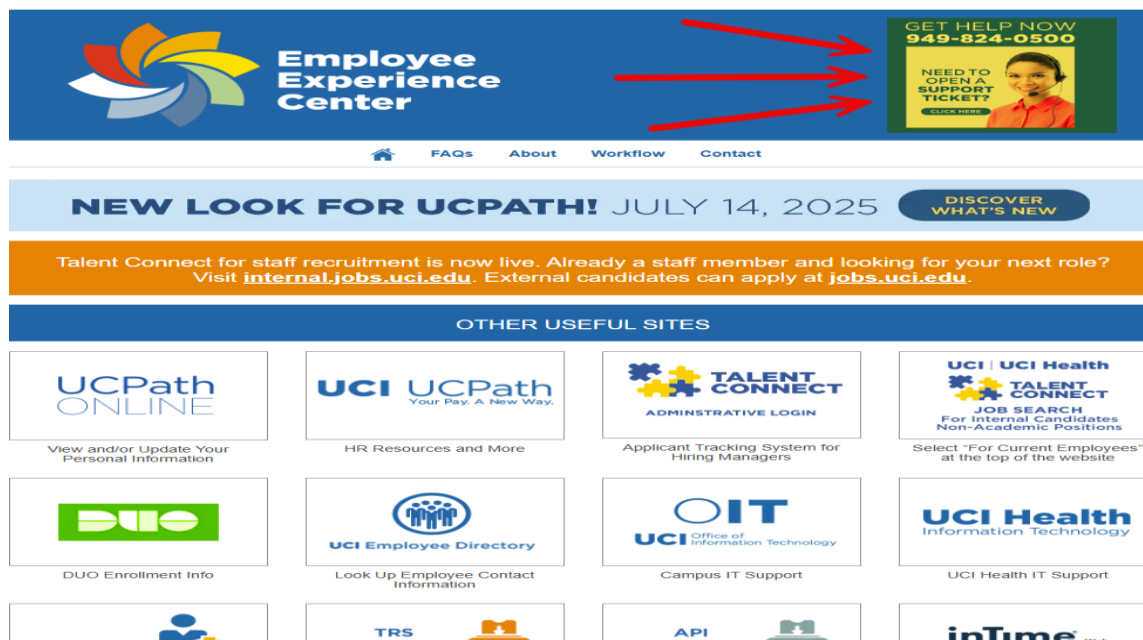
Overview

This guide provides an overview of navigating the [EEC Website](#), highlighting how to open support tickets and access a wide range of Knowledge Base articles. These resources are designed to help employees find quick, self-service solutions to common questions and issues, streamlining their experience on the platform.

Steps:

Begin by navigating to the [Employee Experience Center \(EEC\) website](#). The homepage provides access to a variety of useful sites and information, designed to support your needs and streamline your experience.

To open a support ticket or find relevant knowledge articles related to your inquiry, click on the "Need to open a support ticket?" link located at the top right corner of the website. This will direct you to the support portal where you can submit requests or browse helpful resources.



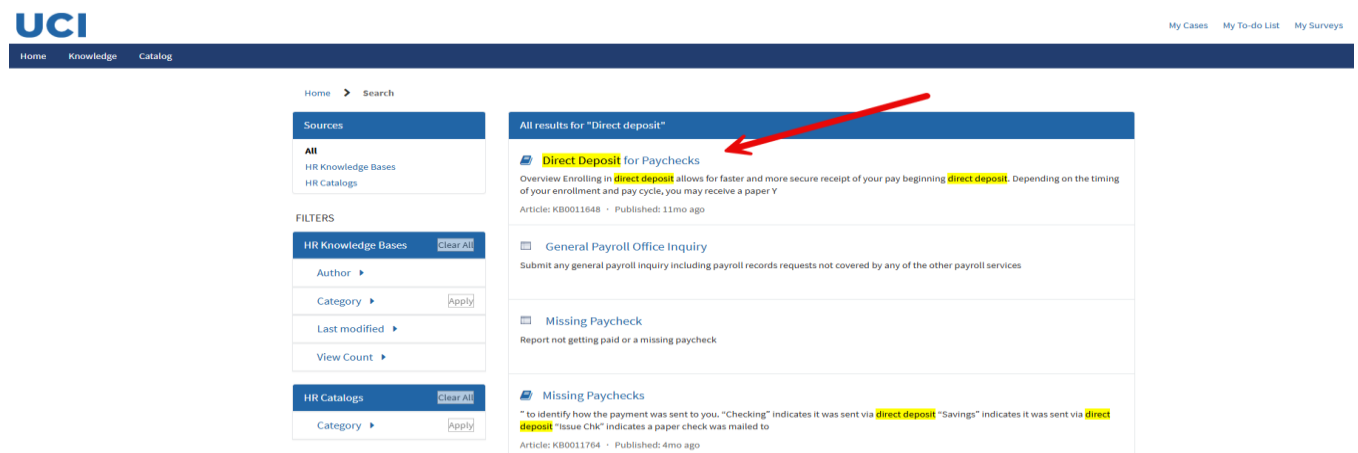
If you are not already signed in, you will be prompted to log in using UCI's Single Sign-On. Afterward, you will be directed to this page:



Upon arrival, you can use keywords in the search bar to easily find Knowledge Articles related to your inquiry.

If you already know what you need, you may select a category and submit a case to receive assistance with resolving the issue.

Once you have entered the keywords and clicked search, you will be directed to all results containing the specified keyword, which, in this example, is "direct deposit"



Clicking on the link will direct you to the Knowledge Article. Within the article, you'll find valuable information along with helpful links located towards the bottom. Additionally, you can explore top-rated articles, payroll-related articles, and the most viewed articles overall in the columns provided, which can assist you in finding further information.

edgeCatalog

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Direct Deposit for PaychecksKB0011648

10 Views • 11mo ago

Overview

Enrolling in direct deposit allows for faster and more secure receipt of your pay, and you don't have to worry about updating your address if you move! On pay day, your paycheck will be directly deposited into your bank account.

With [UCPath](#), you can elect up to three (3) direct deposit accounts at different financial institutions.

Note: Although your information is saved in the system immediately, UCPath needs to verify your account with your banking institution before beginning direct deposit. Depending on the timing of your enrollment and pay cycle, you may receive a paper paycheck in the interim period while UCPath is verifying your account.

How to Add, Delete, or Update Your Direct Deposit:

Login to the [UCPath Online portal](#) and navigate to the Direct Deposit page using one of the following paths:

1. [Adding new information](#): To add a new account, click "Add Account" towards the bottom of the screen.

- You will be prompted to provide account and routing information.

2. [Editing existing information](#): If you have an existing account setup that needs to be edited, select either "Edit" or "Delete" on the existing direct deposit account information.

3. [Deposit Information](#): This section determines how much of your paycheck you'd like deposited in this specific account.

- Amount**: Set a specific dollar amount for deposit
- Balance of Net Pay**: Deposit the entire paycheck amount
- Percent**: Set a specific percentage of your check for deposit

Make sure to hit "Save" after your edits are made!

Note: You can add/update your direct deposit only once per day. This means you can click the **Submit Changes** button only once per day. Make all direct deposit changes, deletions and additions before you save.

Helpful Resources

[UCPath Direct Deposit Guide](#)

For additional assistance...

Call the **UCPath Center** 1-855-9UC-Path (1-855-982-7284), 8:00am - 5:00pm, Monday through Friday

Call the **Employee Experience Center** at (949) 824-0500, 8:30am - 5:00pm, Monday through Friday

Email: EEC@UCI.EDU

Self-Service: <https://uci.service-now.com/eec>

Employee Experience Center

eec.hr.uci.edu
949.824.0500

Top Rated Articles

University of California Retirement Plan (UCRP) Contributions Upon Separation from UC
★★★★★

Initiate and process UCRP retirements electronically
★★★★★

Flexible Spending Accounts (FSA)
★★★★★

How to Apply for COBRA - Continuation of Benefits
★★★★★

Life Events: Adding or Removing Family Member From My Insurance Benefits Outside of Open Enrollment
★★★★★

Also in Payroll

API Timekeeping System - UCI Health
12 Views

Final Pay for Terminating Employees
10 Views

How to View or Download Paychecks Online
9 Views

Floating Holiday Information
4 Views

Missing Paychecks
3 Views

[View all 10 articles](#)

Most Viewed Articles

Filing a Leave of Absence for Staff Employees
1

Per Diem Benefits
1

Leave Balance Accrual Rates
1

Align Performance Program - Frequently Asked Questions (FAQs)
1

Viewing & Editing Your Personal Information
1

By familiarizing yourself with the EEC website's layout and features, you can efficiently access the HR services and information you need. If you encounter any difficulties or have questions not addressed in this guide, don't hesitate to reach out to the EEC assistance at 949.824.0500.

EEC contact information

KBB0010003 - [Latest Version](#)

For more information or assistance, contact the Employee Experience Center...

Call: (949) 824-0500, 8:30am - 5:00pm PT, Monday through Friday

Email: eec@uci.edu

24/7 Self-Service EEC Portal: Search knowledge articles to answer questions, or submit an inquiry/request: <https://uci.service-now.com>



eec.hr.uci.edu
949.824.0500