



Direct Deposit

Office of Management & Budget
(OMB) Screen Package (February 2022)

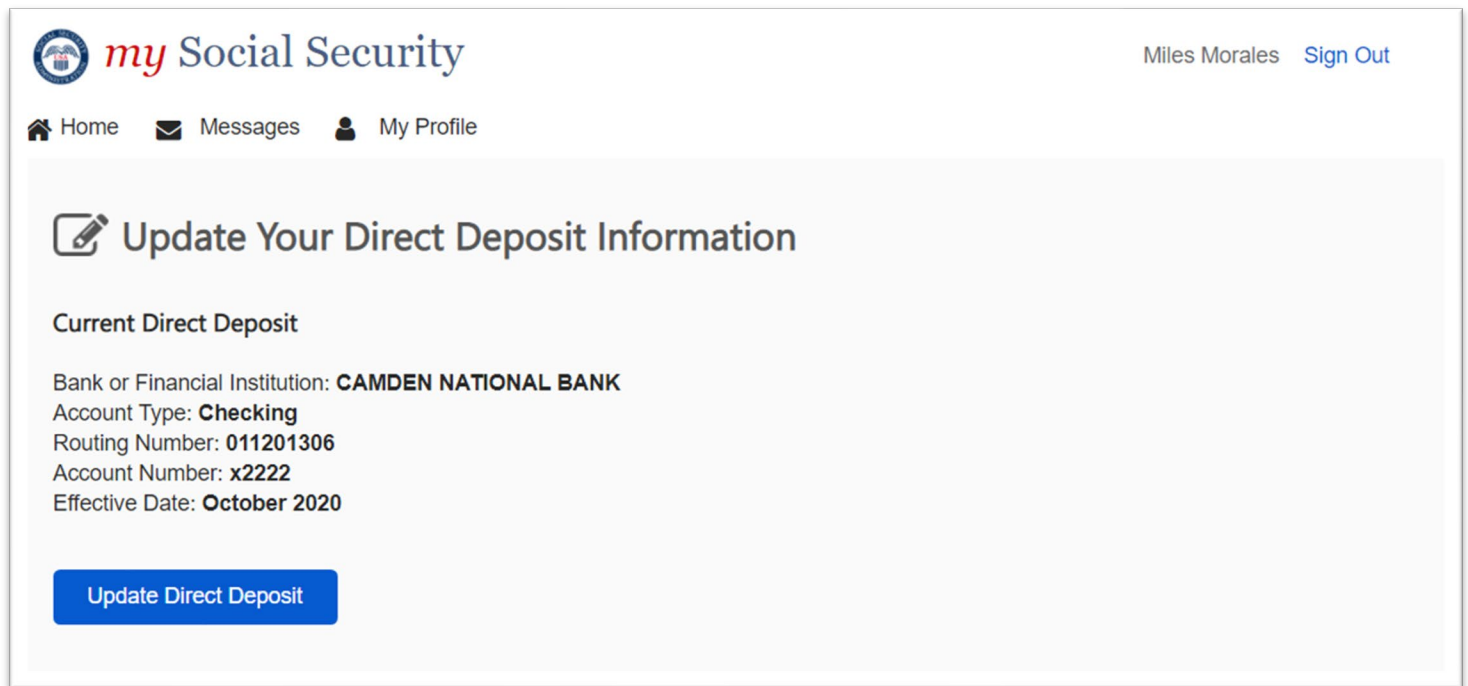
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1.0 Direct Deposit Landing Page

1.01 Update Your Direct Deposit Information

This screen will appear when a customer has an existing direct deposit account on file.



 **my Social Security** Miles Morales [Sign Out](#)

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Update Your Direct Deposit Information


Current Direct Deposit

Bank or Financial Institution: **CAMDEN NATIONAL BANK**
Account Type: **Checking**
Routing Number: **011201306**
Account Number: **x2222**
Effective Date: **October 2020**


[Update Direct Deposit](#)

1.02 Update Your Direct Deposit Information (Pending)

This screen will appear when a customer has a pending direct deposit update

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Update Your Direct Deposit Information


Social Security (Disability)

Current Direct Deposit Bank or Financial Institution: CAMDEN NATIONAL BANK Account Type: Checking Account Number: x2222	Pending Direct Deposit Bank or Financial Institution: SECOND NATIONAL BANK Account Type: Checking Account Number: x3333 Effective Date: October 12, 2022
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[Update Direct Deposit](#)

1.03 Update Your Direct Deposit Information (Title 2 Dual Entitlement)

This screen will appear when a customer has dual entitlement Title 2 benefits.

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Update Your Direct Deposit Information

Social Security (Disability)

Current Direct Deposit
Bank or Financial Institution: CAMDEN NATIONAL BANK
Account Type: **Checking**
Account Number: x2222

Social Security (Retirement)


Current Direct Deposit
Bank or Financial Institution: CAMDEN NATIONAL BANK
Account Type: **Checking**
Account Number: x2222

 **Multiple Payment Accounts on Record**
Completing this process will update all of your benefit payments to use the same Direct Deposit account. Please [contact us](#) if you would like to continue using different payment accounts.

[Update Direct Deposit](#)

1.04 Update Your Direct Deposit Information (Title 2 Dual Entitlement, Pending)

This screen will appear when a customer has dual entitlement Title 2 benefits and a pending direct deposit update.

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Update Your Direct Deposit Information

Social Security (Disability)

Current Direct Deposit

Bank or Financial Institution: CAMDEN NATIONAL BANK

Account Type: **Checking**

Account Number: x2222

Pending Direct Deposit

Bank or Financial Institution: SECOND NATIONAL BANK

Account Type: **Checking**

Account Number: x3333

Effective Date: **October 12, 2022**


Social Security (Retirement)

Current Direct Deposit

Bank or Financial Institution: CAMDEN NATIONAL BANK

Account Type: **Checking**

Account Number: x2222




Multiple Payment Accounts on Record

Completing this process will update all of your benefit payments to use the same Direct Deposit account. Please [contact us](#) if you would like to continue using different payment accounts.


[Update Direct Deposit](#)

1.05 Update Your Direct Deposit Information (Title 16 Dual Entitlement)

This screen will appear when a customer has dual entitlement with Title 16 benefits.

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 **Update Your Direct Deposit Information**

Social Security (Disability)


Current Direct Deposit
Bank or Financial Institution: CAMDEN NATIONAL BANK
Account Type: **Checking**
Account Number: x2222

Social Security (Retirement)

Current Direct Deposit
Bank or Financial Institution: CAMDEN NATIONAL BANK
Account Type: **Checking**
Account Number: x2222


SSI (Disability)

Current Direct Deposit
Bank or Financial Institution: CAMDEN NATIONAL BANK
Account Type: **Checking**
Account Number: x2222


 **Need to update your Direct Deposit?** [contact us.](#)

1.06 Update Your Direct Deposit Information (Concurrent)

This screen will appear when a customer is receiving concurrent Title 2 and Title 16 disability benefits concurrently.

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 **Update Your Direct Deposit Information**

Social Security (Disability)

Current Direct Deposit

Bank or Financial Institution: CAMDEN NATIONAL BANK

Account Type: **Checking**

Account Number: x2222


SSI (Disability)

Current Direct Deposit

Bank or Financial Institution: CAMDEN NATIONAL BANK


Account Type: **Checking**

Account Number: x2222

 **Need to update your Direct Deposit?** [contact us.](#)

1.07 Enroll in Direct Deposit

This screen will appear when a customer who currently receives a paper check initiates direct deposit enrollment.

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Enroll in Direct Deposit

i With Direct Deposit, your money will go automatically into your account every month. You don't have to wait for a check in the mail or go to your bank to deposit your money. It's safe, quick and convenient..


Social Security (Disability)

Current Payment Method
Paper Check

[Enroll in Direct Deposit](#)

1.08 Enroll in Direct Deposit (Pending)

This screen will appear when a customer who currently receives a paper check has a pending direct deposit enrollment.

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Enroll in Direct Deposit

i With Direct Deposit, your money will go automatically into your account every month. You don't have to wait for a check in the mail or go to your bank to deposit your money. It's safe, quick and convenient..


Social Security (Disability)

Current Payment Method Paper Check	Pending Direct Deposit Bank or Financial Institution: SECOND NATIONAL BANK Account Type: Checking Account Number: x3333 Effective Date: October 12, 2022
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[Enroll in Direct Deposit](#)

1.09 Update Direct Deposit (Pending with Direct Express)

This screen will appear when a customer who currently payments via Direct Express has a pending Direct Deposit enrollment.

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Update Direct Deposit

i With Direct Deposit, your money will go automatically into your account every month. You don't have to wait for a check in the mail or go to your bank to deposit your money. It's safe, quick and convenient..


Social Security (Disability)

Current Payment Method Direct Deposit with Direct Express	Pending Direct Deposit Bank or Financial Institution: SECOND NATIONAL BANK Account Type: Checking Account Number: x3333 Effective Date: October 12, 2022
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[Update Direct Deposit](#)

1.1 Enroll in Direct Deposit (Multiple Benefit Types)

This screen will appear when a customer who currently receives paper checks has multiple benefit types on file.

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Enroll in Direct Deposit

i With Direct Deposit, your money will go automatically into your account every month. You don't have to wait for a check in the mail or go to your bank to deposit your money. It's safe, quick and convenient..

Social Security (Disability)

Current Payment Method
Paper Check

Social Security (Retirement)

Current Payment Method
Paper Check


! **Multiple Payment Accounts on Record**

Completing this process will update all of your benefit payments to use the same Direct Deposit account. Please [contact us](#) if you would like to continue using different payment accounts.


Enroll in Direct Deposit

1.2 Enroll in Direct Deposit (Mixed Payment Types)

This screen will appear when a customer who is dually entitled receives a paper check for one benefit type, and Direct Express or Direct Deposit for their second benefit.

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 **Update Direct Deposit**

i With Direct Deposit, your money will go automatically into your account every month. You don't have to wait for a check in the mail or go to your bank to deposit your money. It's safe, quick and convenient..

Social Security (Disability)

Current Payment Method
Paper Check

Social Security (Retirement)

Current Payment Method
Direct Deposit with Direct Express

! **Multiple Payment Accounts on Record**


Completing this process will update all of your benefit payments to use the same Direct Deposit account. Please [contact us](#) if you would like to continue using different payment accounts.

[Update Direct Deposit](#)

2.0 Entering Direct Deposit Information

2.1 Your Direct Deposit Information

This screen will appear for all users who continue with their update or enrollment of direct deposit.

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Your Direct Deposit Information

i Bank Account Ownership For your protection, you must [own](#) or [co-own](#) the bank account to participate.


Are you the owner or co-owner of a bank account that you would like to setup for Direct Deposit?

<input type="radio"/> Yes
<input type="radio"/> No

[Continue](#)

2.2 Customer is the Owner or Co-Owner of a Bank Account

This screen will appear if a customer selects “yes” from screen 2.1.

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Your Direct Deposit Information

New Direct Deposit Information for all Benefits

Enter your bank account information below.

***Account Information:** [Where can I find this?](#)


***Account Type** ***Routing Number** ***Account Number**

When do you want this change to take effect?

Starting with my payment in December 2022
 Starting with my payment in January 2023

2.3 Customer is the Owner or Co-Owner of a Bank Account (Error)

This screen will appear if a customer attempts to enter invalid characters or if they leave any field blank.

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Your Direct Deposit Information

✖ Please correct the following information:

- Error: [Routing Number](#)

New Direct Deposit Information for all Benefits

Enter your bank account information below.

***Account Information:** [Where can I find this?](#)

✖ You must enter 9 digit routing number in this field

***Account Type** ***Routing Number** ***Account Number**

When do you want this change to take effect?

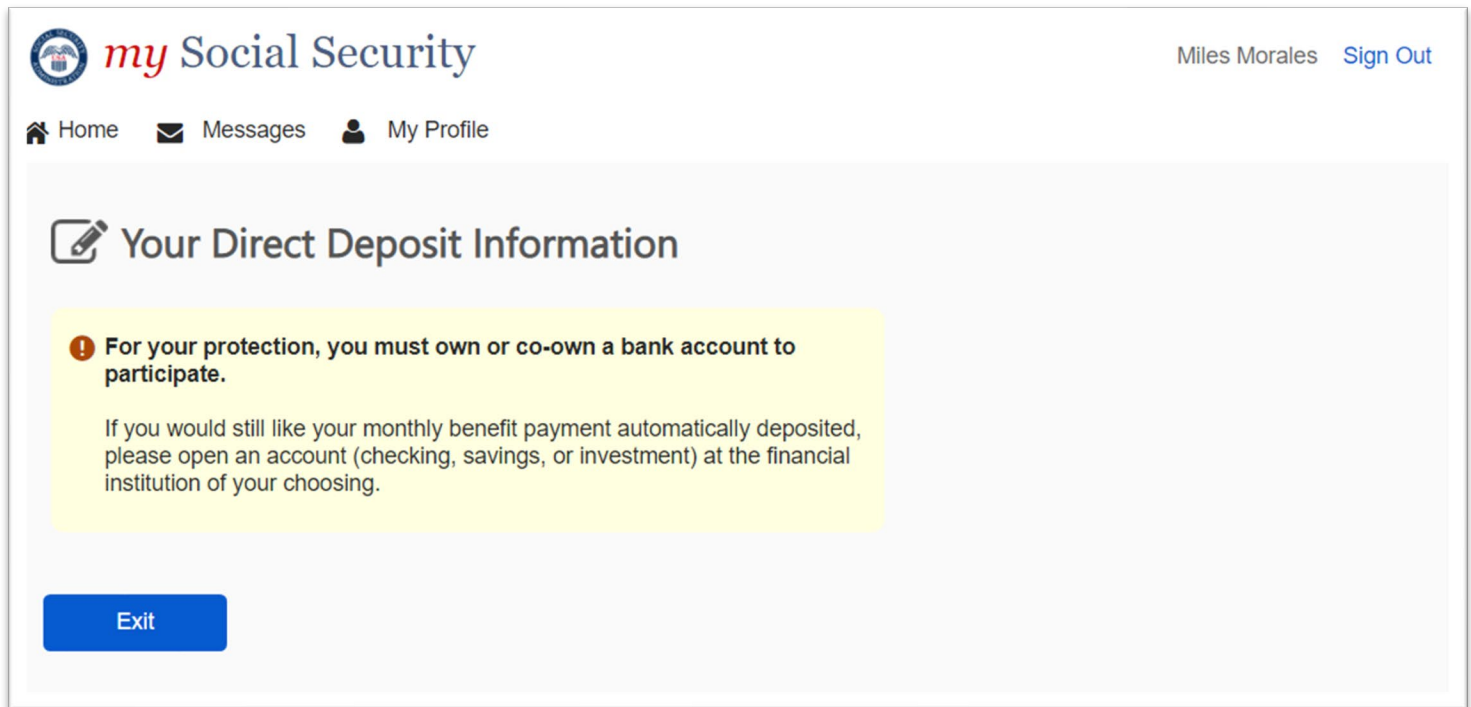
Starting with my payment in December 2022


Starting with my payment in January 2023

[Continue](#)

2.4 Customer is not the Owner or Co-Owner of a Bank Account

This screen will appear if a customer selects “no” from screen 2.1.

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Your Direct Deposit Information


! For your protection, you must own or co-own a bank account to participate.

If you would still like your monthly benefit payment automatically deposited, please open an account (checking, savings, or investment) at the financial institution of your choosing.

[Exit](#)

3.0 Review of Direct Deposit Information

This screen will appear after a user enters their bank account information and selects "Continue" from screen 2.2.

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[Home](#) [Messages](#) [My Profile](#)

Your Direct Deposit Information

Review the answers you provided.
If you need to make any changes, select "Edit".

✓ **New Direct Deposit Information for all Benefits** [Edit](#)

Bank or Financial Institution: **SECOND NATIONAL BANK**

Account Type: **Checking**

Routing Number: **854963258**


Account Number: **3333333333333333**

Effective Date: **October 2022**

[Submit](#)


4.0 Confirmation

This screen will appear when a user clicks "Submit" from screen 3.0.

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Your Direct Deposit Information

 **Your Direct Deposit information has been updated.**

- We'll confirm your update with a letter before any payment appears in your account.
- Please do not close your old account until a payment is deposited into your new one.
- You will also receive a confirmation receipt in your Message Center inbox.

Social Security (Disability)

Current Direct Deposit

Bank or Financial Institution: **CAMDEN NATIONAL BANK**

Account Type: **Checking**

Account Number: **x2222**

Pending Direct Deposit

Bank or Financial Institution: **SECOND NATIONAL BANK**

Account Type: **Checking**

Routing Number: **854963258**

Account Number: **x3333**

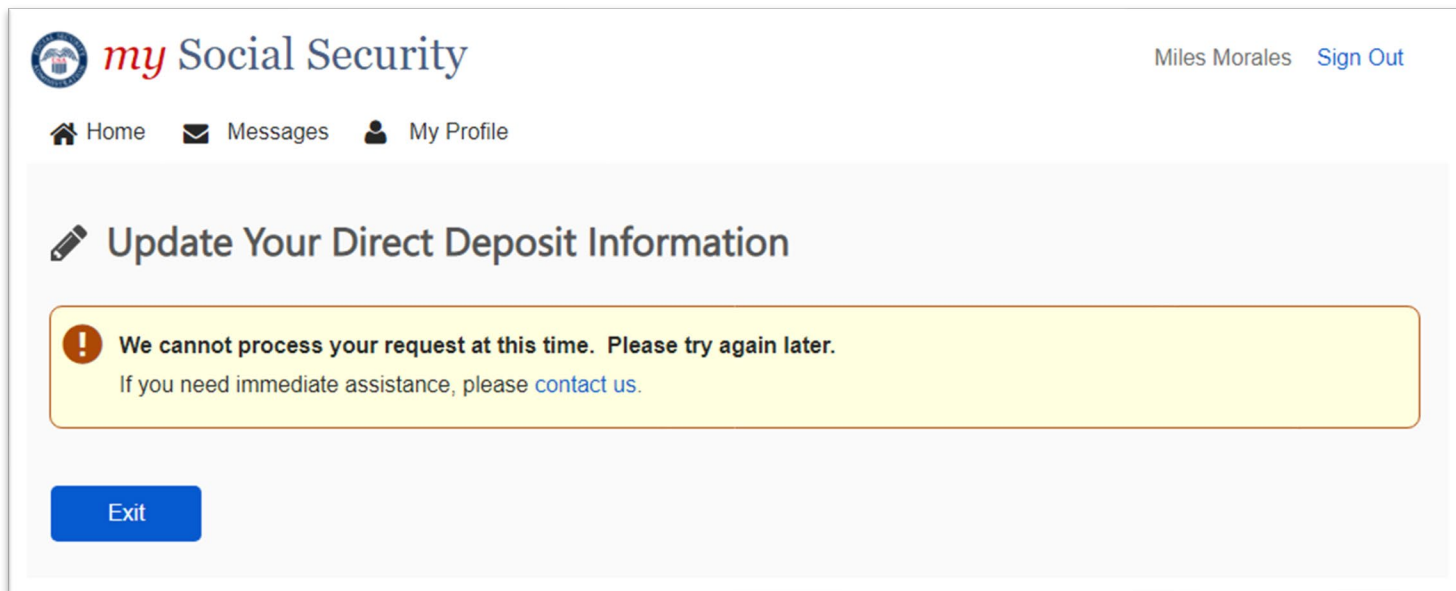
Effective Date: **October 2022**

[Exit](#)

5.0 Miscellaneous Errors

5.1 Application-Specific Error

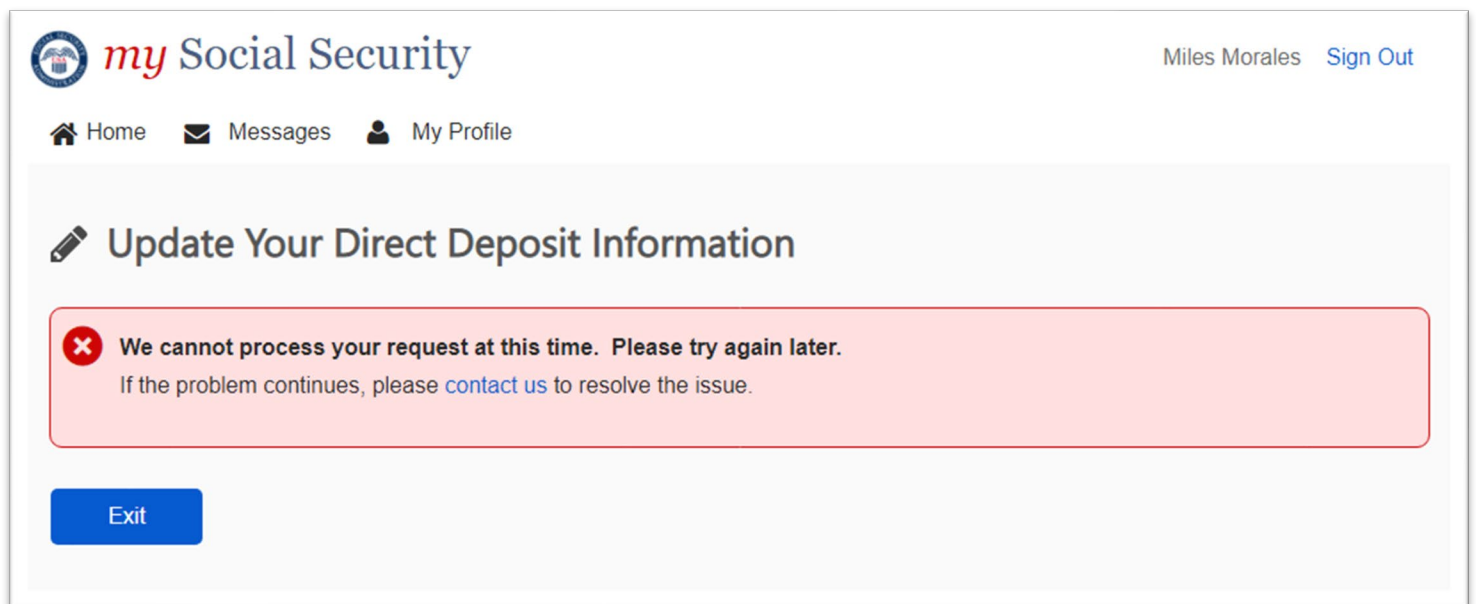
This screen will appear if the customer encounters an error during submission of their direct deposit update.



The screenshot displays the user interface of the 'my Social Security' portal. At the top left is the logo and the text 'my Social Security'. At the top right, the user's name 'Miles Morales' and a 'Sign Out' link are visible. Below the header is a navigation bar with icons and labels for 'Home', 'Messages', and 'My Profile'. The main content area is titled 'Update Your Direct Deposit Information' with a pencil icon. A prominent yellow error box contains the message: 'We cannot process your request at this time. Please try again later. If you need immediate assistance, please [contact us](#).' At the bottom left of the page is a blue 'Exit' button.

5.2 Application Unavailable

A customer will see this screen when the Direct Deposit application is unavailable.



The screenshot displays the user interface for 'my Social Security'. At the top left is the logo, and at the top right, the user's name 'Miles Morales' and a 'Sign Out' link are visible. Below the header is a navigation bar with 'Home', 'Messages', and 'My Profile' options. The main content area is titled 'Update Your Direct Deposit Information' with a pencil icon. A red error message box contains the text: 'We cannot process your request at this time. Please try again later. If the problem continues, please [contact us](#) to resolve the issue.' At the bottom left of the main area is a blue 'Exit' button.