



Payroll & Employee Services –
Onboarding Employee Bank Details
Guidance

Please think before printing this document.

Where printing is necessary, please ensure that it is printed double sided and in greyscale.

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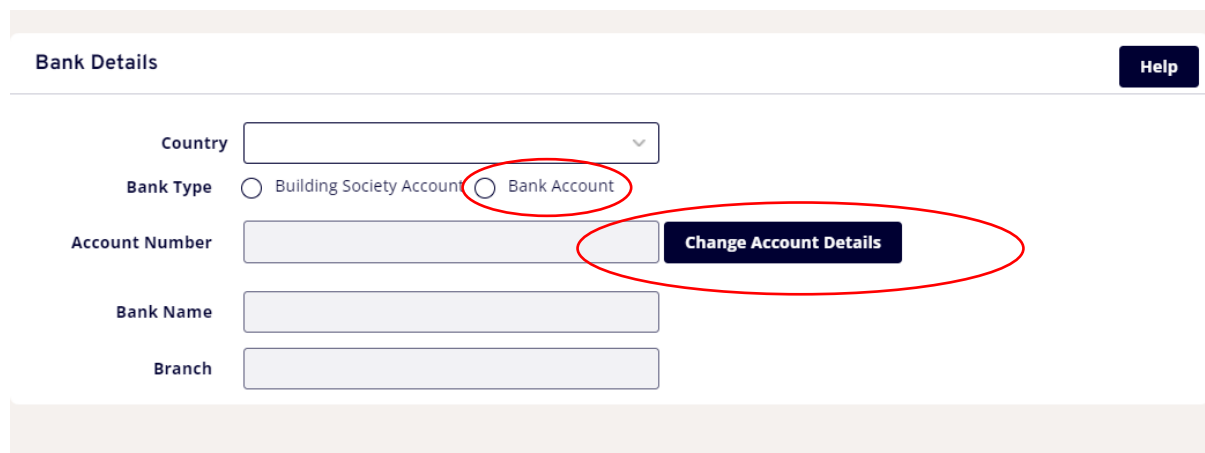
1 - Bank Details

This guidance will detail how to input your Bank Account number or Building Society details within the **[Employee Data Collection and Bank Details]** Task.

Once you have entered any personal detail information and emergency contact details you will be required to progress the form to enter your details for payroll. This will take you to the Pay Details screen which asks you to provide the details of the bank or building society account into which you want your salary to be paid.

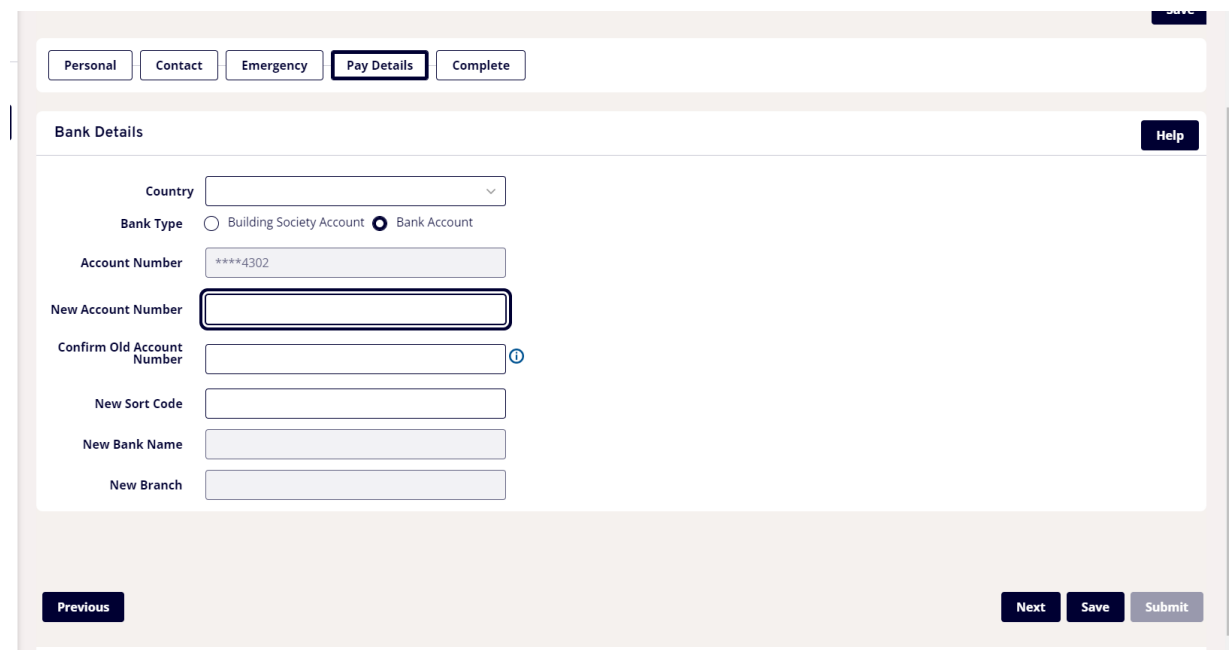
Select the relevant Bank Type. Click **[Change Account Details]** and complete the fields as requested.

Please note at this stage you will not be able to edit the form until **[Change Account Details]** has been selected:



The screenshot shows the 'Bank Details' form. At the top right is a 'Help' button. The form fields are: 'Country' (dropdown), 'Bank Type' (radio buttons for 'Building Society Account' and 'Bank Account', with 'Bank Account' selected), 'Account Number' (text input), 'Bank Name' (text input), and 'Branch' (text input). A dark blue button labeled 'Change Account Details' is positioned to the right of the 'Account Number' field and is circled in red.

Once **[Change Account Details]** have been selected, please now enter the bank details information. Enter the account number into **[New Account Number]** only.



The screenshot shows the 'Bank Details' form with the 'Pay Details' tab selected. The 'Bank Type' section now has 'Bank Account' selected. The 'Account Number' field contains '****4302'. The 'New Account Number' field is highlighted with a red box. The 'Confirm Old Account Number' field has a help icon. At the bottom, there are 'Previous', 'Next', 'Save', and 'Submit' buttons.

Please note you will **not** be required to enter information into [**Confirm Old Account Number**], by selecting the information button a reminder will display ‘You do not need to have to confirm your old account number if this is the first time you are submitting your bank details’.

The screenshot shows a navigation bar with buttons for 'Personal', 'Contact', 'Emergency', 'Pay Details' (selected), and 'Complete'. Below is the 'Bank Details' section with a 'Help' button. Fields include: Country (dropdown), Bank Type (radio buttons for 'Building Society Account' and 'Bank Account'), Account Number, New Account Number (highlighted), Confirm Old Account Number (with a tooltip), New Bank Name, and New Branch.

Please ensure that the New Sort Code is inputted as numbers, with no symbols between the numbers (e.g., 000000). If the details are valid, the New Bank Name and New Branch will pull through automatically. Select **[Next]**.

If your new bank details are not being recognised, it may mean that we need to add the new bank details into the system. Please email resourcelink@durham.gov.uk with the sort code, bank name and branch address. These details will need to be validated prior to allowing you to submit your bank details.

Please Note: If you have forgot to select the bank type, mistyped details within account number and sort code or forgot to enter the sort code details, you will be notified this is mandatory field, at this stage of the alert the form will not allow the user to edit:

The screenshot shows the same navigation bar as the previous image. A red error message box is displayed: 'Error: Sort Code is mandatory'. Below the error message, the 'Bank Details' section is visible. The 'Bank Type' is set to 'Bank Account'. The 'Account Number' field contains '****5678' and has a 'Change Account Details' button next to it. The 'Sort Code' field is empty. The 'Bank Name' and 'Branch' fields are also empty. A 'Previous' button is located at the bottom left.

To re-enter please select **[Change Account Details]** button to edit the form as required and proceed:

Personal Contact Emergency **Pay Details** Complete

Error
Sort Code is mandatory

Bank Details

Bank Type Building Society Account Bank Account

Account Number ****5678

New Account Number

Confirm Old Account Number i

* New Sort Code

New Bank Name

New Branch

Once you are satisfied that you have provided all the relevant details, click **[Submit]**.

2 – Further Information

If you would like any further advice or would like the document in an alternative format, please contact the MyView Team within Payroll and Employee Services using contact details:

- MyView@durham.gov.uk
- **03000 269 919**