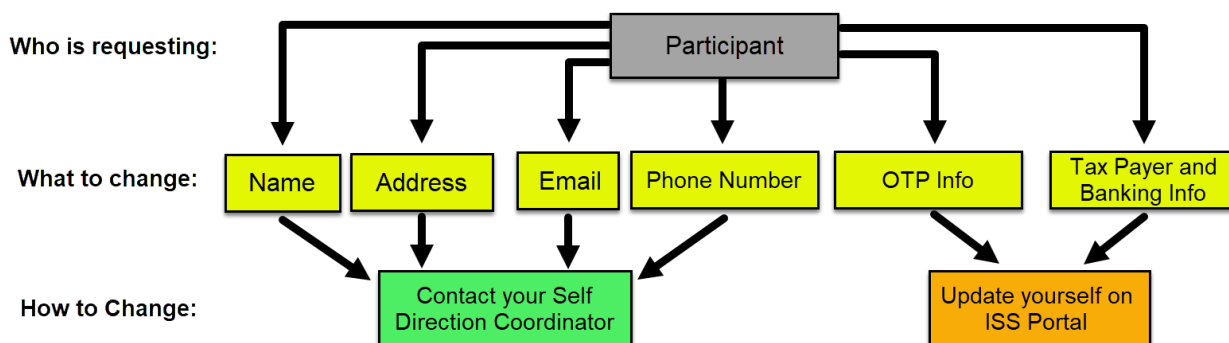


# How to Update your Contact Information

It is very important to update your information with ISS when you have a change. The information that we have for you is how we contact you, how you access the ISS Portal, how we send payments and tax documents, and all manner of things.

## Participants



## Name Changes

The only way ISS can update a Participant's name is if the information has been updated with Medicaid first. Please contact your Self-Direction Coordinator once Medicaid is updated. They will notify the correct ISS staff to get ISS' systems updated.

## Address, Email, and Phone Number Changes

Please contact your Self-Direction Coordinator. They will notify the correct ISS staff to get ISS' systems updated.

## OTP Information / Multi-Factor Authentication

You need to maintain this information yourself on the ISS Portal. Visit <https://help.issny.org/books/portal-basics/page/multi-factor-authentication> for instructions on how to do this.

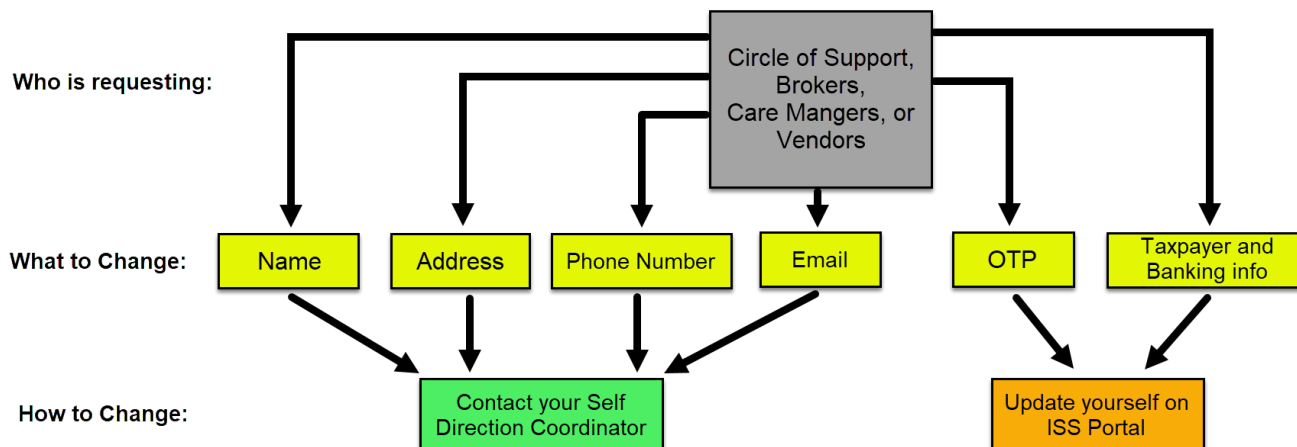
Please remember to also update ISS of any change in your email address or cell phone if what you use to receive the one-time passcode (OTP) is also what ISS has on file as your contact information.

## Taxpayer and Banking Information

You need to maintain this information yourself on the ISS Portal. Visit <https://help.issny.org/books/electronic-payments> for instructions on how to do this.

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## Circle of Support, Brokers, Care Managers, Vendors, Etc.



## Name, Address, Email, and Phone Number Changes

Please contact your Self-Direction Coordinator. They will notify the correct ISS staff to get ISS' systems updated.

## OTP Information / Multi-Factor Authentication

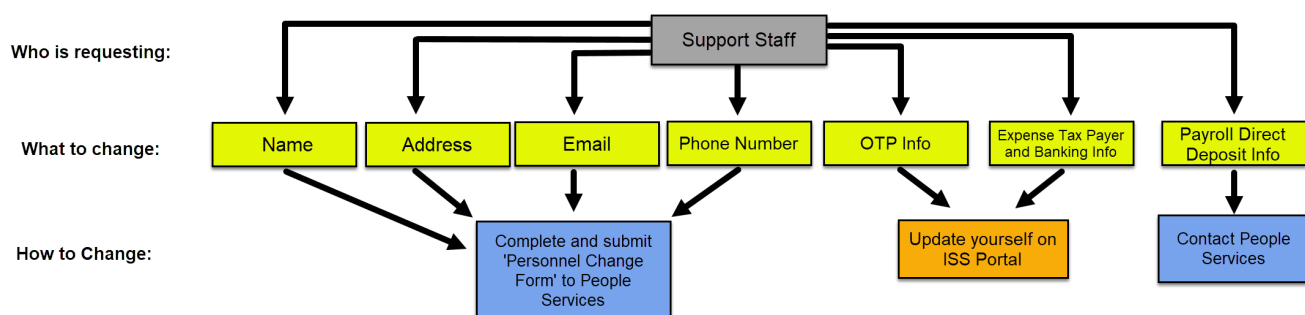
You need to maintain this information yourself on the ISS Portal. Visit <https://help.issny.org/books/portal-basics/page/multi-factor-authentication> for instructions on how to do this.

Please remember to also update ISS of any change in your email address or cell phone if what you use to receive the one-time passcode (OTP) is also what ISS has on file as your contact information.

## Taxpayer and Banking Information

You need to maintain this information yourself on the ISS Portal. Visit <https://help.issny.org/books/electronic-payments> for instructions on how to do this.

## Support Staff



## Name Changes

Please visit the forms page at <https://www.issny.org/forms/>, download the *Personnel Change Form*, complete it, and submit it to People Services at [peopleservices@issny.org](mailto:peopleservices@issny.org).

Please note that name changes require a copy of your new Social Security Card along with the completed form.

## Address, Email, and Phone Number Changes

Please visit the forms page at <https://www.issny.org/forms/>, download the *Personnel Change Form*, complete it, and submit it to People Services at [peopleservices@issny.org](mailto:peopleservices@issny.org).

## OTP Information / Multi-Factor Authentication

You need to maintain this information yourself on the ISS Portal. Visit <https://help.issny.org/books/portal-basics/page/multi-factor-authentication> for instructions on how to do this.

Please remember to also update ISS of any change in your email address or cell phone if what you use to receive the one-time passcode (OTP) is also what ISS has on file as your contact information.

## Expense Taxpayer and Banking Information

You need to maintain this information yourself on the ISS Portal. Visit <https://help.issny.org/books/electronic-payments> for instructions on how to do this.

## Payroll Direct Deposit Banking Information

Please visit the forms page at <https://www.issny.org/forms/>, download the *Direct Deposit Authorization Form*, complete it, and submit it to People Services at [peopleservices@issny.org](mailto:peopleservices@issny.org).

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Updated 02/21/24.

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🕒 Revision #8

★ Created Fri, Feb 2, 2024 3:30 PM by [Elizabeth Lukan](#)

✎ Updated Wed, Feb 21, 2024 10:30 PM by [Elizabeth Lukan](#)