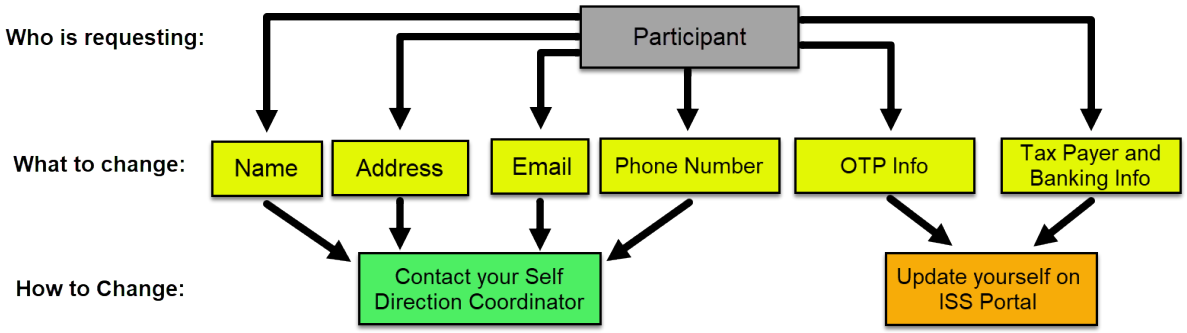
How to Update your Contact Information

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 and Address Changes

The only way ISS can update a Participant's name and/or address 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.

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

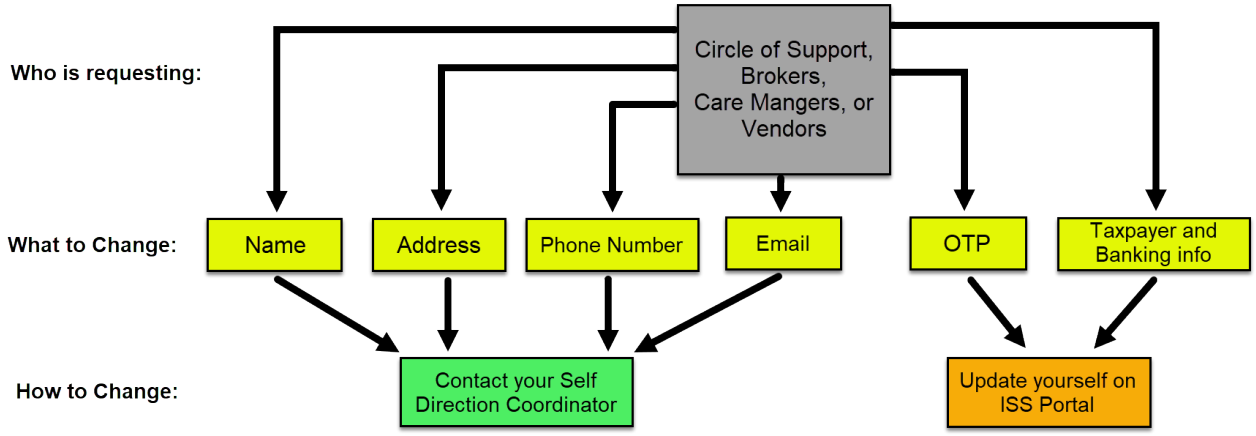
You need to maintain this information yourself on the ISS Portal. Visit https://help.issny.org/books/portal-basics/page/multi-factor-authentication for instructions on how to do this.

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.

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

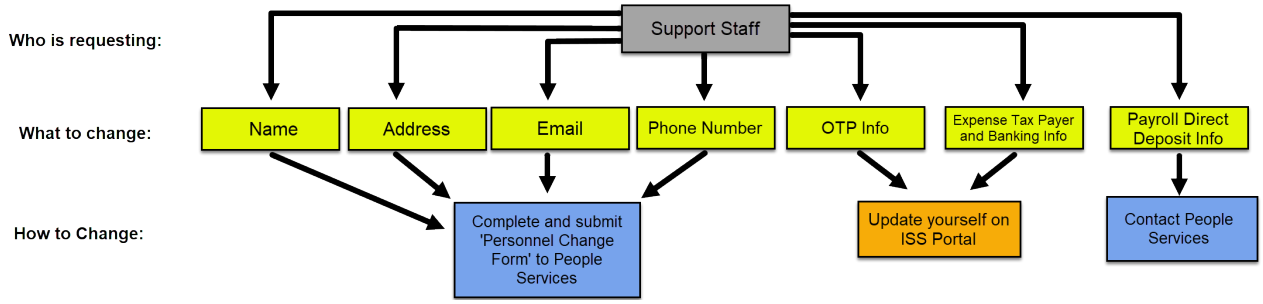
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Taxpayer and Banking Information

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.

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.

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.

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