

How to Submit a Name Change Request

Why Should I Submit?

This will formally change the legal first name and/or last name of the **employee only** within eWay in a timely manner.

How Do I Submit a Name Change Request?

- 1. Log into eWay (*If you have not yet logged into your eWay account, please refer to the* <u>How to</u> <u>Log into eWay guide</u>)
- 2. Go to the Main Menu, select Self Service, select Personal Information, then Name Change

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	"Name Format English	Edit Name	
	Display Name Lynn Rogers		

- 3. Please follow the instructions that are provided, click Edit Name
 - a. Make the appropriate changes to your name and click OK
 - **b.** Click Submit



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Name Ch	ange
i and	
All name chan	es must match the name provide on your new Social Security card, new unexpired
Enter your nev you have mad directed to a p documents usi HR for review Please allow a delays in subm Current Nat	I name by clicking on the "Edit Name" button below and making your updates. After your updates, click the "Submit" button. After you click Submit, you will be ge that confirms your submission. Your wust also submit your supporting ng the Doc Uplead link on the submission page. Your request will be forwarded to and approval.
New Name	
	Change As Of 08/10/2020 (example: 12/31/2000)
	*Name Format English V Edit Name
	Display Name

- **4.** You will be navigated to a page that will confirm submission and you will also receive an email confirmation. *Please note, you will be asked to submit the supporting documentation on this page as well.*
- **5.** Make sure to use the document upload feature to upload the applicable supporting documentation
 - a. Click the Upload Document link
 - b. Click on the magnifying glass icon and select Name Change (NC)

Document Upload
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Life Event Type
Add
Find an Existing Value Add a New Value



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Life Event Type	Description	
A	Adoption	
В	Birth	
D	Divorce	
DIS	Dissolution of DP	
DP	Domestic Partnership	
M	Marriage	
NC	Name Change	
VDE	Dependent Verificatn	
VIL	In-Lieu Verification	
VS	Student Verification	

- c. Once you select Name Change (NC), select Add
- **d.** You will be navigated to the Life Events Document Upload page, please follow the instructions to upload the applicable supporting documentation
- e. Click Add Attachment

Enter in your Subject (i.e. Name Change Document), this is required. Then upload your supporting documentation. Click Save.
You will receive a pop-up message that your document requires approval and is being reviewed by the Human Resources Department.
▼ Life Event Documents
Name Change

- f. You will be navigated to the Document Definition New Attachment page
- **g.** You must enter in a title for the **Subject** field (*this is Required*), then click **Add Attachment**

Instructions		
'ou have chosen to enter a	new attachment.	
Selection Criteria		
Description Name Ch	ange Documents	
*Subject Attachment Add	Attachment	
Save		
Go To Life Events - D	ocument Upload	



- h. Click Browse and you can select the applicable supporting documentation to upload
- i. Once you select the applicable supporting documentation, click Upload

File Attac	chment			×
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Upload	Cancel			
				.:

- **j.** You will be directed back to the **Document Definition New Attachment** page, then click **Save**
- **k.** You will receive a pop-up message stated below, then click OK

Message
Approval is required. (25000,115) Thank you for submitting the attached document. The document must be reviewed and approved by Benefits / Human Resources.

- **6.** Please allow up to 48 hours upon submission of your request to be approved and processed (*PLEASE NOTE:* Any issues with the submitted supporting documentation will cause delays in your request)
- 7. Once your request is approved and processed, you will receive the following confirmation email

From: <u>Ely.Silva@sanjoseca.gov</u> <<u>Ely.Silva@sanjoseca.gov</u>> Sent: Wednesday, July 19, 2023 11:28 AM

Subject: The uploaded document(s) was approved.

To

This message is to notify you that your document(s) was approved: Name Change - Drivers License Real ID

For questions, please contact <u>Human.Resources@sanjoseca.gov</u>.



Frequently Asked Questions

- **Q**: What documents are acceptable for a name change?
 - A: Any official government issued document reflecting the updated name would be accepted. Most common documents submitted are a Birth Certificate, a DMV issued ID or Driver License, and/or a Social Security Card.
- Q: Once the name change request has been processed, will I need to take any additional steps? A: The name change will be sent to the appropriate HR benefit vendors on your behalf.

If you would like to change your name within your CSJ email address, you must submit an IT HelpDesk ticket.

Q: How do I submit a name change request for one of my dependents?

A: You must send an email along with the requested information as well as a supporting document stating the new name information to <u>human.resources@sanjoseca.gov</u>.