

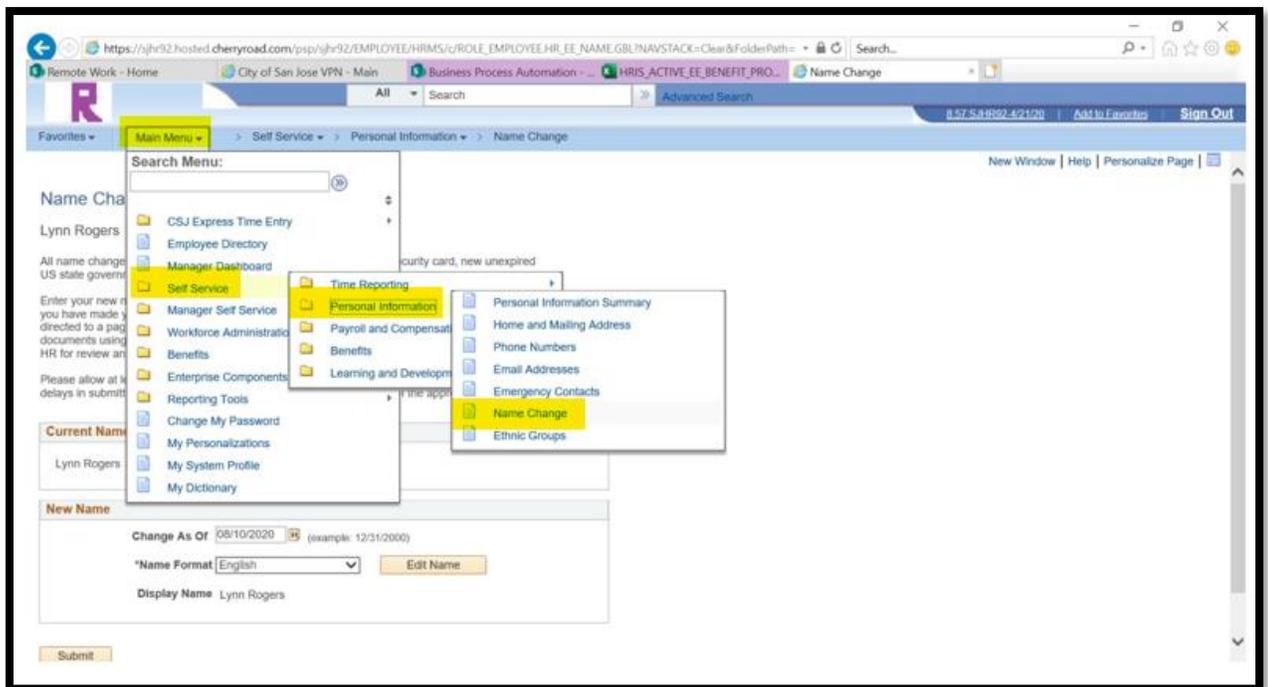
## How to Submit a Name Change Request

### 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 [How to Log into eWay](#) guide)
2. Go to the Main Menu, select **Self Service**, select **Personal Information**, then **Name Change**



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**

# Name Change Request in eWay

Favorites ▾ Main Menu ▾ > Self Service ▾ > Personal Information ▾ > Name Change

### Name Change

All name changes must match the name provide on your new Social Security card, new unexpired US state government issued driver's license or ID card.

Enter your new name by clicking on the "Edit Name" button below and making your updates. After you have made your updates, click the "Submit" button. After you click Submit, you will be directed to a page that confirms your submission. You must also submit your supporting documents using the Doc Upload link on the submission page. Your request will be forwarded to HR for review and approval.

Please allow at least 2 business days for the changes to be reflected in the system. Any issues or delays in submitting the required documentation will impact the timing pf the approval.

**Current Name**

**New Name**  
 Change As Of: 08/10/2020 (example: 12/31/2000)  
 \*Name Format: English  
  
 Display Name:

\* Required Field

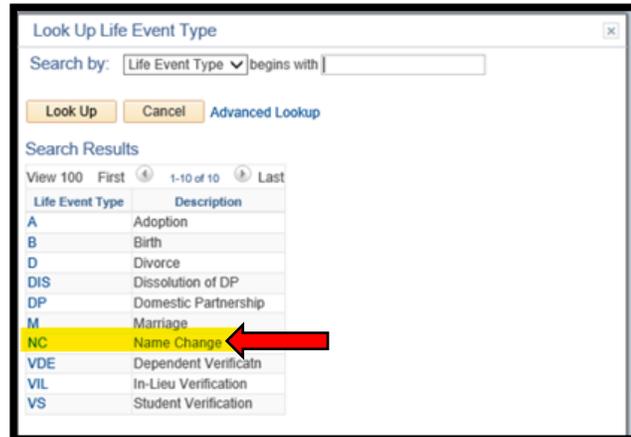
4. You will be navigated to a page that will confirm submission and you will also receive an email confirmation. *Please note, you will be asked to submit the supporting documentation on this page as well.*
5. Make sure to use the document upload feature to upload the applicable supporting documentation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

### Document Upload

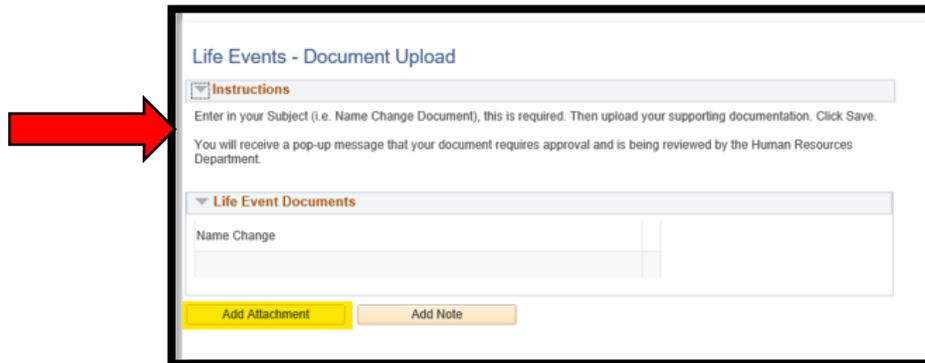
Life Event Type

[Find an Existing Value](#) | [Add a New Value](#)

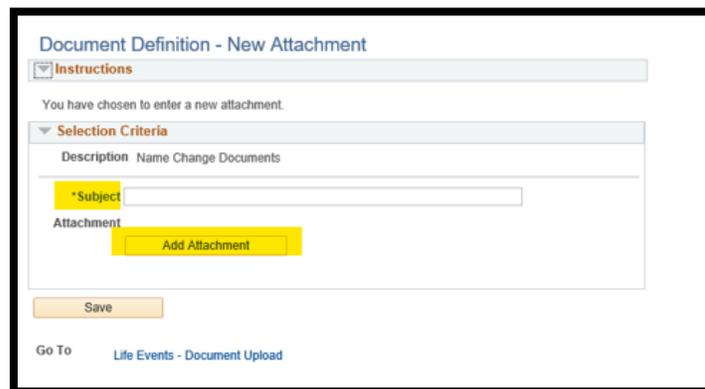
# Name Change Request in eWay



- 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**

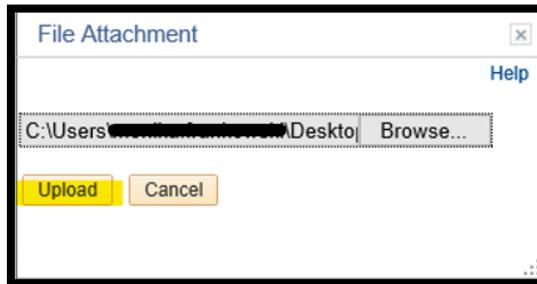


- f. You will be navigated to the **Document Definition – New Attachment** page
- g. You must enter in a title for the **Subject** field (*this is Required*), then click **Add Attachment**

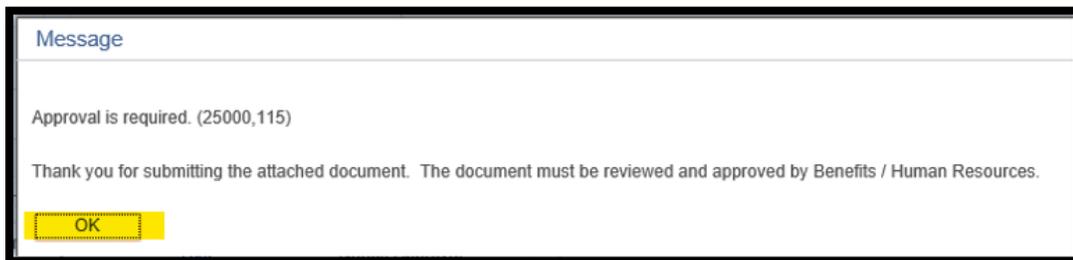


# Name Change Request in eWay

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



- 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



- 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



## 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 [human.resources@sanjoseca.gov](mailto:human.resources@sanjoseca.gov).