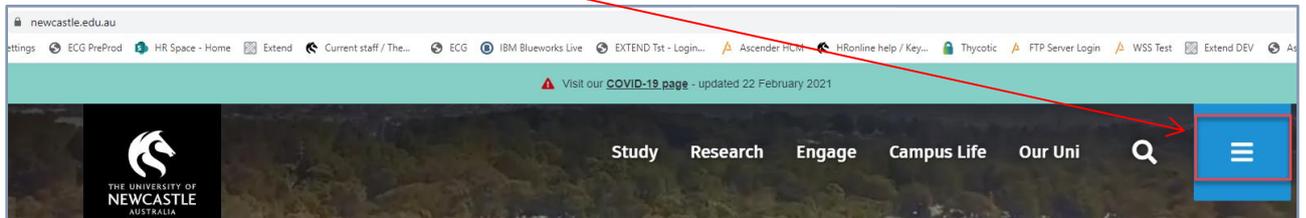


# CHANGING YOUR BANK ACCOUNT DETAILS

## LOGGING INTO HRONLINE

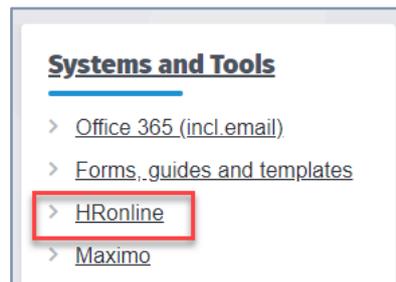
1. Go to the University of Newcastle website homepage (www.newcastle.edu.au)
2. Click on the 3 horizontal lines



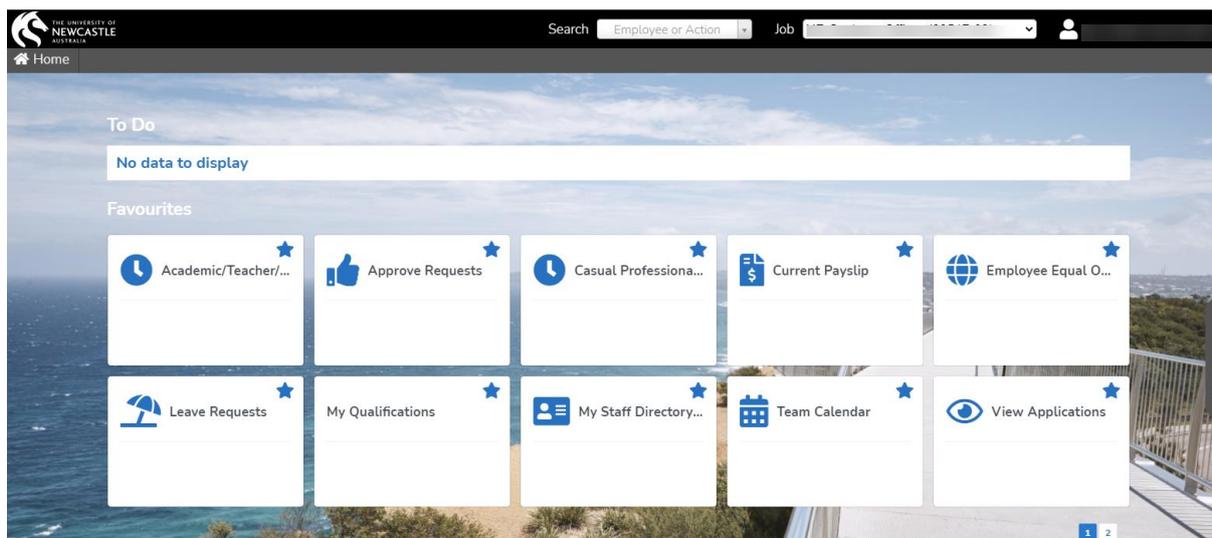
3. Select the Staff link at the top of the page



4. Scroll down to Systems and Tools, click the HRonline link,



5. This will take you to the home screen of HRonline.

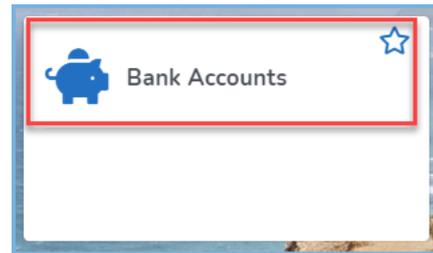


**NOTE:** Your bank account screen will always contain at least one Bank Account record. This is your default bank account and is the account your whole of net pay will go to. You cannot delete this record. This default bank account is entered into the Human Resource system when you first commence employment.

1. At the HRonline Home screen, click on My Pay:



2. Then, click on the Bank Accounts tile:



3. Your existing bank account(s) will be displayed in a summary table eg:

**Bank Accounts**

Action	Payment Method	Bank	Account Name	Account#	BSB	Percent	Fixed Amount	Reference
1. Edit	Bank	CBA		70	062800		1050	
2. Edit	Bank	NEW		418	650000		30	
3. Edit	Bank	NEW		309	650000			

[Click here to add a new bank account](#)

4. To make any changes, click the Edit link:

**Bank Accounts**

Action	Payment Method
1. Edit	Bank

[Click here to add a new bank a](#)

5. This will display the details, eg:

**Bank Accounts**

Action	Payment Method	Bank	Account Name	Account#	BSB	Percent	Fixed Amount	Reference
1. Edit	Bank	NEW			650000			SALARY

[Click here to add a new bank account](#)

**If you have only one account, and you wish to change it:**

1. Click on the Edit link

Action	Payment Method	Bank	Account Name	Account#	BSB	Percent	Fixed Amount	Reference
1. Edit	Bank	NEW			650000			SALARY

Click here to add a new bank account

**NOTE** – there can be only one bank account where the Fixed Amount field is blank, as this is the account where your pay is paid (after any deductions have been allocated to other accounts). If you have only one account, there is no need to enter anything into the fixed amount field, as your salary will be paid into it.

2. Change the BSB if required, either by entering the new BSB or search by clicking on the arrow:

This will bring up a search screen  
Enter the details (a wildcard '%' can be used)

Select the relevant **BSB** from the list

BSB	Description
650000	NEW Newcastle Permanent Building Soc

3. Enter the new **Account Number** and ensure the **Account Name** is correct.

4. The **Fixed Amount** field should remain blank  
**NOTE** if you are changing Banking Institutions, the Bank information, eg:  
will not update until you click **Save Bank Account**:

5. Click **Save Bank Account**

You will receive a 'Success! Row Inserted' message to confirm the changes have been saved

**If you wish to add an additional bank account:**

You may wish to deposit your money into more than one bank account. Any additional records **must** be set up for a fixed amount.

1. If you wish to add an **additional** bank account, click on the link:
2. Enter or select the **BSB**
3. Enter the **Account Number** (this can be up to 9 digits long)
4. Enter the **Account Name**
5. Reference is not mandatory, and is for your information only
6. Enter the amount to be paid to this account in the **Fixed Amount** field
7. Click **Save Bank Account**

[Click here to add a new bank account](#)

The screenshot shows the 'Bank Accounts' form with the following fields: Payment Method (B - Bank), BSB (650000), Bank, Account# (1234567), Account Name (TESTER, AJ), Reference, Fixed Amount (highlighted in red), and Percent Amount. There are 'Save Bank Account' and 'Clear' buttons at the bottom.

You will receive a 'Success! Row Inserted' message to confirm the changes have been saved:

**Save Bank Account**

The screenshot shows the 'Bank Accounts' form with a red box around the message 'Success! Row updated'. The 'Payment Method' dropdown is set to 'B - Bank'.

**If you have more than one account, and you wish to make changes:**

**NOTE:**

You **must** retain one Primary Account for Salary which has no Fixed Amount. To change your Primary account select the edit for that account.

To change your bank account, click the blue **Edit** link:

The screenshot shows the 'Bank Accounts' table with the following data:

Action	Payment Method	Bank	Account Name	Account#	BSB	Percent	Fixed Amount	Reference
1. Edit	Bank	CBA		70	062800		1050	
2. Edit	Bank	NEW		418	650000		30	
3. Edit	Bank	NEW		309	650000			

Below the table is a link: [Click here to add a new bank account](#)

Change the BSB if required, and delete and re-enter the account number.

Enter the new BSB or search by clicking on the arrow:

The screenshot shows the 'Bank Accounts' form with the BSB dropdown menu highlighted in red.

This will bring up a search screen  
Enter the details (a wildcard '%' can be used)

unewt.ascenderpay.com says  
Please enter a search criterion for BSB#

Select the relevant **BSB** from the list

List Of Values: BSB

BSB	Description
650000	NEW Newcastle Permanent Building Soc

6. Enter the new **Account Number** and ensure the **Account Name** is correct.

Bank Accounts

Payment Method

BSB

Bank

Account#

Account Name

Reference

Percent Amount

NB: The account name

7. The **Fixed Amount** field should remain blank

**NOTE** if you are changing Banking Institutions, the Bank information, eg:  
will not update until you click **Save Bank Account**:

Bank

8. Click **Save Bank Account**

You will receive a 'Success! Row Inserted' message to confirm the changes have been saved

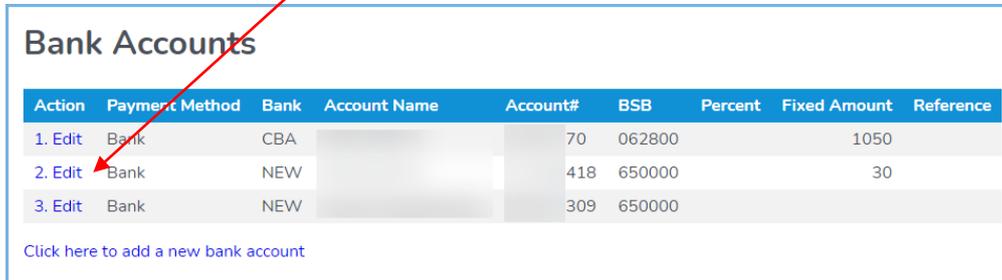
Bank Accounts

Payment Method

## If you wish to delete a Bank Account – Fixed Amunt

NOTE: You can only delete bank account records with a **fixed amount**.  
If you wish to remove the Primary account, this must be edited to change the account details.

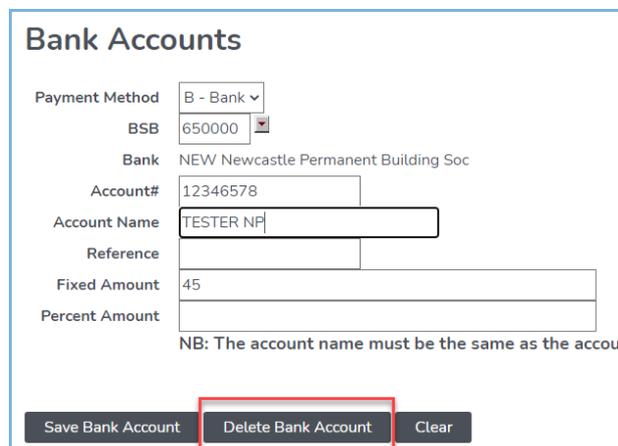
1. To delete, click on the Edit link



Action	Payment Method	Bank	Account Name	Account#	BSB	Percent	Fixed Amount	Reference
1. Edit	Bank	CBA			70 062800		1050	
2. Edit	Bank	NEW			418 650000		30	
3. Edit	Bank	NEW			309 650000			

[Click here to add a new bank account](#)

2. Click on the **Delete Bank Account** button



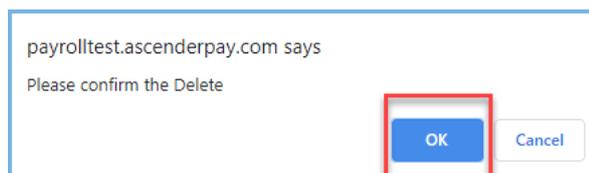
**Bank Accounts**

Payment Method: B - Bank  
BSB: 650000  
Bank: NEW Newcastle Permanent Building Soc  
Account#: 12346578  
Account Name: TESTER NP  
Reference:  
Fixed Amount: 45  
Percent Amount:  
NB: The account name must be the same as the account

Save Bank Account **Delete Bank Account** Clear

3. A warning message will appear:

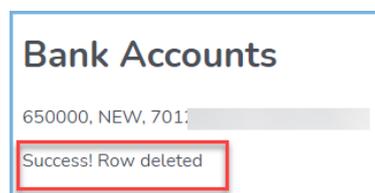
Click OK



payrolltest.ascenderpay.com says  
Please confirm the Delete

OK Cancel

4. A confirmation message will appear which displays the details of the account which was deleted:

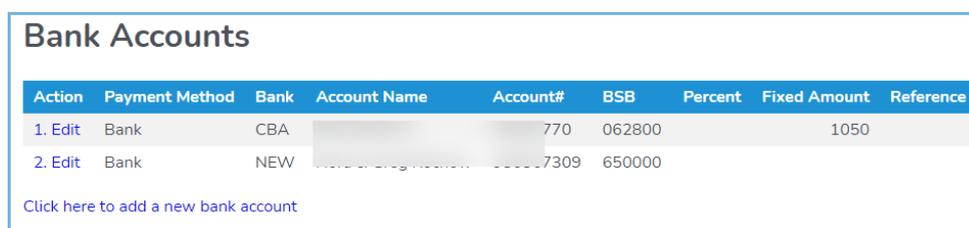


**Bank Accounts**

650000, NEW, 701: [REDACTED]

Success! Row deleted

5. The bank account summary screen will no longer display the deleted account:



Action	Payment Method	Bank	Account Name	Account#	BSB	Percent	Fixed Amount	Reference
1. Edit	Bank	CBA			770 062800		1050	
2. Edit	Bank	NEW			7309 650000			

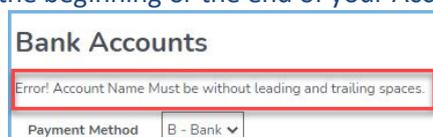
[Click here to add a new bank account](#)

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## BANK ACCOUNT FAQs

1. I have entered my new bank account details, but I received an error:  
**'Error! Account Name Must be without leading and trailing spaces'**

There may be a space at either the beginning or the end of your Account Name



The screenshot shows a web form titled "Bank Accounts". At the top, there is a text input field for the account name, which is highlighted with a red border and contains the error message: "Error! Account Name Must be without leading and trailing spaces." Below this field is a dropdown menu labeled "Payment Method" with "B - Bank" selected.

To correct this place the mouse in the account name field and delete any extra spaces and click **Save Bank Account**.

2. I cannot find my BSB in the drop down list.

If this is a new Bank, the BSB may not yet be in the HR System. Contact Payroll Services via [payrollservices@newcastle.edu.au](mailto:payrollservices@newcastle.edu.au) or phone (02) 4033 9999 > Option 1 to verify and/or request that it be added.

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## NEED MORE HELP?

Please read the below to make sure you contact the correct team, which saves time and ensures your question is answered quickly.

Enquiries relating to:	Team	Contact
<ul style="list-style-type: none"><li>• Your Pay</li><li>• Payslips</li><li>• Taxation</li></ul>	Payroll Services	Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:payrollservices@newcastle.edu.au">payrollservices@newcastle.edu.au</a>
<ul style="list-style-type: none"><li>• Superannuation</li></ul>	Superannuation Team	Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:superannuation@newcastle.edu.au">superannuation@newcastle.edu.au</a>
<ul style="list-style-type: none"><li>• Your employment contract</li><li>• Leave Enquiries</li><li>• If your timesheet approver does not appear in the list</li><li>• Qualifications</li></ul>	HR Client Services Advisor	Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrsupport@newcastle.edu.au">hrsupport@newcastle.edu.au</a>
<ul style="list-style-type: none"><li>• Academic Timetable enquiries</li><li>• Your Academic Timesheet Approver</li></ul>	Your School/Unit Office	
<ul style="list-style-type: none"><li>• Access to HRonline</li><li>• Password reset</li></ul>	IT Services	Telephone: (02) 4921 7000 Email: <a href="mailto:17000@newcastle.edu.au">17000@newcastle.edu.au</a>