

If you were unable to locate the sick bank tile on ess, please follow these steps to fix the issue:

Step 1. Log out of ESS

Step 2. Clear your cache - go your history, select "clear browsing data", select "cached images and files", and select "clear data"

Step 3. Log back into ESS.BOSTON.GOV

Step 4. Click on the sick bank tile located at the bottom of the page and submit your donation

You may also be able to access the sick bank tile if you browse on incognito mode.

If after following the aforementioned steps you are still unable to see the tile, please complete this [form](#) to be manually enrolled.

The deadline to submit your donation has been extended until October 30, 2021. For questions or inquiries, please complete this [form](#).