



NEW Solutions – ADP Enrollee FAQs

- 1. Where do I access the ADP system?** The ADP Welcome Page can be accessed through your web browser at <https://workforcenow.adp.com/workforce-now/login.html> or through the ADP App, available in the Apple App Store or Google Play. Downloading the app on a smart phone or tablet is **optional** (but convenient if you'd like to enter your hours outside of work.) **Helpful Hint:** After you open the link to ADP Workforce Now, we recommend that you bookmark the link for future use.

Welcome to ADP®

User ID

Remember User ID [i](#)

Next

[Forgot your user ID?](#)

[New user ?](#) [Get started](#)

- 2. What is my initial log-in for the ADP system?** You will receive a registration email from noreply@adp.com with a temporary Registration Code. ***This code will expire in 15 days from the time it's sent.*** If the code has expired email support@newsolutions.org.
- 3. How do I register for ADP?** Once you receive your ADP Registration email, follow the prompts:

Steps for registration:

On the ADP Welcome Page:

- 1) Select **Sign Up** to create a new account.
- 2) Click **I Have a Registration Code** (always copy/paste the registration code from the ADP email)

Note:

- a. You will need to enter your name.
- b. To protect your account, ADP will ask for you to provide your primary email address and phone number. We recommend using an email address that you regularly use (work or personal email, your choice)
- c. You will need to create a User ID and Password to establish your account. Your new User ID can be an email address or any unique User ID. Below are the requirements from ADP on creating a new password.
 - **Length** – passwords must be a minimum of eight (8) characters and maximum of twenty (20) characters.
 - **Composition** – passwords must include one (1) or more characters from two (2) classes.
 - English uppercase or lowercase letters (e.g., A, B, C, ...Z or a, b, c, ...z)
 - Westernized Arabic numerals (e.g., 0,1, 2, ...9)
 - Use of mixed case and special characters is permitted but not required. All special characters on the keyboard are acceptable.
 - **Repeated characters** – passwords cannot contain more than three (3) repeated characters.
 - **Sequential characters** – passwords cannot contain more than three (3) sequential ascending or descending characters.
 - Passwords cannot contain the user's User ID, last name or social security number.
 - **Password history** – passwords cannot be identical to the four (4) previous used passwords.

- Passwords are case sensitive.
- d. You will be asked to select your three (3) security questions and provide the answers. Security questions and your answers are necessary if you forget your password to allow ADP to recover your password. **Answers are case sensitive.**
- 4. I'm having trouble logging back into the ADP system, what information do I need to log back in?** Your User ID and Password. If you forgot your User ID and/or Password, on the ADP Welcome Page below the Sign In button there is a link (**Forgot your user ID/password?**). You'll be able to get a reminder of your User ID or reset passwords through this link. NEW Solutions will not need to reset your password for you. Following three (3) unsuccessful attempts to log in, you will be locked out. Should this occur, allow the system to reset until later in the day or the following day, then try again before reaching out for assistance. If assistance is needed email support@newsolutions.org.
- 5. I'm being asked to answer security questions each time I log-in, will this continue?** The system may be requesting this information if you log in from a new computer for the first time or if you haven't completed the security questions initially. Please keep in mind that the answers to security questions are **case sensitive**.
- 6. I am not receiving the security verification text code to my phone. What should I do?** Some phone carriers mark the ADP texts as spam. Text **START** to **25623** then wait 1 minute before logging into ADP again.
- 7. I'm stuck, who can I contact for help?** You can always contact the NEW Solutions Support Team with questions.

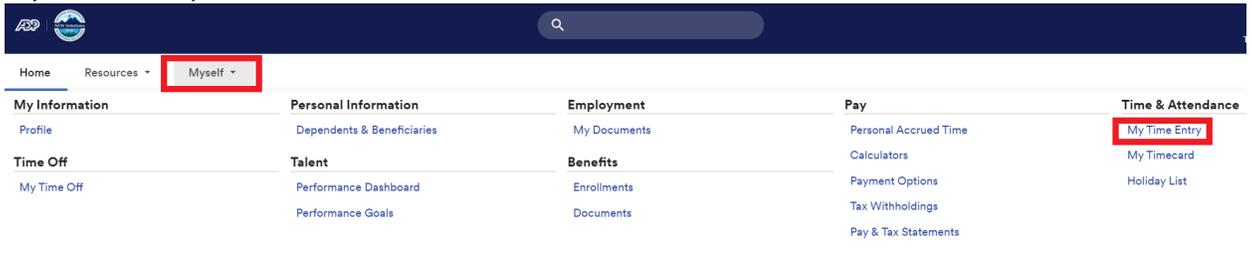
NEW Solutions Support Team:

Phone: 833-693-0476 or 571-512-3106

Email: Support@newsolutions.org

This support will be accessible Monday–Friday
between the hours of 9:00am – 5:00pm Eastern Time

8. How do I enter time in ADP? Log into ADP > select Myself > Time & Attendance > My Time Entry

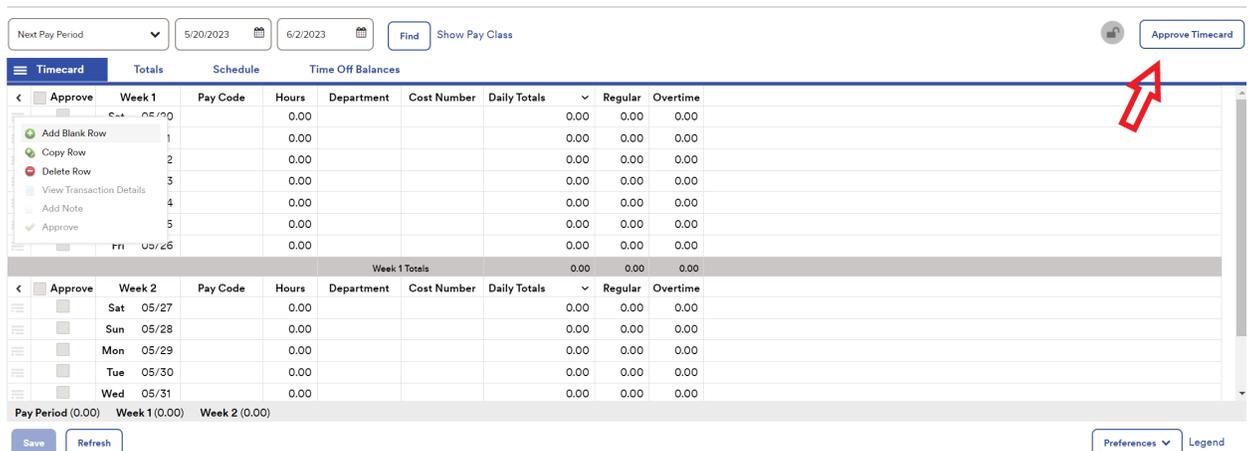


Confirm you are in the correct pay period when accessing the timecard by selecting "Previous Pay Period", "Current Pay Period" or "Next Pay Period" on the first drop down menu above Timecard.

Note: If you have multiple positions, please ensure that you are entering hours on the correct timecard by selecting the correct position ID number under your name by clicking on "(Other Positions)".

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Enter the total number of hours worked for each day of the pay period. You can enter time daily, weekly or at the end of the pay period. If no hours are worked, **do not enter a zero**, just leave blank.



Click "Save" after each entry (daily, weekly or for the pay period).

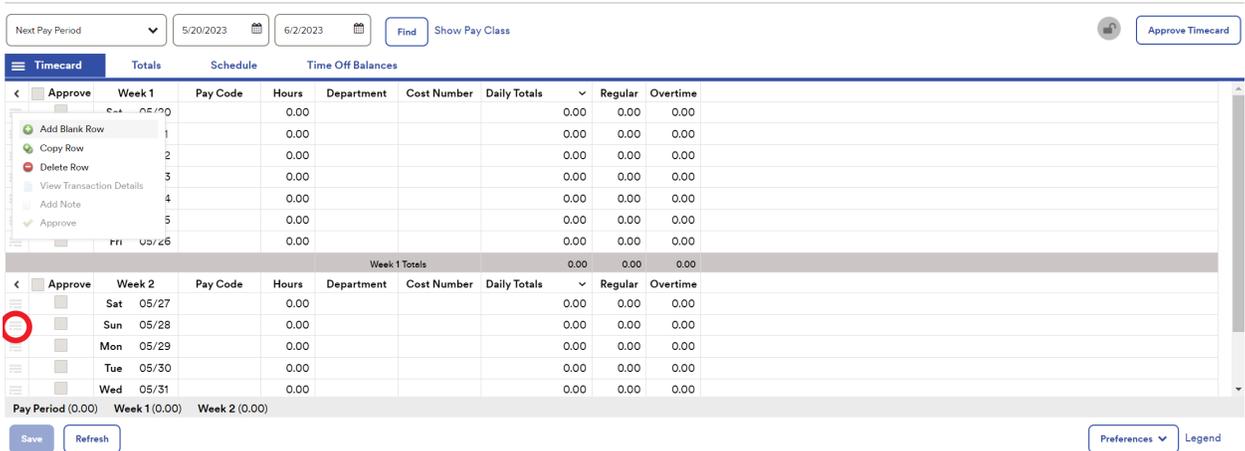
At the end of the pay period, once your hours are entered and the timecard is complete, click the "Approve Timecard" button in the upper right corner. A checkmark will appear on the left side of the row once you approve. The

checkmark will indicate to your monitor/technical advisor that the timecard is complete and ready for their approval.

You must “Save” and “Approve Timecard”

- 9. Will Pay Codes be different?** If you are entering regular work hours, you do not need to enter a pay code. For other options, you can select the appropriate pay code from the drop box. You will see vacation (VAC), sick (SIC), bereavement (BER), leave without pay (LWOP) or telework (TEL).
- 10. How do I save my time once I enter my hours?** Click the “Save” button after each entry. The entries can be daily, weekly or at the end of the pay period. For instance, you can enter all your time for the two-week pay period then click “save”. Or you can enter time daily and click “save”. Once your timecard is complete and there are no further changes to make, click the “Approve Timecard” button. This will add a checkmark next to your entries. When your monitor/technical advisor logs into the system, they will see the checkmark and know that you have finished entering your time and no further changes are necessary.
- 11. How do I make changes/edits to my timecard?** You can make edits to your timecard up until the point that your monitor/technical advisor approves the timecard, NEW Solutions or your monitor/technical advisor can “revoke” the timecard approval and this will open it again for you to make changes. **Helpful Hint: Once you make the edits, please email your monitor/technical advisor.**
- 12. Will my monitor/technical advisor receive an instant notification once I enter time and click the “Approve Timecard” button?** No, but when they check your timecard, they will see that you have finalized your timecard and it’s ready for their approval. Monitors/technical advisors will also receive a scheduled auto notification as a reminder to approve timecards. A courtesy email from you reminding them to approve is not required but may be appreciated by your approver.
- 13. Can I enter in hours after my monitor approves my timecard?** Yes. You can still enter hours on days that you didn’t enter any hours on. If you enter in hours after your monitor has already approved your timecard, notify them so they can approve the additional hours you entered.

- 14. How do I remove hours that were entered in error from my timecard?** On the line you would like to remove, click on the three stacked lines to the left of the row. After clicking on the three stacked lines, you will have the option to “Delete Row”. Click on “Delete Row” to remove the row along with the hours on your timecard. Then refresh the page and the hours will be reversed back to zero.
- 15. Why shouldn't I enter regular hours into the future?** For auditing purposes, entering regular hours in advance has never been permitted. Enrollees must only enter their hours worked. Hours can be entered each day, each week or at the end of the pay period. Each enrollee has until close of business on Friday, after the pay period ends, to enter time. Your time can be entered through the web browser (by going to the ADP website) or the App on a smart phone or tablet. For entering vacation hours in advance, see below.
- 16. Can I enter my vacation hours for a future trip?** Enter approved leave hours through the end of the current or next pay period. Leave hours can be entered when you return. Enter leave hours from any web browser or the App. Ask NEW Solutions Payroll or your monitor/technical advisor to enter leave for you.
- 17. Where can I view my leave balances in ADP?** You will be able to view accrued leave balances in ADP. View balances in ADP under *Myself > Pay > Personal Accrued Time.*
- 18. Can I split my time?** Yes, simply make two entries for the day that you wish to split the time. Time can be entered on the timecard in quarter increments, rounded up. For the date you need to make multiple entries click the three lines in the far left column of the timecard (circled below) and the pop-up box will appear with the option to “Add Blank Row”



If you have an error that needs to be deleted. For the date you need to delete click the three lines in the far left column of the timecard (circled above) and the pop-up box will appear with the option to "Delete Row".

19. What if my monitors/technical advisors are out of the office and no one is available to approve my time, will I still get paid?

In ADP we only have your primary and alternate monitor set up to approve timecards. If neither are available to approve your timecard then yes, NEW Solutions Payroll will approve the timecard then a monitor/technical advisor will have to approve the hours by email when they return to the office.

20. If I am out unexpectedly (sick leave or FMLA) and will not have access to the ADP system, can my monitor/ technical advisors enter my time for me? Yes, your monitor/technical advisors will have access to entering your hours.

21. The monitors/technical advisors listed in my timecard are not accurate, what should I do? Please reach out to your NEW Solutions Recruiter/Program Specialist to confirm that we have the correct monitors on file for you.

22. Can I enter my hours from my smart phone/tablet? Yes, provided you have downloaded the ADP app onto your phone, available in the Apple App Store or Google Play. In the app you will click on Timecard, enter your hours and click "Approve Timecard".

23. How do I fill out my timecard on the day of my separation? All hours need to be entered and approved by your monitor/technical advisor by 3:00 PM Eastern on the last day that you work.

24. Enrollee Self-Service Features – You are responsible for maintaining your personal information in ADP (i.e., address change, contact information, bank change, and withholdings). You will be able to make changes at any time. Changes will take effect immediately.

25. Where can I view my pay stubs? Within your ADP account, go to *Myself > Pay > Pay & Tax Statements*. You will find year-to-date totals and specific pay stubs from each previous pay period.

26. How do I make changes to my withholdings? In ADP go to *Myself > Pay > Tax Withholdings*.

27. How do I get my W-2? Once they have been issued you can collect it from ADP under *Myself > Pay > Pay & Tax Statements*.