



NEW Solutions – ADP Monitor/Technical Advisor FAQs

ADP Access Information

- 1. 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. Please check your junk mailbox for this email. This code will expire in 15 days from the time it's sent. If the code has expired email support@newsolutions.org. (*Note: When you're entering your birthdate, use 01/01. If it asks for a client name, enter NEWSOLUTIONS in all capital letters and click on the submit button.*) At the bottom of the email click on "Register Now".
- 2. Is the User ID something we make up or is it assigned?** You can make up your User ID. It is not assigned. 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.

3. How important is it to let NEW Solutions know your correct name, email address, and work phone number? This information is very important. Our Program Support team uses this information to set up your user account for approving the timecard. They will email you the log-in instructions and in some cases, they will contact you by phone.

4. Why am I not receiving emails from NEW Solutions? If you are unable to receive emails from NEW Solutions, it is possible that the emails are being flagged as Spam. If you have a Spam or Junk folder in your email account look there first. Otherwise contact your IT department and have them "whitelist" all emails from the @newsolutions.org domain.

5. Help! I am really stuck on how to use the system. Who do I contact? NEW Solutions has available to you and your enrollee(s) a Program Support team to assist. Their contact information and times of operation are below:

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

Time & Attendance and Electronic Timecards

- 1. We have Enrollees who are on call only and may not work for weeks at a time. How do we handle the blank timecards?** If your enrollee did not work any hours, they do not need to put anything on their timecard. Monitors do not need to approve a timecard with zero hours in a pay period. If enrollees are going to be out for more than two pay periods, please contact your Recruiter/Program Assistant to put the enrollee on an inactive status.

- 2. Do they need to clock in and out or can it be done at the end of the pay period?** Enrollees do not need to clock in and out. They just provide the total hours worked for each day. We recommend that enrollees enter their total hours worked daily, but they can wait until the end of the pay period if they prefer.
- 3. My enrollee is not available to enter his/her hours in ADP. Can I enter the hours for him/her and make an adjustment later on?** Yes, under extenuating circumstances, monitors can enter the hours for his/her enrollees and then approve them. Log into your ADP account under *My Team > Individual Timecard > Select the enrollee that you are entering time for > confirm you are in the correct pay period when accessing the timecard > Enter the total hours for each day of the pay period > Click Save > Click Approve.* **(Note: If no hours are worked, do not enter a zero, just leave blank.)** When the enrollee returns to work, he/she can verify the hours and our payroll department can make adjustments if needed.
- 4. My enrollee submitted vacation and holiday leave on the same day to make up his/her normal work schedule. Is that okay?** Yes, it is acceptable.
- 5. My enrollee wants vacation time off. How does he/she request leave?** There is no formal paperwork or leave slip that must be submitted to NEW Solutions to request leave. Coordinating vacation leave is between the enrollee and his/her monitor/technical advisor. Enrollees should send their leave requests directly to their monitor.
- 6. If I or my enrollee discovers that the hours are not reported correctly after I have approved the timecard and it was processed, what should we do?** Call the NEW Solutions Payroll department at 703-558-4200 or email them at payroll@newsolutions.org.

Timecard Approval

- 1. When should I approve the timecard?** Timecards should be approved on the last day the enrollee worked or the last Friday of the pay period.
- 2. Is there something that tells us if we've successfully approved a timecard?** Yes, after you click on "Approve Timecard" at the top right of the timecard, a

green check mark will appear with “Approved” next to it. You can also exit the enrollee’s timecard then go back into it. The timecard will appear gray.

Example:

Before your approval

Next Pay Period		5/20/2023	6/2/2023	Find																																																												
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3. If an error is made on a timecard, do you click on the error, and will it take you to the error? Yes, on the Timecard Exceptions page if you click on the error, it will take you to it.

4. My enrollee is separating, when should I approve their timecard? By 3:00 PM Eastern on their last day of work.

Monitor Changes, Updates, etc.

1. How do we set up our back up/alternate monitor/ technical advisor? If you are adding a new person to be a primary or alternate monitor/technical advisor, please reach out to your NEW Solutions Recruiter/Program Specialist and they can assist with getting someone new added. Please check to make sure the alternate monitor/technical advisor is properly assigned when you log into ADP for the first time.

- 2. How many monitors are allowed for timecard approval?** ADP allows one monitor (primary) and a backup (alternate). The primary monitor will receive all notifications from ADP, including notifications if the timecard has not been approved by the deadline. Please make certain all contact information in ADP is current and up to date.