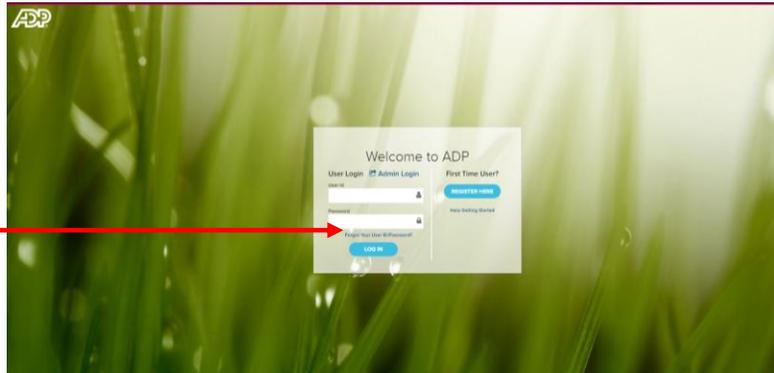


What to do before calling Payroll:

1) Having trouble Clocking In or Out?

- Click on forgot your User ID/Password underneath user ID and password boxes
- Follow the steps to reset and clock in after you complete the reset process

Click here to
reset your
password

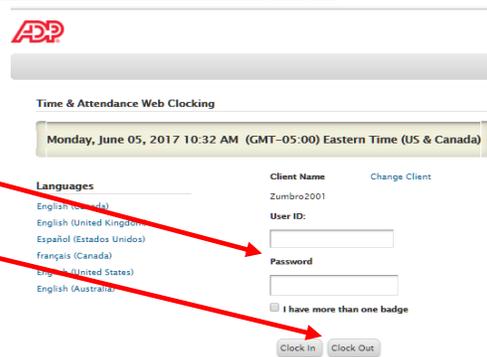


2) How to clock in if the ADP website is down? (Back-up ADP)

- Go to <https://ezlmsiappdc2f.adp.com/TLMWeb/WebClockingLogin>

-Put in your username and password

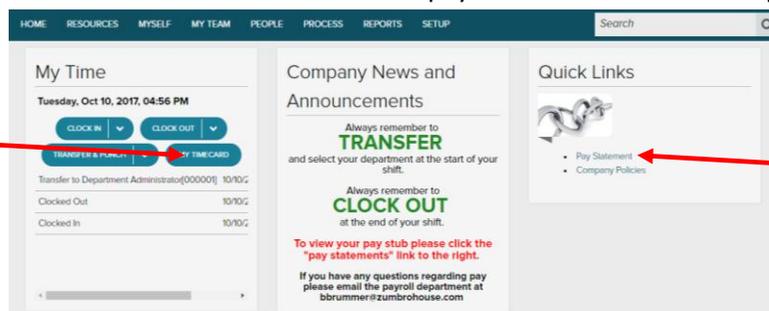
-Click on **Clock In** or **Clock Out**



3) How to see your paystubs and timecards?

- To view your paystubs and timecards, log into <http://workforcenow.adp.com> and select home. Your timecard is located under the clock out button and the paystubs are located under quick links on the right

Click here to
view your
time card



Click here to
view your
paystubs

4) What if I get an error message when logging into ADP?

- If you get: You cannot access your account at this time this means your user ID is incorrect- before contacting administrator go back to home screen and click on forgot user ID or password
- If you exceed allowed attempts to login, wait 5 minutes and try again
- If you get: Log in attempt failed, this means your password is incorrect- Retrieve your user ID or password below

5) What if I get an error message Locked when logging into ADP?

- This error message means your password is locked
- Click on the reset link to find out your user id and reset your password

6) Have you registered for the NEW ADP system?

- Go to <https://workforcenow.adp.com>
- First time user- Click **Register Here**
- Follow the steps to complete registration

7) Need an Employment Verification filled out on your behalf?

- Have them fax it to *Payroll at 612-255-3115 Attn: Payroll*. (Employment Verifications are completed once a week and are faxed back in a timely manner)

****No employment verification will be completed without a signed release****

8) Do you think you are missing a shift on your timecard?

- Please look at your timecard and verify all shifts worked are on your time card before calling payroll. (If you submitted a TERF for any missing time, there can be a delay in getting them posted to your timecard)

9) What if I signed up for an ADP ALINE card at Orientation?

- If you are waiting on your ALINE card please call 877-237-4321. (Your ALINE card will be mailed to the address you provided. Please allow 7-10 business days for arrival time. Once the ALINE card is ordered from Payroll only you can speak to ALINE about your account.)

10) What if the internet is down at the house/apartments?

- Contact your Lead or Program Director (A phone call to Comcast can be made to ensure the internet gets back up and running in a timely manner)

11) What if I want to update my direct deposit information?

- Go to www.ahelpinghandsenior.com
- Click on **Employees only**
- Click on **Payroll**
- Click on **Direct Deposit Form**
- Fill out the form with your attached documentation for Direct Deposit
- Only preprinted routing and account numbers will be accepted; no handwritten numbers will be processed. Options for providing this include a voided check, a preprinted direct deposit form from the bank, or information containing this information from your bank/debit card website
- Fax 612-255-3115 or Ben Brummer at info@ahelpinghandsenior.com

12) How do I know what shifts will be on my paycheck? -Go

- to www.ahelpinghandsenior.com
- Click on **Employees Only**
- Click on **Payroll**
- Under Document Library, Click on **2018 Pay Schedule**

13) What to do when contacting Payroll?

- If you are calling 612-255-3110 to leave a message please state your first and last name and why you are calling
- You can also email info@ahelpinghandsenior.com and Ben will respond to your email