ADP Onboarding SOS:

QUICK SOLUTIONS FOR COMMON ISSUES

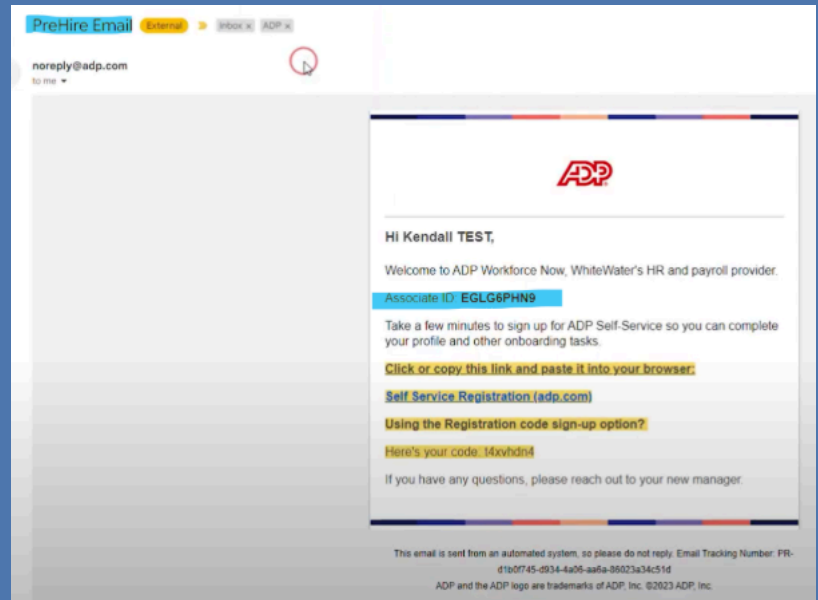# Table of Contents

ADP Onboarding Email

New Hire Is Not Receiving ADP Onboarding Email

- Ask the new hire to check their Spam/Junk folders in case the email was filtered.

- ADP emails may be blocked by {@privaterelay.appleid.com; @icloud.net} If possible, advise the new hire to use a Gmail or Yahoo account.

- If necessary, request an updated email address from the new hire and send it to @Recruiting to update in ADP.
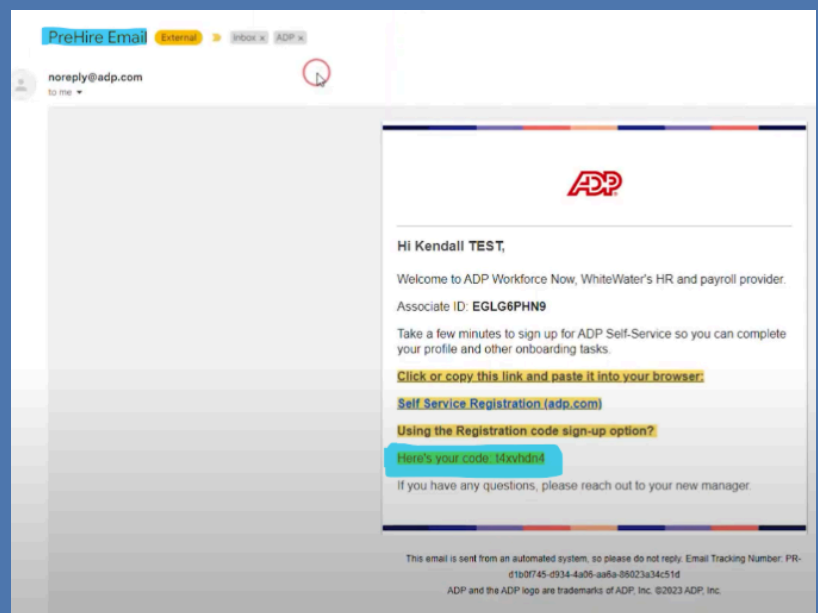
Associate ID & Registration Code

Cannot Find Their Associate ID?

The Associate ID can be found in their original onboarding email from ADP the Email will contain the Subject line of 'PreHire Email.'

Cannot Find Code, Not Working Or Invalid?

The registration code can be found by the new hire in their original onboarding email from ADP the Email will contain the Subject line of 'PreHire Email.' The Code will be next to the section that states 'Here's your code.'

*If code Is Not Working Or Invalid: Contact @Recruiting so we can send a new Code.
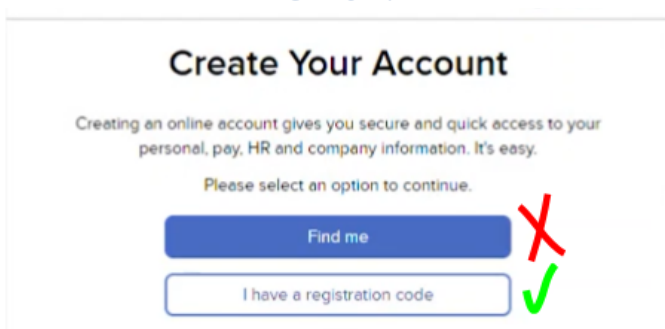
Creating an ADP Account

New Hire Used ADP With Another Employer

All new hires should go to the ADP login page and select 'New User? Get Started' and create a new account using the registration code that was provided in his original onboarding email. This will help differentiate the old account from the WhiteWater account.

Issues With The "Find Me" Option

This option will find the new hires' old ADP account with their last employer and not allow them to see onboarding or anything attached to WhiteWater. Advise the new hire to create a new account using the registration code or Associate ID from their onboarding email.

New Hire Cannot See Any Tasks After Logging In

This may be because the new hire is logging into an old ADP account, which they may have had with a previous employer. They will need to create a new account using the registration code that was provided in his original onboarding email.

Social Security Errors

New Hire Receiving An Error That SSN Does Not Match

1 The new hire may be a rehire, and ADP is detecting an existing record. Verify with the new hire or check their job application.

2 The new hire may have used the "Apply For" option during ADP setup, which generates a random SSN. If so, contact @Recruiting to correct the SSN.

➊ Add Tobacco User	**Tax ID Type** *
➊ ADD MEDICARE	United States Social Security Number (SSN) ⌄
	Tax ID * ❓
➊ ADD MEDICAID	000-00-0621 ☐ Applied For
CORRESPONDENCE LANGUAGE	**Re-enter Tax ID** * ❓
English (United States) ⌄	000-00-0619
	National Identifier * ❓
	USA - United States

New Hire Typed Their SSN In Wrong

New hires have the ability to make any changes to their information during the onboarding process. If they are unable to make changes, contact @Recruiting to make the corrections.

Employee Documents

Please do not directly request any specific documents. As part of this process, employees are required to present documentation that establishes both identity and employment authorization.
Employees must provide either:
One (1) document from List A (establishes both identity and employment authorization),
OR
One (1) document from List B (establishes identity) and one (1) document from List C (establishes employment authorization)

LISTS OF ACCEPTABLE DOCUMENTS

All documents containing an expiration date must be unexpired.
* Documents extended by the issuing authority are considered unexpired.
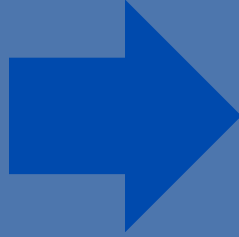Employees may present one selection from List A or a
combination of one selection from List B and one selection from List C.
Examples of many of these documents appear in the Handbook for Employers (M-274).

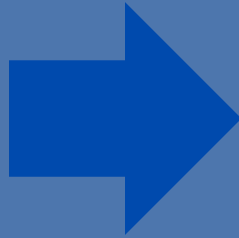| LIST A — Documents that Establish Both Identity and Employment Authorization	OR	LIST B — Documents that Establish Identity	AND	LIST C — Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card	OR	1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	AND	1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph		2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
5. For an individual temporarily authorized to work for a specific employer because of his or her status or parole: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the individual's status or parole as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		4. Native American tribal document
		6. Military dependent's ID card		5. U.S. Citizen ID Card (Form I-197)
		7. U.S. Coast Guard Merchant Mariner Card		6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		8. Native American tribal document		7. Employment authorization document issued by the Department of Homeland Security For examples, see **Section 7** and **Section 13** of the M-274 on **uscis.gov/i-9-central**. The Form I-766, Employment Authorization Document, is a List A, Item Number 4. document, not a List C document.
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		

Employee Documents
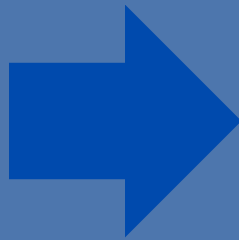
New Hire Is Using A Permanent Resident Card

→ The new hire should upload both the front and back of the card into one image. If unable to upload into one image, they should email the missing side to @Recruiting.

New Hire Has A Temporary ID

→ Temporary IDs are acceptable if they are not expired and include a photo ID.

New Hire Has A Temporary ID With No Photo

→ A temporary ID without a photo cannot be accepted. However, if the new hire places the expired ID next to the temporary ID in a single photo, it can be accepted.

Note:
Please ensure all the images are **CLEAR & LEGIBLE**

Rehires

STEP 1: Email @Recruiting to check for rehire Eligibility BEFORE extending an offer.

STEP 2: If approved, extend a 'RE-HIRE hourly Offer Letter' out to your candidate for signature. If they are ineligible for rehire, the Recruiting team will notify managers via email

CREATE NEW OFFER   ✕

NOTE: The Account Owner (currently Joshua McCown) always has access to every offer uploaded to JazzHR, regardless of its privilege settings.

1. Give this offer a name for your internal reference.

TEST

2. Select the default offer template for generating offer letters. ℹ

No Offer Template   ▼   👁

No Offer Template

A RE-HIRE hourly offer letter_Revised 02.2025.docx

Maintenance Hourly Offer Letter

Maintenance Salary Offer Letter.docx

Salary Offer Letter

Shift Leader_Offer_Letter_Revised_2.2025.docx

Team Leader Offer Letter Revised 02.2025.docx

STEP 3: Export rehire over to ADP using 'New Hire ON Sites' Like usual so the Recruiting Team is notified.

Car Wash Attendant_803 ⬈
📍 Baton Rouge, LA

1 OTHER JOB   + ADD TO JOB   NEW HIRE ON SITES [STORE STAFF ONLY]   ▼

Updates Regarding New Hires

How To Check New Hire Status

You can review your new hires real time status on the **ADP onboarding tracker**, or you can log into ADP and select - *Process > Hire/Rehire > Onboarding Dashboard > View Dashboard* to view and send reminders to your new hire!

Exporting From JazzHR To ADP

Final Step To Ensure HR Receives New Hire

Once the candidate has accepted the offer, the Hiring Manager will export the new hire over to ADP, by changing the status of the employee profile to 'New Hire Site ON Sites [Store Staff Only].' HR will be notified of this Via Email to launch the packet.

Car Wash Attendant_803
Baton Rouge, LA

1 OTHER JOB   + ADD TO JOB   NEW HIRE ON SITES [STORE STAFF ONLY]