



# **ACCOUNT MANAGEMENT**

# **REFERENCE GUIDE**



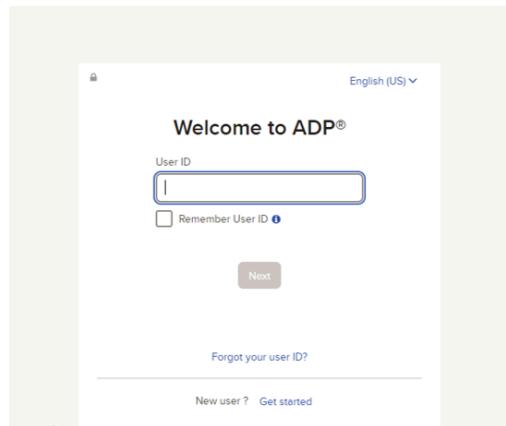
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# ACCOUNT MANAGEMENT

## *Forgot User ID*

1. [Go to the ADP Workforce Now Login Page](#)
2. Click “Forgot your user ID?”



English (US) ▾

Welcome to ADP®

User ID

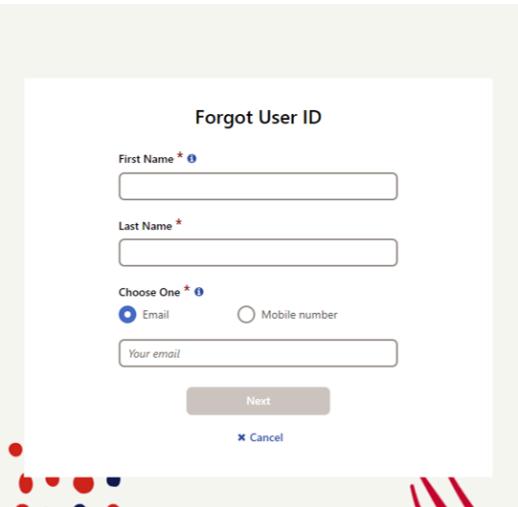
Remember User ID ?

Next

Forgot your user ID?

New user? [Get started](#)

3. Enter your First Name, Last Name, and Email or Phone Number
4. Click “Next”



Forgot User ID

First Name ?

Last Name ?

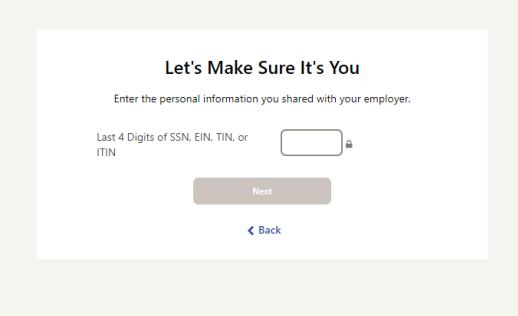
Choose One ?  
 Email  Mobile number

Your email

Next

Cancel

5. Enter the last four digits of your Social Security Number (SSN)
6. Click “Next”



Let's Make Sure It's You

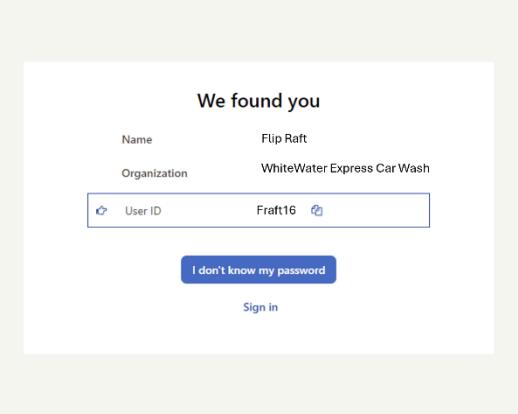
Enter the personal information you shared with your employer.

Last 4 Digits of SSN, EIN, TIN, or ITIN

Next

Back

7. The next screen will display your user ID



We found you

Name	Flip Raft
Organization	WhiteWater Express Car Wash

User ID Fraft16 ?

I don't know my password

Sign in

## Forgot Password

1. [Go to the ADP Workforce Now Login Page](#)

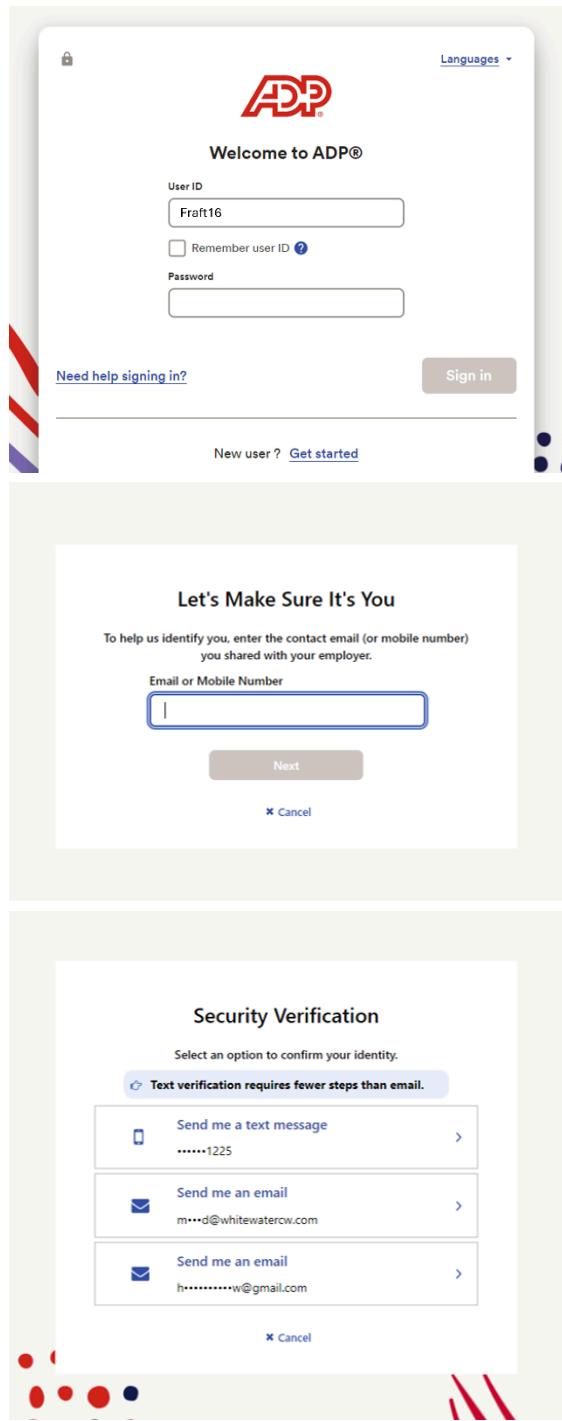
2. Enter Your User ID

3. Click “Need help signing in?”

4. Enter your email or phone number

5. Click “Next”

6. Select your security verification method by clicking on the option



ADP

Welcome to ADP®

User ID  
Draft16

Remember user ID

Password

Need help signing in? [Sign in](#)

New user? [Get started](#)

Let's Make Sure It's You

To help us identify you, enter the contact email (or mobile number) you shared with your employer.

Email or Mobile Number

Next

Cancel

Security Verification

Select an option to confirm your identity.

Text verification requires fewer steps than email.

Send me a text message >  
.....1225

Send me an email >  
m....d@whitewatercw.com

Send me an email >  
h.....w@gmail.com

Cancel

7. Enter the verification sent to your email or phone number

Enter Verification Code

We sent a code by text message to .....1225.  
This code is valid for 10 minutes.

Verification Code

Submit

Back

Didn't receive the code? [Request a new code](#)

Cancel

8. Enter your new password.
9. Click "Submit"

Create New Password

New Password (case sensitive)

>Password must be 8 to 64 characters long and contain letters, numbers, and special characters.

Confirm New Password (case sensitive)

Submit

Cancel

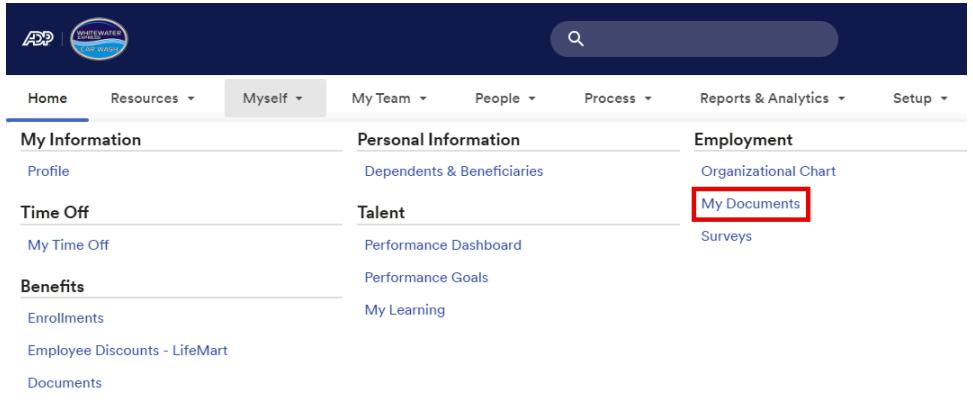
## Reviewing & Acknowledging Documents

1. [Login to your ADP Workforce Now account](#)



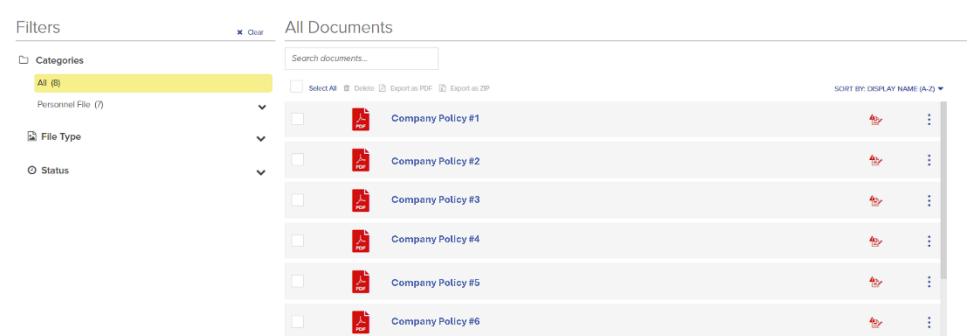
The screenshot shows the ADP Workforce Now interface. At the top, there is a dark header with the ADP logo and the company name 'WHITEWATER CAR WASH'. Below the header, a navigation bar has several tabs: 'Home', 'Resources', 'Myself' (which is highlighted with a red box), 'My Team', 'People', 'Process', and 'Reports & Analytics'. A search bar is located at the top right.

2. Click on the "Myself" tab



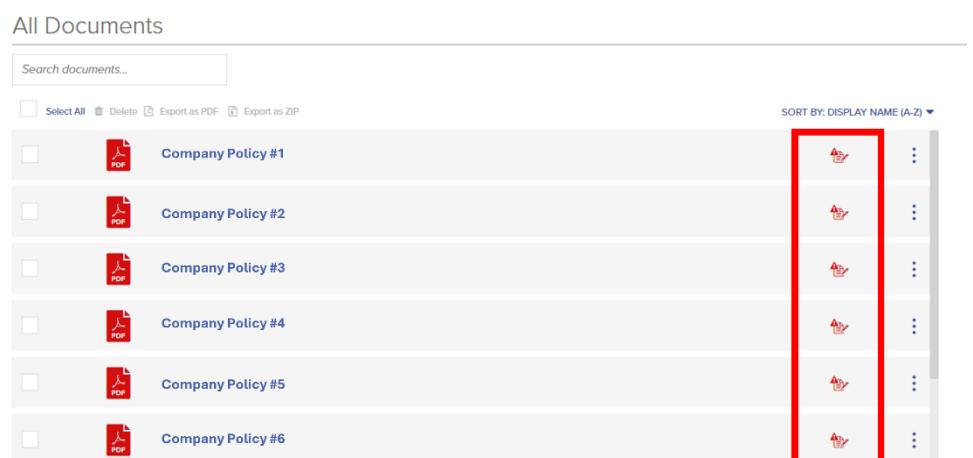
The screenshot shows the 'Myself' page with several sections: 'My Information' (Profile, Time Off, Benefits), 'Personal Information' (Dependents & Beneficiaries, Talent, Performance Dashboard, Performance Goals), and 'Employment' (Organizational Chart, My Documents, Surveys). The 'My Documents' link under 'Employment' is highlighted with a red box.

3. Select "My Documents" from the options in the dropdown menu
4. On the "My Documents" page, you can view old and new documents



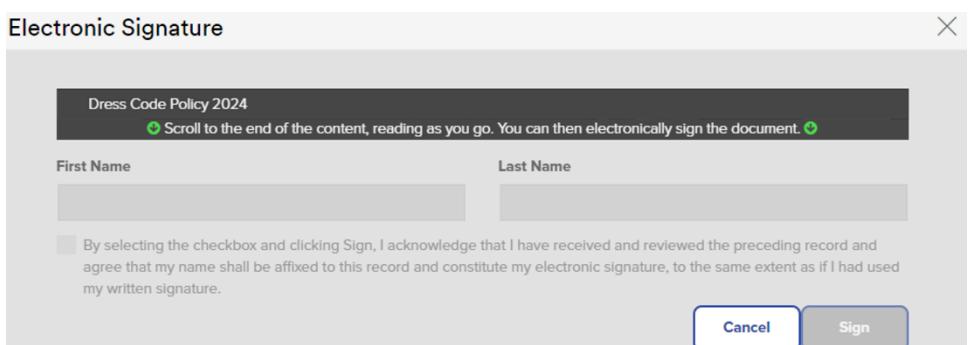
The screenshot shows the 'All Documents' list. It includes a 'Filters' section with 'Categories' (All (8), Personnel File), 'File Type', and 'Status'. The main list shows six documents titled 'Company Policy #1' through '#6', each with a red icon in the 'Actions' column. A red box highlights this icon.

5. For documents requiring acknowledgment or signature, click the red icon on the right-hand side of the document



The screenshot shows the 'All Documents' list again. A red box highlights the red icon in the 'Actions' column of the first document, 'Company Policy #1'.

6. Review the document to the end
7. Enter your first and last name
8. Click inside the checkbox
9. Click "Sign"



The screenshot shows the 'Electronic Signature' dialog for the 'Dress Code Policy 2024'. It includes fields for 'First Name' and 'Last Name', a checkbox for acknowledging the document, and a note about electronic signatures. At the bottom are 'Cancel' and 'Sign' buttons, with the 'Sign' button highlighted with a red box.

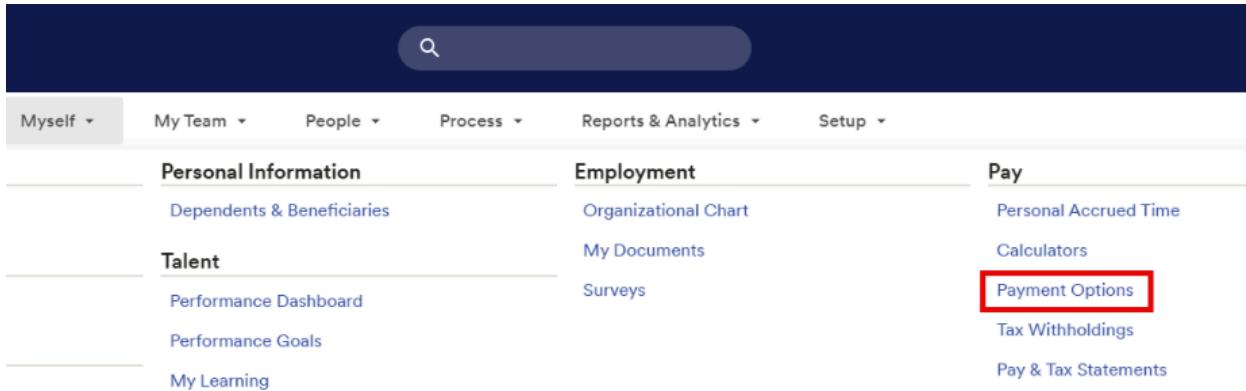
# DIRECT DEPOSIT & TAX SETUP

## Managing Direct Deposit

1. [Login to your ADP Workforce Now account](#)
2. Click on the “Myself” tab



3. Select “Payment Options” from the options in the dropdown menu

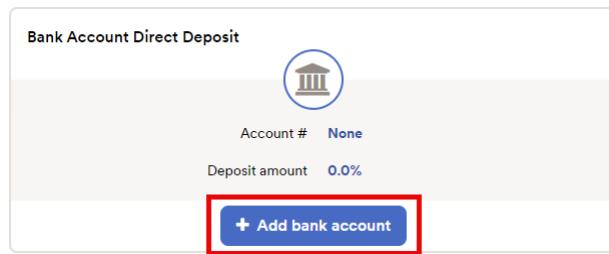


4. From the Payment Options page, you can:
  - Add a new direct deposit account
  - Remove a direct deposit account
  - Update an existing direct deposit account

## Add a New Direct Deposit Account

1. In an empty “bank account direct deposit” box, click “Add Bank Account”

Bank Account Direct Deposit



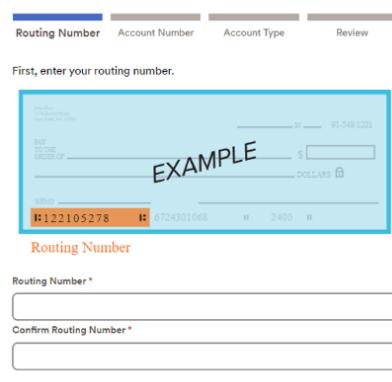
+ Add bank account

Add an Account ?

2. Enter your routing number
3. Click “Next”
4. Enter your account number
5. Click “Next”

Routing Number Account Number Account Type Review

First, enter your routing number.



Routing Number

Routing Number \*

Confirm Routing Number \*

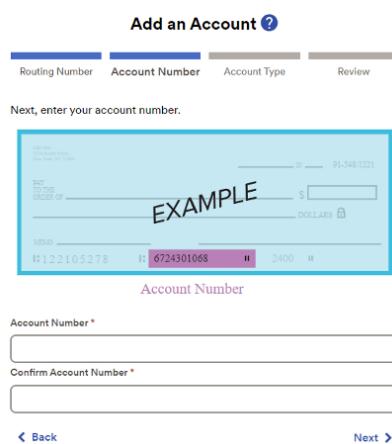
Next >

Add an Account ?

6. Select the Account Type
  - Checking
  - Saving
7. Select a Deposit Option
  - **Specified Amount:** Enter a specific dollar amount to be deposited
  - **Percentage:** Enter a percentage of your check to be deposited
  - **Remainder:** If you have multiple accounts, designate this account to receive the “full net” of the remainder
8. Click “Next”

Routing Number Account Number Account Type Review

Next, enter your account number.



Account Number

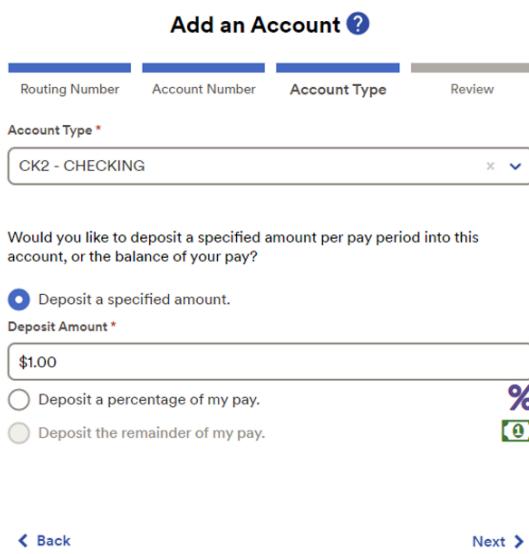
Account Number \*

Confirm Account Number \*

< Back Next >

Routing Number Account Number Account Type Review

Account Type \*



CK2 - CHECKING

Would you like to deposit a specified amount per pay period into this account, or the balance of your pay?

Deposit a specified amount.

Deposit a percentage of my pay. %

Deposit the remainder of my pay. \$

< Back Next >

Add an Account ?

9. Verify your account number and agree to the direct deposit terms and conditions
10. Once confirmed, click “Add”

**Double-check your information carefully, as errors can delay your direct deposit**

[Add an Account](#)

---

CK2 - CHECKING

Last step! Check your account information and agree to the [terms and conditions](#).

Routing Number  
555999123

Account Number  
123456789

Amount Per Pay Check  
\$1.00

I've double checked my account number.

I agree to the [terms and conditions](#) for Direct Deposit

[Back](#) [Cancel](#) [Add](#)

### Remove a Direct Deposit Account

1. Locate the direct deposit account you wish to remove
2. Click on the icon in the upper-right corner
3. Click “Delete”

**Bank Account Direct Deposit**

Account # XXXXXX9999

Deposit amount [Everything](#)

[Edit](#)

**Bank Account Direct Deposit**

Do you want to delete this direct deposit account?

You may receive a paper pay check if any portion of your pay is not deposited electronically to other accounts or your Wisely card.

[Cancel](#) [Delete](#)

### Update an Existing Direct Deposit Account

1. Locate the direct deposit account you wish to update
2. Click “Edit”

**Bank Account Direct Deposit**

Account # XXXXXX9999

Deposit amount [Everything](#)

[Edit](#)

## CK1 - CHECKING

Routing Number \*

Confirm Routing Number \*

Account Number \*

Confirm Account Number \*

Deposit a specified amount.

Deposit a percentage of my pay.

Deposit everything here.

%

\$

I consent to receive all pay statements issued to me by my employer online, and agree to the Electronic Pay Statement [terms and conditions](#)

 Cancel

 Done

## Update Tax Withholdings

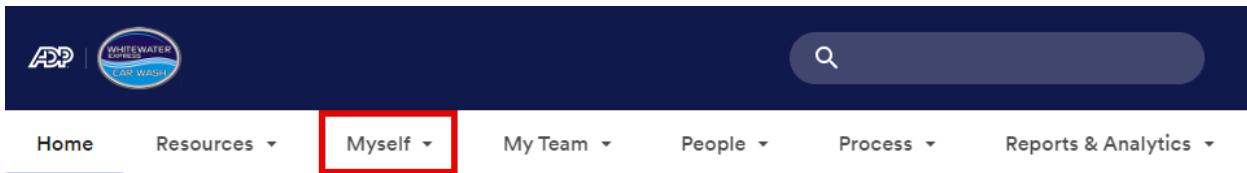
1. [Login to your ADP Workforce Now account](#)
2. Click on the “Myself” tab
3. Select “Tax Withholdings” from the options in the dropdown menu
4. Locate the tax form you wish to update
  - *Texas residents do not have a state income tax.*
5. Click “Edit”
6. Follow the instructions to update the necessary information

The screenshot shows the ADP Workforce Now interface. The top navigation bar has a logo for ADP WhiteWater Express Car Wash. The 'Myself' tab is highlighted with a red box. The main menu includes Home, Resources, Myself, My Team, People, Process, Reports & Analytics. The 'Myself' menu has sub-options: My Information, Personal Information, Employment, and Pay. The 'Pay' section includes Personal Accrued Time, Calculators, Payment Options, and Tax Withholdings, with 'Tax Withholdings' highlighted with a red box. Below the menu, there are sections for My Information (Profile, Time Off, Benefits), Personal Information (Dependents & Beneficiaries, Talent), Employment (Organizational Chart, My Documents, Surveys), and Pay (Employee Discounts - LifeMart, My Learning, Documents). Two tax form cards are displayed: 'Federal W-4' and 'Michigan W-4'. Each card shows a map of the respective state (USA for Federal, Texas for Michigan) and the text 'Single or Married filing separately'. Below each text is an 'Edit' button, which is highlighted with a red box.

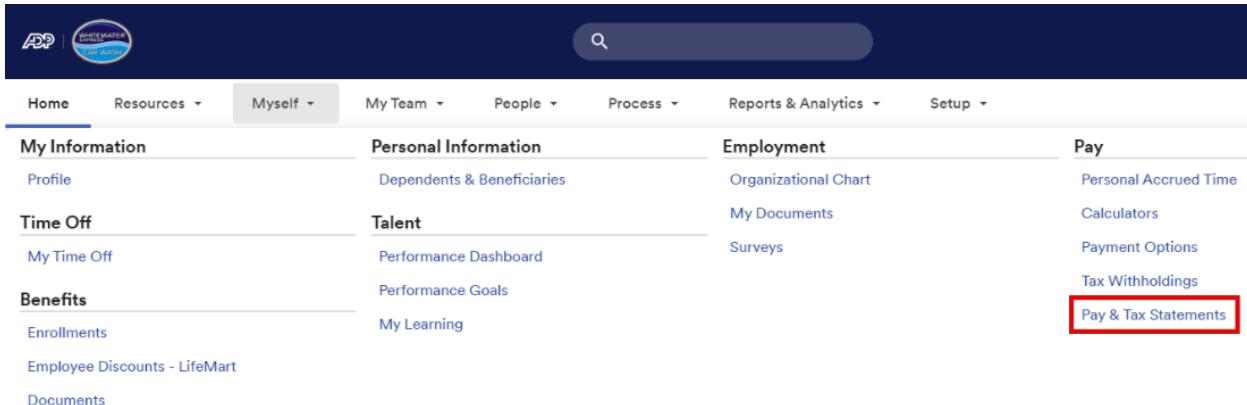
**Ensure accuracy, as incorrect tax withholdings could lead to owing additional taxes**

## Accessing Pay Stubs & Tax Forms

1. [Login to your ADP Workforce Now account](#)
2. Click on the “Myself” tab



3. Select “Pay & Tax Statements” from the options in the dropdown menu



4. From the Pay & Tax Statements page, you can view:

- Pay Stubs
- YTD Earnings
- W-2 & 1095-C Forms

### Individual Pay Stubs

1. In the “My Pay” column on the left, select the check stub you want to view
2. In the middle column, click “View Statement”

**My Pay**

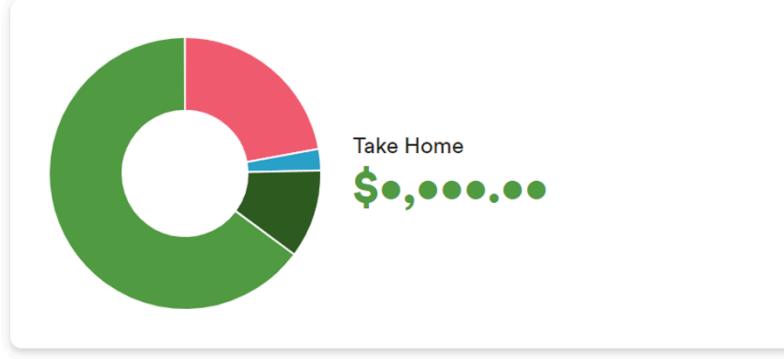
Year  
All

Sep 12, 2024	Take Home	Hours
Gross \$•,•••.••	Take Home \$•,•••.••	80

Aug 29, 2024	Take Home	Hours
Gross \$•,•••.••	Take Home \$•,•••.••	80

Details YTD Compare

Sep 12, 2024 [View statement](#)



Take Home  
\$•,•••.••

YTD (Year-to-Date) Earnings

In the middle column, select “YTD” to view your current or previous yearly gross earnings and deductions.

Details YTD Compare

Sep 12, 2024

Gross
\$•,•••.••

Expand All

Gross	\$•,•••.••
-------	------------

Taxes	\$•,•••.••
-------	------------

### W-2 & 1095-C Form

1. On the right side, select the year you want to view
2. Click “View Statement” under the W-2 or 1095-C section

### **Tax Statements**

Tax year

2023 (2)

W2

WHITE WATER EXPRESS CAR  
[View statement](#)

1095-C

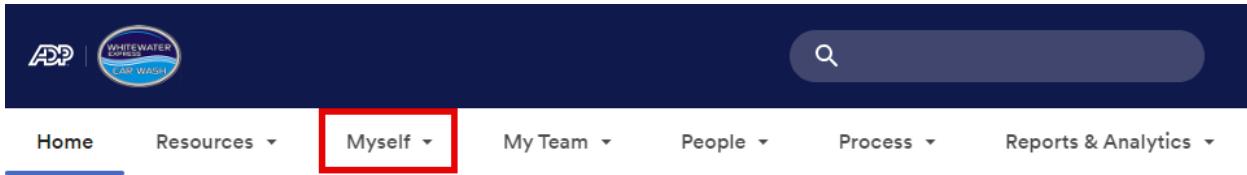
WHITE WATER EXPRESS CAR  
[View statement](#)

# BENEFIT MANAGEMENT

## Managing Your Benefits

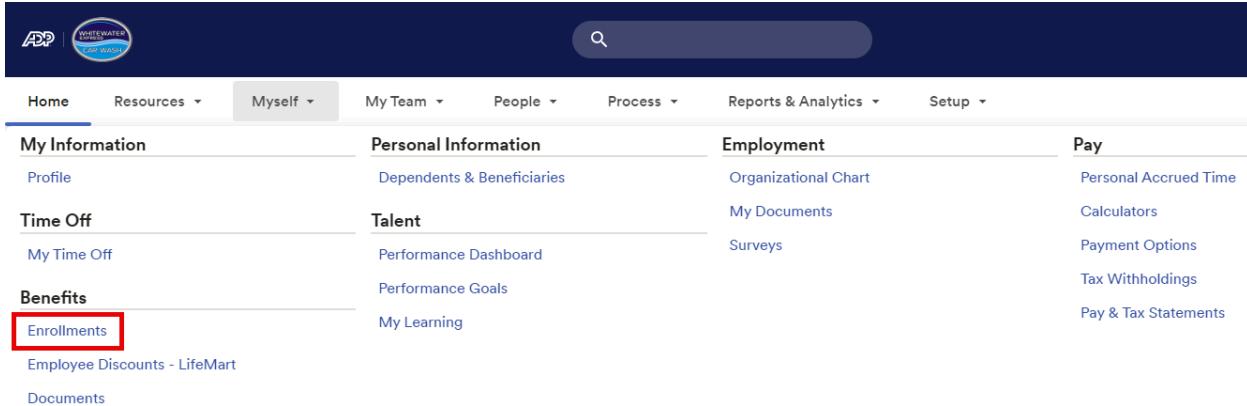
1. [Login to your ADP Workforce Now account](#)

2. Click on the “Myself” tab



The screenshot shows the ADP Workforce Now homepage. The top navigation bar includes links for Home, Resources, Myself (which is highlighted with a red box), My Team, People, Process, and Reports & Analytics. The logo for ADP and WhiteWater Express Car Wash is in the top left, and a search bar is in the top right.

3. Select “Enrollments” from the options in the dropdown menu



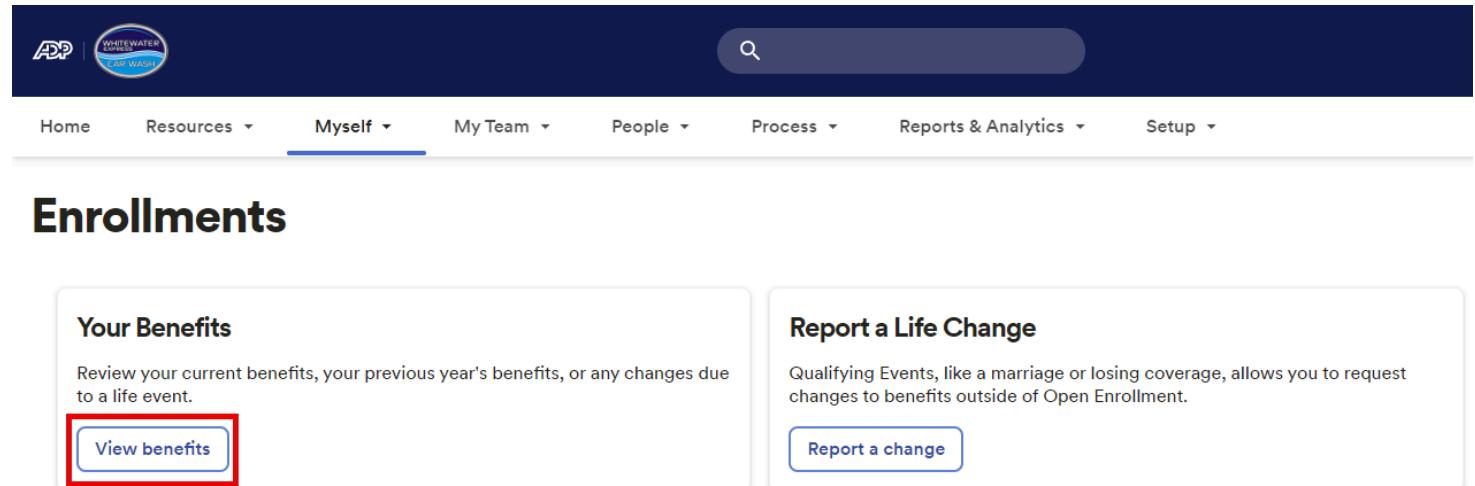
The screenshot shows the 'Myself' tab selected in the navigation bar. The main content area is divided into several sections: My Information, Personal Information, Employment, and Pay. Under 'Benefits', the 'Enrollments' link is highlighted with a red box. Other links in this section include Employee Discounts - LifeMart and Documents.

4. From the Enrollments page, you can view:

- View current benefits
- Request changes to current benefits

### [View Current Benefits](#)

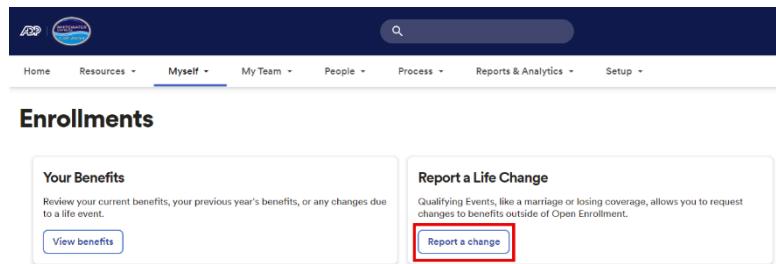
Click “View Benefits” in the Your Benefits window to view current benefits.



The screenshot shows the 'Enrollments' page. The 'Your Benefits' section contains a button labeled 'View benefits' which is highlighted with a red box. The 'Report a Life Change' section contains a button labeled 'Report a change'.

## Request Changes to Current Benefits

1. Click “Report a Change”



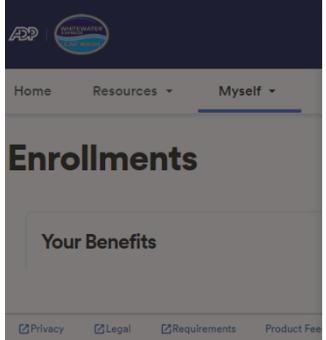
The screenshot shows the ADP Enrollment interface. At the top, there are navigation links: Home, Resources, Myself (which is currently selected), My Team, People, Process, Reports & Analytics, and Setup. Below the navigation is a section titled "Enrollments" with a sub-section "Your Benefits". To the right, there is a box titled "Report a Life Change" with a "Report a change" button, which is highlighted with a red box. The overall background is dark blue.

2. Select the appropriate “Qualifying Event”
3. Click “Continue”
4. Enter any additional information required

*After entering the required information, an enrollment window will open for 30 days*

**A qualifying event is required to change your insurance enrollment**

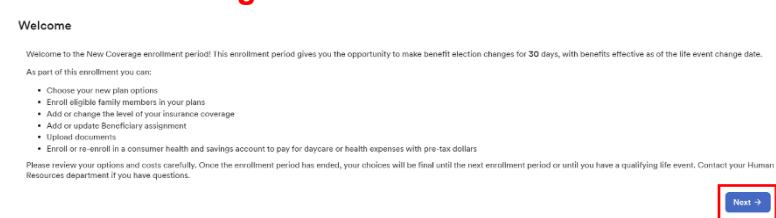
5. Read the welcome message
6. Click “Next”



The screenshot shows the "Report a Life Event" interface. At the top, there is a "Select a life event" section with a radio button next to "Add New Child" (which is highlighted with a red box). Below this are other options: Adoption, Marriage, Child Gains Eligibility, Add Employee Coverage, and Drop Employee Coverage. At the bottom are "Cancel" and "Continue" buttons, with "Continue" highlighted with a red box. The background shows a blurred "Enrollments" screen.

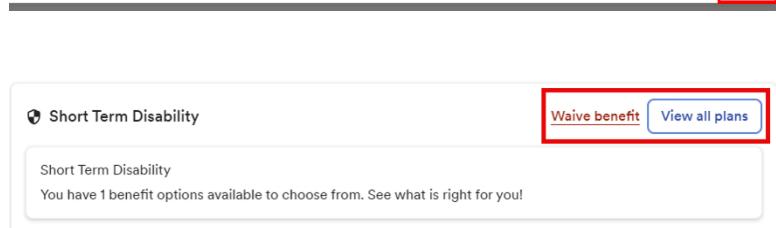
**For a full list of qualifying events, refer to our benefits guide or contact the HR team**

7. Go to the Select Benefits page to view your current insurance and available plans
  - Clicking “Waive Benefit” declines that coverage
  - To add or change coverage, click “View All Plans”



The screenshot shows the "Welcome" page of the Select Benefits interface. It includes a list of actions: Choose your new plan options, Enroll eligible family members in your plans, Add or change the level of your insurance coverage, Add or update Beneficiary assignment, and Upload documents. Below this is a note about using a consumer health and savings account to pay for daycare or health expenses with pre-tax dollars. At the bottom are "Next" and "Waive benefit" buttons, with "Waive benefit" highlighted with a red box.

8. Select the desired plan
9. Click “Yes”



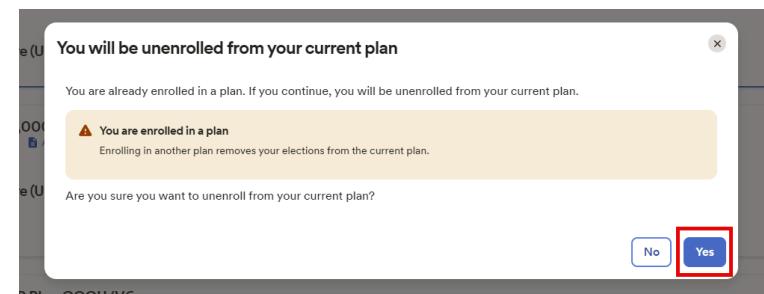
The screenshot shows the "Short Term Disability" benefit page. It includes a "Waive benefit" button (highlighted with a red box) and a "View all plans" button. Below this is a section for "Short Term Disability" with the message: "You have 1 benefit options available to choose from. See what is right for you!"

### Choice Plus \$5,000 PPO Plan BCZC/V6 (1 individual selected) [Additional details](#)

#### Provider

United Healthcare (UHC)

[Select plan](#)



The screenshot shows a confirmation dialog box. It states: "You will be unenrolled from your current plan". It includes a note: "You are already enrolled in a plan. If you continue, you will be unenrolled from your current plan." A warning message: "⚠ You are enrolled in a plan. Enrolling in another plan removes your elections from the current plan." At the bottom are "No" and "Yes" buttons, with "Yes" highlighted with a red box.

10. In the Upload Documents section, upload any verification items required for your qualifying event

- Marriage certificate
- Birth/adoption certificate
- Divorce certificate
- Proof of other insurance ending

11. Click "Next"

Upload Documents

Please upload documents to verify new dependent.

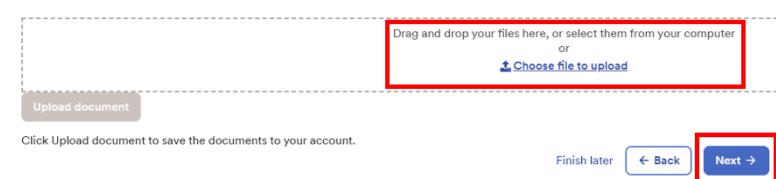
File must be less than 5MB. Accepted formats

Drag and drop your files here, or select them from your computer  
or [Choose file to upload](#)

[Upload document](#)

Click Upload document to save the documents to your account.

[Finish later](#) [← Back](#) [Next →](#)



12. Review your changes

13. Click "Submit Enrollment"

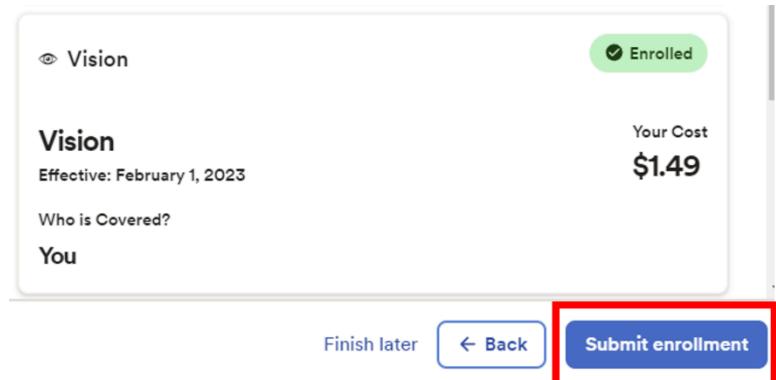
[Vision](#)  Enrolled

**Vision**  
Effective: February 1, 2023

Who is Covered?  
You

Your Cost  
**\$1.49**

[Finish later](#) [← Back](#) [Submit enrollment](#)

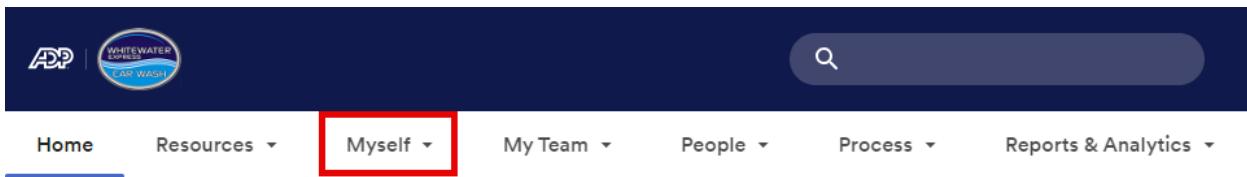


**Your request will be sent to HR for review**

# PAID TIME OFF (PTO)

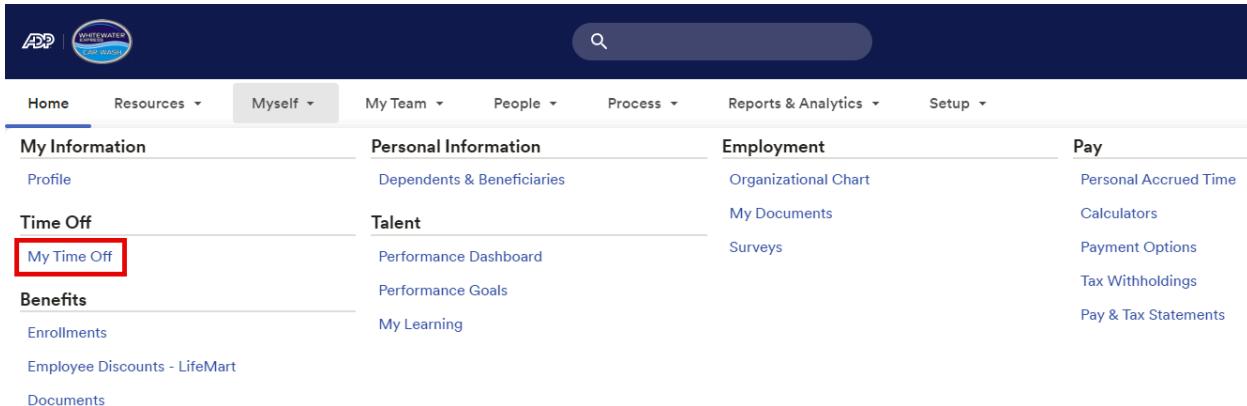
## Managing PTO

1. [Login to your ADP Workforce Now account](#)
2. Click on the “Myself” tab



The screenshot shows the ADP Workforce Now homepage. At the top, there is a logo for "ADP WHITEWATER EXPRESS CAR WASH". Below the logo is a search bar with a magnifying glass icon. The main navigation bar has several tabs: "Home", "Resources", "Myself" (which is highlighted with a red box), "My Team", "People", "Process", and "Reports & Analytics".

3. Select “My Time Off” from the options in the dropdown menu



The screenshot shows the "Myself" dropdown menu expanded. The menu items are arranged in a grid. The "Time Off" section contains a link "My Time Off" which is highlighted with a red box. Other links in this section include "Profile" and "Dependents & Beneficiaries". The "Talent" section contains "Performance Dashboard" and "Performance Goals". The "Employment" section contains "Organizational Chart" and "My Documents". The "Pay" section contains "Personal Accrued Time", "Calculators", "Payment Options", "Tax Withholdings", and "Pay & Tax Statements".

4. From the My Time Off page, you can view:

- PTO Balance
- Pending PTO Requests
- Approved PTO Requests

## Requesting PTO

1. Click “Request Time Off”

## My Time Off

Balances [View balance details](#)

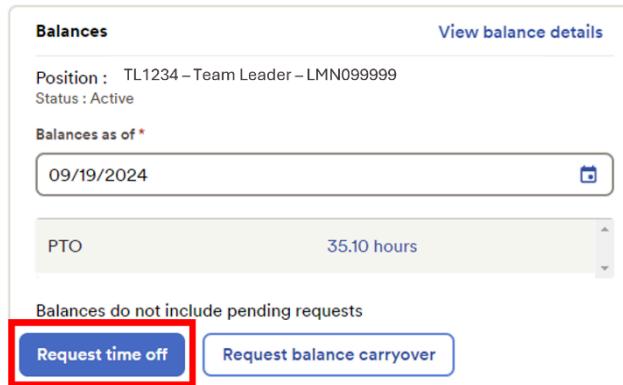
Position : TL1234 – Team Leader – LMN099999  
Status : Active

Balances as of \*  [Calendar](#)

PTO	35.10 hours
-----	-------------

Balances do not include pending requests

[Request time off](#) [Request balance carryover](#)



2. Enter the Start & End Date
  - Enter the days you wish to use PTO
3. Enter the 8 Hours per Day
  - PTO must be used in 8-hour increments
4. Click “Review”

### ← Time Off Request

Start Date \*  [Calendar](#)

End Date \*  [Calendar](#)

Time Off Policy \*

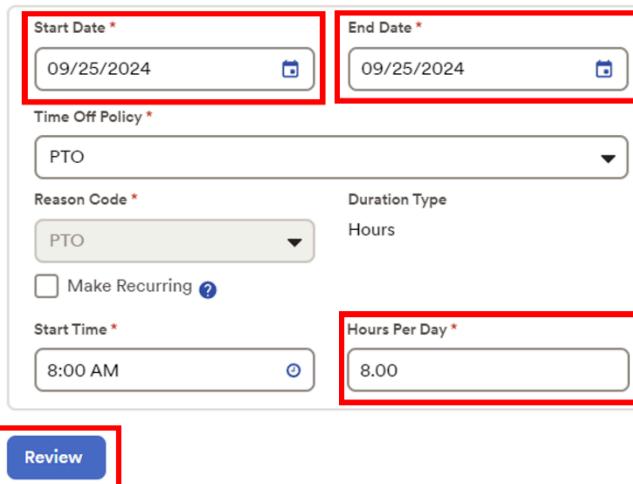
Reason Code \*  Duration Type

Make Recurring [?](#)

Start Time \*  [Clock](#)

Hours Per Day \*

[Review](#)



### ← Time Off Request

5. Review your information and verify accuracy
6. Input the Approve by Date
7. Input comments for your manager’s reference *(Optional)*
8. Click “Submit”.

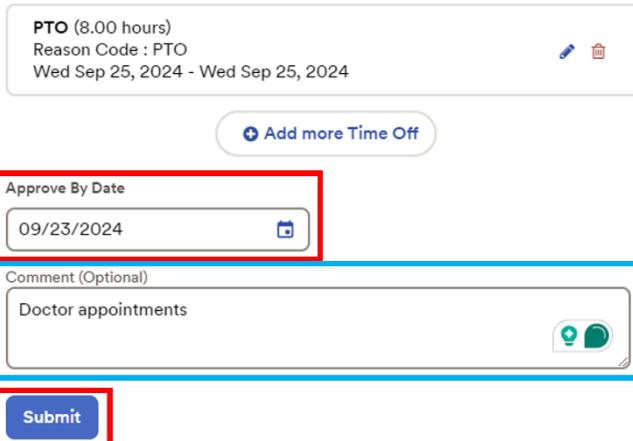
PTO (8.00 hours)  
Reason Code : PTO  
Wed Sep 25, 2024 - Wed Sep 25, 2024 [Edit](#) [Delete](#)

[Add more Time Off](#)

Approve By Date  [Calendar](#)

Comment (Optional)  
Doctor appointments [Image 1](#) [Image 2](#)

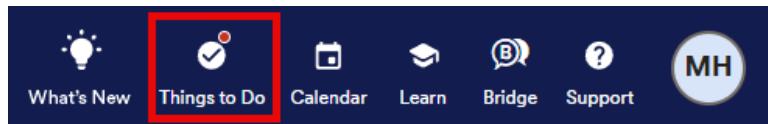
[Submit](#)



**The PTO request will be sent to your manager for approval  
You will be notified of approval or rejection via ADP Workforce Now**

## Approving PTO (Management Only)

1. [Login to your ADP Workforce Now account](#)
2. Click on the “Things to Do” icon



3. Click “Employee – Time Off Request”

4. For each PTO request, click on the ⋮ to Approve, Reject, or View History

5. Click “Approve” or “Reject”
6. Input comments
  - Please note the team member who requested the PTO will receive a message with these comments.