



ACCOUNT MANAGEMENT

REFERENCE GUIDE

Table of Contents

Account Management..... 3

 Forgot User ID..... 3

 Forgot Password..... 4

 Reviewing & Acknowledging Documents..... 6

Direct Deposit & Tax Setup..... 7

 Managing Direct Deposit..... 7

 Add a New Direct Deposit Account..... 8

 Remove a Direct Deposit Account..... 9

 Update an Existing Direct Deposit Account..... 9

 Update Tax Withholdings..... 10

 Accessing Pay Stubs & Tax Forms..... 11

 Individual Pay Stubs..... 12

 YTD (Year-to-Date) Earnings..... 12

 W-2 & 1095-C Form..... 12

Benefit Management..... 13

 Managing Your Benefits..... 13

 View Current Benefits..... 13

 Request Changes to Current Benefits..... 14

Paid Time Off (PTO)..... 16

 Managing PTO..... 16

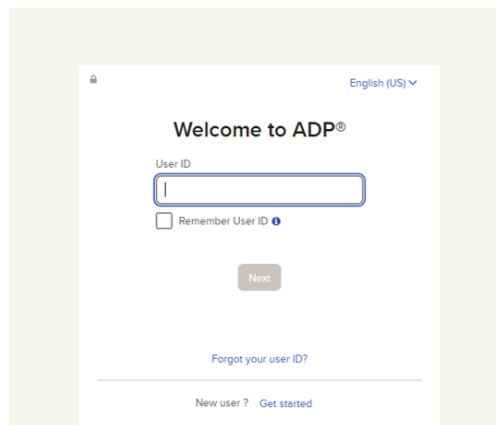
 Requesting PTO..... 17

 Approving PTO (Management Only)..... 18

ACCOUNT MANAGEMENT

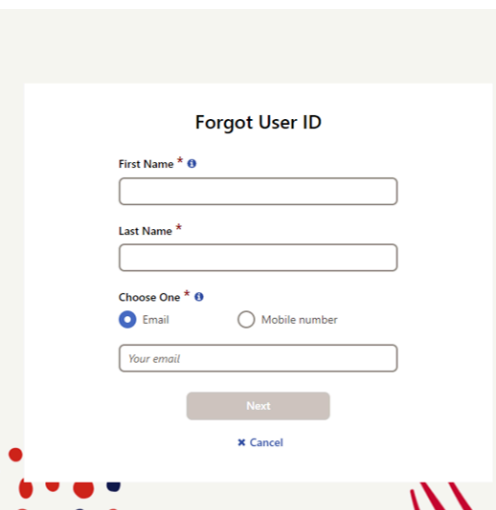
Forgot User ID

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



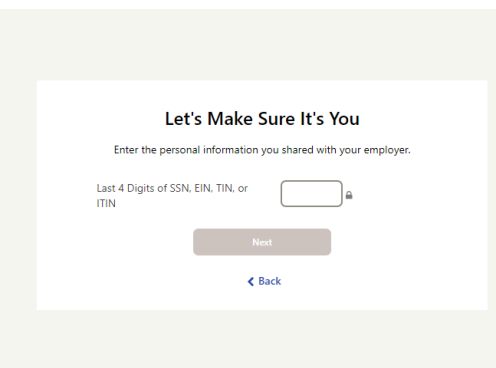
The image shows the ADP Welcome to ADP® login page. At the top right, there is a language selector set to "English (US)". Below the header, the text "Welcome to ADP®" is displayed. A "User ID" input field is present, followed by a "Remember User ID" checkbox. A "Next" button is located below the input field. At the bottom, there is a link for "Forgot your user ID?" and another link for "New user? Get started".

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



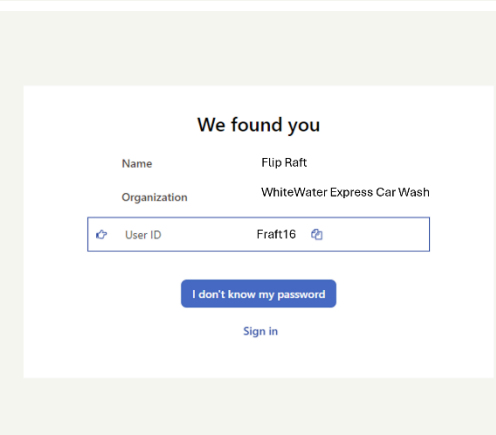
The image shows the "Forgot User ID" form. It has a title "Forgot User ID". Below the title, there are input fields for "First Name" and "Last Name". A "Choose One" section has two radio buttons: "Email" (selected) and "Mobile number". Below the radio buttons is an input field for "Your email". At the bottom, there are "Next" and "Cancel" buttons.

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



The image shows the "Let's Make Sure It's You" verification screen. It has a title "Let's Make Sure It's You" and a subtitle "Enter the personal information you shared with your employer." Below the subtitle, there is a label "Last 4 Digits of SSN, EIN, TIN, or ITIN" and an input field. At the bottom, there are "Next" and "Back" buttons.

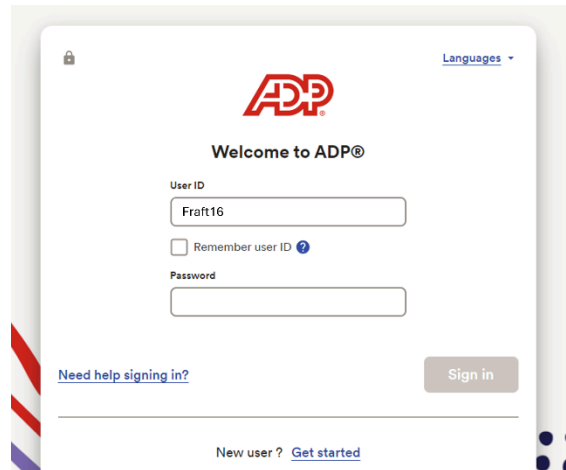
7. The next screen will display your user ID



The image shows the "We found you" screen. It has a title "We found you". Below the title, there are two rows of information: "Name" (Flip Raft) and "Organization" (WhiteWater Express Car Wash). Below this, there is a table with two columns: "User ID" and "Fratt16". At the bottom, there is a button "I don't know my password" and a link "Sign in".

Forgot Password

1. [Go to the ADP Workforce Now Login Page](#)
2. Enter Your User ID
3. Click “Need help signing in?”

The image shows the ADP login page. At the top is the ADP logo and the text "Welcome to ADP®". Below this are fields for "User ID" (containing "Fraft16") and "Password". There is a checkbox for "Remember user ID" with a lock icon. A "Sign in" button is on the right. At the bottom, there is a link "Need help signing in?" and a "New user? Get started" link.

ADP

Welcome to ADP®

User ID

Fraft16

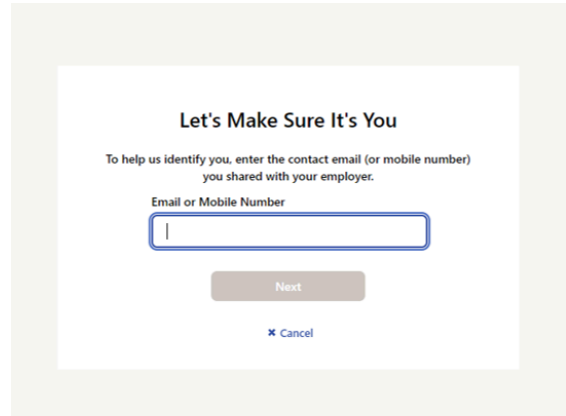
☐ Remember user ID

Password

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

New user? [Get started](#)

4. Enter your email or phone number
5. Click “Next”

The image shows a verification screen titled "Let's Make Sure It's You". It asks the user to enter their contact email or mobile number. There is a text input field and a "Next" button. A "Cancel" link is at the bottom.

Let's Make Sure It's You

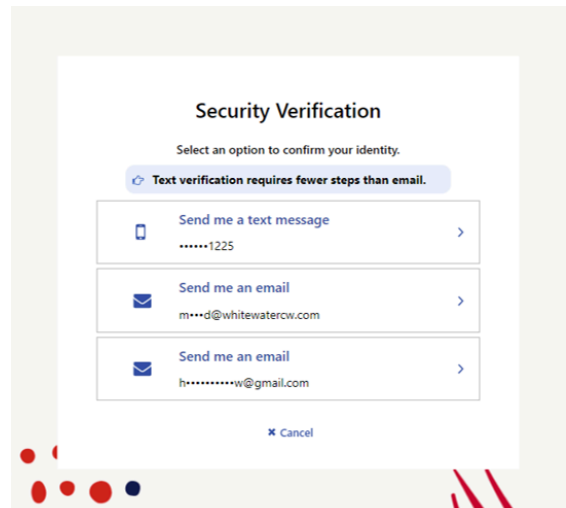
To help us identify you, enter the contact email (or mobile number) you shared with your employer.

Email or Mobile Number

[Next](#)

[Cancel](#)

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

The image shows a "Security Verification" screen. It asks the user to select an option to confirm their identity. There are three options: "Send me a text message" (with a phone icon and a masked number), "Send me an email" (with an email icon and a masked email address), and "Send me an email" (with an email icon and a masked email address). A "Cancel" link is at the bottom.

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](#)

[X 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.

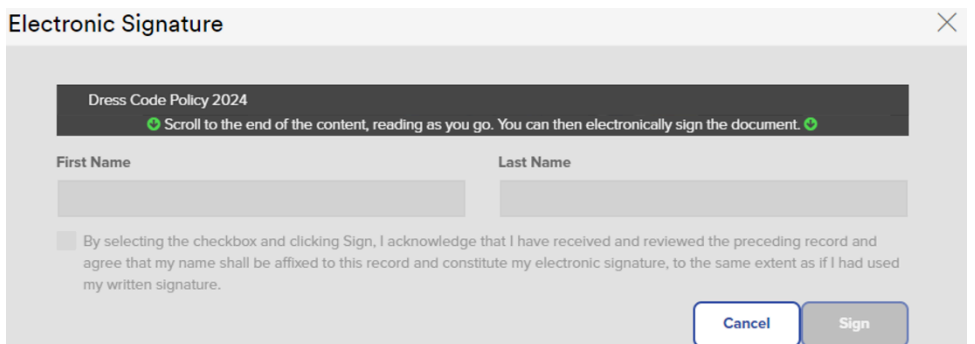
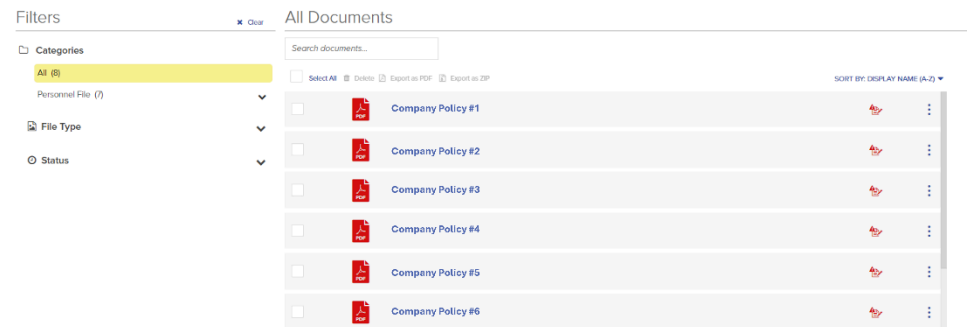
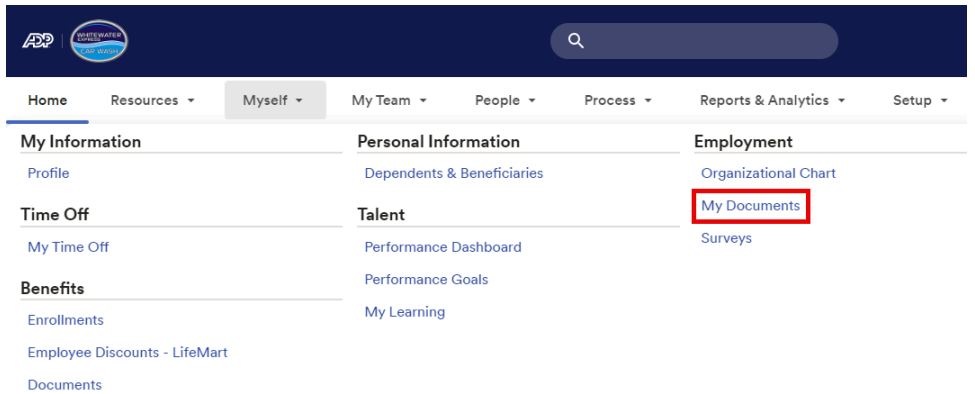
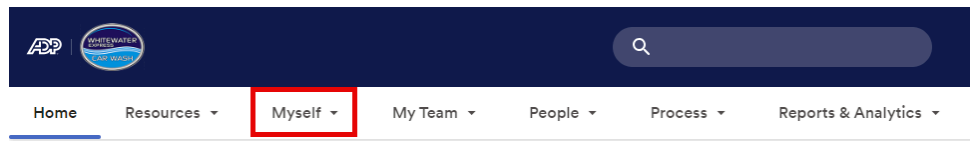
Confirm New Password (case sensitive)

Submit

[X Cancel](#)

Reviewing & Acknowledging Documents

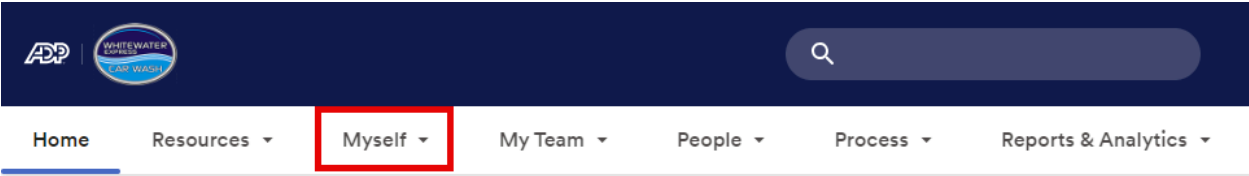
1. [Login to your ADP Workforce Now account](#)
2. Click on the “Myself” tab
3. Select “My Documents” from the options in the dropdown menu
4. On the “My Documents” page, you can view old and new documents
5. For documents requiring acknowledgment or signature, click the red icon on the right-hand side of the document
6. Review the document to the end
7. Enter your first and last name
8. Click inside the checkbox
9. Click “Sign”



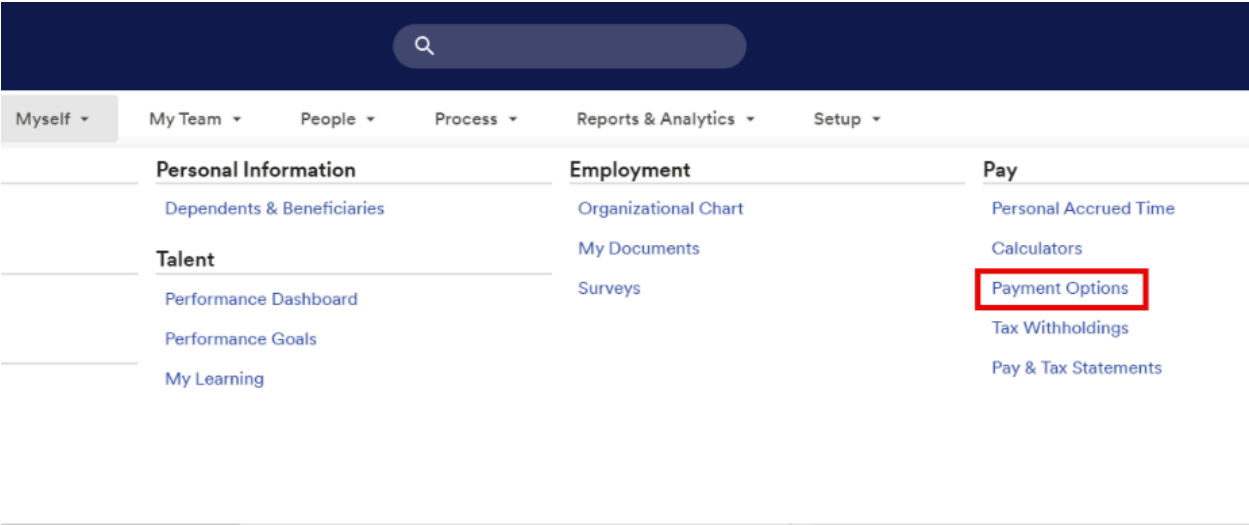
DIRECT DEPOSIT & TAX SETUP

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

Account # None

Deposit amount 0.0%

+ Add bank account

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

Add an Account ?

Routing Number Account Number Account Type Review

First, enter your routing number.

EXAMPLE

Routing Number

Routing Number *

Confirm Routing Number *

Next >

Add an Account ?

Routing Number Account Number Account Type Review

Next, enter your account number.

EXAMPLE

Account Number

Account Number *

Confirm Account Number *

< Back Next >

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”

Add an Account ?

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 Amount *

\$1.00

☐ Deposit a percentage of my pay. %

☐ Deposit the remainder of my pay. ③

< Back Next >

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 ?

Routing Number Account Number Account Type Review

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](#) [X 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.

[X 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](#)

3. Update the account information and deposit settings as needed
4. Click "Done"

CK1 - CHECKING

Routing Number *

555999123

Confirm Routing Number *

555999123


Account Number *


123456789

Confirm Account Number *

123456789

☐ Deposit a specified amount.

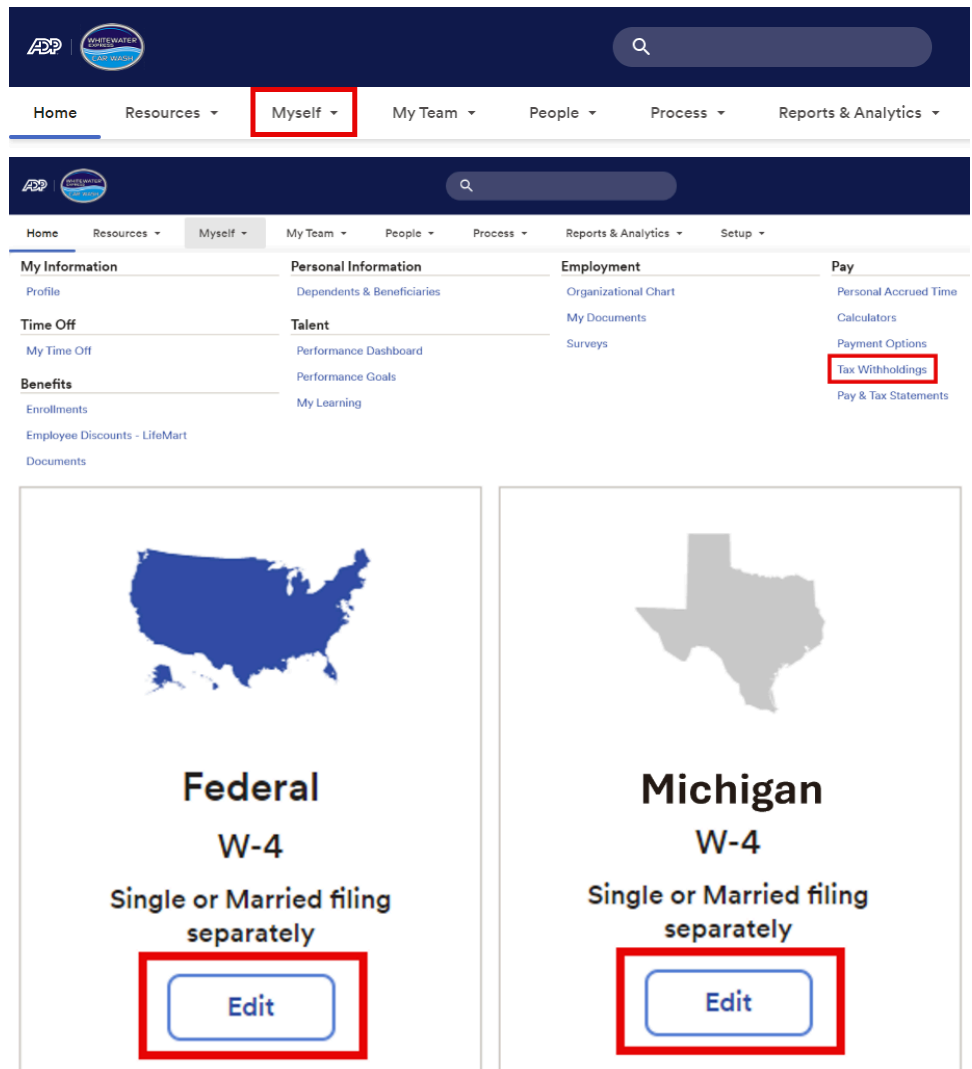
☐ Deposit a percentage of my pay. 

☒ 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](#)

Update Tax Withholdings

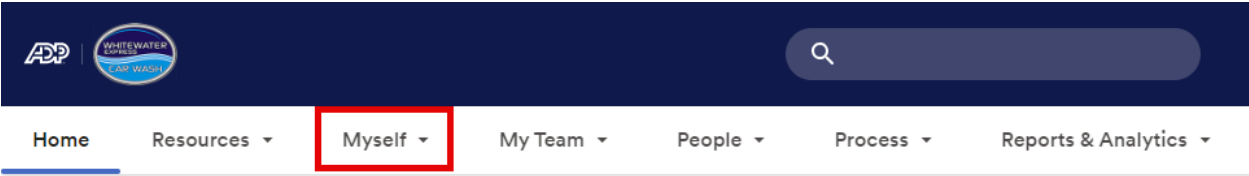
1. [Login to your ADP Workforce Now account](#)
2. Click on the “Myself” tab
3. Select “Tax Withholdings” from the options in the dropdown menu
4. Locate the tax form you wish to update
 - *Texas residents do not have a state income tax.*
5. Click “Edit”
6. Follow the instructions to update the necessary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



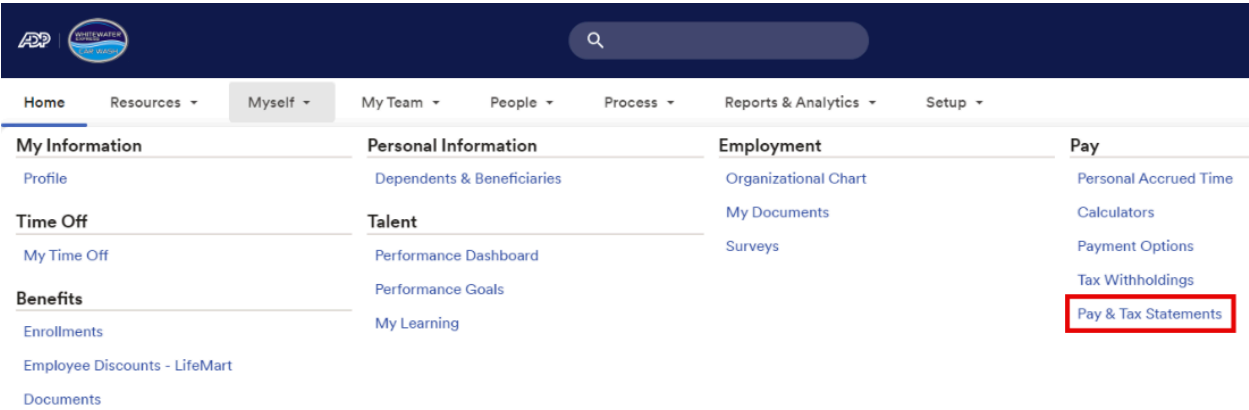
Ensure accuracy, as incorrect tax withholdings could lead to owing additional taxes

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

Gross

\$0,000.00

Take Home

\$0,000.00

Hours

80

Aug 29, 2024

Gross

\$0,000.00

Take Home

\$0,000.00

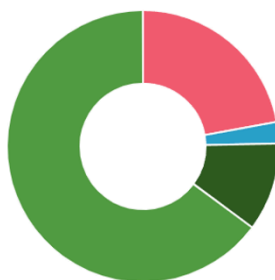
Hours

80

Details YTD Compare

Sep 12, 2024

View statement



Take Home

\$0,000.00

Details YTD Compare

Sep 12, 2024

Gross

\$0,000.00

Expand All

Gross

\$0,000.00

Taxes

\$0,000.00

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

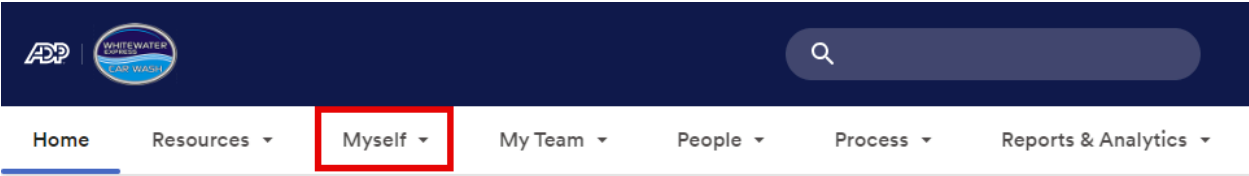
WHITE WATER EXPRESS CAR

[View statement](#)

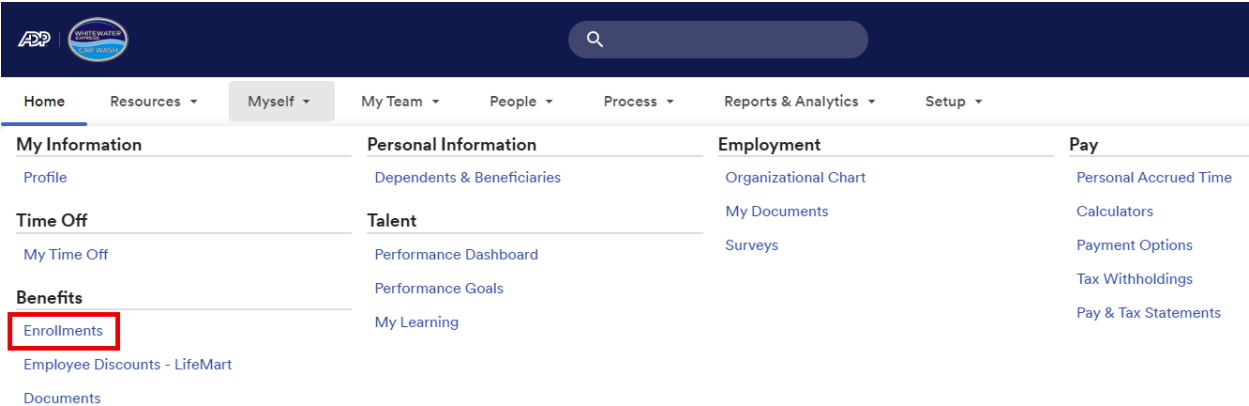
BENEFIT MANAGEMENT

Managing Your Benefits

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



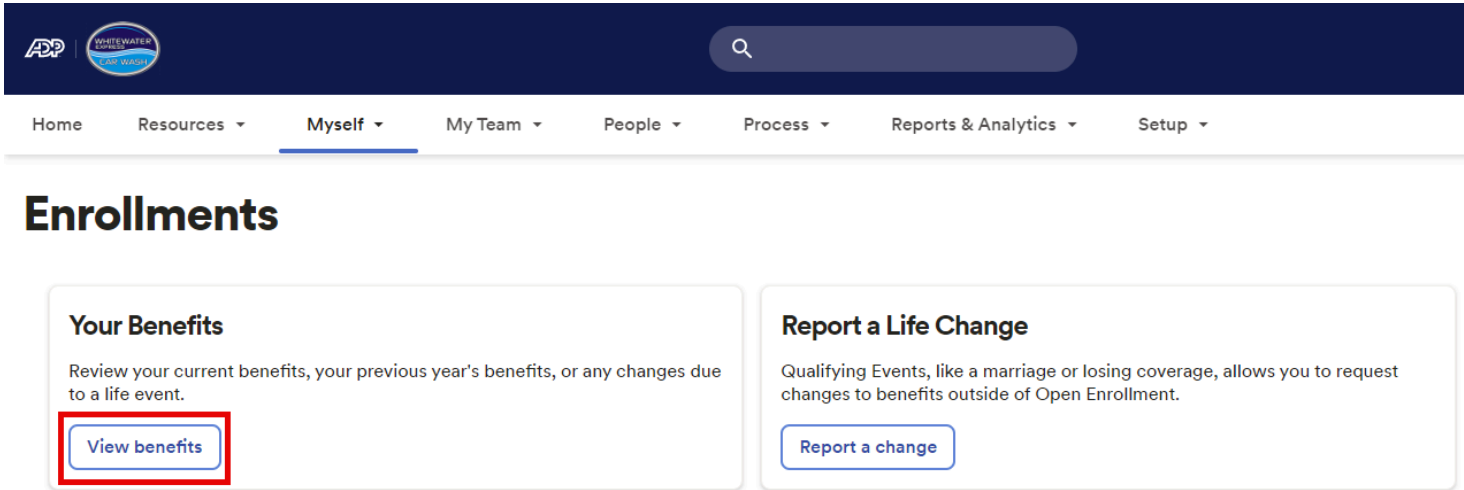
- 3. Select “Enrollments” from the options in the dropdown menu



- 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.



Request Changes to Current Benefits

1. Click “Report a Change”

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”

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”

8. Select the desired plan

9. Click “Yes”

The image displays a series of screenshots from the ADP Account Management web portal, illustrating the process to report a change in benefits.

Step 1: Home Page
The top navigation bar includes links for Home, Resources, Myself, My Team, People, Process, Reports & Analytics, and Setup. The "Enrollments" section is highlighted.

Step 2: Report a Life Change
Under the "Your Benefits" section, the "Report a Life Change" button is highlighted. A red box highlights this button.

Step 3: Select a life event
The "Report a Life Event" screen shows a list of qualifying events: Add New Child, Adoption, Marriage, Child Gains Eligibility, Add Employee Coverage, and Drop Employee Coverage. The "Add New Child" option is selected. A red box highlights the "Continue" button.

Step 4: Welcome Message
The "Welcome" screen provides information about the 30-day enrollment window. A red box highlights the "Next" button.

Step 5: Short Term Disability
The "Short Term Disability" screen shows the "Waive benefit" and "View all plans" buttons. A red box highlights the "View all plans" button.

Step 6: Choice Plus \$5,000 PPO Plan BCZC/V6
The "Choice Plus \$5,000 PPO Plan BCZC/V6" screen shows the plan details, including the provider "United Healthcare (UHC)". A red box highlights the "Select plan" button.

Step 7: Confirmation
The "You will be unenrolled from your current plan" screen shows a confirmation message. A red box highlights the "Yes" button.

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”

12. Review your changes

13. Click “Submit Enrollment”

The screenshot displays the 'Upload Documents' section at the top, with instructions to upload documents for verification. Below this is a file upload area with a red box around the 'Choose file to upload' link. The 'Next' button is also highlighted with a red box. The 'Vision' enrollment section shows a summary of the plan, including the cost of \$1.49 and the enrollment status. The 'Submit enrollment' button is highlighted with a red box.

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 →](#)

Vision Enrolled

Vision

Effective: February 1, 2023

Who is Covered?

You

Your Cost

\$1.49

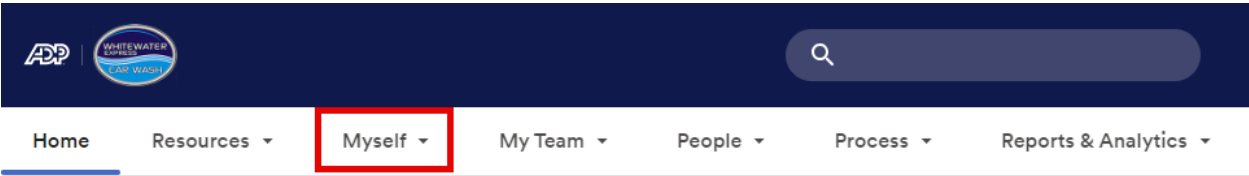
[Finish later](#) [← Back](#) [Submit enrollment](#)

Your request will be sent to HR for review

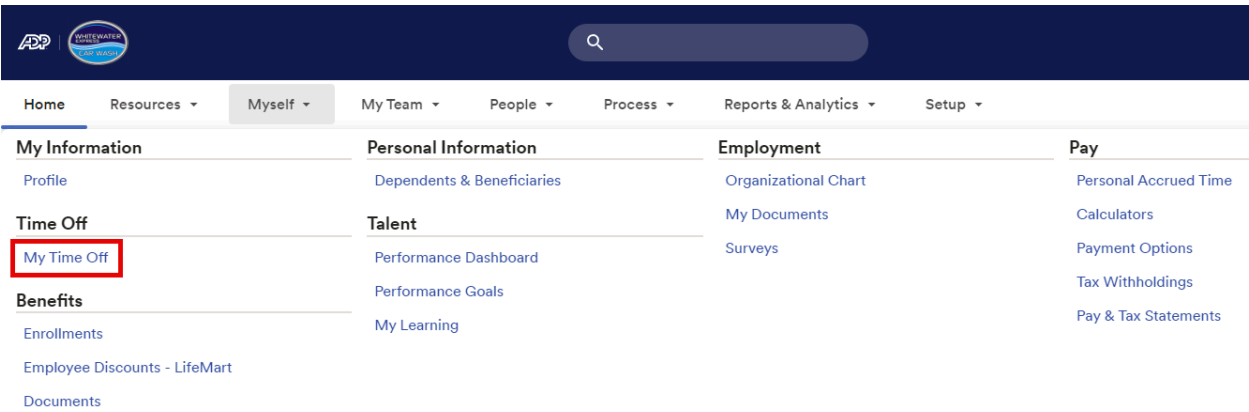
PAID TIME OFF (PTO)

Managing PTO

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



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



- 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 *

09/19/2024

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 * 09/25/2024

End Date * 09/25/2024

Time Off Policy * PTO

Reason Code * PTO

Duration Type Hours

☐ Make Recurring ?

Start Time * 8:00 AM

Hours Per Day * 8.00

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

[Add more Time Off](#)

Approve By Date 09/23/2024

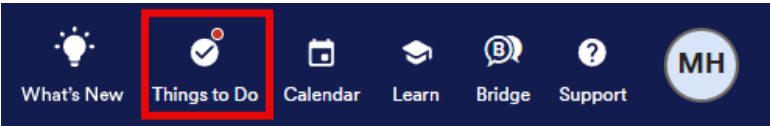
Comment (Optional)
Doctor appointments

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

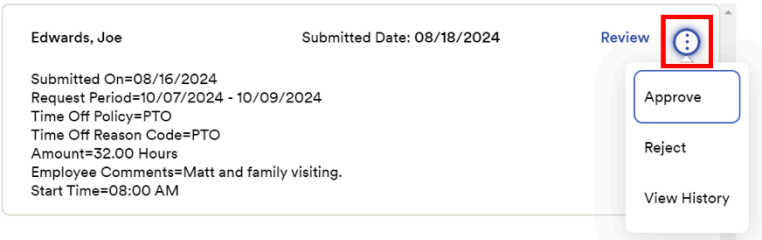


- 3. Click “Employee – Time Off Request



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

Employee - Time Off Request



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

☐ Review each day individually

Date	Time Off Policy	Amount	Start Time	
Mon Oct 7, 2024	PTO - PTO	8.00 hours	8:00 AM	Add notes
Tue Oct 8, 2024	PTO - PTO	8.00 hours	8:00 AM	Add notes
Wed Oct 9, 2024	PTO - PTO	8.00 hours	8:00 AM	Add notes
Total : Includes 3 day(s)		24.00 hours		

Employee Comments :
Matt and family visiting.

Comments:

Close

Cancel request

Deny request

Approve request