

ADP Onboarding SOS:

QUICK SOLUTIONS FOR COMMON ISSUES





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ADP Onboarding Email

A series of thin, light blue wavy lines that flow across the top of the slide, starting from the left and ending on the right, creating a sense of movement and design.

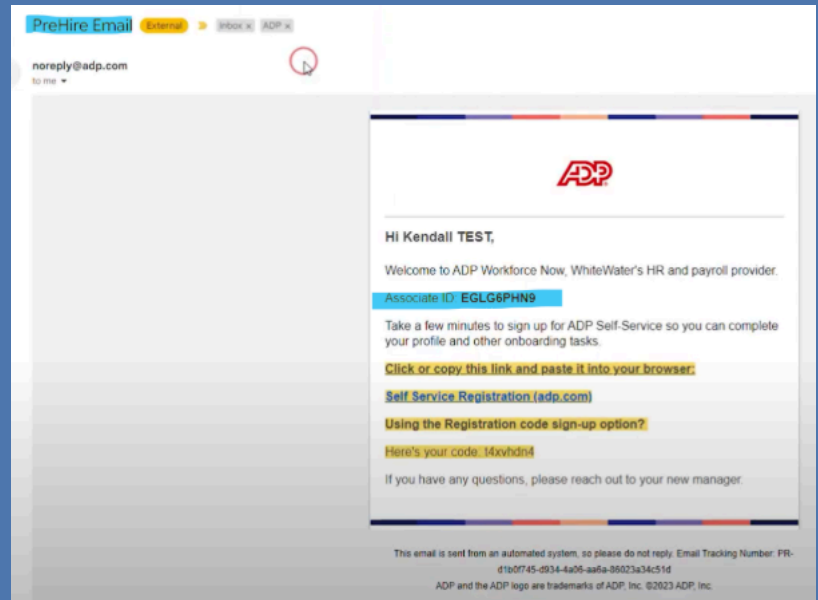
New Hire Is Not Receiving ADP Onboarding Email

- 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

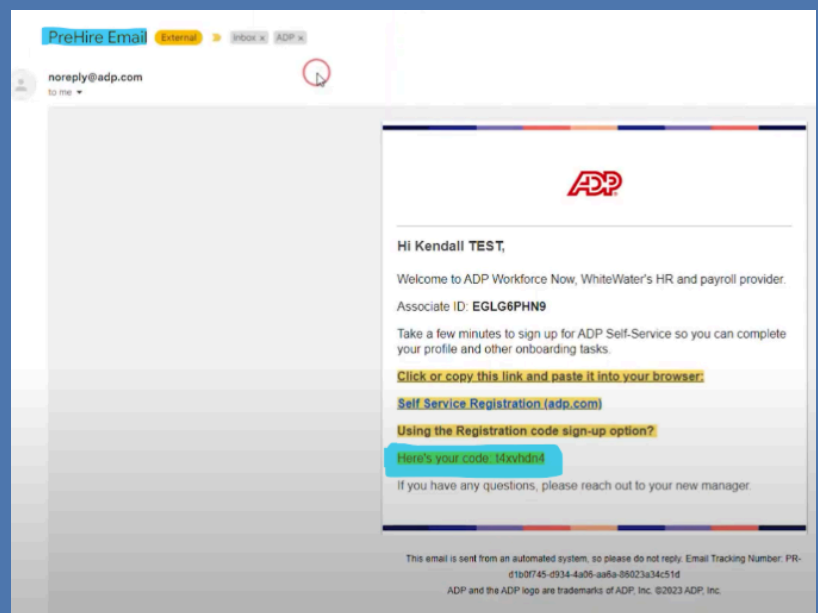
Cannot Find Their Associate ID?

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



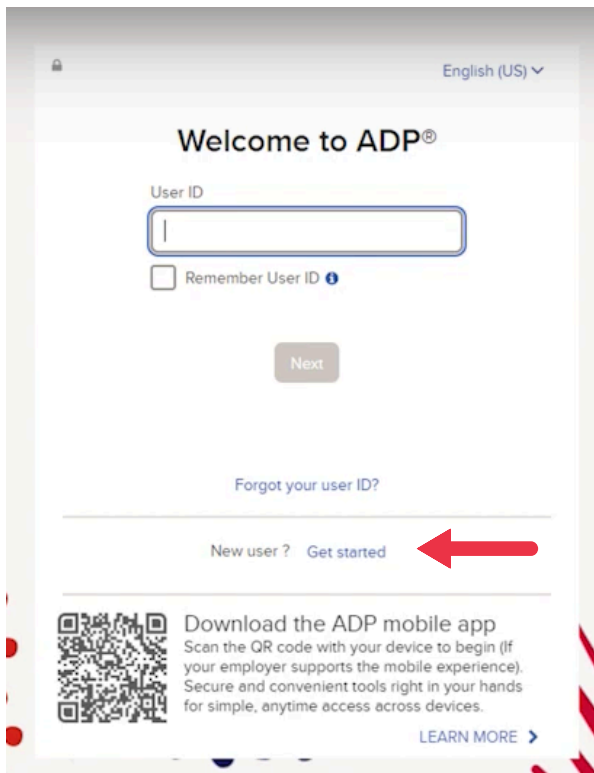
Cannot Find Code, Not Working Or Invalid?

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 for a new Code.*

Creating an ADP Account

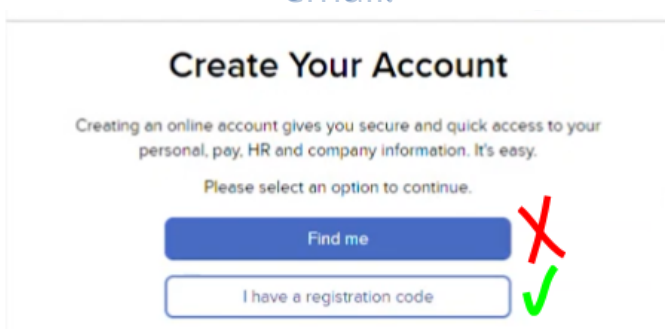
A screenshot of the ADP 'Welcome to ADP' login page. At the top right, it says 'English (US)' with a dropdown arrow. The main heading is 'Welcome to ADP®'. Below it is a 'User ID' label and a text input field. Under the input field is a checkbox labeled 'Remember User ID' with an information icon. A 'Next' button is below the checkbox. Further down is a link 'Forgot your user ID?'. At the bottom, there is a link 'New user? Get started' with a red arrow pointing to it. Below this is a QR code and text about downloading the ADP mobile app. At the very bottom is a 'LEARN MORE' link with a right-pointing arrow.

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.

A screenshot of the 'Create Your Account' page. The heading is 'Create Your Account'. Below it is a paragraph: 'Creating an online account gives you secure and quick access to your personal, pay, HR and company information. It's easy.' Then it says 'Please select an option to continue.' There are two buttons: 'Find me' (blue) and 'I have a registration code' (white with a blue border). A red 'X' is over the 'Find me' button, and a green checkmark is over the 'I have a registration code' button.

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.



The screenshot shows a portion of the ADP onboarding form. On the left, there are links for 'Add Tobacco User', 'ADD MEDICARE', and 'ADD MEDICAID', along with a 'CORRESPONDENCE LANGUAGE' dropdown set to 'English (United States)'. On the right, the 'Tax ID Type' is set to 'United States Social Security Number (SSN)'. Below this, the 'Tax ID' field contains '000-00-0621'. To the right of this field is a checkbox labeled 'Applied For', which is currently unchecked. A red arrow points to this checkbox. Below the 'Tax ID' field is a 'Re-enter Tax ID' field containing '000-00-0619'. At the bottom, the 'National Identifier' is set to '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.

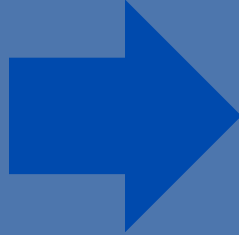
Employees may present one selection from List A or a combination of one selection from List B and one selection from List C.

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		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		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		2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
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		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
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Native American tribal document
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		5. U.S. Citizen ID Card (Form I-197)
		6. Military dependent's ID card		6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		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.
		8. Native American tribal 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:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		
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				

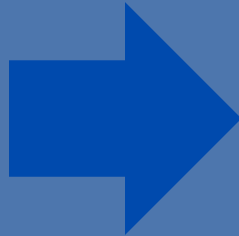
Employee Documents

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

Eligibility – Email @Recruiting or your HR Generalist to confirm rehire status.

STEP 1:

- If not eligible, Recruiting will notify the manager and update JazzHR to “Not Eligible for Rehire.”

Interview Guide –

- < 6 months separated → No guide needed.
- > 6 months separated → Guide required.

Next Steps – If eligible, update JazzHR to “Verbal Offer Extended” and continue with the hiring process like normal.

STEP 2:

Change status to ‘Verbal Offer Accepted’ and HR will extend an offer letter out to your candidate for signature.



12. VERBAL OFFER ACCEPTED



This status triggers HR to generate the offer letter. If the candidate is not advanced into this status and an interview guide is not completed, HR will not create the offer letter.

STEP 3:

HR will change the status to ‘Onboarding & Background check - onsite’ to notify managers that the Background check and onboarding have been launched to the rehire.



Onboarding & Background Check-
Onsite

Candidate has been submitted for background check and ADP onboarding task.

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 - [My Team > Manage New Hire Onboarding > Search their name](#) to view progress and send reminders to your new hire!

JazzHR To ADP

Final Step To Ensure HR Receives New Hire

- Change status to 'Verbal Offer Accepted' and HR will extend an offer letter out to your candidate for signature.
- Once the candidate has accepted the offer, HR will change the status to 'Onboarding & Background Check - ONSITE' to launch the Onboarding Packet and Background Check to the new hire.

Onboarding & Background Check-
Onsite

Candidate has been submitted for background check and ADP onboarding task.