Frequently Asked Payroll Questions

- **When is my pay date?**
- **How do I enroll in direct deposit?**
- **How to register for myADP website?**
- **How to navigate through myADP Pay Screen Menu (W2, direct deposit, tax withholding change, address/email/phone number changes)**
- **How to issue a Cares ticket?**

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Timesheet History:

Client TS
ceived On
9/17/2018
9/12/2018

Pay Calendar

<< < Sep 2018 > >>

M	T	W	T	F	S	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Payroll Center

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ADP - W-4
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Report Address Change

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When is my pay date?

- Pay days are on Friday. We strongly encourage all employees to use direct deposit so that you are guaranteed your funds on ay date itself. If you have a mailed check, it is mailed early Wednesday by ADP, but US mail service can't guaranteed you will receive it by Friday. Please be patient and allow time for delivery.
- Pay checks are issued on fixed "Pay dates" and include the hours worked in the given pay period.
- In order to avoid discrepancies and/or delays in your pay, please ensure that you submit your timesheets as soon as you finish working each week, so typically each Friday, but at the latest by Sunday evening.
- Look at the Pay Calendar provided in the Collabera timesheet system. You can download the Pay Calendar by clicking icon on the Pay Calendar header.

    a) Deadline to submit timesheet for a given Pay Period is indicated by a "time clock" icon
    b) Pay Dates are indicated with a green "dollar sign" icon.

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Timesheet History

Week End	ST	OT	Time-Off	Status	Web TS Entry On	Client TS Received On
09/16/2018	38	0	0	Approved	09/14/2018	09/17/2018
						09/12/2018

Pay Calendar — Sep 2018

M	T	W	T	F	S	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
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How to enroll in Direct Deposit?

- You can enroll in direct deposit through the myADP website, our third party payroll providers Employee Self-Service website: myADP.com.
- You must first register to create your myADP account then you can login to your account to enroll in direct deposit.
- You can refer to the myADP Registration help instructions with step by step screenshots made available under the Payroll Center menu link "ADP Registration".

How to register for myADP website?

Go to **www.myADP.com**

1. Click **Register Now**.
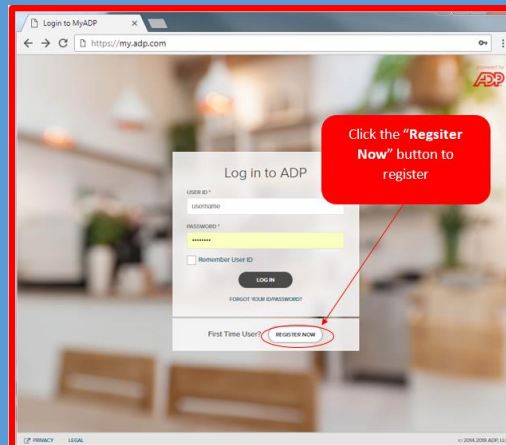
2. You will be prompted to enter the **registration code: gci2-gci2**

3. Enter your name and other requested information and click **Confirm**.

· If the prompt indicates that your record was found, click **Register Now**.

· If the prompt indicates your record could not be found, contact your administrator or help desk.

4. On the Register for Services page, enter your contact information.

5. View or create (if permitted) a user ID.

6. Create a password.

7. Select and answer security questions.

8. If prompted, read the terms and conditions and select the **I Agree** check box.

9. Click **Register** (or **Register Now**).

10. Activate your contact devices by following the instructions in the two emails you will receive.

11. You can now log in to your ADP service.

On this ADP self-service site you can do any of the following:

- View and update your personal information to keep your contact information up-to-date.
- View and update your filing status (W4), as well as access financial calculators. Any changes to Federal w 4 form need to be done on this site.
- View your pay statements and annual statements. These documents remain on the site for 3 years, but you can download if desired during that time.
- enroll in or update accounts for direct deposit of your payroll
- Update your security questions and answers to be able to reset your password or retrieve your user ID, when required
- Change your password regularly to protect your account.
- Update/Activate your mobile phone numbers and email address to receive security notifications from your company or ADP.

We encourage you to enroll in direct deposit for your payroll. This will guarantee that you safely have your funds delivered to you and available for use on payday and will not be affected by mail delays which are out of our control. You can deposit into up to 4 accounts total (maximum three checking and two saving accounts).

After you enter the direct deposit details in ADP, **you will get either 1 or 2 actual paychecks mailed** before the deposit takes effect. This time is required for ADP to do a "trial transfer" or "Pre note" to ensure the accuracy of the routing and account number. As soon as the pre note is confirmed you will get a deposit the next pay date. The number of paychecks depends on the payroll cycle.

> **Example of when there will be 1 check:** If you enter details into ADP before the last day of the pay period, the "prenote" will be for that period, so a check is produced, and the following period you will get deposit.

> **Example of when there will be 2 checks:** If you enter bank details on the ADP portal after the last day of the pay period, but prior to your next pay day, then you have missed the "prenote" possibility for the upcoming pay date, so you will get that check and a 2nd live check for the next period when the prenote gets sent to the bank.

We strongly urge you to review your mailing address on the portal for accuracy, if you have an apartment number, be sure to include it. If you ever change your residence, please update it on ADP portal right away. Feel free to reach out to us for further assistance at payroll@collabera.com or your point of contact in Collabera.

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Welcome to your Collabera Portal!

If you have any questions regarding payroll you can issue a ticket using our Communication and Requests Entry System (CARES) to create a ticket directed to the apporpraiate departments.

New Ticket

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Actions
Home
New Ticket
Reported Tickets

Clone Ticket

Ticket Information
Area * | Select Area | Sub Area * | Select Sub Area
On Behalf Of | None | User Priority | Select Priority
ER/CRE in CC | alex.victor,
Subject *
Description *

Attachment Type * | Select | Attachments | Browse... | Upload

Contact Information
Name | Phone * | VOIP | Email *

Submit

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Pay Calendar
Nov 2017

M	T	W	T	F	S	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
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