

NOWCC's Transition to New Payroll System – ADP

Monitor FAQ's

1. **I was with NOWCC when we previously used ADP, can I use the same login as before?** No, it is critical that you create a new UserID and Password. *You will receive a registration email from ADP on September 21st.*
2. **Will all monitors and employees receive their registration email on September 21st?** Yes, registration emails will go out to both enrollees and monitors on September 21st.
3. **Is the User ID something we make up? Or is it assigned?** You can make up your User ID. It is not assigned.
4. **Will there be a separate training for enrollees?** Yes, we held the 1st enrollee training on September 15th. We will be holding a second training for the enrollees on September 22nd at 3pm ET (2pm CT, 1pm MT, 12pm PT) and we will have a recording available.
5. **I was unable to attend the monitor training, will there be a recording of the session made available?** Yes, the training session was recorded, and we will email the recording out to all monitors soon. Along with the recording, we will be holding a second monitor training on September 23rd at 3pm ET (2pm CT, 1pm MT, 12pm PT). The slide decks from the training will be made available soon and we will have a Roll Out Support Team available Monday morning the 21st to assist with any issues.
6. **We have employees who are on call only and may not work for weeks at a time. How do we handle the blank timecards?** If your enrollee did not work any hours they do not need to put anything on the timecards and you do not need to do anything.
7. **Do they need to clock in and out? Or can it be done at the end of the pay period?** Our enrollees do not need to clock in or out. They just provide the total hours worked for each day. We recommend that enrollees enter their total hours worked daily, but they can wait until the end of the pay period if they prefer.
8. **Is there something that tells us if we've successfully approved a timesheet?** Yes, after you “Approve Timecard” the button will change to a green checkmark with “Approved” next to it.

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9. **Do you click on the error and it will take you to the error?** Yes, on the “Timecard Exceptions” page if you click on the error it will take you to the error.

EMPLOYEES (58)	TOTAL EXCEPTIONS	ZERO HOURS ON TIME PAIR	PAY DATE AFTER TERMINATION DATE	PAY DATE NOT IN OPEN PERIOD	EMPLOYEE'S START/STOP USING TIME EFFECTIVE DATE IN EMPLOYMENT PROFILE MUST BE CHANGED BY YOUR ADMIN	DID NOT TAKE A MEAL
Albright, Anthon... SWN00000 - Operations Manager	23			15		
Albright, Anthon... SWN024687 - Administrative Assistant	14			6		
All, Henry J. SWNZ7395N - Project Manager	2					
Anderson, Todd SWN000059 - Human Resource Manager	22			12		
Berry, Lawrence SWN000051 - Learning and Development Manager	31			16		Z
Bethany, Beth SWN000074 - Software Engineer	11			Z		

10. **How do we set up our backup/alternate monitor?** If you are adding a new person to be a primary monitor, alternate monitor or authorized signatory, please reach out to your NOWCC field office and they can assist with getting someone new added. Please check to make sure the alternate monitor is properly assigned when you log into ADP for the first time.
11. **Did I understand that the alternate monitor will get set up at a later date or the same time as the primary monitor?** We are working to get Primary and Alternate monitors set up at the same time so they will all receive registration emails on September 21st. However, if you see that the primary or alternate monitor assignment is not correct, please contact the NOWCC Roll Out Support Team:
12. **Help! I am really stuck on how to use the new system. Who do I contact?**

Beginning on September 21, NOWCC has available to you and your enrollee(s) a NOWCC Roll Out Support Team to assist you during this transition: Their contact information and times of operation are below:

NOWCC Roll Out Support Team:
 Email: NOWCCSupport@nowcc.org
 Phone: 833-693-0476 or 571-512-3106
 Hours of Operation: 9:00 – 5:00 PM Eastern