



# TRANSITION TO ADP MOBILE SOLUTIONS

## FREQUENTLY ASKED QUESTIONS

**Q: What is the name of the app I need to use?**

**A:** Please download the [ADP Mobile Solutions](#) app found in Apple Store or Google Play Store.



**Q: What is the website to log in through a web browser?**

**A:** The website is <https://workforcenow.adp.com>

**Q: What do I do if I forget my User ID?**

**A:** Click "Forgot User ID?" link. Follow the prompts to retrieve your User ID.

**Q: What do I do if I forget my Password?**

**A:** Click "Forgot/Reset Password?" link. Follow the prompts to retrieve Password.

**Q: I use ADP with another employer. How do I access ADP for Bee Line?**

**A:** You must register with Workforce Now using a Personal Registration Code (PRC). Contact Bee Line HR team to obtain your PRC. You will have to use a separate login to access ADP for Bee Line.

**Q: Do I have to keep the app open during my shift?**

**A:** No. You can close the app after you use it to clock in/out. If you choose to leave it open the application will time out and log you out automatically.

**Q: How do I log my lunch period?**

**A:** Select "Clock Out" to start your lunch break and "Clock In" upon returning from lunch break.

**Q: What do I do if I can't see the job listed under my locations?**

**A:** Inform your Supervisor you don't have access. You can send a screenshot via text message, too.

**Q: How do I log my travel time?**

**A:** Your travel time job is identified by Department, Client, and Location. It is automatically set up in your profile. Review your options in each section to select the appropriate combination. Call your Supervisor if you need clarification.

**Q: Where can I see my paystubs? What about the annual W2 tax form?**

**A:** Once Bee Line processes your first pay through ADP you will view your stubs via ADP Mobile Solutions or <https://workforcenow.adp.com>. Until then, your paystubs and W2 forms are available through eHub or [beelinesupport.teamehub.com](mailto:beelinesupport.teamehub.com).

**Q: How will I know I clocked correctly?**

**A:** Under Clock, you will see a green circle with a checkmark. That is an indication your clock in was successful. Also, you can click under "Recent Punches" to review.

**Q: How to clock in if I clean multiple locations?**

**A:** Log in to ADP. Under Clock, click the arrow next to clock in, select new account, enter Department, Client and Location. Click Save. Click Punch.

**Q: How to clock in if I clean one location?**

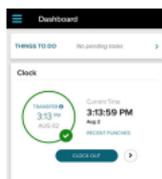
**A:** Log in to ADP. Under Clock select "Clock In" at the start of your shift at the end of your shift-click "Clock Out".

**Q: What steps to take if I forget to clock in/out?**

**A:** Report any missed clock in/out to your Supervisor via text.

**Q: Can I set up biometrics to access ADP?**

**A:** Yes. You can enable biometrics (Face ID) or you can select "Save My User ID" for quicker access.



Questions?

[humanresources@beelinesupport.com](mailto:humanresources@beelinesupport.com) or 312- BEE LINE