

Workforce Now Canada – Employee Self Service Guide

Welcome!

Your company has made a strategic decision that expands the services available to you. As your company’s most important and highly valued asset, you now have access to a suite of tools, resources, and services to enhance your employment experience. Your first pay on Workforce Now will take place on December 15th 2024.

Stay in the Know

Access a broad array of tools, services and communications through your new company portal.

You can access:

- View your pay statements and T4
- View Personal Information
- Employee and Manager Support Centre

Now, register to get started!

Follow the steps below to register for your new portal and gain access to your new tools and benefits. ADP is committed to protecting your privacy and personal information. To assist us in meeting that commitment, you must register with us before using our services.

Contents

Registering for Workforce Now	2
Change your username or password	5
View your pay statement and tax information on your mobile device	6

Registering for Workforce Now

Access Workforce Now (WFN)

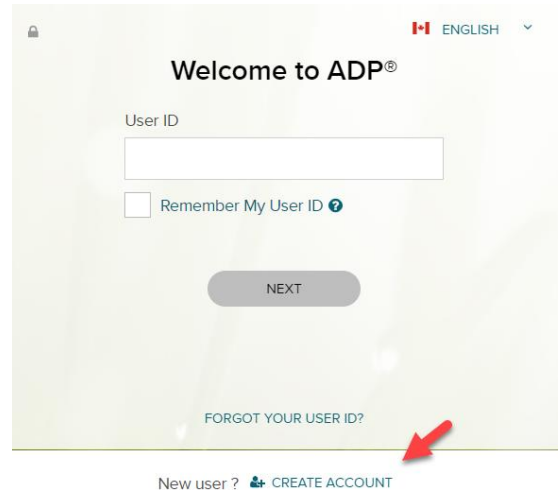
Before you begin, you will need a registration code that will be provided by ADP. When you have the code, do the following to register:

1. Go to <https://workforcenow.adp.com>
2. Click [Create Account](#)
3. Follow instructions provided on the registration pages.

If you need additional assistance registering, accessing, or using ADP Workforce Now, contact the ADP Service Centre.

To log in to ADP Workforce Now (after you have registered):

1. Access ADP Workforce Now. (Go to <https://workforcenow.adp.com>)
2. Enter your **User ID** and **Password** and then click **Log In**



Employee Service Centre

Contact the Employee Service Centre if you have any issues with access or navigation of the WFN Portal.

They provide the following support to Employees:

- Portal registration and login
- Navigating and understanding what is available on your company's portal system
- Questions regarding pay statements
- Viewing/Printing pay statements
- Accessing tax forms
- Password resets
- Interpreting system error messages
- Mobile solution support
- Helping you escalate issues, if needed

Employee Service Center



For Assistance with:

Payroll Questions
Portal Navigation
Log in Questions

Call 1-866-532-9499

8:30 am – 8:00 pm EST Monday to
Friday

OR

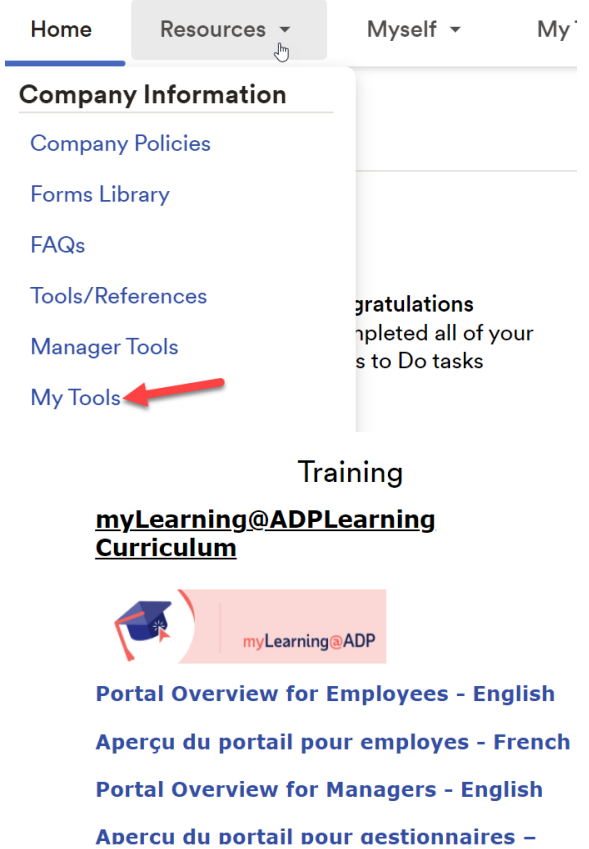
Send an email!

CSEmployeeServices@adp.com

Accessing Training in WFN

Step 1

Select **Resources** > **My Tools** and you will see the Training options



Home Resources ▾ Myself ▾ My


Company Information

- Company Policies
- Forms Library
- FAQs
- Tools/References
- Manager Tools
- My Tools** ←

gratulations
Completed all of your
tasks to Do tasks

Training

myLearning@ADP Learning Curriculum

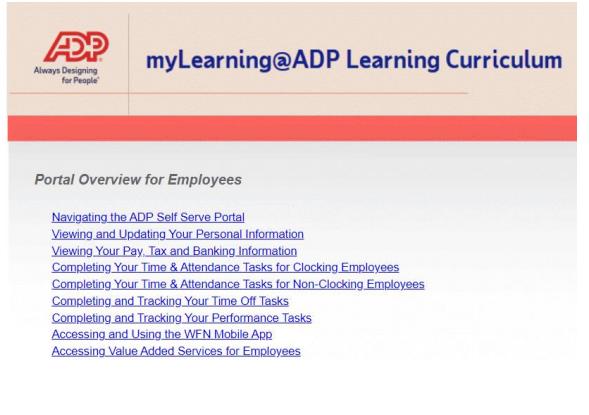



- Portal Overview for Employees - English**
- Aperçu du portail pour employés - French**
- Portal Overview for Managers - English**
- Aperçu du portail pour gestionnaires - French**

Step 2

Clicking on the Portal Overview you require as an Employee or Manager and you will be able to access a number of modules with step-by-step guides to work you through tasks in Workforce Now.

Always remember that you can call the Employee Service Centre for live support when needed.



 **myLearning@ADP Learning Curriculum**

Portal Overview for Employees

- [Navigating the ADP Self-Serve Portal](#)
- [Viewing and Updating Your Personal Information](#)
- [Viewing Your Pay, Tax and Banking Information](#)
- [Completing Your Time & Attendance Tasks for Clocking Employees](#)
- [Completing Your Time & Attendance Tasks for Non-Clocking Employees](#)
- [Completing and Tracking Your Time Off Tasks](#)
- [Completing and Tracking Your Performance Tasks](#)
- [Accessing and Using the WFN Mobile App](#)
- [Accessing Value Added Services for Employees](#)

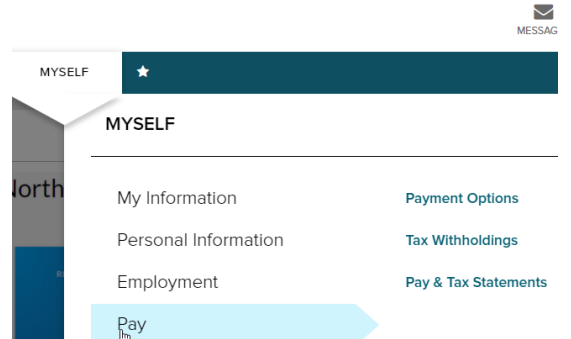


Always Designing for People™

Navigate to your pay statement

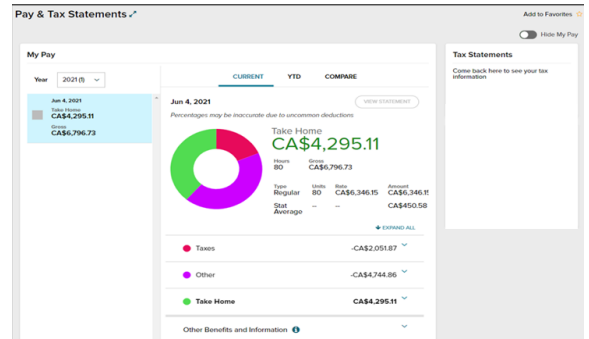
Step 1

Select **Myself > Pay** and you will see options to view your Tax Withholdings and Pay & Tax Statements



Step 2

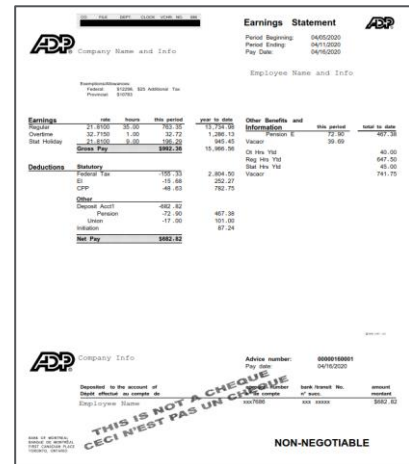
Select **Myself > Pay > Pay and Annual statements** to view your pay processed in Workforce Now as well as your tax statements once they are processed in Workforce Now



Step 3

Clicking on **Download Pay Statement** will bring you to a detailed pay statement, which you can view or print if you need to.

When you're done viewing or printing, click "Close" in the upper-right corner of the Pay Statements window and you'll return to the original view.

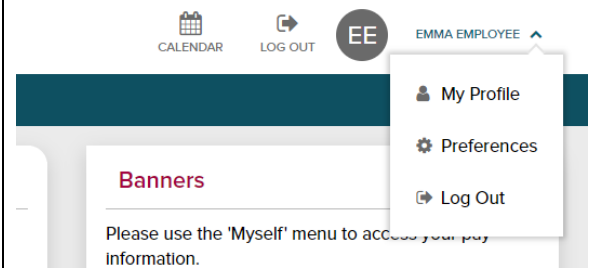


Change your username or password

Step 1

Click on the drop-down menu from the upper right side of your screen.

Select Preferences.

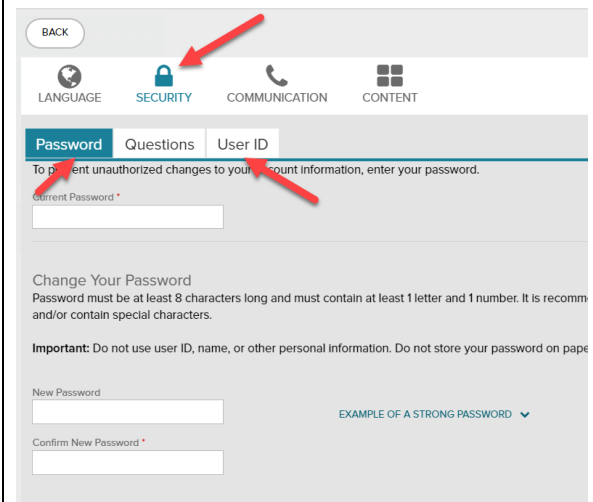


Step 2

Click on the Security Icon

Use the Password tab to change your password if required.

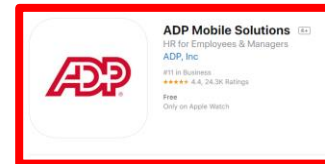
Use the User ID tab to change your user ID if required.



View your pay statement and tax information on your mobile device

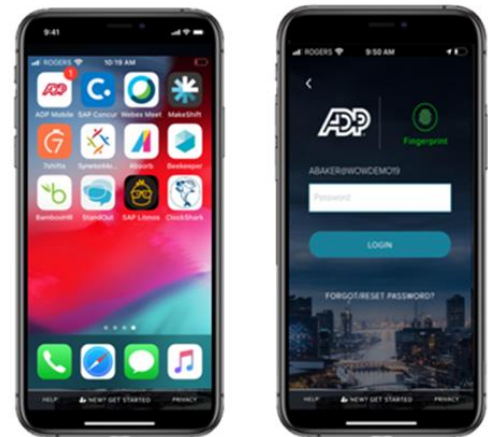
Step 1

Download ADP Mobile Solutions using the QR code on <https://workforcenow.adp.com> or by searching for ADP Mobile solutions on Google Play or your App store.



Step 2

Log in using the same username and password as the one you use on your browser



Step 3

Use the menu appearing to the left of your screen to view your pay, your tax withholding information, and your tax statements once processed on Workforce Now

