ADP
Always Designing for People™

Frequently Asked Questions

Status updates available at noon *and* midnight?

Introducing Service Portal, our new digital help center that makes it **easier to work with ADP** than ever before. Get **real-time status visibility when you need it,** with just a few clicks, on all of your open and recently closed cases.

Interested in learning more about how you can save time with Service Portal? Read on for access instructions and Frequently Asked Questions.
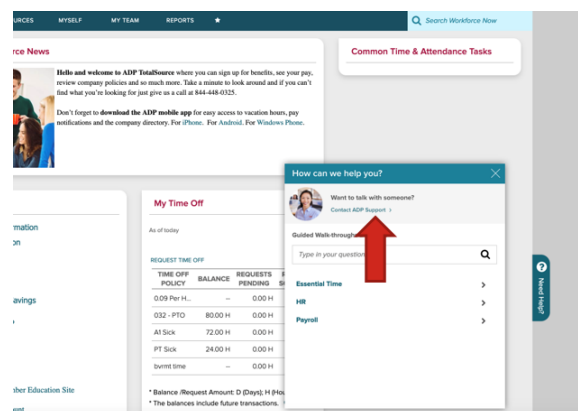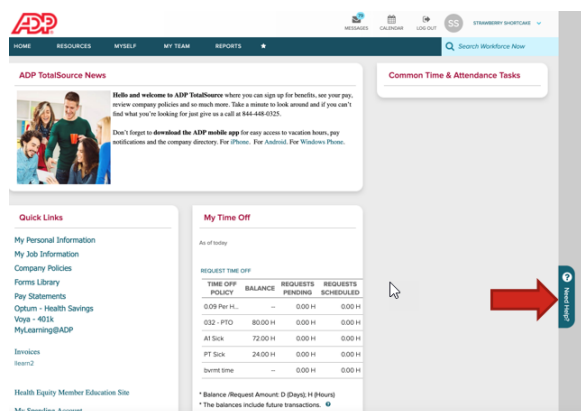
What is Service Portal?
Service Portal is our new channel for digital service.

What can I do in Service Portal?
In Service Portal, you can view your open cases, search for self-help articles, quickly find the contact information for your designated representatives and more.

How do I log into Service Portal?
Navigate to Workforce Now, click on the "Need Help" tab on the right-hand side, then click "Contact ADP Support."

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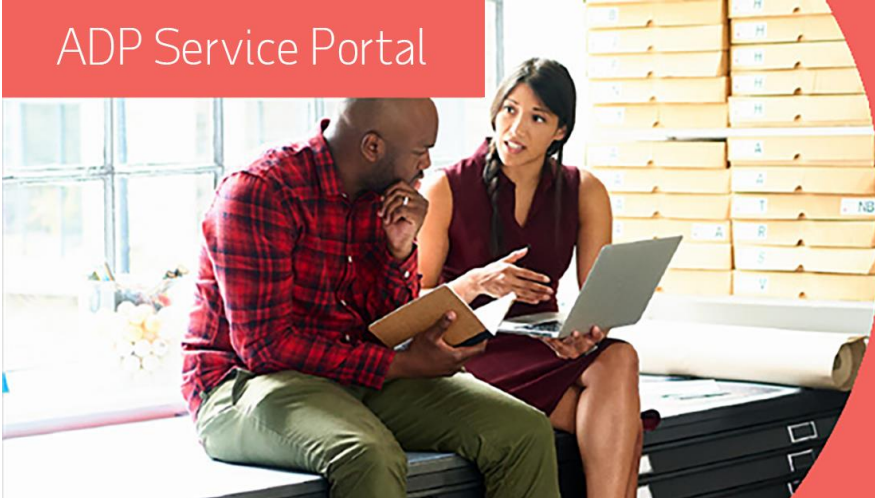
What is the purpose of the Search bar on the main page?
Using your search terms, Service Portal searches our documentation to locate answers to questions, information and procedures.

How do I create a Web Case?
Navigate to the "Create a Case" icon, underneath the search bar.

Will my cases be given to my assigned service team?
Yes.

I need to call my assigned representative, where do I find that?
The phone button in Service Portal will pull up the phone numbers for your dedicated team.

Will this replace my process of calling my rep?
You are still able to call or email your assigned representative for support. Service Portal is a new option to receive support and manage your open cases.

Are all of the cases that I create available to the other admins in my organization?
In Service Portal, you will only be able to access the cases that you have created, not the cases of others in your organization.

Do I need to pay for this new service?
No, Service Portal is our newest enhancement to your service experience.

If I encounter any issues while using Service Portal, who do I contact?
Call into the toll-free number just as you would for other tech support.